



ELIGIBILITY SERVICES BY THE NUMBERS...

December 2015 *(Data Month: November 2015)*

PARTICIPANTS

- **CalFresh:** 300,214 recipients, up 2.37% from last year.
 - 144,474 child recipients (0-18), down 0.42% from last year.
 - 22,301 senior recipients (60+), up 16.60% from last year.
- **CalWORKs:** 68,750 recipients, down 7.15% from last year.
 - 52,382 child recipients (0-18), down 7.07% from last year.
 - Welfare-to-Work: 13,011 participants, down 0.94% from last year.
- **CMS:** 90 CMS recipients, down 57.14% from last year.
- **General Relief:** 3,151 recipients, up 23.81% from last year.
- **Medi-Cal:** 738,065 recipients, up 20.20% from last year.
 - 309,561 child recipients (0-18), up 7.66% from last year.

Program	Cases	Recipients	% Change in Recipients		Unduplicated Number of Recipients (Nov 2014 – Nov 2015)
			Previous Month	Previous Year	
CalFresh	145,245	300,214	-0.17%	2.37%	419,077
CalWORKs	27,226	68,750	-0.84%	-7.15%	104,676
CMS	90	90	2.27%	-57.14%	573
General Relief	3,138	3,151	-0.79%	23.81%	9,264
Medi-Cal	400,042	738,065	0.73%	20.20%	862,670
TOTAL	575,741	1,110,270	0.39%	12.82%	

PROCESSING

Applications Registered		
Program	Nov 2015	FYTD
CalFresh	9,104	53,294
CalWORKs	2,952	16,111
CMS	709	4,082
General Relief	1,568	9,141
MediCal	14,179	67,764
Total	28,512	150,392

Recertifications		
Program	Nov 2015	FYTD
CalFresh	8,588	45,629
CalWORKs	1,671	9,962
CMS	22	131
General Relief	62	400
MediCal	6,075	30,302
Total	16,418	86,424

Periodic Reports		
Program	Nov 2015	FYTD
CalFresh	8,302	41,922
CalWORKs	1,428	7,040
General Relief	1,951	9,429
MediCal	434	3,021
Total	12,115	61,412

Documents Imaged	
Nov 2015	FYTD
476,749	2,682,709

ACCESS CUSTOMER SERVICE CENTER

Month	November 2014	November 2015	Change
Total Calls	79,592	88,320	8,728
Answered	50,973	62,142	11,169
Self-Service	13,638	14,630	992
Transferred Out	1,968	2,219	251
Abandoned	13,013	9,329	-3,684
Average Wait Time(min)	14:58	7:47	-7:11

FAMILY RESOURCE CENTER VISITS

Month	November 2015	FYTD
Total Tickets Issued	65,794	320,633

Month	November 2014	November 2015	Change
Average Wait Time (min.)	27:50	22:31	-5:19

Eligibility Applications Average Days to Disposition (November 2015)

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 = 1 Days

CalWORKs

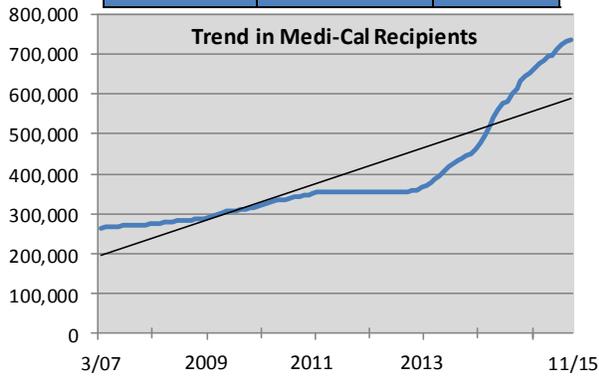
- Regular Applications: State required days to disposition = 45 Days
 - San Diego = 15 Days
- Immediate Need: State required days to disposition = 1 Day
 - San Diego = 1 Day

Medi-Cal

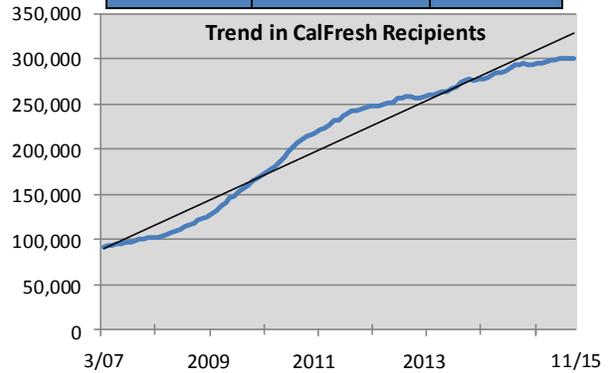
- Regular Applications: State required days to disposition = 45 Days
 - San Diego = 19 Days

Program Recipients Trend

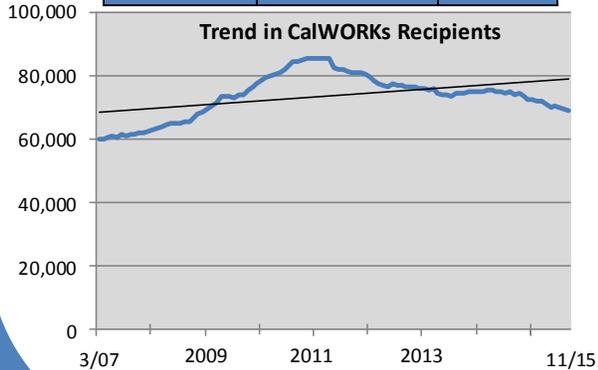
Medi-Cal Recipients		
FY March 07	FY November 15	178%
265,130	738,065	Increase



CalFresh Recipients		
FY March 07	FY November 15	227%
91,939	300,214	Increase



CalWORKs Recipients		
FY March 07	FY November 15	15%
59,672	68,750	Increase



General Relief Recipients		
FY March 07	FY November 15	410%
618	3,151	Increase

