

# BenefitsCal Cumulative Metrics Report

July 2025

July 31, 2025



CalSAWS

# Cumulative Metrics Report – July 2025

Adoption from September 2021 to June 2025



## Total Applications Submitted



7,478,199

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

3,186,948 applications submitted through **GetCalFresh**.

3,626,045 applications submitted by **Customers**.\*

665,206 applications submitted by **CBOs**.

\* Does not include GetCalFresh.

293,365 households completed an application in their **native language** (19 languages available).

## Customer Accounts Created



5,913,197

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

## CBO Accounts Created



16,123

CBOs are now equipped to assist customers on BenefitsCal.

## Total RE/PR/Change Reporting



6,316,477

2,636,936 **Renewals** completed by households.

1,909,473 **Periodic Reports** completed by households.

1,770,068 households **reported a change** with no need to call or go into a county office.

## Documents Uploaded

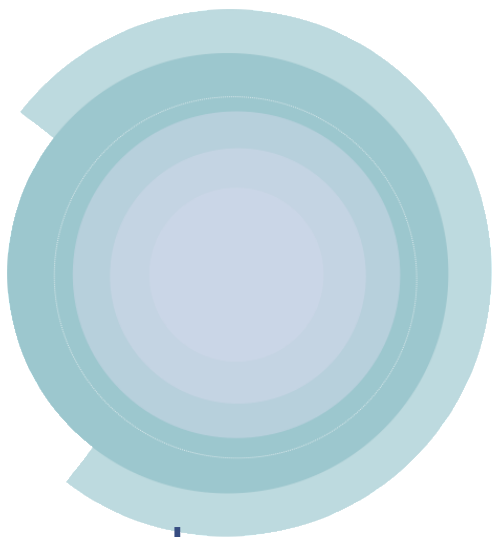
81,276,053

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



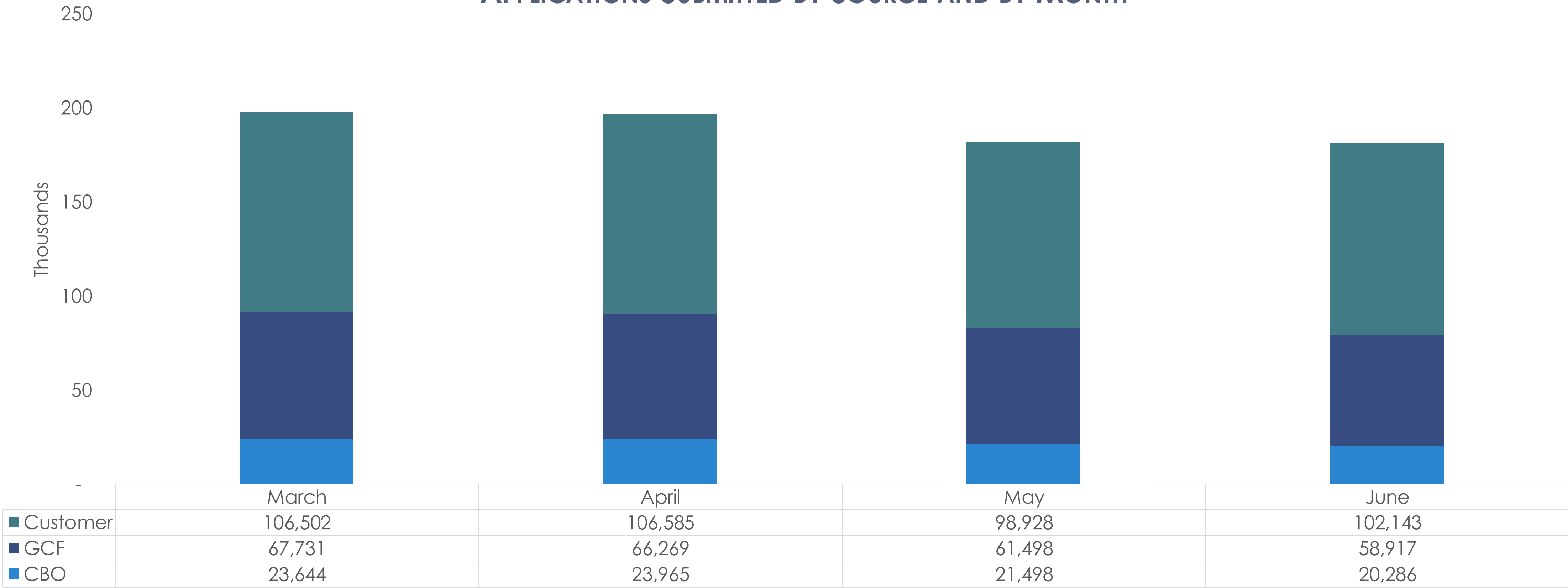
# Applications Submitted

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



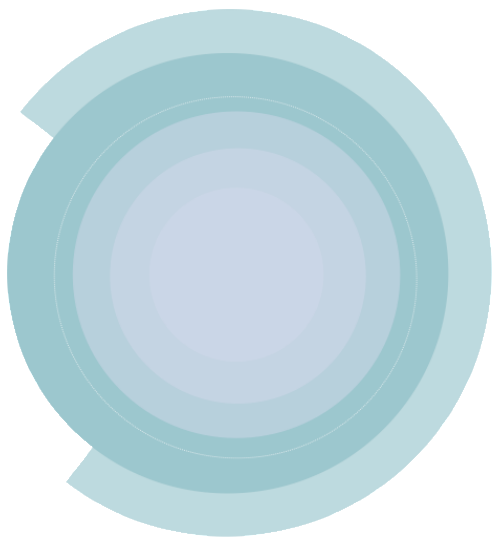
The following chart is a four-month trend of applications submitted, broken down by customers, CBOs, and GetCalFresh (GCF). In June, **6,759 households completed an application in their native language.**

APPLICATIONS SUBMITTED BY SOURCE AND BY MONTH

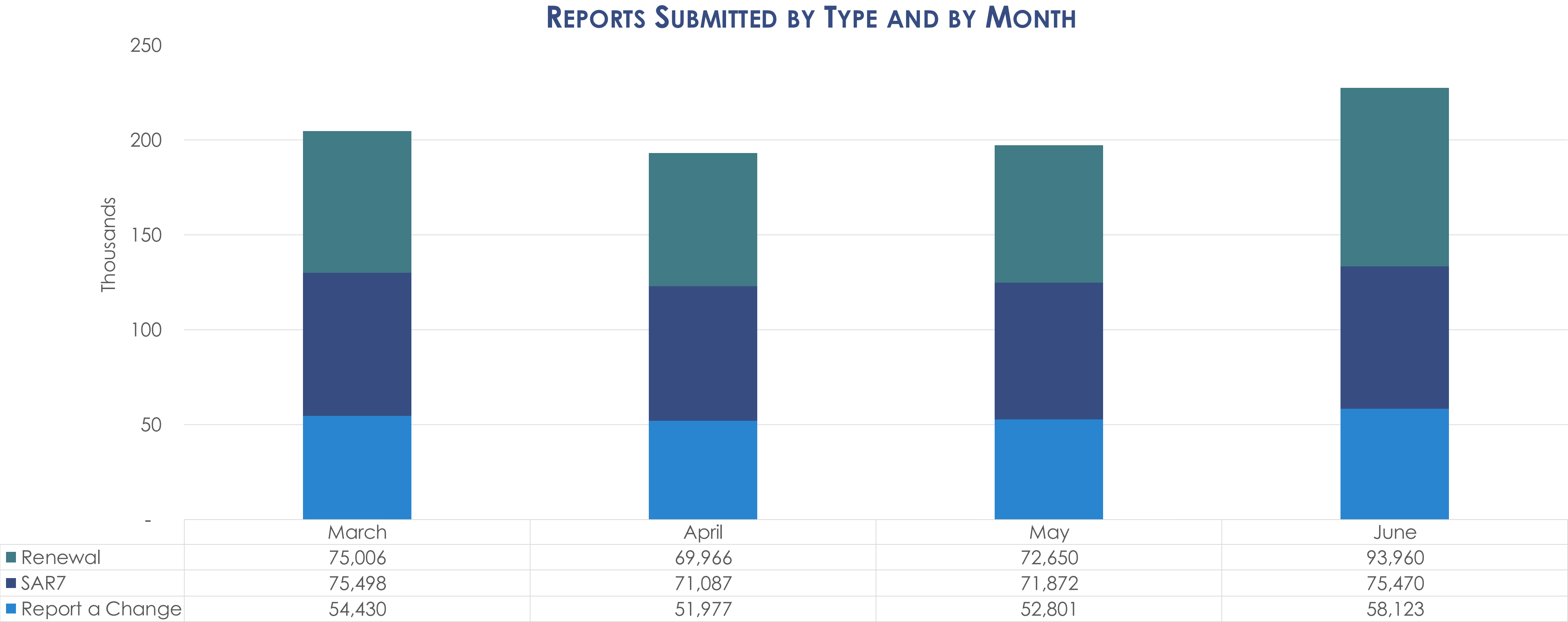


# Reports Submitted

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

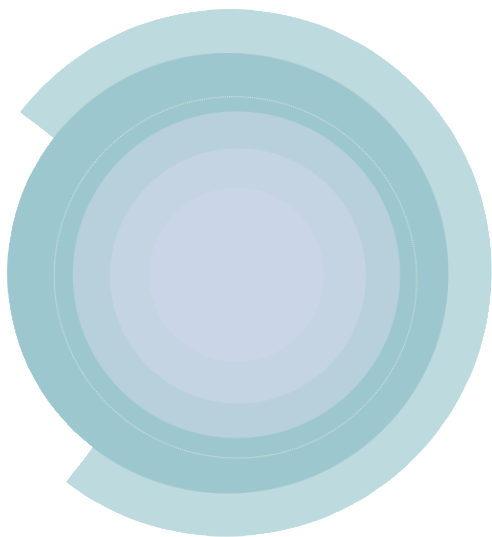


The following chart is a four-month trend of reports submitted, by report type.



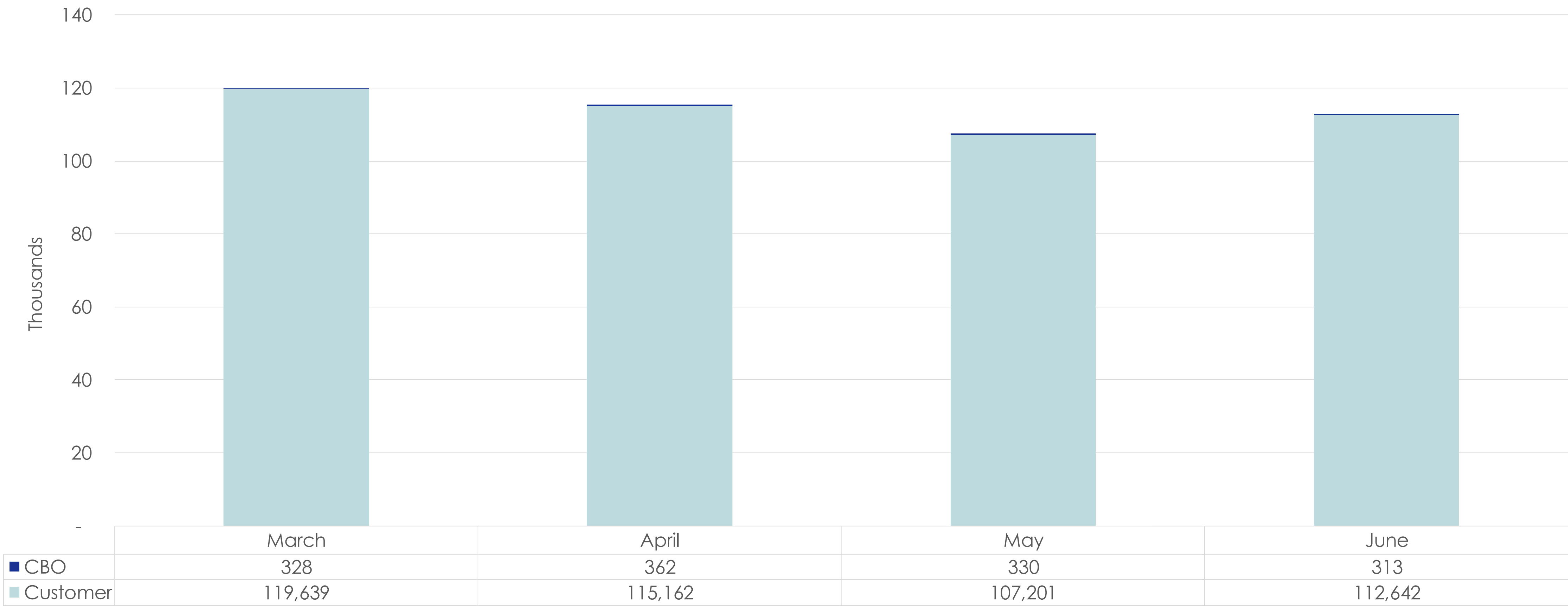
# Accounts Created

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



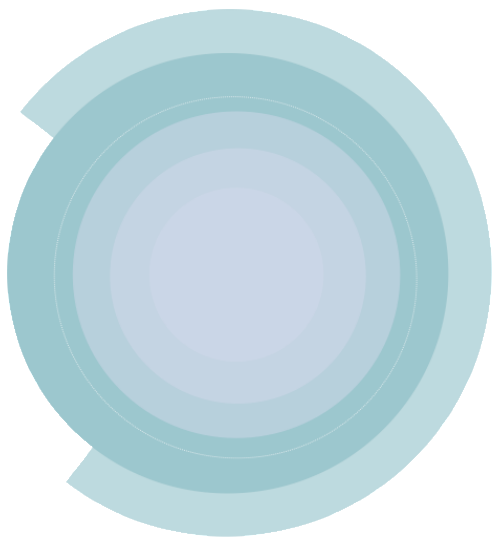
The following chart is a four-month trend of accounts created, by user type.

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.

DOCUMENTS UPLOADED BY MONTH

