

# BenefitsCal Cumulative Metrics Report

December 2024

December 31, 2024



CalSAWS

# Cumulative Metrics Report – December 2024

Adoption from September 2021 to November 2024



## Total Applications Submitted



**6,096,963**

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

**2,692,250** Applications submitted through **GetCalFresh**.

**2,892,549** Applications submitted by **Customers**.\*

**512,164** Applications submitted by **CBOs**.

\* Does not include GetCalFresh.

**235,944**

Households completed an application in their **native language** (19 languages available).

## Customer Accounts Created



**5,064,520**

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

## CBO Accounts Created



**13,813**

CBOs are now equipped to assist customers on BenefitsCal.

## Total RE/PR/Change Reporting



**4,838,442**

**2,067,318** **Renewals** completed by households.

**1,386,196** **Periodic Reports** completed by households.

**1,384,928** Households **reported a change** with no need to call or go into a county office.

## Documents Uploaded

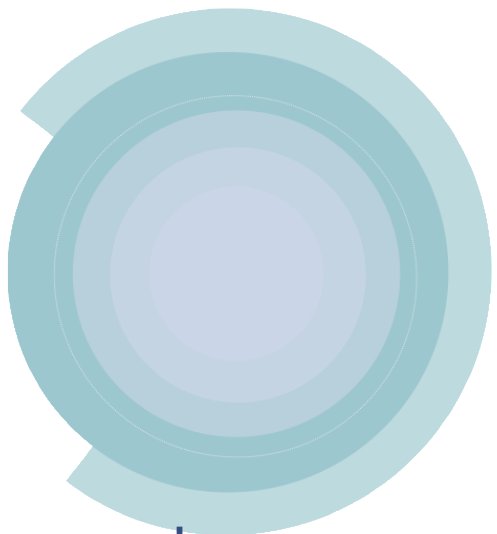
**63,798,825**

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



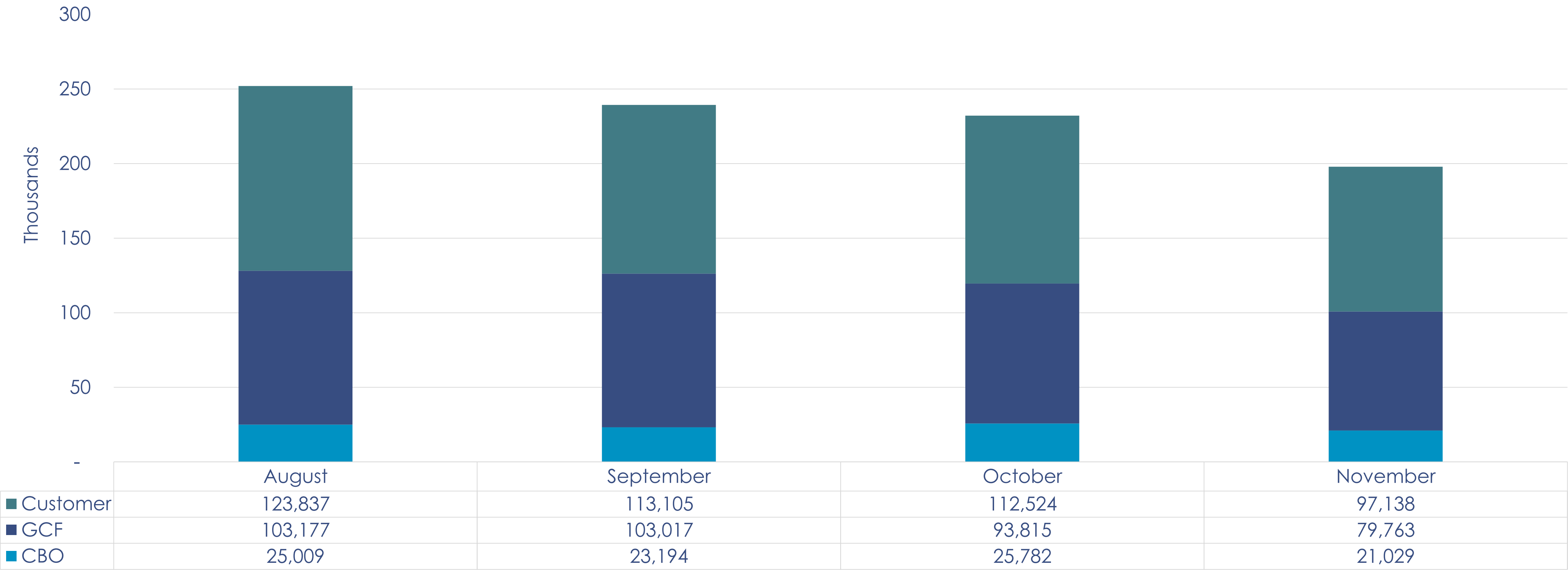
# Applications Submitted

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



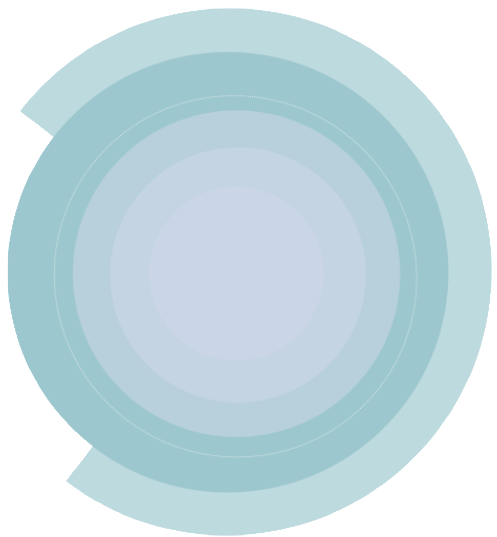
The following chart is a four-month trend of applications submitted, broken down by customers, CBOs, and GetCalFresh (GCF). In September, **8,165 households completed an application in their native language**.

APPLICATIONS SUBMITTED BY SOURCE AND BY MONTH

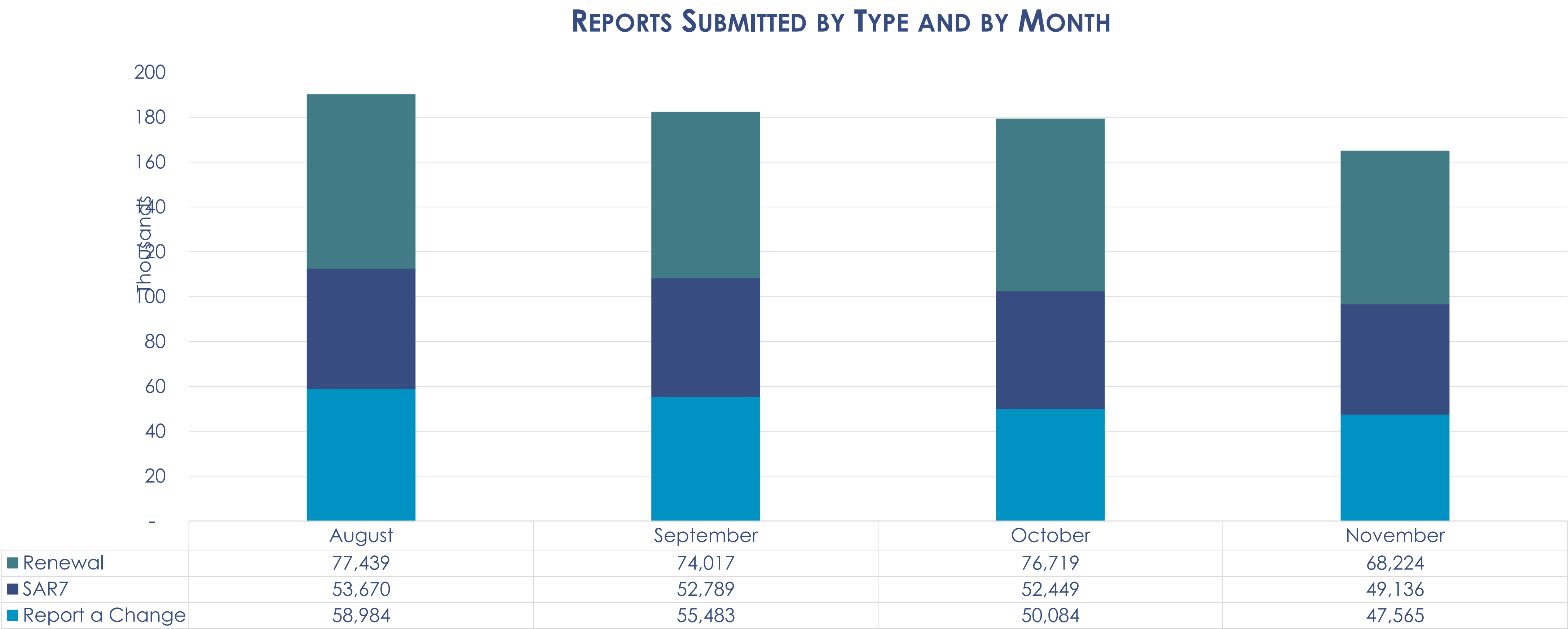


# Reports Submitted

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

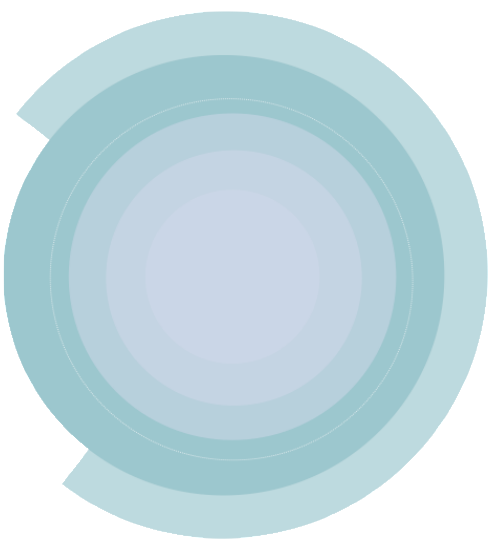


The following chart is a four-month trend of reports submitted, by report type.

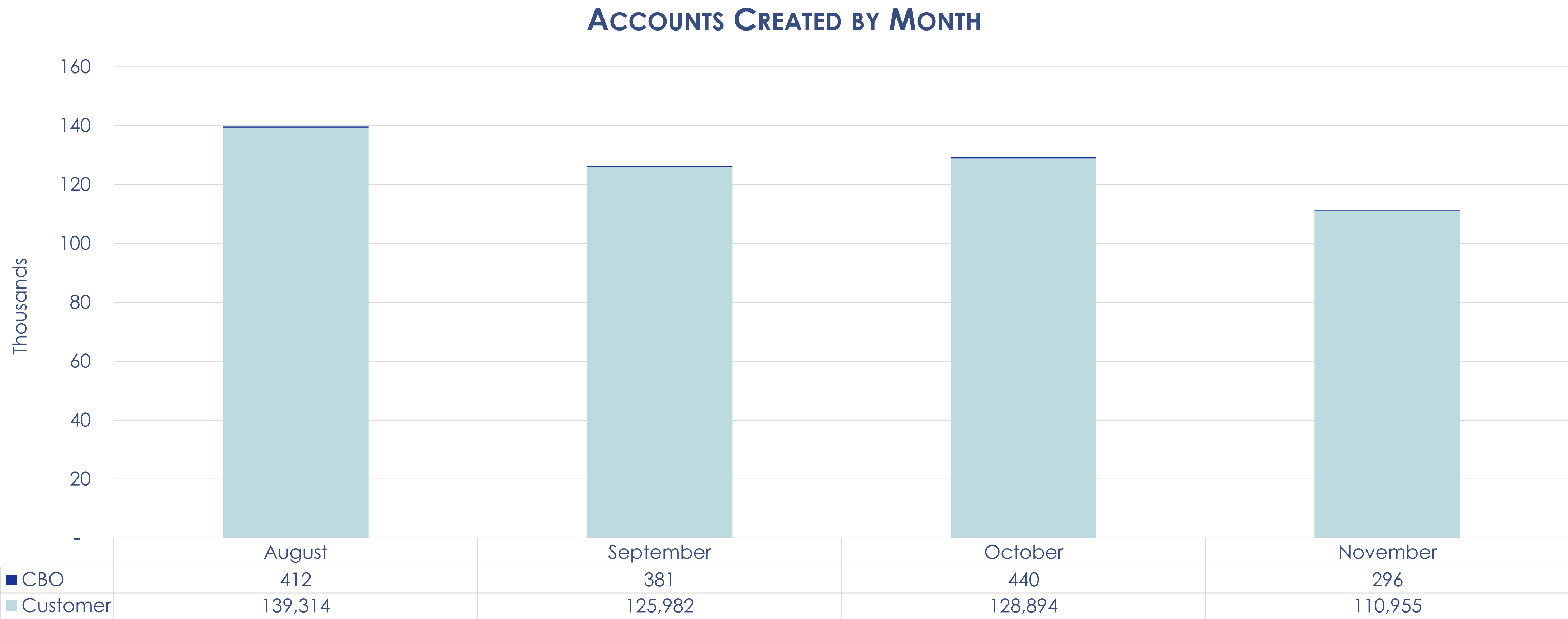


# Accounts Created

Accounts enable customers to apply for and manage their benefits and equip CBOs to assist customers on BenefitsCal.

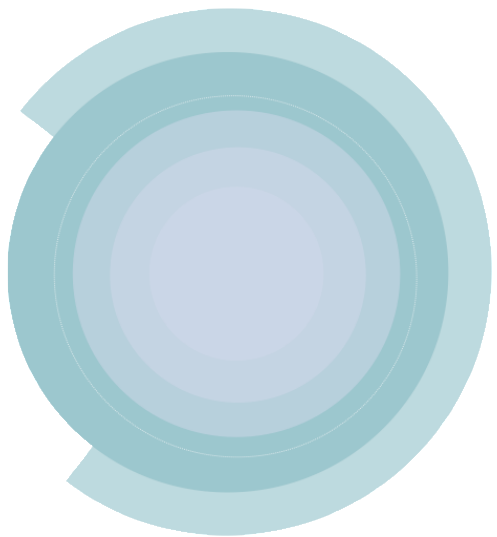


The following chart is a four-month trend of accounts created, by user type.



# 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.

