



# ELIGIBILITY SERVICES BY THE NUMBERS...

January 2018 (Data Month: December 2017)

## PARTICIPANTS

- **CalFresh:** 271,112 recipients, down 5.10% from last year.
  - 126,994 child recipients (0-18), down 6.97% from last year.
  - 26,422 senior recipients (60+), up 6% from last year.
- **CalWORKs:** 54,107 recipients, down 9.71% from last year.
  - 42,977 child recipients (0-18), down 8.09% from last year.
  - Welfare-to-Work: 8,038 participants, down 18.32% from last year.
- **CMS:** 44 CMS recipients, down 32.31% from last year.
- **General Relief:** 3,059 recipients, down 5.41% from last year.
- **Medi-Cal:** 729,054 recipients, down 1.64% from last year.
  - 285,359 child recipients (0-18), down 4.55% from last year.

| Program        | Cases          | Recipients       | % Change in Recipients |               | Unduplicated Number of Recipients (Dec 2016-Dec 2017) |
|----------------|----------------|------------------|------------------------|---------------|---|
|                |                |                  | Previous Month         | Previous Year |   |
| CalFresh       | 133,827        | 271,112          | -0.59%                 | -5.10%        | 399,710   |
| CalWORKs       | 21,311         | 54,107           | -0.87%                 | -9.71%        | 84,361  |
| CMS            | 44             | 44               | -20.00%                | -32.31%       | 227   |
| General Relief | 3,051          | 3,059            | -1.04%                 | -5.41%        | 9,550   |
| Medi-Cal       | 390,749        | 729,054          | 0.82%                  | -1.64%        | 940,345   |
| <b>TOTAL</b>   | <b>548,982</b> | <b>1,057,376</b> | <b>0.36%</b>           | <b>-3.00%</b> |   |

\*Recipients include 240,429 under ACA Medicaid Coverage Expansion.

## PROCESSING

| Applications Registered |               |                |
|-------------------------|---------------|----------------|
| Program                 | December 2017 | FYTD           |
| CalFresh                | 11,033        | 76,611         |
| CalWORKs                | 2,223         | 15,574         |
| CMS                     | 766           | 4,865          |
| General Relief          | 1,634         | 10,651         |
| Medi-Cal                | 20,519        | 91,704         |
| <b>Total</b>            | <b>36,175</b> | <b>199,405</b> |

| Recertifications |               |                |
|------------------|---------------|----------------|
| Program          | December 2017 | FYTD           |
| CalFresh         | 8,523         | 48,406         |
| CalWORKs         | 1,570         | 9,705          |
| CMS              | 17            | 93             |
| General Relief   | 80            | 535            |
| Medi-Cal         | 14,777        | 81,600         |
| <b>Total</b>     | <b>24,967</b> | <b>140,339</b> |

| Periodic Reports |               |               |
|------------------|---------------|---------------|
| Program          | December 2017 | FYTD          |
| CalFresh         | 11,549        | 66,003        |
| CalWORKs         | 1,162         | 6,570         |
| General Relief   | 1,789         | 10,920        |
| Medi-Cal         | 59            | 424           |
| <b>Total</b>     | <b>14,559</b> | <b>83,917</b> |

| Documents Imaged |           |
|------------------|-----------|
| December 2017    | FYTD      |
| 528,004          | 3,246,463 |

## ACCESS CUSTOMER SERVICE CENTER

| Month             | December 2016 | December 2017 | Change | FYTD    |
|-------------------|---------------|---------------|--------|---------|
| Total Calls       | 86,567        | 89,575        | 3,008  | 547,819 |
| Answered          | 64,054        | 63,616        | -438   | 398,826 |
| Self-Service      | 11,859        | 17,133        | 5,274  | 89,680  |
| Transferred Out   | 442           | 380           | -62    | 2,519   |
| Abandoned         | 10,212        | 8,446         | -1,766 | 56,794  |
| Average Wait Time | 9:12          | 8:56          | -0.16  | 8:21    |

## FAMILY RESOURCE CENTER VISITS

| Month                    | December 2016 | December 2017 | Change | FYTD    |
|--------------------------|---------------|---------------|--------|---------|
| Total Tickets Issued     | 90,852        | 83,109        | -9.32% | 509,199 |
| Average Wait Time (min.) | 21.74         | 19.00         | -2.74  |         |

## Eligibility Applications Average Days to Disposition (December 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

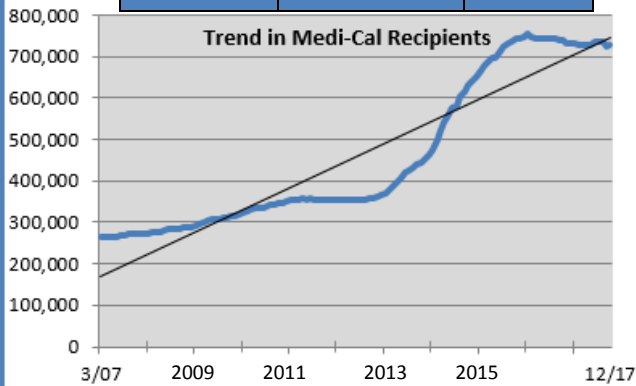
- Regular Applications: State required days to disposition = 45 Days
  - San Diego = 20 Days
- Immediate Need: State required days to disposition = 1 Day
  - San Diego = 1 Day

### Medi-Cal

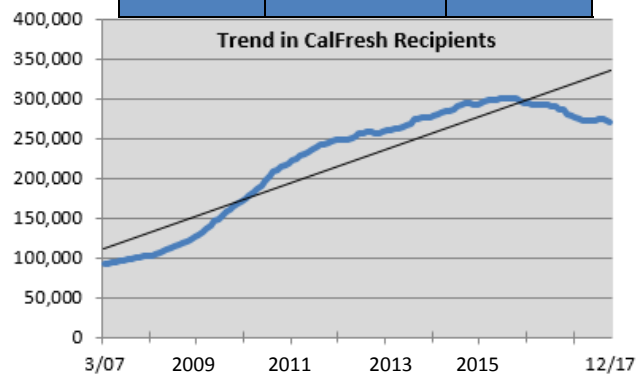
- Regular Applications: State required days to disposition = 45 Days
  - San Diego = 29 Days

## Program Recipients Trend

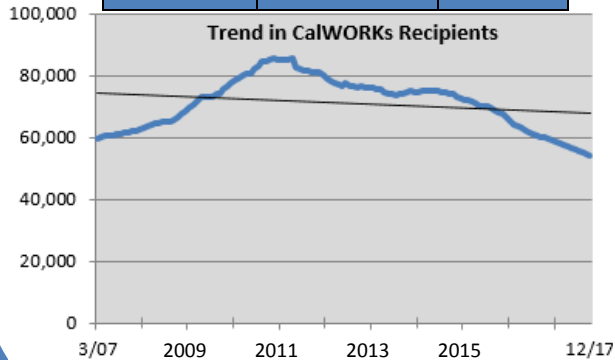
| Medi-Cal Recipients |                |             |
|---------------------|----------------|-------------|
| FY March 07         | FY Dec 17      | <b>175%</b> |
| <b>265,130</b>      | <b>729,054</b> | Increase    |



| CalFresh Recipients |                |             |
|---------------------|----------------|-------------|
| FY March 07         | FY Dec 17      | <b>195%</b> |
| <b>91,939</b>       | <b>271,112</b> | Increase    |



| CalWORKs Recipients |               |           |
|---------------------|---------------|-----------|
| FY March 07         | FY Dec 17     | <b>9%</b> |
| <b>59,672</b>       | <b>54,107</b> | Decrease  |



| General Relief Recipients |              |             |
|---------------------------|--------------|-------------|
| FY March 07               | FY Dec 17    | <b>395%</b> |
| <b>618</b>                | <b>3,059</b> | Increase    |

