



# ELIGIBILITY SERVICES BY THE NUMBERS...

March 2018 (Data Month: February 2018)

## PARTICIPANTS

- **CalFresh:** 265,997 recipients, down 4.49% from last year.
  - 123,793 child recipients (0-18), down 6.67% from last year.
  - 26,665 senior recipients (60+), up 7.02% from last year.
- **CalWORKs:** 52,493 recipients, down 11.09% from last year.
  - 41,925 child recipients (0-18), down 9.17% from last year.
  - Welfare-to-Work: 7,837 participants, down 17.54% from last year.
- **CMS:** 43 CMS recipients, down 12.24% from last year.
- **General Relief:** 3,086 recipients, up 0.03% from last year.
- **Medi-Cal:** 725,164 recipients, down 0.88% from last year.
  - 283,539 child recipients (0-18), down 3.13% from last year.

| Program        | Cases          | Recipients       | % Change in Recipients |               | Unduplicated Number of Recipients (Feb 2017-Feb 2018) |
|----------------|----------------|------------------|------------------------|---------------|---|
|                |                |                  | Previous Month         | Previous Year |   |
| CalFresh       | 132,104        | 265,997          | -0.50%                 | -4.49%        | 394,824   |
| CalWORKs       | 20,728         | 52,493           | -1.67%                 | -11.09%       | 82,769  |
| CMS            | 43             | 43               | 4.88%                  | -12.24%       | 211   |
| General Relief | 3,073          | 3,086            | -0.48%                 | 0.03%         | 9,510   |
| Medi-Cal       | 387,656        | 725,164          | -0.08%                 | -0.88%        | 934,206   |
| <b>TOTAL</b>   | <b>543,604</b> | <b>1,046,783</b> | <b>-0.27%</b>          | <b>-2.38%</b> |   |

\*Recipients include 238,342 under ACA Medicaid Coverage Expansion.

## PROCESSING

| Applications Registered |               |                |
|-------------------------|---------------|----------------|
| Program                 | February 2018 | FYTD           |
| CalFresh                | 12,241        | 102,991        |
| CalWORKs                | 2,050         | 20,306         |
| CMS                     | 693           | 6,364          |
| General Relief          | 1,660         | 14,375         |
| Medi-Cal                | 13,356        | 122,487        |
| <b>Total</b>            | <b>30,000</b> | <b>266,523</b> |

| Recertifications |               |                |
|------------------|---------------|----------------|
| Program          | February 2018 | FYTD           |
| CalFresh         | 7,424         | 63,152         |
| CalWORKs         | 1,444         | 12,501         |
| CMS              | 13            | 124            |
| General Relief   | 92            | 719            |
| Medi-Cal         | 12,487        | 106,842        |
| <b>Total</b>     | <b>21,460</b> | <b>183,338</b> |

| Periodic Reports |               |                |
|------------------|---------------|----------------|
| Program          | February 2018 | FYTD           |
| CalFresh         | 11,733        | 90,022         |
| CalWORKs         | 1,132         | 8,929          |
| General Relief   | 1,809         | 14,539         |
| Medi-Cal         | 68            | 552            |
| <b>Total</b>     | <b>14,742</b> | <b>114,042</b> |

| Documents Imaged |           |
|------------------|-----------|
| February 2018    | FYTD      |
| 527,698          | 4,354,809 |

## ACCESS CUSTOMER SERVICE CENTER

| Month             | February 2017 | February 2018 | Change | FYTD    |
|-------------------|---------------|---------------|--------|---------|
| Total Calls       | 82,770        | 91,109        | 8,339  | 737,283 |
| Answered          | 62,238        | 64,685        | 2,447  | 533,355 |
| Self-Service      | 11,267        | 17,834        | 6,567  | 126,534 |
| Transferred Out   | 381           | 357           | -24    | 3,316   |
| Abandoned         | 8,884         | 8,233         | -651   | 74,078  |
| Average Wait Time | 9:49          | 8:49          | -1:00  | 8:34    |

## FAMILY RESOURCE CENTER VISITS

| Month                    | February 2017 | February 2018 | Change | FYTD    |
|--------------------------|---------------|---------------|--------|---------|
| Total Tickets Issued     | 90,635        | 83,795        | -8.16% | 691,024 |
| Average Wait Time (min.) | 22.38         | 21.62         | -0.76  |         |

# Eligibility Applications

## Average Days to Disposition

(February 2018)

### 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

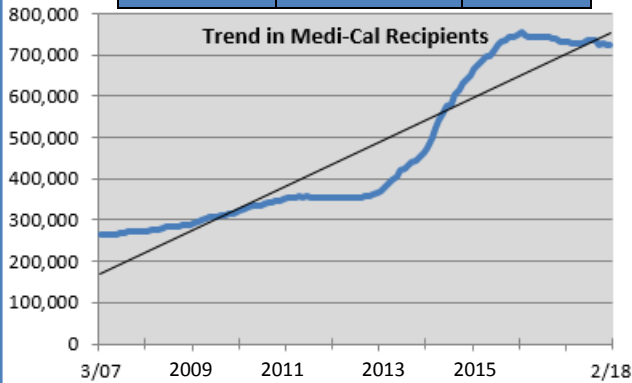
- Regular Applications: State required days to disposition = 45 Days
  - San Diego = 19 Days
- Immediate Need: State required days to disposition = 1 Day
  - San Diego = 1 Day

### Medi-Cal

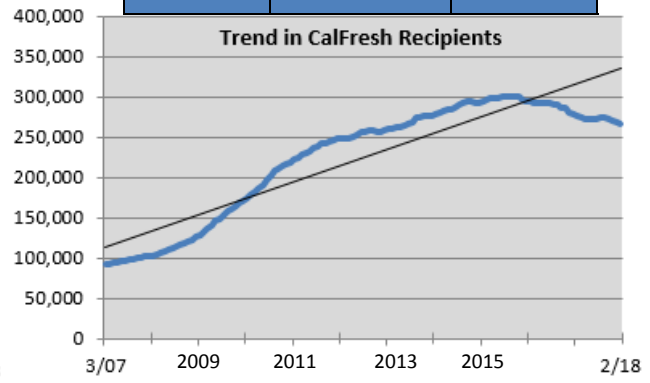
- Regular Applications: State required days to disposition = 45 Days
  - San Diego = 27 Days

## Program Recipients Trend

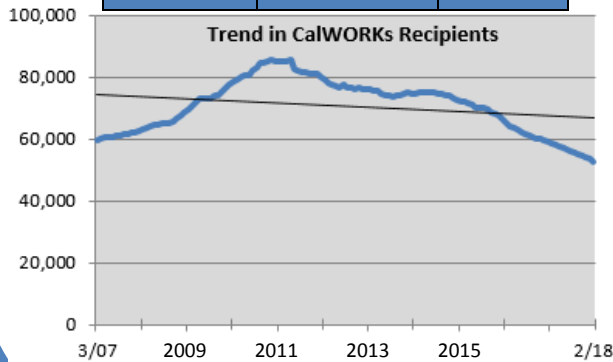
| Medi-Cal Recipients |                |             |
|---------------------|----------------|-------------|
| FY March 07         | FY Feb 18      | <b>174%</b> |
| <b>265,130</b>      | <b>725,164</b> | Increase    |



| CalFresh Recipients |                |             |
|---------------------|----------------|-------------|
| FY March 07         | FY Feb 18      | <b>189%</b> |
| <b>91,939</b>       | <b>265,997</b> | Increase    |



| CalWORKs Recipients |               |            |
|---------------------|---------------|------------|
| FY March 07         | FY Feb 18     | <b>12%</b> |
| <b>59,672</b>       | <b>52,493</b> | Decrease   |



| General Relief Recipients |              |             |
|---------------------------|--------------|-------------|
| FY March 07               | FY Feb 18    | <b>399%</b> |
| <b>618</b>                | <b>3,086</b> | Increase    |

