Apr-Jun 2020

Our customer service unit responded to 92,039 calls for multiple counties in California with an average wait time of only 83 seconds

\$18,929,985



of financial support distributed for the children we serve





Custo	omer Survey Results	
Timeliness	4.01	
Respect	4.22	
Acknowledged Concerns	4.10	
Answered Questions	3.99	
Satisfied	3.99	
Next Steps	3.92	
Ī		