

ELIGIBILITY SERVICES BY THE NUMBERS...

June 11, 2013 (Report Month May 2013)

PARTICIPANTS

- **CalFresh:** 262,022 recipients, up 5.34% from last year.
 - 135,666 child recipients, up 15.85% from last year.
 - 13,640 senior recipients, up 19.42% from last year.
- **CalWORKs:** 75,678 recipients, down -2.44% from last year.
 - Welfare-to-Work: 10,708 participants, up 6.63% from last year
- **LIHP/CMS:** 38,047 LIHP recipients, up 30.45% from last year.
 1,987 CMS recipients, down -38.16% from last year.
- **General Relief:** 1,280 recipients, down -0.54% from last year.
- **Medi-Cal:** 388,102 recipients, up 9.55% from last year.



Program	Cases	Recipients	% Change in Recipients	
			Previous Month	Previous Year
CalFresh	120,840	262,022	0.77%	5.34%
CalWORKs	29,910	75,678	0.18%	-2.44%
CMS	1,987	1,987	-1.63%	-38.16%
General Relief	1,283	1,283	0.87%	-0.54%
LIHP	38,047	38,047	2.22%	30.45%
Medi-Cal	197,677	388,102	2.68%	9.55%
TOTAL	389,744	767,116	1.73%	7.40%

PROCESSING

Applications		
Program	May-2013	YTD
CalFresh	10,756	53,525
CalWORKs	3,603	17,772
CMS	314	9,509
General Relief	359	1,955
LIHP	4,461	19,119
Medi-Cal	17,762	84,406
Total	37,255	186,286

Recertifications		
Program	May-2013	YTD
CalFresh	6,096	28,834
CalWORKs	2,206	10,172
CMS	380	1,834
General Relief	51	223
LIHP	3,833	14,704
Medi-Cal	11,765	58,575
Total	24,331	114,342

Periodic Reports		
Program	May-2013	YTD
CalFresh	18,517	93,467
CalWORKs	5,073	25,756
General Relief	1,247	6,169
Medi-Cal	3,416	18,721
Total	28,253	144,113

Documents Imaged	
May-2013	YTD
571,260	2,888,238



ACCESS CUSTOMER SERVICE CENTER

Month	May-2012	May-2013	Change
Total Calls	78,397	105,191	26,794
Answered	43,301	60,323	17,022
Self-Service	16,465	28,646	12,181
Transferred Out	3,047	2,830	-217
Abandoned	15,584	13,392	-2,192
Average Wait Time	28:40	14:46	-13:54