

# 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**.

328,750

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

\* Does not include GetCalFresh.

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

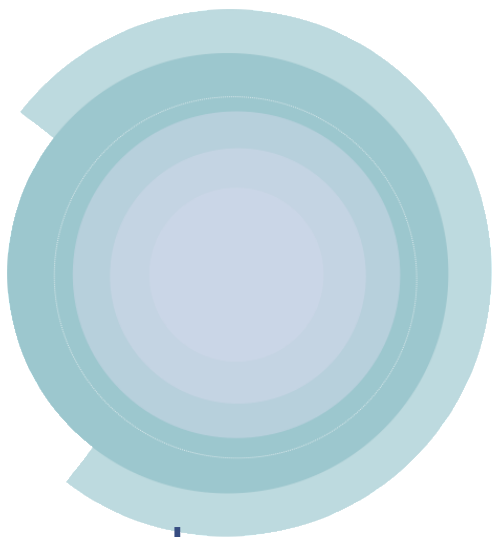
91,574,761

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

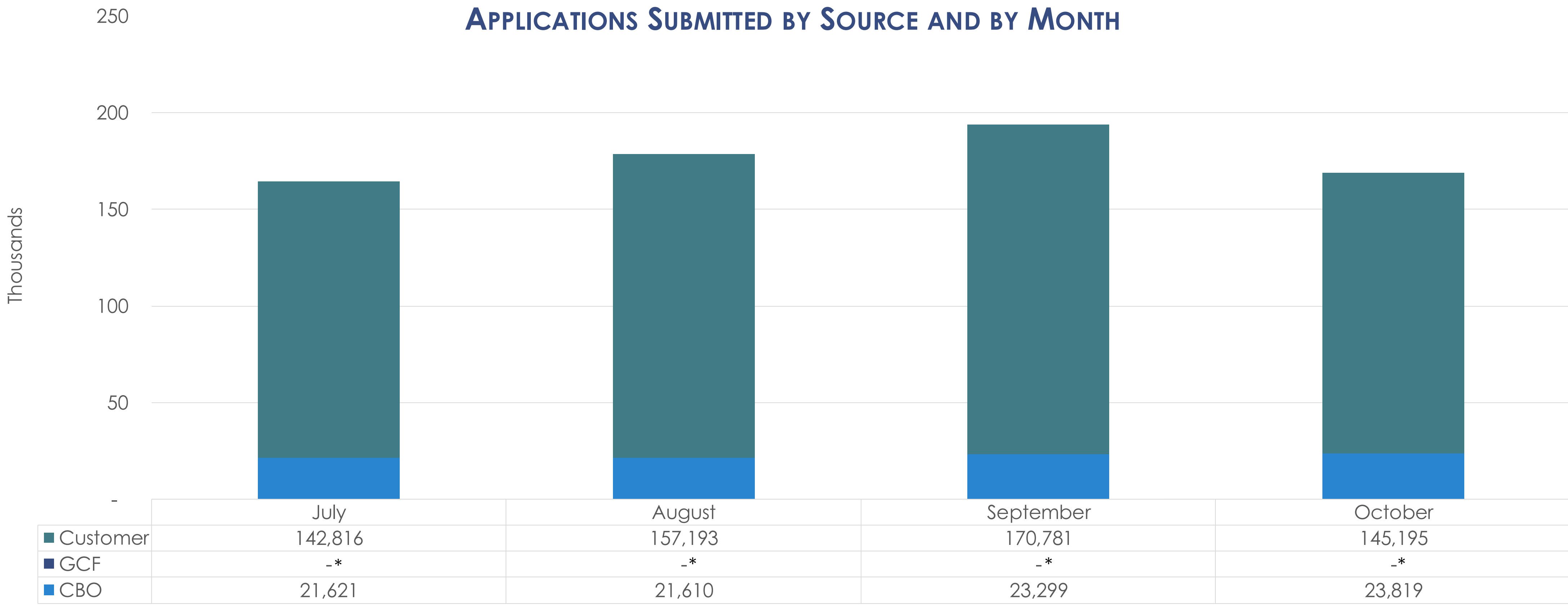


# Applications Submitted

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



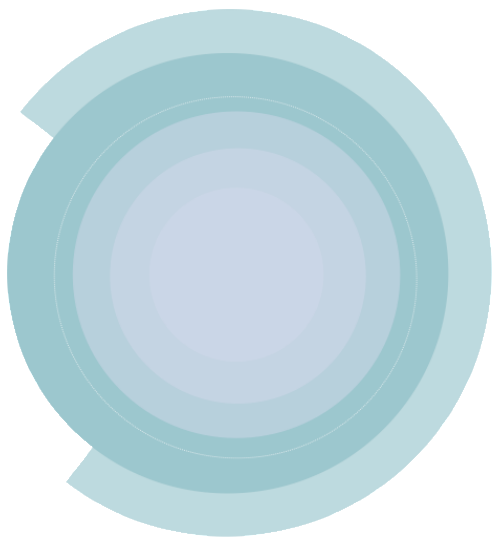
The following chart is a four-month trend of applications submitted, broken down by customers, CBOs, and GetCalFresh (GCF). In September, **8,957 households completed an application in their native language.**



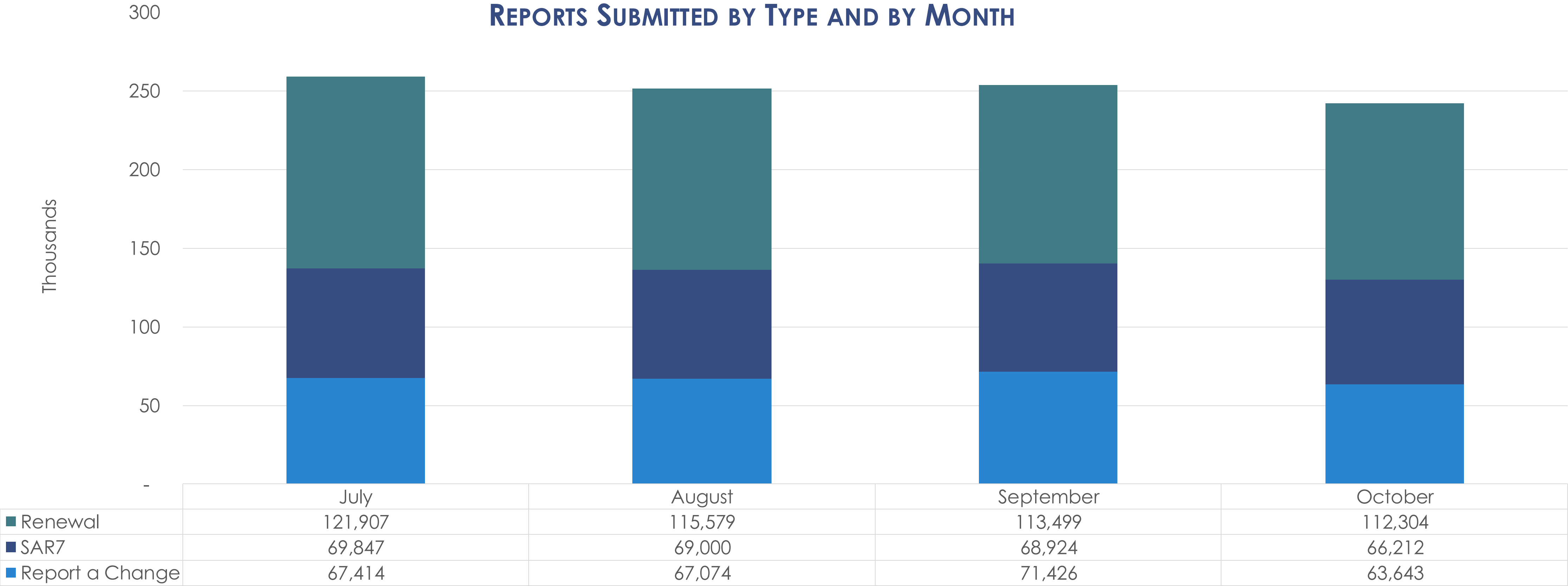
\*GetCalFresh (GCF) was discontinued on July 1, 2025.

# Reports Submitted

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

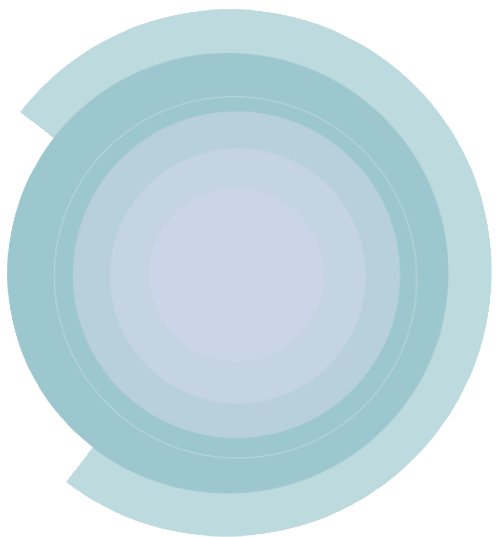


The following chart is a four-month trend of reports submitted, by report type.

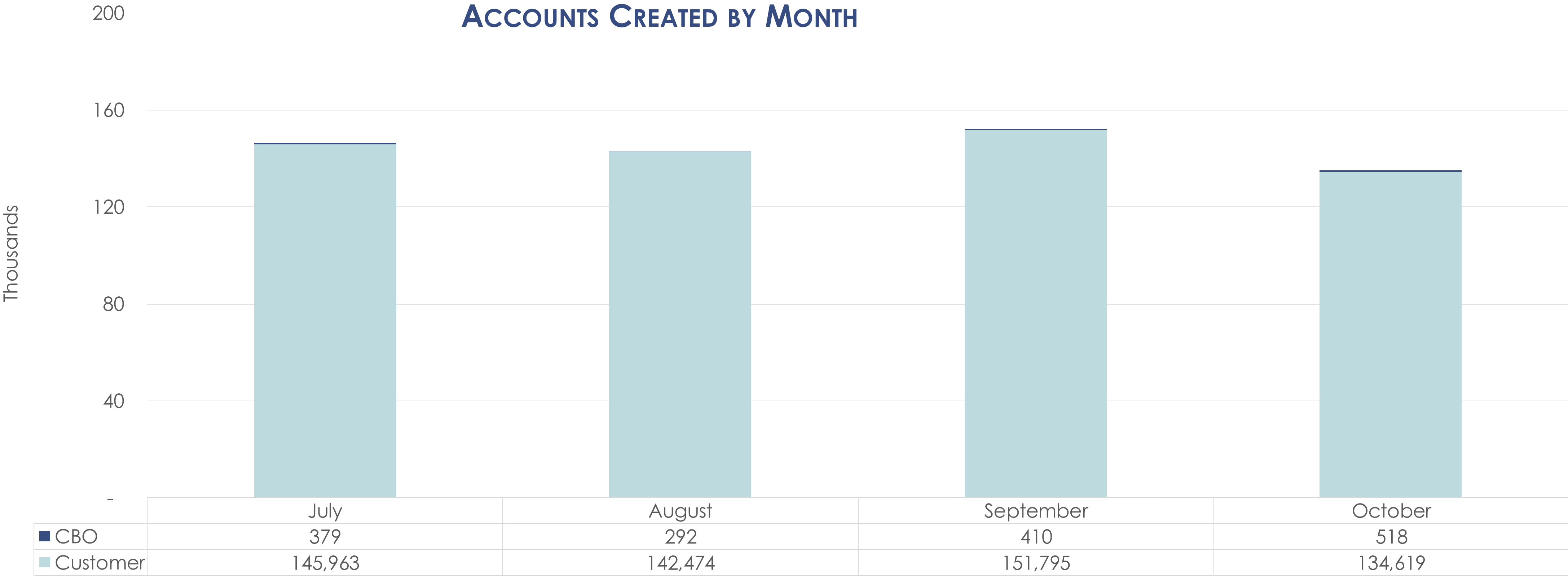


# Accounts Created

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

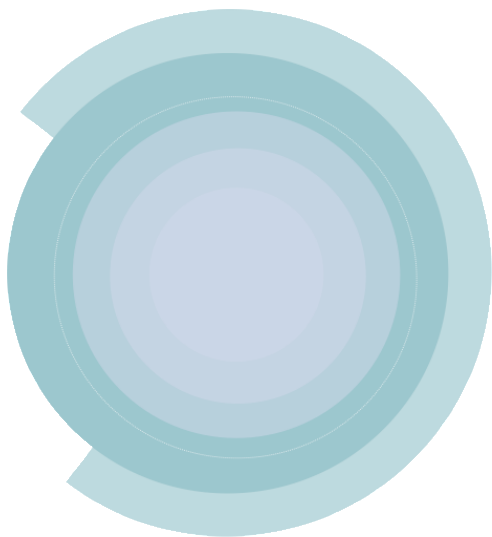


The following chart is a four-month trend of accounts created, by user type.



# 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.

