

TEAM PROGRAM ANNUAL REPORT

Telecommunications Education and Assistance in Multiple Languages

Program Year: June 2020–May 2021

This California Public Utilities Commission (CPUC) staff report summarizes the services provided by the Telecommunications Education and Assistance in Multiple Languages (TEAM) program, for the program year June 2020–May 2021, and highlights areas of interest for CPUC, other policymakers and interested parties.



**California Public
Utilities Commission**

TEAM PROGRAM ANNUAL REPORT

Program Year: JUNE 2020–MAY 2021

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Executive Summary

In Order Instituting Rulemaking (OIR) R.07-01-021, the California Public Utilities Commission (CPUC) issued decision D.07-07-042 that ordered Commission staff to “design a program that integrates community based organizations (CBOs) in the Commission’s outreach, education and complaint resolution processes, including a mechanism for compensating CBOs for their efforts while ensuring financial accountability and prudent use of public funds.”¹ In June 2008 the Telecommunications Education and Assistance in Multiple Languages (TEAM) program began to support limited English proficient (LEP) clients statewide to help them manage their telecommunications services. The Commission established an annual budget of \$1.6 million for the TEAM program.

This report summarizes the services provided and related insights from the most recent program year (PY), June 2020-May 2021, and includes impacts from the COVID-19 pandemic. Program delivery is contracted to Self Help for the Elderly, a non-profit organization based in San Francisco. The program has three service components: individual case assistance, education, and outreach.

Summary of Annual Activity

COVID-19 impacted in-person TEAM services throughout the entire PY, requiring program operators to employ more creative methods for reaching out to, gathering documents from, and assisting clients. Because of these challenges, the number of case assistance services dropped by 14 percent from the previous year.

Similarly, client education was particularly badly hit by the effects of the pandemic, where clients participating in education services decreased by half, but still reaching 17,000 clients in the program year. To provide this level of education services, TEAM CBOs pivoted from an in-person delivery model, to leveraging online and remote based opportunities and creative solutions to deliver educational content to clients.

Outreach activities delivered in-language messages to more than double the number of potential clients compared to the previous PY bucking the overall Year-Over-Year (YOY) downward trend in TEAM case assistance and education services.

In 2020-2021 TEAM responded to the needs of low income LEP community members where two-thirds of case assistance services were provided to clients to manage their accounts, calling plans, and service selections as well as negotiate solutions to billing problems.

¹ D.07-07-043, ordering paragraph 13, pg. 133:

https://view.officeapps.live.com/op/view.aspx?src=https%3A%2F%2Fdocs.cpuc.ca.gov%2FpublishedDocs%2FWORD_PDF%2FFINAL_DECISION%2F70869.DOC&wdOrigin=BROWSELINK

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The overall reduction in case assistance services is attributed to both the challenges of supporting clients due to closure of CBO offices due to Covid Pandemic restrictions, and the introduction of measures to mitigate the impacts of the pandemic on telecommunications (telecom) clients (E.G., the moratorium on disconnections and LifeLine recertifications).

In contrast, the pandemic also led to the introduction of some new programs or processes that increased services, though not in sufficient number to reverse a general decline in case assistance services. New services included enrolling clients in the FCC Emergency Broadband program; and notifying telecom companies of clients' pandemic-related financial hardships (e.g., job losses or reduction of work hours) to halt any disconnections.²

Client Demographics

Recipients of TEAM case assistance had the following characteristics:

- They were overwhelmingly low income. Approximately **95 percent** of clients were eligible for discount programs that required an income qualification.³
- They tend to be in older age groups. **51 percent** were over **60**-years old, with **49 percent** between the ages of **21** and **59**. In past years over **60 percent** of service recipients were over **60**-years old. This correlates to the shift in outreach and education to online media platforms that are more accessible by the younger demographic.
- Case assistance was conducted in **26** languages. The two largest attendee language groups were Spanish (**30 percent**) and Cantonese (**22 percent**), followed by English for Native Americans (**9 percent**), Korean (**8 percent**), Armenian (**5 percent**) and Dari (**4 percent**) speakers.

² During the PY, the electricity and natural gas utilities did not require hardship notifications to suspend disconnection, but telecom companies required notification to extend the disconnection protections to clients.

³ Based on data pulled from the program database on all clients receiving case services from 2010 to 2015.

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Introduction

In Order Instituting Rulemaking (OIR) R.07-01-021, the California Public Utilities Commission (CPUC) issued decision D.07-07-042 that ordered Commission staff to “design a program that integrates community-based organizations (CBOs) in the Commission’s outreach, education, and complaint resolution processes, including a mechanism for compensating CBOs for their efforts while ensuring financial accountability and prudent use of public funds.”⁴

Subsequently the TEAM Program was authorized by CPUC Resolution CSID-002 (the Resolution) to support limited English proficient (LEP) clients to resolve issues with their telecommunications services. Program services are provided through a state-wide network of community-based organizations (CBOs). Although TEAM is focused on LEP clients, the Resolution also specifies that English speaking clients may be provided services.⁵

In June 2008 the Telecommunications Education and Assistance in Multiple Languages (TEAM) program began to support limited English proficient (LEP) clients statewide to help them manage their telecommunications services. The Commission established an annual budget of \$1.6 million for the TEAM program.

This report summarizes the services provided and related insights from the most recent program year (PY), June 2020–May 2021, and includes impacts from the COVID-19 pandemic. Program delivery is contracted to Self Help for the Elderly, a non-profit organization based in San Francisco. The program has three service components: individual case assistance, education, and outreach.

The CPUC contracts with Self Help for the Elderly (SHE) to implement the TEAM program and oversee the statewide network of currently 27 Community Based Organizations (CBOs) to provide program services to LEP clients. Under this contract, TEAM CBOs also provides services for the Community Help and Assistance for Natural Gas and Electricity Services (CHANGES) program. CHANGES provides a similar set of services to TEAM but focuses on supporting LEP customers with their energy services.

Through working directly with their communities, TEAM CBOs identify issues and barriers related to telecommunications services impacting LEP clients. Those issues do not always occur in circumstances that

⁴ D.07-07-043, ordering paragraph 13, pg. 133:

https://view.officeapps.live.com/op/view.aspx?src=https%3A%2F%2Fdocs.cpuc.ca.gov%2FpublishedDocs%2FWORD_PDF%2FFINAL_DECISION%2F70869.DOC&wdOrigin=BROWSELINK

⁵ Additional information on TEAM and the CPUC Decisions underpinning it can be found on page 9 at: <https://www.cpuc.ca.gov/about-cpuc/divisions/news-and-public-information-office/client-affairs-branch/team-and-changes-programs>.

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allow for collection of data in the same manner as the needs assistance or complaint cases within the TEAM program. The impact of the COVID-19 pandemic affected TEAM services throughout the program year. In-person activities such as community event outreach and client education workshops were mainly postponed during this period.

The TEAM program is operated by a single state-wide coalition of 27 community-based organizations (CBOs) that work collectively on a variety of issues impacting LEP communities.⁶ They report directly to Self-Help for the Elderly as the lead agency of the coalition and prime contractor for this contract. The CBOs are geographically concentrated in four different regions across the state.

Table 1: Number of CBOs in Each Region	
Bay Area & Northern California	9
Central Valley	5
Greater Los Angeles	10
San Diego County	3

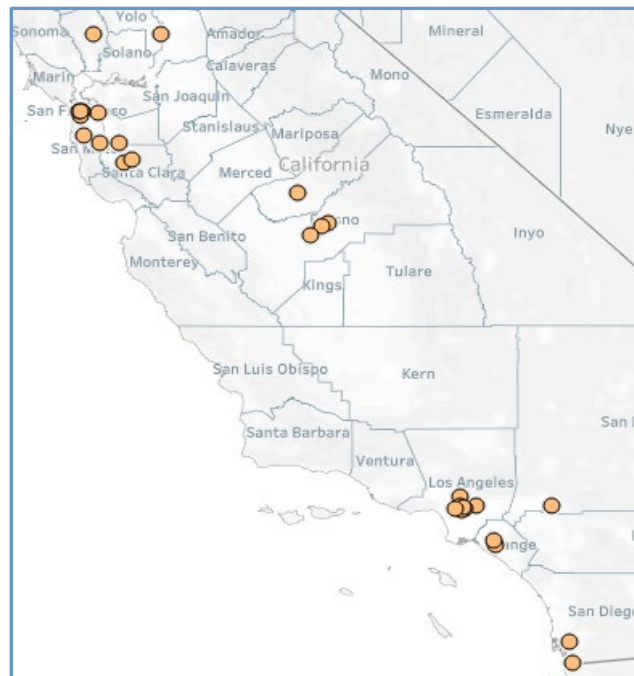


Figure 1: Map of CBOs in the TEAM Program

⁶ A full list of CBOs in the coalition can be accessed at: <https://www.cpuc.ca.gov/about-cpuc/divisions/news-and-public-information-office/client-affairs-branch/team-and-changes-programs>

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Individual Case Assistance

Types of Services Provided

Case assistance includes needs assistance for account changes, billing issues, service quality and repairs, and financial hardship notifications as well as dispute resolution. While disputes result from a client's belief that a utility has acted incorrectly concerning their account or service, needs assistance is provided to clients who request help with utility services or bills but do not feel that the IOU has acted in error. The overall range of services are described below and also in Attachment A: Types of Case Assistance Provided in 2020/2021.

Of the 3,582 assistance services provided in the PY, needs assistance represented 1,762 (49 percent) cases and dispute resolution represented 1,820 (51 percent) cases. Clients often receive multiple services per case tailored to their range of needs. For instance, if a CBO represents a client on a bill dispute, they may identify additional services to support the client, e.g., resolving the bill dispute, and by helping them enroll in a financial assistance program such as LifeLine.

Overall, there were a total of 2,406 client cases in 26 different languages. Of these clients' cases, clients received a total of 3,582 services provided, for an average of 1.5 service issues per client case.

As shown in Figure 2 and Attachment A: Types of Case Assistance Provided in 2020/2021, there are several different types of case services that are provided to individual clients. By far the two most common general types of service provided to clients were account changes, either to make changes to their account (e.g., account holder on record, language in which bills are generated, etc.) or to set up a new service; and clients that had concerns about the size of their bills or the different fees that they had been charged.

The next most in demand service categories were service/quality/repair issues; notifying companies that clients are suffering financial hardships due to COVID-19 (and therefore petitioning that they are not disconnected); fraud/misleading practices and LifeLine support. Most of the complaints about fraud/misleading practices are connected to Slamming⁷ and Cramming⁸ and misrepresentation by sellers.

The contractor noticed an increase in clients complaining about pay as you go or pre-paid calling cards in the last two years. However, this doesn't necessarily translate into an increase in TEAM services provided. This is because these types of services do not generally generate the type of documentation needed to support a dispute case that can be pursued by a CBO e.g., payments recorded as part of an ongoing landline or wireless account.

⁷ The illegal practice of switching a client's traditional wireline telephone company for local, local toll, or long-distance service without permission.

⁸ The fraudulent practice of adding unauthorized charges to a customer's phone bill.

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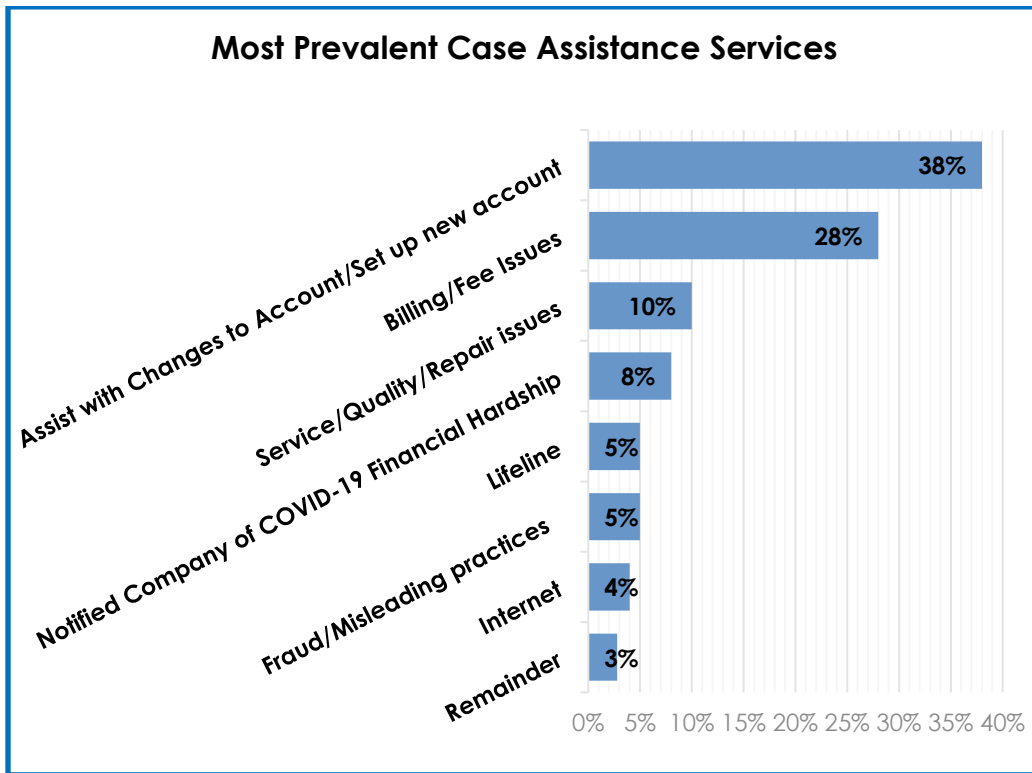


Figure 2: Highest Demand Case Assistance Services in the Program Year

In 2020/2021 there was a 14 percent decrease in overall services provided. This overall reduction in services can be attributed to the COVID-19 pandemic due to the in-person restrictions that created barriers to accessing CBO services, and some measures introduced in response to its potential impact on clients. The table in Attachment B: Comparison of Case Assistance Services Provided Compared to Prior Year illustrates in detail the YOY change in individual services.

These measures resulted in LifeLine recertifications being temporarily discontinued, and the implementation of a disconnection moratorium. Overall LifeLine support decreased by 643 services, from 805 services in the prior year, to 162 services. This level of LifeLine services made up 5 percent of total services in this PY. Of this YOY drop-in LifeLine services the recertifications fell by 442 services or about 70 percent due to the suspension of recertifications to protect LifeLine customers, and an additional 10 percent of the LifeLine reduction was due to 64 fewer enrollments in this PY.

The disconnection moratorium resulted in a dramatic drop in customers seeking help with disconnections, where these services decreased by 135 services YOY from 149 services or 4 percent of all services in the prior year to just 14 services or 0.4 percent of services in this PY.

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The pandemic also created some new opportunities to increase services, though not in sufficient number to halt the overall decline in services provided. Notable examples included supporting 155 clients (4 percent of services) to access the internet and notifying telecommunications companies of clients' pandemic-related financial hardship. The latter type of support was provided to 292 clients (8 percent of all services).

The category “Assist with Changes to Account/Set up new account” was also notable in that it increased from 33 percent to 38 percent of all services provided in this PY. Although this led to a nominal increase of only 5 services the fact that this category retained its total share of all TEAM services in the face of an overall reduction in TEAM services shows the continued value of these services to clients. In common with the last PY this was the most popular category of service with 1,357 services provided in 2020-21. Although billing/fee issues dropped by 188 services over the year, this category's share of overall services did not change, indicating that the fall was in line with the overall declining trend in TEAM services since the last PY.

Languages in Which Services are Provided

Case assistance was conducted in 26 languages. By a large margin the two largest attendee language groups were Spanish (37 percent) and Cantonese (25 percent) speakers. The next largest attendee language groups were English for Native Americans (9 percent), Korean (8 percent), Armenian (5 percent), Dari (4 percent), English (4 percent), Portuguese (2 percent), Tagalog (2 percent) and Vietnamese (2 percent). Case services were also delivered in an additional 16 languages.

Table 2 below illustrates the array of languages served as well as the YOY change in languages used for Case Assistance. The top four attendee language groups remained relatively constant, with the decrease corresponding to the COVID effect. The less common attendee language groups have fewer cases in general and fluctuated more widely YOY. This is considered relatively normal. The total number of cases resolved decreased 12 percent YOY due to the challenges adjusting client engagement during the COVID-19 pandemic.

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Language	2019 – 20 Program Year	2020 – 21 Program Year	YOY Change	YOY Percent Change
Spanish	834	891	57	7%
Cantonese	612	596	(16)	(3%)
English – Native Americans	249	222	(27)	(11%)
Korean	222	190	(32)	(14%)
Armenian	178	97	(81)	(46%)
Vietnamese	135	42	(93)	(69%)
English	128	77	(51)	(40%)
Dari	96	91	(5)	(5%)
Japanese	93	37	(56)	(60%)
Portuguese	54	49	(5)	(9%)
Cambodian	52	3	(49)	(94%)
Mandarin	27	26	(1)	(4%)
Laotian	17	0	(17)	(100%)
Tagalog	9	43	34	4%
Farsi	7	1	(6)	(86%)
Hmong	7	16	9	129%
Hindi	4	0	(4)	(100%)
American Sign Language	3	0	(3)	(100%)
Punjabi	3	0	(3)	(100%)
Albanian	2	1	(1)	(50%)
Swahili	2	0	(2)	(100%)
Urdu	2	2	0	0%
Amharic	1	1	0	0%
Brazilian Portuguese	1	1	0	0%
Cebuano	1	0	(1)	(100%)
French	1	2	1	100%
Hebrew	1	0	(1)	(100%)
Pashto	1	3	2	200%
Russian	1	0	(1)	(100%)
Tigrinia	1	0	(1)	(100%)
Arabic	0	10	10	-
Ilokano	0	1	1	-
Khmer	0	1	1	-
Persian	0	2	2	-
Somali	0	1	1	-
Total	2,744	2,406	(338)	(12%)

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Education

Education Workshop Topics

CBOs provided client education on 14 different topics in workshops that typically spanned 45 – 60 minutes in length. CBOs typically choose educational topics based on their assessment of needs and interests of their respective communities.

Overall, TEAM educated 16,977 clients in 2020/2021, which was 17,022 (50 percent) fewer clients than the 33,999 educated in the prior PY. This can be attributed to the COVID-19 pandemic and the challenges it created in organizing individuals to attend in-person group workshops. According to the contractor, the TEAM target population experiences significant challenges in accessing remote services such as via video conferencing because of lack of equipment, connectivity, and technical knowledge.

[Samples of client education materials for each topic can be found at https://www.cpuc.ca.gov/about-cpuc/divisions/news-and-public-information-office/consumer-affairs-branch/team-and-changes-programs](https://www.cpuc.ca.gov/about-cpuc/divisions/news-and-public-information-office/consumer-affairs-branch/team-and-changes-programs) or on www.calphoneinfo.com

As shown in Figure 3 below, the two most presented topics were Late Fees, Disconnection, Deposits (22 percent), Understanding Your Bill (16 percent) and California LifeLine (9 percent); closely followed by Slamming (8 percent) and Take Charge of Your Phone Service (7 percent).

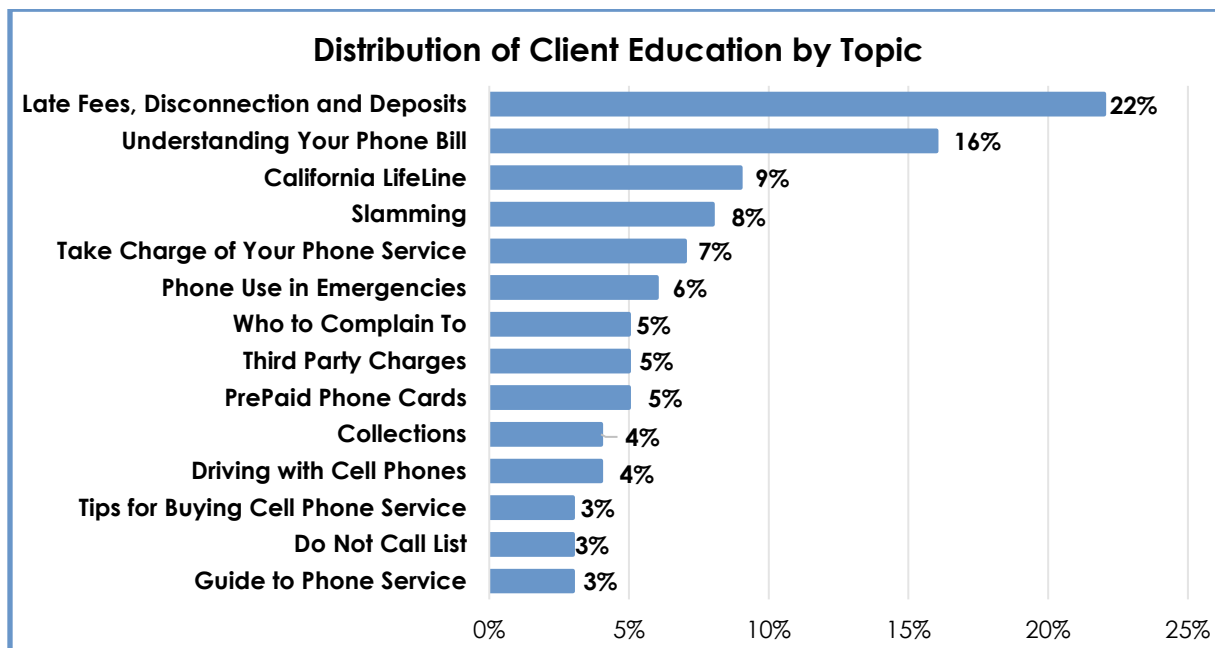


Figure 3: Distribution of Education Attendees by Workshop Topic

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Languages in Which Education is Provided

The highest number of workshop attendees spoke Cantonese (21 percent) coupled with Mandarin speakers (8 percent) making Chinese origin speakers 29 percent of all clients educated. Figure 4 shows the 10 most common languages used in TEAM education workshops.

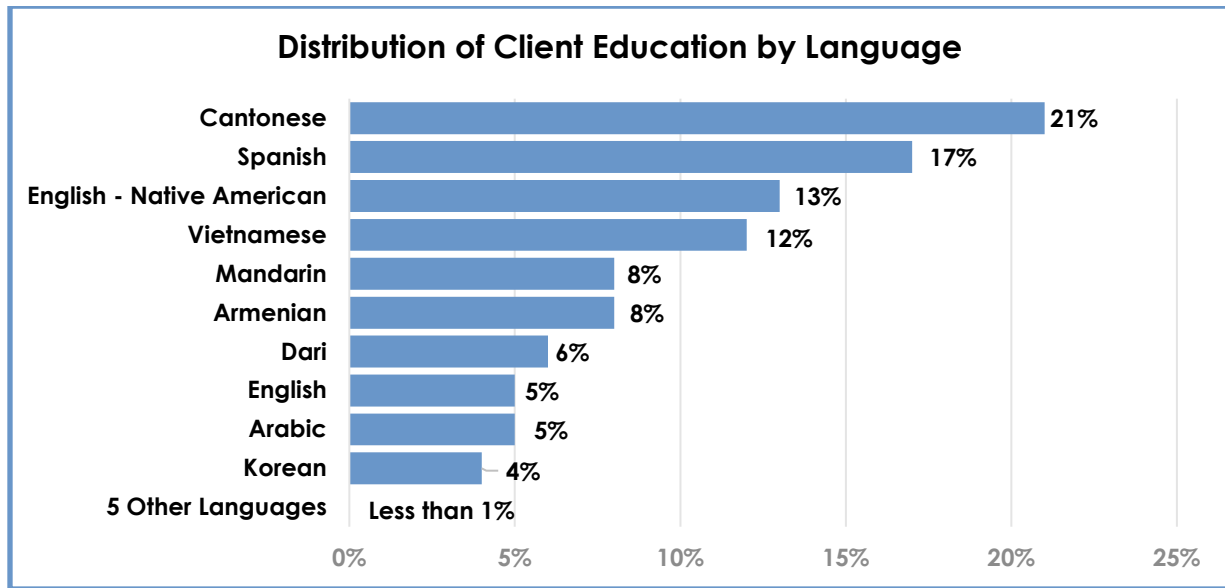


Figure 4: Distribution of Clients Educated by Language

As shown in Table 3 all the education workshop topics were less attended than in the last PY except *Late Fees, Disconnection, Deposits*, which experienced a 26% YOY increase. This shows that consumers served by TEAM had heightened concerns surrounding *Late Fees, Disconnections and Deposits* despite the pandemic related consumer protections being instituted. In addition, although overall attendance at workshops was down by 50 percent, attendance in the following workshops fell less sharply: *Take Charge of Your Phone Service* and *Prepaid Phone Cards*. This suggests that the importance of these issues increased relative to other topics in this PY.

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Table 3: Comparison of Education Attendees by Topic Compared to the Previous Year				
Topic	2019-20 PY	2020–21 PY	YOY Change	YOY Percent Change
Late Fees, Disconnection, Deposits	2,920	3,682	762	26%
Take Charge of Your Phone Service	1,529	1,168	(361)	(24%)
Prepaid Phone Cards	1,251	786	(465)	(37%)
Understanding Your Phone Bill	5,344	2,707	(2,637)	(49%)
Phone Use in Emergencies	2,251	1,065	(1,186)	(53%)
Slamming	2,872	1,341	(1,531)	(53%)
California LifeLine	3,415	1,608	(1,807)	(53%)
Tips for Buying Cell Phone Service	1,336	574	(762)	(57%)
Collections	1,736	708	(1,028)	(59%)
Who to Complain to	2,462	851	(1,611)	(65%)
Guide to Phone Service	1,519	476	(1,043)	(68%)
Third Party Charges	3,047	872	(2,175)	(71%)
Cell Phones and Driving	2,242	605	(1,637)	(73%)
Do Not Call List	2,075	534	(1,541)	(74%)
TOTAL	33,999	16,977	(17,022)	(50%)

Outreach

Sources of Client Referrals

Almost 80 percent of all referrals occurred via three methods – 32 percent through family or friends, 32 percent by participation in another program at a CBO, or 15 percent attendance at a CBO education workshop. Historically, the largest source of referrals has come from friends and families and this source has increased by three percent compared to last year. Those participating in other programs at a CBO have also increased from just over one-quarter to almost one-third in this year. These three referral methods show the importance of CBOs having close ties with the LEP communities being targeted by the TEAM program.

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Table 4: Referral Sources for TEAM Clients	
Referred by Friend or Family	32%
Previous/existing client at CBO	32%
TEAM Client Education Workshop	15%
Outreach - media	8%
Special Outreach Project	6%
Outreach - Community Event	3%
Referred by Another CBO	2%
Not Indicated	2%
Total	100%

Outreach Methods

In 2020-23021 CBOs conducted program outreach through community events, media placements (in-language ethnic television, radio, and print outlets); social media postings; and community presentations. However, the pandemic restrictions led to the cancellation of almost all in-person outreach events in this program year, except for program outreach conducted at two COVID-19 vaccine and testing events.

As shown in Table 5 below, the potential number of customers reached increased this PY, in fact more than doubling because a few CBOs pivoted to relying more on in-language ethnic media outlets. This in turn increased the potential number of clients reached because broadcast media placements reach significantly larger audiences. However, as noted by the TEAM contractor, broadcast media outreach lacks the personal connections that are often the key to engaging and connecting with clients.

During the year, CBOs adjusted for the lack of community events by expanding their use of social media. The number of clients reached by this method are difficult to estimate and are not incorporated in the headline outreach figure in the first bullet above. However, the number of social media posts increased more than three-fold, from 250 in 2019-20, to 890 in this PY.

Table 5: Comparison of Outreach Activities with the Previous Program Year				
*Potential Number of Customers Reached				
Outreach Component:	2019-20 PY	2020–21 PY	YOY Change	YOY Percent Change
No. of Community Presentations	4	16	12	300%
No. of Social-Media (postings)	250	890	640	256%
Media Placements*	1,398,390	2,991,800	1,593,410	114%
Community Events*	174,319	1,100	(173,219)	(99%)

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Outreach via social media posts is not separated by language and is therefore not included in the table. Community presentations are also not included because they are delivered directly to non-TEAM CBOs and are not generally conducted in-language or tracked by language. Below provides a YOY comparison of outreach conducted by language.

The language with the largest increase in outreach was Portuguese, which increased by more than 1.2 million clients. This large expansion was due to media outreach in association with professional ice hockey games featuring the San Jose Sharks, and which were sponsored by the TEAM CBO in this area. In fact, the increase in Portuguese language outreach represented 90 percent of the total increase in potential clients reached by TEAM in this PY. There was also a significant increase in outreach in Spanish, Vietnamese and Korean.

Chinese language outreach experienced the largest numerical decrease in outreach activities, with a reduction of over 400,000 potential clients, compared to the previous PY. Despite this fall, Chinese languages (Mandarin and Cantonese) were still the fourth highest language in which Outreach activities occurred. Most of the other groups saw reductions but the sample sizes were small enough that it is difficult to make any conclusion. Other languages in which there was a drop of more than 10,000 in outreach were in Hmong (57,550 reduction) and Japanese (11,075 reduction).

For the detailed breakdown of outreach by language for the combined community events and in-language media placements see Attachment C: Comparison of Outreach Activities to Prior Program Year by Language, which shows the significant changes that occurred in the five most common languages.

Conclusion

COVID-19 impacted in-person TEAM services throughout the entire PY, requiring program operators to employ more creative methods for reaching out to, gathering documents from, and assisting clients. Because of these challenges, the number of case assistance services dropped by 14 percent from the previous year.

Similarly, client education was particularly badly hit by the effects of the pandemic, where clients participating in education services decreased by half, but still reaching 17,000 clients in the program year. To provide this level of education services, TEAM CBOs pivoted from an in-person delivery model, to leveraging online and remote based opportunities and creative solutions to deliver educational content to clients.

Outreach activities delivered in-language messages to more than double the number of potential clients compared to the previous PY bucking the overall Year-Over-Year (YOY) downward trend in TEAM case assistance and education services.

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In contrast, the pandemic also led to the introduction of some new programs or protections that increased services, though not in sufficient number to reverse a general decline in case assistance services. New services included enrolling clients in the FCC Emergency Broadband program; and notifying telecom companies of clients' pandemic-related financial hardships (e.g., job losses or reduction of work hours) to halt any disconnections.

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Attachment A: Types of Case Assistance Provided in 2020/2021

Types of Case Assistance Provided in the Program Year			
Overall Category	Sub-Category	Number of Service Issues	Percent of all Service Issues
Assist with Changes to Account/ Set up new account	Assist with Changes to Account	1,043	29%
	Set Up New Account	314	9%
	Sub Total	1357	38%
Billing/Fee Issues	High Bill	541	15%
	Overbilling/Wrong rate	303	8%
	Promotion related	86	2%
	Other bill/fee related	62	2%
	Subtotal	992	28%
Service/Quality/Repair issues	Repairs/Installation	173	5%
	WirePro (Insurance)	82	2%
	Poor Coverage/Dropped Calls	78	2%
	Other	22	1%
	Subtotal	355	10%
Notified Company of COVID-19 Financial Hardship		292	8%
Fraud/Misleading practices	Cramming	83	2%
	Misrepresentation	50	1%
	Slamming	23	1%
	Other	11	0.3%
	Subtotal	167	5%
LifeLine	Applications	96	3%
	Recertifications completed	58	2%
	Enrollment/Billing problem	8	0.2%
	Subtotal	162	5%
Internet	FCC Emergency Broadband	67	2%
	Add internet service/plan	59	2%
	Hot Spot Device Loan Program	29	1%
	Subtotal	155	4%
Complaints About Unhelpful Customer Service		53	1%
Other		22	1%
Wrongful Disconnection		14	0.4%
Pay-as-You-Go/Prepaid Phone/Calling Cards		13	0.4%
TOTAL		3,582	100%

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Attachment B: Comparison of Case Assistance Services Provided Compared to Prior Year

Comparison of Case Assistance Services Provided Compared to Prior Year					
Overall Category	Sub-Category	2019 – 20 Services (Percent of all services)	2020 – 21 Services (Percent of all services)	YOY Number Change	YOY Percent Change
Assist with Changes to Account/Set up new account	Assist with changes to account	1000 (24%)	1043 (29%)	43	4%
	Set up new account	352 (8%)	314 (9%)	(38)	(11%)
	Sub Total	1,352 (33%)	1,357 (38%)	5	0.4%
Billing/Fee Issues	High bill	604 (15%)	541 (15%)	(63)	(10%)
	Overbilling/ Wrong Rate	389 (9%)	303 (8%)	(86)	(22%)
	Promotion Related	136 (3%)	86 (2%)	(50)	(37%)
	Other bill/fee related	51 (1%)	62 (2%)	11	22%
	Subtotal	1,180 (28%)	992 (28%)	(188)	(16%)
Service/Quality / Repair issues	Repairs/Installation	172 (4%)	173 (5%)	1	1%
	WirePro (Insurance)	92 (2%)	82 (2%)	(10)	(11%)
	Poor Coverage /Dropped Calls	0 (0%)	78 (2%)	78	N/A
	Other Service/Quality/ Repair Issues	102 (2%)	22 (1%)	(80)	(78%)
	Subtotal	366 (9%)	355 (10%)	(11)	(3%)
Notified Company of COVID-19 Financial Hardship		0 (0%)	292 (8%)	292	N/A

TEAM PROGRAM ANNUAL REPORT

Program Year: JUNE 2020–MAY 2021

Fraud/ Misleading practices	Cramming	136 (3%)	83 (2%)	(53)	(39%)
	Misrepresentation	64 (2%)	50 (1%)	(14)	(22%)
	Slamming	16 (0.4%)	23 (1%)	7	44%
	Other Fraud/Misleading Practices	10 (0.2%)	11 (0.3%)	1	10%
	Subtotal	226 (5%)	167 (5%)	(59)	(26%)
LifeLine	LifeLine Enrollments	160 (4%)	96 (3%)	(64)	(40%)
	Recertifications	500 (12%)	58 (2%)	(442)	(88%)
	LifeLine Denied/Not Processed	93 (2%)	0 (0%)	(93)	(100%)
	LifeLine Discount Not Credited	20 (0.5%)	8 (0.2%)	(12)	(60%)
	LifeLine Incorrectly Dropped from Program	16 (0.4%)	0 (0%)	(16)	(100%)
	LifeLine Form Not Received by Client	16 (0.4%)	0 (0%)	(16)	(100%)
	Subtotal	805 (19%)	162 (5%)	(643)	(80%)
Internet	FCC Emergency Broadband Program	0 (0%)	67 (2%)	67	N/A
	Add internet service/plan	0 (0%)	59 (2%)	59	N/A
	Hot Spot Device Loans Program	0 (0%)	29 (1%)	29	N/A
	Subtotal	0 (0%)	155 (4%)	155	N/A
Complaints About Unhelpful Customer Service		42 (1%)	53 (1%)	11	26%
Other		30 (1%)	22 (1%)	(8)	(27%)
Wrongful Disconnection		149 (4%)	14 (0.4%)	(135)	(91%)
Pay-as-You-Go/Prepaid Phone/Calling Cards		10 (0.2%)	13 (0.4%)	3	30%
TOTAL		4,160 (100%)	3,582 (100%)	(578)	(14%)

Attachment C: Comparison of Outreach Activities to Prior Program Year by Language

Comparison of Outreach Activities to Prior Program Year by Language				
(Number of Potential Customers Reached)				
Outreach Component:	2019-20 PY	2020–21 PY	YOY Change	YOY Percent Change
Portuguese	700	1,220,000	1,219,300	174,186%
Spanish	412,874	491,600	78,726	19%
Vietnamese	195,888	480,265	284,377	145%
Chinese	786,628	384,200	(402,428)	(51%)
Korean	115,000	380,000	265,000	230%
Armenian	36,250	30,500	(5,750)	(16%)
Dari	11,010	10,000	(1,010)	(9%)
Hmong	57,750	0	(57,750)	(100%)
Japanese	11,075	0	(11,075)	(100%)
Samoan	4,000	0	(4,000)	(100%)
English – Native American	3,150	0	(3,150)	(100%)
Tagalog	1,550	0	(1,550)	(100%)
Samoan	850	0	(850)	(100%)
English	700	0	(700)	(100%)
American Sign Language	500	0	(500)	(100%)
Cambodian	200	0	(200)	(100%)
Russian	150	0	(150)	(100%)
Arabic	130	0	(130)	(100%)
Mien	100	0	(100)	(100%)
Farsi	100	0	(100)	(100%)
TOTAL	1,632,605	2,996,565	1,363,960	84%