



ELIGIBILITY SERVICES BY THE NUMBERS...

May 2020 (Data Month: April 2020)

PARTICIPANTS

- **CalFresh:** 309,284 recipients, up 23.18% from last year.
 - 116,428 child recipients (0-18), up 4.64% from last year.
 - 52,113 senior recipients (60+), up 80.68% from last year.
- **CalWORKs:** 42,076 recipients, down 4.42% from last year.
 - 34,501 child recipients (0-18), down 3.73% from last year.
 - Welfare-to-Work: 6,732 participants, up 14.86% from last year.
- **CMS:** 24 CMS recipients, down 47.83% from last year.
- **General Relief:** 4,396 recipients, up 27.38% from last year.
- **Medi-Cal:** 739,252 recipients, down 1.74% from last year.
 - 264,253 child recipients (0-18), down 5.68% from last year.

Program	Cases	Recipients	% Change in Recipients		Unduplicated Number of Recipients (April 2019-April 2020)
			Previous Month	Previous Year	
CalFresh	171,559	309,284	16.06%	23.18%	413,897
CalWORKs	16,923	42,076	2.90%	-4.42%	62,827
CMS	24	24	-4.00%	-47.83%	147
General Relief	4,384	4,396	16.76%	27.38%	10,801
Medi-Cal	397,918	739,252	2.49%	1.74%	914,028
TOTAL	590,808	1,095,032	6.00%	6.81%	983,399

*Recipients include 241,739 under ACA Medicaid Coverage Expansion.

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

PROCESSING

Applications Registered		
Program	April 2020	FYTD
CalFresh	30,079	156,752
CalWORKs	2,811	23,529
CMS	195	4,668
General Relief	2,725	20,323
Medi-Cal	18,716	156,979
Total	54,526	362,251

Renewals Generated		
Program	April 2020	FYTD
CalFresh	5,832	63,963
CalWORKs	1,434	14,049
CMS	4	102
General Relief	203	1,429
Medi-Cal	35,711	356,474
Total	43,184	436,017

Periodic Reports Generated		
Program	April 2020	FYTD
CalFresh	12,441	119,127
CalWORKs	750	8,440
General Relief	2,242	20,612
Medi-Cal	23	284
Total	15,456	148,463

Documents Imaged	
April 2020	FYTD
453,321	5,019,269

Tasks Created	
April 2020	FYTD
420,427	3,801,895

ACCESS CUSTOMER SERVICE CENTER

Customer Service				
Month	April 2019	April 2020	Change	FYTD
Total Calls	125,762	179,746	53,984	1,314,975
Abandoned	8,788	1,588	-7,200	88,223
Average Wait Time	8:27	0:37	-7.50	7:29

Community Based Organization (CBO)				
Month	April 2019	April 2020	Change	FYTD
Total Calls	6,681	5,412	-1,269	65,544
Abandoned	431	71	-360	4,080
Average Wait Time	4:48	1:20	-3:28	5:38

Emails Received	
April 2020	FYTD
6,200	53,615

FAMILY RESOURCE CENTER VISITS

Month	April 2019	April 2020	Change	FYTD
Total Tickets Issued	80,394	170	-47191%	731,063
Average Wait Time (min.)	14.46	0.38	-14.08	

Processing Timeliness Applications, Periodic Reports, and Renewals

CalFresh

- Regular Applications: State required days to disposition = 30 Days
 - San Diego = 12 Days
- Expedited Applications: State required days to disposition = 3 Days
 - San Diego = 2 Days
- Semi-Annual Reporting Timeliness = 100%
- Annual Renewal Timeliness = 100%

CalWORKs

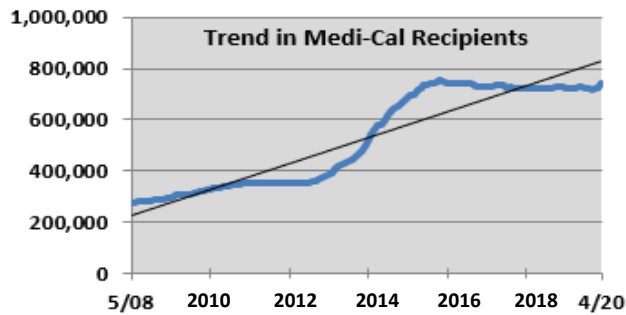
- Regular Applications: State required days to disposition = 45 Days
 - San Diego = 20 Days
- Immediate Need: State required days to disposition = 1 Day
 - San Diego = 3 Days
- Semi-Annual Reporting Timeliness = 100%
- Annual Renewal Timeliness = 100%

Medi-Cal

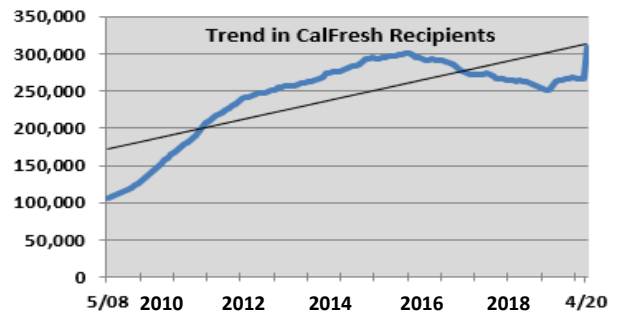
- Regular Applications: State required days to disposition = 45 Days
 - San Diego = 25 Days
- Annual Renewal Timeliness = 100%

Program Recipients Trend

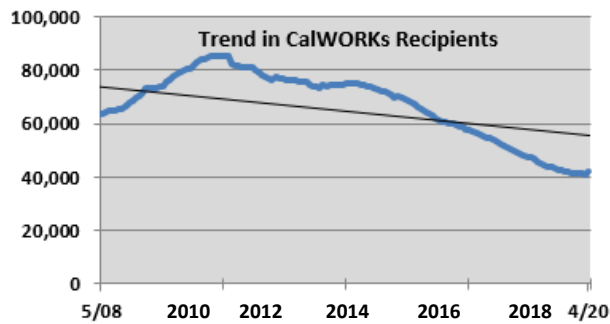
Medi-Cal Recipients		
FY May 08	FY Apr 20	167%
277,359	739,252	Increase



CalFresh Recipients		
FY May 08	FY Apr 20	192%
106,080	309,284	Increase



CalWORKs Recipients		
FY May 08	FY Apr 20	-34%
64,021	42,076	Decrease



General Relief Recipients		
FY May 08	FY Apr 20	538%
689	4,396	Increase

