



ELIGIBILITY SERVICES BY THE NUMBERS...

October 2017 (Data Month: September 2017)

PARTICIPANTS

- **CalFresh:** 273,160 recipients, down 6.08% from last year.
 - 128,658 child recipients (0-18), down 7.09% from last year.
 - 25,813 senior recipients (60+), up 5.24% from last year.
- **CalWORKs:** 55,408 recipients, down 8.97% from last year.
 - 43,704 child recipients (0-18), down 7.56% from last year.
 - Welfare-to-Work: 8,650 participants, down 11.90% from last year.
- **CMS:** 48 CMS recipients, down 45.45% from last year.
- **General Relief:** 3,165 recipients, down 2.79% from last year.
- **Medi-Cal:** 734,935 recipients, down 0.96% from last year.
 - 291,139 child recipients (0-18), down 3.44% from last year.

Program	Cases	Recipients	% Change in Recipients		Unduplicated Number of Recipients (Sep 2016-Sep 2017)
			Previous Month	Previous Year	
CalFresh	133,953	273,160	0.05%	-6.08%	404,606
CalWORKs	21,769	55,408	-0.87%	-8.97%	86,446
CMS	48	48	-7.69%	-45.45%	258
General Relief	3,162	3,165	2.16%	-2.79%	9,684
Medi-Cal	392,681	734,935	-0.20%	-0.96%	943,484
TOTAL	551,613	1,066,716	0.68%	-3.09%	

*Recipients include 239,451 under ACA Medicaid Coverage Expansion.

PROCESSING

Applications Registered		
Program	September 2017	FYTD
CalFresh	12,868	39,526
CalWORKs	2,568	8,333
CMS	811	2,457
General Relief	1,765	5,439
Medi-Cal	12,567	39,651
Total	30,579	95,406

Recertifications		
Program	September 2017	FYTD
CalFresh	8,277	24,935
CalWORKs	1,683	5,289
CMS	13	45
General Relief	98	296
Medi-Cal	13,307	40,701
Total	23,378	71,266

Periodic Reports		
Program	September 2017	FYTD
CalFresh	10,934	32,453
CalWORKs	1,155	3,176
General Relief	1,828	5,395
Medi-Cal	66	217
Total	13,983	41,241

Documents Imaged	
September 2017	FYTD
528,263	1,647,832

ACCESS CUSTOMER SERVICE CENTER

Month	September 2016	September 2017	Change	FYTD
Total Calls	96,579	86,077	-10,502	268,831
Answered	68,024	65,039	-2,985	200,598
Self-Service	12,981	11,341	-1,640	36,595
Transferred Out	2,378	388	-1,990	1,273
Abandoned	13,196	9,309	-3,887	30,365
Average Wait Time	9:36	7:52	-1:32	8:10

FAMILY RESOURCE CENTER VISITS

Month	September 2016	September 2017	Change	FYTD
Total Tickets Issued	88,521	79,176	-11.80%	259,185
Average Wait Time (min.)	21.56	19.12	-2.44	

Eligibility Applications Average Days to Disposition (September 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

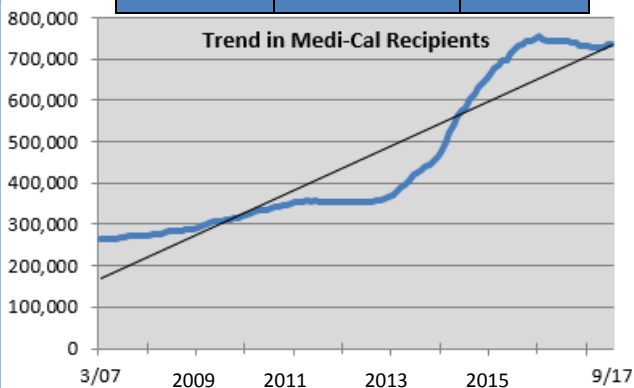
- Regular Applications: State required days to disposition = 45 Days
 - San Diego = 20 Days
- Immediate Need: State required days to disposition = 1 Day
 - San Diego = 1 Day

Medi-Cal

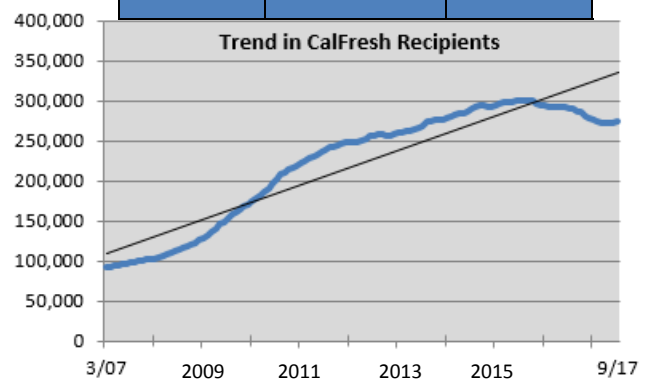
- Regular Applications: State required days to disposition = 45 Days
 - San Diego = 25 Days

Program Recipients Trend

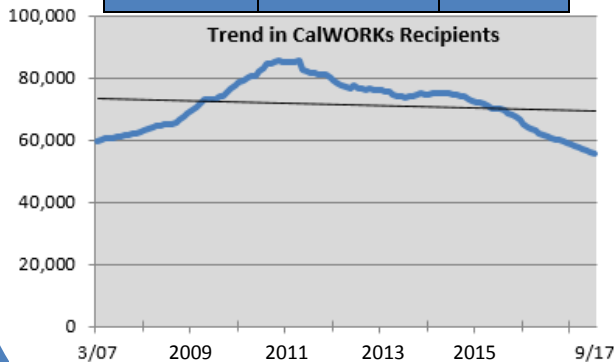
Medi-Cal Recipients		
FY March 07	FY Sep 17	177%
265,130	734,935	Increase



CalFresh Recipients		
FY March 07	FY Sep 17	197%
91,939	273,160	Increase



CalWORKs Recipients		
FY March 07	FY Sep 17	7%
59,672	55,408	Decrease



General Relief Recipients		
FY March 07	FY Sep 17	412%
618	3,165	Increase

