



# ELIGIBILITY SERVICES BY THE NUMBERS...

September 2016 *(Data Month: August 2016)*

## PARTICIPANTS

- **CalFresh:** 291,649 recipients, down 2.68% from last year.
  - 138,680 child recipients (0-18), down 3.70% from last year.
  - 24,290 senior recipients (60+), up 11.81% from last year.
- **CalWORKs:** 61,526 recipients, down 12.34% from last year.
  - 47,751 child recipients (0-18), down 10.58% from last year.
  - Welfare-to-Work: 10,076 participants, down 21.76% from last year.
- **CMS:** 91 CMS recipients, down 10.78% from last year.
- **General Relief:** 3,257 recipients, up 8.42% from last year.
- **Medi-Cal:** 742,077 recipients, up 3.92% from last year.
  - 302,047 child recipients (0-18), down 1.12% from last year.

Program	Cases	Recipients	% Change in Recipients		Unduplicated Number of Recipients (Aug 2015 – Aug 2016)
			Previous Month	Previous Year	
CalFresh	142,581	291,649	0.02%	-2.68%	418,385
CalWORKs	24,540	61,526	-0.72%	-12.34%	97,508
CMS	91	91	7.06%	-10.78%	347
General Relief	3,247	3,257	1.09%	8.42%	9,968
Medi-Cal	399,261	742,077	-0.25%	3.92%	933,868
<b>TOTAL</b>	<b>569,720</b>	<b>1,098,600</b>	<b>-0.20%</b>	<b>1.06%</b>	

## PROCESSING

Applications Registered		
Program	August 2016	FYTD
CalFresh	13,120	23,604
CalWORKs	3,488	6,312
CMS	857	1,611
General Relief	2,028	3,734
Medi-Cal	14,791	27,421
<b>Total</b>	<b>34,284</b>	<b>62,682</b>

Recertifications		
Program	August 2016	FYTD
CalFresh	9,680	18,860
CalWORKs	1,960	4,013
CMS	16	34
General Relief	118	218
Medi-Cal	14,360	31,775
<b>Total</b>	<b>26,134</b>	<b>54,900</b>

Periodic Reports		
Program	August 2016	FYTD
CalFresh	7,609	18,415
CalWORKs	1,194	2,325
General Relief	1,960	3,969
Medi-Cal	170	390
<b>Total</b>	<b>10,933</b>	<b>25,099</b>

Documents Imaged	
August 2016	FYTD
647,026	1,188,799

## ACCESS CUSTOMER SERVICE CENTER

Month	August 2015	August 2016	Change	FYTD
Total Calls	105,050	109,905	4,855	204,406
Answered	72,066	79,431	7,365	147,349
Self-Service	19,408	14,155	-5,253	27,105
Transferred Out	2,682	2,721	39	4,986
Abandoned	10,894	13,598	2,704	24,966
Average Wait Time	8:15	7:45	-1:30	8:26

## FAMILY RESOURCE CENTER VISITS

Month	August 2015	August 2016	Change	FYTD
Total Tickets Issued	67,273	96,418	30.23%	177,779
Average Wait Time (min.)	24.80	20.55	-4.25	

## Eligibility Applications Average Days to Disposition (August 2016)

### CalFresh

- Regular Applications: State required days to disposition = 30 Days
  - San Diego = 24 Days
- Expedited Applications: State required days to disposition = 3 Days
  - San Diego = 2 Days

### CalWORKs

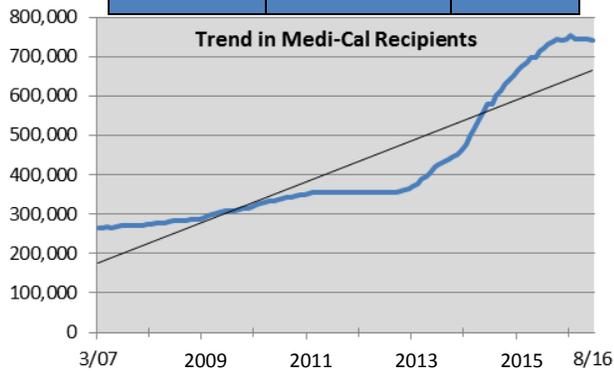
- Regular Applications: State required days to disposition = 45 Days
  - San Diego = 26 Days
- Immediate Need: State required days to disposition = 1 Day
  - San Diego = 1 Day

### Medi-Cal

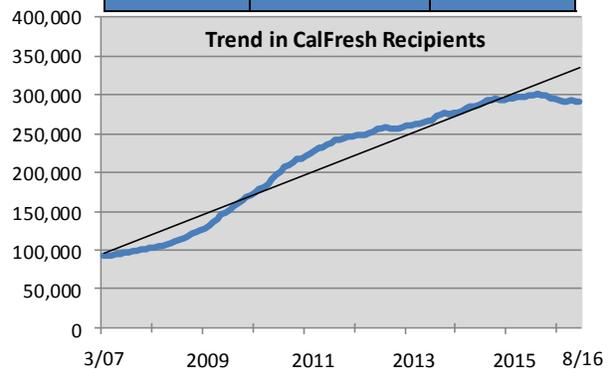
- Regular Applications: State required days to disposition = 45 Days
  - San Diego = 26 Days

## Program Recipients Trend

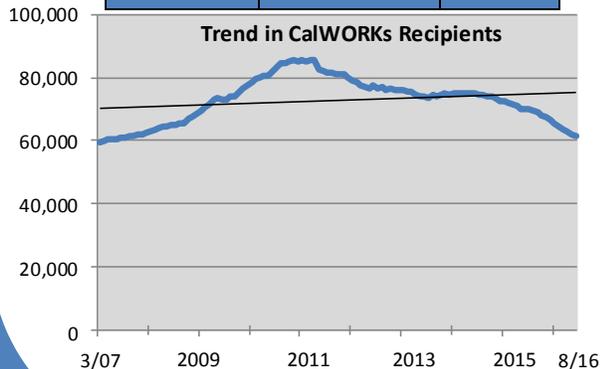
Medi-Cal Recipients		
FY March 07	FY Aug 16	<b>180%</b>
265,130	742,077	Increase



CalFresh Recipients		
FY March 07	FY Aug 16	<b>217%</b>
91,939	291,649	Increase



CalWORKs Recipients		
FY March 07	FY Aug 16	<b>3%</b>
59,672	61,526	Increase



General Relief Recipients		
FY March 07	FY Aug 16	<b>427%</b>
618	3,257	Increase

