

# ELIGIBILITY SERVICES BY THE NUMBERS...

May 2015 (Data Month: April 2015)

## PARTICIPANTS

- **CalFresh:** 295,261 recipients, up 5.45% from last year.
  - 142,930 child recipients, up 2.03% from last year.
  - 20,611 senior recipients, up 20.62% from last year.
- **CalWorks:** 72,030 recipients, down 3.78% from last year.
  - Welfare-to-Work: 13,326 participants, up 16.94% from last year.
- **CMS:** 115 CMS recipients, down 81.09% from last year.
- **General Relief:** 2,809 recipients, up 31.63% from last year.
- **MediCal:** 677,296 recipients, up 36.35% from last year.



Program	Cases	Recipients	% Change in Recipients	
			Previous Month	Previous Year
CalFresh	141,855	295,261	0.26%	5.45%
CalWorks	28,603	72,030	-0.32%	-3.78%
CMS	115	115	-14.81%	-81.09%
General Relief	2,792	2,809	1.19%	31.63%
MediCal	366,724	677,296	1.76%	36.35%
<b>TOTAL</b>	<b>540,089</b>	<b>1,047,511</b>	<b>1.18%</b>	<b>22.61%</b>

## PROCESSING

Applications Registered		
Program	Apr 2015	YTD
CalFresh	11,124	43,969
CalWorks	3,054	10,897
CMS	721	2,979
General Relief	1,779	6,696
MediCal	15,461	75,977
<b>Total</b>	<b>32,139</b>	<b>140,518</b>

Recertifications		
Program	Apr 2015	YTD
CalFresh	8,047	33,349
CalWorks	2,074	8,298
CMS	48	209
General Relief	79	282
MediCal	7,194	35,840
<b>Total</b>	<b>17,442</b>	<b>77,978</b>

Periodic Reports		
Program	Apr 2015	YTD
CalFresh	7,854	36,367
CalWorks	1,335	7,051
General Relief	1,740	5,188
MediCal	723	9,113
<b>Total</b>	<b>11,652</b>	<b>57,767</b>

Documents Imaged	
Apr 2015	YTD
539,218	2,091,381

## ACCESS CUSTOMER SERVICE CENTER



Month	Apr 2014	Apr 2015	Change
Total Calls	94,369	103,819	9,450
Answered	65,027	70,344	5,317
Self-Service	15,601	18,577	2,976
Transferred Out	2,174	2,878	704
Abandoned	11,567	12,020	453
Average Wait Time (MM/SS)	11:40	14:15	2:35