

# ELIGIBILITY SERVICES BY THE NUMBERS...

March 2015 (Data Month: February 2015)

## PARTICIPANTS

- **CalFresh:** 292,869 recipients, up 5.85% from last year.
  - 143,390 child recipients, up 2.38% from last year.
  - 19,968 senior recipients, up 22.69% from last year.
- **CalWorks:** 72,533 recipients, down 2.84% from last year.
  - Welfare-to-Work: 13,387 participants, up 19.61% from last year
- **CMS:** 151 CMS recipients, down 90.56% from last year.
- **General Relief:** 2,711 recipients, up 66.83% from last year.
- **MediCal:** 651,163 recipients, up 41.07% from last year.



Program	Cases	Recipients	% Change in Recipients	
			Previous Month	Previous Year
CalFresh	139,960	292,869	0.07%	5.85%
CalWorks	29,026	72,533	-1.05%	-2.84%
CMS	151	151	-10.65%	-90.56%
General Relief	2,697	2,711	-0.99%	66.83%
MediCal	350,907	651,163	1.25%	41.07%
<b>TOTAL</b>	<b>522,746</b>	<b>1,019,432</b>	<b>0.74%</b>	<b>24.90%</b>

## PROCESSING

Applications Registered		
Program	Feb 2015	YTD
CalFresh	10,177	22,673
CalWorks	2,286	5,223
CMS	698	1,517
General Relief	1,498	3,196
MediCal	21,214	41,410
<b>Total</b>	<b>35,873</b>	<b>74,019</b>

Recertifications		
Program	Feb 2015	YTD
CalFresh	8,402	16,700
CalWorks	2,083	4,058
CMS	54	110
General Relief	58	131
MediCal	9,534	20,264
<b>Total</b>	<b>20,131</b>	<b>41,263</b>

Periodic Reports		
Program	Feb 2015	YTD
CalFresh	9,532	18,794
CalWorks	1,677	3,441
General Relief	1,708	3,388
MediCal	715	1,220
<b>Total</b>	<b>13,632</b>	<b>26,843</b>

Documents Imaged	
Feb 2015	YTD
504,654	1,032,830

## ACCESS CUSTOMER SERVICE CENTER



Month	Feb 2014	Feb 2015	Change
Total Calls	84,388	104,095	19,707
Answered	54,540	62,250	7,710
Self-Service	13,821	29,621	15,800
Transferred Out	2,309	2,335	26
Abandoned	13,718	9,889	-3,829
Average Wait Time (MM/SS)	15:40	15:03	-00:37