

BenefitsCal Cumulative Metrics Report

January 2025

January 31, 2025



CalSAWS



Cumulative Metrics Report – January 2025

Adoption from September 2021 to December 2024



Total Applications Submitted



6,287,378

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

2,764,982 applications submitted through **GetCalFresh**.

2,989,646 applications submitted by **Customers**.*

532,750 applications submitted by **CBOs**.

* Does not include GetCalFresh.

243,880

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

Customer Accounts Created



5,184,611

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

CBO Accounts Created



14,099

CBOs are now equipped to assist customers on BenefitsCal.

Total RE/PR/Change Reporting



5,044,734

2,154,168 **Renewals** completed by households.

1,455,185 **Periodic Reports** completed by households.

1,435,381 households **reported a change** with no need to call or go into a county office.

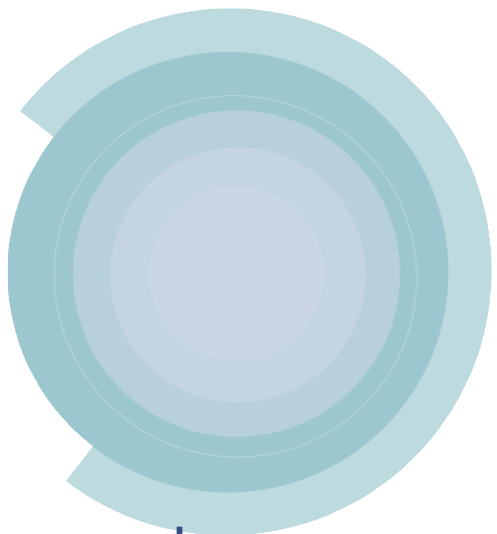
Documents Uploaded

66,625,678

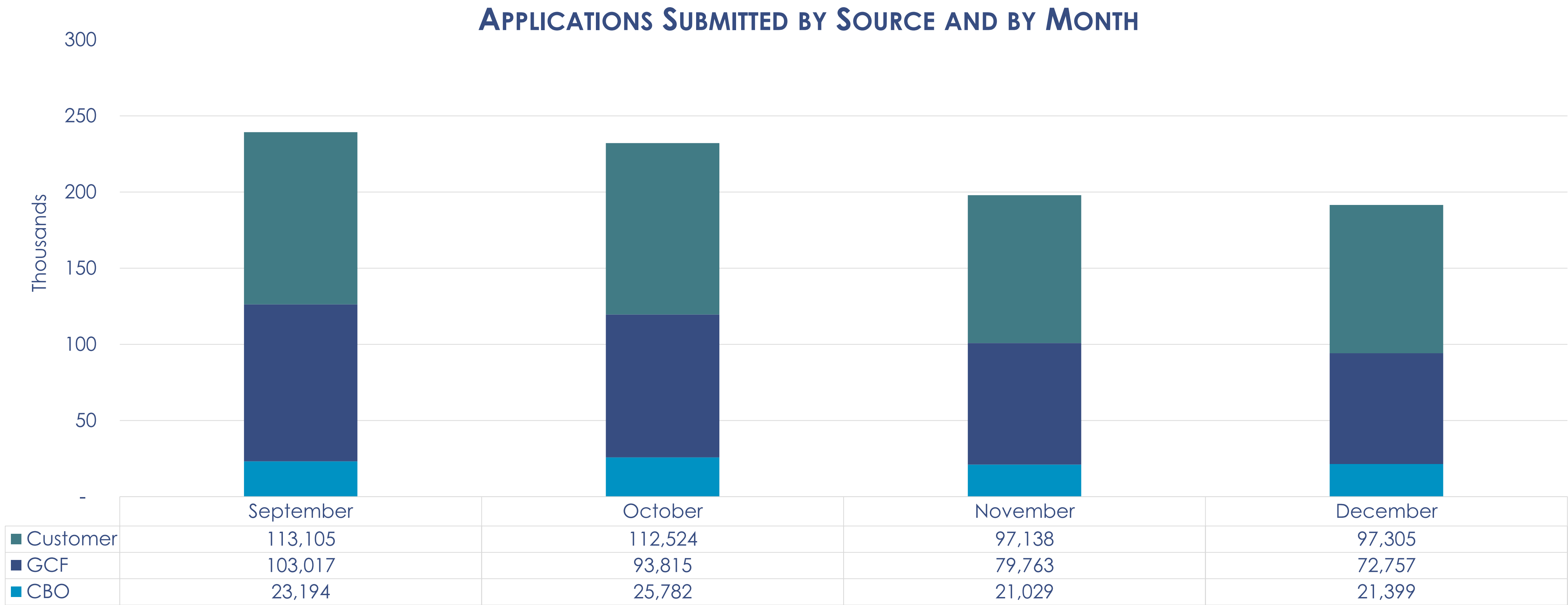
sheets of paper saved from printed verifications + time saved by reducing steps to share documents.

Applications Submitted

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

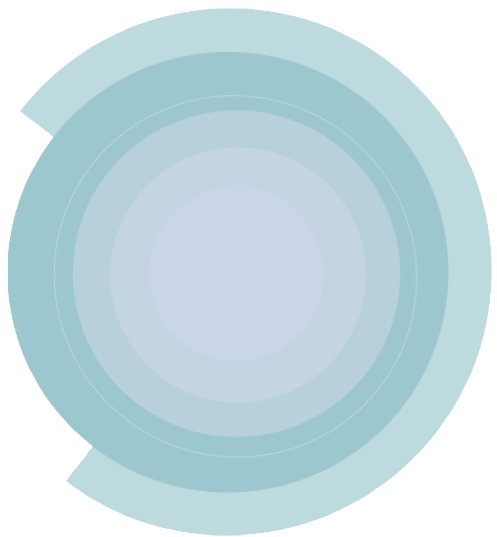


The following chart is a four-month trend of applications submitted, broken down by customers, CBOs, and GetCalFresh (GCF). In December, **7,936 households completed an application in their native language.**

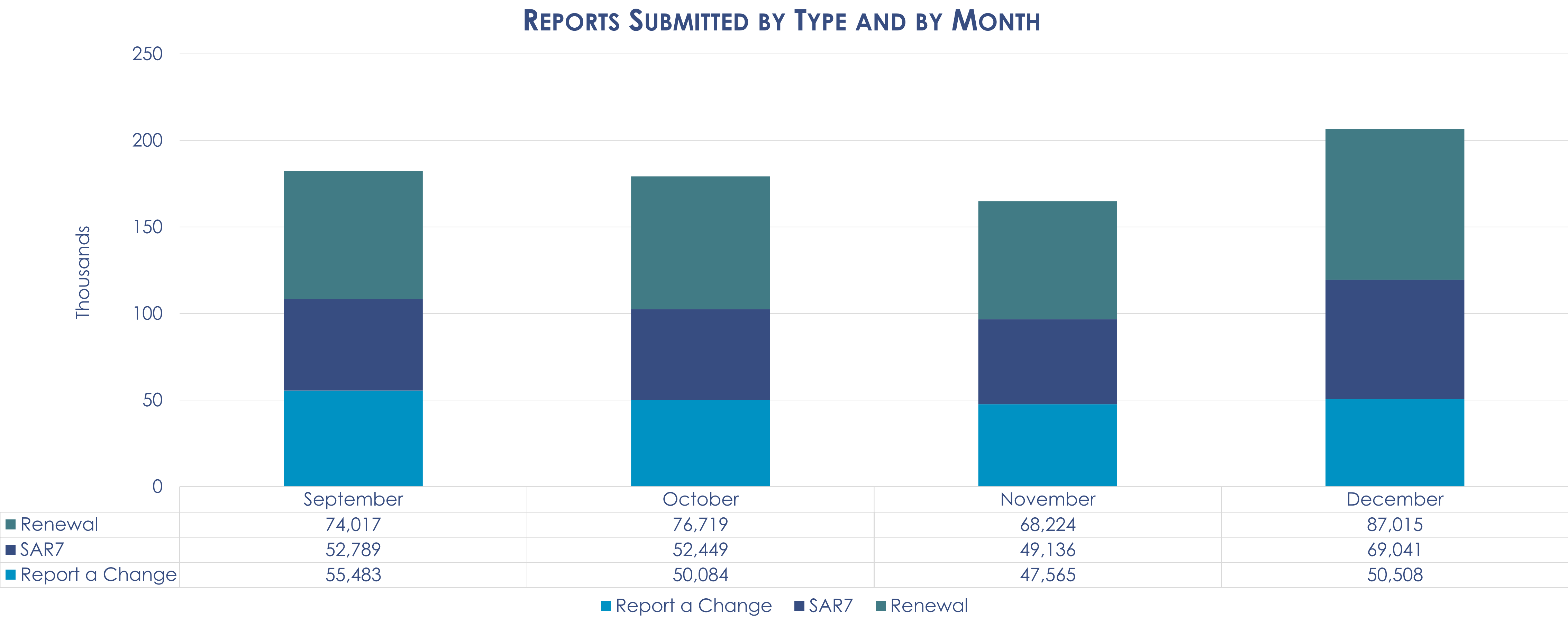


Reports Submitted

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

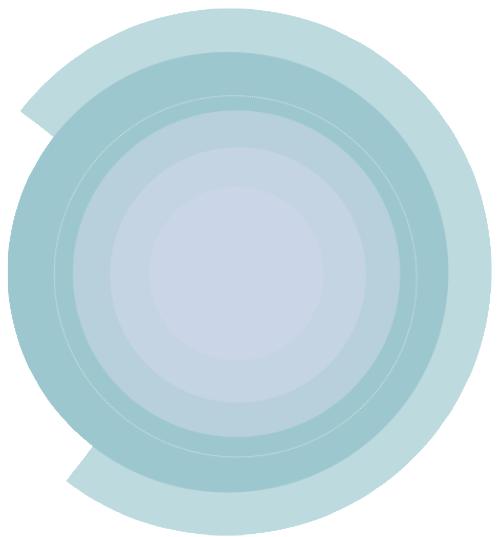


The following chart is a four-month trend of reports submitted, by report type.

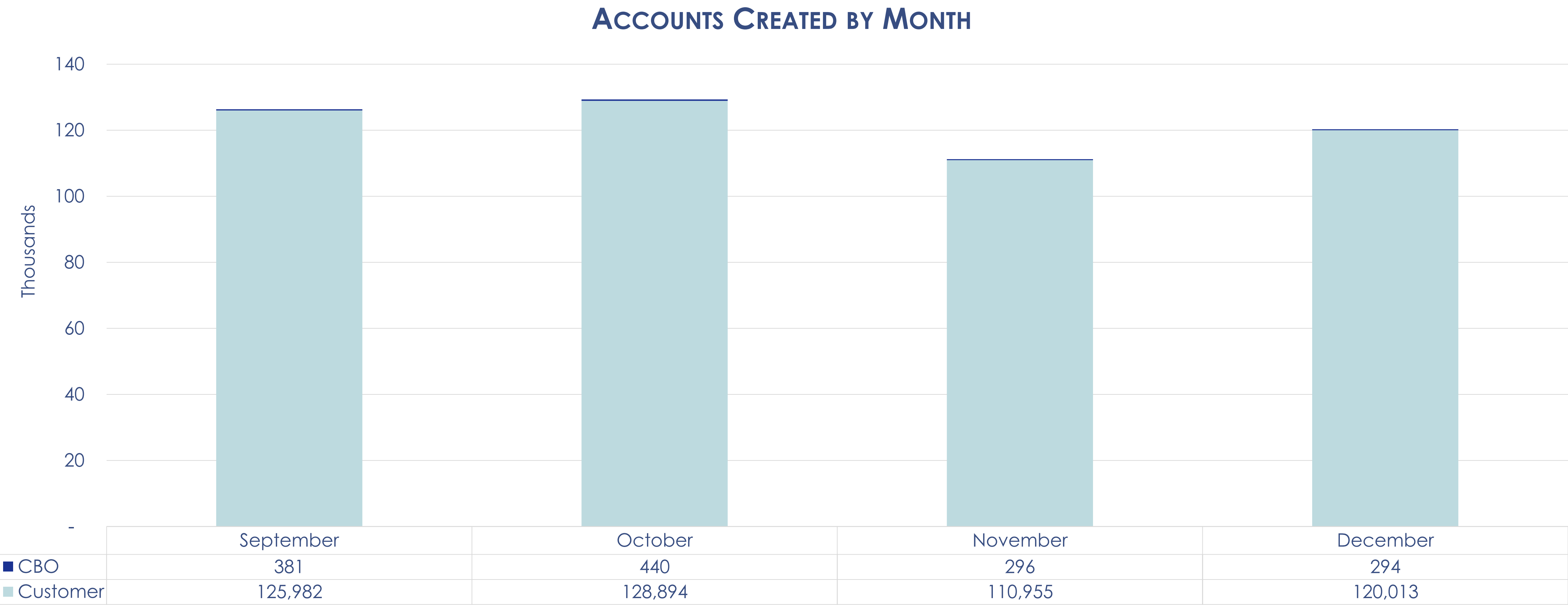


Accounts Created

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

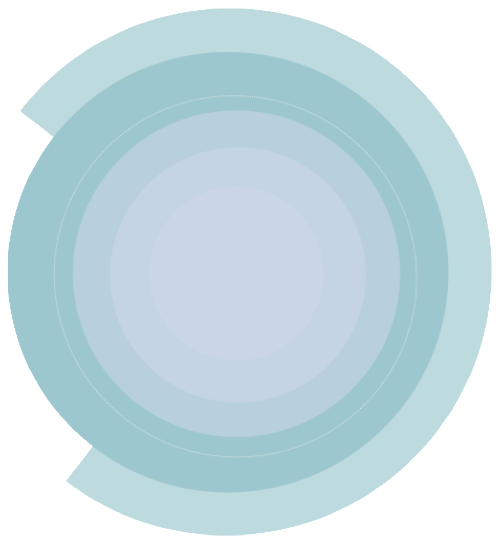


The following chart is a four-month trend of accounts created, by user type.



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.

DOCUMENTS UPLOADED BY MONTH

