

Decision and policy makers shall be briefed on the potential for increased benefits to underserved communities. This will forward our efforts in eliminating barriers experienced by these utility customers and reduce institutionalized racism.

**5. How does the proposed action support (check all that apply):**

- ☒ **Work force equity?**
- ☒ **Economic equity, including contracting?**
- ☒ **Immigrant and refugee access to services?**
- ☒ **Public engagement and outreach?**
- ☒ **Capacity building?**

**Please describe:**

Work force equity: Hiring those who represent our customers/communities to help increase our language capacity in the workforce.

Economic equity, including contracting: Improve the quality of life, put more money in the customer pockets and use this saving to focus on other basic needs such as food, shelter, medical, etc. Help improve health and well-being but not having more financial worries. By doing this, more public dollars will be channeled into the communities we serve.

Immigrant and refugee access to services: Support language capacity through increased use of language line services and other means of interpretation. Help ensure that the printed information (brochure and application) are fully effective in those communities. Provide culturally competent outreach services to normally underserved populations.

Public engagement and outreach: Help ensure that staff are culturally competent and able to provide quality public engagement. This would also be helpful for improving and building our relationship within the communities we serve.

Capacity building: Increased cultural competency and on-going training and improvement as our demographics are changing.

**6. Who are the racial / ethnic groups affected by this program, policy or practice? How will each group be affected?**

Primarily people of color, immigrant and refugees, as well as underserved (seniors and people with disabilities). It is because of this evaluation/rate review, and the work we've done (evaluation from prior activities) that we know that a more thorough inclusive process is still needed.

**7. Describe the community members and/or groups who have been involved with the development of the proposal and the involvement process. Is there community support for or opposition to the proposal? Why?**

Yes, there has been support for this proposal but it would also depend on the cost effectiveness of the proposed / packaged recommendations.

Community members and representatives who have been part of the outreach evaluation process include Environmental Justice Network in Action (EJNA) partners such as International District Housing Alliance, Asian and Pacific Islander Women