

# BenefitsCal Cumulative Metrics Report

January 2026

January 31, 2026



CalSAWS

# Cumulative Metrics Report – January 2026

Adoption from September 2021 to December 2025



## Total Applications Submitted



# 8,464,720

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

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

**4,483,501** applications submitted by **Customers**.\*

**794,271** applications submitted by **CBOs**.

\* Does not include GetCalFresh.

**354,704** households completed an application in their **native language** (19 languages available).

## Customer Accounts Created



# 6,710,385

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

## CBO Accounts Created



# 18,535

CBOs are now equipped to assist customers on BenefitsCal.

## Total RE/PR/Change Reporting



# 7,772,182

**3,309,557** **Renewals** completed by households.

**2,311,929** **Periodic Reports** completed by households.

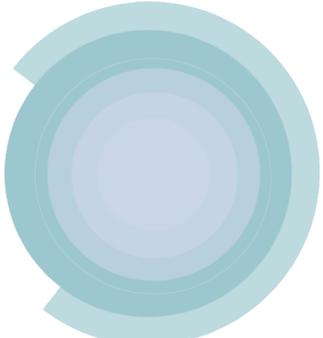
**2,150,696** households **reported a change** with no need to call or go into a county office.

## Documents Uploaded

# 95,947,255

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

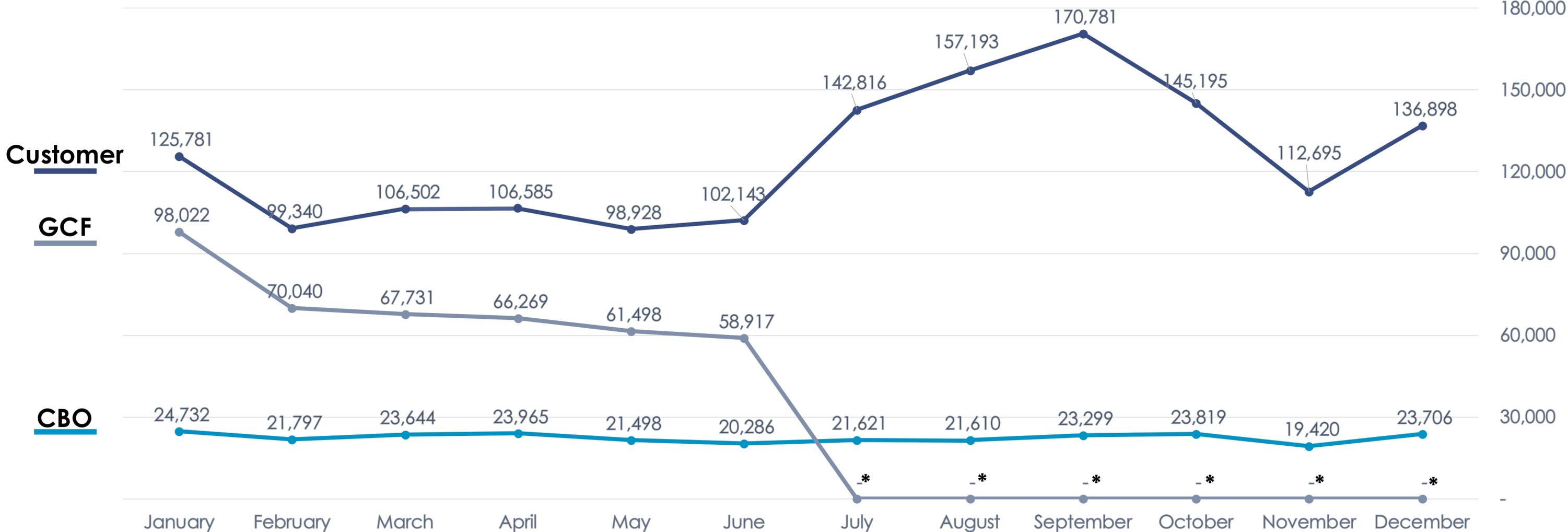
# Applications Submitted



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

The following chart is a twelve-month trend of applications submitted, broken down by customers, CBOs, and GetCalFresh (GCF). In December, **10,047 households completed an application in their native language.**

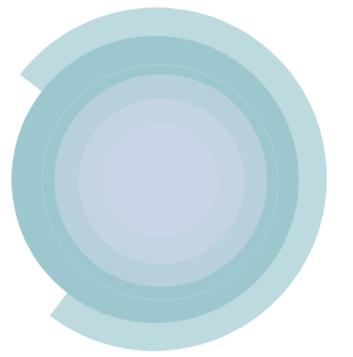
**APPLICATIONS SUBMITTED BY SOURCE AND BY MONTH**



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

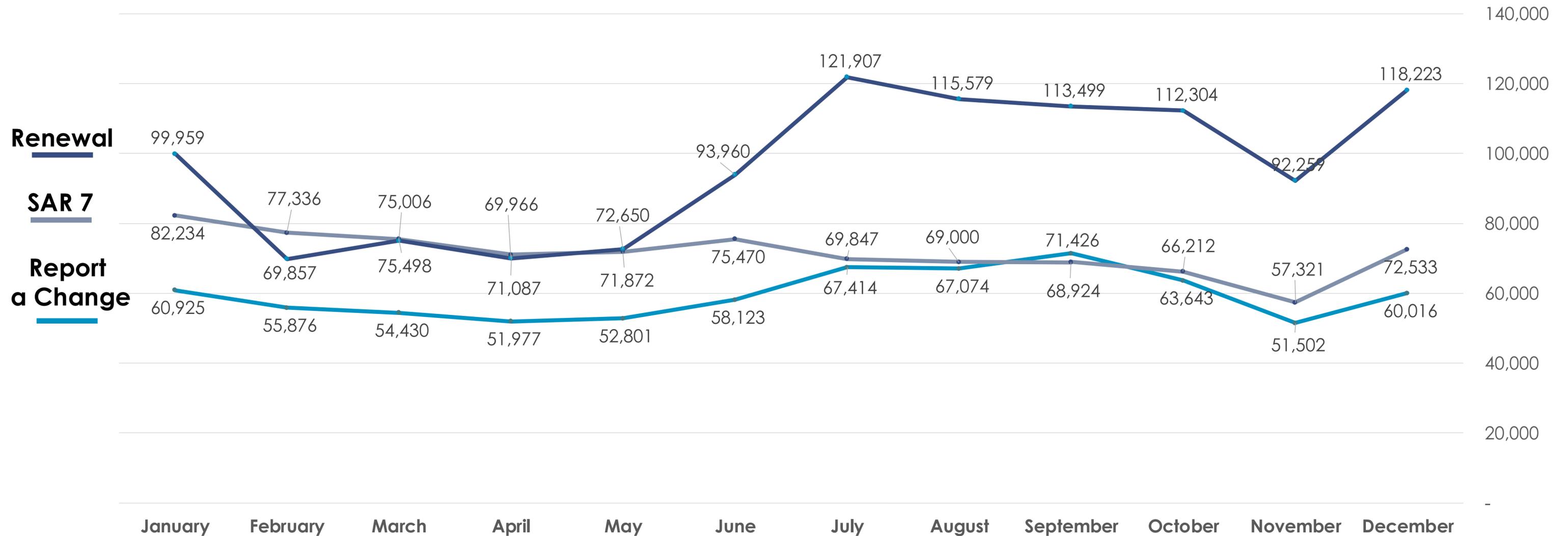
# Reports Submitted

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



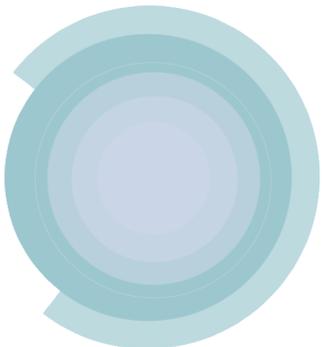
The following chart is a twelve-month trend of reports submitted, by report type.

### REPORTS SUBMITTED BY TYPE AND BY MONTH



# Accounts Created

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



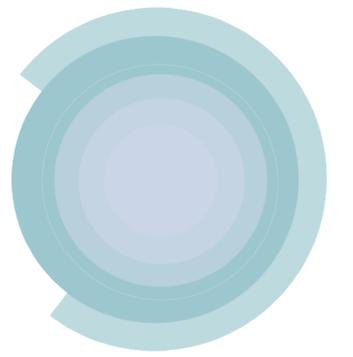
The following chart is a twelve-month trend of accounts created, by user type.

### 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 twelve-month trend of documents /images uploaded.

### DOCUMENTS UPLOADED BY MONTH

