

ELIGIBILITY SERVICES BY THE NUMBERS...

February 2015 (Data Month: January 2015)

PARTICIPANTS

- **CalFresh:** 292,673 recipients, up 6.10% from last year.
 - 144,053 child recipients, up 2.39% from last year.
 - 19,662 senior recipients, up 23.92% from last year.
- **CalWorks:** 73,299 recipients, down 2.03% from last year.
 - Welfare-to-Work: 13,286 participants, up 18.41% from last year
- **CMS:** 169 CMS recipients, down 90.94% from last year.
- **General Relief:** 2,738 recipients, up 98.98% from last year.
- **MediCal:** 643,094 recipients, up 42.76% from last year.



Program	Cases	Recipients	% Change in Recipients	
			Previous Month	Previous Year
CalFresh	139,288	292,673	-0.63%	6.10%
CalWorks	29,279	73,299	-1.28%	-2.03%
CMS	169	169	-19.14%	-90.94%
General Relief	2,723	2,738	5.31%	98.98%
MediCal	346,256	643,094	1.94%	42.76%
TOTAL	517,715	1,011,973	0.95%	25.81%

PROCESSING

Applications Registered		
Program	Jan 2015	YTD
CalFresh	12,496	12,496
CalWorks	2,937	2,937
CMS	819	819
General Relief	1,698	1,698
MediCal	20,196	20,196
Total	38,146	38,146

Recertifications		
Program	Jan 2015	YTD
CalFresh	8,298	8,298
CalWorks	1,975	1,975
CMS	56	56
General Relief	73	73
MediCal	10,730	10,730
Total	21,132	21,132

Periodic Reports		
Program	Jan 2015	YTD
CalFresh	9,262	9,262
CalWorks	1,764	1,764
General Relief	1,680	1,680
MediCal	505	505
Total	13,211	13,211

Documents Imaged	
Jan 2015	YTD
528,176	528,176

ACCESS CUSTOMER SERVICE CENTER



Month	Jan 2014	Jan 2015	Change
Total Calls	90,782	105,928	15,146
Answered	50,190	63,434	13,244
Self-Service	14,359	26,620	12,261
Transferred Out	2,330	2,313	-17
Abandoned	18,198	10,561	-7,637
Average Wait Time (MM/SS)	19:40	15:24	-04:16