



ELIGIBILITY SERVICES BY THE NUMBERS...

September 2019 (Data Month: August 2019)

PARTICIPANTS

- **CalFresh:** 264,727 recipients, up 0.31% from last year.
 - 108,369 child recipients (0-18), down 10.32% from last year.
 - 41,887 senior recipients (60+), up 50.00% from last year.
- **CalWORKs:** 42,598 recipients, down 12.66% from last year.
 - 34,663 child recipients (0-18), down 11.77% from last year.
 - Welfare-to-Work: 5,743 participants, down 17.26% from last year.
- **CMS:** 45 CMS recipients, same number of recipients as last year.
- **General Relief:** 3,324 recipients, up 4.30% from last year.
- **Medi-Cal:** 723,621 recipients, up 0.26% from last year.
 - 278,306 child recipients (0-18), down 0.75% from last year.

Program	Cases	Recipients	% Change in Recipients		Unduplicated Number of Recipients (August 2018-August 2019)
			Previous Month	Previous Year	
CalFresh	142,049	264,727	1.05%	0.31%	391,216
CalWORKs	17,039	42,598	-0.21%	-12.66%	67,586
CMS	45	45	15.38%	0.00%	165
General Relief	3,313	3,324	1.74%	4.30%	10,034
Medi-Cal	390,064	723,621	0.10%	0.26%	908,923
TOTAL	552,510	1,034,315	0.34%	-0.32%	962,369

*Recipients include 238,128 under ACA Medicaid Coverage Expansion.

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

PROCESSING

Applications Registered		
Program	August 2019	FYTD
CalFresh	15,103	31,311
CalWORKs	2,578	5,183
CMS	525	1,282
General Relief	1,999	3,821
Medi-Cal	14,097	27,755
Total	34,302	69,352

Renewals Generated		
Program	August 2019	FYTD
CalFresh	7,088	14,235
CalWORKs	1,518	3,150
CMS	6	20
General Relief	81	175
Medi-Cal	33,130	67,300
Total	41,823	84,880

Periodic Reports Generated		
Program	August 2019	FYTD
CalFresh	10,799	21,625
CalWORKs	798	1,535
General Relief	1,841	3,798
Medi-Cal	30	69
Total	13,468	27,027

Documents Imaged	
August 2019	FYTD
556,072	1,129,790

Tasks Created	
August 2019	FYTD
425,072	822,346

ACCESS CUSTOMER SERVICE CENTER

Customer Service				
Month	August 2018	August 2019	Change	FYTD
Total Calls	134,574	134,234	-340	268,796
Abandoned	9,241	11,919	2,678	24,202
Average Wait Time	7:54	10:31	2:37	10:56

Community Based Organization (CBO)				
Month	August 2018	August 2019	Change	FYTD
Total Calls	6,661	6,724	63	13,094
Abandoned	354	518	164	1,106
Average Wait Time	2:36	6:54	4:18	6:54

Emails Received	
August 2019	FYTD
5,812	11,374

FAMILY RESOURCE CENTER VISITS

Month	August 2018	August 2019	Change	FYTD
Total Tickets Issued	90,612	84,660	-7.03%	179,147
Average Wait Time (min.)	16.47	16.15	-0.32	

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 = 92.04%
- Annual Renewal Timeliness = 99.90%

CalWORKs

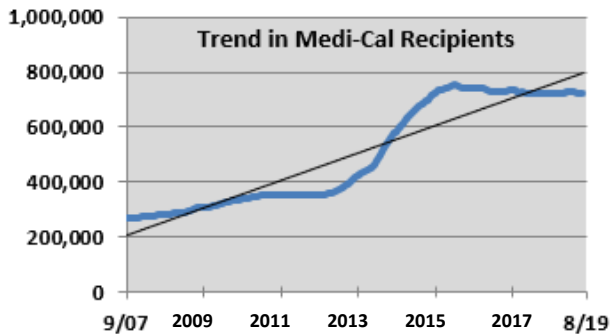
- Regular Applications: State required days to disposition = 45 Days
 - San Diego = 20 Days
- Immediate Need: State required days to disposition = 1 Day
 - San Diego = 1 Day
- Semi-Annual Reporting Timeliness = 90.10%
- Annual Renewal Timeliness = 99.78%

Medi-Cal

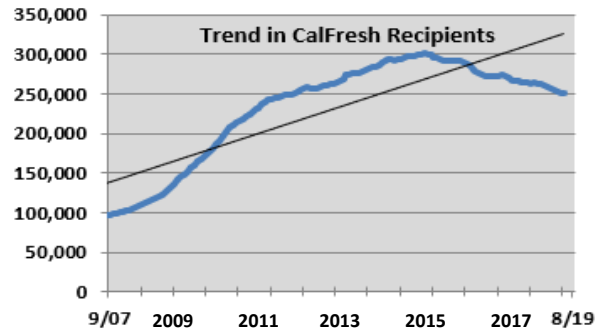
- Regular Applications: State required days to disposition = 45 Days
 - San Diego = 27 Days
- Annual Renewal Timeliness = 98.08%

Program Recipients Trend

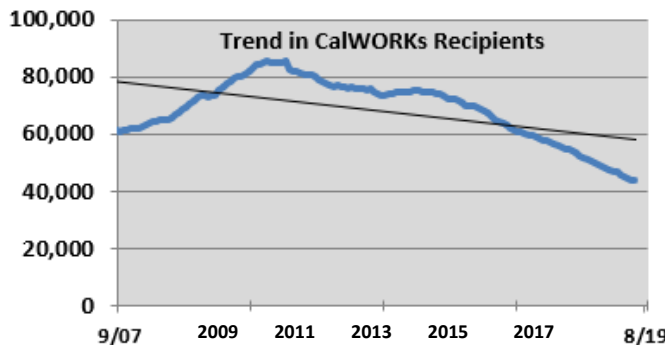
Medi-Cal Recipients		
FY Sept 07	FY Aug 19	168%
270,142	723,621	Increase



CalFresh Recipients		
FY Sept 07	FY Aug 19	172%
97,458	264,727	Increase



CalWORKs Recipients		
FY Sept 07	FY Aug 19	-30%
61,082	42,598	Decrease



General Relief Recipients		
FY Sept 07	FY Aug 19	433%
624	3,324	Increase

