



# ELIGIBILITY SERVICES BY THE NUMBERS...

February 2018 *(Data Month: January 2018)*

## PARTICIPANTS

- **CalFresh:** 267,346 recipients, down 4.87% from last year.
  - 124,862 child recipients (0-18), down 6.98% from last year.
  - 26,488 senior recipients (60+), up 6.39% from last year.
- **CalWORKs:** 53,385 recipients, down 10.05% from last year.
  - 42,523 child recipients (0-18), down 8.39% from last year.
  - Welfare-to-Work: 7,987 participants, down 16.93% from last year.
- **CMS:** 41 CMS recipients, down 32.79% from last year.
- **General Relief:** 3,101 recipients, down 4.29% from last year.
- **Medi-Cal:** 725,778 recipients, down 0.96% from last year.
  - 283,884 child recipients (0-18), down 3.43% from last year.

Program	Cases	Recipients	% Change in Recipients		Unduplicated Number of Recipients (Jan 2017-Jan 2018)
			Previous Month	Previous Year	
CalFresh	132,392	267,346	-1.39%	-4.87%	396,619
CalWORKs	21,020	53,385	-1.33%	-10.05%	83,620
CMS	41	41	-6.82%	-32.79%	315
General Relief	3,091	3,101	1.37%	-4.29%	9,562
Medi-Cal	388,203	725,778	-0.45%	-0.96%	937,429
<b>TOTAL</b>	<b>544,747</b>	<b>1,049,651</b>	<b>-0.73%</b>	<b>-2.49%</b>	

\*Recipients include 238,597 under ACA Medicaid Coverage Expansion.

## PROCESSING

Applications Registered		
Program	January 2018	FYTD
CalFresh	14,139	90,750
CalWORKs	2,682	18,256
CMS	806	5,671
General Relief	2,064	12,715
Medi-Cal	17,427	109,131
<b>Total</b>	<b>37,118</b>	<b>236,523</b>

Recertifications		
Program	January 2018	FYTD
CalFresh	7,322	55,728
CalWORKs	1,352	11,057
CMS	18	111
General Relief	92	627
Medi-Cal	12,755	94,355
<b>Total</b>	<b>21,539</b>	<b>161,878</b>

Periodic Reports		
Program	January 2018	FYTD
CalFresh	12,286	78,289
CalWORKs	1,227	7,797
General Relief	1,810	12,730
Medi-Cal	60	484
<b>Total</b>	<b>15,383</b>	<b>99,300</b>

Documents Imaged	
January 2018	FYTD
580,648	3,827,111

## ACCESS CUSTOMER SERVICE CENTER

Month	January 2017	January 2018	Change	FYTD
Total Calls	89,346	98,355	9,009	646,174
Answered	67,280	69,844	2,564	468,670
Self-Service	12,386	19,020	6,634	108,700
Transferred Out	432	440	8	2,959
Abandoned	9,248	9,051	-197	65,845
Average Wait Time	9:20	9:36	0:16	8:31

## FAMILY RESOURCE CENTER VISITS

Month	January 2017	January 2018	Change	FYTD
Total Tickets Issued	98,189	98,030	-0.16%	607,229
Average Wait Time (min.)	24.32	22.31	-2.01	

## Eligibility Applications Average Days to Disposition (January 2018)

### 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

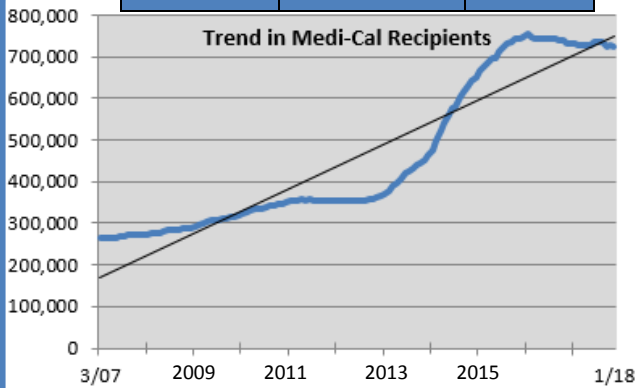
- Regular Applications: State required days to disposition = 45 Days
  - San Diego = 19 Days
- Immediate Need: State required days to disposition = 1 Day
  - San Diego = 1 Day

### Medi-Cal

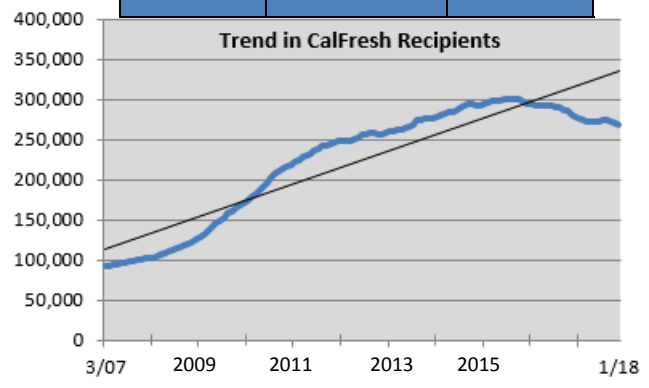
- Regular Applications: State required days to disposition = 45 Days
  - San Diego = 30 Days

## Program Recipients Trend

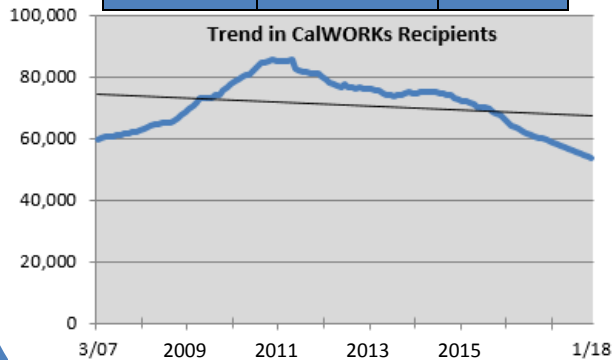
Medi-Cal Recipients		
FY March 07	FY Jan 18	<b>174%</b>
265,130	725,778	Increase



CalFresh Recipients		
FY March 07	FY Jan 18	<b>191%</b>
91,939	267,346	Increase



CalWORKs Recipients		
FY March 07	FY Jan 18	<b>11%</b>
59,672	53,385	Decrease



General Relief Recipients		
FY March 07	FY Jan 18	<b>402%</b>
618	3,101	Increase

