

ELIGIBILITY SERVICES BY THE NUMBERS...

January 2015 (Data Month: December 2014)

PARTICIPANTS

- **CalFresh:** 294,515 recipients, up 6.36% from last year.
 - 145,356 child recipients, up 2.75% from last year.
 - 19,473 senior recipients, up 24.90% from last year.
- **CalWorks:** 74,250 recipients, down 0.48% from last year.
 - Welfare-to-Work: 12,878 participants, up 14.94% from last year
- **CMS:** 209 CMS recipients, down 89.67% from last year.
- **General Relief:** 2,600 recipients, up 98.32% from last year.
- **MediCal:** 630,877 recipients, up 41.54% from last year.



Program	Cases	Recipients	% Change in Recipients	
			Previous Month	Previous Year
CalFresh	139,976	294,515	0.43%	6.36%
CalWorks	29,639	74,250	0.28%	-0.48%
CMS	209	209	-0.48%	-89.67%
General Relief	2,589	2,600	2.16%	98.32%
MediCal	340,597	630,877	2.74%	41.54%
TOTAL	513,010	1,002,451	1.87%	18.45%

PROCESSING

Applications Registered		
Program	Dec 2014	YTD
CalFresh	10,311	129,453
CalWorks	2,883	39,423
CMS	754	9,769
General Relief	1,690	18,255
MediCal	22,369	264,101
Total	38,007	463,411

Recertifications		
Program	Dec 2014	YTD
CalFresh	9,820	100,496
CalWorks	2,061	25,871
CMS	57	2,110
General Relief	49	631
MediCal	10,897	54,722
Total	22,884	183,830

Periodic Reports		
Program	Dec 2014	YTD
CalFresh	9,369	99,909
CalWorks	1,762	19,741
General Relief	1,088	22,895
MediCal	737	10,903
Total	12,956	153,448

Documents Imaged	
Dec 2014	YTD
510,445	6,537,834

ACCESS CUSTOMER SERVICE CENTER



Month	Dec 2013	Dec 2014	Change
Total Calls	79,176	92,703	13,527
Answered	50,190	67,508	17,318
Self-Service	12,917	8,351	-4,566
Transferred Out	2,123	2,235	112
Abandoned	13,946	14,609	663
Average Wait Time (MM/SS)	21:00	14:10	-06.50