



California Public  
Utilities Commission

# ULTS Administrative Committee Meeting

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

### 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.	<b>CPUC Communications Division (CD) Updates: Robert Sansone</b> <ul style="list-style-type: none"> <li>• <b>iFoster</b></li> <li>• <b>Foster Youth</b></li> <li>• <b>No SSN Population Staff Proposal</b></li> <li>• <b>SSA Freeze</b></li> <li>• <b>Medicaid</b></li> </ul>
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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.	3 <sup>rd</sup> Party Administrator - Maximus Report: James Graettinger <ul style="list-style-type: none"><li>• Completed Initiatives and Impact</li><li>• Upcoming Initiatives</li><li>• Program &amp; Operation Reports</li></ul>
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 <ul style="list-style-type: none"><li>• Large ILEC – 1 Alternate</li><li>• CLEC – 1 Alternate</li><li>• Small ILEC – 1 Alternate</li><li>• Consumer – 1 Primary, 2 Alternates</li><li>• CBO – 1 Primary, 3 Alternates</li></ul>
11:10 a.m. – 11:15 a.m.	Future Q4 Meeting Date

## Member Roster

1	<b>Large ILEC</b>	Primary Alternate	Chris Burke Vacant	Frontier Communications
2	<b>Small ILEC</b>	Primary Alternate	Linda Lassen Vacant	Sierra Tel
3	<b>CLEC</b>	Primary Alternate	Marcie Evans Vacant	Cox Communications
4	<b>Wireless</b>	Primary Alternate	David Avila Alex Gudkov	TracFone Wireless, Inc. TruConnect
5	<b>Deaf/Hearing Impaired or Disabled Rep</b>	Primary Alternate	Kate Woodford Brian Winic	Cntr for Accessible Technology CA Department of Rehabilitation
6	<b>Consumer</b>	Primary Alternate	Vacant Vacant	
7	<b>Consumer</b>	Primary Alternate	Vinhcent Le Vacant	Greenlining
8	<b>CBO</b>	Primary Alternate	Cesar Motts Vacant	Southeast Community Development Corp.
9	<b>CBO</b>	Primary Alternate	Andre Chapple Vacant	Faith Church, African American Empowerment, Nat'l Diversity Coalition, Answer City Outreach
10	<b>CBO</b>	Primary Alternate	Vacant Vacant	
11	<b>CPUC's Public Advocates Office</b>	Primary Alternate	Christopher Bartulo Sharmila Selvalakshmirajeswara	Public Advocates Office Public Advocates Office