ULTS Administrative Committee Meeting

California Public Utilities Commission

Meeting Minutes
December 13, 2022

Please join the California Public Utilities Commission (CPUC) for the
Q4 2022 Universal LifeLine Telephone Service Administrative Committee Meeting

When: Tuesday, December 13, 2022 (12:30 p.m. – 3:30 p.m.)

WebEx Meeting: [Join meeting]

https://cpuc.webex.com/cpuc/j.php?MTID=m282fcc659de44af5ca9152c69b36d22b

Call-in Number: 1-855-282-6330 Access Code: 2499 129 3628 **Meeting password:** LifeLine

California LifeLine Program Meeting Agenda

Session 1: Welcome & Kick-Off
Session Outcome: Meeting Kick-Off
Session Topics: Welcome, Opening Remarks, Public Comments

12:30 p.m. – 12:35 p.m.	**Introduction: David Avila, Chair**
12:35 p.m. – 12.40 p.m.	**Welcome: Commissioner Genevieve Shiroma**
12:40 p.m. – 12:45 p.m.	**Approval of Minutes: Committee reviews and approves the last meeting minutes prepared by the Communications Division (CD)**
12:45 p.m. – 12:50 p.m.	**Public Comments**
12:50 p.m. – 12:55 p.m.	**Introduction of New Members: David Avila**

Session 2: Program Alerts & New News
Session Outcome: Inform Critical Program Updates
Session Topics: New News, Alerts & Highlights

12:55 p.m. – 1:05 p.m.	**CPUC Communications Division Updates by Tina Lee**

Session 3: Program Performance & Metrics
Session Outcome: Understand "What's Working" vs What's Not Working"
Session Topics: Internal & External Past Quarter Performance & Future Guidance

1:05 p.m. – 1:15 p.m.	**Claims Status & TPA & RFP Timeline Update: Kathrin**
1:15 p.m. – 1:25 p.m.	**Fiscal Report: Lalaine Semana**

Session 4: Program Enrollment & Operations
Session Outcome: Understand Consumers Enrolling & Staying on the Program
Session Topics: Operational Topics & Updates

1:25 p.m. – 1:55 p.m.	**3rd Party Administrator - Maximus Report: Rebecca Amissah-McKinney, James Graettinger** • Renewal Resumption & Improvements • CalFresh Confirm Updates • Completed and Upcoming Initiatives • Program & Operation Reports
1:55 p.m. – 2:05 p.m	**CAB Report: Rosa Sauer** • Consumer Contact Statistics

Session 5: Growth & Strategy
Session Outcome: Exploring How to Achieve Program Growth
Session Topics: Industry, Special Initiatives, Etc…

2:05 p.m. – 2:20 p.m	**USAC Update: David Avila**
2:20 p.m. – 2:35 p.m	**Presentation by Andre Chapple**

Session 6: Committee Administration & Governance
Session Outcome: Lifeline Committee Management, Deliverables & Commitments
Session Topics: Committee Deliverables, Sub-Team Reports/Read-Outs, Calendars

2:35 p.m. – 2:45 p.m.	**Annual Report: David Avila**
2:55 p.m. – 3:05 p.m.	**Sub-Committee Updates**
3:05 p.m. – 3:15 p.m.	**Review of Administrative Committee Vacancy Status** ▪ 10 open positions ○ CLEC – 1 Alternate ○ Small ILEC – 1 Alternate ○ Consumer – 2 Alternates ○ CBO – 1 Primary, 3 Alternates

3:15 p.m. – 3:25 p.m.	Lifeline Committee Calendar & RoadMap
3:25pm	Future Meeting Date
3:30pm	Adjournment

Member Roster

1	**Large ILEC**	Primary Alternate	Michael Foreman Charlie Born	AT&T California Frontier Communications
2	**Small ILEC**	Primary Alternate	Linda Lassen ------------------	Sierra Tel
3	**CLEC**	Primary Alternate	Marcie Evans ------------------	Cox Communications
4	**Wireless**	Primary Alternate	David Avila Alex Gudkov	TracFone Wireless, Inc. TruConnect
5	**Deaf/Hearing Impaired or Disabled Rep**	Primary Alternate	Kate Woodford Brian Winic	Center for Accessible Technology CA Department of Rehabilitation
6	**Consumer**	Primary Alternate	Ken McEldowney ------------------	Consumer Action
7	**Consumer**	Primary Alternate	Vinhcent Le ------------------	Greenlining
8	**CBO**	Primary Alternate	Cesar Motts ------------------	Southeast Community Development Corp.
9	**CBO**	Primary Alternate	Andre Chapple ------------------	Faith Church, African American Empowerment, National Diversity Coalition, Answer City Outreach
10	**CBO**	Primary Alternate	------------------ ------------------	Vacant
11	**CPUC's Public Advocates Office**	Primary Alternate	Christopher Bartulo Benny Corona	Public Advocates Office Public Advocates Office

Meeting Minutes – ULTS-AC Meeting, December 13, 2022, 12:30 pm – 3:30 pm

Attendees: 7 primary members and 2 alternates present

Primary members: Linda Lassen, Marcie Evans, David Avila, Kate Woodford, Vinhcent Le, Andre Chapple, Christopher Bartulo

Alternates: Charlie Born, Benny Corona

Other Attendees: Jacob Willman, Antoinette Siguenza, Lisa Anthony, Lisa Bass, Ed Charkowicz, Chris Burke, Nicholas Clark, Danyel Cordoba, Hans Eysenbach, Jim Graettinger, Kellie M. Jones, Harjeet Kumar, Sandy Lam, Tina Lee, Loi Nguyen, Joanna Perez-Green, Rebecca Amissah-McKinney, Rick DiLollo, Robert Sansone, Rosa Sauer, Lalaine L. Semana, Commissioner Shiroma, SL, Tara, Kathrin Tawfik, Cheryl Wynn, Sindy J. Yun

Introduction: David Avila – Opening remarks

Welcome: Commissioner Genevieve Shiroma – Opening remarks

- Staff updates:
    - Mary Rottman – former LifeLine liaison who is now working in the Energy Division, Antoinette Siguenza will start new role in the News and Outreach Division. CD to assign a new liaison for the ULTS.
    - Welcome - Andre Chapple for filling the CBO slots, Christopher Bartulo and Benny Coroba from the Public Advocates Office
    - Appreciation to Michael Forman – primary member with Large ILEC is retiring
- New Legislation – SB 1208: Low-income utility customer assistance programs: concurrent application process.
    - Section 3 of SB 1208: Low Income Oversight Board is tasked to submit a report to the Legislature by June 30, 2023, is to include a review of the opportunity and process for either expanding the third-party administrator that is assigned to the LifeLine Program or establishing a similar new contract or some other process that is geared towards providing for an easier way for low income customers to sign up for all the various programs they qualify.

Approval of Minutes:

- Marcie Evans – Motion to approve
- Motion approved by the members

Public Comments:

- No Comments

Program Highlights: CPUC Communications Division Updates by Tina Lee

- See attachment #3 – SSA Administrative Letter

Claims Status & TPA & RFP Timeline Update: Kathrin Tawfik

- See presentation #4 – Claim Status – TPA Timeline
- Questions/Comments
    - Vinhcent: Isn't Maximus the prior administrator so what's the transition entail?
        - Kathrin: Yes, they are. There are some new reporting requirements in the new contract.

- o David: With the additional changes to the RFP - is there any impacts the service providers or the enrollment experience for consumers or is this more back office and non-customer impact changes?
    - Kathrin: Exactly - nothing in the transition period would impact service provider or enrollment.
- o David: (E-CAP) - Any impact to service providers or consumer groups - CBOs from a customer enrollment experience or is this more back-office efficiency for the communications division?
    - Kathrin: Yes, service providers will be involved in this process and the purpose of it is to make it easier for everyone - make the processing time faster. We are in the testing phase and will ask some service providers who are willing to participate for their input. We will have an introduction session and will have materials and training to prepare them to be able to use it and we will always be here to support.
- o David: Do we have an estimate of when we think this is going to launch?
    - Kathrin: We're hoping that by the end of January early February.
- o David: As we move into the implementation phase, do you have a form that you'll be providing updates to service providers. Will that be on the maximus operational calls or is it the working group calls? How do people make sure that they're connected and receiving the most current information?
    - Kathrin: We will send e-mails introducing this to all of the service provider - to communicate any changes or any updates or how the process would work - materials and trainings that the service providers need and also questions from service providers we should get from the lifeline claims.
- o Vinhcent: is ECAP something that California developed right it's not a Maximus developed program, right?
    - Kathrin: Yes.
- o Vinhcent: That system is just some back-end way to process all of this that maximus will talk to?
    - Kathrin: Maybe Robert or Antoinette can help with that question.
- o Vinhcent: OK I'm just hearing a lot about E-CAP and a lot of the CPUC program that I'm just not sure what it does and if that's going to impact consumers at all.
    - Robert: For the LifeLine Program, its purpose is for service providers to have streamline claims process, so it won't impact consumers because it's about service providers filing their claims.
- o Marcie: Just for clarification - so, we're possibly maybe the earliest beginning this in the end of January beginning of February is that the testing phase or is that the implementation?
    - Kathrin: that's the goal live so we are currently within in the testing phase – internally, we're toward the end of our testing phase and fixing the bugs and stuff - next stage will be introducing this new system to the service providers and getting their input.
- o Marcie: OK so just you know as a suggestion you know the more time that we have to work with the commissions - some of the providers are rather large and this could take additional resources from their size, so it helps them as well.
    - Kathrin: as a transition period it will be accommodating the two ways internally as a start.
    - Robert: Marcie – just to follow up I believe we're providing a demo – in one of Maximus meetings to the service providers so there will be more information and demonstrations available.
- o Marcie: Great, that's awesome because yeah anything is simpler it's so much better, we just need time to get it going.

Fiscal Report: Lalaine Semana

See attachment #5 – Fiscal Report

- Total Revenue: $51,521,406
- Total Appropriation: $530,488,330
- Remaining/Available Appropriation: $562,492,811
- Total Available Cash as of October 31, 2022: $465,882,927
- Questions/Comments:
  - Vinhcent: there is talks around a significant budget deficit in California next year – 25 billion, do we expect there to be you know more loans from the California LifeLine fund or anything like that happening as a result of this budget changes?
    - Lalaine: I don't have any information right now for any loans in the next year, but I can take that with the Budget Office and get back to you.

3ʳᵈ Party Administrator – Maximus Report: Jim Graettinger

See presentation #6 - Maximus CA LifeLine

- Renewal Resumption & Improvements
- CalFresh Confirm Updates
- Completed and Upcoming Initiatives
- Program & Operation Reports
- Questions/Comments
  - Marcie Evans: on slide 2 the required household worksheets there's 28.94% based on your explanation and in slide six - that number is not normal that's considerably higher because we've gone two years without - renewal process
    - Jim: yeah, I really think that's about the preemptive recertification process and the fact that if somebody needed a household worksheet, we couldn't preemptively recertify them and so we were tracking it during that.
  - Marcie: do you know what the average was before COVID?
    - Jim: I don't know what the percentage is and I'm not sure whether I would think that we would be able to track that.
  - Marcie: I do think that getting the IH the multiple household worksheets done as they move it's going to be so much better for the subscriber, so I appreciate your thoughts on getting that through its going to help
    - Jim: It'd be really nice for them to be able to complete that on the public website - does not have to wait for it to be mailed to them.
  - Marcie: exactly the first change versus the 2nd the 3rd
  - Vinhcent: I don't think this was included in our material so we could get a e-mail copy of this presentation that would be great - I think it's exciting to see that we're tracking Street Teams and the service provider representatives - can you talk a little bit is it that just going to be attached to like every DAP application is that it's just going to have the name of the service provider representative that
    - Jim: our goal is that if an application was facilitated by another individual like a service providers representative that it would be part of the data because right now those service providers that use certain Street Teams most part using the service provider intake API or SPIA -Assurance Wireless is still using the DAP process at this point whether it be DAP

or API, it be they would just be another data point that would be would be submitted along with the other metadata of the application so when a service provider representative started working with the program they would have to register get a registration number and then that registration number would accompany the application - it's very similar to USAC has - it's called the registration accountability database or RAD - every service provider representative in the other states all have a RAD number.

- o Vinhcent: is there any way to connect that metadata to complaints?
  - Jim: that it would be very helpful for us to have that data in the area of waste fraud abuse for the program - we have to be incredibly vigilant with the documentation that submitted – to be able to if it's with more than one application coming in from that service provider - one agent or a couple agents.
- o Vinhcent: this is very exciting - I'm excited to see and understanding in your future presentations understanding where flagged fraudulent applications or denied applications for those kinds of reasons - is it coming from like 1% of the street teams or is it more of distributed mistakes are happening all across the board just understanding the trends behind that as consumer groups and other folks in this this committee can figure out how do we change the program to prevent that
  - Jim: It's going to be very exciting
- o Commissioner Shiroma: Vinhcent said that he did not get the Maximus slide deck - Antoinette maybe you can clarify all those attachments
  - Antoinette: yeah, I wanted to make the clarification is he talking about another presentation or this one because this one it was the e-mail from me.
  - Vinhcent: I didn't get it but maybe it's in the invite attachments or the email.
  - Antionette: documents are in this one the one labeled #6
- o David: Vinhcent - are referring to Jim's presentation on the 7th page that outlined a number of maximus reports and you want to get access to those maximus reports or was it this actual presentation?
  - Vinhcent: I was looking at the quarter four UTS administrative committee meeting materials I only got 4 attachments, and this wasn't one of them.
  - Antoinette: no worries I'll forward it to you during the meeting
- o David: Jim, if the committee member wanted to see some of those reports you outlined on that table that highlighted various performance of the program do we have access to that or how do we gain access to those reports to better understand
  - Jim: I just didn't go to those slides they're in the presentation.
- o David: OK perfect – the presentation is an executive summary rather than going into the details

CAB Report: Rosa Sauer

- Consumer Contact Statistics – See presentation # CAB Quarterly LifeLine Report
- Questions/Comments:
  - o David: Slide 6 - it struck me as interesting that where you outline the number of the complaint's contacts receiving more written - is that written where a consumer goes to the website and provides their question or is it just actually going out buying stamps and putting in the US mail.
    - Rosa: this is a combination of consumers – sending letters through the mail, using CAB's website to fill out an online complaint form, fax, and email their information.

USAC Update: David Avila

- See presentation #8 – CA Lifeline Committee
- Questions/Comments
    - None

Presentation by Andre Chapple:

- Questions/Comments:
    - Pastor Andre: I am trying to learn the relationship between the affordable connectivity program and what lifeline is doing - it almost sounds like lifeline is more targeted to home phones that might understand that you could use it
        - David: it's up to the consumer to decide how they want to use those dollars - California is the exception because California has their own lifeline program and they provided bold robust support to those consumers right and their support - on a monthly recurring compare that to the federal program - it is much more that they can leverage and you can combine federal lifeline and California lifeline - they can use to offset their communication costs so most cases that make sense to use it for telecommunications - many consumers choose to use their cable or other types of broadband solutions.
        - Marcie: I just want to add to David's - California has a different set of eligibility requirements in comparison to the ACP so a consumer who potentially is not eligible to get ACP program they may be eligible for the California lifeline program - on their voice or voice with broadband either at home or on the mobile so they definitely don't always work together and they have different parameters so whatever is best for the customer they could do one or both.
        - David: Marcie, thanks for that because I think that's another - that there's a larger eligibility opportunity with the California lifeline program
    - Pastor Andre: I think that the committee might want to consider building relationships with different type of spiritual hope carriers because the people trust - one of the problems with the adoption for all these government programs is a lot of times people that are from the hood they don't trust government - we would leverage the ecosystem of those who are community based programs or churches or religious outlets that they can share these opportunities with their membership, their constituents that they're already serving.
        - David: I appreciate you saying that because again you're in the trenches you see what's going on and I think there is an opportunity to really get to that and we have to work collectively to see how we get to that level because you know the need is there.
    - Commissioner Shiroma: In response to commentary about organizations and faith-based organizations another piece of legislation was passed and signed it's AB179 and the legislature approved $30 million to be used by the PUC. Stephanie Green in News and Outreach is going to be working on this - perhaps we can ask Stephanie Green to come do is for the next quarterly meeting to and give an update.
        - David: Thank you Commissioner for that update because I think there are so many opportunities - I strongly feel in today's meeting we need to establish subcommittees that will take ownership of this - these teams can work together and then come back at our next quarterly meeting to really give us meaningful action steps and then whether we present a recommendation to the communication division or it's something that we can and launched to the marketplace.

Annual Report:

- Marcie Evans – Motion to approve
- Motion approved by the members
- Comments:
  - Commissioner Shiroma: My compliments, David, to you and whoever else to draft in the annual report it's very readable very clear and it you know it contains viewpoints and recommendations that I am sure to help the Commission.

Sub-Committee Updates

- Questions/Comments:
  - David: What is the protocol to create a subcommittee - Sindy is very good at giving us protocol - in the annual report there were four key areas that I think are key for a subcommittee and I would like to outline that and see if we can get the team these committees filled so we can start working towards our next meeting on recommendations in those areas.
    - Sindy: I'm happy to answer any questions.
  - David: I have a recommendation of four subcommittee so should I just outline those and then open it up a motion for having the committee deliberate on that or how do we introduce the recommendation to explore for potential committees?
    - Sindy: The rules regarding formation of subcommittees - then once I'm done with the explaining the rules and you can explain the different the four subcommittees.
      - Two options for forming subcommittees: option one is informally establishing a subcommittee - allow more than two members to be on a subcommittee to do committee work. To create an informal subcommittee that would be done by an individual member of the committee not the Chair or the Vice Chair - another member takes the lead and call for an informal information of a subcommittee – option two is a formal committee subcommittee which would be initiated by the Chair or the Vice Chair and require a vote of the majority members for a formal subcommittee. It would be limited to two members.
  - David: I should suggest the four key areas that I think could service subcommittees but somebody from our committee would have to set the motion that to formalize that subcommittee
    - Sindy: exactly - explain your proposal for the four subcommittees that you have in mind and then you could have a discussion. If a member who is interested in taking the leading for any of those subcommittees than that member speaks up and that member would take the lead and forming a group to work together on an item in that subcommittee.
    - Sindy: if it's an informally created subcommittee it has to be less than the majority - today - we have nine or eight members so it would have to be at the most on any subcommittee no more than four per subcommittee.
- David: I think taking the subcommittee route is a way where we have ownership, and we have those leads and that team to present to us their recommendations and what they can find
  - The four subcommittees are: 1) Grow and Expand Participation in the LifeLine Program; 2) Ongoing Improvements to Renewal and Recertification; 3) Community Outreach and Marketing; and 4) Committee Membership.

- Commissioner Shiroma: as people are thinking through the proposal for the four focused informal subcommittees - you might consider sending out a survey to the committee membership to see what their first choice or second choice and consider how often the subcommittees meet.
  - David: That makes a lot of sense and think because when you do make a commitment to join these committees it is added work but it's important that if you make the decision to engage that you're committed and that you're able to if you're a member - then we'll send out a survey after this for those that would like to volunteer afterwards after you make your thought and decide.
  - Vinhcent: I like the survey idea.

David motion to vote to take these ideas and circulate them in a survey format to allow team members to make that decision.

Antoinette: I received some feedback about doing row roll call for voting - only primaries can vote.

- Charlie – acting in a primary role: In favor
- Linda - Yes
- Marcie - Yes
- David – Yes
- Kate – Yes
- Vinhcent – Aye
- Andre Chapel – Yes
- Christopher – Yes

Review of Administrative Committee Vacancy Status:

- 9 open positions
  - Large ILEC – 1 Alternate
  - Small ILEC – 1 Alternate
  - CLEC – 1 Alternate
  - Consumer – 2 Alternates
  - CBO – 1 Primary, 3 Alternates

Welcome two new members from Public Advocates Offices:

- Christopher Bartulo – primary:
  - Lead for the LifeLine Program and the analyst who helps file comments for the public's advocates office.
- Benny Corona – alternate:
  - Work number of telecommunications programs including the DDTP and the advocacy role for consumers on the GRC

Chris Burke is nominated to join the committee as a Large ILEC and gives an introduction of herself and responds to questions from the committee members.

- Questions:
  - David: Introducing Chris to the committee and having her give a quick update and bio and open for questions. Chris, welcome.
    - Chris: I work at Frontier Communications with Charlie, and I've been in the regulatory group for 28 years and the last ten years, my role has kept me involved in the lifeline

program nationwide – not just California but in all our States and the federal rules as well and into the ACP and any low-income programs.

- o Commissioner Shiroma: Are you able to indicate today if you are willing to be considered for the primary role for membership on the advisory committee as opposed to the alternate?
  - ▪ Chris: Yeah, I could be. The one thing I will ask is I don't need to be in California and can attend virtual for all meetings as I live out of state.
- o Commissioner Shiroma: There is an executive order which says virtual all the way to July 1st and then after that its considerations for hybrid in person but allowing folks to call in.
  - ▪ Sindy: That is correct Chris will always have an option to call in to a committee meeting and since you are out of state it makes sense that we would give you the preference or priority to be able to call into a future committee meetings but yes as of now right now as the commissioner mentioned there is no in person requirement pursuant to an executive order signed by the governor even if that is lifted sometime in the future under state law there is an option to call into a meeting so it should be OK.

- ▪ Sindy: David as Chair of Committee, if the majority of the member approves Chris and then her nomination is officially accepted by the committee members, you will need to:
  - o Action Item: Prepare a cover letter, attached letter, and her resume; then, you will submit it to the executive director for appointment and approval

Sindy requests for Chris Burke to disconnect while a vote is taken – a unanimous decision to vote Chris onto the committee.

- ▪ David: We have a number of CBO's opening is there any requirement on the type of CBO's or is it open - is there a definition or description of what types are eligible to be on the committee?
  - o Sindy: In section three of the charter, the definition of community-based organizations each of whom represents a different constituency based upon geographic or economic criteria a language or other criteria which reasonably influence lack of access to basic telephone service - a community organization that could foster access to basic telephone service and broadband.

LifeLine Committee Calendar & Roadmap: David Avila

As a committee will have our calendar of activities and key things, and as we have these subcommittees working, we're going to integrate them into, you know, their deliverables onto this calendar and road map, and so as we start preparing for 2023 the road map will kind of highlight key milestones that we want to cover in particular meetings – annual report or subcommittee updates as early as the next quarter.

Future Meeting Date:

- ▪ 2023 TBD

Meeting adjourned at 2:57 pm