

Spanish Contact Center Data

Week Ending	Unique Callers	Total Calls	Unanswered Calls*	Calls Answered	Disconnected or Dropped Calls
1/1/2022	8,030	15,164	3,529	11,635	898
1/8/2022	9,429	17,625	3,363	14,262	961
1/15/2022	10,653	20,160	4,865	15,295	1,056
1/22/2022	10,888	28,997	15,334	13,663	1,010
1/29/2022	12,517	26,583	9,197	17,386	1,327
2/5/2022	12,238	22,521	5,263	17,258	1,329
2/12/2022	12,008	21,835	4,291	17,544	1,335
2/19/2022	10,495	16,579	2,849	13,730	953
2/26/2022	9,856	19,991	6,261	13,730	888
3/5/2022	10,367	19,162	3,703	15,459	1,036
3/12/2022	10,061	18,426	3,444	14,982	734
3/19/2022	9,715	17,084	2,314	14,770	916
3/26/2022	8,984	15,725	2,555	13,170	956
4/2/2022	8,845	15,921	3,823	12,098	800
4/9/2022	9,659	17,922	3,660	14,262	877
4/16/2022	8,917	15,738	2,712	13,026	909
4/23/2022	9,170	16,294	2,590	13,704	882
4/30/2022	8,617	15,083	2,219	12,864	693
5/7/2022	8,332	14,586	1,878	12,708	861
5/14/2022	7,687	13,548	1,570	11,978	725
5/21/2022	7,699	13,700	1,087	12,613	622
5/28/2022	7,582	13,354	1,275	12,079	696
6/4/2022	6,428	11,401	1,768	9,633	719
6/11/2022	6,706	12,121	1,621	10,500	885
6/18/2022	6,592	12,576	2,380	10,196	1,010
6/25/2022	6,851	14,015	3,062	10,953	862
7/2/2022	7,220	15,041	3,589	11,452	877
7/9/2022	6,421	13,578	3,762	9,816	884
7/16/2022	7,470	16,449	5,467	10,982	1,048
7/23/2022	7,135	16,015	5,492	10,523	930
7/30/2022	6,963	17,286	7,139	10,147	898
8/6/2022	6,756	22,754	14,463	8,291	732
8/13/2022	7,056	29,920	22,265	7,655	737
8/20/2022	7,106	27,723	20,333	7,390	776
8/27/2022	6,962	27,861	20,318	7,543	794
9/3/2022	6,729	25,228	18,087	7,141	756
9/10/2022	5,835	21,855	16,143	5,712	611
9/17/2022	6,774	27,788	21,316	6,472	780
9/24/2022	6,631	25,182	18,201	6,981	726
10/1/2022	6,632	23,699	16,808	6,891	702
10/8/2022	6,905	30,223	23,124	7,099	765
10/15/2022	7,085	28,684	21,187	7,497	820
10/22/2022	7,181	24,912	17,715	7,197	899
10/29/2022	7,052	23,416	15,872	7,544	987

11/5/2022	7,490	34,962	27,093	7,869	1,058
11/12/2022	6,764	37,601	31,103	6,498	893
11/19/2022	8,870	44,537	35,567	8,970	1,304
11/26/2022	6,311	28,749	23,886	4,863	790
12/3/2022	10,756	62,706	52,110	10,596	1,532
12/10/2022	9,548	49,542	39,073	10,469	1,380
12/17/2022	9,273	44,744	34,657	10,087	1,364
12/24/2022	8,340	31,411	21,325	10,086	1,136
12/31/2022	7,415	31,679	23,973	7,706	999
Weekly Average	8,245	23,201	12,390	10,811	927
Grand Total	437,006	1,229,656	656,681	572,975	49,118

**The increase in unanswered calls from August 6, 2022 to December 31, 2022 reflects reductions to Spanish-speaking staff due to the expiration of the limited term contracts of those hired to increase EDD staffing levels to meet the unprecedented surge in unemployment insurance claims beginning March 2020. EDD has identified 136 existing employees who are finalizing their Spanish-bilingual certification, which will provide additional resources to service incoming Spanish-speaking calls.*

Vietnamese Contact Center Data

Week Ending	Unique Callers	Total Calls	Unanswered Calls	Calls Answered	Disconnected or Dropped Calls
1/1/2022	833	1,063	169	894	96
1/8/2022	1,093	1,390	160	1,230	157
1/15/2022	1,268	1,671	339	1,332	153
1/22/2022	1,061	1,360	151	1,209	169
1/29/2022	1,050	1,367	127	1,240	106
2/5/2022	787	1,032	128	904	113
2/12/2022	985	1,276	76	1,200	103
2/19/2022	804	943	52	891	73
2/26/2022	792	929	38	891	60
3/5/2022	736	981	121	860	36
3/12/2022	784	932	79	853	74
3/19/2022	722	848	64	784	112
3/26/2022	683	773	26	747	110
4/2/2022	608	689	31	658	72
4/9/2022	667	767	5	762	90
4/16/2022	541	620	18	602	84
4/23/2022	554	676	11	665	57
4/30/2022	516	588	10	578	60
5/7/2022	512	551	14	537	68
5/14/2022	561	646	25	621	70
5/21/2022	473	526	10	516	56
5/28/2022	467	517	11	506	66
6/4/2022	459	507	15	492	60
6/11/2022	531	607	35	572	80
6/18/2022	552	615	28	587	88
6/25/2022	525	589	25	564	81
7/2/2022	629	746	81	665	93
7/9/2022	398	492	31	461	31
7/16/2022	464	593	60	533	29
7/23/2022	465	595	37	558	32
7/30/2022	453	590	44	546	26
8/6/2022	470	610	73	537	44
8/13/2022	424	518	29	489	29
8/20/2022	461	599	78	521	38
8/27/2022	435	559	62	497	40
9/3/2022	408	489	46	443	31
9/10/2022	342	432	40	392	40
9/17/2022	421	533	37	496	31
9/24/2022	403	497	45	452	37
10/1/2022	407	513	46	467	43
10/8/2022	382	483	63	420	54
10/15/2022	372	442	53	389	56
10/22/2022	420	528	98	430	76
10/29/2022	405	636	227	409	73

11/5/2022	386	472	43	429	49
11/12/2022	315	381	31	350	33
11/19/2022	437	583	115	468	90
11/26/2022	332	456	162	294	44
12/3/2022	492	737	232	505	83
12/10/2022	480	654	162	492	83
12/17/2022	454	560	105	455	94
12/24/2022	479	595	125	470	75
12/31/2022	404	501	112	389	69
Weekly Average	568	703	76	627	70
Grand Total	30,102	37,257	4,005	33,252	3,717

Cantonese Contact Center Data

Week Ending	Unique Callers	Total Calls	Unanswered Calls	Calls Answered	Disconnected or Dropped Calls
1/1/2022	720	1,187	527	660	123
1/8/2022	1,061	2,170	1,212	958	225
1/15/2022	1,121	2,103	1,084	1,019	194
1/22/2022	870	1,355	561	794	152
1/29/2022	883	1,236	387	849	120
2/5/2022	752	885	197	688	137
2/12/2022	852	1,092	224	868	120
2/19/2022	771	902	202	700	112
2/26/2022	697	804	104	700	52
3/5/2022	694	929	282	647	68
3/12/2022	668	807	127	680	75
3/19/2022	580	661	80	581	94
3/26/2022	605	674	67	607	225
4/2/2022	549	618	77	541	76
4/9/2022	659	857	166	691	128
4/16/2022	535	598	62	536	78
4/23/2022	492	571	82	489	57
4/30/2022	439	481	35	446	47
5/7/2022	405	445	34	411	42
5/14/2022	411	420	43	377	67
5/21/2022	415	431	28	403	107
5/28/2022	477	538	66	472	62
6/4/2022	390	436	45	391	60
6/11/2022	492	610	119	491	143
6/18/2022	525	624	110	514	152
6/25/2022	467	529	43	486	70
7/2/2022	515	640	109	531	90
7/9/2022	447	583	106	477	84
7/16/2022	432	565	96	469	106
7/23/2022	476	624	75	549	77
7/30/2022	413	540	83	457	84
8/6/2022	411	527	76	451	77
8/13/2022	423	530	80	450	67
8/20/2022	391	565	130	435	106
8/27/2022	438	640	224	416	129
9/3/2022	416	605	230	375	101
9/10/2022	347	442	125	317	63
9/17/2022	379	501	115	386	84
9/24/2022	371	484	107	377	62
10/1/2022	356	431	67	364	66
10/8/2022	413	677	323	354	113
10/15/2022	317	397	71	326	65
10/22/2022	378	634	266	368	81
10/29/2022	374	531	147	384	59

11/5/2022	345	451	79	372	87
11/12/2022	234	294	46	248	36
11/19/2022	384	520	140	380	101
11/26/2022	309	667	422	245	97
12/3/2022	449	769	372	397	124
12/10/2022	404	539	168	371	104
12/17/2022	391	553	212	341	128
12/24/2022	470	780	382	398	112
12/31/2022	302	467	192	275	76
Weekly Average	512	697	196	500	97
Grand Total	27,115	36,919	10,407	26,512	5,165

Mandarin Contact Center Data

Week Ending	Unique Callers	Total Calls	Unanswered Calls	Calls Answered	Disconnected or Dropped Calls
1/1/2022	581	2,114	1,729	385	145
1/8/2022	758	2,363	1,896	467	186
1/15/2022	854	2,378	1,848	530	185
1/22/2022	677	1,952	1,574	378	158
1/29/2022	602	1,317	851	466	133
2/5/2022	500	968	575	393	71
2/12/2022	629	1,460	1,022	438	128
2/19/2022	448	953	636	317	87
2/26/2022	392	732	415	317	50
3/5/2022	448	964	653	311	85
3/12/2022	459	1,164	882	282	98
3/19/2022	406	1,107	932	175	93
3/26/2022	386	1,496	1,313	183	92
4/2/2022	357	1,101	931	170	80
4/9/2022	386	711	491	220	98
4/16/2022	340	568	369	199	90
4/23/2022	309	591	416	175	71
4/30/2022	282	496	316	180	57
5/7/2022	282	524	373	151	67
5/14/2022	299	479	310	169	71
5/21/2022	239	477	375	102	39
5/28/2022	254	422	254	168	78
6/4/2022	274	600	486	114	44
6/11/2022	312	587	436	151	78
6/18/2022	351	776	593	183	96
6/25/2022	325	428	234	194	86
7/2/2022	379	598	401	197	77
7/9/2022	270	434	293	141	41
7/16/2022	327	798	648	150	59
7/23/2022	300	665	531	134	49
7/30/2022	283	708	577	131	53
8/6/2022	306	686	555	131	42
8/13/2022	276	643	511	132	50
8/20/2022	276	562	382	180	45
8/27/2022	295	530	372	158	44
9/3/2022	269	453	288	165	48
9/10/2022	245	384	203	181	40
9/17/2022	275	399	211	188	62
9/24/2022	248	373	157	216	34
10/1/2022	244	304	110	194	39
10/8/2022	248	505	350	155	51
10/15/2022	242	510	371	139	32
10/22/2022	266	579	422	157	46
10/29/2022	248	529	391	138	56

11/5/2022	239	511	369	142	41
11/12/2022	206	528	407	121	19
11/19/2022	273	792	653	139	55
11/26/2022	203	502	426	76	43
12/3/2022	313	672	529	143	61
12/10/2022	267	336	149	187	46
12/17/2022	276	405	209	196	86
12/24/2022	228	344	194	150	52
12/31/2022	183	266	124	142	57
Weekly Average	346	769	561	208	72
Grand Total	18,335	40,744	29,743	11,001	3,794

Korean Contact Center Data

Week Ending	Unique Callers	Total Calls	Unanswered Calls	Calls Answered	Disconnected or Dropped Calls
12/3/2022	10	32	0	32	11
12/10/2022	65	185	118	67	29
12/17/2022	103	132	22	110	7
12/24/2022	42	53	7	46	7
12/31/2022	44	51	4	47	6
Weekly Average	53	91	30	60	12
Grand Total	264	453	151	302	60

Note: The dedicated language line for Korean-speaking customers was implemented on November 30, 2022.

Tagalog Contact Center Data

Week Ending	Unique Callers	Total Calls	Unanswered Calls	Calls Answered	Disconnected or Dropped Calls
12/3/2022	11	40	0	40	4
12/10/2022	77	85	8	77	1
12/17/2022	84	123	4	119	12
12/24/2022	71	109	15	94	7
12/31/2022	45	57	5	52	4
Weekly Average	58	83	6	76	6
Grand Total	288	414	32	382	28

Note: The dedicated language line for Tagalog-speaking customers was implemented on November 30, 2022.

Armenian Contact Center Data

Week Ending	Unique Callers	Total Calls	Unanswered Calls	Calls Answered	Disconnected or Dropped Calls
12/3/2022	13	23	0	23	3
12/10/2022	56	54	1	53	4
12/17/2022	32	47	4	43	3
12/24/2022	39	43	2	41	8
12/31/2022	31	50	9	41	6
Weekly Average	34	43	3	40	5
Grand Total	171	217	16	201	24

Note: The dedicated language line for Armenian-speaking customers was implemented on November 30, 2022.