BenefitsCal Quarterly Metrics Report

July 2026 Report

07/31/26

CalSAWS

BenefitsCal Quarterly Metrics Report – July Report

Adoption from April 2026 to June 2026

Account Access

99.93% Customers, on average, successfully logged in to their account

124,829 Average unique logins per day allows Customers to manage their benefits

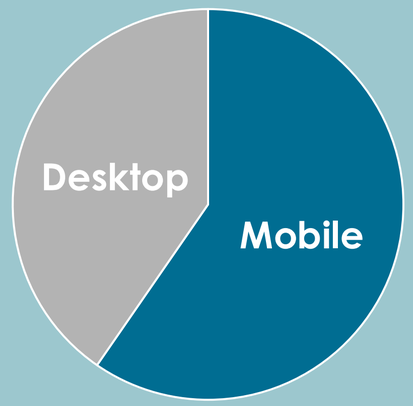
Notice of Action

8,431,858 Notices of Action (NOA) reviewed by customers through their account

Usage by Device

66%

Households apply for or manage their benefits from a mobile device



Documents/Images

7,708,774 Images uploaded using the portal

BenefitsCal Activity

as a percentage submissions, compared to all other channels (phone call, county offices, etc.)

Applications

CalFresh	CalWORKs	Medi-Cal
63%	82%	*60%

** Includes apps via CalHEERS*

Renewals

CalFresh	CalWORKs	Medi-Cal
**43%	**48%	28%

*** includes CW/CF RE combo submissions.*

Periodic Report

53%

SAR 7

Messages

68,571 Messages **sent by a customer** to their case worker

88,955 Messages **sent by a case worker** to the customer

BenefitsCal Quarterly Metrics

Shared Definitions

Metric	Definition
Login Success	The rate of customers who successfully logged in, without getting locked out of their account.
Logins	The average of unique total customer logins per day.
NOA Views	The count of unique NOAs viewed by customers.
Usage by Device	The rate of BenefitsCal visits on mobile devices (e.g., phones and tables) compared to desktop devices (e.g., laptops).
Messages Sent by a Customer	The count of messages sent to a case worker by a customer through the "Two-Way Message" feature.
Messages Sent by a Case Worker	The count of messages sent to a customer by a case worker. This could be an informational message or a request for action.
BenefitsCal applications as a percentage of all submissions in CalSAWS	The rate of applications by program submitted on BenefitsCal compared to submissions from all other channels (e.g., county office, mail) for the same program.
BenefitsCal renewals and periodic reports as a percentage of all submissions in CalSAWS	The rate of applications by report type submitted on BenefitsCal compared to submissions from all other channels (e.g., county office, mail) for the same report type.
Document and image uploads in BenefitsCal	The count of documents uploaded using the BenefitsCal portal.
Most Uploaded Documents	#1: Proof of Income #2: Proof of Identity #3: Other #4: Rent/Lease/Mortgage #5: Utilities/Household Expenses