

ELIGIBILITY SERVICES BY THE NUMBERS...

November 2015 *(Data Month: October 2015)*

PARTICIPANTS

- **CalFresh:** 300,725 recipients, up 2.82% from last year.
 - 144,740 child recipients (0-18), down 0.21% from last year.
 - 22,201 senior recipients (60+), up 17.21% from last year.
- **CalWORKs:** 69,330 recipients, down 7.10% from last year.
 - 52,741 child recipients (0-18), down 6.92% from last year.
 - Welfare-to-Work: 13,095 participants, down 3.24% from last year.
- **CMS:** 88 CMS recipients, down 64.23% from last year.
- **General Relief:** 3,176 recipients, up 24.45% from last year.
- **Medi-Cal:** 732,680 recipients, up 21.60% from last year.
 - 309,301 child recipients (0-18), up 9.25% from last year.

Program	Cases	Recipients	% Change in Recipients		Unduplicated Number of Recipients (Oct 2014 – Oct 2015)
			Previous Month	Previous Year	
CalFresh	145,480	300,725	0.33%	2.82%	418,928
CalWORKs	27,509	69,330	-0.75%	-7.10%	105,280
CMS	88	88	-4.35%	-64.23%	571
General Relief	3,166	3,176	5.76%	24.45%	9,074
MediCal	396,911	732,680	1.38%	21.60%	857,072
TOTAL	573,154	1,105,999	0.97%	13.73%	1,390,925

PROCESSING

Applications Registered		
Program	Oct 2015	FYTD
CalFresh	10,683	44,190
CalWORKs	3,069	13,159
CMS	872	3,373
General Relief	1,898	7,573
MediCal	14,143	53,585
Total	30,665	121,880

Recertifications		
Program	Oct 2015	FYTD
CalFresh	8,656	37,041
CalWORKs	1,796	8,291
CMS	30	109
General Relief	82	338
MediCal	7,039	24,227
Total	17,603	70,006

Periodic Reports		
Program	Oct 2015	FYTD
CalFresh	7,925	33,620
CalWORKs	1,384	5,612
General Relief	1,849	7,478
MediCal	633	2,587
Total	11,791	49,297

Documents Imaged	
Oct 2015	FYTD
559,428	2,205,960

ACCESS CUSTOMER SERVICE CENTER

Month	October 2014	October 2015	Change
Total Calls	99,566	103,657	4,091
Answered	68,692	73,104	4,412
Self-Service	14,286	16,993	2,707
Transferred Out	2,664	2,680	16
Abandoned	13,924	10,880	-3,044
Average Wait Time(min)	14:40	8:31	-6:09

FAMILY RESOURCE CENTER VISITS

Month	October 2015	FYTD
Total Tickets Issued	63,307	254,839

Month	October 2014	October 2015	Change
Average Wait Time (min.)	26:00	25:00	-1:00