

				Total Grievances, Appeals, and (1/1/2023 to 3/31/2 Total of 17			
				Division		Language	
			Category	A/OA	CYF (F&C)	English	Mandarin
			Access to Care	4	2	5	
			Filed for Other Reasons	1		1	
			Quality of Care	8		8	
			Related to Case Management		1	1	
			Related to Customer Service	1		1	
			TOTAL by Division and Language	14	3	16	0

**State Fair Hearings
2023)**

	TOTAL by CATEGORY
Spanish	
1	6
	1
	8
	1
	1
1	17