California LifeLine Program

Administrative Committee

Program Review

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Program Manager

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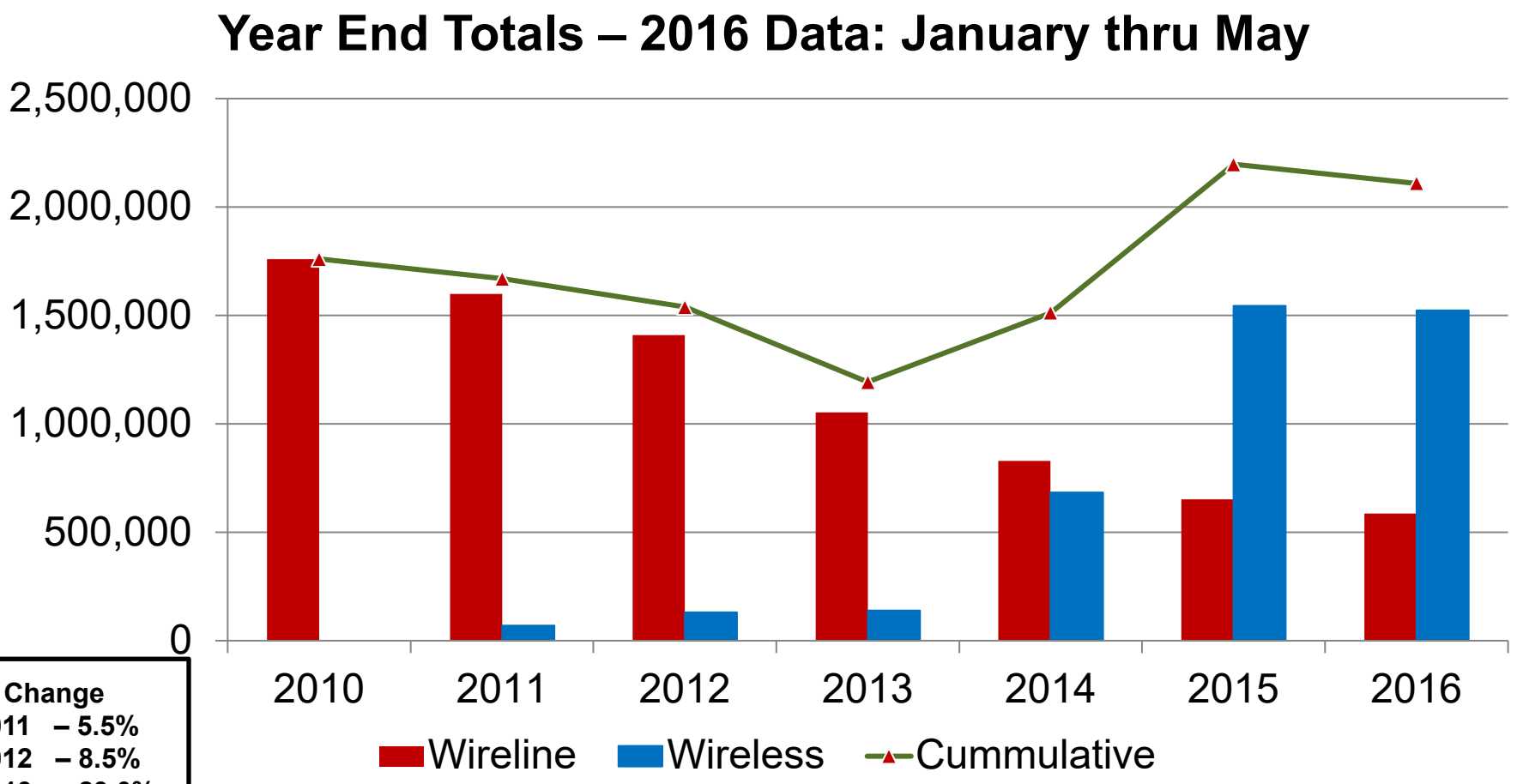
Executive Summary

- Overall program enrollment grew in 2015 (~38%), although enrollment growth is currently at a near asymptotic level
- Wireline enrollment decreasing trend continues at a decelerated rate
- Forms Processing turn-around-time is currently at ~2.3 days
- Wireline approval rate trends for certifications and renewals has not fluctuated
- Wireless renewal rate continue to be low
- SMS and IVR Renewal projects kicked off to increase the renewal rate
- Contracting carriers are all wireless carriers
- Carrier Consolidations

Enrollment Statistics 2010 – 2016



% Change	
2011	– 5.5%
2012	– 8.5%
2013	– 29.0%
2014	+26.8%
2015	+37.6%
2016	-0.5%

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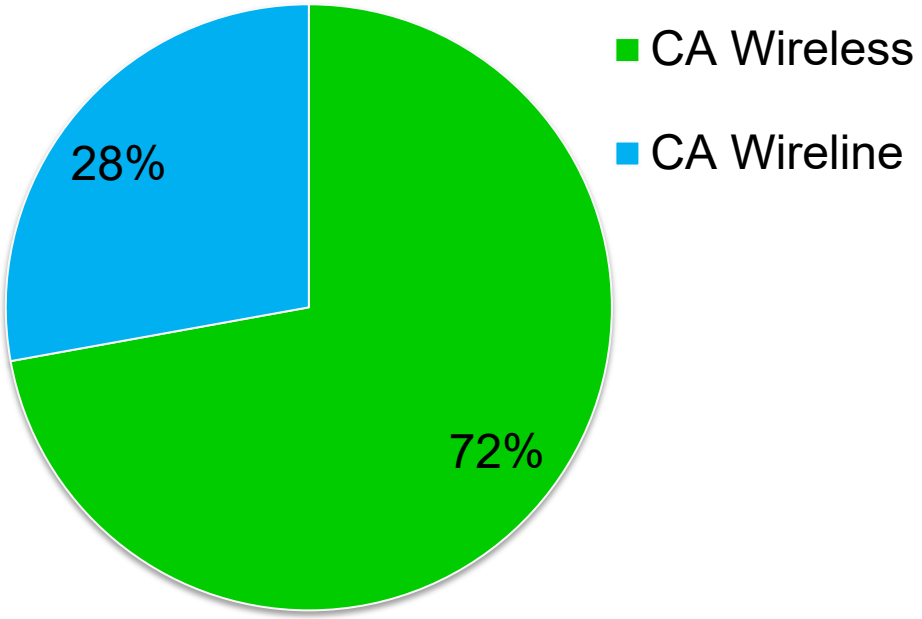
LifeLine Enrollment Breakdown – May 2016



Program Enrollment Statistics

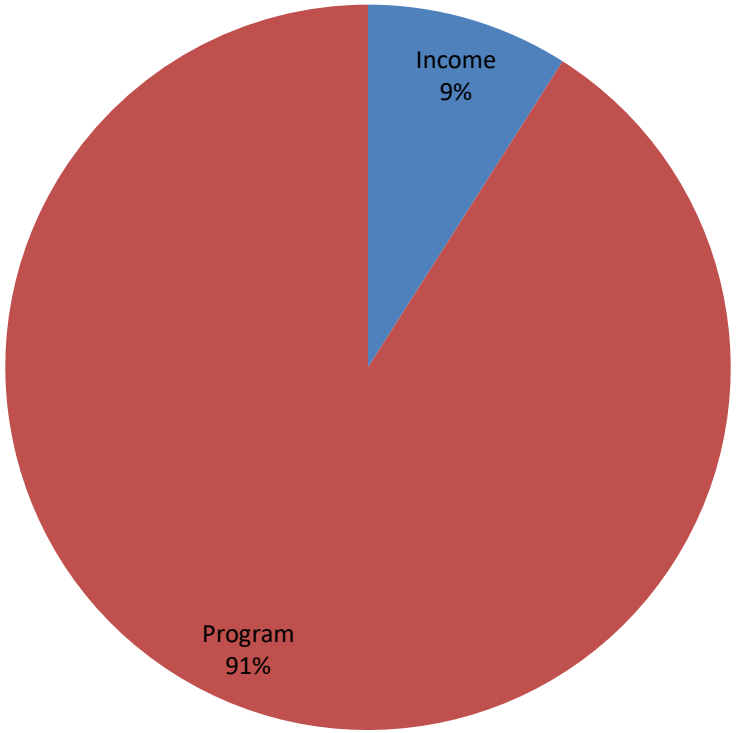
CA Wireless:	1,522,558
Wireline:	587,450
Total Enrollment:	**2,110,008**

May 2016 Growth Rates

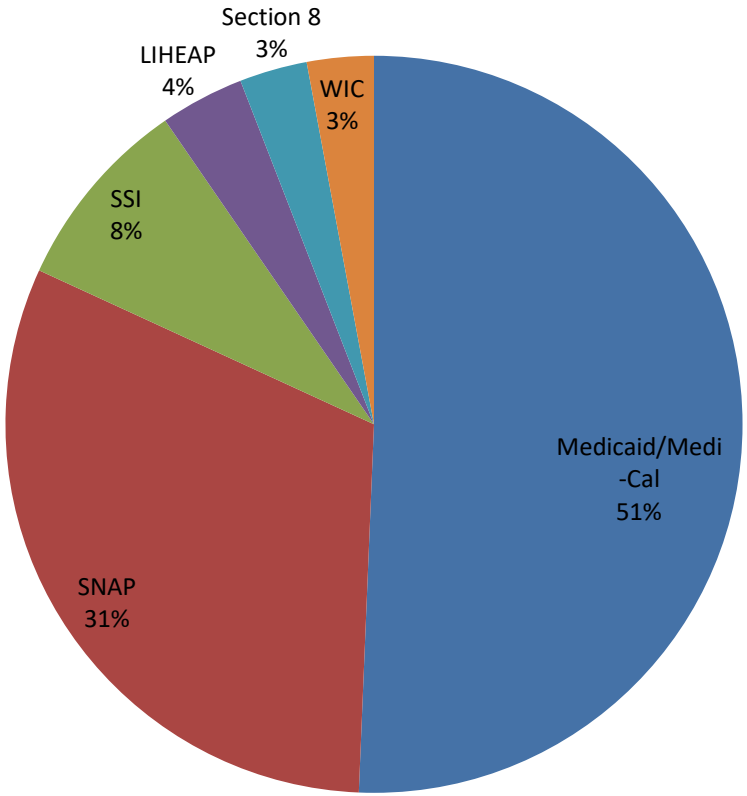
Wireless Growth Rate:	**+4,418 or +0.3%**
Wireline Growth Rate:	**- 14,721 or -2.4%**
Program Growth Rate:	**-10,303 or -0.5%**

Enrollment Eligibility Mechanism – May 2016

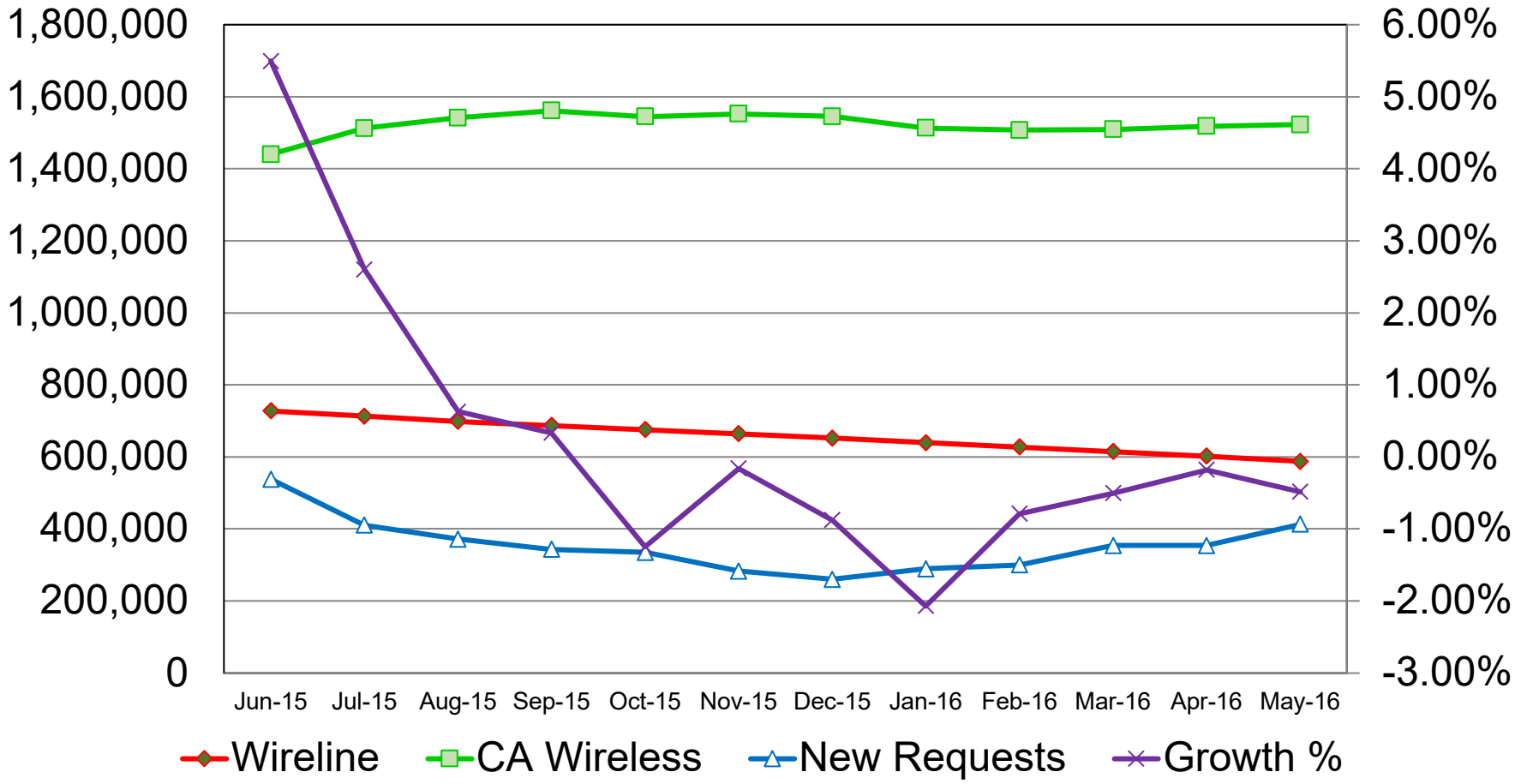
Enrollment Eligibility Mechanism



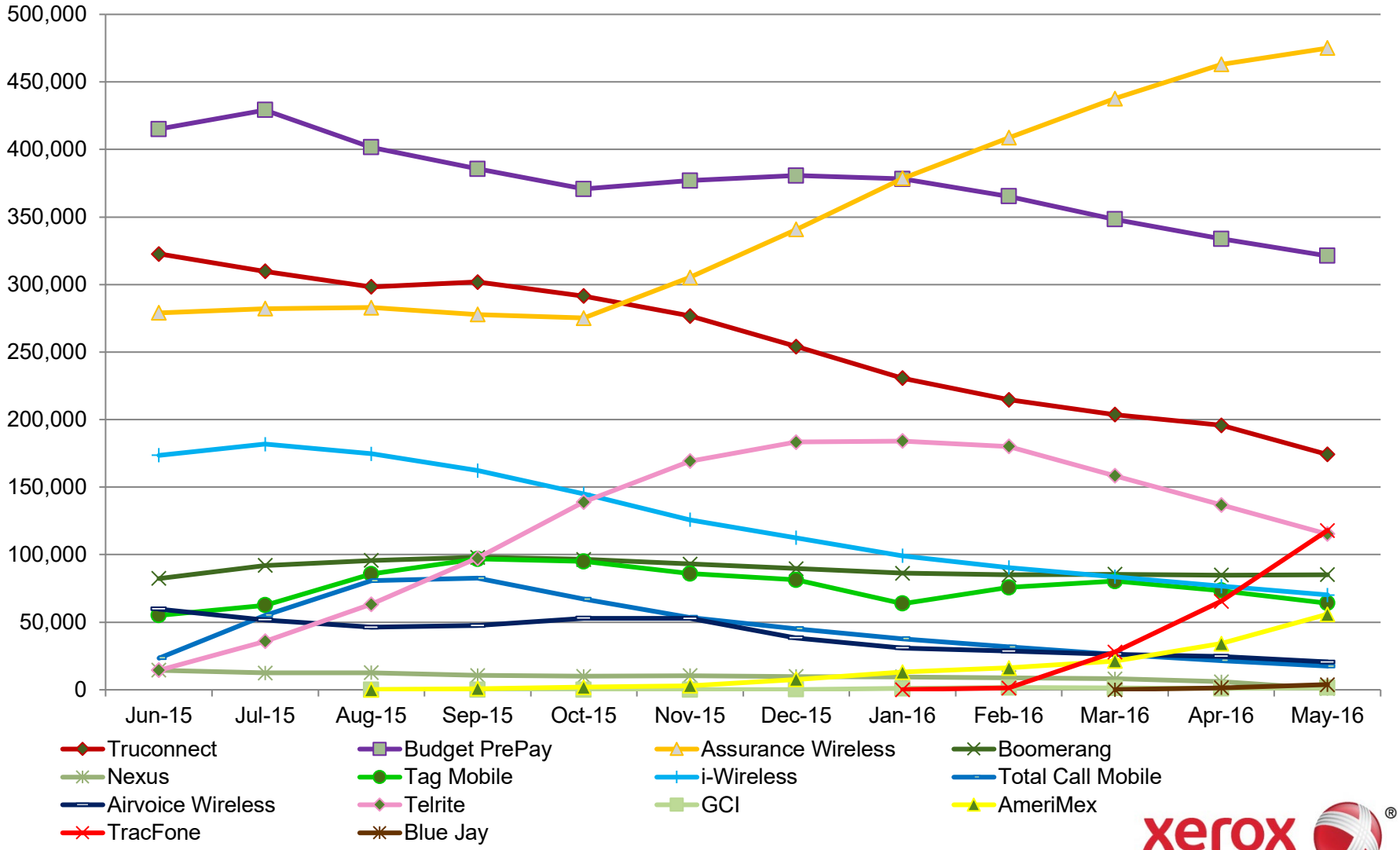
Program Eligibility – Top 6 Programs



Program Enrollment Trends



California LifeLine Wireless Enrollment Trends



Growing/Contracting Carrier Statistics – May 2016

Carrier	Growth/Contraction	Enrolled Customers	Growth/Loss %
Top 3 Growing Carriers			
TracFone	52,295 New	117,813	79.82%
AmeriMex	21,780 New	55,850	63.92%
Assurance Wireless	12,132 New	475,095	2.62%
Top 3 Contracting Carriers			
Truconnect	21,505 Lost	174,246	-10.99%
Telrite	21,431 Lost	115,300	-15.67%
Budget	12,636 Lost	321,156	-3.79%

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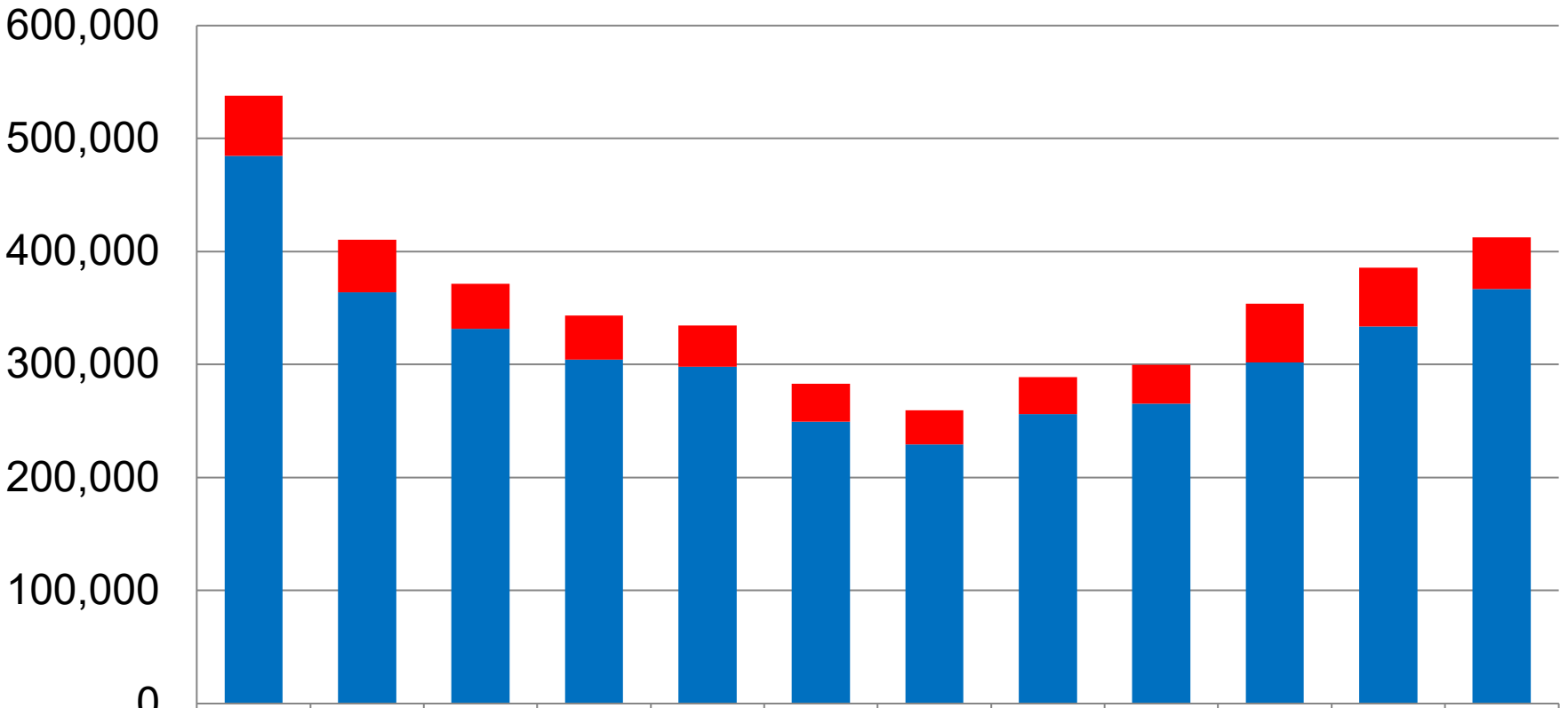
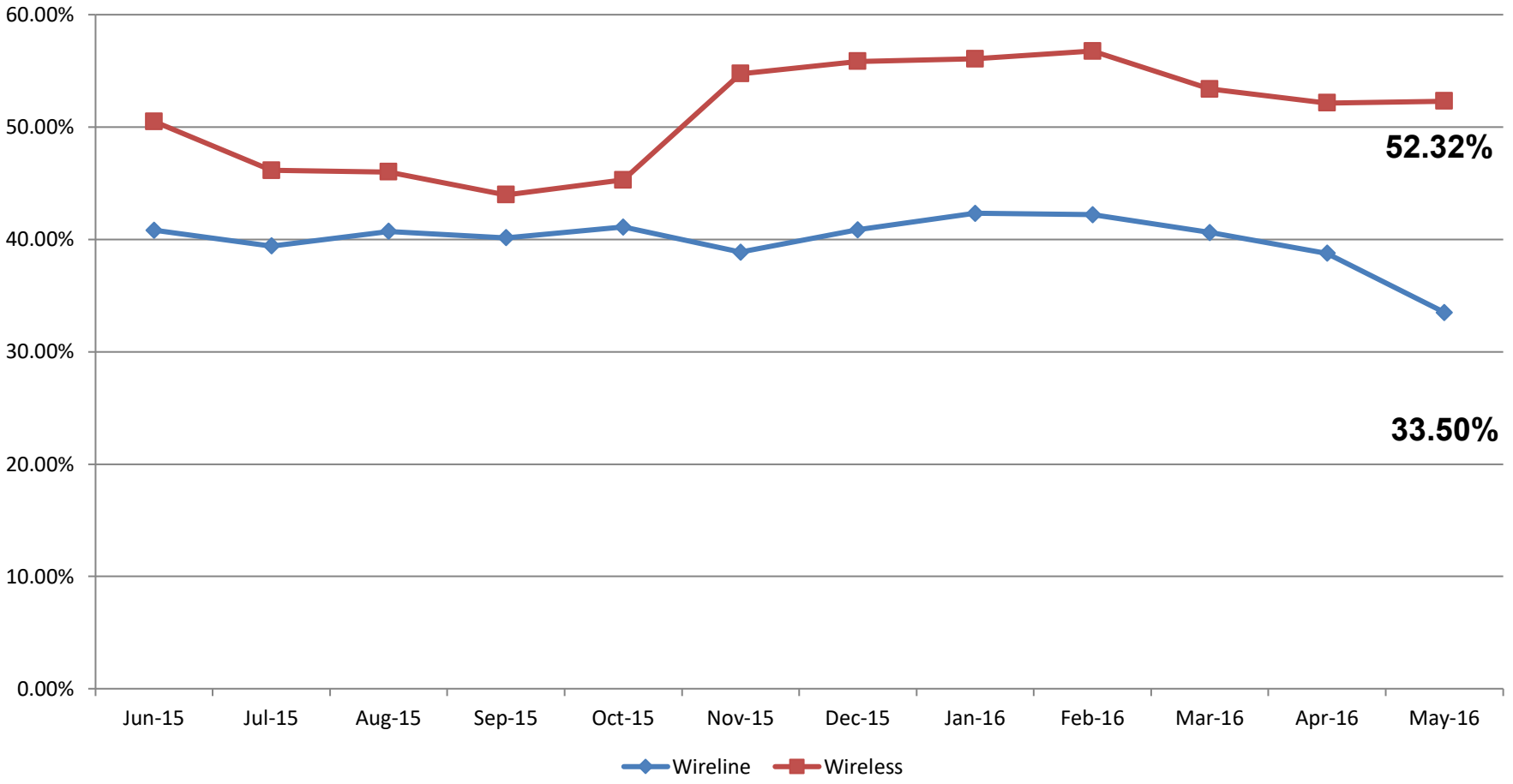
New Requests per Month

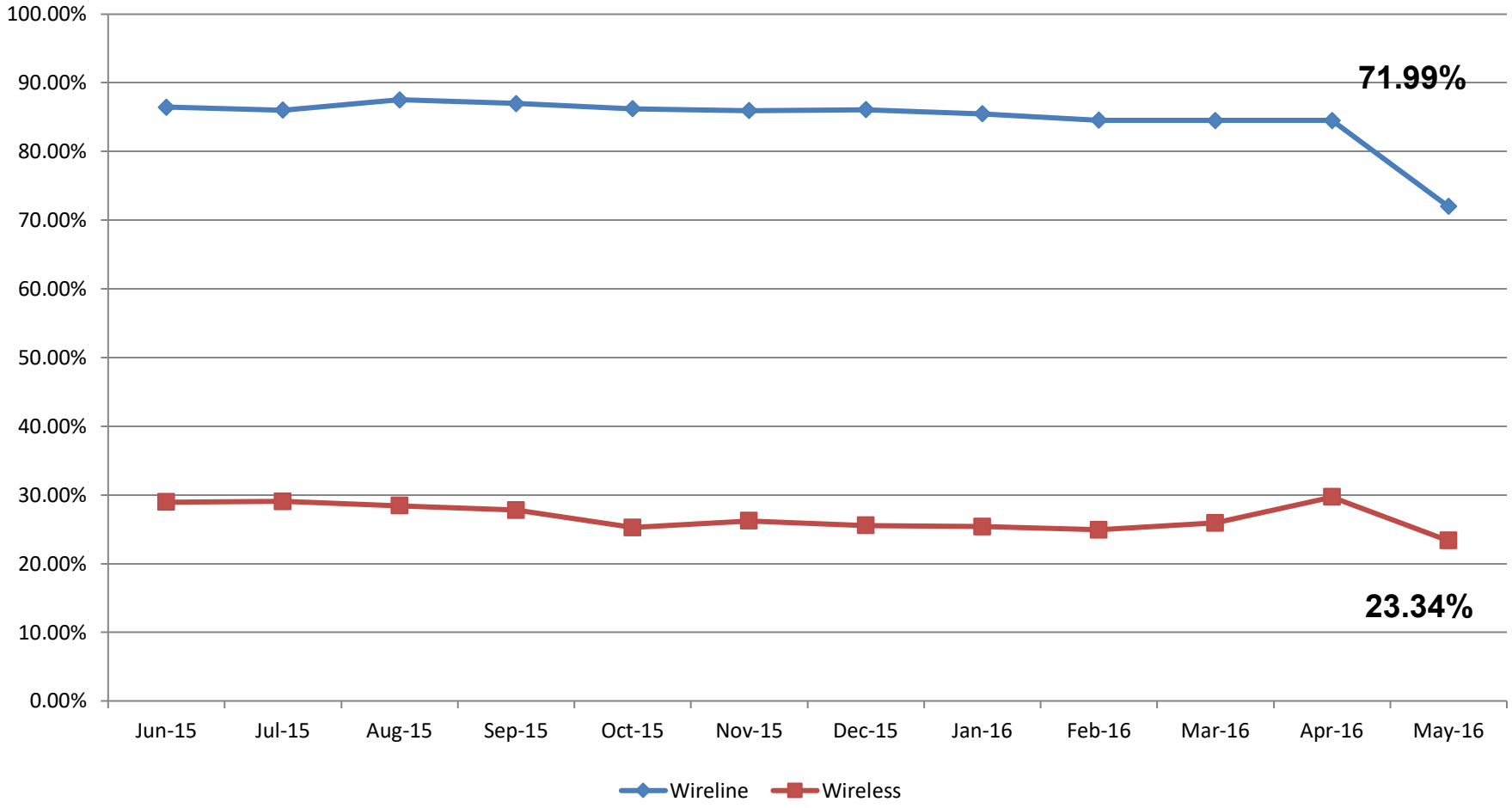


	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16	May-16
Mail	53,424	46,823	39,960	38,674	36,580	33,492	30,536	32,898	34,392	51,985	52,034	45,921
DAP	484,690	363,698	331,437	304,511	298,050	249,571	229,103	255,996	265,385	301,647	333,702	366,770

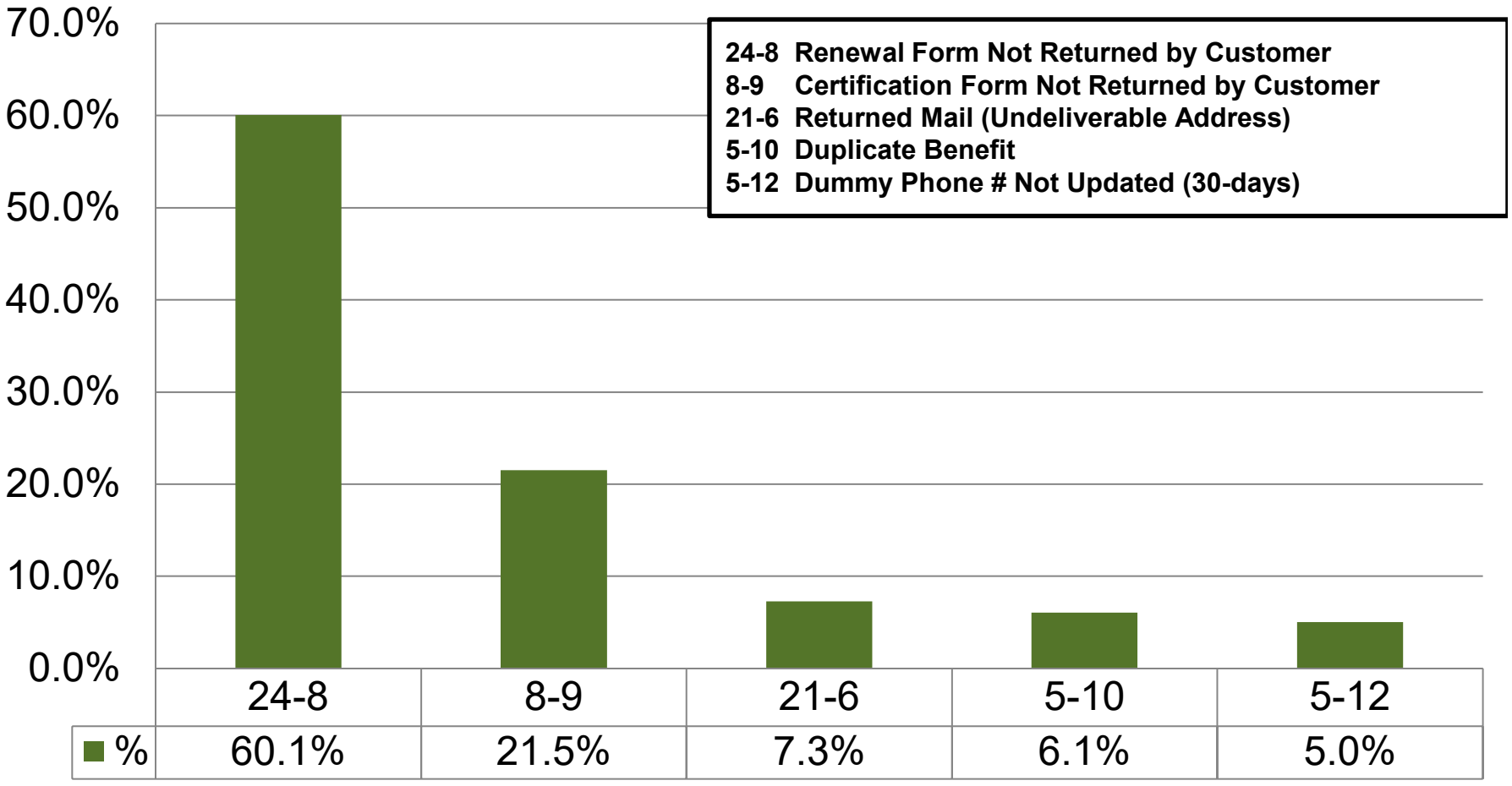
Certification Approval Rates - 2016



Renewal Approval Rates – 2016

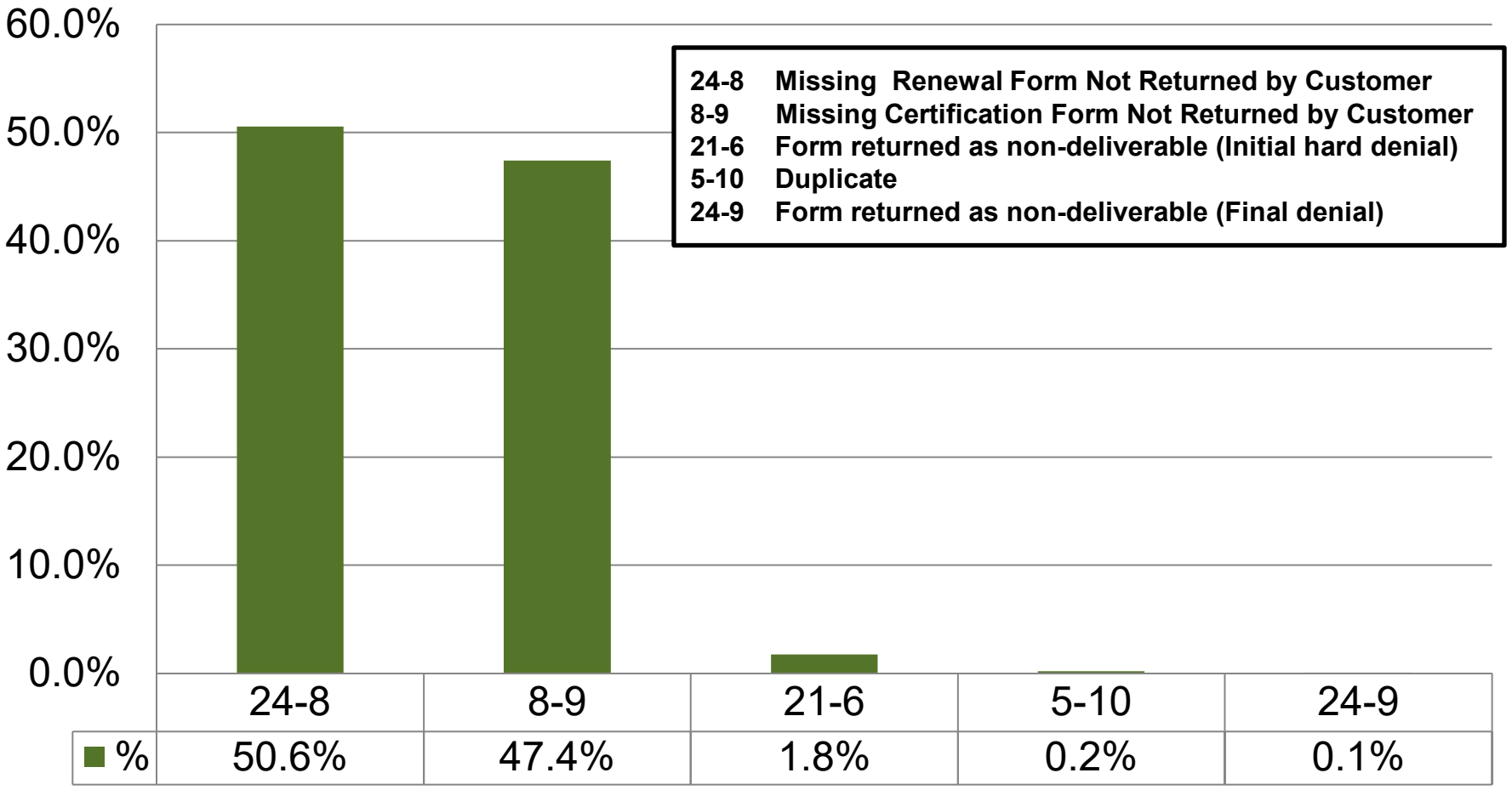


Top Denial Codes – Wireless



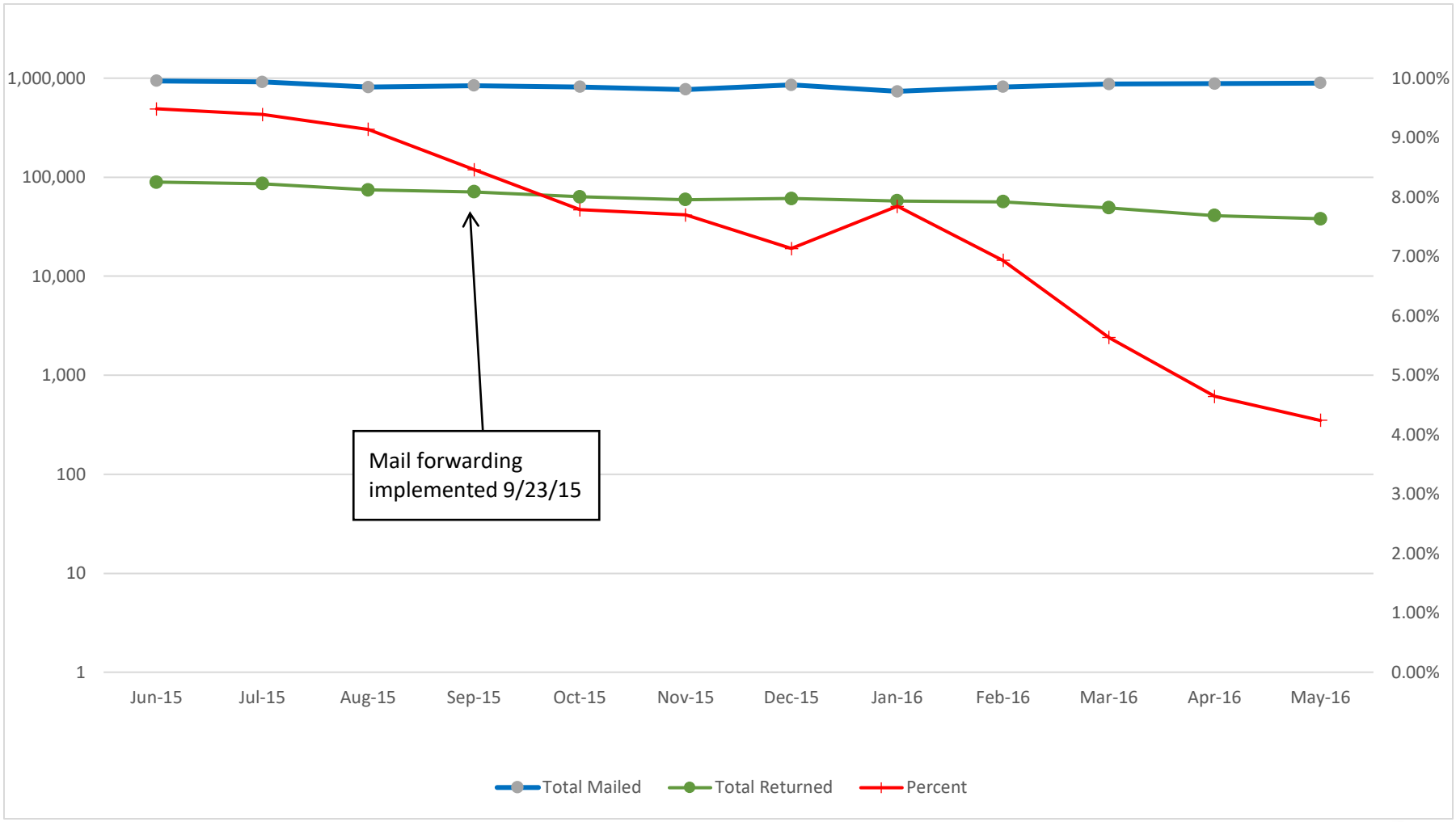
Data from May 2016

Top Denial Codes – Wireline

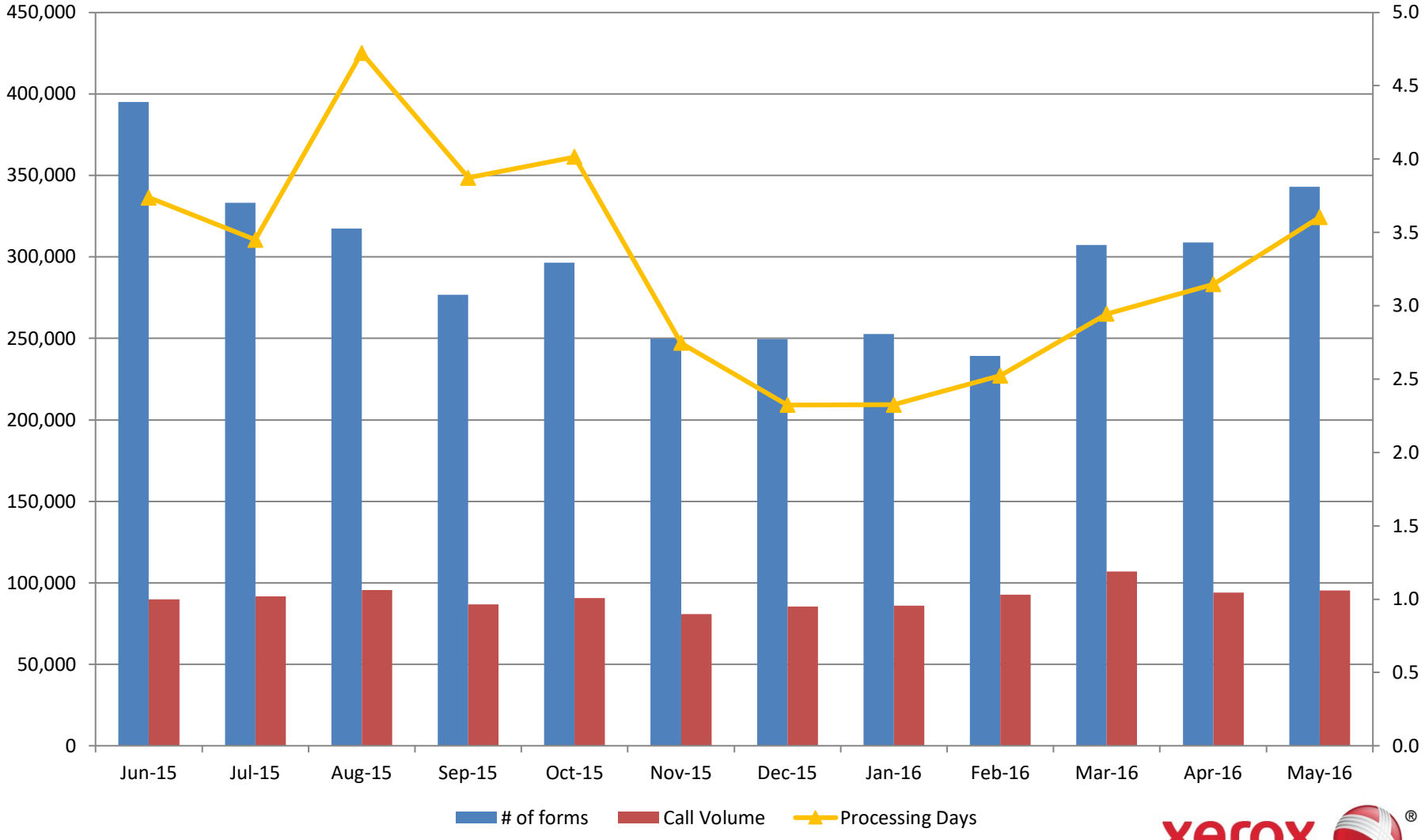


Data from May 2016

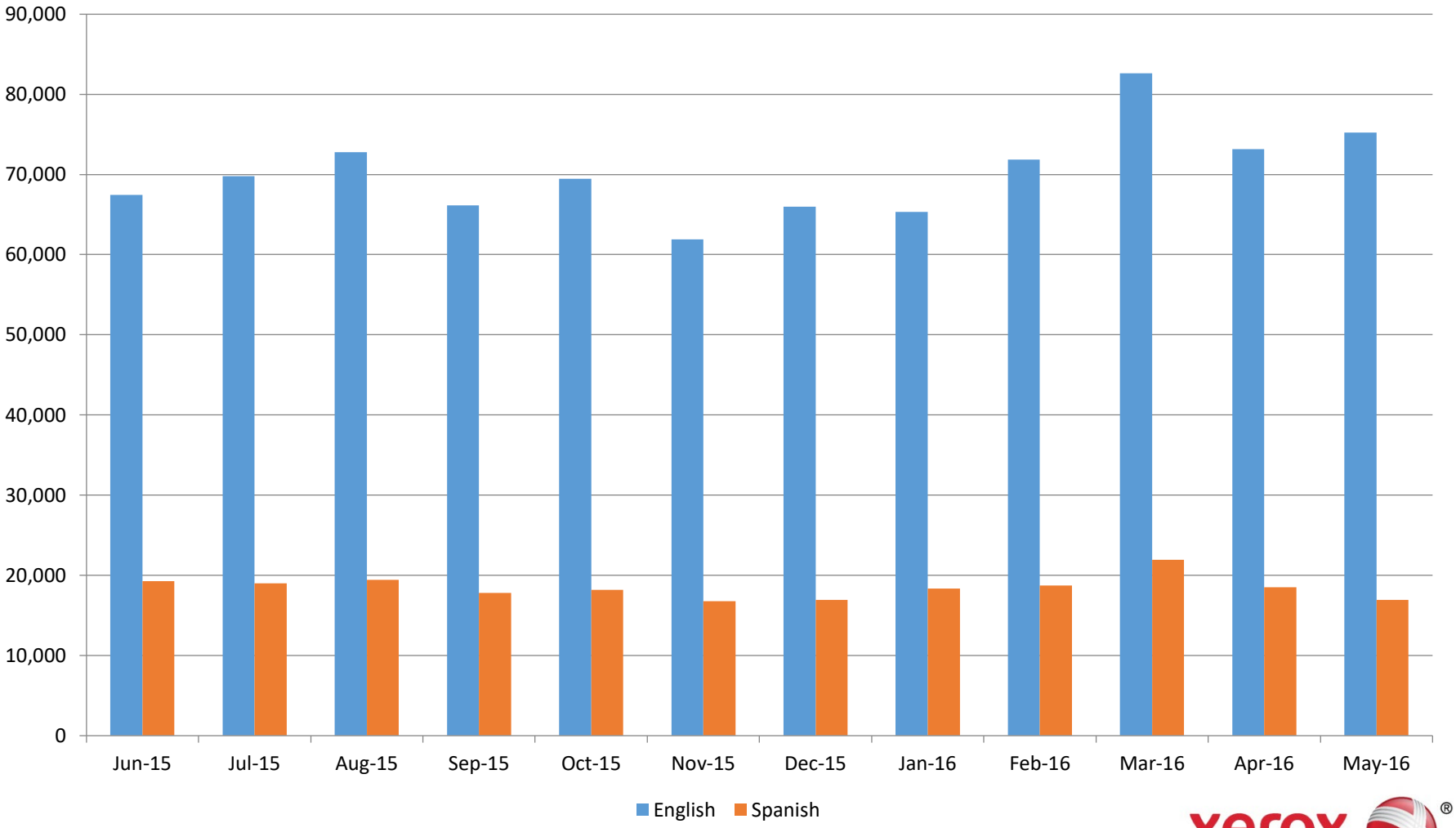
Returned Mail Trends



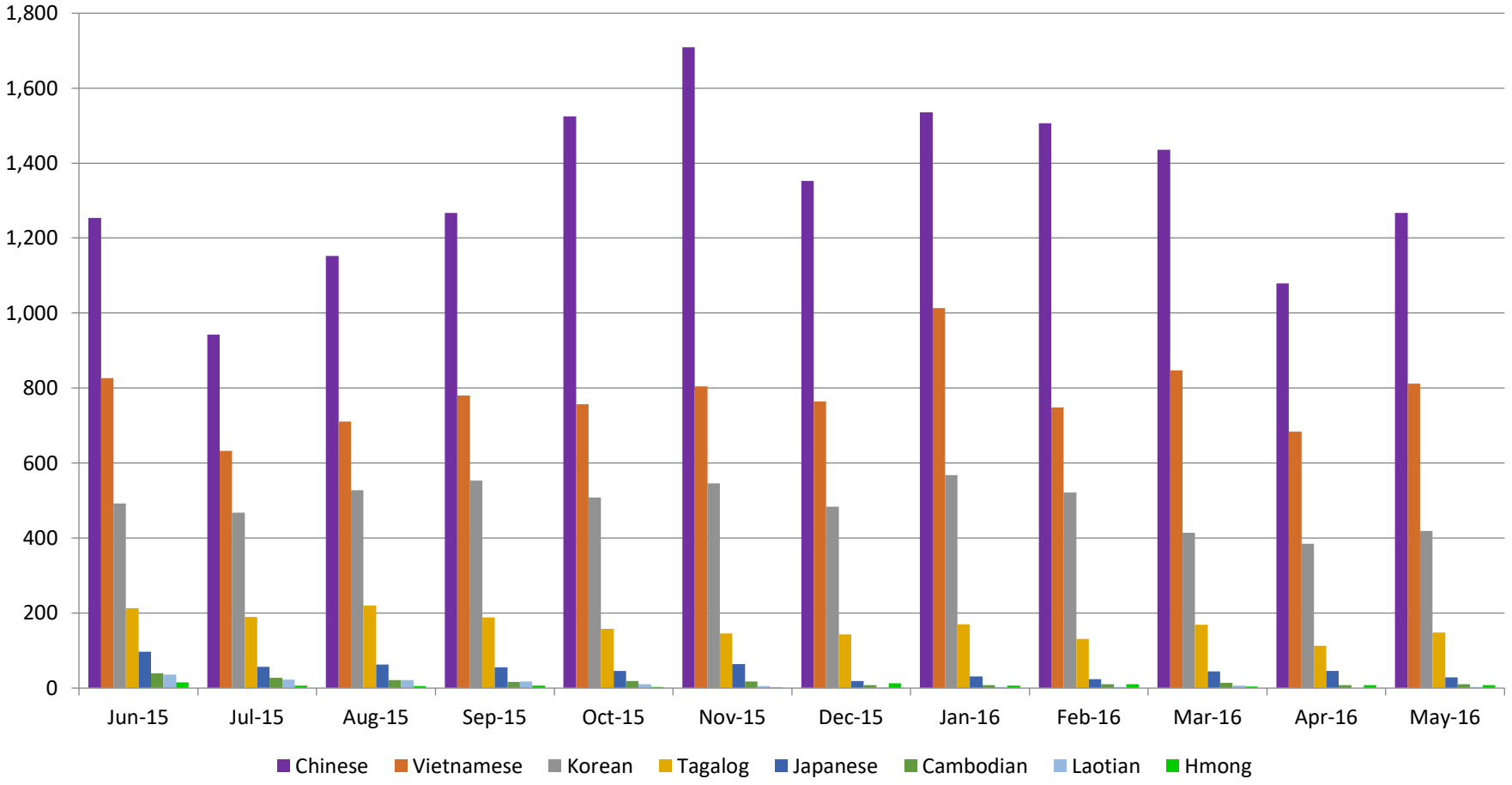
Call Center Throughput



Call Center Call Volumes – English and Spanish



Call Center Volumes – Asian Languages



Top Call Reasons

1. Status of application – Why was I denied?
2. Help with form
3. Transfer process issue
   a) Waiting for a new application
   b) Didn’t want discount transferred
   c) Being told to reapply for a new phone
4. Equipment issues with cell phone
5. Questions about SMS text – Why are they getting the text?

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