

# BenefitsCal Quarterly Metrics Report – April Report



## Adoption from January 2024 to March 2024

### Account Access



**99.90%**

customers, on average, successfully logged into their account

**133,731**

average logins per day allows Customers to manage their benefits

### Notice of Action



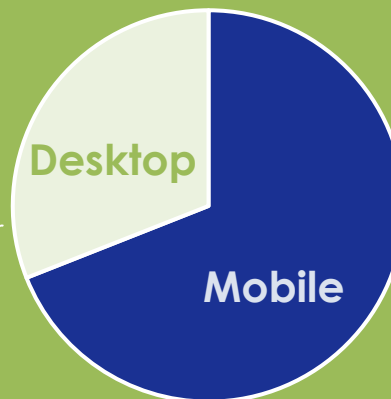
**8,391,500**

Notices of Action (NOA) reviewed by customers through their account

### Usage by Device

**71%**

households apply for or manage their benefits from a mobile device



### Documents/Images

**7,717,834**

Count of docs/ images uploaded using the portal.

### BenefitsCal Activity as a percentage of Submissions from All Other Channels

#### Applications

**70%**  
CalFresh

**76%**  
CalWORKs

**38%**  
Medi-Cal

#### Renewals

**\*33%**  
CalFresh

**\*34%**  
CalWORKs

**27%**  
Medi-Cal

\*includes CW/CF RE combo submissions.

#### Periodic Report

**45%**  
SAR 7



### Messages



**69,662**

Messages sent by a customer to their case worker

**58,111**

Messages sent by a case worker to the customer

# BenefitsCal Quarterly Metrics

## Shared Definitions

Metric	Definition
<b>Login Success</b>	The rate of customers who successfully logged in, without getting locked out of their account.
<b>Logins</b>	The average of total customer logins per day.
<b>NOA Views</b>	The count of unique NOAs viewed by customers.
<b>Usage by Device</b>	The rate of BenefitsCal visits on mobile devices (e.g., phones and tablets) compared to desktop devices (e.g., laptops).
<b>Messages Sent by a Customer</b>	The count of messages sent to a case worker by a customer through the “Two-Way Message” feature.
<b>Messages Sent by a Case Worker</b>	The count of messages sent to a customer by a case worker. This could be an informational message or a request for action.
<b>BenefitsCal applications as a percentage of all submissions in CalSAWS</b>	The rate of applications by program submitted on BenefitsCal compared to submissions from all other channels (e.g., county office, mail) for the same program.
<b>BenefitsCal renewals and periodic reports as a percentage of all submissions in CalSAWS</b>	The rate of applications by report type submitted on BenefitsCal compared to submissions from all other channels (e.g., county office, mail) for the same report type.
<b>Document and image uploads in BenefitsCal</b>	The count of documents uploaded using the BenefitsCal portal