



California Public
Utilities Commission

ULTS Administrative Committee Meeting Minute

Please join the California Public Utilities Commission (CPUC) for the Q1 2025 Universal LifeLine Telephone Service Administrative Committee Meeting

When: Thursday, March 20, 2025, 9 am – Noon.

Where: 505 Van Ness Ave., Golden Gate Room, San Francisco, CA 94102

WebEx Meeting Link: <https://cpuc.webex.com/cpuc/j.php?MTID=m5a7e801c4fbb83d9fc19c8f7fccb59d0>

Call-in Number: 1-855-282-6330 **Access Code:** 249 504 10006 **Meeting Password:** ultsac0325
(85872203 when dialing from a phone or video system)

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 approval of 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. – 9:40 a.m.	CPUC Communications Division (CD) Updates: Robert Sansone <ul style="list-style-type: none">• Program Updates
9:40 a.m. – 9:55 a.m.	USAC/Federal Updates: David Avila

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

9:55 a.m. – 10:00 a.m.	Fiscal Report: Lalaine Semana
10:00 a.m. – 10:10 a.m.	CAB Consumer Contact Statistics Report: Inetha Mallard
10:10 a.m. – 10:20 a.m.	Claims Status Report: Lisa Anthony
10:20 a.m. – 10:30 a.m.	BREAK

Session 4: Program Enrollment & Operations

Session Outcome: Understand Consumers Enrolling & Staying on the Program

Session Topics: Operational Topics & Updates

10:30 a.m. – 10:50 a.m.	LifeLine Program Report: James Graettinger <ul style="list-style-type: none">• Completed Initiatives and Impact• Upcoming Initiatives• Program & Operation Reports
10:50 a.m. – 11:05 a.m.	Foster Youth LifeLine Program Report <ul style="list-style-type: none">• Youth Law Center Introduction: Jennifer Pokempner• Program & Operation Reports: James Graettinger

Session 5: Committee Administration & Governance

Session Outcome: Lifeline Committee Management, Deliverables & Commitments

Session Topics: Committee Deliverables, Sub-Team Reports/Read-Outs, Calendars

11:05 a.m. – 11:15 a.m.	Budget Proposal Review – Chari Worster
11:15 a.m. – 11:25 a.m.	Committee Vote – Vice Chair
11:25 a.m. – 11:45 a.m.	Committee Vote – Review and vote on vacancy applications – 3 applications
11:45 a.m. – 11:50 a.m.	ULTS Administrative Committee Charter positions: 14 Open Positions – 5 Primary, 9 Alternates <ul style="list-style-type: none">• ILEC – 1 Alternate• CLEC – 1 Primary, 1 Alternate• Wireless – 1 Alternate• Consumer – 1 Primary, 1 Alternate• CBO – 1 Primary, 2 Alternates• CPUC's Public Advocates Office – 1 Alternate• Sister Agency – 1 Primary, 1 Alternate• Office of the Tribal Advisor – 1 Primary, 1 Alternate
11:50 a.m. – 11:55 a.m.	Future Q1 Meeting Date

ULTS-AC Member Roster as of 1Q2025

1	ILEC	Primary Alternate	Chris Burke	Frontier Communication
2	CLEC	Primary Alternate	Vacant Vacant	
3	Wireless	Primary Alternate	David Avila Alex Gudkov	TracFone Wireless, Inc. TruConnect
4	Wireless	Primary Alternate	Robert Yap	GenMobile
5	Consumer Group	Primary Alternate	Vacant	
6	CBO	Primary Alternate	Cesar Motts Vacant	Newstart Housing Corporation
7	CBO	Primary Alternate	Vacant Vacant	
8	CPUC's Public Advocates Office	Primary Alternate	Christopher Bartulo Vacant	Public Advocates Office
9	Deaf/Hearing Impaired or Disabled Rep	Primary Alternate	Kate Woodford Brian Winic	Cntr for Accessible Technology CA Department of Rehabilitation
10	Sister Agency	Primary Alternate	Vacant Vacant	
11	CA Office of the Tribal Advisor	Primary Alternate	Vacant Vacant	

Meeting Minutes – ULTS-AC Meeting, January 20, 2025, 9:00 am – 12:00 pm

Attendees: 6 primary members and 1 alternate present

Primary members: Chris Burke, Robert Yipp, David Avila, Kate Woodford, Cesar Zaldivar Motts, Christopher Bartulo, Brian Winic.

Alternates: Alex Gudkov

Other Attendees: Robert Sansone, Kellie M. Jones, Lisa Anthony, Lalaine L. Semana, Chari Worster, Rosa Sauer, Jim Graettinger, Michael Mullaney, Chari Worster, Gelareh Safavi, Sola Lee, Sindy J. Yun, Robyn Purchia, Joseph Haga, Sandy Lion, Sarah Torres

Introduction: David Avila – Opening remarks.

Kate Woodford: Motion to Change the Agenda (Budget Review Voting)

Sindy Yun: CPUC will present the Budget program for 2025-2026

I need to bring to the committee members’ Attention that government code section 1090, which is outlined in the charter of this committee, indicates that advisory board members cannot participate in making contact if they have a financial interest. Now this extends to decisions involving state lifetime program budgets. the committee members whose organization or company receives financial subsidy from the LifeLine program would need to recuse themselves from voting on the budget.

Chari Worster: approve the Budget for the LifeLine Program 2025-2026.

Budget Proposal Review – Chari Worster

Tina Lee: confidential information

- Budget process
- California LifeLine Budget FY 2025-2026: 528.2 Million
- Budget Analysis
- Wireless
- Wireline
- Foster Youth
- Questions/Comments:

Public Comments:

Jenny Pokempner, from the Youth Law Center, acknowledges the hard work, commitment, and attention to the program.

Approval of Minutes:

- Motion approved by the committee members
- Robert Yapp Motion to adopt
- Cesar Zaldivar Motts, approved

Motion to approve:

- Cesar Zaldivar Motts' Motion to approve.
- Kate Woodford, I will be second.

CPUC Communications Division (CD) Updates: Robert Sansone

- Foster youth
- Finalizing BQP
- Addressing improper transfer
- API DGS Medical process renewals

▪ Questions/Comments:

Alex: Regarding Improper transfer, do you have a time frame?

Robert: Working on creating a process for customer consent sooner rather than later

Alex: Is Medical API for renewal and approvals?

Robert: Yes, for both.

USAC Federal Update: David Avila:

USAC and federal updates: I usually brief the committee on what's happening with the federal Lifeline program for any affordability program. Several organizations have made efforts to create an affordability program, but nothing has been formalized yet. I will keep the committee updated in future sessions.

▪ Questions/Comments: N/A

Cesar Motts: Any information regarding the proposed bill to provide a Broadband Lifeline in California?

Chari Worster: We are aware of the bill, and it is being processed.

David Avila: Will it be under the LifeLine Program or Separate?

Worster Chari: Part of the LifeLine Program

Fiscal Report: Lalaine Semana

See presentation #1: ULTS (Fund 0471) Committee Meeting Report

- For the period ending February 28, 2025
- Total Revenue: \$173,064,382
- Total Appropriation: \$631,931,960
- Total Expenditures: \$219,812,287
- Remaining/Available Appropriation: \$404,933,482
- Total Available Cash as of February 28, 2025: \$516,090,418
- Total Available Cash as of December 2024: \$512,000,000
- Questions/Comments: N/A

CAB Consumer Contact Statistics Report: Inetha Mallard

See presentation #2, Quarterly LifeLine Report

- 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 the LifeLine Service Provider
 - Requesting information on the LifeLine application process
 - Resolving consumer questions or complaints with the LifeLine application process regarding Rules/General Order 153; a lot of consumers know the General Order
 - Resolving issues with wireless devices
 - LifeLine Contacts Received by CAB: November 2024 – January 2025
 - LifeLine Contacts Closed by CAB: November 2024 – January 2025
 - LifeLine Contacts Received and Closed by CAB: November 2024 – January 2025
 - LifeLine Contacts Received and Closed by CAB 15 Month trend
- Questions/Comments: N/A

Claims Status: Lisa Anthony

See attachment #3 Claims Status Report

- December 2024 – 92% of all claims approved for December:
 - Wireline: 100% of Claims Received and Approved by CPUC
 - Wireless: 88% of Claims Received and Approved by CPUC

- January 2025 – Service Providers have until March 31st to submit January claims. CPUC staff have received and approved 68% of all claims.
 - Wireline: 93% of Claims Received and Approved by CPUC
 - Wireless: 54% of Claims Received and Approved by CPUC
- February 2025 – Due by January 31st
- Service Providers have 60 days to submit claims after each month. If an extension is needed, you can email lifelineclaim@cpuc.ca.gov by that month's deadline.
- Questions/Comments: N/A

Motion to continue Moving Forward

Robert Yap: Motion to move forward.

Ceaser: Motion.

Kellie: Motion Approved.

3rd Party Administrator – Maximus Report: James Graettinger

See presentation #3, Maximus CA LifeLine – TPA Presentation

- **Completed Initiatives and Impact**
 - Added Wireless Rate Groups to Implement CPUC Administrative Letter #7
 - Continued Manual Automated Eligibility Verification System (AEVS) Checks to Confirm Applicants' Medi-Cal Participation
 - Temporarily Suspended Annual Renewal Processes for Subscribers with Service Addresses Located in Los Angeles & Ventura Counties
 - 2025 Federal Poverty Guidelines applicable to applicants and subscribers qualifying by income
 - Added a Public Website Banner Announcing the Temporary Renewal Process Suspension
 - Collecting, tracking, and handling the demographics of Benefit Qualifying Persons (BQP)
 - Enrollment Application - Benefits Qualifying Person (BQP) Changes
- **Upcoming Initiatives**
 - Acceptable Eligibility Documentation – CalFresh
- Questions/Comments:

Andrea Brayboyan: I'm the branch chief for the nutrition programs branch here at CDSS, and that includes CalFresh, CalFresh Ent, CalFresh Healthy Living, and the CalFresh confirmed tool that we have. California is the biggest victim of electronic theft. The EBT card does not confirm current eligibility.

While the EBT card shows that an individual once had eligibility for either a CalWORKs or a CalFresh program. The EBT card does not confirm current eligibility. It just says that at one point, this individual had benefits.

CalFresh confirm provides a real-time response that a particular individual is currently receiving CalFresh benefits for that month. And that's the difference between using the card and not.

- Establishing an API connection with the Medi-Cal Eligibility Data System (MEDS) to confirm eligibility
- Introducing an eligibility re-verification process during the annual renewal for subscribers whose continuing eligibility is not determined by matching with external databases
- Requiring wireless Service Providers to submit proof of consumer consent when initiating a LifeLine benefit transfer
- Customer Portal 2.0
- **Program and Operations Reports**
 - Questions/Comments:

Alex Gudkov: What is the Benefit Cal process?

Andrea Brayboyan: We direct our consumers to the self-service platform, where they can complete their recertifications, maintain eligibility, do their six-month periodic reports, and upload verification, so it's a great tool to keep the person active and can work as a benefit verification.

You can take a screenshot, and there is also a mobile app that individuals can use, which could probably show proof of benefits on the phone. And it's not a screenshot or a photo of their EBT card, which makes it a bit more secure. But that would be based on what your providers require.

Foster youth Maximus CA LifeLine James Graettinger and Brittany Bulluck:

- **Youth Law Center Introduction: Jennifer Pokempner**

We started a work group that checks in with the team every other week. That's been a great way to get updates on the program, be able to share feedback, and help with solving problems. We are also working with the team to provide education and training to get young people and stakeholders ready for the program. Also, help educate the youth who age out of the foster youth program, to have more information to transition into the core LifeLine program. It's great to have that time to troubleshoot through the foster youth program but also think about the future of providing a much more comprehensive support for young people as they grow up, to make sure they have access to technology like cell phones and the internet. And I think in terms of the implementation, we're seeing a lot of progress.

See presentation #4, Maximus CA LifeLine – FY TPA Presentation

- **Foster Youth Program Highlights**
 - Customer Management System Enhancements
 - Customer Portal Registration
 - Enrollment Application Process
 - Customer Portal Dashboard Overview
 - Stakeholder Collaboration

- Outreach Initiatives
- **Foster Youth Program Reports**
 - Program Participation
 - TPA Call Center Statistics
- Questions/Comments: N/A

Committee Vote – Vice Chair

Three applications,

Sirah Eetacha- Jason Van Arthur, excuse yourself for 5 minutes.

Discussion:

Resume, statement, introduction, and background were emailed out.

Any questions or concerns: N/A

The three positions are Voting.

Primary Consumer Group: Ashley Syles

Alternate wireless: Jason Van

Alternate ILEC: Sirah Eetacha

- Primary Consumer Group: Ashley Syles

David Avila: Approve

Robert Yapp: Approve

Cesar Motts: Approve

Chris Bartola: Approve

Kate Wittford: Approve

Chris Burke: Approve

- Alternate wireless: Jason Van

David Avila: Approve

Robert Yapp: Approve

Cesar Motts: Approve

Chris Bartola: Approve

Kate Wittford: Approve

Chris Burke: Approve

- Alternate ILEC: Sirah Eetacha

David Avila: Approve

Robert Yapp: Approve

Cesar Motts: Approve
Chris Bartola: Approve
Kate Wittford: Approve
Chris Burke: Approve

Approved and welcome to the Committee.

Vice Chair: No current nominations, please send them to Kellie and discuss them in the next meeting.

Robert Sansone: Election for both the president and the Vice president

David Avila: Submit a nomination for chair and vice chair to Kellie. The list will be circulated before the next meeting.

Kellie: Committee Vote – Review and vote on vacancy applications – 3 applications

Robert Yapp: I have 20 years of experience in the telecommunications industry. In 2017, I founded Gen Mobile. Looking forward to working on improving and expanding the LifeLine program, also eliminating waste, fraud, and abuse.

ULTS Administrative Committee Charter positions:

- **14 Open Positions – 5 Primary, 5 Alternates**
 - CLEC – 1 Primary, 1 Alternate
 - Consumer – 1 Alternate
 - CBO – 1 Primary, 2 Alternates
 - CPUC's Public Advocates Office – 1 Alternate
 - Sister Agency – 1 Primary, 1 Alternate
 - Office of the Tribal Advisor – 1 Primary, 1 Alternate

Motion to Adjourn:

Motion: David Yapp

Second: Sirah Eetacha

Meeting adjourned at 11:46