



ELIGIBILITY SERVICES BY THE NUMBERS...

February 2017 *(Data Month: January 2017)*

PARTICIPANTS

- **CalFresh:** 281,029 recipients, down 5.07% from last year.
 - 134,230 child recipients (0-18), down 5.56% from last year.
 - 24,897 senior recipients (60+), up 10.54% from last year.
- **CalWORKs:** 59,351 recipients, down 11.90% from last year.
 - 46,417 child recipients (0-18), down 9.50% from last year.
 - Welfare-to-Work: 9,615 participants, down 23.44% from last year.
- **CMS:** 61 CMS recipients, down 22.78% from last year.
- **General Relief:** 3,240 recipients, up 3.81% from last year.
- **Medi-Cal:** 732,799 recipients, down 1.38% from last year.
 - 390,848 child recipients (0-18), up 26.96% from last year.

Program	Cases	Recipients	% Change in Recipients		Unduplicated Number of Recipients (Jan 2016 - Jan 2017)
			Previous Month	Previous Year	
CalFresh	136,503	281,029	-1.63%	-5.07%	414,444
CalWORKs	23,393	59,351	-0.95%	-11.90%	94,238
CMS	61	61	-6.15%	-22.78%	337
General Relief	3,227	3,240	0.19%	3.81%	10,049
Medi-Cal	391,916	732,799	-1.13%	-1.38%	953,823
TOTAL	555,100	1,076,480	-1.25%	-2.99%	

*Recipients include 232,915 under ACA Medicaid Coverage Expansion.

PROCESSING

Applications Registered		
Program	January 2017	FYTD
CalFresh	12,606	81,006
CalWORKs	2,885	20,189
CMS	777	5,336
General Relief	1,775	12,323
Medi-Cal	17,372	109,774
Total	35,415	228,628

Recertifications		
Program	January 2017	FYTD
CalFresh	7,658	63,016
CalWORKs	1,427	11,994
CMS	16	152
General Relief	94	674
Medi-Cal	16,338	113,110
Total	25,533	188,946

Periodic Reports		
Program	January 2017	FYTD
CalFresh	12,173	75,659
CalWORKs	1,465	9,110
General Relief	1,776	13,645
Medi-Cal	152	1,255
Total	15,566	99,669

Documents Imaged	
January 2017	FYTD
560,132	3,941,601

ACCESS CUSTOMER SERVICE CENTER

Month	January 2016	January 2017	Change	FYTD
Total Calls	105,251	89,346	-15,905	653,079
Answered	74,100	67,280	-6,820	473,417
Self-Service	17,999	12,386	-5,613	87,958
Transferred Out	2,707	432	-2,275	11,043
Abandoned	10,445	9,248	-1,197	81,095
Average Wait Time	8:15	9:20	1:05	9:06

FAMILY RESOURCE CENTER VISITS

Month	January 2016	January 2017	Change	FYTD
Total Tickets Issued	76,614	98,189	21.97%	630,436
Average Wait Time (min.)	23.40	24.32	-0.92	

Eligibility Applications Average Days to Disposition (January 2017)

CalFresh

- Regular Applications: State required days to disposition = 30 Days
 - San Diego = 20 Days
- Expedited Applications: State required days to disposition = 3 Days
 - San Diego = 2 Days

CalWORKs

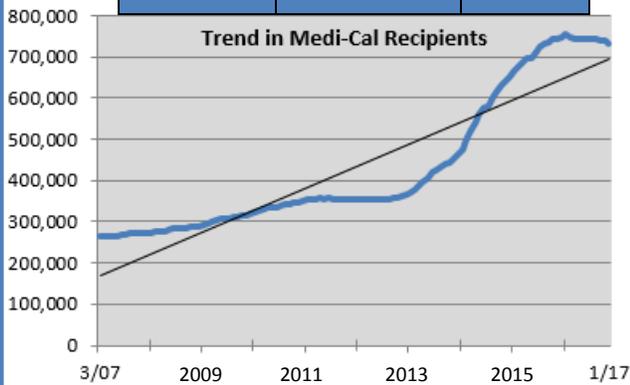
- Regular Applications: State required days to disposition = 45 Days
 - San Diego = 20 Days
- Immediate Need: State required days to disposition = 1 Day
 - San Diego = 0 Day

Medi-Cal

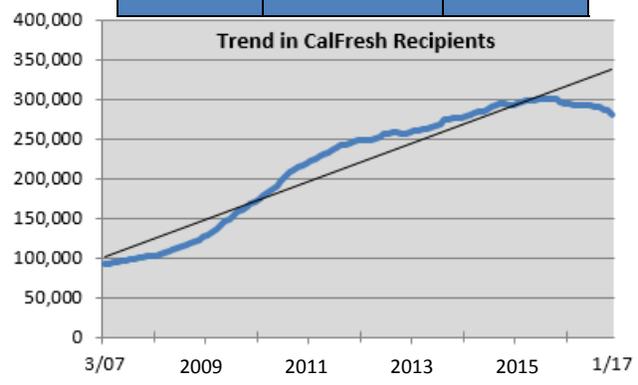
- Regular Applications: State required days to disposition = 45 Days
 - San Diego = 32 Days

Program Recipients Trend

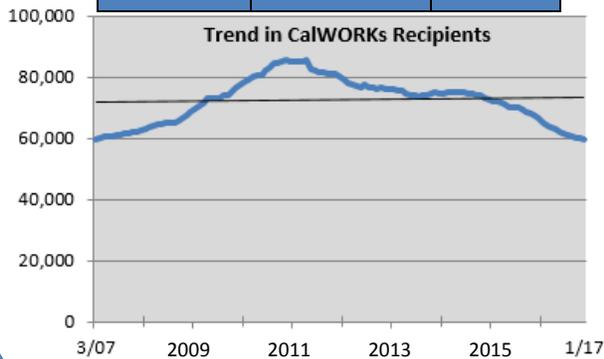
Medi-Cal Recipients		
FY March 07	FY Jan 17	176%
265,130	732,799	Increase



CalFresh Recipients		
FY March 07	FY Jan 17	206%
91,939	281,029	Increase



CalWORKs Recipients		
FY March 07	FY Jan 17	-1%
59,672	59,351	Increase



General Relief Recipients		
FY March 07	FY Jan 17	424%
618	3,240	Increase

