

Comparing CalFresh Performance Metrics Across Consortia

Overview

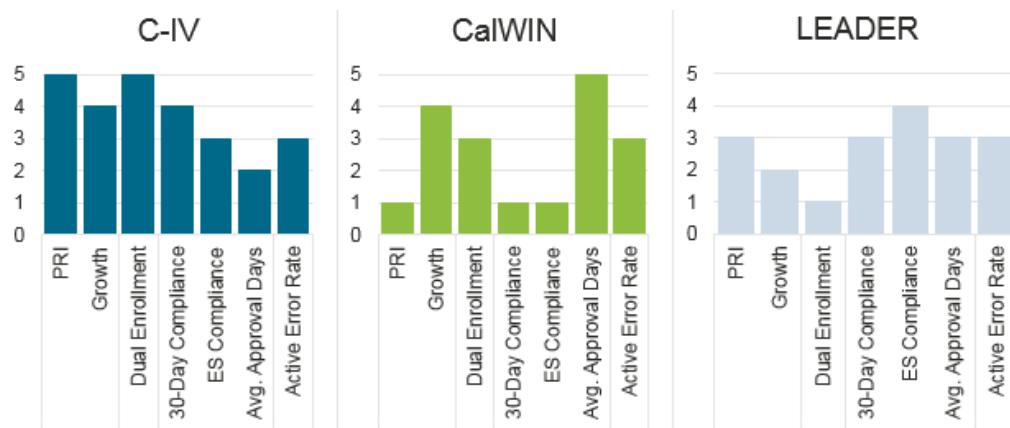
In light of the scheduled transition from three consortia systems to a single system by 2023, the Alliance to Transform CalFresh has conducted a comparison of the C-IV, CalWIN, and LEADER systems across key performance indicators for CalFresh, through March 2016.¹ Using the CalFresh Data Dashboard, we compared across consortia and over time for: overall participation metrics, dual enrollment, timeliness, and error rates.²

We gave a score between 1 and 5 for each consortia for each area of consideration, as follows, also checking to see that trends hold up when considering consortia size:

- 5 = consistently out-performs the other consortia on average over time
- 4 = frequently out-performs the other consortia on average over time, with only a few exceptions
- 3 = does not show a clear pattern of better or worse performance
- 2 = frequently under-performs the other consortia on average over time, with only a few exceptions
- 1 = consistently under-performs the other consortia on average over time.

Finding: C-IV largely outperforms the other consortia. C-IV’s performance is notably higher within participation and dual enrollment. CalWIN outperforms the others for the average days to approve benefits, but scores the lowest in the largest number of categories (PRI, dual enrollment, and expedited service (ES) compliance). LEADER outperforms the others in ES compliance, but on average performs only as well as CalWIN. Given the scheduled transition from C-IV and LRS to CalACES and the subsequent transition to a unified SAWS system, it will be critical for CDSS to monitor performance to ensure that high performance is the target.

Relative Performance of Consortia in Key Performance Metrics



See the next section for detailed charts and related key findings. Click on detailed charts for an online interactive format. Program Reach Index analyses can be found [here](#), all other analyses are [here](#).

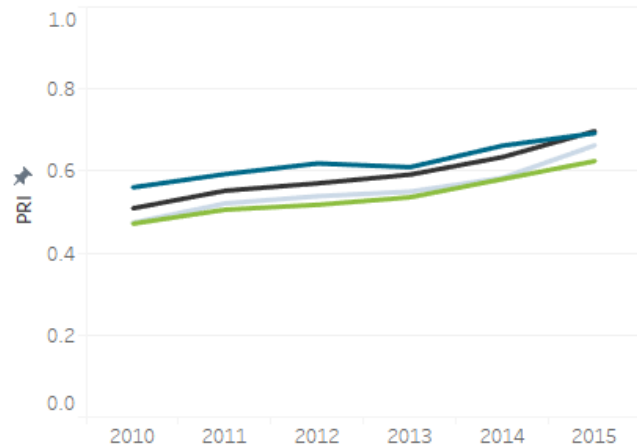
¹ In spring 2016, Los Angeles began migration from LEADER to LRS, hence the exclusion of the LRS system as data is too recent for trend comparisons.

² Note that comparisons are also included here for CalFresh churn metrics. However, the differences across consortia are so dramatic for some of those metrics as to raise concern that the consortia are calculating the figures differently. For that reason, we did not include churn in the comparison summary.

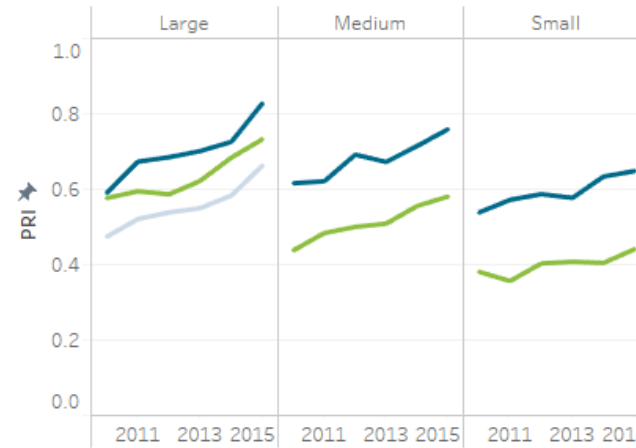
Participation Metrics

CalFresh Program Reach Index (PRI)

PRI Trend - Statewide (average)



PRI Trend - Statewide (average)

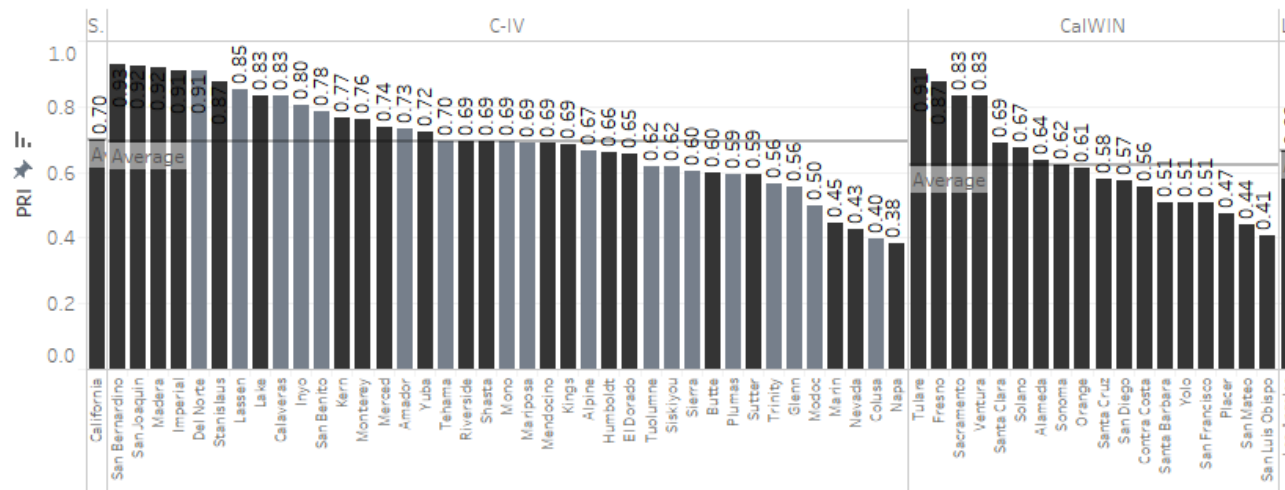


Consortia
■ C-IV
■ CalWIN
■ LEADER
■ Statewide

Key Findings:

- C-IV counties have notably higher PRIs on average.
- PRIs are rising slightly over time.
- Within consortia groups, PRIs vary considerably. Counties with the highest PRIs have rates that are double the rate of those with the lowest rates.

PRI by County, 2015



Region: (All) ▾

County Size: (All) ▾

County: (All) ▾

Year: 2015 [◀ ▶]

PRI ACS Estimate
■ 5-yr. Est.
■ Annual Est.

Definition:

The PRI is an estimate of the share of CalFresh-eligible individuals who receive CalFresh. Detailed methodology can be found here: <https://tinyur..>

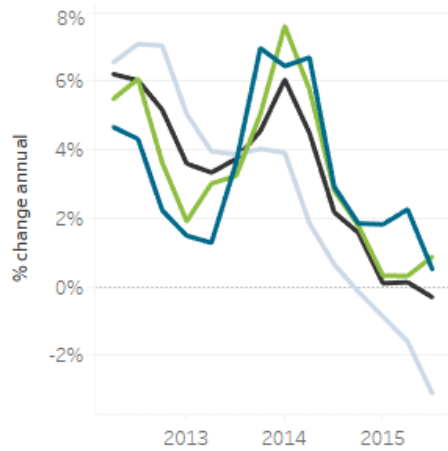


Participation Metrics

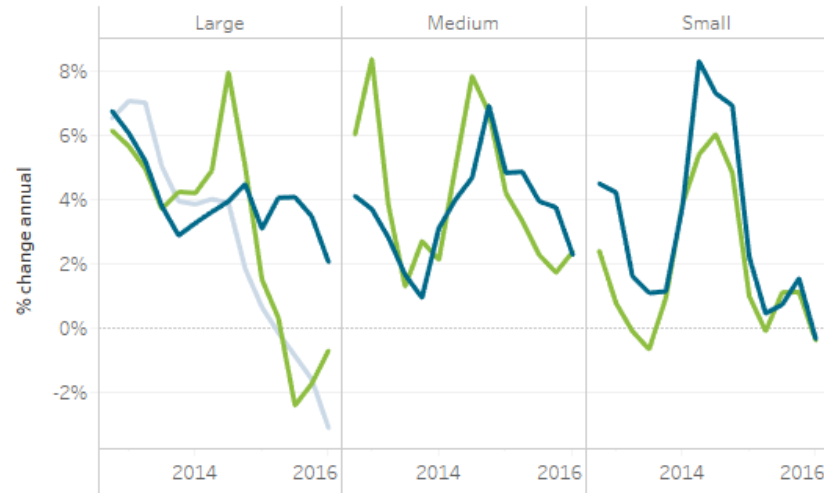
CalFresh Annual Growth Rate of Total Participants

(% change compared to the same quarter in the prior year)

Annual Growth in CalFresh Participants Trend - Statewide



by County Size



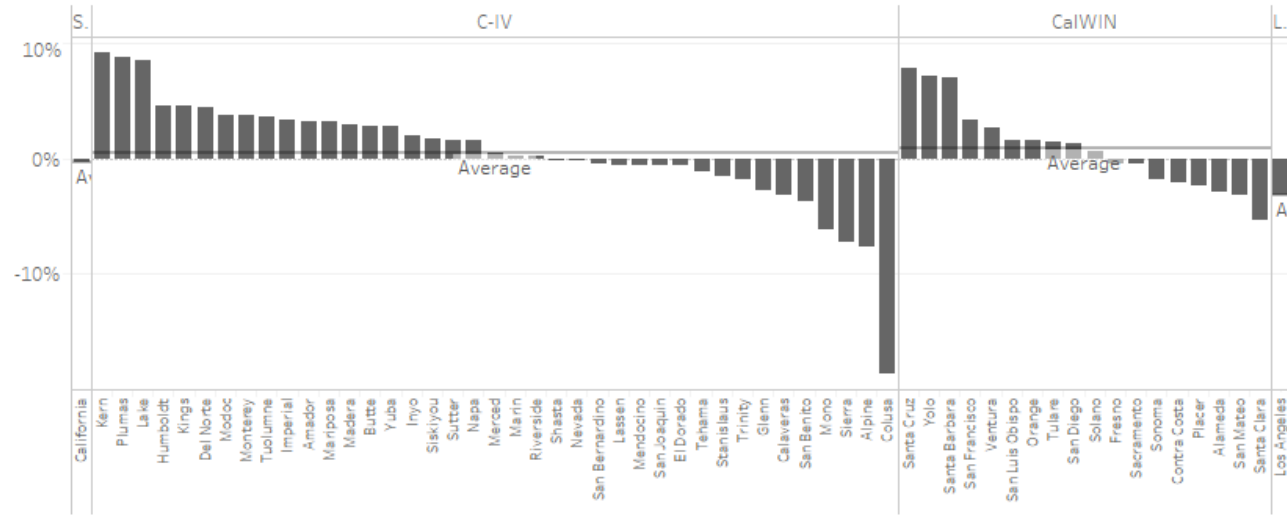
Consortia
■ C-IV
■ CalWIN
■ LEADER/LRS
■ Statewide

Key Findings:

-Since 2014, LEADER/LRS had consistently lower growth rates than all other consortia, and C-IV had stronger growth rates than CalWIN for nearly all quarters, especially for large and medium sized counties.

-All consortia-level growth rates dropped below 0% in 2016.

Annual Growth in CalFresh Participants by County, 2016 Q1



Region

 County Size

 County

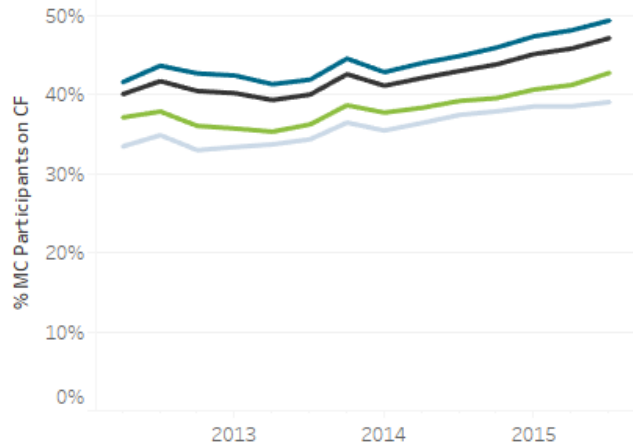
 Quarter



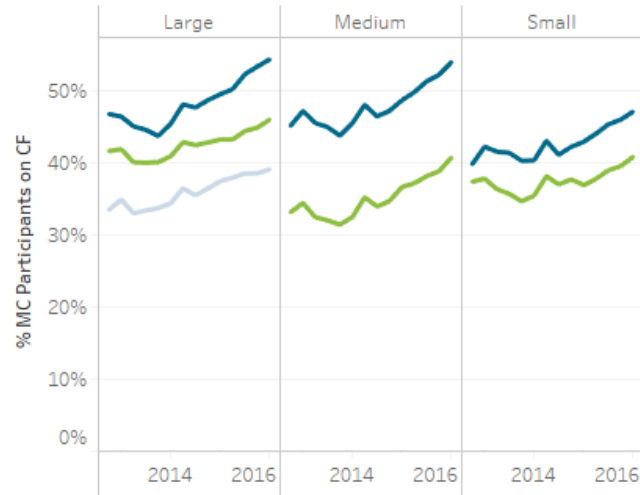
Dual Enrollment Metrics

CalFresh Enrollment Rates for All Medi-Cal Participants

% of All Medi-Cal Participants on CalFresh Trend - Statewide



by County Size

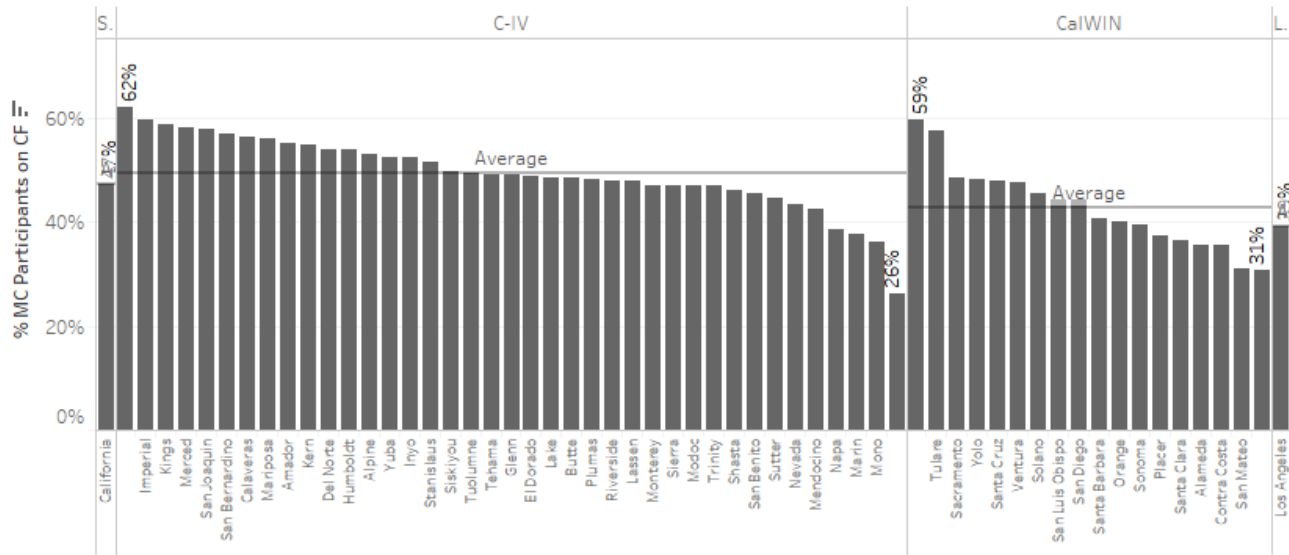


Consortia
■ C-IV
■ CalWIN
■ LEADER/LRS
■ Statewide

Key Findings:

- Dual enrollment rates are notably higher in C-IV counties.
- This trend appears to hold among likely eligible Medi-Cal participants, but historical data is not available. Summaries of January 2017 data is available here: <https://tinyurl.com/ycbrimlv>

% of all Medi-Cal Participants on CalFresh, 2016 Q1



Region

 County Size

 County

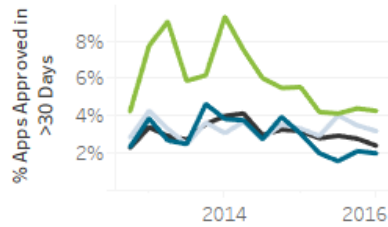
 Quarter



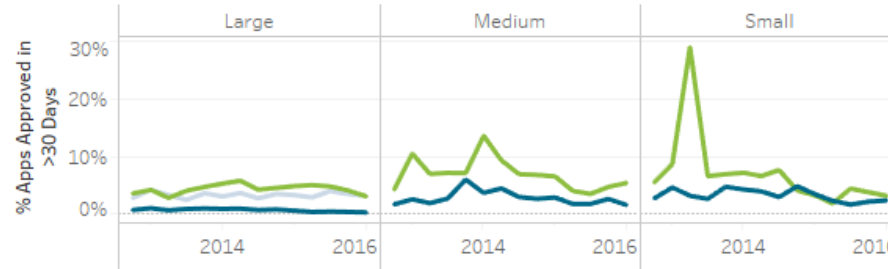
Timeliness Metrics

Non-Compliance Rates for Application Processing

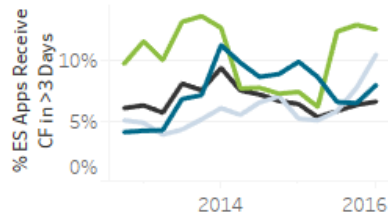
% All Applications Approved in >30 Days Trend - Statewide



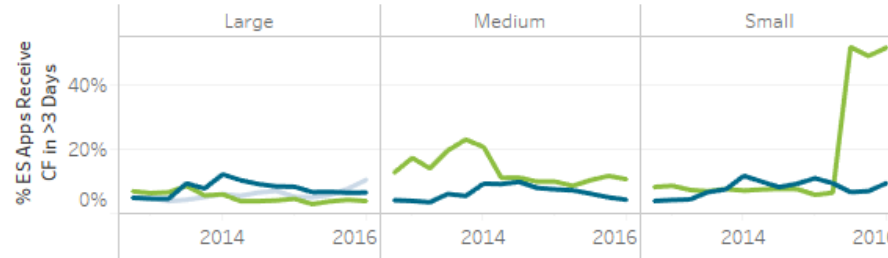
by County Size



% ES Applications Receiving CF in >3 Days - Statewide



by County Size



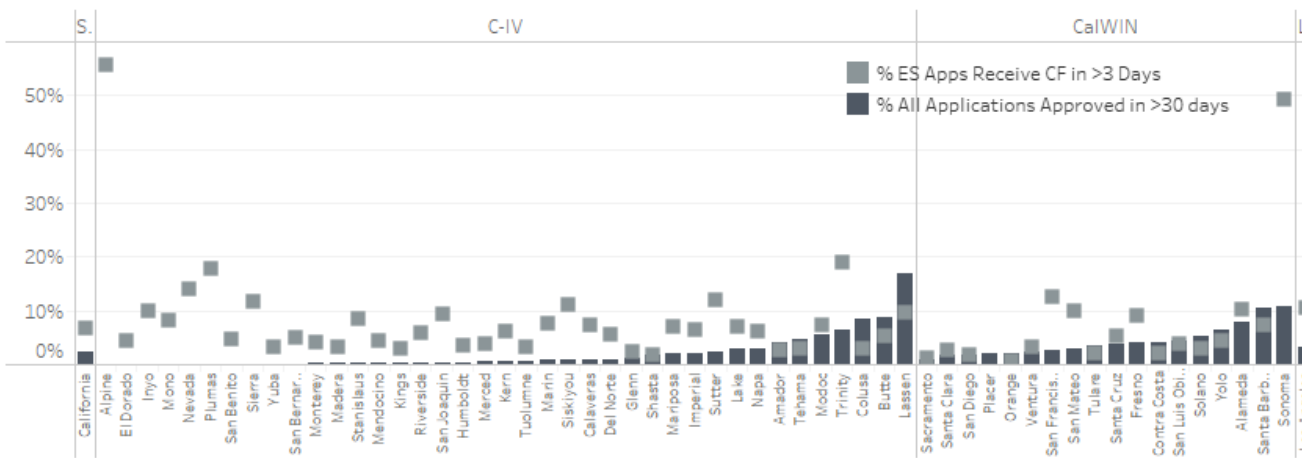
- Consortia
- C-IV
 - CalWIN
 - LEADER/LRS
 - Statewide

Key Findings:

-CalWIN has worse timeliness compliance than C-IV in nearly every quarter, with the exception of expedited service among large counties.

-Non-compliance is fairly low across most counties, though there are some dramatic outliers in certain months.

% Non-Compliant Approval/Benefit Issuance Times for All/ES Applications, 2016 Q1



Region

County Size

County

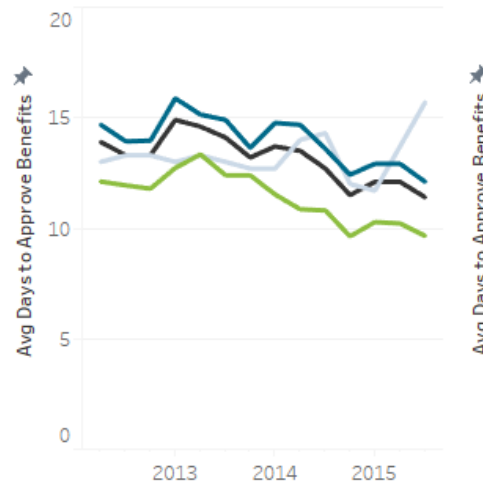
Quarter



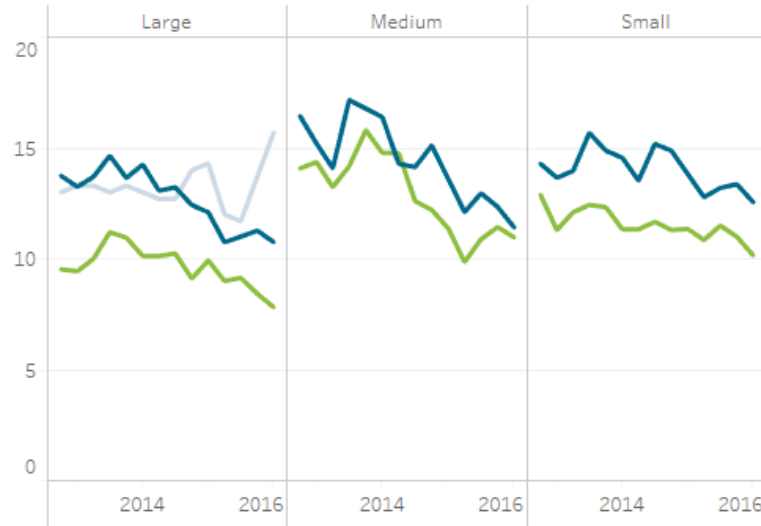
Timeliness Metrics

Average Days to Approve Benefits

Average Days to Approve Benefits
Trend - Statewide



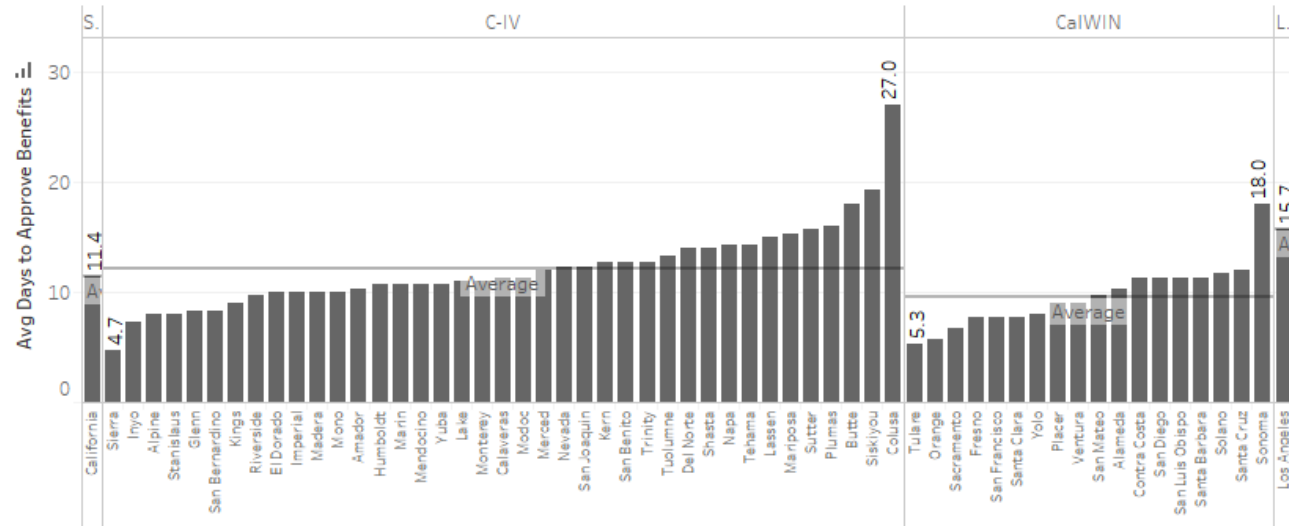
by County Size



Consortia
■ C-IV
■ CalWIN
■ LEADER/LRS
■ Statewide

Key Findings:
 -CalWIN has consistently faster average processing times for approvals.
 -C-IV and CalWIN both show improvements in this metric over time.

Average Days to Approve Benefits, 2016 Q1



Region

 County Size

 County

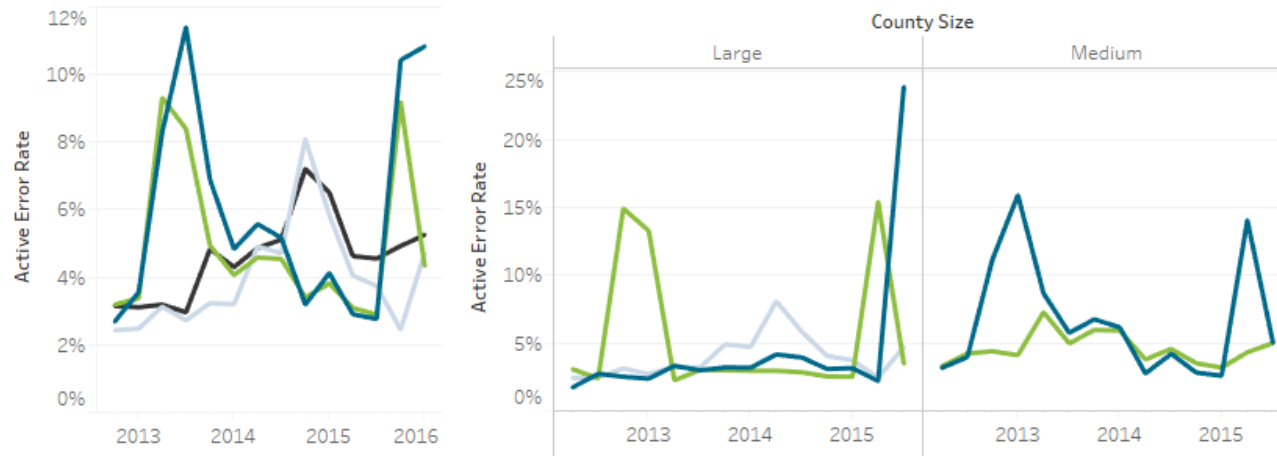
 Quarter



Error Rates

Active Error Rates - Available for large and medium sized counties

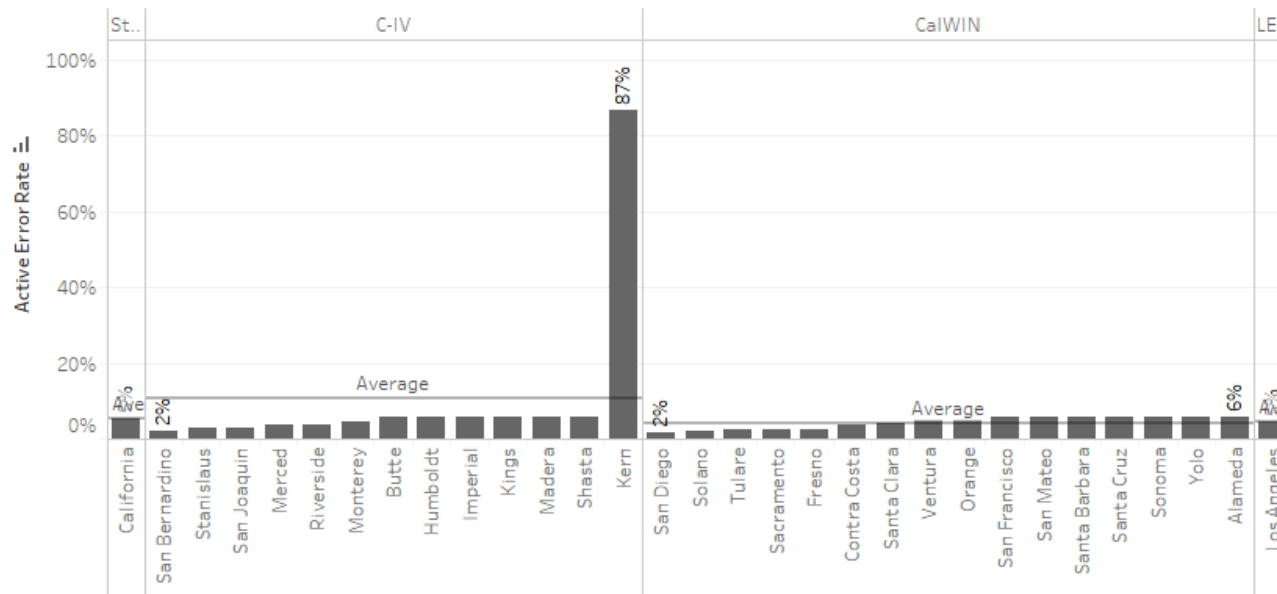
Active Error Rate Trend - Statewide by County Size



Consortia
 C-IV
 CalWIN
 LEADER/LRS
 Statewide

Key Findings:
 -Average active error rates are volatile. It is difficult to see a consortia-related trend.
 -There are major outliers in some recent quarters.

Active Error Rate by County, 2016 Q1



Region
 (All) [dropdown]
 County Size
 (Multiple values) [dropdown]
 County
 (All) [dropdown]
 Quarter
 2016 Q1 [radio] [left arrow] [right arrow]

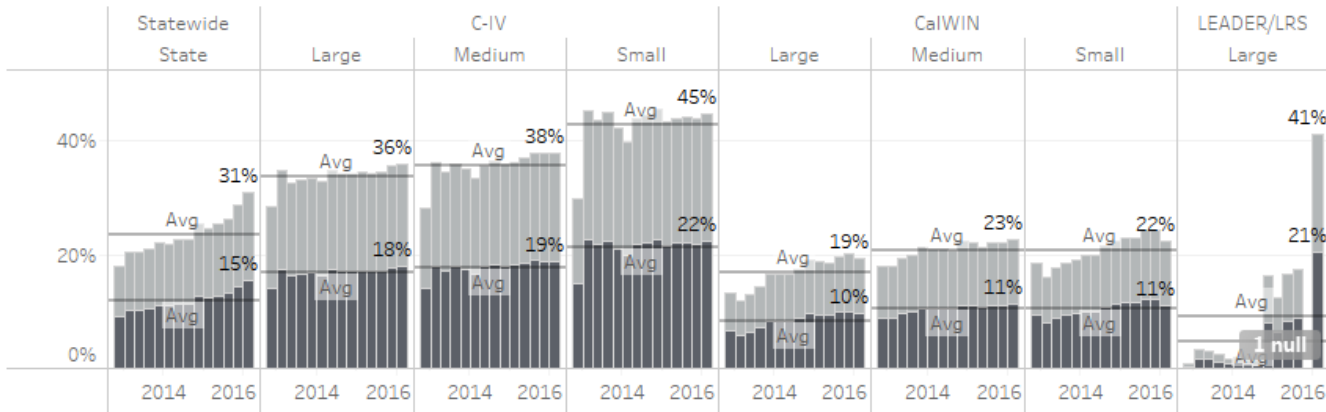


Churn

Renewal Churn Rates

Renewal Churn Trends

% of all recertification cases without CF in the following month, and those that reapply w/in 90 days.

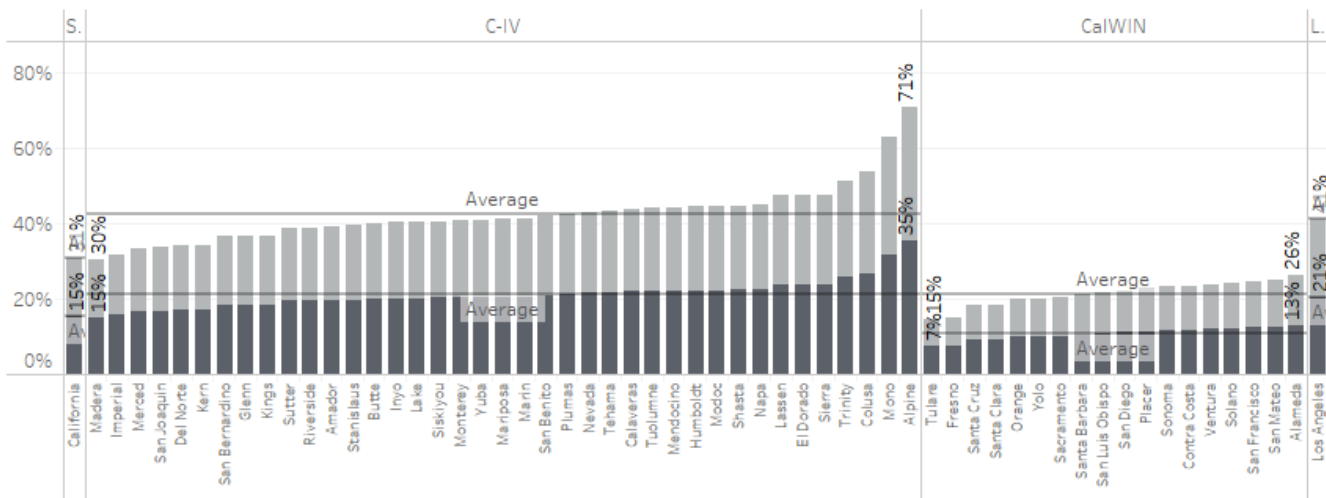


Key Findings:

Renewal churn rates are dramatically higher in C-IV counties and show a notable uptick at the time of the LRS transition, which raises the concern that methods for calculating these metrics are not consistent across consortia.

Renewal Churn - 2016 Q1

% of all recertification cases without CF in the following month, and those that reapply w/in 90 days.



Region: (All) ▾

County Size: (All) ▾

County: (All) ▾

Quarter: 2016 Q1 ◀ ▶

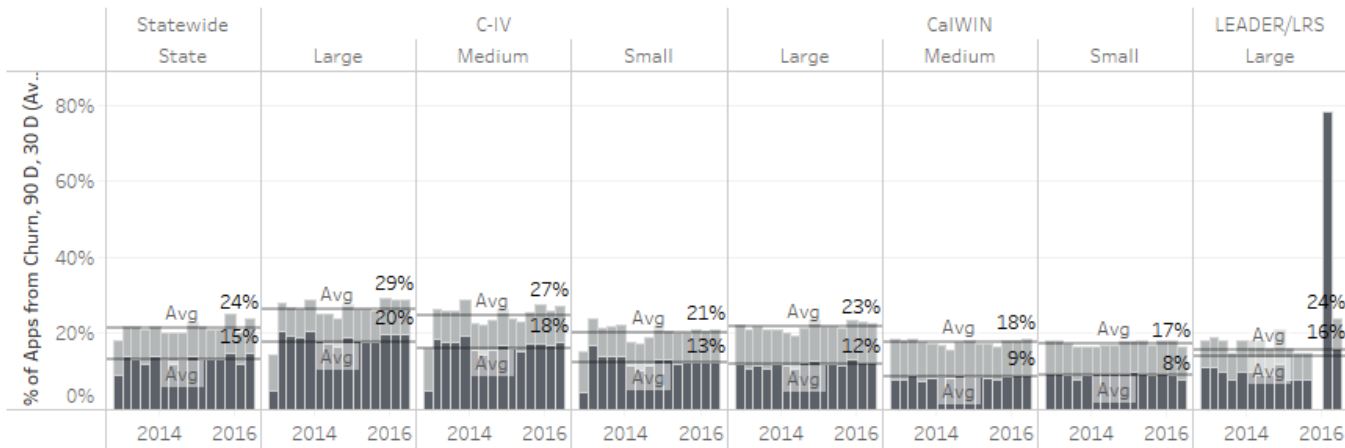


Churn

Applications from Churn

Applications from Churn Trends

% of all applications with a recent history of CalFresh benefits



Key Findings:
The share of applications with a recent history of benefits does not vary much by consortia or county size. Rates across individual counties do show large variation, however. LRS (Los Angeles) shows one very unusual quarter directly following the LEADER/LRS transition.

Applications from Churn - 2016 Q1

% of all applications with a recent history of CalFresh benefits

■ % of applications on CF in previous 90 days
■ % of applications on CF in previous 30 days

Region
(All) ▼

County Size
(All) ▼

County
(All) ▼

Quarter
2016 Q1 ◀ ▶

