

# BenefitsCal Cumulative Metrics Report

March 2026

March 31, 2026



CalSAWS

# Cumulative Metrics Report – March 2026

Adoption from September 2021 to February 2026



## Total Applications Submitted



# 8,815,730

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

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

**4,751,467** applications submitted by **Customers**.\*

**877,315** applications submitted by **CBOs**.

\* Does not include GetCalFresh.

**374,869** households completed an application in their **native language** (19 languages available).

## Customer Accounts Created



# 6,967,871

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

## CBO Accounts Created



# 19,317

CBOs are now equipped to assist customers on BenefitsCal.

## Total RE/PR/Change Reporting



# 8,309,195

**3,545,739** **Renewals** completed by households.

**2,481,586** **Periodic Reports** completed by households.

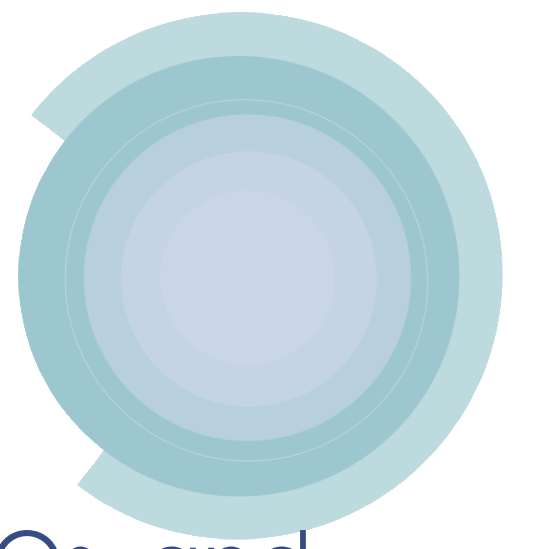
**2,281,870** households **reported a change** with no need to call or go into a county office.

## Documents Uploaded

# 101,161,870

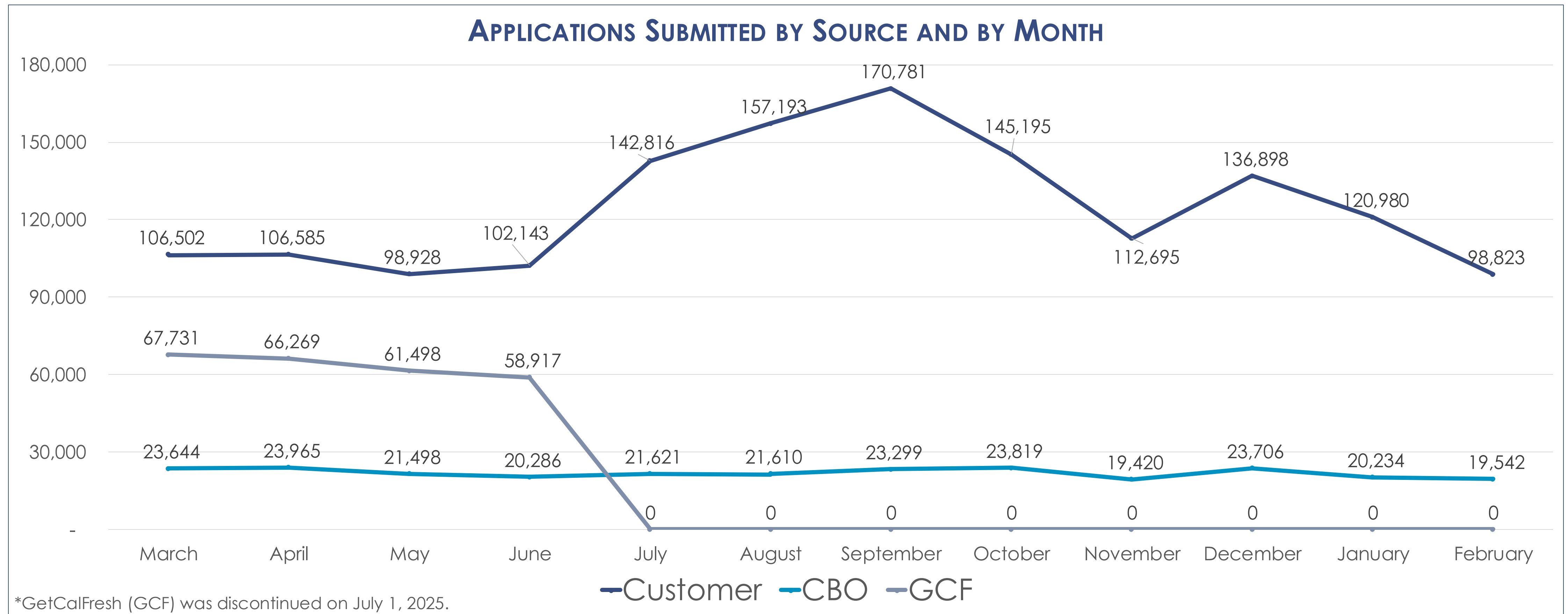
sheets of paper saved from printed verifications + time saved by reducing steps to share documents.

# Applications Submitted



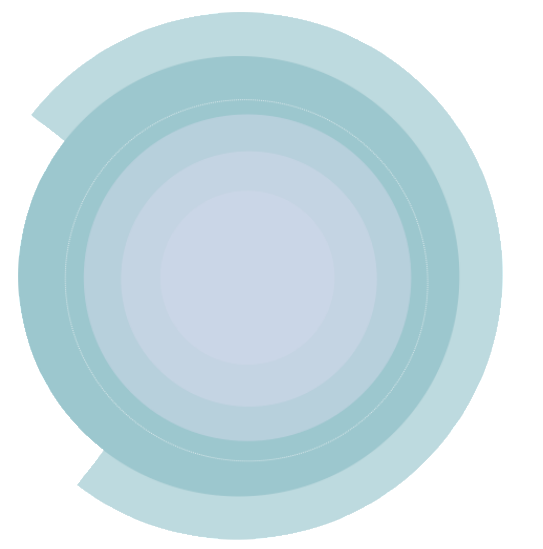
Applications are the first step to receive food, cash, and/or medical assistance.

The following chart is a twelve-month trend of applications submitted, broken down by customers, CBOs, and GetCalFresh (GCF). In February, **8,297 households completed an application in their native language.**

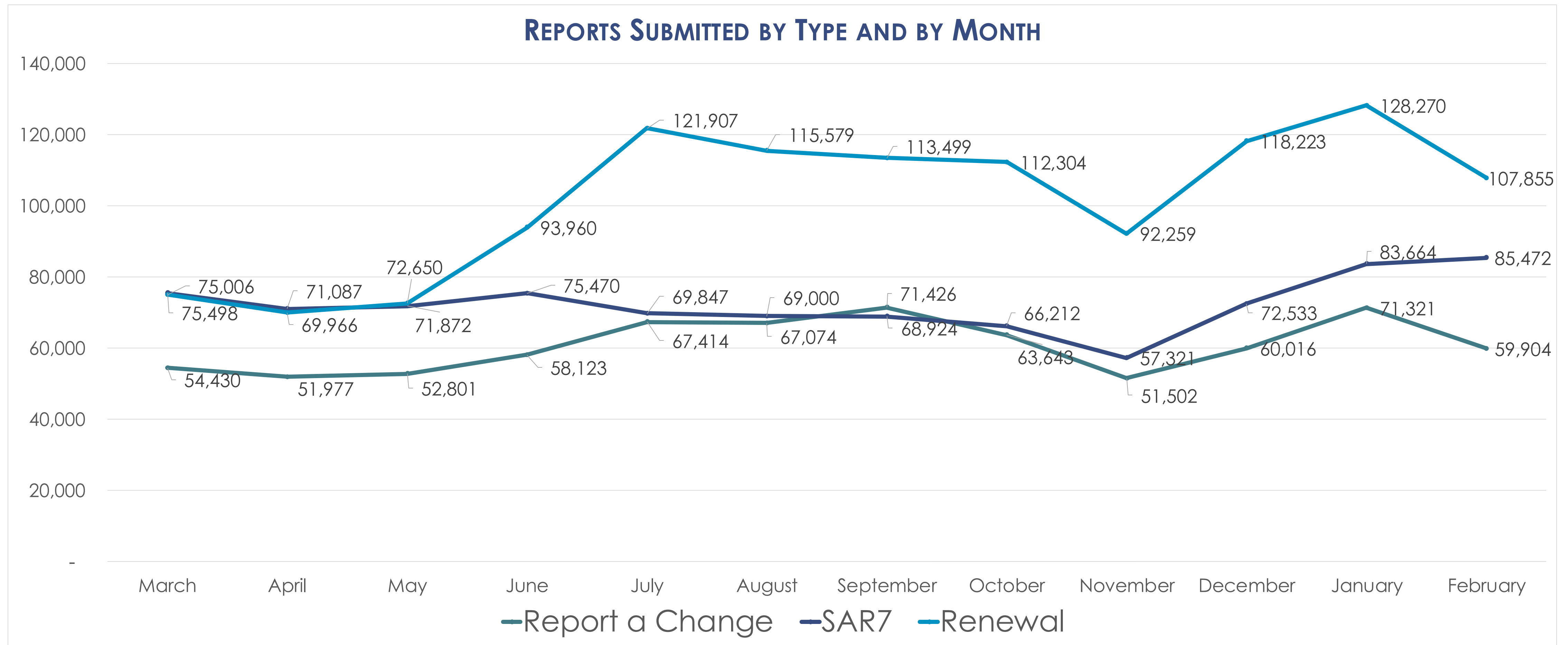


# Reports Submitted

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

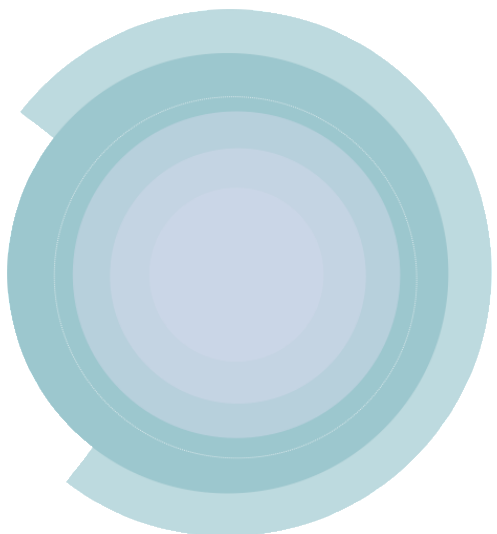


The following chart is a twelve-month trend of reports submitted, by report type.

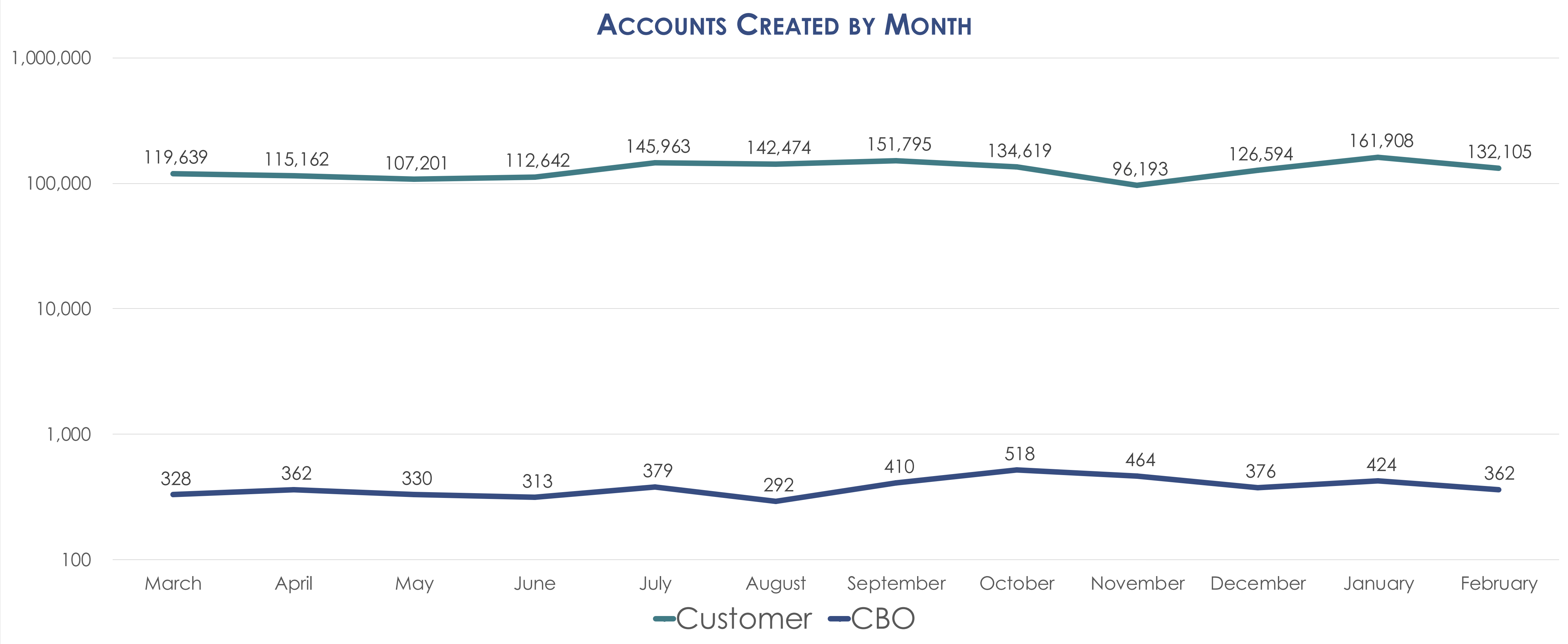


# Accounts Created

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

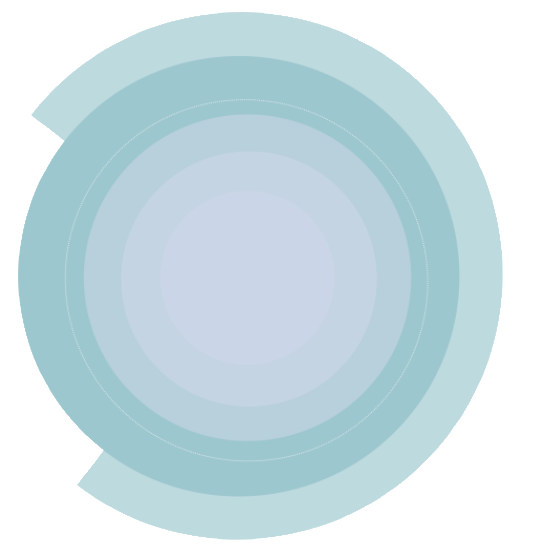


The following chart is a twelve-month trend of accounts created, by user type.



# 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.

