

# ELIGIBILITY SERVICES BY THE NUMBERS...

July 2015 (Data Month: June 2015)

## PARTICIPANTS

- **CalFresh:** 298,030 recipients, up 5.38% from last year.
  - 143,499 child recipients, up 1.26% from last year.
  - 21,235 senior recipients, up 19.30% from last year.
- **CalWorks:** 71,103 recipients, down 5.46% from last year.
  - Welfare-to-Work: 12,492 participants, down 3.84% from last year.
- **CMS:** 98 CMS recipients, down 79.84% from last year.
- **General Relief:** 2,935 recipients, up 29.70% from last year.
- **Medi-Cal:** 697,755 recipients, up 33.73% from last year.



Program	Cases	Recipients	% Change in Recipients	
			Previous Month	Previous Year
CalFresh	144,104	298,030	0.26%	5.38%
CalWorks	28,428	71,103	-0.81%	-5.46%
CMS	98	98	-2.97%	-79.84%
General Relief	2,917	2,935	3.86%	29.70%
MediCal	378,257	697,755	1.72%	33.73%
<b>TOTAL</b>	<b>553,804</b>	<b>1,069,921</b>	<b>1.14%</b>	<b>21.23%</b>

## PROCESSING

Applications Registered		
Program	June 2015	YTD
CalFresh	11,034	55,003
CalWorks	3,034	13,931
CMS	809	3,788
General Relief	1,893	8,589
MediCal	15,149	91,126
<b>Total</b>	<b>31,919</b>	<b>172,437</b>

Recertifications		
Program	June 2015	YTD
CalFresh	9,061	42,410
CalWorks	2,304	10,602
CMS	28	237
General Relief	94	376
MediCal	9,259	45,099
<b>Total</b>	<b>20,746</b>	<b>98,724</b>

Periodic Reports		
Program	June 2015	YTD
CalFresh	9,872	46,239
CalWorks	1,496	8,547
General Relief	1,799	6,987
MediCal	600	9,713
<b>Total</b>	<b>13,767</b>	<b>71,486</b>

Documents Imaged	
June 2015	YTD
550,218	<b>2,641,599</b>

## ACCESS CUSTOMER SERVICE CENTER



Month	June 2014	June 2015	Change
Total Calls	89,564	114,548	24,984
Answered	60,598	77,683	17,085
Self-Service	14,644	20,301	5,657
Transferred Out	1,799	2,907	1,108
Abandoned	12,523	13,657	1,134
Average Wait Time (MM/SS)	17:40	8:15	-9:25