



ELIGIBILITY SERVICES BY THE NUMBERS...

November 2017 (Data Month: October 2017)

PARTICIPANTS

- **CalFresh:** 273,625 recipients, down 5.50% from last year.
 - 128,768 child recipients (0-18), down 6.75% from last year.
 - 26,013 senior recipients (60+), up 5.29% from last year.
- **CalWORKs:** 54,979 recipients, down 9.49% from last year.
 - 43,462 child recipients (0-18), down 8.07% from last year.
 - Welfare-to-Work: 8,531 participants, down 14.12% from last year.
- **CMS:** 49 CMS recipients, down 43.68% from last year.
- **General Relief:** 3,204 recipients, up 0.22% from last year.
- **Medi-Cal:** 734,582 recipients, down 1.37% from last year.
 - 290,063 child recipients (0-18), down 3.96% from last year.

Program	Cases	Recipients	% Change in Recipients		Unduplicated Number of Recipients (Oct 2016-Oct 2017)
			Previous Month	Previous Year	
CalFresh	134,381	273,625	0.17%	-5.50%	403,424
CalWORKs	21,643	54,979	-0.77%	-9.49%	85,844
CMS	49	49	2.08%	-43.68%	230
General Relief	3,201	3,204	1.23%	0.22%	9,655
Medi-Cal	392,313	734,582	-0.05%	-1.37%	943,711
TOTAL	551,587	1,011,460	-5.18%	-7.91%	

*Recipients include 239,886 under ACA Medicaid Coverage Expansion.

PROCESSING

Applications Registered		
Program	October 2017	FYTD
CalFresh	13,654	53,180
CalWORKs	2,633	10,966
CMS	866	3,323
General Relief	1,839	7,278
Medi-Cal	13,797	53,448
Total	32,789	128,195

Recertifications		
Program	October 2017	FYTD
CalFresh	7,419	32,354
CalWORKs	1,448	6,737
CMS	15	60
General Relief	79	375
Medi-Cal	14,392	55,093
Total	23,353	94,619

Periodic Reports		
Program	October 2017	FYTD
CalFresh	10,757	43,210
CalWORKs	1,069	4,245
General Relief	1,917	7,312
Medi-Cal	81	295
Total	13,824	55,062

Documents Imaged	
October 2017	FYTD
560,175	2,208,007

ACCESS CUSTOMER SERVICE CENTER

Month	October 2016	October 2017	Change	FYTD
Total Calls	96,121	100,954	4,833	369,785
Answered	68,189	72,115	3,926	272,713
Self-Service	12,523	18,762	6,239	55,357
Transferred Out	2,310	455	-1,855	1,728
Abandoned	13,038	9,622	-3,416	39,987
Average Wait Time	9:17	7:59	-1:18	8:07

FAMILY RESOURCE CENTER VISITS

Month	October 2016	October 2017	Change	FYTD
Total Tickets Issued	89,144	83,358	-6.94%	342,543
Average Wait Time (min.)	19.97	18.27	-1.70	

Eligibility Applications Average Days to Disposition (October 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

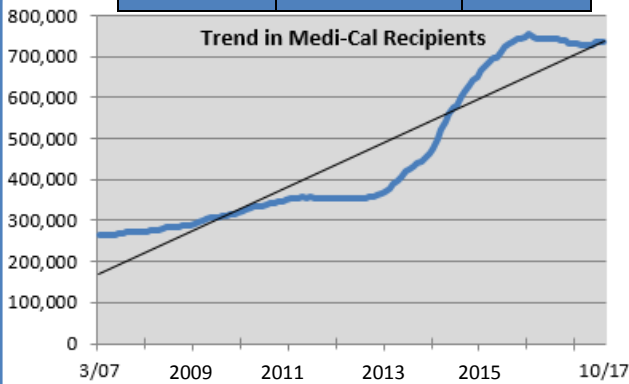
- Regular Applications: State required days to disposition = 45 Days
 - San Diego = 21 Days
- Immediate Need: State required days to disposition = 1 Day
 - San Diego = 1 Day

Medi-Cal

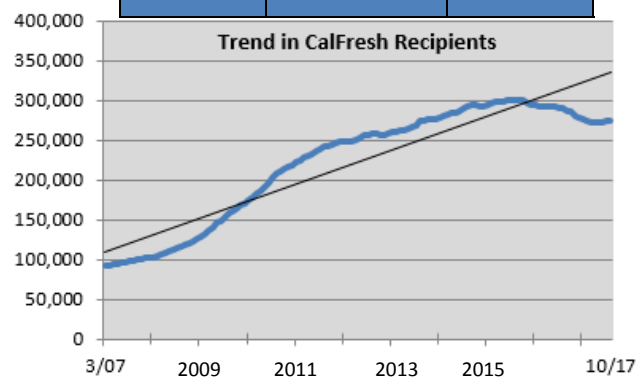
- Regular Applications: State required days to disposition = 45 Days
 - San Diego = 26 Days

Program Recipients Trend

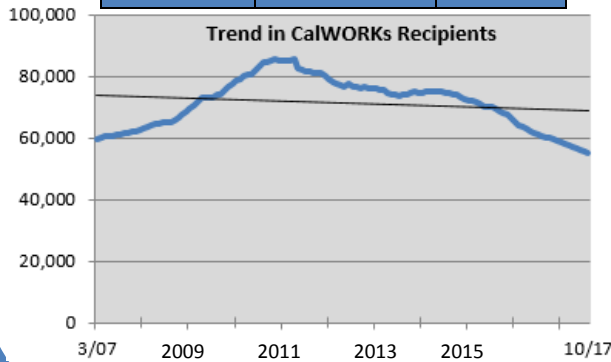
Medi-Cal Recipients		
FY March 07	FY Oct 17	177%
265,130	734,582	Increase



CalFresh Recipients		
FY March 07	FY Oct 17	198%
91,939	273,625	Increase



CalWORKs Recipients		
FY March 07	FY Oct 17	8%
59,672	54,979	Decrease



General Relief Recipients		
FY March 07	FY Oct 17	418%
618	3,204	Increase

