



TEAM PROGRAM
ANNUAL REPORT

May 1, 2016 – April 30, 2017

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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 was awarded a contract to provide supportive services to LEP populations, as lead organization for a statewide coalition of Community Based Organizations (CBOs) representing a diverse group of populations.

This report covers the period of May 1, 2016 – April 30, 2017. The TEAM Collaborative informed potentially 3.2 million consumers about the availability of services through outreach activities, provided education to more than 38,000 consumers, and assisted them with resolving more than 2,200 complaints. Activities are further described in this report.

Self-Help for the Elderly is the lead agency in the TEAM collaborative, which 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 27 CBOs that participated in the program provided the following services:

- Participated in 77 community outreach events, reaching over 1.2 million 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.
- Conducted Outreach through local ethnic media outlets, reaching potentially in excess of 2 million consumers. CBOs reach out to their communities through in-language print, radio and television outlets to describe available services and notify communities about emerging energy issues and consumer protection information.
- Provided consumer education workshops to 38,127 consumers. Consumers are provided in-language, culturally appropriate consumer education on a variety of different topics.
- Facilitated Complaint Resolution and Needs Assistance for 2,262 consumers.
- Recovered \$273,331.13 in credits and savings
CBOs work on resolving consumer telecommunications cases resulted in over \$273,000 credited to consumers' accounts.



All CBOs that participate in the TEAM program are required to offer all components of the program. This approach ensures that all services are made available in a culturally competent manner that best meets the needs of each particular community. CBOs receive intensive training and ongoing technical assistance that not only include specific content and messaging information and delivery techniques, but also allows CBOs to tailor the delivery methods to elicit the best participation responses from the communities they serve.

Data collected on program services includes: demographic client information, language, service types, referral sources, types of assistance provided, and amount recovered, when applicable.

OUTREACH ACTIVITIES

Community Events

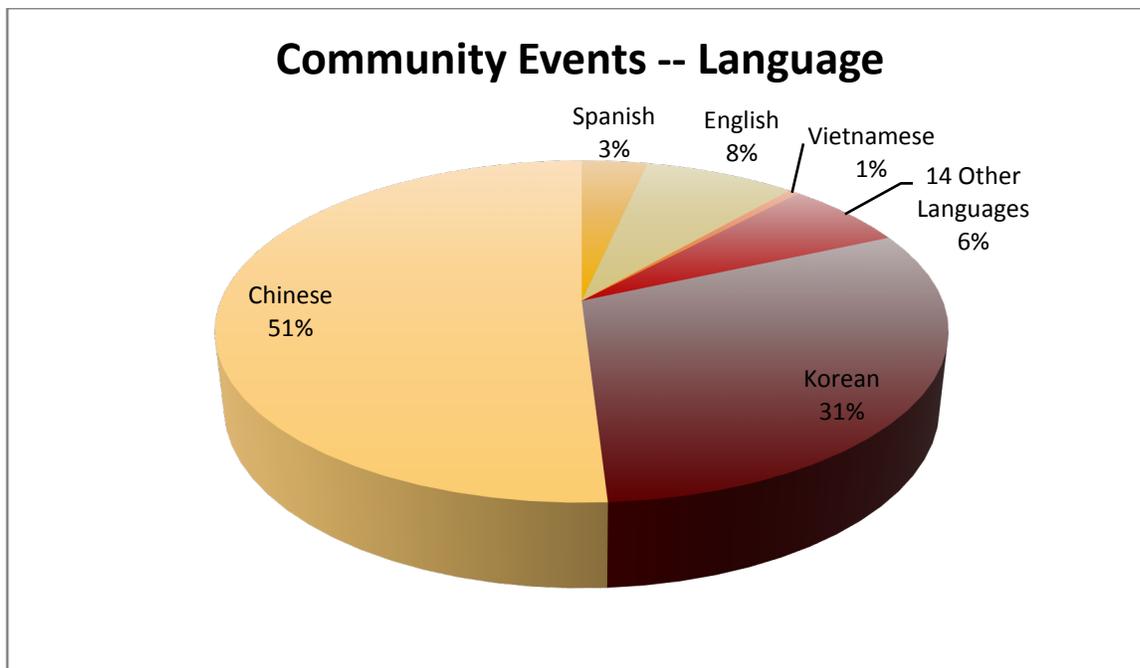
CBOs participated in 77 community events during the program year where they distribute materials about the TEAM program e.g. flyers, give away items, and other program information to inform community members about the program and how to access services. Events attended by CBOs in this program year are listed in the table below.

Event	City	Language	Reached
Chinese New Year Flower Fair	San Francisco	Chinese	450,000
L.A. Korean Festival	Los Angeles	Korean	400,000
Lunar New Year Festival	Riverside	Mandarin	65,000
Autumn Moon Festival Street Fair	San Francisco	Cantonese Mandarin	60,000 20,000
Chinese New Year Festival and Parade	San Francisco	Chinese	60,000
21 st Summer Festival	Torrance	Japanese	30,000
Portuguese Heritage Night at San Jose Earthquakes game	San Jose	Portuguese	18,000
Little Tokyo Japanese New Year Celebration	Los Angeles	Japanese	10,000
Rolando Street Fair	San Diego	Spanish English	7,250 7,250
Diamond Street Festival	San Diego	English	6,000
Linda Vista Multi-Cultural Fair	San Diego	Spanish Vietnamese	5,000 5,000
CSU International Market Night	San Bernardino	Spanish	5,000
Inland Empire Disabilities Expo	San Bernardino	Spanish	5,000
Kuumba Fest	San Diego	Swahili, Kinyarwanda, Tigrinya, Arabic	4100
Stockton Hmong New Year	Stockton	Hmong	3,000
Univision Education Fair	Fresno	Spanish	3,000
DTSA 5K Run	Santa Ana	Spanish	3,000
JCI Matsuri Carnival	Gardena	Japanese	3,000
Puente Family Fun Feat	Los Angeles	Spanish	2,500
Filipino Fiesta	Sacramento	Tagalog	2,500
Monterey Park Lunar New Year Festival	Monterey Park	Cantonese & Mandarin	2,000
Christmas in the Valley	Stockton	Spanish	1,500
Recovery Happens 2016	San Bernardino	English	1,500
Back to School Health Fair	Fresno	Spanish	1,500
Family Nutrition Fair	El Cajon	Arabic	1,200
San Diego Deaf Festival	San Diego	American Sign Language	1,100

Longevity Walkathon & Fair	San Francisco	Chinese	1,050
4 th Annual Fry Bread Cook Off & Crafts Fair	Ukiah	Native American English	1,000
Annual Tule Boat Festival	Clear Lake	Native American English	1,000
Farmworker Appreciation Day	Mendota	Spanish	1,000
Escuela Popular Health Fair	San Jose	Spanish	800
San Mateo Pride Initiative	San Mateo	Spanish	800
San Gabriel Lunar New Year Festival	San Gabriel	Cantonese & Mandarin	800
Christmas in July Health, Nutrition and Resource Fair	Stockton	Spanish	750
American Heart Association Go Red Event	San Jose	Spanish	700
A Taste of Bicol at Filipinotown Festival	Los Angeles	Cebuano	700
		English	800
		Ilokano	600
		Tagalog	2,100
		Visayan	800
Sierra Vista Cares Event	Madera	Spanish	650
Party in the Park	Santa Ana	Spanish	600
Families Forward Community Resource Fair	Irvine	Spanish	600
Amida Long Beach Compassionate & Hang Truong Monks Conference	Long Beach	Vietnamese	600
Monterey Park 2016 Health Fair	Monterey Park	Cantonese	600
Multicultural Health and Community Fair	Stockton	Cambodian	600
National Health Week Resource Fair	Mission Viejo	Spanish	600
Asian American Economic Development Job Fair	Alhambra	Chinese	600
Citizenship Workshop	San Francisco	Cantonese	550
Child Support Block Party	Stockton	Spanish	550
Orange County Health Fair	Garden Grove	Vietnamese	545
El Cajon Earth Day	El Cajon	Arabic	500
Mini Townsend Resource Fair	Santa Ana	Spanish	500
District Attorney's Resource Fair	San Francisco	Chinese	500
San Gabriel Valley Family Health Fair	San Gabriel	Cantonese	500
Chinatown Night Out	San Francisco	Cantonese	500
		Mandarin	250
World Literacy Day	Carson	Tagalog	500
		Ilokano	100
2016 Family Resource Fair	San Bernardino	Spanish	500
Eid Carnival	San Diego	Arabic	500
		Somali	500
		Bantu	500
Ping Pong Festival	San Francisco	Cantonese	500
Dad & Me at the Park	San Mateo	Spanish	500
Dia de San Ysidro	San Ysidro	Spanish	500
CA Capitol Region East & West Health Fair	Sacramento	Cantonese	450

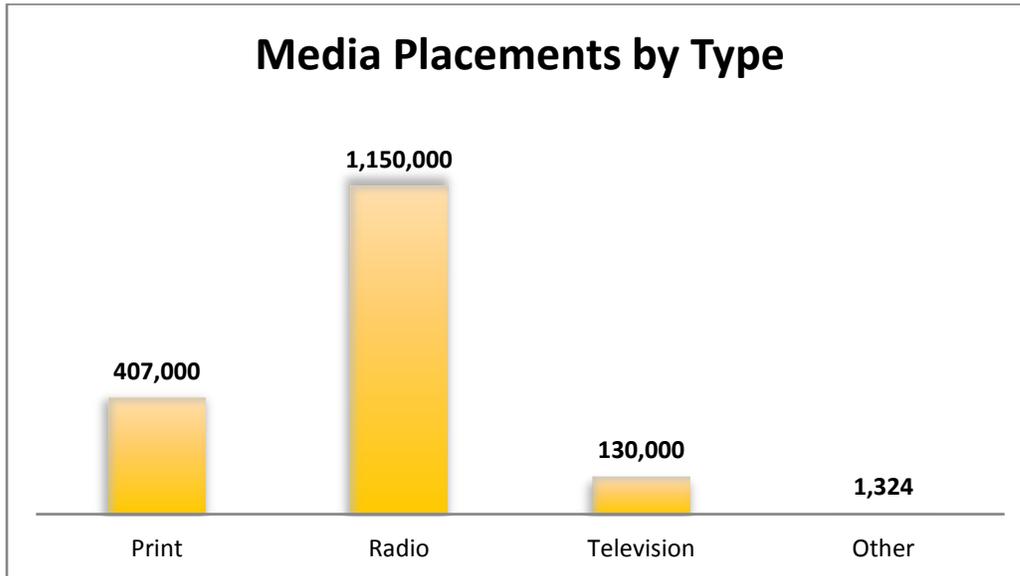
		Mandarin	450
		English	100
City of Carson Sept. 11 Memorial	Carson	Tagalog	450
		Ilokano	50
Superior Grocers Merry Christmas	Santa Ana	Spanish	400
VPASC Health Fair	Westminster	Vietnamese	380
Central Orange County Health Fair	Garden Grove	Vietnamese	365
Community Wellness and Resource Fair	Madera	Spanish	327
Senior Health and Information Fair	Santa Ana	Spanish	300
Rampart Community Resource Fair	Los Angeles	Spanish	300
Korean First Full Moon Festival	San Jose	Korean	280
Community Block Party	Fresno	Hmong	250
		Spanish	300
San Diego Farmers Market	San Diego	Arabic	250
		English	150
		Somali	100
Mexican Consulate Binational Health Fair	Santa Ana	Spanish	200
Accion Westlake Community Fair	Los Angeles	Spanish	200
San Jose Arts Festival	San Jose	Korean	180
Little Saigon Health Fair	Westminster	Vietnamese	170
Vu Lan Festival	Garden Grove	Vietnamese	162
Holiday Health Fair	Anaheim	Spanish	150
Thanksgiving Food Giveaway/Luncheon	San Jose	Korean	130
Dunya Women's Health Collaborative Community Health Fair	San Diego	Swahili	100
TOTAL			1,215,839

TEAM CBOs provided information at community events in the following languages:



Media Placements

Media outreach consists of disseminating program information through in-language broadcasts 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 over 2 million people. The chart below shows the breakdown by type of media.



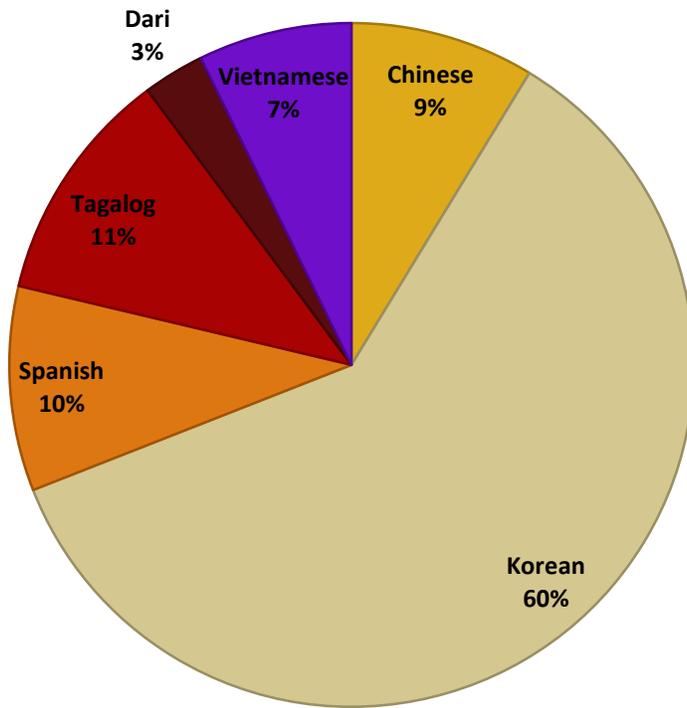
Media Outlets

TEAM CBOs placed outreach messages in the following media outlets:

PRINT	RADIO	TELEVISION	Other
Song Moi Weekly	Korean American Radio	Payame Afghan TV, Famous Show	Internet Platform for Deaf
World Journal	Bolsa Radio	Univision Channel 21	
VietAmerican Weekly	Radio 1234	Arriba Valle Central Univision 21	
Sing Tao Daily	KIQI AM	Univision Arriba Valle Central	
Korean Morning News	KYPA – RADIO 1230	Ariana Afghan International	
Fronteras	910 AM ESPA Desportes Radio		
Vietnamese Weekly News	Radio K1230		
Angelus			

Media Placements Language

Media Placements - Language



People reached by media placements (language)

Language	People Reached
Korean	1,247,000
Tagalog	230,000
Spanish	200,000
Chinese	180,000
Vietnamese	150,000
Dari	60,000
American Sign Language	1,324
TOTAL	2,068,324

Special Outreach Projects

CBOs may propose special outreach projects that enable them to promote different program services to their communities in unique ways. CBOs must submit a written proposal to the lead contractors describing their plans and in most cases the plans are refined or expanded before approval. Some of the special outreach projects completed by CBOs in this program year were:

- The production of animated video presentations in Tagalog that covered consumer education information and described program services. The videos now play in a continuous loop in the CBO's lobby.
- A combined holiday toy give-away and bill review event. At these events families are requested to attend consumer education workshops and bill review sessions.
- A drop-in day event arranged at a low-income housing complex. Residents were offered refreshments as they attended educational workshops. Bill review services were also offered, and resource referrals.
- A Thanksgiving turkey give-away was conducted for consumers who attended consumer education and bill review activities. A local market donated the turkeys.
- A CBO combined their literacy project with the TEAM and Community Help and Awareness of Natural Gas and Electric Services (CHANGES) programs and provided children's books together with consumer education at holiday time.

Bill Fairs

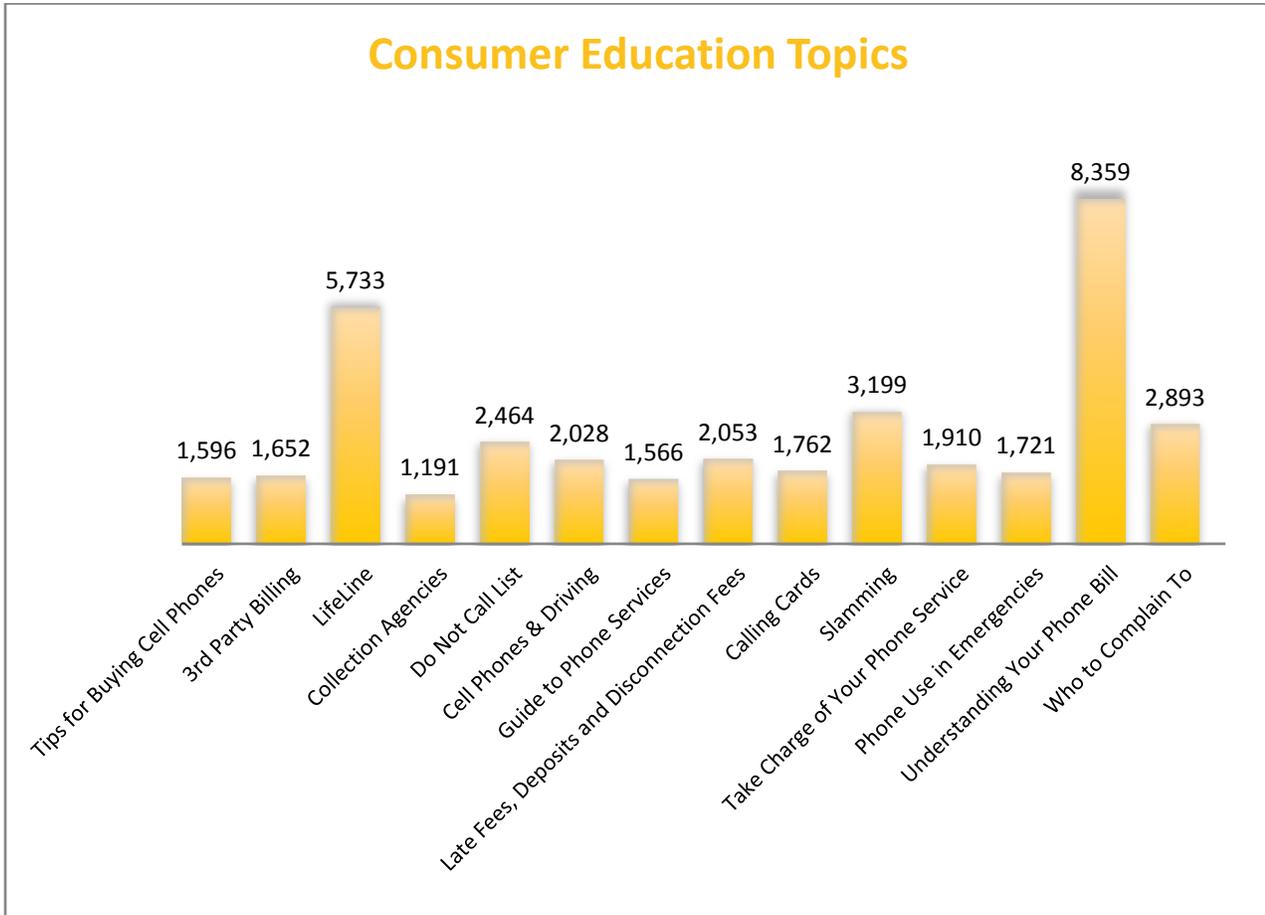
CBOs worked together to plan and conduct regional bill fairs in San Francisco, Fresno and San Diego. Each event reflected the needs and priorities of the CBOs in the area.

CONSUMER EDUCATION

Consumer Education is typically delivered by CBOs in small group workshops, although they can be provided to larger groups as well. In some cases, CBOs may conduct consumer education on a one-to-one basis, for instance in consumers' homes. 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 also choose to present more than one topic in a single workshop.



Consumer Education Languages

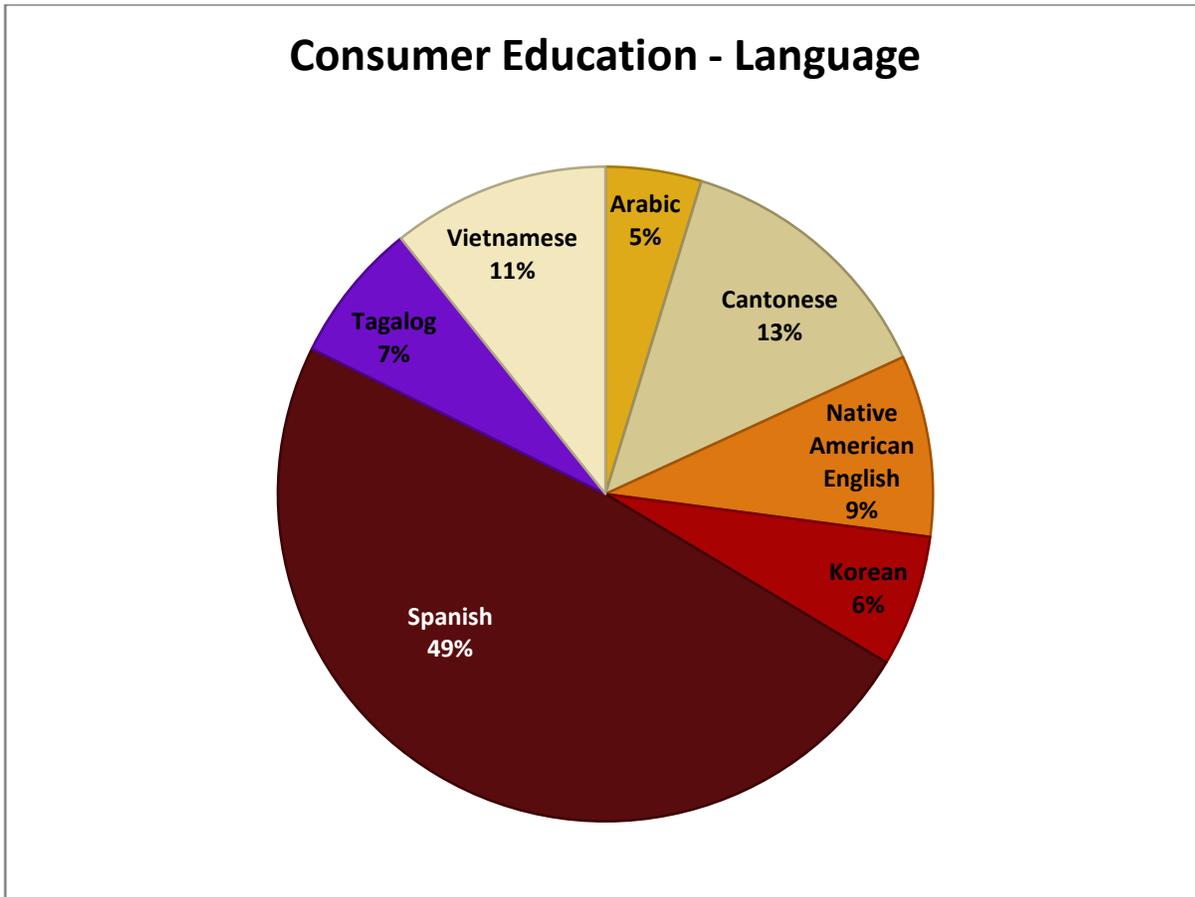
During this program year, consumer education was provided in 35 different languages.

The TEAM program has seen an increasing number of consumers seeking information in English. The primary intent of the program is to inform and assist consumers with limited English proficiency and program outreach is primarily done in languages other than English. However, services are not denied to anyone.

Further investigation into the increase in services to English speakers provided several possible explanations:

- 1) an increase in African refugees, who may be from English-speaking countries;

- 2) an increase in clients at CBOs that have programs more focused on the elderly, who have similar needs to LEP consumers;
- 3) education provided in ESL classes that serves a dual purpose of English language development and consumer education (explanations and follow-up in other languages is also provided);
- 4) an increase in low income African Americans who attend or seek assistance in some areas, such as San Bernardino. However, services provided to Native American consumers in English are tracked separately from other English-speaking consumers.



CONSUMER EDUCATION by LANGUAGE			
Language	Consumers Educated	Language	Consumers Educated
Spanish	15,372	Lao	156
Cantonese	4,228	Somali	67
Vietnamese	3,388	Hindi	52
English (Native Americans)	2,828	Tigrinya	32
English	2,739	French	27
Tagalog	2,192	Chaldean	16

Korean	2,053	Burmese	11
Arabic	1,494	Russian	7
Dari	1,043	Amharic	6
Cambodian	535	Urdu	5
Japanese	395	Pashto	4
Portuguese	350	Punjabi	4
Mandarin	305	Armenian	2
Swahili	235	Indonesian	2
Farsi	204	Kinyarwanda	2
American Sign Language	194	Albanian	1
Hmong	176	Hawaiian	1
		Samoan	1
TOTAL 38,127			

COMPLAINT RESOLUTION AND NEEDS ASSISTANCE SERVICES

Needs Assistance 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 is 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.

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

Companies

Companies tracked may include landline and wireless service providers, 3rd party billing companies, and calling card companies.

Cases by Company	Cases
ATT	1189
ATT Uverse	304
ATT Wireless	130
T-Mobile	73
Metro PCS	67
Frontier	65
Assurance Wireless	53
Sprint	52
Comcast	48
Verizon Wireless	37
Cox	34
Time Warner	34
Xfinity	27
Verizon	22
Safelink	18
Cricket	15
Truconnect	11
Blue Casa	10

Access Wireless	9
Budget Mobile	9
Boost Mobile	8
Lyca Mobile	5
USBI	5
Charter Communications	4
Safety Net Wireless	4
Entouch Wireless	2
Life Wireless	2
Tag Mobile	2
Air Voice Wireless	1
Astound	1
Mi Carnal	1
Philippines One	1
Consolidated Communications	1
Consumer Cellular	1
Consumer Telecom Inc.	1
Horizon Cellular	1
ILD Teleservices	1
KDDI America	1
Net 10	1
Owtel	1
PEAK Communication	1
Spectrum	1
Telcel America	1
Teleservices	1
Times Telecom	1
Total Cal Mobile	1
Ultra Mobile	1

Virgin Mobile	1
Vonage	1
TOTAL	2,262

Referral Source

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

Referral Source	Total
Consumer attended a TEAM Educational Workshop	760
Consumer is an Existing Client in Another Program at the CBO	741
Consumer Learned of the Program through Newspaper, Radio, or Television	239
Consumer was Referred by Friend or Family	233
Consumer Received Program Information at a Community Event	220
Consumer was Referred by Another CBO	43
Not Indicated	26
Total	2,262

Services Provided

TEAM CBOs provided the following Complaint Resolution services:

COMPLAINT RESOLUTION SERVICE PROVIDED	
Service Provided	Total
High bill	825
Overbilling	385
Cramming	261
Assisted with changes to account	241
LifeLine	159
Promotion not honored or expired	148
Wire-Pro	122
Poor coverage/Dropped calls	100
Faulty equipment	82
New account set up	77
Wrong rate	72
Undisclosed fee	63
Misrepresentation	62
Contract not in language	55
Repairs or installation	51
Slamming	34
Wrongful Disconnection	27
Rude customer service	23
3 rd party billing issue	18
Misleading Ads	16
Early termination fees	15
Pay Phones	12
Calling card company unreachable	5
Calling card did not work	5
Automated Voice Recording issue	4

COMPLAINT RESOLUTION SERVICE PROVIDED	
Service Provided	Total
Assisted with ATT 3 rd Party Class Action Settlement claim	3
Calling card did not provide total minutes offered	3
T-Mobile Cramming Settlement claim	3
Maintenance Agreement	2
Pay-As-You-Go	2
TracFone Data Settlement claim	2
Total	2,877*

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

Funds Recovered

As a result of Complaint Resolution assistance, TEAM CBOs recovered \$273,331.13 on behalf of consumers. The average amount recovered per case was \$120.84.

Language

CBOs provided Needs Assistance and Complaint Resolution services in 30 languages.

Language	Cases	Language	Cases
Spanish	590	Laotian	16
Cantonese	395	American Sign Language	15
Vietnamese	269	Swahili	10
Native American English	191	Farsi	5
Dari	130	Pashto	4
Korean	127	Indonesian	2
Cambodian	94	Mixteco	2
Japanese	90	Somali	2
English	81	Thai	2
Hmong	58	Chaldean	1
Armenian	46	Hindi	1

Language	Cases	Language	Cases
Arabic	43	Punjabi	1
Portuguese	32	Sicilian	1
Mandarin	30	Urdu	1
Tagalog	22	Yoruba	1
Total 2,262			

Client Ethnicity

TEAM services were provided to consumers from 31 ethnicities. Ethnicities are determined and described by the client and the CBO. Cultural competency is at the heart of all service provision and goes far beyond language capacity. The term “Community Based Organization” is not simply any organization with a non-profit tax status. A CBO is an organization based within a community, often operated and staffed by members of that community, and reflects the cultural practices, values and historical experiences of the members of the community it serves. Care is taken to select CBOs that will provide services in a manner in which consumers feel comfortable and safe.

We recognize the need to expand ethnic categories in data collection beyond the terms “Latino” and “Middle Eastern”, which do not adequately describe the full spectrum of cultural competency needs. However, we also recognize the potential of over-classification, as well as the difficulty of unintentionally moving from “ethnicity” to “country of origin”. Conversations with CBOs in regional and online meetings will include discussions around this topic.

Ethnicity	Cases	Ethnicity	Cases
Latino	604	Congolese	8
Chinese	425	Eastern European	8
Vietnamese	271	Indian	3
Native American	193	Iranian	3
Afghan	134	Other African	3
Korean	130	Indonesian	2
Cambodian	98	Somali	2
Japanese	91	South Asian	2
Hmong	55	Thai	2
Middle Eastern	48	Burmese	1
Armenian	42	Hawaiian	1

Ethnicity	Cases	Ethnicity	Cases
European American	32	Nigerian	1
Portuguese	32	Pakistani	1
African American	28	Russian	1
Filipino	24	Sicilian	1
Laotian	16		
TOTAL 2,262			

City of Residence

TEAM services were provided to consumers residing in the following cities:

City	Total	City	Total
San Francisco	476	Modesto	2
Los Angeles	293	Morgan Hill	2
Stockton	164	National City	2
Sacramento	116	Newport Beach	2
Fresno	99	Orange	2
Madera	90	Orangevale	2
Santa Ana	73	Parlier	2
San Jose	68	Rancho Cordova	2
Redwood Valley	66	Reseda	2
San Diego	63	Rowland Heights	2
Fremont	62	San Bruno	2
San Ysidro	42	San Lorenzo	2
Westminster	38	Sherman Oaks	2
El Cajon	35	South Gate	2
Half Moon Bay	34	Sunnyvale	2
Ukiah	34	Tarzana	2
Santa Rosa	33	Van Nuys	2
San Bernardino	30	Arcadia	1
Tracy	24	Arvin	1
Lakeport	23	Avenal	1
Gardena	18	Bakersfield	1
East Palo Alto	17	Banning	1

Glendale	16	Bellflower	1
San Mateo	16	Canoga Park	1
Union City	14	Citrus Heights	1
Garden Grove	13	Downey	1
Hayward	13	Firebaugh	1
Kelseyville	11	Fountain Valley	1
Newark	9	Fowler	1
Windsor	9	French Camp	1
Anaheim	8	Fullerton	1
Torrance	8	Glendora	1
Alhambra	7	Gustine	1
Dublin	7	Hercules	1
Redwood City	7	Highland	1
Richmond	7	Hollister	1
Clovis	6	Hopland	1
Daly City	6	Huntington Beach	1
Elk Grove	6	Huron	1
Salinas	6	Irvine	1
Mendota	5	Kerman	1
Riverside	5	La Mesa	1
Sebastapol	5	Lemon Grove	1
Spring Valley	5	Lodi	1
Watsonville	5	Lomita	1
Healdsburg	4	Long Beach	1
Livermore	4	Los Gatos	1
Menlo Park	4	Millbrae	1
Rosemead	4	Milpitas	1
San Leandro	4	Montclair	1
Santa Monica	4	Montebello	1
South San Francisco	4	Monterey Park	1
Cerritos	3	Montrose	1
Chino Hills	3	Napa	1
Chula Vista	3	Norwalk	1
Gilroy	3	Ontario	1
Greenfield	3	Pleasant Hill	1
North Hollywood	3	Point Arena	1
Oakland	3	Poway	1

Porterville	3	Rancho Cucamonga	1
Selma	3	Redlands	1
Simi Valley	3	San Fernando	1
West Covina	3	Santa Clara	1
Alameda	2	Santee	1
Burlingame	2	Saratoga	1
Campbell	2	South Pasadena	1
Chowchilla	2	Stanton	1
Cupertino	2	Sun Valley	1
El Monte	2	Tustin	1
Fontana	2	West Hollywood	1
Lawndale	2	West Sacramento	1
Loma Linda	2	Whittier	1
Manteca	2		

TEAM Community Based Organizations

Asian Community Center Senior Services	Sacramento
Afghan Coalition	Fremont
Alliance for African Assistance	San Diego
Asian American Resource Center	San Bernardino
Campaign for Social Justice	Los Angeles
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
Southland Integrated Services (Vietnamese Community of Orange County)	Santa Ana