



# ELIGIBILITY SERVICES BY THE NUMBERS...

September 2018 (Data Month: August 2018)

## PARTICIPANTS

- **CalFresh:** 263,922 recipients, down 3.34% from last year.
  - 120,834 child recipients (0-18), down 6.10% from last year.
  - 27,924 senior recipients (60+), up 8.52% from last year.
- **CalWORKs:** 48,770 recipients, down 12.75% from last year.
  - 39,285 child recipients (0-18), down 10.67% from last year.
  - Welfare-to-Work: 6,941 participants, down 20.57% from last year.
- **CMS:** 45 CMS recipients, down 13.46% from last year.
- **General Relief:** 3,187 recipients, up 2.87% from last year.
- **Medi-Cal:** 721,737 recipients, down 1.99% from last year.
  - 280,408 child recipients (0-18), down 4.03% from last year.

Program	Cases	Recipients	% Change in Recipients		Unduplicated Number of Recipients (Aug 2017-Aug 2018)
			Previous Month	Previous Year	
CalFresh	132,810	263,922	0.43%	-3.34%	388,147
CalWORKs	19,305	48,770	-0.94%	-12.75%	77,533
CMS	45	45	0.00%	-13.46%	182
General Relief	3,182	3,187	3.34%	2.87%	9,632
Medi-Cal	386,983	721,737	0.18%	-1.99%	928,388
<b>TOTAL</b>	<b>542,325</b>	<b>1,037,661</b>	<b>0.20%</b>	<b>-2.88%</b>	<b>968,264</b>

\*Recipients include 237,612 under ACA Medicaid Coverage Expansion.

## PROCESSING

Applications Registered		
Program	August 2018	FYTD
CalFresh	13,572	25,781
CalWORKs	2,764	5,373
CMS	821	1,600
General Relief	1,965	3,732
Medi-Cal	15,939	31,685
<b>Total</b>	<b>35,061</b>	<b>68,171</b>

Renewals Generated		
Program	August 2018	FYTD
CalFresh	6,881	14,020
CalWORKs	1,685	3,477
CMS	7	7
General Relief	99	202
Medi-Cal	23,777	48,765
<b>Total</b>	<b>32,449</b>	<b>66,471</b>

Periodic Reports Generated		
Program	August 2018	FYTD
CalFresh	10,984	21,921
CalWORKs	904	1,765
General Relief	1,757	3,556
Medi-Cal	42	96
<b>Total</b>	<b>13,687</b>	<b>27,338</b>

Documents Imaged	
August 2018	FYTD
619,102	1,153,473

Tasks Created	
August 2018	FYTD
347,010	648,245

## ACCESS CUSTOMER SERVICE CENTER

Month	August 2017	August 2018	Change	FYTD
Total Calls	98,126	98,988	862	190,391
Answered	73,051	70,589	-2,462	135,287
Self-Service	13,548	18,775	5,227	36,473
Transferred Out	480	383	-97	727
Abandoned	11,047	9,241	-1,806	17,904
Average Wait Time	7:50	7:54	0:04	8:04

## FAMILY RESOURCE CENTER VISITS

Month	August 2017	August 2018	Change	FYTD
Total Tickets Issued	94,481	90,612	-4.27%	173,533
Average Wait Time (min.)	17.90	16.47	-1.43	

## 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 = 90.18%
- Annual Renewal Timeliness = 99.93%

### CalWORKs

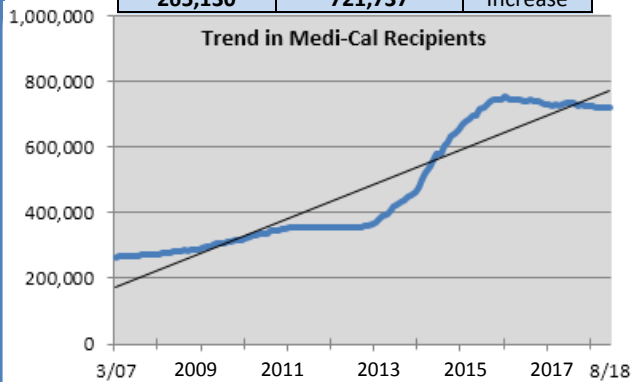
- Regular Applications: State required days to disposition = 45 Days
  - San Diego = 19 Days
- Immediate Need: State required days to disposition = 1 Day
  - San Diego = 1 Day
- Semi-Annual Reporting Timeliness = 90.38%
- Annual Renewal Timeliness = 99.80%

### Medi-Cal

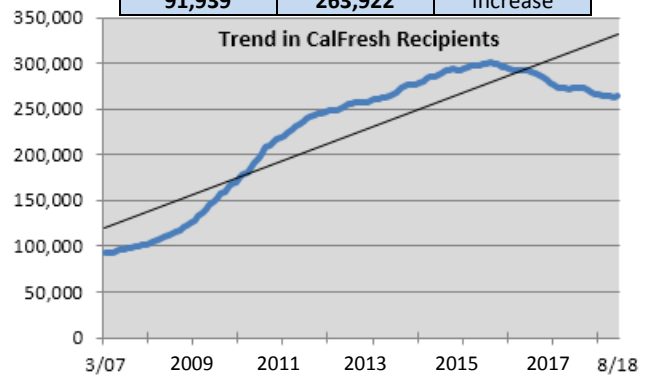
- Regular Applications: State required days to disposition = 45 Days
  - San Diego = 23 Days
- Annual Renewal Timeliness = 98.71%

## Program Recipients Trend

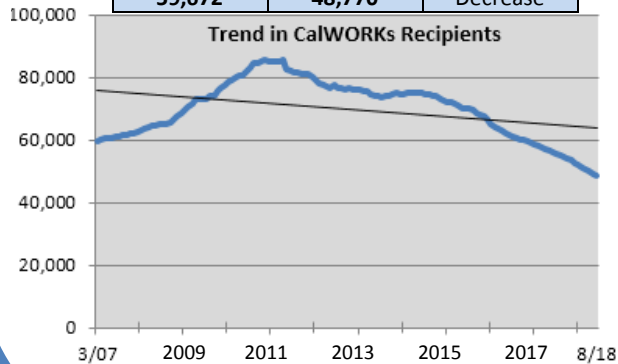
Medi-Cal Recipients		
FY March 07	FY Aug 18	<b>172%</b>
265,130	721,737	Increase



CalFresh Recipients		
FY March 07	FY Aug 18	<b>187%</b>
91,939	263,922	Increase



CalWORKs Recipients		
FY March 07	FY Aug 18	<b>18%</b>
59,672	48,770	Decrease



General Relief Recipients		
FY March 07	FY Aug 18	<b>416%</b>
618	3,187	Increase

