



ELIGIBILITY SERVICES BY THE NUMBERS...

March 2019 (Data Month: February 2019)

PARTICIPANTS

- **CalFresh:** 254,360 recipients, down 4.37% from last year.
 - 113,596 child recipients (0-18), down 8.24% from last year.
 - 28,504 senior recipients (60+), up 6.90% from last year.
- **CalWORKs:** 45,266 recipients, down 13.77% from last year.
 - 36,661 child recipients (0-18), down 12.56% from last year.
 - Welfare-to-Work: 6,311 participants, down 19.47% from last year.
- **CMS:** 40 CMS recipients, down 6.98% from last year.
- **General Relief:** 3,439 recipients, up 11.44% from last year.
- **Medi-Cal:** 726,570 recipients, up 0.19% from last year.
 - 279,309 child recipients (0-18), down 1.49% from last year.

Program	Cases	Recipients	% Change in Recipients		Unduplicated Number of Recipients (Feb 2018-Feb 2019)
			Previous Month	Previous Year	
CalFresh	130,372	254,360	-0.89%	-4.37%	380,705
CalWORKs	18,021	45,266	-1.56%	-13.77%	72,644
CMS	40	40	8.11%	-6.98%	159
General Relief	3,428	3,439	1.03%	11.44%	9,876
Medi-Cal	389,355	726,570	0.49%	0.19%	918,550
TOTAL	541,216	1,029,675	0.06%	-1.63%	958,452

*Recipients include 241,130 under ACA Medicaid Coverage Expansion.

PROCESSING

Applications Registered		
Program	February 2019	FYTD
CalFresh	10,892	98,033
CalWORKs	1,780	18,514
CMS	690	5,995
General Relief	1,620	14,247
Medi-Cal	12,579	127,092
Total	27,561	263,881

Renewals Generated		
Program	February 2019	FYTD
CalFresh	6,523	53,794
CalWORKs	1,401	11,810
CMS	8	57
General Relief	114	810
Medi-Cal	29,268	220,253
Total	37,314	286,724

Periodic Reports Generated		
Program	February 2019	FYTD
CalFresh	11,492	90,112
CalWORKs	949	7,517
General Relief	1,955	15,122
Medi-Cal	38	376
Total	14,434	113,127

Documents Imaged	
February 2019	FYTD
486,732	4,268,189

Tasks Created	
February 2019	FYTD
347,478	2,713,080

ACCESS CUSTOMER SERVICE CENTER

Month	February 2018	February 2019	Change	FYTD
Total Calls	91,109	83,798	-7,311	719,514
Answered	64,685	59,303	-5,382	505,884
Self-Service	17,834	16,118	-1,716	139,731
Transferred Out	357	299	-58	2,629
Abandoned	8,233	8,078	-155	71,276
Average Wait Time	8:49	9:01	0:12	8:42

FAMILY RESOURCE CENTER VISITS

Month	February 2018	February 2019	Change	FYTD
Total Tickets Issued	83,795	73,366	-14.22%	647,128
Average Wait Time (min.)	21.62	14.21	-7.41	

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 = 87.80%
- Annual Renewal Timeliness = 99.91%

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 = 86.09%
- Annual Renewal Timeliness = 99.87%

Medi-Cal

- Regular Applications: State required days to disposition = 45 Days
 - San Diego = 29 Days
- Annual Renewal Timeliness = 97.20%

Program Recipients Trend

