



ELIGIBILITY SERVICES BY THE NUMBERS...

July 2017 (Data Month: June 2017)

PARTICIPANTS

- **CalFresh:** 272,390 recipients, down 6.92% from last year.
 - 128,501 child recipients (0-18), down 7.44% from last year.
 - 25,234 senior recipients (60+), up 5.88% from last year.
- **CalWORKs:** 57,139 recipients, down 9.51% from last year.
 - 44,896 child recipients (0-18), down 8.38% from last year.
 - Welfare-to-Work: 8,983 participants, down 11.70% from last year.
- **CMS:** 58 CMS recipients, down 20.55% from last year.
- **General Relief:** 3,026 recipients, down 8.66% from last year.
- **Medi-Cal:** 726,946 recipients, down 2.46% from last year.
 - 289,120 child recipients (0-18), down 5.54% from last year.

Program	Cases	Recipients	% Change in Recipients		Unduplicated Number of Recipients (June 2016-June 2017)
			Previous Month	Previous Year	
CalFresh	133,391	272,390	-0.16%	-6.92%	407,824
CalWORKs	22,507	57,139	-0.68%	-9.51%	89,756
CMS	58	58	7.41%	-20.55%	269
General Relief	3,023	3,026	1.14%	-8.66%	9,793
Medi-Cal	388,792	726,946	-0.22%	-2.46%	946,606
TOTAL	547,771	1,059,559	-1.19%	-4.06%	

*Recipients include 234,801 under ACA Medicaid Coverage Expansion.

PROCESSING

Applications Registered		
Program	June 2017	FYTD
CalFresh	11,978	136,414
CalWORKs	2,761	32,526
CMS	809	9,108
General Relief	1,678	20,571
Medi-Cal	13,405	178,539
Total	30,631	377,158

Recertifications		
Program	June 2017	FYTD
CalFresh	8,265	103,556
CalWORKs	1,880	20,598
CMS	14	236
General Relief	112	1,186
Medi-Cal	14,538	188,222
Total	24,809	313,798

Periodic Reports		
Program	June 2017	FYTD
CalFresh	12,319	133,720
CalWORKs	1,146	15,042
General Relief	1,741	22,832
Medi-Cal	107	1,877
Total	15,313	173,471

Documents Imaged	
June 2017	FYTD
553,920	6,712,145

ACCESS CUSTOMER SERVICE CENTER

Month	June 2016	June 2017	Change	FYTD
Total Calls	103,435	92,286	-11,149	1,100,981
Answered	73,456	69,723	-3,733	811,564
Self-Service	15,068	12,053	-3,015	146,184
Transferred Out	2,562	402	-2,160	13,107
Abandoned	12,349	10,108	-2,241	130,126
Average Wait Time	8:30	7:21	-1:09	8:44

FAMILY RESOURCE CENTER VISITS

Month	June 2016	June 2017	Change	FYTD
Total Tickets Issued	80,534	89,256	9.77%	1,077,616
Average Wait Time (min.)	23.89	18.83	-5.06%	

Eligibility Applications Average Days to Disposition (June 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 = 2 Days

CalWORKs

- Regular Applications: State required days to disposition = 45 Days
 - San Diego = 19 Days
- Immediate Need: State required days to disposition = 1 Day
 - San Diego = 1 Day

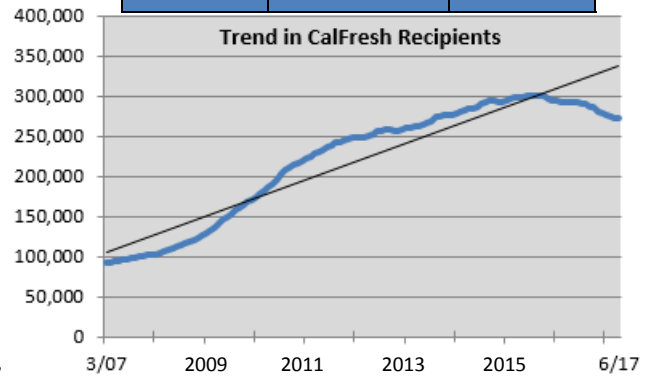
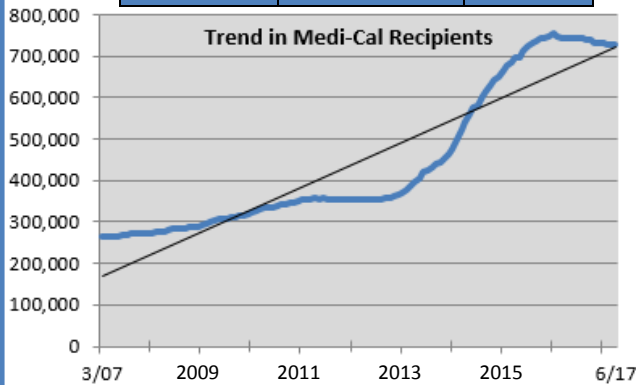
Medi-Cal

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

Program Recipients Trend

Medi-Cal Recipients		
FY March 07	FY June 17	174%
265,130	726,946	Increase

CalFresh Recipients		
FY March 07	FY June 17	196%
91,939	272,930	Increase



CalWORKs Recipients		
FY March 07	FY June 17	4%
59,672	57,139	Decrease

General Relief Recipients		
FY March 07	FY June 17	390%
618	3,026	Increase

