

# ELIGIBILITY SERVICES BY THE NUMBERS...

June 2014 (Data Month: May 2014)

## PARTICIPANTS

- **CalFresh:** 282,806 recipients, up 7.93% from last year.
  - 141,059 child recipients, up 3.98% from last year.
  - 17,458 senior recipients, up 27.99% from last year.
- **CalWorks:** 75,210 recipients, down 0.62% from last year.
  - Welfare-to-Work: 12,837 participants, up 19.88% from last year
- **CMS:** 486 CMS recipients, down 75.54 % from last year.
- **General Relief:** 2,263 recipients, up 76.38% from last year.
- **MediCal:** 521,774 recipients, up 34.44% from last year.



Program	Cases	Recipients	% Change in Recipients	
			Previous Month	Previous Year
CalFresh	133,334	282,806	1.00%	7.93%
CalWorks	29,886	75,210	0.46%	-0.62%
CMS	486	486	-20.07%	-75.54%
General Relief	2,249	2,263	6.04%	76.38%
MediCal	279,577	521,774	5.04%	34.44%
<b>TOTAL</b>	<b>445,532</b>	<b>882,539</b>	<b>3.30%</b>	<b>21.05%</b>



## AFFORDABLE CARE ACT/CALHEERS

Month	April 2014	May 2014	Total
Total Calls	3,766	169	16,010
Applications	16,676	5,293	112,374

## PROCESSING

Applications		
Program	May 2014	YTD
CalFresh	10,015	53,275
CalWorks	3,341	16,342
CMS	750	5,021
General Relief	1,493	6,843
MediCal	28,322	153,759
<b>Total</b>	<b>43,921</b>	<b>237,650</b>

Recertifications		
Program	May 2014	YTD
CalFresh	7,759	38,853
CalWorks	2,219	10,530
CMS	220	1,420
General Relief	63	239
MediCal	N/A	N/A
<b>Total</b>	<b>14,198</b>	<b>70,998</b>

Periodic Reports		
Program	May 2014	YTD
CalFresh	7,289	40,099
CalWorks	1,583	8,554
General Relief	2,071	8,201
MediCal	623	6,655
<b>Total</b>	<b>11,566</b>	<b>63,509</b>

Documents Imaged	
May 2014	YTD
544,819	2,704,265



## ACCESS CUSTOMER SERVICE CENTER

Month	May 2013	May 2014	Change
Total Calls	93,327	89,855	-3,472
Answered	60,323	59,307	-1,016
Self-Service	16,782	15,287	-1,495
Transferred Out	2,830	1974	-856
Abandoned	13,392	13,287	-105
Average Wait Time (MM/SS)	14:46	15:54	1:08