

# ELIGIBILITY SERVICES BY THE NUMBERS...

February 7, 2014 (Report Month January 2014)

## PARTICIPANTS

- **CalFresh:** 275,856 recipients, up 7.31% from last year.
  - 140,685 child recipients, up 3.35% from last year.
  - 15,867 senior recipients, up 22.04% from last year.
- **CalWORKs:** 74,816 recipients, down -1.78% from last year.
  - Welfare-to-Work: 11,220 participants, down -1.85% from last year
- **CMS:** 1,866 CMS recipients, down -17.07% from last year.
- **General Relief:** 1,376 recipients, up 11.69% from last year.
- **Medi-Cal:** 450,482 recipients, up 23.64% from last year.



Program	Cases	Recipients	% Change in Recipients	
			Previous Month	Previous Year
CalFresh	127,959	275,856	-0.38%	7.31%
CalWORKs	29,637	74,816	0.28%	-1.78%
CMS	1,866	1,866	-7.81%	-17.07%
General Relief	1,370	1,376	4.96%	11.69%
Medi-Cal	241,042	450,482	1.07%	23.64%
<b>TOTAL</b>	<b>401,874</b>	<b>804,396</b>	<b>-4.95%</b>	<b>9.39%</b>



## AFFORDABLE CARE ACT/CALHEERS

Month	Dec-2013	Jan-2014	Totals
Total Calls	1,924	1,987	7,019
Applications	19,487	15,405	44,775

## PROCESSING

Applications		
Program	Jan-2014	YTD
CalFresh	12,009	12,009
CalWORKs	3,738	3,738
CMS	1,158	1,158
General Relief	470	470
LIHP*	2,033	2,033
Medi-Cal	24,266	24,266
<b>Total</b>	<b>43,674</b>	<b>43,674</b>

Recertifications		
Program	Jan-2014	YTD
CalFresh	8,126	8,126
CalWORKs	1,944	1,944
CMS	381	381
General Relief	37	37
Medi-Cal**	3,620	3,620
<b>Total</b>	<b>14,108</b>	<b>14,108</b>

Periodic Reports		
Program	Jan-2014	YTD
CalFresh	8,274	8,274
CalWORKs	2,020	2,020
General Relief	1,305	1,305
Medi-Cal	4,126	4,126
<b>Total</b>	<b>15,725</b>	<b>15,725</b>

Documents Imaged	
Jan-2014	YTD
646,204	646,204

## ACCESS CUSTOMER SERVICE CENTER



Month	Jan-2013	Jan-2014	Change
Total Calls	87,799	90,782	2,983
Answered	52,868	55,895	3,027
Self-Service	18,716	14,359	-4,357
Transferred Out	2,469	2,330	-139
Abandoned	13,746	18,198	4,452
Average Wait Time (MM/SS)	22:12	19:40	2:32

\*LIHP services ended December 2013. Applications processed were for previous months.

\*\*January Medi-Cal recertifications extended until April 2014.