

BenefitsCal Cumulative Metrics Report - August Report

Adoption from September 2021 to July 2023

Total Applications Submitted



2,543,653

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

1,245,374 Applications submitted through **GetCalFresh**

1,125,736 Applications submitted by **Customers***

172,543 Applications submitted by **CBOs**

82,319 Households completed an application in their **native language** (20 languages available)

Customer Accounts Created



2,196,806

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

CBO Accounts Created



7,049

CBOs are now equipped to assist customers on BenefitsCal.

Total RE/PR/Change Reporting



1,880,772

814,302 **Renewals** completed by households.

562,144 **Periodic Reports** completed by households.

504,326 households **reported a change** with no need to call or go into a county office.

Documents Uploaded

24,605,536

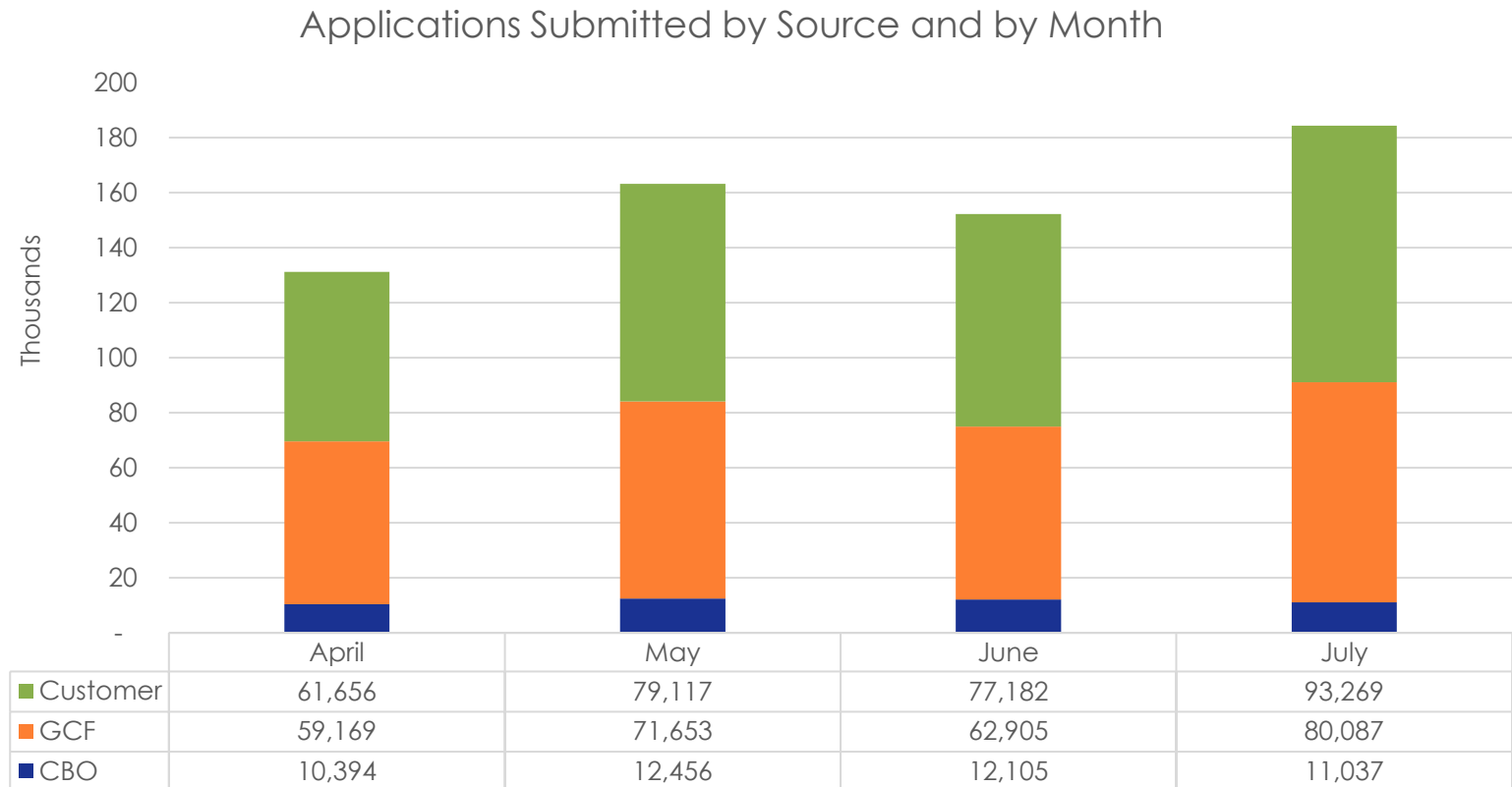
sheets of paper saved from printed verifications + time saved by reducing steps to share documents.

*Does not include GetCalFresh.

Applications Submitted

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

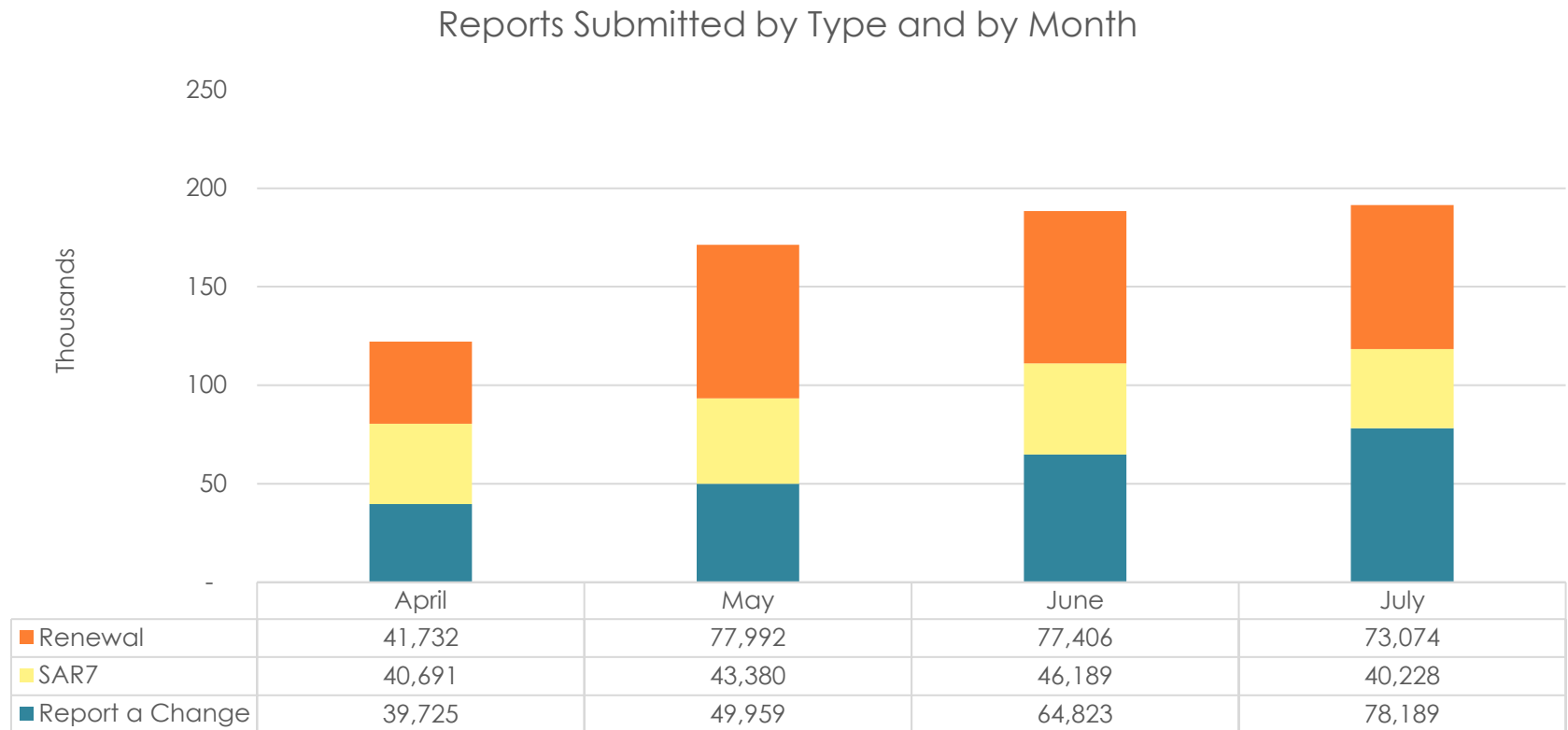
The following chart is a four-month trend of applications submitted, broken down by customers, CBOs, and GetCalFresh (GCF). In July, **6,521 Households completed an application in their native language** (20 languages available).



Reports Submitted

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

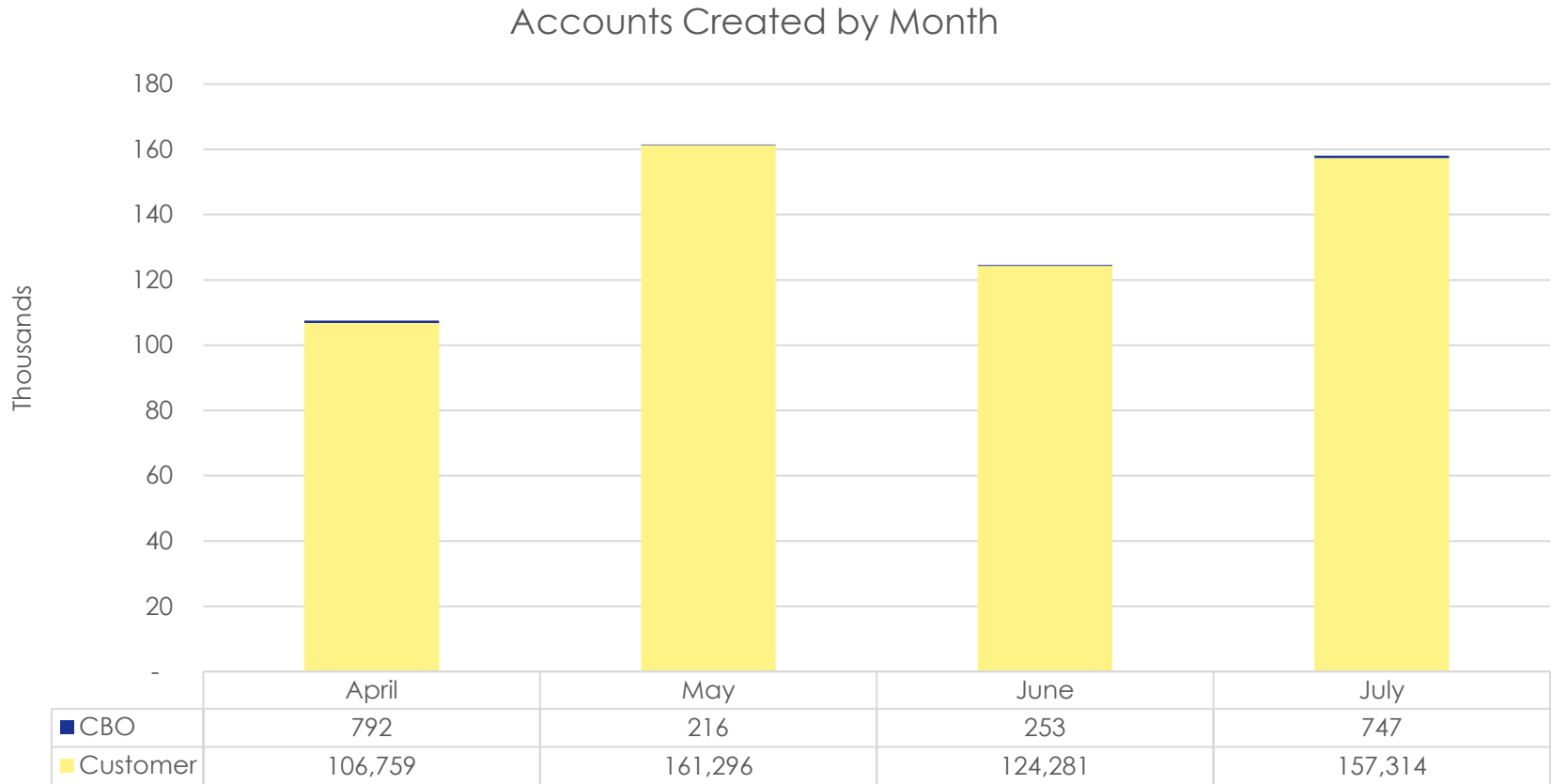
The following chart is a four-month trend of reports submitted, by report type.



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

