



California Public
Utilities Commission

ULTS Administrative Committee Meeting Minute

Please join the California Public Utilities Commission (CPUC) for the Q2 2024 Universal LifeLine Telephone Service Administrative Committee Meeting

When: Tuesday, June 11, 2024 (9:00 a.m. – Noon)

Where: CPUC Courtyard Conference Room, 505 Van Ness Ave., San Francisco, CA 94102

WebEx Meeting Link: <https://cpuc.webex.com/cpuc/j.php?MTID=m5a1f6c26c7ef4d851311b2c879bcb3ae>

Call-in Number: 1-855-282-6330 **Access Code:** 249 784 31689 **Meeting Password:** 2024

California LifeLine Program Meeting Agenda

Session 1: Welcome & Kick-Off

Session Outcome: Meeting Kick-Off

Session Topics: Welcome, Opening Remarks, Public Comments

9:00 a.m. – 9:05 a.m.	Introduction: David Avila, Chair
9:05 a.m. – 9:10 a.m.	Welcome:
9:10 a.m. – 9:15 a.m.	Approval of Minutes: Committee reviews and approves the last meeting minutes prepared by the Communications Division (CD)
9:15 a.m. – 9:20 a.m.	Public Comments

Session 2: Program Alerts & New News

Session Outcome: Inform Critical Program Updates

Session Topics: New News, Alerts & Highlights

9:20 a.m. – 9:45 a.m.	CPUC Communications Division (CD) Updates: Robert Sansone <ul style="list-style-type: none"> • iFoster • Foster Youth • No SSN Population Staff Proposal • SSA Freeze • Medicaid
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Session 3: Program Performance & Metrics

Session Outcome: Understand "What's Working" vs. What's Not Working"
Session Topics: Internal & External Past Quarter Performance & Future Guidance

9:45 a.m. – 9:55 a.m. Fiscal Report: Lalaine Semana

9:55 a.m. – 10:10 a.m. Claims Status: Lisa Anthony

Session 4: Program Enrollment & Operations

Session Outcome: Understand Consumers Enrolling & Staying on the Program
Session Topics: Operational Topics & Updates

10:10 a.m. – 10:25 a.m. 3rd Party Administrator - Maximus Report: James Graettinger

- Completed Initiatives and Impact
- Upcoming Initiatives
- Program & Operation Reports

10:25 a.m. – 10:30 a.m. CAB Consumer Contact Statistics Report: Rosa Sauer

10:30 a.m. – 10:40 a.m. BREAK

Session 5: Growth & Strategy

Session Outcome: Exploring How to Achieve Program Growth
Session Topics: Industry, Special Initiatives, External Collaborations

10:40 a.m. – 10:50 a.m. 2024 Calendar Review – Committee member milestones (annual report) – Marcie Evans

10:50 a.m. – 11:00 a.m. USAC Update: David Avila

Session 6: Committee Administration & Governance

Session Outcome: Lifeline Committee Management, Deliverables & Commitments
Session Topics: Committee Deliverables, Sub-Team Reports/Read-Outs, Calendars

11:00 a.m. – 11:10 a.m. Administrative Committee Vacancies & New Nominations/Appointments:
10 open positions

- Large ILEC – 1 Alternate
- CLEC – 1 Alternate
- Small ILEC – 1 Alternate
- Consumer – 1 Primary, 2 Alternates
- CBO – 1 Primary, 3 Alternates

11:10 a.m. – 11:15 a.m. Future Q4 Meeting Date

Member Roster

1	Large ILEC	Primary Alternate	Chris Burke Vacant	Frontier Communications
2	Small ILEC	Primary Alternate	Linda Lassen Vacant	Sierra Tel
3	CLEC	Primary Alternate	Marcie Evans Vacant	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 Brian Winic	Cntr for Accessible Technology CA Department of Rehabilitation
6	Consumer	Primary Alternate	Vacant Vacant	
7	Consumer	Primary Alternate	Vinhcent Le Vacant	Greenlining
8	CBO	Primary Alternate	Cesar Motts Vacant	Southeast Community Development Corp.
9	CBO	Primary Alternate	Andre Chapple Vacant	Faith Church, African American Empowerment, Nat'l Diversity Coalition, Answer City Outreach
10	CBO	Primary Alternate	Vacant Vacant	
11	CPUC's Public Advocates Office	Primary Alternate	Christopher Bartulo Sharmila Selvalakshmirajeswara	Public Advocates Office Public Advocates Office

Meeting Minutes – ULTS-AC Meeting, June 11, 2024, 9:00 am – 12:00 pm

Attendees: 6 primary members and 4 alternate presents.

Primary members: Chris Burke, Marcie Evans, David Avila, Kate Woodford, Vincent Le, Cesar Motts,

Alternates: Alex Gudkov, Brian Winic, Caroline Siegel-Singh, Sharmila Selvalakshmirajeswara

Other Attendees: Michael Mullaney, Lisa Anthony, Worster Chari, Robert Sansone, Rosa Sauer, Lalaine L. Semana, Sindy J. Yun, Rosa Sauer, Jim Graettinger, Danyel Cordoba, Kellie Jones.

Introduction: Marcie Evans – Opening remarks

Approval of Minutes:

- Marcie Evans Motion to approve.
- Cesar Motts second.
- Motion approved by the committee members.

Public Comments:

No Public comments.

CPUC Communications Division (CD) Updates: Robert Sansone:

- Transition from iFoster TO Foster Youth:
Follow up with Verizon and T-Mobile regarding the transition to the permanent program (foster youth).
Maximus was granted the contract as the new Foster Youth Third Party administrator.
- No SSN Population Staff Proposal
Comments on the staff proposal,
continuing our work with Lexus Nexus for real ID
- SSA Freeze
Received comments and reply comments due on Friday, June 14
- Medicaid
Fully implemented eligibility and renewal eligibility with Aves
Working on EPI with Meds,
Negotiation with ODI to take over Cal fresh DHCS and provide access to both databases.

Questions/Comments:

No Questions

Fiscal Report: Lalaine Semana

See Presentation: # 1

- The current fiscal year for the period ending April 30, 2024
- Total Revenue: \$ 283,111,015
- Total Appropriation: \$ 718,322,194
- Total Expenditures: \$ 172,832,019
- Outstanding Encumbrance: \$ 4,531,168
- Remaining/Available Appropriation: \$ 540,959,007
- Total Available Cash as of April 30, 2024: \$ 580,551,453
- Cash available as of May 31, 2024: \$ 584,507,913
- As of today June 11, 2024: 607,000.000

Questions/Comments:

Marcie Evans: What is the change expected with the current fund?

Lalaine Semana: Additional appropriation for the next fiscal year and the amount will be reverted by the current fiscal year 2024-2025. There is a three-year appropriation.

Claims Status: Lisa Anthony

See presentation: # 2

- March 2024 – 89% of all claims approved for March:
Wireless: 92% of Claims Received and Approved by CPUC
Wireline: About 88% of Claims Received and Approved by CPUC
- April 2024 – Service Providers have until June 28th to submit April claims, but we have already received and approved about 53% of all claims
Wireless: About 84% of Claims Received and Approved by CPUC
Wireline: About 24% of Claims Received and Approved by CPUC
- May 2024 – Due by July 31st
- Reminders:
 - Service Providers have 60 days to submit claims after each month's end. If an extension is needed, you can email lifelineclaim@cpuc.ca.gov by that month's deadline.
 - June 28th is the deadline for Service Providers to submit their forecasts for their California LifeLine claims for 7/1/24-6/30/25. The TPA distributed the Administrative Letter on May 10th along with a forecasting worksheet.

Questions/Comments:

No questions.

3rd Party Administrator – Maximus Report: Jim Graettinger

See presentation # 3

Completed initiative:

- Customer Portal, Phase 1.2 Enhancements Deployed Friday, May 17th.
- Introduced AEVS checks to confirm applicants' Medi-Cal participation during LifeLine enrollment.

Question/Comments:

Alex: can you provide the fraud to all the service providers?

Jim Graettinger: We did already and plan on future changes to facilitate it.

- California LifeLine Income Limits, effective June 1, 2024, through May 31, 2025.

Upcoming initiatives:

- The SPIA SubmitApplication and SubmitRenewal methods will be changed to add **CIN** as a required field when the **ProgramCodeList** field for the submission includes the "Medical" Program Code
 - Soft Launch Date for the SPIA change is **Friday, June 14, 2024**
 - Hard Launch Date for the SPIA change is **Thursday, August 15, 2024**

Program and Operations Reports:

Questions/Comments:

Rosa Sauer: emancipation applicant, do we have any, and how Many?

Jim Graettinger: not yet we didn't identify the numbers yet.

Robert Sansone: Can all service providers process an emancipation applicant?

Marcie Evans: it has been years since we got an emancipation applicant, and the default is to mail documentation.

Questions arose on participant location

Robert Sansone: Suggested the Forming of a subcommittee .

David Avila: Motion of Subcommittee: to look at Maximus geocoding capabilities

Vincent Lee: will motion and Join the Subcommittee.

Sindy J Yun: two options

formal Subcommittee: by motion only two members.

Informal Subcommittee: suggested by a non-member, requires Voting and can be More than two members.

Vincent Le: will lead the informal Subcommittee and send an email to the members if it's more than four will form two informal subcommittees

Ceaser Motts: I will recommend an informal and join.

Marcie Evans: I will join.

Alex Gudkov: I will Join.

Sindy J Yun: I will send one page of the rules.

CAB Consumer Contact Statistics Report: Rosa Sauer

See Presentation # 4:

February 2024 & April 2024 Consumer Affairs Branch LifeLine Overview:

CAB has dedicated specialists and consumer affairs specialists to assist consumers with LifeLine-related issues:

- Appealing LifeLine denials
- Disputing various issues with LifeLine Service Provider
- Requesting information on LifeLine application process
- Resolving consumer questions or complaints with LifeLine application process regarding Rules/General Order 153; a lot of consumers know the General Order
- Resolving issues with wireless devices is a non-jurisdictional issue for us; however, we do reach out to the Service Providers and see what it is that we can do for them.
 - LifeLine Contacts Received by CAB: February 2024 – April 2024
 - LifeLine Contacts Closed by CAB: February 2024 – April 2024
 - LifeLine Contacts Received and Closed by CAB - 15-Month Trend

Questions/Comments:

David Avila: Is there any overflowing of calls due to the ACP Wind down?

Rose Sawyer: I was expecting to receive a huge number of calls, but it was not that bad, it was mainly the consumers asking for program extensions or what other programs were available for them. Starting the notification in December through April helped educate the consumer and warned the customers.

2024 Calendar Review – Committee member milestones (annual report) – Marcie Evans

See presentation #5

July 1, 2023 to June 30, 2024

- UNIVERSAL LIFELINE TELEPHONE SERVICE TRUST – ADMINISTRATIVE COMMITTEE
- The Moore Universal Telephone Service Act
- ULTS Marketing Board (ULTSMB)
- ULTSAC
- ULTSAC Goals and Objectives
- ULTSAC Accomplishments
- Significant LifeLine Program Changes During Reporting Period
- ULTSAC's Identification of Important Issues for the Commission to Consider
 - Sacramento State University LifeLine Program Assessment
 - Grow and Expand Participation in the LifeLine Program
 - Ongoing Improvements to Renewal and Recertification
 - Community Outreach and Marketing
 - Continuation of Voice-Only LifeLine Support
 - Synchronization with the Federal Lifeline Program
 - Leveraging Other Public Purpose Programs
- Other Areas the Administrative Committee Wishes to Focus on: Administrative Committee Vacancies
- Lessons Learned from Audits of LifeLine Service Providers

- Conclusion:

Questions/Comments:

Marcie Evans: please review the annual report and provide any feedback before July 15. That will allow me to make the necessary changes and include suggestions. Get the report prepared for advanced review before our 3rd quarter ULTSAC meeting.

USAC Update: David Avila

See Presentation # 6

- Federal Lifeline and ACP/Overview.
- Federal Lifeline Program Snapshot.
- Federal Affordable Connectivity Program Snapshot.
- California ACP Participation and Disbursements by Congressional District
- National Verifier/NLAD Updates
- LifeLine National Verifier / CX Focus Areas
- Affordable Connectivity Program (ACP)
- ACP Updates
- ACP Polling: Support by Demographic
- ACP Participation and Spending by Political Party
- ACP Lines by Technology
- Lifeline National Verifier Database Connections

Questions/Comments:

Robert Sansone: we contacted the FCC, and they didn't seem interested in partnering with us.

David Avila: Each state is different, and it depends on the political climate in the state.

Alex Gudkov: usually it might be technical difficulties, but from what I heard from USAC it seems that California CPUC is not interested in partnering with the FCC. I know it's been a while.

Marcie Evans: from our experience, we were talking with USAC about starting a standalone broadband LifeLine in the RDF areas under the FCC rules. there's a statute or some rule that's specific to California that the Californian subscriber who wants standalone broadband must go through a paper application, maybe that's why they're pushing back and not willing to partner with California.

Review of Administrative Committee Vacancy Status

- 10 open positions
 - o Large ILEC – 1 Alternate
 - o CLEC – 1 Alternate
 - o Small ILEC – 1 Alternate
 - o Consumer – 1 Primary, 1 Alternates
 - o CBO – 1 Primary, 3 Alternates

Robert Sansone: Staff is working on a resolution and targeting August's voting meeting about modifying the formation of the board.

Future Q4 Meeting Date: TBD.
Motion to adjourn.
Chris Burks: I Motion to adjourn.

The meeting was adjourned at: 11:45.