

Draft Meeting Minutes

California Teleconnect Fund (CTF) Administrative Committee (AC) Meeting

Sacramento Public Library, 828 I Street, Sacramento, CA 95814

West Meeting Room

March 06, 2023

The meeting was called to order at 9:45 a.m.

1. Introductions

Committee Members Present: Jarrid Keller-Sacramento Public Library (Vice-Chairperson, Libraries- Acting Committee Chair), Kenneth Rothschild (Deaf)-Virtually, Geoff Belleau-California Department of Education (CDE) (Education), Vinhcent Le – Green Lining (CBO)-Virtually, Alison Dias-CDE (Education)-Virtually, Saira Pasha-AT&T (Local Exchange Carrier (LEC)), and Casey McFall (CBO)-Virtually.

CPUC Staff Present: Lina Khoury (CTF)- Virtually, Amy Lau (CTF), Emily Chen (CTF), Karo Serle (CTF), Daniel Lyulkin (CTF), Miriam Sidney (CTF)-Virtually, Joanne Leung (CTF)-Virtually, Lisa-Marie Clark (Legal)-Virtually, Jana Hopkins (PAO), Joseph Haga (IT)-Virtually, and Robert Stanford (IT)-Virtually.

Public Participants Present: Kim Lewis (CENIC), and Josh Chisom (California State Library)-Virtually.

American Sign Language Interpreters Present: Yes

Absent Members: Sean McLaughlin-Access Humboldt (Chairperson, and Community Based Organization (CBO))

2. Public Comments on Non-Agenda Items

No public comments.

3. Review Agenda

Agenda was approved.

4. Review and Approve Prior Meeting Minutes

Approved December 12, 2022, meeting minutes.

5. Action Items & Updates from the Last Committee Meeting

- a. Chair McLaughlin to confirm nomination letters for Victor Smith and Jana Hopkins have been submitted to Executive Director.
 - Jana Hopkins will replace Victor Smith as the primary for Public Advocate Office, following his resignation.

- b. Chair McLaughlin to confirm nomination letter for Josh Chisom has been submitted to Executive Director
 - Submitted, pending approval.
- c. Max Perrey to furnish a short biography and resume. The Administrative Committee will vote on his appointment as the primary representative for the Rural Clinics/Telemedicine sector.
 - Max Perrey is unable to attend as such moving this item to the next meeting.
- d. Chair McLaughlin and Committee member Le to confirm whether Committee member McFall intends to continue serving as the alternate representative for the CBO sector.
 - No updates. Casey McFall is willing to continue serving as a member.
- e. Chair McLaughlin and Committee member Keller to confirm submission of annual report.
 - The report was submitted to CTF staff at the last December's committee meeting. CTF staff confirmed receipt.

6. Discussion of Administrative Committee Vacancies

- a. Public Hospitals/Clinics – Primary/Alternate
 - a. Mr. Perrey is going to submit his resume for primary.
 - b. No updates regarding the alternate.
- b. Rural Clinics/Telemedicine – Primary/Alternate
 - a. CTF staff stated that there is a primary representative nominee Max Perrey (Not present- moved to next meeting).
 - b. No other updates.
- c. CBO – Alternate
 - a. Vinhcent has a candidate to nominate for Chair McLaughlin's alternate.
- d. LEC – Alternate
 - No updates.
- e. Deaf/Hard of Hearing-Alternate
 - Lisa-Marie Clark, CTF attorney, noted that the Deaf, Disabled, Telecommunications Program (DDTP) advisory committee expressed interest.
 - Acting Committee Chair Jarrid Keller and CTF staff discussed ways to increase alternate participation in future committee meetings.
 - **Action Item:** The CTF staff will explore the role of alternates and strategies/ways to increase their participation in the committee meetings.

7. Status of CTF

a. CTF Applications

CTF staff discussed CTF applications data.

- No comments from Committee members.

b. Recertifications

CTF discussed recertifications. Participants will be recertifying through the new eCAP portal.

- During the meeting, Acting Committee Chair Jarrid Keller asked if CPUC had considered extending the 90-day library renewal deadline to 120 days for the first

recertification notice. The reason for this proposal was to accommodate the time constraints involved in preparing agenda items and obtaining board approval.

- CTF staff will discuss this time extension with Lina (Supervisor for the CTF program).
- Lisa-Marie Clark inquired about how many application recertifications are rejected due to program rule changes, and how common are these rejections.
- The changes in CTF requirements such as revenue cap and service hour worksheet requirements have affected the rate of applications being rejected and are more common throughout the recertification process.
- Casey McFall inquired that while working with grassroots CBOs, a few individuals had inquired about receiving CTF recertification letters but were unsure of their meaning and how to address them. CTF staff stated that- due to outdated contact information in their database and staff turnover, they are requesting help from the CBO sector with outreach regarding recertification. It is the responsibility of each organization to update their contact information if they relocate or make changes to their contact information so that the letters reach the correct individuals.
- Kim Lewis (CENIC) suggested that Cal Non-profits may be able to help put out notifications as a good resource.
- The Acting Committee Chair Jarrid Keller asked whether the CPUC has done any webinars or other efforts regarding outreach.
- CTF staff responded that they plan on doing webinars/outreach in the future.
 - **Action Item:** CTF to bring a recertification letter to the next AC Committee meeting for committee members to review the letter and provide feedback.

c. Claims and Program Finances

- CTF staff discussed the claim fund status.
- Saira Pasha asked what contributed to the shift in claims paid in FY 20/21 and 21/22. She also asked whether there are any patterns and trends.
- CTF staff identified several reasons why the number of claims paid has decreased. These reasons include:
 - Old participants with multiple locations getting disqualified under new rules: It is possible that the CTF-team has implemented new rules that have made it more difficult for participants with multiple locations to qualify for claims. As a result, some of these participants may have been disqualified, which could have contributed to the decrease in claims paid.
 - CTF voice discount termination: It is possible that the CTF-team has terminated some voice discounts that were previously available to participants. This could have discouraged some participants from submitting claims, which could have contributed to the decrease in claims paid.
 - Closure of sites/locations due to the COVID pandemic: The COVID pandemic has led to the closure of many sites and locations, which could have made it more difficult for participants to submit claims. This could have contributed to the decrease in claims paid.

8. Program Claims Management System Update

CTF staff discussed updates to eCAP/PCMS project.

- Outdated contact information and user-specific emails often lead participants to create duplicate eCAP accounts, and result in increasing the workload for CTF staff.
- Saira Pasha from AT&T (Local Exchange Carrier (LEC)) has noticed that some applications are being rejected through eCAP. She would like to know how the eCAP testing and troubleshooting staff is addressing this issue and what factors are being considered in the process. Additionally, she suggests that the CTF staff works with the Fiscal Office to establish direct deposit processes for payees. Saira also recommends that the CTF staff research how other programs handle direct deposit payment processes.
- The CTF staff responded that its currently working with developers to address various issues and make the application and claim submission processes more user-friendly. If participants are unable to submit applications through eCAP, they can use the traditional email method. With regards to the direct deposit payment structure, the CTF staff will explore the matter and discuss it with the Fiscal Office.

11. Digital Divide Grant Program, Resolution T-17770

CTF staff discussed updates to Digital Divide Grant Program.

- Acting Committee Chair Jarrid Keller asked whether the DDGP is a one-time program or ongoing.
- The CTF staff responded that the DDGP is currently a pilot program that provides funding for one school year only.
- Lisa-Marie Clark responded that further discussions about the future of the DDGP program will depend on the outcome of the pilot program.

12. Update on Los Angeles County Office of Education

Standing item, no updates as of right now.

13. Discussion of Budget and Recommendations

CTF staff and AC members discussed the annual budget and recommendations. A brief Q&A session was held.

- Acting Committee Chair Jarrid Keller stated that the CTF follows the Governor's state budget process, and then asked what role the committee plays in the proposed budget process.
- Casey McFall highlighted the importance of including the budget recommendation process in future committee meetings and allow the public to provide comments.
- Kim Lewis recommended the Committee look into asking DOF for additional funds for recertification and outreach activities.
- Acting Committee Chair Jarrid Keller stated that staff should provide more information on the role the committee plays in the state budget process.

- **Action Item:** Lisa-Marie Clark will look at the charter to see how committee budget recommendations align with the state budget process.

14. Pending Legislation

Kim Lewis and Lisa-Marie Clark discussed AB1714.

15. Presentation on the CBO sector by Chair McLaughlin

- Chair McLaughlin was not present.

16. Presentation on the CBO sector by Committee member Le

- Vinhcent Le – Green Lining (CBO)-Virtually – gave a presentation on CTF and the CBO sector, and a brief Q&A session was held.
- Member Mc Fall discussed the stated that not all non-profits are CBO's and that foundations are for fundraising and in most cases do not provide direct services to the community.

17. Identify Items for the Next Agenda

- CTF Staff will report back on the role of alternates.
- CTF Staff will share recertification letters for feedback.
- CTF Staff will provide additional information on the AC committee's role in the proposed budget process.
- Next Sector presentations: Rural Clinics and Telemedicine presentations moved to September AC Committee Meeting. The CTF staff proposed moving the LEC presentation from September 2023 to June 2023. CTF staff also suggested that Public Libraries presentations can replace LEC presentations, if needed.

Discuss Meeting Logistics:

- The next meeting will be hybrid in San Francisco, CPUC building.

Next AC Meeting Date:

Monday, June 12, 2023

AC meeting adjourned at 12:06 p.m.