



ELIGIBILITY SERVICES BY THE NUMBERS...

April 2016 (Data Month: March 2016)

PARTICIPANTS

- **CalFresh:** 293,838 recipients, down 0.22% from last year.
 - 140,047 child recipients (0-18), down 2.23% from last year.
 - 23,058 senior recipients (60+), up 13.30% from last year.
- **CalWORKs:** 65,246 recipients, down 9.70% from last year.
 - 50,264 child recipients (0-18), down 8.86% from last year.
 - Welfare-to-Work: 11,473 participants, down 13.50% from last year.
- **CMS:** 63 CMS recipients, down 53.33% from last year.
- **General Relief:** 3,184 recipients, up 14.70% from last year.
- **Medi-Cal:** 754,477 recipients, up 13.35% from last year.
 - 317,700 child recipients (0-18), up 7.11% from last year.

Program	Cases	Recipients	% Change in Recipients		Unduplicated Number of Recipients (Mar 2015 – Mar 2016)
			Previous Month	Previous Year	
CalFresh	143,591	293,838	-0.44%	-0.22%	418,283
CalWORKs	26,064	65,246	-1.65%	-9.70%	101,615
CMS	63	63	-5.97%	-53.33%	362
General Relief	3,166	3,184	1.76%	14.70%	9,626
Medi-Cal	408,551	754,477	1.10%	13.35%	913,628
TOTAL	581,435	1,116,808	0.53%	7.88%	

PROCESSING

Applications Registered		
Program	Mar 2016	FYTD
CalFresh	10,123	94,393
CalWORKs	2,744	27,260
CMS	817	7,237
General Relief	1,811	16,149
Medi-Cal	13,679	140,892
Total	29,174	285,931

Recertifications		
Program	Mar 2016	FYTD
CalFresh	9,410	82,183
CalWORKs	1,992	17,444
CMS	30	216
General Relief	92	766
Medi-Cal	14,250	86,610
Total	25,774	187,219

Periodic Reports		
Program	Mar 2016	FYTD
CalFresh	8,843	78,002
CalWORKs	1,341	12,921
General Relief	1,976	16,982
Medi-Cal	232	4,229
Total	12,392	112,134

Documents Imaged	
Mar 2016	FYTD
637,488	5,025,293

ACCESS CUSTOMER SERVICE CENTER

Month	March 2015	March 2016	Change
Total Calls	101,533	112,638	11,015
Answered	68,057	80,364	12,307
Self-Service	18,854	18,015	-839
Transferred Out	2,607	3,090	483
Abandoned	12,015	11,169	-846
Average Wait Time(min)	14:47	6:53	-7:54

FAMILY RESOURCE CENTER VISITS

Month	March 2016	FYTD
Total Tickets Issued	79,515	632,212

Month	March 2015	March 2016	Change
Average Wait Time (min.)	26.87	17.94	-8.93

Eligibility Applications Average Days to Disposition (March 2016)

CalFresh

- Regular Applications: State required days to disposition = 30 Days
 - San Diego = 23 Days
- Expedited Applications: State required days to disposition = 3 Days
 - San Diego = 1 Day

CalWORKs

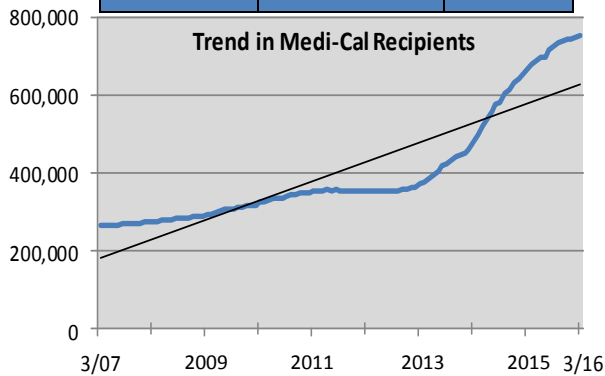
- Regular Applications: State required days to disposition = 45 Days
 - San Diego = 19 Days
- Immediate Need: State required days to disposition = 1 Day
 - San Diego = 1 Day

Medi-Cal

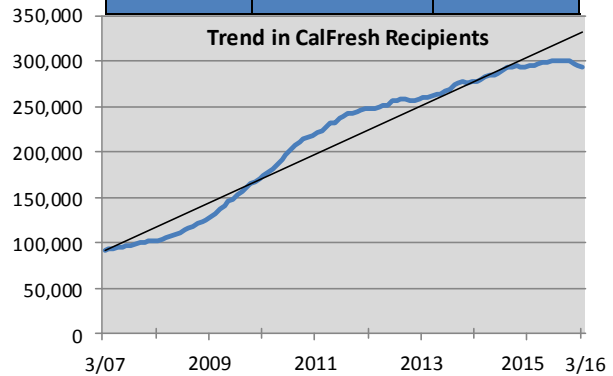
- Regular Applications: State required days to disposition = 45 Days
 - San Diego = 33 Days

Program Recipients Trend

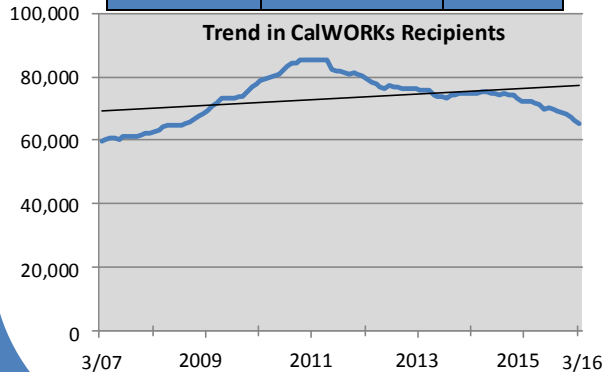
Medi-Cal Recipients		
FY March 07	FY March 16	185%
265,130	754,477	Increase



CalFresh Recipients		
FY March 07	FY March 16	220%
91,939	293,838	Increase



CalWORKs Recipients		
FY March 07	FY March 16	9%
59,672	65,246	Increase



General Relief Recipients		
FY March 07	FY March 16	415%
618	3,184	Increase

