

ELIGIBILITY SERVICES BY THE NUMBERS...

FEBRUARY 14, 2013

PARTICIPANTS – Jan. 2013

- **CalFresh:** 257,075 recipients, up 1.03% from last year.
 - 136,123 child recipients, up 1.94% from last year.
 - 13,002 senior recipients, up 23.08% from last year.
- **CalWORKs:** 76,169 recipients, down 5.91% from last year.
 - Welfare-to-Work: 11,432 participants, up 4.35% from last year
- **LIHP/CMS:** 34,292 LIHP recipients, up 53.66% from last year.
 2,250 CMS recipients, down 38.31% from last year.
- **General Relief:** 1,232 recipients, down 4.64% from last year.
- **Medi-Cal:** 364,355 recipients, up 1.78% from last year.



Program	Cases	Recipients	% Change in Recipients	
			Previous Month	Previous Year
<i>CalFresh</i>	115,727	257,075	0.05%	1.03%
<i>CalWORKs</i>	30,117	76,169	-0.28%	-5.91%
<i>CMS</i>	2,250	2,250	1.26%	-38.31%
<i>General Relief</i>	1,232	1,232	0.16%	-4.64%
<i>LIHP</i>	34,292	34,292	3.48%	53.66%
<i>Medi-Cal</i>	177,671	364,355	0.54%	1.78%
TOTAL	361,289	735,373	0.42%	2.04%

PROCESSING



Applications Received	
Program	Jan-2013
CalFresh	12,435
CalWORKs	4,090
CMS	2,728
General Relief	419
LIHP	3,933
Medi-Cal	16,467
TOTAL	40,072

Re-certifications	
Program	Jan-2013
CalFresh	5,462
CalWORKs	1,774
CMS	441
General Relief	45
LIHP	2,579
Medi-Cal	10,580
TOTAL	20,881

Periodic Reports	
Program	Jan-2013
CalFresh	18,634
CalWORKs	5,083
General Relief	1,211
Medi-Cal	3,953
TOTAL	28,881
<i>Note: N/A for CMS and LIHP</i>	

Documents Imaged	
Jan-2013	581,296

ACCESS CUSTOMER SERVICE CENTER



December	2012	2013	Change
Total Calls	67,882	85,330	17,448
Answered	40,704	52,868	12,164
Self-Service	10,766	18,716	7,950
Transferred Out	3,069	2,469	-600
Abandoned	13,343	13,746	403
Average Wait Time	25:36	22:12	-03:24