

ELIGIBILITY SERVICES BY THE NUMBERS...

August 2015 (Data Month: July 2015)

PARTICIPANTS

- **CalFresh:** 297,550 recipients, up 4.51% from last year.
 - 143,251 child recipients, up 0.99% from last year.
 - 21,464 senior recipients, up 18.45% from last year.
- **CalWorks:** 69,908 recipients, down 6.69% from last year.
 - Welfare-to-Work: 12,522 participants, down 4.19% from last year.
- **CMS:** 99 CMS recipients, down 75.62% from last year.
- **General Relief:** 2,916 recipients, up 32.49% from last year.
- **Medi-Cal:** 698,123 recipients, up 24.80% from last year.



Program	Cases	Recipients	% Change in Recipients	
			Previous Month	Previous Year
CalFresh	143,884	297,550	-0.16%	4.51%
CalWorks	27,888	69,908	-1.68%	-6.69%
CMS	99	99	1.02%	-75.62%
General Relief	2,895	2,916	-0.65%	32.49%
MediCal	375,420	698,123	0.05%	24.80%
TOTAL	550,186	1,068,596	-0.12%	15.95%

PROCESSING

Applications Registered		
Program	July 2015	YTD
CalFresh	11,434	75,847
CalWorks	3,505	20,106
CMS	833	5,384
General Relief	1,957	12,175
MediCal	13,457	118,071
Total	31,186	231,583

Recertifications		
Program	July 2015	YTD
CalFresh	9,397	60,287
CalWorks	2,338	15,022
CMS	28	300
General Relief	77	511
MediCal	6,243	59,441
Total	18,083	135,561

Periodic Reports		
Program	July 2015	YTD
CalFresh	8,338	62,628
CalWorks	1,292	10,507
General Relief	1,890	12,323
MediCal	658	4,577
Total	12,178	90,035

Documents Imaged	
July 2015	YTD
562,437	3,680,255

ACCESS CUSTOMER SERVICE CENTER



Month	July 2014	July 2015	Change
Total Calls	95,967	108,610	12,643
Answered	66,440	73,606	7,166
Self-Service	15,081	18,784	3,703
Transferred Out	1,985	2,605	620
Abandoned	12,461	13,615	1,154
Average Wait Time (MM/SS)	13:50:00	8:53	-4:57