

BenefitsCal Cumulative Metrics Report

April 2026

April 30, 2026



CalSAWS

Cumulative Metrics Report – April 2026

Adoption from September 2021 to March 2026



Total Applications Submitted



8,991,880

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

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

4,910,974 applications submitted by **Customers**.*

893,958 applications submitted by **CBOs**.

* Does not include GetCalFresh.

381,680 households completed an application in their **native language** (19 languages available).

Customer Accounts Created



7,114,051

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

CBO Accounts Created



19,757

CBOs are now equipped to assist customers on BenefitsCal.

Total RE/PR/Change Reporting



8,580,080

3,666,719 **Renewals** completed by households.

2,565,258 **Periodic Reports** completed by households.

2,348,103 households **reported a change** with no need to call or go into a county office.

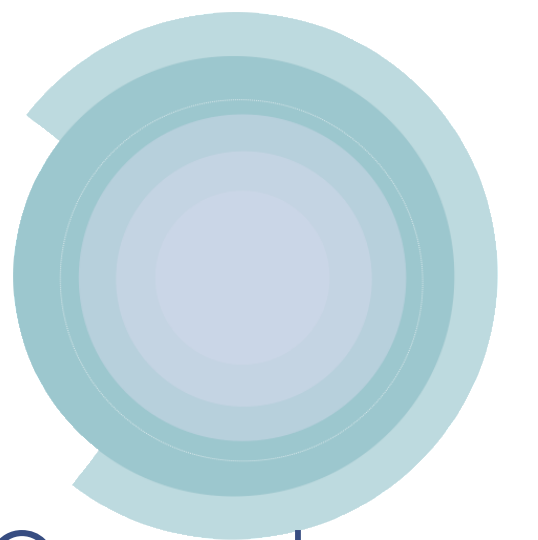
Documents Uploaded

103,851,836

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

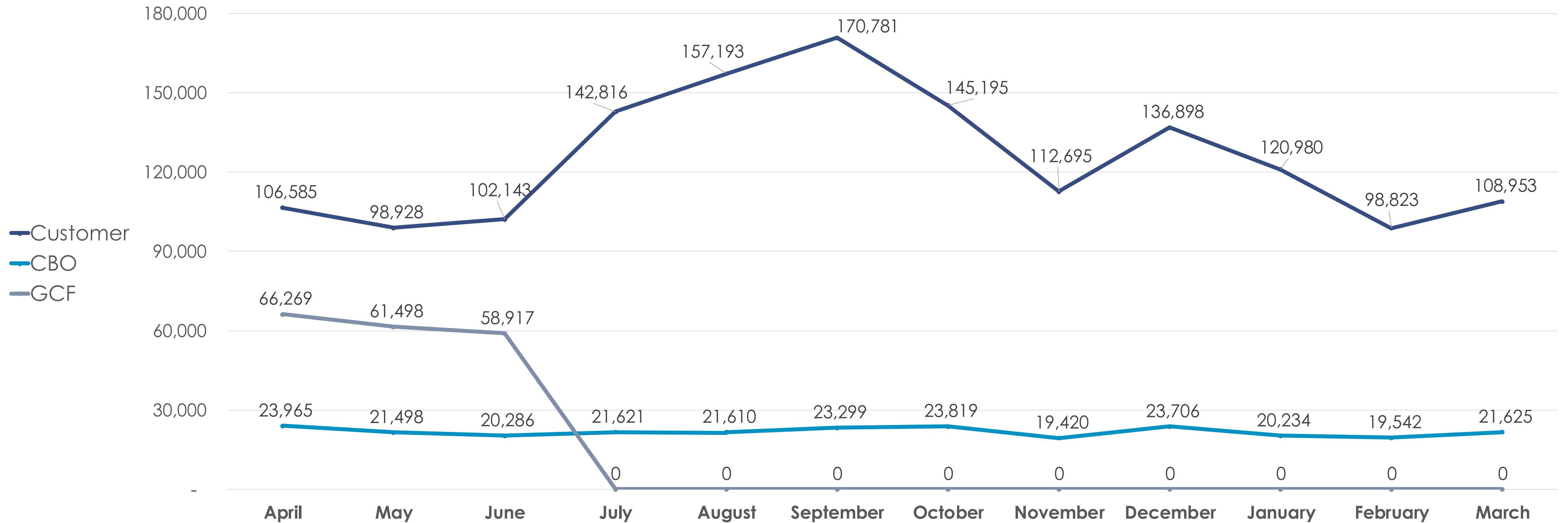
Applications Submitted

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 March, **9,276 households completed an application in their native language.**

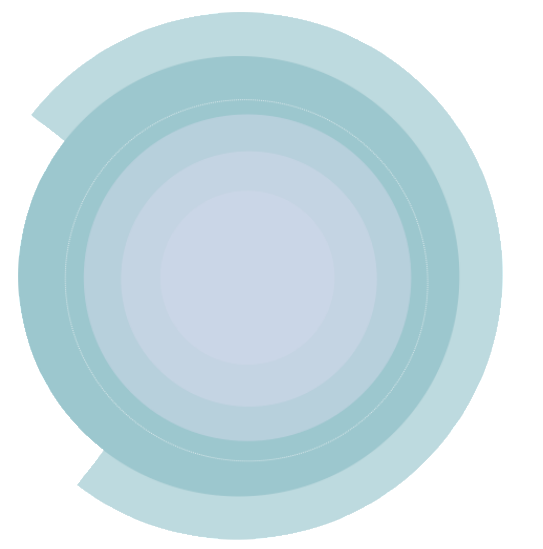
APPLICATIONS SUBMITTED BY SOURCE AND BY MONTH



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

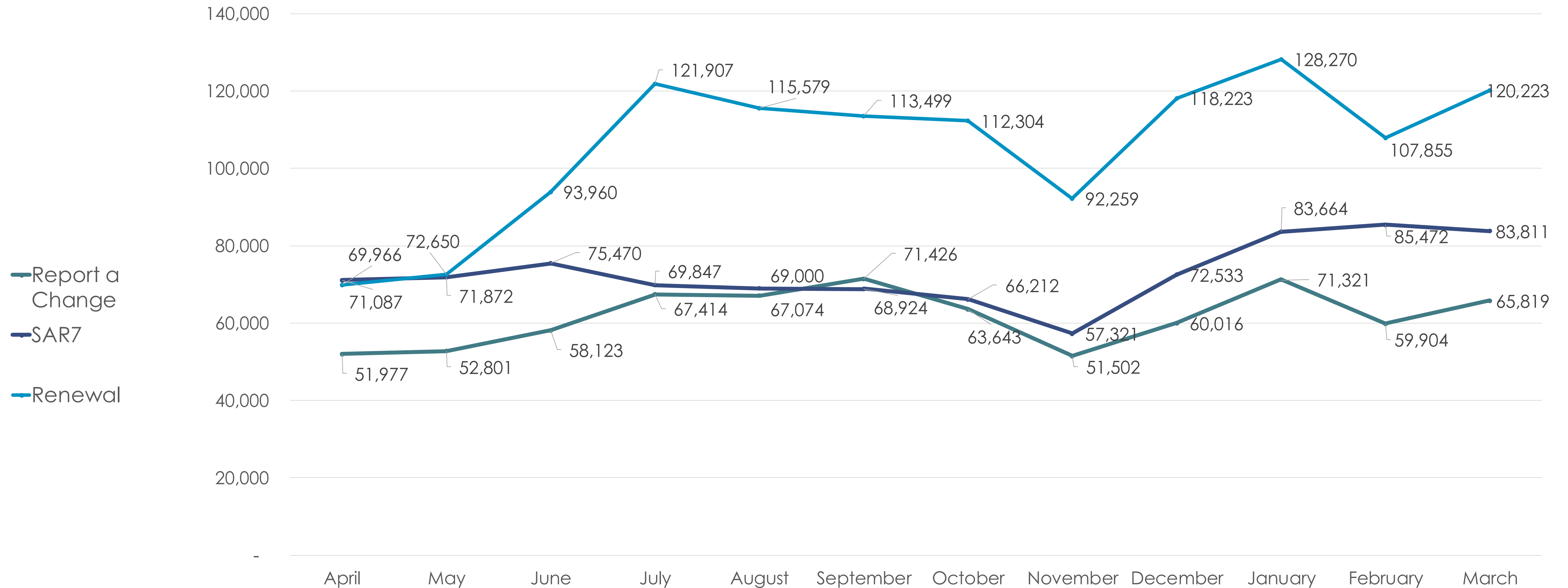
Reports Submitted

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



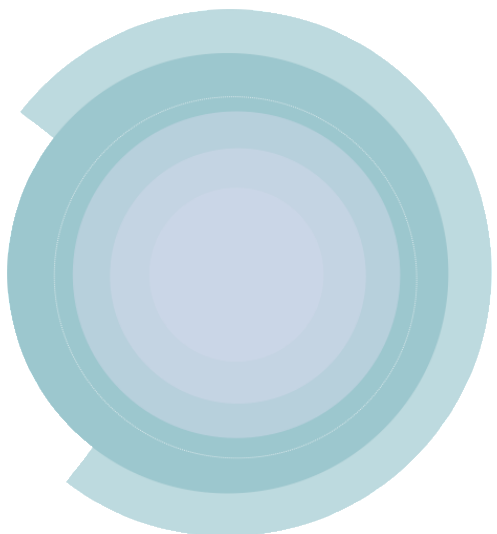
The following chart is a twelve-month trend of reports submitted, by report type.

REPORTS SUBMITTED BY TYPE AND BY MONTH



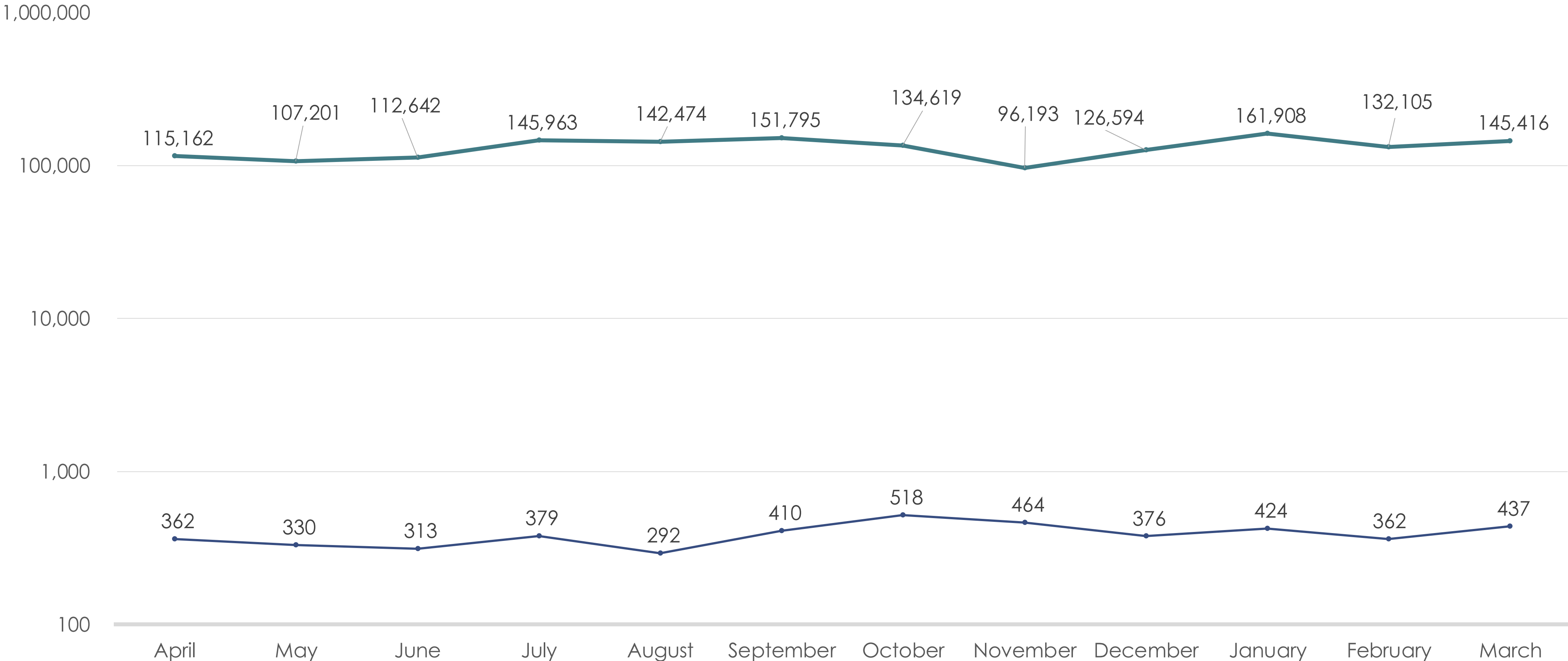
Accounts Created

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

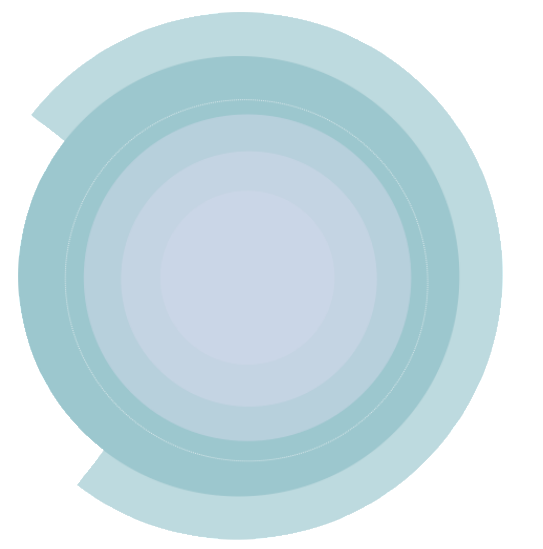


The following chart is a twelve-month trend of accounts created, by user type.

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



- Government shutdown announcement went out for November 2025.