

ELIGIBILITY SERVICES BY THE NUMBERS...

MARCH 12, 2013

PARTICIPANTS – Feb. 2013

- **CalFresh:** 258,977 recipients, up 4.78% from last year.
 - 136,024 child recipients, up 1.64% from last year.
 - 13,155 senior recipients, up 20.98% from last year.
- **CalWORKs:** 76,100 recipients, down 5.07% from last year.
 - Welfare-to-Work: 10,940 participants, up 0.64% from last year
- **LIHP/CMS:** 34,993 LIHP recipients, up 45.55% from last year.
 2,118 CMS recipients, down 40.07% from last year.
- **General Relief:** 1,276 recipients, up 1.19% from last year.
- **Medi-Cal:** 368,923 recipients, up 2.90% from last year.



Program	Cases	Recipients	% Change in Recipients	
			Previous Month	Previous Year
<i>CalFresh</i>	117,660	258,977	0.74%	4.78%
<i>CalWORKs</i>	30,098	76,100	-0.09%	-5.07%
<i>CMS</i>	2,118	2,118	-5.87%	-40.47%
<i>General Relief</i>	1,273	1,276	3.57%	1.19%
<i>LIHP</i>	34,993	34,993	2.04%	45.55%
<i>Medi-Cal</i>	181,283	368,923	1.25%	2.90%
TOTAL	367,428	742,387	0.95%	3.87%

PROCESSING



Applications Received	
Program	Feb-2013
CalFresh	9,728
CalWORKs	3,179
CMS	2,237
General Relief	381
LIHP	3,393
Medi-Cal	15,828
TOTAL	34,746

Re-certifications	
Program	Feb-2013
CalFresh	5,683
CalWORKs	1,989
CMS	394
General Relief	42
LIHP	2,961
Medi-Cal	12,785
TOTAL	5,683

Periodic Reports	
Program	Feb-2013
CalFresh	17,739
CalWORKs	5,291
General Relief	1,217
Medi-Cal	3,838
TOTAL	28,085
<i>Note: N/A for CMS and LIHP</i>	

Documents Imaged	
Feb-2013	
	548,271

ACCESS CUSTOMER SERVICE CENTER



February	2012	2013	Change
Total Calls	68,004	81,755	13,751
Answered	41,834	52,000	10,166
Self-Service	10,265	16,199	5,934
Transferred Out	2,886	2,347	-539
Abandoned	13,019	11,209	-1,810
Average Wait Time	21:01	15:06	-5:55