**ULTS Trust Administrative Committee**

**Meeting Minutes**

**California Public Utilities Commission**

**505 Van Ness Avenue, Courtyard Training Room**

**San Francisco, CA 94102**

**August 23, 2018**

**1:00PM**

Present (Committee Members)

* Michael Foreman (AT&T)
* Marcie Evans (Cox Communications)
* Ken McEldowney (Consumer Action)
* Yvonne Wooster (Calaveras)
* Lorrie Clark (Sebastian)
* David Avila (TracFone Wireless)
* James Ahlstedt (ORA)

Present (CPUC Staff)

* Anna Jew (CD)
* Marth Guzman Aceves (Commissioner)
* Fe Lazaro (CD)
* Llela Tan-Walsh (CD)
* Tina Lee (CD)
* Hannah Steiner (CD)
* Robert Sansone (CD)
* Sindy Yun (Legal)
* Patty Cassaro (CAB)

Present (Public)

* Mark Tobin (Conduent)
* Alysia Diggs-Chavis (Conduent)
* Joe Dyer (Conduent)

1. **Introduction: Ken McEldowney, Chair**

* **Everyone introduced themselves to the group**

1. **Approval of Minutes**

* **The May 24, 2018 meeting minutes were voted and approved by Michael Foreman and second by Yvonne Wooster (Calaveras)**

1. **Public Comments**
   * **None**
2. **Fiscal Report**
   * **Michelle Morales was not present.**
   * **Anna will send out after meeting**
3. **CAB report**
   * **Increase in phone calls received by 100% from July 2017 to July 2018.**
   * **Policy and Practice – only publish top reason, but this was dominant reason, form complexity was a large category that will be researched and sent to Staff**
   * **Billing Subcategory – applicants are not with carrier they wish to be with**
   * **ID authentication was the top trending topic; don’t have documentation that would prove their authentication.**
     + **CD is gathering ideas on how to resolve this issue.**
     + **Patti explained the issues with expired IDs for Senior citizens.**
   * **The customer did not return the form was the second leading reason**
4. **3rd Party Contract Reports**
   * **Conduent presented its report on enrollment, approval, denial and call center statistics**
     + **AT&T asked if renewal rates could be changed by customers switching carriers – if customers drop off and then reapply instead of renewing.**
     + **AT&T was asked if they have plans to drop LifeLine because they have been dropping in other states, AT&T said no.**
     + **Commissioner discussed that the port freeze decision is that street teams are recruiting current customers, where the port freeze is not helping retention. Street teams do not have proper training and knowledge of the program. The renewal rates show the problem of renewal continues.**
     + **Mark from Conduent asked for volume statistics for the text messaging pilot. Opt out instead of opt in language. Commissioner wants the data by company.**
     + **Forms not being returned is a big reason why applicants fail. Mark asked about the range of the data, Conduent responded by stating they use quarterly data because of data lag.**
     + **AT&T wants more updated data on county map of participants, mentioned that he has ideas to assist us. Would like more granular information by county. WILL DO OFFLINE TALKING. Yvonne asked for percentages for the data, wants saturation data.   
       What’s the life on a phone, for the subset that comes back on, was it the phone? But it’s a problem the overall participation rate is dropping.**
     + **What is the rate of customers transition from Federal to just California was discussed. Marcie from COX explained that they’re transitioning 300ish customers per month.**
5. **Legal Liaison**
   * **Port freeze is now 24 hours! FCC level – nothing specific, they’re quiet.**
6. **Communications Division Liaison Reports**
   * **Status of Proceedings**
     + **Staff conducted workshops on August 6th and 7th on the pilot program as well as discussion on the future of the program.**
     + **Presentations are posted on the CPUC website**
     + **As mentioned during the workshop, ALJ will be releasing a ruling and parties will be able to provide comments**
     + **Future workshops (dates are preliminary):**
     + **September 7 on Pilots/Partnership - Sac**
     + **October 19 on Pilots/Partnership - LA**
     + **October 24 on Renewals - SF**
   * **Current and pending wireless carriers**
     + **Currently 12 wireless carriers are providing California LifeLine.**
     + **In addition, 3 wireless providers who were recently approved to offer just California LifeLine:** 
       1. **Excess Telecom (T-17605 May 31, 2018),**
       2. **Mobile Ne DBA Jolt Mobile (T-17610 June 21, 2018),**
       3. **EZ Reach, Mobile (T-17609 June 21, 2018)**
   * **Claims Status**
     + **Currently reviewing June and July claims**
     + **April warrants have been issued.**
     + **May Claims are currently being reviewed by SCO.**
   * **TPA Contract update**
     + **July 19, 2018: Office of Administrative Hearing (OAH) issued its final decision to deny bid protest.**
     + **August 31, 2018: An executed contract with Maximus Human Services, Inc. is in place with a contract term of July 30, 2018 through January 29, 2021.**
     + **The 6-month Transition activities began on August 1, 2018 and will last until January 2019.**
     + **Currently at the initial phase of the project – requirements gathering and planning.**
   * **OSP Update**
     + **No Update**
   * **RFO Update**
     + **The IT contract was awarded to Anvaya Solutions, Inc.**
     + **Contract term is from June 29, 2018 through June 28, 2019 with an option to extend for 1 year. Total contract value is: $215,000.00**
     + **Among other things, the IT consultant will assist in the transition of service from old to new TPA and ensure seamless integration of OSP print and mail services with the new TPA.**
   * **State Controller’s Office Examination update**
     + **Conducting 3 audits. Anticipate finishing around Mach/April timeframe**
     + **UAFCB will audit remaining 4 carriers.**
   * **FYI: Resolution T-17615: FY 1819 Public Purpose Programs Budget was Approved on July 26, 2018.**
   * **FYI Legislative Update (**[**https://legislature.ca.gov**](https://legislature.ca.gov)**)**
     + **AB 2537**
     + **AB2652**
7. **FY 2017/18 AC Annual Report Preparation (Due on or before October 1)**
   * **Held a working session immediately after the meeting.**
   * **CD will submit a copy of the annual report to the Commissioners in October.**
8. **ULTS-AC Report**
   * **NONE**
9. **Review of Administrative Committee Vacancy Status**
   * **None**
10. **Future Meeting Date**
    * **December 12th from 1 – 4pm – location SF**
11. **Adjournment @ 2:14pm**