



Telecommunications Education and Assistance in Multiple-languages

TEAM Program

ANNUAL REPORT
May 1, 2017 – April 30, 2018



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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 (LEP) 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.

This report covers the period of May 1, 2017 – April 30, 2018. The TEAM Collaborative informed potentially 3 million consumers about the availability of services through outreach activities, provided education to more than 36,000 consumers, and assisted them with resolving more than 2,600 cases of Needs Assistance and Complaint Resolution.

Self-Help for the Elderly is the lead agency in the TEAM collaborative, which consists of 26 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, 26 CBOs participated in the program and provided the following services:

- Participated in 97 community outreach events, reaching over 800,000 consumers. CBOs attend 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, potentially reaching nearly 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 36,517 consumers. Consumers are provided in-language, culturally appropriate consumer education on a variety of different topics.
- Facilitated Complaint Resolution and Needs Assistance for 2,635 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.
- Recovered \$ 213,295.36 in credits and savings to consumers' accounts.

OUTREACH through community events and media reached nearly 3 million consumers.

CONSUMER EDUCATION on 14 different topics was provided to 36,517 consumers.

COMPLAINT RESOLUTION and NEEDS ASSISTANCE was provided to 2,635 consumers.

1. OUTREACH ACTIVITIES

Community Events

CBOs participated in 97 community events 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:

Event	City	Language	Reached
Diabetes Health Walk and Health Fair	Lake Mendocino	Native American English	600
Maria Celebration at Little Saigon	Garden Grove	Vietnamese	280
Buddhist Birthday Celebration	Santa Ana	Vietnamese	270
Cinco de Mayo Event	Madera	Spanish	500
Fruit and Veggie Fest 2017	Madera	Spanish	200
Orange County Head Start Open House	Santa Ana	Spanish	500
Dia de San Ysidro	San Ysidro	Spanish	500
DREAMERS 5K	San Bernardino	Spanish	300
CJUSD Resource Fair	San Bernardino	Spanish	300
Gardena Valley JCI Matsuri	Gardena	Japanese	3,000
Covering the Movements that Change America	San Diego	French	200
		Dari	250
		Arabic	250
Financial Empowerment Day	Los Angeles	Spanish	500
5 th Annual San Mateo County Pride Celebration	San Mateo	Spanish	500
Univision Health Fair	Fresno	Spanish	800
World Refugee Day, Los Angeles	Los Angeles	Armenian	500
		Farsi	250
Word Refugee Day, Oakland	Oakland	Dari	500
Festival Latino	East Palo Alto	Spanish	2,000
Roots to Wellness Event	San Bernardino	Spanish	250
		Vietnamese	250
Justice in July Jamboree	San Bernardino	Spanish	150
		Mandarin	100
Back to School Health and Resource Festival	San Bernardino	Spanish	150
		Vietnamese	150
Homenethan 42 nd Annual Havasartian Festival	Van Nuys	Armenian	3,500
		Farsi	1,500

12 th Annual Breastfeeding Awareness and Celebration Walk	Fresno	Spanish Hmong	300 300
Casa Day	San Diego	Spanish	500
Portuguese Heritage Night at San Jose Earthquakes	San Jose	Portuguese	18,000
Fellowship Community Outreach	Fresno	Spanish Bosnian	450 150
Passport to Life Career and Education Expo	San Diego	Spanish Farsi	450 400
Veterans Resource Fair	San Bernardino	Spanish Chinese	250 250
2 nd Annual Block Party	Stockton	Spanish	500
Chinatown Night Out	San Francisco	Chinese	2,000
Vu Lan 2017	Westminster	Vietnamese	190
Southland Health Fair	Garden Grove	Vietnamese	340
Richmond District Autumn Moon Festival	San Francisco	Chinese	1,200
Viva Calle San Jose	San Jose	Portuguese Vietnamese Chinese	25,000 40,000 35,000
Semana Nacional	San Jose	Spanish	500
Cultural Connection Community Fair	Stockton	Spanish	700
Madison Park Resource Fair and Walk-a-Thon	Santa Ana	Spanish	750
Longevity Parade and Fair	San Francisco	Chinese	500
Chinatown Community Health Fair	San Francisco	Chinese	300
Faith Community and City: Coming Together to Support Older Adults and Persons with Disabilities	San Francisco	English	200
Financial Resource Fair	Santa Ana	Spanish	500
Autumn Moon Festival	San Francisco	Chinese	50,000
Free Health Fair	Santa Ana	Vietnamese	320
O.C. International Festival	Garden Grove	Vietnamese	270
Community Health Fair	San Bernardino	Spanish English	300 200
Chinatown Resource Fair	San Francisco	Chinese	600
San Diego Deaf Festival	San Diego	ASL	2,000
Central-West County Health Fair	Garden Grove	Vietnamese	430
San Jose Health Fair	San Jose	Spanish	1,000
Korean Full Moon Festival	San Jose	Korean	300
Nhan Hoa Health Fair	Garden Grove	Vietnamese	180
Community Health and Resource Fair	Los Angeles	Chinese	600
East and West Health Fair	San Francisco	Chinese	1,000
The REEF Exposition	Los Angeles	Spanish	473
Community Resource Fair	San Diego	Spanish	500
5 th Annual Latino Health Fair	East Palo Alto	Spanish	500
Monterey Park Health Fair	Monterey Park	Chinese	500
Holiday Parade and Vendor Fair	Rialto	Spanish	2,000
Holiday Health and Resource Fair	San Bernardino	Spanish	1,100
Abrochate Por Amor Ford Resource Fair	Santa Ana	Spanish	550
7 th Annual Health and Wellness Fair	San Diego	Arabic	15,000

Year End at the Mexican Consulate	San Jose	Spanish	600
Little Tokyo New Year Celebration	Los Angeles	Japanese	10,000
Monterey Park Lunar New Year Festival	Monterey Park	Chinese	1,500
Chinese New Year Flower Fair	San Francisco	Chinese	500,000
2018 Year of the Dog Fair	San Francisco	Chinese	33,000
Alhambra Lunar New year Festival	Alhambra	Chinese	1,000
Los Angeles Lantern Festival	Los Angeles	Chinese	550
2018 Semana de Educacion Financiera	San Diego	Spanish	500
Party in the Park	Santa Ana	Spanish	600
Lion Dance	Milpitas	Chinese	800
International Women's Day	San Ramon	Dari	500
Community Health Fair	Los Angeles	Chinese	600
San Gabriel Lunar New Year Festival	San Gabriel	Chinese	400
Spring Wellness Day	Los Angeles	Chinese	200
APA Community Fair	Los Angeles	Japanese	200
		Korean	200
		Cantonese	200
Spring Into Action Resource Fair	Los Angeles	Chinese	250
Rubber Ducky Carnival	San Gabriel	Chinese	300
Monterey Park Cherry Blossom Festival	Monterey Park	Chinese	1,000
Cesar Chavez Day	Madera	Spanish	520
Citizenship Fair	San Ysidro	Spanish	200
Parent Symposium Community Fair	Chula Vista	Spanish	150
Consulado Mobil Fairtana	Escondido	Spanish	150
Health and Wellness Fair	Los Angeles	Spanish	250
		Korean	180
		Chinese	150
18 th Annual Day of the Child	Chula Vista	Spanish	500
CSUSB International Market	San Bernardino	Spanish	200
Fontana Resource Fair	Fontana	Spanish	500
Khmer/Thai/Lao New Year Celebration	Fontana	Cambodian	2,000
Spring Health Fair	San Bernardino	Spanish	300
Blue LA Public Launch	Los Angeles	English	500
Mira Mesa Community Fair	Mira Mesa	Tagalog	1,000
HSU Big Time	Arcata	English	1,500
First Friday Art Walk	San Diego	Arabic	93
Foothills Resource Fair	San Diego	Arabic	150
Portuguese Heritage Night	San Jose	Portuguese	18,000
Sama Sama Serbisong Bayan	Carson	Tagalog	500
Voice of Refugees	Anaheim	Arabic	250
		Farsi	250
Deaf Community Tax Day	San Diego	ASL	200
TOTAL REACH			804,746



TEAM CBOs provide information about utility issues and available TEAM services at community events

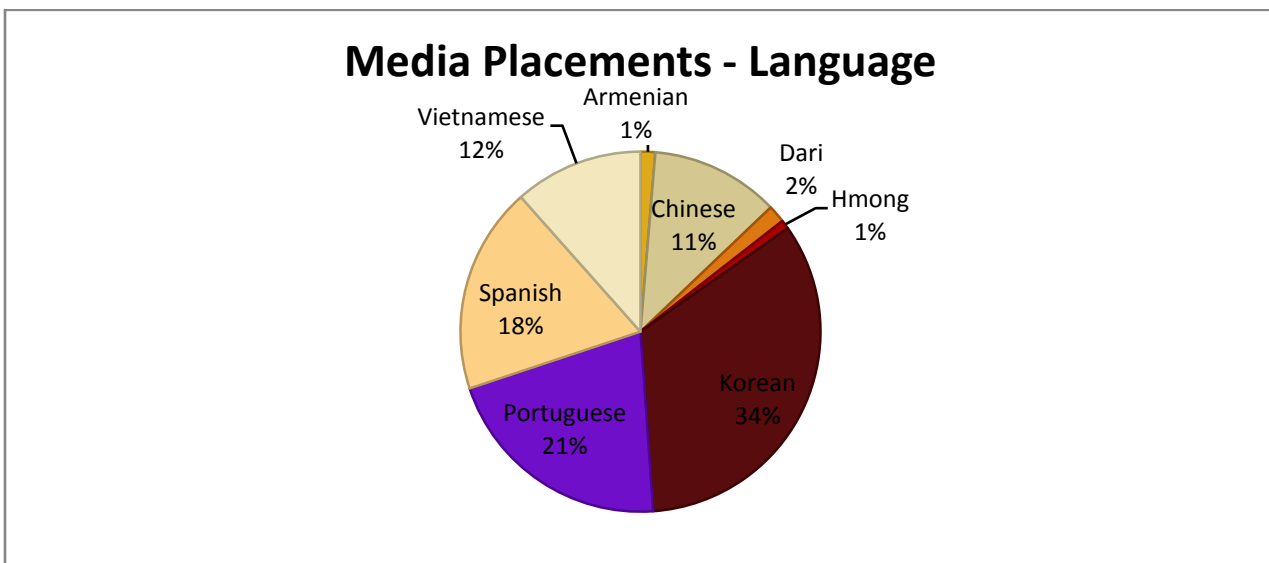
Media Placements

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 2 million people.

TEAM CBOs placed outreach messages in the following media outlets:

PRINT	RADIO	TELEVISION
Song Moi Weekly Magazine	KBIF 900 AM	Arriba Valle Centro Univision 1
Molorak Weekly	La Poderosa Radio 860	Iman TV, Reflection Program
World Journal	KYPA Radio 1230	Rowzana, Ariana Afghanistan
El Latino	Radio Bolsa	KTSF Channel 26
La Prensa San Diego	Radio Latina 1045	Reflection, Iman TV
Sing Tao Daily	Radio Bilingue	Dan Sinh Media
Borders Fronteras	KSQQ	
Azbarez Armenian Daily		
The Korea Times		

Media Placements Language	
Language	# Reached
Armenian	25,100
Chinese	220,000
Dari	30,000
Hmong	15,000
Korean	640,000
Portuguese	400,000
Spanish	353,000
Vietnamese	220,000
TOTAL	1,903,100



Special Outreach Projects

CBOs are able to propose special outreach projects that will enable them to promote program services to their communities in unique ways. CBOs must submit prior 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 were:

- A community holiday event for 170 senior citizens was held to review utility and phone bills and provide assistance with applications for consumer assistance programs was held in San Francisco. Attendees were served lunch and received holiday gifts and prizes.
- In Parlier CA, a solar panel community education meeting was held to provide residents information about solar panel installation, contracts and impacts of solar energy. Over 50 people attended, most of whom were victims of misleading marketing by solar panel companies. Representatives of local elected officials attended as well.
- A Día de los Reyes celebration in partnership with a local school district provided books for children, holiday gifts and food boxes to families in Madera. Over 175 people attended and brought telephone and utility bills for review and assistance.
- A weekend bill clinic with educational sessions, bill review, lunch, and a resource table was provided to families in the Central Valley. Local television and radio stations, providing additional program outreach throughout the area, covered the event.
- A CBO created in-language visual presentations of each educational topic for use at special events and meetings to increase awareness of available program services and educational reach.
- Residents at a low-income senior housing complex were invited to a bill review event in the complex. Activities included bill review and assistance, consumer education and completion of financial assistance program applications.

Outreach through Social Media

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

	PG&E	SCE	SCG	SDG&E	Total
Tweets	5	25	25	5	60
Facebook Posts	39	25	25	5	95
Instagram Posts	0	9	9	0	18
Other Networks	0	2	1	0	3
Total	44	61	61	10	176

Bill Fairs

CBOs work together regionally to plan larger bill review events. During this program year, bill fairs were held in San Francisco and Fresno.

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:

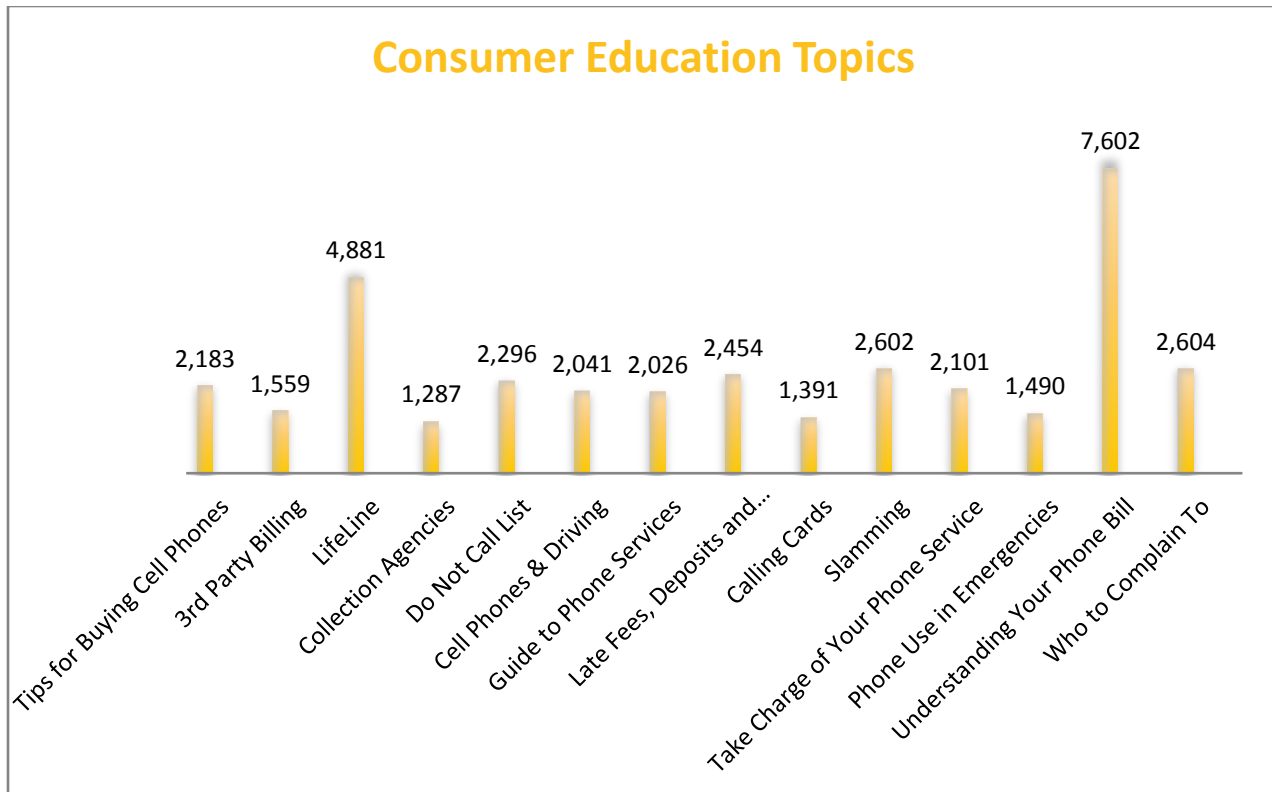
Community Presentations
Asian Pacific Islander Dementia Prevention Network
BHC Prevention Action Team
Deaf CAFÉ
Diversity Coalition Summer Mixer
Fresno Civic Health Task Force
Mission Neighborhood Referral Network
NorCan San Diego
Refugee Resettlement Coalition
San Diego County Resources Network
San Diego Outreach Coalition
Southeast Asian Collaborative
Southeast Asian LEP Collaborative

2. CONSUMER EDUCATION

Consumer Education is typically delivered in small group workshops, although CBOs also provide education to larger groups as well. In some cases, CBOs may conduct consumer education one to one, and may visit consumers in their homes to provide services individually. CBOs present information in the consumers' primary languages and in a culturally competent manner.

Consumer Education Topics

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



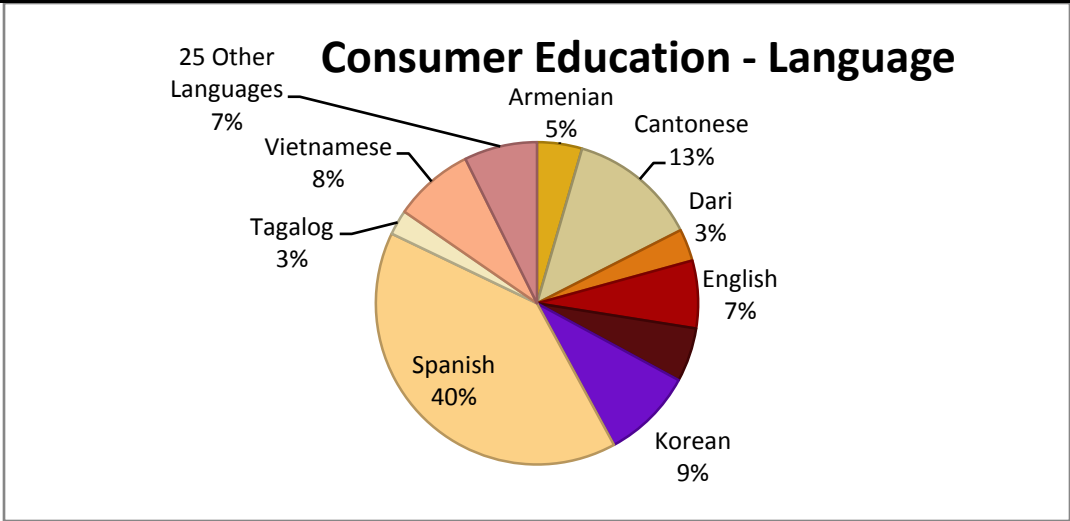
Consumer Education Languages

During this program year, consumer education was provided in 34 different languages.

The TEAM program has seen an increasing number of consumers seeking information in English. While the primary intent of the program is to inform and assist consumers with limited English proficiency, and we do not specifically outreach to English speakers, services are not denied to anyone. Further investigation into the increase in services to English speakers provided several explanations: 1) an increase in African refugees, who may be from English-speaking countries; 2) clients in CBO programs 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 provided; 4) and increase in low income African Americans who come or assistance in some areas, such as San Bernardino. Services provided to Native American consumers in English is tracked separately from other English-speaking consumers.

CONSUMER EDUCATION—LANGUAGE

Language	Consumers Educated	Language	Consumers Educated
American Sign Language	204	Indonesian	10
Arabic	348	Japanese	130
Armenian	1,651	Kinyarwanda	4
Bengala	4	Korean	3,345
Burmese	2	Lao	84
Cambodian	393	Mandarin	473
Cantonese	4,740	Pashto	20
Chaldean	1	Portuguese	465
Dari	1,175	Punjabi	10
English	2,477	Russian	134
English (Native Americans)	1,976	Somali	3
Eritrean	5	Spanish	14,622
Farsi	111	Swahili	104
French	8	Tagalog	917
Haitian Creole	1	Thai	4
Hindi	59	Tigrinia	14
Hmong	84	Vietnamese	2,939
TOTAL CONSUMERS EDUCATED		36,517	



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

TEAM CBOs may handle cases involving landline and wireless service providers, 3rd party billing companies, and calling card companies.

Cases by Company	Cases
011 Communications	2
Access Wireless	1
Air Voice Wireless	5
Arinex	2
Assurance Wireless	59
ATT Wireless	148
ATT	1,555
ATT Uverse	233
Bluejay Wireless	1
Blue Casa	31
Bonita Senorita calling card	1
Boost Mobile	21
Me Gusta calling card	1
Charter Communications	3
Comcast	27
Connect To	3
Consumer Telecom Inc.	1

Cox	58
Cricket	23
Frontier	49
H2O Wireless	6
Hola Mexico calling card	1
Horizon Cellular	3
Keepcalling.com	6
Life Wireless	2
Lyca Mobile	6
Metro PCS	75
Reachout Wireless	1
Safelink	18
Safety Net Wireless	4
Spectrum	28
Sprint	49
STATE calling card	1
Surewest	1
T-Mobile	85
Tag Mobile	3
Time Warner	5
Truconnect	20
Ultra Mobile	2
Verizon	22
Verizon Wireless	30
Virgin Mobile	2
Vonage	2
Wave	1
Xfinity	37
TOTAL	2,635

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 was in a TEAM Educational Workshop	817
Consumer was Referred by Friend or Family	691
Consumer is an Existing Client in Another Program at the CBO	646
Consumer Received Program Information at a Community Event	253
Consumer Learned of the Program through Newspaper, Radio, or Television	138
Consumer was Referred by Another CBO	51
Not Indicated	39
Total	2,635

Funds Recovered

As a result of Complaint Resolution assistance, TEAM CBOs recovered \$213,295.36 on behalf of consumers.

Issues Addressed/Services Provided

TEAM CBOs provided the following services:

TEAM Program Services Provided May 1, 2017 – April 30, 2018	
Service Provided	Total
High bill	909
Assisted with changes to account	698
Overbilling	365
New account set up	309
Cramming	224
Wire-Pro	173
LifeLine	154
Promotion not honored or expired	115
Poor coverage/Dropped calls	80
Faulty equipment	74
Wrong rate	61
Undisclosed fee	48
LifeLine recertification Assistance	45
Misrepresentation	45
Contract not in language	33
Slamming	28
Repairs or installation	27
LifeLine Enrollment Assistance	23
Rude customer service	22
Early termination fees	21
LifeLine Freeze Problem	15
Wrongful Disconnection	13
3 rd party billing issue	12

TEAM Program Services Provided May 1, 2017 – April 30, 2018	
Service Provided	Total
Calling card ID does not work	10
Calling card company unreachable	8
Automated Voice Recording issue	7
Calling card did not provide total minutes	5
T-Mobile Cramming Settlement claim	5
Misleading Ads	4
Wildfire-related Issue	3
Assisted with ATT 3 rd Party Class Action Settlement claim	2
Assisted with ATT Cramming Class Action Claim	1
Maintenance Agreement	1
Pay-As-You-Go	1
Total	3,541*

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

Prevalent Issues

Changes to Account includes a diverse array of services that may result in changes to long distance plans and bundled packages, as well as changes to account holder names and addresses, billing language and other issues related to the consumer's basic account status.

Overbilling typically covers instances in which a consumer was charged for services or items they did not agree to purchase, duplicate charges for the same calls, billing at a higher rate than the agreed upon plan. Some Overbilling cases may also include instances of Cramming, promotions that were not honored, and other circumstances in which the consumer was improperly billed.

Issues that can present challenges for TEAM CBOs include:

Pre-Paid phone services can make resolving issues on behalf of consumers difficult. Consumers do not receive bills, billing statements, or call logs from companies that provide pre-paid services, which limits information to conduct research the cause of inappropriate charges or problems with services; or to demonstrate that charges may be unwarranted.

Friends and Family Plans are often utilized in immigrant communities as a way to reduce telephone costs. In some communities, groups with types of affiliations other than friends or family, such as alliances of domestic workers, will purchase such a plan. When problems about billing arise, some consumers are reluctant to pursue a remedy for fear of alienating the main account holder or others depending on the account. Some of the most vulnerable consumers, who are unable to access their own phone accounts can become victims of overcharging by either the phone company or people in their own communities.

Language

CBOs provided Needs Assistance and Complaint Resolution services in 31 languages.

TEAM Cases – Language May 1, 2017 – April 30, 2018			
Language	Cases	Language	Cases
American Sign Language	4	Kinyarwanda	1
Amharic	2	Korean	142
Arabic	72	Kurdish	1
Armenian	126	Lao	15
Burmese	1	Mandarin	29
Cambodian	62	Mixteco	7
Cantonese	554	Pashto	8
Dari	138	Portuguese	33
English	89	Russian	1
English (Native American)	316	Sicilian	1
Eritrean	1	Somali	3
Farsi	8	Spanish	640
French	3	Swahili	7
Hindi	2	Tagalog	34
Hmong	26	Vietnamese	239
Japanese	70		
Total			2,635

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, that 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 that helps consumers feel comfortable and safe.

We recognize the need to expand ethnic categories in data collection beyond the terms “Latino” and “Middle Eastern”, which does 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
Afghan	148	Hmong	26
African	10	Indian	2
African American	18	Korean	144
Armenian	128	Laotian	16
Burmese	1	Latino	658
Cambodian	64	Middle Eastern	74
Chinese	578	Native American	316
Congolese	4	Portuguese	32
Eastern European	3	Russian	1
Eritrean	3	Samoan	1
Ethiopian	1	Sicilian	1
European American	36	Somali	4
Filipino	41	South Asian	2
Iranian	3	Vietnamese	246
Japanese	74		
Total			2,635

City of Residence

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

City	Total	City	Total
Alhambra	8	Modesto	1
Altadena	1	Montclair	2
Anaheim	4	Monterey Park	6
Arleta	1	Montrose	1
Arroyo Grande	1	Moreno Valley	1
Arvin	1	National City	14
Aurora	1	Newark	4
Avenal	1	North Hollywood	6
Bakersfield	4	Northridge	1
Bellflower	3	Norwalk	1
Berkley	1	Oakland	2
Bosnall	1	Oceanside	3
Brentwood	1	Orange	6
Buena park	3	Orangevale	2
Burbank	15	Pacoima	1
Burlingame	1	Palmdale	1
Campbell	2	Pasadena	3
Canyon Country	1	Petaluma	1
Carson	2	Pittsburg	1
Caruthers	1	Rancho Cucamonga	2
Castroville	1	Redlands	1
Chatsworth	1	Redwood City	19
Chowchilla	3	Redwood Valley	25
Chula Vista	9	Reedly	3
Claremont	1	Rialto	1

City	Total	City	Total
Cloverdale	1	Riverside	2
Clovis	2	Rohnert Park	26
Cotati	5	Rosemead	5
Culver City	1	Royal Oaks	1
Daly City	2	Sacramento	66
Del Rey	1	Salinas	5
Downey	2	San Bernardino	18
Dublin	10	San Bruno	2
East Palo Alto	9	San Carlo	1
El Cajon	49	San Diego	102
El Monte	1	San Francisco	591
Elk Grove	5	San Jose	93
Escondido	3	San Leandro	7
Exeter	1	San Mateo	16
Firebaugh	1	San Pedro	1
Fountain Valley	5	San Ysidro	56
Fremont	69	Santa Ana	61
Fresno	137	Santa Clara	3
Fullerton	1	Santa Cruz	1
Fulton	1	Santa Maria	1
Garden Grove	15	Santa Monica	2
Gardena	11	Santa Rosa	54
Glendale	99	Sanger	3
Grand Prairie	1	Saratoga	1
Greenfield	8	Sebastapol	31
Hacienda Heights	1	Selma	3
Half Moon Bay	41	Sherman Oaks	1
Hawthorne	1	Simi Valley	1

City	Total	City	Total
Hayward	20	South Pasadena	1
Healdsburg	2	South San Francisco	3
Highland	2	Spring Valley	1
Hollister	4	Stanton	1
Huntington Beach	1	Stewarts Point	6
Huron	1	Stockton	96
Imperial Beach	2	Sunland	1
Irvine	1	Sun Valley	2
Kellseyville	23	Sunnyvale	7
Kerman	3	Temecula	1
Kingsburg	1	Temple City	1
La Crescenta	1	Torrance	17
La Mesa	2	Tracy	9
Laguna Woods	3	Tujunga	4
Lake County	2	Turlock	2
Lakeport	58	Ukiah	55
Lakeside	1	Union City	15
Livermore	1	Vallejo	1
Los Angeles	270	Van Nuys	1
Los Gatos	8	Watsonville	8
Madera	97	West Covina	1
Mendota	17	West Hollywood	1
Merced	1	West Sacramento	1
Midway City	1	Westminster	37
Millbrae	2	Windsor	23
Milpitas	1	Yuba City	1
Total			2,635

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
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