

BenefitsCal Cumulative Metrics Report

May 2025

May 31, 2025



CalSAWS

Cumulative Metrics Report – May 2025

Adoption from September 2021 to April 2025



Total Applications Submitted



7,117,645

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

3,067,366 applications submitted through **GetCalFresh**.

3,426,666 applications submitted by **Customers**.*

623,613 applications submitted by **CBOs**.

* Does not include GetCalFresh.

279,246

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

Customer Accounts Created



5,692,568

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

CBO Accounts Created



15,479

CBOs are now equipped to assist customers on BenefitsCal.

Total RE/PR/Change Reporting



5,889,577

2,469,172 **Renewals** completed by households.

1,761,635 **Periodic Reports** completed by households.

1,658,770 households **reported a change** with no need to call or go into a county office.

Documents Uploaded

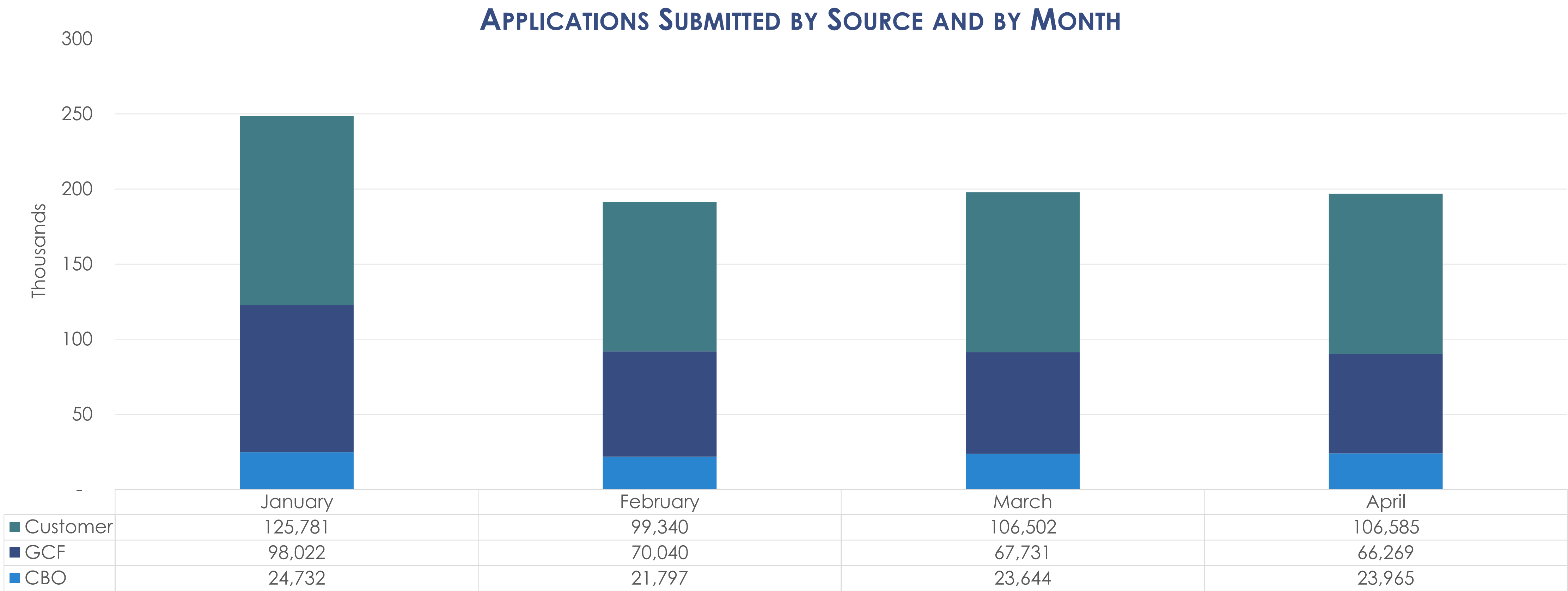
76,507,614

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.

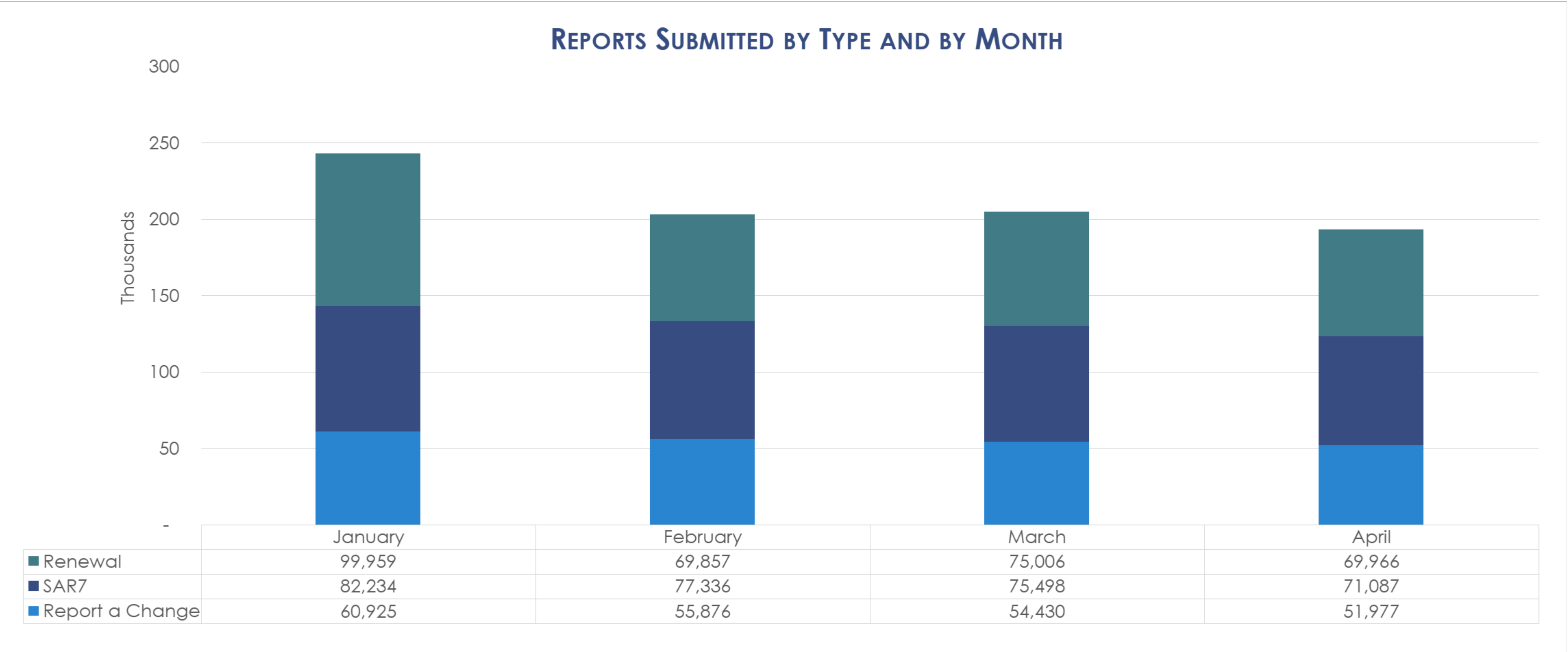
The following chart is a four-month trend of applications submitted, broken down by customers, CBOs, and GetCalFresh (GCF). In April, **8,446 households completed an application in their native language**.



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.

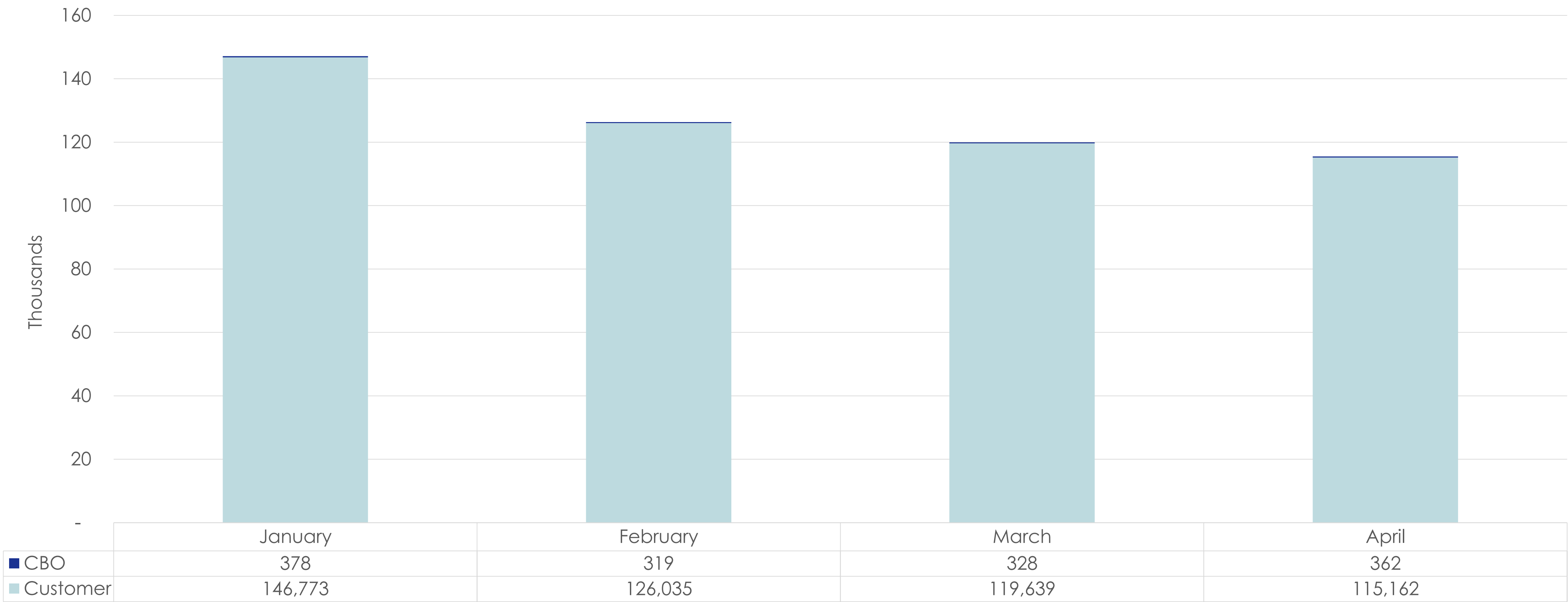


Accounts Created

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.

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.

