

ELIGIBILITY SERVICES BY THE NUMBERS...

December 2014 (Data Month: November 2014)

PARTICIPANTS

- **CalFresh:** 293,255 recipients, up 6.67% from last year.
 - 148,929 child recipients, up 5.80% from last year.
 - 19,126 senior recipients, up 26.01% from last year.
- **CalWorks:** 74,045 recipients, down 0.14% from last year.
 - Welfare-to-Work: 13,135 participants, up 13.59% from last year
- **CMS:** 210 CMS recipients, down 90.15% from last year.
- **General Relief:** 2,545 recipients, up 93.98% from last year.
- **MediCal:** 614,031 recipients, up 39.72% from last year.



Program	Cases	Recipients	% Change in Recipients	
			Previous Month	Previous Year
CalFresh	139,116	293,255	0.26%	6.67%
CalWorks	29,563	74,045	-0.78%	-0.14%
CMS	210	210	-14.63%	-90.15%
General Relief	2,531	2,545	-0.27%	93.98%
MediCal	331,574	614,031	1.91%	39.72%
TOTAL	502,994	984,086	1.20%	17.85%

PROCESSING

Applications Registered		
Program	Nov 2014	YTD
CalFresh	9,110	119,142
CalWorks	2,469	36,540
CMS	669	9,015
General Relief	1,500	16,565
MediCal	16,601	241,732
Total	30,349	425,404

Recertifications		
Program	Nov 2014	YTD
CalFresh	8,457	90,676
CalWorks	1,905	23,810
CMS	85	2,053
General Relief	52	582
MediCal	N/A	N/A
Total	10,499	160,946

Periodic Reports		
Program	Nov 2014	YTD
CalFresh	8,576	90,540
CalWorks	1,568	17,979
General Relief	2,458	21,807
MediCal	716	10,166
Total	13,318	140,492

Documents Imaged	
Nov 2014	YTD
437,312	6,027,389

ACCESS CUSTOMER SERVICE CENTER



Month	Nov 2013	Nov 2014	Change
Total Calls	70,708	79,592	8,884
Answered	43,566	50,973	7,407
Self-Service	13,360	13,638	278
Transferred Out	1,142	1,968	826
Abandoned	12,640	13,013	373
Average Wait Time (MM/SS)	21:36	14:58	-06:38