



EXECUTIVE DIRECTOR'S REPORT

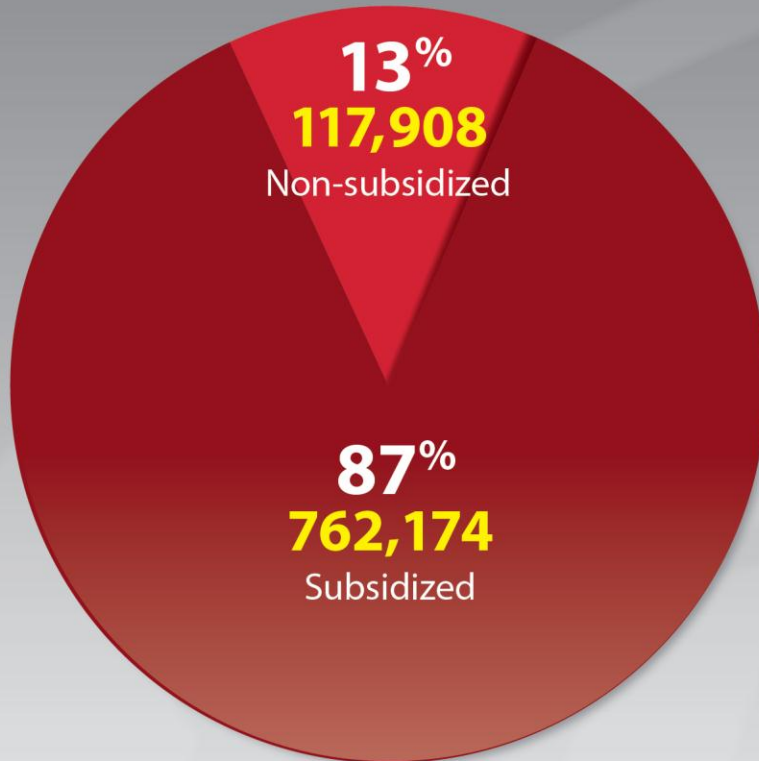
Peter V. Lee, Executive Director | March 20, 2014 Board Meeting

ANNOUNCEMENT OF CLOSED SESSION ACTIONS

ENROLLMENT UPDATE

Oct. 1 – Feb. 28 Enrollment Numbers

Covered California



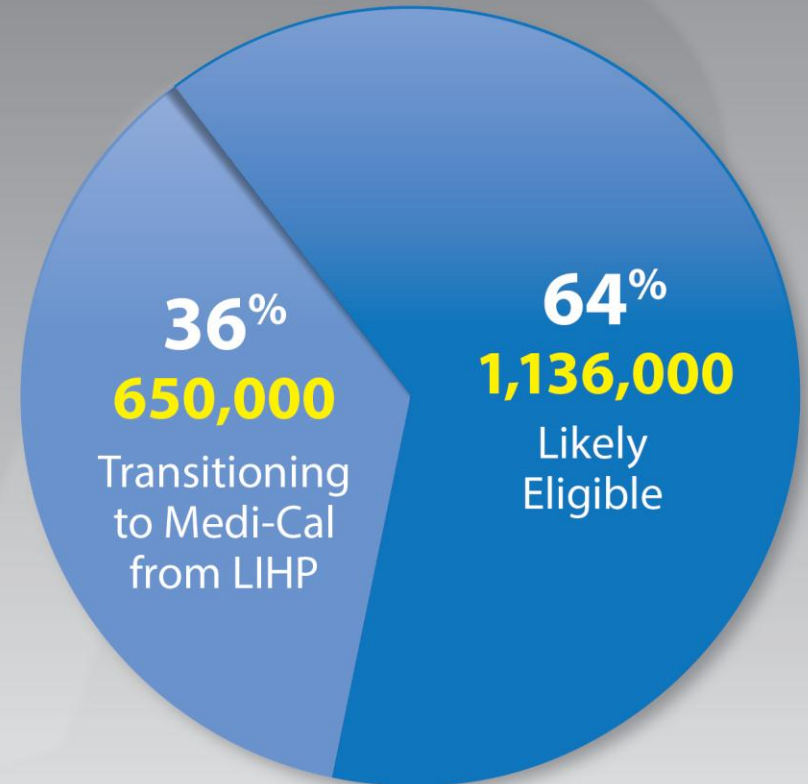
Applications Completed:

3,787,569

Individuals Enrolled:

880,082

Medi-Cal

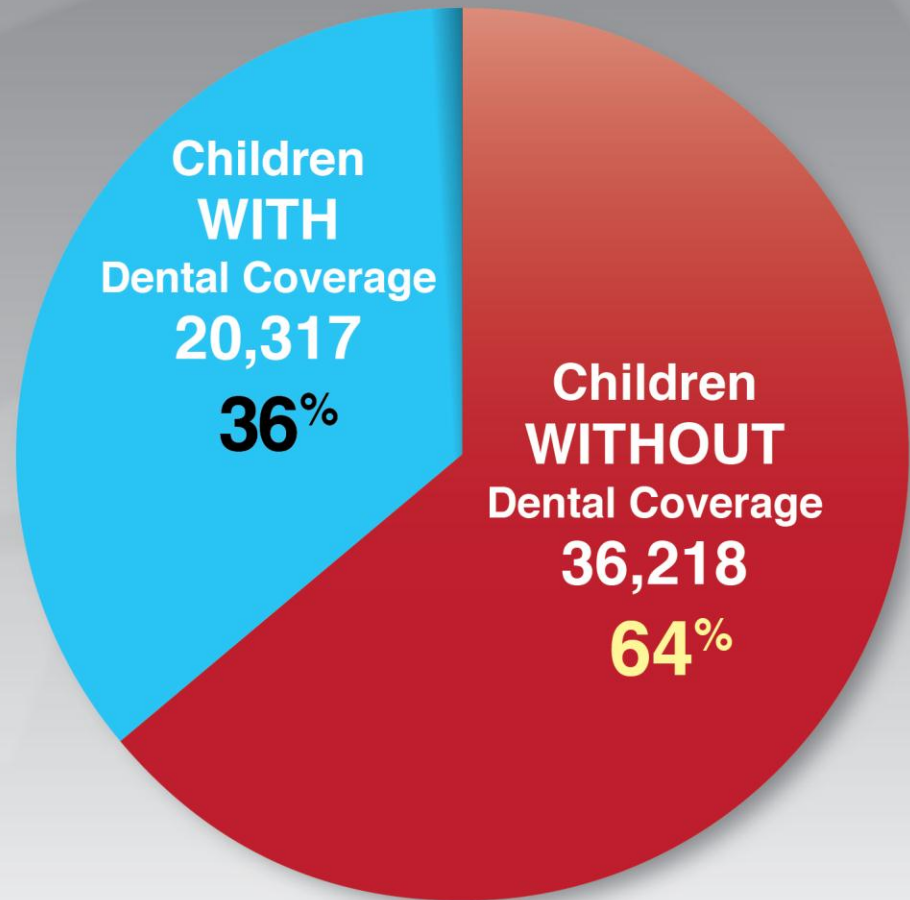


Individuals Enrolled:

1,786,000

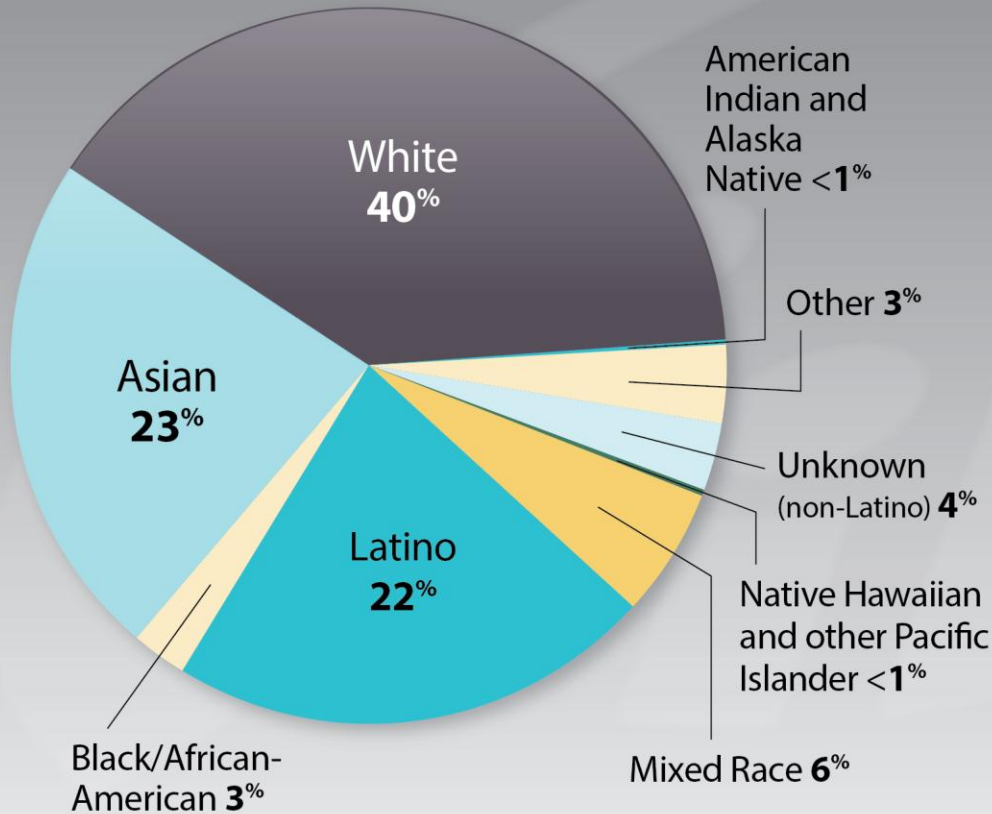
Pediatric Dental Enrollment

**A total of 20,317
children enrolled
from Oct. - Feb.**

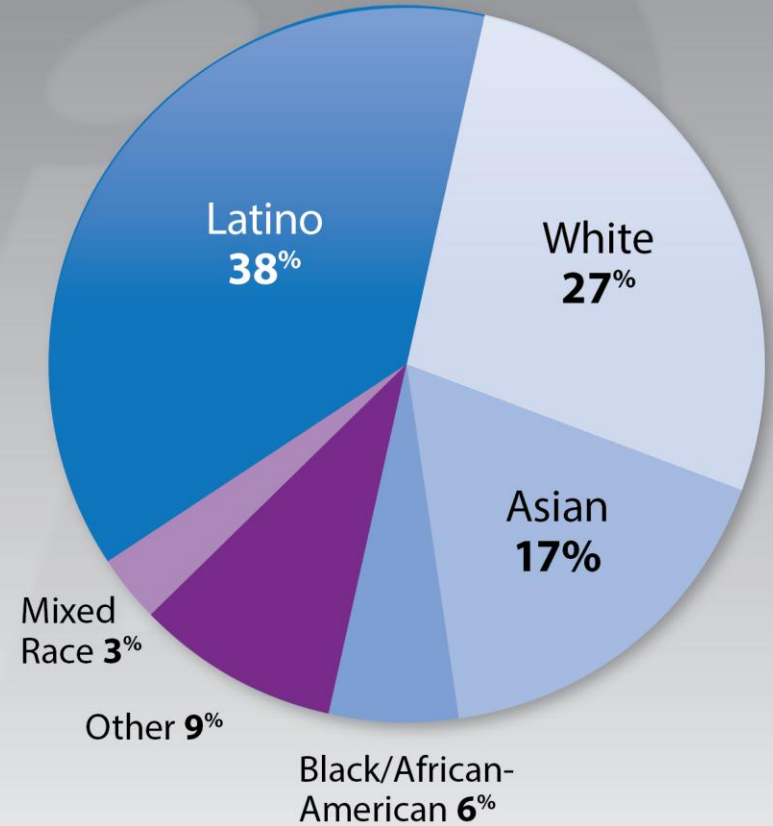


Oct. 1 to Feb. 28 Enrollment by Ethnicity

Covered California



Medi-Cal



Positive Trend in Latino Enrollment in Covered California

Percentage of Latino Enrollment

**First 3 months of
open enrollment
(Oct. - Dec.):**

18%

**First 2 weeks
of March:**

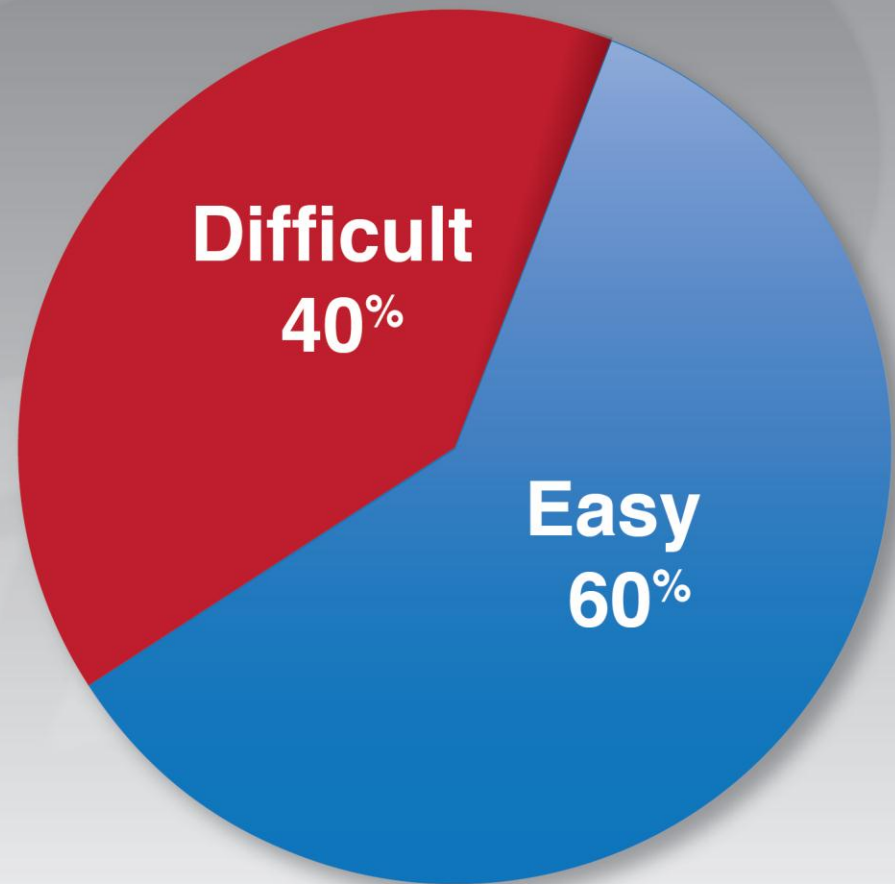
32%

ENROLLEES BY QUARTER (RACE & ETHNICITY)

	Oct 1 - Dec 31		Jan 1 - Mar 17		Grand Total	
	Total	% of Total	Total	% of Total	Grand Total	% of Grand Total
American Indian and/or Alaska Native	833	0.2%	1,096	0.3%	1,929	0.2%
Asian	84,625	22.4%	99,181	23.4%	183,806	22.9%
Black or African American	9,845	2.6%	11,169	2.6%	21,014	2.6%
Latino	67,265	17.8%	119,856	28.3%	187,121	23.4%
Mixed Race	23,325	6.2%	22,938	5.4%	46,263	5.8%
Native Hawaiian and/or Other Pacific Islander	832	0.2%	998	0.2%	1,830	0.2%
Other	10,199	2.7%	12,395	2.9%	22,594	2.8%
Unknown Race/Non-Latino	15,150	4.0%	15,317	3.6%	30,467	3.8%
White	165,667	43.9%	140,372	33.2%	306,039	38.2%
Total (excludes non-respondents)	377,741	100%	423,322	100%	801,063	100%
Non-Respondents	81,917		133,470		215,387	
Grand Total	459,658		556,792		1,016,450	

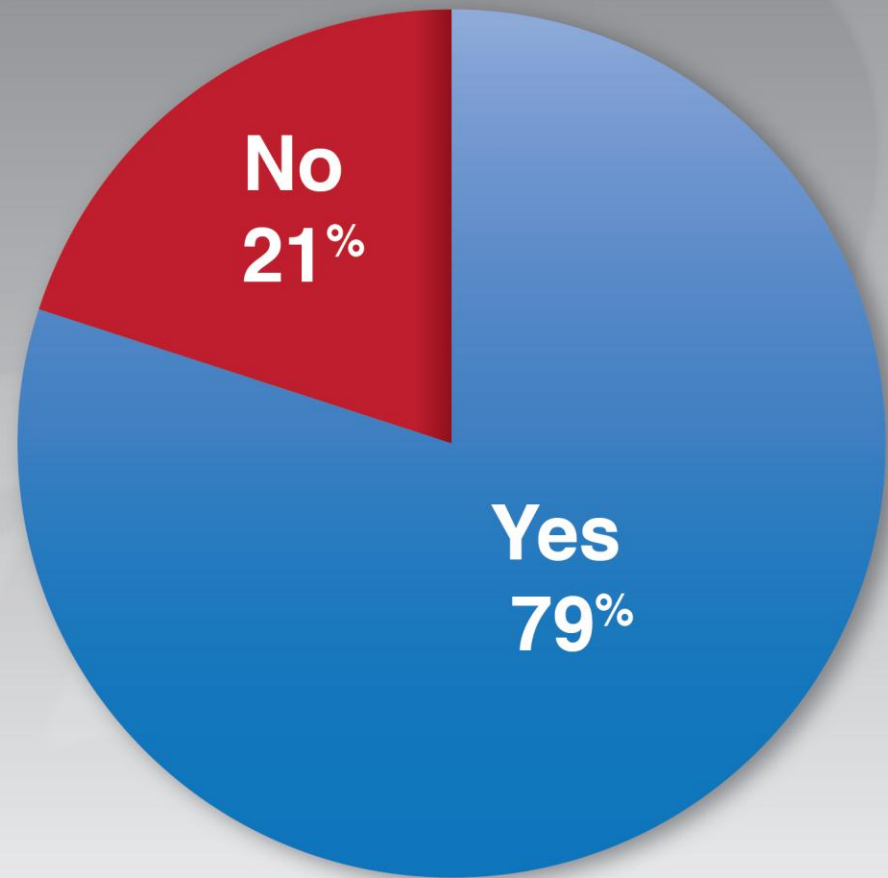
Consumer Satisfaction – CoveredCA.com

60 percent of those surveyed find the overall enrollment process through Covered California easy to complete.



Consumer Satisfaction – CoveredCA.com

79 percent were able to find the information they needed to choose a health plan that is right for them.



TOTAL FIVE MONTH ENROLLMENT VS. BASE SIX MONTH PROJECTIONS

	Base Projection for 3/31/2014	Total Enrolled (with plan selection) on 2/28/2014	Difference from Base Projection for 3/31/14	Performance to date (% of 3/31/14 base projection)
Total Enrollment	580,000	880,082	300,082	152%
Subsidy eligible	487,000	762,174	275,174	157%

TOTAL FIVE MONTH ENROLLMENT VS. BASE SIX MONTH PROJECTION (ETHNICITY AND RACE)

	Base Projection for 3/31/2014	Total Enrolled (with plan selection) on 2/28/14	% of Total	Difference from Base Projection for 3/31/14	Performance to date (% of 3/31/14 base projection)	% Growth in Feb
White	194,000	276,063	39.5%	82,063	142%	22%
Asian	83,000	160,270	22.9%	77,270	193%	27%
Latino	265,000	153,561	22.0%	(111,439)	58%	28%
Black or African American	22,000	18,297	2.6%	(3,703)	83%	28%
Mixed Race	16,000	40,990	5.9%	74,925	568%	25%
American Indian and Alaska Native		1,670	0.2%			61%
Native Hawaiian and Other Pacific Islander		1,587	0.2%			45%
Other		19,840	2.8%			32%
Unknown Race/Non-Latino		26,838	3.8%			18%
Total	580,000	699,116	100%			25%
Unknown Race/Unknown Ethnicity	-	180,966				7%

TOTAL FIVE MONTH ENROLLMENT VS. BASE SIX MONTH PROJECTION (REGION)

Regions	Base Projection for 3/31/2014	Total Enrolled (with plan selection) on 2/28/2014	Difference from Base Projection for 3/31/14	Performance to date (% of 3/31/14 base projection)
Northern CA	22,571	34,544	11,973	153%
Greater Bay Area	89,599	194,880	105,280	218%
Sacramento	28,726	45,998	17,272	160%
San Joaquin	58,137	63,777	5,640	110%
Central Coast	32,602	61,474	28,872	189%
Los Angeles	177,602	241,314	63,710	136%
Other Southern CA	170,763	238,095	67,330	139%
Total	580,000	880,082	300,077	152%

Specific Counties

Fresno	14,500	13,534	(966)	93%
Orange	44,392	87,170	42,778	196%
San Diego	43,054	76,875	33,821	179%
San Bernardino	35,692	30,584	(5,108)	86%
Riverside	40,377	41,756	1,379	103%

TOTAL FIVE MONTH ENROLLMENT VS. BASE SIX MONTH PROJECTION (AGE)

Age	Base Projection for 3/31/2014	Total Enrolled (with plan selection) on 2/28/2014	Difference from Base Projection for 3/31/14	Performance to date (% of 3/31/14 base projection)
Less than 18	29,000	56,535	27,535	195%
18 to 25	102,615	94,463	(8,152)	92%
26 to 34	109,308	139,002	29,694	127%
35 to 44	111,538	145,179	33,641	130%
45 to 54	102,615	211,420	108,805	206%
55 to 64	122,692	232,907	110,215	190%

LEGISLATIVE UPDATE

Drew Kyler, External Affairs

KEY LEGISLATION

- **Health Care Coverage: Grandfathered Plans.**
AB 1507 (Logue)
- **Confidentiality of Personal Information.**
AB 1560 (Gorell)
- **Employees and Contractors.**
AB 1829 (Conway)
- **Confidentiality of Personally Identifiable Information.**
AB 1830 (Conway)

KEY LEGISLATION

- **California Vision Care Access Council.**
AB 1877 (Cooley)
- **Health Benefit Exchange: Board Membership.**
SB 972 (Torres)
- **Confidentiality of Personal Information.**
SB 974 (Anderson)
- **Health Care Coverage: Immigration Status.**
SB 1005 (Lara)

KEY LEGISLATION

- **Health Benefit Exchange: Annual Report.**
SB 1052 (Torres)
- **Medi-Cal: Statewide Automated Welfare System.**
SB 1341 (Mitchell)

FEDERAL RULES UPDATE

Katie Ravel, Director, Program Policy

EXCHANGE AND INSURANCE MARKET STANDARDS FOR 2015 AND BEYOND

PROPOSED RULE DRAFT ISSUED: MARCH 14, 2014 (FINAL DRAFT TO BE ISSUED MARCH 21, 2014)

Key Issues under Review:

- Standardizing notices for plan renewal or discontinuing plans
- Quality standards for QHPs
- Additional standards for Navigators and Assisters

NOTICE OF BENEFIT AND PAYMENT PARAMETERS FOR 2015

FINAL RULE ISSUED: MARCH 11, 2014

Key Issues under Review:

- Shift of open enrollment date:
 - Open enrollment for plan year 2015 will be November 15, 2014 – February 15, 2015.
- Annual limit on cost sharing for stand-alone dental plans (SADPs):
 - Limit on cost sharing for SADPs for plan year 2015 is \$350 for one child and \$700 for two or more children.
- Increased out-of-pocket limits:
 - \$6600 for an individual and \$13,200 for family coverage
 - Small group market: deductibles capped at \$2050 for an individual and \$4100 for family coverage

EXTENSION OF TRANSITIONAL POLICY THROUGH OCTOBER 1, 2016

- States that elected to allow non-ACA compliant plans to continue for plan year 2014 now have the option to extend such plans through October 1, 2016.
 - **California individual market:** extension of transition policy does not apply.
 - **California small group market:** some insurance issuers in the small group market conducted early renewals in December 2013, which have allowed them to extend non-grandfathered, non-ACA compliant plans into plan year 2014. Allowing additional transition time would require a change in state law.

ADDITIONAL FEDERAL RULES AND GUIDANCE UNDER REVIEW

- Third Party Payment of QHP Premiums
- Basic Health Program
- Shared Responsibility for Employers re Health Coverage
- 90 Day Waiting Period and Technical Amendments to Certain Health Coverage Requirements
- 2015 Letter to Issuers in the Federally-facilitated Marketplaces
- Information Reporting by Applicable Large Employers on Health Insurance Coverage Offered Under Employer-Sponsored Plans
- Information Reporting of Minimum Essential Coverage

Rule or Guidance	Status	Release Date	Effective Date	Comment Due Date
Third Party Payment of QHP Premiums	Interim Final Rule	March 19, 2014	March 14, 2014	May 13, 2014
Basic Health Program and Basic Health Program: Federal Funding Methodology	Final	March 12, 2014	January 1, 2015	N/A
Shared Responsibility for Employers re Health Coverage	Final	February 12, 2014	February 12, 2014	N/A
90 Day Waiting Period and Technical Amendments to Certain Health Coverage Requirements	Final	February 24, 2014	April 25, 2014	N/A
90 Day Waiting Period Limitation	Proposed	February 24, 2014	N/A	April 25, 2014
2015 Letter to Issuers in the FFMs	Final	March 14, 2014	Plan Year 2015	N/A
Information Reporting by Applicable Large Employers on Health Insurance Coverage Offered Under Employer-Sponsored Plans	Final	March 10, 2014	March 10, 2014	N/A
Information Reporting of MEC	Final	March 10, 2014	March 10, 2014	N/A

APPENDIX MARKETING UPDATE

PUSH TO THE FINISH LINE –

Continue All Channel Activities

1. Outreach – over 600 events in final 2 weeks
2. Marketing – new materials featuring “I’m In” and “Tengo un Plan” with Californians telling their stories
3. Encourage in-person enrollment via Agents, Certified Enrollment Counselors & Counties

PUSH TO THE FINISH LINE –

Additional Efforts to Promote Enrollment

Latinos

- Regional organizing in 7 targeted communities
- Direct Mail (with Local Resource Guide enclosed) geo-targeted to support on-the-ground Latino outreach efforts
- Days of Action campaign with Dolores Huerta in honor of Cesar Chavez birthday:
 - Leverage Huerta’s influence in the Latino community, especially among women
 - Call on Latinos to sign up for insurance
 - Remind that access to health care is a cornerstone of the decades-long struggle for equality
 - Campaign includes: Radio, YouTube videos, social media and events
- Added Latino supermarkets to the media mix to deliver our message to shoppers via in-store video screens.

PUSH TO THE FINISH LINE –

Additional Efforts to Promote Enrollment

African Americans

- Martin Luther King Day sponsorships, including:
 - Covered CA the Title Sponsor at key large events
 - Visibility during March/Parade in Sacramento and Los Angeles
 - Media coverage
- New targeted outreach through hair salons and barber shops to promote enrollment events
- Partnerships to promote enrollment events in Los Angeles
 - Info center for Covered CA enrollment
 - Targeted radio spots:
 - Interviews with Covered CA staff
 - Answer health coverage questions form listeners live
- Partnerships with faith-based organizations in key communities to hold enrollment events on March 29
- Increased placements in African-American papers

PUSH TO THE FINISH LINE –

Four Key Areas of Regional Outreach Coordination

1. Increase Targeted Regional Events

- Completed two successful meetings in each region of grantees and partners, CECs/CEEs, providers, non-profits and health plans
 - Build and reinforce regional outreach networks including elected and government officials
 - Engaged agent community, building network of agents to work in each region
 - Focus on creation/support of large cooperative regional enrollment
 - Support as needed for smaller ongoing regional enrollment events
 - Circulate regional calendars in the region
 - Focus on new events with school districts and cities in targeted region (LA County)
- Significant progress on enrollment and on engagement of local communities, non-profits, schools, governmental agencies and local elected officials

2. Coordination with Statewide Media and Marketing

- Development of master regional calendar with daily updates
- Recommendations on key regional events for statewide publicity
- Identify and recommend events for media focus.

PUSH TO THE FINISH LINE –

Four Key Areas of Regional Outreach Coordination

3. Connect with Eligible Latinos in Targeted Regions through Days of Action
 - Build outreach programs on campuses
 - Development of Student Intern support for Days of Action
 - Increased presence at five southern California and one northern California citizen ceremonies
 - Coordination of media events with Dolores Huerta; and
 - Coordination of Latino outreach with Dolores Huerta in targeted regions

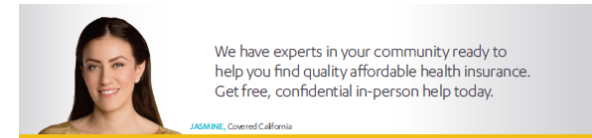
4. Direct Marketing to Leads and Incomplete, Undelegated Applications in CalHEERS
 - 246,184 English/Spanish mailers sent out on March 10 and 11
 - 197,595 English and 9,427 Spanish emails sent out on March 12

PUSH TO THE FINISH LINE – Lead Conversion Effort

Leads & Incomplete CalHEERS Applications

- Three-prong approach to help get those who started the process over the finish line.
- Includes: Direct Mail, Email and telephonic outreach.
- All efforts drive to getting consumers' local in-person help.

Direct Mail Letter



Thank you for your interest in getting health insurance for you and your family. If you still need coverage, we want to suggest some free, confidential resources available to you.

Getting health insurance has never been more important. No one plans to get sick or get into an accident, but most people need medical care at some point. Did you know that the average cost of a 3-day hospital stay is \$30,000? Or that fixing a broken leg can cost up to \$7,500? Health insurance can protect you and your family from unexpected medical costs and give you peace of mind.

Covered California is the only place that offers financial help to get health coverage. The lower your income, the more the financial assistance you receive. We can help you determine what insurance will cost and help you find the best option for your family.

Enrolling is simple. You can do it in person, online, or by phone. And to make the process easier, here are the names of Licensed Certified Insurance Agents near you that can help you enroll.

The help is free and confidential.

Certified Insurance Agents

William Alex 109 Jacobs Dr Suite 200 Coatesville PA 19325-5536 610-364-7169 Lic: OH6105 English bialex@benepriak.com	Yvonne Spaw Yvonne V Spaw Hst 3300 Sunningdale Dr Charlotte NC 28217-2676 714-261-4383 Lic: OF7043 Spanish	Erick Sullivan Vino Inc DBA GetInsured.com 2110 New Market Pkwy SE Marietta GA 30067-6330 888-632-7405 Lic: 001811 English esullivan@getinsured.com
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LAST DAY TO ENROLL



Free and Confidential
enrollment assistance

\$0 Preventive Care

Leading private
insurance companies

Plan options
to fit your health needs
and budget



Email

ENROLLING IS VERY SIMPLE...
It's even easier when you have an expert by your side.

ACCOUNT LOGIN | FIND AN AGENT | FIND AN ENROLLMENT COUNSELOR

You're one step closer to affordable health care

Experts all over California can help you finish your application and choose a plan before March 31. So don't miss out on this opportunity to get affordable health insurance. Find free help in your community, or simply log in to your account to complete your application.

[Find an agent](#) Or [log in to your account](#)

[Forgot username or password?](#)

STILL HAVE QUESTIONS? WELCOME TO ANSWERS.



What kind of health insurance is offered through CoveredCA.com?

The choices are as good as you can get in the marketplace. Watch the video to learn more »



How do I know if I can keep my current doctor?

View a directory of doctors covered by each health insurance company. Learn how »



What if I can't afford health care?

PUSH TO THE FINISH LINE –

Tactical Adjustments

- **Messaging** – adjusted based on focus group learnings
 - Adjusted call to action across media to drive people to “Find Local Help;”
 - Introduced “Enroll Now, Avoid the Rush” messaging in radio and social; and
 - Introduced penalty message in radio and social.
- **Media** – adjusted based on operational needs and market/segment performance
 - Pulled back DRTV last two weeks of March to temper the anticipated spike in call volume; and
 - Increased print buy in African American newspapers to help boost enrollment among this segment.

BUILDING I'M IN / TENGO UN PLAN MOMENTUM

Socializing I'M IN / Tengo un Plan

- Easy to use tools to show support on FB and Twitter
- Iconic button art ties to current campaign
- Paid social to promote
- Supports retention & awareness during special enrollment period

The screenshot shows the iMiN badge app interface. At the top, there's a navigation bar with the Covered California logo, a dropdown menu for "#iMiN Badge App", and a "Like" button. The main content area is divided into two columns. The left column contains a step-by-step guide:

- 1. Choose an Image:** This step offers four options: "Profile Picture", "From Facebook", "My Computer", and "From Webcam".
- 2. Choose a Button:** This step shows three circular badge options in different colors (yellow, green, and brown), each with the "iMiN" logo.
- 3. Add Your Message:** This step is partially visible at the bottom.

A yellow "Save & Continue" button is located between the second and third steps. The right column features a "Are you?" section with a woman's photo and a badge, followed by a text box explaining the process:

Are you? Show your support for quality, affordable health care by following the simple steps below.

Spreading the word about affordable health care for all is easy with these three steps.

First, choose your photo either from Facebook, on your computer or how you look right now, using your webcam. Then, choose the badge that you want to use. Finally, add a brief message and encourage your friends to get covered today!

At the bottom of the page, there are links for "privacy policy" and "terms & conditions", and a copyright notice for "© Covered California 2014".

WHAT'S NEXT?

Special Enrollment Period and planning for the next Open Enrollment Period

1. Strategic Budget Alignment for 2014-2015
2. Set marketing strategy for special enrollment period
3. Review efficacy of outreach and marketing efforts to key target markets/audiences
4. Develop action plan to support strategic plan
5. Build program for renewals for next open enrollment

APPENDIX OUTREACH UPDATE

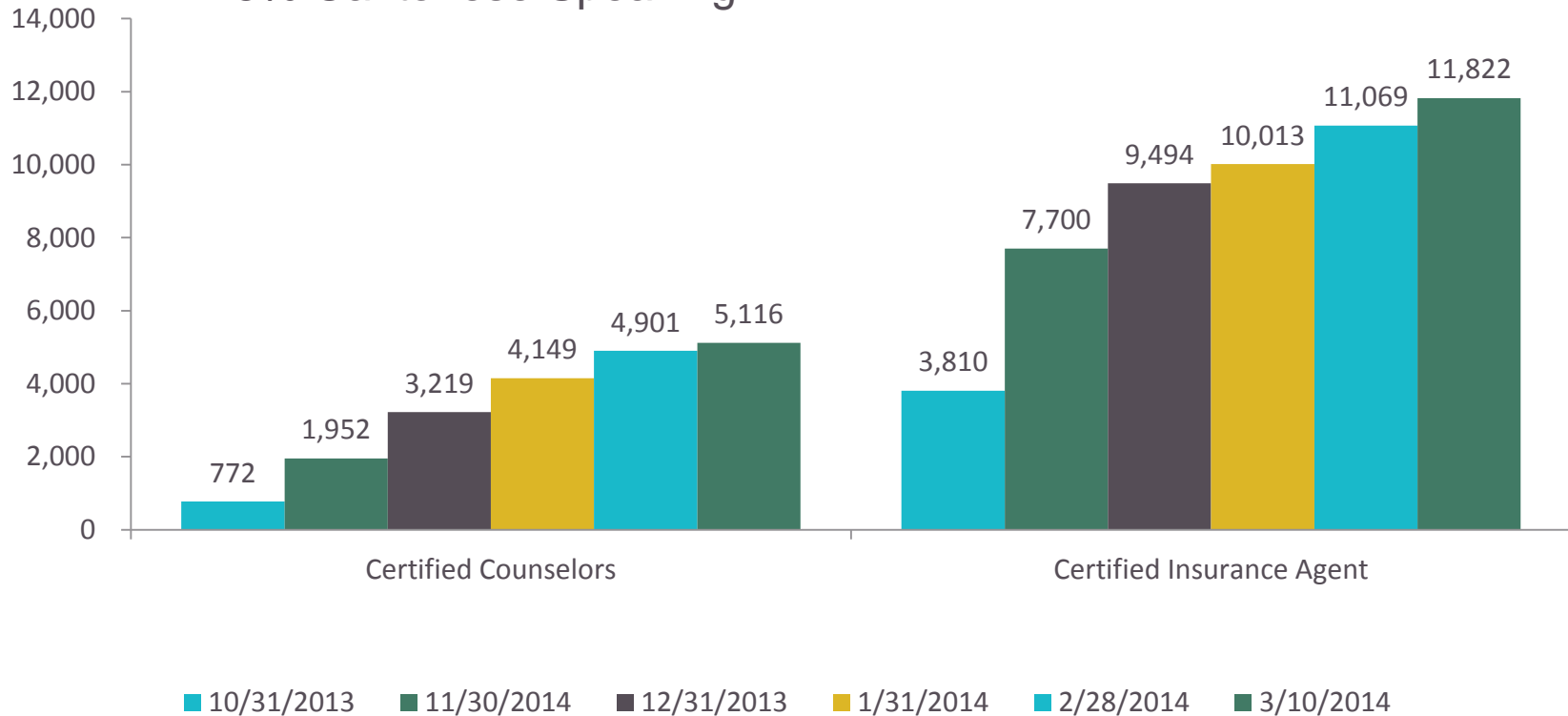
ENROLLMENT SUPPORT: KEY METRICS

5,116 Certified Enrollment Counselors (as of Mar. 10, 2014)

58% Spanish; 3% Cantonese; 3% Mandarin; 2% Vietnamese;
1% Korean Speaking.

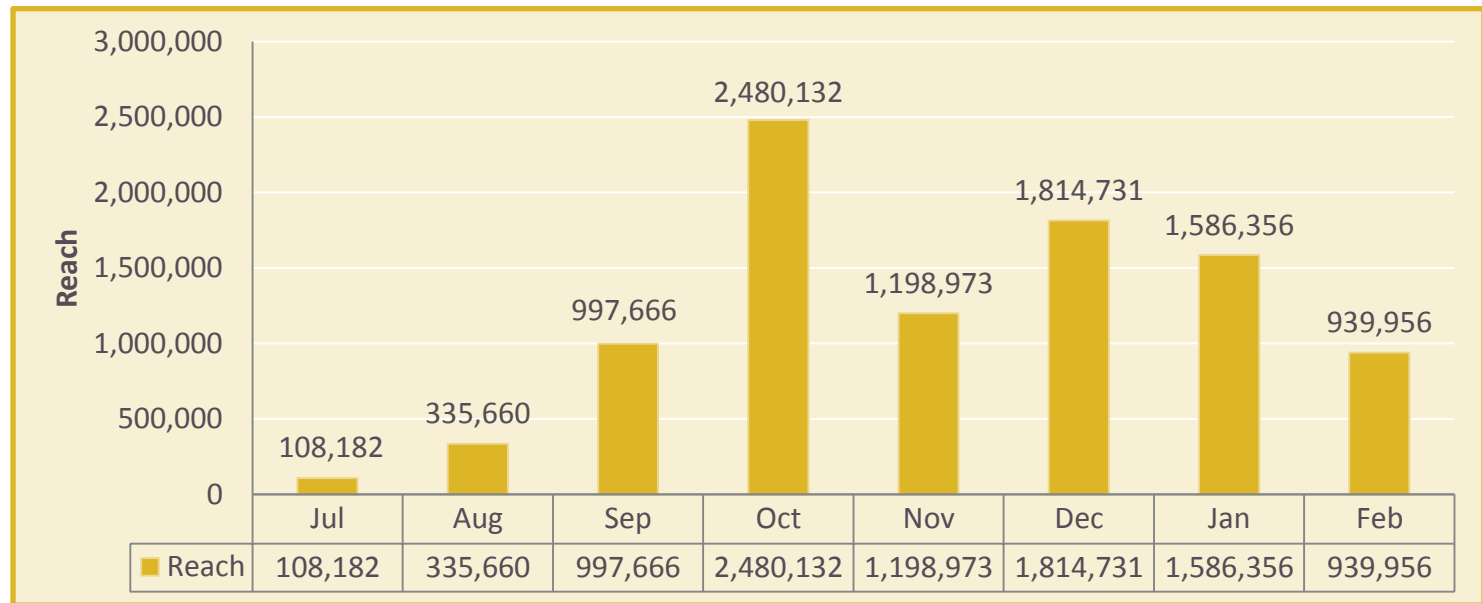
11,822 Certified Insurance Agents (as of Mar. 11, 2014)

15% Spanish; 5% Korean; 4% Mandarin; 4% Vietnamese;
3% Cantonese Speaking.



OUTREACH: KEY METRICS July 2013 – February 2014

- 2,248 Certified Educators (as of Mar. 10, 2014)
- Grantee reach:
 - **11.3 million overall reach**
 - 9.4 million individual consumers
 - 886,317 medical professionals
 - 1 million business owners



Source: Consumer Activity Summary July 2013 - January 2014, GPAS as of 3/10/14.

* October includes over 1.5M reached through social media; February data not yet reported on fully.

APPENDIX

CONSUMER WEBSITE UPDATE

CalHEERS 2014 ROLLOUT SCHEDULE

Planned / Actual Date	Description	Current Status
March 10	Enhancements to CalHEERS / SAWS Integration	Complete
March 24	Enhancements to CalHEERS / SAWS Integration to automate redeterminations of Medi-cal; enhancements to CalHEERS for performance	On target
April / May	Three releases planned for Medi-Cal enhancements, enhanced Remote Identity Proofing, Release 4.0	Design underway, continued prioritization of changes and baseline work
June – December	Monthly releases planned	Finalizing content with stakeholders

CONTINUING WEBSITE IMPROVEMENTS

- Maintenance releases will continue monthly.
 - Complete baseline project scope and add newly identified critical features
- Performance improvements underway
 - On-line application performance for all users
 - Real-time integration with SAWS
- Key initiatives for CalHEERS:
 - Usability Improvements
 - Single-Streamlined Application improvements
- Evaluating and prioritizing new and enhanced functionality for major quarterly releases
 - Covered California and DHCS joint meetings continue with other stakeholder involvement

APPENDIX

SERVICE CENTER UPDATE

SERVICE CENTER UPDATE

- Improving Customer Service Staffing
 - Additional 245 SCRs moved to production in early March
 - Increased bilingual resources with hiring efforts in Fresno
 - Continuing to add chat resources
 - Balancing resources across both inbound and outbound activities
- Enhance Technology Solutions
 - Added additional phone capacity
 - Refined IVR functionality and self-service capabilities
 - FAQs within IVR and hold messaging
 - Added Self Service after normal hours
- Clarifying channels and improved communications
 - Dedicated assistance lines for CEC, SHOP and Individual support
 - Enhancing Service center and customer knowledge resources

STAFFING UPDATE

- Rancho Cordova, Contra Costa and Fresno are receiving general inquiry and application contact volumes in support of the Covered California marketing efforts statewide.
- Additional 245 SCR's moved to production in early March (235 in Fresno and 10 in Rancho).

Staff Group	4/1/2014 Target	4/1/2014 To Date
Service Center Representatives	738	740
Other staff (Management, Back Office, Quality Assurance, etc...)	280	238
Total	1018	978

- Training is currently underway in Fresno service center with a productive date planned for 3/21
- All three Covered California Service Centers are handling statewide calls using the “first available Service Center Representative model”
 - Fresno – 329 SCR's, 21 leads, 46 SCR resources in training
 - Rancho Cordova – 287 SCR's, 37 leads
 - Contra Costa- 78 SCR's, 26 leads

SERVICE CENTER PERFORMANCE UPDATE*

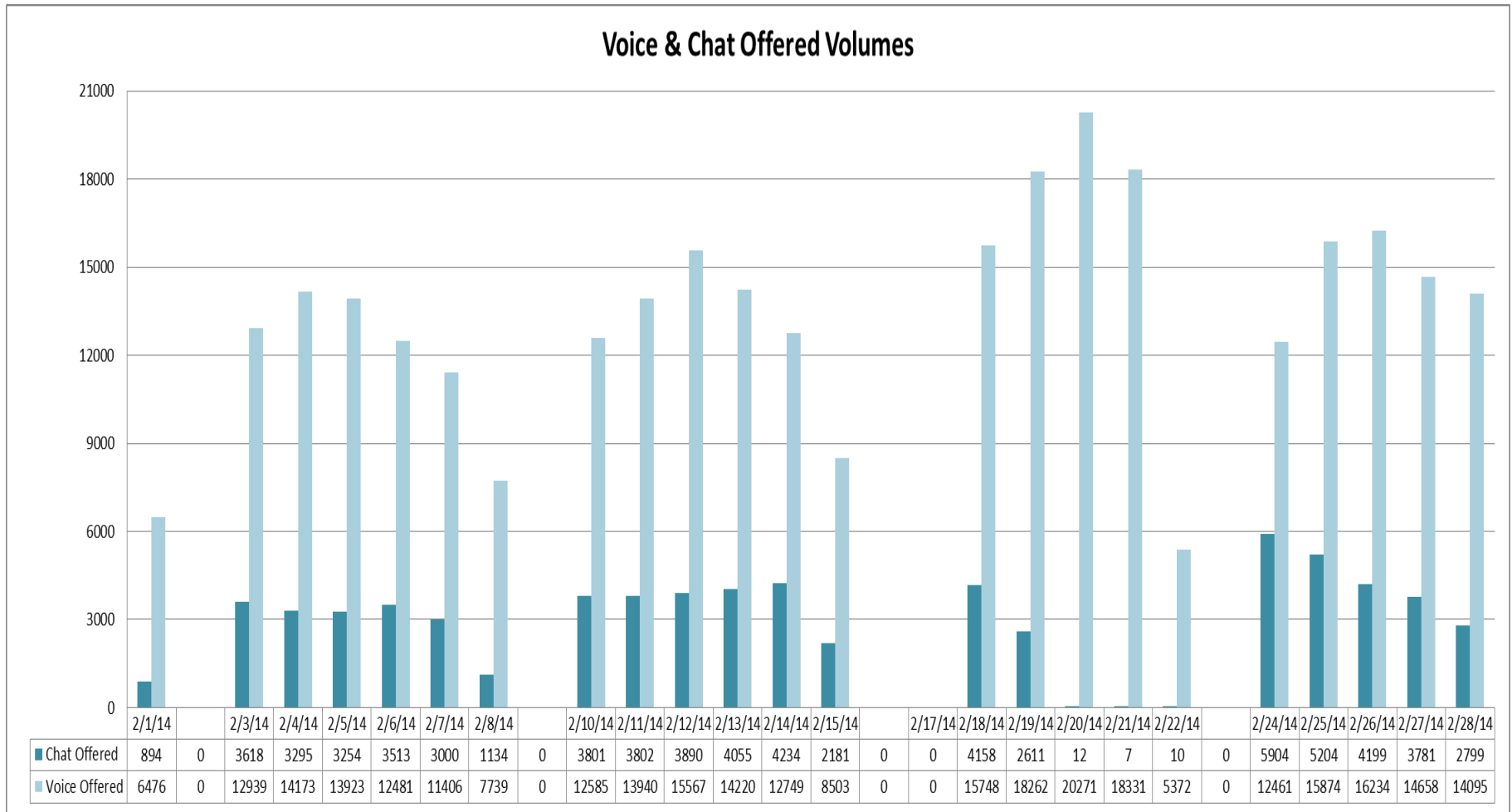
Service Center Metric	Goal	February '14 Stats	March '14 Stats (Mar 01-Mar 09)
Total Calls Offered		308,007	109,583
Service Level	80% of calls answered within 30 seconds	2.4% of calls answered within 30 seconds	4.4% of calls answered within 30 seconds
Abandoned Calls	3% or less of calls abandoned	50% of calls abandoned	49% of calls abandoned
Total Dialed Attempts		912,363	229,020
Busy Message Presented to Callers	0% or less of calls receive busy message	53% or less of calls receive busy message	36% or less of calls receive busy message

Top Inquiries

1. Password reset
2. What can I do if forgot my user name
3. Application or account information change
4. Billing questions
5. Health insurance card delivery inquiries

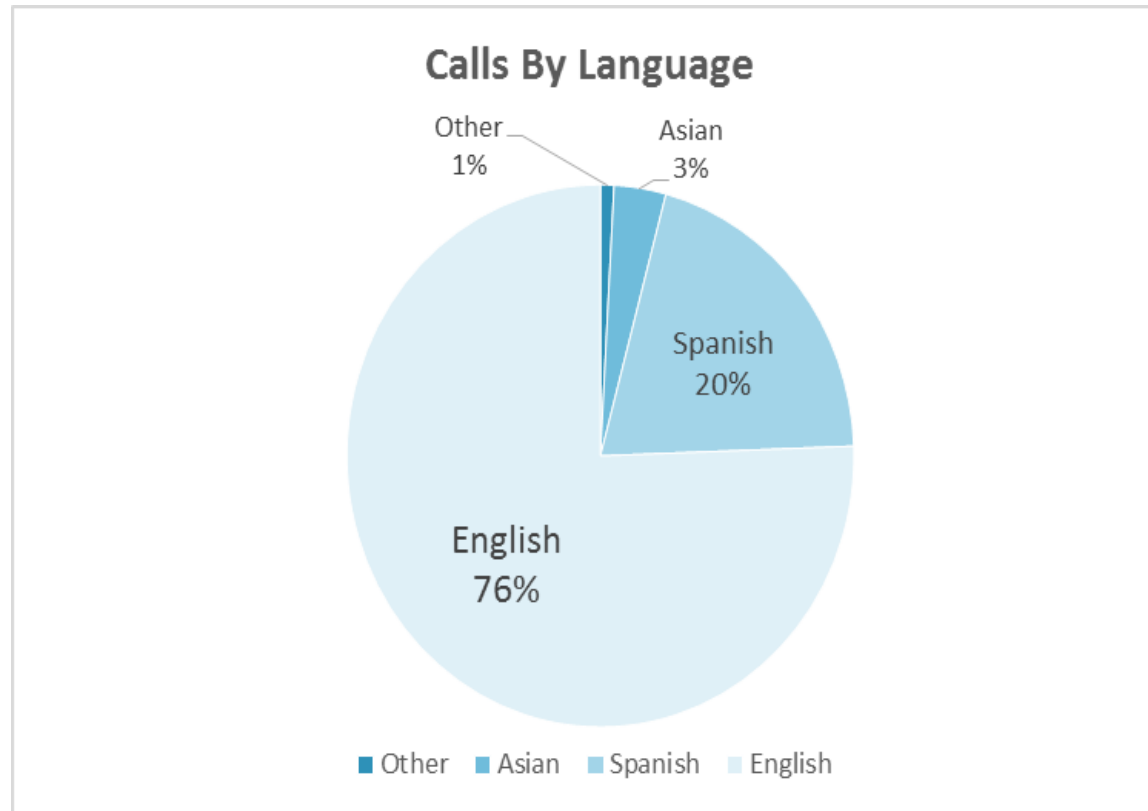
* Performance metrics are measured monthly.

SERVICE CENTER PERFORMANCE UPDATE*



Note: Performance metrics are measured monthly. Columns with no data reflect Sunday or holidays, when Covered California Service Centers are closed.

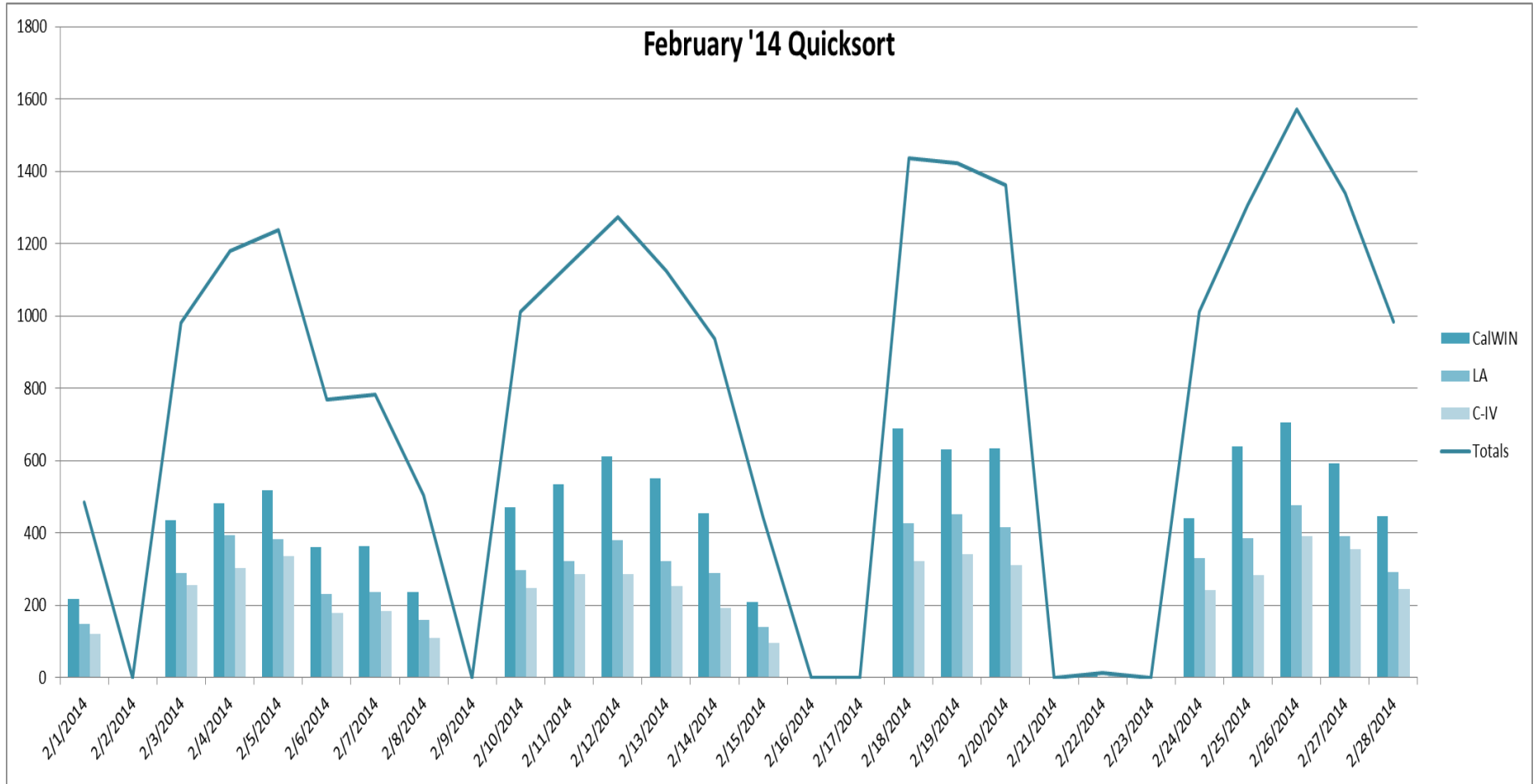
LANGUAGE DISTRIBUTION OF CALLS HANDLED



- Service Centers are supporting calls in all 13 languages and using an interpreter service when an in-language Service Center Representative is not available
 - Service Center Representatives are handling 58.3% of non-English calls
 - Contracted language line representatives are handling 41.7% of non-English calls
- 101 Covered California Service Center Representatives answering multi-lingual calls

Metrics are for January, 2014

QUICK SORT VOLUMES



Weekly Quick Sort Transfers to County/Consortia

Weekly Transfers
5451

Weekly Transfers
5938

Weekly Transfers
4231

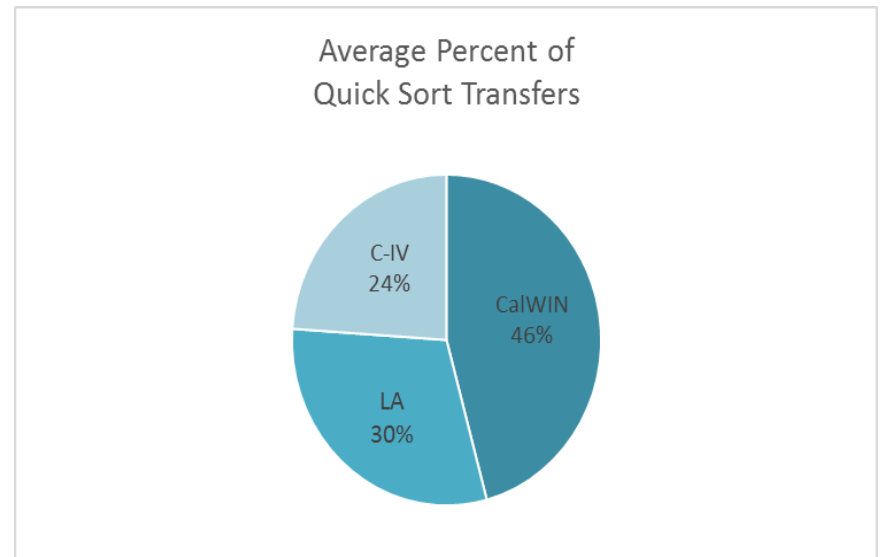
Weekly Transfers
6214

Note: Columns with no data reflect Sunday or holidays, when Covered California Service Centers are closed.

COVERED CALIFORNIA/COUNTY WORKFLOW COORDINATION QUICK SORT PERFORMANCE

Quick Sort Metrics	Service Level Standards	C-IV	CalWIN	Leader
Average Speed of Answer		4 Seconds	13 Seconds	9 Seconds
Service Level	80% of calls answered within 30 seconds	97.8% of calls answered within 30 seconds	99.7% of calls answered within 30 seconds	97% of calls answered within 30 seconds
Abandoned Calls	3% or less of calls abandoned	.3% of calls abandoned	.29% of calls abandoned	1% of calls abandoned
Busy Signals Presented to Callers	0% or less of calls receive busy signal	0% of calls received busy signal	0% of calls received busy signal	0% of calls received busy signal

- Continued refinement of Quick Sort processes with the Consortia and Service Center have shown continued improvement in process accuracy and delivering a seamless customer experience
- County/Consortia, DHCS and Covered California weekly operational meetings implemented to maintain operational focus



* Metrics are for January 2014.

APPENDIX FINANCIAL UPDATE

FISCAL YEAR 2013-14 YEAR-TO-DATE BUDGET & EXPENDITURE REPORT (PERIOD ENDING JANUARY 31, 2014)

Performance versus Budget

	Annual Budget	January Expenditures	Year-to-Date Expenditures	% Expended YTD	Projected Expenditures	Total
Salaries & Benefits	\$ 80,992,502	\$ 4,721,002	\$ 23,453,112	29%	\$ 31,301,101	\$ 54,754,213
Contractual Costs	\$ 291,286,812	\$ 17,375,239	\$ 68,553,855	24%	\$ 258,858,625	\$ 327,412,480
Travel	\$ 905,783	\$ 69,741	\$ 269,164	30%	\$ 327,467	\$ 596,631
Supplies	\$ 3,320,311	\$ 262,011	\$ 923,547	28%	\$ 2,248,864	\$ 3,172,411
Equipment	\$ 2,123,303	\$ 47,514	\$ 505,875	24%	\$ 1,099,902	\$ 1,605,777
Facilities	\$ 14,659,487	\$ 348,033	\$ 2,457,363	17%	\$ 7,422,224	\$ 9,879,587
Other	\$ 6,402,051	\$ 228,728	\$ 620,078	10%	\$ 449,736	\$ 1,069,814
Expenses	<u>\$ 399,690,249</u>	<u>\$ 23,052,267</u>	<u>\$ 96,782,994</u>	24%	<u>\$ 301,707,919</u>	<u>\$ 398,490,913</u>
CalHEERS Cost Sharing	\$ (15,742,621)	\$ (1,963,214)	\$ (4,199,516)	27%	\$ (18,297,110)	\$ (22,496,626)
Total Operating Costs	<u>\$ 383,947,628</u>	<u>\$ 21,089,053</u>	<u>\$ 92,583,478</u>	24%	<u>\$ 283,410,808</u>	<u>\$ 375,994,287</u>

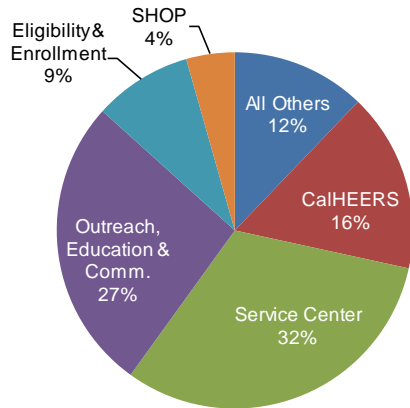
Commentary

- While spending of \$23.1 million in January decreased 10 percent from December's levels, it still achieved a healthy level. The combined monthly expenditures of January and December represented 50 percent of the year-to-date total expenditure amount of \$96.8 million.
- Salaries at \$4.7 million, were 13 percent higher than December, in line with staffing growth, and like December also reflected higher overtime expenses associated with processing paper applications.
- Contractual expenditures of \$17.4 million were 15 percent lower than in December, primarily due to a decrease in expenditures related to community grants in January. Overall contractual expenditures were driven by the Service Center, CalHEERS and SHOP.

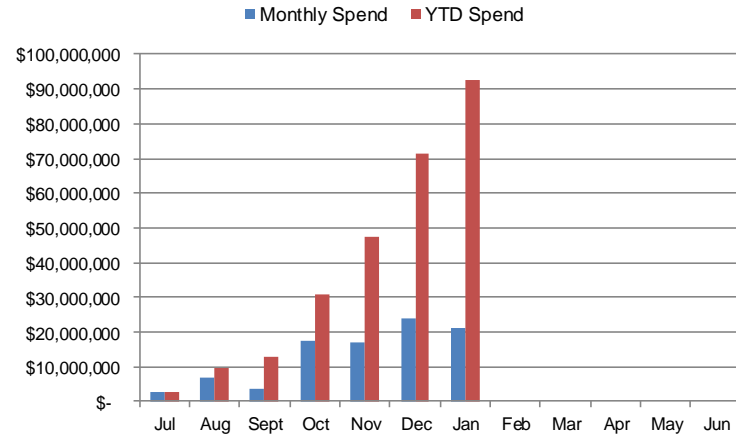
Some numbers may not add due to rounding

FISCAL YEAR 2013-14 YEAR-TO-DATE BUDGET & EXPENDITURE REPORT (PERIOD ENDING JANUARY 31, 2014)

Annual Budget - \$383.9 million



Spending Trend



Expenditures versus Budget by Organizational Unit

	Annual Budget	January Expenditures	Year-to-Date Expenditures	% Expended YTD	Projected Expenditures	Total
SHOP	\$ 16,899,206	\$ 1,293,312	\$ 7,483,828	44%	\$ 11,172,729	\$ 18,656,556
Service Center	\$ 121,080,758	\$ 5,574,387	\$ 26,500,869	22%	\$ 57,724,997	\$ 84,225,867
CalHEERS	\$ 78,152,275	\$ 10,907,045	\$ 23,331,123	30%	\$ 83,635,010	\$ 106,966,133
Eligibility & Enrollment	\$ 34,281,294	\$ 317,424	\$ 9,002,305	26%	\$ 33,222,484	\$ 42,224,788
Outreach, Education & Comm.	\$ 102,575,501	\$ 1,894,221	\$ 14,607,741	14%	\$ 92,134,980	\$ 106,742,721
All Others	\$ 46,701,215	\$ 3,065,878	\$ 15,857,129	34%	\$ 23,817,719	\$ 39,674,848
Total Expenses	\$ 399,690,249	\$ 23,052,267	\$ 96,782,994	24%	\$ 301,707,919	\$ 398,490,913
CalHEERS Cost Sharing	\$ (15,742,621)	\$ (1,963,214)	\$ (4,199,516)	27%	\$ (18,297,110)	\$ (22,496,626)
Total Operating Costs	\$ 383,947,628	\$ 21,089,053	\$ 92,583,478	24%	\$ 283,410,808	\$ 375,994,287

Some numbers may not add due to rounding

EXPENDITURES AGAINST THE FEDERAL GRANTS

(PERIOD ENDING JANUARY 31, 2014)

	Funds Committed		Total Expenditures Through Jan 2014		Available Balance
Planning Grant	\$	1,000,000	\$	530,000	\$ -
Level 1.1	\$	39,421,383	\$	39,421,383	\$ -
Level 1.2	\$	196,479,629	\$	190,685,107	\$ 5,794,522
Level 2.0	\$	828,782,044	\$	103,663,498	\$ 725,118,546
Total	\$	1,065,683,056	\$	334,299,988	\$ 730,913,068

Some numbers may not add due to rounding