



ELIGIBILITY SERVICES BY THE NUMBERS...

July 2019 (Data Month: June 2019)

PARTICIPANTS

- **CalFresh:** 257,336 recipients, down 2.65% from last year.
 - 109,829 child recipients (0-18), down 9.39% from last year.
 - 35,264 senior recipients (60+), up 28.43% from last year.
- **CalWORKs:** 43,329 recipients, down 13.51% from last year.
 - 35,396 child recipients (0-18), down 12.11% from last year.
 - Welfare-to-Work: 5,750 participants, down 18.08% from last year.
- **CMS:** 38 CMS recipients, down 15.56% from last year.
- **General Relief:** 3,392 recipients, up 10.02% from last year.
- **Medi-Cal:** 723,344 recipients, up 0.37% from last year.
 - 278,608 child recipients (0-18), down 1.09% from last year.

Program	Cases	Recipients	% Change in Recipients		Unduplicated Number of Recipients (June 2018-June 2019)
			Previous Month	Previous Year	
CalFresh	135,699	257,336	2.57%	-2.65%	383,660
CalWORKs	17,295	43,329	-1.37%	-13.51%	69,207
CMS	38	38	-13.64%	-15.56%	161
General Relief	3,376	3,392	-2.22%	10.02%	9,950
Medi-Cal	388,951	723,344	-0.25%	0.37%	910,967
TOTAL	545,359	1,027,439	0.38%	-1.04%	956,468

*Recipients include 238,292 under ACA Medicaid Coverage Expansion.

The number of **unduplicated recipients for **all** programs.

PROCESSING

Applications Registered		
Program	June 2019	FYTD
CalFresh	17,680	156,715
CalWORKs	2,239	27,232
CMS	626	9,004
General Relief	1,655	21,348
Medi-Cal	12,057	179,845
Total	34,257	394,144

Renewals Generated		
Program	June 2019	FYTD
CalFresh	6,977	80,433
CalWORKs	1,574	17,559
CMS	15	143
General Relief	76	1,214
Medi-Cal	32,560	326,508
Total	41,202	425,857

Periodic Reports Generated		
Program	June 2019	FYTD
CalFresh	12,023	135,240
CalWORKs	771	10,798
General Relief	1,988	22,869
Medi-Cal	41	529
Total	14,823	169,436

Documents Imaged	
June 2019	FYTD
539,531	6,414,094

Tasks Created	
June 2019	FYTD
406,792	4,236,520

ACCESS CUSTOMER SERVICE CENTER

Customer Service				
Month	June 2018	June 2019	Change	FYTD
Total Calls	123,686	110,791	-12,895	1,452,247
Abandoned	8,358	10,742	2,384	108,873
Average Wait Time	7:54	9:27	1:33	8:34

* Effective April 2019, totals reflects number of calls that entered the IVR

Community Based Organization (CBO)				
Month	June 2018	June 2019	Change	FYTD
Total Calls	6,423	5,890	-533	78,872
Abandoned	291	689	398	4,835
Average Wait Time	3:23	8:34	5:11	3:52

Emails Received	
June 2019	FYTD
5,049	86,708

FAMILY RESOURCE CENTER VISITS

Month	June 2018	June 2019	Change	FYTD
Total Tickets Issued	80,272	87,771	8.54%	979,771
Average Wait Time (min.)	16.81	17.21	0.40	

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 = 90.63
- Annual Renewal Timeliness = 99.88%

CalWORKs

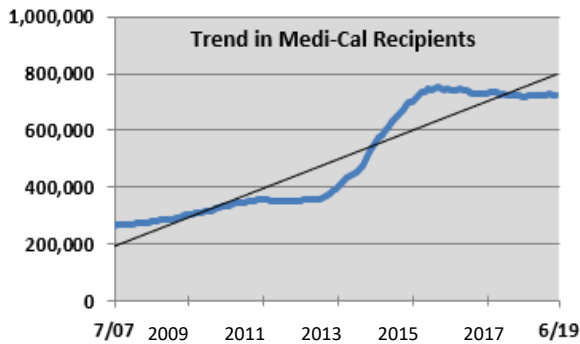
- Regular Applications: State required days to disposition = 45 Days
 - San Diego = 19 Days
- Immediate Need: State required days to disposition = 1 Day
 - San Diego = 1 Day
- Semi-Annual Reporting Timeliness = 92.03%
- Annual Renewal Timeliness = 99.72%

Medi-Cal

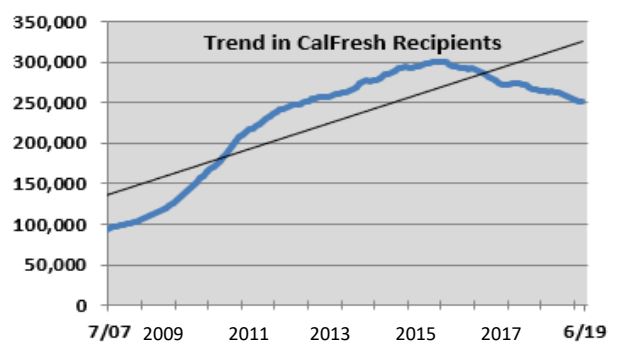
- Regular Applications: State required days to disposition = 45 Days
 - San Diego = 29 Days
- Annual Renewal Timeliness = 98.27%

Program Recipients Trend

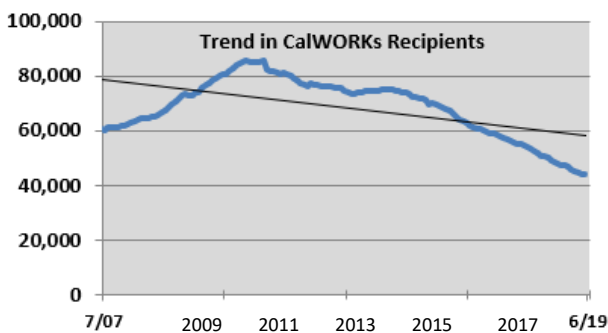
Medi-Cal Recipients		
FY July 07	FY June 19	171%
266,807	723,344	Increase



CalFresh Recipients		
FY July 07	FY June 19	169%
95,559	257,336	Increase



CalWORKs Recipients		
FY July 07	FY June 19	-28%
60,456	43,329	Decrease



General Relief Recipients		
FY July 07	FY June 19	425%
646	3,392	Increase

