



ELIGIBILITY SERVICES BY THE NUMBERS...

May 2016 (Data Month: April 2016)

PARTICIPANTS

- **CalFresh:** 292,284 recipients, up 4.38% from last year.
 - 139,048 child recipients (0-18), down 0.74% from last year.
 - 23,288 senior recipients (60+), up 36.28% from last year.
- **CalWORKs:** 64,266 recipients, down 14.15% from last year.
 - 49,678 child recipients (0-18), down 9.55% from last year.
 - Welfare-to-Work: 11,182 participants, down 1.88% from last year.
- **CMS:** 69 CMS recipients, down 88.65% from last year.
- **General Relief:** 3,289 recipients, up 54.12% from last year.
- **Medi-Cal:** 746,256 recipients, up 50.23% from last year.
 - 388,402 child recipients (0-18), up 29.37% from last year.

Program	Cases	Recipients	% Change in Recipients		Unduplicated Number of Recipients (Apr 2015 -Apr 2016)
			Previous Month	Previous Year	
CalFresh	143,189	292,284	-0.53%	4.38%	417,461
CalWORKs	25,673	64,266	-1.50%	-14.15%	100,764
CMS	69	69	9.52%	-88.65%	351
General Relief	3,273	3,289	3.30%	54.12%	9,703
Medi-Cal	401,477	746,256	-1.09%	50.23%	920,792
TOTAL	573,981	1,106,164	-0.95%	29.47%	

PROCESSING

Applications Registered		
Program	Apr 2016	FYTD
CalFresh	10,935	105,328
CalWORKs	3,199	30,459
CMS	678	7,915
General Relief	1,733	17,882
Medi-Cal	13,909	154,801
Total	30,454	316,385

Recertifications		
Program	Apr 2016	FYTD
CalFresh	8,681	90,864
CalWORKs	1,912	19,356
CMS	12	228
General Relief	94	860
Medi-Cal	12,303	98,913
Total	23,002	210,221

Periodic Reports		
Program	Apr 2016	FYTD
CalFresh	7,926	85,928
CalWORKs	1,155	14,076
General Relief	1,897	18,879
Medi-Cal	255	4,484
Total	11,233	123,367

Documents Imaged	
Apr 2016	FYTD
561,348	5,586,641

ACCESS CUSTOMER SERVICE CENTER

Month	April 2015	April 2016	Change
Total Calls	103,819	103,204	-615
Answered	70,344	72,215	1,871
Self-Service	18,577	16,462	-2,115
Transferred Out	2,878	2,678	-200
Abandoned	12,020	11,849	-171
Average Wait Time(min)	14:15	8:21	-5:54

FAMILY RESOURCE CENTER VISITS

Month	April 2015	April 2016	FYTD
Total Tickets Issued	67,998	78,272	710,484

Month	April 2015	April 2016	Change
Average Wait Time (min.)	26.82	19.35	-7.47

Eligibility Applications Average Days to Disposition (April 2016)

CalFresh

- Regular Applications: State required days to disposition = 30 Days
 - San Diego = 21 Days
- Expedited Applications: State required days to disposition = 3 Days
 - San Diego = 1 Day

CalWORKs

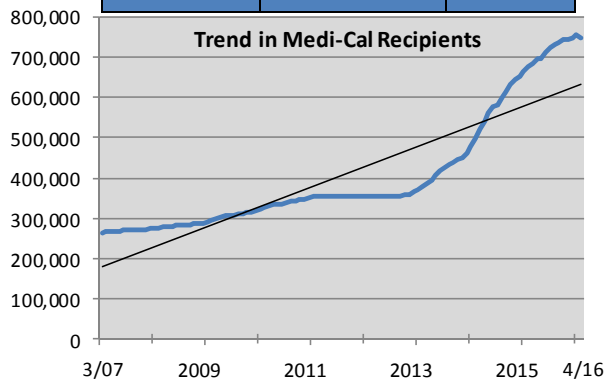
- Regular Applications: State required days to disposition = 45 Days
 - San Diego = 18 Days
- Immediate Need: State required days to disposition = 1 Day
 - San Diego = 1 Day

Medi-Cal

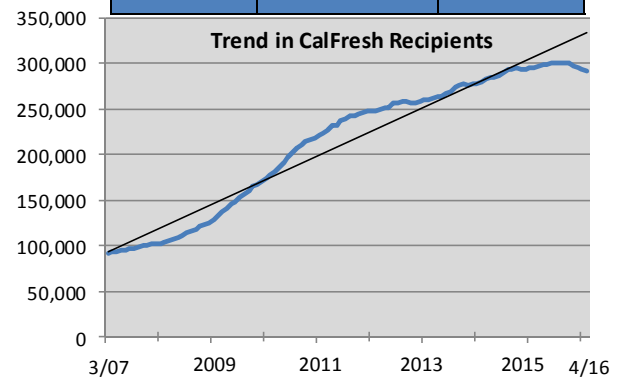
- Regular Applications: State required days to disposition = 45 Days
 - San Diego = 24 Days

Program Recipients Trend

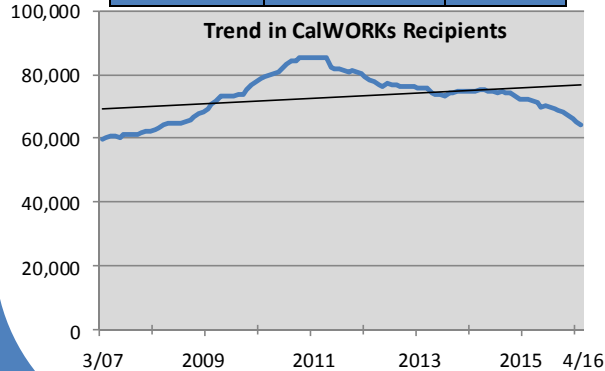
Medi-Cal Recipients		
FY March 07	FY April 16	181%
265,130	746,256	Increase



CalFresh Recipients		
FY March 07	FY April 16	218%
91,939	292,284	Increase



CalWORKs Recipients		
FY March 07	FY April 16	8%
59,672	64,266	Increase



General Relief Recipients		
FY March 07	FY April 16	432%
618	3,289	Increase

