



ELIGIBILITY SERVICES BY THE NUMBERS...

November 2019 (Data Month: October 2019)

PARTICIPANTS

- **CalFresh:** 266,478 recipients, up 1.51% from last year.
 - 107,099 child recipients (0-18), down 10.44% from last year.
 - 44,507 senior recipients (60+), up 57.41% from last year.
- **CalWORKs:** 42,017 recipients, down 12% from last year.
 - 34,226 child recipients (0-18), down 11.10% from last year.
 - Welfare-to-Work: 5,486 participants, down 21.03% from last year.
- **CMS:** 45 CMS recipients, same number as last year.
- **General Relief:** 3,410 recipients, up 0.15% from last year.
- **Medi-Cal:** 730,249 recipients, up 0.84% from last year.
 - 264,852 child recipients (0-18), down 5.48% from last year.

Program	Cases	Recipients	% Change in Recipients		Unduplicated Number of Recipients (October 2018-October 2019)
			Previous Month	Previous Year	
CalFresh	143,826	266,478	0.45%	1.51%	393,249
CalWORKs	16,832	42,017	-0.29%	-12.00%	66,293
CMS	45	45	9.76%	0.00%	159
General Relief	3,407	3,410	3.71%	0.15%	10,158
Medi-Cal	388,534	730,249	-0.14%	0.84%	916,646
TOTAL	552,644	1,042,199	0.02%	0.42%	971,191

*Recipients include 235,976 under ACA Medicaid Coverage Expansion.

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

PROCESSING

Applications Registered		
Program	October 2019	FYTD
CalFresh	15,057	60,169
CalWORKs	2,478	10,070
CMS	545	2,393
General Relief	2,213	7,860
Medi-Cal	15,625	56,059
Total	35,918	136,551

Renewals Generated		
Program	October 2019	FYTD
CalFresh	6,204	27,650
CalWORKs	1,282	5,921
CMS	14	48
General Relief	174	433
Medi-Cal	33,571	134,695
Total	41,245	168,747

Periodic Reports Generated		
Program	October 2019	FYTD
CalFresh	11,412	44,727
CalWORKs	830	3,275
General Relief	1,884	7,560
Medi-Cal	26	125
Total	14,152	55,687

Documents Imaged	
October 2019	FYTD
545,095	2,166,211

Tasks Created	
October 2019	FYTD
388,942	1,555,380

ACCESS CUSTOMER SERVICE CENTER

Customer Service				
Month	October 2018	October 2019	Change	FYTD
Total Calls	124,852	114,751	-10,101	490,024
Abandoned	10,013	3,893	-6,120	33,560
Average Wait Time	8:28	4:03	-4.25	8:05

Community Based Organization (CBO)				
Month	October 2018	October 2019	Change	FYTD
Total Calls	5,806	6,873	1,067	26,346
Abandoned	276	397	121	2,055
Average Wait Time	2:37	5:08	2:31	7:03

Emails Received	
October 2019	FYTD
5,505	22,321

FAMILY RESOURCE CENTER VISITS

Month	October 2018	October 2019	Change	FYTD
Total Tickets Issued	87,964	89,845	2.09%	351,025
Average Wait Time (min.)	15.05	16.63	1.58	

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 = 92.07%
- Annual Renewal Timeliness = 99.92%

CalWORKs

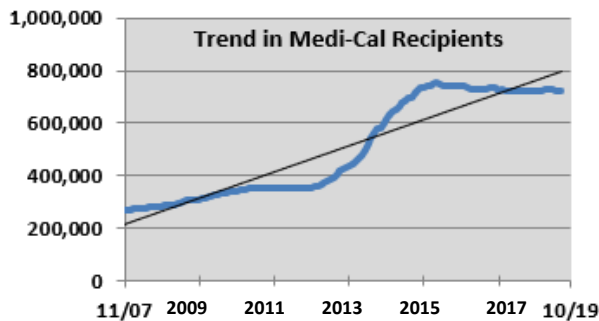
- Regular Applications: State required days to disposition = 45 Days
 - San Diego = 20 Days
- Immediate Need: State required days to disposition = 1 Day
 - San Diego = 1 Day
- Semi-Annual Reporting Timeliness = 92.34%
- Annual Renewal Timeliness = 99.76%

Medi-Cal

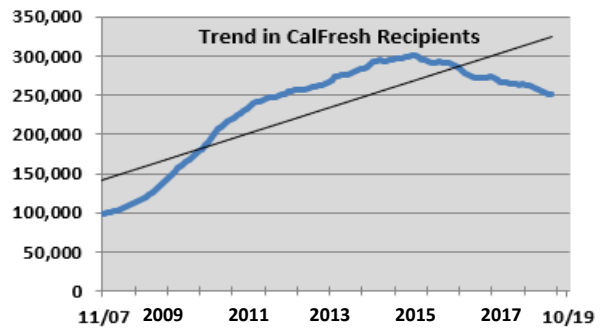
- Regular Applications: State required days to disposition = 45 Days
 - San Diego = 25 Days
- Annual Renewal Timeliness = 98.13%

Program Recipients Trend

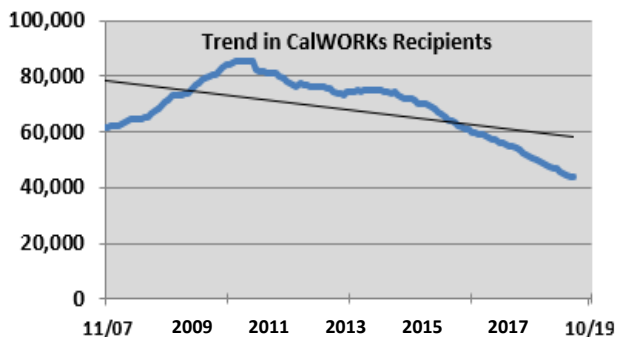
Medi-Cal Recipients		
FY Nov 07	FY Oct 19	169%
271,531	730,249	Increase



CalFresh Recipients		
FY Nov 07	FY Oct 19	167%
99,674	266,478	Increase



CalWORKs Recipients		
FY Nov 07	FY Oct 19	-31%
61,313	42,017	Decrease



General Relief Recipients		
FY Nov 07	FY Oct 19	421%
654	3,410	Increase

