

ELIGIBILITY SERVICES BY THE NUMBERS...

September 2014 (Data Month: August 2014)

PARTICIPANTS

- **CalFresh:** 286,444 recipients, up 7.34% from last year.
 - 142,348 child recipients, up 3.95% from last year.
 - 18,375 senior recipients, up 28.98% from last year.
- **CalWorks:** 74,942 recipients, up 1.57% from last year.
 - Welfare-to-Work: 13,288 participants, up 23.23% from last year
- **CMS:** 374 CMS recipients, down 81.62% from last year.
- **General Relief:** 2,347 recipients, up 77.94% from last year.
- **MediCal:** 578,377 recipients, up 37.87% from last year.



Program	Cases	Recipients	% Change in Recipients	
			Previous Month	Previous Year
CalFresh	135,628	286,444	0.68%	7.34%
CalWorks	29,832	74,942	-0.38%	1.57%
CMS	374	374	-17.62%	-81.62%
General Relief	2,343	2,347	7.51%	77.94%
MediCal	312,578	578,377	7.13%	37.87%
TOTAL	480,755	942,484	4.46%	17.30%

PROCESSING

Applications Registered		
Program	Aug 2014	YTD
CalFresh	10,637	86,782
CalWorks	3,410	27,264
CMS	774	6,682
General Relief	1,591	11,557
MediCal	13,568	196,875
Total	29,980	331,570

Recertifications		
Program	Aug 2014	YTD
CalFresh	9,070	64,532
CalWorks	2,391	17,995
CMS	102	1,771
General Relief	59	419
MediCal	N/A	N/A
Total	22,080	124,511

Periodic Reports		
Program	Aug 2014	YTD
CalFresh	7,963	57,240
CalWorks	1,381	11,581
General Relief	2,147	12,582
MediCal	557	7,728
Total	12,048	89,131

Documents Imaged	
Aug 2014	YTD
557,949	4,433,413

ACCESS CUSTOMER SERVICE CENTER



Month	August 2013	August 2014	Change
Total Calls	96,199	93,577	-2,622
Answered	64,080	65,857	1,777
Self-Service	16,843	14,061	-2,782
Transferred Out	2,527	2,250	-277
Abandoned	12,749	11,409	-1,340
Average Wait Time (MM/SS)	13:48	12:57	-00:51