



CalSAWS | BenefitsCal Cumulative Metrics Report

September 30, 2024



Cumulative Metrics Report – September 2024

Adoption from September 2021 to August 2024



Total Applications Submitted



5,430,936

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

2,415,784 Applications submitted through **GetCalFresh**

2,570,767 Applications submitted by **Customers***

444,385 Applications submitted by **CBOs**

209,059 Households completed an application in their **native language** (19 languages available)

Customer Accounts Created



4,692,179

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

CBO Accounts Created



12,685

CBOs are now equipped to assist customers on BenefitsCal.

Total RE/PR/Change Reporting



4,311,427

1,847,968 **Renewals** completed by households.

1,231,722 **Periodic Reports** completed by households.

1,231,737 Households **reported a change** with no need to call or go into a county office.

Documents Uploaded

56,973,126

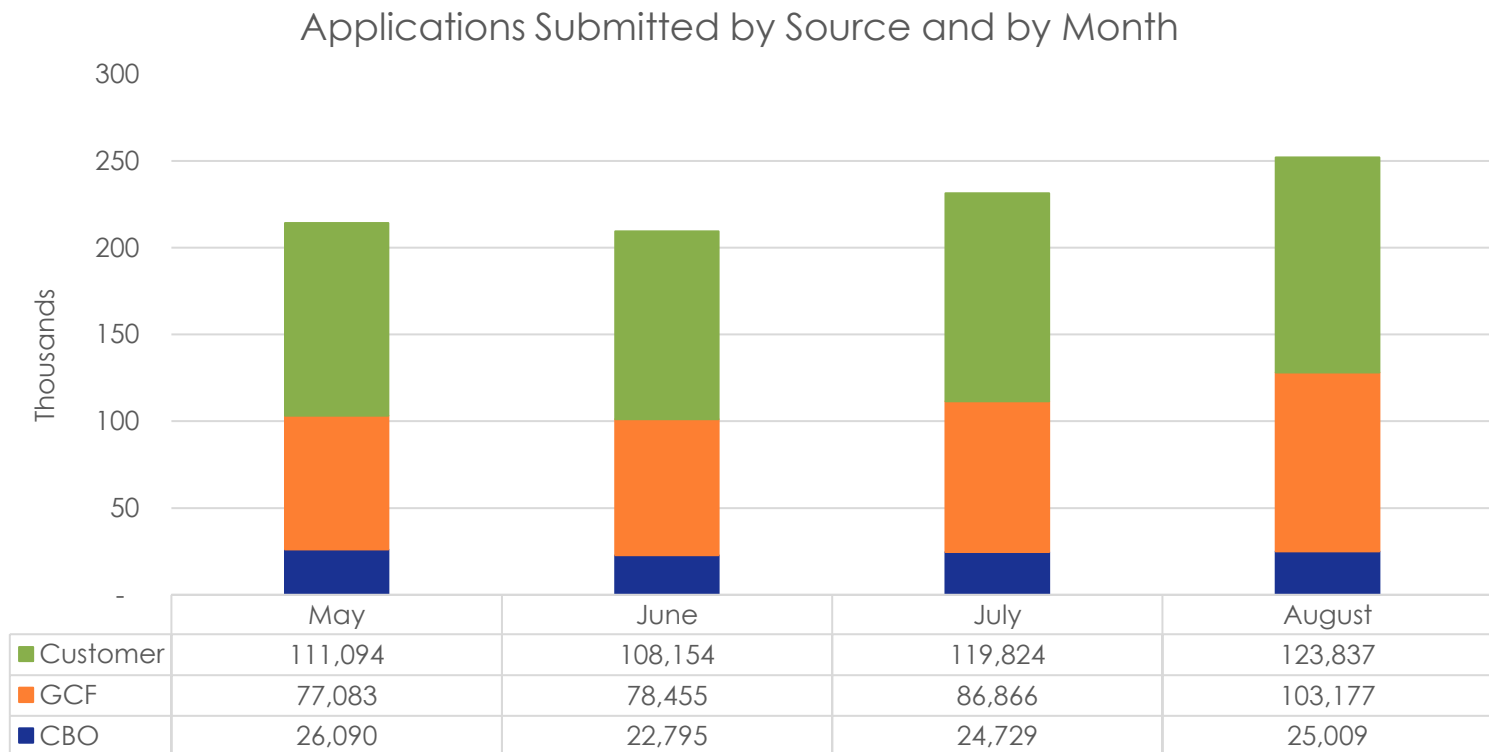
sheets of paper saved from printed verifications + time saved by reducing steps to share documents.

* Does not include GetCalFresh.

Applications Submitted

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

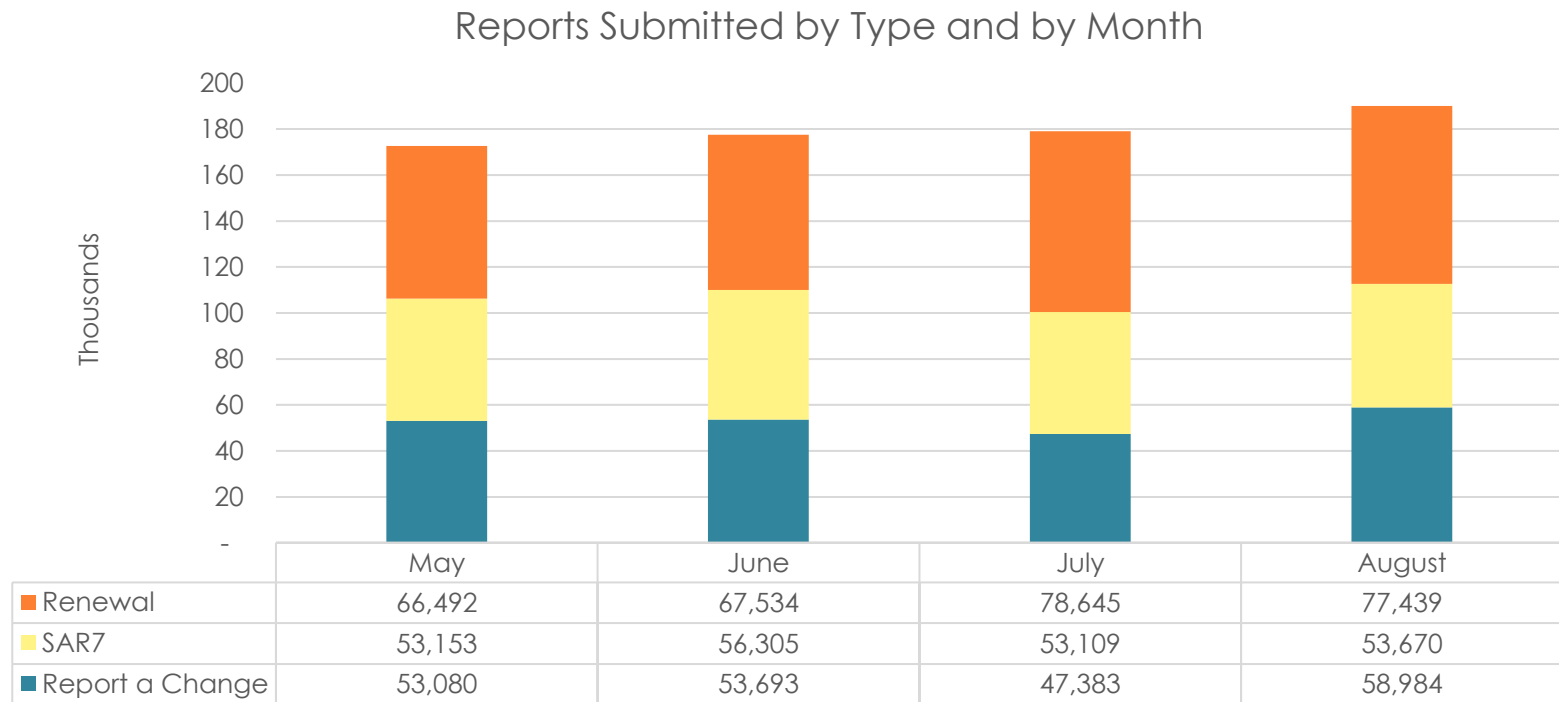
The following chart is a four-month trend of applications submitted, broken down by customers, CBOs, and GetCalFresh (GCF). In August, **10,051 households completed an application in their native language.**



Reports Submitted

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

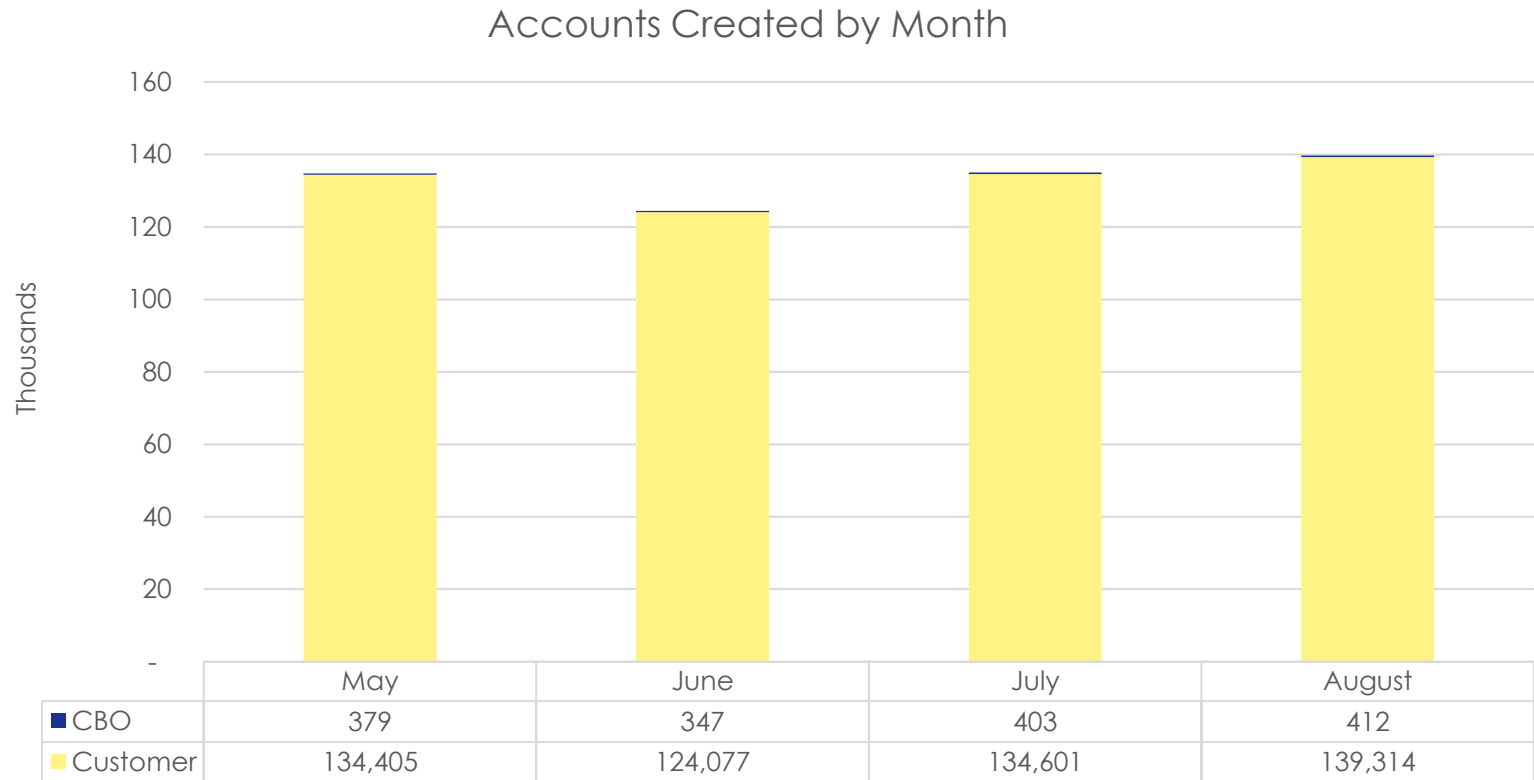
The following chart is a four-month trend of reports submitted, by report type.



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.

