

# BenefitsCal Cumulative Metrics Report

November 2025

November 30, 2025

CalSAWS



# Cumulative Metrics Report – November 2025

Adoption from September 2021 to October 2025



## Total Applications Submitted



**8,175,134**

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

**3,186,948**

applications submitted through **GetCalFresh**.

**4,235,421**

applications submitted by **Customers**.\*

**752,765**

applications submitted by **CBOs**.

\* Does not include GetCalFresh.

**328,750**

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

## Customer Accounts Created



**6,486,591**

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

## CBO Accounts Created



**17,713**

CBOs are now equipped to assist customers on BenefitsCal.

## Total RE/PR/Change Reporting



**7,319,424**

**3,098,639**

**Renewals** completed by households.

**2,181,812**

**Periodic Reports** completed by households.

**2,038,973**

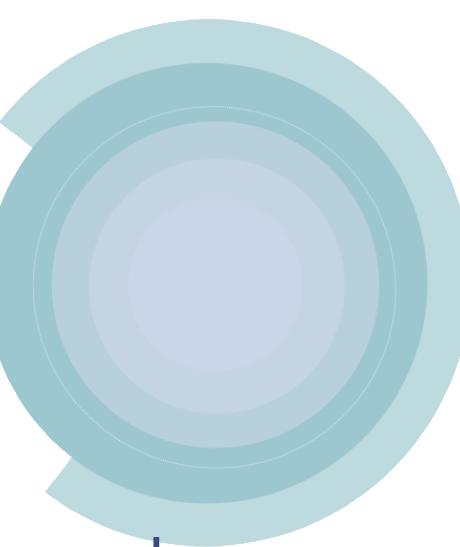
households **reported a change** with no need to call or go into a county office.

## Documents Uploaded

**91,574,761**

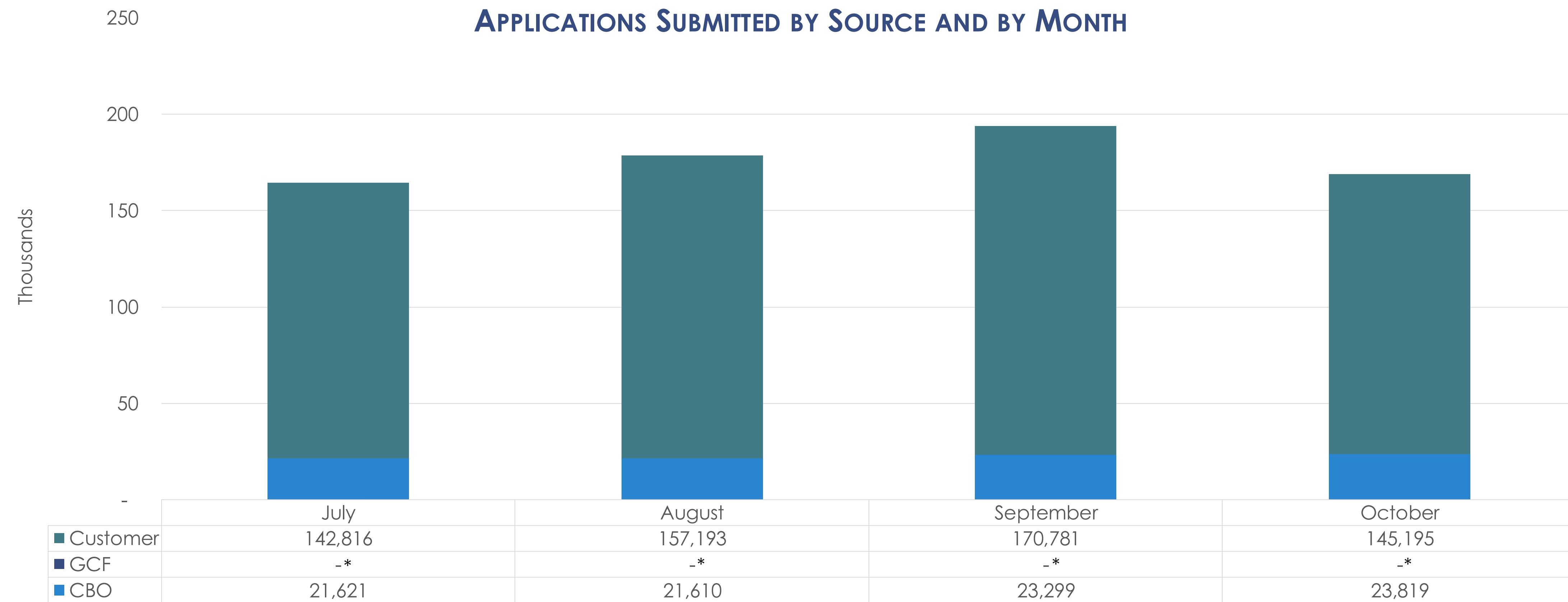
sheets of paper saved from printed verifications + time saved by reducing steps to share documents.

# Applications Submitted



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

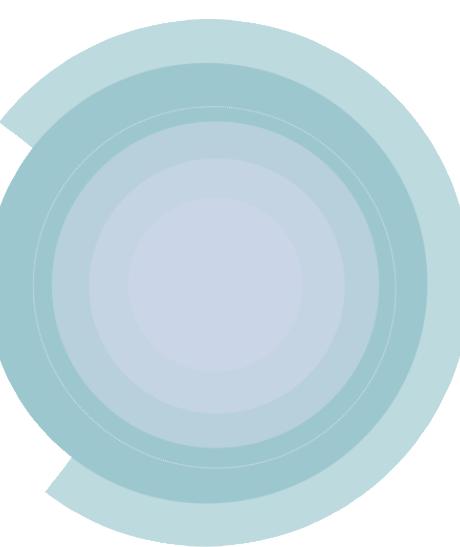
The following chart is a four-month trend of applications submitted, broken down by customers, CBOs, and GetCalFresh (GCF). In September, **8,957 households completed an application in their native language**.



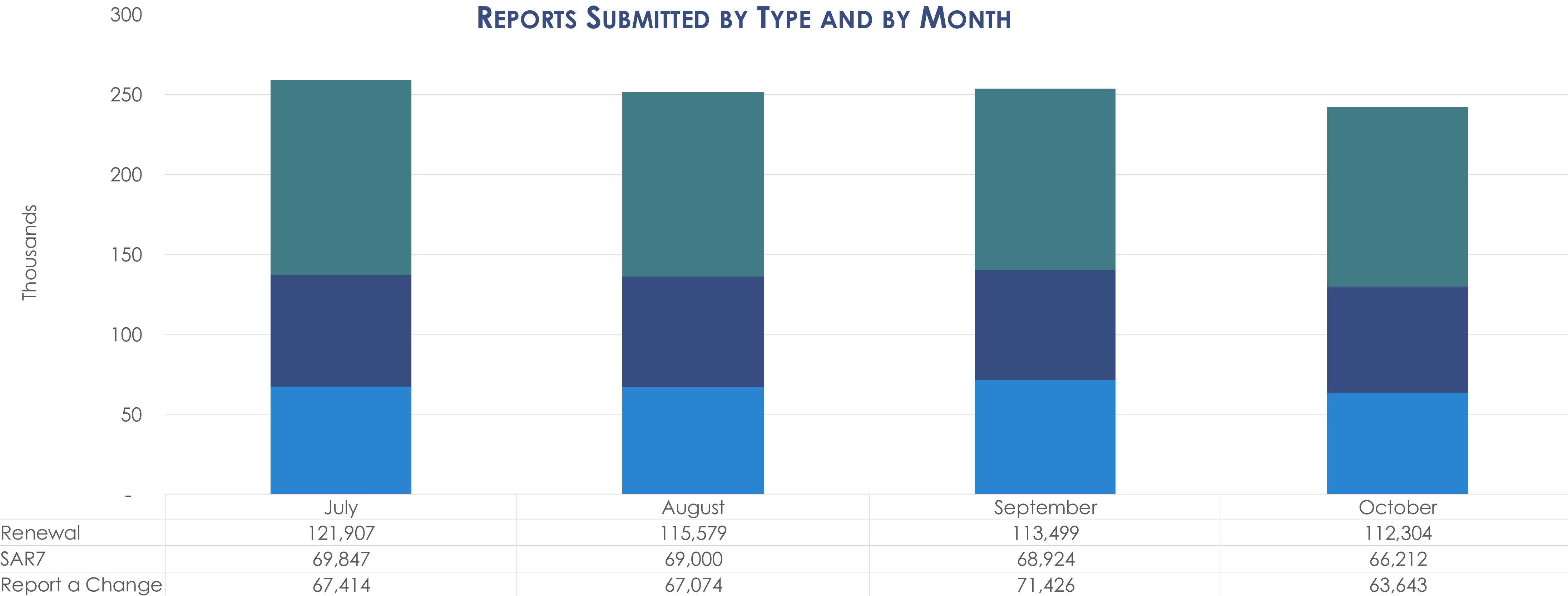
\*GetCalFresh (GCF) was discontinued on July 1, 2025.

# Reports Submitted

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

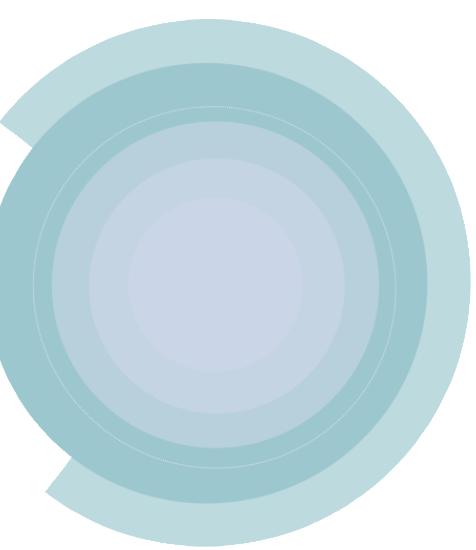


The following chart is a four-month trend of reports submitted, by report type.

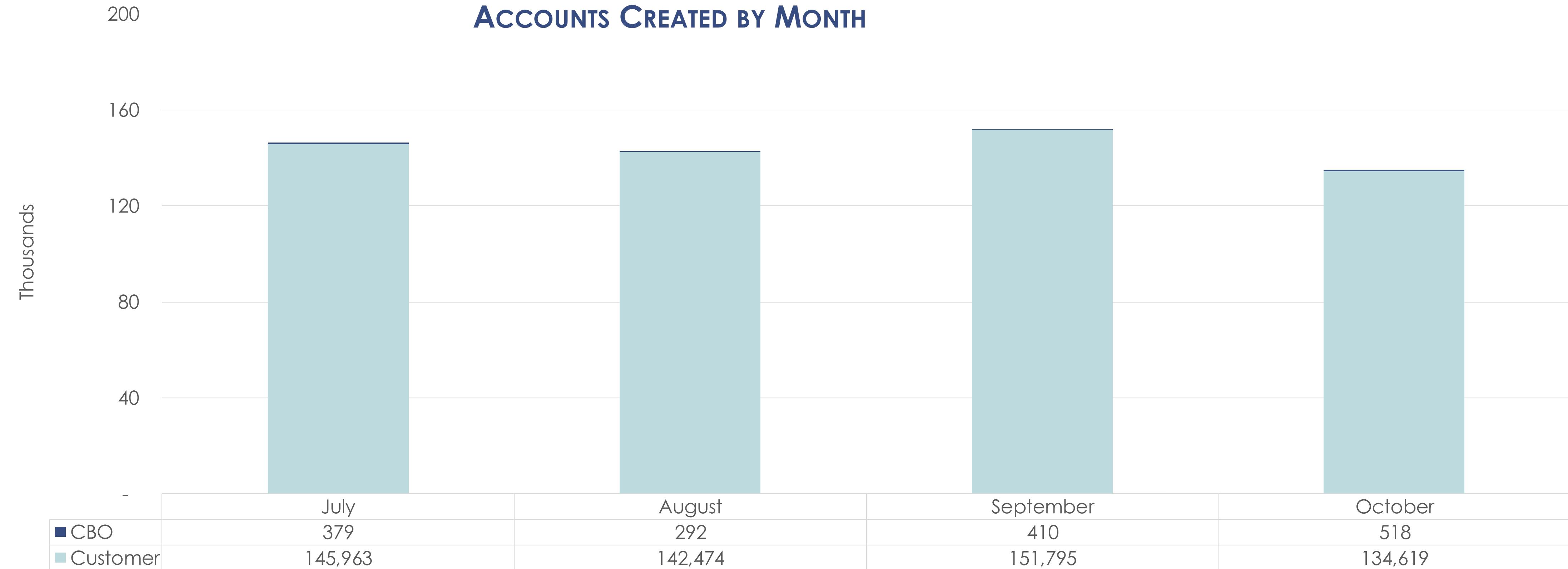


# Accounts Created

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

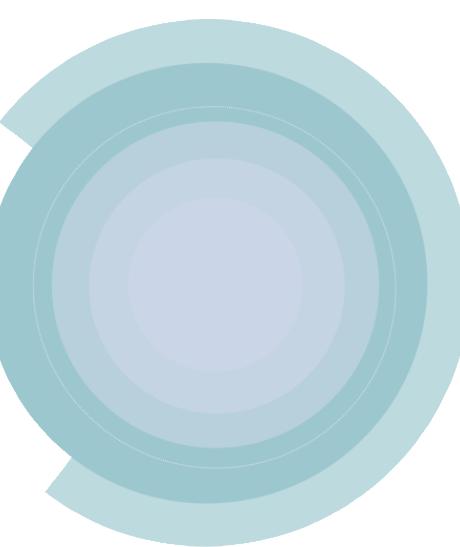


The following chart is a four-month trend of accounts created, by user type.



# 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.

