



California Public
Utilities Commission

ULTS Administrative Committee Meeting

Meeting Minutes

Please join the California Public Utilities Commission (CPUC) for the Universal LifeLine Telephone Service Administrative Committee Meeting:

When: Wednesday, March 10, 2021 (1:30 – 4:30 p.m.)

Where: webex meeting: [Join meeting](#)

Call-In Number: [415- 655-0002](tel:415-655-0002) **Meeting number (access code):** [146 845 3979](tel:1468453979); **Meeting password:** [raTcPQUF444](#)

Agenda

1:30 – 1:35 p.m.	Introduction: Ken McEldowney, Chair
1:35 – 1:40 p.m.	Welcome: Commissioner Genevieve Shiroma
1:40 p.m.	Approval of Minutes: Committee reviews and approves the last meeting minutes prepared by the Communications Division (CD)
1:41 – 1:50 p.m.	Public Comments
1:50 – 2:25 p.m.	Nominations and Election of Officers: <ul style="list-style-type: none">• Chair & Vice Chair
2:25 – 2:35 p.m.	New Member Nomination: Alternate - Deaf/Hearing Impaired or Disabled <ul style="list-style-type: none">• Brian Winic – District Administrator, CA Department of Rehabilitation, Santa Barbara District
2:35 – 2:55 p.m.	Presentation on LifeLine Assessment Project: <ul style="list-style-type: none">• CSUS: Cynthia Chase - Project Manager, Meagan Wylie - Project Coordinator, Shannon Williams PhD - Research Lead
2:55 – 3:25 p.m.	Communications Division Liaison Reports: <ul style="list-style-type: none">• Status of Proceedings:<ul style="list-style-type: none">○ Pilot Updates: Mary Rottman<ul style="list-style-type: none">▪ Boost/CARE Pilot▪ iFoster Pilot• Status on Renewal process and General Order update: Mary Rottman• Claim Status: Tina Lee• FCC – Lifeline – David Avila

3:25 – 3:35 p.m.	Fiscal Report: Lalaine Semana
3:35 – 3:45 p.m.	CAB Report: Carla Remigi <ul style="list-style-type: none"> • Consumer Contact Statistics
3:45 – 4:05 p.m.	3rd Party Contract Reports: Jim Graettinger <ul style="list-style-type: none"> • Maximus <ul style="list-style-type: none"> ○ Enrollment Statistics ○ Approval and Denial Statistics ○ Call Center Statistics
4:05 – 4:10 p.m.	Discussion: Topics to Include in Annual Report: Ken McEldowney
4:10 – 4:15 p.m.	Legal Liaison: Cindy Yun <ul style="list-style-type: none"> • Form 700
4:15 – 4:20p.m.	Review of Administrative Committee Vacancy Status <ul style="list-style-type: none"> • 10 open positions <ul style="list-style-type: none"> ○ CLEC – 1 Alternate ○ Deaf/Hearing Impaired or Disabled Rep – 1 Alternate ○ Consumer – 2 Alternates ○ CBO – 2 Primary, 3 Alternates ○ CPUC Public Advocates Office – 1 Alternate
4:25 – 4:30 p.m.	Future Meeting Date
4:30 p.m.	Adjournment

ULTS-AC Member Roster

1	Large ILEC	Primary Alternate	Michael Foreman Charlie Born	AT&T California Frontier Communications
2	Small ILEC	Primary Alternate	Yvonne Wooster Lorrie Clark	Calaveras Telephone Company Sebastian
3	CLEC	Primary Alternate	Marcie Evans -----	Cox Communications
4	Wireless	Primary Alternate	David Avila Alex Gudkov	TracFone Wireless, Inc. TruConnect
5	Deaf/Hearing Impaired or Disabled Rep	Primary Alternate	Kate Woodford -----	Center for Accessible Technology
6	Consumer	Primary Alternate	Ken McEldowney -----	Consumer Action (Chair of Committee; will call in to the meeting)
7	Consumer	Primary Alternate	Vinhcent Le -----	Greenlining
8	CBO	Primary Alternate	Cesar Motts -----	Southeast Community Development Corp.
9	CBO	Primary Alternate	----- -----	
10	CBO	Primary Alternate	----- -----	
11	CPUC's Public Advocates Office	Primary Alternate	James Ahlstedt -----	Public Advocates Office

1. Attendees:

Members: Michael Foreman, Yvonne Wooster, Lorrie Clark, Marcie Evans, David Avila, Alex Gudkov, Kate Woodford, Vincent Lee, James Ahlstedt, Cesar Motts

Attendee: Tina Lee, Mary Rottman, Cindy Yun, Lisa Bass, Phillip Enis, Kellie Jones, Sharmila Selvalakshmirajeswara, Genevieve Shiroma, Brian Winic, Ashnita Lal, Jim Graettinger, Carla Remigi, Tina

2. Introduction:

Ken McEldowney, Chair unable to attend. Jonathan Lakritz to assist with the meeting.

3. Commissioner Shiroma

- a. Opening remarks
- b. Remarked on Boost/CARE ruling is awaiting comments by 3/26/2021
- c. Remarked on iFoster Program
- d. Renewal Suspension Program
- e. Low Income Oversight Committee

4. Jonathan requests for a committee member to chair the meeting.

- a. James Ahlstedt volunteers

5. Approval of minutes

- a. Yvonne questions #3 and requests name be updated to Marcie Evans and not Yvonne Wooster.
- b. #9 should be David Avila and not Alex Gudkov
- c. Motion adopted to approve meeting notes

6. Nominations:

- a. Yvonne nominates David Avila for Vice Chair
 - i. Michael F – Yes Cesar M – Yes
 - ii. Marcie E – Yes James A – Yes
 - iii. Kate W – Yes Yvonne W – Yes
 - iv. Vincent Lee – Yes
 - v. Unanimous decision confirms David Avila to Vice Chair
- b. Ken (not present) but is interested in being Chair
- c. James and Ken nominated to Chair. Cindy Yun requests for James to disconnect from call while a vote is taken.
 - i. Michael F –James Cesar M –James
 - ii. Marcie E – James Yvonne W– James
 - iii. Kate W – James David A – Ken
 - iv. Vincent L – James
 - v. James Ahlstedt voted to Chair
- d. Michael F requests that thanks be given to Ken in the minutes for his contributions to the program. David A seconds the motion. Michael and Davis to work on resolution.

7. Public Comments:

- a. Gina Gates – San Jose Digital Intelligence Project

- i. Identified over 50k low income and low digital skills prior to COVID. Lifeline has been introduced into the program and want to expand Lifeline services to the close the digital divide. Thank you for listening.
- ii. Jonathan – Requests that Gina put this information in chat for further follow-up work and challenges.
- iii. Gina contact information: San Jose Digital Inclusion Project
gina.gates@gatesconsultinggroup.us 408-853-3000

8. New Member Nominations:

- a. Brian Winic – Introduction and background of himself and his qualifications
- b. Unanimous vote to confirm new member.

9. Lifeline Presentation

- a. Phil E – Presentation on Sacramento State Program Assessment
 - i. Evaluation Summary and Enrollment
 - 1. Impacts to participation rates
 - 2. Modifications to the program
 - 3. Strategy to increase enrollment
 - a. Focus Areas – Market Competition, Process Evaluation, Program Awareness, Program and Policy

Questions/Comments:

James A – Any direct impacts to the Lifeline Program?

Cynthia Chase (PM) – Outreach to folks during COVID has been challenging.

Commissioner Shiroma – Suggests to Phil to send out Cynthia, Meagan and Shannon’s bios. When do you anticipate contacting committee members to begin the assessments?

Meagan Wylie (Proj.Coordinator) – End of April is the goal depending upon availability.

Alex G – Have you considered using TPA data?

Meagan – Yes

10. Communications Division Report

- a. Mary – Update on pilots
 - i. Expenses vs Budget for Boost, iFoster, and CARE through Jan’21
 - ii. Renewal Process – all comments are in
 - iii. GO-153
- b. Tina – Claims status
 - i. November through January claims are being reviewed. Any questions to be submitted to the Lifeline claim mailbox
- c. David A - FCC
 - i. COVID and Unemployment Actions
 - 1. Suspended Annual Recertification,
 - 2. Suspended National Verifier Re-Verification,
 - 3. Suspended non-users,
 - 4. Suspended 3-month consecutive income eligibility proof.
- d. Discussion on MSS
- e. David – National Verification Updates:
 - i. 56 Hard launch, 0 Pending, milestones completed
 - ii. API released to improve enrollment process experience

- iii. Working with RAD (Representative Accountability Database) w/USAC to streamline approvals
 - iv. National Verification Migration (Re-verification) on hold due to pandemic.
11. Fiscal Report – as of Jan 31, 2021 remaining balance \$498,262,580.00
- a. Alex – IT and Maximus costs are the same costs?
 - i. Ashnita – It's all IR costs related to the program
 - Alex – Is it possible to see IT costs to Maximus contract?
 - Ashnita – Yes. Will need to retrieve.
 - Mary requests that this information be sent to the team when retrieved.
 - b. David – Are the revenues as expected? Are we over or under?
 - i. Mary – Can we get that to you? We can get actuals vs. forecasted.
12. CAB – Carla gave overview of CAB and its services
- a. Resolves common questions/concerns
 - b. Resolves appeals for CA Lifeline
 - c. Analyze complaint data to CPUC decision-makers.
 - d. Assist consumers and all contacts made will have a unique case record through CIMS.
(Consumer Information Management Systems)
13. 3rd Party Contract Reports – Jim Graettinger
- a. 1,971,948 Participants
 - b. 96.51% Avg. Qualification Rate
 - c. Pandemic Consumer Protection
 - d. Renewal Process Enhancements
14. Annual Report – this agenda item will be discussed at next quarterly meeting in June.
15. Legal – Cindy Yun
- a. Form 700 to be completed by April
16. Review of Vacancies
- a. 10 open positions
 - b. Commissioner Shiroma – 2 positions at Community Based Organization (CBO)
17. Future Meeting Date – Tentatively June
18. Meeting adjourned – 4:26pm