



# ELIGIBILITY SERVICES BY THE NUMBERS...

April 2020 (Data Month: March 2020)

## PARTICIPANTS

- **CalFresh:** 266,495 recipients, up 5.21% from last year.
  - 102,477 child recipients (0-18), down 8.96% from last year.
  - 48,613 senior recipients (60+), up 69.10% from last year.
- **CalWORKs:** 40,889 recipients, down 8.42% from last year.
  - 33,687 child recipients (0-18), down 7.11% from last year.
  - Welfare-to-Work: 6,043 participants, down 0.93% from last year.
- **CMS:** 25 CMS recipients, down 34.21% from last year.
- **General Relief:** 3,765 recipients, up 9.13% from last year.
- **Medi-Cal:** 721,315 recipients, down 1.24% from last year.
  - 259,894 child recipients (0-18), down 7.66% from last year.

Program	Cases	Recipients	% Change in Recipients		Unduplicated Number of Recipients (March 2019-March 2020)
			Previous Month	Previous Year	
CalFresh	146,942	266,495	0.09%	5.21%	390,699
CalWORKs	16,477	40,889	-1.11%	-8.42%	63,261
CMS	25	25	-13.79%	-34.21%	147
General Relief	3,753	3,765	-0.34%	9.13%	10,641
Medi-Cal	386,186	721,315	-0.04%	-1.24%	912,284
<b>TOTAL</b>	<b>553,383</b>	<b>1,032,489</b>	<b>-0.05%</b>	<b>0.06%</b>	<b>971,461</b>

\*Recipients include 233,218 under ACA Medicaid Coverage Expansion.

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

## PROCESSING

Applications Registered		
Program	March 2020	FYTD
CalFresh	16,613	126,673
CalWORKs	2,262	20,718
CMS	298	4,473
General Relief	1,790	17,598
Medi-Cal	14,047	138,263
<b>Total</b>	<b>35,010</b>	<b>307,725</b>

Renewals Generated		
Program	March 2020	FYTD
CalFresh	6,259	58,131
CalWORKs	1,560	12,615
CMS	14	112
General Relief	142	1,226
Medi-Cal	36,831	320,763
<b>Total</b>	<b>44,806</b>	<b>392,847</b>

Periodic Reports Generated		
Program	March 2020	FYTD
CalFresh	13,985	106,686
CalWORKs	855	7,690
General Relief	2,314	18,370
Medi-Cal	22	261
<b>Total</b>	<b>17,176</b>	<b>133,007</b>

Documents Imaged	
March 2020	FYTD
466,619	4,565,948

Tasks Created	
March 2020	FYTD
371,183	3,381,468

## ACCESS CUSTOMER SERVICE CENTER

Customer Service				
Month	March 2019	March 2020	Change	FYTD
Total Calls	123,719	189,688	65,969	1,135,229
Abandoned	8,449	15,910	7,461	86,635
Average Wait Time	7:46	7:09	-0:37	8:14

Community Based Organization (CBO)				
Month	March 2019	March 2020	Change	FYTD
Total Calls	6,330	6,584	254	60,132
Abandoned	517	172	-345	4,009
Average Wait Time	4:54	2:22	-2:32	6:07

Emails Received	
March 2020	FYTD
4,976	47,415

## FAMILY RESOURCE CENTER VISITS

Month	March 2019	March 2020	Change	FYTD
Total Tickets Issued	78,993	43,236	-82.70%	730,893
Average Wait Time (min.)	13.97	14.96	0.99	

## 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 = 3 Days
- Semi-Annual Reporting Timeliness = 99.10%
- Annual Renewal Timeliness = 99.87%

### CalWORKs

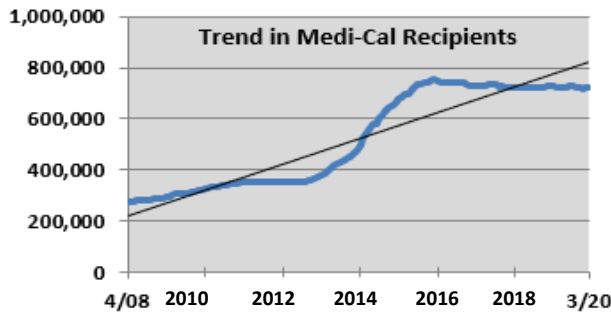
- Regular Applications: State required days to disposition = 45 Days
  - San Diego = 19 Days
- Immediate Need: State required days to disposition = 1 Day
  - San Diego = 1 Day
- Semi-Annual Reporting Timeliness = 98.85%
- Annual Renewal Timeliness = 99.89%

### Medi-Cal

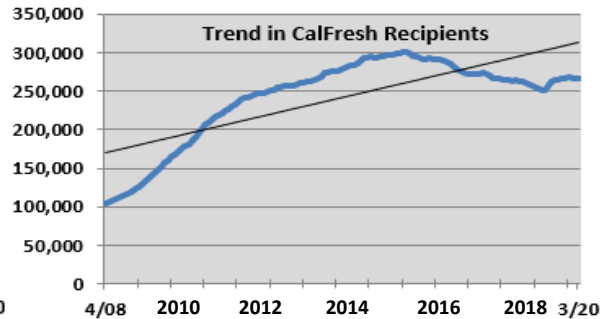
- Regular Applications: State required days to disposition = 45 Days
  - San Diego = 33 Days
- Annual Renewal Timeliness = 94.38%

## Program Recipients Trend

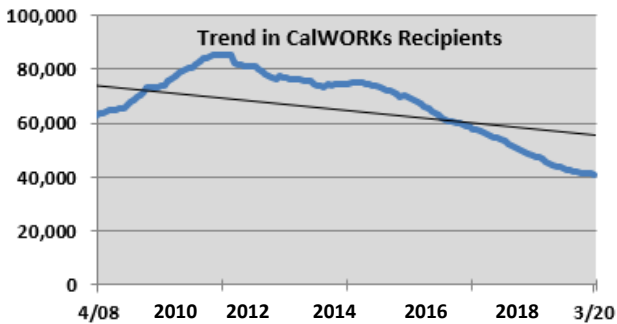
Medi-Cal Recipients		
FY Apr 08	FY Mar 20	<b>161%</b>
276,240	721,315	Increase



CalFresh Recipients		
FY Apr 08	FY Mar 20	<b>155%</b>
104,507	266,495	Increase



CalWORKs Recipients		
FY Apr 08	FY Mar 20	<b>-36%</b>
63,464	40,889	Decrease



General Relief Recipients		
FY Apr 08	FY Mar 20	<b>469%</b>
662	3,765	Increase

