

ELIGIBILITY SERVICES BY THE NUMBERS...

August 8, 2013 (Report Month July 2013)

PARTICIPANTS

- **CalFresh:** 263,998 recipients, up 4.83% from last year.
 - 135,950 child recipients, up 0.78% from last year.
 - 13,974 senior recipients, up 18.12% from last year.
- **CalWORKs:** 73,887 recipients, down -3.37% from last year.
 - Welfare-to-Work: 10,673 participants, down -1.86% from last year
- **LIHP/CMS:** 39,167 LIHP recipients, up 40.59% from last year.
 1,960 CMS recipients, down -4.44% from last year.
- **General Relief:** 1,311 recipients, down -0.46% from last year.
- **Medi-Cal:** 406,124 recipients, up 14.69% from last year.



Program	Cases	Recipients	% Change in Recipients	
			Previous Month	Previous Year
CalFresh	122,370	263,998	0.56%	4.83%
CalWORKs	29,315	73,887	-0.79%	-3.37%
CMS	1,960	1,960	-1.71%	-4.44%
General Relief	1,310	1,311	1.94%	-0.46%
LIHP	39,167	39,167	2.11%	40.49%
Medi-Cal	210,942	406,124	2.62%	14.69%
TOTAL	405,064	786,447	1.56%	10.21%

PROCESSING

Applications		
Program	July-2013	YTD
CalFresh	12,166	76,087
CalWORKs	4,228	25,531
CMS	301	10,098
General Relief	375	2,696
LIHP	4,716	28,253
Medi-Cal	19,658	121,043
Total	41,444	263,708

Recertifications		
Program	July-2013	YTD
CalFresh	6,552	41,325
CalWORKs	2,433	14,842
CMS	351	2,576
General Relief	54	325
LIHP	3,438	21,415
Medi-Cal	12,561	83,358
Total	25,389	163,832

Periodic Reports		
Program	July-2013	YTD
CalFresh	18,674	132,633
CalWORKs	5,035	36,043
General Relief	1,257	8,689
Medi-Cal	3,650	26,344
Total	28,616	203,709

Documents Imaged	
July-2013	YTD
628,669	4,058,009



ACCESS CUSTOMER SERVICE CENTER

Month	July 2012	July 2013	Change
Total Calls	74,613	94,828	20,215
Answered	45,679	59,605	13,926
Self-Service	12,278	18,909	6,631
Transferred Out	2,851	2,731	-120
Abandoned	13,805	13,583	-222
Average Wait Time	23:59	15:50	-8:09