

# BenefitsCal Cumulative Metrics Report

August 2025

August 31, 2025



CalSAWS



# Cumulative Metrics Report – August 2025



Adoption from September 2021 to July 2025

Total Applications Submitted

7,640,128

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

3,186,948

applications submitted through **GetCalFresh**.

3,766,924

applications submitted by **Customers**.\*

686,256

applications submitted by **CBOs**.

301,537

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

\* Does not include GetCalFresh.

Customer Accounts Created

6,058,548

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

CBO Accounts Created

16,501

CBOs are now equipped to assist customers on BenefitsCal.

Total RE/PR/Change Reporting

6,573,441

2,757,946

**Renewals** completed by households.

1,978,407

**Periodic Reports** completed by households.

1,837,088

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

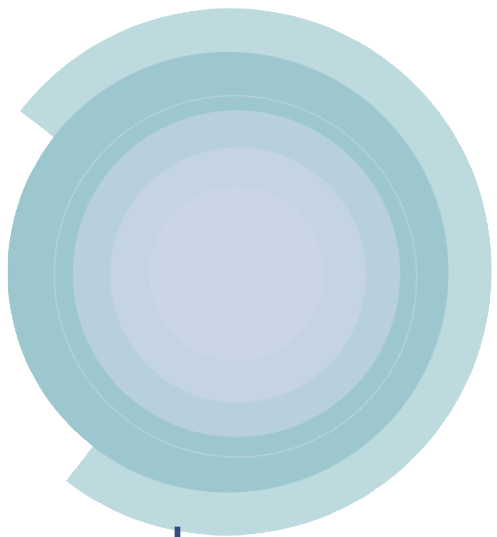
Documents Uploaded

83,861,510

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

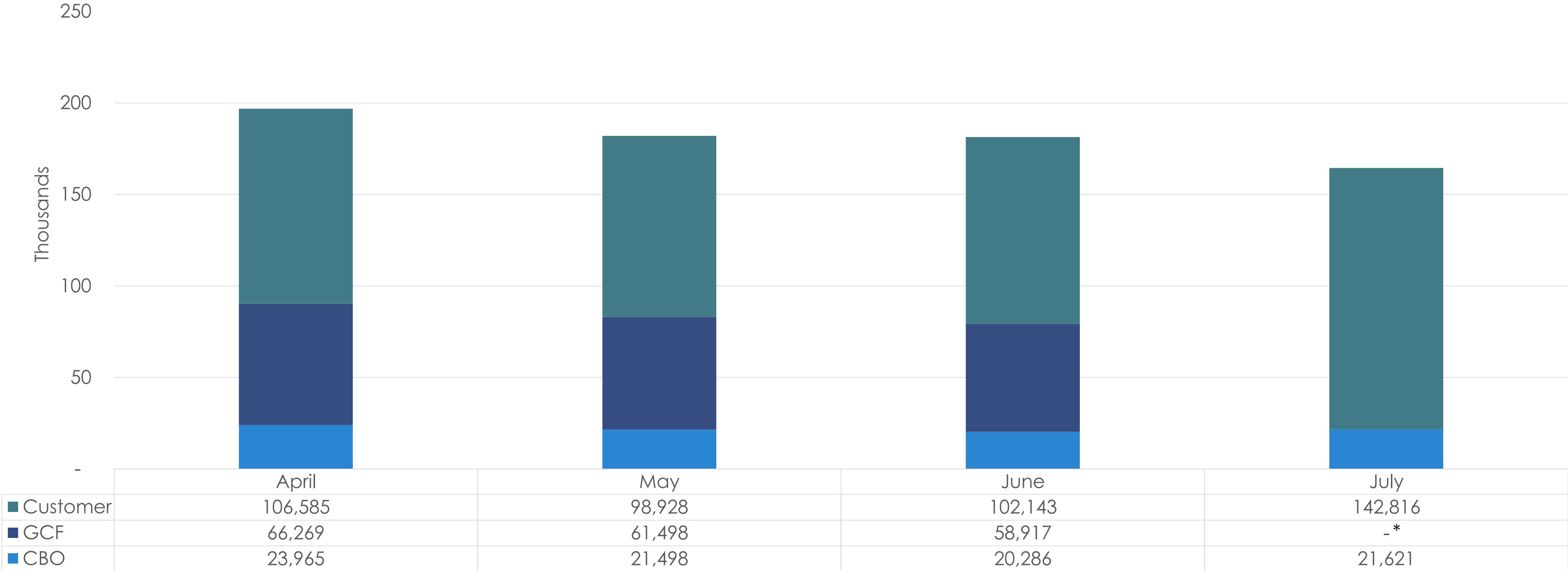
# Applications Submitted

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 July, **8,172 households completed an application in their native language.**

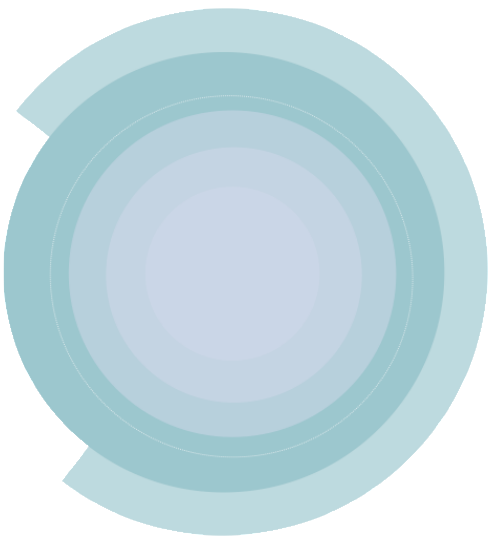
APPLICATIONS SUBMITTED BY SOURCE AND BY MONTH



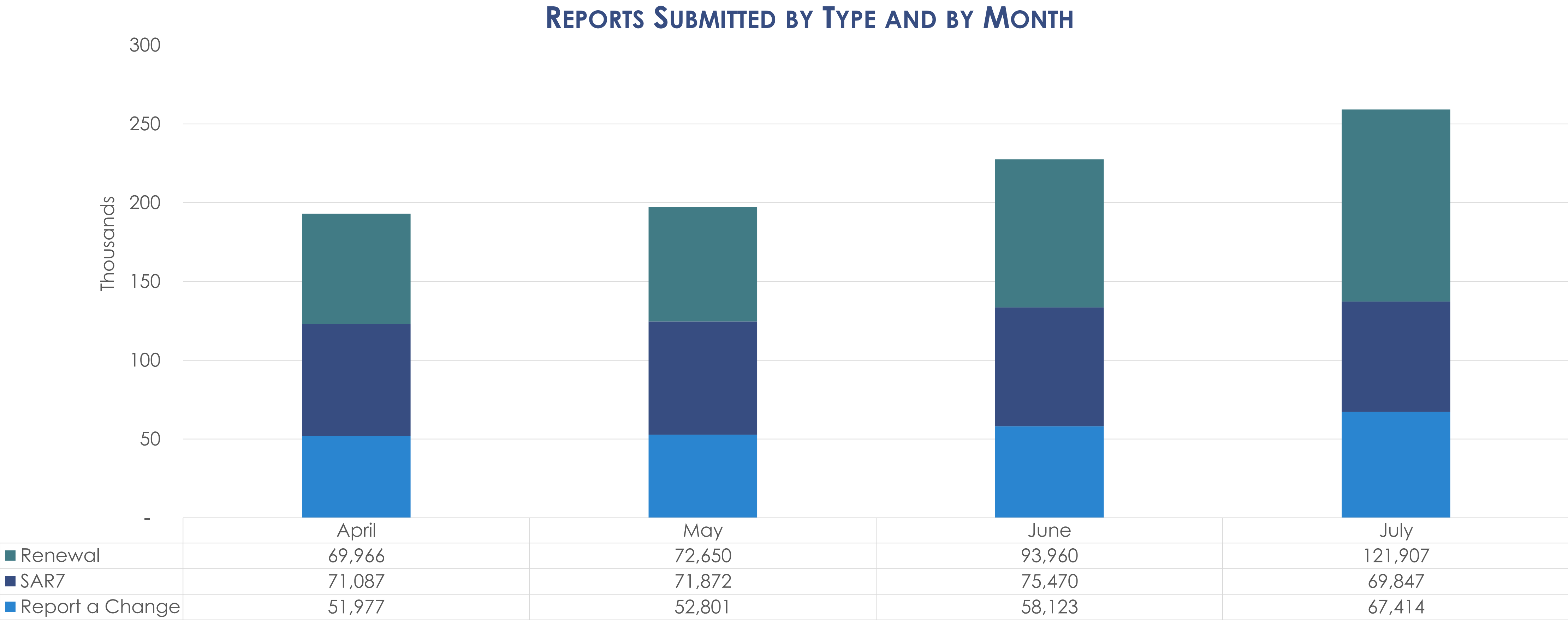
\*GetCalFresh (GCF) was discontinued on July 1st, 2025.

# Reports Submitted

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

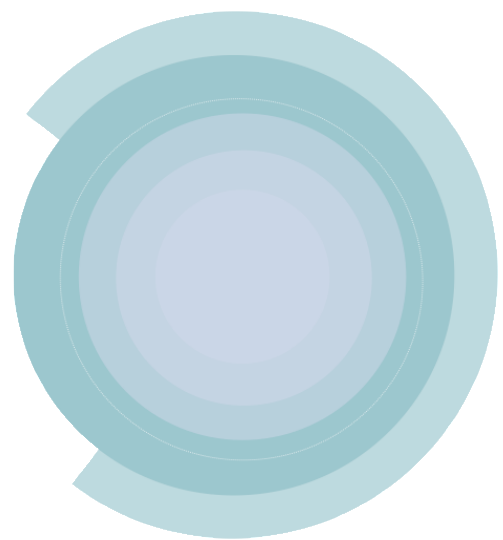


The following chart is a four-month trend of reports submitted, by report type.



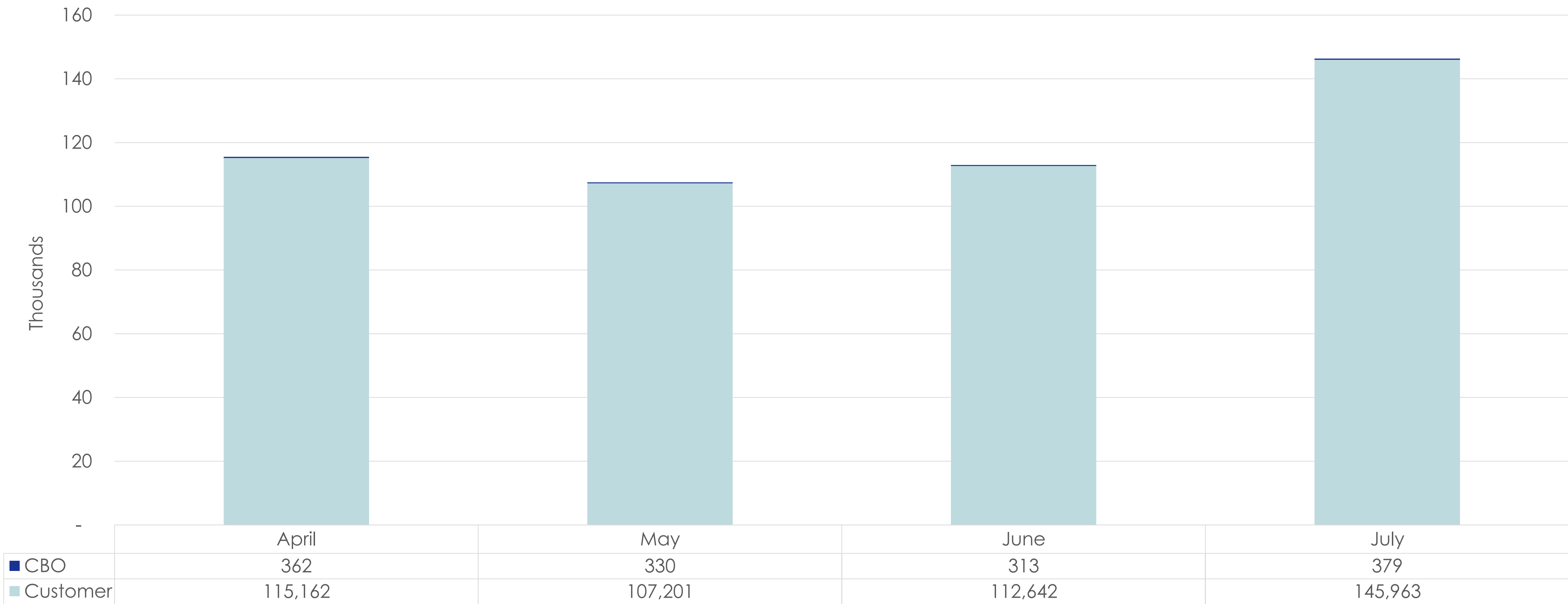
# Accounts Created

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



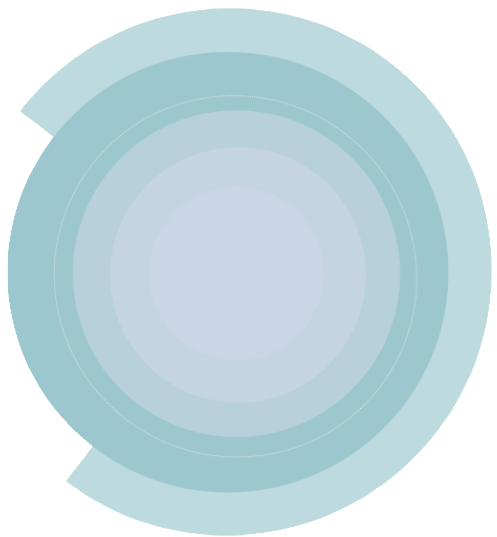
The following chart is a four-month trend of accounts created, by user type.

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

