



Annual Report

May 1, 2013 - April 30, 2014



Self-Help for the Elderly
407 Sansome Street
San Francisco, CA 94111

BACKGROUND

The Telecommunications Education and Assistance in Multiple-languages (TEAM) Program was developed to address issues identified in the California Public Utilities Commission (CPUC)'s limited English proficiency decision (D.07.07.043) which emerged from the CPUC's Telecommunications Consumer Protection Initiative (CPI).

Self-Help for the Elderly, as lead organization for a statewide coalition of Community Based Organizations (CBOs) representing a diverse group of populations, was awarded a contract to provide services.

This report covers the period of May 1, 2013 – April 30, 2014. The TEAM Collaborative informed potentially 15 million consumers about the availability of services through outreach activities, provided education to more than 45,000 consumers, and assisted them with resolving 2,343 complaints. Activities are further described in this report.

Self-Help for the Elderly is the lead agency in the TEAM collaborative, which consists of 32 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 43 languages.

TEAM Program Components

The TEAM program provides services to limited English proficient consumers by focusing on three (3) service components -- Program Outreach, Consumer Education, and Complaint Resolution.

Outreach includes publicizing the program by announcing services through the media, attending community events, and ensuring that community organizations, community leaders and elected representatives are aware of available services. Participating CBOs may also propose special outreach projects to reach their specific communities.

Education includes providing consumer protection information through small and large group workshops, and one-to-one presentations.

Complaint Resolution services consist of assisting consumers with resolving disputes that they may have about their bills or telecommunications services.

Each component serves a unique purpose, while also building upon and supporting other components. For example, many consumers, particularly recent immigrants, are not aware that they are able to dispute charges on their bills. When they participate in consumer education workshops they learn about various ways in which they can protect themselves and they are better able to identify issues on their bills. This may lead them to seek assistance through complaint resolution services.

I. Outreach Services

TEAM CBOs conducted program outreach by attending various community events, placing announcements or conducting interviews in local ethnic media. The number of consumers reached is based on the potential number of readers, listeners or viewers as reported by media outlets. Through media outreach and community events.

Outreach by Language	
Language	Consumers Reached
Amharic	43,500
Chinese	1,033,085
Dari	10,250
English	351,867
Hindi	50
Hmong	25,275
Japanese	89,600
Khmer	800
Korean	175,505
Lao	20,000
Native American English	7,000
Pashto	250
Portuguese	40,000
Spanish	687,807
Tagalog	139,520
Vietnamese	179,850
TOTAL	2,804,359
This includes outreach directly to consumers. It does not include consumers reached as a result of Community Presentations, websites, newsletters, Legislative Visits, or through the TEAM Help Line.	

Community Events/Fairs

TEAM CBOs provide program information and educational brochures at various community events, health fairs, and ethnic celebrations. During this period, information was provided to nearly 340,000 individuals.

Community Event Outreach	
Language	# Reached
Amharic	3,500
Chinese	33,085
Dari	250
English	4,110
Hindi	50
Hmong	10,275
Japanese	9,600
Khmer	800
Korean	51,505
Native American English	7,000
Pashto	250
Spanish	47,807
Tagalog	29,020
Vietnamese	3,850
TOTAL	201,102

Media Outreach

Media Outreach is conducted by CBOs through local ethnic newspaper, radio and television outreach, and may include program announcements, calendar placements, and interviews about general TEAM program services or telecommunications issues of importance to consumers. In most cases, media outreach is conducted in-language. Reported reach is based upon the circulation, listenership, or viewership numbers reported by media outlets.

Television Outreach	
Language	# Reached
Dari	10,000
English	32,500
Hmong	15,000
Lao	20,000
Spanish	240,000
Tagalog	12,500
TOTAL	330,000

Radio Outreach	
Language	# Reached
Chinese	600,000
Portuguese	40,000
Spanish	290,000
Vietnamese	100,000
TOTAL	1,030,000

Print Outreach	
Language	# Reached
Amharic	40,000
Chinese	400,00
English	308,957
Japanese	80,000
Korean	124,000
Spanish	110,000
Tagalog	98,000
Vietnamese	75,000
TOTAL	1,235,957

Legislative Visits

TEAM CBOs visited elected officials and community leaders to provide program information and open channels for referrals of consumers in need of assistance. TEAM program information was provided to the following public officials/offices:

U.S. Congressional Representatives

- Xavier Becerra, 34th District
- Jim Costa, 16th District
- Susan Davis, 53rd District
- Jerry McNemey, 9th District
- Nancy Pelosi, 12th District
- Laura Richardson, 37th District
- Loretta Sanchez, 46th District

State Senate

- Tom Berryhill, 14th District
- Lou Correa, 34th District
- Kevin De Leon, 22nd District
- Cathleen Galgiani, 5th District
- Ed Hernandez, 24th District
- Mark Leno, 11th District
- Andy Vidak, 16th District
- Jim Beall, 15th District

State Assembly

- Cheryl Brown, 48th District
- Ed Chau, 49th District
- Ken Cooley, 8th District
- Susan Talamantes Eggman, 13th District
- Mike Gatto, 43rd District
- Jimmy Gomez, 51st District
- Roger Hernandez, 48th District
- Alan Mansoor, 74th District
- Kevin Mullen, 22nd District
- Al Muratsuchi, 66th District
- Shirley Weber, 29th District
- John Perez, 53rd District
- Joan Buchanan, 16th District
- Mike Morrell, 63rd District

Boards of Supervisors

- Gloria Molina, Los Angeles Board of Supervisors
- Manuel Nevarez, Madera Board of Supervisors
- Henry Perea, Fresno Board of Supervisors
- David Campos, San Francisco Board of Supervisors
- Warren Slocum, San Mateo County
- Jane Kim, San Francisco Board of Supervisors
- Janet Nguyen, Orange County Board of Supervisors

Mayors and City Councils

- David Alvarez, San Diego
- Gil Cedillo, Los Angeles
- Pete Constant, San Jose
- Jose Huizar, Los Angeles
- Chuck Reed, San Jose
- Joseph Gonzalez, South El Monte
- Rich Waterman, Campbell
- Mitch O'Farrel, Los Angeles
- Allen Warren, Sacramento

Other Community Leaders

- Clarita Cortes, United Farmworkers Foundation
- Berneice Diaz-Ceballos, Consul of Mexico, Oxnard
- Phillip Jennings, City of Long Beach, Neighborhood Service Bureau
- Chaosarn Chao, Lao Family Community Development, Inc.
- Eric Hoaglin, Round Valley Indian Reservation Tribal Council
- Cecilia Dawson, Sonoma County Indian Health Project, Inc.

Community Presentations

TEAM CBOs make brief presentations at coalition, task force, workgroup and community meetings about the TEAM Program and the services available. This process informs other organizations about program services and how they can refer their own clients to the TEAM program for assistance. Presentations were made to the following groups:

- Social Agencies Linking Together, Madera
- South Bay Union School District
- Health Net Lunch and Learn
- Stockton Community Coalition Latina Luncheon
- Housing Coalition of San Joaquin
- Vision for Sustainable Little Tokyo Task Force
- Echo Park Community Coalition
- Leukemia and Lymphoma Society Community Resource Group
- Binational Health Week Task Force
- Partnership for Safe Families and Communities of Ventura County
- San Jose Coffee in the Park Coalition
- Covered California Meeting
- Orange County Partnership to End Homelessness
- Philippine Consulate of Los Angeles and Philippine Institute of Language & Culture
- Fresno's Community Resource Network
- People on the Move, Baldwin Park
- San Diego Refugee Forum
- Community Partnership for Families of San Joaquin
- Healthy Start Los Angeles
- Hmong Cancer Coalition
- Council of Asian Pacific Islanders Together for Advocacy and Leadership
- Madera Health Fair Planning Group
- Rampart Village Neighborhood Council
- Workforce Partners Meeting
- Chinese Newcomer's Community Meeting
- Afghan Mental Health
- Chaffey School District Meeting
- Focus Group on Hypertension in Chinese Community
- The Health Trust in San Jose
- Various church organizations in San Jose
- Cultural Competency Advisory Committee
- Lao Seri Association
- Los Angeles Workers Center Federation
- VITA Training Los Angeles
- Asian Pacific Islander Family Caregiver Services
- Chinese Newcomer Service Center's Outreach Group

- Orange County Rescue Mission
- Orange County Housing Opportunities Collaborative
- Comunidad Latina
- Orange County Community Housing Corporation - Stepping Up
- Orange County United Way
- Little Tokyo Community Council
- Latinas Unidas
- Southeast Asian Service Providers Collaborative
- Vietnamese Traditional Arts Development Organization
- Hope Community Services, Inc.
- Vietnamese Catholic Center of Orange County
- Orange County Asian and Pacific Islander Community Alliance
- Caregiver Resource Center
- Student Activist Training
 - Ventanilla de Salud

II. Consumer Education

Consumer education consists of educational workshops to small groups and one-to-one education with individuals. Educational topics are based on the CPUC's educational brochures and are conducted in the primary languages of the consumers. During this period, TEAM CBOs provided educational services in 44 different languages.

Consumer Education by Language	
Language	# Educated
Amharic	1,235
Arabic	769
Armenian	3
Bengali	3
Bhutanese	2
Bulgarian	1
Burmese	65
Cantonese	4,337
Cebuano	5
Croatian	2
Dari	753
English	2,264
Fanti	1
Farsi	61
French	5
German	5
Greek	2
Hebrew	1

Hindi	4
Hmong	656
Hungarian	1
Ilokano	8
Indonesian	28
Japanese	847
Khmer	749
Korean	2,394
Kurdish	5
Lao	180
Malay	1
Mandarin	636
Native American English	1,603
Pashto	84
Persian	15
Polish	1
Portuguese	56
Punjabi	2
Romanian	5
Russian	302
Spanish	11,026
Tagalog	3,631
Thai	19

Turkish	1
Ukranian	4
Urdu	4
Vietnamese	3,411
TOTAL	35,187

Consumer Education by Topic	
Topic	YTD Total
Slamming and Cramming	4,573
California LifeLine	7,737
Cell Phones and Driving	2,741
Do Not Call List	4,008
Guide to Phone Service	1,034
Late Fees, Disconnection, Deposits	1,853
Phone Use in Emergencies	2,005
Prepaid Phone Cards	2,813
Take Charge of Your Phone Service	2,435
Tips for Buying Cell Phone Service	2,240
Third Party Charges	2,537
Understanding Your Phone Bill	7,462
Collections	1,008
Who to Complain to	2,676
TOTAL	45,122

NOTE: Totals will exceed monthly count of people educated because some workshops combine more than one topic. In those cases, the number is counted for each topic. Example: 10 people attend a workshop on Slamming and Cramming combined with Understanding Your Phone Bill. 10 people will be counted for each topic.

Consumer Education Outcomes

Consumers who receive educational services are surveyed immediately before education is provided, and after they receive educational information to determine the effectiveness of presentations. Surveys include questions specific to each educational topic. All consumers are asked about their awareness of the CPUC and the process for lodging a complaint.

Consumer Education Knowledge Gained	
Topic	Consumers Show Knowledge Gained
Slamming and Cramming	96%
California LifeLine	99%
Do Not Call List	98%
Late Fees, Disconnection, Deposits	94%
Take Charge of Your Phone Service	98%
Tips for Buying Cell Phone Service	96%
Understanding Your Phone Bill	97%
Collections	89%
Who to Complaint to	98%
VOIP	90%
CPUC	92%

Complaint Resolution

TEAM CBOs assist limited English proficient consumers with resolving issues related to their phone bills and/or services. Throughout the program period, Various statistics are tracked to help TEAM identify trends in complaint issues and populations that may be in need of additional services or education.

LifeLine Enrollment

TEAM CBOs inquire about LifeLine enrollment to determine whether assistance with applying for program enrollment may be needed. TEAM CBOs are not paid to assist with enrollment, but help consumers with this task as needed.

Is the consumer currently enrolled in the California LifeLine Program?	
No	1,338
Yes	1,005
Total	2,343

\

Home Ownership

TEAM CBOs inquire about home ownership to determine whether the consumer is unnecessarily paying for WirePro protection that should be provided by the landlord:

Is the consumer a homeowner or renter?	
Own	449
Rent	1,894
Total	2,343

Language

The primary language of the consumer is tracked to help identify trends in consumer issues and to determine that services are available to the most consumers possible.:

Complaint Resolution Language	
Amharic	92
Arabic	20
Armenian	2
Burmese	7
Cambodian	66
Cantonese	350
Cebuano	12
Dari	30
English	221
English - Native American	46
Farsi	6
French	2
German	6
Hmong	49
Ilokano	17
Indonesian	4
Japanese	87
Khmer	1
Korean	166
Lao	3
Mandarin	28
Mixteco	3
Persian	4
Portuguese	35
Russian	7
Spanish	724
Tagalog	104
Thai	15
Vietnamese	233
Visayan	3
TOTAL	2343

Ethnicity

A consumer's language does not automatically identify ethnicity. For example, an Armenian may speak Armenian, Farsi, Russian or Arabic.

Complaint Resolution Ethnicity	
Afghan	34
African	2
African-American	104
Armenian	2
Burmese	7
Cambodian	64
European-American	37
Chinese	380
Disabled Veteran	2
Eastern-European	4
Ethiopian	17
Filipino	139
Hmong	49
Indian	1
Indonesian	3
Iranian	8
Japanese	88
Korean	167
Laotian	4
Latino	743
Middle-Eastern	15
Mien	5
Native American	170
Pakistani	1
Portuguese	36
Russian	7
Thai	15
Vietnamese	239
TOTAL	2343

Age

TEAM CBOs track the general age range of consumers to help identify areas in need of additional outreach and to provide demographics of the clients served.

Complaints Resolved by Age of Consumer	
21 - 59	1147
60 and over	1188
Under 21	8
TOTAL	2343

Service Type

Complaints are categorized into six (6) different service types:

Complaints Resolved by Service Type	
Business	20
Internet	218
Pay Phone	5
Pre-paid phone card	86
Residential	1489
Video	4
Wireless	521
TOTAL	2343

Issue Type

TEAM CBOs categorize complaints by issue type. Many complaints have more than one issue.

Complaint Resolution Issues	
3rd Party, Please Specify - Drop down List for Carriers	102
AT&T 3rd Party Settlement	22
Automated Voice (IVR)	7
Cramming	385
Faulty Equipment	56
In-Language - Contract	30
In-Language - Customer Service	150
Lifeline	257
Maintenance Agreement	18
Misleading Ads	38
Misrepresentation	147
Over billing	1026
Pay As You Go	3
Pay Phones	11
Poor Coverage / Drop calls / No Coverage	126
Promotion/ Award Not Honored	174
Repairs/Installation	41
Rude Customer Service	34
Slamming	37
Termination Fee	40
Undisclosed Fee	81
WirePro	268
Wrong Rate	128
Wrongful Disconnection	41
TOTAL	3222