

ELIGIBILITY SERVICES BY THE NUMBERS...

March 11, 2014 (Report Month February 2014)

PARTICIPANTS

- **CalFresh:** 276,695 recipients, up 6.84% from last year.
 - 140,055 child recipients, up 2.96% from last year.
 - 16,275 senior recipients, up 23.72% from last year.
- **CalWORKs:** 74,650 recipients, down -1.91% from last year.
 - Welfare-to-Work: 11,192 participants, up 2.30% from last year
- **CMS:** 1,599 CMS recipients, down -24.50% from last year.
- **General Relief:** 1,625 recipients, up 27.35% from last year.
- **Medi-Cal:** 461,601 recipients, up 25.12% from last year.



Program	Cases	Recipients	% Change in Recipients	
			Previous Month	Previous Year
CalFresh	129,143	276,695	0.30%	6.84%
CalWORKs	29,647	74,650	-0.22%	-1.91%
CMS	1,599	1,599	-14.31%	-14.31%
General Relief	1,619	1,619	18.10%	18.10%
Medi-Cal	246,982	461,601	2.47%	25.12%
TOTAL	408,990	816,170	1.46%	9.94%

AFFORDABLE CARE ACT/CALHEERS



Month	Jan-2014	Feb-2014	Totals
Total Calls	1,987	1,860	8,879
Applications	15,405	9,087*	53,862

PROCESSING

Applications		
Program	Feb-2014	YTD
CalFresh	9,943	21,952
CalWORKs	2,812	6,550
CMS	793	1,951
General Relief	1,743	2,213
Medi-Cal	28,063	52,329
Total	43,354	84,995

Recertifications		
Program	Feb-2014	YTD
CalFresh	7,778	15,904
CalWORKs	2,073	4,017
CMS	261	642
General Relief	45	82
Medi-Cal**	4,403	8,023
Total	14,560	28,668

Periodic Reports		
Program	Feb-2014	YTD
CalFresh	8,385	16,659
CalWORKs	1,798	3,818
General Relief	1,362	2,667
Medi-Cal	663	4,789
Total	12,208	27,933

Documents Imaged	
Feb-2014	YTD
506,380	1,152,584



ACCESS CUSTOMER SERVICE CENTER

Month	Feb-2013	Feb-2014	Change
Total Calls	81,755	84,388	2,633
Answered	52,000	54,540	2,540
Self-Service	16,199	13,821	-2,378
Transferred Out	2,347	2,309	-38
Abandoned	11,209	13,718	2,509
Average Wait Time (MM/SS)	15:06	15:40	0:34

*CalHeers application data only available through February 14, 2014.

**February Medi-Cal re-certifications extended until May 2014.