



# CTF Administrative Committee Meeting

June 12, 2023





# Overview

- 1) Introduction
- 2) Public Comments on Non-Agenda Items
- 3) Agenda Review
- 4) Review and Approve Prior Meeting Notes
- 5) Action Items from Last Committee Meeting
- 6) Current CTF-AC Vacancies
- 7) Status of CTF
- 8) eCAP Update
- 9) Digital Divide Grant Program
- 10) Update on Los Angeles County Office of Education
- 11) Budget and Recommendations
- 12) Pending Legislation
- 13) Agenda Items for Next Meeting



# (1) Introductions



## (2) Public Comments on Non-Agenda Items



## (3) Agenda Review

The agenda of this Committee meeting is as follows:

9:30 AM – 11:00 AM

- (1) Introductions
- (2) Public Comments on Non-Agenda Items
- (3) Review Agenda
- (4) Review and Approve 03/06/22 Meeting Minutes
- (5) Action Items & Updates from Last Committee Meeting
  - a. Chair McLaughlin to confirm whether Josh Chisom's nomination is approved by Executive Director.
  - b. Discuss Chair McLaughlin's position as AC Committee Chair.
  - c. Max Perrey to furnish a short biography and resume, and Administrative Committee to vote on his appointment as the primary representative for the Rural Clinics/Telemedicine sector
  - d. Caroline Siegel-Singh to furnish a short biography and resume, and Administrative Committee to vote on her appointment as one of the CBO alternates
  - e. CTF Staff will report back to the AC Committee on the role of alternates
  - f. CTF Staff will share recertification letters with AC Committee for feedback
  - g. Presentation schedule update

- (6) Discussion of Administrative Committee Vacancies:
  - a. Public Hospitals and Clinics-Primary and Alternate vacancies
  - b. Rural Clinics and Telemedicine-Primary and Alternate vacancies
  - c. Community Based Organization-Alternate vacancy
  - d. Local Exchange Carrier-Alternate vacancy
  - e. Public Advocates Office- Primary and Alternate vacancies
  - f. Deaf/Hard of Hearing-Alternate vacancy

11:00 AM – 11:15 AM


BREAK

11:15 AM – 12:00 PM

- (7) Status of CTF
  - a. Applications/Recertification
  - b. Claims and Program Finances
- (8) eCAP Update

12:00 PM – 1:30 PM

- (9) Digital Divide Grant Program, Resolution T-17770
- (10) Update on Los Angeles County Office of Education
- (11) Discussion of Budget and Recommendations
  - a. CTF Staff will provide additional information on the AC committee's role in the proposed budget process.
- (12) Pending Legislation
- (13) Agenda Items for Next Meeting



(4) Review and Approve  
Prior Meeting Notes



# March 6, 2023 Meeting Notes

Draft Meeting Minutes

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

Sacramento Public Library, 828 I Street, Sacramento, CA 95814  
West Meeting Room

March 06, 2023

**The meeting was called to order at 9:45 a.m.**

### **1. Introductions**

**Committee Members Present:** Jarrid Keller-Sacramento Public Library (Vice-Chairperson, Libraries- Acting Committee Chair), Kenneth Rothschild (Deaf)-Virtually, Geoff Belleau-California Department of Education (CDE) (Education), Vinhcent Le – Green Lining (CBO)-Virtually, Alison Dias-CDE (Education)-Virtually, Saira Pasha-AT&T (Local Exchange Carrier (LEC)), and Casey McFall (CBO)-Virtually.

**CPUC Staff Present:** Lina Khoury (CTF)- Virtually, Amy Lau (CTF), Emily Chen (CTF), Karo Serle (CTF), Daniel Lyulkin (CTF), Miriam Sidney (CTF)-Virtually, Joanne Leung (CTF)-Virtually, Lisa-Marie Clark (Legal)-Virtually, Jana Hopkins (PAO), Joseph Haga (IT)-Virtually, and Robert Stanford (IT)-Virtually.

**Public Participants Present:** Kim Lewis (CENIC), and Josh Chisom (California State Library)-Virtually.

**American Sign Language Interpreters Present:** Yes

**Absent Members:** Sean McLaughlin-Access Humboldt (Chairperson, and Community Based Organization (CBO))

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

No public comments.

**3. Review Agenda**

Agenda was approved.

**4. Review and Approve Prior Meeting Minutes**

Approved December 12, 2022, meeting minutes.

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

- a. Chair McLaughlin to confirm nomination letters for Victor Smith and Jana Hopkins have been submitted to Executive Director.
  - Jana Hopkins will replace Victor Smith as the primary for Public Advocate Office, following his resignation.
- b. Chair McLaughlin to confirm nomination letter for Josh Chisom has been submitted to Executive Director
  - Submitted, pending approval.
- c. Max Perrey to furnish a short biography and resume. The Administrative Committee will vote on his appointment as the primary representative for the Rural Clinics/Telemedicine sector.
  - Max Perrey is unable to attend as such moving this item to the next meeting.
- d. Chair McLaughlin and Committee member Le to confirm whether Committee member McFall intends to continue serving as the alternate representative for the CBO sector.
  - No updates. Casey McFall is willing to continue serving as a member.
- e. Chair McLaughlin and Committee member Keller to confirm submission of annual report.
  - The report was submitted to CTF staff at the last December's committee meeting. CTF staff confirmed receipt.

## **6. Discussion of Administrative Committee Vacancies**

- a. Public Hospitals/Clinics – Primary/Alternate
  - a. Mr. Perrey is going to submit his resume for primary.
  - b. No updates regarding the alternate.
- b. Rural Clinics/Telemedicine – Primary/Alternate
  - a. CTF staff stated that there is a primary representative nominee Max Perrey (Not present- moved to next meeting).
  - b. No other updates.
- c. CBO – Alternate
  - a. Vinhcent has a candidate to nominate for Chair McLaughlin's alternate.
- d. LEC – Alternate
  - No updates.
- e. Deaf/Hard of Hearing-Alternate
  - Lisa-Marie Clark, CTF attorney, noted that the Deaf, Disabled, Telecommunications Program (DDTP) advisory committee expressed interest.
  - Acting Committee Chair Jarrid Keller and CTF staff discussed ways to increase alternate participation in future committee meetings.
    - **Action Item:** The CTF staff will explore the role of alternates and strategies/ways to increase their participation in the committee meetings.

## **7. Status of CTF**

### **a. CTF Applications**

CTF staff discussed CTF applications data.

- No comments from Committee members.

## **b. Recertifications**

CTF discussed recertifications. Participants will be recertifying through the new eCAP portal.

- During the meeting, Acting Committee Chair Jarrid Keller asked if CPUC had considered extending the 90-day library renewal deadline to 120 days for the first recertification notice. The reason for this proposal was to accommodate the time constraints involved in preparing agenda items and obtaining board approval.
- CTF staff will discuss this time extension with Lina (Supervisor for the CTF program).
- Lisa-Marie Clark inquired about how many application recertifications are rejected due to program rule changes, and how common are these rejections.
- The changes in CTF requirements such as revenue cap and service hour worksheet requirements have affected the rate of applications being rejected and are more common throughout the recertification process.
- Casey McFall inquired that while working with grassroots CBOs, a few individuals had inquired about receiving CTF recertification letters but were unsure of their meaning and how to address them. CTF staff stated that- due to outdated contact information in their database and staff turnover, they are requesting help from the CBO sector with outreach regarding recertification. It is the responsibility of each organization to update their contact information if they relocate or make changes to their contact information so that the letters reach the correct individuals.
- Kim Lewis (CENIC) suggested that Cal Non-profits may be able to help put out notifications as a good resource.
- The Acting Committee Chair Jarrid Keller asked whether the CPUC has done any webinars or other efforts regarding outreach.
- CTF staff responded that they plan on doing webinars/outreach in the future.
  - **Action Item:** CTF to bring a recertification letter to the next AC Committee meeting for committee members to review the letter and provide feedback.

### **c. Claims and Program Finances**

- CTF staff discussed the claim fund status.
- Saira Pasha asked what contributed to the shift in claims paid in FY 20/21 and 21/22. She also asked whether there are any patterns and trends.
- CTF staff identified several reasons why the number of claims paid has decreased. These reasons include:
  - Old participants with multiple locations getting disqualified under new rules: It is possible that the CTF-team has implemented new rules that have made it more difficult for participants with multiple locations to qualify for claims. As a result, some of these participants may have been disqualified, which could have contributed to the decrease in claims paid.
  - CTF voice discount termination: It is possible that the CTF-team has terminated some voice discounts that were previously available to participants. This could have discouraged some participants from submitting claims, which could have contributed to the decrease in claims paid.
  - Closure of sites/locations due to the COVID pandemic: The COVID pandemic has led to the closure of many sites and locations, which could have made it more difficult for participants to submit claims. This could have contributed to the decrease in claims paid.

### **8. Program Claims Management System Update**

CTF staff discussed updates to eCAP/PCMS project.

- Outdated contact information and user-specific emails often lead participants to create duplicate eCAP accounts, and result in increasing the workload for CTF staff.
- Saira Pasha from AT&T (Local Exchange Carrier (LEC)) has noticed that some applications are being rejected through eCAP. She would like to know how the eCAP testing and troubleshooting staff is addressing this issue and what factors are being considered in the process. Additionally, she suggests that the CTF staff works with the Fiscal Office to establish direct deposit processes for payees. Saira also recommends that the CTF staff research how other programs handle direct deposit payment processes.
- The CTF staff responded that its currently working with developers to address various issues and make the application and claim submission processes more user-friendly. If participants are unable to submit applications through eCAP, they can use the traditional email method. With regards to the direct deposit payment structure, the CTF staff will explore the matter and discuss it with the Fiscal Office.

### **11. Digital Divide Grant Program, Resolution T-17770**

CTF staff discussed updates to Digital Divide Grant Program.

- Acting Committee Chair Jarrid Keller asked whether the DDGP is a one-time program or ongoing.
- The CTF staff responded that the DDGP is currently a pilot program that provides funding for one school year only.
- Lisa-Marie Clark responded that further discussions about the future of the DDGP program will depend on the outcome of the pilot program.

### **12. Update on Los Angeles County Office of Education**

Standing item, no updates as of right now.

### **13. Discussion of Budget and Recommendations**

CTF staff and AC members discussed the annual budget and recommendations. A brief Q&A session was held.

- Acting Committee Chair Jarrid Keller stated that the CTF follows the Governor's state budget process, and then asked what role the committee plays in the proposed budget process.
- Casey McFall highlighted the importance of including the budget recommendation process in future committee meetings and allow the public to provide comments.
- Kim Lewis recommended the Committee look into asking DOF for additional funds for recertification and outreach activities.
- Acting Committee Chair Jarrid Keller states that staff should provide more information on the role the committee plays in the state budget process.
- **Action Item:** Lisa-Marie Clark will look at the charter to see how committee budget recommendations align with the state budget process.

### **14. Pending Legislation**

Kim Lewis and Lisa-Marie Clark discussed AB1714.

### **15. Presentation on the CBO sector by Chair McLaughlin**

- Chair McLaughlin was not present.

**16. Presentation on the CBO sector by Committee member Le**

- Vinhcent Le – Green Lining (CBO)-Virtually – gave a presentation on CTF and the CBO sector, and a brief Q&A session was held.
- Member Mc Fall discussed the stated that not all non-profits are CBO's and that foundations are for fundraising and in most cases do not provide direct services to the community.

**17. Identify Items for the Next Agenda**

- CTF Staff will report back on the role of alternates.
- CTF Staff will share recertification letters for feedback.
- CTF Staff will provide additional info on the AC committee's role in the proposed budget process.
- Next Sector presentations: Rural Clinics and Telemedicine presentations moved to September AC Committee Meeting. The CTF staff proposed moving the LEC presentation from September 2023 to June 2023. CTF staff also suggested that Public Libraries presentations can replace LEC presentations, if needed.

**Discuss Meeting Logistics:**

- The next meeting will be hybrid in San Francisco, CPUC building.

**Next AC Meeting Date:**

Monday, June 12, 2023

AC meeting adjourned at 12:06 p.m.

## (5) Action Items from Last Committee Meeting

- a. Chair McLaughlin to confirm whether Josh Chisom's nomination is approved by Executive Director.
- b. Discuss Chair McLaughlin's position as AC Committee Chair.
- c. Max Perrey to furnish a short biography and resume, and Administrative Committee to vote on his appointment as the primary representative for the Rural Clinics/Telemedicine sector
- d. Caroline Siegel-Singh to furnish a short biography and resume, and Administrative Committee to vote on her appointment as one of the CBO alternates
- e. CTF Staff will report back to the AC Committee on the role of alternates
- f. CTF Staff will share recertification letters with AC Committee for feedback
- g. Presentation schedule update



# (5f) Recertification Notice

STATE OF CALIFORNIA

GAVIN NEWSOM, *Governor*

## PUBLIC UTILITIES COMMISSION

505 VAN NESS AVENUE  
SAN FRANCISCO, CA 94102-3298



<Mailing Date>

«Organization\_or\_Applicant\_Name»

### CALIFORNIA TELECONNECT FUND: MANDATORY RECERTIFICATION

**CTF ID (or Application No.):** «Application\_Number»

**Participant Category:** <<Participant Category>>

**Service Address:** <<Street Address (including suite number if applicable), City, State Zip Code>>

**CTF Eligibility End Date:** «Eligibility\_End\_Date»

**Recertification Due Date:** «Eligibility\_End\_Date»

The California Public Utilities Commission has identified «Organization\_or\_Applicant\_Name» as a current participant in the California Teleconnect Fund (CTF) program as of «Eligibility\_Start\_Date». Your CTF eligibility qualifies you to receive discounts on eligible broadband services from participating providers.

Please note that your CTF program eligibility will expire on «Eligibility\_End\_Date». You are now eligible to recertify, and your last day to do so is «Eligibility\_End\_Date». Failure to recertify will terminate your participation in the program on «Eligibility\_End\_Date», and your CTF discounts will end. Please recertify via your eCAP account: <https://ecap.cpuc.ca.gov/s/>.

# (5f) Recertification Notice

Our records indicate that an eCAP account already exists for «Organization\_or\_Applicant\_Name». **Do not attempt to create a new eCAP account to manage your account.** Instead, you may contact [CTFHelp@cpuc.ca.gov](mailto:CTFHelp@cpuc.ca.gov) for assistance in accessing eCAP. We strongly recommend that you submit a *Recertification CTF Application* at least 30 days before «Eligibility\_End\_Date» to allow the program time to process the application and avoid potential lapse in your eligibility.

Additionally, effective July 1, 2023, the CTF program will stop sending notices via Postal Mail due to environmental reasons. Please update your contact information and email address(es) in the eCAP account before July 1, 2023.

For instructions on submitting a *Recertification CTF Application*, please visit the eCAP Help/FAQ page at: <http://ecap.cpuc.ca.gov/s/help-faqs>. For additional information on the CTF program, including current eligibility guidelines, you may refer to the CTF Applicant & Participant Guidebook by visiting [www.cpuc.ca.gov/ctf](http://www.cpuc.ca.gov/ctf).

Sincerely,

California Teleconnect Fund  
Communications Division  
California Public Utilities Commission

## (6) Current CTF-AC Vacancies

- a. Public Hospitals and Clinics-Primary and Alternate vacancies
- b. Rural Clinics and Telemedicine-Primary and Alternate vacancies
- c. Community Based Organization-Alternate vacancy
- d. Local Exchange Carrier-Alternate vacancy
- e. Public Advocates Office- Primary and Alternate vacancies
- f. Deaf/Hard of Hearing-Alternate vacancy



# Break

11:00 a.m. – 11:15 a.m.

# (7) Status of CTF

- Applications/Recertification
- Claims and Program Finances



# California Teleconnect Fund

## Status of Applications as of 06/01/2023

	CBO	Healthcare CBO	Hospitals	Libraries	Private Schools	Public Schools	Total
Applications in Review*	45 (25.6%)	26 (14.8%)	15 (8.5%)	1 (0.01%)	14 (8.0%)	75* (42.6%)	176 (100%)
Approved	6	2	0	0	1	17	26
Ineligible	17	6	0	0	4	3	30
Pending	11	6	0	0	4	2	23

\*Due to the influx of duplicate applications during the transition to eCAP, the periodic reporting of applications has been put on hold. Above data is presented from a report downloaded through eCAP as of 06/01/2023.

\*39 non-charter public schools, 36 charter schools.



# Recertifications

- Community-Based Organizations recertify every 3 years, and all other participant types recertify every 5 years and must meet current program rules.
- Participants recertify eligibility through the electronic Claim and Application Portal (eCAP) website.
- CTF sends multiple notifications to selected participants of need to renew eligibility.
  - Recertification notices will be emailed from eCAP.
  - The 1<sup>st</sup> notice is sent 120 days prior to eligibility end date.
  - The 2<sup>nd</sup> notice is sent 60 days prior to eligibility end date.
  - A final notice is sent 30 days prior to eligibility end date.



# California Teleconnect Fund

Fund Status Report as of May 15, 2023

<b>CTF Local Assistance Budget vs. Claim Projections and Payments</b>			
	<b>FY 2020-2021</b>	<b>FY 2021-2022</b>	<b>FY 2022-2023</b>
<b>Local Assistance Budget</b>	\$105,000,000	\$105,000,000	\$105,000,000
<b>Claim Projections</b>	\$67,000,000	\$67,000,000	\$60,000,000
<b>Claim Paid</b>	\$61,393,201	\$52,491,171	\$27,097,064
<b>Budget less Paid</b>	\$43,606,799	\$52,508,829	\$77,902,936







# California Teleconnect Fund

## Cash Balance as of May 15, 2023

State Controllers Office Fund Reconciliation Report					
Report Date	FY / period	Beginning Cash Balance	Revenues	Expenses	Ending Cash Balance
7/31/2022	FY22 P01	99,397,477.11	4,352,024	2,160,000	101,589,501.17
8/31/2022	FY22 P02	101,589,501.17	3,769,380	5,106,000	100,252,881.28
9/30/2022	FY22 P03	100,252,881.28	3,348,025	3,610,000	99,990,906.25
10/31/2022	FY22 P04	99,990,906.25	3,745,473	4,820,000	98,916,379.73
11/30/2022	FY22 P05	98,916,379.73	3,581,553	974,000	101,523,932.99
12/31/2022	FY22 P06	101,523,932.99	3,100,045	10,452,000	94,171,977.85
1/31/2023	FY22 P07	94,171,977.85	4,156,504	270,000.00	98,058,481.46
2/28/2023	FY22 P08	98,058,481.46	2,206,011	6,252,000.00	94,012,492.79
3/31/2023	FY22 P09	94,012,492.79	2,588,751	3,486,000.00	93,115,243.45





# (8) eCAP Update

# eCAP Update


- eCAP website – is for use by applicants, participants, and claimants to manage CTF claims and applications and other non-CTF Program processes.
- To automate the electronic intake, routing, tracking, disposition, and status of documents.
- Program resumes processing of applications in eCAP.
- Missing supporting information and inaccurate accounting codes on CTF vouchers delay payment of claims.



# (9) Digital Divide Grant Program

Resolution T-17794  
Awarding of Four Pilot Projects.

Scheduled for the August 10, 2023  
Commission Meeting.



(10) Update on Los Angeles County  
Office of Education



# (11) Budget and Recommendations

- a. AC committee's role in the proposed budget process.



# (12) Pending Legislation



# (13) Agenda Items for Next Meeting