Cumulative Metrics Report – June 24
Adoption from September 2021 to May 2024

**Total Applications Submitted**
4,741,114 households took the first step to receive food, cash, and/or medical assistance.

- 2,147,177 Applications submitted through GetCalFresh
- 2,219,881 Applications submitted by Customers*
- 374,056 Applications submitted by CBOs

**Customer Accounts Created**
4,294,304 Customers created accounts to apply for and manage their benefits on BenefitsCal.

**CBO Accounts Created**
11,536 CBOs are now equipped to assist customers on BenefitsCal.

**Total RE/PR/Change Reporting**
3,765,073

- 1,624,385 Renewals completed by households.
- 1,068,974 Periodic Reports completed by households.
- 1,071,714 households reported a change with no need to call or go into a county office.

**Documents Uploaded**
48,912,869 sheets of paper saved from printed verifications + time saved by reducing steps to share documents.

* Does not include GetCalFresh.

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Households completed an application in their native language (19 languages available)
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 May, **10,579 households completed an application in their native language.**
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](image)

<table>
<thead>
<tr>
<th></th>
<th>February</th>
<th>March</th>
<th>April</th>
<th>May</th>
</tr>
</thead>
<tbody>
<tr>
<td>Renewal</td>
<td>70,398</td>
<td>68,642</td>
<td>63,421</td>
<td>66,492</td>
</tr>
<tr>
<td>SAR7</td>
<td>58,019</td>
<td>57,978</td>
<td>54,364</td>
<td>53,153</td>
</tr>
<tr>
<td>Report a Change</td>
<td>55,979</td>
<td>49,360</td>
<td>49,107</td>
<td>53,080</td>
</tr>
</tbody>
</table>
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 Chart]

<table>
<thead>
<tr>
<th></th>
<th>February</th>
<th>March</th>
<th>April</th>
<th>May</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>CBO</strong></td>
<td>450</td>
<td>521</td>
<td>463</td>
<td>379</td>
</tr>
<tr>
<td><strong>Customer</strong></td>
<td>102,555</td>
<td>112,944</td>
<td>139,904</td>
<td>134,405</td>
</tr>
</tbody>
</table>
Documents/Images 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 /images uploaded.

Documents Uploaded by Month

<table>
<thead>
<tr>
<th></th>
<th>February</th>
<th>March</th>
<th>April</th>
<th>May</th>
</tr>
</thead>
<tbody>
<tr>
<td>Thousands</td>
<td>2,423,305</td>
<td>2,415,028</td>
<td>2,424,372</td>
<td>2,371,956</td>
</tr>
</tbody>
</table>