

BenefitsCal Usage Metrics Report

Publish Date: July 31, 2026



CalSAWS



Contents

Date Range: 04/01/26 to 06/30/26

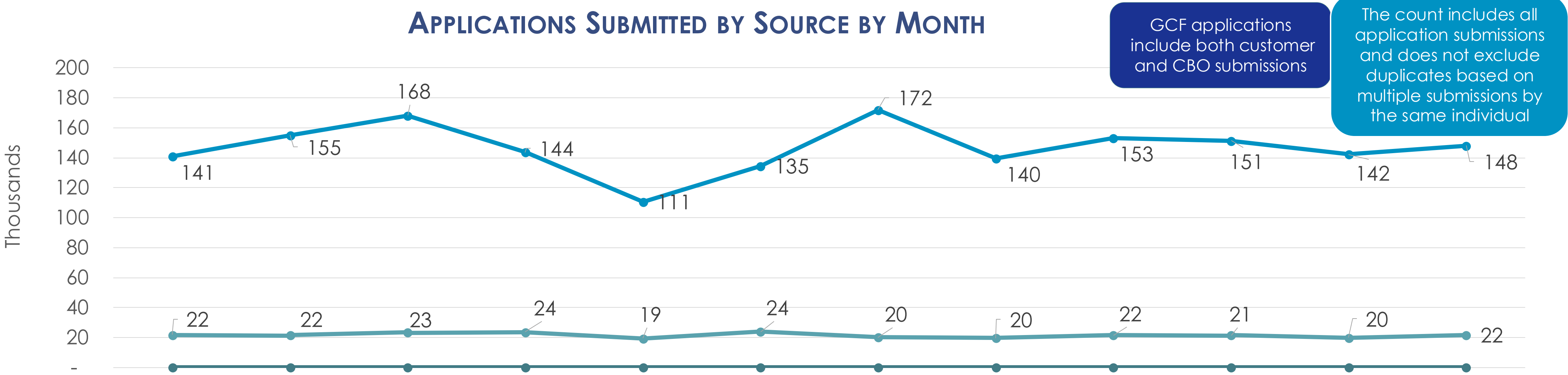
- Application Information
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Application Information

Applications Submitted By Source

Data Range: 07/01/25 to 06/30/26

The following chart is a twelve-month trend of applications submitted broken down by customers, Community Based Organizations (CBOs), and GetCalFresh (GCF). The table includes the application count by source.

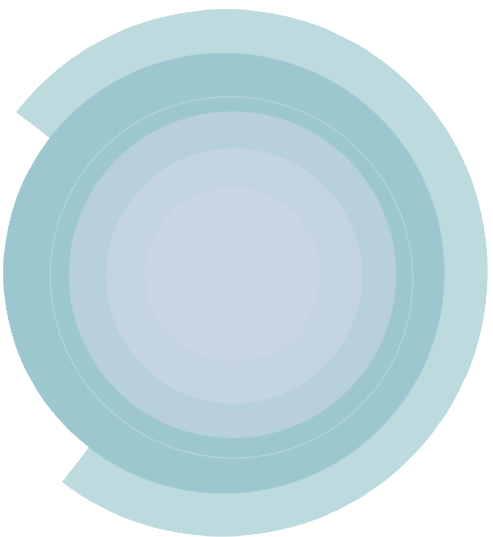


	JULY '25	AUGUST '25	SEPTEMBER '25	OCTOBER '25	NOVEMBER '25	DECEMBER '25	JANUARY '26	FEBRUARY '26	MARCH '26	APRIL '26	MAY '26	JUNE '26
GCF	- *	- *	- *	- *	- *	- *	- *	- *	- *	- *	- *	- *
CBO	21,782 (13.38%)	21,648 (12.24%)	23,299 (12.16%)	23,706 (14.16%)	19,426 (14.92%)	23,841 (15.04%)	20,234 (10.52%)	19,548 (12.27%)	21,625 (12.36%)	21,499 (12.44%)	19,961 (12.30%)	21,862 (12.87%)
Customer	141,011 (86.62%)	155,202 (87.76%)	168,363 (87.84%)	143,755 (85.84%)	110,738 (85.08%)	134,658 (84.96%)	172,056 (89.48%)	139,790 (87.73%)	153,386 (87.64%)	151,322 (87.56%)	142,318 (87.70%)	148,041 (87.13%)

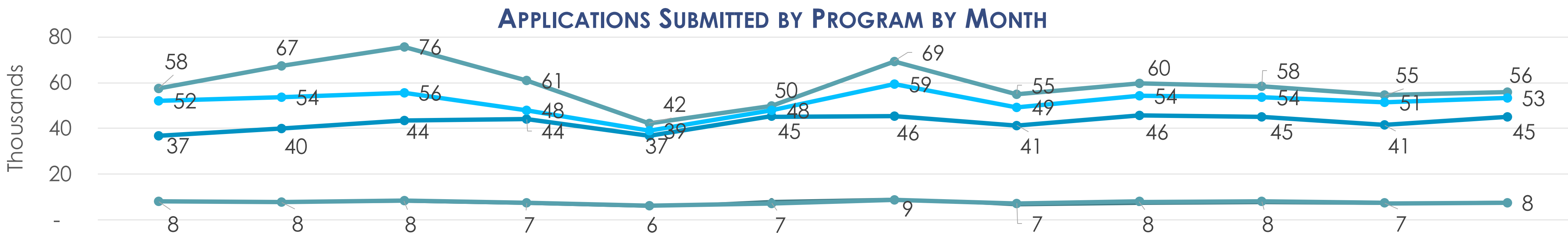
* GCF sunset on June 30, 2025.

Applications Submitted By Program

Data Range: 07/01/25 to 06/30/26



The following chart is a twelve-month trend of applications submitted broken down by CalFresh, Medi-Cal, GA / GR, CalWORKs, and More than one program. The table includes the application count by program.

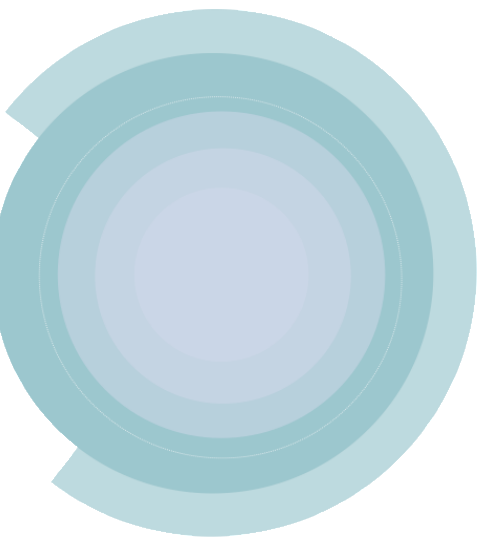


	JULY '25	AUGUST '25	SEPTEMBER '25	OCTOBER '25	NOVEMBER' 25	DECEMBER '25	JANUARY '26	FEBRUARY '26	MARCH '26	APRIL '26	MAY '26	JUNE '26
CalFresh	57,549 (35.35%)	67,452 (38.14%)	75,789 (39.54%)	61,014 (36.43%)	42,239 (32.45%)	49,700 (31.36%)	69,361 (36.07%)	55,013 (36.81%)	59,858 (34.20%)	58,472 (33.83%)	54,599 (33.65%)	55,856 (32.88%)
CalWORKs	8,026 (4.93%)	7,800 (4.41%)	8,145 (4.25%)	7,009 (4.19%)	5,909 (4.54%)	8,247 (5.20%)	9,220 (4.79%)	6,368 (4.26%)	6,970 (3.98%)	7,480 (4.33%)	7,463 (4.60%)	8,008 (4.71%)
Medi-Cal	36,887 (22.66%)	40,043 (22.64%)	43,602 (22.75%)	44,031 (26.29%)	36,786 (28.26%)	45,339 (28.61%)	45,536 (23.68%)	41,358 (27.68%)	45,845 (26.20%)	45,099 (26.10%)	41,466 (25.55%)	45,130 (26.56%)
GA/GR	8,125 (4.99%)	7,827 (4.43%)	8,441 (4.40%)	7,385 (4.41%)	6,200 (4.76%)	7,290 (4.60%)	8,850 (4.60%)	7,330 (4.91%)	8,057 (4.60%)	8,144 (4.71%)	7,381 (4.55%)	7,601 (4.47%)
More than one program	52,206 (32.07%)	53,728 (30.38%)	55,685 (29.05%)	48,022 (28.68%)	39,030 (29.99%)	47,923 (30.24%)	59,323 (30.85%)	39,367 (26.34%)	54,281 (31.02%)	53,626 (31.03%)	51,370 (31.66%)	53,308 (31.38%)

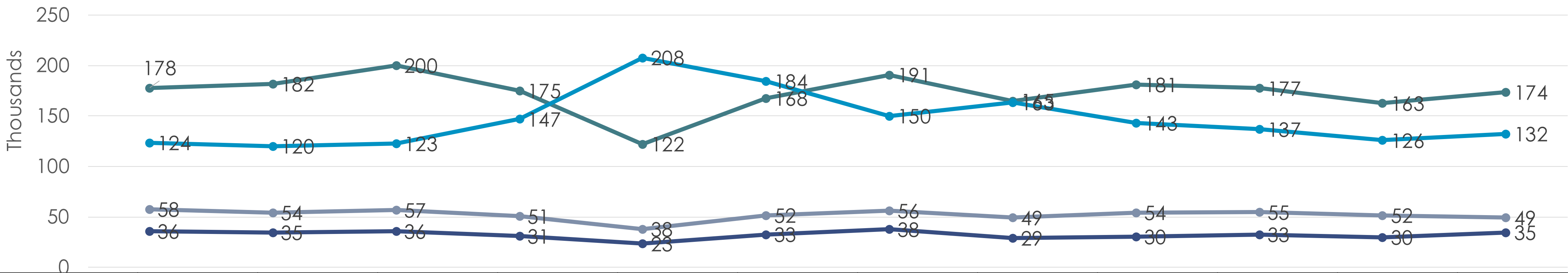
Application Adoption Rate

Data Range: 07/01/25 to 06/30/26

The following chart is a twelve-month trend of applications submitted on BenefitsCal in CalSAWS broken down by program and by month.



PERCENTAGE OF BENEFITS CAL SUBMITTED APPLICATIONS BY PROGRAM AND BY MONTH

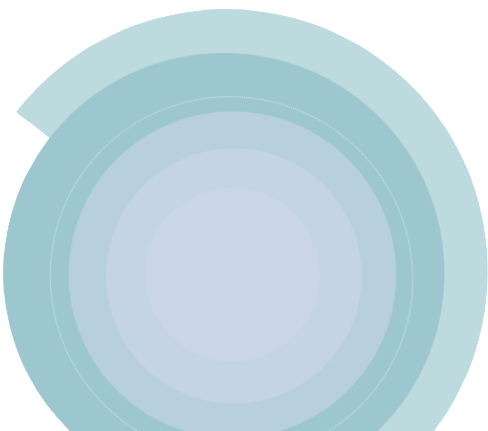


	JULY '25	AUGUST '25	SEPTEMBER '25	OCTOBER '25	NOVEMBER '25	DECEMBER '25	JANUARY '26	FEBRUARY '26	MARCH '26	APRIL '26	MAY '26	JUNE '26
CalFresh	178,024 (60%)	181,792 (65%)	200,183 (65%)	175,165 (61%)	122,374 (65%)	167,627 (57%)	190,874 (67%)	165,178 (62%)	181,094 (62%)	177,444 (62%)	162,655 (64%)	173,600 (62%)
CalWORKs	35,883 (81%)	34,600 (83%)	35,815 (76%)	30,930 (76%)	23,360 (84%)	32,726 (77%)	37,695 (79%)	29,041 (79%)	30,439 (83%)	32,644 (79%)	29,915 (86%)	34,643 (80%)
Medi-Cal	123,591 (57%)	120,253 (62%)	122,654 (66%)	146,898 (52%)	207,850 (30%)	184,446 (42%)	150,143 (57%)	163,187 (46%)	143,079 (57%)	136,819 (59%)	125,806 (61%)	132,350 (61%)
GA/GR	57,686 (45%)	54,244 (48%)	56,830 (45%)	50,618 (43%)	37,948 (48%)	51,629 (42%)	56,140 (48%)	49,135 (46%)	54,351 (45%)	54,641 (44%)	51,558 (42%)	49,197 (44%)

Note: Percentages are derived by total number of applications submitted on BenefitsCal divided by applications from all sources.

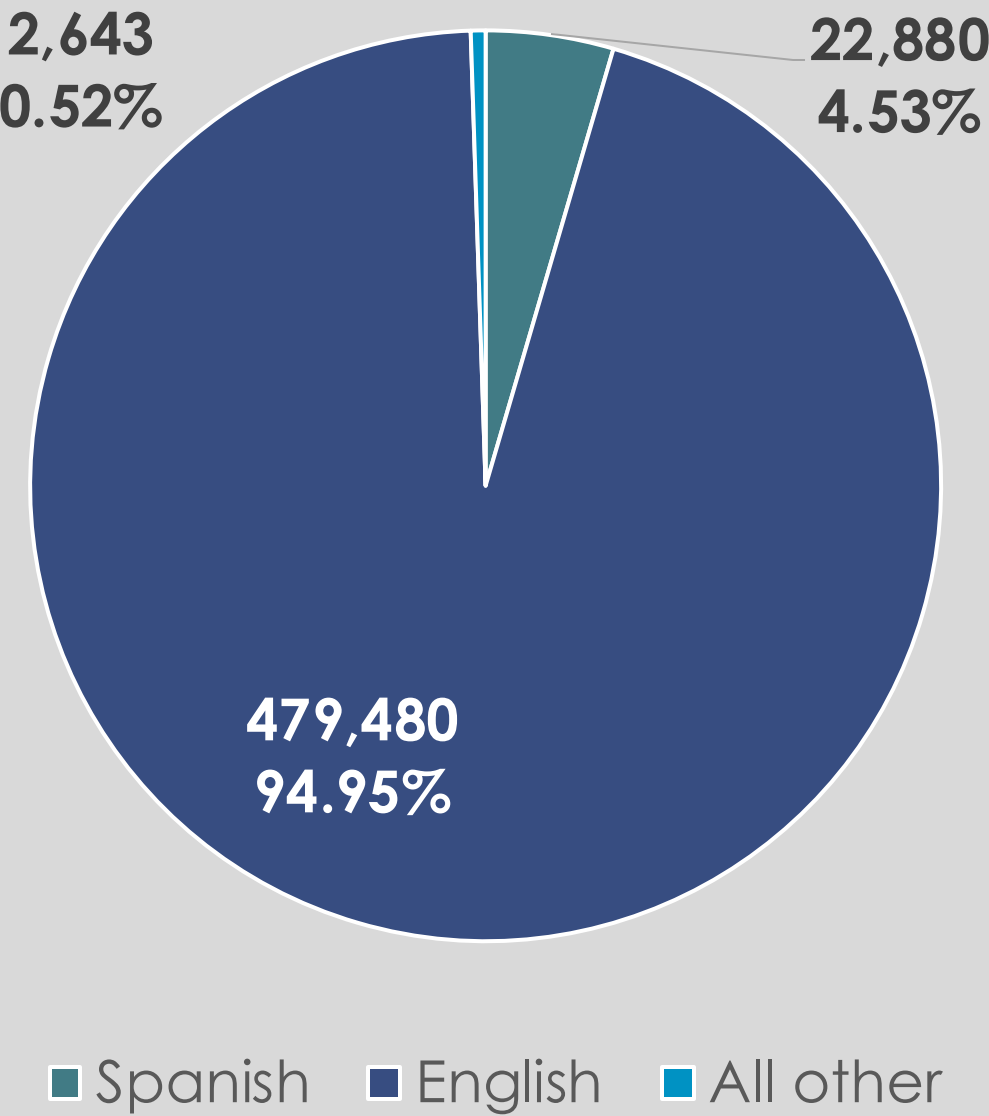
Submitted Applications by Language Used at Submission

Data Range: 04/01/26 to 06/30/26

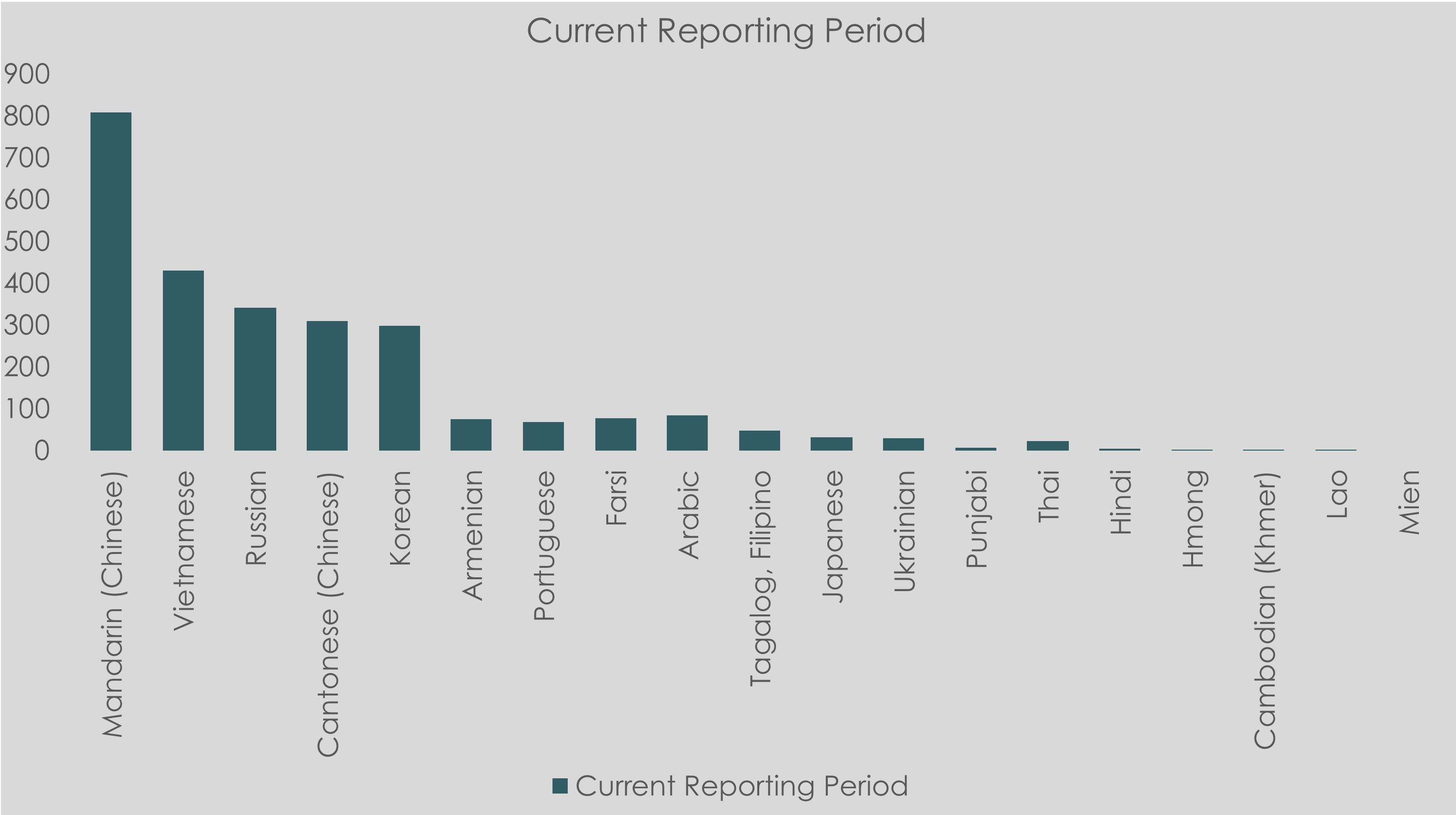


The following chart provides the number of applications submitted in languages English, Spanish, and “All Other” threshold languages for the current reporting period, April – June 2026.

APPLICATIONS SUBMITTED BY LANGUAGE



The following chart provides the number of applications submitted in **All Other** languages for the current reporting period, April – June 2026.

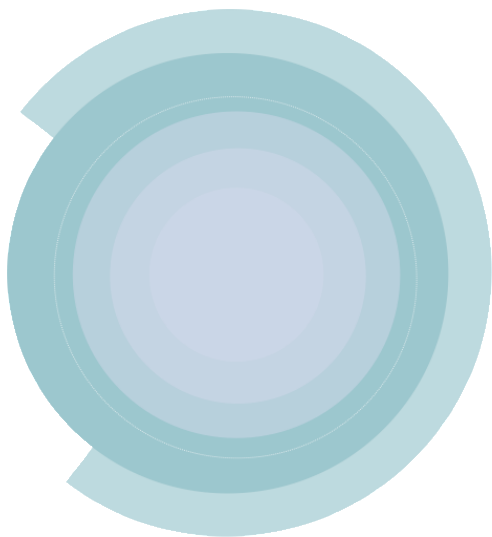


Note: The data visualized in these charts is based on the language selected at the time of submission. Customers may identify written and spoken language preferences within the BenefitsCal application; however, these are not included in this data set.

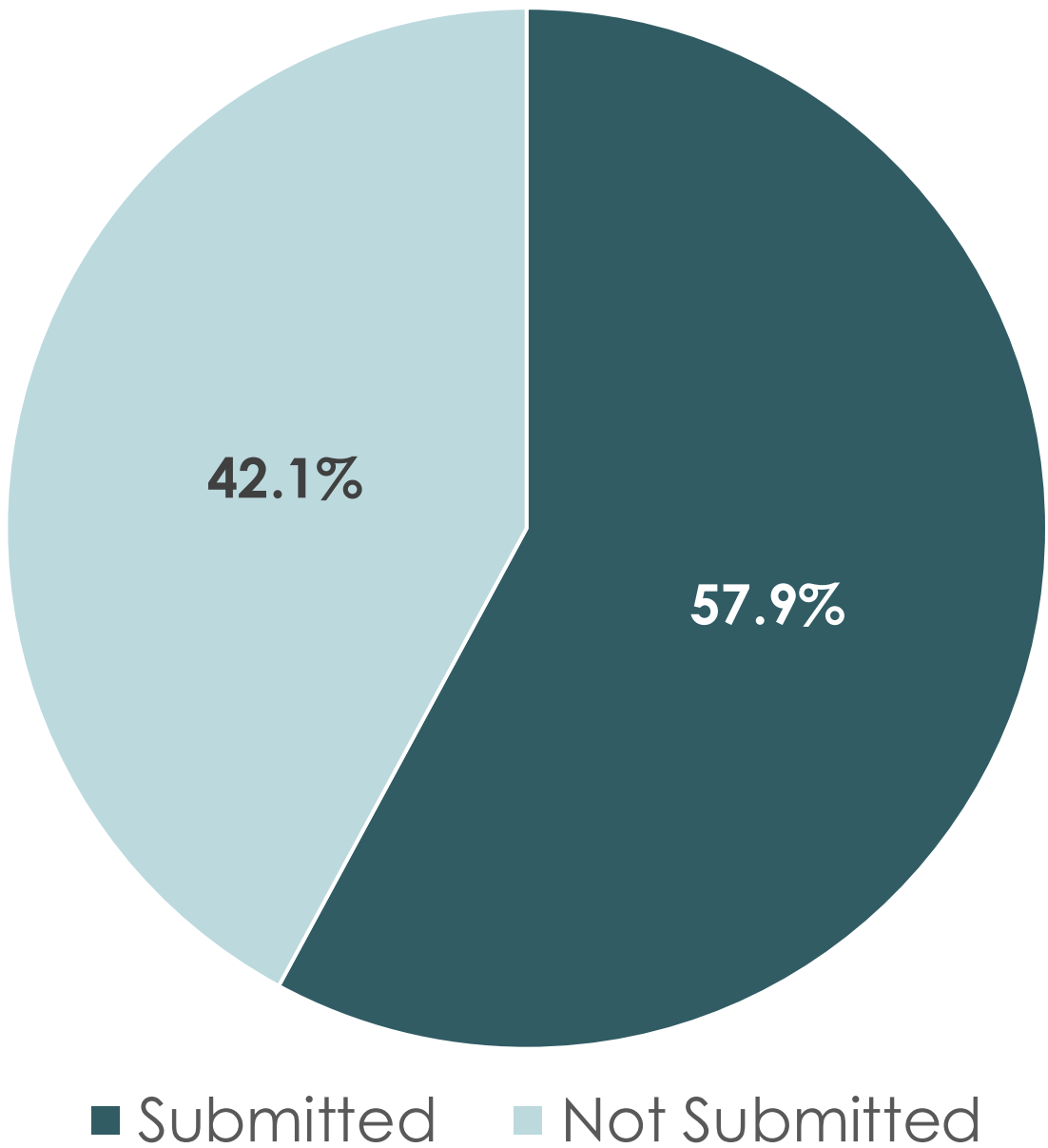
Applications Started and Not Submitted - Customer

Data Range: 04/01/26 to 06/30/26

The chart below is a comparison of applications submitted within seven (7)* days of starting the application and applications started but not submitted by anonymous as well as authenticated customers. The table breaks down the submission rate by program.



PROPORTION OF APPLICATIONS SUBMITTED
(APRIL – JUNE)

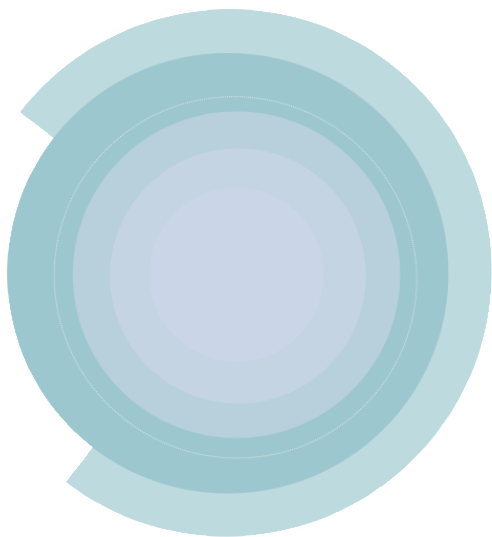


TYPE OF PROGRAM	SUBMISSION RATE
CalFresh Only	68.3%
CalWORKs Only	57.6%
Medi-Cal Only	64.9%
GA/GR Only	76.6%
More than one program	57.9%

** Why (7) days as a baseline? BenefitsCal Application data monitoring reflects majority of the apps (59.2%) get submitted within (7) days from initiation. Hence, seven (7) days is taken as a baseline for data reporting. Application submission only increases by ~2.7% between 8 and 30 days.*

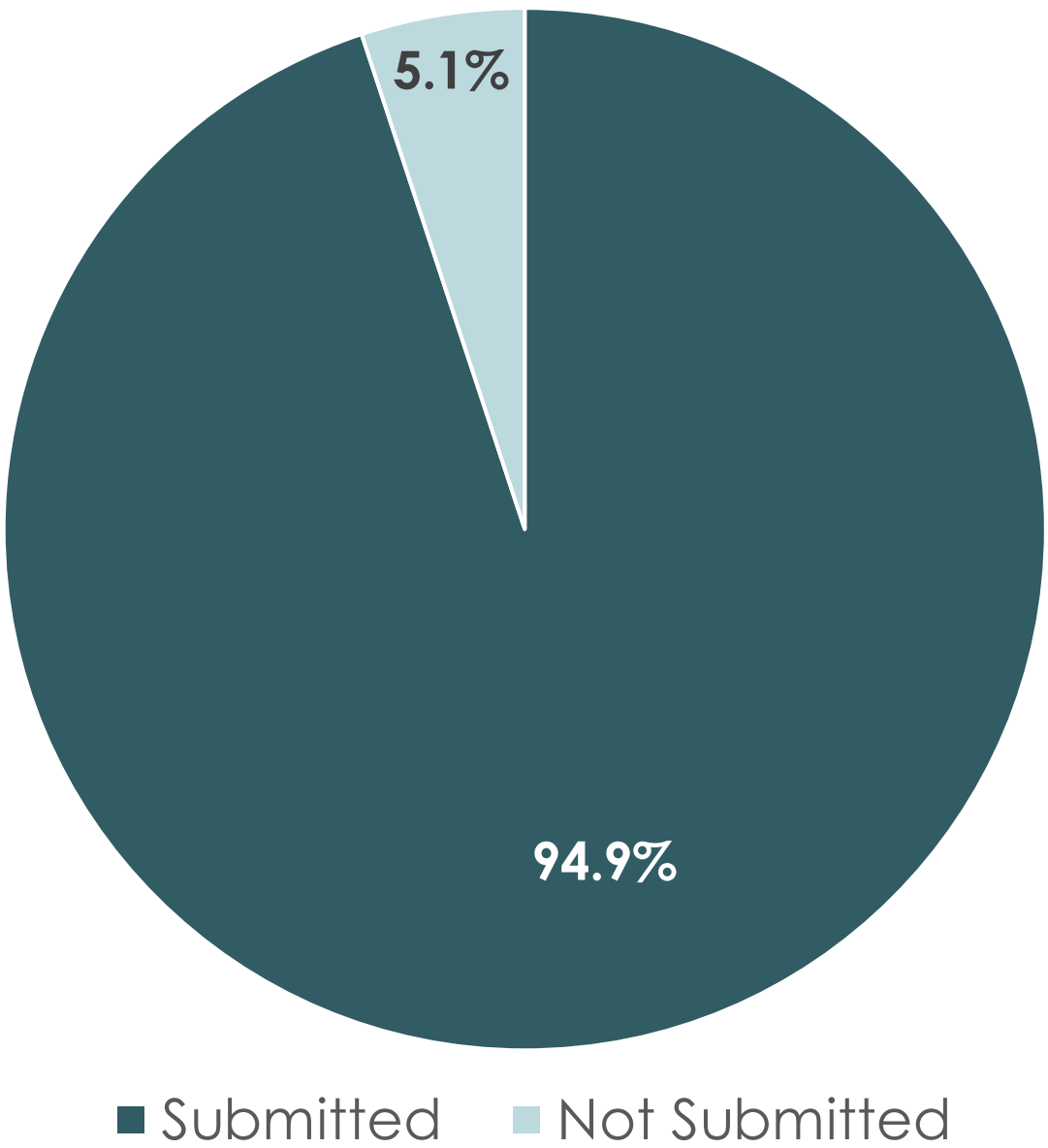
Applications Started and Not Submitted - CBO

Data Range: 04/01/26 to 06/30/26



The chart below is a comparison of applications submitted within seven (7)* days of starting the application and applications started but not submitted by CBO users. The table breaks down the submission rate by program.

PROPORTION OF APPLICATIONS SUBMITTED
(APRIL - JUNE)

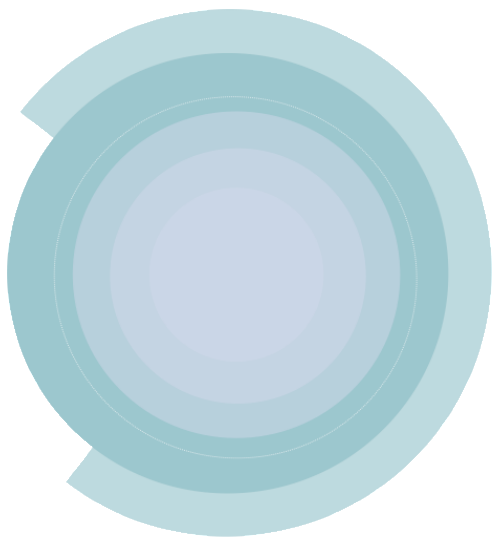


TYPE OF PROGRAM	SUBMISSION RATE
CalFresh Only	95.0%
CalWORKs Only	92.1%
Medi-Cal Only	96.3%
GA/GR Only	97.2%
More than one program	94.8%

** **Why (7) days as a baseline?** BenefitsCal Application data monitoring reflects majority of the apps (59.2%) get submitted within (7) days from initiation. Hence, seven (7) days is taken as a baseline for data reporting. Application submission only increases by ~2.7% between 8 and 30 days.*

New Application Completion and Page Exit Rate

All Applicants (Logged In Customer, CBO & Anonymous) | Completed within 7 Days | Q2 (Apr – June 2026)



In Q2, 2026

603k

customers **started** new BenefitsCal applications.

346k or **57%**

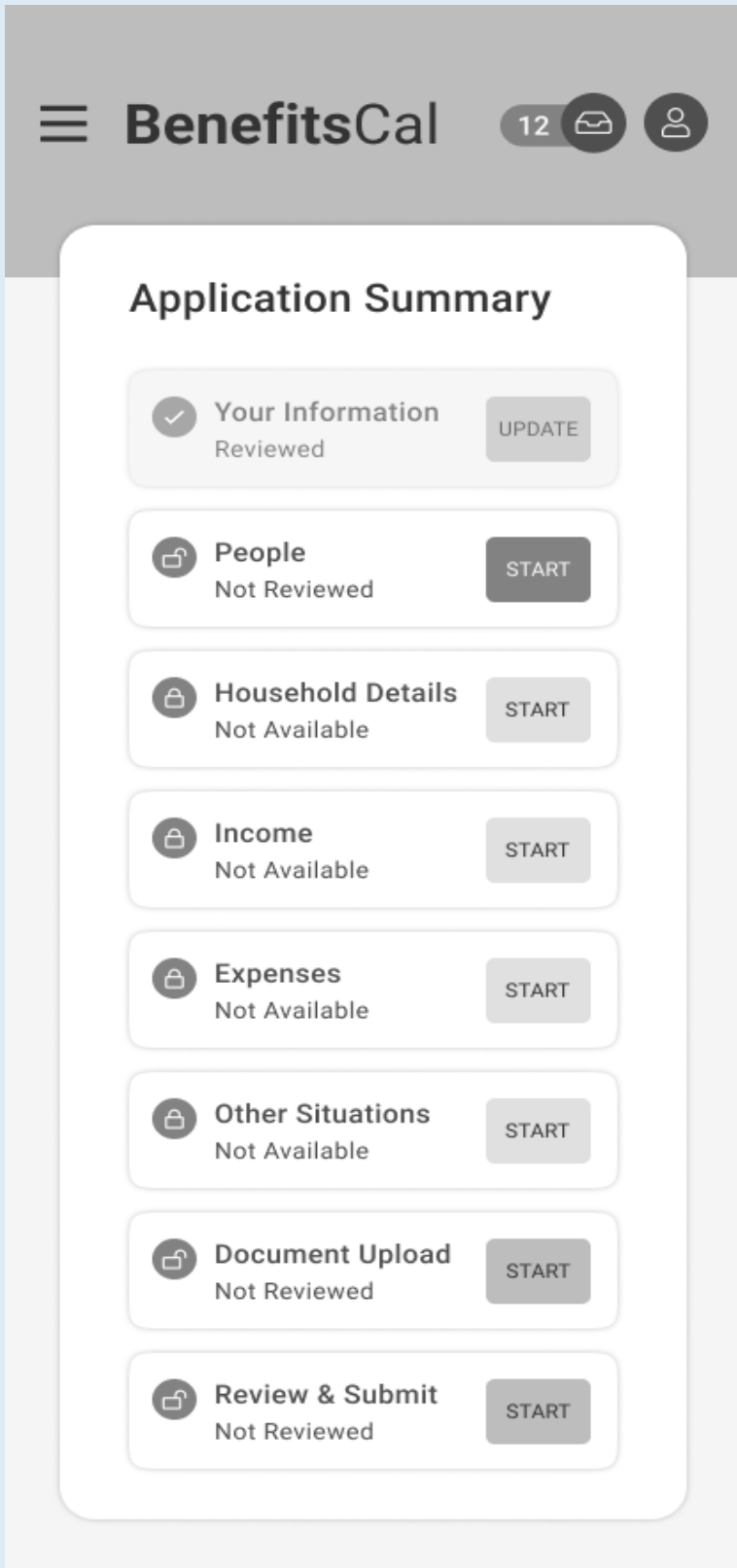
of these applications were **completed**.

While,

43%

of all new BenefitsCal customer applications result in drop-offs.

Where in the BenefitsCal application do customers drop off?



Q2 2026
16.2%
4.6%
2.5%
3.4%
4.2%
<1%
9.1%
1.8%

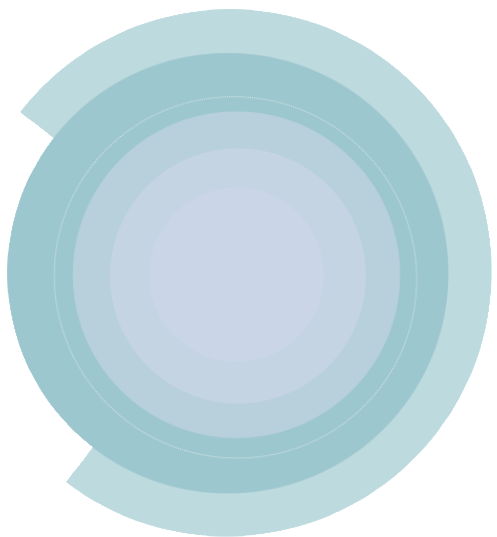
Most page exits occur in the **Your Information** section and **Document Upload** section.

Periodic and Annual Reports

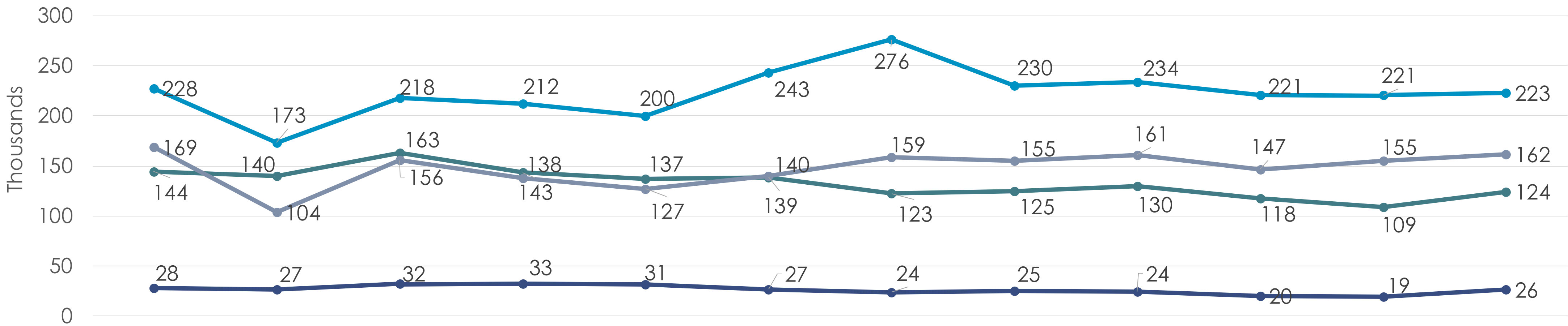
Periodic and Annual Reports Adoption Trends

Data Range: 07/01/25 to 06/30/26

The following chart is a twelve-month trend of the proportion of reports submitted on BenefitsCal.



PERCENTAGE OF BENEFITS^{CAL} SUBMITTED REPORTS BY PROGRAM AND BY MONTH



	JULY '25	AUGUST '25	SEPTEMBE R'25	OCTOBER '25	NOVEMBE R'25	DECEMBER '25	JANUARY '26	FEBRUARY '26	MARCH '26	APRIL '26	MAY '26	JUNE '26
CalFresh Renewal	144,363 (38%)	139,664 (40%)	163,088 (34%)	143,482 (35%)	136,937 (29%)	138,697 (35%)	122,588 (42%)	125,106 (36%)	130,070 (39%)	117,912 (35%)	109,095 (39%)	124,423 (39%)
CalWORKs Renewal	28,005 (37%)	26,626 (39%)	32,031 (35%)	32,576 (36%)	31,339 (28%)	26,944 (37%)	23,900 (43%)	24,933 (35%)	24,289 (40%)	20,431 (40%)	19,498 (46%)	26,417 (40%)
Medi-Cal Renewal	227,613 (29%)	173,267 (34%)	217,612 (26%)	212,499 (29%)	199,642 (26%)	243,368 (28%)	276,173 (28%)	230,200 (27%)	233,561 (29%)	221,201 (29%)	220,637 (27%)	222,935 (30%)
SAR 7	168,684 (41%)	103,636 (67%)	155,524 (44%)	137,554 (48%)	127,250 (45%)	140,225 (52%)	159,084 (53%)	155,106 (55%)	161,223 (52%)	146,517 (47%)	154,896 (46%)	161,767 (45%)

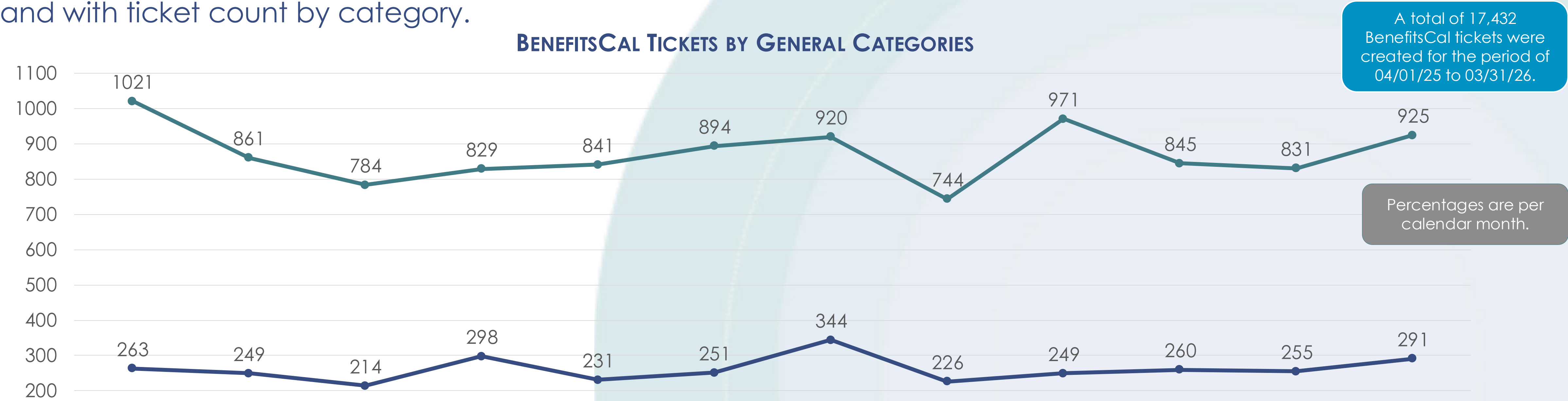
Note: BenefitsCal does not provide separate tracking for Medi-Cal Renewals submitted through CalHEERS. Percentages are derived by total number of renewals submitted on BenefitsCal divided by renewals from all sources.

Help Desk Support Metrics

Help Desk Support Metrics

BenefitsCal Ticket Averages: 04/01/25 to 03/31/26

The following chart is a twelve-month trend of BenefitsCal tickets created by Login/Access and Case Link general categories. The following three slides contain tables that include the total number of tickets created per month, and with ticket count by category.

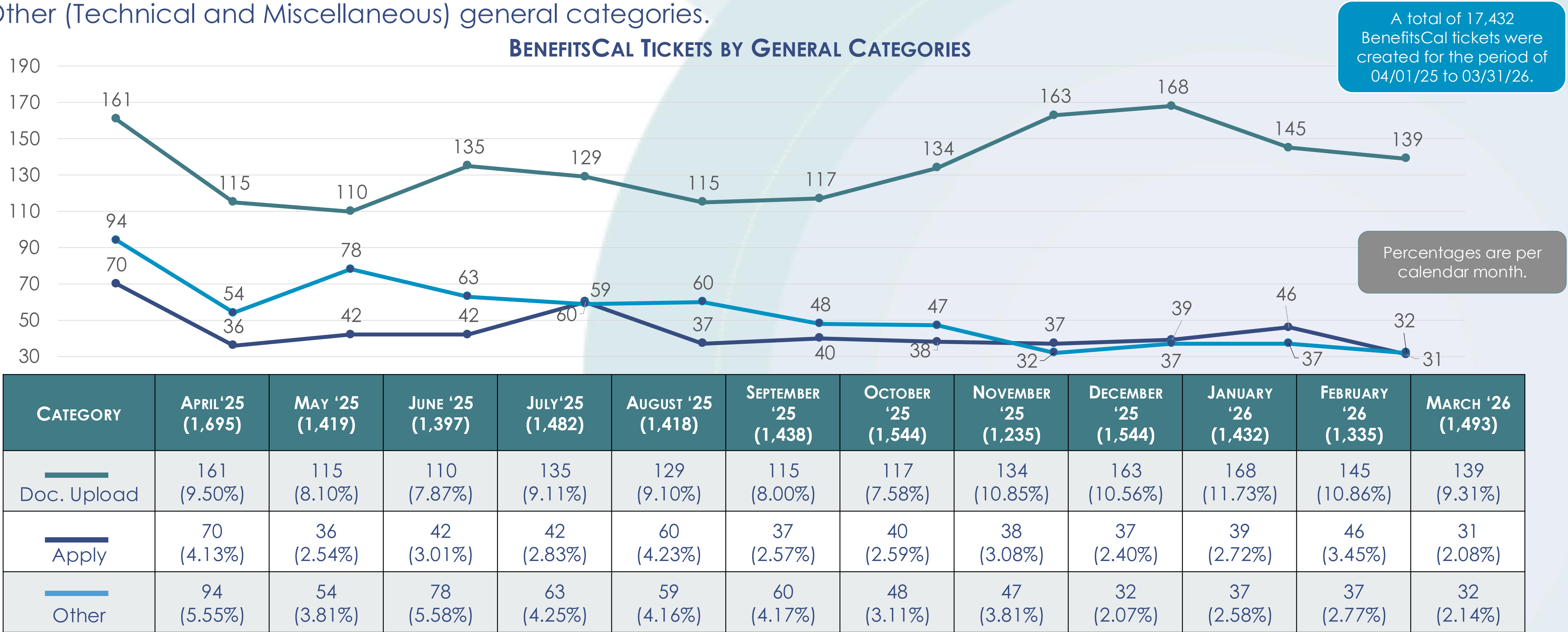


CATEGORY	APRIL '25 (1,695)	MAY '25 (1,419)	JUNE '25 (1,397)	JULY '25 (1,482)	AUGUST '25 (1,418)	SEPTEMBER '25 (1,438)	OCTOBER '25 (1,544)	NOVEMBER '25 (1,235)	DECEMBER '25 (1,544)	JANUARY '26 (1,432)	FEBRUARY '26 (1,335)	MARCH '26 (1,493)
Login/Access	1,021 (60.24%)	861 (60.68%)	784 (56.12%)	829 (55.94%)	841 (59.31%)	894 (62.17%)	920 (59.59%)	744 (60.24%)	971 (62.89%)	845 (59.01%)	831 (62.25%)	925 (61.96%)
Case Link	263 (15.52%)	249 (17.55%)	214 (15.32%)	298 (20.11%)	231 (16.29%)	251 (17.45%)	344 (22.28%)	226 (18.30%)	249 (16.13%)	260 (18.16%)	225 (16.85%)	291 (19.49%)

Help Desk Support Metrics

BenefitsCal Ticket Averages cont.: 04/01/25 to 03/31/26

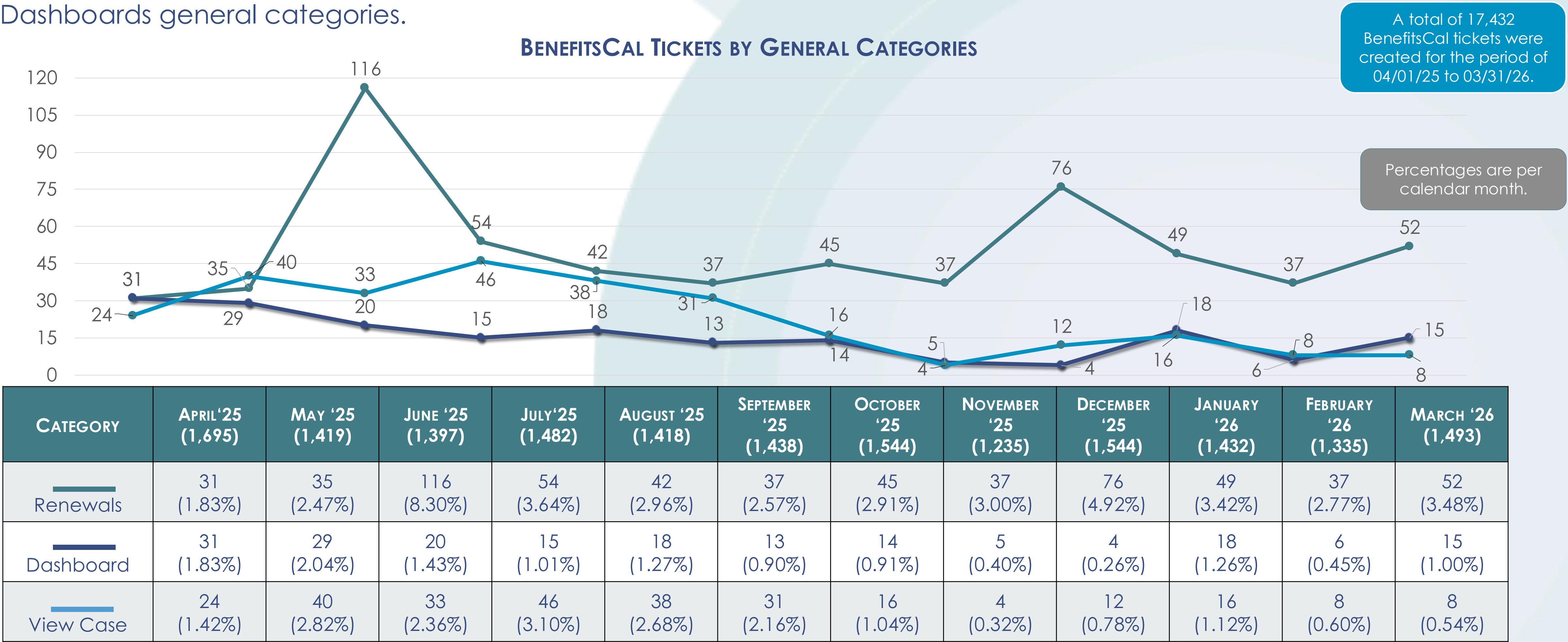
The following chart is a twelve-month trend of BenefitsCal tickets created by Document Upload, Apply, and Other (Technical and Miscellaneous) general categories.



Help Desk Support Metrics

BenefitsCal Ticket Averages cont.: 04/01/25 to 03/31/26

The following chart is a twelve-month trend of BenefitsCal tickets created by Renewals, View Case, and Dashboards general categories.



Help Desk Support Metrics

Help Desk Resolution Percentages: 04/01/25 to 03/31/26

The following chart is a twelve-month trend of resolved BenefitsCal tickets by Resolved – Same Day with Customer on the Line. The following two slides contain tables that include the total number of tickets created per month, and tickets resolved by resolution description.

- A total of 17,432 BenefitsCal tickets were created for the period of 04/01/25 to 03/31/26.

Percentages are per calendar month.

PERCENTAGE OF BENEFITS CAL TICKETS BY RESOLUTION DESCRIPTION



RESOLUTION	APRIL '25 (1,695)	MAY '25 (1,419)	JUNE '25 (1,397)	JULY '25 (1,482)	AUGUST '25 (1,418)	SEPTEMBER '25 (1,438)	OCTOBER '25 (1,544)	NOVEMBER '25 (1,235)	DECEMBER '25 (1,544)	JANUARY '26 (1,432)	FEBRUARY '26 (1,335)	MARCH '26 (1,493)
Resolved Same Day w/ Customer	82% (1,390)	83% (1,178)	76% (1,062)	81% (1,200)	78% (1,106)	82% (1,179)	78% (1,204)	83% (1,025)	81% (1,251)	78.14% (1,119)	82.70% (1,104)	82.32% (1,229)

Help Desk Support Metrics

Help Desk Resolution Percentages cont.: 04/01/25 to 03/31/26

Resolved BenefitsCal tickets by Resolved Outside the Initial Submission (additional troubleshooting/Information needed), Resolved Same Day Requiring Technical Support Staff, and Total Tickets Remain Unresolved*.

*Tickets usually remain unresolved because of complex issues, pending reassignment, or delegated admin review. If not resolved same day, the call-back process takes up to three (3) business days before the ticket is resolved.

PERCENTAGE OF BENEFITS CAL TICKETS BY RESOLUTION DESCRIPTION



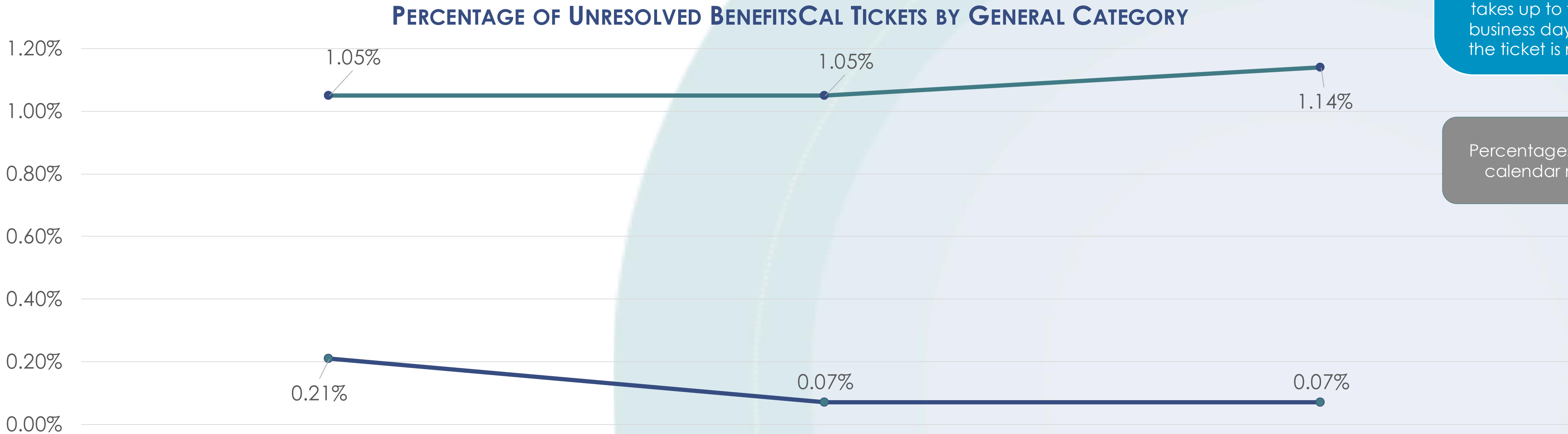
Percentages are per calendar month.

RESOLUTION	APRIL '25 (1,695)	MAY '25 (1,419)	JUNE '25 (1,397)	JULY '25 (1,482)	AUGUST '25 (1,418)	SEPTEMBER '25 (1,438)	OCTOBER '25 (1,544)	NOVEMBER '25 (1,235)	DECEMBER '25 (1,544)	JANUARY '26 (1,432)	FEBRUARY '26 (1,335)	MARCH '26 (1,493)
Resolved Outside Initial Submission	13% (220)	13% (184)	19% (265)	14% (207)	15% (213)	11% (158)	16% (247)	12% (148)	14% (216)	16.27% (233)	12.21% (163)	12.79% (191)
Resolved Same Day (Technical)	3% (51)	2% (28)	3% (42)	4% (59)	4% (57)	5% (72)	5% (77)	4% (49)	4% (62)	4.19% (60)	3.75% (50)	3.15% (47)
Remain Unresolved*	2% (34)	2% (28)	2% (28)	1% (15)	3% (43)	2% (29)	1% (15)	1% (12)	1% (15)	1.40% (20)	1.35% (18)	1.74% (26)

Help Desk Support Metrics

Help Desk Unresolved Percentages: 01/01/26 to 03/31/26

The following chart is a three-month trend of BenefitsCal tickets that remain unresolved by Login/Access and Case Link general categories. The following three slides contain tables that include the total number of tickets created per month, and unresolved tickets by category description.



*Tickets usually remain unresolved because of complex issues, pending reassignment, or delegated admin review. If not resolved same day, the call-back process takes up to three (3) business days before the ticket is resolved.

Percentages are per calendar month.

CATEGORY	JANUARY 26' (1,432)	FEBRUARY 26' (1,335)	MARCH 26' (1,493)
Login/Access	1.05% (15)	1.05% (14)	1.14% (17)
Case Link	0.21% (3)	0.07% (1)	0.07% (1)

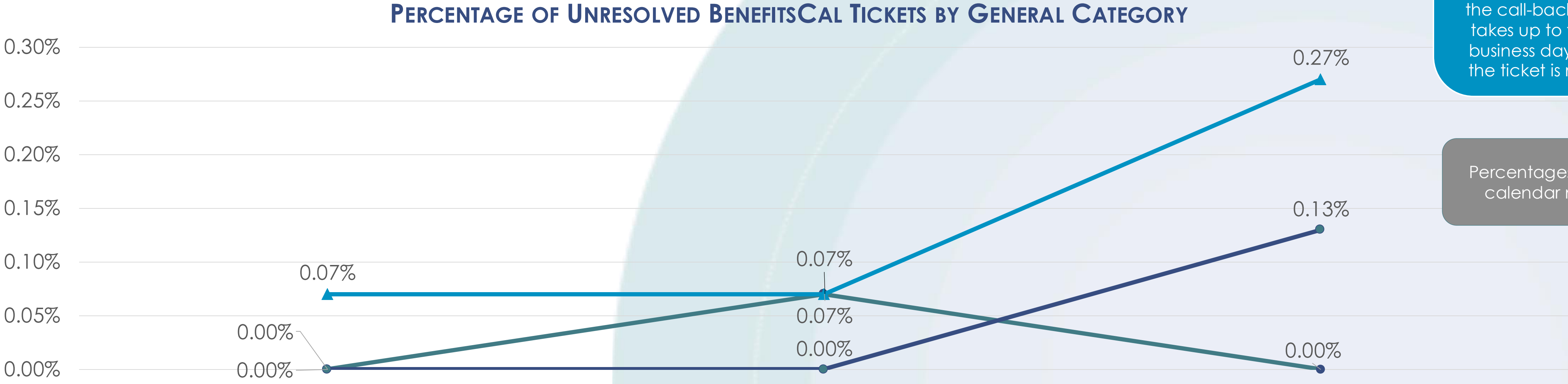
Note: Data reporting for unresolved Help Desk percentages began in January 2026. This chart currently reflects available data and will build month-over-month until a full 12-month trend is established.

Help Desk Support Metrics

Help Desk Unresolved Percentages cont.: 01/01/26 to 03/31/26

BenefitsCal tickets that remain unresolved by Document Upload, Apply, and Other (Technical and Miscellaneous) general categories.

*Tickets usually remain unresolved because of complex issues, pending reassignment, or delegated admin review. If not resolved same day, the call-back process takes up to three (3) business days before the ticket is resolved.



Percentages are per calendar month.

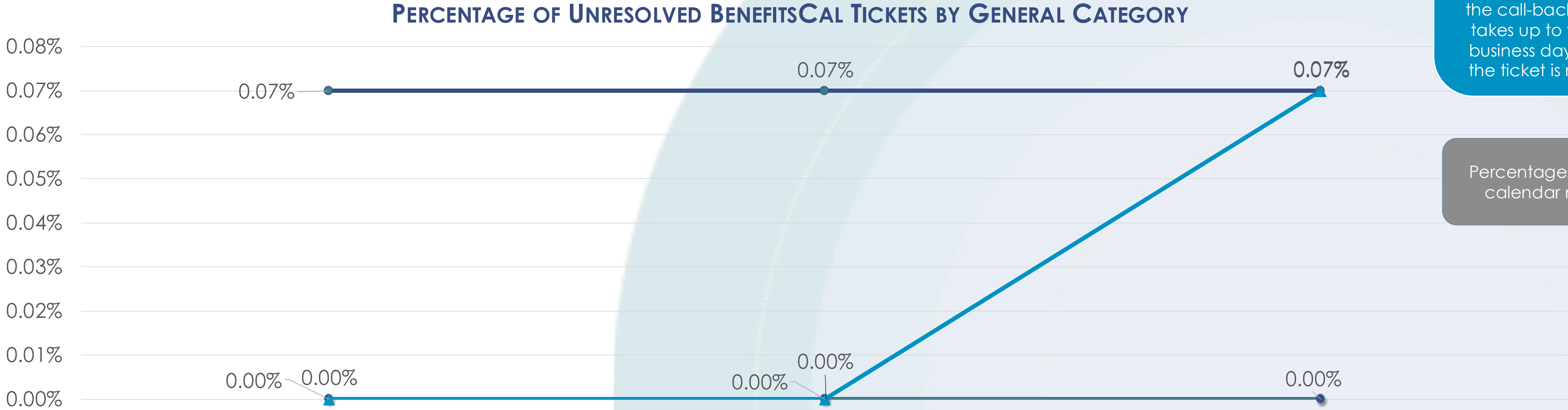
CATEGORY	JANUARY 26' (1,432)	FEBRUARY 26' (1,335)	MARCH 26' (1,493)
Doc. Upload	0.00% (0)	0.07% (1)	0.00% (0)
Apply	0.00% (0)	0.00% (0)	0.13% (2)
Other	0.07% (1)	0.07% (1)	0.27% (4)

Help Desk Support Metrics

Help Desk Unresolved Percentages cont.: 01/01/26 to 03/31/26

BenefitsCal tickets that remain unresolved by Renewals, Dashboard, and View Case general categories.

*Tickets usually remain unresolved because of complex issues, pending reassignment, or delegated admin review. If not resolved same day, the call-back process takes up to three (3) business days before the ticket is resolved.



Percentages are per calendar month.

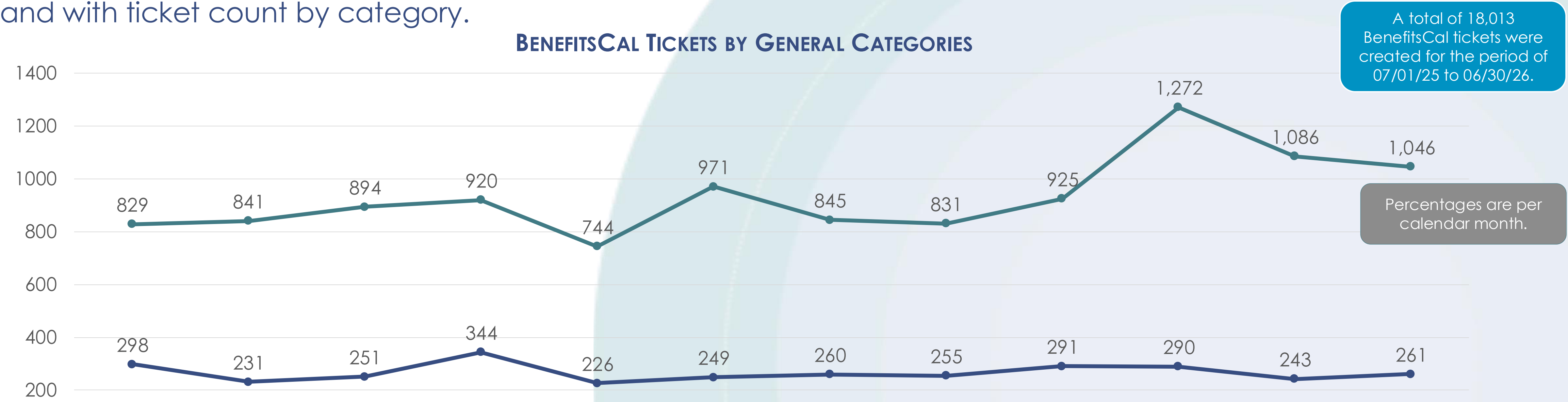
CATEGORY	JANUARY 26' (1,432)	FEBRUARY 26' (1,335)	MARCH 26' (1,493)
Renewals	0.00% (0)	0.00% (0)	0.00% (0)
Dashboard	0.07% (1)	0.07% (1)	0.07% (1)
View Case	0.00% (0)	0.00% (0)	0.07% (1)

Help Desk Support Metrics

Help Desk Support Metrics

BenefitsCal Ticket Averages: 07/01/25 to 06/30/26

The following chart is a twelve-month trend of BenefitsCal tickets created by Login/Access and Case Link general categories. The following three slides contain tables that include the total number of tickets created per month, and with ticket count by category.

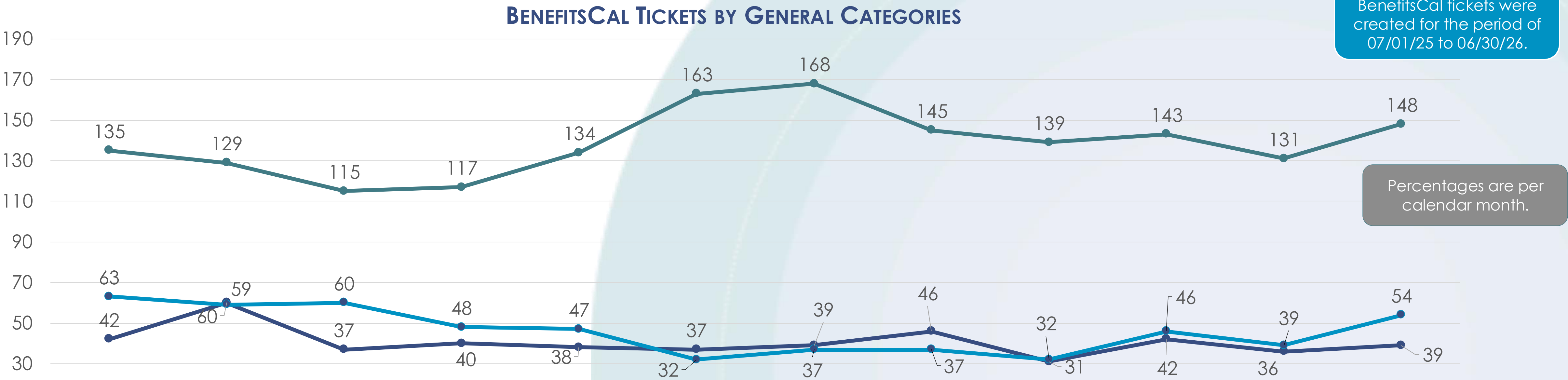


CATEGORY	JULY'25 (1,482)	AUGUST '25 (1,418)	SEPTEMBER '25 (1,438)	OCTOBER '25 (1,544)	NOVEMBER '25 (1,235)	DECEMBER '25 (1,544)	JANUARY '26 (1,432)	FEBRUARY '26 (1,335)	MARCH '26 (1,493)	APRIL '26 (1,881)	MAY '26 (1,602)	JUNE '26 (1,609)
Login/Access	829 (55.94%)	841 (59.31%)	894 (62.17%)	920 (59.59%)	744 (60.24%)	971 (62.89%)	845 (59.01%)	831 (62.25%)	925 (61.96%)	1,272 (67.62%)	1,086 (67.79%)	1,046 (65.01%)
Case Link	298 (20.11%)	231 (16.29%)	251 (17.45%)	344 (22.28%)	226 (18.30%)	249 (16.13%)	260 (18.16%)	225 (16.85%)	291 (19.49%)	290 (15.42%)	243 (15.17%)	261 (16.22%)

Help Desk Support Metrics

BenefitsCal Ticket Averages cont.: 07/01/25 to 06/30/26

The following chart is a twelve-month trend of BenefitsCal tickets created by Document Upload, Apply, and Other (Technical and Miscellaneous) general categories.



CATEGORY	JULY'25 (1,482)	AUGUST '25 (1,418)	SEPTEMBER '25 (1,438)	OCTOBER '25 (1,544)	NOVEMBER '25 (1,235)	DECEMBER '25 (1,544)	JANUARY '26 (1,432)	FEBRUARY '26 (1,335)	MARCH '26 (1,493)	APRIL '26 (1,881)	MAY '26 (1,602)	JUNE '26 (1,609)
Doc. Upload	135 (9.11%)	129 (9.10%)	115 (8.00%)	117 (7.58%)	134 (10.85%)	163 (10.56%)	168 (11.73%)	145 (10.86%)	139 (9.31%)	143 (7.60%)	131 (8.18%)	148 (9.20%)
Apply	42 (2.83%)	60 (4.23%)	37 (2.57%)	40 (2.59%)	38 (3.08%)	37 (2.40%)	39 (2.72%)	46 (3.45%)	31 (2.08%)	42 (2.23%)	36 (2.25%)	39 (2.42%)
Other	63 (4.25%)	59 (4.16%)	60 (4.17%)	48 (3.11%)	47 (3.81%)	32 (2.07%)	37 (2.58%)	37 (2.77%)	32 (2.14%)	46 (2.45%)	39 (2.43%)	54 (3.36%)

Help Desk Support Metrics

BenefitsCal Ticket Averages cont.: 07/01/25 to 06/30/26

The following chart is a twelve-month trend of BenefitsCal tickets created by Renewals, View Case, and Dashboards general categories.

BENEFITS[®]CAL TICKETS BY GENERAL CATEGORIES

A total of 18,013 BenefitsCal tickets were created for the period of 07/01/25 to 06/30/26.

Percentages are per calendar month.



CATEGORY	JULY'25 (1,482)	AUGUST '25 (1,418)	SEPTEMBER '25 (1,438)	OCTOBER '25 (1,544)	NOVEMBER '25 (1,235)	DECEMBER '25 (1,544)	JANUARY '26 (1,432)	FEBRUARY '26 (1,335)	MARCH '26 (1,493)	APRIL '26 (1,881)	MAY '26 (1,602)	JUNE '26 (1,609)
Renewals	54 (3.64%)	42 (2.96%)	37 (2.57%)	45 (2.91%)	37 (3.00%)	76 (4.92%)	49 (3.42%)	37 (2.77%)	52 (3.48%)	41 (2.18%)	34 (2.12%)	35 (2.18%)
Dashboard	15 (1.01%)	18 (1.27%)	13 (0.90%)	14 (0.91%)	5 (0.40%)	4 (0.26%)	18 (1.26%)	6 (0.45%)	15 (1.00%)	25 (1.33%)	20 (1.25%)	13 (0.81%)
View Case	46 (3.10%)	38 (2.68%)	31 (2.16%)	16 (1.04%)	4 (0.32%)	12 (0.78%)	16 (1.12%)	8 (0.60%)	8 (0.54%)	22 (1.17%)	13 (0.81%)	13 (0.81%)

Help Desk Support Metrics

Help Desk Resolution Percentages: 07/01/25 to 06/30/26

The following chart is a twelve-month trend of resolved BenefitsCal tickets by Resolved – Same Day with Customer on the Line. The following two slides contain tables that include the total number of tickets created per month, and tickets resolved by resolution description.

- A total of 18,013 BenefitsCal tickets were created for the period of 07/01/25 to 06/30/26.

Percentages are per calendar month.

PERCENTAGE OF BENEFITS CAL TICKETS BY RESOLUTION DESCRIPTION



RESOLUTION	JULY '25 (1,482)	AUGUST '25 (1,418)	SEPTEMBER '25 (1,438)	OCTOBER '25 (1,544)	NOVEMBER '25 (1,235)	DECEMBER '25 (1,544)	JANUARY '26 (1,432)	FEBRUARY '26 (1,335)	MARCH '26 (1,493)	APRIL '26 (1,881)	MAY '26 (1,602)	JUNE '26 (1,609)
Resolved Same Day w/ Customer	81% (1,200)	78% (1,106)	82% (1,179)	78% (1,204)	83% (1,025)	81% (1,251)	78.14% (1,119)	82.70% (1,104)	82.32% (1,229)	83.89% (1,578)	86.45% (1,385)	86.82% (1,397)

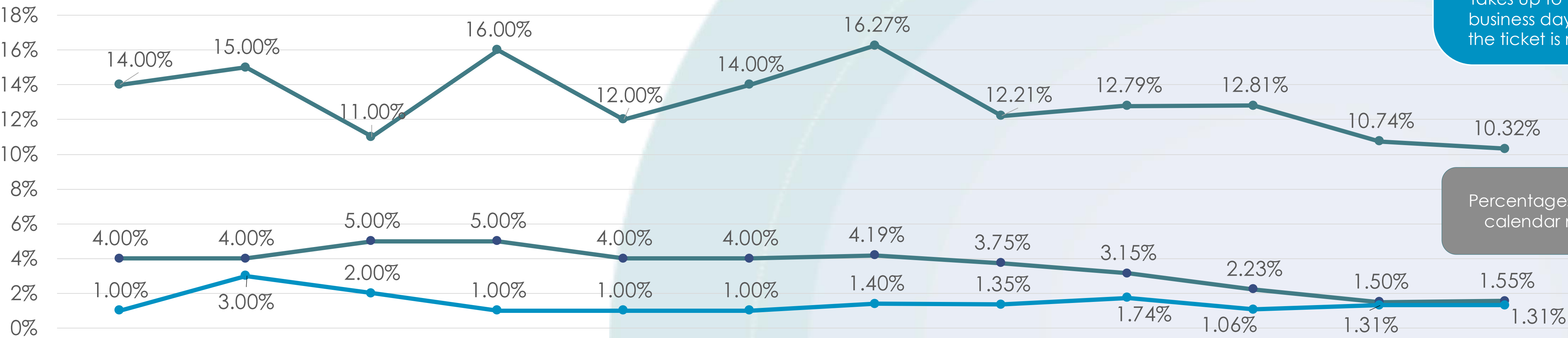
Help Desk Support Metrics

Help Desk Resolution Percentages cont.: 07/01/25 to 06/30/26

Resolved BenefitsCal tickets by Resolved Outside the Initial Submission (additional troubleshooting/Information needed), Resolved Same Day Requiring Technical Support Staff, and Total Tickets Remain Unresolved*.

*Tickets usually remain unresolved because of complex issues, pending reassignment, or delegated admin review. If not resolved same day, the call-back process takes up to three (3) business days before the ticket is resolved.

PERCENTAGE OF BENEFITS CAL TICKETS BY RESOLUTION DESCRIPTION



Percentages are per calendar month.

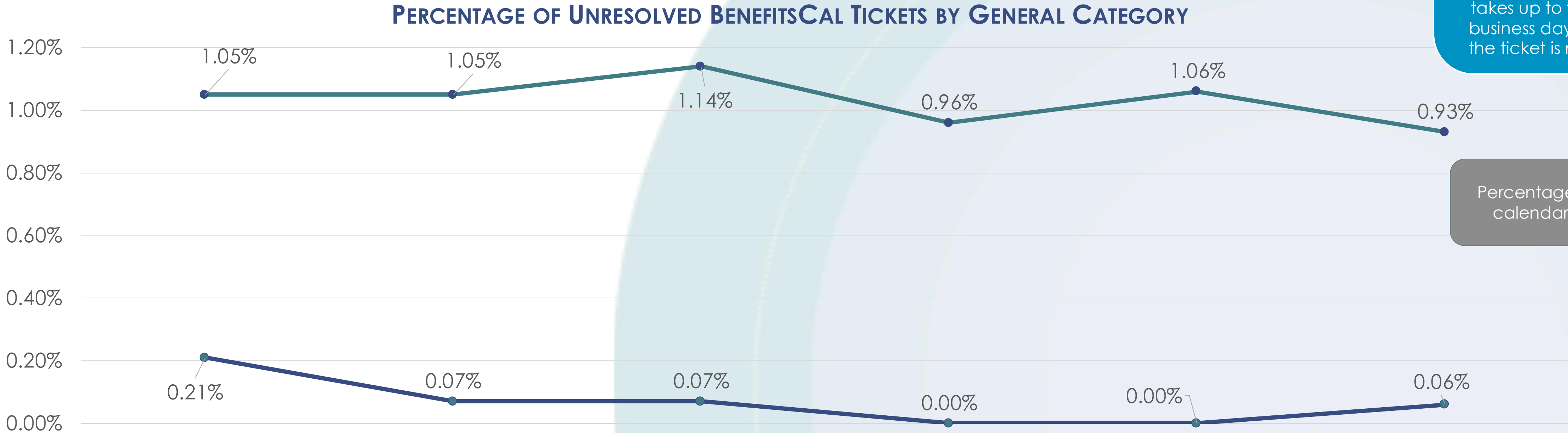
RESOLUTION	JULY '25 (1,482)	AUGUST '25 (1,418)	SEPTEMBER '25 (1,438)	OCTOBER '25 (1,544)	NOVEMBER '25 (1,235)	DECEMBER '25 (1,544)	JANUARY '26 (1,432)	FEBRUARY '26 (1,335)	MARCH '26 (1,493)	APRIL '26 (1,881)	MAY '26 (1,602)	JUNE '26 (1,609)
Resolved Outside Initial Submission	14% (207)	15% (213)	11% (158)	16% (247)	12% (148)	14% (216)	16.27% (233)	12.21% (163)	12.79% (191)	12.81% (241)	10.74% (172)	10.32% (166)
Resolved Same Day (Technical)	4% (59)	4% (57)	5% (72)	5% (77)	4% (49)	4% (62)	4.19% (60)	3.75% (50)	3.15% (47)	2.23% (42)	1.50% (24)	1.55% (25)
Remain Unresolved*	1% (15)	3% (43)	2% (29)	1% (15)	1% (12)	1% (15)	1.40% (20)	1.35% (18)	1.74% (26)	1.06% (20)	1.31% (21)	1.31% (21)

Help Desk Support Metrics

Help Desk Unresolved Percentages: 01/01/26 to 06/30/26

The following chart is a three-month trend of BenefitsCal tickets that remain unresolved by Login/Access and Case Link general categories. The following three slides contain tables that include the total number of tickets created per month, and unresolved tickets by category description.

*Tickets usually remain unresolved because of complex issues, pending reassignment, or delegated admin review. If not resolved same day, the call-back process takes up to three (3) business days before the ticket is resolved.



Percentages are per calendar month.

CATEGORY	JANUARY 26' (1,432)	FEBRUARY 26' (1,335)	MARCH 26' (1,493)	APRIL 26' (1,881)	MAY 26' (1,602)	JUNE 26' (1,609)
Login/Access	1.05% (15)	1.05% (14)	1.14% (17)	0.96% (18)	1.06% (17)	0.93% (15)
Case Link	0.21% (3)	0.07% (1)	0.07% (1)	0.00% (0)	0.00% (0)	0.06% (1)

Help Desk Support Metrics

Help Desk Unresolved Percentages cont.: 01/01/26 to 06/30/26

BenefitsCal tickets that remain unresolved by Document Upload, Apply, and Other (Technical and Miscellaneous) general categories.

*Tickets usually remain unresolved because of complex issues, pending reassignment, or delegated admin review. If not resolved same day, the call-back process takes up to three (3) business days before the ticket is resolved.

PERCENTAGE OF UNRESOLVED BENEFITS CAL TICKETS BY GENERAL CATEGORY



Percentages are per calendar month.

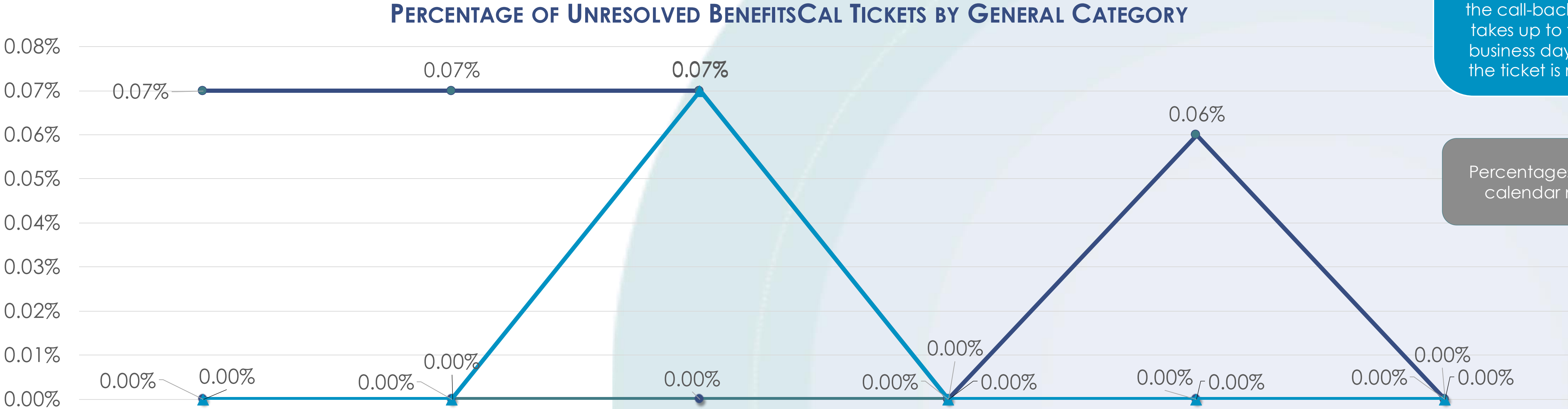
CATEGORY	JANUARY 26' (1,432)	FEBRUARY 26' (1,335)	MARCH 26' (1,493)	APRIL 26' (1,881)	MAY 26' (1,602)	JUNE 26' (1,609)
Doc. Upload	0.00% (0)	0.07% (1)	0.00% (0)	0.00% (0)	0.00% (0)	0.00% (0)
Apply	0.00% (0)	0.00% (0)	0.13% (2)	0.00% (0)	0.00% (0)	0.00% (0)
Other	0.07% (1)	0.07% (1)	0.27% (4)	0.11% (2)	0.19% (3)	0.31% (5)

Help Desk Support Metrics

Help Desk Unresolved Percentages cont.: 01/01/26 to 06/30/26

BenefitsCal tickets that remain unresolved by Renewals, Dashboard, and View Case general categories.

*Tickets usually remain unresolved because of complex issues, pending reassignment, or delegated admin review. If not resolved same day, the call-back process takes up to three (3) business days before the ticket is resolved.



Percentages are per calendar month.

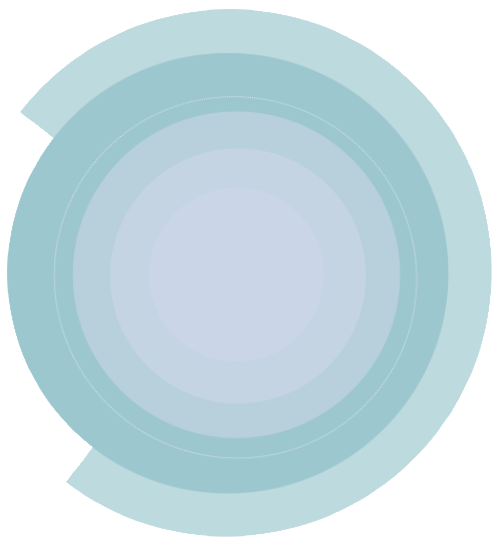
CATEGORY	JANUARY 26' (1,432)	FEBRUARY 26' (1,335)	MARCH 26' (1,493)	APRIL 26' (1,881)	MAY 26' (1,602)	JUNE 26' (1,609)
Renewals	0.00% (0)	0.00% (0)	0.00% (0)	0.00% (0)	0.00% (0)	0.00% (0)
Dashboard	0.07% (1)	0.07% (1)	0.07% (1)	0.00% (0)	0.06% (1)	0.00% (0)
View Case	0.00% (0)	0.00% (0)	0.07% (1)	0.00% (0)	0.00% (0)	0.00% (0)

Customer Feedback

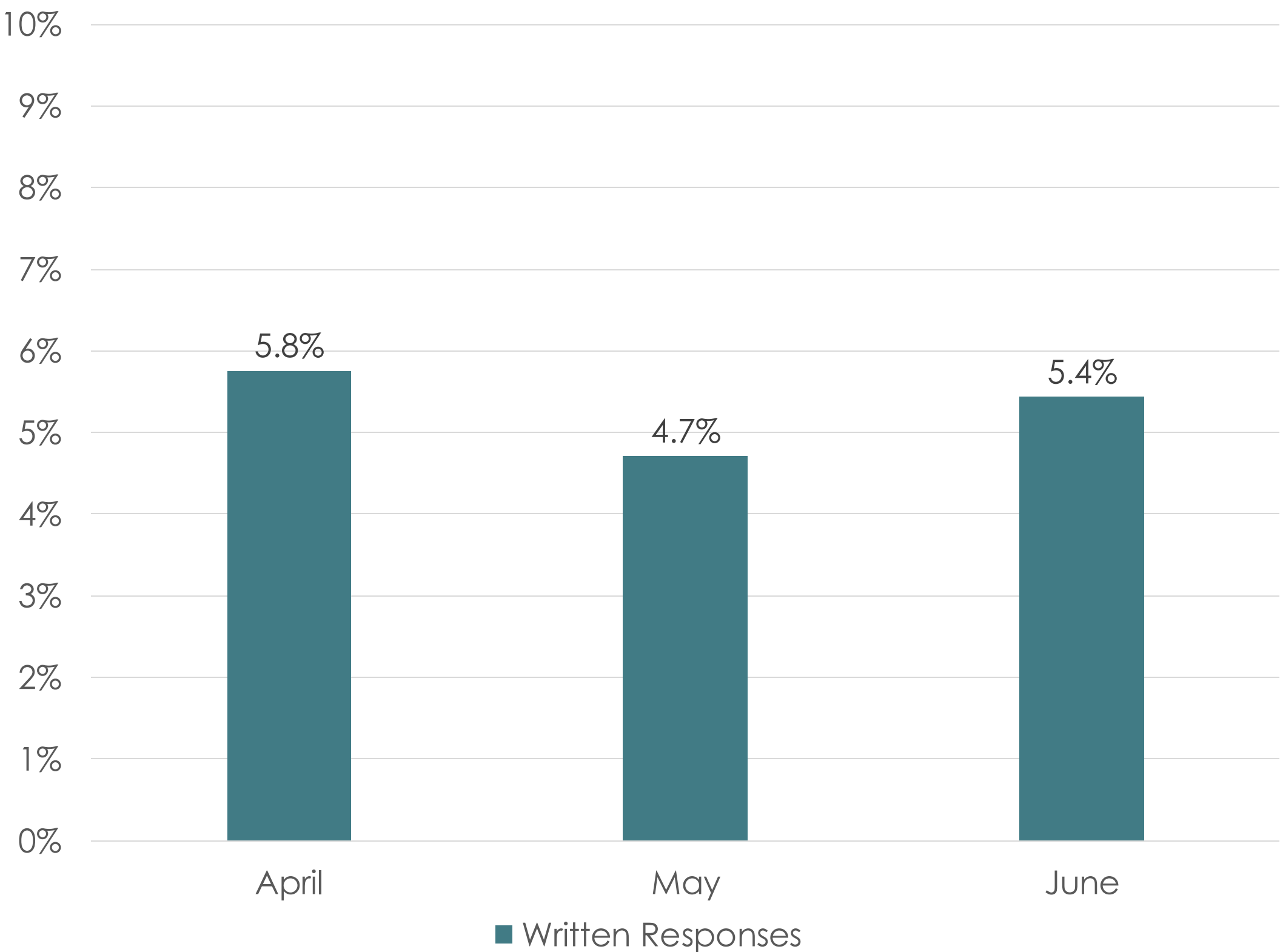
Sentiment Check – Always-on Survey Responses

Data Range: 04/01/26 to 06/30/26

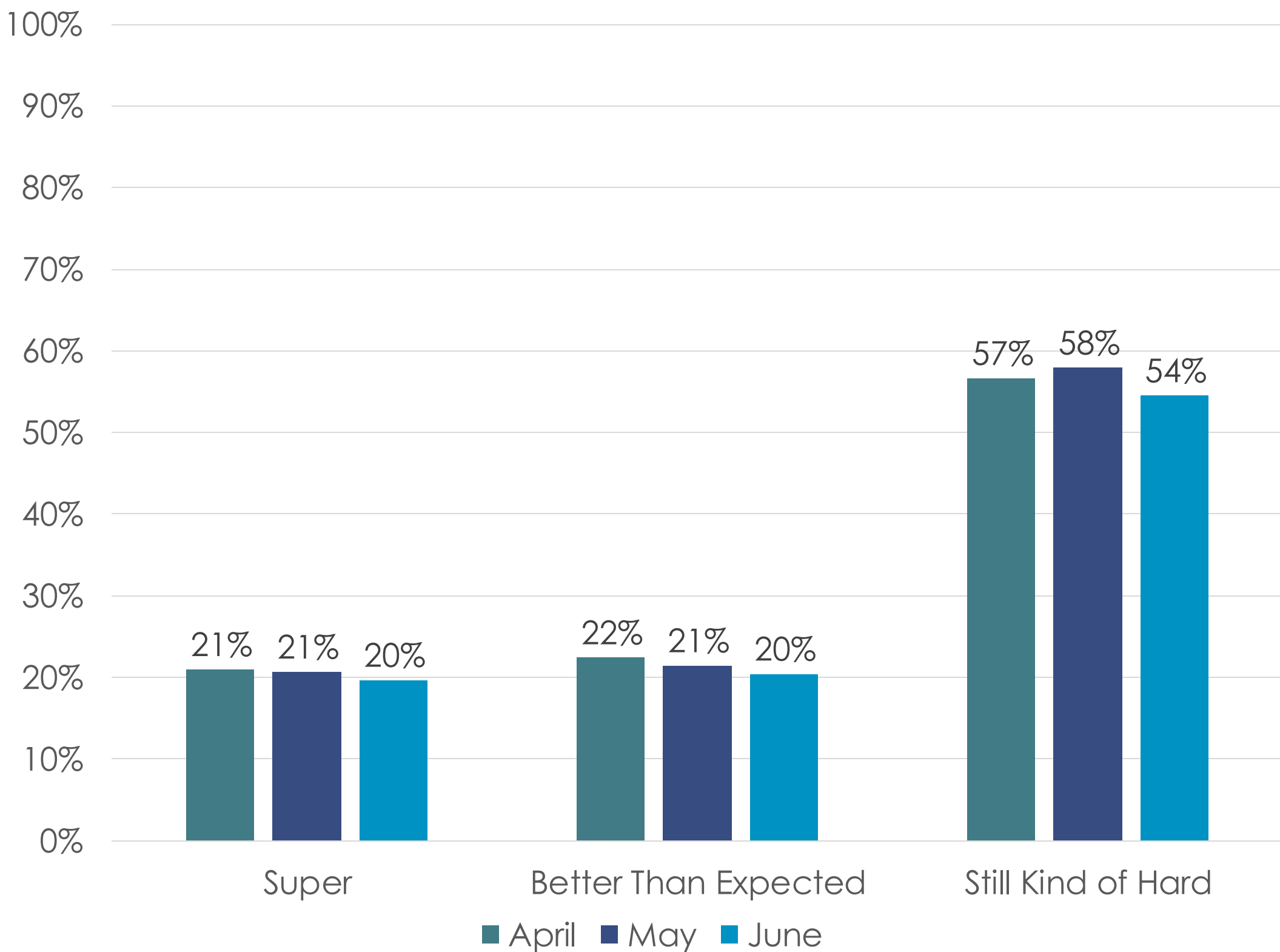
The following chart(s) are a three-month trend of written, and sentiment check response rates for the BenefitsCal Always-on Survey.



ALWAYS-ON SURVEY WRITTEN RESPONSES BY MONTH

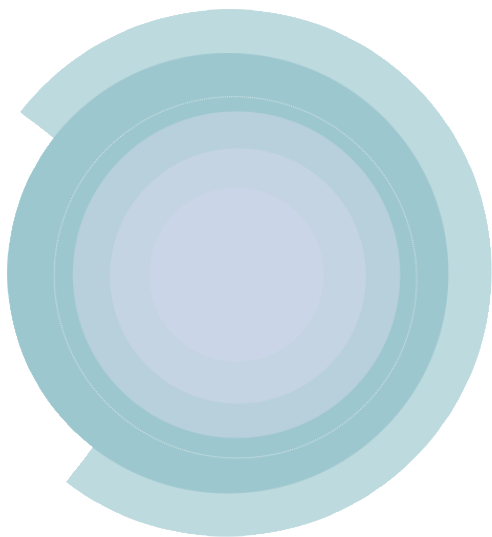


ALWAYS-ON SURVEY SENTIMENT RESPONSES BY MONTH



Always-on Survey

Data Range: 04/01/26 to 04/30/26

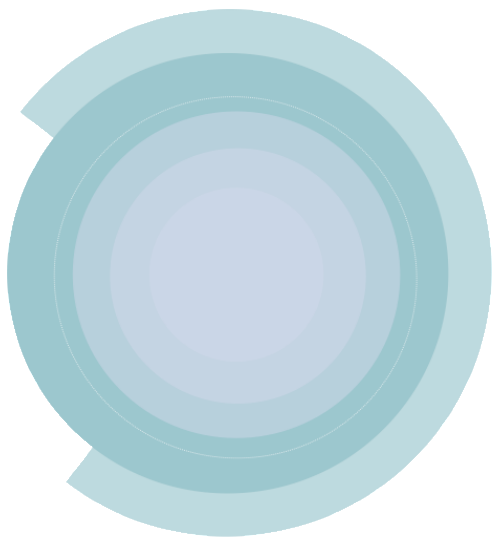


Below are the most common response themes based on the customer’s experience

POSITIVE EXPERIENCE	CONSTRUCTIVE EXPERIENCE
General – Generic positive sentiments about liking BenefitsCal	
Online Accessibility – Customer appreciates accessibility of online services	Login MFA – Customers had trouble submitting MFA Codes

Always-on Survey

Data Range: 05/01/26 to 05/31/26

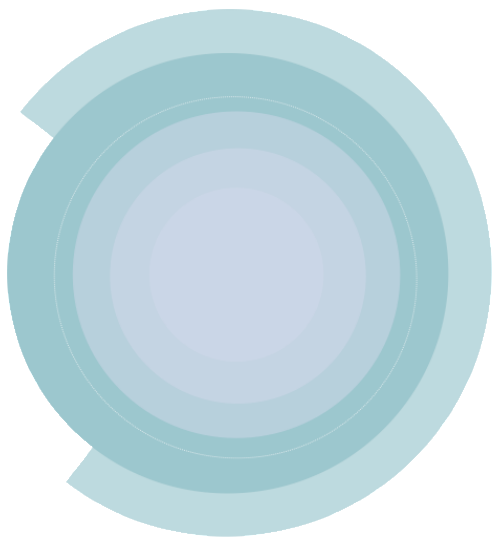


Below are the most common response themes based on the customer’s experience

POSITIVE EXPERIENCE	CONSTRUCTIVE EXPERIENCE
General – Generic positive sentiments about liking BenefitsCal	Document Uploads – Of Customers who responded with a “still kind of hard” sentiment, 16% were related to uploading documents
Online Accessibility – Customer appreciates accessibility of online services	

Always-on Survey

Data Range: 06/01/26 to 06/30/26



Below are the most common response themes based on the customer’s experience

POSITIVE EXPERIENCE	CONSTRUCTIVE EXPERIENCE
General – Generic positive sentiments about liking BenefitsCal	Login MFA – Customers had trouble submitting MFA Codes
Online Accessibility – Customer appreciates accessibility of online services	Document Uploads – Customers had trouble with needed to log back in during document upload

Appendix

Definitions

Key terms in the context of the BenefitsCal portal

TERM	DEFINITION
Always-On Sentiment Check	The Always-on survey gives customers three choices to describe their experience on BenefitsCal. They are: Super, Better than Expected, and Still Kind of Hard.
Change Report	A report submitted to the county to share a change to a customer's situation (e.g., income, address, household makeup).
Periodic Report	A mandatory program report to maintain eligibility (e.g., SAR 7).
Exit Rate	The percent of users who leave a flow at certain pages compared to the number who started the flow.