

ELIGIBILITY SERVICES BY THE NUMBERS...

October 10, 2013 (Report Month Sep 2013)

PARTICIPANTS

- **CalFresh:** 267,762 recipients, up 4.63% from last year.
 - 137,612 child recipients, up 0.79% from last year.
 - 14,453 senior recipients, up 17.44% from last year.
- **CalWORKs:** 73,387 recipients, down -4.32% from last year.
 - Welfare-to-Work: 11,255 participants, up 2.92% from last year
- **LIHP/CMS:** 40,172 LIHP recipients, up 37.17% from last year.
 2,049 CMS recipients, up 5.60% from last year.
- **General Relief:** 1,310 recipients, up 0.77% from last year.
- **Medi-Cal:** 425,455 recipients, up 19.70% from last year.



Program	Cases	Recipients	% Change in Recipients	
			Previous Month	Previous Year
CalFresh	124,473	267,762	0.34%	4.63%
CalWORKs	29,161	73,387	-0.54%	-4.32%
CMS	2,049	2,049	0.69%	5.67%
General Relief	1,307	1,310	-0.68%	0.77%
LIHP	40,172	40,172	0.49%	37.17%
Medi-Cal	225,021	425,455	1.42%	19.70%
TOTAL	422,183	810,135	0.83%	12.43%

PROCESSING

Applications		
Program	Sep-2013	YTD
CalFresh	12,744	101,467
CalWORKs	4,082	33,851
CMS	319	10,798
General Relief	360	3,448
LIHP	4,406	37,518
Medi-Cal	17,149	160,750
Total	39,060	347,832

Recertifications		
Program	Sep-2013	YTD
CalFresh	9,791	59,580
CalWORKs	2,187	19,356
CMS	317	3,239
General Relief	43	422
LIHP	4,167	29,019
Medi-Cal	15,113	112,109
Total	31,618	223,725

Periodic Reports		
Program	Sep-2013	YTD
CalFresh	5,520	156,960
CalWORKs	1,556	42,599
General Relief	1,297	11,274
Medi-Cal	4,008	34,251
Total	12,381	245,084

Documents Imaged	
Sep-2013	YTD
466,190	4,991,938



ACCESS CUSTOMER SERVICE CENTER

September	Sept-2012	Sept-2013	Change
Total Calls	72,190	85,322	13,132
Answered	45,738	54,682	8,944
Self-Service	11,968	15,831	3,863
Transferred Out	2,911	2,146	-765
Abandoned	11,573	12,663	1,090
Average Wait Time	18:44	16:56	-1:48