



ELIGIBILITY SERVICES BY THE NUMBERS...

December 2018 *(Data Month: November 2018)*

PARTICIPANTS

- **CalFresh:** 261,301 recipients, down 4.18% from last year.
 - 118,597 child recipients (0-18), down 7.39% from last year.
 - 28,302 senior recipients (60+), up 7.92% from last year.
- **CalWORKs:** 47,223 recipients, down 13.48% from last year.
 - 38,033 child recipients (0-18), down 11.98% from last year.
 - Welfare-to-Work: 6,738 participants, down 18.57% from last year.
- **CMS:** 37 CMS recipients, down 32.73% from last year.
- **General Relief:** 3,428 recipients, up 10.90% from last year.
- **Medi-Cal:** 721,407 recipients, down 0.24% from last year.
 - 278,809 child recipients (0-18), down 1.99% from last year.

Program	Cases	Recipients	% Change in Recipients		Unduplicated Number of Recipients (Nov 2017-Nov 2018)
			Previous Month	Previous Year	
CalFresh	132,568	261,301	-0.46%	-4.18%	386,122
CalWORKs	18,678	47,223	-1.10%	-13.48%	75,216
CMS	37	37	-17.78%	-32.73%	167
General Relief	3,419	3,428	0.68%	10.90%	9,784
Medi-Cal	387,549	721,407	-0.38%	-0.24%	920,354
TOTAL	542,251	1,033,396	-0.43%	-1.92%	960,788

*Recipients include 239,729 under ACA Medicaid Coverage Expansion.

PROCESSING

Applications Registered		
Program	November 2018	FYTD
CalFresh	11,699	63,577
CalWORKs	2,179	12,395
CMS	702	3,862
General Relief	1,731	9,174
Medi-Cal	15,506	77,073
Total	31,817	166,081

Renewals Generated		
Program	November 2018	FYTD
CalFresh	6,323	33,669
CalWORKs	1,354	7,749
CMS	10	59
General Relief	99	485
Medi-Cal	28,952	127,232
Total	36,738	169,194

Periodic Reports Generated		
Program	November 2018	FYTD
CalFresh	10,709	55,212
CalWORKs	946	4,627
General Relief	1,965	9,262
Medi-Cal	40	225
Total	13,660	69,326

Documents Imaged	
November 2018	FYTD
478,234	2,725,575

Tasks Created	
November 2018	FYTD
329,667	1,620,734

ACCESS CUSTOMER SERVICE CENTER

Month	November 2017	November 2018	Change	FYTD
Total Calls	88,459	83,243	-5,216	453,552
Answered	62,497	57,982	-4,515	319,062
Self-Service	17,190	15,988	-1,202	87,313
Transferred Out	411	314	-97	1,685
Abandoned	8,361	8,959	598	45,498
Average Wait Time	8:42	9:29	0:47	8:27

FAMILY RESOURCE CENTER VISITS

Month	November 2017	November 2018	Change	FYTD
Total Tickets Issued	83,547	76,117	-9.76%	413,364
Average Wait Time (min.)	19.01	16.00	-3.01	

Processing Timeliness Applications, Periodic Reports, and Renewals

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
- Semi-Annual Reporting Timeliness = 84.38%
- Annual Renewal Timeliness = 99.93%

CalWORKs

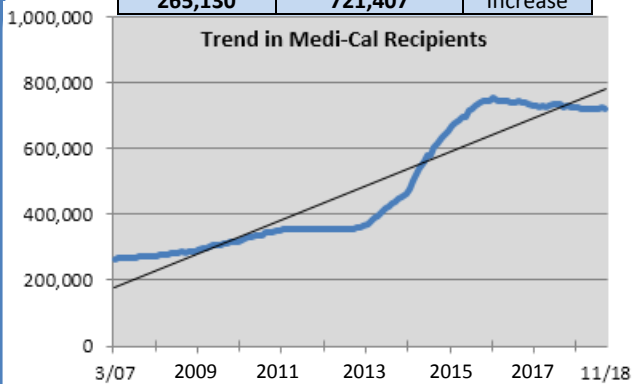
- Regular Applications: State required days to disposition = 45 Days
 - San Diego = 20 Days
- Immediate Need: State required days to disposition = 1 Day
 - San Diego = 1 Day
- Semi-Annual Reporting Timeliness = 83.70%
- Annual Renewal Timeliness = 99.79%

Medi-Cal

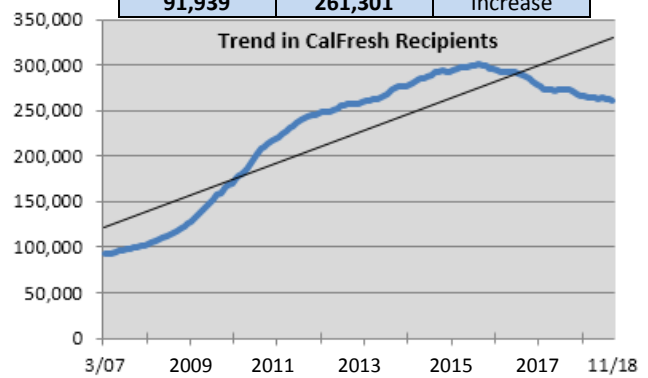
- Regular Applications: State required days to disposition = 45 Days
 - San Diego = 25 Days
- Annual Renewal Timeliness = 98.33%

Program Recipients Trend

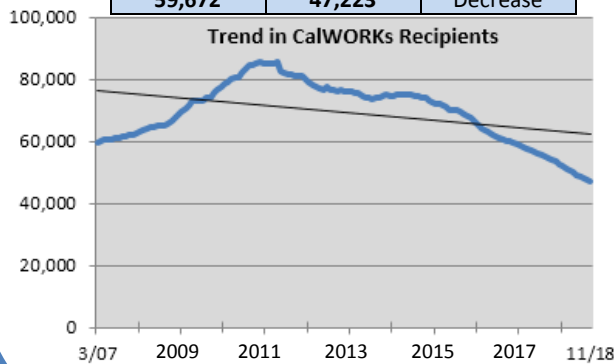
Medi-Cal Recipients		
FY March 07	FY Nov 18	172%
265,130	721,407	Increase



CalFresh Recipients		
FY March 07	FY Nov 18	184%
91,939	261,301	Increase



CalWORKs Recipients		
FY March 07	FY Nov 18	21%
59,672	47,223	Decrease



General Relief Recipients		
FY March 07	FY Nov 18	455%
618	3,428	Increase

