



CalSAWS | BenefitsCal Cumulative Metrics Report

August 31, 2024



Cumulative Metrics Report – August'24

Adoption from September 2021 to July 2024



Total Applications Submitted



5,181,038

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

2,313,012 Applications submitted through **GetCalFresh**

2,459,757 Applications submitted by **Customers***

408,269 Applications submitted by **CBOs**

199,008 Households completed an application in their **native language** (19 languages available)

Customer Accounts Created



4,553,521

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

CBO Accounts Created



12,285

CBOs are now equipped to assist customers on BenefitsCal.

Total RE/PR/Change Reporting



4,641,647

1,692,288 **Renewals** completed by households.

1,178,170 **Periodic Reports** completed by households.

1,771,189 Households **reported a change** with no need to call or go into a county office.

Documents Uploaded

54,266,380

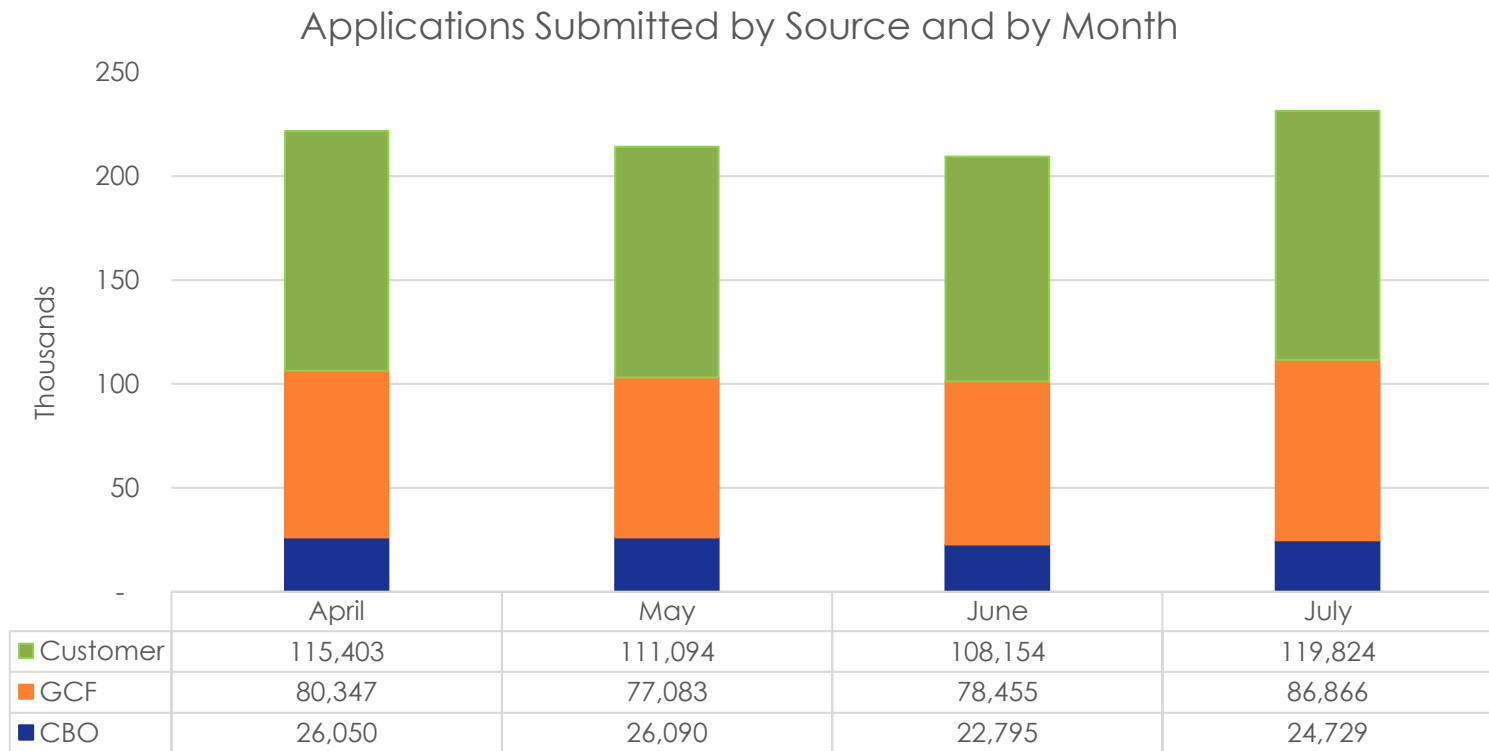
sheets of paper saved from printed verifications + time saved by reducing steps to share documents.

* Does not include GetCalFresh.

Applications Submitted

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

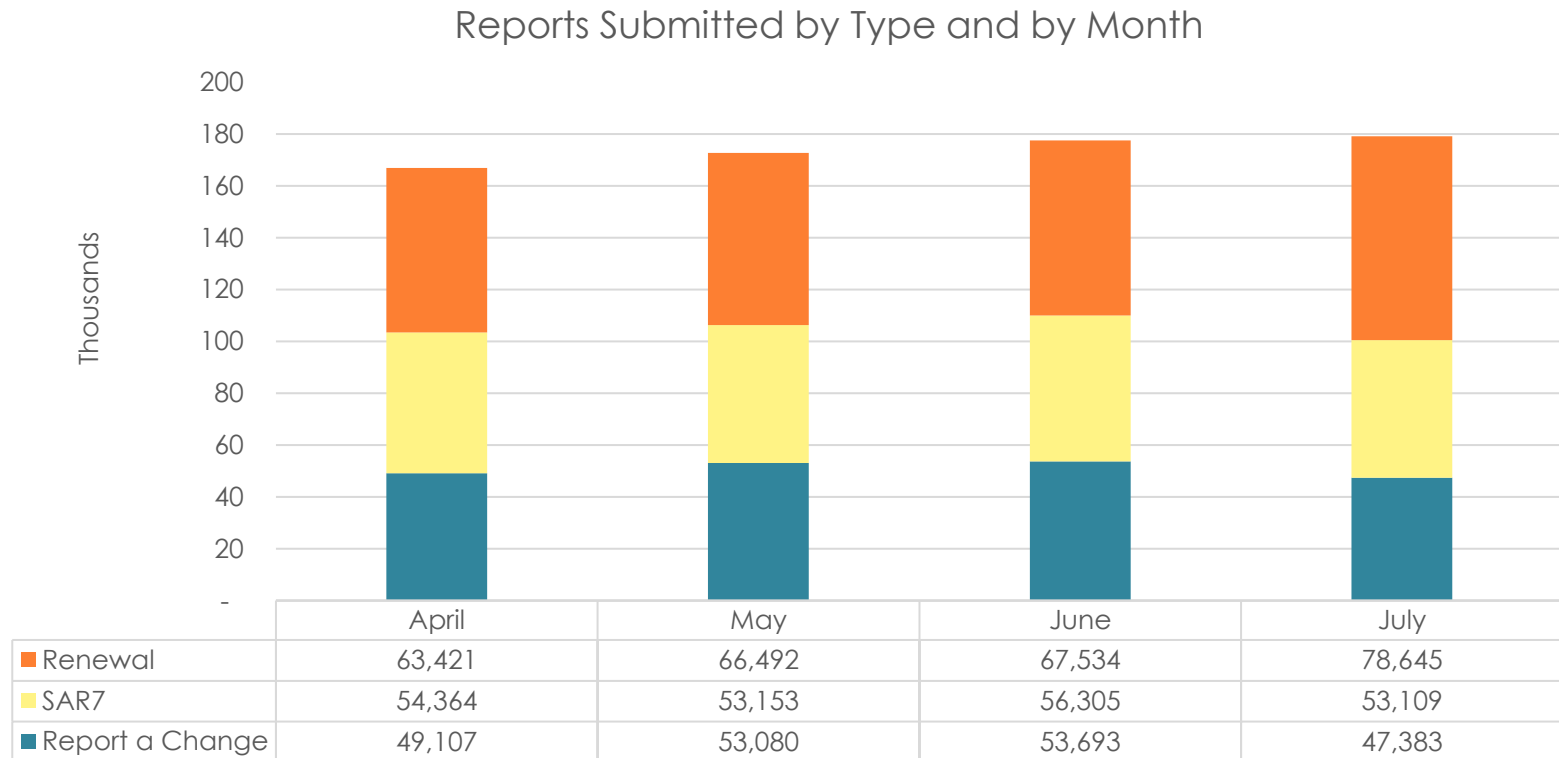
The following chart is a four-month trend of applications submitted, broken down by customers, CBOs, and GetCalFresh (GCF). In July, **9,876 households completed an application in their native language.**



Reports Submitted

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

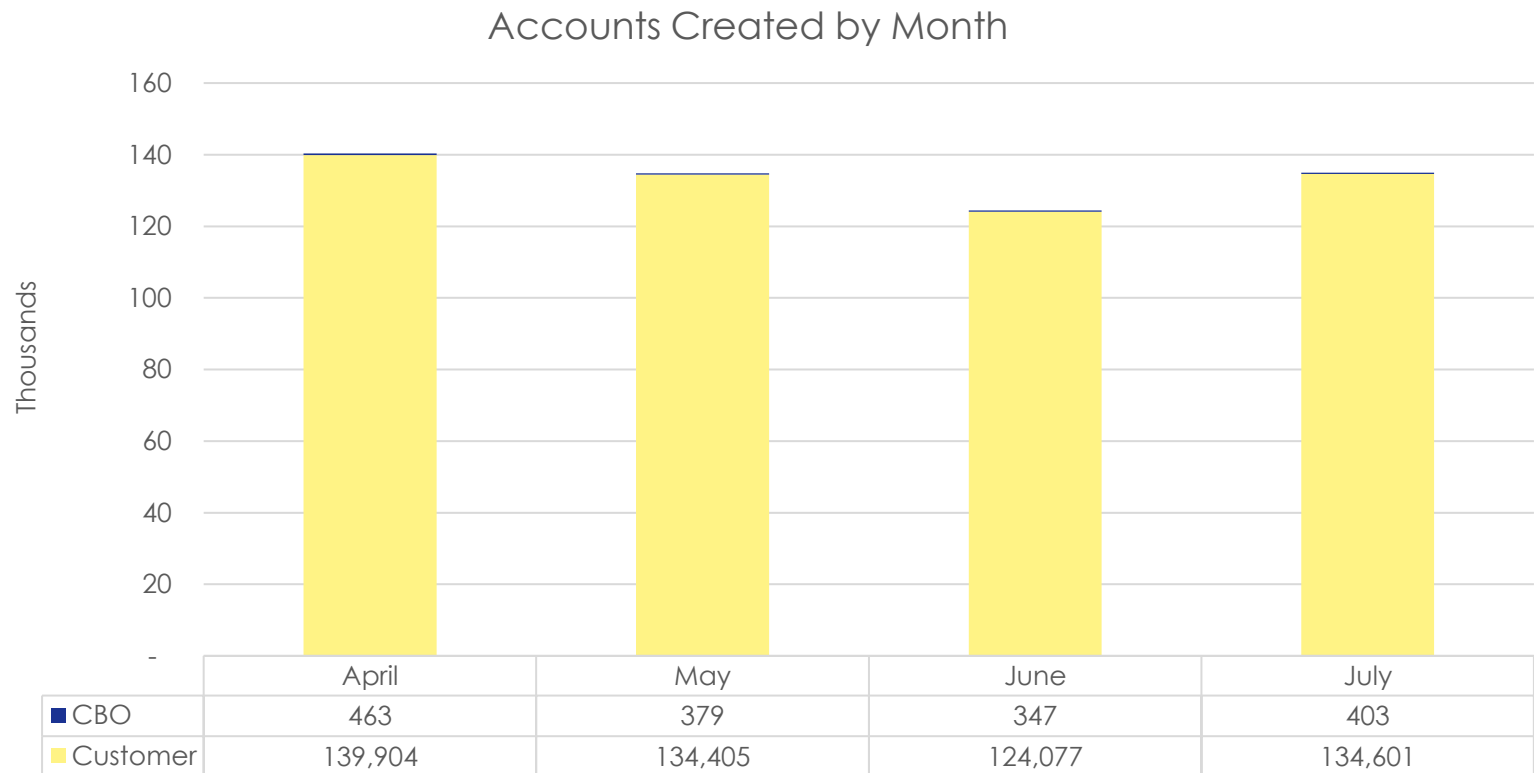
The following chart is a four-month trend of reports submitted, by report type.



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.



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.

