Cumulative Metrics Report
Adoption from September 2021 to January 2024

Total Applications Submitted

3,865,271

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

1,820,912 Applications submitted through **GetCalFresh**

1,772,038 Applications submitted by **Customers***

272,321 Applications submitted by **CBOs**

134,975 Households completed an application in their **native language** (19 languages available)

Customer Accounts Created

3,694,720

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

CBO Accounts Created

9,732

CBOs are now equipped to assist customers on BenefitsCal.

Total RE/PR/Change Reporting

3,068,005

1,356,355 **Renewals** completed by households.

846,816 **Periodic Reports** completed by households.

864,834 households **reported a change** with no need to call or go into a county office.

Documents Uploaded

39,388,340

sheets of paper saved from printed verifications + time saved by reducing steps to share documents.
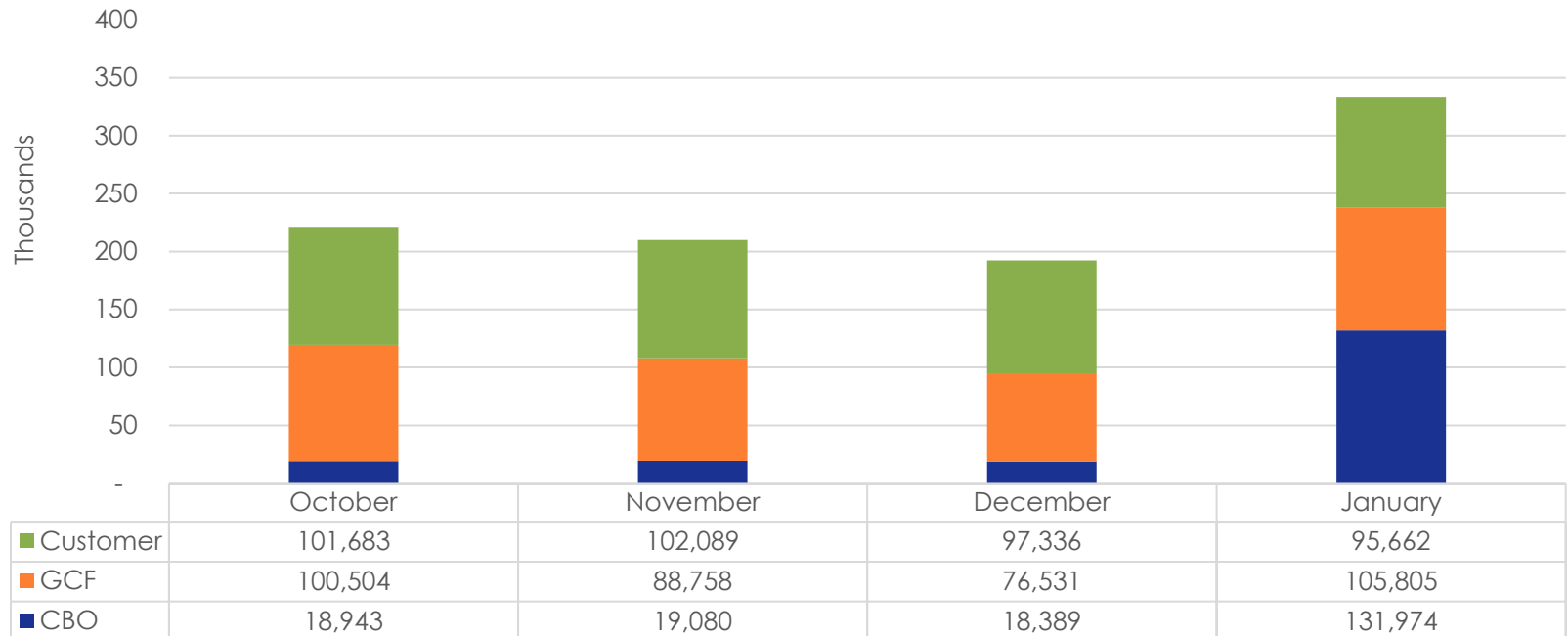
* Does not include GetCalFresh.

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 January, **13,165 households completed an application in their native language**

Note: There was a spike in Spanish language applications.

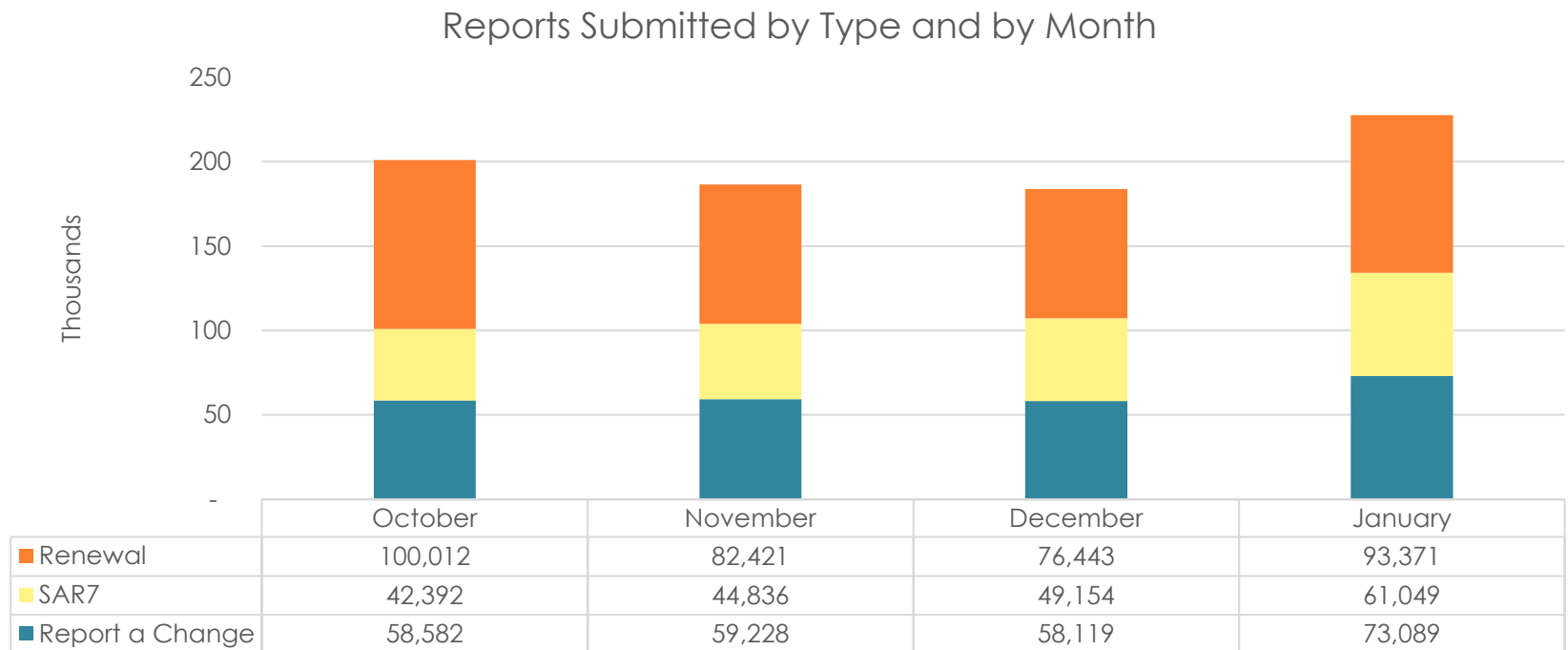## Applications Submitted by Source and by Month

	October	November	December	January
Customer	101,683	102,089	97,336	95,662
GCF	100,504	88,758	76,531	105,805
CBO	18,943	19,080	18,389	131,974

Reports Submitted

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

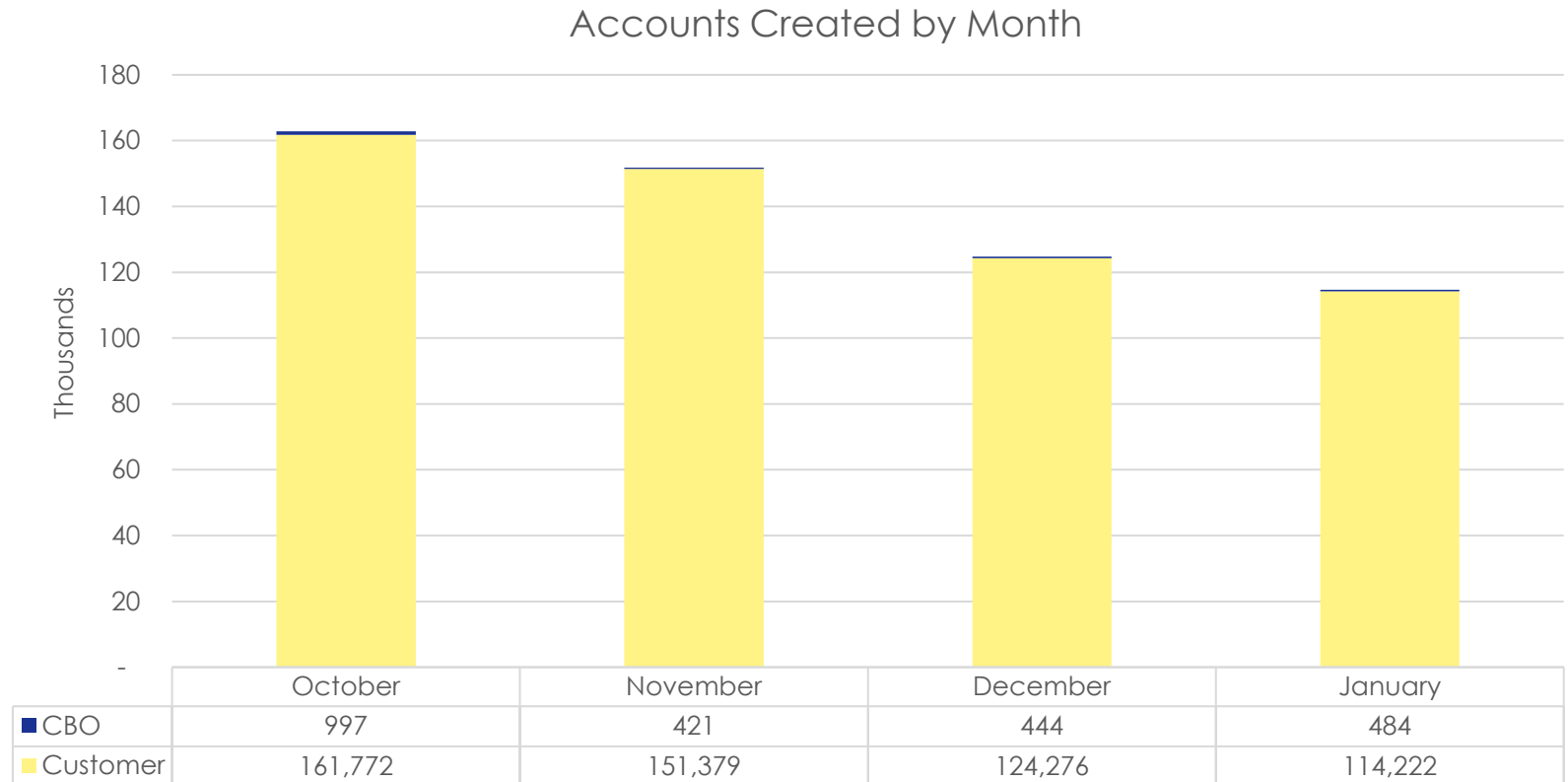The following chart is a four-month trend of reports submitted, by report type.

Reports Submitted by Type and by Month

	October	November	December	January
■ Renewal	100,012	82,421	76,443	93,371
■ SAR7	42,392	44,836	49,154	61,049
■ Report a Change	58,582	59,228	58,119	73,089

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

	October	November	December	January
■ CBO	997	421	444	484
■ Customer	161,772	151,379	124,276	114,222

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

Thousands	October	November	December	January
■ Documents uploaded	2,538,100	2,395,517	2,246,505	2,879,501