

ELIGIBILITY SERVICES BY THE NUMBERS...

October 2015 (Data Month: September 2015)

PARTICIPANTS

- **CalFresh:** 299,740 recipients, up 3.50% from last year.
 - 144,212 child recipients, up 0.28% from last year.
 - 21,899 senior recipients, up 17.64% from last year.
- **CalWorks:** 69,852 recipients, down 6.20% from last year.
 - Welfare-to-Work: 13,190 participants, down 2.07% from last year.
- **CMS:** 92 CMS recipients, down 70.51% from last year.
- **General Relief:** 3,003 recipients, up 22.82% from last year.
- **Medi-Cal:** 722,704 recipients, up 24.65% from last year.



Program	Cases	Recipients	% Change in Recipients	
			Previous Month	Previous Year
CalFresh	145,085	299,740	0.02%	3.50%
CalWorks	27,716	69,852	-0.48%	-6.20%
CMS	92	92	-9.80%	-70.51%
General Relief	2,992	3,003	-0.03%	22.82%
MediCal	390,650	722,704	1.21%	24.65%
TOTAL	566,535	1,095,391	0.77%	15.72%

PROCESSING

Applications Registered		
Program	Sept 2015	YTD
CalFresh	11,131	97,920
CalWorks	3,259	26,691
CMS	838	7,052
General Relief	1,935	15,893
MediCal	12,918	144,056
Total	30,081	291,612

Recertifications		
Program	Sept 2015	YTD
CalFresh	9,451	79,275
CalWorks	1,958	19,179
CMS	32	351
General Relief	82	690
MediCal	5,465	70,386
Total	16,988	169,881

Periodic Reports		
Program	Sept 2015	YTD
CalFresh	9,075	79,985
CalWorks	1,521	13,443
General Relief	1,877	16,062
MediCal	634	5,873
Total	13,107	115,363

Documents Imaged	
Sept 2015	YTD
543,105	4,764,350

ACCESS CUSTOMER SERVICE CENTER



Month	September 2014	September 2015	Change
Total Calls	93,174	103,551	10,377
Answered	63,685	72,223	8,538
Self-Service	14,608	18,048	3,440
Transferred Out	2,282	2,556	274
Abandoned	12,599	10,724	-1,875
Average Wait Time	15:47:00	8:06	-7:41