

ELIGIBILITY SERVICES BY THE NUMBERS...

November 2014 (Data Month: October 2014)

PARTICIPANTS

- **CalFresh:** 292,480 recipients, up 6.87% from last year.
 - 145,044 child recipients, up 3.23% from last year.
 - 18,942 senior recipients, up 27.16% from last year.
- **CalWorks:** 74,627 recipients, up 0.48% from last year.
 - Welfare-to-Work: 13,534 participants, up 14.65% from last year
- **CMS:** 246 CMS recipients, down 88.24% from last year.
- **General Relief:** 2,552 recipients, up 91.16% from last year.
- **MediCal:** 602,543 recipients, up 39.10% from last year.



Program	Cases	Recipients	% Change in Recipients	
			Previous Month	Previous Year
CalFresh	138,459	292,480	0.99%	6.87%
CalWorks	29,790	74,627	0.21%	0.48%
CMS	246	246	-21.15%	-88.24%
General Relief	2,544	2,552	4.38%	91.16%
MediCal	326,422	602,543	3.93%	39.10%
TOTAL	497,476	972,463	2.73%	17.86%

PROCESSING

Applications Registered		
Program	Oct 2014	YTD
CalFresh	11,763	110,032
CalWorks	3,336	34,071
CMS	808	8,346
General Relief	1,800	15,065
MediCal	15,481	225,131
Total	33,188	395,055

Recertifications		
Program	Oct 2014	YTD
CalFresh	8,524	82,219
CalWorks	1,879	21,905
CMS	84	1,968
General Relief	58	530
MediCal	N/A	N/A
Total	10,545	150,447

Periodic Reports		
Program	Oct 2014	YTD
CalFresh	8,036	81,964
CalWorks	1,622	16,411
General Relief	2,387	19,349
MediCal	666	9,450
Total	12,711	127,174

Documents Imaged	
Oct 2014	YTD
588,640	5,590,077

ACCESS CUSTOMER SERVICE CENTER



Month	Oct 2013	Oct 2014	Change
Total Calls	91,261	99,566	8,305
Answered	58,327	68,692	10,365
Self-Service	15,574	14,286	-1,288
Transferred Out	1,617	2,664	1,047
Abandoned	15,743	13,924	-1,819
Average Wait Time (MM/SS)	17:53	14:40	-03.13