



# ELIGIBILITY SERVICES BY THE NUMBERS...

July 2018 (Data Month: June 2018)

## PARTICIPANTS

- **CalFresh:** 264,338 recipients, down 2.96% from last year.
  - 121,216 child recipients (0-18), down 5.67% from last year.
  - 27,457 senior recipients (60+), up 8.81% from last year.
- **CalWORKs:** 50,099 recipients, down 11.32% from last year.
  - 40,271 child recipients (0-18), down 10.30% from last year.
  - Welfare-to-Work: 7,019 participants, down 21.86% from last year.
- **CMS:** 45 CMS recipients, down 22.41% from last year.
- **General Relief:** 3,083 recipients, up 1.88% from last year.
- **Medi-Cal:** 720,668 recipients, down 0.86% from last year.
  - 281,679 child recipients (0-18), down 2.57% from last year.

Program	Cases	Recipients	% Change in Recipients		Unduplicated Number of Recipients (Jun 2017-Jun 2018)
			Previous Month	Previous Year	
CalFresh	132,904	264,338	-0.08%	-2.96%	389,428
CalWORKs	19,815	50,099	-1.06%	-12.32%	79,463
CMS	45	45	36.36%	-22.41%	195
General Relief	3,072	3,083	-1.85%	1.88%	9,508
Medi-Cal	385,172	720,668	-0.19%	-0.86%	924,824
<b>TOTAL</b>	<b>541,008</b>	<b>1,038,233</b>	<b>-0.20%</b>	<b>-2.01%</b>	<b>964,798</b>

\*Recipients include 236,036 under ACA Medicaid Coverage Expansion.

## PROCESSING

Applications Registered		
Program	June 2018	FYTD
CalFresh	11,285	150,666
CalWORKs	2,245	29,560
CMS	753	9,435
General Relief	1,772	21,554
Medi-Cal	13,457	176,509
<b>Total</b>	<b>29,512</b>	<b>387,724</b>

Renewals Generated		
Program	June 2018	FYTD
CalFresh	6,603	79,923
CalWORKs	1,733	20,000
CMS	11	135
General Relief	1,193	1,193
Medi-Cal	23,727	324,632
<b>Total</b>	<b>33,267</b>	<b>425,883</b>

Periodic Reports Generated		
Program	June 2018	FYTD
CalFresh	12,329	135,527
CalWORKs	926	12,766
General Relief	1,880	21,854
Medi-Cal	43	746
<b>Total</b>	<b>15,178</b>	<b>170,893</b>

Documents Imaged	
June 2018	FYTD
510,400	6,507,125

Tasks Created	
Jun 2018	FYTD
319,914	1,801,270

## ACCESS CUSTOMER SERVICE CENTER

Month	June 2017	June 2018	Change	FYTD
Total Calls	92,286	89,743	-2,543	1,115,886
Answered	69,723	63,372	-6,351	804,419
Self-Service	12,053	17,672	5,619	198,318
Transferred Out	402	341	-61	4,944
Abandoned	10,108	8,358	-1,750	107,759
Average Wait Time	7:21	7:54	0:33	8:11

## FAMILY RESOURCE CENTER VISITS

Month	June 2017	June 2018	Change	FYTD
Total Tickets Issued	89,256	80,272	-11.19%	1,023,559
Average Wait Time (min.)	18.83	16.81	-2.02	

## Processing Timeliness Applications, Periodic Reports, and Renewals

### 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
- Semi-Annual Reporting Timeliness = 87.13%
- Annual Renewal Timeliness = 99.92%

### 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
- Semi-Annual Reporting Timeliness = 83.74%
- Annual Renewal Timeliness = 99.78%

### Medi-Cal

- Regular Applications: State required days to disposition = 45 Days
  - San Diego = 25 Days
- Annual Renewal Timeliness = 98.17%

## Program Recipients Trend

