

# ELIGIBILITY SERVICES BY THE NUMBERS...

October 2014 (Data Month: September 2014)

## PARTICIPANTS

- **CalFresh:** 289,613 recipients, up 8.16% from last year.
  - 143,806 child recipients, up 4.50% from last year.
  - 18,616 senior recipients, up 28.80% from last year.
- **CalWorks:** 74,469 recipients, up 1.47% from last year.
  - Welfare-to-Work: 13,469 participants, up 19.67% from last year
- **CMS:** 312 CMS recipients, down 84.77% from last year.
- **General Relief:** 2,445 recipients, up 86.64% from last year.
- **MediCal:** 579,775 recipients, up 36.27% from last year.



Program	Cases	Recipients	% Change in Recipients	
			Previous Month	Previous Year
CalFresh	137,155	289,613	1.11%	8.16%
CalWorks	29,707	74,469	-0.63%	1.47%
CMS	312	312	-16.58	-84.77%
General Relief	2,438	2,445	4.18%	86.64%
MediCal	313,670	579,775	0.24%	36.27%
<b>TOTAL</b>	<b>483,282</b>	<b>946,614</b>	<b>0.44%</b>	<b>16.85%</b>

## PROCESSING

Applications Registered		
Program	Sep 2014	YTD
CalFresh	11,487	98,269
CalWorks	3,471	30,735
CMS	856	7,538
General Relief	1,708	13,265
MediCal	12,775	209,650
<b>Total</b>	<b>30,297</b>	<b>361,867</b>

Recertifications		
Program	Sep 2014	YTD
CalFresh	9,163	73,695
CalWorks	2,031	20,026
CMS	113	1,884
General Relief	53	472
MediCal	N/A	N/A
<b>Total</b>	<b>15,391</b>	<b>139,902</b>

Periodic Reports		
Program	Sep 2014	YTD
CalFresh	8,530	73,928
CalWorks	1,666	14,789
General Relief	2,214	16,962
MediCal	506	8,784
<b>Total</b>	<b>12,916</b>	<b>114,463</b>

Documents Imaged	
Sep 2014	YTD
568,024	5,001,437

## ACCESS CUSTOMER SERVICE CENTER



Month	Sep 2013	Sep 2014	Change
Total Calls	85,322	93,174	7,852
Answered	54,682	63,685	9,003
Self-Service	15,831	14,608	-1,223
Transferred Out	2,146	2,282	136
Abandoned	12,663	12,599	-64
Average Wait Time (MM/SS)	16:56	15:47	-01:09