

BenefitsCal Cumulative Metrics Report

December 2025

December 31, 2025



CalSAWS

Cumulative Metrics Report – December 2025

Adoption from September 2021 to November 2025



Total Applications Submitted



8,306,105

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

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

4,347,686 applications submitted by **Customers**.*

771,471 applications submitted by **CBOs**.

* Does not include GetCalFresh.

344,657 households completed an application in their **native language** (19 languages available).

Customer Accounts Created



6,583,719

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

CBO Accounts Created



18,158

CBOs are now equipped to assist customers on BenefitsCal.

Total RE/PR/Change Reporting



7,523,011

3,192,064 **Renewals** completed by households.

2,240,105 **Periodic Reports** completed by households.

2,090,842 households **reported a change** with no need to call or go into a county office.

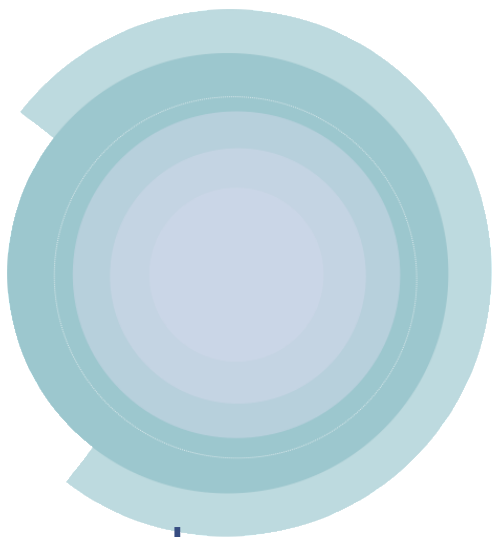
Documents Uploaded

93,535,885

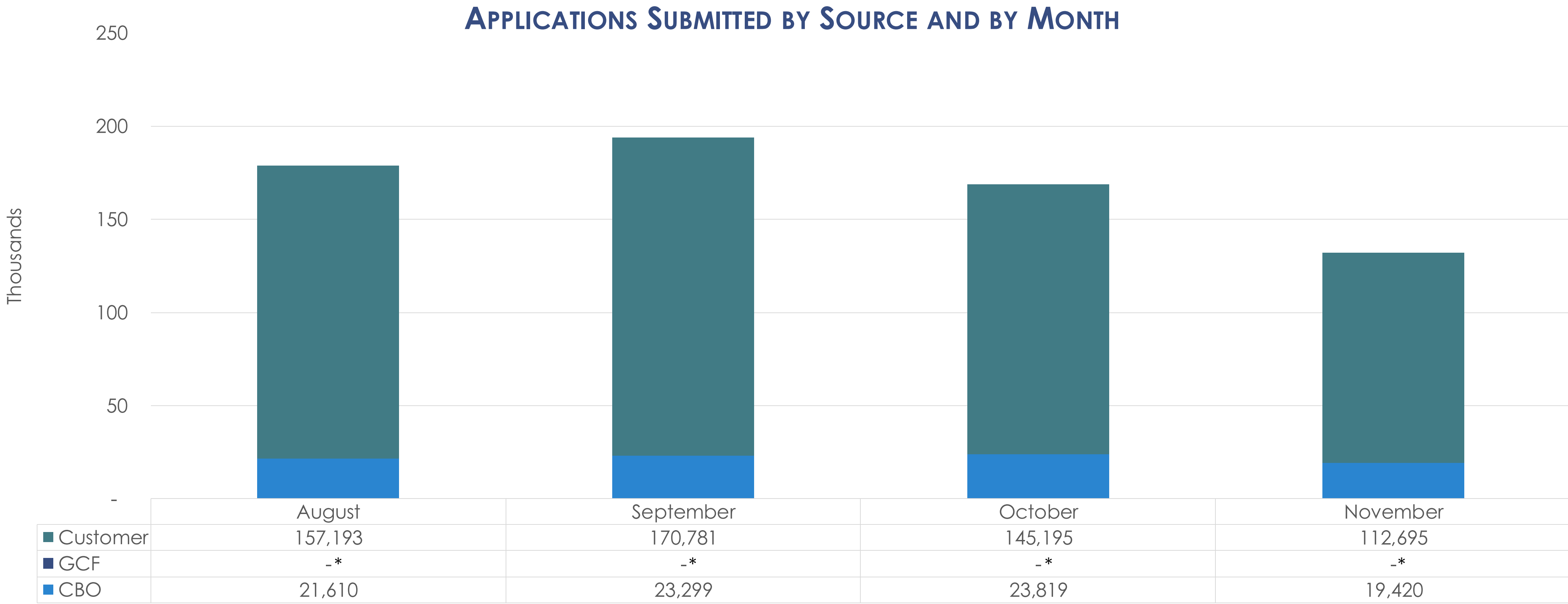
sheets of paper saved from printed verifications + time saved by reducing steps to share documents.

Applications Submitted

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



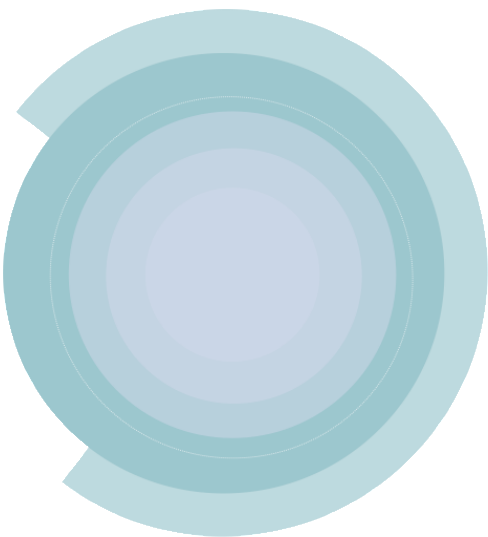
The following chart is a four-month trend of applications submitted, broken down by customers, CBOs, and GetCalFresh (GCF). In November, **7,699 households completed an application in their native language.**



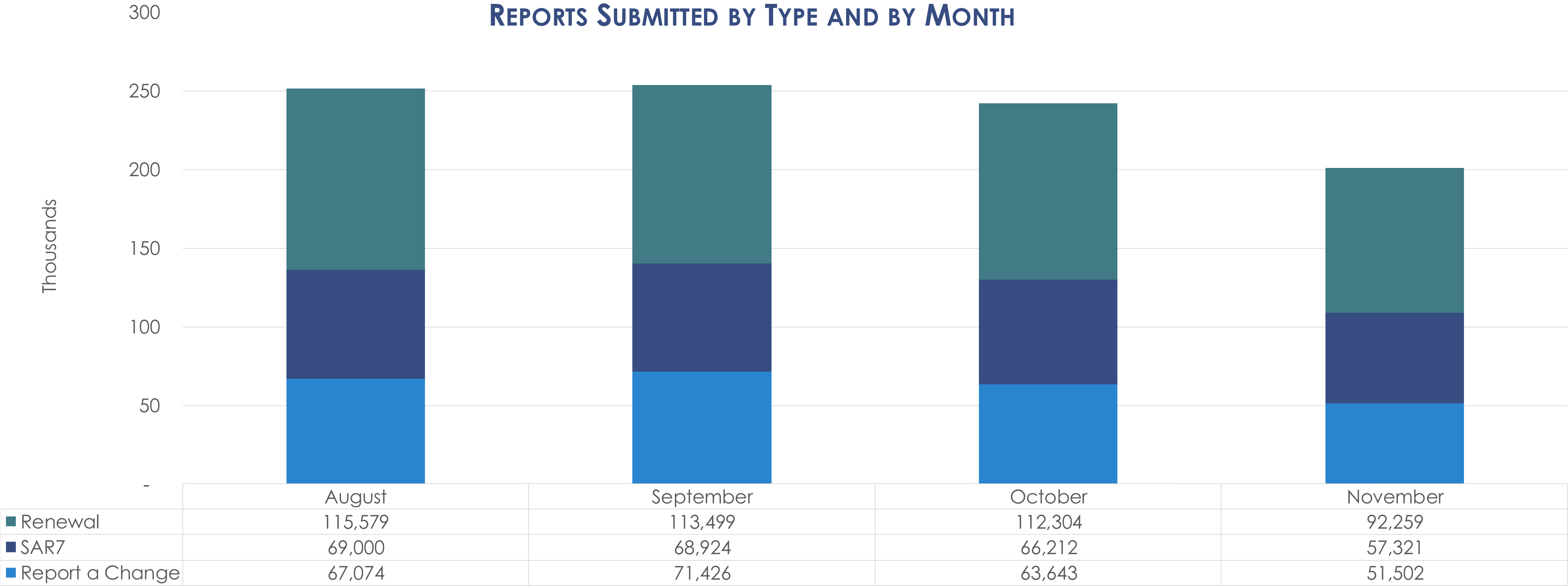
*GetCalFresh (GCF) was discontinued on July 1, 2025.

Reports Submitted

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

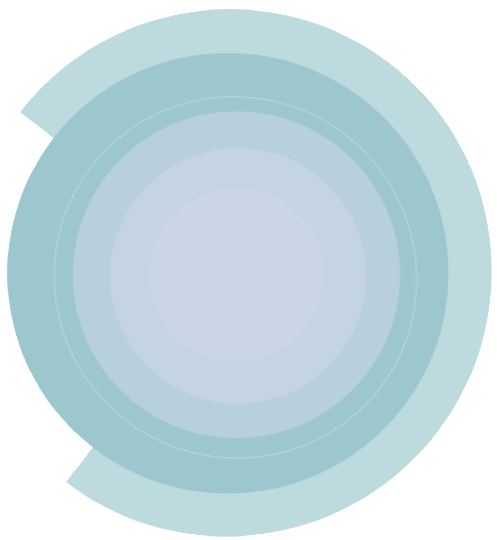


The following chart is a four-month trend of reports submitted, by report type.

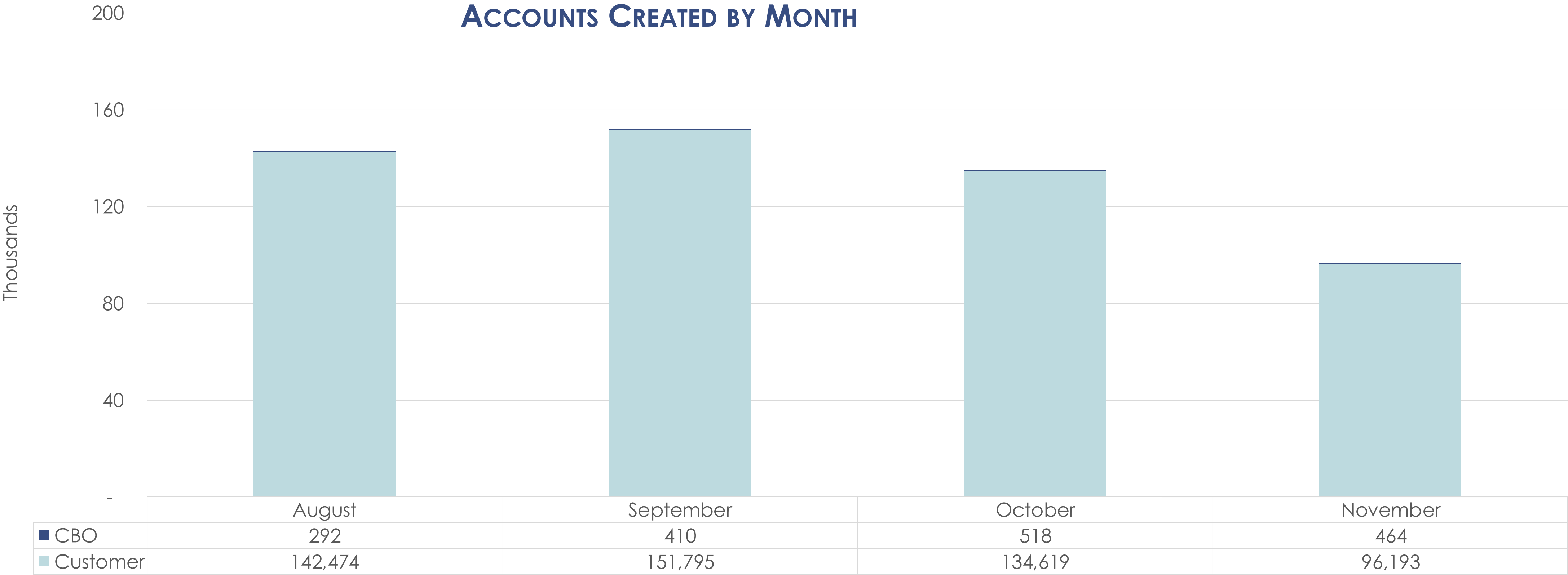


Accounts Created

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

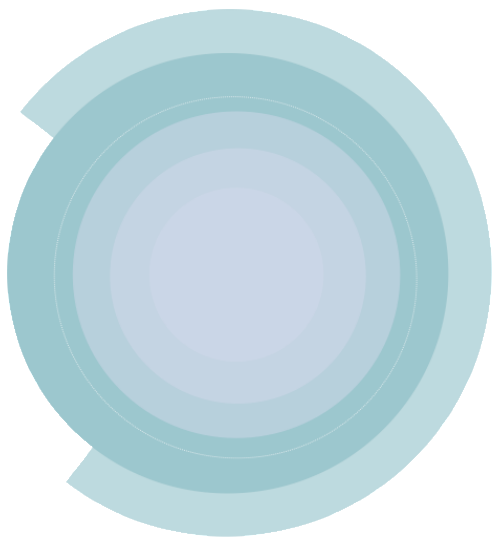


The following chart is a four-month trend of accounts created, by user type.



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.

