



## **CHANGES PROGRAM**

Community Help and Awareness of Natural Gas and Electricity  
Services

## **ANNUAL REPORT**

**May 1, 2018 – April 30, 2019**

# Table of Contents

<b>I. SUMMARY .....</b>	<b>3</b>
<b>II. PROGRAM SERVICES .....</b>	<b>4</b>
A. Outreach.....	5
B. Consumer Education .....	13
C. Dispute Resolution and Needs Assistance .....	17
<b>III. CHANGES – LIST of COMMUNITY BASED ORGANIZATIONS.....</b>	<b>34</b>

## I. Summary

This report documents activities provided through the Community Help and Awareness of Natural Gas and Electricity Services (CHANGES) program during the program year of May 1, 2018 through April 30, 2019.

The CHANGES program provides limited English proficient (LEP) utility consumers with natural gas and electricity education as well as assistance with navigating billing, payment and service issues, and dispute resolution advocacy in the consumers' preferred languages. The program helps LEP consumers establish or re-negotiate payment arrangements, avoid disconnection, and/or arrange reconnection of their service. It also helps consumers to apply for financial assistance programs and receive adjustments or corrections to their bills or accounts. These services are provided through a statewide network of community-based organizations (CBOs). The CHANGES program is modeled after the TEAM (Telecommunications Education and Assistance in Multiple languages) program, which was created to help California's significant LEP population understand and resolve issues with their telecommunications services and bills.

During the 12-month period covered by this report, 25 CBOs participated in the program and provided the following services:

- Participation in 143 community outreach events, with a potential reach of 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 CHANGES program.
- Outreach through local ethnic media outlets, with potential reach of over 2.3 million consumers  
CBOs contacted 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.
- Consumer education to 37,198 consumers  
CBOs provided in-language, culturally appropriate consumer education on a variety of different topics.
- Dispute Resolution and Needs Assistance services for 4,040 consumers  
CBOs assisted consumers with applying for energy assistance programs like HEAP and Medical Baseline, stopped disconnections by negotiating payment extensions and payment plans, requested meter audits, and set up new accounts for newly arrived refugees.

## II. Program Services

The CHANGES program consists of three interrelated program components:

- 1) Outreach
- 2) Education
- 3) Dispute Resolution and/or Needs Assistance

CBOs conduct outreach within their communities to inform consumers about the services available. Consumers informed through outreach activities and educational workshops contact the CBOs to request (further) education or assistance with their utility accounts and bills. At educational workshops, consumers learn new information that prompts them to request assistance from the CBOs with their utility bills and enrollment in energy assistance programs.

Consumers who receive assistance with their utility accounts may be identified by the CBOs as needing additional education. Consumers who receive assistance with their utility accounts may 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 that participated in the CHANGES program are required to offer all components of the program. CBOs receive intensive training, ongoing technical assistance, coaching and mentoring. CBOs are trained on specific content and delivery techniques, allowing CBOs to tailor their delivery method to elicit the highest participation possible from the communities they serve.

Data is collected on program services including demographic client information, language, service types, referral sources, types of assistance provided, and the level of escalation needed by a CBO, at the utility to resolve a consumer dispute (e.g. customer service rep. level, supervisor, etc.).

## A. Outreach

### Community Events

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

<b>Community Outreach Events May 1, 2018 – April 30, 2019</b>			
<b>Event</b>	<b>City</b>	<b>Language</b>	<b>People Reached</b>
Third Annual Showdown for Hope: Fresno Sprint Festival	Fresno	Hmong	600
		English	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	300
		Spanish	200
		English	100
Cinco de Mayo/Community Event	East Palo Alto	Spanish	400
		English	200
Festival del Cinco de Mayo	Fresno	Spanish	1,800
Transition Resource Fair	Fresno	Spanish	200
		English	50
Ventanilla de Salud – Sabatino	Fresno	Spanish	300
May is Mental Health Month Resource Fair	Riverside	Spanish	1,200
		English	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	1,600
		English	400
Caregivers San Diego Expo 2018	San Diego	English	1,000
Bayan Masaya (Bayanihan Sa Araw Na Mahasaysayan)	Los Angeles	Tagalog	800
		English	200
Philippine Independence Day	Carson	Tagalog	1,000
JCI Matsuri Carnival	Gardena	Japanese	500
		Korean	350
Family Fun Day Resource Event	Santa Ana	Spanish	400
		English	100
Health and Resource Fair	Monterey Park	Cantonese	200
		Mandarin	100
		Spanish	100
		English	100

Second Annual Pinata Festival	Fresno	Spanish	600
Summer Meal Kick-Off Fair	Redlands	Spanish	300
		Mandarin	200
		English	100
World Refugee Day	Oakland	Dari	515
Community Health Fair	Los Angeles	Cantonese	350
		Mandarin	100
		English	50
San Mateo Pride 2018	San Mateo	Spanish	700
		English	300
Homenetmen 43 <sup>rd</sup> Navasartian Festival	Van Nuys	Armenian	6,500
		Farsi	2,500
		Russian	1,000
Yerba Buena Ball	San Francisco	Cantonese	1,000
		English	200
Impact Women's Fair	San Francisco	Cantonese	400
		English	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	200
		Dari	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	40,000
		Mandarin	15,000
Fourth Annual Resource Fair	San Bernardino	English	100
		Spanish	250
		Mandarin	150
Norco Senior Health and Welfare Festival	Norco	English	50
		Spanish	150
Fontana Community Health Fair	Fontana	English	50

		Spanish	150
		Mandarin	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
22 <sup>nd</sup> Korean Health Fair	Los Angeles	Korean	900
3 <sup>rd</sup> 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	250
		Spanish	1,000
		Mandarin	750
Project Connect Celebration	San Bernardino	English	50
		Spanish	200
		Vietnamese	150
Fall Resource Fair	Fontana	English	50
		Spanish	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	150
		Spanish	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	300
		Mandarin	200
		English	50
		Spanish	50
California Capitol Region East & West Health Fair	Elk Grove	Cantonese	400
		Mandarin	600
Christmas Worship Program	Stockton	Cambodian	300
AB-109 Tattoo Removal & Resource Fair	Stockton	Spanish	200
Asian American Expo	Pomona	Cantonese	500
		Mandarin	500
		English	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
Seegerstrom 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</b>			<b>695,772</b>

### **Media Placements**

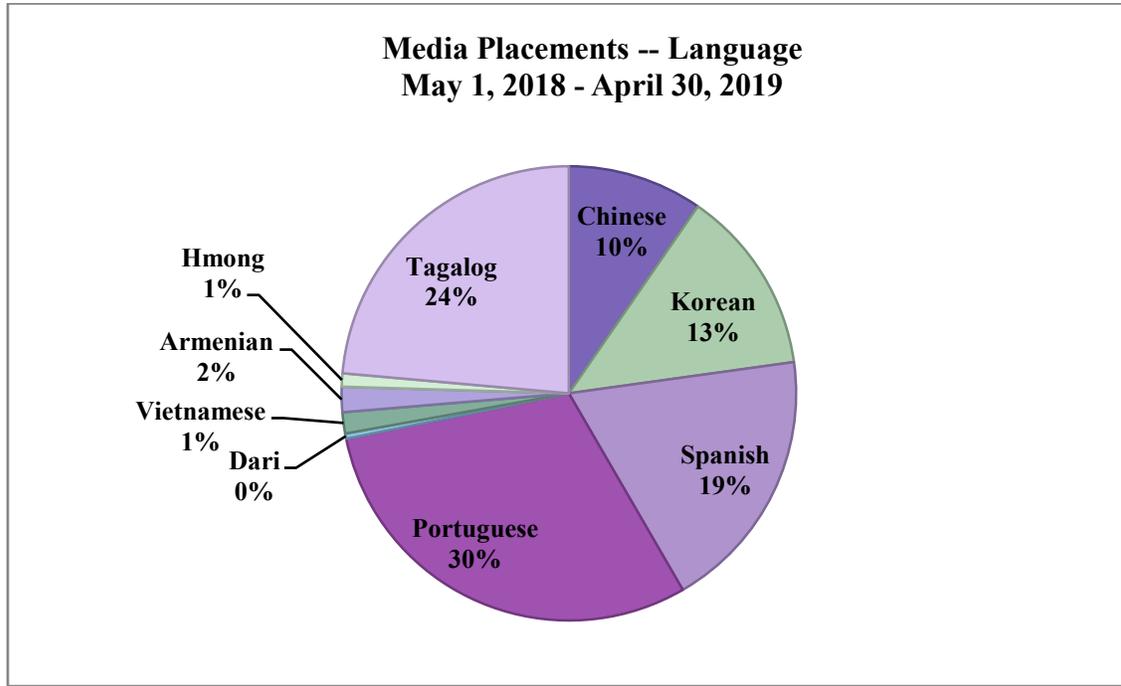
Media outreach consists of disseminating program information through in-language broadcast and print outlets. CBOs receive training on interview techniques, media relation strategies, and press release development and placement. Data reported below is based on the media outlets' reported reach. During this program year, CHANGES CBOs have a potential reach of over 2.6 million people.

<b>TYPE OF MEDIA OUTLET 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		

*Several of the media outlets listed above had numerous placements this program year.*

<b>Media Placements -- Language May 1, 2018 – April 30, 2019</b>	
<b>Language</b>	<b># 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 program, CBOs propose 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. 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.*  
Activities included live music, a fashion show, a special holiday lunch, prize raffles and continuous consumer education presentations. The CBO expected only 150 attendees and ended up hosting 255 attendees.

- *An event entitled, “Books and Food for Christmas”.*  
The event combined 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. CHANGES bookmarks 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 was held at a senior living community.*  
Elderly residents were treated to refreshments and engaged in games related to consumer protection facts.

**Outreach Through Media**

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

	PG&E	SCE	SCG	SDG&E	Total
Tweets	0	18	20	5	<b>43</b>
Facebook Posts	55	21	20	15	<b>111</b>
Instagram Posts	0	7	7	5	<b>19</b>
Other Networks	0	0	0	0	<b>0</b>
<b>Total</b>	<b>55</b>	<b>46</b>	<b>47</b>	<b>25</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 CHANGES program must reach a minimum of five organizations. Community presentations were made to the following groups:

<b>Community Presentations</b>
Coalition of Southeast Asian Service Providers of San Francisco
Maternal Wellness Coalition
Chula Vista Community Collaborative

Community Presentations
Aging Resources Exchange
Healthy Start Northeast Valley Cluster
Know Your Numbers Coalition
CalOptima
Sanger Community Task Force
Orange County Financial Stability Alliance
San Mateo Community Service Coalition
Sama Sama Network
Help Me Grow Coalition
San Francisco Family Support Network
Alliance for Regional Solutions
Orange County Housing Network

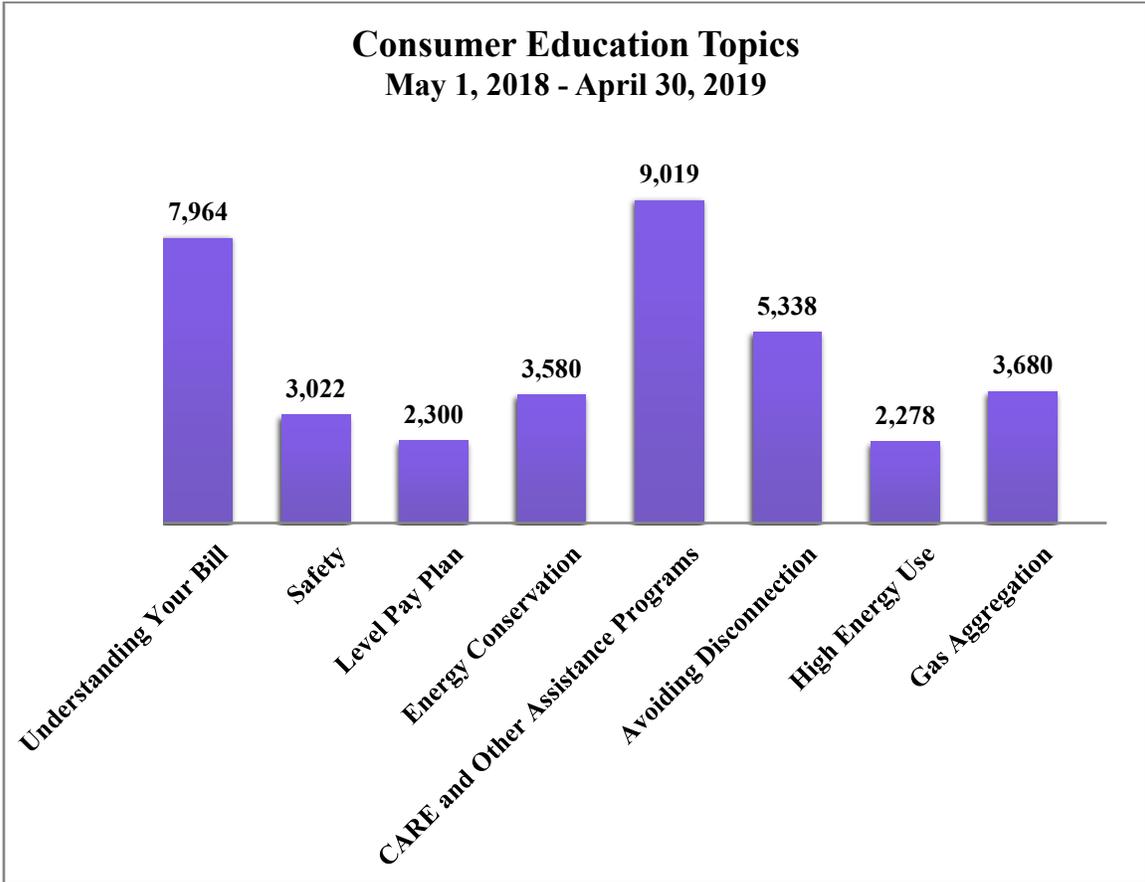
## **B. Consumer Education**

The Consumer Education component of the CHANGES 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 **eight different educational topics** presented to consumers in workshops that typically span from 40 – 60 minutes in length. CBOs may choose to present on more than one topic in a single workshop.

CBOs typically choose to present on educational topics that are most relevant to their communities. This is the reason topics such as *CARE/FEA and Other Assistance Programs* and *Understanding Your Bill* are presented on most often. For example, in the Native American communities and on tribal lands where there is significant mistrust of government programs, nearly all the education provided focused on the CARE Program in order to inform community members of the benefits of the program. Other topics, such as *Level Pay Plan*, are delivered less frequently than others because CBOs have expressed concern about pay plans and the difficulties experienced by consumers when they receive an unexpectedly high bill at the semi-annual “true up” billing period.

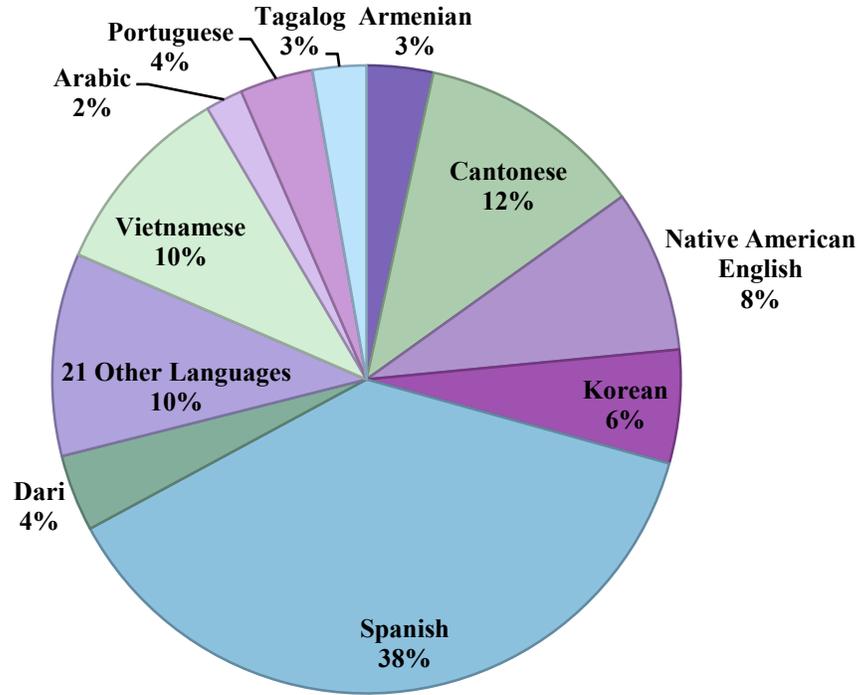


**Consumer Education Languages**

During this program year, consumer education was provided in **31 different languages**.

<b>CONSUMER EDUCATION -- LANGUAGE</b>			
<b>Language</b>	<b>Consumers Educated</b>	<b>Language</b>	<b>Consumers Educated</b>
Albanian	18	Japanese	162
American Sign Language	98	Kinyarwanda	1
Amharic	3	Korean	2,172
Arabic	712	Lao	18
Armenian	1,272	Mandarin	305
Burmese	11	Pashto	61
Cambodian	155	Portuguese	1,402
Cantonese	4,350	Russian	80
Chaldean	1	Somali	40
Dari	1,471	Spanish	14,059
English	2,459	Swahili	37
English (Native Americans)	3,112	Tagalog	1,026
Farsi	167	Tigrinya	11
French	107	Urdu	9
Hindi	37	Vietnamese	3,737
Hmong	106		
<b>TOTAL CONSUMERS EDUCATED</b>			<b>37,198</b>

**Consumer Education by Language**  
May 1, 2018 - April 30, 2019



### **C. Dispute Resolution and Needs Assistance Services**

There are two types of services that CHANGES CBO's provide to individual consumers: Dispute Resolution and Needs Assistance.

Dispute 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. Dispute Resolution services also encompass dealing with third party gas aggregation companies.

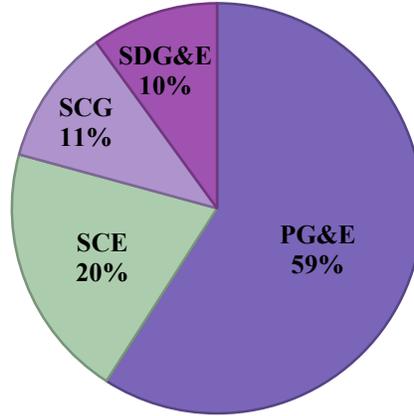
Needs Assistance Services are provided to consumers who request help with utility services or bills, but do not feel that their bill is incorrect or that the utility company has acted wrongly. Needs assistance services include helping clients make changes to their utility accounts, assisting with payment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

#### **Utility Companies**

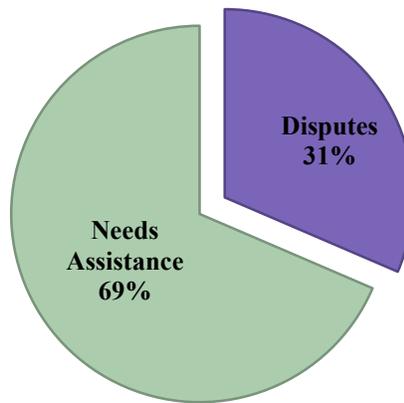
CHANGES CBOs may provide services related to accounts in any of the four Investor Owned Utilities (IOUs).

<b>Investor Owned Utility</b>	<b>Needs Assistance Cases</b>	<b>Dispute Resolution Cases</b>	<b>Total</b>
Pacific Gas & Electric	1,549	837	<b>2,386</b>
SoCal Edison	605	210	<b>815</b>
SoCal Gas	360	75	<b>435</b>
San Diego Gas & Electric	255	149	<b>404</b>
<b>Total</b>	<b>2,769</b>	<b>1,271</b>	<b>4,040</b>

### CHANGES Cases by IOU



### Types of Cases



### Services Provided

CHANGES CBOs provided the following Dispute Resolution Services:

Dispute Resolution Service Provided	
Service Provided	Total
Stop Disconnection	430

<b>Dispute Resolution Service Provided</b>	
<b>Service Provided</b>	<b>Total</b>
Gas Aggregation	372
Energy Assistance Programs - Application Assistance	337
Set Up Payment Plan	274
Set Up Payment Extension	121
Electricity Aggregation	60
Bill Adjustment	52
Scheduled Service Visit	36
Medical Baseline Application Assistance	31
CARE Recertification/Audit	17
Solar Energy	16
Request Meter Service or Testing	10
Time of Use	4
Scheduled Energy Audit	3
High Energy CARE User	2
Add Level Pay Plan	2
Consumer Education Only	2
<b>Total</b>	<b>1,769</b>

*Note: Services provided may exceed total number of cases because some cases require more than one service.*

The following Needs Assistance Services were provided by CBOs:

<b>Needs Assistance Service Provided</b>	
<b>Service Provided</b>	<b>Total</b>
HEAP/LIHEAP Application Assistance	1,544
Assist with Changes to Account	224
Set Up Payment Plan	187
Medical Baseline Application Assistance	182
Enrolled in Gas Assistance Fund (SCG)	154
Enrolled in Neighbor to Neighbor (SDG&E)	142
Set Up Payment Extension	139
Energy Assistance Savings Program (ESAP)	133
Billing Language Changed	82
Enrolled in Energy Assistance Fund (SCE)	75
CARE Recertification/Audit	29
Set Up New Account	26
Electricity Aggregation	18
Assisted with Reconnection	8
Assistance with Online Energy Efficiency Tool	6
REACH Application Assistance	6
Consumer Education Only	5
Assisted High Energy CARE User with Document Submission	4
Reported Safety Problem	2
Added/Removed Level Pay Plan	2
Set Up 3rd party Notification	2
Report scam	2

<b>Needs Assistance Service Provided</b>	
Enrolled in Energy Assistance (PG&E)	1
Enrolled in Demand Response/Summer Saver Programs	1
<b>Total</b>	<b>2,974</b>

*Note: Services provided may exceed total number of cases because some cases require more than one service.*

### **Contact Level for Resolution**

CHANGES CBOs follow an escalated contact system when resolving needs assistance or dispute resolution cases:

1. The CBO calls the IOU using a designated CHANGES phone number. For some IOUs, this phone number connects to a customer service representative that is trained about CHANGES. Other IOUs route these calls directly to their general customer service representatives.

Needs assistance cases that enroll consumers in payment assistance programs such as HEAP, are tracked as “Resolved with Outside Organization/Company”. Many of these cases do not require the CBO to call the IOU.

2. If the CBO is unable to resolve the case through the designated CHANGES phone line, the CBO will request to work with a supervisor at the IOU.
3. When a supervisor is unable or unwilling to provide satisfactory resolution of the case, the CBO will request to escalate the case through the IOU’s designated escalation contact. Escalated cases are made through email and are coordinated and reviewed by Milestone Consulting.
4. Cases that are still unresolved after the escalation process, may be referred to a legal organization, and that process is coordinated through Milestone Consulting.

<b>Resolution Contact Level</b>	<b>Total</b>	<b>Total %</b>
Resolved with customer service representative	1,837	45%
Resolved with supervisor	220	5%
Escalated to executive office	123	3%

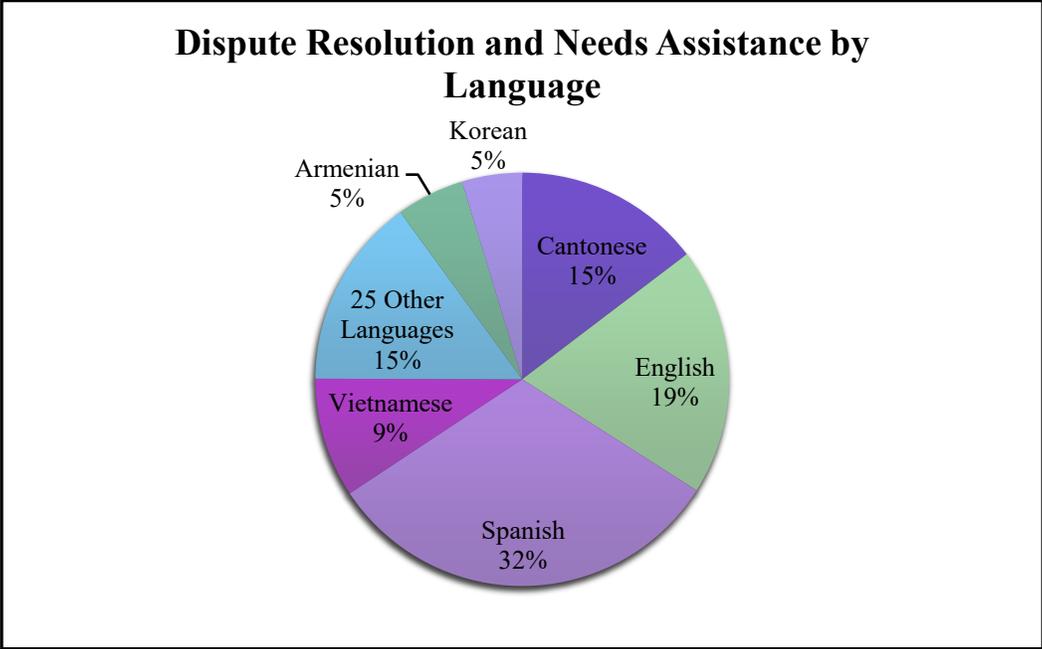
Referred to legal assistance	1	<1%
Resolved with outside organization/company	1,568	39%
Called Core Transport Agent	291	7%
<b>Total</b>	<b>4,040</b>	

### Languages

CHANGES CBOs provided Needs Assistance and Dispute Resolution services in 35 different languages.

<b>Language</b>	<b>Dispute Resolution</b>	<b>Needs Assistance</b>	<b>Total</b>
American Sign Language	2	3	5
Arabic	13	50	63
Armenian	8	207	215
Cambodian	35	79	114
Cantonese	153	439	592
Cebuano	0	3	3
Dari	56	63	119
English	382	401	783
Eritrean	1	3	4
Farsi	0	6	6
French	3	3	6
German	0	1	1
Hindi	0	3	3
Hmong	23	64	87
Indonesian	0	1	1

<b>Language</b>	<b>Dispute Resolution</b>	<b>Needs Assistance</b>	<b>Total</b>
Japanese	3	8	11
Karen	0	1	1
Khmer	3	4	7
Korean	31	159	190
Laotian	13	21	34
Mandarin	3	26	29
Pashto	4	6	10
Portuguese	13	53	66
Punjabi	0	1	1
Samoan	1	0	1
Somali	0	2	2
Spanish	464	815	1,279
Swahili	3	6	9
Tagalog	6	5	11
Urdu	6	2	8
Vietnamese	44	334	378
<b>Total</b>	<b>1,271</b>	<b>2,769</b>	<b>4,040</b>



**City of Residence**

CHANGES services were provided to consumers residing in 191 cities:

City	Needs Assistance	Dispute Resolution	Total
Alhambra	45	0	45
Alpine	1	3	4
Anaheim	4	0	4
Antioch	1	2	3
Arcadia	7	1	8
Armona	0	2	2
Atwater	1	1	2
Avenal	0	2	2
Baldwin Park	2	0	2
Bellflower	2	0	2

<b>City</b>	<b>Needs Assistance</b>	<b>Dispute Resolution</b>	<b>Total</b>
Belmont	1	0	1
Berkeley	0	1	1
Bloomington	2	0	2
Buena Park	6	0	6
Burbank	19	0	19
Burlingame	4	1	5
Campbell	11	9	20
Carlsbad	1	0	1
Carson	3	0	3
Caruthers	3	1	4
Chino	2	1	3
Chowchilla	5	4	9
Chula Vista	39	47	86
Citrus Heights	2	0	2
Claremont	4	0	4
Clovis	4	5	9
Colton	4	1	5
Compton	1	0	1
Concord	1	3	4
Corcoran	0	6	6
Corona	1	2	3
Cupertino	0	1	1
Cutler	0	3	3

<b>City</b>	<b>Needs Assistance</b>	<b>Dispute Resolution</b>	<b>Total</b>
Daly City	14	5	19
Delano	0	2	2
Dinuba	1	5	6
Downey	1	0	1
Duarte	1	0	1
Dublin	6	1	7
Ducor	1	0	1
Earlimart	0	5	5
East Palo Alto	38	69	107
El Cajon	44	11	55
El Monte	30	0	30
Elk Grove	1	0	1
Exeter	0	3	3
Fallbrook	1	0	1
Farmersville	0	3	3
Firebaugh	5	8	13
Fontana	16	9	25
Fountain Valley	4	0	4
Fowler	1	0	1
Fremont	32	37	69
Fresno	296	130	426
Garden Grove	36	0	36
Gardena	22	0	22

<b>City</b>	<b>Needs Assistance</b>	<b>Dispute Resolution</b>	<b>Total</b>
Glendale	159	4	163
Glendora	2	0	2
Grand Terrace	1	0	1
Half Moon Bay	16	2	18
Hanford	3	14	17
Hawaiian Gardens	1	0	1
Hawthorne	2	0	2
Hayward	8	7	15
Highland	19	4	23
Huntington Beach	8	0	8
Huntington Park	1	0	1
Huron	6	8	14
Imperial Beach	10	10	20
Inglewood	2	0	2
Irvine	2	0	2
Julian	0	3	3
Kerman	4	6	10
Kingsburg	0	1	1
La Crescenta	1	0	1
La Mesa	2	0	2
La Puente	2	0	2
Lakeside	2	0	2
Lake Forest	1	0	1

<b>City</b>	<b>Needs Assistance</b>	<b>Dispute Resolution</b>	<b>Total</b>
Lemoore	2	1	3
Lincoln	0	1	1
Lindsay	1	8	9
Livermore	0	2	2
Lodi	1	0	1
Loma Linda	6	1	7
Los Altos	0	1	1
Los Angeles	195	2	197
Los Banos	2	0	2
Los Gatos	7	3	10
Lynwood	0	1	1
Madera	168	107	275
Malibu	3	3	6
Manteca	1	0	1
Maywood	1	0	1
Mendota	10	8	18
Menlo Park	7	13	20
Merced	6	1	7
Millbrae	1	3	4
Milpitas	1	0	1
Mission Viejo	1	0	1
Modesto	1	0	1
Moorpark	1	0	1

<b>City</b>	<b>Needs Assistance</b>	<b>Dispute Resolution</b>	<b>Total</b>
Monrovia	1	0	1
Montclair	2	0	2
Montebello	7	0	7
Monterey Park	39	0	39
Moreno Valley	1	0	1
Mountain View	1	1	2
National City	8	3	11
Newark	4	2	6
North Hills	1	0	1
North Hollywood	11	0	11
Novato	2	0	2
Oceanside	2	3	5
Ontario	3	0	3
Orange	0	3	3
Orange Cove	1	0	1
Orosi	0	10	10
Pacheco	3	1	4
Pacifica	1	0	1
Palo Alto	3	2	5
Panorama City	2	4	6
Parlier	8	5	13
Pasadena	2	0	2
Perris	1	0	1

<b>City</b>	<b>Needs Assistance</b>	<b>Dispute Resolution</b>	<b>Total</b>
Pittsburg	1	0	1
Porterville	3	23	26
Rancho Cucamonga	0	2	2
Redlands	5	1	6
Redwood City	15	20	35
Reedley	2	1	3
Reseda	1	0	1
Rialto	16	3	19
Richmond	2	2	4
Riverside	3	0	3
Rosemead	12	0	12
Sacramento	35	7	42
San Bernardino	108	33	141
San Bruno	2	0	2
San Diego	70	47	117
San Francisco	521	220	741
San Gabriel	11	0	11
San Joaquin	1	1	2
San Jose	104	20	124
San Leandro	2	0	2
San Mateo	3	9	12
San Ysidro	26	7	33
Sanger	3	3	6

<b>City</b>	<b>Needs Assistance</b>	<b>Dispute Resolution</b>	<b>Total</b>
Santa Ana	154	15	169
Santa Clara	7	0	7
Santa Clarita	1	0	1
Santa Monica	5	0	5
Santa Rosa	2	0	2
Santee	2	0	2
Saratoga	6	3	9
Selma	6	6	12
South Gate	1	0	1
South El Monte	3	0	3
South Pasadena	4	0	4
South San Francisco	4	3	7
Spring Valley	14	11	25
Stanton	120	0	120
Strathmore	0	1	1
Stockton	118	52	170
Sunland	7	0	7
Sunnyvale	10	5	15
Sun Valley	1	0	1
Sylmar	1	0	1
Temple City	1	0	1
Tiburon	0	2	2
Tipton	0	2	2

<b>City</b>	<b>Needs Assistance</b>	<b>Dispute Resolution</b>	<b>Total</b>
Torrance	30	0	30
Tracy	1	0	1
Traver	0	1	1
Tujunga	10	0	10
Tulare	8	41	49
Tustin	1	0	1
Union City	11	6	17
Upland	5	0	5
Van Nuys	4	4	8
Victorville	0	1	1
Visalia	14	73	87
Vista	7	2	9
Walnut	1	0	1
Wasco	0	3	3
West Hollywood	3	0	3
West Sacramento	0	2	2
Westminster	82	0	82
Windsor	1	0	1
Woodlake	2	4	6
Yucaipa	3	3	6
	<b>2,769</b>	<b>1,271</b>	<b>4,040</b>

## D. List of Community Based Organizations

<b>Name of Organization</b>	<b>City</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
Little Tokyo Service Center	Los Angeles
Lao Khmu Association, Inc.	Stockton
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