

TEAM PROGRAM

Telecommunications Education and Assistance in Multiple Languages

PROGRAM YEAR JUNE 2019–MAY 2020

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 2019–May 2020, and highlights areas of interest for CPUC and other policymakers.



**California Public
Utilities Commission**

TEAM PROGRAM ANNUAL REPORT

PROGRAM YEAR JUNE 2019–MAY 2020

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Introduction

This report summarizes the services provided by the Telecommunications Education and Assistance in Multiple Languages (TEAM) program, for the program year June 2019–May 2020, and highlights areas of interest for California Public Utilities Commission (CPUC) and other policymakers.

The TEAM Program was authorized by CPUC Resolution CSID-002 to support limited English proficient (LEP) consumers to resolve issues with their telecommunications services. Program services comprise outreach, education and complaint resolution assistance provided through a state-wide network of community-based organizations (CBOs). Although TEAM is focused on LEP consumers, the Resolution (see page 9) also specifies that English speaking consumers may be provided services. 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>

The CPUC contracts with Self Help for the Elderly (SHE) to implement the TEAM program and oversee the state-wide network of Community Based Organizations (CBOs) to provide program services to LEP consumers. Under this contract, TEAM CBOs also provide services for the Community Help and Assistance for Natural Gas and Electricity Services (CHANGES) program. CHANGES provides a similar set of services to TEAM but focuses on supporting LEP customers with their energy services. The information provided in this report is derived from the TEAM contractor report found in [Appendix A](#).

The impact of COVID-19 started to affect TEAM services in the last three months of the program year (March to May 2020). For instance, TEAM cancelled in person events and redesigned service delivery to facilitate continuation of services e.g., increased the use of online and phone communication to replace in-person visits.

The following data summary highlights the key TEAM service metrics from the 2019-2020 program year.

Summary of TEAM Services Provided in Program Year

Individual Case Assistance

- Case assistance is a key service provided by TEAM, and comprises either Needs Assistance¹, which represented 1,933 (46%) of all case service issues supported, or Dispute Resolution² – which formed 2,227 (56%) of all case service issues supported.
- 3,142 consumers received individual case assistance in 30 different languages. They received help with a total of 4,160 service issues for an average of 1.3 service issues per consumer case.
- The most common types of case services provided to consumers were:
 - » Assistance with their accounts (33%), either to make changes to their account (e.g., account holder on record) or setting up a new service,
 - » Billing issues or fees received (28%),
 - » LifeLine case services, (19%). This includes 160 new enrolments (or 4%) of all case assistance issues, 500 recertifications (12%), and 145 other service issues supported (3%) e.g., for consumers whose Lifeline applications have been denied.
- Other notable services provided were:
 - » Repair and service quality issues (9%),
 - » Support with fraud or misleading practices (5%), which included Cramming (3%)³ and Slamming (0.4%),⁴
 - » Resolving disconnection issues (4%).

Education

- Consumer Education was provided to 34,000 consumers in 26 different languages.
- The number of consumers educated fell 6,891 (17%) compared to the previous year.
- The two most popular of the 14 education workshop topics provided, were: Understanding Your Bill (16%) and California Lifeline (10%).

¹ 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 incorrectly.

² 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.

³ The fraudulent practice of adding unauthorized charges to a customer's phone bill.

⁴ The illegal practice of switching a consumer's traditional wireline telephone company for local, local toll, or long-distance service without permission.

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- Despite an overall reduction in clients educated, the number of clients attending workshops on Guide to Phone Service,⁵ and Third-Party Charges increased by 646 (74%) and 668 (28%) respectively.

Outreach

- Outreach was conducted to a potential target audience⁶ 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.

Client Demographics

Program data from 2010-2015 reveals that those recipients of case support had the following characteristics:

- They were overwhelmingly low income.
 - » Approximately 95% of participants were eligible for discount programs that required an income qualification.
- They tend to be in older age groups.
 - » 62% were over 60 years old, with 38% between the ages of 21 and 59.
- Case services were conducted in 30 languages and the two largest groups comprised of Spanish (30%) and Cantonese (22%) speakers.

⁵ This workshop describes and compares the call features provided by different types of service provider: Wireless, Traditional Wireline, Cable-based and Internet-based providers.

⁶ This refers to the estimated number of people that could attend a community event or access a particular type of media channel.

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Overview of TEAM CBOs

The TEAM 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.⁷ Self-Help for the Elderly is the lead agency of the coalition and prime contractor for this contract. The CBOs are geographically concentrated in four different regions across the state.

Table 1: Number of CBOs in Each Region	
Bay Area & Northern California	9
Central Valley	5
Greater Los Angeles	10
San Diego County	3



Figure 1: Map of CBOs in the TEAM Program

⁷ 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>

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Individual Case Assistance

Sources of Client Referrals

Almost four-fifths of all referrals occurred via three methods – through family or friends (29%), by participation in another program at a CBO (26%), or attendance at a CBO education workshop (24%).

Referred by Friend or Family	29%
Participated in Another Program at the CBO	26%
TEAM Consumer Education Workshop	24%
Outreach - Community Event	10%
Outreach - media	5%
Referred by Another CBO	2%
Received CHANGES services	2%
Not Indicated	2%
Total	100%

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

Types of Services Provided

Case assistance comprised of either Needs Assistance⁸, which represented 1,933 (46%) of all case service issues supported, or Dispute Resolution – which formed 2,227 (56%) of all case service issues supported. Consumers received multiple services tailored to their range of needs.⁹

Overall, 3,142 consumers received individual case assistance in 30 different languages. They received help with a total of 4,160 service issues for an average of 1.3 service issues per consumer case.

As shown in Figure 2 and Table 3, there are different types of case services that are provided to individual consumers. The most common type provided to consumers was assistance with their accounts, either by helping to make changes (e.g., account holder on record) to their account or setting up new service. A significant share of consumers had concerns about the size of their bills or the different fees they had been

⁸ 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 incorrectly.

⁹ 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 Lifeline.

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charged. LifeLine also forms a large proportion, almost one-fifth, of all case services provided. California LifeLine provides discounted home phone and cell phone services to qualified households.¹⁰ In turn, recertifications comprise just over three-fifths of LifeLine services with new enrollments representing another one-fifth.

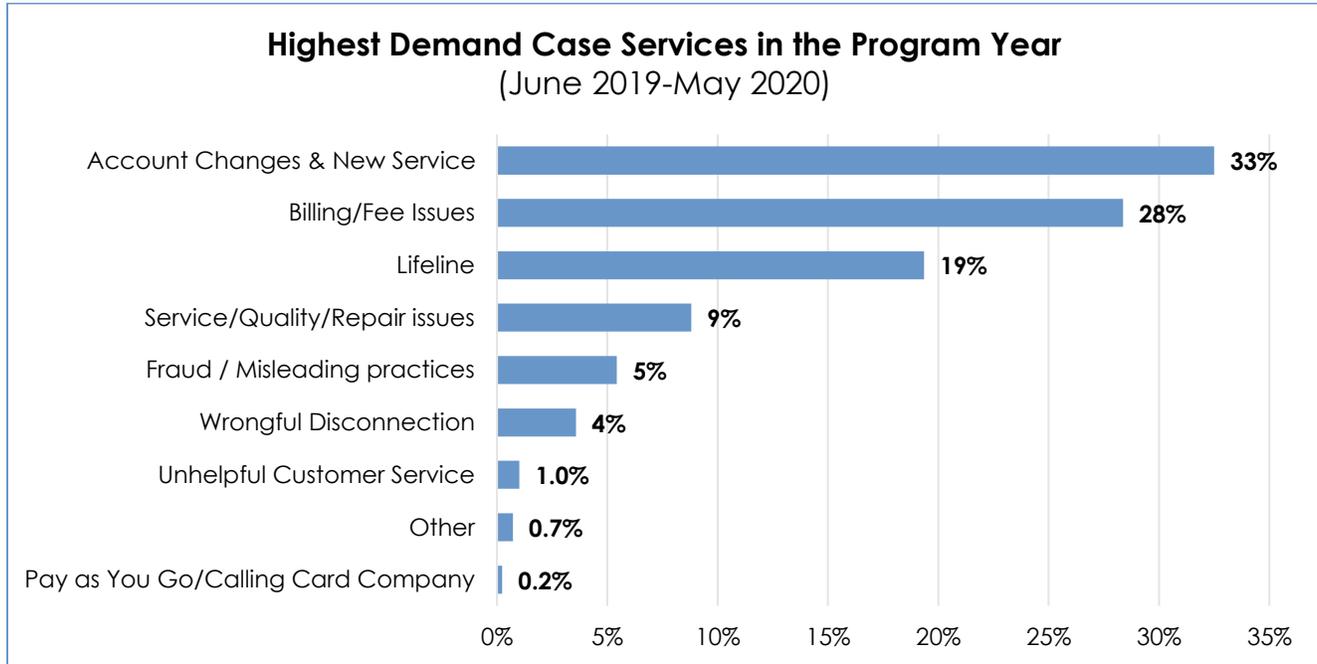


Figure 2: Highest Demand Case Services in the Program Year

Overall Category	Sub-Category	# Service issues	% Of All Service Issues
Assist with Changes to Account/ Set up new account	Assist with Changes to Account	1,000	24%
	Set Up New Account	352	9%
	Sub Total	1,352	33%
Billing/Fee Issues	High Bill	604	15%
	Overbilling/Wrong rate	389	9%
	Promotion related	136	3%
	Other bill/fee related	51	1%
	Subtotal	1,180	28%

¹⁰ <https://www.cpuc.ca.gov/consumer-support/financial-assistance-savings-and-discounts/lifeline>

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Lifeline	Recertifications completed	500	12%
	New enrollments completed	160	4%
	Denied/not processed	93	2%
	Incorrectly dropped from program	16	0%
	Lifeline Discount Not Credited	20	1%
	LifeLine Form Not Received by Consumer	16	0%
	Subtotal	805	19%
Service/Quality/Repair issues	Repairs/Installation	172	4%
	WirePro	92	2%
	Other	102	3%
	Subtotal	366	9%
Fraud / Misleading practices	Cramming	136	3%
	Slamming	16	0%
	Misrepresentation	64	2%
	Other	10	0%
	Subtotal	226	5%
Wrongful Disconnection		149	4%
Complaints About Unhelpful Customer Service		42	1%
Other		30	1%
Pay as You Go/Calling Card Company		10	0%
TOTAL		4,160	100%

NOTE: Percentages are rounded to nearest whole number.

Data Source: TEAM Contractor Report, see Appendix A

Languages in Which Services are Provided

The languages used by CBOs for case assistance are shown in Figure 3 below. Approximately 52% of case assistance services were provided to Spanish or Cantonese speakers, receiving 30% and 22% of services, respectively.

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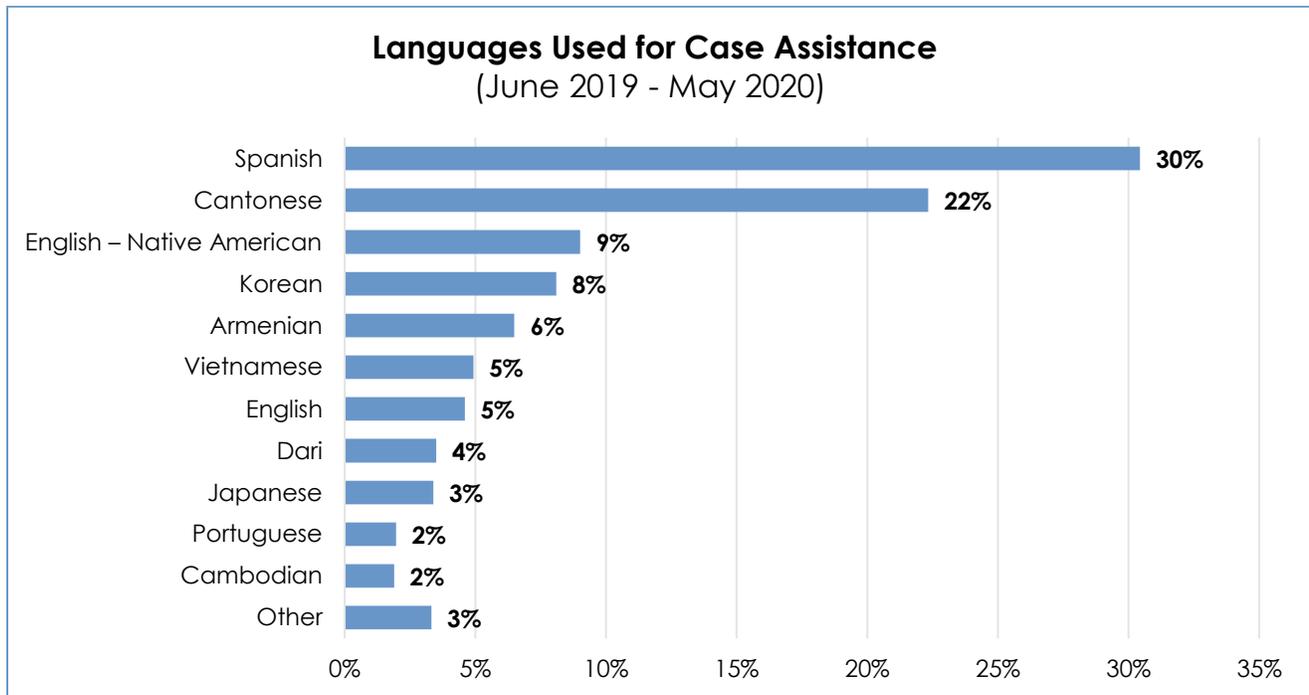


Figure 3: Languages Used for Case Assistance

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Education

Education Workshop Topics Provided

CBOs provided consumer education on 14 different topics in workshops that typically spanned 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, the two most popular workshops were Understanding Your Bill (16%) and California Lifeline (10%); closely followed by Third Party Charges (9%) and Late Fees, Disconnection, Deposits (9%) and Slamming (8%).

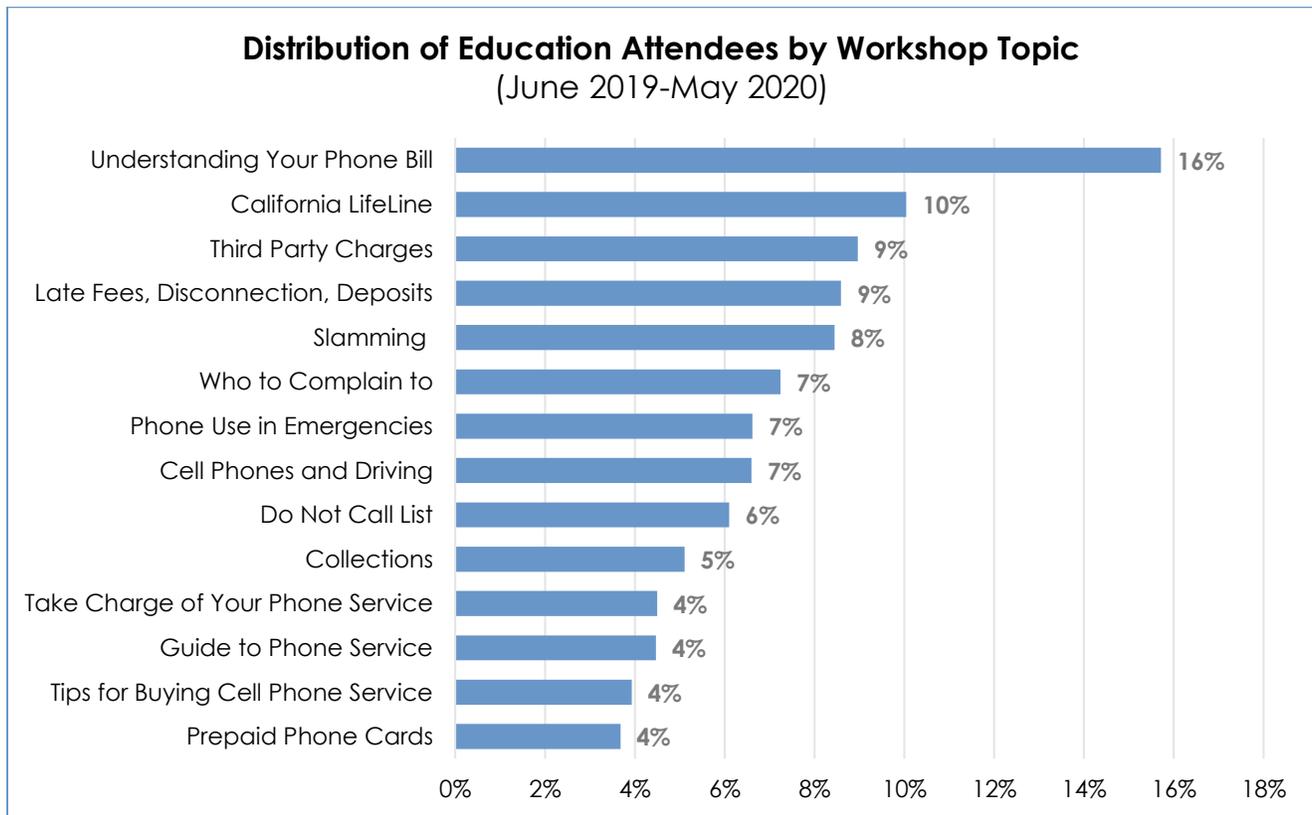


Figure 4: Distribution of Education Attendees by Workshop Topic

Languages in Which Education is Provided

Figure 5 shows that the highest number of workshop attendees spoke Spanish (38%) which is consistent with the distribution of case assistance services. The next most popular languages were Vietnamese (13%), Cantonese (10%) and English (Native American) speakers (7%), respectively.

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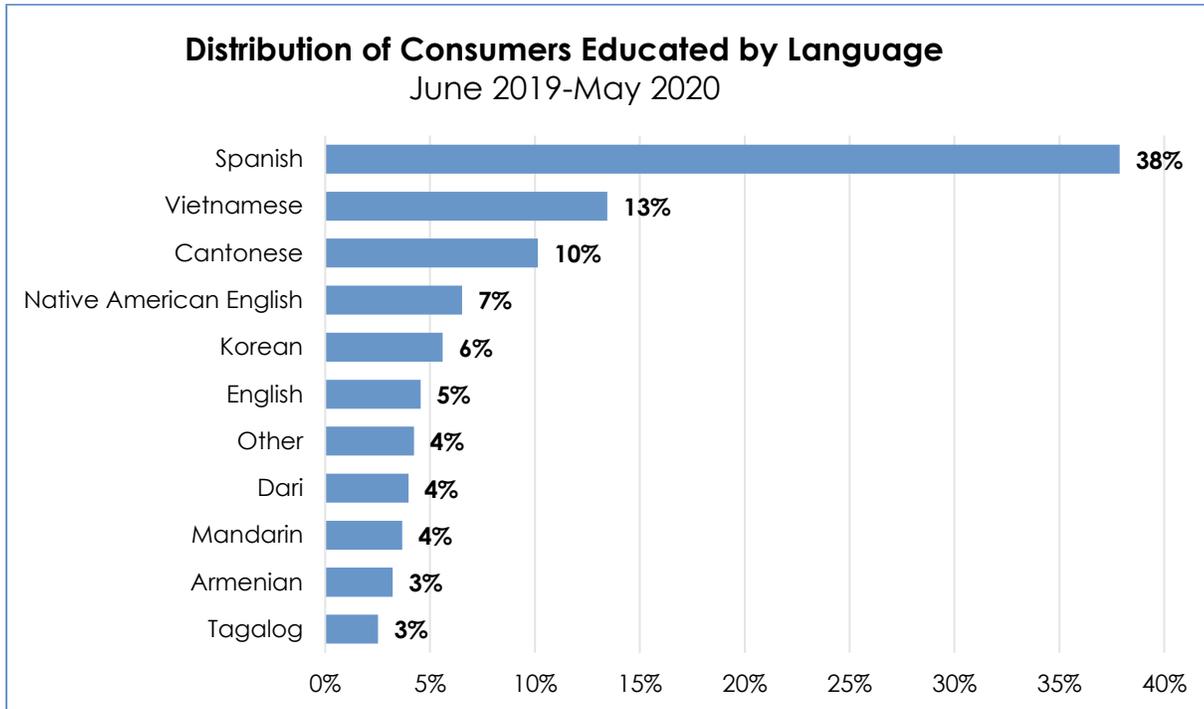


Figure 5: Distribution of Consumers Educated by Language

Overall, TEAM educated 6,891 (17%) fewer 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, despite this overall reduction, demand for two topics increased markedly, as measured by attendance – Guide to Phone Service¹¹ and Third-Party Charges increased by 646 attendees (74%), and 668 attendees (28%) respectively. On the other hand, demand for the California Lifeline and Take Charge of Your Phone Service workshops fell markedly by 1,881 (36%) and 1,357 (47%) participants respectively. Emerging issues, changes in phone services and plans drive the demand for different topics, and thus education needs fluctuate from year to year.

Topic	2018-19 PY	2019-20 PY	Year-Over-Year Change	Year-Over-Year % Change
Guide to Phone Service	873	1,519	646	74%
Third Party Charges	2,379	3,047	668	28%
Collections	1,651	1,736	85	5%

¹¹ This workshop describes and compares the call features provided by different types of service provider: Wireless, Traditional Wireline, Cable-based and Internet-based providers.

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Phone Use in Emergencies	2,237	2,251	14	1%
Prepaid Phone Cards	1,336	1,251	(85)	(6%)
Cell Phones and Driving	2,665	2,242	(423)	(16%)
Do Not Call List	2,500	2,075	(425)	(17%)
Slamming	3,515	2,872	(643)	(18%)
Understanding Your Phone Bill	6,689	5,344	(1345)	(20%)
Who to Complain to	3,125	2,462	(663)	(21%)
Tips for Buying Cell Phone Service	1,702	1,336	(366)	(22%)
Late Fees, Disconnection, Deposits	4,036	2,920	(1,116)	(28%)
California LifeLine	5,296	3,415	(1,881)	(36%)
Take Charge of Your Phone Service	2,886	1,529	(1,357)	(47%)
TOTAL	40,890	33,999	(6,891)	(17%)

Data Source: TEAM Contractor Report, see Appendix A

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Outreach

The vast majority of outreach comprises the following components: Community Events, traditional Media Placements, Social-Media, and Community Presentations. As shown in Table 5 below, community events and media placements continued to represent the largest part 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 which contributed to a large overall reduction in clients reached compared to the previous program year.

This reduction is at least partly due to the shelter in place measures implemented due to 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. Therefore, the fourth quarter shelter in place requirements meant that there was a disproportionate drop in outreach via community events.

Outreach numbers were also affected by the type and location of media placements made. In 2018-2019 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.

Outreach Component:	2018–19 Program Yr.	2019–20 Program Yr.	Year-Over-Year Change	Year-Over-Year % Change
Media Placements	695,772	174,319	(521,453)	(75%)
Community Presentations	15	4	(11)	(73%)
Community Events	2,653,700	1,398,390	(1,255,310)	(47%)
Social-Media (postings)	173	250	77	45%

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

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Conclusion

- In 2019-2020 TEAM responded to the needs of low income LEP community members. Over half of case services provided direct support to consumers with the California LifeLine (discount program), high bills and stopping disconnections.
- TEAM education services responded to the emerging needs of consumers. In the 2019-2020 program year attendance increased for the workshops on Guide to Phone Service and Third-Party Charges, despite an overall reduction in education services.
- COVID-19 significantly impacted in-person TEAM services provided during the last quarter of the program year. We attribute a significant portion of the reduction in number of services provided 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 type of outreach conducted. The fourth quarter (March-May) is a very important period for outreach e.g., in a more conventional operating year such as 2018-19, almost 80% of community event outreach occurred in this time period. In addition, in the previous year, some very large outreach events, such as a radio campaign in the Bay Area were organized which reached about 800,000 people.

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Appendices

Appendix A: CONTRACTOR REPORT



TEAM PROGRAM

Telecommunications Education and Assistance in Multiple-languages

ANNUAL REPORT

June 17, 2019 – May 31, 2020

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1. Introduction

This report documents activities provided through the Telecommunications Education and Assistance in Multiple-languages (TEAM) program from June 17, 2019, through May 31, 2020. The report provides detail on number and the types of TEAM services provided.

During this program year, the following services were provided:

- 33,999 consumers received Consumer Education
- Consumer Education was provided in 26 languages
- 1,609 consumers received Needs Assistance services
- 1,131 consumers received Complaint Resolution services
- Case resolution services were provided in 25 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

The Telecommunications Education and Assistance in Multiple-languages (TEAM) Program was developed to address issues identified in the California Public Utilities Commission (CPUC)'s limited English proficiency decision (D.07.07.043) which emerged from the CPUC's Telecommunications Consumer Protection Initiative (CPI). Self-Help for the Elderly, as lead organization for a statewide coalition of Community Based Organizations (CBOs) representing a diverse group of populations, was awarded a contract to provide services.

Services are provided through a single state wide 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 TEAM program consists of three interrelated program components: 1) Outreach, 2) Education & 3) Complaint Resolution and/or Needs Assistance.

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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 enrolment 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 TEAM 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.



3. Community Based Organizations (CBOs)

The TEAM 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. 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. TEAM organizations provide services

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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.

TEAM 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
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

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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
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

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	Reservations in Sonoma, Lake, Mendocino, and Humboldt Counties
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4. COVID-19 Impacts

In the fourth quarter of the program year, as Stay-at-Home orders were issued throughout the state, all TEAM 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

TEAM 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.

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 TEAM 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),

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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 TEAM by Services

The TEAM 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 TEAM 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.
- *Community Presentations* are outreach activities that focus on informing other organizations about the availability of TEAM 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.

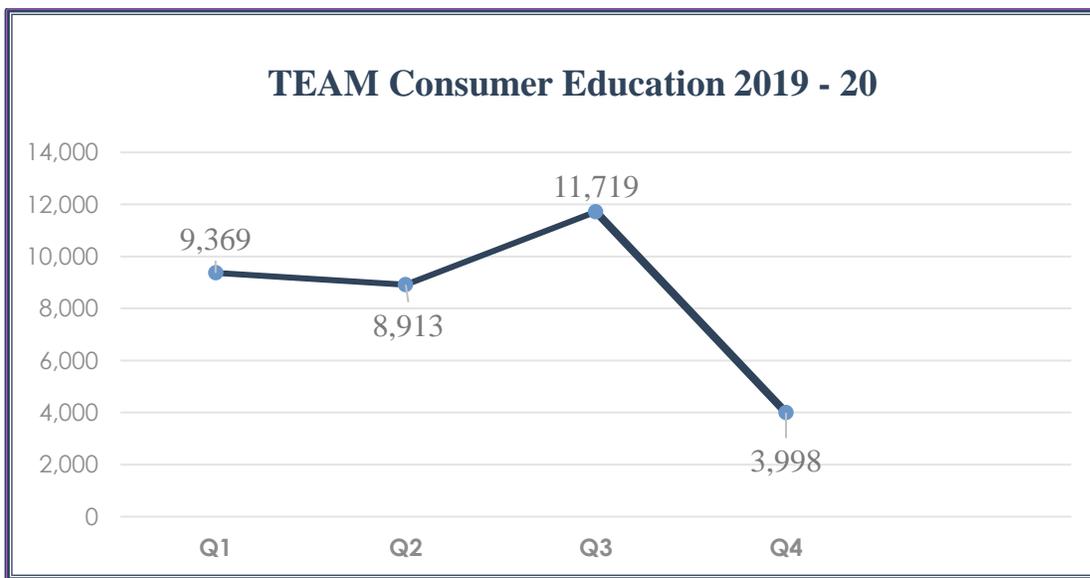
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Consumer Education – The provision of consumer education is likely the program component most impacted by the pandemic. Most consumer education is provided in an in-person, small group setting. Since public gatherings are unsafe and prohibited, consumer 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:

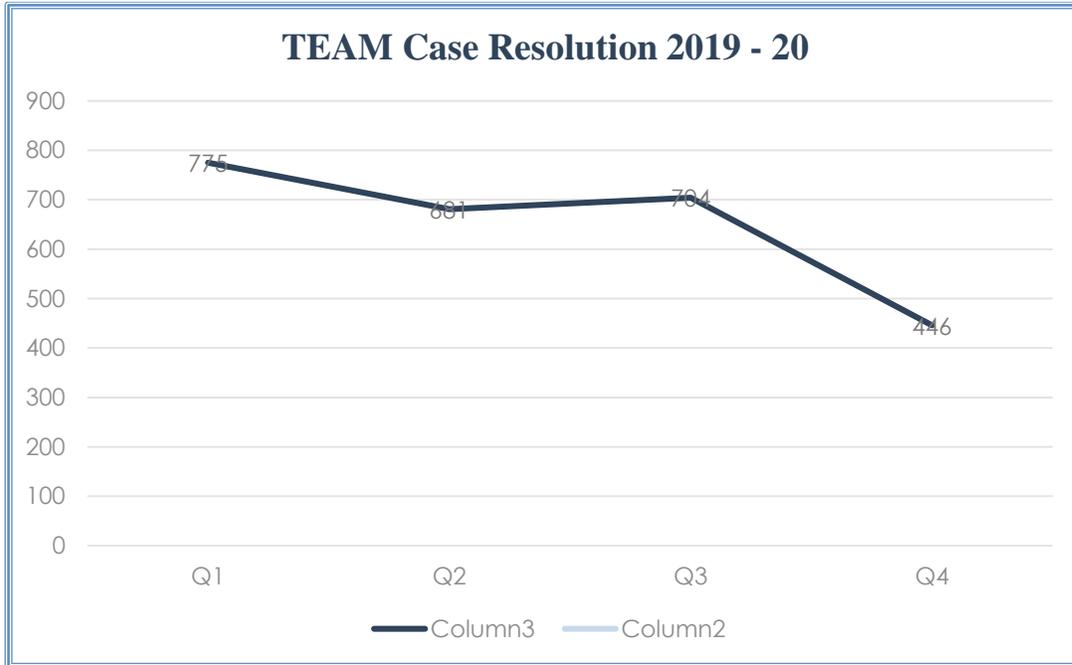


Needs Assistance and Complaint Resolution Services – As described above, TEAM CBOs have developed procedures to communicate remotely with their communities and continue to provide services despite limitations to their ability to meet with clients in person.

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

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

- COVID-19 assistance resources
- Delay of recertification processes for the California LifeLine program.
- Suspension of wireless data caps and overage charges.

Additional Considerations

As quarantine continues, TEAM 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.

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5. Outreach

Outreach activities inform LEP communities about the services available in the TEAM 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 page 8 above.

Community Events

CBOs participated in **115 community events, reaching 174,319 individuals** during the program year. TEAM 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

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Kid's Day and 4 th of July Parade	San Gabriel	Spanish Chinese
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

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Vu Lan Celebration Bhat Nha	Santa Ana	Vietnamese
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

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Sacred heart Resource Fair	Merced	Spanish
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

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Evans Community Adult School Health Fair	Los Angeles	Spanish Cantonese
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

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Tet Canh Ty Parade	Anaheim	Vietnamese
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

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Vietnamese Community Health Event	Westminster	Vietnamese
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, TEAM 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

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KBIF 900 AM	Radio	Hmong	10,000
World Journal	Print	Chinese	150,000
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

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Citi Magazine	Print	Chinese	15,000
Gerardo Reyma Multimedia Show	Radio	Spanish	24,000
			1,398,390

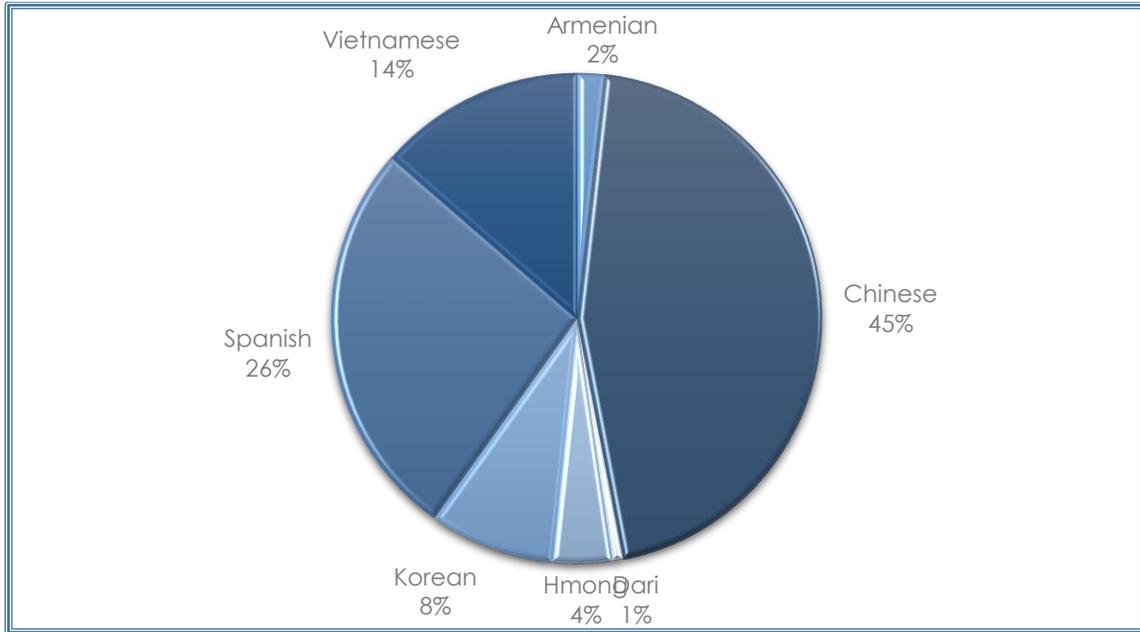
Media placements were made in 7 languages:

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

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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
ResCare Collaboration at Its Finest

Social Media

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

Social Media Outreach

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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

TEAM 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

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.

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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 **14 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 *California LifeLine*; and *Understanding Your Bill* may be presented more often.

Consumer Education Topics June 17, 2019 – May 31, 2020	
Slamming	2,872
California LifeLine	3,415
Cell Phones and Driving	2,242
Do Not Call List	2,075
Guide to Phone Service	1,519
Late Fees, Disconnection, Deposits	2,920
Phone Use in Emergencies	2,251
Prepaid Phone Cards	1,251
Take Charge of Your Phone Service	1,529
Tips for Buying Cell Phone Service	1,336
Third Party Charges	3,047
Understanding Your Phone Bill	5,344
Collections	1,736
Who to Complain to	2,462
Total	33,999

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Consumer education was provided to 33,999 consumers in 26 languages.

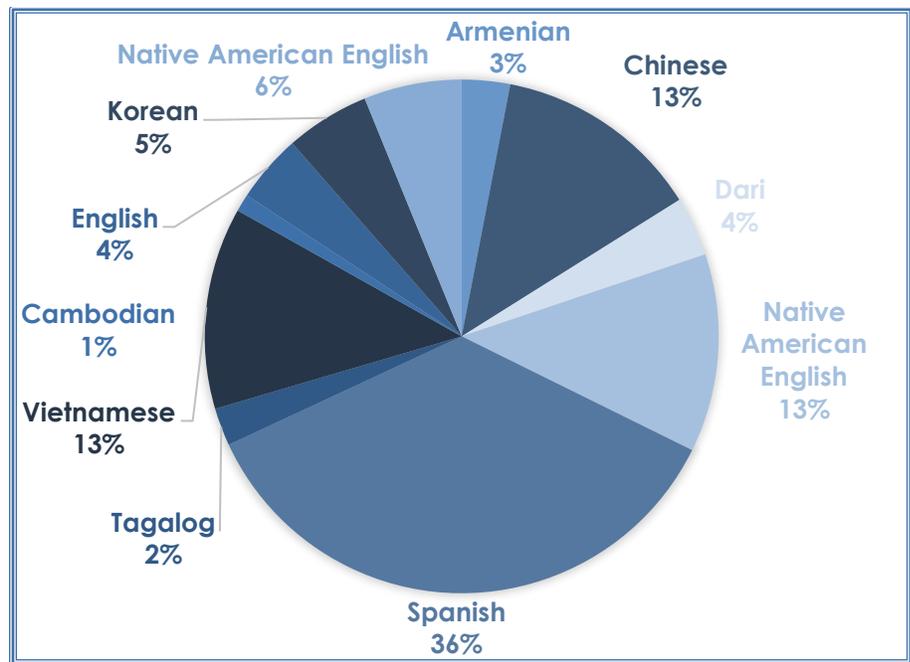
Consumer Education Language June 17, 2019 – May 31, 2020	
American Sign Language	34
Arabic	97
Armenian	1,141
Burmese	1
Cambodian	413
Cantonese	3,601
Dari	1,409
English	1,615
Farsi	44
French	10
Hindi	61
Hmong	87
Japanese	238
Korean	1,991
Lao	75
Mandarin	1,304
Mixteco	43
Native American English	2,316
Pashto	3
Portuguese	350
Punjabi	5

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Somali	35
Spanish	13,445
Swahili	8
Tagalog	896
Vietnamese	4,777
Total	33,999

Consumer Education– Language



Consumer Education Compared to Previous Year

Consumer Education Compared to Previous Year			
Topic	2018 – 19	2019 – 20	Variance
Slamming	3,515	2,872	-643

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California LifeLine	5,296	3,415	-1,881
Cell Phones and Driving	2,665	2,242	-423
Do Not Call List	2,500	2,075	-425
Guide to Phone Service	873	1,519	+646
Late Fees, Disconnection, Deposits	4,036	2,920	-1,116
Phone Use in Emergencies	2,237	2,251	+14
Prepaid Phone Cards	1,336	1,251	-85
Take Charge of Your Phone Service	2,886	1,529	-1,357
Tips for Buying Cell Phone Service	1,702	1,336	-366
Third Party Charges	2,379	3,047	+668
Understanding Your Phone Bill	6,689	5,344	-1,345
Collections	1,651	1,736	+85
Who to Complain to	3,125	2,462	-663
Total	40,890	33,999	-6,891

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

7. Needs Assistance and Complaint 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 phone company 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.

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

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Cases are resolved for accounts with the four IOUs:

Cases Resolved by Company June 17, 2019 – May 31, 2020			
Company	Needs Assistance	Complaint Resolution	Total
88 Telecom	1	0	1
Access Wireless	41	3	44
American Broadband	2	0	2
AmeriMex	1	0	1
Ameritel Services	2	0	2
Arinex	2	0	2
Assurance Wireless	103	9	112
ATT Wireless	46	81	127
ATT	773	652	1,425
ATT UVerse	73	49	122
Blue Casa	23	9	32
Boost Mobile	14	14	28
Budget Mobile	1	0	1
BYO Phone	1	0	1
KeepCalling.com	3	1	4
CenturyLink	0	2	2
Charter Communications	1	0	1
Comcast	21	12	33
Connect To	10	0	10
Consumer Cellular	3	2	5
Cox	25	14	39

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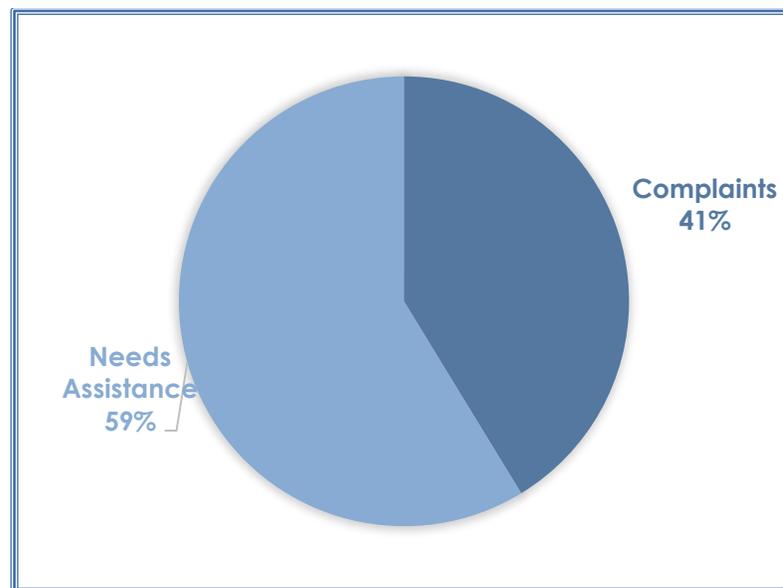
Cricket	54	17	71
DirectTV	8	4	12
Entouch Wireless	2	0	2
Frontier	16	9	25
Global Connections	2	0	2
GreatCall	2	2	4
H20 Wireless	1	1	2
Life Wireless	2	0	2
Metro PCS	57	45	102
Net 10	1	0	1
Pageplus	1	0	1
Safelink	1	1	2
SafetyNet Wireless	0	1	1
Spectrum	63	26	89
Sprint	20	42	62
Stand Up Wireless	4	0	4
T-Mobile	40	40	80
Tag Mobile	2	1	3
TC Telephone	2	1	3
Telcel America	1	0	1
Telrite	1	0	1
Telscape	1	0	1
Time-Warner	1	1	2
Tracphone	7	2	9
Truconnect	29	1	30
USBI	0	1	1

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Verizon	7	21	28
Verizon Wireless	7	6	13
Virgin Mobile	3	0	3
Xfinity	128	60	188
Zero Plus Dialing	1	0	1
Total	1,609	1,131	2,740

TEAM Case Resolution



Referral Source

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

Referral Source		
Participated in Another Program at the CBO	712	26%
TEAM Consumer Education Workshop	654	24%
Received CHANGES services	53	2%
Community Event Outreach	263	10%

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Media Outreach	126	5%
Referred by Friend or Family	805	29%
Referred by Another CBO	54	2%
Not Indicated	73	2%
Total	2,740	

Needs Assistance

1,609 consumers received Needs Assistance services in the program year.

Needs Assistance Services June 17, 2019 – May 31, 2020	
3 rd Party Billing	1
Assist with Changes to Account	580
Calling Card Company – Unreachable Customer Service	1
Cramming	1
CTAP	6
Expired Promotion	31
Faulty Equipment	12
High Bill	96
English Only Contract	12
LifeLine Administrator Claims Form Not Received	7
LifeLine Application Incomplete/Incorrect	4
LifeLine Eligibility Denied	2
LifeLine Household Ineligible	1
LifeLine Form Not Received by Consumer	9
LifeLine Denied -- Administrator Claims Form Not Received	7

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LifeLine Denied – Incorrect/Incomplete Form	4
LifeLine Denied – Categorical Eligibility Not Approved	4
LifeLine Denied – Consumer Did Not Receive Form	7
LifeLine Discount Not Credited – Incorrect Billing	3
Lifeline – Incorrectly Dropped from Program	8
LifeLine – New Enrollment	132
LifeLine Recertification	472
Maintenance Agreement	3
Misleading Ad	4
Misrepresentation	7
Overbilling	25
Pay As You Go	6
Pay Phones	4
Poor Coverage/Dropped Calls/No Coverage	6
Promotion Not Honored	6
Repairs/Installation	113
Rude Customer Service	12
Set Up New Account	310
Slamming	3
Termination Fee	3
Trac Phone Data Settlement	1
Undisclosed Fee	8
WirePro	8
Wrong Rate	5
Wrongful Disconnection	9
Total	1,877*

* Total services may exceed total number of cases because some cases have more than one issue.

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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
3 rd Party Billing	1	1	0
Assist with Changes to Account	650	580	-70
ATT 3 rd Party Settlement	1	0	-1
ATT Cramming Refund	1	0	-1
Automated Voice Response System	1	0	-1
Calling Card Company – Unreachable Customer Service	0	1	+1
Cramming	4	1	-3
CTAP	0	6	+6
Expired Promotion	17	31	+14
Faulty Equipment	18	12	-6
High Bill	102	96	-6
English Only Contract	11	12	+1
LifeLine Administrator Claims Form Not Received	4	7	+3
LifeLine Application Incomplete/Incorrect	7	4	-3
LifeLine Eligibility Denied	12	2	-10
LifeLine Household Ineligible	5	1	-4
LifeLine Form Not Received by Consumer	3	9	+6
LifeLine Denied -- Administrator Claims Form Not Received	3	7	+4
LifeLine Denied – Incorrect/Incomplete Form	17	4	-13

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LifeLine Denied – Categorical Eligibility Not Approved	2	4	+2
LifeLine Denied – Consumer Did Not Receive Form	7	7	0
LifeLine Discount Not Credited – Incorrect Billing	1	3	+2
LifeLine Recertification Denied	1		-1
Lifeline – Incorrectly Dropped from Program	0	8	+8
LifeLine – New Enrollment	116	132	+16
LifeLine Recertification	333	472	+139
Maintenance Agreement	3	3	0
Misleading Ad	1	4	+3
Misrepresentation	8	7	-1
Overbilling	9	25	+16
Pay As You Go	0	6	+6
Pay Phones	0	4	+4
Poor Coverage/Dropped Calls/No Coverage	6	6	0
Promotion Not Honored	7	6	-1
Repairs/Installation	119	113	-6
Rude Customer Service	6	12	+6
Set Up New Account	363	310	-53
Slamming	0	3	+3
TMobile Cramming Settlement	1		-1
Termination Fee	2	3	+1
Trac Phone Data Settlement	0	1	+1
Undisclosed Fee	10	8	-2
WirePro	10	8	-2
Wrong Rate	2	5	+3

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Wrongful Disconnection	4	9	+5
Total	1,810	1,877*	+67

** Total services may exceed total number of cases because some cases have more than one issue.*

Needs Assistance services were provided in 25 languages.

Needs Assistance Languages	
June 17, 2019 – May 31, 2020	
Albanian	1
Amharic	1
ASL	2
Armenian	101
Cambodian	36
Cantonese	453
Cebuano	1
Dari	72
English	57
English – Native American	7
Farsi	5
Hindi	3
Hmong	6
Japanese	63
Korean	196
Laotian	12
Mandarin	18
Pashto	1
Portuguese	45

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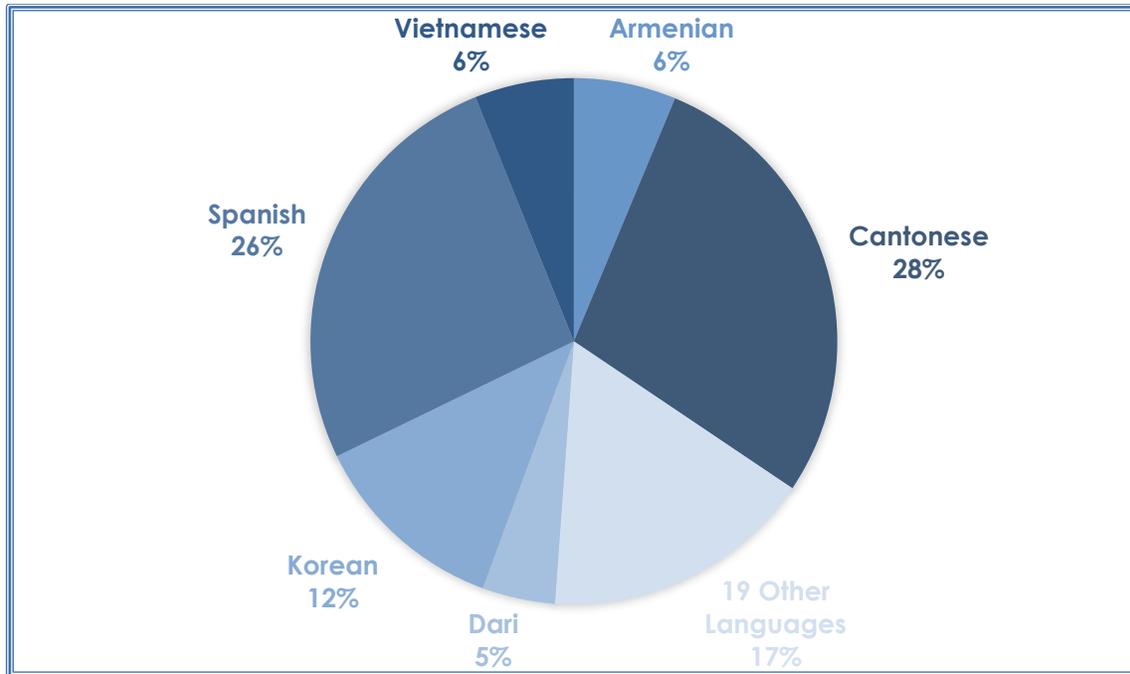
PROGRAM YEAR JUNE 2019–MAY 2020

Punjabi	2
Russian	1
Spanish	420
Tagalog	6
Urdu	2
Vietnamese	98
Total	1,609

Needs Assistance Languages

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Complaint Resolution

1,533 consumers received Complaint Resolution services in the program year.

Complaint Resolution Services June 17, 2019 – May 31, 2020	
3 rd party Billing	20
Assist with Changes to Account	420
ATT Cramming Settlement	1
Automated Voice System	1
Calling Card Did Not Work	3
Cramming	135
Expired Promotion	17
Faulty Equipment	28
High Bill	508
English Only Contract	5

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LifeLine Recertification Denied	19
LifeLine Discount Not Credited	14
LifeLine Administrator Claims Form Not Received	7
LifeLine Application Incomplete/Incorrect	4
LifeLine Eligibility Denied	
LifeLine Household Ineligible	1
LifeLine Form Not Received by Consumer	7
LifeLine Denied -- Administrator Claims Form Not Received	7
LifeLine Denied – Incorrect/Incomplete Form	4
LifeLine Denied – Categorical Eligibility Not Approved	6
LifeLine Denied – Consumer Did Not Receive Form	9
LifeLine Discount Not Credited – Incorrect Billing	3
LifeLine Recertification Denied	
Lifeline – Incorrectly Dropped from Program	8
LifeLine – New Enrollment	28
LifeLine Recertification	28
Misleading Ads	2
Misrepresentation	57
Overbilling	247
Pay Phones	2
Poor Coverage/Dropped Calls/No Coverage	53
Promotion Not Honored	82
Repairs/Installation	59
Rude Customer Service	30
Set up New Account	42
Slamming	13

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TMobile Cramming Settlement	2
Termination Fee	3
Undisclosed Fee	16
WirePro	84
Wrong Rate	112
Wrongful Disconnection	140
Total	2,070*

* Total services may exceed total number of cases because some cases have more than one issue.

Types of Complaint 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.

Complaint Resolution Compared to Previous Year			
Service Provided	2018 - 19	2019 – 20	Variance
3 rd party Billing	14	20	+6
Assist with Changes to Account	442	420	-22
ATT Cramming Settlement	8	1	-7
Automated Voice System	1	1	0
Calling Card Did Not Work	1	3	+2
Cramming	179	135	-44
Expired Promotion	27	17	-10
Faulty Equipment	41	28	-13
High Bill	703	508	-195
English Only Contract	10	5	-5
LifeLine Recertification Denied	38	19	-19
LifeLine Discount Not Credited	37	14	-23
LifeLine Administrator Claims Form Not Received	4	7	+3

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LifeLine Application Incomplete/Incorrect	7	4	-3
LifeLine Eligibility Denied	2		-2
LifeLine Household Ineligible	5	1	-4
LifeLine Form Not Received by Consumer	3	7	+4
LifeLine Denied -- Administrator Claims Form Not Received	3	7	+4
LifeLine Denied – Incorrect/Incomplete Form	17	4	-13
LifeLine Denied – Categorical Eligibility Not Approved	12	6	-6
LifeLine Denied – Consumer Did Not Receive Form	7	9	+2
LifeLine Discount Not Credited – Incorrect Billing	10	3	-7
LifeLine Recertification Denied	21		-21
Lifeline – Incorrectly Dropped from Program	21	8	-13
LifeLine – New Enrollment	20	28	+8
LifeLine Recertification	35	28	-7
Maintenance Agreement	4		-4
Misleading Ads		2	+2
Misrepresentation	48	57	+9
Overbilling	247	247	0
Pay As You Go	5		-5
Pay Phones		2	+2
Poor Coverage/Dropped Calls/No Coverage	55	53	-2
Promotion Not Honored	82	82	0
Repairs/Installation	28	59	+31
Rude Customer Service	43	30	-13
Set up New Account	19	42	+23
Slamming	22	13	-9

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Tracfone Data Settlement	2		-2
TMobile Cramming Settlement		2	+2
Termination Fee	9	3	-6
Undisclosed Fee	59	16	-43
WirePro	100	84	-16
Wrong Rate	117	112	-5
Wrongful Disconnection	18	140	+122
Total	2,436	2,070	

Complaint Resolution services were provided in 25 languages:

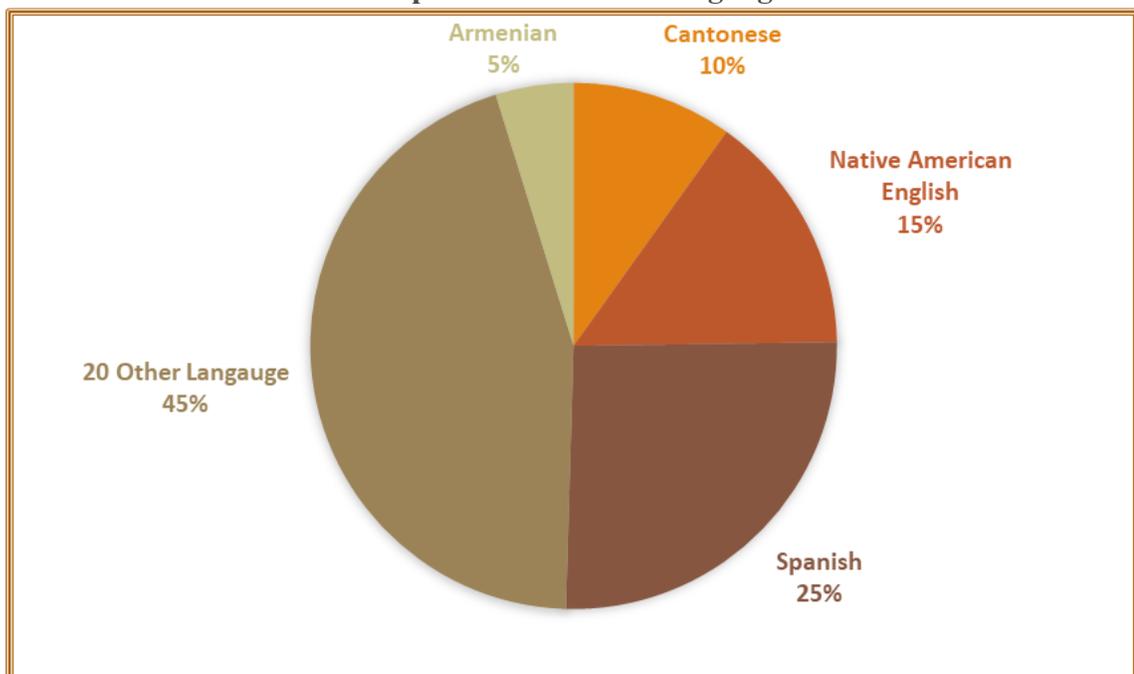
Complaint Resolution Services Languages	
June 17, 2019 – May 31, 2020	
Albanian	1
ASL	1
Armenian	77
Brazilian Portuguese	1
Cambodian	16
Cantonese	159
Dari	24
English	69
English – Native American	240
Farsi	2
French	1
Hebrew	1
Hindi	1
Hmong	1

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Japanese	30
Korean	26
Laotian	5
Mandarin	9
Portuguese	9
Punjabi	1
Spanish	414
Swahili	2
Tagalog	3
Tigrinia	1
Vietnamese	37
Total	1,131

Complaint Resolution Languages



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