



ELIGIBILITY SERVICES BY THE NUMBERS...

April 2017 (Data Month: March 2017)

PARTICIPANTS

- **CalFresh:** 276,915 recipients, down 5.76% from last year.
 - 131,068 child recipients (0-18), down 6.41% from last year.
 - 25,204 senior recipients (60+), up 9.31% from last year.
- **CalWORKs:** 58,634 recipients, down 10.13% from last year.
 - 45,875 child recipients (0-18), down 8.73% from last year.
 - Welfare-to-Work: 9,435 participants, down 17.76% from last year.
- **CMS:** 43 CMS recipients, down 31.75% from last year.
- **General Relief:** 3,120 recipients, down 2.01% from last year.
- **Medi-Cal:** 730,987 recipients, down 3.11% from last year.
 - 292,193 child recipients (0-18), down 8.03% from last year.

Program	Cases	Recipients	% Change in Recipients		Unduplicated Number of Recipients (Mar 2016 –Mar 2017)
			Previous Month	Previous Year	
CalFresh	135,093	276,915	-0.57%	-5.76%	412,296
CalWORKs	23,026	58,634	-0.69%	-10.13%	92,684
CMS	43	43	-12.24%	-31.75%	366
General Relief	3,103	3,120	1.13%	-2.01%	9,984
Medi-Cal	391,214	730,987	-0.08%	-3.11%	955,894
TOTAL	552,479	1,069,699	-0.24%	-4.22%	

*Recipients include 234,294 under ACA Medicaid Coverage Expansion.

PROCESSING

Applications Registered		
Program	March 2017	FYTD
CalFresh	11,292	103,022
CalWORKs	2,345	24,783
CMS	774	6,832
General Relief	1,717	15,597
Medi-Cal	13,569	138,495
Total	29,697	288,729

Recertifications		
Program	March 2017	FYTD
CalFresh	8,621	79,562
CalWORKs	1,826	15,440
CMS	21	198
General Relief	113	899
Medi-Cal	16,214	145,858
Total	26,795	241,957

Periodic Reports		
Program	March 2017	FYTD
CalFresh	11,862	99,446
CalWORKs	1,207	11,691
General Relief	1,830	17,455
Medi-Cal	120	1,560
Total	15,019	130,152

Documents Imaged	
March 2017	FYTD
588,897	5,081,648

ACCESS CUSTOMER SERVICE CENTER

Month	March 2016	March 2017	Change	FYTD
Total Calls	112,638	95,289	-17,349	831,138
Answered	80,364	72,622	-7,742	608,277
Self-Service	18,015	11,947	-6,068	111,172
Transferred Out	3,090	470	-2,620	11,894
Abandoned	11,169	10,250	-919	100,229
Average Wait Time	6:53	8:10	1:17	9:06

FAMILY RESOURCE CENTER VISITS

Month	March 2016	March 2017	Change	FYTD
Total Tickets Issued	79,515	94,922	16.23%	815,993
Average Wait Time (min.)	17.94	20.08	2.14	

Eligibility Applications Average Days to Disposition (March 2017)

CalFresh

- Regular Applications: State required days to disposition = 30 Days
 - San Diego = 19 Days
- Expedited Applications: State required days to disposition = 3 Days
 - San Diego = 2 Days

CalWORKs

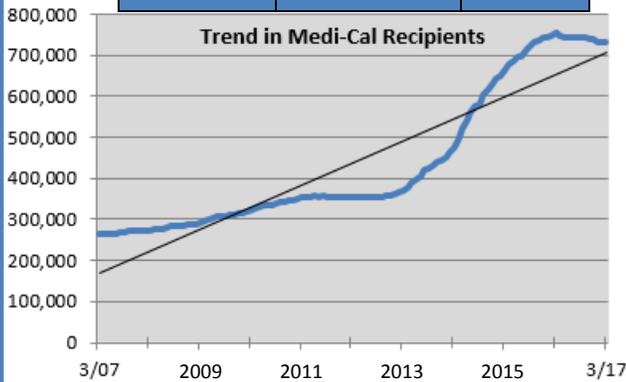
- Regular Applications: State required days to disposition = 45 Days
 - San Diego = 23 Days
- Immediate Need: State required days to disposition = 1 Day
 - San Diego = 1 Day

Medi-Cal

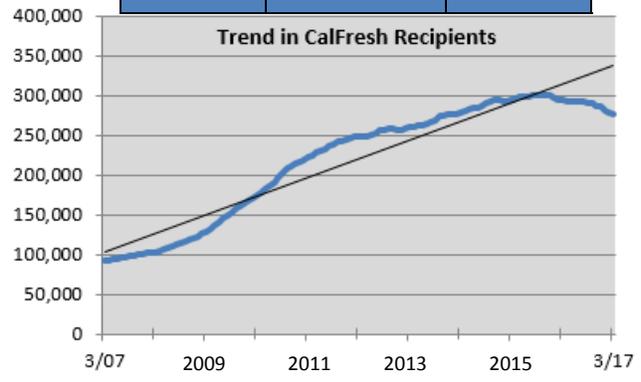
- Regular Applications: State required days to disposition = 45 Days
 - San Diego = 30 Days

Program Recipients Trend

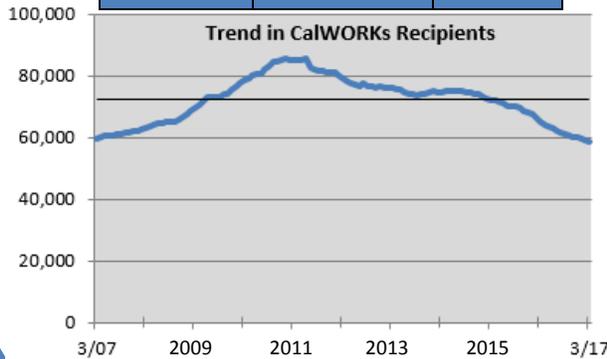
Medi-Cal Recipients		
FY March 07	FY Mar 17	176%
265,130	730,987	Increase



CalFresh Recipients		
FY March 07	FY Mar 17	201%
91,939	276,915	Increase



CalWORKs Recipients		
FY March 07	FY Mar 17	2%
59,672	58,634	Decrease



General Relief Recipients		
FY March 07	FY Mar 17	405%
618	3,120	Increase

