

ELIGIBILITY SERVICES BY THE NUMBERS...

December 10, 2013 (Report Month November 2013)

PARTICIPANTS

- **CalFresh:** 274,916 recipients, up 6.87% from last year.
 - 140,762 child recipients, up 2.59% from last year.
 - 15,178 senior recipients, up 19.57% from last year.
- **CalWORKs:** 74,148 recipients, down -2.73% from last year.
 - Welfare-to-Work: 11,564 participants, up 13.86% from last year
- **LIHP/CMS:** 43,037 LIHP recipients, up 40.56% from last year.
 2,133 CMS recipients, up 12.80% from last year.
- **General Relief:** 1,312 recipients, up 7.36% from last year.
- **Medi-Cal:** 439,479 recipients, up 23.22% from last year.



Program	Cases	Recipients	% Change in Recipients	
			Previous Month	Previous Year
CalFresh	127,576	274,916	0.45%	6.87%
CalWORKs	29,383	74,148	-0.16%	-2.73%
CMS	2,133	2,133	1.96%	12.80%
General Relief	1,310	1,312	-1.72%	7.36%
LIHP	43,037	43,037	6.10%	40.56%
Medi-Cal	233,229	439,479	1.46%	23.22%
TOTAL	436,668	835,025	1.20%	15.35%



AFFORDABLE CARE ACT/CALHEERS

Month	Oct-2013	Nov-2013	YTD
Total Calls	1,660	1,448	3,108
Applications	3,662	5,525	9,187

PROCESSING

Applications		
Program	Nov-2013	YTD
CalFresh	10,343	125,078
CalWORKs	3,050	40,892
CMS	1,219	12,394
General Relief	332	4,165
LIHP	4,403	47,053
Medi-Cal	15,907	196,882
Total	35,254	426,464

Recertifications		
Program	Nov-2013	YTD
CalFresh	9,018	77,803
CalWORKs	1,815	23,114
CMS	385	4,158
General Relief	50	517
LIHP	421	33,291
Medi-Cal	10,189	134,226
Total	22,508	273,109

Periodic Reports		
Program	Nov-2013	YTD
CalFresh	6,365	168,392
CalWORKs	1,722	45,972
General Relief	1,332	13,903
Medi-Cal	4,108	42,367
Total	13,527	270,634

Documents Imaged	
Nov-2013	YTD
373,052	5,952,653



ACCESS CUSTOMER SERVICE CENTER

Month	Nov-2012	Nov-2013	Change
Total Calls	79,971	70,708	-9,263
Answered	47,405	43,566	-3,839
Self-Service	17,509	13,360	-4,149
Transferred Out	2,507	1,142	-1,365
Abandoned	12,550	12,640	90
Average Wait Time (MM/SS)	19:57	21:36	1:39