

CalSAWS | BenefitsCal Cumulative Metrics Report

September 30, 2023



Cumulative Metrics Report

Adoption from September 2021 to August 2023



Total Applications Submitted



2,756,594

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

1,338,847 Applications submitted through **GetCalFresh**

1,229,527 Applications submitted by **Customers***

188,220 Applications submitted by **CBOs**

89,938 Households completed an application in their **native language** (19 languages available)

Customer Accounts Created



2,351,245

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

CBO Accounts Created



7,448

CBOs are now equipped to assist customers on BenefitsCal.

Total RE/PR/Change Reporting



2,073,605

907,668 **Renewals** completed by households.

607,993 **Periodic Reports** completed by households.

557,944 households **reported a change** with no need to call or go into a county office.

Documents Uploaded

26,999,059

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

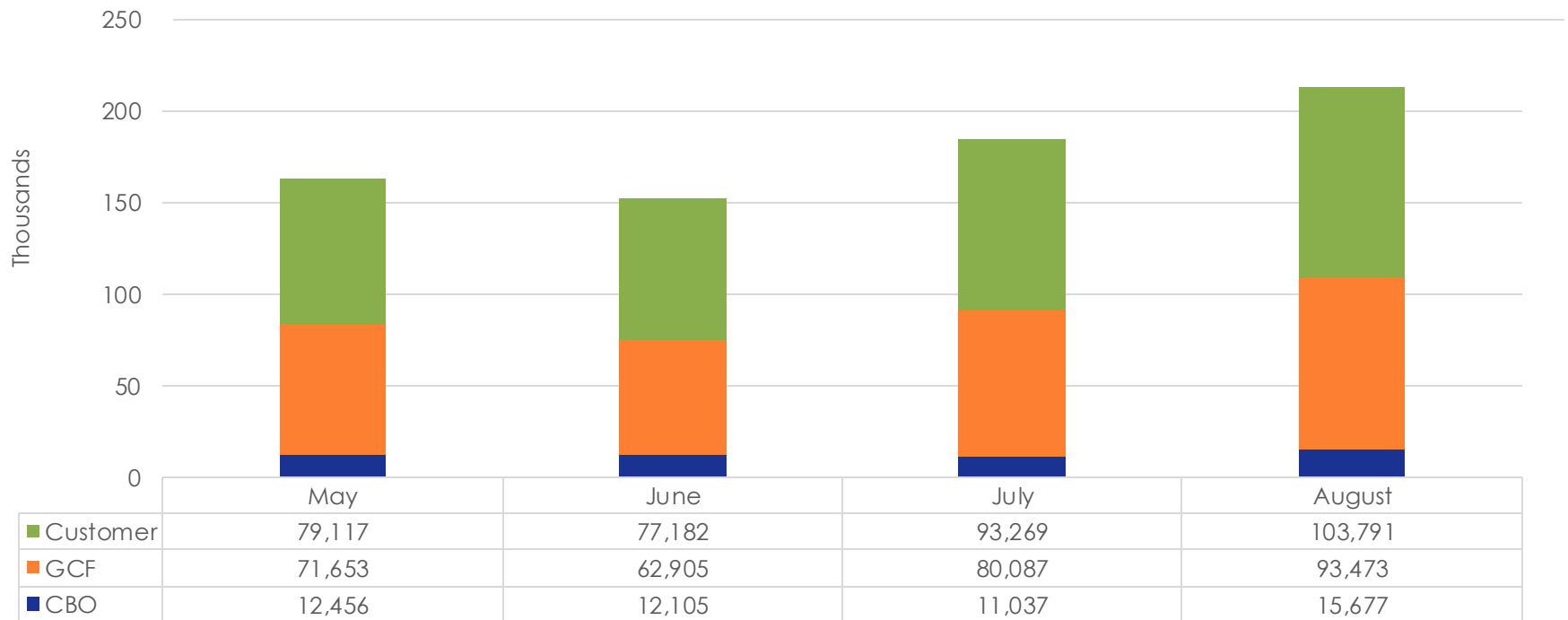
* Does not include GetCalFresh.

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 August, **7,709 households completed an application in their native language** (19 languages available).

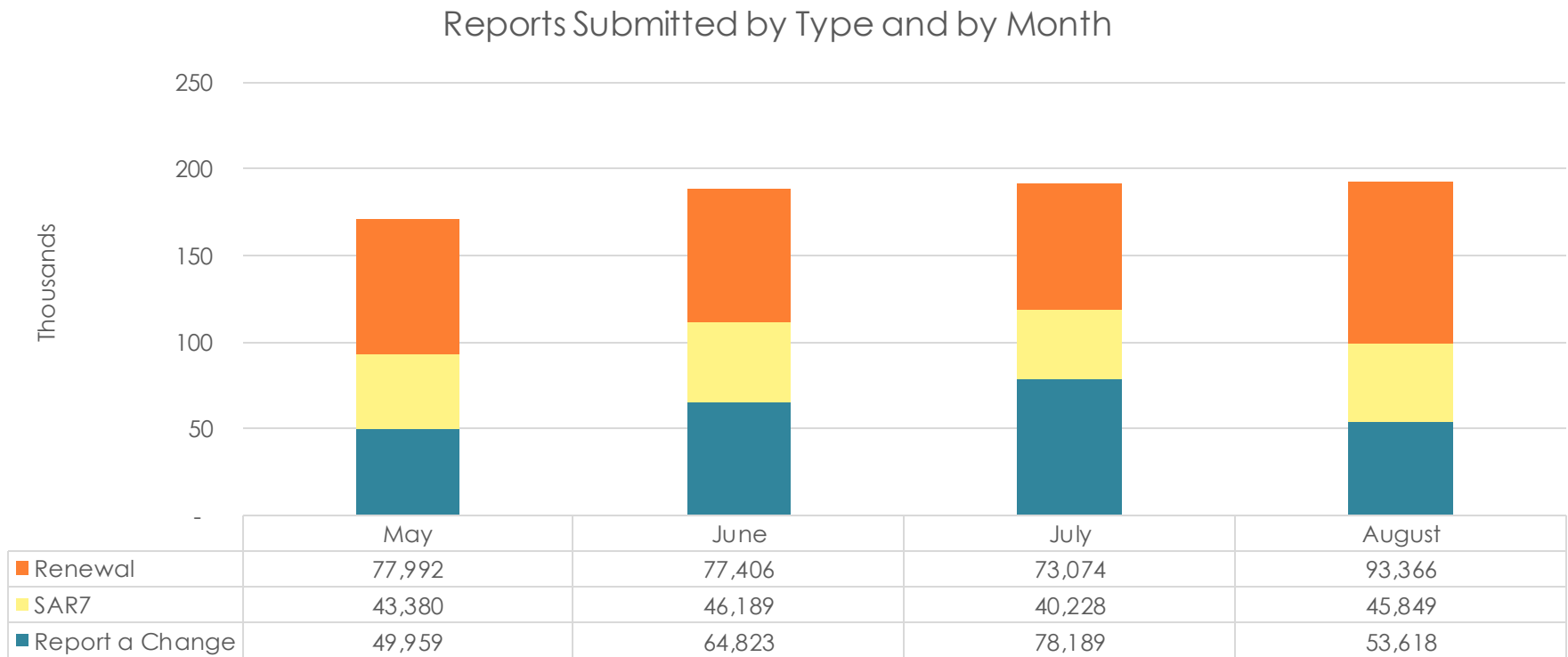
Applications Submitted by Source and by Month



Reports Submitted

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

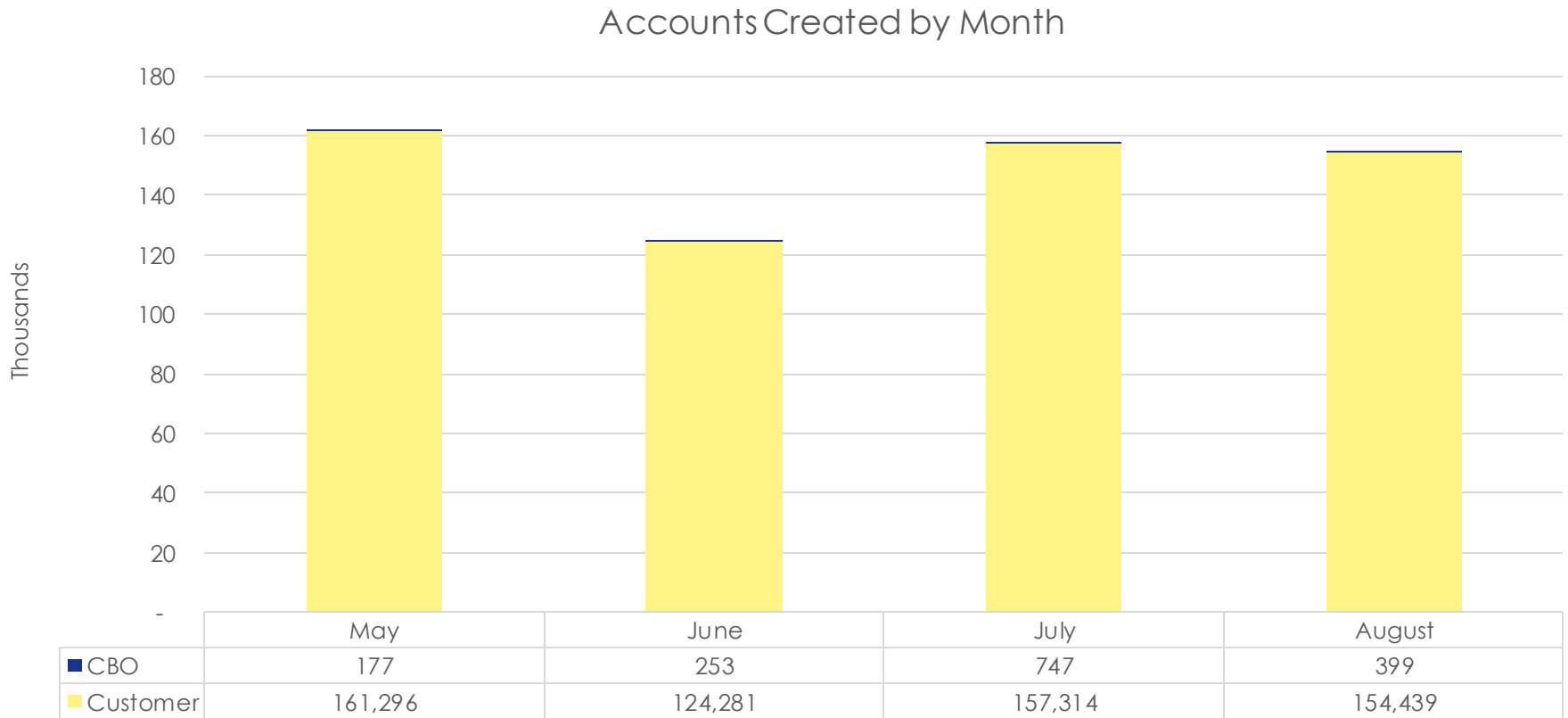
The following chart is a four-month trend of reports submitted per month, and by report type.



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 per month, 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 BenefitsCal documents uploaded per month.

Documents Uploaded by Month

