



California
Teleconnect
Fund

California Teleconnect Fund (CTF) Program Participant Recertification Process

Presented by CTF Staff



California Public
Utilities Commission



California Teleconnect Fund

The program aims to bring every Californian direct access to advanced communications services in their local communities, particularly those with lower rates of internet adoption and greater financial need. – *California Teleconnect Fund*

California Teleconnect Fund Application Recertification

- To conform with program rules
- To ensure that participants have updated their contact information and are still active in CTF
- To ensure all participants are eligible to receive the CTF discount

Recertification Webinar Objectives

- To explain and clarify the rules for Recertification
- The Recertification process
- Recertification timelines
- Documentation required for Recertification
- Live demonstration

Agenda Items

- Introduction
- Rules of Recertification
- Live eCAP Demonstration
- Documentation required for Recertification
- Importance of updated contact information
- Deficiencies, incomplete Recertification applications
- Determinations
- Conclusion



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Recertification Background

Why do I need to Recertify?

- The California Teleconnect Fund was established by the CPUC in 1996 as a result of the Telco Act of 1996 and deregulation by the Federal Communications Commission in Decision 96-10-066. The Decision states that the fund must undergo review every three years. Since then there have been changes to technology and program rules in 2008, 2015, 2016, and 2018.
- In Decision 18-01-066 (2018) the Commission ordered the implementation and documentation specifics for a three-year eligibility verification requirement.
- Major changes to the California Teleconnect Fund since inception in 1996:
 - In 2015, reinstatement of CTF Goals, elimination of support for voice services, eligible services list.
 - In 2016, establishment of e-rate cap.
 - In 2018, updated eligibility rules for Community Based Organizations.
 - In 2019, implementation of the 50% of mission rule and Qualifying Services Worksheet.

Who needs to Recertify?

- Because there are over 15,000 participants in the California Teleconnect Fund, the recertification process will be done by category.
- Community Based Organizations must recertify every three years from the eligibility date. They will be the first category undergoing recertification since they are the largest and have had the most changes in eligibility criteria. This process should take around three years.
- The next categories will undergo Recertification every five years from their eligibility date.
 - Public and Private schools
 - Libraries
 - Government Owned and Operated hospitals
 - California Telehealth Network members

How will I know when to Recertify?

The California Teleconnect Fund will notify participants through E-CAP when they need to Recertify. Notices will go out to participants through e-mail.

- First Notice will be sent 120 days prior to the expiration of eligibility.
- A Second Notice will be sent 60 days prior to the expiration of eligibility.
- A Third and Final Notice will be sent 30 days prior to the expiration of eligibility.
- Notices will also be sent to the California Teleconnect Fund service providers with the expectation they will reach out to their CTF customers so there is no gap in discounts.

How do I Recertify?

Participants will recertify through the E-Cap portal:

- Log into your E-Cap account and find your account.
- Once you verified your account basic information, check the locations on file.
- You will see the application number of the location, and the approval and expiration dates.
- You will see a tab to “Recertify”. Click on the tab and complete your application.

How do I Recertify (2)?

- For Community Based Organizations, you will need the following required documents necessary to Recertify:
 - IRS 501 (c)(3) Determination
 - Most recent IRS Form 990
 - List of Board of Directors
 - Qualifying Services Worksheet
- For Healthcare Community Based Organizations in addition:
 - Medicare-Medi Cal, fee structure documentation
 - List of state licensed practitioners
 - Facility state licenses

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CTF- Live Demonstration

Objectives:

1. View ECAP Portal Queues
2. View recertification process



eCAP Web Portal:
<https://ecap.cpuc.ca.gov/>

Organizations must utilize eCAP to manage their participation in the CTF program, including for submitting applications, maintaining contact information, and completing eligibility recertifications.

RECERTIFICATIONS IN ECAP

The following will be CTF staff presenting live demonstrations for participants submitting CTF recertification applications.



Community-Based Organizations (CBOs)

CTF staff will provide a live demonstration



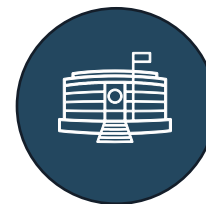
Public and Private Schools

CTF staff will provide a live demonstration for Public Schools



Healthcare Community-Based Organizations (HCBOs)

CTF staff provide instruction regarding HCBO's



Libraries, Community Colleges, Government Hospitals, 2-1-1 Service Providers

For these remaining entities, the process is similar to the live demonstrations that will be provided for CBO's, HCBO's, and schools.

General Information



Welcome to eCAP Portal

 Email Address

 Password

Login

[Forgot your password](#)

[Create an Account](#)

List of submitted applications/cases

- ❖ Applications in applicant queue are called “cases”
- ❖ Each application is assigned a case number
- ❖ To begin a new application, applicant will click “New CTF Application” button.

Applications (3)

SUBJECT	STATUS	CASE RECORD TYPE	LAST MODIFIED DATE
CTF Libraries	Submitted	CTF Libraries	Aug 24, 2022, 8:45:15 AM

My Cases

3 items • Sorted by Case Number • Filtered by All cases - My Cases (PCMS), Case Record Type • Updated a minute ago

Case Number	Subject	Status	Date/Time Opened
1 00261591	CTF Libraries	Submitted	8/24/2022 6:52 AM

New CTF Application



Click on the below link to view list of CTF Participants

[CTF Participant Report](#)

Withdraw Participation

Service Addresses (4)



CTF ID	SERVICE ADDRESS DETAILS	CURRENT STATUS	ELIGIBILITY START DATE	ELIGIBILITY END DATE	APPROVED ONSITE CONNECTIONS	APPROVED OFFSITE CONNECTIONS	LAST MODIFIED DATE	
100103	505 Van Ness Ave, San Francisco, California, United States, 94102-3214	Eligible	Jan 10, 2023	Jul 1, 2025			Sep 23, 2023, 5:01:02 PM	Recertification CTF Application
300460	122 Main St, Sacramento, California, United States, 95811	Eligible	Oct 31, 2020	Nov 30, 2023			Oct 31, 2023, 4:29:41 PM	Recertification CTF Application
100134	170 Main St, Sacramento, California, United States, 95811	Eligible	Oct 31, 2020	Nov 30, 2023			Oct 31, 2023, 4:29:27 PM	Recertification CTF Application
200355	199 Main St, Sacramento, California, United States, 95811	Eligible	Nov 30, 2020	Nov 30, 2023			Oct 31, 2023, 4:27:08 PM	Recertification CTF Application

Applications (41)



SUBJECT	STATUS	CASE RECORD TYPE	LAST MODIFIED DATE
CTF 2-1-1 Service Provider	Approved	2-1-1 Service Provider	Jan 23, 2023, 11:00:59 AM
CTF Recert 2-1-1 Provider	Rejected	2-1-1 Service Provider	Jun 1, 2023, 10:01:27 AM
CTF 2-1-1 Service Provider	Approved	2-1-1 Service Provider	Feb 28, 2023, 10:12:58 AM
CTF Recert 2-1-1 Provider	Rejected	2-1-1 Service Provider	Jun 1, 2023, 10:22:08 AM
CTF 2-1-1 Service Provider	Deficient	2-1-1 Service Provider	May 31, 2023, 11:29:33 AM

LIVE DEMONSTRATION



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CTF Required Documentation for Recertification & Contact Information for Participants

Documentation and Information

Documentation and Information that applicants need to provide when submitting their recertification

- Log in to your eCAP account
- Schools, Libraries, Community Colleges, Government Hospitals/ Clinics, Community-Based Organizations , 2-1-1 providers and Healthcare Community-Based Organization needs to click “recertifications CTF applications” when they submit the document in eCAP
- Current Form 990 and 501 c(3) letter

The Importance of Accuracy and Completeness in Documentation

- All documents submitted through eCAP must be most recent and accurate
- All required documentation must be completed
- Submit a recertification application at least 30 days before the eligibility end date
- Do not create a new eCAP account

Highlight Importance of Keeping Contact Information updated in eCAP

- Organizations must maintain current email address
- Recertify eligibility through eCAP
- Receive recertification notifications

CTF Outreach Efforts – Administrative Letter No. 31

- The letter was sent out to carriers on September 1, 2023.
- Collect participant contact information
- A template to carrier
- 90 calendar days to submitted to CTF

Recertification Notices

- This is a sample of the first recertification notices.
- The first notice is sent out to the participants 120 days prior to the eligibility end date.
- A second notice is sent 60 days prior to eligibility end date.
- A third and final notice is sent 30 days prior to eligibility end date.

STATE OF CALIFORNIA

GAVIN NEWSOM, Governor

PUBLIC UTILITIES COMMISSION

505 VAN NESS AVENUE
SAN FRANCISCO, CA 94102-5208



<Mailing Date>

«Organization_or_Applicant_Name»

«Account_Registration_Org_Mail_Address»

«Account_Registration_Org_Mail_City», «Account_Registration_Org_Mail_State»

«Account_Registration_Org_Mail_Zip»

CALIFORNIA TELECONNECT FUND: MANDATORY RECERTIFICATION

First Notice

The California Public Utilities Commission identified «Organization_or_Applicant_Name» as a current participant in the California Teleconnect Fund (CTF) program via CTF ID (or Application No.)

«Application_Number» approved on «Approved_Date». As a participant in the CTF program, «Organization_or_Applicant_Name» is eligible to receive discounts on broadband services from participating service providers.

«Organization_or_Applicant_Name»'s eligibility via the CTF ID (or Application No.)

«Application_Number» is set to expire on «Eligibility_End_Date». To recertify eligibility and extend participation beyond this date, «Organization_or_Applicant_Name» must submit a new application before «Eligibility_End_Date». Failure to do so will terminate the eligibility of CTF ID (or Application No.)

«Application_Number» on «Eligibility_End_Date», which means any broadband discounts associated with CTF ID (or Application No.) «Application_Number» will end on «Eligibility_End_Date».

To recertify eligibility and extend participation, please submit a Recertification CTF Application for CTF ID (or Application No.) «Application_Number» prior to «Eligibility_End_Date» via the CTF Program's eCAP website at <https://ecap.cpuc.ca.gov/s/>. An eCAP account already exists for the entity listed above; therefore, please do not attempt to create a new eCAP account to manage participation for this entity. Instead, contact CTFHelp@cpuc.ca.gov for assistance in accessing eCAP. We strongly recommend that you submit a Recertification CTF Application at least 30 days before «Eligibility_End_Date» to allow the program time to process the application and avoid potential lapse in your eligibility. For instructions on how to submit a Recertification CTF Application using the eCAP website, please visit the eCAP Help/FAQ page at <https://ecap.cpuc.ca.gov/s/help-faq>.

Please refer to the [CTF Applicant & Participant Guidebook](#) for the program's current rules, including eligibility requirements. If you have any questions or concerns regarding this notice, please contact the CTF program by email at CTFHelp@cpuc.ca.gov. Please visit www.cpuc.ca.gov/ctf for additional information on the CTF program.

Sincerely,

California Teleconnect Fund
Communications Division
California Public Utilities Commission



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CTF- Application Deficiencies

Deficiencies and Delays



Incomplete
information



Incorrect or
inaccurate
information



Eligibility
issues



Failure to
provide
supporting
documents

Deficiencies and Delays Con't



Service
provider
approval



Non-
compliance



Incomplete
cost details



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Getting Ahead of CTF Application Deficiencies Qualifying Services Worksheet

Purpose of Qualifying Services Worksheet



Determination
of eligibility



Calculation of
discounts



Application
process



Compliance

How To Fill Out The Worksheet Accurately

[Home](#)

Click on the below link to view list of CTF Participants
[CTF Participant Report](#)

Applications (0)

SUBJECT	STATUS
No data returned	

Recently Viewed ▾

0 items • Updated 4 minutes ago

Case Number	Subject
-------------	---------

Instructions ...

Basic Inform...

Qualifying Se...

Board of Dire...

Mobile Broad...

Acknowledge...

Preview & Val...

Qualifying Services

- Select the service(s) that your organization provides to the community

I will select from the checkboxes below ▾

*** Select the service(s) that your organization provides to the community**

☒ Educational Instruction
☒ Head Start Program
☒ Job Placement/Training
☒ Computer Technology Program

Help Text: Enter one number that is the sum of hours worked (on average per month) by all members of your workforce on the following tasks.

*** Total workforce average monthly hours for management tasks plus general/administrative tasks plus fundraising tasks**

50

*** Describe the organization's mission and services to the community**

Deploy technology for educational instruction, head start programming, job placement/training, and computer technology programming.

Provide information on all services that the applicant offers to the community. Click on the New button to enter a service and provide the requested information.

Service Hours Sheet (0)

[New](#)

SERVICE	SERVICE LOCATION	COMMUNITY	SCHEDULE & DURATION	FEES	AVG MONTHLY SERVICE HOURS	COMM
No data returned						

☒ I Agree that I have completed the Service Hours Sheet(s)

Cancel

Previous

Next

How To Fill Out The Worksheet Con't

The screenshot displays a web application interface for the California Public Utilities Commission. A modal window titled "Service Hours Sheet" is open, allowing users to complete a new service hours sheet. The modal contains the following fields:

- *Service**: Coworking
- *Service Location**: 505 Van Ness, San Francisco CA 94102
- *Community**: Professionals who have disability related expenses
- *Schedule & Duration**: 8:30am to 5:00pm daily
- *Fees**: free of charge
- *Avg Monthly Service Hours**: 500
- *Communication Service**: Broadband
- *Devices**: Laptops

The modal also includes a "Save" button at the bottom right. The background shows a sidebar with navigation links like "Home", "Applications", and "Recently Viewed", and a main content area with a "Qualifying Services" section.

Common Qualifying Services



Internet Access



Data Transmission
Services



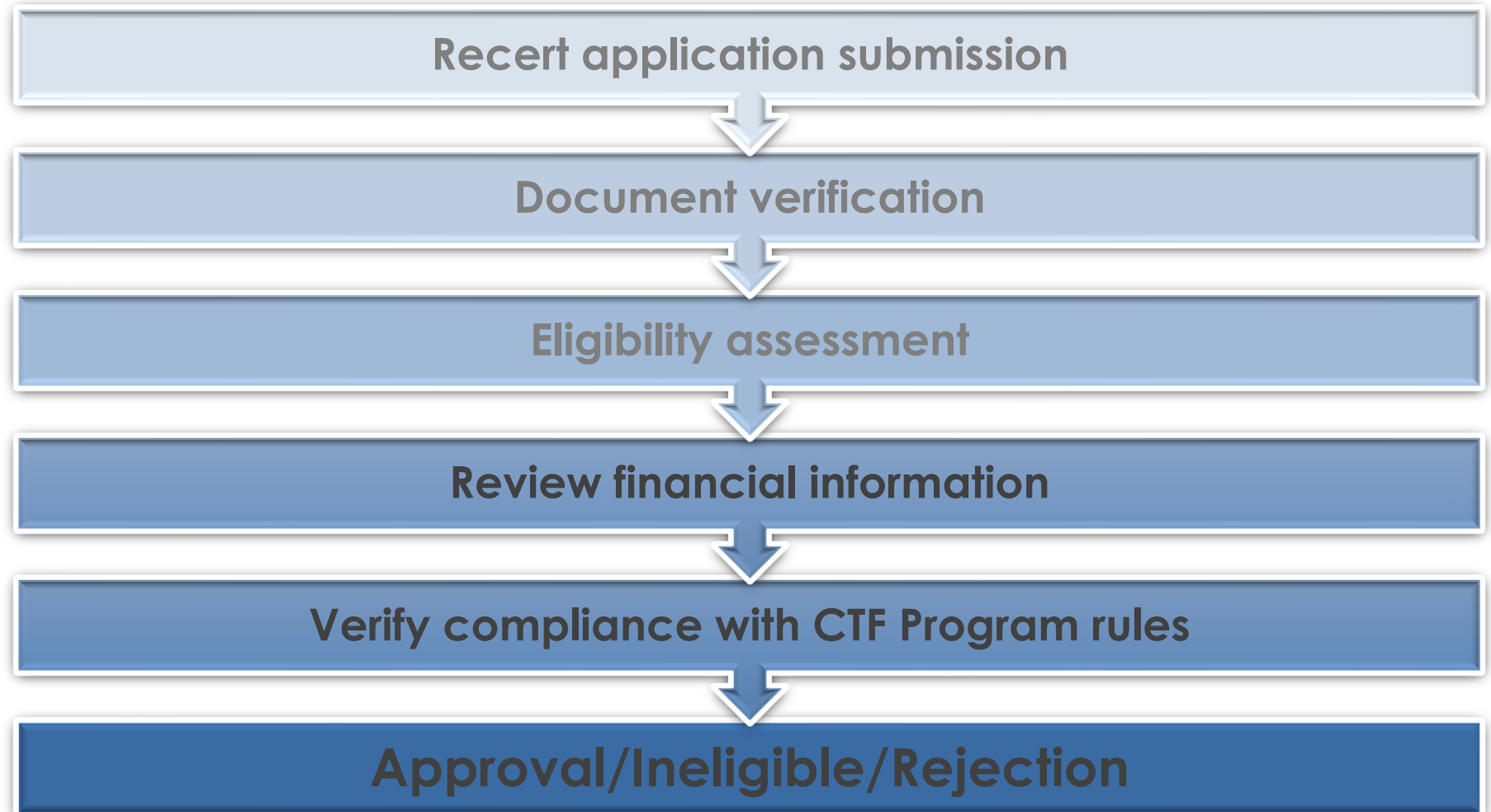
Integrated Services
Digital Network



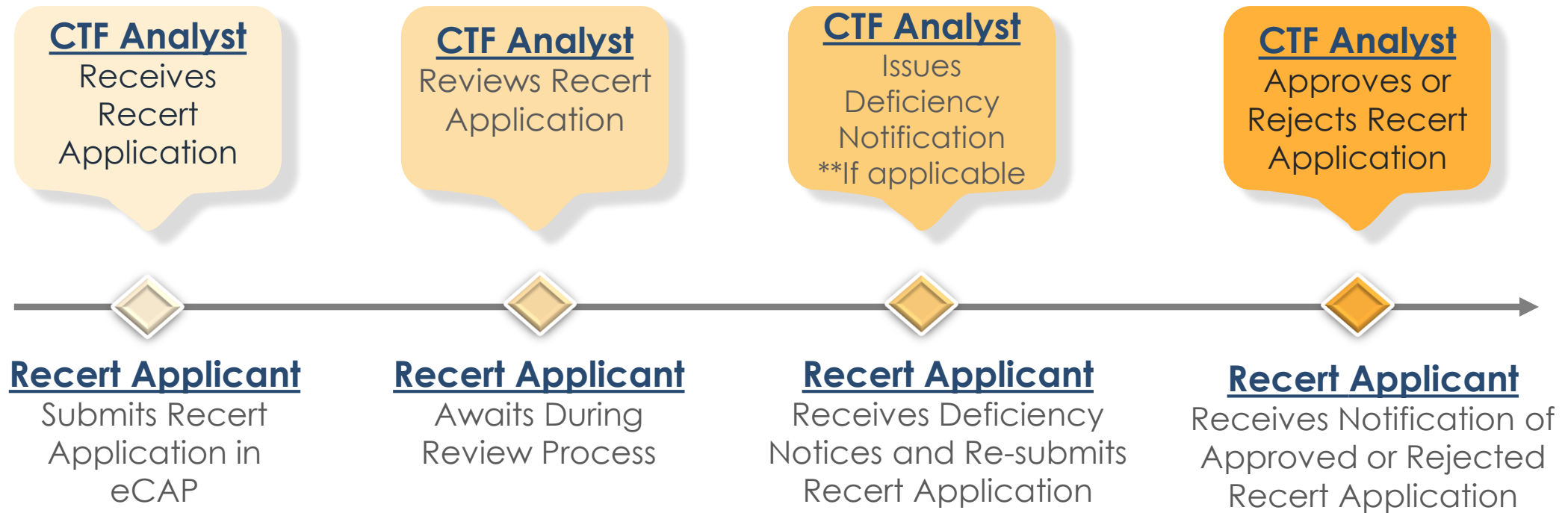
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CTF – Recertification Determination

Recertification Review Process



Recertification Timeline





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Conclusion

How the California Teleconnect Fund bridges the Digital Divide

- By providing discounts for small, Community Based Organizations to diffuse access and adoption to broadband services.
- During the pandemic in 2020-21, the Distance Learning Initiative provided 413 School Districts a total of 110,630 mobile hot spots, ensuring remote access to state testing for students.
- The Digital Divide Grant Program awarded nearly \$1 million in grant funding to provide holistic technological solutions for low income, rural and urban, small school districts.



In Summary

- Recertification of California Teleconnect Fund participants will ensure compliance of eligibility requirements of participants, will enhance program administration and will ensure the accuracy of participant data.
- Pursuant to D.18-01-006 all California Teleconnect Fund Healthcare and Community Based Organization participants must recertify their eligibility every three years.
- Schools, libraries, Government Owned Hospitals and California Telehealth Network members participating in the California Teleconnect Fund must recertify their eligibility every five years.



In Summary

- Please log in and view your account in E-CAP so you can see the locations eligible for the California Teleconnect Fund, and most important the eligibility end dates to prepare for recertification.
- Be on the look out for recertification notices 120, 60 and 30 days prior to your entity's recertification date.
- Please submit your questions regarding your account and recertification to:
ctfhelp@cpuc.ca.gov.



Questions?



Resources

Information on the previous webinar is

Available at:

Program Outreach and Education

For more information:

<https://www.cpuc.ca.gov/CTF>

CTF Applicant & Participant Guidebook

Available on our website in English, Spanish, and Chinese

E-CAP Frequently Asked Questions:

[Help - FAQs \(ca.gov\)](#)

