

# ELIGIBILITY SERVICES BY THE NUMBERS...

August 2018 (Data Month: July 2018)

## PARTICIPANTS

- **CalFresh:** 262,784 recipients, down 3.17% from last year.
  - 120,332 child recipients (0-18), down 6.02% from last year.
  - 27,700 senior recipients (60+), up 8.97% from last year.
- **CalWORKs:** 49,235 recipients, down 12.58% from last year.
  - 39,572 child recipients (0-18), down 10.67% from last year.
  - Welfare-to-Work: 6,945 participants, down 21.12% from last year.
- **CMS:** 45 CMS recipients, down 15.09% from last year.
- **General Relief:** 3,084 recipients, up 0.03% from last year.
- **Medi-Cal:** 720,459 recipients, down 1.07% from last year.
  - 280,777 child recipients (0-18), down 3.01% from last year.

Program	Cases	Recipients	% Change in Recipients		Unduplicated Number of Recipients (Jul 2017-Jul 2018)
			Previous Month	Previous Year	
CalFresh	132,191	262,784	-0.59%	-3.17%	388,361
CalWORKs	19,458	49,235	-1.72%	-12.58%	78,296
CMS	45	45	0.00%	-15.09%	190
General Relief	3,077	3,084	0.03%	0.03%	9,540
Medi-Cal	385,707	720,459	-0.03%	-1.07%	924,939
<b>TOTAL</b>	<b>540,478</b>	<b>1,035,607</b>	<b>-0.25%</b>	<b>-2.22%</b>	<b>964,839</b>

\*Recipients include 236,502 under ACA Medicaid Coverage Expansion.

## PROCESSING

Applications Registered		
Program	July 2018	FYTD
CalFresh	12,209	12,209
CalWORKs	2,609	2,609
CMS	779	779
General Relief	1,767	1,767
Medi-Cal	15,746	15,746
<b>Total</b>	<b>33,110</b>	<b>33,110</b>

Renewals Generated		
Program	July 2018	FYTD
CalFresh	7,139	7,139
CalWORKs	1,792	1,792
CMS	15	15
General Relief	103	103
Medi-Cal	24,988	24,988
<b>Total</b>	<b>34,037</b>	<b>34,037</b>

Periodic Reports Generated		
Program	July 2018	FYTD
CalFresh	10,937	10,937
CalWORKs	861	861
General Relief	1,799	1,799
Medi-Cal	54	54
<b>Total</b>	<b>13,651</b>	<b>13,651</b>

Documents Imaged	
July 2018	FYTD
534,371	534,371

Tasks Created	
July 2018	FYTD
301,236	301,236

## ACCESS CUSTOMER SERVICE CENTER

Month	July 2017	July 2018	Change	FYTD
Total Calls	84,628	91,403	6,775	91,403
Answered	62,508	64,698	2,190	64,698
Self-Service	11,706	17,698	5,992	17,698
Transferred Out	405	344	-61	344
Abandoned	10,009	8,663	-1,346	8,663
Average Wait Time	8:48	8:15	-0:33	8:15

## FAMILY RESOURCE CENTER VISITS

Month	July 2017	July 2018	Change	FYTD
Total Tickets Issued	85,528	82,921	-3.14%	82,921
Average Wait Time (min.)	18.78	17.25	-1.53	

## 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 = 86.74%
- Annual Renewal Timeliness = 99.92%

### CalWORKs

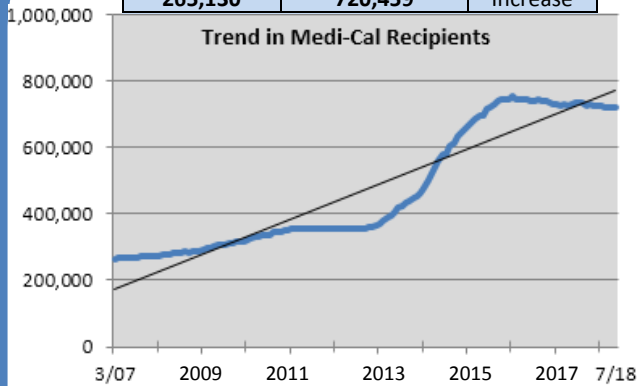
- Regular Applications: State required days to disposition = 45 Days
  - San Diego = 22 Days
- Immediate Need: State required days to disposition = 1 Day
  - San Diego = 1 Day
- Semi-Annual Reporting Timeliness = 85.01%
- Annual Renewal Timeliness = 99.76%

### Medi-Cal

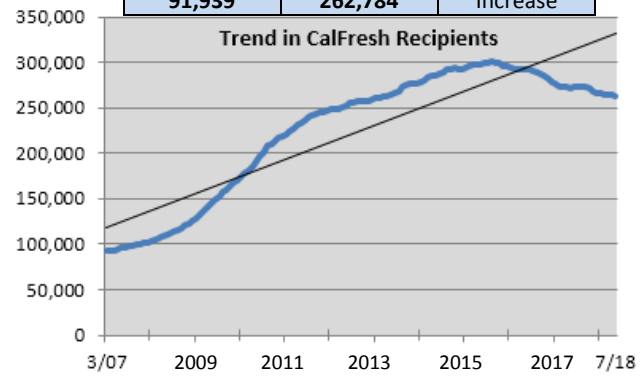
- Regular Applications: State required days to disposition = 45 Days
  - San Diego = 24 Days
- Annual Renewal Timeliness = 98.46%

## Program Recipients Trend

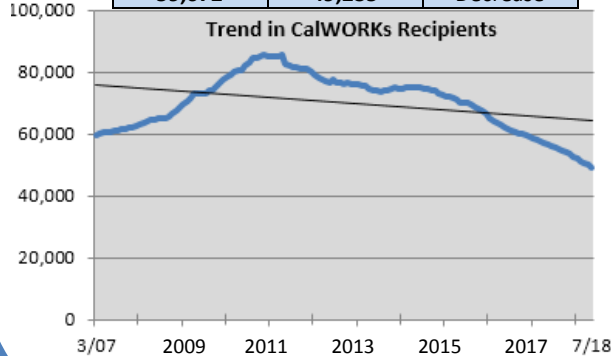
Medi-Cal Recipients		
FY March 07	FY Jul 18	<b>172%</b>
265,130	720,459	Increase



CalFresh Recipients		
FY March 07	FY Jul 18	<b>186%</b>
91,939	262,784	Increase



CalWORKs Recipients		
FY March 07	FY Jul 18	<b>17%</b>
59,672	49,235	Decrease



General Relief Recipients		
FY March 07	FY Jul 18	<b>399%</b>
618	3,084	Increase

