

ELIGIBILITY SERVICES BY THE NUMBERS...

January 7, 2014 (Report Month December 2013)

PARTICIPANTS

- **CalFresh:** 276,913 recipients, up 7.77% from last year.
 - 141,469 child recipients, up 3.40% from last year.
 - 15,591 senior recipients, up 21.61% from last year.
- **CalWORKs:** 74,605 recipients, down -2.33% from last year.
 - Welfare-to-Work: 11,204 participants, up 4.57% from last year
- **LIHP/CMS:** 45,735 LIHP recipients, up 38.01% from last year.
 2,024 CMS recipients, down -8.91% from last year.
- **General Relief:** 1,308 recipients, up 6.67% from last year.
- **Medi-Cal:** 445,734 recipients, up 24.38% from last year.



Program	Cases	Recipients	% Change in Recipients	
			Previous Month	Previous Year
CalFresh	128,471	276,913	0.73%	7.77%
CalWORKs	29,564	74,605	0.62%	-2.33%
CMS	2,024	2,024	-5.11%	-8.91%
General Relief	1,308	1,311	-0.08%	6.67%
LIHP	45,735	45,735	6.27%	38.01%
Medi-Cal	237,767	445,734	1.42%	24.38%
TOTAL	444,869	846,322	1.35%	16.21%



AFFORDABLE CARE ACT/CALHEERS

Month	Nov-2013	Dec-2013	YTD
Total Calls	1,448	1,924	5,032
Applications	5,875	19,487	29,370

PROCESSING

Applications		
Program	Dec-2013	YTD
CalFresh	10,338	135,416
CalWORKs	3,371	44,263
CMS	1,233	13,627
General Relief	336	4,501
LIHP	4,110	51,163
Medi-Cal	20,938	217,820
Total	40,326	466,790

Recertifications		
Program	Dec-2013	YTD
CalFresh	9,959	87,762
CalWORKs	1,971	25,085
CMS	404	4,562
General Relief	55	572
LIHP	0	33,291
Medi-Cal	11,951	146,177
Total	24,340	297,449

Periodic Reports		
Program	Dec-2013	YTD
CalFresh	7,898	176,290
CalWORKs	2,069	48,041
General Relief	1,309	15,212
Medi-Cal	4,128	46,495
Total	15,404	286,038

Documents Imaged	
Dec-2013	YTD
595,777	6,548,430

ACCESS CUSTOMER SERVICE CENTER



Month	Dec-2012	Dec-2013	Change
Total Calls	72,883	79,176	6,293
Answered	48,572	50,190	1,618
Self-Service	11,778	12,917	1,139
Transferred Out	2,113	2,123	10
Abandoned	10,420	13,946	3,526
Average Wait Time (MM/SS)	15:38	21:00	5:22