

ELIGIBILITY SERVICES BY THE NUMBERS...

July 10, 2013 (Report Month June 2013)

PARTICIPANTS

- **CalFresh:** 262,525 recipients, up 4.78% from last year.
 - 135,478 child recipients, up 0.87% from last year.
 - 13,745 senior recipients, up 18.57% from last year.
- **CalWORKs:** 74,477 recipients, down -3.20% from last year.
 - Welfare-to-Work: 10,647 participants, up 7.31% from last year.
- **LIHP/CMS:** 38,356 LIHP recipients, up 39.92% from last year.
 1,994 CMS recipients, down -29.11% from last year.
- **General Relief:** 1,286 recipients, down -3.02% from last year.
- **Medi-Cal:** 395,739 recipients, up 11.66% from last year.



Program	Cases	Recipients	% Change in Recipients	
			Previous Month	Previous Year
CalFresh	121,522	262,525	0.19%	4.78%
CalWORKs	29,623	74,477	-1.59%	-3.20%
CMS	1,994	1,994	0.35%	-29.11%
General Relief	1,284	1,286	0.23%	-3.02%
LIHP	38,356	38,356	0.81%	39.92%
Medi-Cal	203,001	395,739	1.97%	11.66%
Total	395,780	774,377	0.95%	8.54%

PROCESSING

Applications		
Program	Jun-2013	YTD
CalFresh	10,396	63,921
CalWORKs	3,531	21,303
CMS	288	9,797
General Relief	366	2,321
LIHP	4,418	25,537
Medi-Cal	16,979	101,385
Total	35,978	222,264

Recertifications		
Program	Jun-2013	YTD
CalFresh	5,939	34,773
CalWORKs	2,237	12,409
CMS	382	2,216
General Relief	48	271
LIHP	3,273	17,977
Medi-Cal	12,222	70,797
Total	24,101	138,443

Periodic Reports		
Program	Jun-2013	YTD
CalFresh	20,492	113,959
CalWORKs	5,252	31,008
General Relief	1,263	7,432
Medi-Cal	3,973	22,694
Total	30,980	175,093

Documents Imaged	
Jun-2013	YTD
541,102	3,429,340



ACCESS CUSTOMER SERVICE CENTER

Month	June-2012	June-2013	Change
Total Calls	73,268	83,236	9,968
Answered	44,692	55,297	10,605
Self-Service	11,917	16,512	4,595
Transferred Out	3,039	2,609	-430
Abandoned	13,620	11,427	-2,193
Average Wait Time	23:34	14:39	-8:55