



ELIGIBILITY SERVICES BY THE NUMBERS...

August 2019 (Data Month: July 2019)

PARTICIPANTS

- **CalFresh:** 261,971 recipients, down 0.31% from last year.
 - 108,717 child recipients (0-18), down 9.65% from last year.
 - 39,722 senior recipients (60+), up 43.40% from last year.
- **CalWORKs:** 42,687 recipients, down 13.30% from last year.
 - 34,808 child recipients (0-18), down 12.04% from last year.
 - Welfare-to-Work: 5,777 participants, down 16.82% from last year.
- **CMS:** 39 CMS recipients, down 13.33% from last year.
- **General Relief:** 3,267 recipients, up 5.93% from last year.
- **Medi-Cal:** 722,865 recipients, up 0.33% from last year.
 - 277,986 child recipients (0-18), down 0.99% from last year.

Program	Cases	Recipients	% Change in Recipients		Unduplicated Number of Recipients (July 2018-July 2019)
			Previous Month	Previous Year	
CalFresh	139,924	261,971	1.80%	-0.31%	388,948
CalWORKs	17,087	42,687	-1.48%	-13.30%	68,259
CMS	39	39	2.63%	-13.33%	160
General Relief	3,255	3,267	-3.69%	5.93%	9,947
Medi-Cal	389,526	722,865	-0.07%	0.33%	910,273
TOTAL	549,831	1,030,829	0.33%	-0.46%	960,924

*Recipients include 238,201 under ACA Medicaid Coverage Expansion.

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

PROCESSING

Applications Registered		
Program	July 2019	FYTD
CalFresh	16,208	16,208
CalWORKs	2,605	2,605
CMS	757	757
General Relief	1,822	1,822
Medi-Cal	13,658	13,658
Total	35,050	35,050

Renewals Generated		
Program	July 2019	FYTD
CalFresh	7,147	7,147
CalWORKs	1,632	1,632
CMS	0	0
General Relief	94	94
Medi-Cal	34,170	34,170
Total	43,043	43,043

Periodic Reports Generated		
Program	July 2019	FYTD
CalFresh	10,826	10,826
CalWORKs	737	737
General Relief	1,957	1,957
Medi-Cal	39	39
Total	13,559	13,559

Documents Imaged	
July 2019	FYTD
573,718	573,718

Tasks Created	
July 2019	FYTD
397,274	397,274

ACCESS CUSTOMER SERVICE CENTER

Customer Service				
Month	July 2018	July 2019	Change	FYTD
Total Calls	125,346	134,562	9,032	134,562
Abandoned	8,663	12,283	3,620	12,283
Average Wait Time	8:15	11:22	3:07	11:22

Community Based Organization (CBO)				
Month	July 2018	July 2019	Change	FYTD
Total Calls	6,182	6,370	188	6,370
Abandoned	279	588	309	588
Average Wait Time	3:05	6:55	3:50	6:55

Emails Received	
July 2019	FYTD
5,562	5,562

FAMILY RESOURCE CENTER VISITS

Month	July 2018	July 2019	Change	FYTD
Total Tickets Issued	82,921	94,487	12.24%	94,487
Average Wait Time (min.)	17.25	18.28	1.03	

Processing Timeliness Applications, Periodic Reports, and Renewals

CalFresh

- Regular Applications: State required days to disposition = 30 Days
 - San Diego = 21 Days
- Expedited Applications: State required days to disposition = 3 Days
 - San Diego = 2 Days
- Semi-Annual Reporting Timeliness = 90.05%
- Annual Renewal Timeliness = 99.90%

CalWORKs

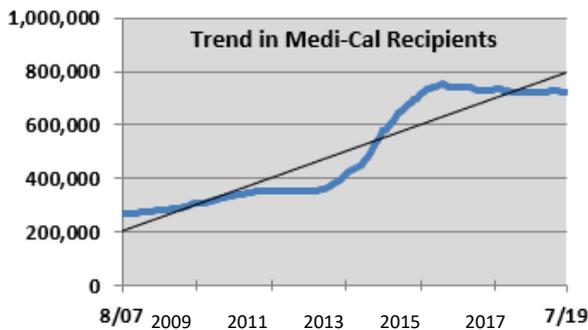
- Regular Applications: State required days to disposition = 45 Days
 - San Diego = 20 Days
- Immediate Need: State required days to disposition = 1 Day
 - San Diego = 1 Day
- Semi-Annual Reporting Timeliness = 89.92%
- Annual Renewal Timeliness = 99.65%

Medi-Cal

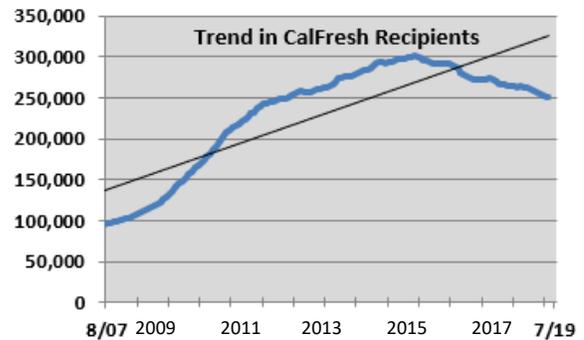
- Regular Applications: State required days to disposition = 45 Days
 - San Diego = 26 Days
- Annual Renewal Timeliness = 98.15%

Program Recipients Trend

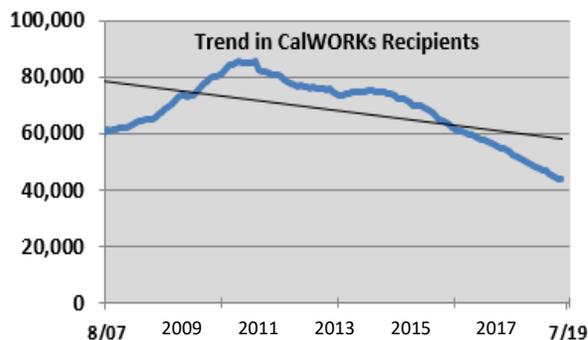
Medi-Cal Recipients		
FY Aug 07	FY July 19	168%
269,757	722,865	Increase



CalFresh Recipients		
FY Aug 07	FY July 19	171%
96,702	261,971	Increase



CalWORKs Recipients		
FY Aug 07	FY July 19	-30%
61,198	42,687	Decrease



General Relief Recipients		
FY Aug 07	FY July 19	402%
651	3,267	Increase

