

## Community Based Organization (CBO) Feedback Comparison Matrix

<b>Organization / Language</b>	<b>Notifications</b>	<b>Agenda &amp; Materials</b>	<b>Participation Process</b>	<b>Language Access</b>	<b>Barriers &amp; Logistics</b>
<b>Asian Business Association (ABA) – Mandarin</b>	Email + WeChat; QR flyers; official WeChat group requested.	Too long/technical; want bullet summaries & estimated times.	Prefer step-by-step guide & example scripts.	Improve translation quality (AI + human).	Work, transport; supermarkets/schools outreach.
<b>ABA – Korean</b>	Email + KakaoTalk; church/markets.	Plain-language summaries; color/icons; post ≥3 days prior.	Timer/shorter comments; flexible format.	Prefer AI over Google; add Korean captions.	Work schedules; SMS requested.
<b>ABA – Tagalog</b>	Email; Facebook/church networks.	‘Why this matters’ section; simpler terms.	Clear timer; example speech script.	Easier request form; visible services.	Meetings too long; transportation.
<b>Bayside Community Center (Spanish)</b>	WhatsApp, schools, TV/radio, phone calls.	Provide translations; agenda too complicated.	Comment box; video helpful.	Interpreters in balcony area.	Work, language, transportation; more date options.
<b>Bonita Family Resource Center (Spanish)</b>	Phone calls, socials, newsletter.	Translate, define terms; stable internet.	More welcoming environment; Zoom.	Free translation; Zoom options.	Weekday hours, transportation, family priorities.
<b>License to Freedom (Dari/Pashto)</b>	Mosques/churches, schools/universities, WhatsApp, apt managers, mail.	Short, translated, simple language; visuals.	Prefer in-person speaking; short educational sessions.	Interpreters; translate summaries; volunteers.	Work/family, transportation/childcare; ICE concerns.

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<b>Little Saigon San Diego (Vietnamese)</b>	FB posts + phone; professional translation; publish in Vietnamese papers; parking info.	Concise plain-language; culturally appropriate terms; avoid ALL CAPS.	Clear speaking time; convenient parking; rep options.	Local interpreters; culturally sensitive wording.	Transportation/parking; advance notice; meetings long/intimidating.
<b>Mano a Mano (Spanish)</b>	Community centers, faith-based orgs, social media; clearer, shorter emails.	Bullet points, larger font; context ('why it matters').	Step-by-step guides; clearer timelines; reassurance.	Plain Spanish; language resources easier to find.	Transportation, childcare, intimidation; more promotion.
<b>Somali Family Service (SFS) – Arabic</b>	Phone outreach; desire for ongoing engagement & education.	Too long/technical; want simple item summaries, highlight topics (housing, utilities, schools).	Clear step-by-step instructions; video helpful.	Add Arabic interpretation; simplify website navigation.	Language barriers; low awareness; need follow-up.
<b>SFS – Somali</b>	Phone; SMS requested; many unaware meetings exist.	Even translated agendas too technical; want very simplified summaries.	Prefer remote; community prep + English-proficient reps.	Add Somali interpretation; captions less helpful for low literacy.	Awareness gap; language/literacy; CBO-led orientations.