



# CTF Administrative Committee Meeting

March 10, 2025





# (1) Introductions



## (2) Public Comments on Non-Agenda Items



## (3) Agenda Review

# Agenda

The Agenda of Administrative Committee Meeting Monday, March 10, 2025, is:

## 10:30 AM – 11:30 AM

- (1) Introductions.
- (2) Public Comments on Non-Agenda Items.
- (3) Review Agenda.
- (4) Review and Approve 12/2/24 Meeting Minutes.
- (5) Action Items & Updates from Last Committee Meeting.
- (6) Discussion of Administrative Committee Vacancies:
  - a. Public Hospitals and Clinics-Primary and Alternate vacancies.
  - b. Rural Clinics and Telemedicine-Alternate vacancy.
  - c. Local Exchange Carrier-Alternate vacancy.
  - d. Deaf/Hard of Hearing-Alternate vacancy.
  - e. Community Based Organization-~~Vinhcent~~ Le Primary and Alternate.

## (7) 2025 Strategic Planning Meeting

## 11:30 AM – 11:45 AM BREAK

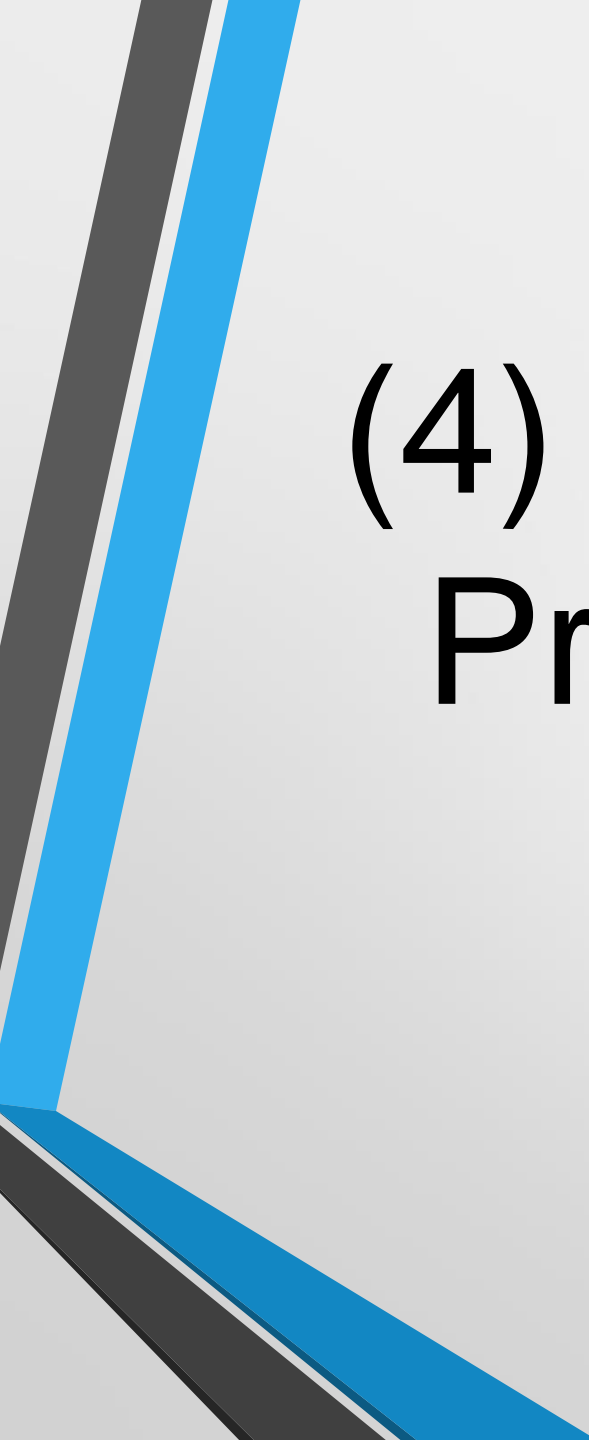
## 11:45 AM – 1:00 PM

- (8) DDGP presentation from Human-IT.

## 1:00 PM- 2:00 PM

- (9) ~~eCAP~~ Update
  - a. Applications/Recertification.
  - b. Claims and Program Finances.
- (10) CTF Outreach.
  - a. Service Provider webinar.
  - b. Mailing of CBO flyers.
  - c. DDGP deadline extension.
- (11) 2-1-1 Presentation.
- (12) OIR update.
- (13) Update on Los Angeles County Office of Education.
- (14) Pending Legislation.
- (15) Agenda Items for Next Meeting.
- (16) Confirm scheduling of June 2025, AC Meeting in San Francisco.

For questions about this meeting, please contact Siamack Donighi at [Siamack.donighi@cpuc.ca.gov](mailto:Siamack.donighi@cpuc.ca.gov)



(4) Review and Approve  
Prior Meeting Minutes

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

828 I Street, Sacramento, CA 95814

West Meeting Room

December 2, 2024

The meeting was called to order at 10:30 a.m.

**1. Introductions**

**Committee Members Present:** Jarrod Keller – Sacramento Public Library (Chairperson, Libraries), Geoff Belleau (Co-Chairperson, California Department of Education), Madison Alcalay (Public Advocates Office Primary) – Virtually, Prescott Matthews (Public Advocates Office Alternate) – Virtually, Saira Pasha – AT&T (Local Exchange Carrier), Sean McLaughlin – Access Humboldt (Community Based Organization) – Virtually, Josh Chisom (California Public Library Alternate) – Virtually, Vinhcent Le – Greenlining (Community Based Organization) – Virtually.

**CPUC Staff Present:** Lina Khoury (CTF) – Virtually, Joy Alba-Librojo (CTF) – Virtually, Karo Serle (CTF) – Virtually, Connie Wong (CTF) – Virtually, Miriam Sidney (CTF) – Virtually, Siamack Donighi (CTF) – Virtually, Peter Chang (CTF) – Virtually, Daniel Lyulkin (CTF), Kirsten Mueting (CTF), Lisa-Marie Clark (Legal).

**Public Participants Present:** Kim Lewis (CENIC), Russell McCurdy (IT, Sacramento Public Library), Ribindra Gaur (California Department of Education), Charlotte Perrault (Public Advocates Office) - Virtually, Ernesto Falcon, Peter Pratt (Public Advocates Office) – Virtually, Sherilyn Evans (CENIC) – Virtually, Gelarah Safavi (CTF), Tyler Hodgson (Outside the Lens), Jesse Stein (Outside the Lens).

**Absent Members:** Kenneth Rothschild (Deaf/Hard of Hearing Representative), Max Perrey – Redwood Community Health Clinic (RCHC), Ali Dias (California Department of Education Alternate).

**Roll Call:** Quorum is met.

**2. Public Comments on Non-Agenda Items**

- No comments.

**3. Review Agenda**

- AC Member Sean McLaughlin comments that he would like to be sure we allow enough time for updates and agenda items.
- AC Chair Jarrod Keller agrees.

**4. Review and Approve September 9, 2024 Meeting Minutes**

- No comments.
- AC Member Vinhcent Le – Motion to approve meeting minutes.
- AC Member Sean McLaughlin – Seconds the motion.
- Roll call vote. All vote yes.

- September 9, 2024 meeting minutes are approved.

**5. Action Items & Updates from Last Committee Meeting.**

- No comments.

**6. Discussion of Administrative Committee Vacancies:**

- **Public Hospitals and Clinics – Primary and Alternate vacancies.**
  - No updates.
- **Rural Clinics and Telemedicine – Alternate vacancy.**
  - Chair Jarrid Keller states that we have potentially identified someone for this vacancy.
- **Local Exchange Carrier - Alternate vacancy.**
  - No updates.
- **Deaf/Hard of Hearing - Alternate vacancy.**
  - No updates.
- **Community Based Organization - Alternate vacancy.**
  - No updates.
- **Public Advocates Office – Primary vacancy.**
  - Maddison Alcalay is the primary and Prescott Matthews is the alternate.

**7. 2025 Strategic Planning Discussion.**

- AC Chair Jarrid Keller states that he and AC Co-Chair Geoff Belleau believe that the committee could benefit from a strategic plan. They believe that this could serve to reboot and unite one clear message to ensure that future iterations of this committee will continue to thrive. They propose that we make a plan to guide us for the next four or five years, prioritizing allocating resources efficiently.
- AC Chair Jarrid Keller recommends a collaborative approach using SMART goals with ownership of defined roles and specific measurable objectives every year aligned with CTF's mission.
- AC Chair Jarrid Keller proposes a strategic planning summit to develop a strategic plan for CTF and this committee. They would like to set up a subcommittee for this.
- CTF Attorney Lisa-Marie Clark states that this is perfect timing to develop a strategic plan for coming years as CTF will be opening an Order Instituting Rulemaking (OIR) soon. The OIR will include opportunities to update the charter, and to consider



committee vacancies. It is currently under review by ALJ division and Lisa-Marie Clark is unable to speak to specific details. A preview of the topics considered in the OIR is:

- Open up discussion on forward looking component surrounding issues that are ongoing with LACOE
- Address CTF Participant definition to resolve confusion surrounding third parties managing eCAP accounts for organizations
- Discussion of tribal organizations and how we incorporate tribal entities (carriers and participants) operating on tribal land
- Discussion of how to incorporate participation of school districts and county education offices
- Issues related to non-profit private school, library annexes, CBOs, government hospitals and skilled nursing facilities
- CBO revenue requirements and how these are calculated
- Updates to eligible services to align with recent FCC update

- Code of conduct for participants
- ELJ issues
- Additional clarity on the process of appealing a decision about an organization's participation in the program
- Administrative charter updates
- AC Co-Chair Geoff Belleau states he is glad to hear that we will talk about districts and counties. There are schools that are eRate eligible that are not getting CTF discounts because of these issues. This is a related, but separate, issue to the LACOE situation.
- CTF Attorney Lisa-Marie Clark states that Cenic has an arm that operates as a service provider. We have had difficulty getting documents between Cenic, the provider, and the third party managing the participant accounts. There are limits there. We would like to address these issues in the OIR.
- AC Co-Chair Geoff Belleau states that whatever CTF does not pick up, Proposition 98 has to pick up. It would be great for CTF to help.
- CTF Attorney Lisa-Marie Clark states it is important to be on the record how Cenic participates. We encourage all different organizations within this committee to participate in the OIR separately. Do not represent yourself as the committee. The strategic plan could be an interesting thing for us to incorporate into the OIR. If the

subcommittee approves something or brings it to the larger group to approve, we can submit that as a letter into the correspondence for the OIR. This would allow it to be considered by the Commission. We can't submit as a committee, but we can submit individually and support as a committee.

- AC Member Sean McLaughlin states that we want to ensure we do not relitigate. The immediate OIR is fundamental in reviewing the charter and redefining the role of this committee. The challenge is to avoid micro litigating the interests of all the groups at the table. These conversations are very important and we would want the committee to step back and look at the bigger picture.
- CTF Attorney Lisa-Marie Clark states that the committee is its own decisional body with the right to make recommendations that are contrary to the CPUC. The rules may have been muddy in the past, but time has passed, and we will not be relitigating any of these micro issues of if schools, CBOs or libraries are top priority, for example. We do not treat the different participant types on different priority levels in that way. We are guided by statute. There will not be much difference in how the program looks today and what it will look like after this. It will be refined and not rewritten.
- AC Chair Jarrid Keller states that he understands past frustrations but believes that the strategic plan is important for us to come together. It shows, as a committee, we have some skin in the game by really trying to plan out the next years.
- CTF Staff Karo Serle that during the last OIR we were going through a budget crisis. He believes that it was not perfect, but it was not a disaster.
- AC Member Sean McLaughlin apologizes for coming across like he was saying it was a disaster. He believes that if you look at the results of before and after the last OIR, it was harmful and damaging to the goals of the program, specifically for CBOs. He suggests making this a two-day retreat to ensure we can get in depth planning, but understands

that is unlikely. He states that he understands there has been great progress and work done here but is frustrated by lack of progress in the CBO sector.

- AC Member Saira Pasha asks if the OIR will have some allowance for doing workshops for parties that will be engaged.

- CTF Attorney Lisa-Marie Clark states that this could potentially be issued this year but is more likely to be issued in the first quarter of 2025. It is not limited to the issues she has discussed here today. There is a conference that the ALJ would be issuing where parties would be able to raise any issue they believe to be important to address in this proceeding – including workshops, en bancs etc. We do want as much input as possible from all parties to get the funds used as well as possible.
- AC Chair Jarrid Keller proposes a meeting in January 2025 to start the strategic planning. He can host in this location on January 13<sup>th</sup> or 27<sup>th</sup>. This would be a long day, and they are willing to facilitate.
- Multiple members state they are available on January 27<sup>th</sup>.
- AC Chair Jarrid Keller states that in person is preferred. He will schedule for January 27, 2025 at the Sacramento Public Library at 10 AM. The library will provide lunch for those who attend in person. This can operate without staff support, but they can reach out to staff beforehand.
- CTF Attorney Lisa-Marie Clark asks that any information be sent through staff to ensure we do not break any rules.
- CTF Staff Karo Serle states that he would like to take a moment to introduce the newest CTF team member, Peter Chang.

**Break at 11:26am - 11:41am**

**8. Presentation by DDGP grantees.**

**9. Presentation by Public Advocates Office (PAO).**

**10. eCAP Update.**

- a. AC Member Sean McLaughlin asks if we can get reports showing trendlines or similar going forward.
- b. CTF Staff Miriam Sidney requests that AC Member Sean McLaughlin send an email with the request and states that we will work toward the request.

**11. CTF Outreach.**

- CTF Staff Karo Serle states that we are taking applications from library and school annexes. Administrative Letter 32 was sent to all CTF Service Providers on October 16, 2024.

**12. Communications Division Resolutions.**

- CTF staff provided brief descriptions of the following resolutions:
  - T-17842 Digital Divide Grant permanent
  - T-17832 Plumas 211
  - T-17834 Yuba 211
  - T-17837 San Benito 211
  - T-17848 CTF Expansion of Eligible Services
- AC Member Sean McLaughlin asks if Resolution T-17842 changes the funding mechanism for DDGP.

- CTF Attorney Lisa-Marie Clark states that this does not change the funding mechanism set out by statute. It lives within the CTF Fund but the funds for the CTF program can't be transferred over to the DDGP program.
- AC Member Sean McLaughlin asks how much money is involved with the 211 resolutions and where it comes from.
- CTF Attorney Lisa-Marie Clark states it is separate from CTF Fund. The program authorizes 211 but it is funded separately and the specific 211 funding that was offered in prior years has sunseted.
- AC Member Sean McLaughlin asks if we know how many are without 211 right now.
- CTF Staff Lina Khoury states that 14 counties do not have 211 services at this time. They are small counties and their budget is restricted. There are full service 211 services and emergency 211 services. We are looking into finding ways to find some funds via Senate or Assembly bills to fund at least the emergency 211 services in the approximately 14 counties.
- AC Member Saira Pasha asks when the changes in Resolution T-17848 are going into effect.
- AC Member Daniel Lyulkin states that we are adhering to the FCC timeline of July 2025.

### **13. Update on Los Angeles County Office of Education (LACOE).**

- CTF Attorney Lisa-Marie Clark states that we will be discussing these issues in the OIR. We had tried to resolve the issue offline between staff and LACOE, but have not found success in these efforts.
- AC Member Sean McLaughlin states some of the LACOE issues have raised questions about CENICs role as well.
- CTF Attorney Lisa-Marie Clark states that this was the big issue we were encountering, but she is unable to disclose any details here. LACOE is operating as a service provider. Under current program rules, in order to be a service provider, you have to have a CPCN. LACOE cannot get a CPCN. CPCNs are required due to a non CTF specific rule.
- AC Member Sean McLaughlin asks if CENIC is in a similar situation, acting as a service provider.
- Member of the Public Kim Lewis states that CENIC is not a service provider. CBI (Cenic Broadband Initiative, LLC) is a subsidiary of CENIC and does have a CPCN. There is no duplication of service.
- CTF Attorney Lisa-Marie Clark states that this is an issue we will probably raise in the OIR just to give clarity on CENICs role in the CTF program.

### **14. School Annex Update. Video.**

- CTF Staff Karo Serle states that CTF had a school annex webinar on October 8, 2024. CTF is also planning a webinar for service providers in January. CTF is also increasing efforts to reach out to CBOs and HCBOs utilizing our outreach flyer and video.
- The CTF Outreach video was shown.

### **15. Pending Legislation.**

- Member of the public Kim Lewis states that today is the first day of the 2025 session and there is no pending legislation at this time.

- AC Member Sean McLaughlin asks if there is a more regular methodology we can use to identify PUC related regulation in California.
- CTF Attorney Lisa-Marie Clark states we do have an office that presents CPUC related bills that we are seeking to get introduced. If there is a CTF related bill that is up for consideration, they would inform the team and seek our advice. Currently, we don't have any specific bills that the CPUC itself is introducing. Our Communications Division and Legal Division interact very closely with proceedings before the FCC. We can provide that information when we have it.

**16. Agenda Items for Next Meeting.**


- DDGP awardee presentation
- 2-1-1 presentation by CTF staff
- Debrief on January 27, 2025 strategic planning session.
- Update on LACOE

**17. Confirm scheduling of March 2025**

- Future meeting dates scheduled as follows: Monday, March 10, 2025 10:30am at Sacramento Public Library, West Meeting Room.

AC Member Saira Pasha motioned to adjourn the meeting. AC Member Sean McLaughlin seconded the motion.

**Meeting Adjourned at 1:25 pm**



## (5) Action Items from last Committee Meeting

## (6) Discussion of Current CTF-AC Vacancies

- Public Hospitals and Clinics-Primary and Alternate vacancies
- Rural Clinics and Telemedicine-Alternate vacancy
- Local Exchange Carrier-Alternate vacancy
- Deaf/Hard of Hearing-Alternate vacancy
- Community Based Organization- Primary and Alternate vacancies



(7) Presentation by DDGP  
Awardee's

Human-IT



## (8) Status of CTF and E-CAP

- Applications/Recertification
- Claims and Program Finances



# California Teleconnect Fund

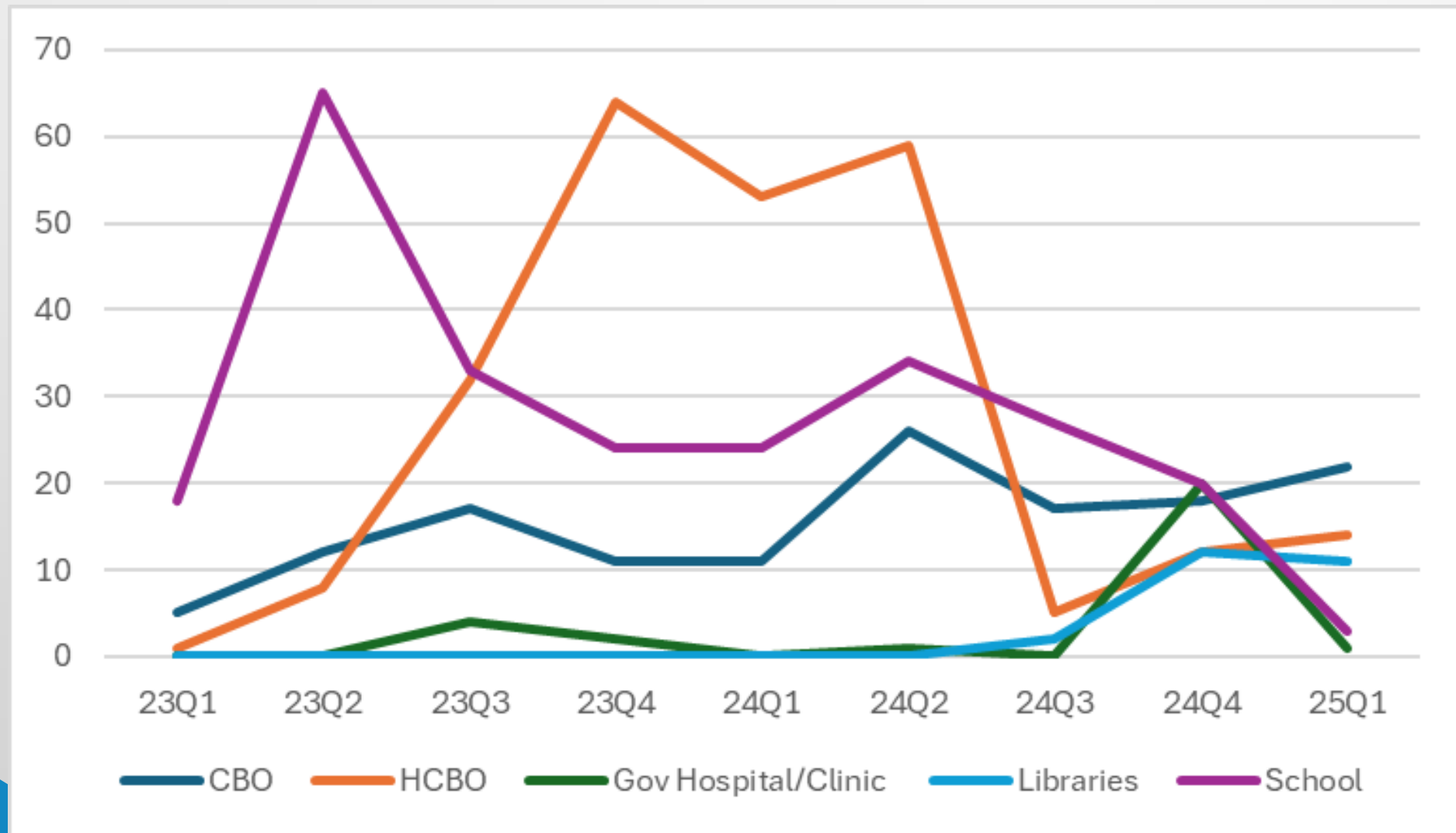
Applications received from  
November 27, 2024 through February 24, 2025

	CBO	Healthcare CBO	Gov Hospitals	Community Colleges	Libraries	Private Schools	Charter Schools	Public Schools*	2-1-1 Provider	Total
Count of Intake Number	59 (32.6%)	45 (24.9%)	20 (11.0%)	0 (0.0%)	26 (14.4%)	20 (11.0%)	3 (1.7%)	5 (2.8%)	3 (1.7%)	181 (100%)
Approved	28	19	3	0	11	3	0	2	1	67
Ineligible/ Rejected	16	3	13	0	1	3	0	0	1	37
Pending Info.	8	9	0	0	0	2	1	0	1	21
In Analyst Review	7	14	4	0	14	12	2	3	0	56

\*Non-Charter Public Schools



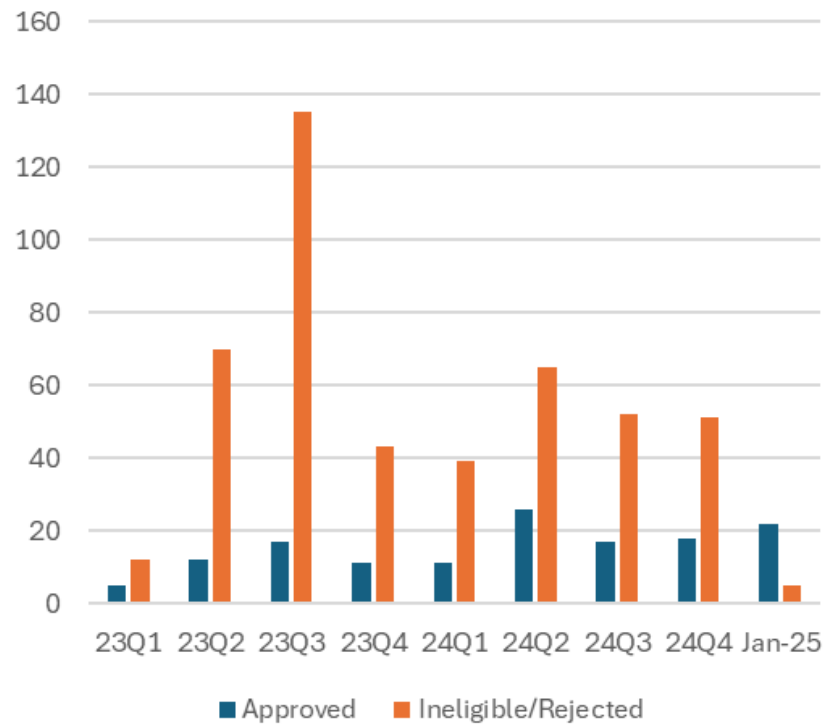
# Approved Applications Per Quarter 2023 - 2025



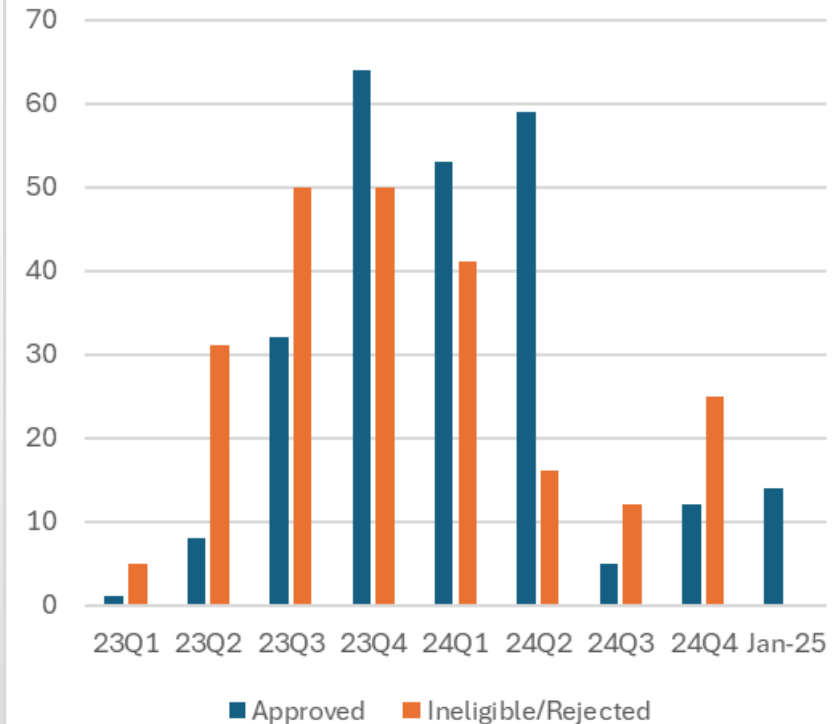


# California Teleconnect Fund HCBO & CBO Applications

CBO Applications Per Quarter  
2023-2025



HCBO Applications Per Quarter  
2023-2025





# California Teleconnect Fund

## Fund Status Report as of December 31, 2024

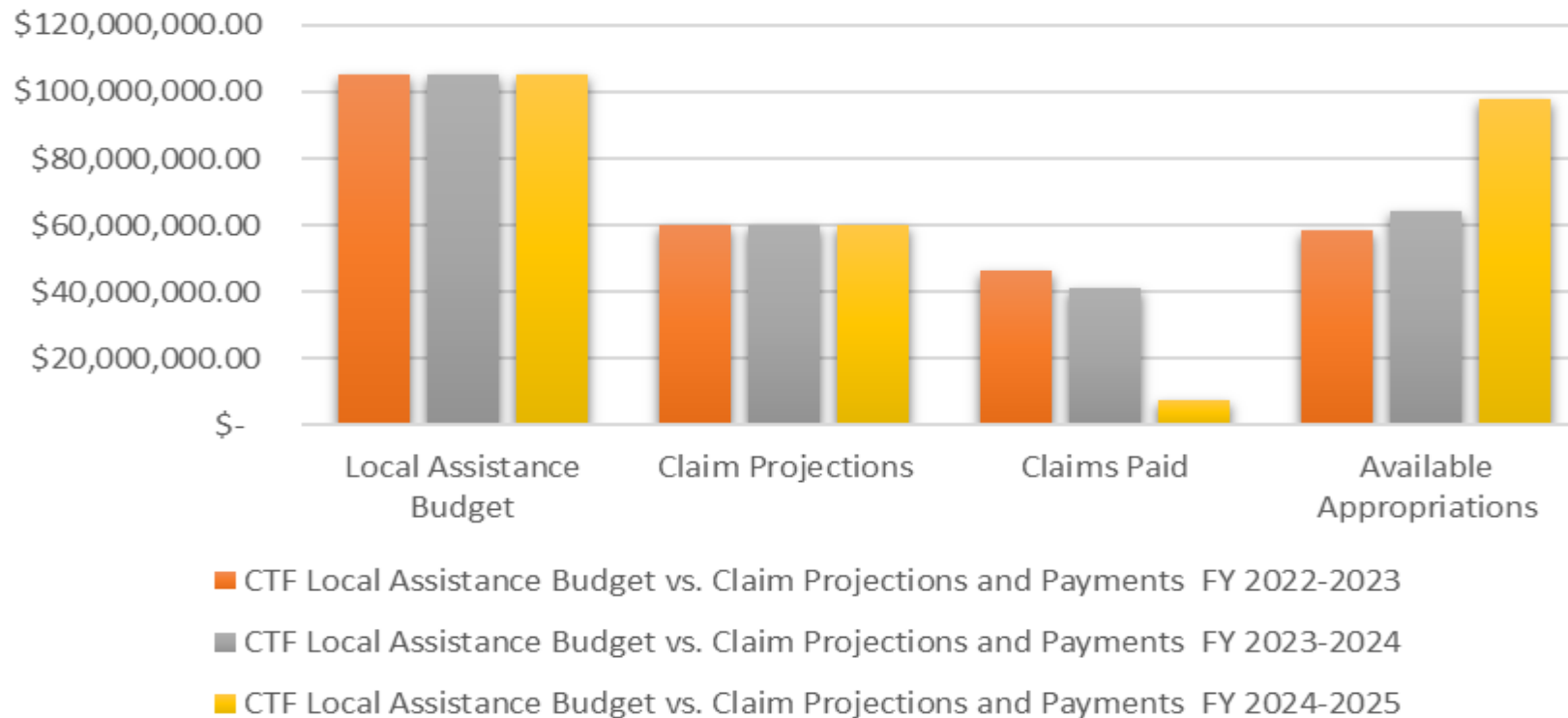
CTF Local Assistance Budget vs. Claim Projections and Payments			
	FY 2022-2023	FY 2023-2024	FY 2024-2025
Local Assistance Budget	\$ 105,000,000.00	\$ 105,000,000.00	\$ 105,000,000.00
Claim Projections	\$ 60,000,000.00	\$ 60,000,000.00	\$ 60,000,000.00
Claims Paid	<b>\$ 46,544,680.39</b>	<b>\$ 40,925,954.27</b>	<b>\$ 7,315,026.27</b>
Available Appropriations	\$ 58,455,319.61	\$ 64,074,045.73	\$ 97,684,973.73



# California Teleconnect Fund



## CTF Local Assistance Budget vs. Claim Projections and Payments





# California Teleconnect Fund

**Cash Balance as of December 31, 2024**

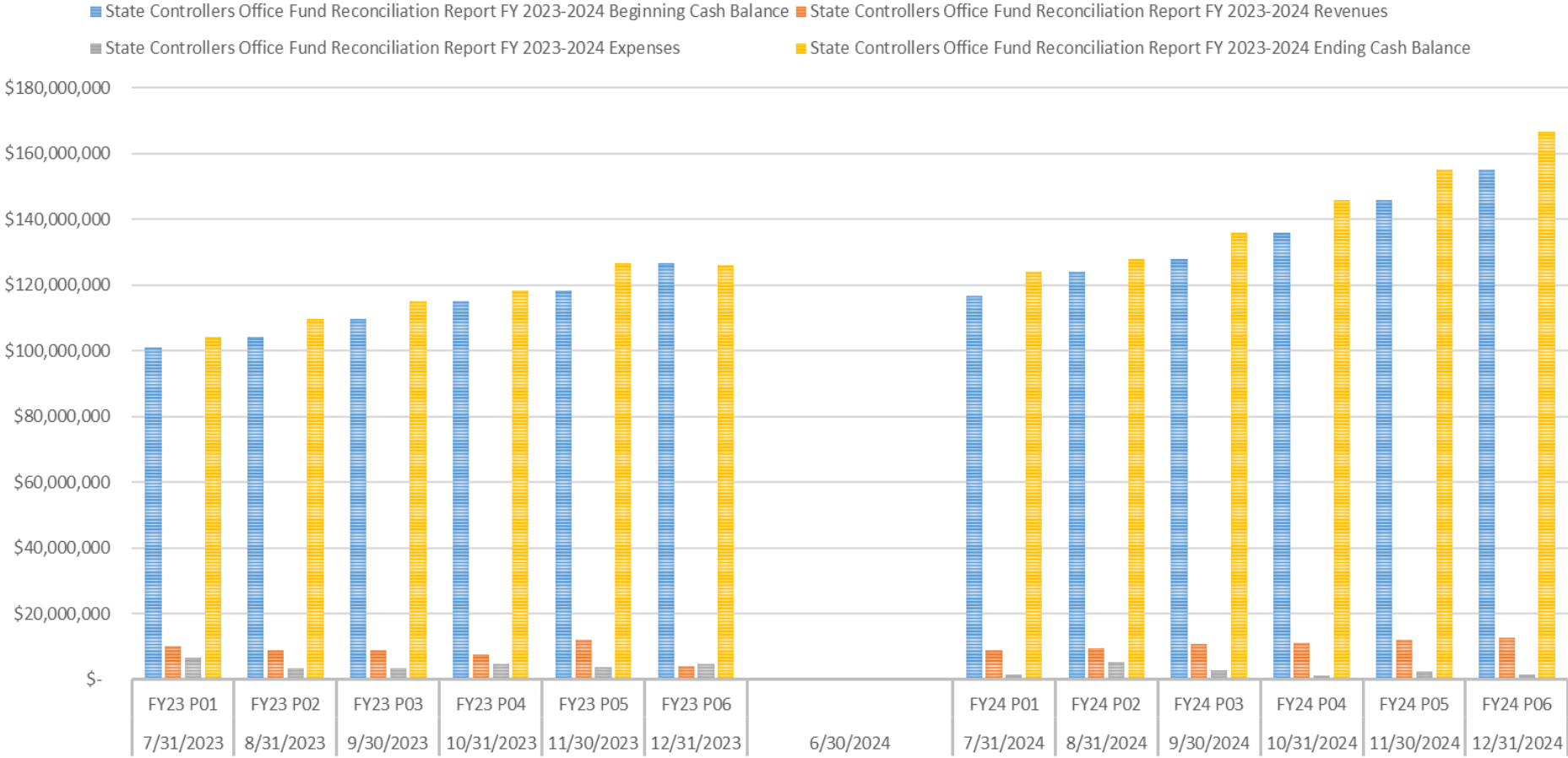
State Controllers Office Fund Reconciliation Report FY 2023-2024					
Report Date	FY / period	Beginning Cash Balance	Revenues	Expenses	Ending Cash Balance
7/31/2024	FY24 P01	\$ 116,528,306	\$ 8,856,907	\$ 1,476,000	\$ 123,909,213
8/31/2024	FY24 P02	\$ 123,909,213	\$ 9,311,550	\$ 5,198,000	\$ 128,022,763
9/30/2024	FY24 P03	\$ 128,022,763	\$ 10,651,484	\$ 2,731,000	\$ 135,943,247
10/31/2024	FY24 P04	\$ 135,943,247	\$ 10,997,756	\$ 1,242,000	\$ 145,699,003
11/30/2024	FY24 P05	\$ 145,699,003	\$ 11,945,871	\$ 2,492,000	\$ 155,152,874
12/31/2024	FY24 P06	\$ 155,152,874	\$ 12,718,788	\$ 1,298,000	\$ 166,573,662



# California Teleconnect Fund



## STATE CONTROLLERS OFFICE FUND RECONCILIATION FY 2023-2024 JULY 2023 - DEC 2023 VS. JULY 2024 - DEC 2024







# California Teleconnect Fund

## Claims received from October 2024 through December 2024

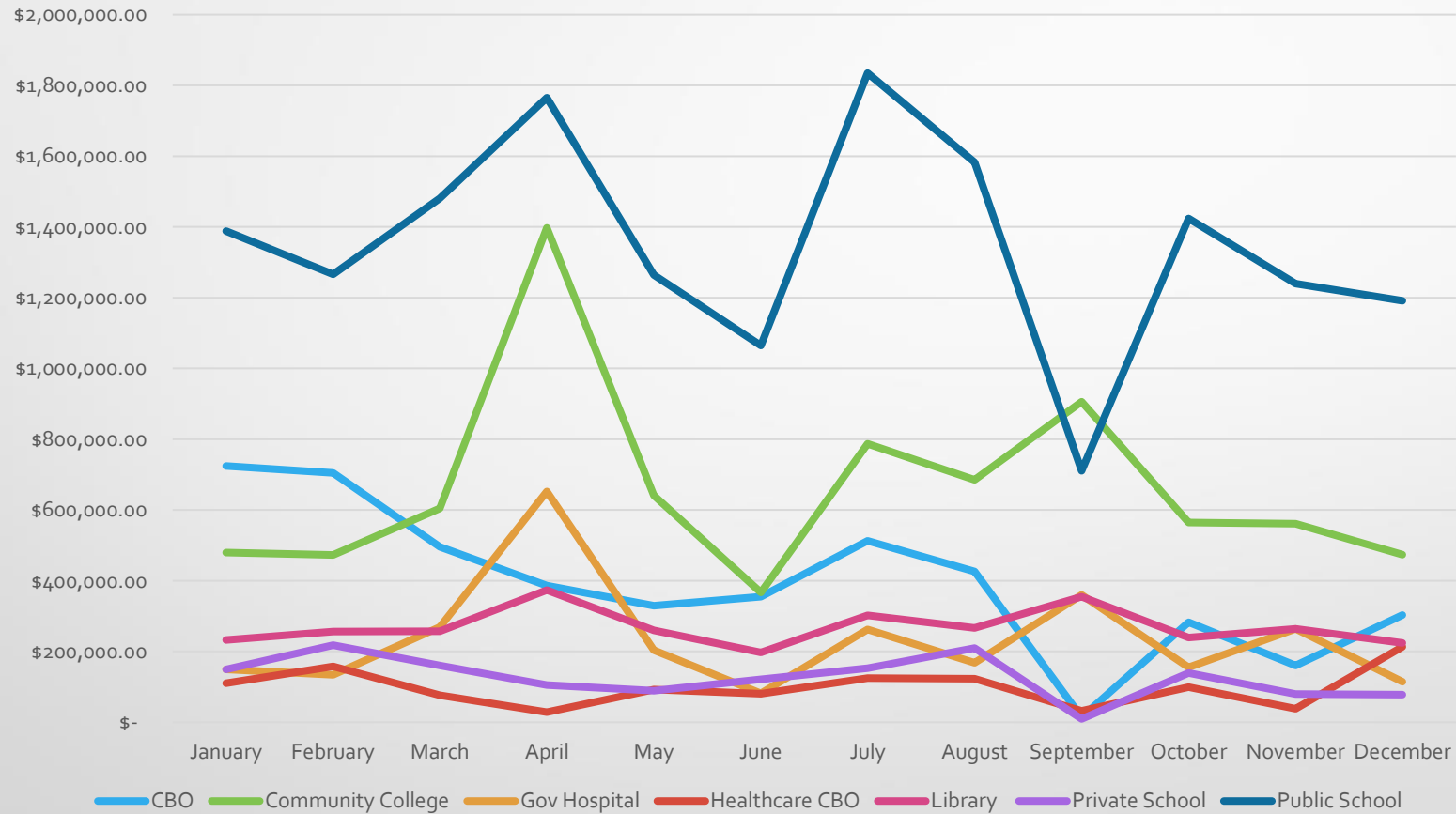
Q4 2024 CTF Claims Received & Approved, as of December, 2024								
Service Month	CBO	Community College	Gov Hospital	Healthcare CBO	Library	Private School	Public School	Total
Oct-24	\$ 282,619.30	\$ 564,817.12	\$ 154,983.53	\$ 99,601.87	\$ 239,699.87	\$ 139,150.63	\$ 1,424,113.80	\$ 2,904,986.12
Nov-24	\$ 160,856.61	\$ 561,183.47	\$ 263,757.77	\$ 38,457.64	\$ 264,466.94	\$ 80,081.05	\$ 1,239,755.30	\$ 2,608,558.78
Dec-24	\$ 303,292.77	\$ 474,225.69	\$ 114,546.76	\$ 213,368.34	\$ 224,490.22	\$ 78,084.80	\$ 1,191,327.31	\$ 2,599,335.89

\* Figures are obtained from CTF Report, CTF Claim Line Items per Month, downloaded from eCAP portal.





# Claims Received in 2024





# eCAP Updates/Enhancement Under Development

- Add informational tab within the claim worksheet for Service Provider to provide notes/explanations. This tab should not affect claim information in eCAP.
- Add the participant eligibility dates to the claim forms.
- Add DBA information on Approval Letters.
- Updates due to Resolution T-17848 (E-Rate letter is no longer needed for Mobile Broadband.)





## (9) CTF Outreach



# Service Provider Webinar

January 16, 2025

CTF Updates

Processes

Payments

Best Practices

Participant Report

Audits and Compliance



# CBO Outreach

Mailed out 1,000 CBO Outreach flyers  
IRS Nonprofit Database



# Digital Divide Grant Program

New application deadline

May 30, 2025

News and Outreach Posted on Social Media

Cal Grants Web Site



## (10) 2-1-1 Presentation





## 2-1-1 in California



### *California Teleconnect Fund*

## California Public Utilities Commission





# Agenda

- 2-1-1 Background
- What is 2-1-1?
- Type of Referrals Offered by 2-1-1
- How 2-1-1 works?
- Service Providers
- Status of 2-1-1 in California
- Senate Bill (SB) 1212 & Resolution 17679
- Conclusion





## 2-1-1 Background

- PU Code §701 authorizes the CPUC to regulate public utilities, including telephone corporations.
- The Federal Communications Commission (FCC)<sup>1</sup> issued an order on July 31, 2000 assigning the 2-1-1 code as the national abbreviated dialing code for information and referral services.
- CPUC instituted Rulemaking 02-01-025 on January 23, 2002 to implement 2-1-1 dialing in California.
- In Decision 03-02-029, the Commission adopted the regulatory policies and procedures for 2-1-1 dialing.





## 2-1-1 Background

- CPUC instituted Rulemaking 10-06-002 to authorize disaster-only 2-1-1 service in counties unserved by full-service 2-1-1 (unserved counties).
- In D.11-09-016, the Commission adopted the regulatory policies and procedures needed to implement disaster-only 2-1-1 dialing.
- Key differences between Full-Service 2-1-1 and Disaster-Only 2-1-1
  - **Full-Service:** Operates year-round and provides information and assistance on a wide range of social services and community resources; available for non-emergency situations and serves as a comprehensive helpline for individuals seeking assistance with various aspects of their lives
  - **Disaster-Only:** Activated specifically in response to emergencies and disasters; not operational on a daily basis but is activated during times of disaster or emergency





# What is 2-1-1?

- It is a toll-free number
- Provides access to non-emergency local community service information and referral providers.
- Accessible 24 hours / 7 days a week via call, text and/or [www.211.org](http://www.211.org).
- Available to approximately 99% of the total U.S. Population.<sup>1</sup>
- Covers all 50 states, District of Columbia, and Puerto Rico





# What Services can 2-1-1 Provide?

- Provides referrals to physical and mental health resources, housing, food, utility, employment assistance, and suicide and crisis interventions.
- It also provides disaster preparedness, responses, and recovery during declared emergencies.

## 19M+

According to [www.211.org](http://www.211.org), in 2023 more than 19 million referrals to help and resources were made by the 211 network

Further, the 211 network responded to more than 15.3 million phone calls, texts, web chats, emails and in-person requests

211 specialists made 5.3 million connections to help reduce and prevent housing insecurity and homelessness, 2.4 million connections to reduce hunger and food insecurity and 2.8 million connections to utilities assistance







# Type of Referrals Offered by 2-1-1

- Basic human needs resources i.e., food and clothing banks, shelters, utility assistance, and rent assistance.
- Physical and mental health resources i.e., health insurance programs, crisis intervention services, support groups, counseling, and drug and alcohol intervention and rehabilitation.
- Work support i.e., job training, financial assistance, transportation assistance and education programs.
- Access to services in non-English languages i.e., language translation and interpretation services to help non-English-speaking people find public resources.





## Type of Referrals Offered by 2-1-1 (Cont.)

- Support for older Americans and persons with disabilities such as community meals, adult day care, home health care, transportation and homemaker services, and respite care.
- Children, youth and family support (i.e., child-care, after-school programs, educational programs for low-income families, family resource centers, summer and recreation programs, etc.)







## How 2-1-1 Works

- When someone dials 2-1-1, their call is typically answered by a trained information and referral specialist who works for a local or regional agency that has been designated as the 2-1-1-service provider by the CPUC
- The specialist will ask the caller a series of questions to help identify their needs and then provide information and referrals to appropriate resources and services in their community.





# Service Providers for 2-1-1

- United Way Worldwide
- Alliance of Information and Referral Services (AIRS)
- Interface Children and Family Services (Interface)
- Other county agencies





# Status of 2-1-1 in California 2024

- Forty-five counties, representing approximately 98.5% of the 2024 total California population, have 2-1-1 service.

Lake	Stanislaus	Tehama	Marin	Contra Costa
Fresno	Tulare	Siskiyou	Napa	Santa Barbara
Kern	Tuolumne	Monterey	San Fransisco	San Bernadino
Inyo	Butte	San Benito	San Mateo	San Luis Obispo
Kings	Glenn	San Diego	Santa Clara	Sacramento
Mariposa	Placer	Riverside	Mendocino	
Merced	Imperial	Santa Cruz	Sonoma	
Solano	Humboldt	Ventura	San Joaquin	
Nevada	Yolo	Alameda	Plumas	
Yuba	Shasta	Orange	Las Angeles	





## Status of 2-1-1 in California (Cont.)

- Thirteen rural counties, representing approximately 1.5% of the 2024 total California population, do not have full access to 2-1-1.

Alpine	Madera	Mono	Colusa	Sierra
Del Norte	Lassen	Sutter	Trinity	
Amador	Calveras	El Dorado	Modoc	





## Disaster Only 2-1-1

- Out of the thirteen rural counties that do not have full-service 2-1-1, eight have disaster only 2-1-1

Alpine	Del Norte	Madera
Mono	Lassen	Sutter
Trinity	Colusa	





# Prior Disasters

**2-1-1 has played an important role in recent disasters including:**

- 2007/2008 Southern California wildfires
- 2017 Oroville Dam disaster
- 2017 Sonoma/Lake County fires
- 2017 Las Vegas Shooting & 2018 Hurricane Michael in Florida
- 2018 California wildfires (Camp and Woolsey)
- 2019 California COVID-19





# SB 1212

- **SB 1212** authorized the Commission to spend \$1.5 million from the California Teleconnect Fund Administrative Committee Fund to implement disaster 2-1-1 service in unserved counties in California
- The intent of SB 1212 was:
  - to facilitate the expansion of 2-1-1 services into those counties in California where they are lacking and to support a comprehensive statewide database that will connect all callers to the information and referrals they need.
  - to facilitate access to disaster preparedness, response, and recovery information, and referral services, uniformly in the state, especially in hard-to-serve rural areas, through a universally available 2-1-1 telephone service.
- Funds appropriated from SB 1212 expired on January 1, 2023







# Resolution T-17679

- On November 12, 2019, the Commission adopted **Resolution T-17679**
  - Granted Interface Children and Family Services (Interface) the authority to use the 211
  - Provided disaster-only 2-1-1 service to twelve unserved counties (Alpine, Calaveras, Colusa, Del Norte, Inyo, Lake, Lassen, Madera, Mono, Siskiyou, Sutter, and Trinity)
  - Authorized the expenditure of funds for implementation of disaster-only 2-1-1 service in the unserved counties from 2020 to 2022
- SB 1212 appropriated funds expires on January 31, 2023
- After expiration, unserved counties that are interested in continuing with 211 service (whether disaster only or full 24/7) will be responsible for the costs of the implementation







# Conclusion and Questions

- Questions?
- Please feel free to contact us with any 2-1-1 questions at [CTFHelp@cpuc.ca.gov](mailto:CTFHelp@cpuc.ca.gov)





# (11) Order Instituting Rulemaking

## Update




## (12) LACOE Update



## (13) Pending Legislation



# (14) 2025 Strategic Planning Meeting



## (15) Agenda items for next meeting



(16) June 2025 AC Meeting

San Francisco