

# ELIGIBILITY SERVICES BY THE NUMBERS...

August 2014 (Data Month: July 2014)

## PARTICIPANTS

- **CalFresh:** 284,709 recipients, up 7.85% from last year.
  - 141,850 child recipients, up 4.34% from last year.
  - 18,120 senior recipients, up 29.67% from last year.
- **CalWorks:** 74,924 recipients, up 1.40% from last year.
  - Welfare-to-Work: 13,070 participants, up 22.46% from last year
- **CMS:** 406 CMS recipients, down 79.29 % from last year.
- **General Relief:** 2,201 recipients, up 67.89% from last year.
- **MediCal:** 559,382 recipients, up 37.74% from last year.



Program	Cases	Recipients	% Change in Recipients	
			Previous Month	Previous Year
CalFresh	134,498	284,709	0.07%	7.85%
CalWorks	29,822	74,924	-0.41%	1.40%
CMS	406	406	-10.57%	-79.29%
General Relief	2,200	2,201	0.82%	67.89%
MediCal	301,704	559,382	3.61%	37.74%
<b>TOTAL</b>	<b>468,630</b>	<b>921,622</b>	<b>2.15%</b>	<b>17.19%</b>

## PROCESSING

Applications Registered		
Program	July 2014	YTD
CalFresh	12,009	76,145
CalWorks	3,939	23,854
CMS	413	5,908
General Relief	1,641	9,966
MediCal	14,636	183,307
<b>Total</b>	<b>32,638</b>	<b>301,590</b>

Recertifications		
Program	July 2014	YTD
CalFresh	7,996	55,462
CalWorks	2,510	15,604
CMS	117	1,669
General Relief	53	360
MediCal	N/A	N/A
<b>Total</b>	<b>15,107</b>	<b>102,431</b>

Periodic Reports		
Program	July 2014	YTD
CalFresh	7,963	57,240
CalWorks	1,381	11,581
General Relief	2,147	12,582
MediCal	557	7,728
<b>Total</b>	<b>12,048</b>	<b>89,131</b>

Documents Imaged	
July 2014	YTD
599,075	3,875,464



## ACCESS CUSTOMER SERVICE CENTER

Month	July 2013	July 2014	Change
Total Calls	94,828	95,967	1,139
Answered	59,605	66,440	6,835
Self-Service	18,909	15,081	-3,828
Transferred Out	2,731	1,985	-746
Abandoned	13,583	12,461	-1,122
Average Wait Time (MM/SS)	15:50	13:50	-2:00