



ELIGIBILITY SERVICES BY THE NUMBERS...

May 2018 (Data Month: April 2018)

PARTICIPANTS

- **CalFresh:** 263,763 recipients, down 3.54% from last year.
 - 121,497 child recipients (0-18), down 5.94% from last year.
 - 27,080 senior recipients (60+), up 7.73% from last year.
- **CalWORKs:** 50,979 recipients, down 11.88% from last year.
 - 40,885 child recipients (0-18), down 9.82% from last year.
 - Welfare-to-Work: 7,252 participants, down 21.37% from last year.
- **CMS:** 31 CMS recipients, down 38% from last year.
- **General Relief:** 3,139 recipients, up 2.38% from last year.
- **Medi-Cal:** 721,489 recipients, down 0.72% from last year.
 - 281,882 child recipients (0-18), down 2.87% from last year.

Program	Cases	Recipients	% Change in Recipients		Unduplicated Number of Recipients (Apr 2017-Apr 2018)
			Previous Month	Previous Year	
CalFresh	132,012	263,763	-0.84%	-3.54%	391,424
CalWORKs	20,121	50,979	-1.89%	-11.88%	80,856
CMS	31	31	-16.22%	-38.00%	192
General Relief	3,133	3,139	0.80%	2.38%	9,572
Medi-Cal	385,702	721,489	-0.55%	-0.72%	927,075
TOTAL	540,999	1,039,401	-0.69%	-2.05%	967,456

*Recipients include 236,898 under ACA Medicaid Coverage Expansion.

PROCESSING

Applications Registered		
Program	April 2018	FYTD
CalFresh	12,253	127,277
CalWORKs	2,493	24,970
CMS	791	7,943
General Relief	1,840	18,036
Medi-Cal	13,264	148,814
Total	30,641	327,040

Renewals Generated		
Program	April 2018	FYTD
CalFresh	6,468	66,676
CalWORKs	1,573	16,609
CMS	11	135
General Relief	103	1,002
Medi-Cal	23,769	276,960
Total	31,924	361,382

Periodic Reports Generated		
Program	April 2018	FYTD
CalFresh	10,746	112,649
CalWORKs	917	10,947
General Relief	1,819	18,169
Medi-Cal	59	654
Total	13,541	142,419

Documents Imaged	
April 2018	FYTD
537,287	5,451,274

Tasks Created	
April 2018	FYTD
374,159	1,157,474

ACCESS CUSTOMER SERVICE CENTER

Month	April 2017	April 2018	Change	FYTD
Total Calls	84,691	95,952	11,261	930,545
Answered	63,911	68,895	4,984	671,744
Self-Service	11,049	17,943	6,894	162,857
Transferred Out	411	440	29	4,202
Abandoned	9,320	8,674	-646	91,296
Average Wait Time	8:06	7:41	-0:25	8:21

FAMILY RESOURCE CENTER VISITS

Month	April 2017	April 2018	Change	FYTD
Total Tickets Issued	83,438	84,339	1.07%	859,093
Average Wait Time (min.)	20.49	21.61	1.12	

Processing Timeliness Applications, Periodic Reports, and Renewals

CalFresh

- Regular Applications: State required days to disposition = 30 Days
 - San Diego = 17 Days
- Expedited Applications: State required days to disposition = 3 Days
 - San Diego = 2 Days
- Semi-Annual Reporting Timeliness = 86.79%
- Annual Renewal Timeliness = 99.93%

CalWORKs

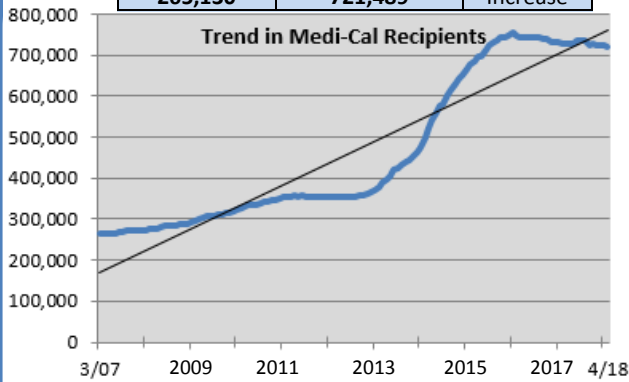
- Regular Applications: State required days to disposition = 45 Days
 - San Diego = 18 Days
- Immediate Need: State required days to disposition = 1 Day
 - San Diego = 1 Day
- Semi-Annual Reporting Timeliness = 85.31%
- Annual Renewal Timeliness = 99.93%

Medi-Cal

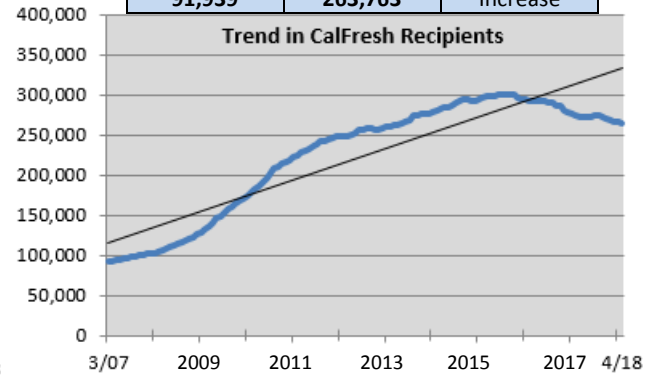
- Regular Applications: State required days to disposition = 45 Days
 - San Diego = 24 Days
- Annual Renewal Timeliness = 98.21%

Program Recipients Trend

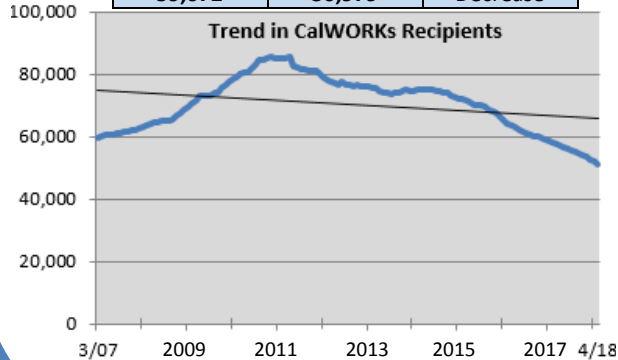
Medi-Cal Recipients		
FY March 07	FY Apr 18	172%
265,130	721,489	Increase



CalFresh Recipients		
FY March 07	FY Apr 18	187%
91,939	263,763	Increase



CalWORKs Recipients		
FY March 07	FY Apr 18	15%
59,672	50,979	Decrease



General Relief Recipients		
FY March 07	FY Apr 18	408%
618	3,139	Increase

