



ELIGIBILITY SERVICES BY THE NUMBERS...

June 2017 (Data Month: May 2017)

PARTICIPANTS

- **CalFresh:** 272,837 recipients, down 6.64% from last year.
 - 128,806 child recipients (0-18), down 7.17% from last year.
 - 25,164 senior recipients (60+), up 6.78% from last year.
- **CalWORKs:** 57,530 recipients, down 9.73% from last year.
 - 45,175 child recipients (0-18), down 8.41% from last year.
 - Welfare-to-Work: 9,139 participants, down 11.86% from last year.
- **CMS:** 54 CMS recipients, down 19.40% from last year.
- **General Relief:** 2,992 recipients, down 8.81% from last year.
- **Medi-Cal:** 728,550 recipients, down 2.00% from last year.
 - 290,490 child recipients (0-18), down 5.06% from last year.

| Program | Cases | Recipients | % Change in Recipients | | Unduplicated Number of Recipients (May 2016-May 2017) |
|----------------|----------------|------------------|------------------------|---------------|---|
| | | | Previous Month | Previous Year | |
| CalFresh | 133,425 | 272,837 | -0.22% | -6.64% | 409,054 |
| CalWORKs | 22,591 | 57,530 | -0.55% | -9.73% | 90,766 |
| CMS | 54 | 54 | 8.00% | -19.40% | 275 |
| General Relief | 2,986 | 2,992 | -2.41% | -8.81% | 9,835 |
| Medi-Cal | 389,564 | 728,550 | 0.26% | -2.00% | 946,807 |
| TOTAL | 548,620 | 1,061,963 | -0.96% | -4.91% | |

*Recipients include 234,640 under ACA Medicaid Coverage Expansion.

PROCESSING

| Applications Registered | | |
|-------------------------|---------------|----------------|
| Program | May 2017 | FYTD |
| CalFresh | 11,232 | 124,436 |
| CalWORKs | 2,640 | 29,765 |
| CMS | 807 | 8,299 |
| General Relief | 1,720 | 18,893 |
| Medi-Cal | 13,840 | 165,134 |
| Total | 30,239 | 346,527 |

| Recertifications | | |
|------------------|---------------|----------------|
| Program | May 2017 | FYTD |
| CalFresh | 8,061 | 95,291 |
| CalWORKs | 1,655 | 18,718 |
| CMS | 10 | 222 |
| General Relief | 96 | 1,074 |
| Medi-Cal | 13,987 | 173,684 |
| Total | 23,809 | 288,989 |

| Periodic Reports | | |
|------------------|---------------|----------------|
| Program | May 2017 | FYTD |
| CalFresh | 11,024 | 121,401 |
| CalWORKs | 1,076 | 13,896 |
| General Relief | 1,814 | 21,091 |
| Medi-Cal | 108 | 1,770 |
| Total | 14,022 | 158,158 |

| Documents Imaged | |
|------------------|-----------|
| May 2017 | FYTD |
| 560,401 | 6,158,225 |

ACCESS CUSTOMER SERVICE CENTER

| Month | May 2016 | May 2017 | Change | FYTD |
|-------------------|----------|----------|---------|-----------|
| Total Calls | 103,258 | 92,432 | -10,826 | 1,008,695 |
| Answered | 73,390 | 69,653 | -3,737 | 741,841 |
| Self-Service | 17,106 | 11,910 | -5,196 | 134,131 |
| Transferred Out | 2,909 | 400 | -2,509 | 12,705 |
| Abandoned | 9,853 | 10,469 | 616 | 120,018 |
| Average Wait Time | 6:47 | 7:35 | 0:48 | 8:52 |

FAMILY RESOURCE CENTER VISITS

| Month | May 2016 | May 2017 | Change | FYTD |
|--------------------------|----------|----------|--------|---------|
| Total Tickets Issued | 76,933 | 88,929 | 13.49% | 988,360 |
| Average Wait Time (min.) | 23.47 | 19.47 | -4.00 | |

Eligibility Applications Average Days to Disposition (May 2017)

CalFresh

- Regular Applications: State required days to disposition = 30 Days
 - San Diego = 18 Days
- Expedited Applications: State required days to disposition = 3 Days
 - San Diego = 1 Day

CalWORKs

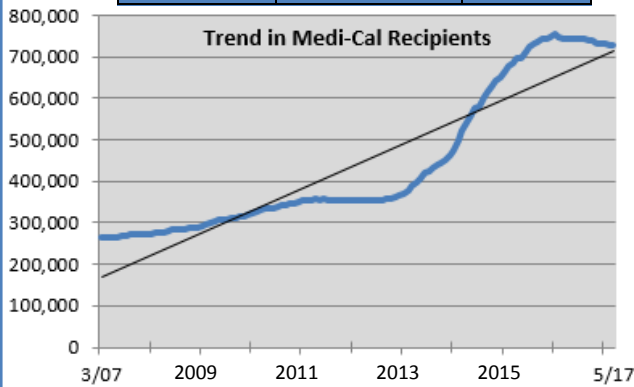
- Regular Applications: State required days to disposition = 45 Days
 - San Diego = 22 Days
- Immediate Need: State required days to disposition = 1 Day
 - San Diego = 1 Day

Medi-Cal

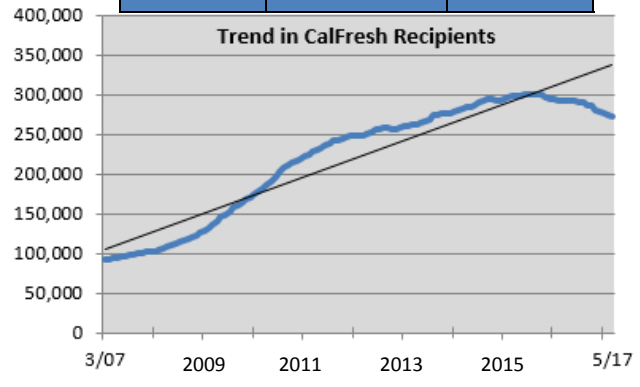
- Regular Applications: State required days to disposition = 45 Days
 - San Diego = 25 Days

Program Recipients Trend

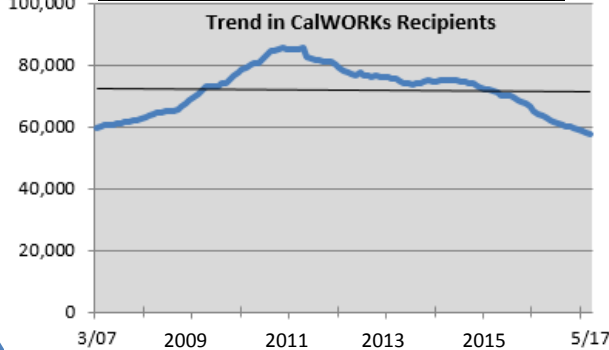
| Medi-Cal Recipients | | |
|---------------------|----------------|-------------|
| FY March 07 | FY May 17 | 175% |
| 265,130 | 728,550 | Increase |



| CalFresh Recipients | | |
|---------------------|----------------|-------------|
| FY March 07 | FY May 17 | 197% |
| 91,939 | 272,837 | Increase |



| CalWORKs Recipients | | |
|---------------------|---------------|-----------|
| FY March 07 | FY May 17 | 4% |
| 59,672 | 57,530 | Decrease |



| General Relief Recipients | | |
|---------------------------|--------------|-------------|
| FY March 07 | FY May 17 | 384% |
| 618 | 2,992 | Increase |

