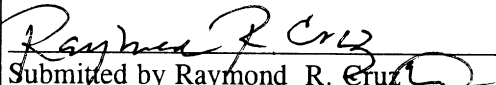


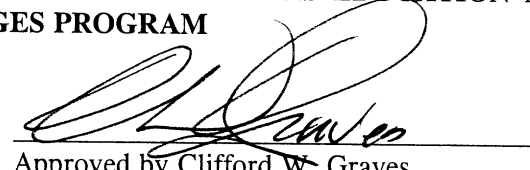


# City of Carson Report to Mayor and City Council

February 1, 2011  
New Business Consent

**SUBJECT: CONSIDER RESOLUTION NO. 11-013, SUPPORTING THE SEARCH TO INVOLVE PILIPINO AMERICANS AND THE TELECOMMUNICATIONS EDUCATION AND ASSISTANCE IN MULTIPLE-LANGUAGES PROGRAM**

  
Submitted by Raymond R. Cruz  
Public Services General Manager

  
Approved by Clifford W. Graves  
Interim City Manager

## I. SUMMARY

This item is on the agenda at the request of Mayor *Pro Tem* Santarina.

Search to Involve Pilipino Americans (SIPA) was recently awarded a grant by the California Public Utilities Commission (CPUC) to provide Tagalog language assistance and education through the Telecommunications Education and Assistance in Multiple-languages (TEAM) program. SIPA will work with limited English proficient Filipino consumers and seniors to resolve billing issues with their respective phone companies. The program's goal is to assist consumers when problems arise, and provide education to ensure that consumers avoid problems in the future. Tonight, the City Council is asked to show its support of SIPA and its participation in the TEAM program by approving Resolution No. 11-013 (Exhibit No. 1).

## II. RECOMMENDATION

TAKE the following actions:

1. WAIVE further reading and ADOPT Resolution No. 11-013, "A RESOLUTION OF THE CITY COUNCIL OF THE CITY OF CARSON, CALIFORNIA, SUPPORTING THE SEARCH TO INVOLVE PILIPINO AMERICANS (SIPA) AND THE TELECOMMUNICATIONS EDUCATION AND ASSITANCE IN MULTIPLE-LANGUAGES (TEAM) PROGRAM."
2. DIRECT staff to transmit the executed resolution to the Search to Involve Pilipino Americans.

## III. ALTERNATIVES

TAKE another action the City Council deems appropriate.

## IV. BACKGROUND

Search to Involve Pilipino Americans was established in 1972 to enhance the quality of life of Filipino American and other communities through youth

development, health, economic and social services. SIPA also develops affordable housing and other projects that promote cultural identity, economic stability, self-sufficiency and civic participation. SIPA’s programs and services are facilitated through community-based, collaborative relationships.

SIPA is one of thirty community-based organizations throughout the state of California participating in the TEAM program funded by the CPUC. SIPA will provide education and assistance to limited English proficient Filipino consumers and seniors who are at a disadvantage when trying to resolve billing issues with their phone companies due to the language barrier. The program is intended to assist consumers when problems exist, and provide education to help consumers avoid problems in the future.

Services provided by SIPA through the TEAM program include educational workshops in Tagalog to provide information regarding how to avoid telephone fraud and better understand telecommunications services; assistance and education with prepaid calling cards; and complaint resolution services related to billing and telephone issues with their phone companies. SIPA will also educate consumers on how to spot common billing scams and work individually with customers and their phone companies to refund money due to erroneous billing. All services provided under the TEAM project are free of charge.

**V. FISCAL IMPACT**

None.

**VI. EXHIBITS**

Resolution No. 11-013. (pgs. 4-5)

Document1

Prepared by: Luchie S. Magante, Sr. Administrative Analyst

TO:Rev010511

Reviewed by:

City Clerk	<u>City Treasurer</u>
<u>Administrative Services</u>	<u>Development Services</u>
<u>Economic Development Services</u>	<u>Public Services</u>

Action taken by City Council	
Date _____	Action _____

RESOLUTION NO. 11-013

A RESOLUTION OF THE CITY COUNCIL OF THE CITY OF CARSON, CALIFORNIA, SUPPORTING THE SEARCH TO INVOLVE PILIPINO AMERICANS (SIPA) AND THE TELECOMMUNICATIONS EDUCATION AND ASSISTANCE IN MULTIPLE-LANGUAGES (TEAM) PROGRAM

WHEREAS, The Search to Involve Pilipino Americans (SIPA) was established in 1972 to enhance the quality of life of Filipino American and other communities through youth development, health, economic and social services; and

WHEREAS, SIPA also develops affordable housing and other projects that promote cultural identity, economic stability, self-sufficiency and civic participation; and

WHEREAS, SIPA is one of thirty community-based organizations throughout the state of California participating in the Telecommunications Education and Assistance in Multiple-Languages (TEAM) program funded by the California Public Utilities Commission; and

WHEREAS, SIPA will provide education and assistance to limited English proficient Filipino consumers and seniors who are at a disadvantage when trying to resolve billing issues with their phone companies due to the language barrier. The program is intended to assist consumers when problems exist, and provide education to help consumers avoid problems in the future; and

WHEREAS, services provided by SIPA through the TEAM program include educational workshops in Tagalog to provide information regarding how to avoid telephone fraud and better understand telecommunications services; assistance and education with prepaid calling cards; and complaint resolution services related to billing and telephone issues with their phone companies; and

WHEREAS, SIPA will also educate consumers on how to spot common billing scams and work individually with customers and their phone companies to refund money due to erroneous billing; and

WHEREAS, all services provided under the TEAM project are free of charge.

NOW, THEREFORE, BE IT RESOLVED, that the city of Carson, California supports Search to Involve Pilipino Americans and its participation in the Telecommunications Education and Assistance in Multiple Languages Program.

**PASSED, APPROVED and ADOPTED** this 1<sup>st</sup> day of February, 2011.



\_\_\_\_\_  
Mayor Jim Dear

ATTEST:

\_\_\_\_\_  
City Clerk Helen Kawagoe

APPROVED AS TO FORM:

\_\_\_\_\_  
City Attorney

