

ELIGIBILITY SERVICES BY THE NUMBERS...

September 2015 (Data Month: August 2015)

PARTICIPANTS

- **CalFresh:** 299,677 recipients, up 4.62% from last year.
 - 144,014 child recipients, up 1.17% from last year.
 - 21,724 senior recipients, up 18.23% from last year.
- **CalWorks:** 70,191 recipients, down 6.34% from last year.
 - Welfare-to-Work: 12,879 participants, down 3.08% from last year.
- **CMS:** 102 CMS recipients, down 72.73% from last year.
- **General Relief:** 3,004 recipients, up 27.99% from last year.
- **Medi-Cal:** 714,096 recipients, up 23.47% from last year.



Program	Cases	Recipients	% Change in Recipients	
			Previous Month	Previous Year
CalFresh	144,959	299,677	0.71%	4.62%
CalWorks	27,909	70,191	0.40%	-6.34%
CMS	102	102	3.03%	-72.73%
General Relief	2,987	3,004	3.02%	27.99%
MediCal	384,833	714,096	2.29%	23.47%
TOTAL	560,790	1,087,070	1.73%	15.34%

PROCESSING

Applications Registered		
Program	August 2015	YTD
CalFresh	10,942	86,789
CalWorks	3,326	23,432
CMS	830	6,214
General Relief	1,783	13,958
MediCal	13,067	131,138
Total	29,948	261,531

Recertifications		
Program	August 2015	YTD
CalFresh	9,537	69,824
CalWorks	2,199	17,221
CMS	19	319
General Relief	97	608
MediCal	5,480	64,921
Total	17,332	152,893

Periodic Reports		
Program	August 2015	YTD
CalFresh	8,282	70,910
CalWorks	1,415	11,922
General Relief	1,862	14,185
MediCal	662	5,239
Total	12,221	102,256

Documents Imaged	
August 2015	YTD
540,990	4,221,245

ACCESS CUSTOMER SERVICE CENTER



Month	August 2014	August 2015	Change
Total Calls	93,577	105,050	11,473
Answered	65,857	72,066	6,209
Self-Service	14,061	19,408	5,347
Transferred Out	2,250	2,682	432
Abandoned	11,409	10,894	-515
Average Wait Time (MM/SS)	12:57:00	8:15	-4:42