



**FOR IMMEDIATE RELEASE
SEPTEMBER 30, 2021**

**CONTACT: SONJA DOSTI
PUBLIC INFORMATION OFFICER
COUNTY OF FRESNO
559-600-1224**

Fresno County Department of Child Support Services Recognized for Outstanding Work During the COVID-19 Pandemic

The Western Intergovernmental Child Support Engagement Council (WICSEC) presented the 2021 Platinum Program Award to the Fresno County Department of Child Support Services (Fresno County DCSS), during this year's WICSEC Annual Training Conference. The Platinum Program Award recognizes a child support program that consistently and comprehensively exemplifies the best in child support.

In response to the statewide closures caused by the COVID-19 pandemic, Fresno County DCSS was the first local child support agency to pivot to a decentralized call center, implementing immediate telework, sending all staff home, and standing up a remote Call Center environment within two hours. Throughout the closure, Fresno County DCSS continued to provide exceptional services, answering approximately 9,500 calls per month while keeping their call abandonment rate at less than 1%. By focusing on immediate responsiveness, their average customers wait times remained at 20 seconds and 85% of calls were resolved during a five-minute phone call. During this challenging time, Fresno County DCSS Federal Performance Measure 4 (Collections/ Distributions of Arrears) increased from 61.8% to 78.3% and Federal Performance Measure 5 (Cost Effectiveness) increased from \$3.99 to \$4.11 per dollar collected. Additionally, customer complaints went down 15.7%.

Fresno County DCSS is committed to helping parents navigate services available and provide for their children. For more information about the Department, visit www.co.fresno.ca.us/departments/child-support-services.

Kari Gilbert, Director of DCSS, is available for interviews upon request through Sonja Dosti, Fresno County's Public Information Officer, at sdosti@fresnocountyca.gov or 559-600-1224.

#####