Cumulative Metrics Report
Adoption from September 2021 to December 2023

Total Applications Submitted

3,597,555

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

1,713,956 Applications submitted through **GetCalFresh**

1,635,586 Applications submitted by **Customers***

248,013 Applications submitted by **CBOs**

121,809 Households completed an application in their **native language** (19 languages available)

Customer Accounts Created

3,485,834

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

CBO Accounts Created

9,272

CBOs are now equipped to assist customers on BenefitsCal.

Total RE/PR/Change Reporting

2,838,007

1,261,943 **Renewals** completed by households.

785,050 **Periodic Reports** completed by households.

791,014 households **reported a change** with no need to call or go into a county office.

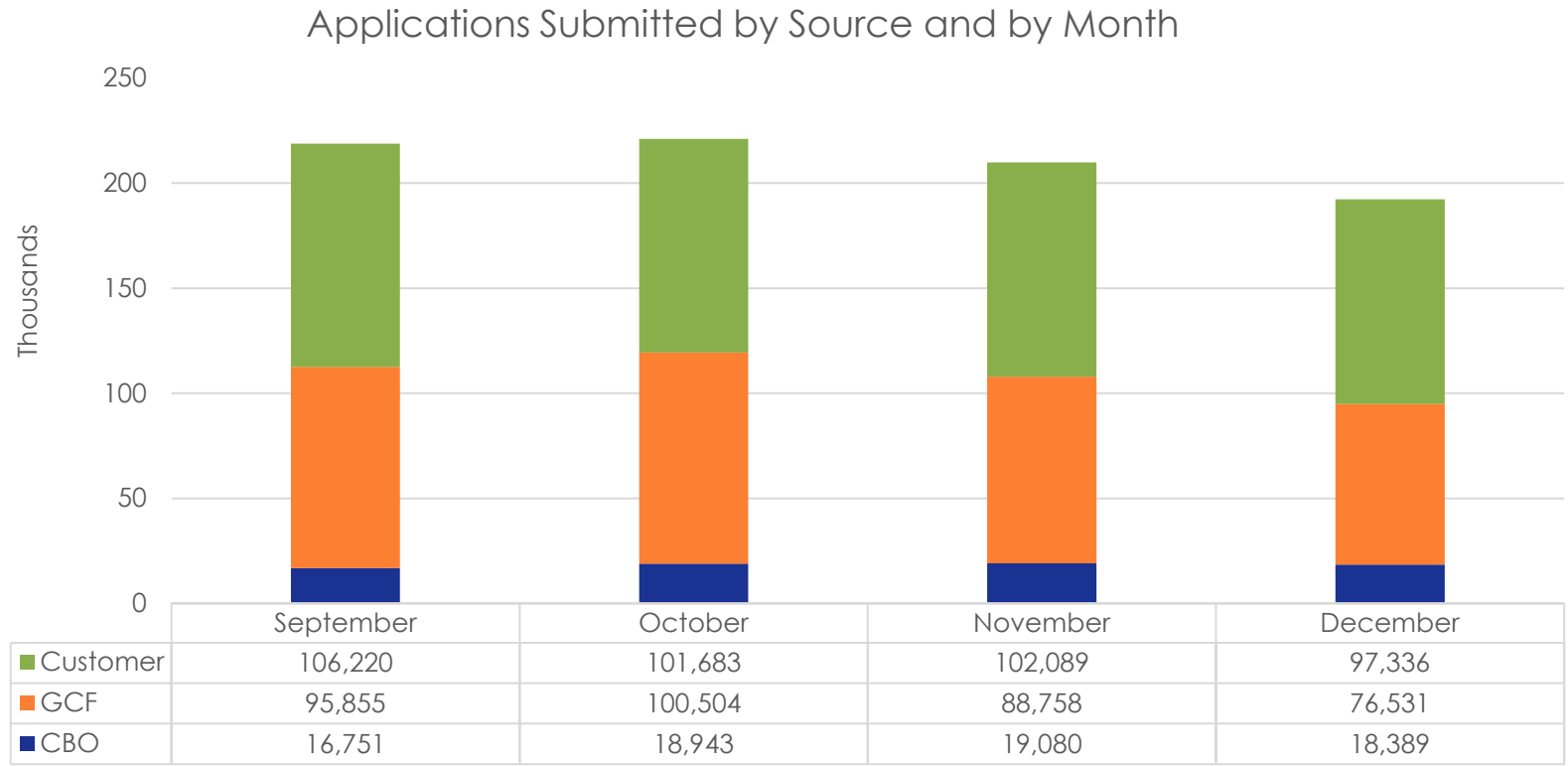### Documents Uploaded

36,528,313

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

* Does not include GetCalFresh.

Applications Submitted

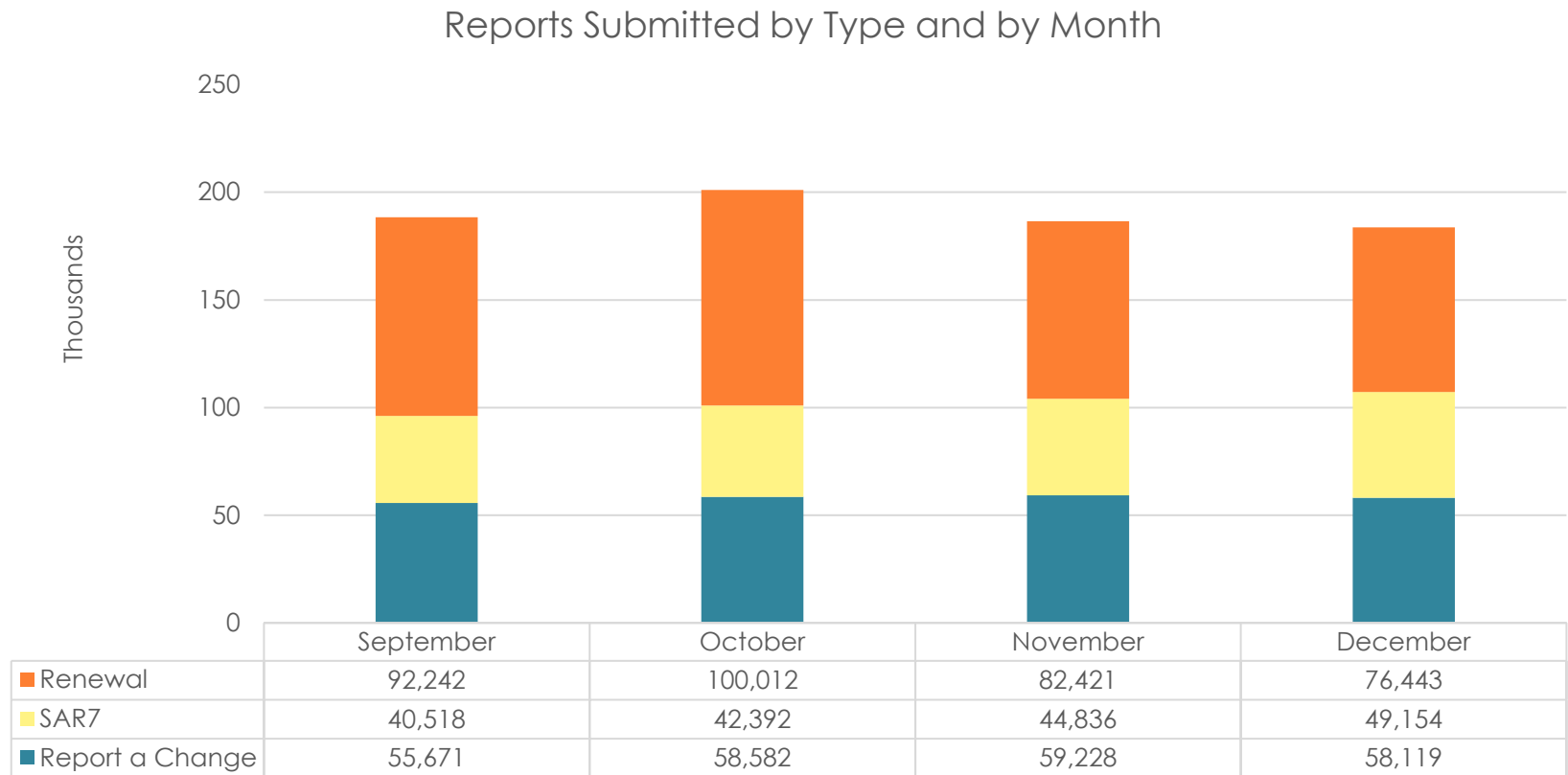Applications are the first step to receive food, cash, and/or medical assistance.

The following chart is a four-month trend of applications submitted, broken down by customers, CBOs, and GetCalFresh (GCF). In December, **7,875 households completed an application in their native language.**

Applications Submitted by Source and by Month

	September	October	November	December
Customer	106,220	101,683	102,089	97,336
GCF	95,855	100,504	88,758	76,531
CBO	16,751	18,943	19,080	18,389

Reports Submitted

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

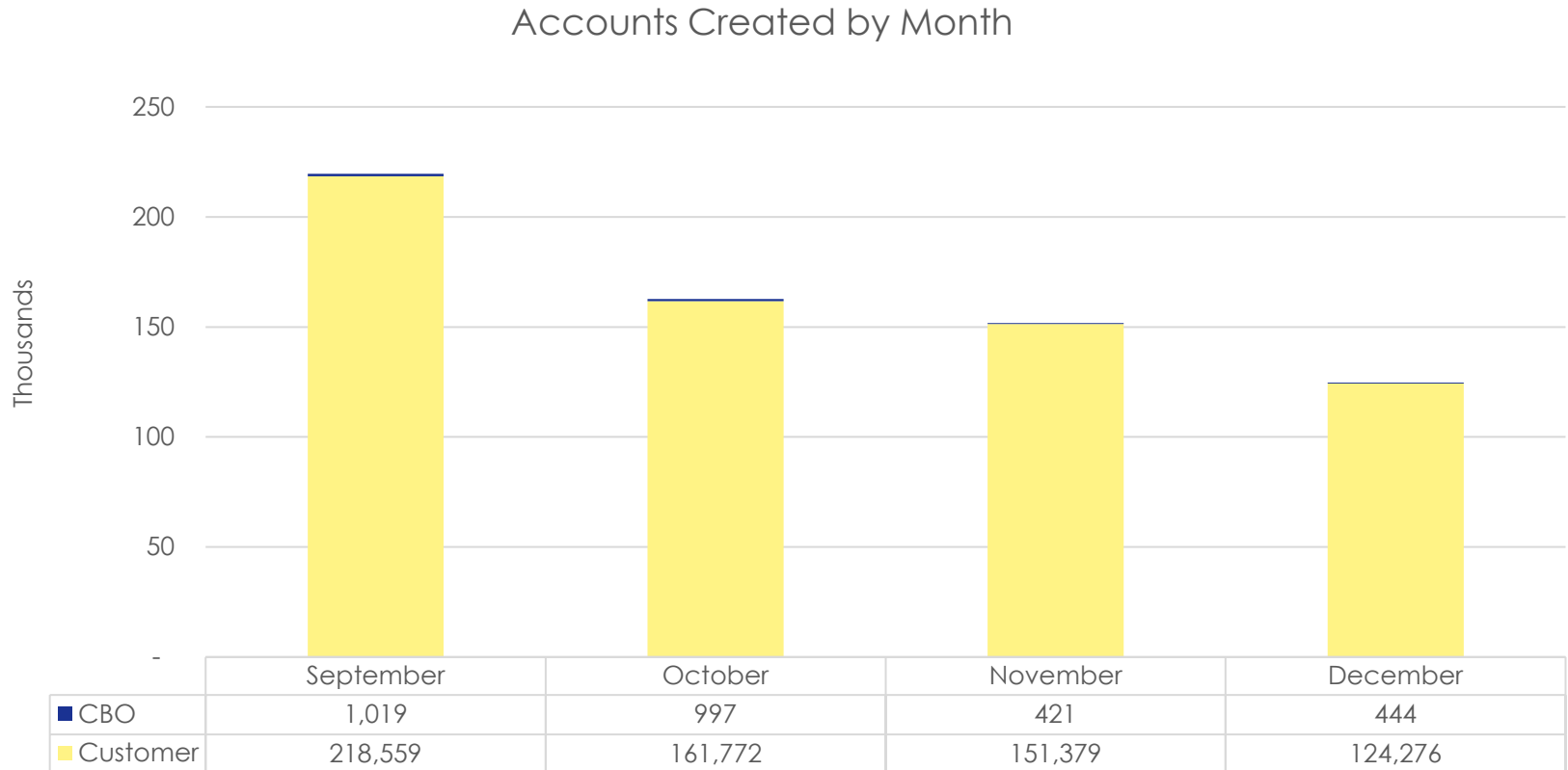The following chart is a four-month trend of reports submitted, by report type.

Reports Submitted by Type and by Month

	September	October	November	December
■ Renewal	92,242	100,012	82,421	76,443
■ SAR7	40,518	42,392	44,836	49,154
■ Report a Change	55,671	58,582	59,228	58,119

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

	September	October	November	December
■ CBO	1,019	997	421	444
□ Customer	218,559	161,772	151,379	124,276

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

	September	October	November	December
■ Documents uploaded	2,421,582	2,538,100	2,395,517	2,246,505