

Distribution Date	June 9, 2025
To	Consortium.RegionalManagers.All; PPOC.All;
CC	Consortium.SectionDirectors;
CIT Name	GetCalFresh Application Assistance Tool Retiring: Transition to BenefitsCal by July 1, 2025

PPOCs, please forward to the appropriate impacted staff in your county:

- | | |
|--|---|
| <input type="checkbox"/> General | <input type="checkbox"/> Reports |
| <input type="checkbox"/> Policy | <input type="checkbox"/> Fiscal |
| <input type="checkbox"/> CW | <input type="checkbox"/> Caseload Movement |
| <input type="checkbox"/> CF | <input type="checkbox"/> Management |
| <input type="checkbox"/> MC | <input type="checkbox"/> Batch and Interfaces |
| <input type="checkbox"/> CMSP | <input type="checkbox"/> Fiscal |
| <input type="checkbox"/> FC/KG/AAP | <input type="checkbox"/> GA/GR |
| <input type="checkbox"/> Child Care | <input type="checkbox"/> Help Desk |
| <input type="checkbox"/> WtW | <input type="checkbox"/> Imaging |
| <input type="checkbox"/> Other Program(s) _____ | <input type="checkbox"/> Security |
| <input checked="" type="checkbox"/> BenefitsCal | <input type="checkbox"/> Task Management |
| <input type="checkbox"/> Customer Correspondence | <input type="checkbox"/> Technical |
| <input type="checkbox"/> OCAT | <input type="checkbox"/> Training |
| <input type="checkbox"/> Other _____ | |

Description

Purpose

The purpose of this CIT is to notify counties that the GetCalFresh (GCF) application assistance tool will retire on June 30, 2025, and all online CalFresh applications will be submitted via BenefitsCal starting July 1, 2025. This CIT provides guidance on steps counties should take to support this transition and provide awareness of the change.

Background

GCF has served as an online application assister for CalFresh benefits since 2014. The California Department of Social Services (CDSS) published All County Welfare Directors Letter (ACWDL) dated April 15, 2025, which confirmed the GCF application assistance tool will retire on June 30, 2025. This change is part of a statewide effort to streamline online access to public benefits. Beginning July 1, 2025, BenefitsCal will serve as the only platform for submitting online CalFresh applications.

The GCF domain and subpages will remain active beyond September 30, 2025. While a redirect notice will appear on the GCF homepage, counties are responsible for reviewing and updating all internal and public-facing materials to reflect the transition about how to apply for CalFresh.

Additional Information

To support a smooth transition and minimize confusion for applicants, counties must review and update all materials to remove references to 'GetCalFresh' and replace with 'BenefitsCal' when providing information about how to apply for CalFresh.

Below is a list of items that may include GetCalFresh application references and need updates:

- Trifolds
- Handouts
- Lobby Monitors/Posters
- County Notice Boards
- Bulletins/Newsletters
- Customer Communications
- Frontline Staff Scripts
- County Website
- Notices of Action (NOAs)
- Two-Way Messaging Scripts
- Self-Service Kiosks
- Journal Entry Templates
- Tier-1 Help Desk documentation and scripts

Counties may identify additional items beyond this list. All materials should be updated prior to July 1, 2025.

County Action

Review all materials for references to 'GetCalFresh' and replace with 'BenefitsCal' when providing information about how to apply for CalFresh by June 30, 2025.

Please copy your Regional Manager(s) with any questions you might send to the Primary or Backup Project Contact.

Primary Project
Contact

Marsale Eramya
EramyaM@CalSAWS.org

Backup Project
Contact

Carrie White
WhiteC@CalSAWS.org

Attachments

N/A

Web Portal Link



OR

You may also retrieve the CIT document and attachments by following these steps:

1. Click on the CRFIs & CITs link at the top of the page.
2. Click on the "CalSAWS Information Transmittal (CIT)" folder.
3. Click on the "2025" folder.
4. Click on the appropriate CIT # folder.