



**Telecommunications Education and Assistance in  
Multiple-Languages  
(TEAM) Program**

**ANNUAL REPORT  
May 1, 2018 – April 30, 2019**

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## 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 (SHE), 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.

This report covers the period of May 1, 2018 – April 30, 2019. The TEAM Collaborative of CBOs informed a potential 3.4 million consumers about the availability of services. The CBOs engaged in outreach activities, provided consumer education to more than 40,000 consumers, and assisted consumers resolve 2,973 cases classified as "Needs Assistance" and "Complaint Resolution."

SHE is the lead agency in the TEAM collaborative. The collaborative consists of 27 CBOs throughout California. Milestone Consulting is contracted to plan and oversee program operations and provide CBO training and technical assistance. During this period, TEAM CBOs provided services to consumers in 34 languages.

During the 12-month period covered by this report, the CBOs participating in the program provided the following services:

- Participation in 143 community outreach events, reaching a potential of nearly 700,000 consumers  
CBOs attended community events such as health fairs and ethnic holiday celebrations to inform prospective clients about the services available through the TEAM program.
- Outreach through local ethnic media outlets, with potential reach of over 2.6 million consumers  
CBOs contact their communities through in-language print, radio and television outlets describing available services and notifying communities about emerging energy issues and consumer protection information.
- Consumer education to 40,890 consumers  
CBOs provide consumers with in-language, culturally appropriate consumer education on a variety of different topics.
- Complaint Resolution and Needs Assistance facilitation for 2,973 consumers  
Through complaint resolution services, CBOs assisted with billing issues, set up payment extensions or payment plans, and negotiated changes to services with telecommunications companies.
- Recovery of \$176,309.47 in credits and savings to consumers' accounts.



## I. OUTREACH ACTIVITIES

### Community Events

CBOs participated in 143 community events during the program year. TEAM outreach materials such as flyers, give away items, and program information were made available to inform community members about the program and how to access services. Events attended by CBOs in this program year included:

Event	City	Language	Potential Reach
Third Annual Showdown for Hope: Fresno Sprint Festival	Fresno	Hmong English	600 100
SRJC Native Spring Gathering	Santa Rosa	Native American English	2,000
Buddha's Birthday Celebration	Fountain Valley	Vietnamese	360
Mother's Day Celebration at Hue Quang Temple	Santa Ana	Vietnamese	180
How Do You - House Party	Los Angeles	Tagalog Spanish English	300 200 100
Cinco de Mayo/Community Event	East Palo Alto	Spanish English	400 200
Festival del Cinco de Mayo	Fresno	Spanish	1,800
Transition Resource Fair	Fresno	Spanish English	200 50
Ventanilla de Salud – Sabatino	Fresno	Spanish	300
May is Mental Health Month Resource Fair	Riverside	Spanish English	1,200 300
Fremont Health Expo	Fremont	Dari	530
Buddhist Birthday Celebration at Dieu Ngu Temple	Westminster	Vietnamese	370
Buddha's Birthday Celebration at Truc Lam Yen Tu Temple	Santa Ana	Vietnamese	150
San Francisco Housing Expo 2018	San Francisco	Cantonese English	1,600 400
Caregivers San Diego Expo 2018	San Diego	English	1,000
Bayan Masaya (Bayanihan Sa Araw Na Mahasaysayan)	Los Angeles	Tagalog English	800 200
Philippine Independence Day	Carson	Tagalog	1,000
JCI Matsuri Carnival	Gardena	Japanese	500

		Korean	350
Family Fun Day Resource Event	Santa Ana	Spanish English	400 100
Health and Resource Fair	Monterey Park	Cantonese Mandarin Spanish English	200 100 100 100
Second Annual Pinata Festival	Fresno	Spanish	600
Summer Meal Kick-Off Fair	Redlands	Spanish Mandarin English	300 200 100
World Refugee Day	Oakland	Dari	515
Community Health Fair	Los Angeles	Cantonese Mandarin English	350 100 50
San Mateo Pride 2018	San Mateo	Spanish English	700 300
Homenetmen 43 <sup>rd</sup> Navasartian Festival	Van Nuys	Armenian Farsi Russian	6,500 2,500 1,000
Yerba Buena Ball	San Francisco	Cantonese English	1,000 200
Impact Women's Fair	San Francisco	Cantonese English	400 100
130 <sup>th</sup> Anniversary Back to School Celebration	Santa Ana	Spanish	2,500
National Night Out	San Diego	Spanish	500
Resource Fair & Backpack Giveaway	Santa Ana	Spanish	200
Earthquakes Portuguese Heritage Night	San Jose	Portuguese	17,456
Back to School Celebration	San Mateo	Spanish	516
International Summer Fair	Westminster	Vietnamese	330
Vu Lan At Bat Nha Temple	Santa Ana	Vietnamese	190
Vu Lan at Quan The Am Pagoda	Garden Grove	Vietnamese	170
Community Outreach Night	Fresno	Spanish	1,200
ESL Family Outreach Fair	Sacramento	Spanish Dari	200 119
65+ Ways to Save: A Money Saving Workshop for Seniors	Sacramento	English	90
Chinatown Night Out	San Francisco	Cantonese	1,000
Little Tokyo Resource Fair	Los Angeles	Japanese	3,000
Autumn Moon Festival Richmond District	San Francisco	Cantonese	4,000
Keiro No Hi Festival Celebrating Our Older Adults	Los Angeles	Japanese	1,000
Autumn Moon Festival	San Francisco	Cantonese Mandarin	40,000 15,000
Fourth Annual Resource Fair	San Bernardino	English Spanish Mandarin	100 250 150

Norco Senior Health and Welfare Festival	Norco	English Spanish	50 150
Fontana Community Health Fair	Fontana	English Spanish Mandarin	50 150 100
Vu Lan at Bao Quang Pagoda	Santa Ana	Vietnamese	350
Dieu Ngu Buddhist Community Center	Westminster	Vietnamese	190
Mid-Autumn Festival	Fountain Valley	Vietnamese	340
UDW Health Fair	Santa Ana	Spanish	500
22nd Korean Health Fair	Los Angeles	Korean	900
Third Annual International Older Adults Fair	Santa Ana	Spanish	300
XVIII Annual Bi-National Health Fair	Anaheim	Spanish	600
33 <sup>rd</sup> Longevity Walk	San Francisco	Cantonese	1,000
San Diego Deaf Festival	San Diego	Sign Language	1,666
APSARA 25 <sup>th</sup> Anniversary Celebrations	Stockton	Cambodian	525
Senior Wellness Fair	San Jose	English	600
Mental Health Awareness Fair	Rancho Cucamonga	English Spanish Mandarin	250 1,000 750
Project Connect Celebration	San Bernardino	English Spanish Vietnamese	50 200 150
Fall Resource Fair	Fontana	English Spanish	50 150
Health Faire 2018	San Jose	Spanish	1,100
Orange County Free Health Fair	Westminster	Vietnamese	190
Central-West County Health Expo	Garden Grove	Vietnamese	250
Community Resource Fair	Kerman	English Spanish	150 380
Chinatown Resource Fair	San Francisco	Cantonese	1000
Health and Wellness Community Fair	San Francisco	Cantonese	300
Fall Health and Wellness Fair	Los Angeles	Cantonese Mandarin English Spanish	300 200 50 50
California Capitol Region East & West Health Fair	Elk Grove	Cantonese Mandarin	400 600
Christmas Worship Program	Stockton	Cambodian	300
AB-109 Tattoo Removal & Resource Fair	Stockton	Spanish	200
Asian American Expo	Pomona	Cantonese Mandarin English	500 500 200
New Year Celebration in Little Tokyo	Los Angeles	Japanese	6000
NICOS Holiday	San Francisco	Cantonese	80

		English	20
16 <sup>th</sup> Annual Farm Worker Appreciation Day	Mendota	Spanish	680
City Job Fair	San Francisco	Cantonese	100
		Mandarin	75
		English	25
BGCSA &CHOC Resource Fair	Santa Ana	Spanish	150
		English	50
Southeast Asian Community Fair	San Francisco	Vietnamese	245
Job Fair	San Francisco	Cantonese	125
		Mandarin	50
		English	25
Trunk or Treat Resource Fair	Santa Ana	Spanish	400
Ama Tu Corazon Health Fair	San Diego	Spanish	500
Alhambra Lunar New Year Festival	Alhambra	Cantonese	600
		Mandarin	200
Chinese New Year Lantern Festival	Arcadia	Cantonese	600
		Mandarin	300
Promise Zone Arts	Los Angeles	Armenian	300
		Russian	200
Year of the Boar Celebration	Sacramento	Cantonese	1,200
		Mandarin	300
Sunset Mini Mercantile	San Francisco	Cantonese	350
		Mandarin	150
Chinese Community Street Fair	San Francisco	Cantonese	400,000
		Mandarin	100,000
Cal State Career and Resource Fair	San Bernardino	Spanish	250
		Mandarin	50
Unicare Community Health Fair	Colton	Spanish	150
		Mandarin	50
Community Resource Fair	San Bernardino	Spanish	200
		Mandarin	50
Chafee College Volunteer Fair	Rancho Cucamonga	Spanish	250
Tet Parade	Westminster	Vietnamese	260
Tet Festival	Costa Mesa	Vietnamese	270
Segerstrom Mental Health Awareness	Santa Ana	Spanish	2,500
Bridges Out of Poverty	San Bernardino	Spanish	100
CJUSD Family Resource Fair	Bloomington	Spanish	150
Family Play Day	San Bernardino	Spanish	200
		Tagalog	50
Tet in Orange County	Fountain Valley	Vietnamese	320
Little Saigon Health Fair	Westminster	Vietnamese	210
Sunday Streets	San Francisco	Cantonese	1,000
		Mandarin	1,000
Music and Poetry Night	Newark	Pashto	600

Sediq Shubab	San Leandro	Dari	500
Fresno Family Resource Fair	Fresno	Spanish	500
Sunday Streets Golden Gate	San Francisco	Cantonese Mandarin	500 500
Spring Bazaar Community Fair	San Diego	Spanish	250
Community Resource Fair	Chula Vista	Spanish	250
Education Financiera Sin Fronteras	San Diego	Spanish	500
San Joaquin Valley Portuguese Festival	Stanislaus	Portuguese	15,000
Community Health Fair	Los Angeles	Spanish Korean	250 250
Keiro Caregiver Conference	Pasadena	Japanese	600
Define the Future Resource Fair	Madera	Spanish	350
Community Health Fair	Madera	Spanish	100
Hmong Academic Decathlon	Fresno	Hmong	550
Cambodian New Year	Stockton	Cambodian	10,000
Armenian Genocide Commemoration	Glendale	Armenian	550
Ruth's Table Creative Wellness Fair	San Francisco	Cantonese	500
Kings Canyon Open House	Fresno	Spanish Hmong	300 300
Day of the Child	Chula Vista	Spanish	500
Dia del Nino Resource Fair	Farmerville	Spanish	500
Asian Pacific Islander Wellness Summit	Alhambra	Korean Tagalog	300 200
Dia de los Ninos Family Resource Event	Santa Ana	Spanish	500
SBC Spring Into Healthy Habits	San Bernardino	Spanish	200
2019 State of the City	San Bernardino	Spanish Mandarin	100 50
Healthy Family Day	Chino	Spanish Mandarin	150 100
International Market Night	San Bernardino	Spanish Mandarin	200 50
Head Start Resource Fair	Rialto	Spanish	70
Day of King Celebration	San Bernardino	Spanish	250
IVRS Easter Luncheon	San Bernardino	Spanish	200
Preschool Services Resource Fair	San Bernardino	Spanish	60
Boys & Girls Head Start	San Bernardino	Spanish	80
Great Buddha's Birthday Ceremony	Fountain Valley	Vietnamese	390
Hun King's Anniversary Ceremony	Fountain Valley	Vietnamese	230
Black April Memorial	Westminster	Vietnamese	140

Night Light Candles Memorial of National Day Little Saigon	Westminster	Vietnamese	290
Carr Open House	Santa Ana	Spanish	600
Asian Family Education Conference	Fresno	Hmong	600
ALEC-Fresno Conference	Fresno	Laotian	500
Cambodian New Year	Fresno	Cambodian	500
Lao New Year	Fresno	Laotian	500
Cesar Chaves March	Madera	Spanish	250
Tacos and Taxes	Madera	Spanish	50
Cesar Chavez Day Celebration	Madera	Spanish	150
Community Conference for Immigrants and Allies	Redwood City	Spanish	110
<b>Total Potential Consumers Reached</b>			<b>695,772</b>

### **Media Placements**

Media outreach consisted of disseminating program information through in-language broadcast and print media outlets. Each CBO receives training on interview techniques, media relations strategies, and press release development and placement. Data reported below is based on the media outlets' reported reach. During this program year, TEAM CBOs potentially reached over nearly 2.7 million people.

TEAM CBOs placed outreach messages in the following media outlets:

<b>Media Outreach May 1, 2018 – April 30, 2019</b>		
<b>Print</b>	<b>Radio</b>	<b>Television</b>
Asian Journal	AM 1230 Radio K	“Arriba Valle Central” Univision Fresno
AZBAREZ Armenian Daily	Han Mi Radio	Channel 21 Univision
El Latino San Diego	KBIF 900 AM	Hmong TV Network
Hankook	KSQQ	KTSF Channel 36
Han Kook Il Bo	KRZZ 93.3 FM La Raza	MBC America
International Daily News	La Preciosa KFSO 92.9 FM	SBS International
Korea Daily	Radio Bilingue	
Korea Times	Radio Seoul	
Koreatown Daily	Radio Korea	
Molorak Weekly	UC Radio AM 1450	
Sing Tao Daily	Uniradio La Poderosa	
US China Press	Zindaqui KGMZ 1170 AM	
World Journal		

<b>Media Placements Language May 1, 2018 – April 30, 2019</b>	
<b>Language</b>	<b># Potential Reached</b>
Armenian	47,700
Chinese	255,000
Dari	10,000
Hmong	25,000
Korean	350,000
Portuguese	800,000
Spanish	500,000
Tagalog	626,000
Vietnamese	40,000
<b>TOTAL</b>	<b>2,653,700</b>

### **Special Outreach Projects**

In the TEAM program, CBOs can propose special outreach projects to promote program services to their communities in unique ways. These special outreach projects require prior approval. CBOs 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:

- Thanksgiving assistance program.  
Clients who sought assistance with bills were invited to participate in a turkey and thanksgiving grocery giveaway. *Groceries for Thanksgiving* dinners were provided in bags with program logos.
- A Vietnamese holiday celebration.  
The event included live music, a fashion show, a special holiday lunch, prize raffles and continuous consumer education presentations. The CBO expected 150 attendees and ended up hosting 255 consumers.
- An event entitled, “Books and Food for Christmas”.  
The event combined TEAM Complaint Resolution and Needs Assistance services with literacy outreach for Spanish-speaking farmworker families in the pre-school or parenting education programs. In order to participate, families needed to attend a consumer education workshop and bill review session. Each family received a food box and a book for each child. TEAM educational materials were included with the books and other consumer education materials were included as well. The project enabled complaint resolution and needs assistance activities on 90 bills.
- A bill review party held at a senior living community.  
Elderly residents were treated to refreshments and games related to consumer protection facts.

### **Outreach through Social Media**

CBOs conduct in-language outreach through Facebook, Twitter, and Instagram. Please find statistics on all TEAM related targeted social media below.

<b>Social Media Posts</b>	<b>Total</b>
Tweets	43
Facebook Posts	111
Instagram Posts	19
Other Networks	0
<b>Total</b>	<b>173</b>

### **Community Presentations**

CBOs made presentations about program services to other CBOs, coalitions, and task forces and encouraged referrals from their clients. Community Presentations under the TEAM program must reach a minimum of five organizations. Community presentations were made to the following groups:

<b>Community Presentations</b>
Aging Resources Exchange
Alliance for Regional Solutions
CalOptima
Chula Vista Community Collaborative
Coalition of Southeast Asian Service Providers of San Francisco
Healthy Start Northeast Valley Cluster
Help Me Grow Coalition
Know Your Numbers Coalition
Maternal Wellness Coalition
Orange County Financial Stability Alliance
Sama Sama Network
San Francisco Family Support Network
San Mateo Community Service Coalition
Sanger Community Task Force

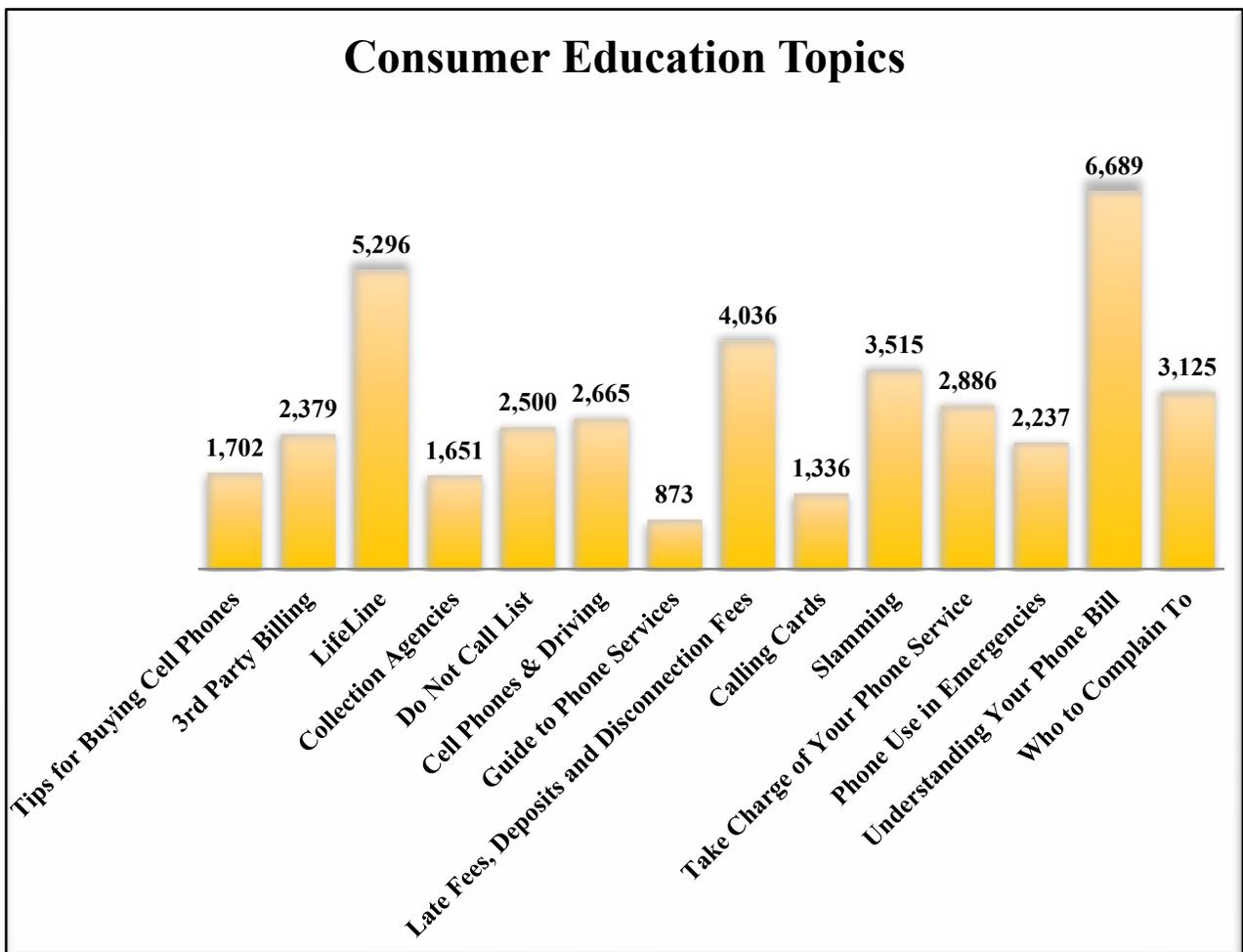
## II. CONSUMER EDUCATION

The Consumer Education component of the TEAM program is typically delivered to small group workshops. CBOs also provide education individually, to larger groups and visit consumers at their homes to provide services individually. CBOs present information in the consumers' primary languages and in a culturally competent manner.

### Consumer Education Topics

There are currently **14 different educational topics** presented to consumers in workshops spanning from 40 – 60 minutes. CBOs may choose to present on more than one topic in a single workshop.

In the 2018 – 2019 program year, TEAM consumer education was presented to 40,890 consumers.



**Consumer Education Languages**

During this program year, consumer education was provided in **33 different languages**.

<b>CONSUMER EDUCATION - LANGUAGE</b>			
<b>Language</b>	<b>Consumers Educated</b>	<b>Language</b>	<b>Consumers Educated</b>
Albanian	22	Japanese	320
American Sign Language	139	Korean	2,732
Amharic	3	Lao	57
Arabic	828	Mandarin	369
Armenian	1,554	Mixteco	5
Burmese	12	Pashto	65
Cambodian	228	Portuguese	1,326
Cantonese	5,136	Russian	89
Chaldean	1	Somali	50
Dari	1,480	Spanish	14,714
English	2,592	Swahili	54
English (Native American)	3,003	Tagalog	1,185
Farsi	183	Tigrinia	10
French	113	Ukrainian	3
Greek	1	Urdu	9
Hindi	48	Vietnamese	4,444
Hmong	115		
<b>TOTAL CONSUMERS EDUCATED</b>			<b>40,890</b>

### III. COMPLAINT RESOLUTION AND NEEDS ASSISTANCE SERVICES

There are two types of services that TEAM CBOs provide to individual consumers: Dispute Resolution and Needs Assistance.

Complaint Resolution Services are provided to consumers who contest the inaccuracy of their bill or who believe the company acted incorrectly concerning their account or service.

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

#### **Telecommunications Companies**

TEAM CBOs may handle cases involving landline and wireless service providers, third party billing companies, and calling card companies. These companies include:

Cases by Company	Cases
Access Wireless	9
Air Voice Wireless	1
American Broadband	3
Ameritel Corp	1
Assurance Wireless	109
ATT Wireless	135
AT&T	1,683
AT&T Uverse	264
Blue Casa	26
Boost Mobile	25
Century Link	2
Comcast	20
Connect To	3
Consumer Cellular	6
Cox	63
Cricket	54
DNC Group/ Robo Wireless	1

DIRECTV	4
Entouch Wireless	1
Excel Telecommunications	2
Feel Safe Wireless	1
Frontier	59
Keepcalling.com	5
Life Wireless	6
Lyca Mobile	1
MCI	5
Metro PCS	84
Net 10	2
Pageplus	1
Safelink	9
Safety Net Wireless	10
Spectrum	33
Sprint	41
T-Mobile	68
Tag Mobile	2
TC Telephone	7
Time Warner	2
Total Wireless	2
Tracphone	1
Truconnect	16
Ultra Mobile	1
Verizon	35
Verizon Wireless	23
Virgin Mobile	5
Vonage	2
Walmart Family Mobile	1
Xfinity	139
<b>TOTAL</b>	<b>2,973</b>

### Referral Source

Consumers seeking assistance often learn about program services while receiving assistance with other programs by the CBO. The numbers of consumers who are referred by friends and family continues to increase as more people receive services and tell others about the resource.

<b>Referral Source</b>	<b>Total</b>
Consumer was Referred by Friend or Family	920
Consumer was in a TEAM Educational Workshop	778
Consumer is an Existing Client in Another Program at the CBO	701
Consumer Received Program Information at a Community Event	295
Consumer was Referred by Another CBO	111
Consumer Learned of the Program through Newspaper, Radio, or Television	99
Not Indicated	69
<b>Total</b>	<b>2,973</b>

### Funds Recovered

As a result of Complaint Resolution assistance, TEAM CBOs recovered \$176,309.47 on behalf of consumers. This averaged \$59.30 per case.

### Issues Addressed/Services Provided

TEAM CBOs provided the following services:

<b>TEAM Program Services Provided May 1, 2018 – April 30, 2019</b>	
<b>Service Provided</b>	<b>Total</b>
Third party billing issue	15
Assisted with changes to account	1,092
Assisted with ATT 3 <sup>rd</sup> Party Class Action Settlement claim	4

**TEAM Program Services Provided  
May 1, 2018 – April 30, 2019**

<b>Service Provided</b>	<b>Total</b>
Assisted with ATT Cramming Class Action Claim	6
Automated Voice Recording issue	2
Calling card company unreachable	0
Calling card did not provide total minutes	0
Calling card did not work	1
Contract Not in language	21
Cramming	183
Early termination fees	11
Faulty equipment	59
High bill	805
LifeLine	95
LifeLine Enrollment Assistance	136
LifeLine Freeze Problem	5
LifeLine Recertification Assistance	368
Maintenance Agreement	7
Misleading Ads	1
Misrepresentation	56
New account set up	382
Overbilling	256
Pay-As-You-Go	5
Poor coverage/Dropped calls	61
Promotion Not Honored	89
Promotion not honored or expired	44
Repairs or installation	147
Rude customer service	49
Slamming	22
T-Mobile Cramming Settlement claim	1
TracPhone Data Settlement Assistance	2

<b>TEAM Program Services Provided May 1, 2018 – April 30, 2019</b>	
<b>Service Provided</b>	<b>Total</b>
Undisclosed fee	69
Wildfire-related Issue	2
Wire-Pro	110
Wrong rate charged	119
Wrongful Disconnection	22
<b>Total</b>	<b>4,247</b>

*\*The total number of issues identified in the chart above exceeds the total number of cases because one case may have multiple issues.*

### **Language**

CBOs provided Needs Assistance and Complaint Resolution services in 27 languages.

<b>TEAM Cases – Language May 1, 2018 – April 30, 2019</b>			
<b>Language</b>	<b>Cases</b>	<b>Language</b>	<b>Cases</b>
American Sign Language	5	Japanese	64
Amharic	2	Korean	201
Arabic	7	Lao	26
Armenian	162	Mandarin	27
Burmese	2	Mixteco	2
Cambodian	37	Pashto	5
Cantonese	744	Portuguese	86
Cebuano	1	Spanish	795
Dari	157	Swahili	3
English	166	Tagalog	19
English (Native American)	204	Urdu	4
Farsi	10	Vietnamese	219

<b>TEAM Cases – Language May 1, 2018 – April 30, 2019</b>			
<b>Language</b>	<b>Cases</b>	<b>Language</b>	<b>Cases</b>
Hindi	2	Visayan	2
Hmong	21		
<b>Total 2,973 Cases</b>			

### **City of Residence**

CBOs provided Needs Assistance and Complaint Resolution services to individuals residing in the following cities:

<b>City</b>	<b>Total</b>	<b>City</b>	<b>Total</b>
Alameda	1	Manteca	1
Alhambra	6	Mendota	9
Anaheim	6	Menlo Park	2
Antioch	1	Merced	1
Arcadia	4	Millbrae	2
Avenal	1	Milpitas	5
Baldwin Park	1	Morgan Hill	2
Belmont	2	Montclair	14
Berkeley	1	Montebello	1
Beverly Hills	1	Monterey Park	9
Biola	1	National City	26
Bonsall	1	Newark	2
Buena Park	3	North Hollywood	8
Burbank	20	North Highland	2
Burlingame	2	Oakland	5
Campbell	18	Oceanside	8
Carlsbad	1	Orange	1
Carmichael	1	Orange Cove	3

City	Total	City	Total
Caruthers	2	Orosi	1
Castroville	1	Pasadena	1
Chowchilla	1	Petaluma	10
Chula Vista	17	Porterville	2
Clovis	1	Redlands	1
Cobb Mountain	1	Redwood City	34
Colton	3	Reedly	4
Concord	1	Rialto	8
Corona	11	Richmond	2
Costa Mesa	1	Riverdale	3
Cotati	1	Riverside	11
Daly City	2	Rohnert Park	20
Davis	5	Rosemead	1
Duarte	2	Rowland Heights	3
Dublin	10	Sacramento	77
East Palo Alto	26	Salinas	12
El Cajon	2	San Bernardino	48
El Monte	4	San Diego	42
El Sobrante	1	San Francisco	778
Elk Grove	3	San Joaquin	2
Escondido	2	San Jose	156
Finley	1	San Leandro	4
Firebaugh	4	San Mateo	4
Fontana	6	San Ysidro	73
Forestville	4	Santa Ana	52
Fort Bragg	1	Santa Clara	4
Fountain Valley	8	Santa Cruz	1
Fremont	94	Santa Maria	2
Fresno	214	Santa Rosa	69
Fullerton	1	Sanger	5

City	Total	City	Total
Garden Grove	12	Saratoga	3
Gardena	31	Sebastapol	21
Gilroy	3	Selma	1
Glendale	90	South San Francisco	1
Half Moon Bay	29	Squaw Valley	2
Harbor City	1	Stockton	63
Hayward	17	Sunland	3
Healdsburg	7	Sun Valley	3
Hollister	1	Sunnyvale	8
Huntington Beach	1	Temecula	1
Huron	6	Temple City	1
Imperial Beach	1	Torrance	16
Irvine	1	Tracy	3
Kellseyville	14	Tujunga	3
Kerman	1	Tulare	2
La Crescenta	1	Ukiah	43
La Habra	1	Union City	26
Lake Forest	2	Van Nuys	3
Lakeport	42	Vista	3
Lathrop	2	Walnut	1
Laton	1	Watsonville	2
Livermore	2	West Covina	2
Loma Linda	2	Westminster	21
Los Angeles	298	Windsor	27
Los Gatos	4	Willits	1
Madera	105	Yucaipa	1
<b>Total</b>			<b>2,973</b>

**APPENDIX 1: TEAM COMMUNITY BASED ORGANIZATIONS**

<b>TEAM Community Based Organizations</b>	
Asian Community Center Senior Services	Sacramento
Afghan Coalition	Fremont
Alliance for African Assistance	San Diego
Asian American Resource Center	San Bernardino
Casa Familiar	San Ysidro
Central California Legal Services	Fresno
Centro La Familia Advocacy Services	Fresno
Chinatown Service Center	Los Angeles
Chinese Newcomers Service Center	San Francisco
Deaf Community Services of San Diego	San Diego
Delhi Center	Santa Ana
El Concilio of San Mateo County	San Mateo
Fresno Center for New Americans	Fresno
Good Samaritan Family Resource Center	San Francisco
International Institute of Los Angeles	Los Angeles
Korean American Community Services	San Jose
Koreatown Youth and Community Services	Los Angeles
Lao Khmu Association, Inc.	Stockton
Little Tokyo Service Center	Los Angeles
Madera Coalition for Community Justice	Madera
Pilipino Workers Center	Los Angeles
Portuguese Community Center	San Jose
Self-Help for the Elderly	San Francisco
Southeast Asian Community Center	San Francisco
SUSCOL Intertribal Council	Napa

**TEAM Community Based Organizations**

Southland Integrated Services (Vietnamese Community of Orange County)	Santa Ana
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