

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

505 Van Ness Avenue, San Francisco, CA 94102

Golden Gate Room

June 2, 2025

The meeting was called to order at 11:01 a.m.

1. Introductions

Committee Members Present: Jarrid Keller – Sacramento Public Library (Chairperson, Libraries)- In Person, Geoff Belleau (Co-Chairperson, California Department of Education)-In Person, Madison Alcalay (Public Advocates Office Primary)-In Person, Prescott Matthews (Public Advocates Office Alternate)- In Person, Saira Pasha – AT&T (Local Exchange Carrier)- In Person, Kenneth Rothschild (Deaf/Hard of Hearing Representative)- In Person, Josh Chisom (California Public Library Alternate) – Virtually.

CPUC Staff Present: Joy Alba-Librojo (CTF)- In Person, Karo Serle (CTF)-In Person, Connie Wong (CTF)- In Person, Siamack Donighi (CTF) – Virtually, Peter Chang (CTF) – Virtually, Daniel Lyulkin (CTF)- Virtually, Kirsten Mueeting (CTF)- Virtually, Dylan French (CTF)- Virtually.

Public Participants Present: Kim Lewis (CENIC)- Virtually, Sherilyn Evans (CENIC) – Virtually, Jim Dolgonas (CENIC), Kelly Clark (Sacramento Public Library)-In Person.

American Sign Language Interpreters Present: Anna Mindess – Virtually, Jennie Weiler- Virtually.

Absent Members: Sean McLaughlin – Access Humboldt (Community Based Organization), Alison Dias (California Department of Education), Max Perrey- Redwood Community Health Clinic (RHCH), Lina Khoury (CTF), Miriam Sidney (CTF)

Roll Call: Quorum is met.

2. Public Comments on Non-Agenda Items

- No comments.

3. Review Agenda

- AC Chair Jarrid Keller states Thrive will not be presenting.

4. Review and Approve March 10, 2025, Meeting Minutes

- AC Member Kenneth Rothschild notices Lenor Vasquez and Kim Lewis's names are listed twice in the public attendees on the March 10, 2025 AC meeting minutes.
- AC Chair Jarrid Keller verifies his name as misspell correctly on the March 10, 2025 AC meeting minutes.
- Motion to approve meeting minutes after both changes are amended.
- AC Co-Chair Geoff Belleau -Motion to approve meeting minutes
- Saira Pasha -Seconds the motion
- The March 10, 2025 meeting minutes are unanimously approved.

5. Action Items & Updates from Last Committee Meeting

- No additional comments
- AC Chair Jarrod Keller states today discussion is the strategic planning.

6. Discussion of Administrative Committee Vacancies

- AC Co-Chair Geoff Belleau states he will submit a notice that Alison Dias is leaving the committee. They are looking for someone to replace her vacancy.
- AC Chair Jarrod Keller states he is working with Sean McLaughlin to find an alternate vacancy for Community Based Organization (CBO).
- CTF staff Karo Serle states CTF is currently working on the OIR and looking to amend the AC charter to address these vacancies. The staff can nominate someone, but we need advice from the committee. At this moment, CTF is without an assigned attorney. We hope to have an update in the next AC meeting for the assigned attorney and can provide more guidance on this.
- **Public Hospitals and Clinics – Primary and Alternate vacancies**
 - No updates.
- **Rural Clinics and Telemedicine – Alternate vacancy.**
 - AC Chair Jarrod Keller states that we have a nomination for this vacancy and will update in the next AC meeting.
- **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.**
 - No Updates.

7. 2025 Strategic Planning Discussion

- AC Chair Jarrod Keller presents the CTF Administrative Committee Strategic Plan (2025-2027)'s slides.
- Member of the Public Kim Lewis asks if we can have the presentation upload to the CPUC website. The public members are unable to access it.
- Karo confirms that CTF staff will post it to the CPUC website.
- AC Chair Jarrod Keller states in the March meeting, we did a SWAT analysis by looking at the strengths, weaknesses, opportunities and threats to the program.
- AC Chair Jarrod Keller states the vision statement is to ensure equitable access to telecommunications services for California's eligible communities through proactive outreach, reliable funding and strong governance.
- AC Chair Jarrod Keller states the mission statement is the CTF Administrative Committee provides oversight and strategic direction to support the effective, transparent, and

inclusive administration of the California Teleconnect Fund. This help provides strategic oversight, transparent administration and inclusive engagement.

- Goal 1: Increase Program Awareness
- AC Chair Jarrid Keller states this is the goal for the school and the commission is already working on a statewide outreach campaign to increase awareness of CTF. We must figure out what the metric is among eligible CTF by 2027.
- AC Co-Chair Geoff Belleau states that a lot of school participants have joined CTF since the late 90s and early 2000s. We need to increase awareness with existing school and libraries participants. They might be participants, but they don't need to renew their account very often. They might not understand exactly what CTF is and what the role is.
- AC Chair Jarrid Keller agrees and recognizes there is a high turnover. It could also help to know the total participation per sector and percentage of each participant type that is participating in the program.
- AC Member Saira Pasha states spreading awareness should incorporate capacity planning. The plan should ensure carriers and staff accommodate increasing demand without compromising too much. She recommends that we establish clear protocols for managing the funding and notification procedures when we approach the budget cap.
- AC Chair Jarrid Keller agrees and to increase program awareness that there's capacity on part of staff and carriers and there are no delays or additional barriers to joining the program. Also, we have clear protocols for what happens if increased demand starts to threaten budget caps.
- AC Chair Jarrid Keller states they are still in the process of developing strategic planning. This is not a final and the next step is to incorporate the plan into a document.
- AC Member Saira Pasha states that when staff provide the number for the percentage of the participation by participant type, we can create a plan.
- AC Chair Jarrid Keller asks the CTF staff to provide total participation per sector.
- Karo states the CTF staff will present presentations later for the total participation per sector.
- Goal 2: Strengthen Governance & Representation
- AC Chair Jarrid Keller states we have been struggling to find the primary and alternates. We would like to set an aggressive goal to try a resolution by 2025.
- Goal 3: Support ECAPS onboarding.
- AC Chair Jarrid Keller states eCAP is a wonderful tool and in the process, it is going to take a lot. The library and school are facing challenges. We want to support commission effort to onboard eligible entities into eCAP by facing the system and capabilities. This goes hand in hand with the webinars that commission has been doing. We want members to work harder in their sectors to spread the information and help get more organizations registered in eCAP.
- AC Co- Chair Geoff Belleau asks how he can help with the staff with the eCAP? It would be great to know if we have any strategies.

- AC Member Saira Pasha states eCAP has been great and recommends that we develop standardized training material and procedures to help resolve technical issues.
 - AC Chair Jarrod Keller agrees and it helps the committee determine what our role is and helps the commission for knowledge and information on eCAP. It gives us the opportunity to do 'lesson learned'. There will always be a lot of turnovers in these sectors.
-
- Goal 4: Ensure Comprehensive Reporting Compliance.
 - AC Chair Jarrod Keller states we need to establish standardized processes to meet all statutory reporting obligations consistently and transparently by 2026.
 - AC Chair Jarrod Keller states it is for all the standardized reporting templates. It starts with the recruitment letter, a template for our annual plan and the form 700 filing procedures. It establishes clear guidelines for statutory obligations. Also, it looks like a better way to track by online dashboard for the group.
 - AC Member Saira Pasha suggests we roll out a pilot program to implement any changes prior to full deployment.
-
- Goal 5: Monitor and respond to policy shifts
 - AC Chair Jarrod Keller states these changes can have a significant impact on the CTF fund. We need to be more proactive.
 - AC Chair Jarrod Keller suggests developing an internal response plan by September 2025 to prepare for potential changes to federal programs such as E-rate, including shifts in eligibility criteria that may increase demand on the CTF. It is better to have a plan and not have to use it than have something happen and have no plan.
 - AC Member Saira Pasha suggests the plan should also address the potential conflicts between state and federal program requirements. It also establishes and impacts their prioritization guidelines for compliance like obligation and requirement. It also depends on how these programs may involve in the future and the ability to participate may also change how some of the programs operate.
 - AC Chair Jarrod Keller states it is a very good idea and sometimes the plans are very different from E-rate filtering requirement and CTF does not have a filtering requirement.
-
- Goal 6: Support CPUC Outreach efforts
 - AC Chair Jarrod Keller states CPUC has a lot of different programs, and all the programs are tied together in one form or another. There are opportunities as we spread awareness about CTF to also spread awareness about other CPUC programs
 - AC Co-Chair Geoff Belleau states how we can we help and is happy to know who we can help.
 - AC Chair Jarrod Keller states this is just a general outline of working toward our strategic plan.

- AC Chair Jarrid Keller states the implementation framework needs to come up with a timeline and structure for the development of the report and role assignment. Each member of the staff will have a role in how we implement the plan.
- AC Chair Jarrid Keller proposes Geoff, Jarrid and Saira to be part of a group to come up with the draft plan by September meeting. There are four different role assignments and they will be outreach, reporting, governance and policy. Each member of the committee will basically have a role and how they are going to implement the plan.
- AC Chair Jarrid Keller states they will come up with evaluation metrics and reporting requirements.
- AC Chair Jarrid Keller states the plan will move forward by having monitoring and showing the review of it. Also, it shows the quarterly assessment and how they are moving forward with our goals and objectives.
- AC Chair Jarrid Keller asks does the group agree that this is our mission, vision and general goals that we want to use to construct the strategic plan? Jarrid, Geoff and Saira will work on drafting a plan and presenting in the September meeting. At this meeting, we can make any changes requested upon presentation and adopt the plan.
- AC Chair Jarrid Keller will assign members to work in different areas.
- Karo states CTF staff will post this presentation to our website and will send out to AC meeting members.

Break at 11:42 am – 12:00pm

8. eCAP Update.

- a. Application/ Recertification.**
 - CTF staff Kirsten Muetting updates the CTF application receive in eCAP for the first quarter of 2025. The majority libraries deem it eligible because CTF has received applications from libraries not knowing they currently have existed CTF accounts. They are mainly duplicate applications.
- b. Claims and Program Finances.**
 - CTF staff Joy Alba-Librojo updates the local Assistance Budget vs Claim Projections and payments for FY2024-2025.
- c. Rounding of claims**
 - CTF staff Connie Wong updates the claim received from January through March 2025. The processing issue due to eCAP system bugs caused delays in January.
- d. Fiscal Year refund check enhancement**
 - CTF staff Peter Chang presents the four eCAP enhancements with two implemented and two are still being worked on. We will provide updates at the next AC meeting.
- e. 4 planned updates**
 - CTF staff Siamack Donighi presents the penny rounding enhancement and gives the service provider the option to round off the claim amounts before submitting it to eCAP.

9. CTF Outreach.

a. DDGP Webinar.

- CTF Staff Karo Serle states the DDGP webinar was on May 5th, 2025. May 30th was the last day for applicants to submit their application.

b. Mailings of CBO flyers.

- CTF staff Karo Serle states CTF staffs mail out 13,000 flyers and 1800 came back as undeliverable. The next step will be emailing flyers.
- AC Chair Jarrod Keller asks when other sectors are doing renewals, is the plan going to send them letters or is the approach specific to CBOs?
- CTF Staff Karo Serles states all recertification notifications will be sent in eCAP.
- CTF Staff Siamack Donighi states CTF has switched the mailing flyer process to emailing to all participant types.

c. DDGP applications

- CTF Staff Karo Serle states CTF received 14 applications. The next step is to ensure they meet the basic qualifications and will go more in depth in reviewing them. We had \$200,000 this round. This will be continuing and we hope we will have more available next round. Please stay tuned for scoring and evaluations.
- AC Chair Jarrod Keller asks Are you going for four awardees this time?
- CTF Staff Karo Serle states we are not sure and the grants have \$100,00 for schools and \$50,000 will go to two CBOS.

10. OIR update.

- CTF staff Karo Serle states ALJ complete the draft and the next step will be for the commission to vote and state the procedure. It might be in September or October.

11. Update on Los Angeles County Office of Education (LACOE).

- CTF Staff Karo Serle states no update for LACOE as we do not have legal counsel.
- AC Chair Jarrod Keller asks when do you think we will have a new counsel?
- CTF Staff Karo Serle answers we have an interim counsel right now. We can't answer when we have legal counsel.

12. Pending Legislation.

- Member of the public Kim Lewis states the bills in the first house need to pass out of the house of the origin. They have until Friday to do that. There are no specific bills for CTF. There are a couple of bills around the Lifeline program that are moving through such as AB716 and AB1303. AB705 would make internal audits into a separate entity. AB1532 would require the commission to adopt rules around commissioner's attendance hearings. All are still alive and moving forward.
- AC Member Saira Pasha asks if AB353 is \$15.00 a month and do you have a status on this?

- Member of the public Kim Lewis answers the bill AB353 is still on the floor currently. It requires commercial entities to promote affordability resources. It only requires this from companies with over \$50,000 subscribers.

13. Agenda Items for Next Meeting.

- DDGP awardee Thrive presentation
- Continue the Strategic Planning- Review and adoption

14. Confirm scheduling of September 2025, AC meeting in San Francisco

- Future meeting dates scheduled as follows: September 8, 2025 10:00am in San Francisco.
- CTF staff Karo Serle states staff is returning to the office on September 8, 2025. I will reserve the room, and it may be harder to reserve rooms with everyone back in the office.
- AC Chair Jarrod Keller states if you can't get the room, then we can move the meeting to Sacramento.
- CTF staff Karo Serle states it is still up in the air right now and please stay tuned.

Meeting Adjourned at 12:39 pm