

# ELIGIBILITY SERVICES BY THE NUMBERS...

September 12, 2013 (Report Month 08-2013)

## PARTICIPANTS

- **CalFresh:** 266,845 recipients, up 4.40% from last year.
  - 136,942 child recipients, up 0.35% from last year.
  - 14,246 senior recipients, up 17.83% from last year.
- **CalWORKs:** 73,785 recipients, down -4.61% from last year.
  - Welfare-to-Work: 10,783 participants, down -2.23% from last year
- **LIHP/CMS:** 39,978 LIHP recipients, up 38.17% from last year.  
 2,035 CMS recipients, up 0.54% from last year.
- **General Relief:** 1,319 recipients, down -0.60% from last year.
- **Medi-Cal:** 419,513 recipients, up 18.01% from last year.



Program	Cases	Recipients	% Change in Recipients	
			Previous Month	Previous Year
CalFresh	124,192	266,845	1.08%	4.40%
CalWORKs	29,268	73,785	-0.14%	-4.61%
CMS	2035	2035	3.83%	0.54%
General Relief	1,316	1,319	0.61%	-0.60%
LIHP	39,978	39,978	2.07%	38.17%
Medi-Cal	221,066	419,513	3.30%	18.01%
<b>Total</b>	<b>417,855</b>	<b>803,475</b>	<b>2.17%</b>	<b>11.48%</b>

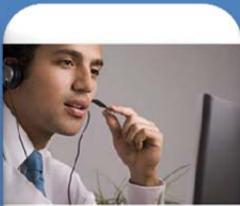
## PROCESSING

Applications		
Program	Aug-2013	YTD
CalFresh	12,636	88,723
CalWORKs	4,238	29,769
CMS	381	10,479
General Relief	392	3,088
LIHP	4,859	33,112
Medi-Cal	22,558	143,601
<b>Total</b>	<b>45,064</b>	<b>308,772</b>

Recertifications		
Program	Aug-2013	YTD
CalFresh	8,464	49,789
CalWORKs	2,327	17,169
CMS	355	2,922
General Relief	54	379
LIHP	3,437	24,852
Medi-Cal	13,638	96,996
<b>Total</b>	<b>28,275</b>	<b>192,107</b>

Periodic Reports		
Program	Aug-2013	YTD
CalFresh	18,807	151,440
CalWORKs	5,000	41,043
General Relief	1,288	9,977
Medi-Cal	3,899	30,243
<b>Total</b>	<b>28,994</b>	<b>232,703</b>

Documents Imaged	
Aug-2013	YTD
437,739	4,525,748



## ACCESS CUSTOMER SERVICE CENTER

Month	Aug-2012	Aug-2013	Change
Total Calls	83,377	96,199	12,822
Answered	52,265	64,080	11,815
Self-Service	12,011	16,843	4,832
Transferred Out	3,489	2,257	-962
Abandoned	15,612	12,749	-2,863
Average Wait Time	22:11	13:48	-8:23