

TEAM PROGRAM

Telecommunications Education and Assistance in Multiple Languages

Program Year June 2021 – May 2022

March 7, 2023

This California Public Utilities Commission (CPUC) staff report summarizes the services provided by the Telecommunications Education and Assistance in Multiple Languages (TEAM) program, for the program year June 2021–May 2022, and highlights areas of interest for CPUC, other policymakers and interested parties.



**California Public
Utilities Commission**

TEAM PROGRAM ANNUAL REPORT (Program Year June 2021–May 2022)

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Executive Summary

On January 11, 2007, the California Public Utilities Commission (CPUC) initiated Order Instituting Rulemaking (OIR) R.07-01-021 to address the needs of telecommunications customers who have limited English proficiency. In this Rulemaking, CPUC issued Decision (D.) 07-07-042 that ordered Commission staff to “design a program that integrates community-based organizations (CBOs) in the Commission’s outreach, education and complaint resolution processes, including a mechanism for compensating CBOs for their efforts while ensuring financial accountability and prudent use of public funds.”¹

In June 2008, the Telecommunications Education and Assistance in Multiple Languages (TEAM) program was initiated to support limited English proficient (LEP) clients statewide in managing their telecommunications services. The Commission established an annual budget of **\$1.6 million** for the TEAM program.

This report summarizes the services provided and related insights from the most recent program year (PY), June 2021–May 2022, and includes impacts from the COVID-19 pandemic. Program delivery is contracted to Self Help for the Elderly (SHE), a non-profit organization based in San Francisco. The program has three service components: individual case assistance, education, and outreach.

Summary of TEAM Services Delivered in Program Year (PY) 2021-2022

All the TEAM program areas showed signs of recovery as California emerged from COVID pandemic restrictions. For example, case assistance services, clients educated, and community outreach events all increased, while the COVID-19 pandemic continued to have an impact, there were optimistic signs of a gradual return to normal operations. By the early summer of 2022, more CBO offices opened to in-person client visits than at any time since the start of the pandemic.

Approximately **95%** of TEAM program participants were eligible for discount programs that required an income qualification.² Clients tend to be in older age groups, **52%** were over 60 years old, with **48%** between the ages of 21 and 59. However, in previous years, typically **over 60%** of service recipients were over 60-years old. This shift to younger clients correlates to the shift in outreach and education to online media platforms that are more accessible by the younger demographic.

Just over **80%** of case assistance services fell into three main categories, “Changing or Setting Up Accounts” (**32%**), “Internet Related Services” (**31%**), and “Support for Billing or Fee issues” (**18%**).

Case assistance services (in which CBO staff take a holistic look at clients’ telco issues) increased by **14%** this PY, returning to 2019-2020 levels. Enrollment into the newly implemented broadband internet access programs, offered by the Federal Communications Commission (FCC), was a major driver of case assistance increases, with **1,001** more clients enrolling in these programs in the PY.

Demand for other case assistance services either stayed relatively constant or declined compared to the previous PY. There were particularly large reductions in case assistance for “Fraud or Misleading Services”

¹ D.07-07-043, Ordering Paragraph 13, page 133.

² Based on program data for all clients receiving case services from 2010 to 2015.

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(-56%); advocating on behalf of clients to telecommunications companies about COVID-19 related financial hardships (-41%); “LifeLine services” (-41%) and “Billing and Fee issues” (-25%). Most of the reduction in “Fraud or Misleading Services” resulted from significant declines in cramming³ and sales misrepresentations complaints.

Another driving factor for the case assistance increase is the arrival of new immigrants, particularly refugees, to California. The TEAM administrator noted a large influx of Afghan populations into the program with increases in case assistance provided in Farsi, Dari, and Pashto languages. In this PY, services provided to Dari, Farsi and Pashto speakers accounted for almost 8% (262) of all case assistance, up from 4% (95) in the previous year.

Overall, TEAM provided case services in 32 different languages, an increase of six languages compared to last year. The largest language groups requiring case assistance continued to be Chinese language (33%) and Spanish (24%) speakers. The next largest groups served were Native American English (10%), Vietnamese (7%), Dari (4%), Armenian (4%) and Korean (4%) speakers.

TEAM also offers education to clients on 14 different topics. At the height of the pandemic TEAM experienced a sharp decline in clients educated in the 2020-2021 PY. This PY attendance rose sharply at education sessions, up by 69%. This increase can be attributed to the easing of some COVID-19 restrictions. In addition, some clients, and CBOs increased their comfort level with remote meeting platforms and improved their internet connectivity through broadband programs such as those offered by the FCC.

TEAM undertook more outreach through community events this PY. CBOs attended **double** the number of events, as both community events and attendees increased. This trend is likely to continue as more community events are now being planned than in previous years. However, CBOs scaled back media outreach and social media activity, with the number of traditional media placements dropping by **just over half** and social media postings dropping by **almost two-thirds**. The most common source of new clients continues to be from referrals from friends and family.

³ Cramming is the practice of placing unauthorized, misleading or deceptive charges on a consumer's telephone bill. Crammers rely on confusing telephone bills in an attempt to trick consumers into paying for services they did not authorize or receive, or that cost more than the consumer was led to believe. Cramming can also occur if a local or long distance company, or another type of service provider, does not clearly or accurately describe all of the relevant charges when marketing a service. (FCC - <https://www.fcc.gov/general/cramming-0#:~:text=Cramming%20is%20the%20practice%20of,consumer%20was%20led%20to%20believe>).

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Introduction

On January 11, 2007, the California Public Utilities Commission (CPUC) initiated Order Instituting Rulemaking (OIR) R.07-01-021 to address the needs of telecommunications customers who have limited English proficiency. In this Rulemaking, CPUC issued Decision (D.) 07-07-04 that ordered Commission staff to “design a program that integrates community-based organizations (CBOs) in the Commission’s outreach, education, and complaint resolution processes, including a mechanism for compensating CBOs for their efforts while ensuring financial accountability and prudent use of public funds.”⁴

Subsequently, the TEAM Program was authorized by CPUC Resolution CSID-002 (the Resolution) to support limited English proficient (LEP) clients to resolve issues with their telecommunications services. Program services are provided through a statewide network of CBOs. Although TEAM is focused on LEP clients, the Resolution also specifies that English speaking clients may be provided services.⁵

In June 2008, the Telecommunications Education and Assistance in Multiple Languages (TEAM) program began to support limited English proficient (LEP) clients statewide to help them manage their telecommunications services. The Commission established an annual budget of **\$1.6 million** for the TEAM program.

This report summarizes the services provided and related insights from the most recent program year (PY), June 2021–May 2022, and includes impacts from the COVID-19 pandemic. Program delivery is contracted to Self Help for the Elderly (SHE), a non-profit organization based in San Francisco. The program has three service components: individual case assistance, education, and outreach.

The CPUC contracts with SHE to implement the TEAM program and oversee the statewide network of CBOs. In this PY, **27** CBOs provided program services to LEP clients. Under this contract, TEAM CBOs also provides services for the Community Help and Assistance for Natural Gas and Electricity Services (CHANGES) program. The CHANGES program offers a similar set of services but focuses on LEP customers’ energy needs.

⁴ D.07-07-043, Ordering Paragraph 13, page 133.

⁵ Additional information on TEAM 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>

Distribution of CBOs

The CBOs are geographically concentrated in four different regions across the state - Bay Area & Northern California, Central Valley, Greater Los Angeles and San Diego County.⁶



Figure 1: Map of CBOs in the TEAM Program

⁶ 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>.

Individual Case Assistance Services

Types of Services Provided

Case assistance includes needs assistance for account changes, billing issues, service quality and repairs, and financial hardship notifications as well as dispute resolution. While disputes may arise from a client’s belief that a utility has acted incorrectly concerning their account or service, needs assistance is provided to clients who request help with utility services or bills but do not feel that the IOU has acted in error. The overall range of services are described below and in greater detail in the table Case Assistance Services Provided in PY 2021-2022 Compared to Previous Year in Attachment A.

The total number of case assistance services delivered this PY was **4,084**. Out of this total, CBOs provided services to **2,979 (73%)**, clients with needs assistance services and **1,105 (27%)**, clients with dispute resolution services.

Clients often receive multiple services per case tailored to their range of needs. For instance, if a CBO represents a client on a bill dispute, the organization’s staff may also identify that the client would benefit from additional services, e.g., helping them enroll in a financial assistance program such as LifeLine. The program data reveals that the **4,084** total service issues were provided to **3,431** unique clients. Therefore, an average of **1.2** service issues were addressed per client case. In addition, this support was provided in **32** different languages.

As shown in **Figure 2** in this section, there are different types of case services that are provided to individual clients (for a detailed breakdown see Attachment A: Case Assistance Services Provided in PY 2021-2022 Compared to Previous Year). Around **80%** of all support offered falls under three different categories. Just under **one-third** of all services assisted with clients’ accounts issues, either by helping to make changes such as changing the account holder on record, language in which bills are generated, or setting up an entirely new service. A further **31%** of clients were provided Internet Services, and within this category almost **85%** of services helped clients access the new broadband service programs offered by the Federal Communications Commission (FCC).⁷ The third largest set of services (**18%** of services) supported clients that had concerns about the size of their bills, the different fees that they had been charged, or promotions not honored.

The next most significant categories of services offered were helping with “Service/Quality/Repair issues” (**7%**); support notifying companies that clients are suffering financial hardships due to COVID-19 and petitioning to ensure they are not disconnected (**4%**); “LifeLine support” (**2%**); and supporting those that suffered from “Fraud/Misleading practices” (**2%**). Most of the complaints about “Fraud/Misleading practices” were due to cramming⁸ and misrepresentation by sellers.

⁷ The FCC’s Emergency Broadband Benefit (EBB) Program was implemented in response to pandemic needs, and was phased out during the program year, and replaced by the Affordable Connectivity Program. Other internet discount internet programs offered by telecom companies and various municipalities were also accessed by clients with the assistance of the TEAM program.

⁸ The fraudulent practice of adding unauthorized charges to a customer's phone bill.

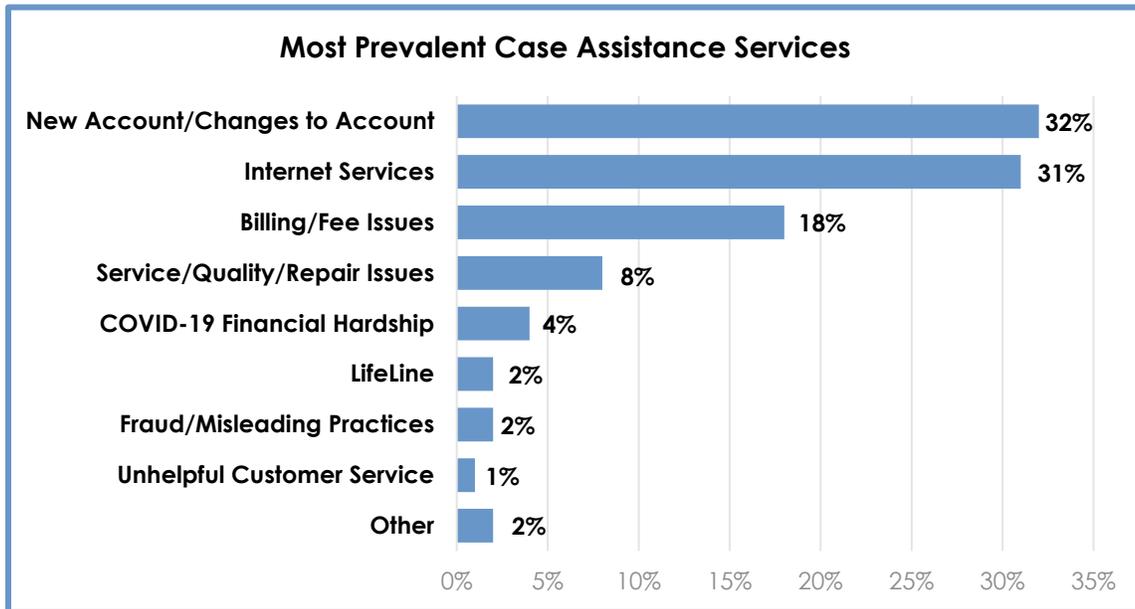


Figure 2: Most Prevalent Case Assistance Services

The delivery of services has changed compared to the previous year with a **14%** increase in services, from **3,582** in the 2020-2021 PY to **4,084** in this PY. Notably, the previous year saw a similar change but in a negative direction. In the two previous PYs, 2018-2019 and 2019-2020, the corresponding number of services was **4,247** and **4,160** respectively. Therefore, in this PY we are starting to see a recovery in services toward pre-pandemic levels. Although COVID-19 continued to impact CBOs, for instance through office closures, they have found ways to increase services. The program contractor attributes the increase to some easing of COVID-19 pandemic restrictions, new FCC broadband programs, and the arrival of large numbers of new refugees to California (see section below on case assistance languages).

In terms of service categories, the largest change was observed in relation to improving LEP clients’ access to the internet, mostly through FCC broadband programs. These programs started in response to amplified internet needs attributable to the COVID-19 pandemic. In particular, over **1,060** clients were helped with the FCC Emergency Broadband Benefit program and its successor, the Affordable Connectivity program.⁹ Of these, there were **12** clients that were enrolled into the Tribal part of the program. Finally, an additional **139** clients were enrolled in other types of internet service plans compared to the previous year.

Case assistance service delivery provided some positive indications relating to client challenges. TEAM CBOs continued to notify telecom companies of clients’ pandemic-related financial hardship, but this number fell sharply, by **41%** (from **292** to **171**) in this PY. Billing and Fee issues were also substantially lower (**25%** overall), driven mainly by less demand for overbilling issues with a reduction of **51%** (from **303** to **147**) compared to the previous year. The number of those seeking help with fraud or misleading sales

⁹ Congress created the Affordable Connectivity Program, a new long-term \$14 billion program, to replace the Emergency Broadband Benefit Program. <https://www.fcc.gov/broadbandbenefit#:~:text=COVID%2D19%20program,-.The%20Affordable%20Connectivity%20Program%20replaced%20the%20Emergency%20Broadband%20Benefit%20on.visiting%20fcc.gov%2EACAP>.

practices was also fell sharply, by 55% (from **167** to **73**) largely due to a significant decline in cramming and sales misrepresentations complaints.

The other major categories of case assistance services (apart from LifeLine services) remained at similar levels to last year, which are “Changes to Account or New Account Setup”, and “Service Quality and Repair”. Lifeline services were lower than the previous year by around **40%**, with **95** services provided this PY versus **162** in the last PY. This is relatively low compared to pre-pandemic levels, for instance in 2019-2020, over **800** Lifeline related services were provided.

Languages in Which Services are Provided

Figure 3 shows the languages in which case assistance services were provided. Around **one-third** of services were provided to Chinese speakers - **29%** in Cantonese and **4%** in Mandarin. Support to Spanish speakers also stood out, representing almost **a quarter** (24%) of the clients served. Other notably served language groups were Native American English (**10%** of all clients), Vietnamese (**7%**), Dari (**4%**), Armenian (**4%**), Korean (**4%**), English (**3%**) and Farsi (**3%**) speakers. Altogether, services were provided in **32** different languages.¹⁰

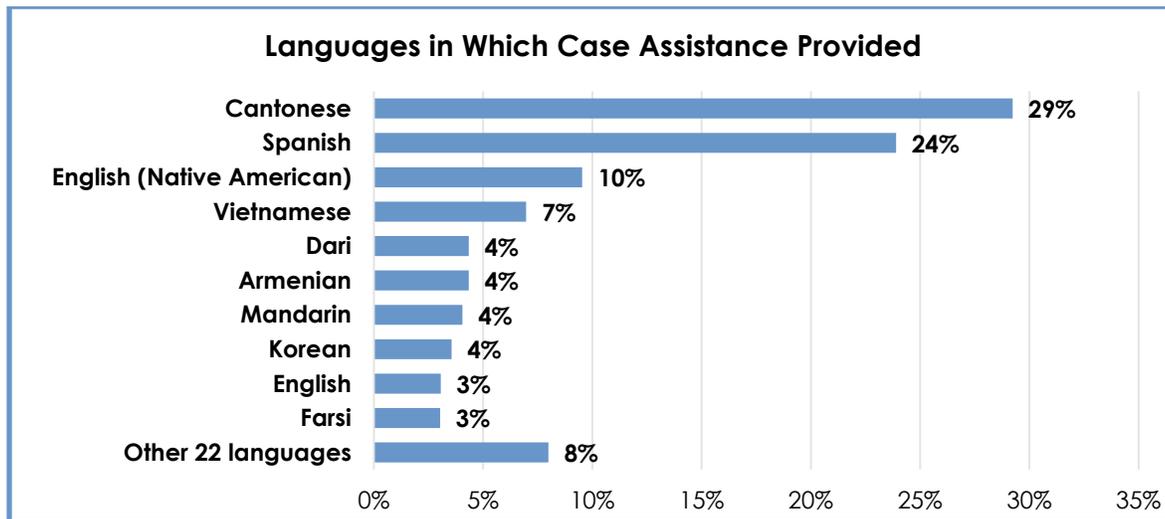


Figure 3: Languages in Which Case Assistance Provided

Table 1 below illustrates the array of languages served as well as the year-over-year (YOY) change in languages in which case assistance is provided. Whereas **8%** less Spanish clients were served this year, those speaking Chinese languages increased significantly. Cantonese speaking clients increased by almost **70%** (**407** additional clients) and Mandarin speakers rose more than four-fold (**113** additional clients), to levels in both cases close to those observed in the last full PY prior to the pandemic. There were also large increases in Native American English, Vietnamese, Armenian and Cambodian speakers served with increases of **105**, **197**, **52** and **73** clients respectively. In each case these service levels are more reflective of pre-pandemic

¹⁰ Cantonese, Spanish, English (Native American ONLY), Vietnamese, Armenian, Dari, Mandarin, Korean, English, Farsi, Cambodian, Japanese, Tagalog, Arabic, Portuguese, Lao, American Sign Language, Pashto, Hmong, Albanian, Brazilian Portuguese, French, German, Persian, Somali, Swahili, Burmese, Fanti (Ghana), Hindi, Khmer, Kurdish, Urdu.

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levels in 2018-2019 PY, although roughly **double** the Cambodian speakers were served in this year as that referenced year.

The data also reveals an interesting story about recent refugee migration. The program contractor, who is experienced in working with refugee populations, noted that some of the largest percentage increases in services in individual languages can be attributed to the new influx of refugees from Afghanistan. There were large increases in case assistance provided in Farsi, Dari, and Pashto. Many new Afghan arrivals received services in either Farsi or Dari in particular. When combined, Dari, Farsi and Pashto accounted for almost **8% (262)** of all languages utilized for case services in the program year, up from **4% (95)** in the previous year.

Table 1: Comparison of Languages Used for Case Assistance Compared to the Previous Year				
Language	2020 – 21 Program Year	2021 – 22 Program Year	Year-Over-Year Change	Year-Over-Year % Change
Cantonese	596	1,003	407	68%
Spanish	891	820	(71)	(8%)
English (Native American)	222	327	105	47%
Vietnamese	42	239	197	469%
Armenian	97	149	52	54%
Dari	91	149	58	64%
Mandarin	26	139	113	435%
Korean	190	122	(68)	(36%)
English	77	105	28	36%
Farsi	1	104	103	10300%
Other 24 languages	173	274	101	58%
Total	2,406*	3,431*	1,025	43%

Data Source: Program Database PY 2021-2022

* Totals represent the total number of individual clients not total services provided.

Education Services

Education Services Provided by Workshop Topic

CBOs provided consumer education on **14** different topics¹¹ in workshop sessions that span 45 – 60 minutes in length. CBOs typically choose educational topics based on their assessment of the needs and interests of their respective communities. Overall, attendance at education workshops increased **69%** Year-Over-Year (**30,524** versus **18,015**).

The sharp increase in attendees can be attributed to the easing of some COVID-19 restrictions. Also, some clients and CBOs increased their comfort level with remote meeting platforms and improved their internet access through newly implemented broadband programs offered by the FCC. However, CBOs report that the TEAM client population continues to experience challenges in accessing remote services due to lack of computers, tablets or smartphones, connectivity, and technical knowledge.

As shown in **Table 2** the largest increases were for the three topics “California LifeLine”; “Understanding Your Phone Bill”; and “Cell Phones & Driving”, respectively. In the last PY, “Late Fees, Disconnections, and Deposits”, was by far the most attended topic but dropped to just the third most popular this year, indicating that concerns about this set of issues may have become less of a priority for TEAM clients. There was also a large increase in attendance for the two topics “Do Not Call List”, and “Collection Agencies”. The only significant decline observed was for sessions about “Pre-paid Calling Cards”.

Topic	2020 - 2021 PY ¹²	2021–2022 PY	Year-Over-Year Change	Year-Over-Year % Change
Understanding Your Phone Bill	3,247	5,538	2,291	71%
California LifeLine	1,836	5,224	3,388	185%
Late Fees, Disconnections & Deposits	3,774	4,588	814	22%
Cell Phones and Driving	615	2,047	1,432	233%
Slamming	1,394	1,839	445	32%
Do Not Call List	534	1,760	1,226	230%
Take Charge of Your Phone Service	1,186	1,602	416	35%
Collection Agencies	708	1,596	888	125%
Phone Use in Emergencies	1,066	1,540	474	44%
Who to Complain To	918	1,380	462	50%
Tips for Choosing Cell Phone Services	584	1,007	423	72%
Guide to Different Phone Services	476	988	512	108%

¹¹ Consumer education materials for the topics can be found at www.calphoneinfo.com.

¹² The figures for 2020-21 were increased following a change in reconciling the data that showed that last year’s reported education numbers by topic were undercounted. ¹³ The outreach data reported in PY 2020-21 was updated following a change in reconciling the data. Community events and traditional Media outreach were under reported in last year’s reported figures.

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Unauthorized 3rd Party Charges	891	887	(4)	(0.4%)
Pre-paid Calling Cards	786	528	(258)	(-33%)
TOTAL	18,015	30,524	12,509	69%

Data Source: Program Database PYs 2020-2021 and 2021-2022

As shown in **Figure 4** below, the three topics with highest attendance were “Understanding Your Phone Bill” (18%); “California Lifeline” (17%); and “Late Fees, Disconnections, and Deposits” (15%).

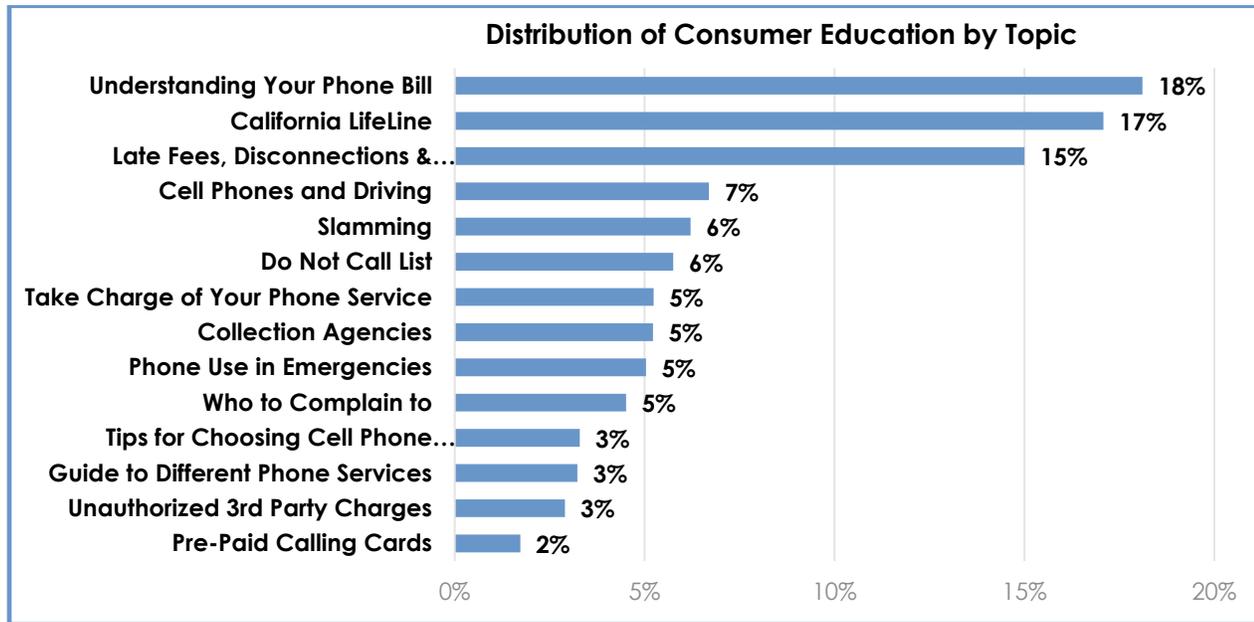


Figure 4: Distribution of Consumer Education by Topic

Languages in Which Education Services are Provided

The languages used to conduct education services closely matches the language profile for case assistance. **Figure 5** shows that the highest number of workshop attendees were either Spanish (27%) or Chinese language speakers (15% Cantonese and 3% Mandarin). The next most frequent languages in which education was provided were to Vietnamese (12%), Korean (10%), Native American English (8%), English (8%), Armenian and Dari (both 5%) speakers.

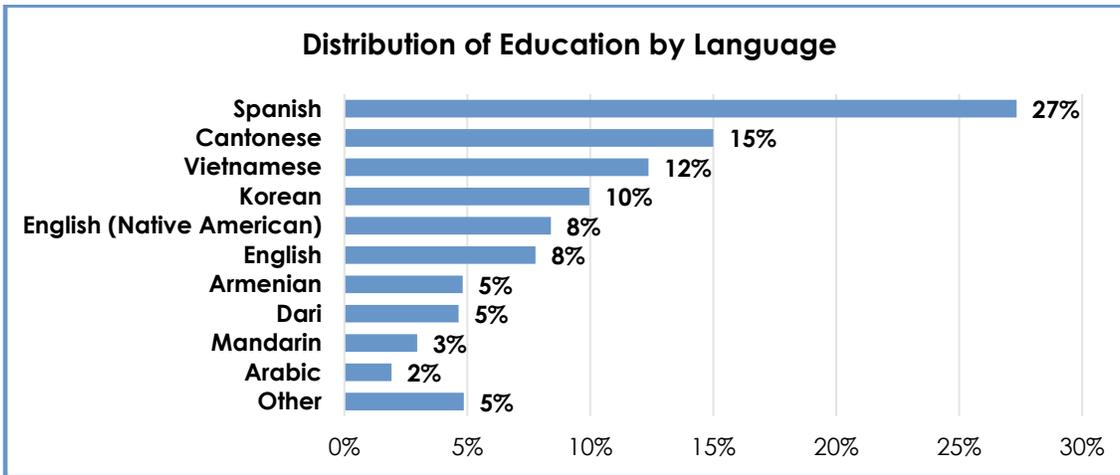


Figure 5: Distribution of Education by Language

Outreach Services

Sources of Client Referrals

As shown in **Table 3** below, just over **four-fifths** of TEAM clients in this PY were referred via three methods – through family or friends (**33%**), by participation in another program at a CBO (**25%**), or attendance at a TEAM education workshop (**23%**). This proportion is very similar to the last PY (and the one before that) but compared to last year, referrals from TEAM education workshops increased by **8%**, which was balanced out by referrals originating from previous clients to a CBO (on a different program) decreasing by a similar amount. Referrals from friends or family is typically the most popular referral method for TEAM clients.

Table 3: Referral Sources for TEAM Clients	
Referred by Friend or Family	33%
Previous or Existing client at CBO	25%
TEAM Consumer Education Workshop	23%
Outreach – Traditional Media	13%
Outreach - Community Event	2%
Not Indicated	2%
Special Outreach Project	1%
Referred by Another CBO	1%
Total	100%

Data Source: TEAM Contractor Database for PY 2021-2022

Outreach Services Delivered by Type

Program outreach comprises community events; in-language media placements (on ethnic television, radio, and print outlets); community presentations (to other CBOs) and social media postings. **Table 4** shows a comparison of outreach activities between this PY and the previous one. After a very low level of community event outreach in the last PY, it increased significantly this year, as COVID-19 restrictions were relaxed. CBOs attended almost twice the number of community events this PY compared to the last one. Although community event outreach is still far below pre-pandemic levels, the upward trend appears likely to continue into the 2022-2023 PY as CBOs opened most of their offices and engage in in-person service delivery.

However, in contrast to in-person outreach the 2021-2022 media outreach and social media activity showed a reverse trend, with the number of traditional media placements dropping by just over **half** and social media postings dropping by **two-thirds**. There were also six less community presentations this year. The TEAM contractor noted that these activities are lower this year, but client activity is up because referrals have traditionally been the most effective form of outreach.

Table 4: Comparisons of Outreach Activities with the Previous Program Year				
Outreach Component:	PY 2020-21¹³	PY 2021–22	Year-Over-Year Change	Year-Over-Year % Change
Community events attended	32	60	28	88%
Community events (est. attendees)	12,569	41,393	28,824	229%
Total Media Placements	59	29	(30)	-51%
Media Placements (est. reach)	3,229,253	1,255,362	(1,973,891)	(61%)
Community presentations	16	10	(6)	(38%)
Social media postings	655	225	(430)	(66%)

Data Source: Program Database PYs 2020-2021 and 2021-2022

Attachment B provides a year-over-year comparison of formal outreach conducted by language showing community events and in-language traditional media placements. In past years these two channels have typically comprised the vast majority of formal outreach activities for the program.

Outreach via social media posts and community presentations are less used and are not currently tracked by language. In terms of total potential clients reached through combined community events and media postings, there was an overall reduction of **60%** this PY, with particularly large reductions for Vietnamese (**-74%**), Chinese (**-70%**) and Spanish (**-31%**) languages. Outreach to Tagalog, English, Dari, Cambodian and Japanese speakers bucked the overall trend and increased modestly this year. However, outreach targeted at Korean speakers saw the most significant increase (by over **110,000** potential clients reached) to become the most popular language overall for formal outreach activities this year.

¹³ The outreach data reported in PY 2020-21 was updated following a change in reconciling the data. Community events and traditional Media outreach were under reported in last year's reported figures.

Conclusion

All the TEAM program areas showed signs of recovery as California emerged from COVID pandemic restrictions. For example, case assistance services, clients educated, and community outreach events all increased, while the COVID-19 pandemic continued to have an impact, there were optimistic signs of a gradual return to normal operations. By the early summer of 2022, more CBO offices opened to in-person client visits than at any time since the start of the pandemic.

Approximately **95%** of TEAM program participants were eligible for discount programs that required an income qualification.¹⁴ Clients tend to be in older age groups, **52%** were over 60 years old, with **48%** between the ages of 21 and 59. However, in previous years, typically **over 60%** of service recipients were over 60-years old. This shift to younger clients correlates to the shift in outreach and education to online media platforms that are more accessible by the younger demographic.

Just over **80%** of case assistance services fell into three main categories, “Changing or Setting Up Accounts” (**32%**), “Internet Related Services” (**31%**), and “Support for Billing or Fee issues” (**18%**).

Case assistance services (in which CBO staff take a holistic look at clients’ telco issues) increased by **14%** this PY, returning to 2019-2020 levels. Enrollment into the newly implemented broadband internet access programs, offered by the Federal Communications Commission (FCC), was a major driver of case assistance increases, with **1,001** more clients enrolling in these programs in the PY.

Demand for other case assistance services either stayed relatively constant or declined compared to the previous PY. There were particularly large reductions in case assistance for “Fraud or Misleading Services” (**-56%**); advocating on behalf of clients to telecommunications companies about COVID-19 related financial hardships (**-41%**); “LifeLine services” (**-41%**) and “Billing and Fee issues” (**-25%**). Most of the reduction in “Fraud or Misleading Services” resulted from significant declines in cramming and sales misrepresentations complaints.

Another driving factor for the case assistance increase is the arrival of new immigrants, particularly refugees, to California. The TEAM administrator noted a large influx of Afghan populations into the program with increases in case assistance provided in Farsi, Dari, and Pashto languages. In this PY, services provided to Dari, Farsi and Pashto speakers accounted for almost **8%** (**262**) of all case assistance, up from **4%** (**95**) in the previous year.

Overall, TEAM provided case services in **32** different languages, an increase of **six** languages compared to last year. The largest language groups requiring case assistance continued to be Chinese language (**33%**) and Spanish (**24%**) speakers. The next largest groups served were Native American English (**10%**), Vietnamese (**7%**), Dari (**4%**), Armenian (**4%**) and Korean (**4%**) speakers.

TEAM also offers education to clients on **14** different topics. At the height of the pandemic TEAM experienced a sharp decline in clients educated in the 2020-2021 PY. This PY attendance rose sharply at education sessions, up by **67%**. This increase can be attributed to the easing of some COVID-19 restrictions. In addition, some clients, and CBOs increased their comfort level with remote meeting

¹⁴ Based on program data for all clients receiving case services from 2010 to 2015.

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platforms and improved their internet connectivity through broadband programs such as those offered by the FCC.

TEAM undertook more outreach through community events this PY. CBOs attended **double** the number of events, as both community events and attendees increased. This trend is likely to continue as more community events are now being planned than in previous years. However, CBOs scaled back media outreach and social media activity, with the number of traditional media placements dropping by **just over half** and social media postings dropping by **almost two-thirds**. The most common source of new clients continues to be from referrals from friends and family.

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Attachment A: Case Assistance Services Provided in PY 2021-2022 Compared to Previous Year

Overall Category	Sub-Category	2020 – 21 Services (Percent of all services)	2021 – 22 Services (Percent of all services)	Year-Over- Year Number Change	Year-Over- Year Percentage Change
Assist with Changes to Account/Set Up New Account	Assist with Changes to Account	1043 (29%)	821 (20%)	(222)	(21%)
	Set Up New Account	314 (9%)	484 (12%)	170	54%
	CTAP Applications	0 (0%)	5 (0.1%)	5	-
	Subtotal	1357 (38%)	1310 (32%)	(47)	(3%)
Internet Related Support	FCC Affordable Connectivity Program (includes Tribal)	-	553 (14%)	553	-
	FCC Emergency Broadband	67 (2%)	515 (13%)	448	668%
	Add Internet Service/Plan	59 (2%)	198 (5%)	139	236%
	Hot Spot Device Lending	29 (1%)	1 (0.02%)	(28)	(97%)
	Subtotal	155 (4%)	1267 (31%)	1,112	717%
Billing/Fee Issues	High Bill	541 (15%)	532 (13%)	(9)	(2%)
	Overbilling/Wrong Rate	303 (8%)	147 (4%)	(156)	(51%)
	Promotion Related	86 (2%)	52 (1%)	(34)	(40%)
	Other Bill/Fee Related	62 (2%)	12 (0.3%)	(50)	(81%)
	Subtotal	992 (28%)	743 (18%)	(249)	(25%)
Service/Quality/ Repair Issues	WirePro	82 (2%)	127 (3%)	45	55%
	Repairs/Installation	173 (5%)	101 (2%)	(72)	(42%)
	Poor Coverage/Dropped Calls	78 (2%)	73 (2%)	(5)	(6%)
	Other	22 (1%)	23 (1%)	1	5%
	Subtotal	355 (10%)	324 (8%)	(31)	(9%)
Notified Company of COVID-19 Financial Hardship		292 (8%)	171 (4%)	(121)	(41%)
LifeLine	Applications	96 (3%)	66 (1.6%)	(30)	(31%)
	Recertifications Completed	58 (2%)	26 (1%)	(32)	(55%)
	Enrollment/Billing Problem	8 (0.2%)	3 (0.1%)	(5)	(63%)
	Subtotal	162 (5%)	95 (2%)	(67)	(41%)
Fraud / Misleading practices	Cramming	83 (2%)	43 (1%)	(40)	(48%)
	Misrepresentation	50 (1%)	18 (0.4%)	(32)	(64%)
	Slamming	23 (1%)	7 (0.2%)	(16)	(70%)
	Other	11 (0.3%)	5 (0.1%)	(6)	(55%)
	Subtotal	167 (5%)	73 (2%)	(94)	(56%)
Complaints About Unhelpful Customer Service		53 (1%)	23 (1%)	30	(57%)
Wrongful Disconnection		14 (0.4%)	12 (0.3%)	(2)	(14%)
Pay as You Go/Calling Card Company		13 (0.4%)	5 (0.1%)	(8)	62%
Other		22 (1%)	61 (1%)	39	177%
TOTAL		3,582	4,084	502	14%

Attachment B: Outreach Services Provided in PY 2021-2022 Compared to Previous Year

Outreach Language	2020-2021 Program Yr. (Potential reach of media channels & community events)	2021–2022 Program Yr. (Potential reach of media channels & community events)	Year-Over-Year Change	Year-Over-Year % Change
Korean	440,030	551,138	111,108	25%
Spanish	504,105	347,395	(156,710)	(31%)
Vietnamese	568,846	145,887	(422,959)	(74%)
Chinese	390,750	117,302	(273,448)	(70%)
Tagalog	10,000	45,000	35,000	350%
Armenian	41,000	30,700	(10,300)	(25%)
Hmong	45,000	30,000	(15,000)	(33%)
English (Native American)	10,000	-	(10,000)	-
English	1,591	11,533	9,942	625%
Dari	10,500	11,500	1,000	10%
Japanese	-	4,800	4,800	-
Cambodian	-	1,500	1,500	-
Portuguese	1,220,000	-	(1,220,000)	-
TOTAL	3,241,822	1,296,755	(1,945,067)	(60%)

Data Source: Program Database PYs 2020-2021 and 2021-2022