



ELIGIBILITY SERVICES BY THE NUMBERS...

October 2019 (Data Month: September 2019)

PARTICIPANTS

- **CalFresh:** 265,274 recipients, up 0.80% from last year.
 - 107,501 child recipients (0-18), down 10.63% from last year.
 - 43,208 senior recipients (60+), up 53.75% from last year.
- **CalWORKs:** 42,141 recipients, down 12.53% from last year.
 - 34,332 child recipients (0-18), down 11.61% from last year.
 - Welfare-to-Work: 5,575 participants, down 20.24% from last year.
- **CMS:** 41 CMS recipients, up 5.13% from last year.
- **General Relief:** 3,288 recipients, up 0.21% from last year.
- **Medi-Cal:** 731,249 recipients, up 1.45% from last year.
 - 265,229 child recipients (0-18), down 5.09% from last year.

| Program | Cases | Recipients | % Change in Recipients | | Unduplicated Number of Recipients (September 2018-September 2019) |
|----------------|----------------|------------------|------------------------|---------------|---|
| | | | Previous Month | Previous Year | |
| CalFresh | 142,787 | 265,274 | 0.21% | 0.80% | 392,543 |
| CalWORKs | 16,862 | 42,141 | -1.07% | -12.53% | 66,822 |
| CMS | 41 | 41 | -8.89% | 5.13% | 157 |
| General Relief | 3,282 | 3,288 | -1.08% | 0.21% | 10,070 |
| Medi-Cal | 388,266 | 731,249 | 1.05% | 1.45% | 911,371 |
| TOTAL | 551,238 | 1,041,993 | 0.74% | 0.63% | 962,783 |

*Recipients include 235,984 under ACA Medicaid Coverage Expansion.

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

PROCESSING

| Applications Registered | | |
|-------------------------|----------------|----------------|
| Program | September 2019 | FYTD |
| CalFresh | 13,801 | 45,112 |
| CalWORKs | 2,409 | 7,592 |
| CMS | 566 | 1,848 |
| General Relief | 1,826 | 5,647 |
| Medi-Cal | 12,679 | 40,434 |
| Total | 31,281 | 100,633 |

| Renewals Generated | | |
|--------------------|----------------|----------------|
| Program | September 2019 | FYTD |
| CalFresh | 7,211 | 21,446 |
| CalWORKs | 1,489 | 4,639 |
| CMS | 14 | 34 |
| General Relief | 84 | 259 |
| Medi-Cal | 33,824 | 101,124 |
| Total | 42,622 | 127,502 |

| Periodic Reports Generated | | |
|----------------------------|----------------|---------------|
| Program | September 2019 | FYTD |
| CalFresh | 11,690 | 33,315 |
| CalWORKs | 910 | 2,445 |
| General Relief | 1,878 | 5,676 |
| Medi-Cal | 30 | 99 |
| Total | 14,508 | 41,535 |

| Documents Imaged | |
|------------------|-----------|
| September 2019 | FYTD |
| 491,326 | 1,621,116 |

| Tasks Created | |
|----------------|-----------|
| September 2019 | FYTD |
| 344,092 | 1,166,438 |

ACCESS CUSTOMER SERVICE CENTER

| Customer Service | | | | |
|-------------------|----------------|----------------|--------|---------|
| Month | September 2018 | September 2019 | Change | FYTD |
| Total Calls | 113,926 | 106,477 | -7,449 | 375,273 |
| Abandoned | 8,622 | 5,465 | -3,157 | 29,667 |
| Average Wait Time | 8:10 | 6:27 | -1:43 | 9:26 |

| Community Based Organization (CBO) | | | | |
|------------------------------------|----------------|----------------|--------|--------|
| Month | September 2018 | September 2019 | Change | FYTD |
| Total Calls | 5,281 | 6,025 | 744 | 19,473 |
| Abandoned | 312 | 622 | 310 | 1,658 |
| Average Wait Time | 3:02 | 9:18 | 6:16 | 7:42 |

| Emails Received | |
|-----------------|--------|
| September 2019 | FYTD |
| 5,442 | 16,816 |

FAMILY RESOURCE CENTER VISITS

| Month | September 2018 | September 2019 | Change | FYTD |
|--------------------------|----------------|----------------|--------|---------|
| Total Tickets Issued | 75,750 | 82,033 | 7.66% | 261,180 |
| Average Wait Time (min.) | 16.12 | 17.70 | 1.58 | |

Processing Timeliness Applications, Periodic Reports, and Renewals

CalFresh

- Regular Applications: State required days to disposition = 30 Days
 - San Diego = 20 Days
- Expedited Applications: State required days to disposition = 3 Days
 - San Diego = 2 Days
- Semi-Annual Reporting Timeliness = 88.88%
- Annual Renewal Timeliness = 99.89%

CalWORKs

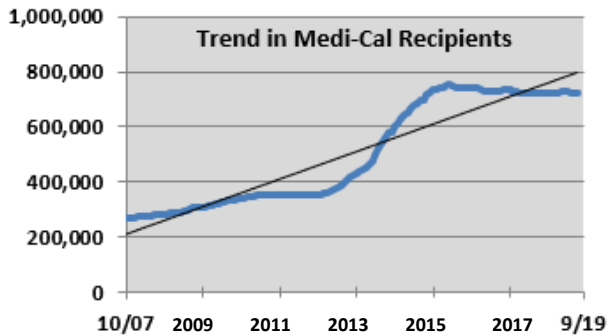
- Regular Applications: State required days to disposition = 45 Days
 - San Diego = 21 Days
- Immediate Need: State required days to disposition = 1 Day
 - San Diego = 1 Day
- Semi-Annual Reporting Timeliness = 87.28%
- Annual Renewal Timeliness = 99.76%

Medi-Cal

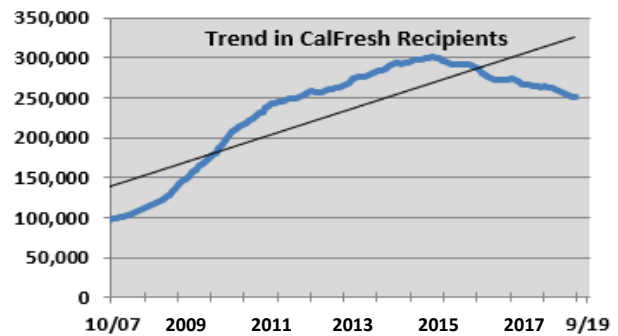
- Regular Applications: State required days to disposition = 45 Days
 - San Diego = 27 Days
- Annual Renewal Timeliness = 98.02%

Program Recipients Trend

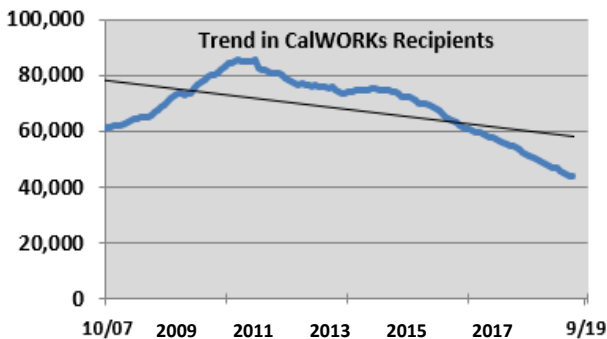
| Medi-Cal Recipients | | |
|---------------------|------------|----------|
| FY Oct 07 | FY Sept 19 | 167% |
| 271,321 | 731,249 | Increase |



| CalFresh Recipients | | |
|---------------------|------------|----------|
| FY Oct 07 | FY Sept 19 | 168% |
| 98,843 | 265,274 | Increase |



| CalWORKs Recipients | | |
|---------------------|------------|----------|
| FY Oct 07 | FY Sept 19 | -31% |
| 61,323 | 42,141 | Decrease |



| General Relief Recipients | | |
|---------------------------|------------|----------|
| FY Oct 07 | FY Sept 19 | 410% |
| 645 | 3,288 | Increase |

