



ELIGIBILITY SERVICES BY THE NUMBERS...

April 2019 (Data Month: March 2019)

PARTICIPANTS

- **CalFresh:** 253,303 recipients, down 4.77% from last year.
 - 112,558 child recipients (0-18), down 8.56% from last year.
 - 28,748 senior recipients (60+), up 6.89% from last year.
- **CalWORKs:** 44,649 recipients, down 14.07% from last year.
 - 36,267 child recipients (0-18), down 12.86% from last year.
 - Welfare-to-Work: 6,100 participants, down 19.14% from last year.
- **CMS:** 38 CMS recipients, down 5.00% from last year.
- **General Relief:** 3,441 recipients, up 10.79% from last year.
- **Medi-Cal:** 730,395 recipients, up 0.67% from last year.
 - 281,465 child recipients (0-18), down 1.41% from last year.

Program	Cases	Recipients	% Change in Recipients		Unduplicated Number of Recipients (Feb 2018-Feb 2019)
			Previous Month	Previous Year	
CalFresh	130,288	253,303	-0.42%	-4.77%	379,717
CalWORKs	17,782	44,649	-1.36%	-14.07%	71,885
CMS	38	38	-5.00%	2.70%	154
General Relief	3,441	3,450	0.32%	10.79%	9,906
Medi-Cal	391,853	730,395	0.53%	0.67%	917,606
TOTAL	543,402	1,031,835	0.21%	-1.41%	957,434

*Recipients include 241,102 under ACA Medicaid Coverage Expansion.

PROCESSING

Applications Registered		
Program	March 2019	FYTD
CalFresh	11,125	98,266
CalWORKs	1,962	18,696
CMS	847	6,152
General Relief	1,740	14,367
Medi-Cal	13,594	128,107
Total	29,268	265,588

Renewals Generated		
Program	March 2019	FYTD
CalFresh	6,703	60,497
CalWORKs	1,413	13,223
CMS	11	101
General Relief	112	922
Medi-Cal	23,801	244,054
Total	32,040	318,797

Periodic Reports Generated		
Program	March 2019	FYTD
CalFresh	12,113	90,733
CalWORKs	937	7,505
General Relief	1,747	14,914
Medi-Cal	37	375
Total	14,834	113,527

Documents Imaged	
March 2019	FYTD
531,909	4,313,366

Tasks Created	
March 2019	FYTD
388,929	3,102,009

ACCESS CUSTOMER SERVICE CENTER

Customer Service				
Month	March 2018	March 2019	Change	FYTD
Total Calls	134,457	123,719	-10,738	1,091,210
Abandoned	8,544	8,449	-95	71,647
Average Wait Time	7:24	7:46	0:22	8:36

* Effective April 2019, totals reflects number of calls that entered the IVR

Community Based Organization (CBO)				
Month	March 2018	March 2019	Change	FYTD
Total Calls	6,556	6,330	-226	59,956
Abandoned	365	517	152	3,255
Average Wait Time	3:25	4:54	1:29	3:07

Emails Received	
March 2019	FYTD
5,179	75,555

FAMILY RESOURCE CENTER VISITS

Month	March 2018	March 2019	Change	FYTD
Total Tickets Issued	77,404	78,993	2.01%	726,121
Average Wait Time (min.)	17.59	13.58	-4.01	

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 = 2 Days
- Semi-Annual Reporting Timeliness = 93.48%
- Annual Renewal Timeliness = 99.92%

CalWORKs

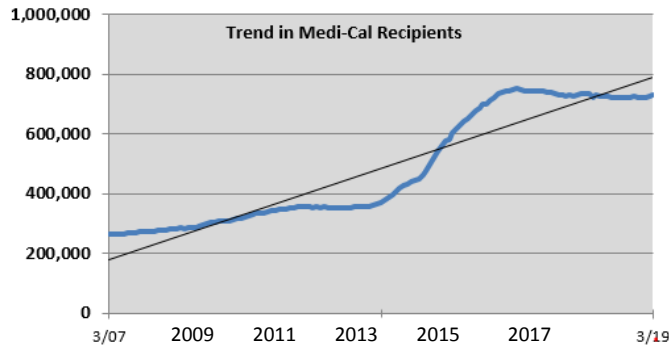
- Regular Applications: State required days to disposition = 45 Days
 - San Diego = 19 Days
- Immediate Need: State required days to disposition = 1 Day
 - San Diego = 1 Day
- Semi-Annual Reporting Timeliness = 93.63%
- Annual Renewal Timeliness = 99.79%

Medi-Cal

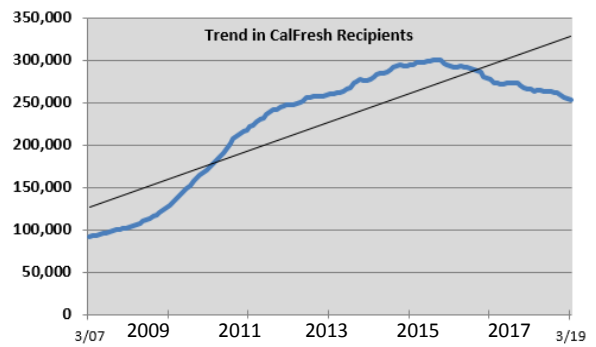
- Regular Applications: State required days to disposition = 45 Days
 - San Diego = 29 Days
- Annual Renewal Timeliness = 97.75%

Program Recipients Trend

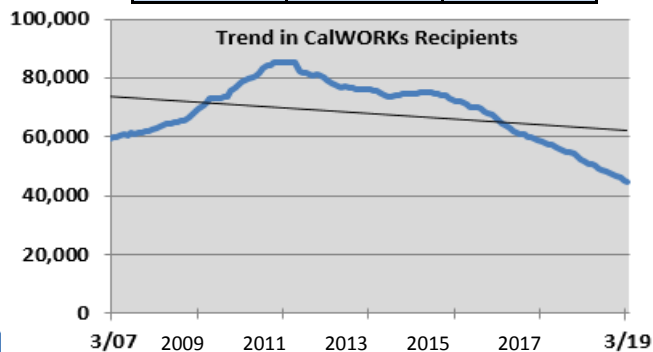
Medi-Cal Recipients		
FY April 07	FY Mar 19	175%
265,794	730,395	Increase



CalFresh Recipients		
FY April 07	FY Mar 19	173%
92,629	253,303	Increase



CalWORKs Recipients		
FY April 07	FY Mar 19	-26%
59,993	44,649	Decrease



General Relief Recipients		
FY April 07	FY Mar 19	451%
626	3,450	Increase

