

# ELIGIBILITY SERVICES BY THE NUMBERS...

May 9, 2013 (Report Month April 2013)

## PARTICIPANTS

- **CalFresh:** 260,023 recipients, up 4.86% from last year.
  - 135,177 child recipients, up 1.26% from last year.
  - 13,494 senior recipients, up 19.69% from last year.
- **CalWORKs:** 75,544 recipients, down -3.48% from last year.
  - Welfare-to-Work: 10,387 participants, down -6.90% from last year
- **LIHP/CMS:** 37,221 LIHP recipients, up 34.54% from last year.  
 2,020 CMS recipients, down -41.50% from last year.
- **General Relief:** 1,269 recipients, down -2.01% from last year.
- **Medi-Cal:** 377,977 recipients, up 6.83% from last year.



Program	Cases	Recipients	% Change in Recipients	
			Previous Month	Previous Year
CalFresh	119,568	260,023	-0.08%	4.86%
CalWORKs	29,821	75,544	-0.58%	-3.48%
CMS	2,020	2,020	-4.72%	-41.50%
General Relief	1,269	1,269	-0.16%	-2.01%
LIHP	37,221	37,221	2.97%	34.54%
Medi-Cal	191,260	377,977	1.79%	6.83%
<b>TOTAL</b>	<b>381,159</b>	<b>754,054</b>	<b>0.93%</b>	<b>5.84%</b>

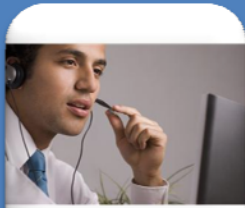
## PROCESSING

Applications		
Program	Apr-2013	YTD
CalFresh	10,588	42,769
CalWORKs	3,607	14,169
CMS	2,115	9,195
General Relief	354	1,596
LIHP	3,486	14,658
Medi-Cal	16,949	66,664
<b>Total</b>	<b>37,099</b>	<b>149,031</b>

Recertifications		
Program	Apr-2013	YTD
CalFresh	5,737	22,738
CalWORKs	2,092	7,966
CMS	307	1,454
General Relief	41	172
LIHP	2,971	10,871
Medi-Cal	11,854	46,810
<b>Total</b>	<b>23,002</b>	<b>90,011</b>

Periodic Reports		
Program	Apr-2013	YTD
CalFresh	18,497	74,950
CalWORKs	5,063	20,683
General Relief	1,252	4,922
Medi-Cal	3,676	15,305
<b>Total</b>	<b>28,488</b>	<b>115,860</b>

Documents Imaged	
Apr-2013	YTD
558,237	2,316,978



## ACCESS CUSTOMER SERVICE CENTER

April	Apr-2012	Apr-2013	Change
Total Calls	69,658	98,907	29,249
Answered	41,866	56,694	14,828
Self-Service	10,313	28,646	18,333
Transferred Out	2,970	2,508	-462
Abandoned	14,509	13,567	-942
Average Wait Time	27:57	17:42	-10:15