

ELIGIBILITY SERVICES BY THE NUMBERS...

June 2015 (Data Month: May 2015)

PARTICIPANTS

- **CalFresh:** 297,250 recipients, up 5.11% from last year.
 - 143,463 child recipients, up 1.70% from last year.
 - 20,871 senior recipients, up 19.55% from last year.
- **CalWorks:** 71,685 recipients, down 4.69% from last year.
 - Welfare-to-Work: 12,128 participants, down 5.52% from last year.
- **CMS:** 101 CMS recipients, down 79.22% from last year.
- **General Relief:** 2,826 recipients, up 24.88% from last year.
- **Medi-Cal:** 685,976 recipients, up 31.47% from last year.



Program	Cases	Recipients	% Change in Recipients	
			Previous Month	Previous Year
CalFresh	143,247	297,250	0.67%	5.11%
CalWorks	28,491	71,685	-0.48%	-4.69%
CMS	101	101	-12.17%	-79.22%
General Relief	2,806	2,826	0.61%	24.88%
MediCal	371,239	685,976	1.28%	31.47%
TOTAL	545,884	1,057,838	0.99%	19.86%

PROCESSING

Applications Registered		
Program	May 2015	YTD
CalFresh	9,410	53,379
CalWorks	2,670	13,567
CMS	763	3,742
General Relief	1,629	8,325
MediCal	13,488	89,465
Total	27,960	168,478

Recertifications		
Program	May 2015	YTD
CalFresh	8,480	41,829
CalWorks	2,082	10,380
CMS	35	244
General Relief	58	340
MediCal	8,099	43,939
Total	18,754	96,732

Periodic Reports		
Program	May 2015	YTD
CalFresh	8,244	44,611
CalWorks	1,407	8,458
General Relief	1,785	6,973
MediCal	677	9,790
Total	12,113	69,832

Documents Imaged	
May 2015	YTD
476,219	2,567,600

ACCESS CUSTOMER SERVICE CENTER



Month	May 2014	May 2015	Change
Total Calls	89,855	93,183	3,328
Answered	59,307	66,350	7,043
Self-Service	15,287	9,227	-6,060
Transferred Out	1,974	2,664	690
Abandoned	13,287	14,942	1,655
Average Wait Time (MM/SS)	15:54:00	11:15	-4:39