

**PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA**

**COMMISSION ADVISORY AND COMPLIANCE DIVISION  
Telecommunications Branch**

**RESOLUTION NO. T-14420  
June 19, 1991**

**RESOLUTION AUTHORIZING THE DISBURSEMENTS COMMITTEE (DC)  
OF THE TELECOMMUNICATIONS EDUCATION TRUST  
TO AWARD TRUST FUNDS.**

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**BACKGROUND**

1. Pursuant to D. 87-12-067, the Telecommunications Education Trust (Trust) has been established to promote consumer education and understanding of the telecommunications system.
2. The Disbursements Committee (DC) has five members; and was also established by D. 87-12-067.
3. The DC has estimated that the total amount of funds available for grantmaking will be approximately \$21 million (this includes \$16.5 million in principle plus interest which will be accumulated over the 6 year life of the Trust).
4. 145 applications were received in response to the 1990 guidelines issued by the DC. These applications requested a total of over \$28 million.
5. The DC of the Trust has met and recommends that the 20 organizations listed in Attachment A be granted the specified amounts of funds to accomplish the purposes of the Trust.
6. The DC has held 21 proposals for further consideration and for action by the Commission at its September 25th meeting. The DC will also be making recommendations to the CPUC on several applications from existing grantees at the September 25th meeting.
7. The DC used the following criteria to evaluate applications:
  - Is the proposed project compatible with the applicant's overall mission, and relevant to the stated goals and current priorities of the Trust?
  - Does the applicant have the capacity to complete the project and to use Trust funds effectively?

- Does the applicant have the necessary experience with the proposed target population, expertise in consumer education, and the necessary telecommunications knowledge, or a reasonable plan to work with persons with appropriate expertise?

- Does the applicant have the support of the community with which it proposes to work? Is there evidence that members of the community have participated in project planning?

- Are the proposed methodology and program objectives appropriate for the target population(s)?

- Will the project be of lasting benefit to consumers?

- Does the project present innovative, creative, or practical approaches to meeting Trust goals?

- Are funds to support the project available elsewhere?

- Is the proposed project cost-effective? Are the budget projections reasonable and sound?

- Does the proposal present a reasonable plan for evaluating the project as it proceeds and after it is finished? Does it describe a method to assure the accuracy of information conveyed to consumers?

8. The agreements have been reviewed by the Trust's legal counsel, Silk, Alder and Colvin. They agree that all of the agreements are in keeping with the legal requirements of the Trust.

9. The DC is hereby informing the Commission of several minor modifications to existing grant agreements which do not require Commission action. See Attachment B.

#### FINDINGS

1. The DC has conducted a thorough, unbiased review of the 145 applications for Trust funds in the first 1991 cycle.

2. We find that it is reasonable to authorize the DC of the Trust to enter into the agreements proposed in Attachment A. The total amount of funds committed is \$2,889,944.

3. We find that it is reasonable to act upon the 21 remaining proposals at the September 25th meeting.

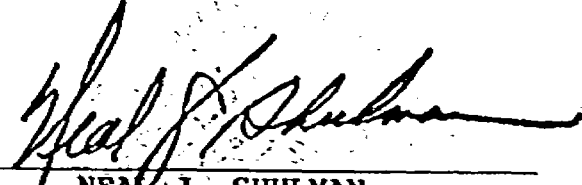
June 19, 1991

**THEREFORE IT IS ORDERED THAT:**

1. The DC of the Trust is authorized to enter into agreements with the organizations and for the amounts described in Attachment A. The total amount of funds committed is \$2,889,944.

I certify that this Resolution was adopted by the Public Utilities Commission at its regular meeting on June 19, 1991. The following Commissioners approved it:

PATRICIA M. ECKERT  
President  
G. MITCHELL WILK  
JOHN B. OHANIAN  
DANIEL Wm. FESSLER  
NORMAN D. SHUMWAY  
Commissioners

  
NEAL J. SHULMAN  
Executive Director

- ATTACHMENT A - List of organizations recommended for funding.  
ATTACHMENT B - Information only modifications to TET grant agreements.

# ATTACHMENT "A"

## TELECOMMUNICATIONS EDUCATION TRUST

Established by the California Public Utilities Commission

606 South Olive Street • Suite 2400 • Los Angeles, California 90014  
(213) 738-8743 • FAX (213) 383-2046

**CONFIDENTIAL**

1991

### Recommended Grants

**The Cambodian Family**  
1111 East Wakeham, Suite E  
Santa Ana, CA 92705  
Irene Pham  
Project Director

The Cambodian Family, Inc., is the lead agency in an Orange County consortium of agencies providing education, training, information and human services to limited English speakers, immigrants, refugees, and other vulnerable populations. Additional Trust support is provided to expand a school-and community-based telecommunications curriculum for Southeast Asian and other limited English speakers statewide. The creation and distribution of these educational materials will take place in close collaboration with the Career Resources Development Center of the Bay Area.

**Recommended Grant: \$196,434 over 18 months**

**Career Resources Development Center**  
655 Geary Street  
San Francisco, CA 94102  
Denise McCarthy  
Project Director

CRDC specializes in vocational training and acculturation for adults whose English language skills are limited. Trust funding will support a program of telephone consumer awareness skills--including text and classroom exercise--for beginner and advanced level limited English speakers, immigrants, and refugees. This expanded curriculum will be based on materials created by CRDC through a previous Trust grant. To enhance the instructional benefits of these efforts, an interactive video will supplement the written curriculum. CRDC will share resources and experiences during this collaboration with the Cambodian Family, Inc. of Orange County.

**Recommended Grant: \$123,510 over 18 months**

**Center for Public Interest Law  
University of San Diego  
Alcala Park  
San Diego, CA 92110  
Beth Givens  
Program Manager**

Based on research conducted as part of a 1989 Trust funded project, CPIL documented significant consumer confusion regarding telephone repair and inside wiring. A series of written materials were produced to educate consumers in San Diego regarding inside wire issues. Additional Trust support will build on this experience through support of a statewide effort to train staff of consumer education agencies and to disseminate written materials about basic inside wiring issues and consumer rights.

**Recommended Grant: \$138,680 for one year**

**Centro La Familia de Fresno  
946 North Fresno Street  
Fresno, CA 93701  
Luisa Medina  
Executive Director**

For sixteen years, Centro La Familia has worked to meet the human service needs of the low-income, Latino community of Fresno County. Trust funds will support a two-year project creating an interactive telephone information and referral service to be known as "AYUDAME" (Spanish for "Help Me") designed to link diverse clients including the unemployed, disabled, elderly, battered women, single parents, and families with available services in Fresno County.

**Recommended Grant: \$86,673 for 2 years**

**The CompuMentor Project**  
89 Stillman Street  
San Francisco, CA 94107  
Daniel Ben-Horin  
Executive Director

Since 1986, CompuMentor has fostered connections between technologically adept volunteers and Bay Area nonprofits whose ability to serve their clients could be significantly enhanced by improving their telecommunications capacity. In two years of Trust supported work, CompuMentor has developed a nationally recognized, locally-effective project in telecommunications education for nonprofits. A new Trust grant will extend mentor recruitment and training statewide.

**Recommended Grant: \$175,915 for one year**

**Contra Costa Legal Services Foundation**  
1017 Macdonald Avenue  
Richmond, CA 94802  
Nancy Strohl  
Executive Director

After twenty-four years of dedication to a predominantly low-income Hispanic, Asian, and African American client population, Contra Costa Legal Services Foundation continues to provide free civil legal services in Housing, Government Benefits, Health, Family Law and Community Economic Development to nearly 2,500 individuals each year. Trust funding will establish an automated attendant and voice mail system that will increase access to legal services for homeless clients and non-English speakers in Contra Costa County.

**Recommended Grant: \$21,600 for one year**

Consumer Action  
116 New Montgomery St. #233  
San Francisco, CA 94105  
Ken McEldowney  
Executive Director

For the past seven years, CA has taken a leading role in telecommunications consumer education and intervention and is generally recognized by government, industry, and education for accuracy and comprehensiveness in the service of consumers. With renewed Trust support, through consumer service agencies and community-based organizations statewide, Consumer Action will continue its function as a central resource for publications, technical assistance, training and workshops on telecommunications issues to low-income, senior, disabled, minority, and limited-English speaking consumers. During Consumer Action's first two years of Trust funding, 625,000 telecommunications fact sheets in seven languages were distributed. The Telephone Users' Guide, updated periodically, has also become a basic reference for over 1,000 agencies.

Recommended Grant: \$800,000 for two years

Disabled Children's Computer Group  
2095 Rose Street  
Berkeley, CA 94709  
Lisa Wahl  
Executive Director

Founded in 1983 by parents and professionals, DCCG exists to overcome barriers and facilitate life in the mainstream for individuals with disabilities by increasing access to adaptive technology. Trust funding would support a demonstration project using volunteers to train both English and non-English speakers with disabilities in innovative telecommunications applications facilitating their independence through learning and educational progress.

Recommended Grant: \$182,400 for two years

**Exceptional Children's Foundation**  
3750 W. Martin Luther King Jr. Blvd.  
Los Angeles, CA 90008  
Sue Swanson  
Director of Development

The Exceptional Children's Foundation (ECF) is a 55-year-old organization offering education, recreation, training and independent living programs to more than 3,400 developmentally disabled people of all ages and levels of disability in Los Angeles County. A trust grant will support the design and implementation of a curriculum to train profoundly retarded adults in telecommunications skills including how to use the telephone, conversation etiquette, consumer directories, emergency assistance and adaptive equipment.

**Recommended Grant: \$19,028 for one year**

**City of Fairfield and The Friends of the  
Fairfield Senior Center**  
Fairfield Senior Center, 1000 Webster St.  
Fairfield, CA 94533  
Hank Mattimore  
Senior Service Manager

Friends of the Fairfield Senior Center is a nonprofit organization dedicated to supporting the Fairfield Senior Center and to fostering cooperation among the various senior organizations which use the center. Through an array of thirty different programs, the City of Fairfield operates a multi-purpose senior center for 12,000 community residents age 50 and above. Trust funds will support a new outreach program using teleconferencing and telephone-television response to deliver information, services, and peer advice addressing the real life social, economic, and health problems of frail, homebound, or isolated older citizens.

**Recommended Grant: \$73,000 for one year**



**Interface: Children Family Services**  
1305 Del Norte Road, Suite 130  
Camarillo, CA 93010  
Martha Bolton  
Director of Crisis Services

For seventeen years, Interface: Children and Family Services (ICFS) has provided counseling, education, shelter and treatment services to Ventura County children and families in crisis. Approximately 1,000 children are served each year. With Trust support, ICFS will establish a youth operated telephone network linking runaway, homeless, and/or abandoned youth with telephone crisis intervention, peer-counseling, electronic bulletin board and voice mail messages, and a call patching system enabling long distance contact with families.

**Recommended Grant: \$39,024 for one year**

**Laubach Literacy Council of San Diego, Inc.**  
751 Rancheros Drive #10  
San Marcos, CA 92069  
Lisa Anderson  
Project Director

The Laubach Literacy Council of San Diego is a volunteer organization dedicated to teaching non-literate adults and speakers of other languages to read, write, and speak English. Laubach Literacy Council, a 1990 Trust grantee, created and disseminated self-instructional materials of telecommunications consumer education targeted to low-literacy individuals. Based on this experience, Trust support is now provided to produce, field test, and disseminate three instructional video tapes for use in adult literacy programs statewide.

**Recommended Grant: \$83,850 for one year**

**Legal Aid Society of Santa Clara County**  
480 North First Street  
San Jose, CA 95112  
Patricia D. Lee  
Directing Attorney

Since 1960, the Legal Aid Society of Santa Clara County has provided free civil legal services ensuring access to the judicial system and representation in matters affecting family, housing, health care, and basic legal rights. Trust funds will expand a telecommunications networking system through the use of voice mail and computers to improve access to legal information, staff referrals, and to generate legal forms for clients filing their own cases. An additional 8,000 to 9,000 clients would be reached each year. All services will be available in English, Spanish, and Vietnamese.

**Recommended Grant: \$49,360 for one year**

**Legal Service of Northern California**  
515 12th Street  
Sacramento, CA 95814  
William Kennedy  
Managing Attorney

Legal services of Northern California brings the expertise of its 500 volunteer attorneys to the poor of 18 California counties through its regional offices in Woodland, Auburn, Redding, and Chico and an interactive network of contacts with shelters, volunteers and educators. Trust funding will support the expansion of a 1990 Trust funded 24-hour access voice mail and electronic message system to homeless individuals through shelters in Northern California.

**Recommended Grant: \$99,727 for one year**

**Pacifica Foundation (for KPFA FM)**  
2207 Shattuck Avenue  
Berkeley, CA 94704  
Barinetta Scott  
Executive Project Director

Pacifica Foundation is a non-profit corporate entity governing listener-supported radio stations KPFA and KPFK in the Bay Area and Southern California, respectively. A 1989 Trust-supported series of telecommunications related programming recently earned KPFA honors from the Corporation for Public Broadcasting. 1991 Trust funding will support the production and broadcast at KPFA of a series of 13 one-hour participatory radio programs intended to educate Californians about changes in telecommunications. The program will be broadcast by KPFA, KPFK, and made available to other California public radio stations.

**Recommended Grant: \$199,850 for one year**

**Sacramento Urban League**  
8928 Volunteer Lane, Suite 220  
Sacramento, CA 95826  
George Dean  
President

The Sacramento chapter of the Urban League shares with its sister chapters in California the mission of a 68 year old national parent organization: to achieve racial parity for all minorities. To meet this mandate, the Urban League offers programs in job training and placement, drug education, consumer education and protection, and to encourage youth to stay in school. Trust funds will support a pilot-project of consumer education and telecommunications leadership training in the African American communities of Sacramento and the Bay Area.

**Recommended Grant: \$131,630 for one year**

Sandigan California, Inc.  
7300 Franklin Blvd., Suite 103  
Sacramento, CA 95823  
Bill Honer  
Program Consultant

Sandigan California was founded in 1987 to provide information, social, immigration and cultural services to Filipinos and others in the Sacramento area. The Sandigan Review is now broadcast monthly on SCCTV focusing on Filipino culture and community resources in both English and Tagalog. Trust support will produce eight bilingual interactive television programs using voice mail to help Tagalog-speaking immigrants increase their understanding of changing telecommunications technology, consumer issues, and community resources. Programs will be distributed through services organizations statewide.

Recommended Grant: \$94,421 for one year

"Telephone Tales" Leadership Training  
So. California Library Literacy Network  
11700 Telegraph Road  
Santa Fe Springs, CA 90670

Trust funds will support the review and promotion of "Telephone Tales" materials created through a 1989 Trust funded project designed to incorporate telecommunications consumer education into library-based literacy programs. A series of seminars aimed at literacy providers will be organized to increase awareness and use of these materials through the statewide literacy program network.

Recommended Grant: \$27,947 for one year

**Toward Utility Rate Normalization (TURN)**  
625 Polk Street, Suite 403  
San Francisco, CA 94102  
Audrie Krause  
Executive Director

TURN exists to serve, educate, and represent residential and small business utility consumers in California. Trust funds will continue support of educational and informational activities designed to assist Trust grantees including the publication of a bi-monthly newsletter and the expansion of a centralized repository for materials produced by TET grantees.

**Recommended Grant: \$135,000 for one year**

**Union of Pan Asian Communities/  
The Chicano Federation**  
1031 25th Street  
San Diego, CA 92102  
Wayne Chan  
Project Director

The Union of Pan Asian Communities and its partner for this project, the Chicano Federation of San Diego County, manage a wide range of human service programs for the rapidly growing Asian Pacific and Latino communities of San Diego County. This Trust grant will support the dissemination of materials developed as part of a 1989 Trust-funded telecommunication education program targeted to populations characterized by limited English proficiency. Video and written products available in the Vietnamese, Hmong Lao, Khmer, Chinese and Spanish languages will be made available statewide through intensive outreach efforts and ongoing technical support.

**Recommended Grant: \$212,119 for one year**

**Total recommended grants: \$2,889,944  
20 projects**

# ATTACHMENT "B"

## TELECOMMUNICATIONS EDUCATION TRUST

Established by the California Public Utilities Commission

606 South Olive Street • Suite 2400 • Los Angeles, California 90014  
(213) 738-8743 • FAX (213) 383-2046

May 22, 1991

### Memorandum

To: California Public Utilities Commission

From: Anthony Samson, Chair  
Disbursements Committee

Subject: Recommended Changes to TET 1989 and 1990 Grant Agreements

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This memo provides a summary of changes to grant agreements recommended by the Disbursements Committee from August, 1990 through April 1991. They all represent "insubstantial" changes to the original agreements: none of them alters the amount of funding to be provided by the Trust, nor materially changes the scope of work as approved by the CPUC. These, in the Disbursements Committee's point of view, come under the heading of the kinds of changes about which the CPUC should be advised simply as a matter of information.

The 14 grantees listed immediately below received Disbursements Committee permission to shift modest amounts of funds among the categories in their approved project budgets. All the changes appear to allow the grantees to maximize the use of their grant dollars and improve their ability to carry out grant purposes.

1. Grant #90-008G, Laubach Literacy Council, San Diego.
2. Grant #89-092G, Toward Utility Rate Normalization, San Francisco.
3. Grant #89-047G, Center for Public Interest Law, San Diego.
4. Grant #89-095G, San Diego State University Foundation, San Diego.
5. Grant #90-124G, Public Interest Clearinghouse, San Francisco.
6. Grant #89-024G, Consumer Action, San Francisco.
7. Grant #90-027G, National Geographic Foundation, Washington, D.C.
8. Grant #90-135G, Chinese for Affirmative Action, San Francisco.
9. Grant #90-141G, Legal Services of Northern California, Sacramento.
10. Grant #90-096G, Western Public Radio, San Francisco.
11. Grant #90-172G, Community Memory, Berkeley.

12. Grant #90-052G, Regene Mitchell, Westminster.
13. Grant #89-075G, World Institute on Disability, Oakland.
14. Grant #89-002G, Institute for Local Self Government, Sacramento.

The six grantees listed immediately below received Disbursements Committee approval to revise, or extend their grant periods at no cost to the Trust.

1. Grant #90-165G, Sonoma County Foundation, Santa Rosa.
2. Grant #89-095G, San Diego State University Foundation, San Diego.
3. Grant #89-002G, Institute for Local Self Government, Sacramento.
4. Grant #89-071G, The Cambodian Family, Santa Ana.
5. Grant #89-047G, Center for Public Interest Law, San Diego.
6. Grant #90-044G, Coalition for Children with Special Needs, Pasadena.