

BenefitsCal Cumulative Metrics Report

February 2026

February 28, 2026



CalSAWS

Cumulative Metrics Report – February 2026

Adoption from September 2021 to January 2026



Total Applications Submitted



8,656,904

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

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

4,617,553 applications submitted by **Customers**.*

852,403 applications submitted by **CBOs**.

* Does not include GetCalFresh.

368,825 households completed an application in their **native language** (19 languages available).

Customer Accounts Created



6,872,429

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

CBO Accounts Created



18,957

CBOs are now equipped to assist customers on BenefitsCal.

Total RE/PR/Change Reporting



8,056,525

3,437,985 **Renewals** completed by households.

2,396,402 **Periodic Reports** completed by households.

2,222,138 households **reported a change** with no need to call or go into a county office.

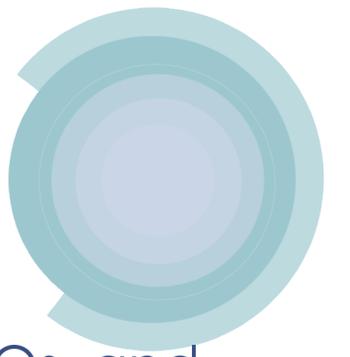
Documents Uploaded

98,704,071

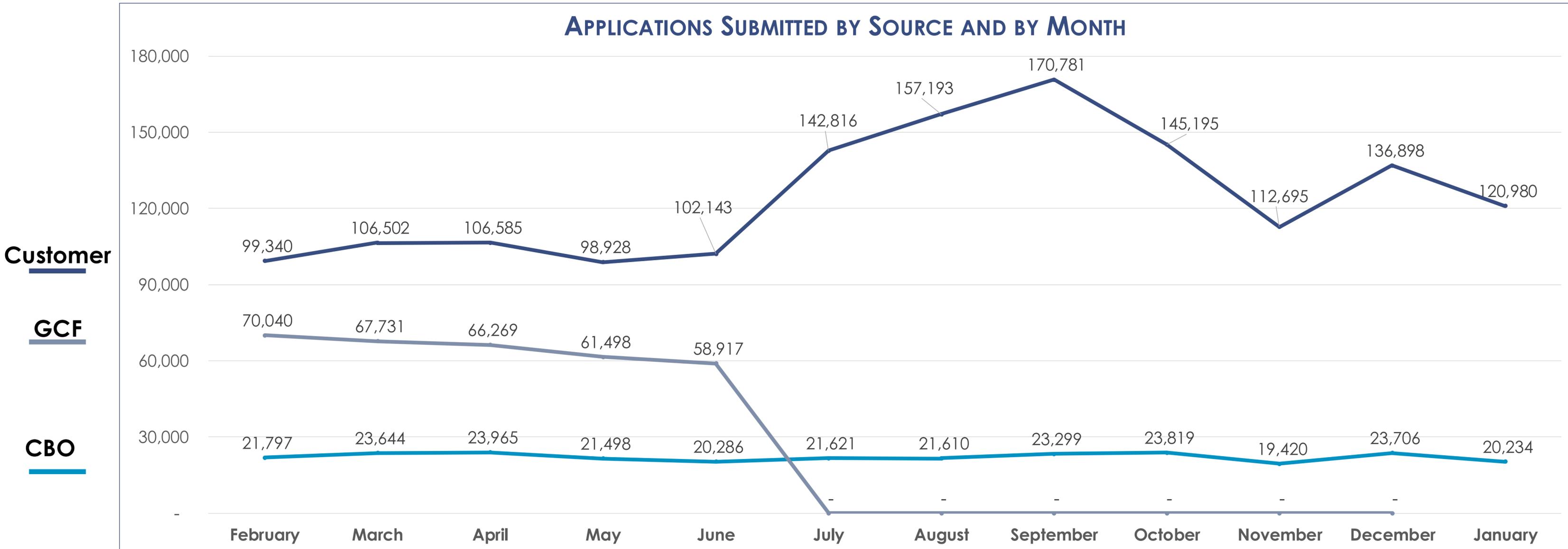
sheets of paper saved from printed verifications + time saved by reducing steps to share documents.

Applications Submitted

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



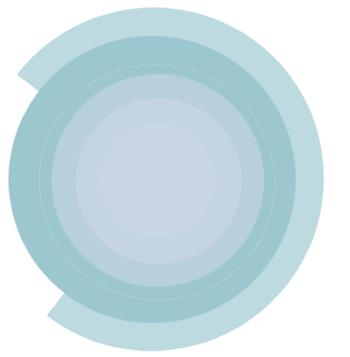
The following chart is a twelve-month trend of applications submitted, broken down by customers, CBOs, and GetCalFresh (GCF). In January, **9,403 households completed an application in their native language.**



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

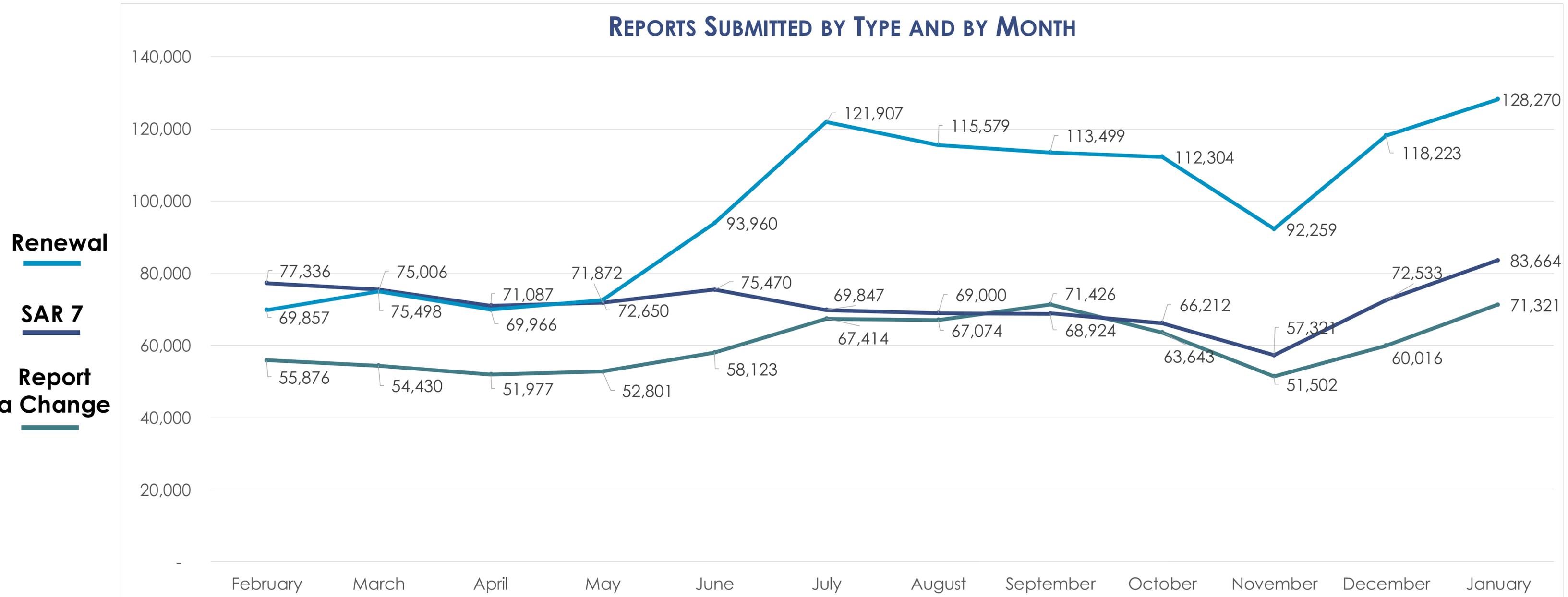
Reports Submitted

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



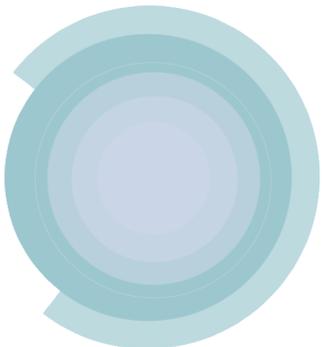
The following chart is a twelve-month trend of reports submitted, by report type.

REPORTS SUBMITTED BY TYPE AND BY MONTH

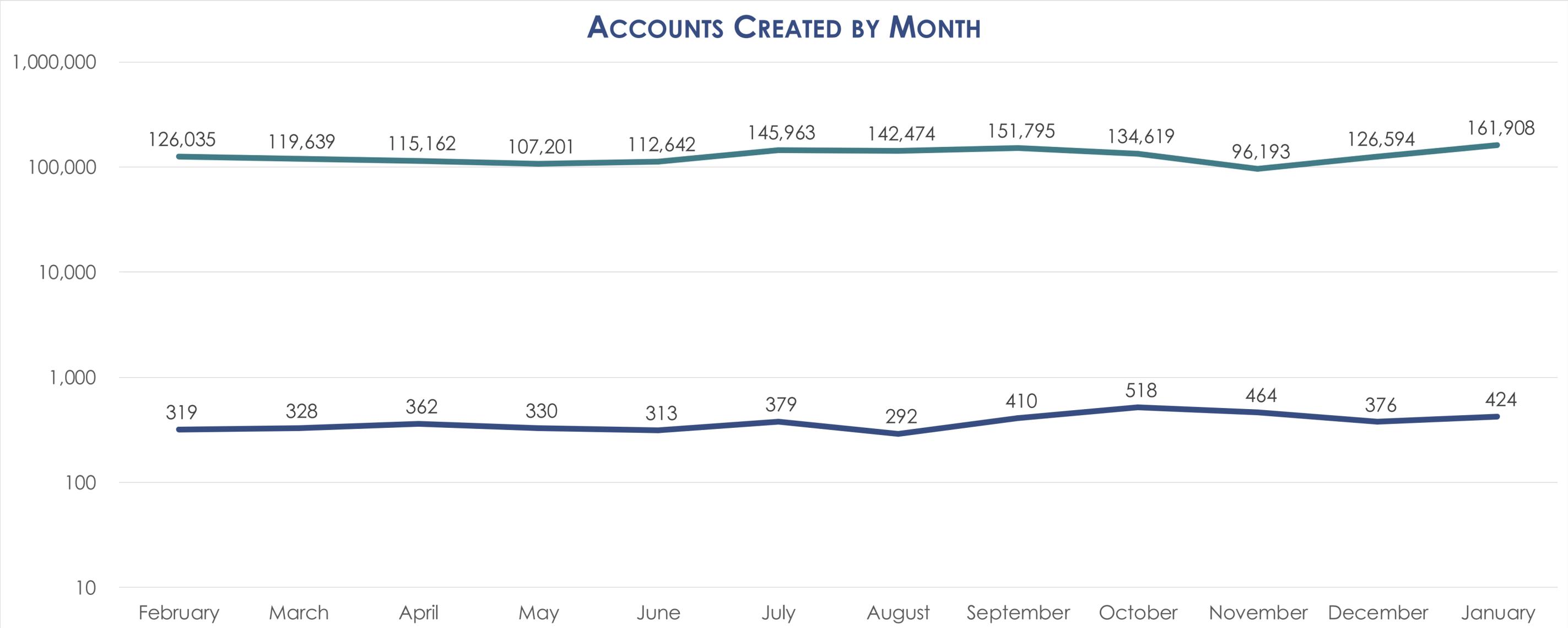


Accounts Created

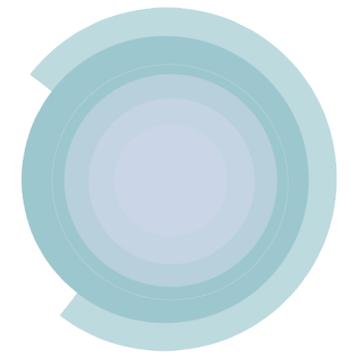
Accounts enable customers to apply for and manage their benefits and equip CBOs to assist customers on BenefitsCal.



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

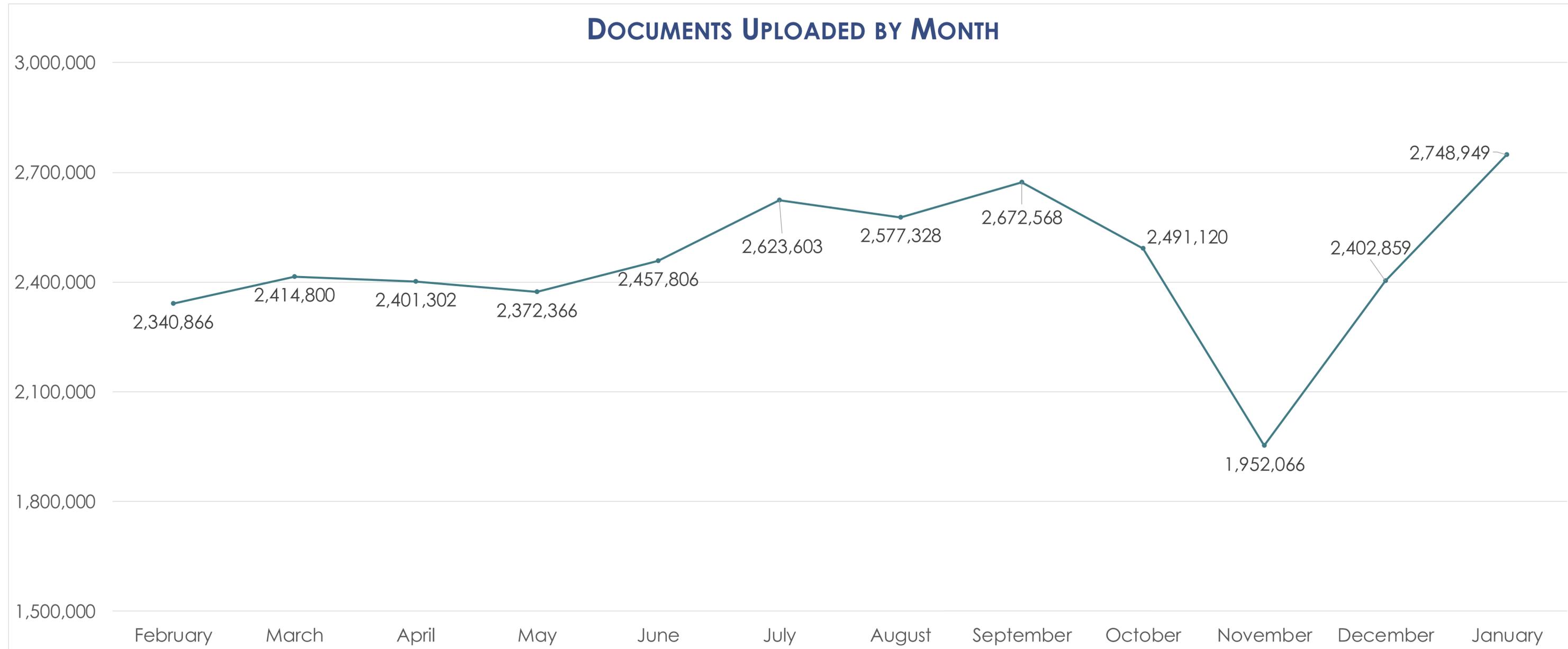


Documents/Images Uploaded



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