

BenefitsCal Cumulative Metrics Report

October 2025

October 31, 2025



CalSAWS



Cumulative Metrics Report – October 2025



Adoption from September 2021 to September 2025

Total Applications Submitted

8,009,605

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

3,186,948

applications submitted through **GetCalFresh**.

4,093,385

applications submitted by **Customers**.*

729,272

applications submitted by **CBOs**.

319,788

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

* Does not include GetCalFresh.

Customer Accounts Created

6,353,489

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

CBO Accounts Created

17,197

CBOs are now equipped to assist customers on BenefitsCal.

Total RE/PR/Change Reporting

7,080,245

2,987,664

Renewals completed by households.

2,116,667

Periodic Reports completed by households.

1,975,914

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

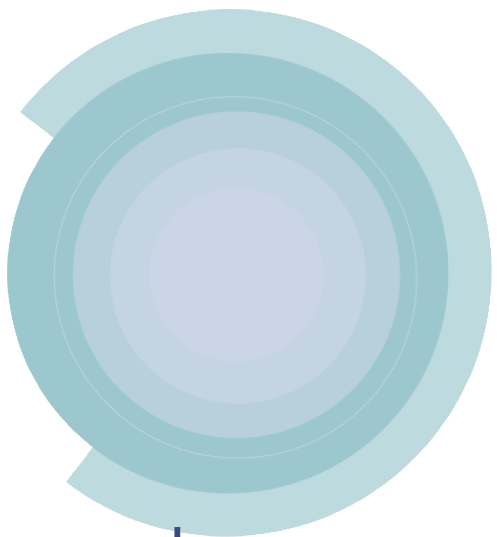
Documents Uploaded

89,076,716

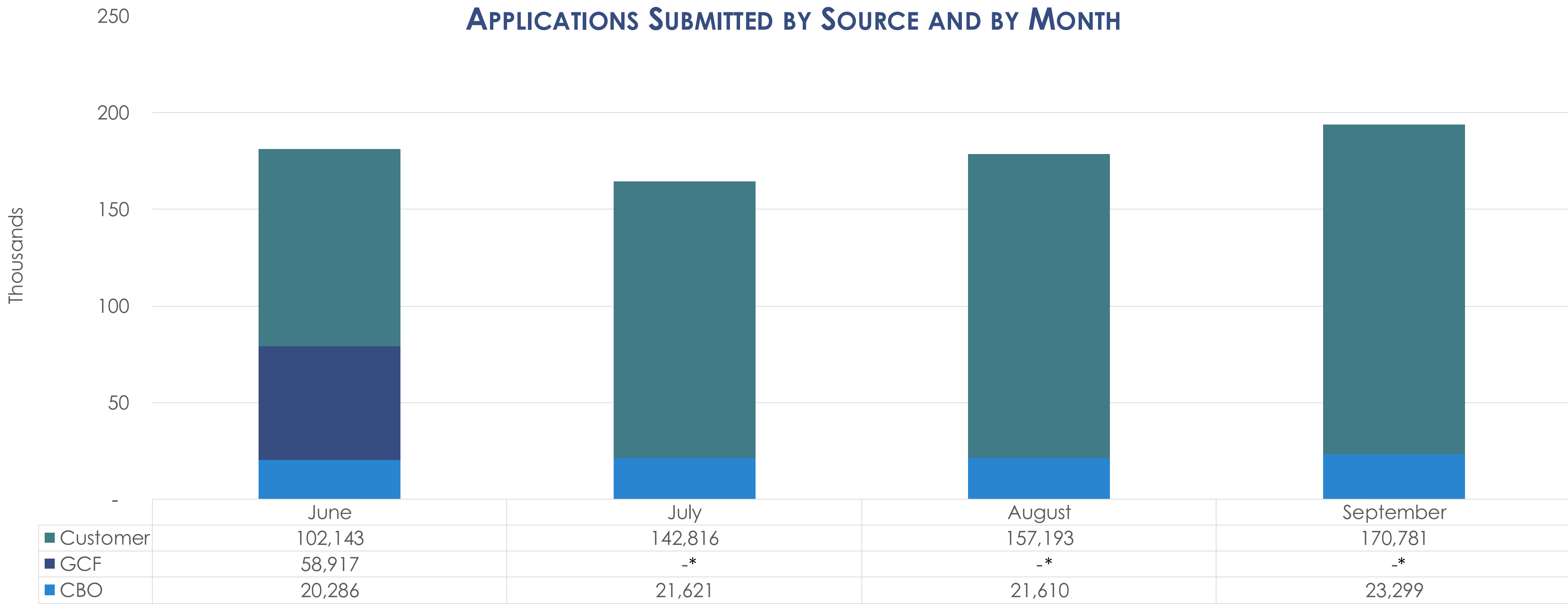
sheets of paper saved from printed verifications + time saved by reducing steps to share documents.

Applications Submitted

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



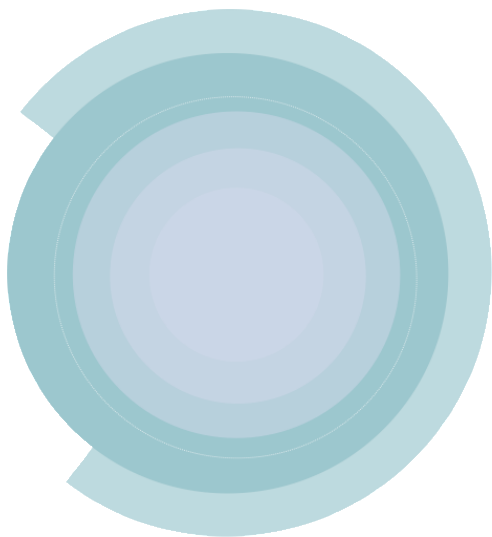
The following chart is a four-month trend of applications submitted, broken down by customers, CBOs, and GetCalFresh (GCF). In September, **9,547 households completed an application in their native language.**



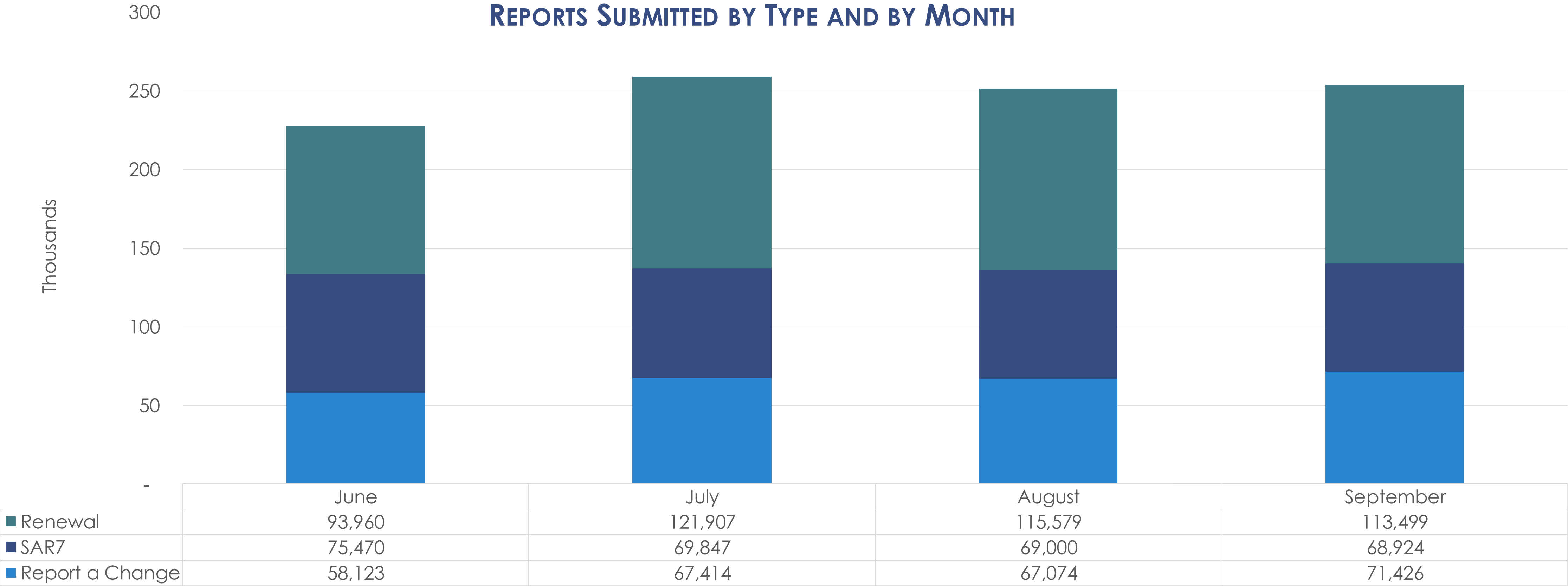
*GetCalFresh (GCF) was discontinued on July 1, 2025.

Reports Submitted

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

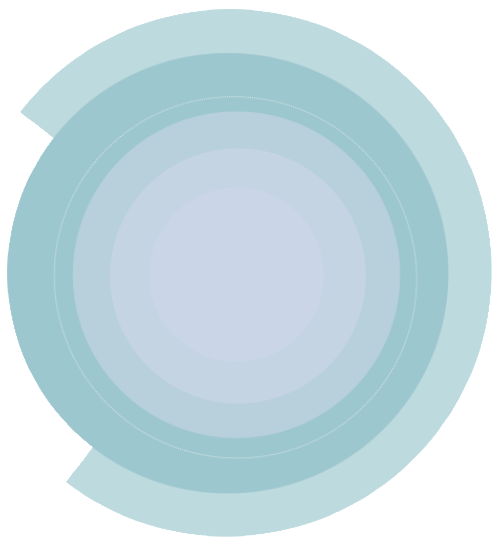


The following chart is a four-month trend of reports submitted, by report type.

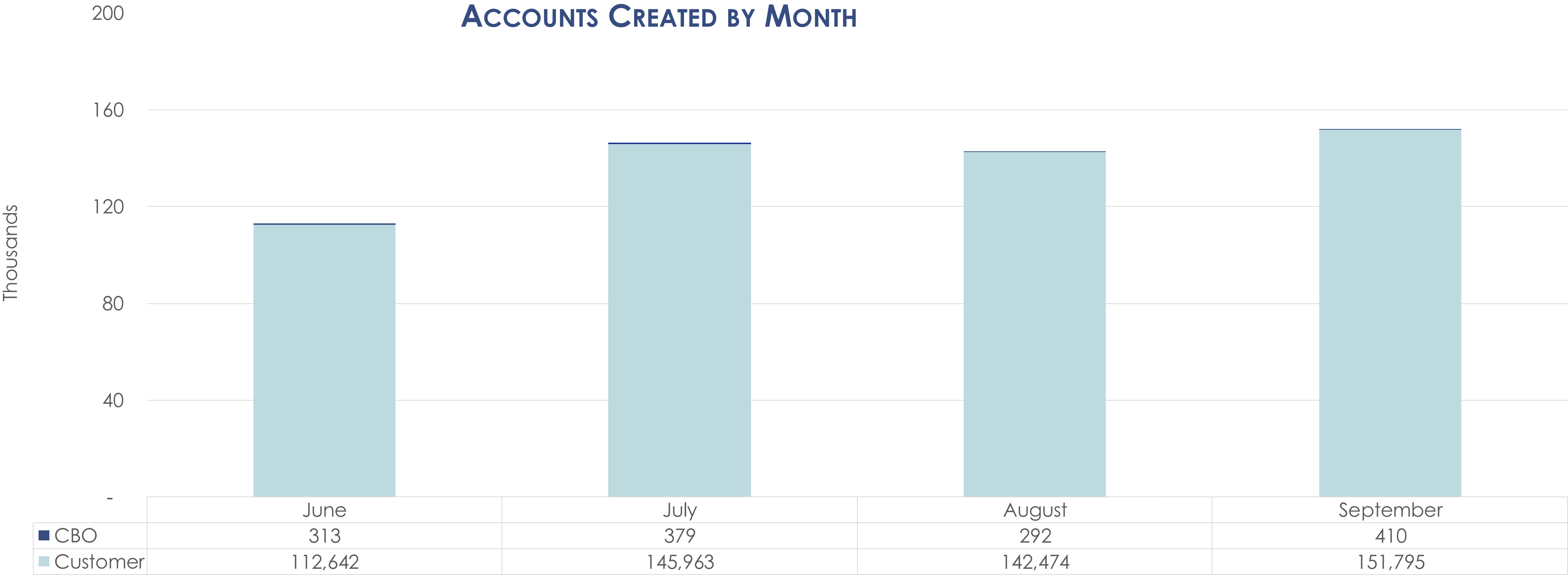


Accounts Created

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

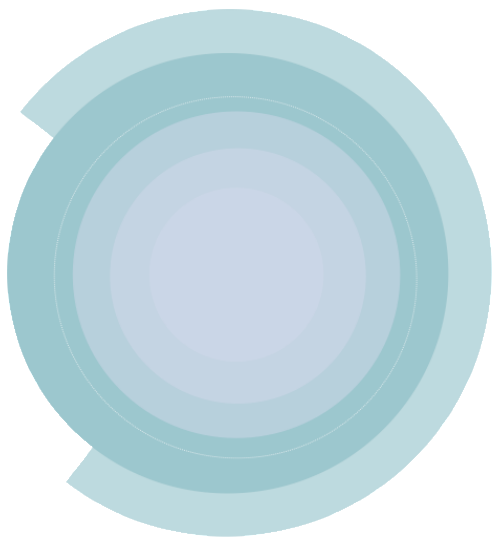


The following chart is a four-month trend of accounts created, by user type.



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.

