Cumulative Metrics Report
Adoption from September 2021 to October 2023

Total Applications Submitted

3,194,434

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

1,548,286 Applications submitted through **GetCalFresh**

1,434,309 Applications submitted by **Customers***

211,839 Applications submitted by **CBOs**

105,560 Households completed an application in their **native language** (19 languages available)

Customer Accounts Created

3,108,280

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

CBO Accounts Created

8,425

CBOs are now equipped to assist customers on BenefitsCal

Total RE/PR/Change Reporting

2,459,003

1,098,448 **Renewals** completed by households

689,850 **Periodic Reports** completed by households

670,705 Households **reported a change** with no need to call or go into a county office

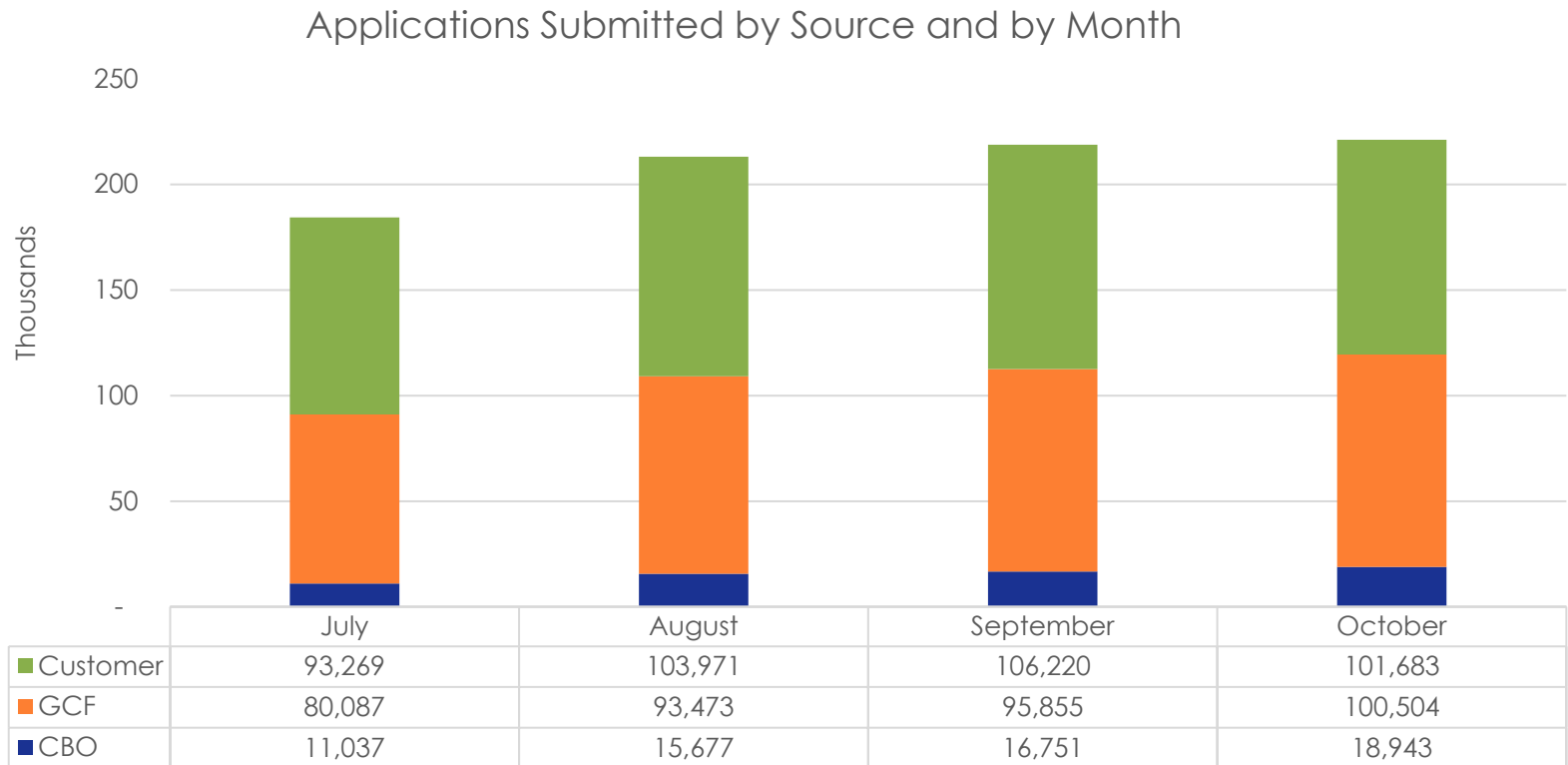### Documents Uploaded

32,388,200

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 October, **7,942 households completed an application in their native language**

Applications Submitted by Source and by Month

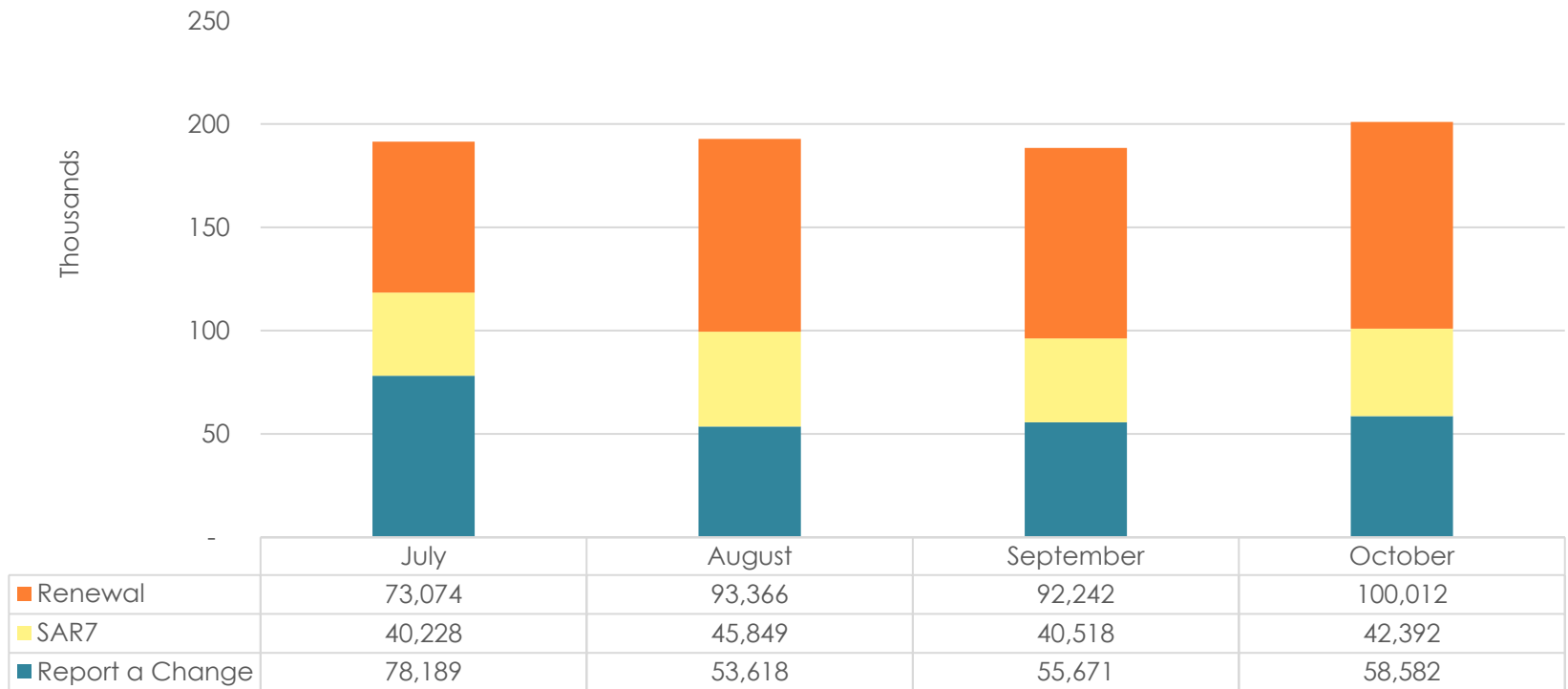|	July	August	September	October
Customer	93,269	103,971	106,220	101,683
GCF	80,087	93,473	95,855	100,504
CBO	11,037	15,677	16,751	18,943

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.

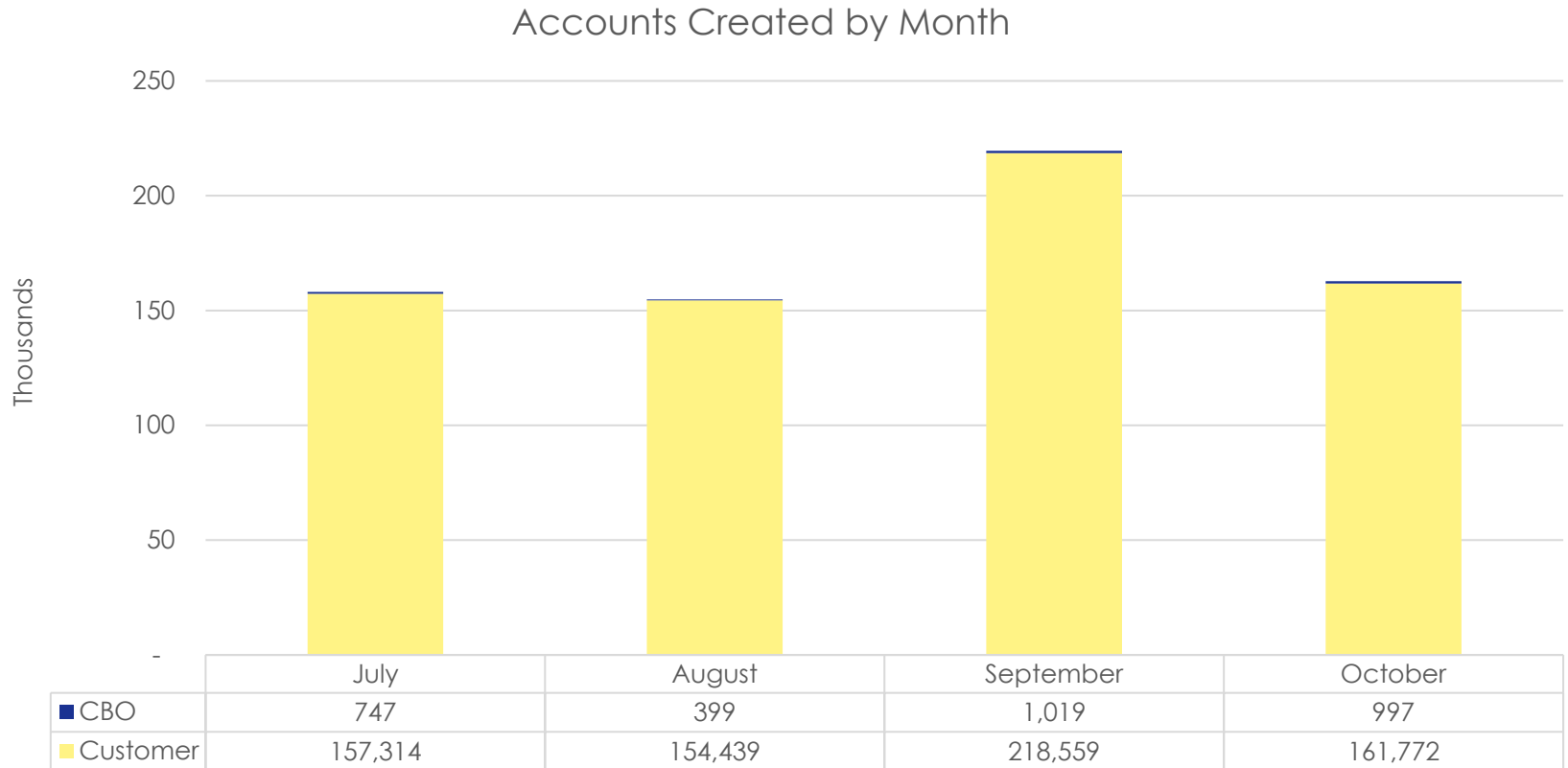Reports Submitted by Type and by Month

	July	August	September	October
Renewal	73,074	93,366	92,242	100,012
SAR7	40,228	45,849	40,518	42,392
Report a Change	78,189	53,618	55,671	58,582

Accounts 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

	July	August	September	October
■ CBO	747	399	1,019	997
■ Customer	157,314	154,439	218,559	161,772

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

	July	August	September	October
■ Documents uploaded	2,047,617	2,393,523	2,421,582	2,538,100