

CHANGES PROGRAM ANNUAL REPORT

Community Help and Awareness of Natural Gas
and Electricity Services

PROGRAM YEAR JUNE 2019–MAY 2020

This California Public Utilities Commission (CPUC) staff report summarizes the services provided by the Community Help and Awareness of Natural Gas and Electricity Services (CHANGES) program, for the program year June 2019–May 2020, and highlights areas of interest for CPUC and other policymakers



**California Public
Utilities Commission**

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Contents

- INTRODUCTION 1
- SUMMARY OF SERVICES PROVIDED BY THE CHANGES PROGRAM 2
 - Individual Case Assistance2
 - Education2
 - Outreach.....3
 - Client Demographics3
- OVERVIEW OF CHANGES CBOs 4
- INDIVIDUAL CASE ASSISTANCE 5
 - Sources of Client Referrals5
 - Types of Case Assistance Services Provided5
 - Languages Used for Case Assistance8
- EDUCATION 10
- OUTREACH 13
- CONCLUSION 14
- APPENDICES 15
 - Appendix A: Contractor Report June 2019–May 202015

Tables & Figures

Figure 1: Map of CBOs in the TEAM & CHANGES Program	4
Figure 2: Highest Demand Case Services in the Program Year	8
Figure 3: Languages Used for Case Assistance	9
Figure 4: Distribution of Education Attendees by Workshop Topic	10
Figure 5: Distribution of Consumers Educated by Language.....	11
Table 1: Number of CBOs in Each Region	4
Table 2: Sources of Referral for CHANGES	5
Table 3: Types of Case Assistance Provided in the Program Year	6
Table 4: Comparison of Education Attendees by Topic Compared to the Previous Year.....	11
Table 5: Comparison of Outreach Activities with the Previous Program Year	13

CHANGES PROGRAM ANNUAL REPORT

PROGRAM YEAR JUNE 2019–MAY 2020

Introduction

The Community Help and Awareness of Natural Gas and Electricity Services (CHANGES) program was established through Decision (D.)15-12-047 “as an ongoing statewide program, effective January 1, 2016.”¹ The program primarily supports limited English proficient (LEP) consumers that need help managing the natural gas and electricity services they receive. In addition, those with disabilities were also supported.²

The CPUC contracts with Self Help for the Elderly (SHE) to operate the CHANGES program. SHE and its subcontractors oversee the statewide network of Community Based Organizations (CBOs) to provide outreach, education, and individual case assistance to LEP consumers.

This report summarizes the services provided by the CHANGES program and highlights areas of interest for CPUC and other policymakers. The information provided in this report is derived from the CHANGES contractor report found in Appendix A.

This report covers the program year June 2019 to May 2020 and provides information on CHANGES’ three program service areas: outreach, education, and individual case assistance. The consequences of COVID-19 started to impact the program’s services in the last three months of the program year (March to May 2020). For instance, in person events were cancelled and service delivery was redesigned to facilitate continuation of services, e.g., increased use of online and phone communication to replace in-person visits.

1 D.15-12-047, p.1 and additional information on CHANGES, and the CPUC Decisions underpinning it can be found at: <https://www.cpuc.ca.gov/about-cpuc/divisions/news-and-public-information-office/consumer-affairs-branch/team-and-changes-programs>.

2 Ibid., p.3.

CHANGES PROGRAM ANNUAL REPORT

PROGRAM YEAR JUNE 2019–MAY 2020

Summary Of Services Provided by the CHANGES Program

Individual Case Assistance

- 5,453 consumers received individual case assistance for a total of 6,440 services. Consumers receive multiple services tailored to their range of needs, averaging 1.2 services per consumer in 31 different languages.³
- The total number of services provided increased by 36% over the previous year. Almost three-quarters of all case services helped consumers apply for financial assistance, lower payments (e.g., through CARE⁴/ESA or medical baseline) or to provide emergency assistance to consumers facing difficulties.
- The CBOs completed 2,630 applications for clients needing emergency financial assistance through various programs. This represented 41% of all CHANGES case assistance services.
- Consumers initiated or extended 910 payment plans due to financial difficulties (14% of total services).
- The program helped reconnect or prevented disconnection of slightly more than 500 services (8%).
- 248 medical baseline applications (4%) were completed.
- 137 new CARE applications (2%) were completed.

Education

- Consumer education was provided to 33,900 consumers in 29 different languages.
- The number of consumers educated fell 9% compared to the previous year due to the impacts of the COVID-19 pandemic.
- The two most popular of the eight education topics, were: Understanding Your Bill and Utility Assistance Programs (e.g., California Alternate Rates for Energy (CARE) or Family Electric Rate Assistance Program (FERA)). Attendees at these trainings represented 45% of all consumers educated.
- Despite a reduction in clients educated overall, the number of clients attending workshops on Conserving Energy and High Energy Use (impacting their CARE eligibility) increased.

³ For instance, if a CBO represents a consumer on a bill dispute, they may identify additional sources of support they can help with e.g., help enrolling them in a financial assistance program such as CARE.

⁴ Low-income customers that were enrolled in the CARE program receive a discount on their electric and natural gas bill. For more information click on: <https://www.cpuc.ca.gov/care>.

CHANGES PROGRAM ANNUAL REPORT

PROGRAM YEAR JUNE 2019–MAY 2020

Outreach

- Outreach was conducted to a potential target audience⁵ of 1.57 million LEP consumers via community events and different types of public media. A reduction of 53% compared to the previous program year which was due to the impacts of the COVID-19 pandemic.

Client Demographics

Recipients of CHANGES case support had the following characteristics:

- They were overwhelmingly low income.
 - » Approximately 95% of participants were CARE eligible.⁶
- They tend to be in older age groups.
 - » 62% were over 60 years old, with the remainder between 21 and 59 years old.⁷
- Approximately 60% of program participants receiving case assistance were Cantonese (19%) or Spanish speakers (39%). The next largest groups were English speakers (including Native American) – 15%, Vietnamese – 8%, Korean - 5%, Armenian - 4%. A further 5% of participants spoke Cambodian, Laotian and Hmong languages.
 - » Case assistance was provided in an additional 22 languages.

5 This refers to the estimated number of people that could attend a community event or access a particular type of media channel.

6 Based on data pulled from the program database on all consumers receiving case services from 2010 to 2015.

7 This data was provided by the program contractor and is based on the TEAM database data. TEAM & CHANGES were both delivered by each CBO as per the contract. TEAM refers to the Telecommunications Education and Assistance in Multiple languages program which provides the same services as CHANGES but targets consumers' telecommunications needs.

CHANGES PROGRAM ANNUAL REPORT

PROGRAM YEAR JUNE 2019–MAY 2020

Overview Of CHANGES CBOs

The CHANGES program is operated by a single state-wide coalition of 27 community-based organizations (CBOs) that work collectively on a variety of issues impacting LEP communities.⁸ Self-Help for the Elderly is the lead agency of the coalition and prime contractor for this contract. CBOs in the coalition are required to provide both TEAM & CHANGES services. As shown in table 1, the CBOs are geographically concentrated in four different regions across the state.

Bay Area & Northern California	9
Central Valley	5
Greater Los Angeles	10
San Diego County	3

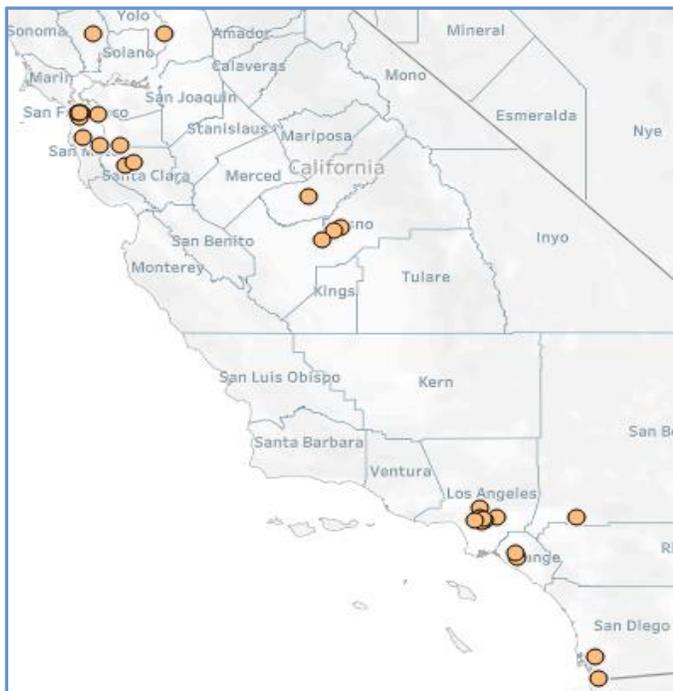


Figure 1: Map of CBOs in the TEAM & CHANGES Program

⁸ A full list of CBOs in the coalition can be accessed at: <https://www.cpuc.ca.gov/about-cpuc/divisions/news-and-public-information-office/consumer-affairs-branch/team-and-changes-programs>.

CHANGES PROGRAM ANNUAL REPORT

PROGRAM YEAR JUNE 2019–MAY 2020

Individual Case Assistance

Sources of Client Referrals

The most common source of referrals came through friends or family, followed by program outreach through community events. This data supports the CPUC’s rationale for launching CHANGES and the affiliated TEAM program. In particular, the Consumer Protection Initiative (R.00-02-004) noted that “CBOs have earned the trust of their constituencies and show a passion for helping consumers.”⁹ The other effective outreach efforts were through CHANGES education workshops, other CBO events, and referral from other CBOs.

Clients’ Referral Source	% of Clients
Referred by Friend or Family	32%
Outreach - Community Event	23%
Participated in Another Program at the CBO	14%
Referred by Another CBO	13%
CHANGES Consumer Education Workshop	11%
Outreach - Media	7%
Received TEAM Services	<1%
Total	100%

Data Source: CHANGES Contractor Report, see [Appendix A](#)

Types of Case Assistance Services Provided

Consumers received services tailored to their range of needs.¹⁰ Overall, 5,453 consumers received individual case assistance, for a total of 6,440 different services, in 31 different languages. On average each consumer was provided 1.2 services. Of these 5,453 consumers, 3,920 (72%) received Needs Assistance services and 1,533 (28%) received Dispute Resolution services. Needs Assistance is provided to consumers who request help with utility services or bills, but do not feel that their bill is incorrect or that the IOU has acted

⁹ R.00-02-004, Page 103.

¹⁰ For instance, if a CBO represents a consumer on a bill dispute, they may identify additional sources of support e.g., by helping them enroll them in a financial assistance program such as CARE.

CHANGES PROGRAM ANNUAL REPORT

PROGRAM YEAR JUNE 2019–MAY 2020

incorrectly. Dispute Resolution is provided to consumers who believe that their bill is incorrect or who feel the IOU has acted incorrectly concerning their account or service.

Table 3 below shows the different types of case services provided to individual consumers. However, a common theme emerges in that 73% of services support customers with payment difficulties and lowering their payments. This underlines that the cost of energy services received was the major issue for LEP consumers in the communities supported by CHANGES CBOs.

Out of the case services provided, support in applying for emergency financial assistance programs made up 41% of the total. 26% of those services were for HEAP/LIHEAP applications making this the largest single service provided by CBOs. Although the sample size is small, and may not be statistically representative, this data indicates that energy affordability is a considerable concern for the target LEP population. Also, as noted in the Client Demographics section above, the vast majority of CHANGES program participants qualify for the CARE program.

Overall Category	Subcategory	Service provided	# Services provided	%
PAYMENT DIFFICULTIES	Emergency Financial Assistance Programs	HEAP/LIHEAP Application Assistance	1,685	26%
		Other source of one-time payment (e.g., church) ¹¹	349	5%
		Enrolled in Gas Assistance Fund (SCG)	227	4%
		Enrolled in Neighbor to Neighbor (SDG&E)	205	3%
		PG&E managed assistance funds	106	2%
		Enrolled in Energy Assistance Fund (SCE)	58	1%
		Subtotal	2,630	41%
	Support with payment plans / extensions	Set Up Payment Plan	593	9%
		Set Up Payment Extension	317	5%
		Subtotal	910	14%
	Disconnection / Reconnection support	Stop Disconnection	483	8%
		Assisted with Reconnection	21	0%
		Subtotal	504	8%
Total – PAYMENT DIFFICULTIES			4,044	63%
LOWER PAYMENTS	Support with CARE program	CARE Enrollment	137	2%
		Assist with CARE recertification or audit	109	2%
		High Energy User Dispute	13	0%

¹¹ Source of bill payment/reduction assistance that does not include HEAP/LIHEAP or IOUs.

CHANGES PROGRAM ANNUAL REPORT

PROGRAM YEAR JUNE 2019–MAY 2020

		Assisted High Energy User with Document Submission	4	0%
		Subtotal	263	4%
	Medical Baseline	Medical Baseline Application Assistance	248	4%
	ESA Program	Applying for/support with ESA	112	2%
	Support with lowering energy use / managing bills	Scheduled Energy Audit	16	0%
		Energy Efficiency Tool	7	0%
		Added/Removed Level Pay Plan	7	0%
		Subtotal	30	0%
Total - LOWER PAYMENTS			653	10%
BILLING DISPUTE	-	Bill Adjustment	77	1%
	-	Request Meter Service or Testing	19	0%
Total - BILLING DISPUTES			96	1%
ELECTRICITY AGGREGATION	-	Electricity Aggregation	576	9%
GAS AGGREGATION (CTAS)	-	Gas Aggregation	427	7%
SOLAR ISSUES	-	Solar issues	27	0%
SUPPORT WITH SETTING UP / CHANGES TO ACCOUNT	-	Assist with Changes to Account	376	6%
	-	Billing Language Changed	154	2%
	-	Set Up New Account	57	1%
	-	Set Up 3rd party Notification	5	0%
Total - SETTING UP/CHANGES TO ACCOUNT			592	9%
OTHER ITEMS	-	Scheduled Service Visit	18	0%
	-	Report Scam	3	0%
	-	Reported Safety Problem	2	0%
	-	Consumer Education Only	1	0%
	-	Time of use	1	0%
Total - OTHER ITEMS			25	0%
TOTAL SERVICES PROVIDED AS PART OF CASE SUPPORT			6,440	100%

NOTE: Figures in percentage column are rounded to the nearest whole number

Data Source: CHANGES Contractor Report, see [Appendix A](#)

Of the services provided by CHANGES, the most in-demand is help applying for HEAP/LIHEAP, as shown in Figure 2. It comprises over a quarter of all services provided. Payment plan setup and extensions were also significant, at 14% of total services, and Other Emergency Funds represented 9% of services.

CHANGES PROGRAM ANNUAL REPORT

PROGRAM YEAR JUNE 2019–MAY 2020

Other services in high demand were Account Changes/Setup - 9%, Electricity Aggregator related issues - 9%, and disconnection issues - 8% of total services.

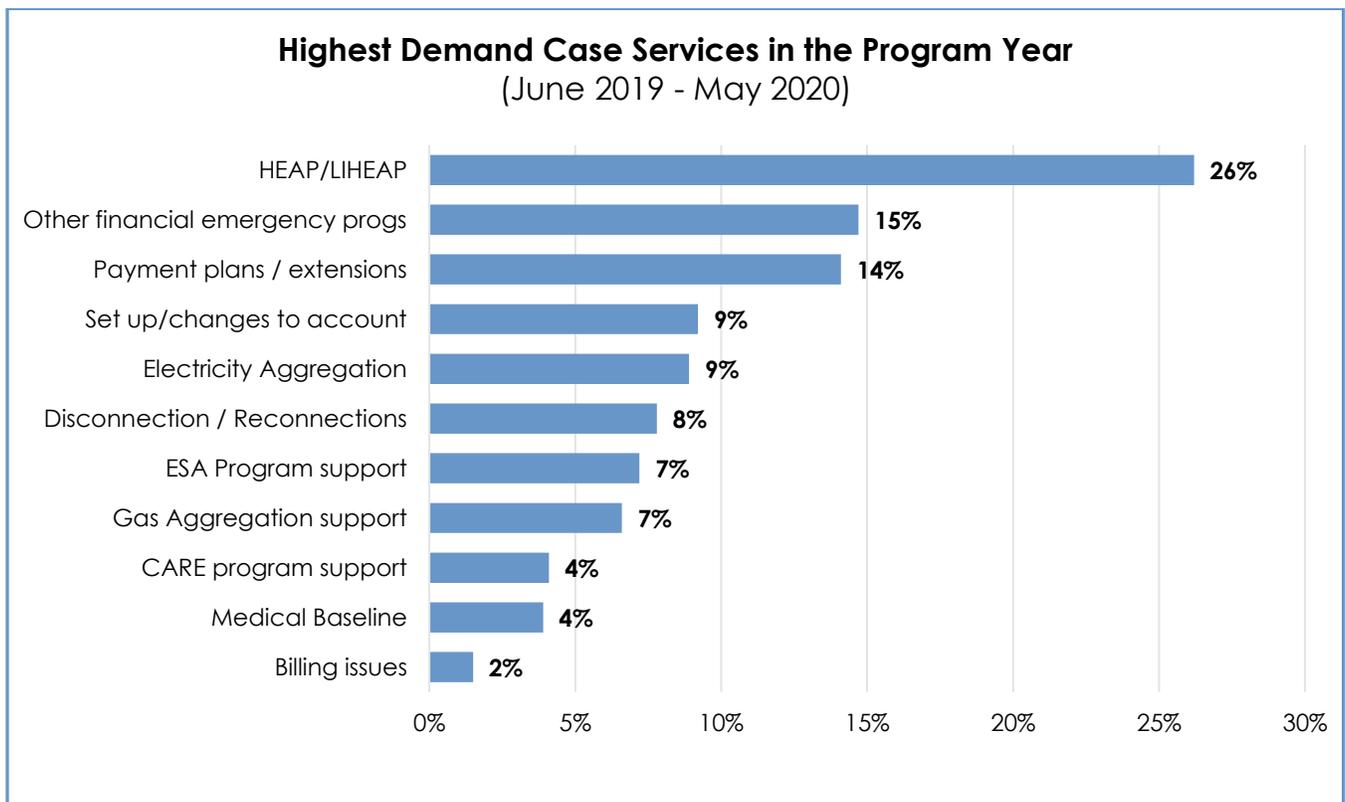


Figure 2: Highest Demand Case Services in the Program Year

Languages Used for Case Assistance

Figure 3 below, shows the most common of the 31 languages spoken by program participants:

- Approximately three-fifths of participants were Spanish or Cantonese speakers, receiving 39% and 19% of services, respectively.
- The next largest groups spoke:
 - » English (including Native American) – 15%,
 - » Vietnamese – 8%,
 - » Korean – 5%,
 - » Armenian – 4%.
- Additionally, 5% spoke Cambodian, Laotian and Hmong languages.
- 3% of case assistance was provided in another 22 languages.

CHANGES PROGRAM ANNUAL REPORT

PROGRAM YEAR JUNE 2019–MAY 2020

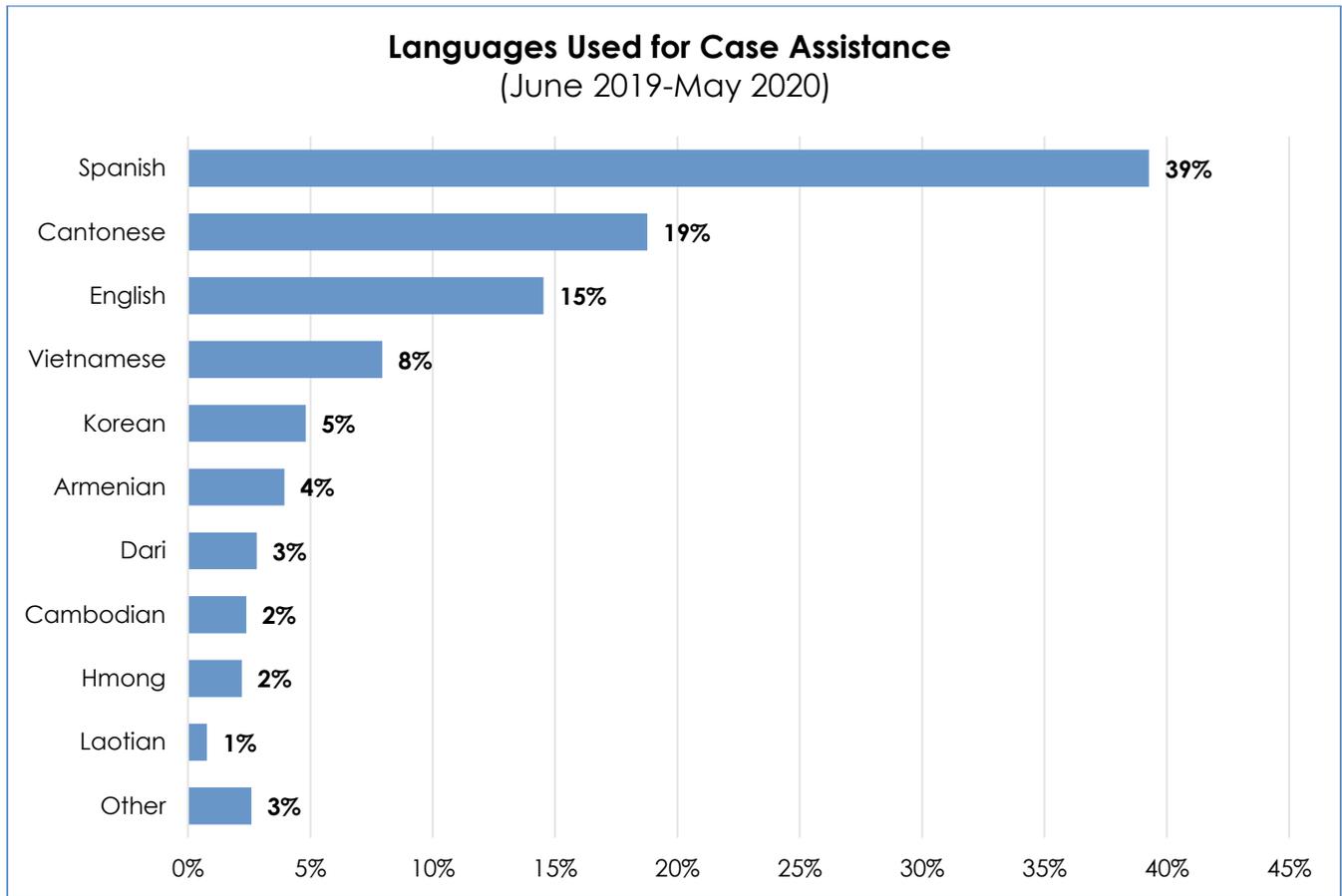


Figure 3: Languages Used for Case Assistance

CHANGES PROGRAM ANNUAL REPORT

PROGRAM YEAR JUNE 2019–MAY 2020

EDUCATION

CBOs provided consumer education focused on eight different topics, in workshops that typically span 45-60 minutes in length. CBOs typically choose educational topics based on their assessment of needs and interests of their respective communities. As shown in Figure 4 below, of those attending education workshops 45% attended the topics on Understanding Your Bill and Utility Assistance Programs (e.g., CARE/FERA). The topic on Avoiding Disconnection was the next most attended (13% of attendees), followed by Energy Conservation (11%) and High Energy Use and its impact on CARE eligibility (9%).

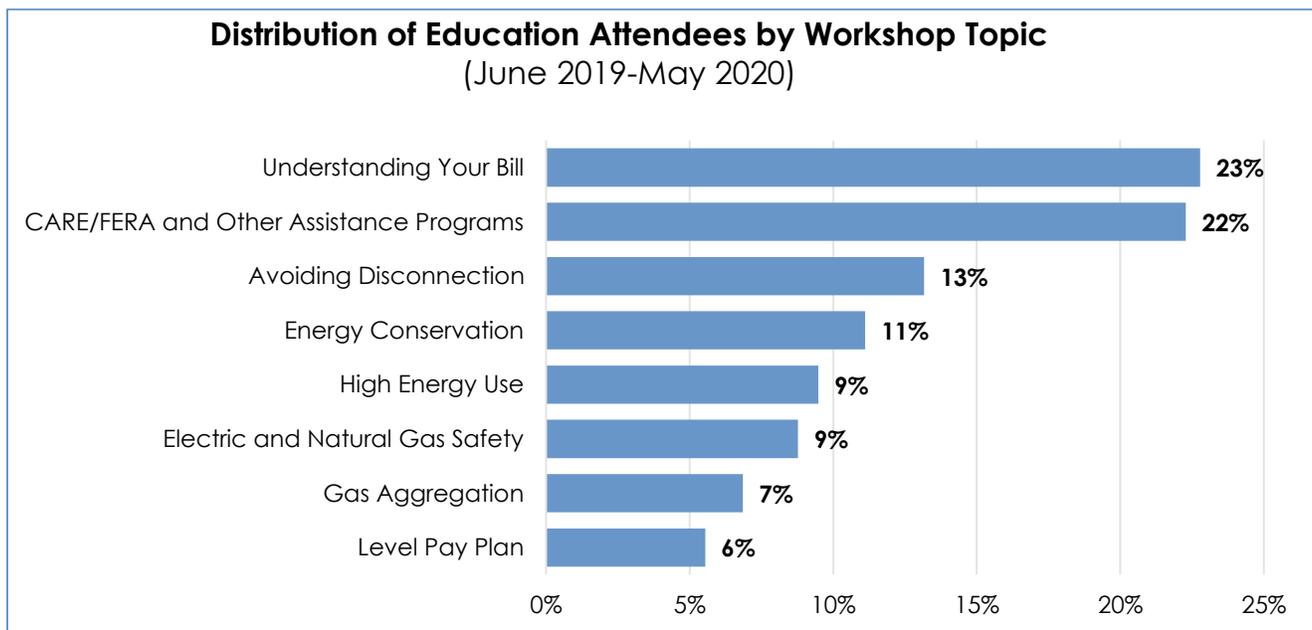


Figure 4: Distribution of Education Attendees by Workshop Topic

As shown in Figure 5 below, and consistent with the distribution of case assistance services, the highest number of attendees spoke Spanish - 41%, followed by: Vietnamese – 16%, Cantonese -11%, and English (Native American) speakers – 10%, respectively.

CHANGES PROGRAM ANNUAL REPORT

PROGRAM YEAR JUNE 2019–MAY 2020

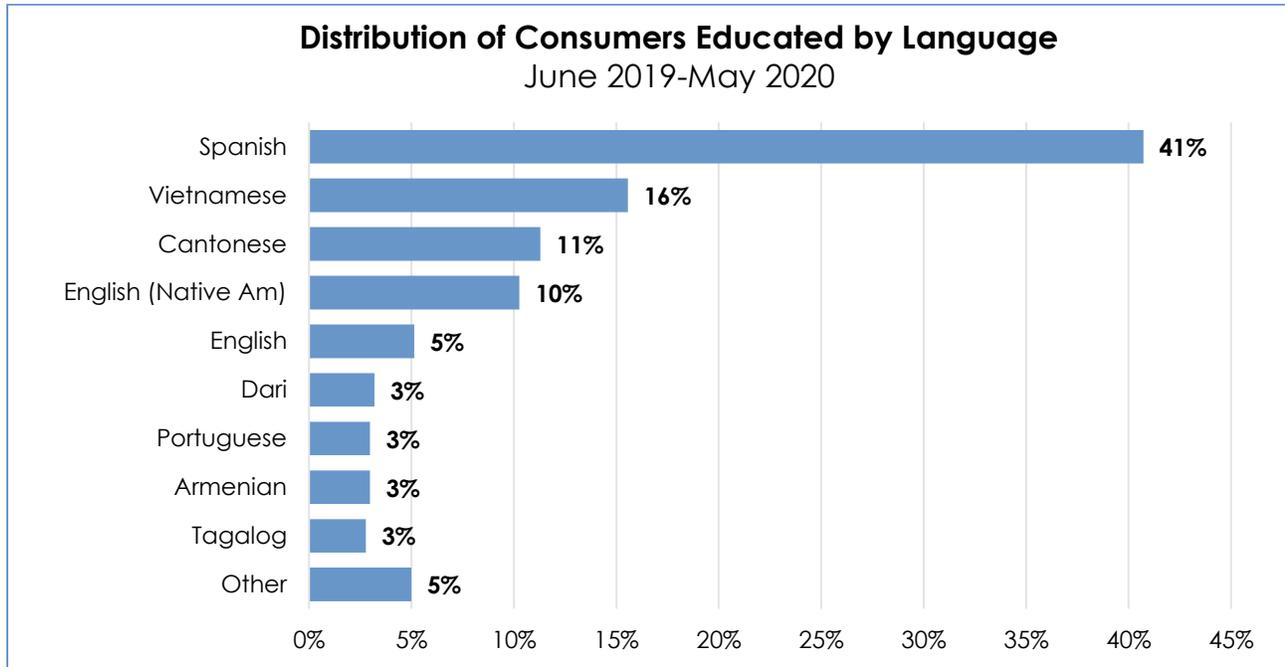


Figure 5: Distribution of Consumers Educated by Language

Overall, the CHANGES program educated 9% less consumers in this program year compared to the previous one. Issues associated with coordinating in person education workshops during COVID-19 contributed to this reduction. However, as shown in Table 4, despite this overall reduction, demand for two topics increased in attendance – High Energy Use (and impact on CARE eligibility) and Energy Conservation increased by 41% and 5% respectively. This data indicates that CBOs were responding to a rise in concern in their communities about increasing energy costs.

Topic	2018-19 PY	2019–20 PY	Year-Over-Year Change	Year-Over-Year % Change
High Energy Use	2,278	3,214	936	41%
Energy Conservation	3,580	3,768	188	5%
Electric and Natural Gas Safety	3,022	2,975	(47)	(2%)
Understanding Your Bill	7,964	7,724	(240)	(3%)
CARE/FERA and Other Assistance Programs	9,019	7,554	(1,465)	(16%)
Avoiding Disconnection	5,338	4,465	(873)	(16%)

CHANGES PROGRAM ANNUAL REPORT

PROGRAM YEAR JUNE 2019–MAY 2020

Level Pay Plan	2,300	1,879	(421)	(18%)
Gas Aggregation	3,680	2,325	(1,355)	(37%)
TOTAL	37,198	33,904	(3,294)	(9%)

Data Source: CHANGES Contractor Report, see [Appendix A](#)

CHANGES PROGRAM ANNUAL REPORT

PROGRAM YEAR JUNE 2019–MAY 2020

OUTREACH

Outreach comprises the following five components: Community Events, traditional Media Placements, Social Media, Community Presentations, and Special Outreach projects. As shown in Table 5 below, community events and media placements continued to represent the vast majority of organized CBO outreach. This program year has seen an overall reduction in Outreach activities, especially in the fourth quarter of the program year (March–May 2020). During this period, drastic curtailment of outreach activities occurred with fewer clients reached compared to the previous program year. However, despite this overall reduction, Social Media postings have gathered pace, increasing significantly from the previous year.

Outreach activity has been significantly impacted by the various impacts of the COVID-19 pandemic e.g., it prevented community events from being organized and reduced access to broadcasting venues for ethnic media producers. In 2018-2019, approximately 80% of community event outreach occurred in the fourth quarter of the program year – from March to May. Therefore, the fourth quarter shelter in place requirements led to a disproportionate drop in outreach via community events.

Outreach numbers were also affected by the type and location of media placements made. In 2018-19 the potential reach was higher because there were three placements made in media outlets with very high reach. A radio campaign based in the Bay Area reached 800,000 people. Similarly, a television interview focused on the Filipino population in Southern California reached large numbers of viewers. Otherwise, media placements were about the same year on year.

Table 5: Comparison of Outreach Activities with the Previous Program Year				
Comparisons of Outreach Activities within the Previous Program Year (Number of Customers Reached)				
Outreach Component:	2018–19 Program Yr.	2019–20 Program Yr.	Year-Over-Year Change	Year-Over-Year % Change
Community Events	695,772	174,319	(521,453)	(75%)
Media Placements	2,653,700	1,398,390	(1,255,310)	(47%)
Social Media (postings)	173	250	77	45%
Community Presentations	15	4	(11)	(73%)

Data Source: CHANGES Contractor Report, see [Appendix A](#)

CHANGES PROGRAM ANNUAL REPORT

PROGRAM YEAR JUNE 2019–MAY 2020

Conclusion

- CHANGES responded to the needs of low-income LEP community members with nearly three-quarters of case services directly supporting consumers who applied for financial assistance, including applications for HEAP/LIHEAP and other emergency programs, setting up or extending payment plans, stopping disconnections or by applying for discount programs such as CARE and Medical Baseline.
- Education services were also responsive to the emerging needs of consumers. In the program year, attendance increased for workshops on Conserving Energy and High Energy Use, despite an overall reduction in education services. This aligns with consumer concerns with increased energy consumption patterns observed during the COVID-19 pandemic.
- COVID-19 impacted CHANGES services by reducing the number of services provided. This can be attributed to COVID-19 restrictions on in-person outreach, education, and case assistance. However, the pandemic related restrictions on in-person events drove the development of new online methods to reach LEP communities.
- The significant decline in customers reached through Community Events and Media placements in 2019-2020 can be explained by a combination of the impact of COVID-19 restrictions, seasonality and the type of outreach conducted. Regarding the seasonality factor, the fourth quarter (March-May) is a very important period for outreach e.g., in a more conventional operating year such as 2018-2019, almost 80% of community event outreach occurred in this time period. Also, in the previous year, some larger outreach events were held such as a radio campaign in the Bay Area which reached about 800,000 people.

CHANGES PROGRAM ANNUAL REPORT

PROGRAM YEAR JUNE 2019–MAY 2020

Appendices

Appendix A: Contractor Report June 2019–May 2020



CHANGES PROGRAM

Community Help and Awareness of Natural Gas and Electricity Services

ANNUAL REPORT

June 17, 2019 – May 31, 2020

CHANGES PROGRAM ANNUAL REPORT

PROGRAM YEAR JUNE 2019–MAY 2020

Table of Contents

Introduction	3
Background.....	3 - 4
Community Based Organizations.....	5 - 6
COVID-19 Impacts.....	7 - 11
Outreach.....	12- 19
Consumer Education.....	20 - 22
Needs Assistance and Dispute Resolution Services.....	23 - 31

CHANGES PROGRAM ANNUAL REPORT

PROGRAM YEAR JUNE 2019–MAY 2020

1. Introduction

This report documents activities provided through the Community Help and Awareness of Natural Gas and Electricity Services (CHANGES) program from June 17, 2019, through May 31, 2020. The report provides details on the number and types of CHANGES services provided.

During this program year, the following services were provided:

- 33,900 consumers received Consumer Education
- Consumer Education was provided in 29 languages
- 3,920 consumers received Needs Assistance services
- 1,533 consumers received Dispute Resolution services
- Case resolution services were provided in 26 languages
- The fourth quarter of the program year was impacted by COVID-19, as shelter-in-place mandates were implemented, and service delivery was redesigned.

2. Background

In December 2015, the California Public Utilities Commission (CPUC) approved Decision 15-12-047 establishing the Community Help and Awareness of Natural Gas and Electricity Services (CHANGES) Program as a permanent program and moving the program out of the pilot phase. The CHANGES program provides limited English proficient (LEP) utility consumers with consumer education on natural gas and electricity topics as well as assistance with navigating billing, payment and service issues, and dispute resolution advocacy. Services are provided in the consumers' preferred languages. The program includes assistance to help LEP consumers establish or renegotiate payment arrangements, avoid disconnection, and/or arrange reconnect of their service. It helps them apply for financial assistance programs and receive resolution to issues related to their bills or accounts.

Services are provided through a single statewide coalition of 27 community based organizations (CBOs) that work collectively on a variety of issues impacting LEP communities. Self-Help for the Elderly is the lead agency of the coalition and prime contractor for this contract. The CHANGES program is modeled after the TEAM (Telecommunications Education and Assistance in Multiple languages) Program, which was created to help California's significant LEP population to understand and resolve issues with telecommunications services and bills. All CBO coalition members offer both CHANGES and TEAM services.

The CHANGES program consists of three interrelated program components: 1) Outreach, 2) Education & 3) Dispute Resolution and/or Needs Assistance.

CHANGES PROGRAM ANNUAL REPORT

PROGRAM YEAR JUNE 2019–MAY 2020

Services are provided to address accounts in the four Investor Owned Utilities (IOUs), PG&E, SCE, SCG, and SDG&E.

CBOs conduct outreach within their communities to inform consumers about the services available. Consumers in educational workshops learn new information that prompts them to request assistance with bills and enrollment in energy assistance programs. And consumers who receive assistance with their utility accounts may be identified by the CBO as needing additional education. Consumers who receive assistance with their accounts also conduct additional outreach for the program by informing their friends, neighbors, and family members about the services. Data collected shows that the most effective form of program outreach was referrals from satisfied consumers.

All CBOs in the coalition delivering CHANGES services are required to offer all components of the program. CBOs receive intensive training and ongoing technical assistance, coaching and mentoring that includes specific content and messaging information and delivery techniques, but also allows CBOs to tailor the delivery method to elicit the most participation possible from the communities they serve.



CHANGES PROGRAM ANNUAL REPORT

PROGRAM YEAR JUNE 2019–MAY 2020

3. Community Based Organizations (CBOs)

The CHANGES program is operated by a single statewide coalition of 27 community based organizations (CBOs) that work collectively on a variety of issues impacting LEP communities. Self-Help for the Elderly is the lead agency of the coalition and prime contractor for this contract.

The Commission’s Consumer Protection Initiative (CPI) and the LEP proceedings (R.00-02-004 and R.07-01-021), recognized the need to include CBOs in the process of resolving billing and account issues through linguistically capable, culturally competent providers. In the CPI decision, the Commission notes that, “We believe that we can improve our complaint resolution efforts by working more with CBOs which possess unique insights into problems faced by specific communities. CBOs have earned the trust of their constituencies and show a passion for helping consumers.”

The coalition is comprised of 27 organizations throughout California, serving targeted immigrant, Disabled and Native American Communities. CHANGES organizations provide services in a culturally competent manner through a service environment that includes staffing, messaging, operations, and physical site congruent with the culture and customs of the community they serve. The coalition has the capacity to provide services in 78 languages.

CHANGES Community Based Organizations	
Organization	Geographic Area
Afghan Coalition	Fremont and Tri-Cities (Newark and Union City), Tracy, Manteca, Stockton, San Joaquin County, Stanislaus County, Stockton, Livermore
Alliance for African Assistance	San Diego County
Armenian Relief Society of Western USA	Greater Los Angeles, Glendale, Hollywood, North Hollywood, Pasadena
Asian-American Resource Center	Riverside County, San Bernardino, Fontana, Grant Terrace, Hesperia, Highland, Loma Linda, Ontario, Rancho Cucamonga, Riverside, Rialto, Victorville
Asian Community Center Senior Services	Sacramento, Davis, Placer, Roseville, San Joaquin, Stockton, West Sacramento, and Yolo Counties

CHANGES PROGRAM ANNUAL REPORT

PROGRAM YEAR JUNE 2019–MAY 2020

Asian Youth Center	Greater San Gabriel Valley, Lancaster, Hawthorne,
CASA Familiar	San Diego County
Central California Legal Services, Inc.	Fresno, King, Madera, Mariposa, Merced, Monterey, San Benito, San Joaquin, San Louis Obispo, Tulare, and Tuolumne Counties
Centro La Familia Advocacy Services Family Support Center	Fresno County
Chinatown Service Center	Greater Los Angeles County
Chinese Newcomers Service Center	San Francisco
Deaf Community Services of San Diego, Inc.	San Diego County
Delhi Center	Orange County
El Concilio of San Mateo County	San Mateo County, San Francisco County, Santa Clara County, Santa Cruz, Alameda County, San Benito County, Monterey County, Contra Costa
The Fresno Center	Fresno County
Good Samaritan Family Resource Center	San Francisco
International Institute of Los Angeles	Los Angeles, Orange, Kern, Riverside, San Bernardino, and Ventura Counties
Korean American Community Services	Alameda, Burlingame, Campbell, Cupertino, Fremont, Gilroy, Hayward, Los Altos Hills, Los Gatos, Menlo Park, Millbrae, Milpitas, Mountain View, Morgan Hills, Newark, Oakland, Pleasanton, San Carlos, San Jose, San Leandro, San Mateo, San Martin, Santa Clara, Saratoga, San Francisco, Sunnyvale, Union City
Koreatown Youth and Community Center	Greater Los Angeles County
Little Tokyo Service Center	Greater Los Angeles County
Madera Coalition for Community Justice	Madera, Chowchilla, North Fork, Oakhurst, Raymond
Pilipino Workers Center of Southern California	Los Angeles, Orange, San Bernardino, and San Diego Counties

CHANGES PROGRAM ANNUAL REPORT

PROGRAM YEAR JUNE 2019–MAY 2020

Portuguese Community Center	San Jose, Alameda, Merced, Sacramento, Santa Clara, and Stanislaus Counties
Self-Help for the Elderly	Alameda, San Francisco, San Jose, and San Mateo Counties
Southeast Asian Community Center	Burlingame, Concord, Daly City, Oakland, San Francisco County, San Jose County, Santa Clara County, San Mateo County
Southland Integrated Services, Inc.	Anaheim, Buena park, Costa Mesa, Fountain Valley, Fullerton, Garden Grove, Huntington Beach, Irvine, Midway City, Orange, Santa Ana, Stanton, Tustin, Westminster
Suscol Intertribal Council	Remote rural areas of Napa, Solana, and Marin Counties. Native American Rancherias and Reservations in Sonoma, Lake, Mendocino, and Humboldt Counties

4. COVID-19 Impacts

In the fourth quarter of the program year, as Stay-at-Home orders were issued throughout the state, all CHANGES CBOs closed their offices to the general public in compliance with health and safety guidelines, and by the week of March 19, 2020, all CBOs had closed offices to walk-in traffic.

Most CBOs shifted organizational priorities to address the immediate impact of the pandemic on their communities. This meant that services addressing basic needs such as food, health care and shelter has been their main focus, and CBOs are leveraging those services to continue outreach and assistance related to telecommunications and energy needs.

CBO and program support such as training, technical assistance, coaching and ongoing communications immediately transitioned to remote communications. Administrative functions such as accounting, invoice and document review and data tracking continue remotely as well.

Reliance on Technology for CBOs

CHANGES CBOs vary in size and scope and have a wide range of staffing levels and resources. Larger CBOs, typically serving more established communities, may have access to communications technology such as comprehensive telephone systems that enable them to forward incoming calls to individual staff members’ homes or cell phones, for example. They may also have internet and email systems that individuals can access remotely with ease.

CHANGES PROGRAM ANNUAL REPORT

PROGRAM YEAR JUNE 2019–MAY 2020

Other CBOs, typically those that serve smaller or emerging immigrant communities, may not have access to more costly technology and are utilizing other creative ways to stay in touch with their communities. This includes direct one-to-one phone calls to existing clients and accessing the internet from home for clients while discussing information over the telephone.

Challenges for LEP customers to access services

Many Limited English Proficient (LEP) and low-income consumers have limited access and/or knowledge to utilize technology to seek CHANGES services. Many, especially seniors, lack the ability to participate in email communications or to electronically transmit documents such as utility bills or income verification documents. CBOs have developed various methods for receipt of necessary documents, including mail (which may extend the timeline for case resolution), photos of documents, and accessing bills online. Some CBO staff have set up methods for consumers to place documents in accessible places, such as a front porch, for them to pick up.

Impact on CHANGES by Services

The CHANGES Program offers several different service components, including Outreach, Consumer Education, Needs Assistance and Complaint Resolution. Some of those services have been temporarily ceased and others continue with modifications.

Outreach – Outreach messaging has been directed toward the impacts of the pandemic and the probability of increased consumers' needs. CBOs have been provided sample messages they can translate into various languages and instructed on outreach methods that include ways in which consumers can seek assistance remotely.

Various Outreach components have been impacted as follows:

- *Community Events* such as health fairs, ethnic holiday celebrations, and resource events have been cancelled.
- *Media Outreach* is a preferred outreach includes print, radio, and television. CBOs are trained on the development and placement of press releases as well as radio and television interview techniques. Most media outlets are able to conduct interviews remotely for radio and television. Media outreach is conducted in-language through various ethnic media outlets.
- *Social Media* messaging has increased among CBOs. Posts are made on Facebook, Twitter, and Instagram, as well as some platforms that target specific languages and/or ethnicities. Social media placements may be useful for reaching some segments of the CHANGES target population, although many consumers, particularly seniors, are not connected to such platforms. Data limitations can also limit the reach of some social media outreach efforts.

CHANGES PROGRAM ANNUAL REPORT

PROGRAM YEAR JUNE 2019–MAY 2020

- *Community Presentations* are outreach activities that focus on informing other organizations about the availability of CHANGES services and encouraging referrals to the program. Some Coalitions, Task Forces and Collaboratives continue to meet remotely. CBOs are encouraged to conduct outreach that updates organizations on how to place referrals remotely. For billing purposes, documentation of the provision of Community Presentations has been temporarily modified to allow for a printout of meeting attendees from the online meeting platform (such as Zoom) in lieu of a signed attendance sheet.
- *Special Outreach Projects* will focus more on leveraging other services provided by CBOs in order to reach more consumers remotely. For example, CBOs offering food programs or Census outreach can combine efforts in order to limit the exposure of staff and clients.

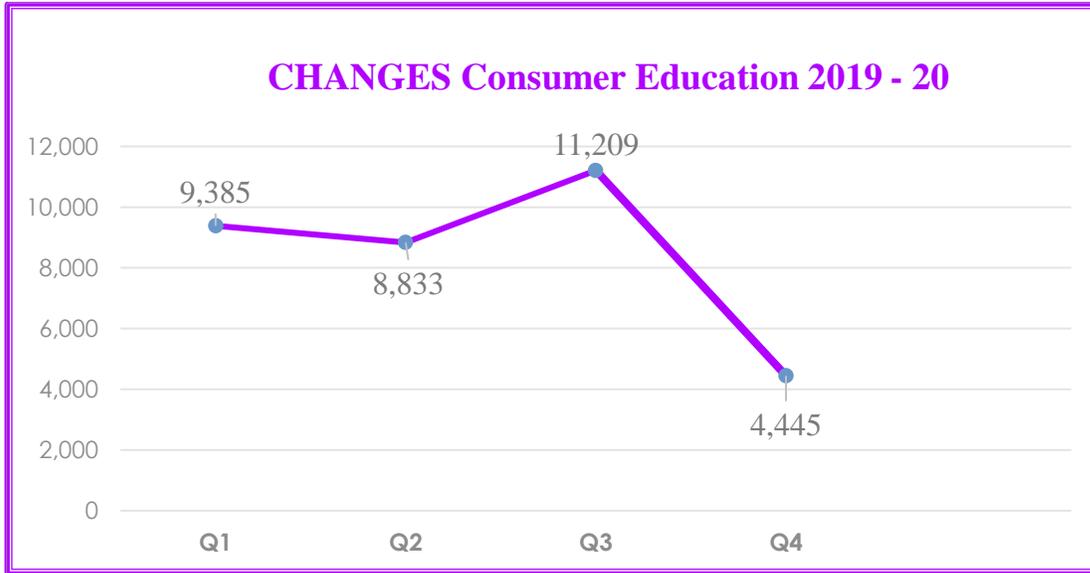
Consumer Education – The provision of consumer education is likely the program component most impacted by the pandemic. Most consumer education is provided in an in-person, small group setting. Since public gatherings are unsafe and prohibited, consumer education is not being provided by most CBOs.

The ability to provide consumer education in an online meeting format is also hindered by lack of access to technology and consumers' ability to utilize online meeting platforms. Further, billing documentation requires original signature sheets that include the signature and phone number of each participant. Although it is conceivable that a similar documentation process, such as a printout described for Community Presentation above might be feasible for accounting purposes, the lack of technological ease makes this unlikely for most consumers.

The impact of the pandemic on consumer education delivery is illustrated in the chart below:

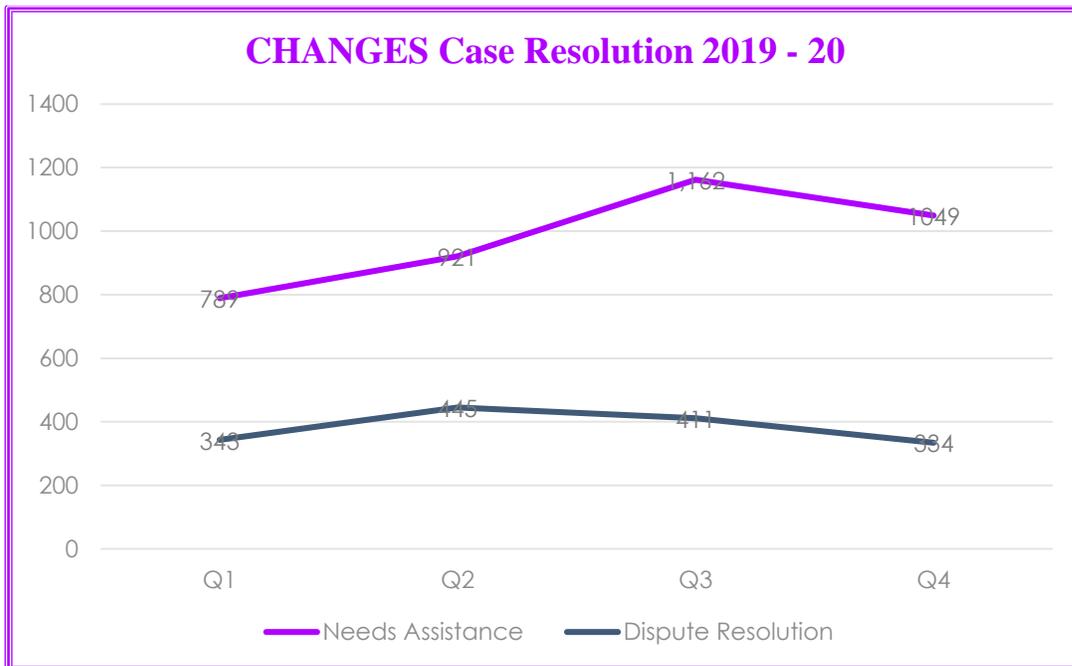
CHANGES PROGRAM ANNUAL REPORT

PROGRAM YEAR JUNE 2019–MAY 2020



Needs Assistance and Dispute Resolution Services – As described above, CHANGES CBOs have developed procedures to communicate remotely with their communities and continue to provide services despite limitations to their ability to meet with clients in person.

The impact of quarantine on case resolution services is illustrated in the chart below. Because some cases take time to resolve, the much of the impact of COVID-19 on case resolution services will be reflected in the 2020 – 21 program year.



CHANGES PROGRAM ANNUAL REPORT

PROGRAM YEAR JUNE 2019–MAY 2020

CBOs receive continuous pandemic related updates to programs and policies impacting their communities. Information provided to CBOs includes:

- COVID-19 assistance resources
- Moratoriums on disconnections for nonpayment of bills.
- IOU pledges to enter into more flexible payment plans.
- Delay of recertification processes for the CARE/FERA program.
- Suspension of the requirement for a doctor’s signature/referral for Medical Baseline. This is a particularly helpful modification, which will enable more eligible people to enroll in medical baseline. Some communities find it difficult to obtain doctor’s signatures because they are unable to afford physicians’ charges for office visits and completion of forms.
- Early bill credits of the California Climate Credit
- Suspension of wireless data caps and overage charges.
- Pauses in penalties for high energy usage for tiered-rate consumers.

Additional Considerations

As quarantine continues, CHANGES CBOs operators have identified areas of current and future concern:

- Organizations that work in tele-health/telemedicine have reached out to us to describe issues related to telehealth access for California LifeLine consumers. While many health care providers have modified services to provide medical consultations and advice remotely, they describe difficulty for participants utilizing “LifeLine phones” because the phone plans do not provide adequate minutes or a 3G network needed to access remote health services.
- Consumers under quarantine will use significantly more energy, and utility balances will be higher. Although a moratorium on disconnections will keep energy in the home, concerns about high balances and the ability to pay them at a later date are looming. We are hopeful that mandatory policies that limit disconnections and extend payment plans post-quarantine will be approved.
- IOUs have pledged to enter into the most lenient payment plans possible during the pandemic. However, policies that require those plans to be extended and include maximum payment amounts and terms would be welcomed.

5. Outreach

CHANGES PROGRAM ANNUAL REPORT

PROGRAM YEAR JUNE 2019–MAY 2020

Outreach activities inform LEP communities about the services available in the CHANGES program and how to access them. Outreach is conducted in the primary languages served by the CBOs and delivered through the five components described on pages 7 and 8 above.

Community Events

CBOs participated in **115 community events, reaching 174,319 individuals** during the program year. CHANGES outreach materials such as flyers, give away items, and program information are made available to inform community members about the program and how to access services. Events attended by CBOs in this program year included:

Community Outreach Events June 17, 2019 – May 31, 2020		
Event	City	Language
World Refugee Event	Los Angeles	Armenian Arabic Russian
Family Fin Day Resource Fair	Santa Ana	Spanish
Matsuri GVJCI	Los Angeles	Japanese
Fresno Juneteenth Celebration	Fresno	English Spanish
World Refugee & Immigrant Day	Fremont	Dari
HHSA Live Well San Diego	San Diego	English ASL
Homenetmen 44 Navasartian Games and Festival	Van Nuys	Armenian
Yerba Buena Senior Ball	San Francisco	Chinese
Dancing on Waverly Festival	San Francisco	Chinese
Block Party	Fresno	English Spanish Hmong
Health and Wellness Fair	Los Angeles	Chinese
Kid's Day and 4 th of July Parade	San Gabriel	Spanish Chinese

CHANGES PROGRAM ANNUAL REPORT

PROGRAM YEAR JUNE 2019–MAY 2020

Miwok-Maidu-Nishinam Summer Gathering	Elk Grove	Native American English
4 th Annual Block Party	Stockton	Spanish Hmong Tagalog
Great Music Festival “Thank You” to ARVN Disabled Veterans and Widows	Fountain Valley	Vietnamese
Braille Institute Low Vision Resource Fair	Los Angeles	English Spanish
Waterfront Pow Wow	Vallejo	Native American English
Health Fair and Backpack Give-Away	Bloomington	Spanish
Jack En Poy (Family Day)	Eagle Rock	Tagalog
Friendly Summer Camp of High School Alumnus	Fountain Valley	Vietnamese
National Latino Family Expo	San Diego	Spanish
National Night Out Fair	San Diego	Spanish
Back to School Health Fair	San Diego	Spanish
Moon Festival & Family Cultural Fair	La Puente	Chinese
ESL Orientation and Family Fair	Sacramento	Spanish Farsi
SOMA Sunday Streets	San Francisco	Chinese
Back to School Bash	Santa Ana	Spanish
West Fresno Back Pack Event	Fresno	Spanish
Sabatino	Fresno	Spanish
Great Ceremony of Vu Lan	Westminster	Vietnamese
Vu Lan Festival Hoa Nghiem	Santa Ana	Vietnamese
Vu Lan Celebration Bhat Nha	Santa Ana	Vietnamese

CHANGES PROGRAM ANNUAL REPORT

PROGRAM YEAR JUNE 2019–MAY 2020

Back to School Night	Santa Ana	Spanish
National Night Out	Fresno	Spanish
Community Cleanup and Resource Fair	Los Angeles	Chinese
AARP Community Resource Fair	El Monte	Chinese
National Night Out	San Gabriel	Chinese
Community Wellness and Resource Fair	Madera	Spanish
Families First Resource Fair	San Diego	Spanish
Wellness Health Fair	San Gabriel	Chinese
Back to School Resource Fair	San Diego	Spanish
Autumn Moon Festival Street Fair	San Francisco	Chinese
UDW Health Fair	Santa Ana	Spanish
Family and Community Engagement Conference	Santa Ana	Spanish
Healthy Aging and Fall Prevention Fair	Sacramento	Chinese Japanese
Healthy Resource Fair: Pathways to Healthy Living	Sacramento	Vietnamese Hmong Mein
Holy Cross Resource Fair	Garden Grove	Vietnamese
Health Fair at Dieu Ngu Pagoda	Westminster	Vietnamese
OMI Community Health and Wellness Fair	San Francisco	Chinese
Parent and Community Engagement Conference	Madera	Spanish
Moon Festival Spectacular	Arcadia	Chinese
Sacred heart Resource Fair	Merced	Spanish

CHANGES PROGRAM ANNUAL REPORT

PROGRAM YEAR JUNE 2019–MAY 2020

Mosqueda Carnival	Mosqueda	Spanish
Recovery Happens	Riverside	Samoan Spanish
Recovery Happens	San Bernardino	Chinese Spanish
Longevity Walkathon, Parade and Fair	San Francisco	Cantonese Mandarin
SFDA Chinatown Resource Fair	San Francisco	Cantonese
Santa Ana 150 th Celebration	Santa Ana	Spanish
Trunk or Treat Resource Fair	Sant Ana	Spanish
Annual Fall Wellness Expo	Monterey Park	Cantonese Mandarin
Saint Barbara Parish Fall Fair	Santa Ana	Vietnamese
Fall Fellowship and Food Festival	Sacramento	Cantonese
Tri-City Health Fair	Fremont	Dari
Still I Rise	Newark	Dari
Firebaugh Community Resource Fair	Firebaugh	Spanish
San Gabriel Valley 626 Golden Streets	El Monte	Cantonese
College and Career Fair	Colton	Spanish Samoan
CA Capitol Region East & West Health fair	Elk Grove	Cantonese
Stockton Hmong New Year	Stockton	Hmong
Fair of Hope	Santa Ana	Vietnamese
Evans Community Adult School Health Fair	Los Angeles	Spanish Cantonese

CHANGES PROGRAM ANNUAL REPORT

PROGRAM YEAR JUNE 2019–MAY 2020

Community Wellness Fair	Los Angeles	Cantonese
Know Your Numbers Event	Fresno	Spanish
Kirk Elementary Resource Fair	Fresno	Spanish
Feria de Salud	San Mateo	Spanish
Parol Making Workshop	La Pheate	Tagalog
Eat & Be Well Health and Resource Event	Fontana	Spanish
Thanksgiving Resource Fair	San Bernardino	Spanish
Vietnamese American Medical Association Health Fair	Fountain Valley	Vietnamese
Healthy Aging Event	San Jose	Korean
City of Los Angeles Filipino-American History Month Celebration	Los Angeles	Tagalog
Christmas Celebration & Health Fair	San Diego	Spanish
Community Posada	San Diego	Spanish
Project Homeless Connect 76	San Francisco	Spanish Cantonese
700 Monks and Nuns, Buddhists and Compatriots	Westminster	Vietnamese
The Winter of Soldier and Prisoner Event	Westminster	Vietnamese
100 th Anniversary of Birth of Hoa Hao	Santa Ana	Vietnamese
Tet Canh Ty Parade	Anaheim	Vietnamese

CHANGES PROGRAM ANNUAL REPORT

PROGRAM YEAR JUNE 2019–MAY 2020

Bundle of Joy	Sacramento	Spanish Arabic
Christmas Program	Stockton	Cambodian
33 rd Food and Toy basket Event	Los Angeles	Chinese
IVRS & Project Boon	San Bernardino	Samoan
Toy Giveaway and Resource Fair	Fontana	Samoan
Chinese New Year Festival and Parade	San Francisco	Chinese
Tet Festival 2020	Fountain Valley	Vietnamese
Tet Festival	Westminster	Vietnamese
2020 Tet Celebration	Costa Mesa	Vietnamese
Chinatown Flower Fair	San Francisco	Chinese
Asian American Expo	Pomona	Chinese
Lunar New Year Festival	Monterey Park	Chinese
Noite Portuguesa	San Jose	Portuguese
Japanese New Year Celebration	Los Angeles	Japanese
On the Right Start Resource Fair	San Bernardino	Chinese
Madison Park Neighborhood Walk-A- Thon	Santa Ana	Spanish
Senior Health Fair	Santa Ana	Spanish
3 rd Annual Education and Family Resource Expo	San Gabriel	Chinese
Health and Wellness Fair	Buena Park	Vietnamese
Vietnamese Community Health Event	Westminster	Vietnamese

CHANGES PROGRAM ANNUAL REPORT

PROGRAM YEAR JUNE 2019–MAY 2020

Interfaith-Intercultural Celebration	Madera	Spanish
Sabatino	Fresno	Spanish
San Gabriel Lunar New Year Festival	San Gabriel	Chinese
Virginia Lee Rose Health Fair	Madera	Spanish
eStudy Health fair	Chula Vista	Spanish
Celebration for the Support of Vital Funds	Santa Ana	Vietnamese
Trancendients by Taiji Terasaki Community Celebration Challenging Borders	Los Angeles	Japanese

Media Placements

Media outreach consists of disseminating program information through in-language broadcast and print outlets. CBOs receive training on interview techniques, media relations strategies, and press release development and placement. Data reported is based on the media outlets’ reported reach. During this program year, CHANGES CBOs potentially reached nearly 1.4 million people.

Media Placements June 17, 2019 – May 31, 2020			
Publication/Station/Program	Media Type	Language	Potential Reach
Univision Channel21 Despierta Valle Central	Television	Spanish	50,000
Univision Channel 21, Despierta Valle Central	Television	Spanish	50,000
KTSF Channel 26	Television	Vietnamese	20,000
Radio Bilingue	Radio	Spanish	40,000
Azbarez Armenian Daily	Print	Armenian	14,000
KBIF 900 AM	Radio	Hmong	10,000
World Journal	Print	Chinese	150,000

CHANGES PROGRAM ANNUAL REPORT

PROGRAM YEAR JUNE 2019–MAY 2020

The Epoch	Print	Chinese	146,000
World Journal	Print	Chinese	150,000
Chinese News USA	Print	Chinese	91,000
Hankook	Print	Korean	30,000
Molorak Weekly	Print	Armenian	11,000
Univision Despierta Valle Central	Television	Spanish	25,000
Singtao Chinese radio AM 1400	Radio	Chinese	40,000
Radio Bolsa, 1480 AM	Radio	Vietnamese	50,000
KTSF, Channel 26	Television	Vietnamese	20,000
Korea Daily	Print	Korean	40,000
Korean Daily	Print	Korean	30,000
El Latino	Print	Spanish	10,000
Our Lady of Mount Carmel Magazine	Print	Spanish	10,000
SF Korean news Media	Print	Korean	15,000
Univision Arribe Valle Central Channel 21	Television	Spanish	35,000
Hmong USA	Television	Hmong	45,000
Maryan Arsala	Television	Dari	5,000
Afghan TV	Television	Dari	5,000
Telemundo	Television	Spanish	17,390
Union Tribune Española	Print	Spanish	100,000
KIQI 1010 AM	Radio	Spanish	10,000
Radio Bolsa	Radio	Vietnamese	50,000
Radio Bolsa 1480 AM	Radio	Vietnamese	50,000
World Journal	Print	Chinese	40,000
Citi Magazine	Print	Chinese	15,000
Gerardo Reyma Multimedia Show	Radio	Spanish	24,000

CHANGES PROGRAM ANNUAL REPORT

PROGRAM YEAR JUNE 2019–MAY 2020

	1,398,390
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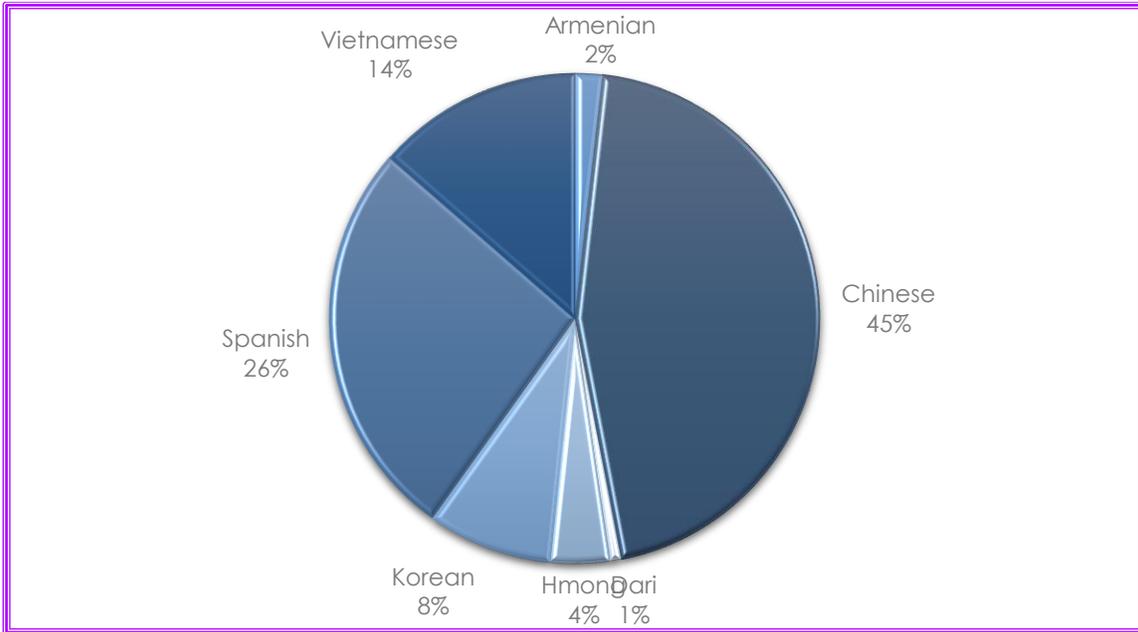
Media placements were made in 7 languages:

Media Placements – Language June 17, 2019 – May 31, 2020	
Language	Potential Reach
Armenian	25,000
Chinese	632,000
Dari	10,000
Hmong	55,000
Korean	115,000
Spanish	371,390
Vietnamese	190,000
Total	1,398,390

Media Placements – Language

CHANGES PROGRAM ANNUAL REPORT

PROGRAM YEAR JUNE 2019–MAY 2020



Community Presentations

CBOs make presentations about program services to other CBOs, Coalitions, and Task Forces and encourage them to refer their clients for services. A community presentation must reach a minimum of 5 organizations. Community presentations were made to the following groups:

Community Presentations June 17, 2019 – May 31, 2020
Connection Café – Help Me Grow Collaborative
Mission Graduates Development Workgroup
Southeast Asian Coalition for Better Consumer Education

CHANGES PROGRAM ANNUAL REPORT

PROGRAM YEAR JUNE 2019–MAY 2020

ResCare Collaboration at Its Finest

Social Media

CBOs conduct in-language outreach through Facebook, Twitter, and Instagram.

Social Media Outreach	
June 17, 2019 – May 31, 2020	
Platform	Posts
Twitter	62
Instagram	33
Other Platforms	10
Total Posts	250

Special Outreach Projects

CBOs may propose special outreach projects that will enable them to promote program services to their communities in unique ways. CBOs must submit a written proposal, describing their plans and in most cases, the plans are refined or expanded before approval. Some of the special outreach projects completed by CBOs this program year included combining outreach and bill collection at COVID-19 food distribution events, an education week with the Mexican Consulate in San Jose, and a children’s book giveaway combined with consumer education for parents.

Outreach Methods Compared to Previous Year

CHANGES Outreach Compared to Previous Year			
Outreach Component	2018 – 19	2019 – 20	Variance
Community Events	695,772	174,319	-521,453
Media Placements	2,653,700	1,398,390	-1,255,310
Social Media	173	250	+77
Community Presentations	15	4	-11

CHANGES PROGRAM ANNUAL REPORT

PROGRAM YEAR JUNE 2019–MAY 2020

Outreach activities during the fourth quarter were drastically curtailed due to the COVID-19 pandemic, resulting in fewer outreach activities and consumers reached as compared to the previous program year.

6. Consumer Education

Consumer Education is typically delivered in small group workshops, although CBOs also provide education to larger groups as well. In some cases, CBOs may conduct consumer education one to one, and may visit consumers in their homes to provide services individually. CBOs present information in the consumers’ primary languages, and in a culturally competent manner. Consumer education was extremely limited in the fourth quarter because of COVID-19 restrictions. Consumer education materials have been developed in 18 languages and are typically written at a 3rd grade reading level to accommodate limited literacy levels.

Consumer Education Topics

There are **eight different consumer education topics** presented to consumers in workshops typically spanning from 45 – 60 minutes in length. CBOs may choose to present more than one topic in a single workshop.

CBOs typically choose educational topics that they feel are most relevant to their communities. This is the reason topics such as *CARE/FERA and Other Assistance Programs*; and *Understanding Your Bill* may be presented more often. For example, in the Native American communities and on tribal lands, where there is significant mistrust of government programs, nearly all of the education provided was focused on the CARE Program in order to inform community members of the benefits of the program. Other topics, such as *Level Pay Plan* are delivered less frequently than others, because CBOs have expressed concern about such plans and the difficulties experienced by consumers when they receive an unexpectedly high bill at the semi-annual billing periods.

Consumer Education Topics June 17, 2019 – May 31, 2020	
Avoiding Disconnection	4,465
CARE/FERA and Other Assistance Programs	7,554
Electric and Natural Gas Safety	2,975
Energy Conservation	3,768
Gas Aggregation	2,325
High Energy Use	3,214

CHANGES PROGRAM ANNUAL REPORT

PROGRAM YEAR JUNE 2019–MAY 2020

Level Pay Plan	1,879
Understanding Your Bill	7,724
Total	33,900

Consumer education was provided to 33,900 consumers in 29 languages.

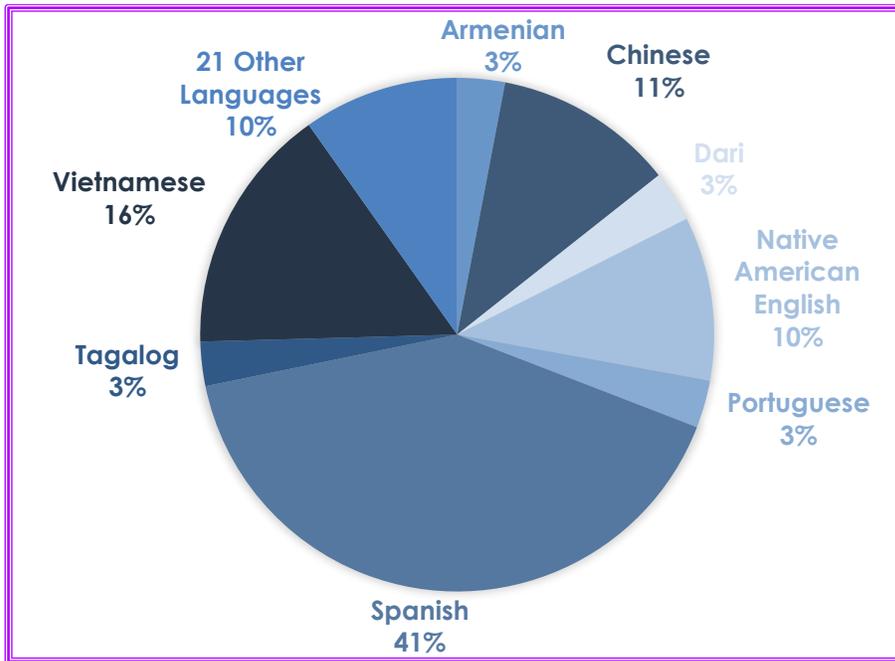
Consumer Education Language June 17, 2019 – May 31, 2020	
Albanian	11
American Sign Language	37
Amharic	1
Arabic	302
Armenian	938
Burmese	1
Cambodian	413
Cantonese	3,555
Chaldean	1
Dari	1,006
English	1,616
English (Native Am)	3,232
Farsi	112
French	45
Hindi	22
Hmong	87
Japanese	162
Korean	11
Laotian	37

CHANGES PROGRAM ANNUAL REPORT

PROGRAM YEAR JUNE 2019–MAY 2020

Mandarin	1
Pashto	302
Portuguese	938
Punjabi	1
Russian	5
Spanish	12,814
Somali	10
Swahili	38
Tagalog	873
Vietnamese	4,898
Total	33,900

Consumer Education– Language



CHANGES PROGRAM ANNUAL REPORT

PROGRAM YEAR JUNE 2019–MAY 2020

Consumer Education Compared to Previous Year

Consumer Education Compared to Previous Year			
Topic	2018 – 19	2019 – 20	Variance
Avoiding Disconnection	5,338	4,465	-873
CARE/FERA and Oher Assistance Programs	9,019	7,554	-1,465
Electric and Natural Gas Safety	3,022	2,975	-47
Energy Conservation	3,580	3,768	+188
Gas Aggregation	3,680	2,325	-1,355
High Energy Use	2,278	3,214	+936
Level Pay Plan	2,300	1,879	-421
Understanding Your Bill	7,964	7,724	-240
Total	37,198	33,900	-3,298

Consumer education was not delivered during the fourth quarter due to the COVID-19 pandemic, resulting in 9% fewer people educated as compared to the previous program year.

7. Needs Assistance and Dispute Resolution

Needs Assistance is provided to consumers who request help with utility services or bills, but do not feel that their bill is incorrect or that the IOU has acted wrongly. It may include helping clients make changes to their utility accounts, assisting with payment arrangements, enrollment into consumer assistance programs, or completing applications to financial assistance agencies.

Dispute Resolution is provided to consumers who believe that their bill is incorrect or who feel the IOU has acted incorrectly concerning their account or service. Dispute Resolution services also encompass dealing with third party aggregation companies.

Cases are resolved for accounts with the four IOUs:

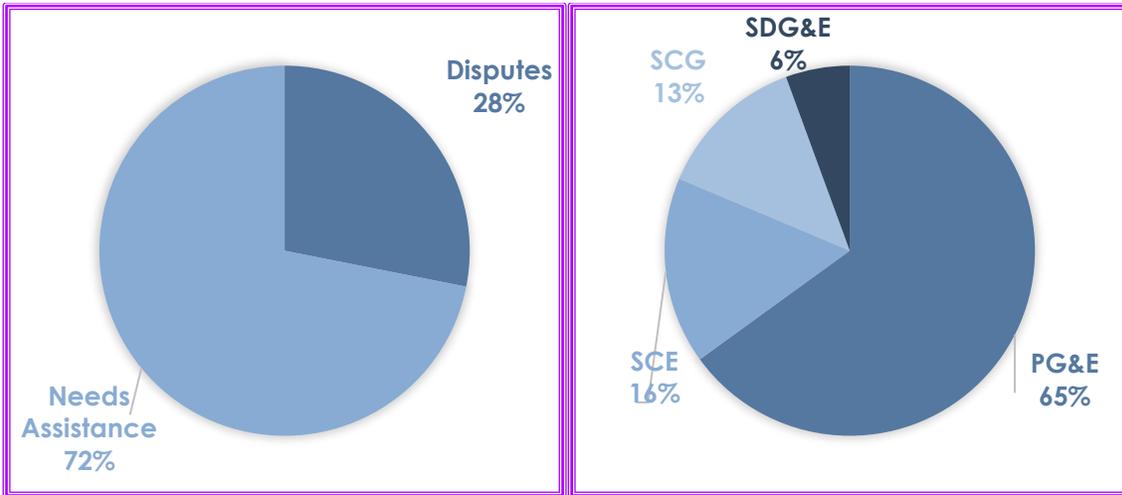
Cases Resolved by Utility Company			
June 17, 2019 – May 31, 2020			
IOU	Needs Assistance	Dispute Resolution	Total

CHANGES PROGRAM ANNUAL REPORT

PROGRAM YEAR JUNE 2019–MAY 2020

Pacific Gas & Electric	2,303	1,242	3,545
So Cal Edison	711	180	891
So Cal Gas	664	48	712
San Diego Gas & Electric	242	63	305
Total	3,920	1,533	5,453

CHANGES Case Resolution



Referral Source

Consumers accessing case resolution services found the program in the following ways:

Referral Source

CHANGES PROGRAM ANNUAL REPORT

PROGRAM YEAR JUNE 2019–MAY 2020

Participated in Another Program at the CBO	209	14%
CHANGES Consumer Education Workshop	162	11%
Received TEAM services	8	<1%
Community Event Outreach	357	23%
Media Outreach	112	7%
Referred by Friend or Family	489	32%
Referred by Another CBO	196	13%
Total	1,533	

Needs Assistance

3,920 consumers received Needs Assistance services in the program year.

Needs Assistance Services June 17, 2019 – May 31, 2020	
Assist w/CARE recertification or audit	64
Added/Removed Level Pay Plan	1
Assist with Changes to Account	376
Energy Efficiency Tool	7
Assisted High Energy User with Document Submission for CARE	4
Assisted with Reconnection	21
Billing Language Changed	154
CARE Enrolment	137
Consumer Education Only	1
Electricity Aggregation	153
Enrolled in Energy Assistance Fund (SCE)	58
Assistance Fund (PGE)	11
Enrolled in Gas Assistance Fund (SCG)	227
ESAP Application Assistance/Energy Assistance Savings Program	112

CHANGES PROGRAM ANNUAL REPORT

PROGRAM YEAR JUNE 2019–MAY 2020

HEAP/LIHEAP Application Assistance	1,685
Medical Baseline Application Assistance	178
Enrolled in Neighbor to Neighbor (SDG&E)	205
REACH Application Assistance	95
Set Up 3rd party Notification	5
Set Up New Account	57
Reported Safety Problem	2
Set Up Payment Extension	155
Set Up Payment Plan	210
Stop Disconnection	2
Report Scam	3
Total	3,923

Types of Needs Assistance services provided remain fairly constant month to month remain and variances should not be construed to indicate significant trends in consumer needs or service availability.

Needs Assistance Compared to Previous Year			
Service Provided	2018 - 19	2019 – 20	Variance
Assist w/CARE recertification or audit	29	64	+35
Added/Removed Level Pay Plan	2	1	-1
Assist with Changes to Account	225	376	+151
Energy Efficiency Tool	6	7	+1
Assisted High Energy User with Document Submission for CARE	4	4	0
Assisted with Reconnection	8	21	+13
Billing Language Changed	82	154	+72

CHANGES PROGRAM ANNUAL REPORT

PROGRAM YEAR JUNE 2019–MAY 2020

CARE Enrolment	0	137	+137
Consumer Education Only	5	1	-4
Electricity Aggregation	18	153	+135
Enrolled in Energy Assistance Fund (SCE)	75	58	-17
Assistance Fund (PGE)	1	11	+10
Enrolled in Gas Assistance Fund (SCG)	154	227	+73
ESAP Application Assistance/Energy Assistance Savings Program	133	112	-21
HEAP/LIHEAP Application Assistance	1,544	1,685	+141
Medical Baseline Application Assistance	182	178	-4
Enrolled in Neighbor to Neighbor (SDG&E)	142	205	+63
REACH Application Assistance	6	95	+89
Set Up 3rd party Notification	2	5	+3
Set Up New Account	26	57	+31
Reported Safety Problem	2	2	0
Set Up Payment Extension	139	155	+16
Set Up Payment Plan	187	210	+23
Report Scam	2	3	+1
Total	2,974	3,923	+949

Needs Assistance services were provided in 26 languages:

Needs Assistance Languages	
June 17, 2019 – May 31, 2020	
Amharic	2
Arabic	4
Armenian	209
ASL	1

CHANGES PROGRAM ANNUAL REPORT

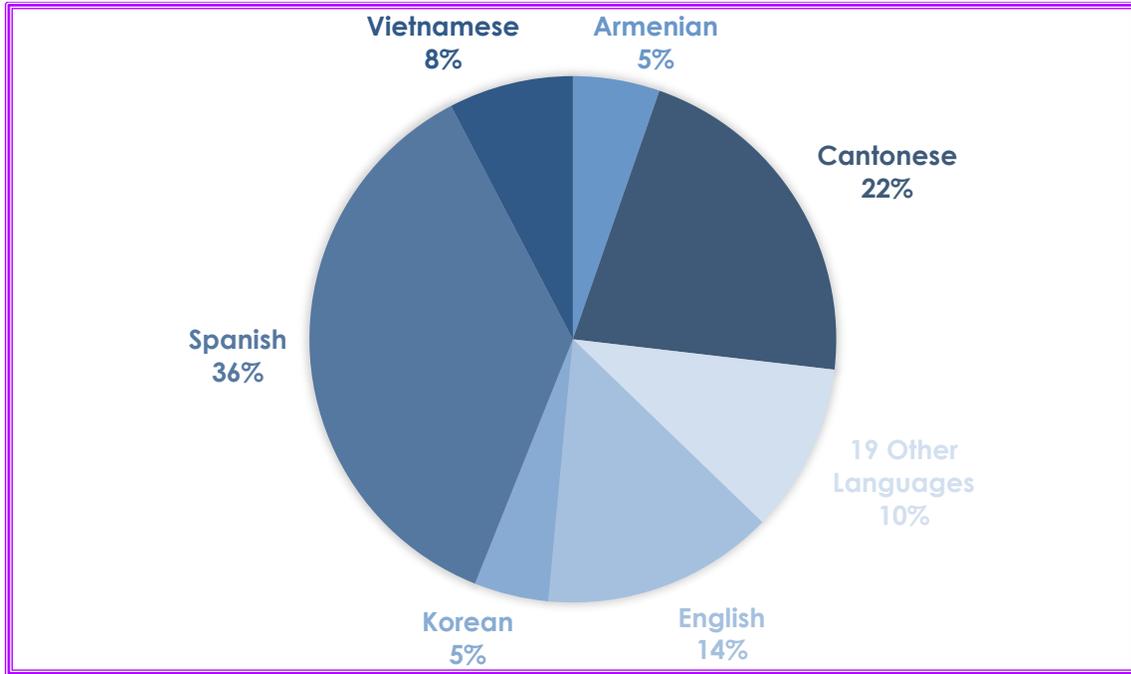
PROGRAM YEAR JUNE 2019–MAY 2020

Cambodian	110
Cantonese	843
Dari	76
English	559
English – Native American	3
Farsi	13
French	6
Hindi	3
Hmong	85
Japanese	6
Korean	179
Laotian	35
Mandarin	25
Pashto	6
Portuguese	22
Punjabi	2
Samoan	2
Somali	2
Spanish	1,422
Tagalog	3
Tigrinya	1
Vietnamese	300
Total	3,919

Needs Assistance Languages

CHANGES PROGRAM ANNUAL REPORT

PROGRAM YEAR JUNE 2019–MAY 2020



Dispute Resolution

1,533 consumers received Needs Assistance services in the program year.

Dispute Resolution Services June 17, 2019 – May 31, 2020	
Add Level Pay Plan	6
Gas Aggregation	427
Assist with CARE Recertification/Audit	45
Electricity Aggregation	423
High Energy User Dispute	13
Consumer Education Only	0
Medical Baseline Application Assistance	70
Energy Assist. Program Application Assistance	349
Request Meter Service or Testing	19
Bill Adjustment	77

CHANGES PROGRAM ANNUAL REPORT

PROGRAM YEAR JUNE 2019–MAY 2020

Scheduled Energy Audit	16
Set Up Payment Extension	162
Set Up Payment Plan	383
Solar	27
Stop Disconnection	481
Scheduled Service Visit	18
Time of Use	1
Total	2,517

Types of Dispute Resolution services provided remain fairly constant month to month remain and variances should not be construed to indicate significant trends in consumer needs or service availability.

Dispute Resolution Compared to Previous Year			
Service Provided	2018 - 19	2019 – 20	Variance
Add Level Pay Plan	2	6	+4
Gas Aggregation	372	427	+55
Assist with CARE Recertification/Audit	17	45	+28
Electricity Aggregation	60	423	+363
High Energy User Dispute	2	13	+11
Consumer Education Only	2	0	-2
Medical Baseline Application Assistance	31	70	+39
Energy Assist. Program Application Assistance	337	349	+12
Request Meter Service or Testing	10	19	+9
Bill Adjustment	52	77	+25
Scheduled Energy Audit	3	16	+13
Set Up Payment Extension	121	162	+41

CHANGES PROGRAM ANNUAL REPORT

PROGRAM YEAR JUNE 2019–MAY 2020

Set Up Payment Plan	274	383	+109
Solar	16	27	+11
Stop Disconnection	430	481	+51
Scheduled Service Visit	36	18	-18
Time of Use	4	1	-3
Total	1,769	2,517	+748

Dispute Resolution services were provided in 25 languages:

Dispute Resolution Services Languages	
June 17, 2019 – May 31, 2020	
Amharic	1
Arabic	2
Armenian	6
Brazilian Portuguese	1
Cambodian	20
Cantonese	180
Dari	77
English	233
Farsi	6
French	3
Hmong	35

CHANGES PROGRAM ANNUAL REPORT

PROGRAM YEAR JUNE 2019–MAY 2020

Igbo	1
Japanese	4
Korean	83
Laotian	7
Mandarin	1
Pashto	3
Portuguese	5
Punjabi	1
Russian	1
Spanish	719
Swahili	1
Tagalog	8
Urdu	2
Vietnamese	133
Total	1,533

CHANGES PROGRAM ANNUAL REPORT

PROGRAM YEAR JUNE 2019–MAY 2020

Dispute Resolution Languages

