



ELIGIBILITY SERVICES BY THE NUMBERS...

December 2017 *(Data Month: November 2017)*

PARTICIPANTS

- **CalFresh:** 272,708 recipients, down 4.95% from last year.
 - 128,055 child recipients (0-18), down 6.54% from last year.
 - 26,226 senior recipients (60+), up 5.91% from last year.
- **CalWORKs:** 54,580 recipients, down 9.10% from last year.
 - 43,210 child recipients (0-18), down 7.71% from last year.
 - Welfare-to-Work: 8,275 participants, down 16.05% from last year.
- **CMS:** 55 CMS recipients, down 20.29% from last year.
- **General Relief:** 3,091 recipients, down 3.92% from last year.
- **Medi-Cal:** 723,145 recipients, down 2.20% from last year.
 - 284,483 child recipients (0-18), down 4.97% from last year.

Program	Cases	Recipients	% Change in Recipients		Unduplicated Number of Recipients (Nov 2016-Nov 2017)
			Previous Month	Previous Year	
CalFresh	134,252	272,708	-0.34%	-4.95%	401,676
CalWORKs	21,446	54,580	-0.73%	-9.10%	84,964
CMS	55	55	12.24%	-20.29%	234
General Relief	3,082	3,091	-3.53%	-3.92%	9,572
Medi-Cal	386,744	723,145	-1.56%	-2.20%	939,963
TOTAL	545,579	1,053,579	-1.21%	-3.31%	

*Recipients include 236,870 under ACA Medicaid Coverage Expansion.

PROCESSING

Applications Registered		
Program	November 2017	FYTD
CalFresh	12,398	65,578
CalWORKs	2,385	13,351
CMS	776	4,099
General Relief	1,739	9,017
Medi-Cal	17,737	71,185
Total	35,035	163,230

Recertifications		
Program	November 2017	FYTD
CalFresh	7,529	39,883
CalWORKs	1,398	8,135
CMS	16	76
General Relief	80	455
Medi-Cal	11,730	66,823
Total	20,753	115,372

Periodic Reports		
Program	November 2017	FYTD
CalFresh	11,244	54,454
CalWORKs	1,163	5,408
General Relief	1,819	9,131
Medi-Cal	70	365
Total	14,296	69,358

Documents Imaged	
November 2017	FYTD
510,452	2,718,459

ACCESS CUSTOMER SERVICE CENTER

Month	November 2016	November 2017	Change	FYTD
Total Calls	80,060	88,459	8,399	458,244
Answered	58,521	62,497	3,976	335,210
Self-Service	11,104	17,190	6,086	72,547
Transferred Out	495	411	-84	2,139
Abandoned	10,435	8,361	-2,074	48,348
Average Wait Time	9:38	8:42	-1:04	8:14

FAMILY RESOURCE CENTER VISITS

Month	November 2016	November 2017	Change	FYTD
Total Tickets Issued	85,951	83,547	-2.88%	426,090
Average Wait Time (min.)	22.11	19.01	-3.10	

Eligibility Applications Average Days to Disposition (November 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

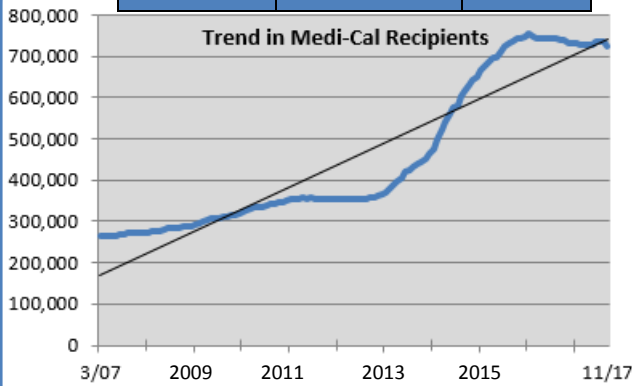
- Regular Applications: State required days to disposition = 45 Days
 - San Diego = 20 Days
- Immediate Need: State required days to disposition = 1 Day
 - San Diego = 1 Day

Medi-Cal

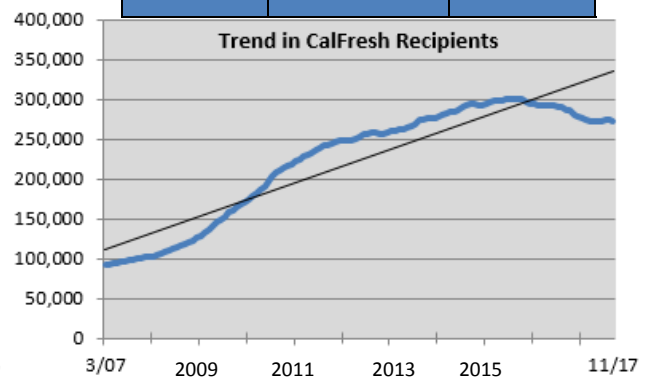
- Regular Applications: State required days to disposition = 45 Days
 - San Diego = 25 Days

Program Recipients Trend

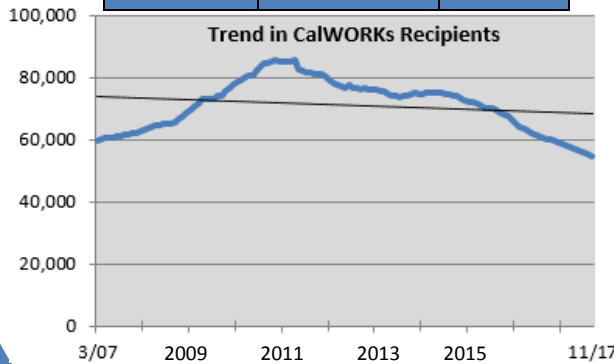
Medi-Cal Recipients		
FY March 07	FY Nov 17	173%
265,130	723,145	Increase



CalFresh Recipients		
FY March 07	FY Nov 17	197%
91,939	272,708	Increase



CalWORKs Recipients		
FY March 07	FY Nov 17	9%
59,672	54,580	Decrease



General Relief Recipients		
FY March 07	FY Nov 17	400%
618	3,091	Increase

