

BenefitsCal Cumulative Metrics Report - June Report

Adoption from September 2021 through May 2023

Total Applications Submitted



2,205,516

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

1,102,199 Applications submitted through **GetCalFresh**

957,801 Applications submitted by **Customers***

145,516 Applications submitted by **CBOs**

70,133

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

Customer Accounts Created



1,915,211

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

CBO Accounts Created



5,822

CBOs are now equipped to assist customers on BenefitsCal.

Total RE/PR/Change Reporting



1,537,828

654,717 **Renewals** completed by households.

473,392 **Periodic Reports** completed by households.

409,719 Households **reported a change** with no need to call or go into a county office.

Documents Uploaded

20,784,369

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

*Doesn't include GetCalFresh.

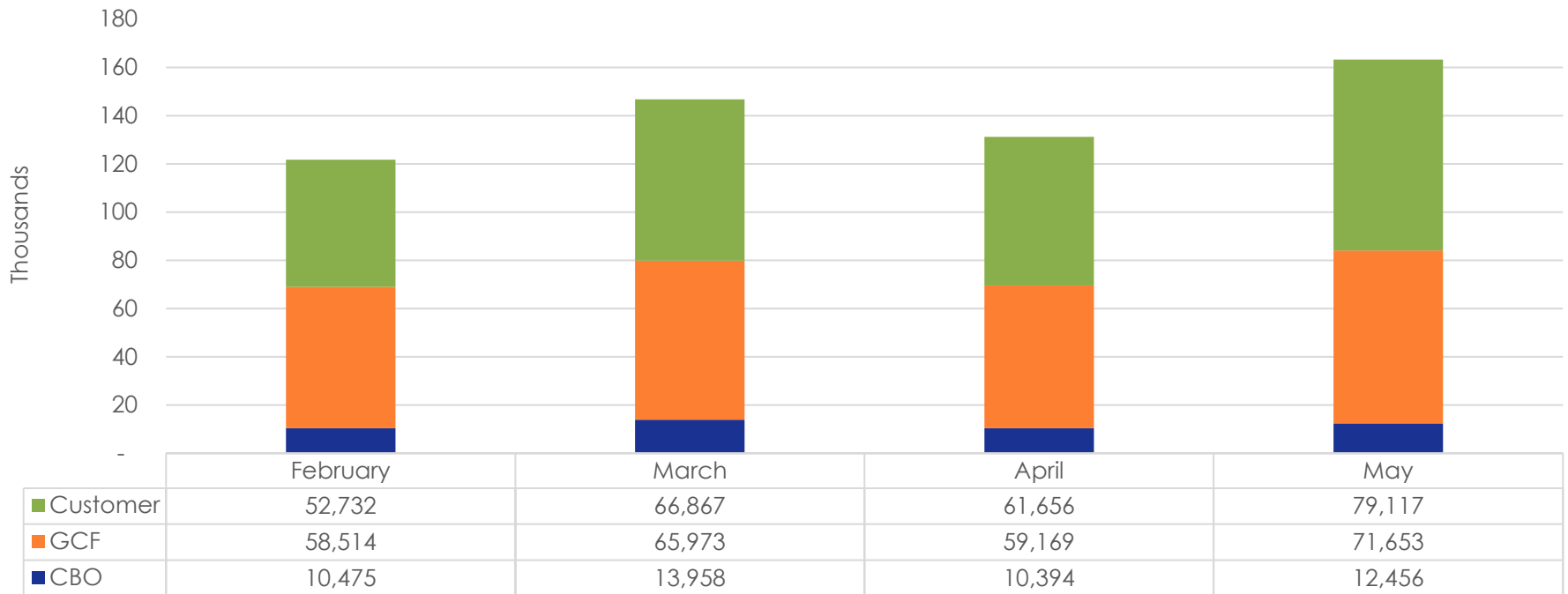
Applications Submitted

Applications are the first step to receive food, cash, and/or medical assistance.

The following chart is a four-month trend of applications submitted, broken down by customers, CBOs, and GetCalFresh (GCF). In May, **5,884**

Households completed an application in their native language (19 languages available).

Applications Submitted by Source and by Month

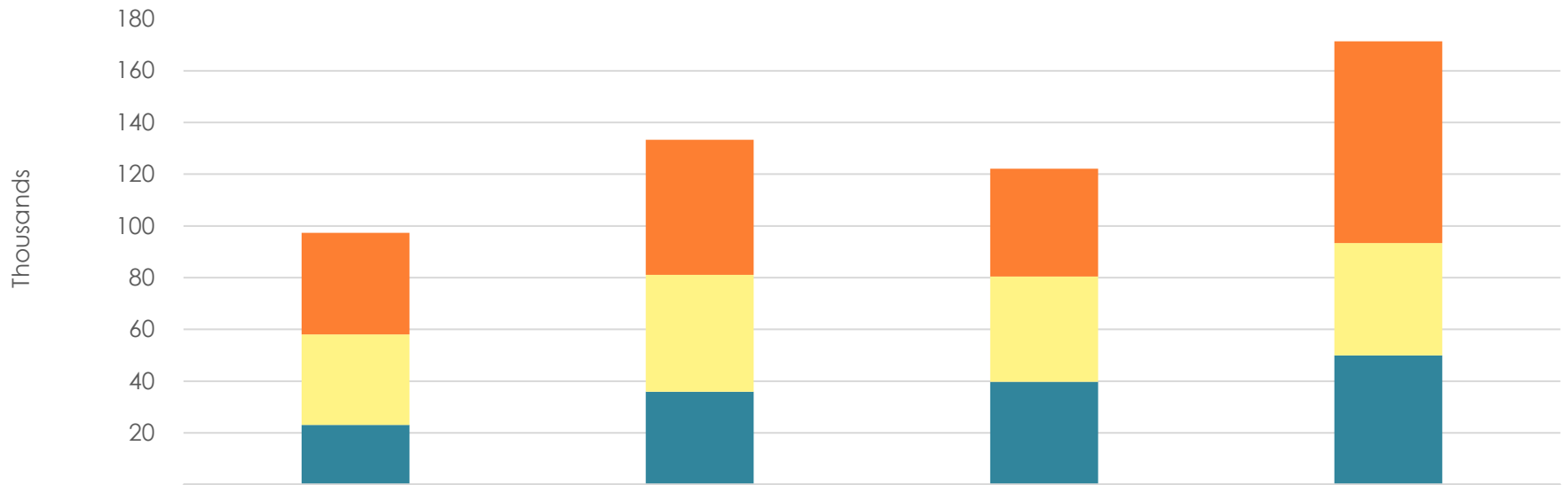


Reports Submitted

Online reports allow customers to manage their benefits with no need to call or go into a county office.

The following chart is a four-month trend of reports submitted, by report type.

Reports Submitted by Type and by Month

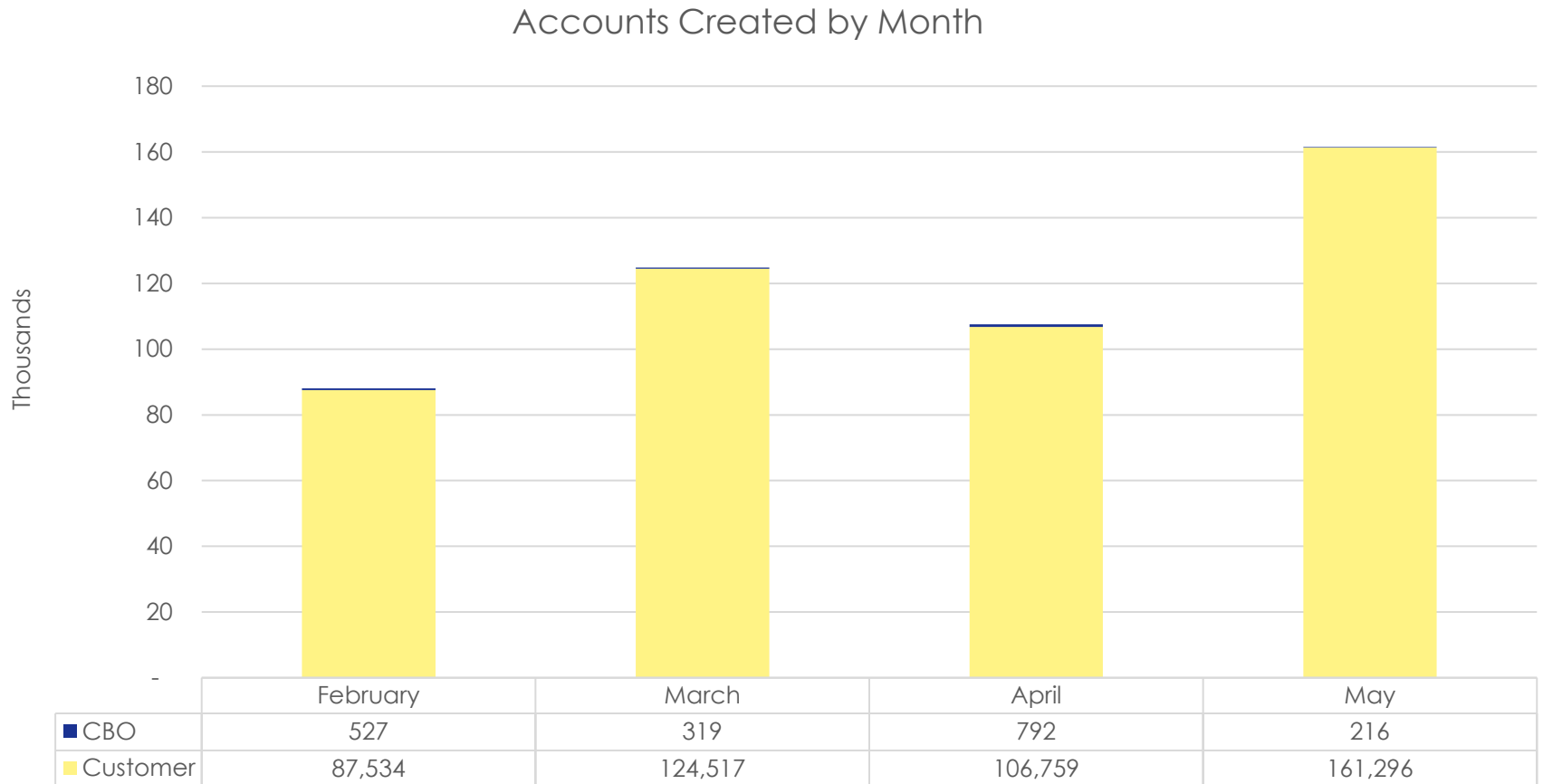


	February	March	April	May
Renewal	39,282	52,149	41,732	77,992
SAR7	34,919	45,181	40,691	43,380
Report a Change	23,099	35,928	39,725	49,959

Account Created

Accounts enable customers to apply for and manage their benefits and equip CBOs to assist customers on BenefitsCal.

The following chart is a four-month trend of accounts created, by user type.



Documents Uploaded

Uploading documents helps to save paper from printed verifications and time by reducing steps to share documents.

The following chart is a four-month trend of documents uploaded.

Documents Uploaded by Month

