

# ELIGIBILITY SERVICES BY THE NUMBERS...

APRIL 11, 2013

## PARTICIPANTS – Apr. 2013

- **CalFresh:** 260,235 recipients, up 4.94% from last year.
  - 135,826 child recipients, up 1.52% from last year.
  - 13,998 senior recipients, up 26.61% from last year.
- **CalWORKs:** 75,988 recipients, down 4.02% from last year.
  - Welfare-to-Work: 10,707 participants, up 1.76% from last year
- **LIHP/CMS:** 36,146 LIHP recipients, up 39.73% from last year.  
 2,120 CMS recipients, down 40.03% from last year.
- **General Relief:** 1,270 recipients, down 1.63% from last year.
- **Medi-Cal:** 186,443 recipients, up 4.69% from last year.



Program	Cases	Recipients	% Change in Recipients	
			Previous Month	Previous Year
<i>CalFresh</i>	119,078	260,235	0.49%	4.94%
<i>CalWORKs</i>	30,019	75,988	-0.15%	-4.02%
<i>CMS</i>	2,120	2,120	0.09%	-40.03%
<i>General Relief</i>	1,270	1,271	-0.39%	-1.63%
<i>LIHP</i>	36,146	36,146	3.29%	39.73%
<i>Medi-Cal</i>	186,443	371,326	0.65%	4.69%
<b>TOTAL</b>	<b>375,076</b>	<b>747,086</b>	<b>0.63%</b>	<b>4.85%</b>

## PROCESSING

Applications		
Program	Mar-2013	YTD
CalFresh	10,018	32,181
CalWORKs	3,293	10,562
CMS	2,115	7,080
General Relief	442	1,242
LIHP	3,846	11,172
Medi-Cal	17,400	49,695
<b>Total</b>	<b>37,114</b>	<b>111,932</b>

Recertifications		
Program	Mar-2013	YTD
CalFresh	5,856	17,001
CalWORKs	2,111	5,874
CMS	312	1,147
General Relief	44	131
LIHP	2,360	7,900
Medi-Cal	11,591	34,956
<b>Total</b>	<b>22,274</b>	<b>67,009</b>

Periodic Reports		
Program	Mar-2013	YTD
CalFresh	20,080	56,453
CalWORKs	5,246	15,620
General Relief	1,242	3,670
Medi-Cal	3,838	11,629
<b>Total</b>	<b>30,406</b>	<b>87,372</b>

Documents Imaged	
Mar-2013	YTD
629,174	1,758,741



## ACCESS CUSTOMER SERVICE CENTER

March	Mar-2012	Mar-2013	Change
Total Calls	81,574	89,695	8,121
Answered	45,721	58,899	13,178
Self-Service	16,361	16,652	291
Transferred Out	3,569	2,578	-991
Abandoned	15,923	11,566	-4,357
Average Wait Time	22:51	12:44	-10:07