



ELIGIBILITY SERVICES BY THE NUMBERS...

May 2017 (Data Month: April 2017)

PARTICIPANTS

- **CalFresh:** 273,451 recipients, down 6.44% from last year.
 - 129,163 child recipients (0-18), down 7.11% from last year.
 - 25,138 senior recipients (60+), up 7.94% from last year.
- **CalWORKs:** 57,851 recipients, down 9.98% from last year.
 - 45,336 child recipients (0-18), down 8.74% from last year.
 - Welfare-to-Work: 9,223 participants, down 17.52% from last year.
- **CMS:** 50 CMS recipients, down 27.54% from last year.
- **General Relief:** 3,066 recipients, down 6.78% from last year.
- **Medi-Cal:** 726,686 recipients, down 2.62% from last year.
 - 290,208 child recipients (0-18), down 5.87% from last year.

Program	Cases	Recipients	% Change in Recipients		Unduplicated Number of Recipients (Apr 2016 –Apr 2017)
			Previous Month	Previous Year	
CalFresh	133,643	273,451	-1.25%	-6.44%	409,955
CalWORKs	22,707	57,851	-1.34%	-9.98%	91,620
CMS	50	50	16.28%	-27.54%	284
General Relief	3,056	3,066	-1.73%	-6.78%	9,920
Medi-Cal	388,658	726,686	-0.59%	-2.62%	946,859
TOTAL	548,114	1,061,104	-1.04%	-4.99%	

*Recipients include 233,485 under ACA Medicaid Coverage Expansion.

PROCESSING

Applications Registered		
Program	April 2017	FYTD
CalFresh	10,182	113,204
CalWORKs	2,342	27,125
CMS	660	7,492
General Relief	1,576	17,173
Medi-Cal	12,799	151,294
Total	27,559	316,288

Recertifications		
Program	April 2017	FYTD
CalFresh	7,668	87,230
CalWORKs	1,623	17,063
CMS	14	212
General Relief	79	978
Medi-Cal	13,839	159,697
Total	23,223	265,180

Periodic Reports		
Program	April 2017	FYTD
CalFresh	10,931	110,377
CalWORKs	1,129	12,820
General Relief	1,822	19,277
Medi-Cal	102	1,662
Total	13,984	144,136

Documents Imaged	
April 2017	FYTD
516,176	5,597,824

ACCESS CUSTOMER SERVICE CENTER

Month	April 2016	April 2017	Change	FYTD
Total Calls	103,204	84,691	-18,513	915,829
Answered	72,215	63,911	-8,304	672,188
Self-Service	16,462	11,049	-5,413	122,221
Transferred Out	2,678	411	-2,267	12,305
Abandoned	11,849	9,320	-2,529	109,549
Average Wait Time	8:21	8:06	-0.15	9:00

FAMILY RESOURCE CENTER VISITS

Month	April 2016	April 2017	Change	FYTD
Total Tickets Issued	78,272	83,438	6.19%	899,431
Average Wait Time (min.)	19.35	20.49	1.14	

Eligibility Applications Average Days to Disposition (April 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 = 1 Day

CalWORKs

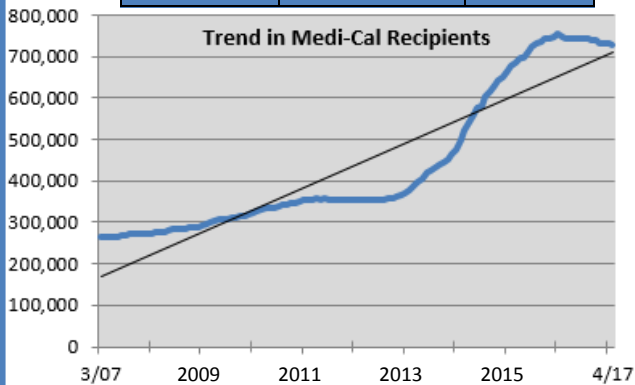
- Regular Applications: State required days to disposition = 45 Days
 - San Diego = 23 Days
- Immediate Need: State required days to disposition = 1 Day
 - San Diego = 1 Day

Medi-Cal

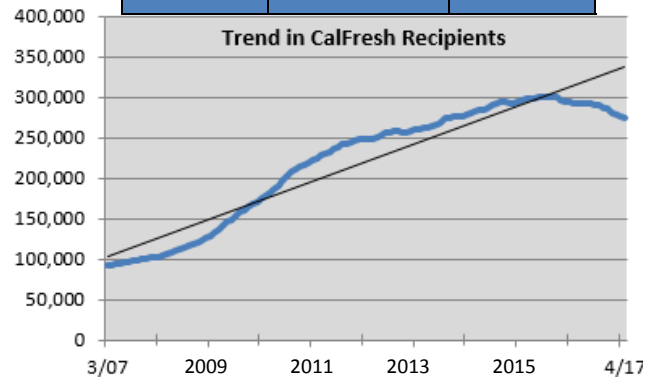
- Regular Applications: State required days to disposition = 45 Days
 - San Diego = 27 Days

Program Recipients Trend

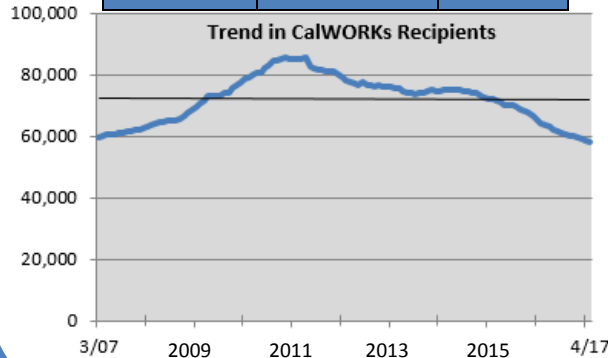
Medi-Cal Recipients		
FY March 07	FY Apr 17	174%
265,130	726,686	Increase



CalFresh Recipients		
FY March 07	FY Apr 17	197%
91,939	273,451	Increase



CalWORKs Recipients		
FY March 07	FY Apr 17	3%
59,672	57,851	Decrease



General Relief Recipients		
FY March 07	FY Apr 17	396%
618	3,066	Increase

