

## California Teleconnect Fund (CTF) Administrative Committee (AC) Meeting

505 Van Ness Avenue, San Francisco, CA 94102

Golden Gate Room

September 9, 2024

**Meeting called to order:** 10:30 am PT

### **1. Introduction & Roll Call**

**Committee Members Present:** AC Chair Jarrid Keller – Sacramento Public Library (Chair, Libraries), AC Member Josh Chisom (Library Alternate, Virtually) AC Member Geoff Belleau (Co-Chair, Education), AC Member Kenneth Rothschild (Deaf/Hard of Hearing Representative), AC Member Madison Alcalay (PAO Primary), AC Member Prescott Matthews (PAO Alternate), AC Member Sean McLaughan (CBO Primary, Virtually), AC Member Vinhcent Le (CBO Primary, Virtually).

**CPUC Staff Present:** CTF Staff Member Karo Serle (CTF), CTF Staff Member Joy Alba-Librojo (CTF), CTF Staff Member Connie Wong (CTF), CTF Staff Member Daniel Lyulkin (CTF), CTF Staff Member Kirsten Mueting (CTF), CTF Supervisor Lina Khoury (CTF), CTF Staff Member Siamack Donighi (CTF), CTF Staff Member Miriam Sidney (CTF), CPUC Legal Staff Member Lisa-Marie Clark (Legal, Virtually).

**Public Participants Present:** Steven Sidney (General Public), Kim Lewis (CENIC, Virtually).

**American Sign Language Interpreters Present:** James Henderson, Charlotte Rutin

**Absent Members:** AC Member Max Perrey (Redwood Community Health Coalition (RCHC), AC Member Saira Pasha (AT&T, LEC), AC Member Ali Dias (California Department of Education Alternate).

**Roll Call:** Quorum is met.

### **2. Public Comments on Non-Agenda Items**

- No comments.

### **3. Review Agenda**

- AC Chair Jarrid Keller proposes an agenda modification to include a presentation from the library sector regarding the Colonial Heights Library fire (Agenda item #3). AC Chair Jarrid noted that the PAO presentation is expected in the December 2024 AC meeting.
- Agenda approved.

### **4. Review and Approve June 3, 2024, Meeting Minutes**

- AC Chair Jarrid Keller proposes correction on page 1 to reflect:
  - Public Participants Present: Tamara Broman (~~CDE~~)(Library)
  - ~~Public Participants Present: Kristina Mattis (CDE) (listed twice)~~
- Motion to approve the June 3, 2024, Meeting Minutes.
- AC Member Kenneth Rothschild motioned to approve and was seconded by Vinhcent Le.
- AC Chair Jarrid Keller (Aye), AC Member Geoff Belleau (Aye), AC Member Vinhcent Lee (Aye), AC Member Kenneth Rothschild (Aye), AC Member McLaughlin (Aye), AC Member Madison Alcalay (Aye).
- Motion is approved.

### **5. Action Items & Updates from Last Committee Meeting**

- Item #5- DDGP: Thrive & SSDA to present to AC members
  - CTF Staff Member Karo stated that there are no updates, Thrive and SSDA are still scheduled to present as planned in the December 2024 AC meeting.
- AC Annual Report
  - AC Chair Jarrid stated that the AC Annual Report has been sent to CTF staff.
- AC Corporate Drop-Box Account
  - AC Chair Jarrid discussed various updates regarding the AC Corporate Drop-Box project:
    - Project is underway but recent insurance changes in the cyber liability market have complicated a few items on the backend.
    - Library attorney is working to ensure all items regarding the drop-box are accurate and complete and the plan is to still have the portal.
    - Update will be provided in December 2024, AC meeting.

## 6. Discussion of Administrative Committee Vacancies

### Item #6- Committee Vacancies

- AC Chair Jarrid highlighted the importance of having primary as well as alternative committee seats filled and that if the AC cannot find other members, future discussions and decisions will be required on how to decrease vacancies and increase participation.
  - CTF Staff Member Karo stated that if AC members are not able to forward nominations, the Commission or Executive Director can appoint (CTF AC Charter Section 3.6, Vacancies)<sup>1</sup>.
  - AC Member mentioned that it has been historically difficult to fill health sector vacancies and asked whether the CPUC can obtain beneficiary contact information from the FCC?
  - CPUC Legal Staff Member Lisa-Marie answered that the Commission can establish a Memorandum of Understanding (MOU) between the FCC and USAC to receive lists of eRATE participants and reach out those participants.
  - AC Member Geoff noted that program rules for the telemedicine sector and eRATE participants may be different.
  - CTF Staff Member Karo stated that the charter is clear, nominations must come from the sectors.
  - AC Chair Jarrid stated that obtaining contact information from USAC would be helpful.
- AC Member Sean stated that Jim Dolganias (CENIC), from the June 2024 AC meeting is on a board of a Public Health Agency and may express interest in becoming a representative for the health sector of the AC.
- AC Chair Jarrid asked for updates regarding the Rural Clinics/ Telemedicine sector.
  - CTF Staff Member Karo provided updates: Carolyn Siegel Singh (CBO Alternate) has left, Casey McFall (CBO Alternate) has left, AC Member Saira Pasha (LEC Primary) is going to nominate an alternate, and AC Member Kenneth Rothschild (Deaf/Hard of Hearing Primary) is in the process of nominating an alternate.
  - AC Chair Jarrid noted that AC Member Madison Alcalay is now the primary for PAO and Prescott Matthews is now the alternate for PAO.

## 7. Library Sector Presentation (AC Chair Jarrid)

- AC Chair Jarrid provided insight into a devastating fire that has affected the Colonial Heights Public Library. The branch will be closed for a few years and service challenges have risen. AC Chair Jarrid mentioned the recent policy changes in the CTF program will aid in resuming

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<sup>1</sup> If the Committee is unable to identify a suitable candidate to fill the vacancy for any reason, the Commission or Executive Director may appoint a member of the class from which the vacancy occurs.

services as much as possible in the affected areas. AC Chair Jarrid mentioned that the library now has severe structural damage, and staff has been evacuated completely.

- AC Chair Jarrid stated that alternative methods are being investigated such as: bookmobiles, mobile services, and partnerships with other community entities through an annex structure.
- AC Chair Jarrid thanked the CPUC for expanding eligibility to library annexes.

## 8. eCap Update

- *CTF reviewed the status of CTF applications from May 1, 2024, through August 27, 2024*
  - AC Chair Jarrid asked about the high rate of ineligible/rejected applications. CTF staff stated that rejections/ineligibility determinations are mostly the result of CBO/HCBO's not having qualifying services and not meeting revenue requirements.
  - CTF Staff Member Karo mentioned that a few applicants applied as Government Hospitals but were HCBO entities. CPUC Legal Staff Member Lisa-Marie noted that government hospital requirements and eligibility determinations regarding skilled nursing facilities are not clear, but the upcoming OIR will discuss these items.
  - AC Member Geoff asked CTF if clinics and telemedicine entities apply to the CTF program as HCBOs and whether CTF would consider reaching out to approved applicants to find out if there is an interest in becoming a health sector representative for the AC?
  - CTF Staff Member Siamack responded that clinics/telemedicine do apply as HCBOs and CTF can potentially provide contact information as needed.
  - CPUC Legal Staff Member Lisa-Marie proposed the idea of having a few participants present in AC meetings.
  - Steven (General Public) stated that he is a Kaiser Permanente physician and a member of the Alameda County Contra Costa Medical Association. Steven noted that this topic may be of interest to the Medical Association and that he is happy to contact them regarding outreach and committee vacancies.
  - CTF Staff Member Karo stated that overall, rejections are trending downward and that clearer CTF rules and outreach will reduce rejections even more.
- *CTF provided an update on financial status of the fund*
  - AC Chair Jarrid asked if the CTF plans to borrow funds from the State General Fund soon as it did in the past due to economic conditions.
  - CPUC Legal Staff Member Lisa-Marie stated that it is up to the Department of Finance when they work on CTF's annual budget and that she will check statutes to ensure whether a mechanism exists for this and that there are no updates as of right now.
  - At some point, Lina Khoury added that Jarrid is correct that CTF borrowed approximately \$50,000 back in 2018 or 2019 or so because CTF had used most of its appropriation. In early 2024, CTF paid off the loan from its appropriation as CTF had enough appropriation left for last fiscal year. Lina Khoury added that future CTF financial borrowing opportunities, if needed, is depended on its appropriation and Department of finance
- *CTF presented eCAP claim data for Q3*
  - AC Member Sean asked if CTF staff have information on why Community College claims have decreased in May and June of 2024.
  - CTF staff mentioned that this could be due to lag times in submitting claims as service providers have 60 days from the last day of the service month to submit a claim.

**Break:** 11:30am – 11:40am

### **eCAP Update (cont.)**

- CTF provided an update on recent efforts to develop improvements in the eCAP system to enhance CBO and HCBO application portal items. CTF noted that they are working on obtaining funding approval and that the project will improve the overall application process for CBO's and HCBO's. CTF will provide updates in future AC meetings.
- CTF Staff Member Connie presented to AC members the overall process of filing an application within the eCAP portal.
- CTF Staff requested a recognition of a change to a slide. The change shall reflect that the "fund status report" numbers are as of August 26, 2024.

### **9. CTF Outreach**

- CTF Staff Member Karo provided an update on outreach efforts led by CTF staff. Karo showed AC members a flyer that was developed for CBO/HCBO's and mentioned that a short informational video will be developed. Karo also mentioned that there will be future CTF webinars discussing various topics such as school and library annexes, and CBO/HCBO's. Karo encouraged AC members to send out the developed flyer to their constituents.
- AC Member Kenneth Rothschild requested that the short informational video be captioned.
- CTF Staff Member Siamack also noted that CTF has reached out to 139 CBO organizations working with the disabled community in outreach efforts.
- AC Member Vinhcent Le confirmed that he will be sending out CTF's flyer.
- Kim Lewis (General Public-CENIC) mentioned that CTF staff should ensure outreach efforts such as flyers and notices include recertification information via additional language.
- CPUC Legal Staff Member Lisa-Marie mentioned that CTF can utilize service providers to use bill inserts with existing customers for outreach efforts.
- CTF Staff Member Siamack mentioned that he will reach out to service providers associated with numbering projects for outreach.
- CTF Supervisor Lina mentioned that information regarding recertification will be included in upcoming webinars.
- AC Member Sean offered to help spread CTF awareness in video/radio spots via community access channels and that CTF can let him know regarding certain dates of webinars.
- CTF Staff Member Karo thanked AC Members and stated that CTF will let them know regarding specific dates of webinars.
- AC Chair Jarrid thanked the CTF staff for their outreach efforts.

### **10. LACOE Update**

- CTF Staff Member Karo directed LACOE schools to submit applications for all schools within the district. After encountering eCAP issues and resolving them, 12 LACOE schools are now enrolled in eCAP.
- CPUC Legal Staff Member Lisa-Marie noted that schools in contract with LACOE's business arm are still suspended from the CTF program. Lisa-Marie also mentioned that CENIC/CBI is undergoing a similar issue and that the CTF program needs to find clarification on the roles of service providers and participants. Member Lisa-Marie stated that this is a major point in the upcoming OIR and that the OIR will be issued by the end of 2024 or Q1 of 2025 at the latest. The OIR will be looking to establish rules for LACOE & CENIC and that a joint OII will also be issued to investigate how these issues arose. The goal of the OII will not be enforcement but

to grant the Commission the ability to conduct discovery on unregulated entities and adhere to the Bagley-Keene Act.

- AC Member Sean asked about how AC members can assist or be involved in the proceeding.
- CPUC Legal Staff Member Lisa-Marie provided a couple of ways AC members can be involved such as having constituents participate as a party or member of the public in submitting comments on the OIR. Members of the public can also write letters and submit them as part of the record. Lisa-Marie stated that AC members cannot represent themselves as an AC representative unless approved by the whole committee and that the draft OIR cannot be shared now.
- AC Member Kenneth requested that the DDTP committee be aware committee representation opportunities as well.
- CPUC Legal Staff Member Lisa-Marie stated that she will bring the topic up in the DDTP committee meetings and that she will hold a Bagley-Keene presentation on September 13, 2024.
- AC Member Geoff asked if it would be helpful to bring in the eRATE team to help CTF understand models and structures of eRATE schools.
- CPUC Legal Staff Member Lisa-Marie confirmed that it would be helpful and that CTF wants to model the program as much as possible in accordance with the eRATE program.

#### **11. School Annex Update**

- CTF Staff confirmed that October 8, 2024, is the proposed webinar date that will go over the application process for school and library annexes.
- CTF Staff Member Karo thanked CTF Supervisor Lina Khoury for bringing the program up to date with eligibility requirements and outreach efforts, and Lina Khoury thanked her team for their hard work.

#### **12. Pending Legislation**

- Kim Lewis (General Public-CENIC) mentioned SB 3179, a bill seeking various exemptions from the CA Air Resources Board in the process of purchasing heavy duty trucks in the Telecommunication industry.

#### **13. Agenda Items for Next Meeting**

- AC Chair Jarrid asked to set aside an hour for presentations from Thrive and SSDA.
  - AC Member Geoff mentioned if CTF staff can have impacted students present in the next AC meeting as well.
- AC Chair Jarrid confirmed that PAO will be presenting in the December 2024, AC meeting.
- Agenda items discussed for the next meeting include:
  - AC Chair Jarrid will provide an update on the Corporate Shared Box-Drop
  - Discuss AC Vacancies and outreach efforts
  - Presentation from DDGP grantee's Thrive and SSDA
  - Presentation from PAO
  - eCAP, CTF financials, CTF applications & claims data, and CTF Webinar Updates
  - LACOE/CENIC Updates
  - OIR/OII Updates
  - Pending Legislations

#### **14. Schedule June AC Meeting**

- Future meeting dates scheduled as the following:

- Monday, December 2, at 10:30 AM - 1:30 PM at Sacramento Public Library, West Meeting Room for in person, Zoom link for virtual.

**15. Adjourn Meeting: 12:20PM**