

BenefitsCal Cumulative Metrics Report - May Report

Adoption from September 2021 through April 2023

Total Applications Submitted



2,041,715

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

1,043,680 Applications submitted through **GetCalFresh**

877,791 Applications submitted by **Customers***

120,244 Applications submitted by **CBOs**

64,256

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

Customer Accounts Created



1,753,915

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

CBO Accounts Created



5,606

CBOs are now equipped to assist customers on BenefitsCal.

Total RE/PR/Change Reporting



1,366,500

576,727 **Renewals** completed by households.

430,013 **Periodic Reports** completed by households.

359,760 Households **reported a change** with no need to call or go into a county office.

Documents Uploaded

19,462,145

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

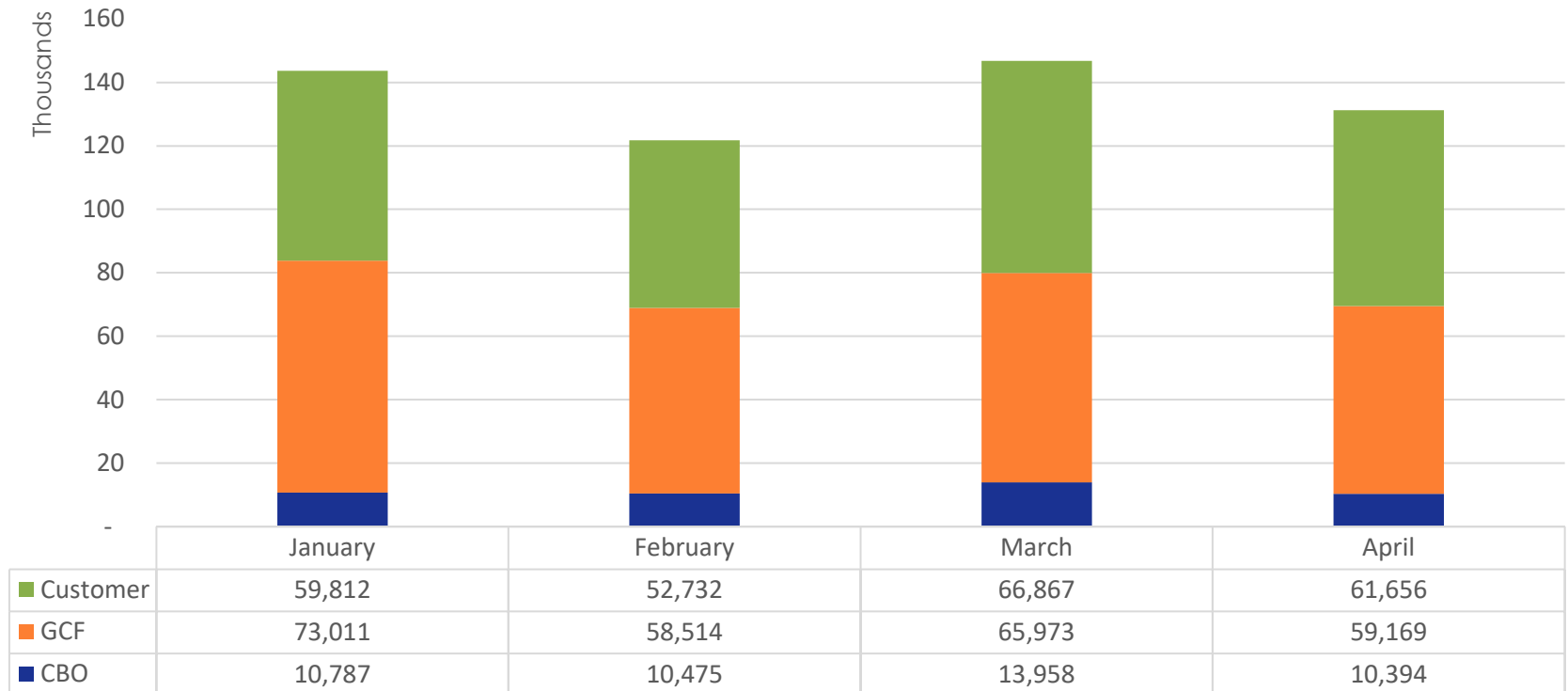
* Doesn't include GetCalFresh

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 April, **6,241 Households completed an application in their native language** (19 languages available).

Applications Submitted by Source and by Month

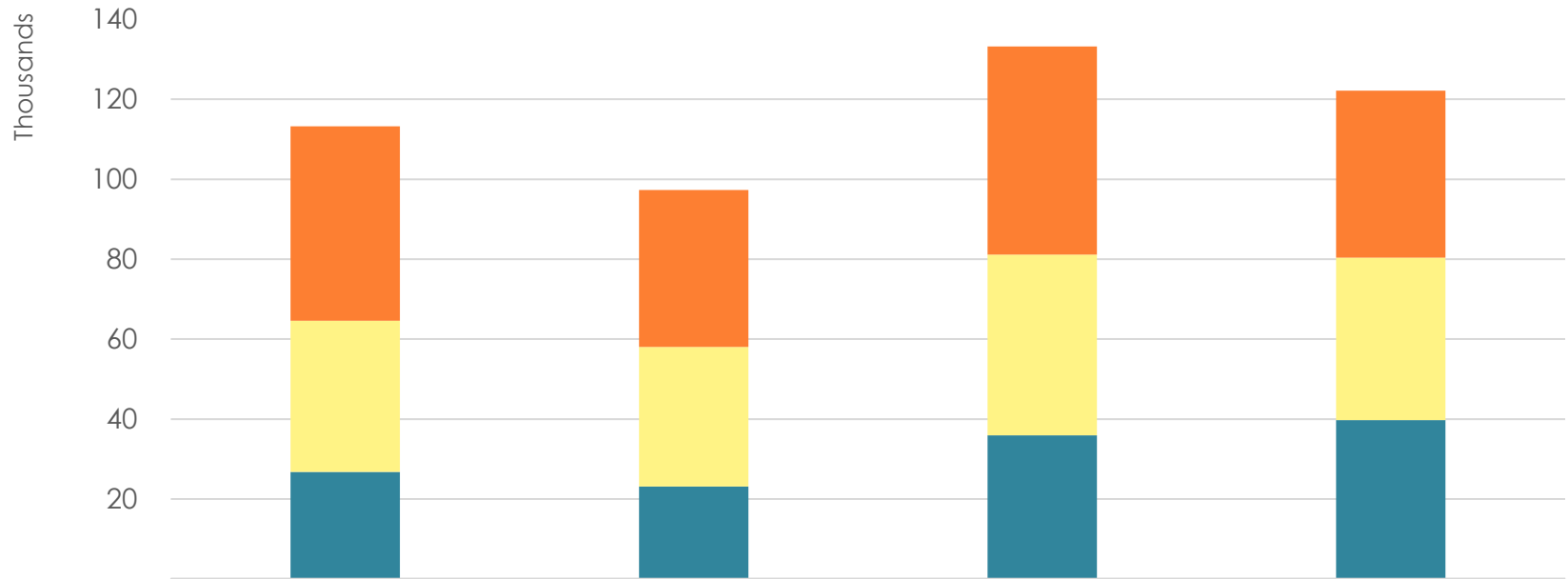


Reports Submitted

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



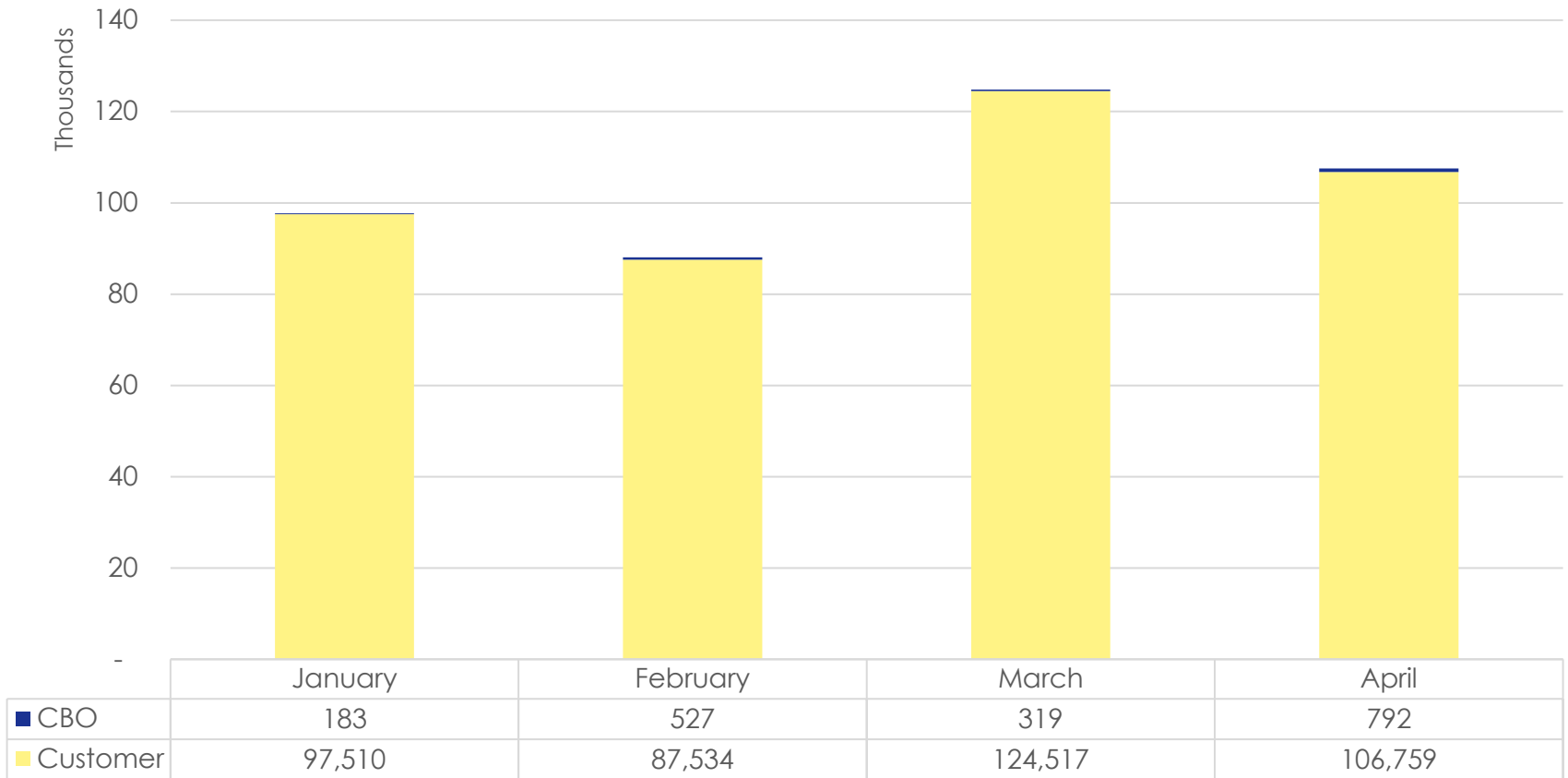
	January	February	March	April
Renewal	48,631	39,282	52,149	41,732
SAR7	37,843	34,919	45,181	40,691
Report a Change	26,761	23,099	35,928	39,725

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.

Accounts Created by Month



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

