



TEAM COLLABORATIVE

Annual Report September 1, 2010 - August 31, 2011



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

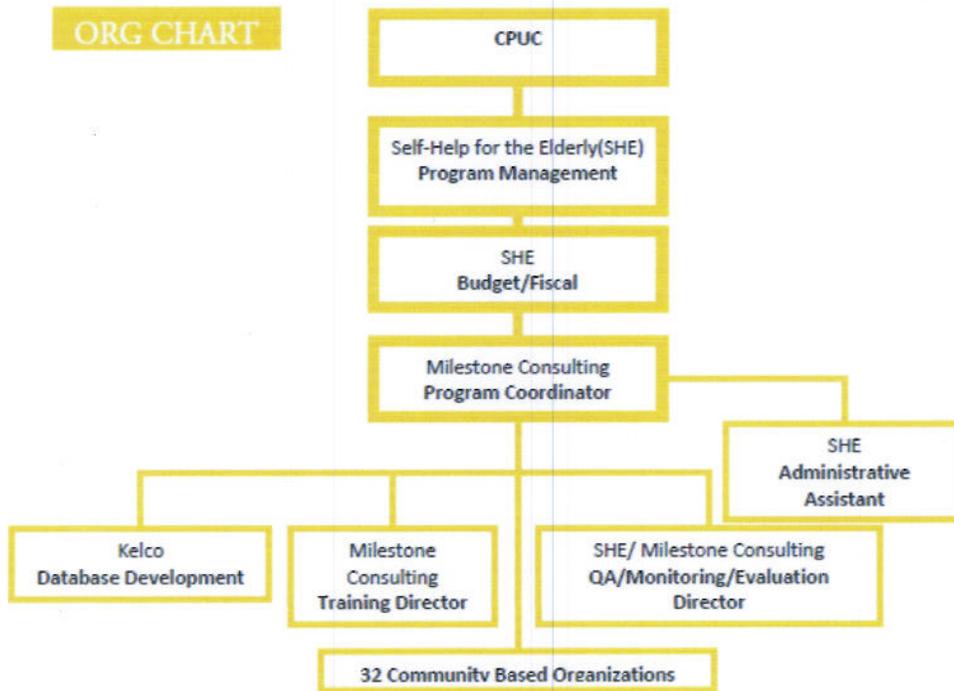
BACKGROUND

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 September 1, 2010 – August 31, 2011. The TEAM Collaborative informed potentially 5 million consumers about the availability of services through outreach activities, provided education to more than 62,000 consumers, and assisted them with resolving more than 4,500 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, serving consumers in more than 31 languages.

ORG CHART



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 displaying posters, announcing services through the media, attending community events, and ensuring that community leaders and elected representatives are aware of available services.

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.



TEAM CBOs conduct Outreach at community events such as health Fairs and ethnic celebrations.

Outreach Services

TEAM CBOs conducted outreach by attending various community events, placing announcements or providing interviews to local ethnic media organizations, and through the placement of TEAM posters at CBO offices.

Through all outreach components, CBOs potentially reached nearly 8 million telecommunications consumers in 17 different languages:

Outreach by Language**	
Language	Clients
Amharic	500
Arabic	150
Armenian	75,000
Bangala	20,000
Cambodian	100
Chinese	912,790
Dari	2,050
English	273,362
Gujarati	250
Hindi	700
Hmong	8,796
Japanese	48,000
Korean	71,600
Lao	100
Pashto	150
Portuguese	408,000
Punjabi	650
Spanish	3,142,518
Tagalog	196,500
Vietnamese	214,730
TOTAL	5,375,256

Community Event Outreach	
Language	# Reached Y-T-D
Amharic	1,100
Arabic	150
Armenian	1,500
Cambodian	100
Chinese	355,900
Dari	1,850
English	3,862
Gujrati	250
Hindi	400
Hmong	796
Japanese	4,000
Korean	4,500
Lao	100
Pashto	150
Portuguese	8,000
Punjabi	400
Tagalog	21,500
Spanish	17,018
Vietnamese	19,630
TOTAL	444,656

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. Reported reach is based upon the circulation, listenership, or viewership numbers reported to media outlets.

Television

Television interviews potentially reached nearly 2 million viewers and were conducted on the following stations/programs in the following languages:

- Ariba Valle Central
- KTSF – Bay Area
- Univision

Television Outreach	
Language	# Reached Y-T-D*
Chinese	92,000
Spanish	1,845,000
TOTAL	1,937,000

Radio

Radio interviews and announcements potentially reached 1.5 million consumers, and were conducted on the following stations/programs and in the following languages:

- 1400 AM Evening News Talk
- 91.5 FM KKUP Indian Time, David Romero
- Balsa Radio
- Radio Bilingue
- Evening Talk
- KBIF 900 AM
- KIQL, 1010AM
- KSQQ Radio
- Heavenly Rainbow
- Radio Lazer, KXLM & KIJR

Radio Outreach	
Language	# Reached Y-T-D*
Chinese	375,000
English	50,000
Hmong	8,000
Portuguese	400,000
Spanish	565,000
Vietnamese	50,000
TOTAL	1,448,000

Newspaper

Articles, announcements and advertisements in local ethnic newspapers potentially reached nearly 1.5 million readers. Placements were made in the following publications and languages:

- APA News and Review
- Asian Journal
- Balita News
- Balita Weekly
- The Campbell Reporter
- Dario San Diego
- El Mensajero
- India West
- KoreAm
- Korea Daily
- Korea Times
- Madera Tribune
- Native American Today
- New Armenia
- Nikkan San
- Nor Hyastan
- Pennysaver USA
- Rafu
- Sacramento Bee/Currents
- Sing Tao Daily
- Song Moi
- Stockton Record
- Thikana
- Thuong Mai San Diego
- Trong Dong
- Weekend Balita
- Weekly Morning Korean News

State Assembly Members

Juan Arambula, 31st District
Toni G. Atkins, 76th District
Jim Beal Jr., 24th District
Marty Block, 78th District
Steven Bradford, 51st District
Javier Campos, 5th District
Nora Campos, 23rd District
Paul Fong, 22nd District
Warren Furitani, 55th District
Linda Halderman, 29th District
Allison Huber, 10th District
Ben Hueso, 79th District
Richard Pan, 5th District
Henry Perea, 31st District
John Perez, Assembly Speaker, 46th District
Jim Silva, 67th District
Das William, 35th District

State Senate

Gil Cedillo, 45th District
Kevin DeLeon, 22nd District
Ed Hernandez, 24th District
Tom Berry Hill, 14th District
Mark Leno, 3rd District
Carol Liu, 21st District
Alex Padilla, 20th District
Michael Rubio, 16th District
Darrel Steinberg, 6th District
Juan Vargas, 40th District

Boards of Supervisors

Steve Bastolorides, San Joaquin Board of Supervisors
Carmen Chan, San Francisco Board of Supervisors
Neil Derry, San Bernardino Board of Supervisors
Sean R. Elsbernd, San Francisco Board of Supervisors
Rose Jacobs Gipson, San Mateo Board of Supervisors
Josie Gonzales, San Bernardino Board of Supervisors
Carole Groom, San Francisco Board of Supervisors
Scott Haggerty, Supervisor, Pleasanton
Jane Kim, San Francisco Board of Supervisors
Phil Larson, Fresno Board of Supervisors
Nadia Lockyear, Alameda Board of Supervisors

Eric Mar, San Francisco Board of Supervisors
Janet Nguyen, Orange County Board of Supervisors
Henry Perea, Fresno Board of Supervisors
Janice Rutherford, San Bernardino Board of Supervisors

Mayors and City Councils

Ruben Abrica, Mayor, East Palo Alto
Richard Alarcon, Los Angeles City Council
Matthew Bryant, Sacramento District Director
Kasen Chu, San Jose City Council
Darrell R. Fong, Sacramento City Council
Donna Frye, San Diego City Council
Eric Garcetti, Los Angeles City Council
Pedro Gonzalez, San Mateo/South San Francisco City Council
Jose Huizar, Los Angeles City Council
Ash Kalra, San Jose City Council
Patricia Kernighan, Oakland City Council
Sam Licarrdo, San Jose City Council
Steven Neal, Long Beach City Council
Bonnie Pannell, Sacramento City Council
Jan Perry, Los Angeles City Council
Al Pinhiero, Mayor, City of Gilroy
Sal Quintero, Fresno City Council
Carlos Ramero, Mayor, East Palo Alto
Ed Reyes, Los Angeles City Council
Laura Richardson, Long Beach City Council
Elito Santarina, Carson Mayor Pro Tem
Hal Spangenberg, San Jose
Antonio Villaraigosa, Mayor, City of Los Angeles
Blong Xiong, Fresno City Council
Ken Yeager, San Jose Board of Supervisors
Tony Young, San Diego City Council

Other

Sonia Alvarez, City Clerk, Madera
Freddy Arias, Supervisor Community Programs, City of Madera
Elizabeth Cantanessi, Director, Madera County Family Resource Department
Wilma Chan, San Lorenzo Board of Supervisors
Pearl Cheng, Foothill-De Anza Community College District
Yolanda Contreras, Madera Community Food Bank
Alicia Duer, City of Stockton, Office of City Manager
Yolanda Hernandez, San Ysidro Governing Board
Dean Hoaglin, Coordinator, Shingle Spring Tribal TANF Program

Jerome Horton, Board of Equalization
 Dzung T. Lee, MD, PhD, President, Vietnamese Federation
 Ken Maddox, Board of Equalization, Huntington Beach
 Scotts Valley Band of Pomo Indian Tribal Council
 Fabiola Vilchez, City of Los Angeles, Director of Community Services

Consumer Education by Topic

Topic	YTD Total
Understanding Your Phone Bill	14,131
Understanding Your Phone Bill	11,488
Understanding Your Phone Bill	9,000
Understanding Your Phone Bill	3,812
Understanding Your Phone Bill	521
Understanding Your Phone Bill	5,000
Understanding Your Phone Bill	10,700
Understanding Your Phone Bill	10
Understanding Your Phone Bill	25
Understanding Your Phone Bill	150
TOTAL	62,847

Note: Totals will exceed monthly duplicated count of people educated because some workshops will be more than one topic. In these cases, the number is counted for each topic. Example: 10 people attend a workshop on Understanding Your Phone Bill. 10 people will be counted for each topic.

Consumer Education by Language

Language	YTD Total
Spanish	75
Arabic	1,300
Chinese	200
English	500
French	2,500
German	150
Italian	100
Japanese	50
Korean	100
Russian	50
Vietnamese	100
TOTAL	4,525



A TEAM Representative explains how to understand a phone bill to a group during an educational workshop.

Complaint Resolution

TEAM CBOs assist limited English proficient consumers with resolving issues related to their phone bills and/or services. Throughout the program period, CBOs successfully resolved over 4,500 consumer complaints. Various statistics are tracked to help TEAM identify trends in complaint issues and populations that may be in need of additional services or education.

Examples of complaints in which TEAM was successful in resolving include:

- Received credit of \$429.02 for incorrect billing of wrong plan, and failure to post credits to the consumer's account. Resolution of this complaint took 6 different phone sessions with customer service.
- Assisted a consumer who was receiving monthly cell phone bills even though service had never been connected.
- Reduced the amount due for an elderly LifeLine customer who paid her bill late and was charged a late fee, resulting in almost double her regular payment;
- Worked with a LifeLine consumer who did not own a computer but was being billed for internet service. After the CBO requested that internet charges be removed and refunded, the consumer's services were disconnected completely. The consumer was then told to re-apply for LifeLine, pay all charges and wait for eligibility approval.
- Helped a client who had residential phone service but was getting billed for a business line;
- Resolved an issue where the client downgraded a long distance plan and was then removed from LifeLine. The carrier insisted that the client was now required to re-apply for LifeLine after downgrading their plan. Resolution required numerous calls to various departments, including escalation to the executive level;
- Negotiated a bill credit of \$245.00 for a consumer who had excessive dropped calls;
- Cancelled Caller ID service and received credit for several months of charges for an elderly client who did not own caller ID phone or equipment.
- Received a refund, after 4 phone calls to the company for a \$138.00 call to Peru that the Chinese immigrant consumer did not make.
- Helped an elderly client who was being pursued by a collection agency for a \$ 544.00 cell phone bill for an account she never had;

Carson	16
Ceres	1
Cerritos	7
Chino	5
Chowchilla	7
Chula Vista	4
Claremont	3
Clearlake Oaks	1
Clovis	8
Coalinga	1
Colton	48
Costa Mesa	6
Cotati	1
Cupertino	5
Daly City	5
Del Rey	23
Downey	2
Dublin	1
E. Palo Alto	27
Earlimart	1
El Monte	4
Elk Grove	1
Encinitas	3
Escondido	1
Etiwanda	1
Fairfield	1
Firebaugh	3
Fontana	26
Fountain Valley	12

Fremont	27
Fresno	206
Fullerton	5
Garden Grove	50
Gardena	11
Glendale	330
Glendora	1
Gonzalez	1
Granada Hill	1
Granada Hills	1
Grand Terrace	4
Gualala	44
Gustine	2
Half Moon Bay	14
Harbor City	2
Hawthorne	2
Hayward	11
Hemet	1
Hickman	2
Highland	63
Hilma	1
Hilmar	13
Hopland	1
Hughson	1
Huntington Beach	8
Huron	3
Irvine	3
Kerman	3
King city	4

Kingsburg	2
La Crescenta	12
La Mesa	1
La Quinta	1
Lakeport	17
Lancaster	1
Lemon Grove	5
Livermore	1
Livingston	1
Loma Linda	15
Long Beach	13
Los Altos	1
Los Angeles	835
Los Banos	5
Lucerne Valley	1
Madera	176
Manchester	4
Manhattan Beach	6
Mendota	20
Menifee	7
Menlo Park	4
Merced	2
Middle Town	4
Midway	1
Midway City	8
Millbrae	1
Milpitas	9
Montara	1
Montclair	4

Redondo Beach	3
Redwood Valley	13
Redwood City	12
Reedley	2
Reseda	19
Rhonert Park	1
Rialto	34
Riverdale	1
Riverside	30
Rosemead	7
Royal Oak	1
South San Francisco	5
Sacramento	83
Salinas	19
San Bernardino	202
San Bruno	2
San Carlos	2
San Diego	172
San Francisco	517
San Gabriel	6
San Jose	194
San Lorenzo	3
San Marcos	2
San Mateo	34
San Pablo	1
San Pedro	1
San Ysidro	7
Sanger	23
Santa Ana	23

Santa Clara	16
Santa Cruz	1
Santa Maria	1
Santa Monica	9
Santa Rosa	34
Saratoga	2
Sea Ranch	1
Seaside	1
Sebastopol	1
Selma	4
Sherman Oaks	7
Soledad	1
Sonoma	1
Stanton	1
Stewarts Point	28
Stockton	84
Sun Valley	9
Sunland	10
Sunnyvale	13
Sylmar	1
Tarzana	2
Torrance	35
Tujunga	15
Turlock	31
Tustin	6
Union City	8
Upland	16
Vacaville	1
Valley Vilage	1

Van Nuys	18
Venice	1
Visalia	2
Watsonville	8
West Covina	1
West Hills	3
West Hollywood	6
West Sacramento	1
Westminster	68
Whittier	8
Windsor	15
Yorba Linda	2
Yucaipa	2
TOTAL	4585

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	1808
Yes	2777
Total	4,585

Lao	28
Mandarin	78
Pashto	8
Persian	58
Portuguese	50
Romanian	1
Russian	12
Spanish	756
Tagalog	116
Thai	3
Urdu	1
Vietnamese	521
TOTAL	4,585

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

Complaints by Ethnicity

Afghan	48
African-American	118
Armenian	455
Cambodian	36
caucasian american	108
Chinese	529
Eastern-European	14
Filipino	270
French	1
Hmong	92
Indian	5

Indonesian	43
Iranian	4
Japanese	99
Korean	313
Laotian	36
Latino	1226
Middle-Eastern	80
Native American	173
Pakistani	3
Portuguese	75
Russian	12
Samoan	1
South Asian	5
Vietnamese	839
TOTAL	4,585

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	2800
60 and over	1740
Under 21	45
TOTAL	4,585