

ELIGIBILITY SERVICES BY THE NUMBERS...

July 2014 (Data Month: June 2014)

PARTICIPANTS

- **CalFresh:** 284,511 recipients, up 8.37% from last year.
 - 141,712 child recipients, up 4.60% from last year.
 - 17,800 senior recipients, up 29.50% from last year.
- **CalWorks:** 75,231 recipients, up 1.01% from last year.
 - Welfare-to-Work: 12,991 participants, up 22.02% from last year
- **CMS:** 454 CMS recipients, down 77.23 % from last year.
- **General Relief:** 2,183 recipients, up 69.75% from last year.
- **MediCal:** 539,873 recipients, up 36.42% from last year.



Program	Cases	Recipients	% Change in Recipients	
			Previous Month	Previous Year
CalFresh	134,301	284,511	0.60%	8.37%
CalWorks	29,999	75,231	0.03%	1.01%
CMS	454	454	-6.58%	-77.23%
General Relief	2,171	2,183	-3.54%	69.75%
MediCal	290,432	539,873	3.47%	36.42%
TOTAL	457,357	902,252	2.23%	16.51%



AFFORDABLE CARE ACT/CALHEERS

Month	May 2014	June 2014	Total
Total Calls	169	2,122	18,132
Applications	5,293	2,205	114,496

PROCESSING

Applications		
Program	June 2014	YTD
CalFresh	10,861	64,136
CalWorks	3,573	19,915
CMS	474	5,495
General Relief	1,482	8,325
MediCal	14,912	168,671
Total	31,302	268,952

Recertifications		
Program	June 2014	YTD
CalFresh	8,613	47,466
CalWorks	2,564	13,094
CMS	132	1,552
General Relief	68	307
MediCal	N/A	N/A
Total	16,326	87,324

Periodic Reports		
Program	June 2014	YTD
CalFresh	9,178	49,277
CalWorks	1,646	10,200
General Relief	2,234	10,435
MediCal	516	7,171
Total	13,574	77,083

Documents Imaged	
June 2014	YTD
572,124	3,276,389

ACCESS CUSTOMER SERVICE CENTER



Month	June 2013	June 2014	Change
Total Calls	88,805	89,564	3,759
Answered	55,297	60,598	5,301
Self-Service	16,512	14,644	-1,868
Transferred Out	2,569	1,799	-770
Abandoned	11,427	12,523	1,096
Average Wait Time (MM/SS)	14:39	17:40	3:01