



ELIGIBILITY SERVICES BY THE NUMBERS...

November 2018 (Data Month: October 2018)

PARTICIPANTS

- **CalFresh:** 262,510 recipients, down 4.06% from last year.
 - 119,585 child recipients (0-18), down 7.13% from last year.
 - 28,274 senior recipients (60+), up 8.69% from last year.
- **CalWORKs:** 47,746 recipients, down 13.16% from last year.
 - 38,499 child recipients (0-18), down 11.42% from last year.
 - Welfare-to-Work: 6,947 participants, down 18.57% from last year.
- **CMS:** 45 CMS recipients, down 8.16% from last year.
- **General Relief:** 3,405 recipients, up 6.27% from last year.
- **Medi-Cal:** 724,139 recipients, down 1.42% from last year.
 - 280,222 child recipients (0-18), down 3.39% from last year.

Program	Cases	Recipients	% Change in Recipients		Unduplicated Number of Recipients (Oct 2017-Oct 2018)
			Previous Month	Previous Year	
CalFresh	132,725	262,510	-0.25%	-4.06%	386,984
CalWORKs	18,901	47,746	-0.89%	-13.16%	76,031
CMS	45	45	15.38%	-8.16%	177
General Relief	3,397	3,405	3.78%	6.27%	9,788
Medi-Cal	388,701	724,139	0.46%	-1.42%	926,583
TOTAL	543,769	1,037,845	0.23%	-2.68%	966,614

*Recipients include 239,610 under ACA Medicaid Coverage Expansion.

PROCESSING

Applications Registered		
Program	October 2018	FYTD
CalFresh	13,793	51,878
CalWORKs	2,602	10,216
CMS	798	3,160
General Relief	1,989	7,443
Medi-Cal	16,546	61,567
Total	35,728	134,264

Renewals Generated		
Program	October 2018	FYTD
CalFresh	6,301	27,346
CalWORKs	1,338	6,395
CMS	12	12
General Relief	96	386
Medi-Cal	25,364	98,280
Total	33,111	132,419

Periodic Reports Generated		
Program	October 2018	FYTD
CalFresh	11,109	44,503
CalWORKs	905	3,681
General Relief	1,938	7,297
Medi-Cal	50	185
Total	14,002	55,666

Documents Imaged	
October 2018	FYTD
582,650	2,247,341

Tasks Created	
October 2018	FYTD
328,358	1,291,067

ACCESS CUSTOMER SERVICE CENTER

Month	October 2017	October 2018	Change	FYTD
Total Calls	100,954	97,610	-3,344	370,309
Answered	72,115	68,478	-3,637	261,080
Self-Service	18,762	18,798	36	71,325
Transferred Out	455	321	-134	1,371
Abandoned	9,622	10,013	391	36,539
Average Wait Time	7:59	8:28	0:29	8:11

FAMILY RESOURCE CENTER VISITS

Month	October 2017	October 2018	Change	FYTD
Total Tickets Issued	83,358	87,964	5.24%	337,247
Average Wait Time (min.)	18.27	15.05	-3.22	

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 = 90.07%
- Annual Renewal Timeliness = 99.94%

CalWORKs

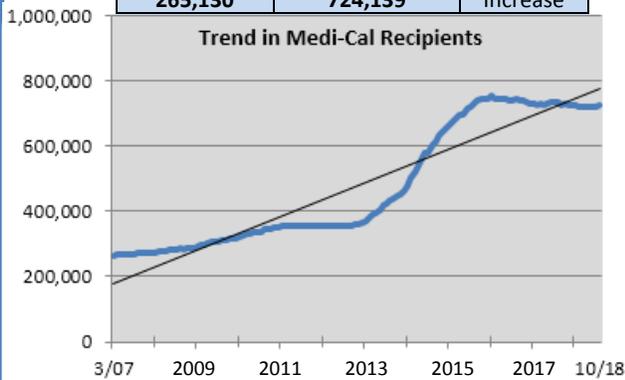
- Regular Applications: State required days to disposition = 45 Days
 - San Diego = 19 Days
- Immediate Need: State required days to disposition = 1 Day
 - San Diego = 1 Day
- Semi-Annual Reporting Timeliness = 87.97%
- Annual Renewal Timeliness = 99.80%

Medi-Cal

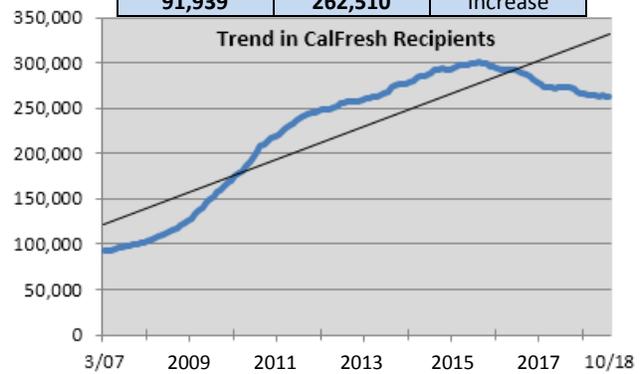
- Regular Applications: State required days to disposition = 45 Days
 - San Diego = 25 Days
- Annual Renewal Timeliness = 98.93%

Program Recipients Trend

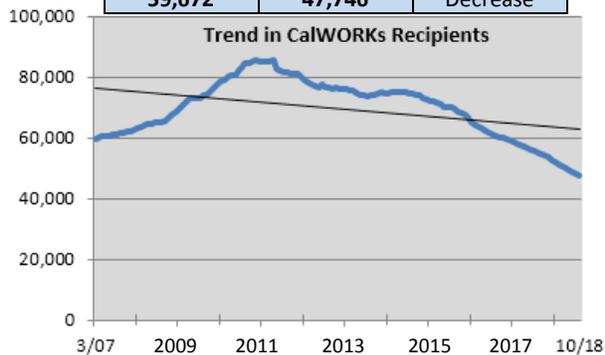
Medi-Cal Recipients		
FY March 07	FY Oct 18	173%
265,130	724,139	Increase



CalFresh Recipients		
FY March 07	FY Oct 18	186%
91,939	262,510	Increase



CalWORKs Recipients		
FY March 07	FY Oct 18	20%
59,672	47,746	Decrease



General Relief Recipients		
FY March 07	FY Oct 18	451%
618	3,405	Increase

