

BenefitsCal Cumulative Metrics Report



Adoption from September 2021 to January 2023

Total Applications Submitted



1,642,692

households took the first step to receive food, cash, and/or medical assistance.

860,560 Applications submitted through **GetCalFresh**

692,770 Applications submitted by **Customers**

89,362 Applications submitted by **CBOs**

49,151 Households completed an application in their **native language** (19 languages available)

Customers Accounts Created



1,435,105

Customers created accounts to apply for and manage their benefits on BenefitsCal.

CBO Accounts Created



3,896

CBOs are now equipped to assist customers on BenefitsCal.

Total RE/PR/Change Reporting



1,018,566

445,989 **Renewals** completed by households.

309,966 **Periodic Reports** completed by households.

262,611 households **reported a change** with no need to call or go into a county office.

Documents Uploaded

15,028,712

sheets of paper saved from printed verifications + time saved by reducing steps to share documents.