



# ELIGIBILITY SERVICES BY THE NUMBERS...

March 2020 (Data Month: February 2020)

## PARTICIPANTS

- **CalFresh:** 266,261 recipients, up 4.68% from last year.
  - 103,454 child recipients (0-18), down 8.93% from last year.
  - 47,949 senior recipients (60+), up 68.22% from last year.
- **CalWORKs:** 41,350 recipients, down 8.65% from last year.
  - 34,030 child recipients (0-18), down 7.18% from last year.
  - Welfare-to-Work: 5,483 participants, down 13.12% from last year.
- **CMS:** 29 CMS recipients, down 27.50% from last year.
- **General Relief:** 3,778 recipients, up 9.86% from last year.
- **Medi-Cal:** 721,607 recipients, down 0.68% from last year.
  - 259,834 child recipients (0-18), down 6.97% from last year.

Program	Cases	Recipients	% Change in Recipients		Unduplicated Number of Recipients (February 2019-February 2020)
			Previous Month	Previous Year	
CalFresh	145,996	266,261	0.13%	4.68%	390,903
CalWORKs	16,665	41,350	-0.25%	-8.65%	63,873
CMS	29	29	3.57%	-27.50%	146
General Relief	3,775	3,778	0.85%	9.86%	10,599
Medi-Cal	385,424	721,607	0.34%	-0.68%	911,666
<b>TOTAL</b>	<b>551,889</b>	<b>1,033,025</b>	<b>0.26%</b>	<b>0.33%</b>	<b>969,973</b>

\*Recipients include 232,861 under ACA Medicaid Coverage Expansion.

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

## PROCESSING

Applications Registered		
Program	February 2020	FYTD
CalFresh	12,078	110,060
CalWORKs	1,732	18,456
CMS	401	4,175
General Relief	1,920	15,808
Medi-Cal	14,179	124,216
<b>Total</b>	<b>30,310</b>	<b>272,715</b>

Renewals Generated		
Program	February 2020	FYTD
CalFresh	5,795	51,872
CalWORKs	1,384	11,055
CMS	8	98
General Relief	172	1,084
Medi-Cal	35,889	283,932
<b>Total</b>	<b>43,248</b>	<b>348,041</b>

Periodic Reports Generated		
Program	February 2020	FYTD
CalFresh	12,167	92,701
CalWORKs	914	6,835
General Relief	2,234	16,056
Medi-Cal	25	239
<b>Total</b>	<b>15,340</b>	<b>115,831</b>

Documents Imaged	
February 2020	FYTD
493,527	4,099,329

Tasks Created	
February 2020	FYTD
379,138	3,010,285

## ACCESS CUSTOMER SERVICE CENTER

Customer Service				
Month	February 2019	February 2020	Change	FYTD
Total Calls	114,102	140,037	25,935	945,541
Abandoned	8,078	13,430	5,352	70,725
Average Wait Time	9:01	8:04	-0.57	8:25

Community Based Organization (CBO)				
Month	February 2019	February 2020	Change	FYTD
Total Calls	6,012	6,773	761	53,548
Abandoned	282	477	195	3,837
Average Wait Time	3:06	7:22	4:16	6:35

Emails Received	
February 2020	FYTD
4,290	42,439

## FAMILY RESOURCE CENTER VISITS

Month	February 2019	February 2020	Change	FYTD
Total Tickets Issued	73,366	78,492	6.53%	687,657
Average Wait Time (min.)	14.21	15.83	1.62	

## 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 = 90.31%
- Annual Renewal Timeliness = 99.91%

### CalWORKs

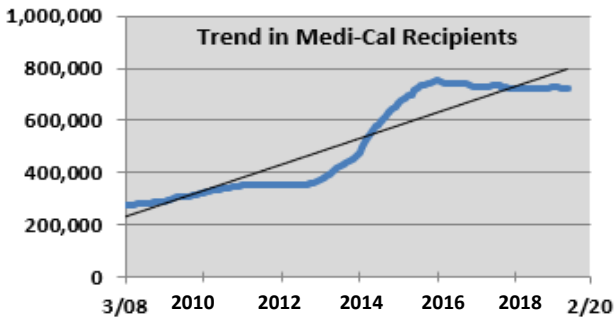
- Regular Applications: State required days to disposition = 45 Days
  - San Diego = 21 Days
- Immediate Need: State required days to disposition = 1 Day
  - San Diego = 1 Day
- Semi-Annual Reporting Timeliness = 88.20%
- Annual Renewal Timeliness = 99.66%

### Medi-Cal

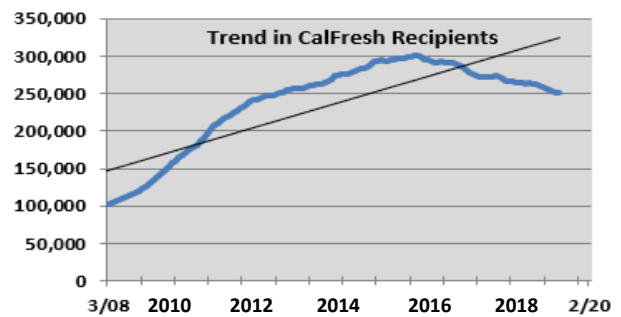
- Regular Applications: State required days to disposition = 45 Days
  - San Diego = 30 Days
- Annual Renewal Timeliness = 96.02%

## Program Recipients Trend

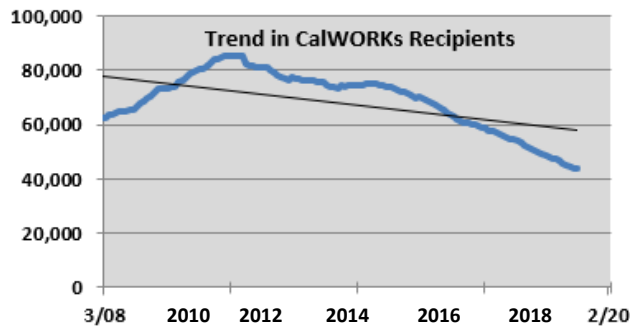
Medi-Cal Recipients		
FY Mar 08	FY Feb 20	<b>163%</b>
<b>274,477</b>	<b>721,607</b>	Increase



CalFresh Recipients		
FY Mar 08	FY Feb 20	<b>158%</b>
<b>102,923</b>	<b>266,261</b>	Increase



CalWORKs Recipients		
FY Mar 08	FY Feb 20	<b>-34%</b>
<b>62,804</b>	<b>41,350</b>	Decrease



General Relief Recipients		
FY Mar 08	FY Feb 20	<b>486%</b>
<b>645</b>	<b>3,778</b>	Increase

