

BenefitsCal Cumulative Metrics Report

March 2025

March 31, 2025



CalSAWS

Cumulative Metrics Report – March 2025



Adoption from September 2021 to February 2025

Total Applications Submitted

6,724,811

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

2,933,165

applications submitted through **GetCalFresh**.

3,214,090

applications submitted by **Customers**.*

577,556

applications submitted by **CBOs**.

262,008

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

* Does not include GetCalFresh.

Customer Accounts Created

5,457,868

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

CBO Accounts Created

14,789

CBOs are now equipped to assist customers on BenefitsCal.

Total RE/PR/Change Reporting

5,491,403

2,324,103

Renewals completed by households.

1,614,964

Periodic Reports completed by households.

1,552,336

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

Documents Uploaded

71,730,483

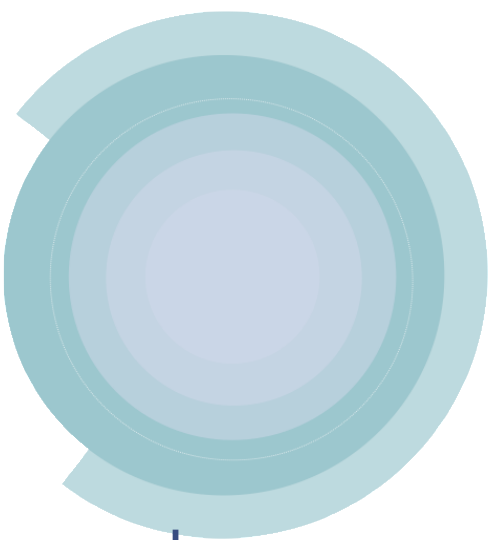
sheets of paper saved from printed verifications + time saved by reducing steps to share documents.

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2

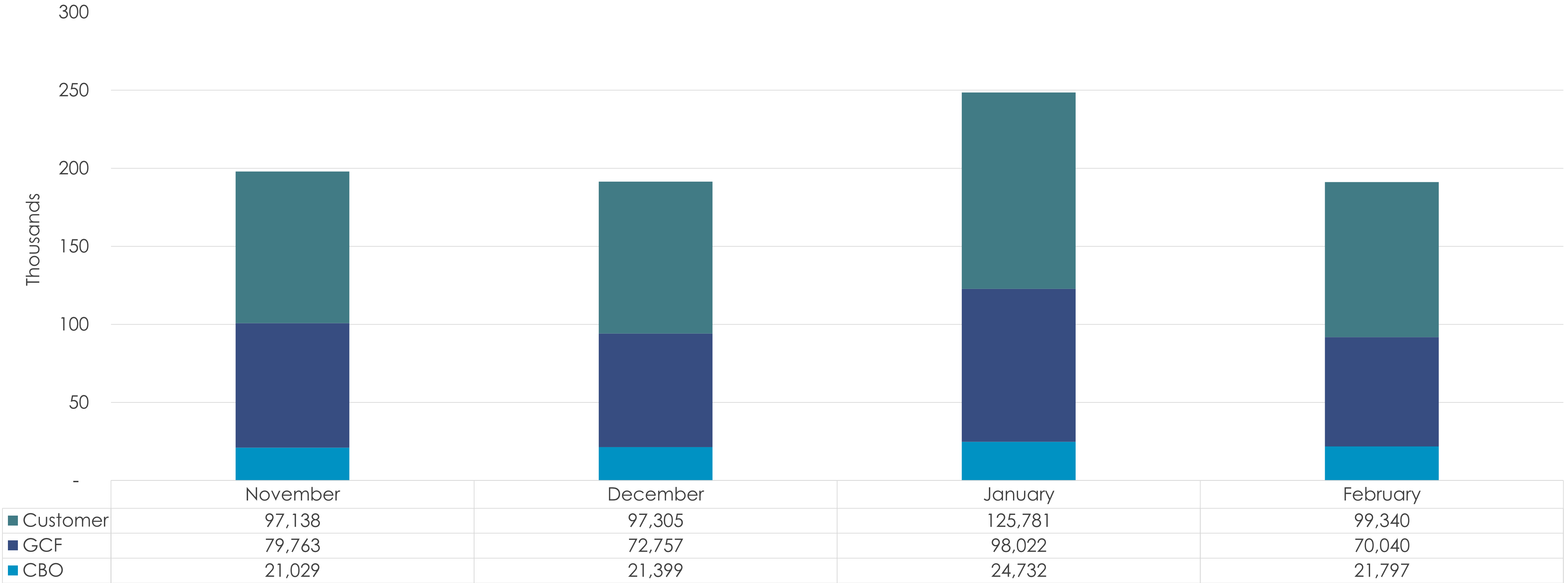
Applications Submitted

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



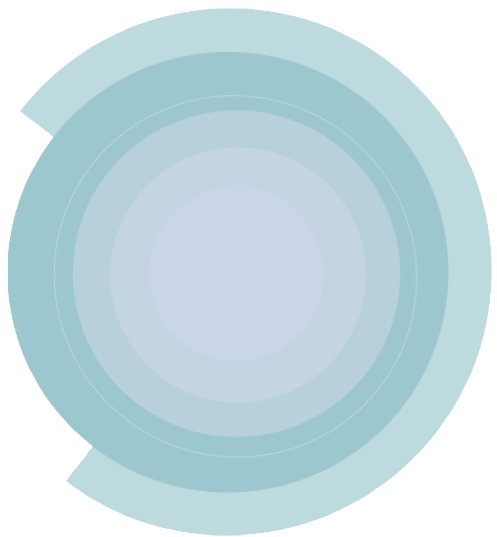
The following chart is a four-month trend of applications submitted, broken down by customers, CBOs, and GetCalFresh (GCF). In February, **8,108 households completed an application in their native language.**

APPLICATIONS SUBMITTED BY SOURCE AND BY MONTH

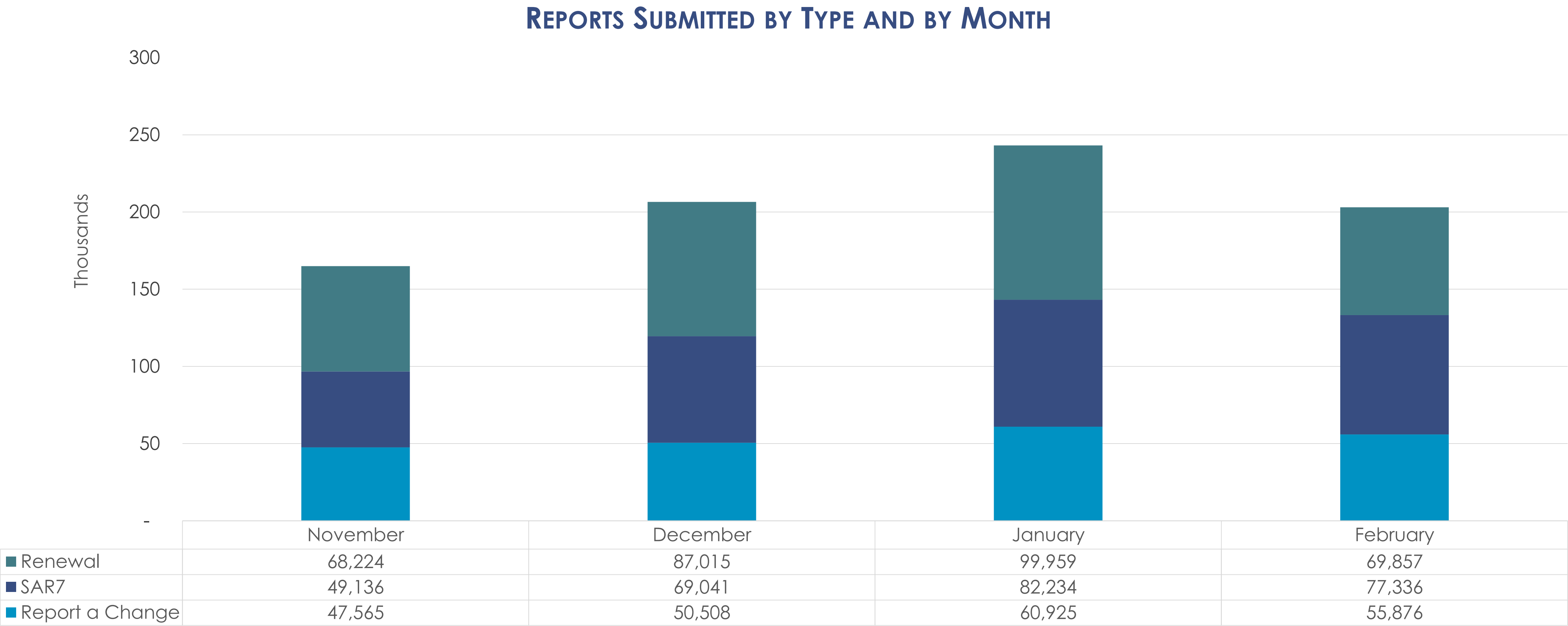


Reports Submitted

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

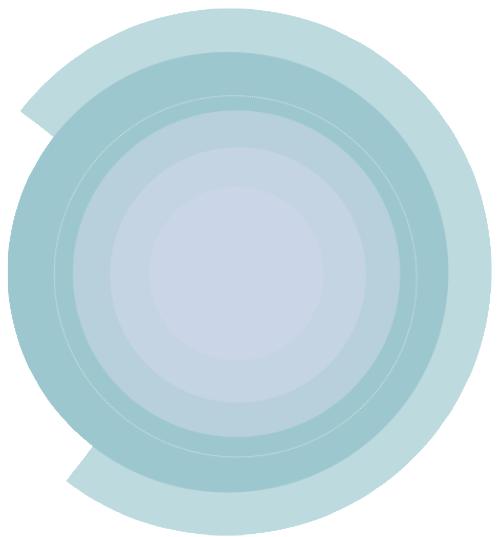


The following chart is a four-month trend of reports submitted, by report type.



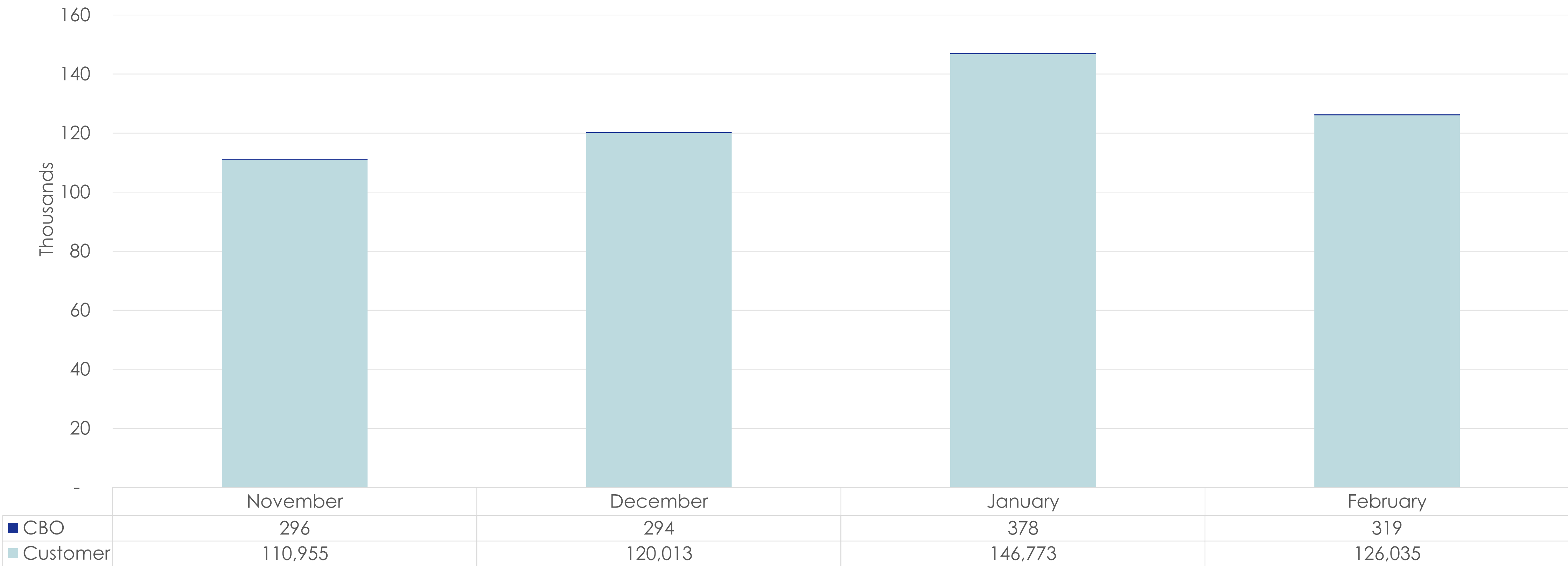
Accounts Created

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



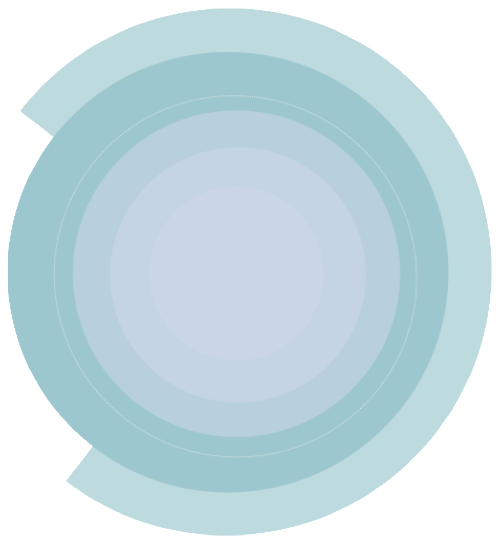
The following chart is a four-month trend of accounts created, by user type.

ACCOUNTS CREATED BY MONTH



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.

