

Helping Government **Serve the People**[®]

**California LifeLine Administrator
Presentation to the Administrative Committee**

December 9th, 2019



Executive Summary

- Program Participation as of November 2019 = 1.69 Million Subscribers
 - Change of -2.3% from August 2019
- Average Qualification Rate for Applications as of November 2019 = 86.8%
- Average Renewal Rate as of as of November 2019 = 41.3%
- Average Forms Processing Turnaround Time (as of 12/1/2019)
 - Average SLA Days to-date: 2.14
 - Average SLA Days in November: 0.93
 - Manual Reviews to-date: 1,247,804
 - Manual Reviews in November: 168,060

TPA Summary

- Key Dates
 - Carrier Data Synchronization Began – 9/21/19
 - Service Term Fix – 9/13/19
- Key Initiatives
 - Service Terms
 - Data Synchronization
 - Renewal Process Review
 - Cutover Issue Stabilization
 - ImageX Functionality

Response & Approval Rates – Application & Renewal Forms

Total Responded
1,258,391 ^{90.8%}
% Qualified or Renewed

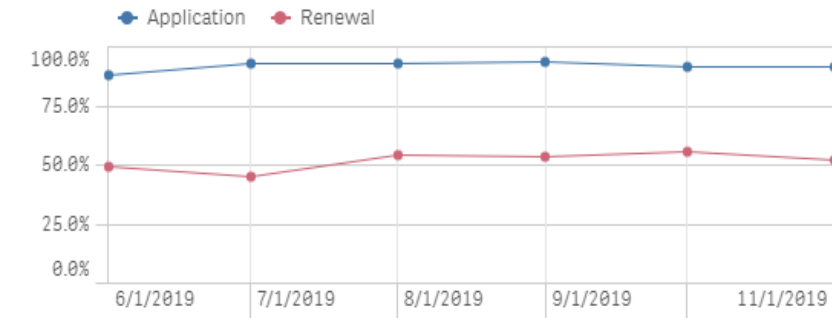
Approved Applications
780,853 ^{86.8%}
% Qualified

Approved Renewals
361,305 ^{41.3%}
% Renewed

Qualified or Renewed / # Responded

% Responded

By Rolling 6 Decision Months

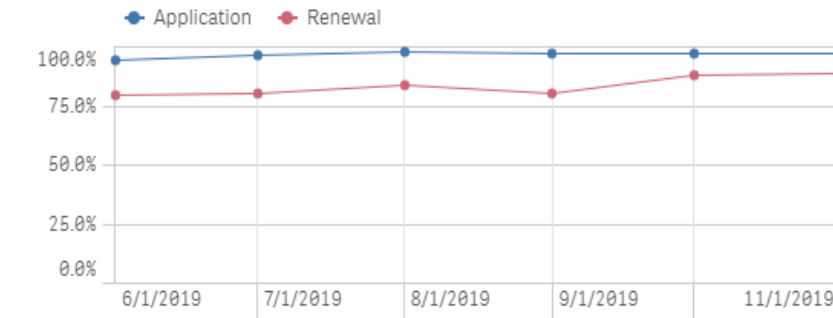


Responded / # Total

Approved Applications / # Responded

% Approved

By Rolling 6 Decision Months

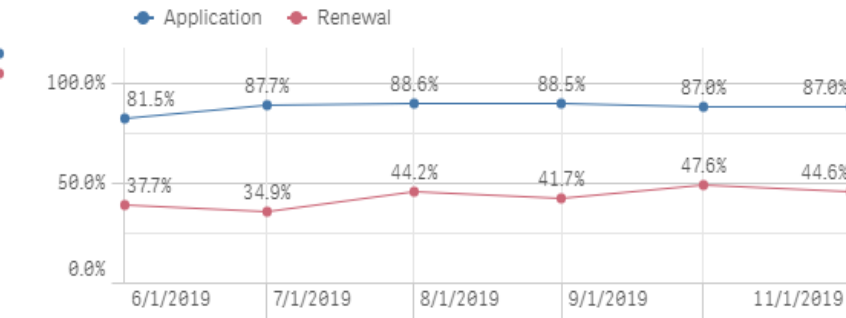


Qualified or Renewed / # Responded

Approved Renewals / # Responded

% Qualified or Renewed

By Rolling 6 Decision Months



Qualified or Renewed / # Total

Applications Activities Report

By Rolling 6 Decision Months

Month Year	Q	# Total	# Responded	# Approved	% Responded	% Approved	% Qualified
Totals		900,027	817,294	780,853	90.8%	95.5%	86.8%
Jun 2019		149,812	130,811	122,037	87.3%	93.3%	81.5%
Jul 2019		159,614	147,229	140,027	92.2%	95.1%	87.7%
Aug 2019		163,716	150,287	145,041	91.8%	96.5%	88.6%
Sep 2019		151,991	140,322	134,555	92.3%	95.9%	88.5%
Oct 2019		151,704	137,431	132,009	90.6%	96.1%	87.0%
Nov 2019		123,190	111,214	107,184	90.3%	96.4%	87.0%

Renewals Activities Report

By Rolling 6 Decision Months

Month Year	Q	# Total	# Responded	# Approved	% Responded	% Approved	% Renewed
Totals		875,072	441,097	361,305	50.4%	81.9%	41.3%
Jun 2019		146,300	70,184	55,168	48.0%	78.6%	37.7%
Jul 2019		182,826	80,835	63,853	44.2%	79.0%	34.9%
Aug 2019		188,900	101,065	83,571	53.5%	82.7%	44.2%
Sep 2019		142,604	74,778	59,411	52.4%	79.4%	41.7%
Oct 2019		122,590	67,287	58,294	54.9%	86.6%	47.6%
Nov 2019		91,852	46,948	41,008	51.1%	87.3%	44.6%

Wireline: Response & Approval Rates – Application & Renewal Forms

Total Responded
212,665 ^{94.8%}
 % Qualified or Renewed

Approved Applications
28,880 ^{55.8%}
 % Qualified

Approved Renewals
172,811 ^{84.2%}
 % Renewed

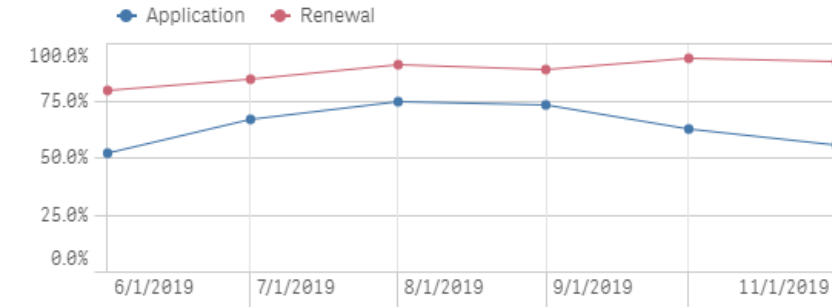
Qualified or Renewed / # Responded

Approved Applications / # Responded

Approved Renewals / # Responded

% Responded

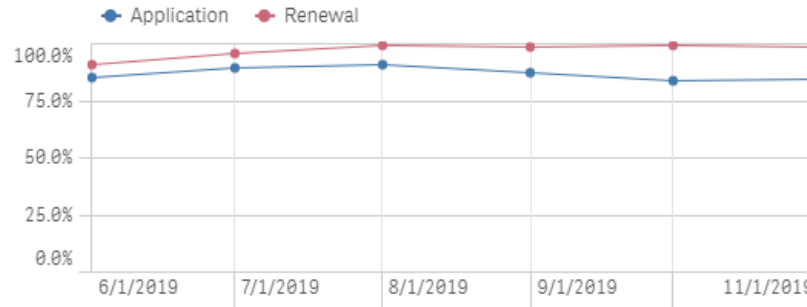
By Rolling 6 Decision Months



Responded / # Total

% Approved

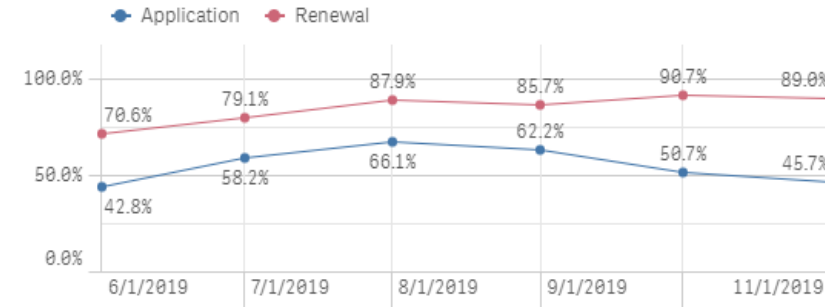
By Rolling 6 Decision Months



Qualified or Renewed / # Responded

% Qualified or Renewed

By Rolling 6 Decision Months



Qualified or Renewed / # Total

Applications Activities Report

By Rolling 6 Decision Months

Month Year	Q	# Total	# Responded	# Approved	% Responded	% Approved	% Qualified
Totals		51,719	33,456	28,880	64.7%	86.3%	55.8%
Jun 2019		6,494	3,305	2,781	50.9%	84.1%	42.8%
Jul 2019		6,546	4,326	3,813	66.1%	88.1%	58.2%
Aug 2019		10,990	8,058	7,262	73.3%	90.1%	66.1%
Sep 2019		11,479	8,258	7,143	71.9%	86.5%	62.2%
Oct 2019		9,560	5,872	4,845	61.4%	82.5%	50.7%
Nov 2019		6,650	3,637	3,036	54.7%	83.5%	45.7%

Renewals Activities Report

By Rolling 6 Decision Months

Month Year	Q	# Total	# Responded	# Approved	% Responded	% Approved	% Renewed
Totals		205,216	179,209	172,811	87.3%	96.4%	84.2%
Jun 2019		29,379	23,033	20,728	78.4%	90.0%	70.6%
Jul 2019		31,911	26,573	25,240	83.3%	95.0%	79.1%
Aug 2019		55,460	49,684	48,729	89.6%	98.1%	87.9%
Sep 2019		35,100	30,881	30,085	88.0%	97.4%	85.7%
Oct 2019		30,653	28,382	27,814	92.6%	98.0%	90.7%
Nov 2019		22,713	20,656	20,215	90.9%	97.9%	89.0%

Wireless: Response & Approval Rates – Application & Renewal Forms

Total Responded
1,045,758 89.9%
% Qualified or Renewed

Approved Applications
751,973 88.6%
% Qualified

Approved Renewals
188,526 28.1%
% Renewed

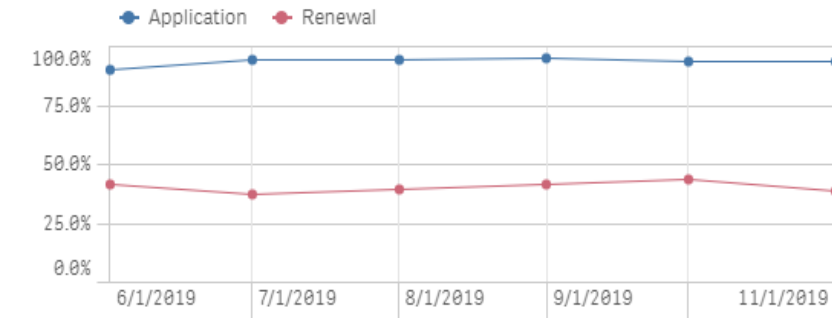
Qualified or Renewed / # Responded

Approved Applications / # Responded

Approved Renewals / # Responded

% Responded

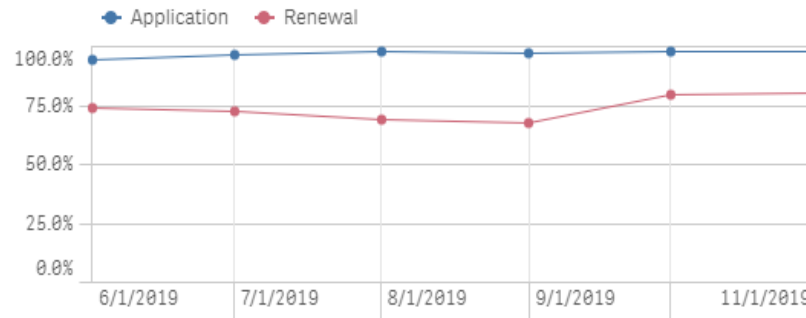
By Rolling 6 Decision Months



Responded / # Total

% Approved

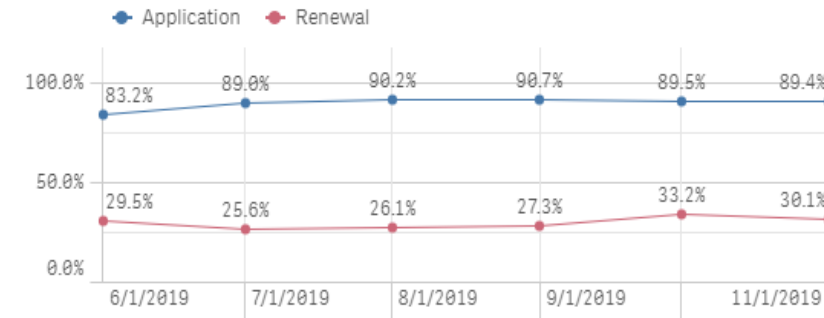
By Rolling 6 Decision Months



Qualified or Renewed / # Responded

% Qualified or Renewed

By Rolling 6 Decision Months



Qualified or Renewed / # Total

Applications Activities Report

By Rolling 6 Decision Months

Month Year	Q	# Total	# Responded	# Approved	% Responded	% Approved	% Qualified
Totals		848,308	783,838	751,973	92.4%	95.9%	88.6%
Jun 2019		143,318	127,506	119,256	89.0%	93.5%	83.2%
Jul 2019		153,068	142,903	136,214	93.4%	95.3%	89.0%
Aug 2019		152,726	142,229	137,779	93.1%	96.9%	90.2%
Sep 2019		140,512	132,064	127,412	94.0%	96.5%	90.7%
Oct 2019		142,144	131,559	127,164	92.6%	96.7%	89.5%
Nov 2019		116,540	107,577	104,148	92.3%	96.8%	89.4%

Renewals Activities Report

By Rolling 6 Decision Months

Month Year	Q	# Total	# Responded	# Approved	% Responded	% Approved	% Renewed
Totals		669,892	261,920	188,526	39.1%	72.0%	28.1%
Jun 2019		116,936	47,162	34,451	40.3%	73.0%	29.5%
Jul 2019		150,927	54,274	38,625	36.0%	71.2%	25.6%
Aug 2019		133,449	51,390	34,851	38.5%	67.8%	26.1%
Sep 2019		107,504	43,897	29,326	40.8%	66.8%	27.3%
Oct 2019		91,937	38,905	30,480	42.3%	78.3%	33.2%
Nov 2019		69,139	26,292	20,793	38.0%	79.1%	30.1%

Response & Approval Rates – All Forms

Total Forms
2,317,302

Application Forms (Applications, Renewals, & IDVs)

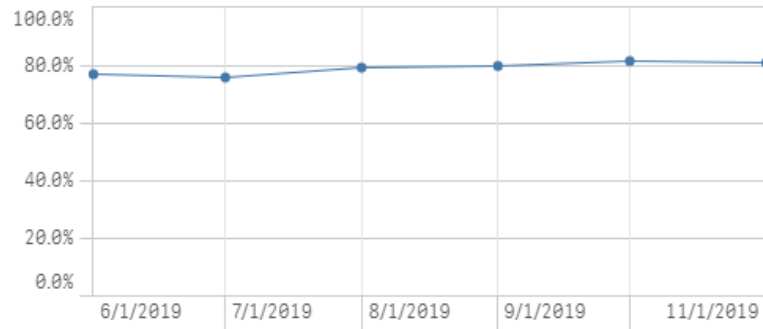
Total Responded
1,800,471 63.5%
% Approved Decisions

Responded / # Total

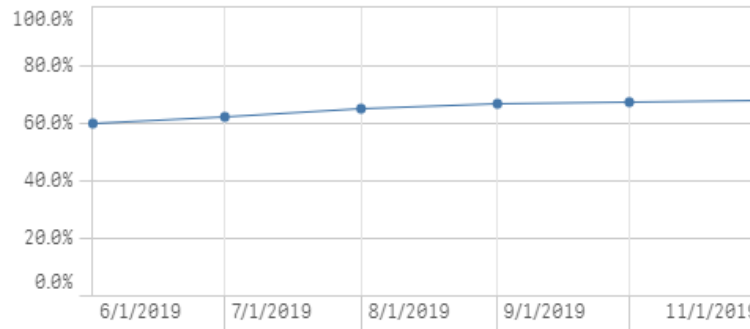
Total Approved
1,142,580 49.3%
% Qualified or Renewed

Approved Applications & Renewals / # Responded

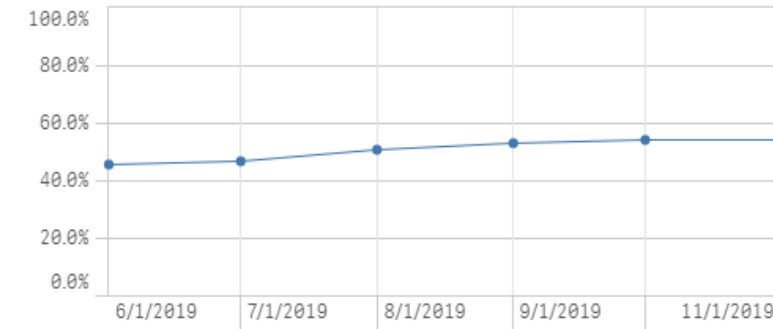
% Responded
By Rolling 6 Decision Months



% Approved
By Rolling 6 Decision Months



% Qualified or Renewed
By Rolling 6 Decision Months



Qualified or Renewed / # Responded

Qualified or Renewed / # Responded

Qualified or Renewed / # Total

Month Year	# Total	# Responded	# Approved	% Responded	% Approved	% Qualified or Renewed
Totals	2,317,302	1,800,471	1,142,580	77.7%	63.5%	49.3%
Jun 2019	397,765	302,526	177,248	76.1%	58.6%	44.6%
Jul 2019	448,317	333,940	204,026	74.5%	61.1%	45.5%
Aug 2019	460,215	358,951	228,792	78.0%	63.7%	49.7%
Sep 2019	374,480	294,985	194,015	78.8%	65.8%	51.8%
Oct 2019	357,171	287,595	190,303	80.5%	66.2%	53.3%
Nov 2019	279,354	222,474	148,196	79.6%	66.6%	53.0%

Wireline: Response & Approval Rates – All Forms

Total Forms
256,935

Total Responded
212,665 94.8%
% Approved Decisions

Total Approved
201,691 78.5%
% Qualified or Renewed

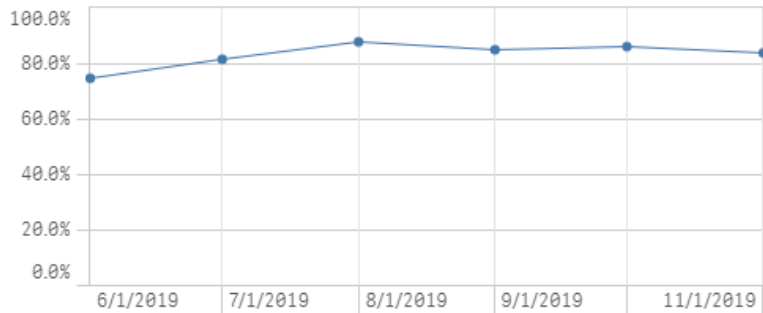
Application Forms (Applications, Renewals, & IDVs)

Responded / # Total

Approved Applications & Renewals / # Responded

% Responded

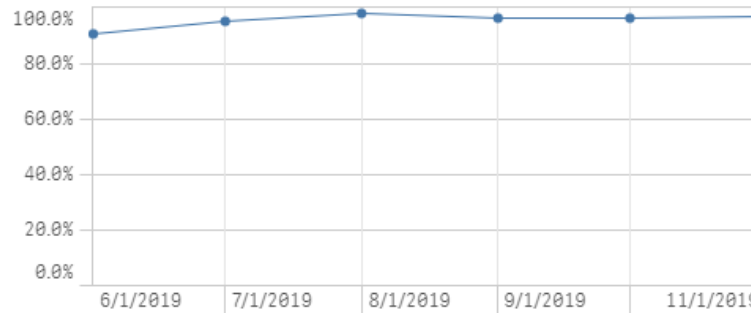
By Rolling 6 Decision Months



Qualified or Renewed / # Responded

% Approved

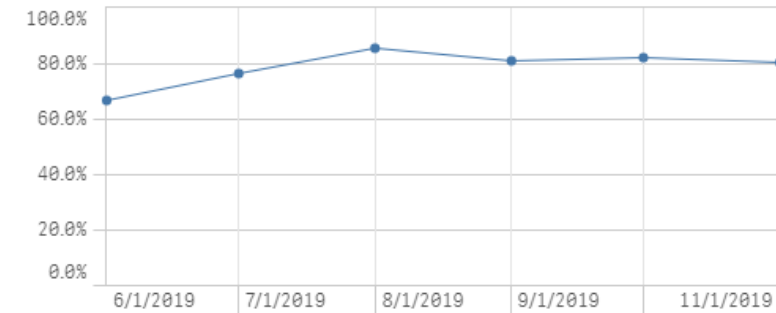
By Rolling 6 Decision Months



Qualified or Renewed / # Responded

% Qualified or Renewed

By Rolling 6 Decision Months



Qualified or Renewed / # Total

Month Year	# Total	# Responded	# Approved	% Responded	% Approved	% Qualified or Renewed
Totals	256,935	212,665	201,691	82.8%	94.8%	78.5%
Jun 2019	35,873	26,338	23,509	73.4%	89.3%	65.5%
Jul 2019	38,457	30,899	29,053	80.3%	94.0%	75.5%
Aug 2019	66,450	57,742	55,991	86.9%	97.0%	84.3%
Sep 2019	46,579	39,139	37,228	84.0%	95.1%	79.9%
Oct 2019	40,213	34,254	32,659	85.2%	95.3%	81.2%
Nov 2019	29,363	24,293	23,251	82.7%	95.7%	79.2%

Wireless: Response & Approval Rates – All Forms

Total Forms
1,518,200

Total Responded
1,045,758 89.9%
% Approved Decisions

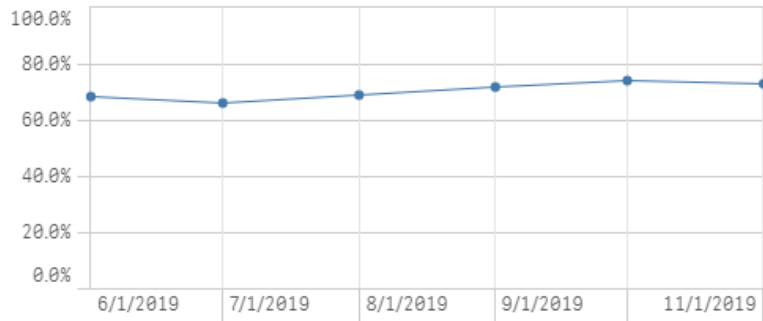
Total Approved
940,499 61.9%
% Qualified or Renewed

Application Forms (Applications, Renewals, & IDVs)

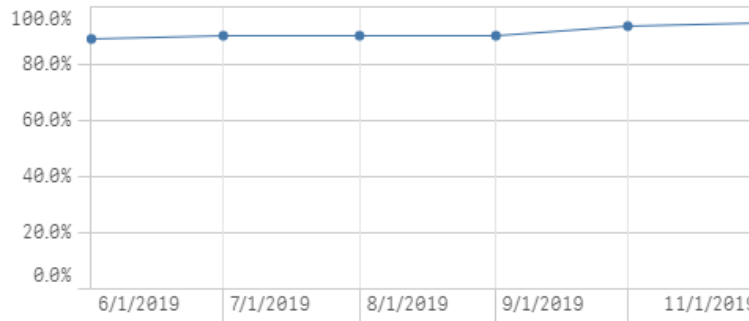
Responded / # Total

Approved Applications & Renewals / # Responded

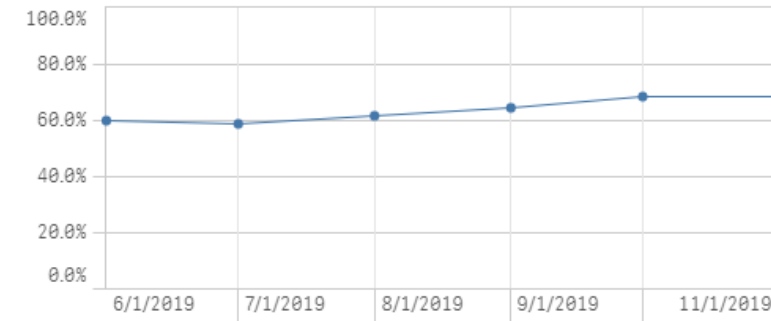
% Responded
By Rolling 6 Decision Months



% Approved
By Rolling 6 Decision Months



% Qualified or Renewed
By Rolling 6 Decision Months



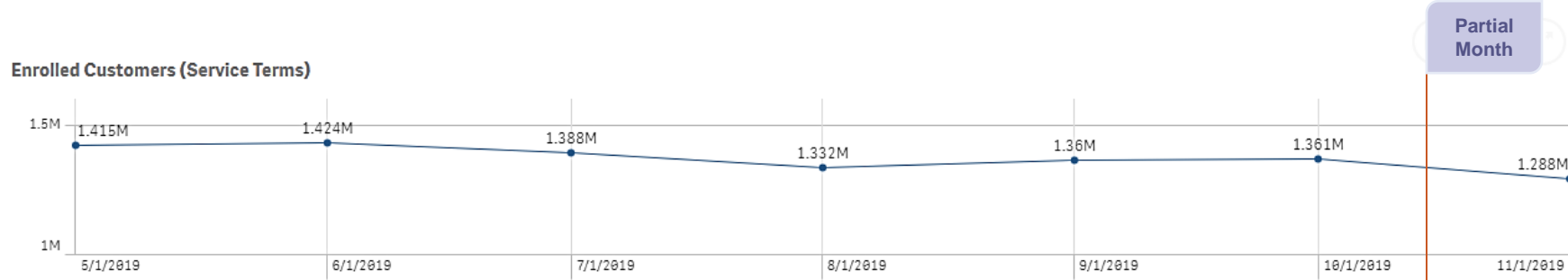
Qualified or Renewed / # Responded

Qualified or Renewed / # Responded

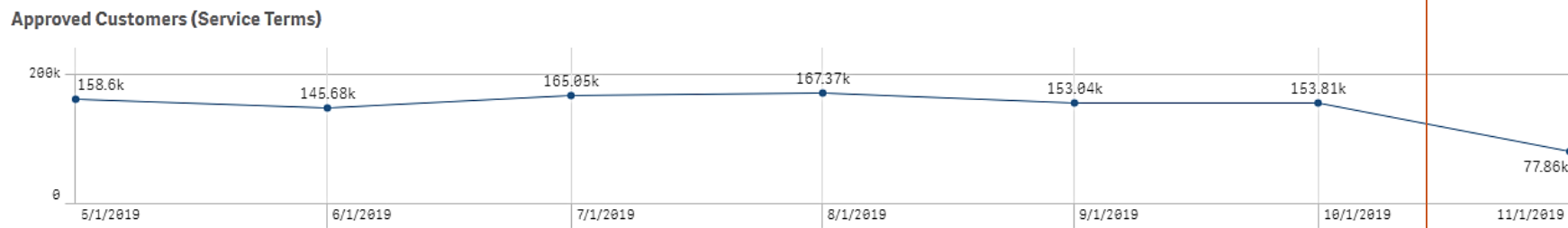
Qualified or Renewed / # Total

Month Year	# Total	# Responded	# Approved	% Responded	% Approved	% Qualified or Renewed
Totals	1,518,200	1,045,758	940,499	68.9%	89.9%	61.9%
Jun 2019	260,254	174,668	153,707	67.1%	88.0%	59.1%
Jul 2019	303,995	197,177	174,839	64.9%	88.7%	57.5%
Aug 2019	286,175	193,619	172,630	67.7%	89.2%	60.3%
Sep 2019	248,016	175,961	156,738	70.9%	89.1%	63.2%
Oct 2019	234,081	170,464	157,644	72.8%	92.5%	67.3%
Nov 2019	185,679	133,869	124,941	72.1%	93.3%	67.3%

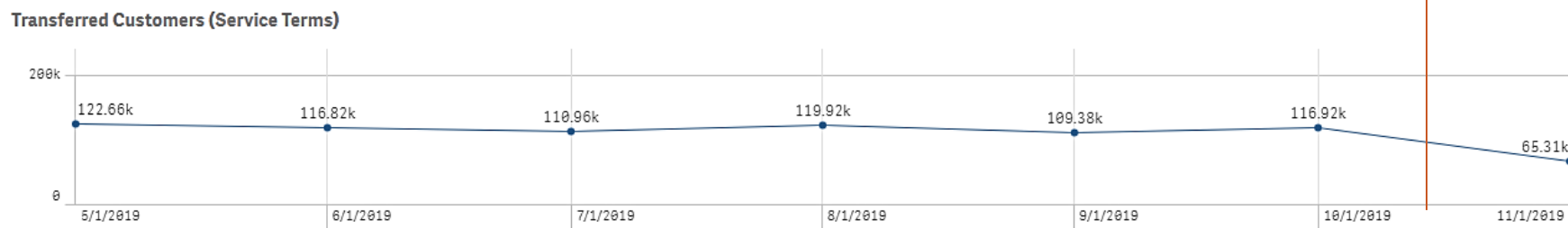
Program Participation – Enrolled, Approved, & Transferred Customers



Count of distinct ServiceTermIDs
 Service Start Date is not Null
 Service Started before the reporting month and End date is after the reporting Month
 Service was active throughout the reporting period
 Based on Service Term Dates



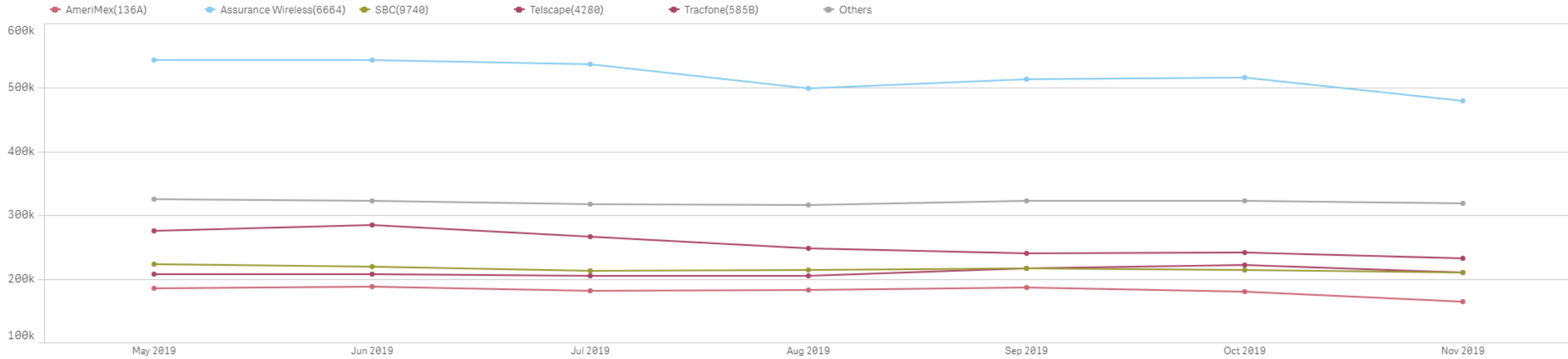
Count of distinct ServiceTermIDs
 Decision = Approved
 Based on Decision Dates



Count of distinct ServiceTermIDs
 EventTypeCode = 544 (Transfer - Carrier Lost)
 Based on Event Date as Transfer Date

Participation by Service Provider (Top 5)

Application Summary by Service Provider (Service Terms)

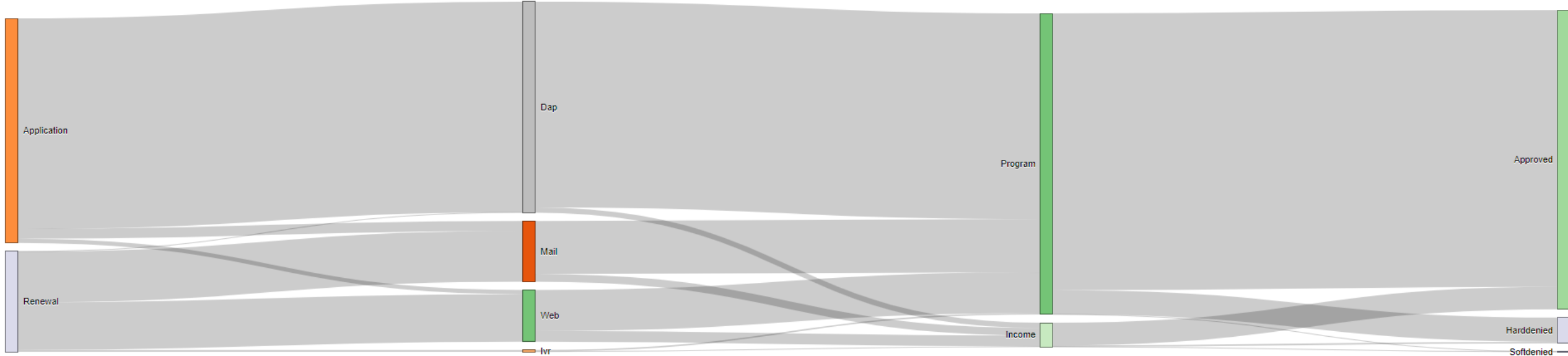


Application Summary by Service Provider (Service Terms)

Service Provider	Totals	May 2019	Jun 2019	Jul 2019	Aug 2019	Sep 2019	Oct 2019	Nov 2019
Totals	3,234,354	1,752,964	1,756,462	1,713,903	1,658,198	1,688,663	1,688,298	1,606,668
Others	613,353	323,632	321,053	316,082	315,068	321,322	321,412	316,794
AmeriMex(136A)	435,086	184,291	186,727	180,237	181,324	185,026	179,346	163,190
Assurance Wireless(6664)	965,368	542,407	541,287	535,952	497,977	512,131	514,487	478,546
SBC(9740)	300,055	222,003	217,622	212,052	213,268	214,918	212,671	208,408
Telscape(4280)	386,855	205,908	206,106	204,294	204,009	216,023	220,452	208,602
Tracfone(585B)	533,637	274,723	283,667	265,286	246,552	239,243	239,930	231,128

Application & Renewal Response Rate

Application Form IDs by Application Type, Submission Type, Enrollment, and Decision



Application Type : Submission Type

Application Type	Submission Type				
	-	Dap	Ivrr	Mail	Web
Totals	1,230,588	892,326	8,236	292,339	217,804
Application	166,977	890,494	-	56,894	18,677
Renewal	1,063,611	1,832	8,236	235,445	199,127

Submission Type : Income or Program

Submission Type	Income or Program	
	Income	Program
Totals	100,506	2,540,787
-	29	1,230,559
Dap	21,930	870,396
Ivrr	2,030	6,206
Mail	31,801	260,538
Web	44,716	173,088

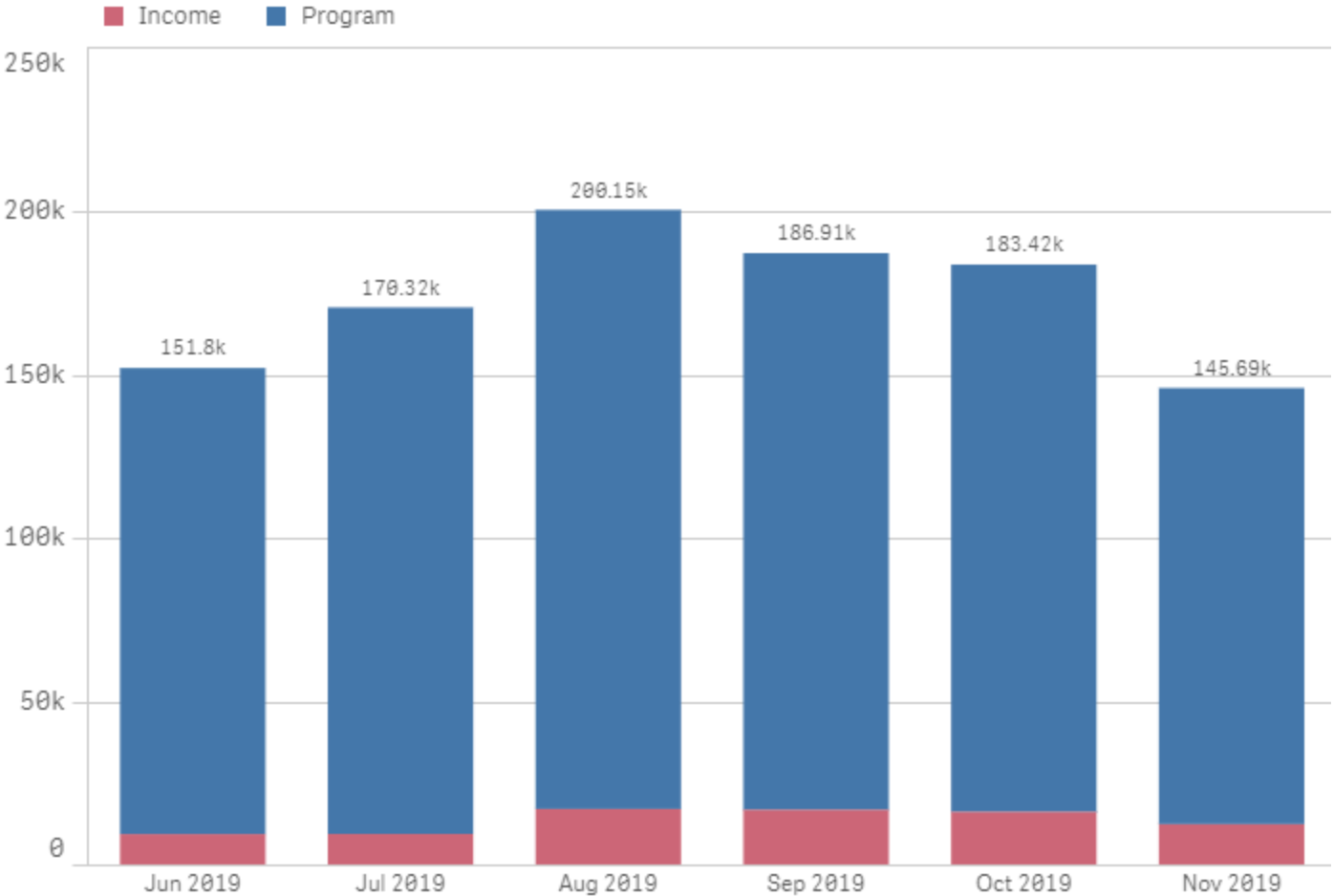
Income or Program : Decision

Income or Program	Decision		
	Approved	Harddenied	Softdenied
Totals	1,301,379	699,987	639,927
Income	99,788	238	480
Program	1,201,591	699,749	639,447

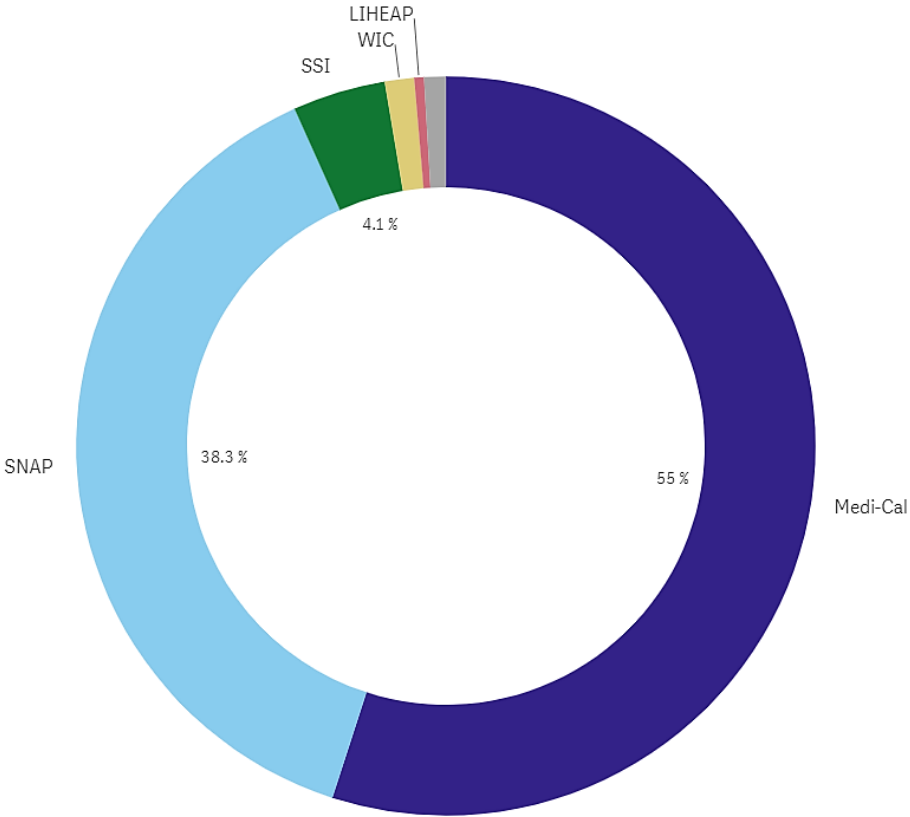
Enrollment Eligibility Method

Enrollment by Income or Program

By Rolling 6 Months, Includes All Decisions



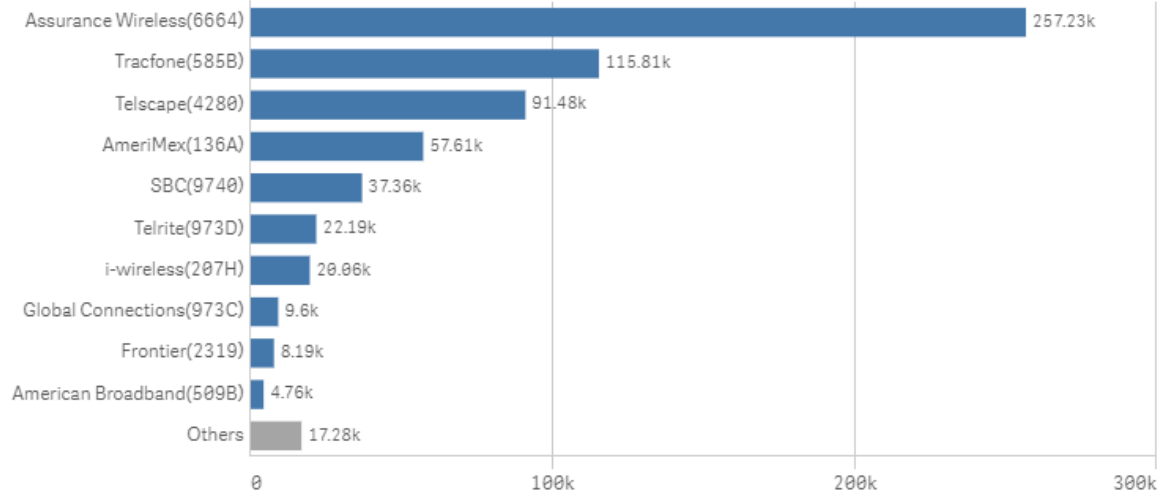
Program Participation Details



Denials by Service Provider and Form Type

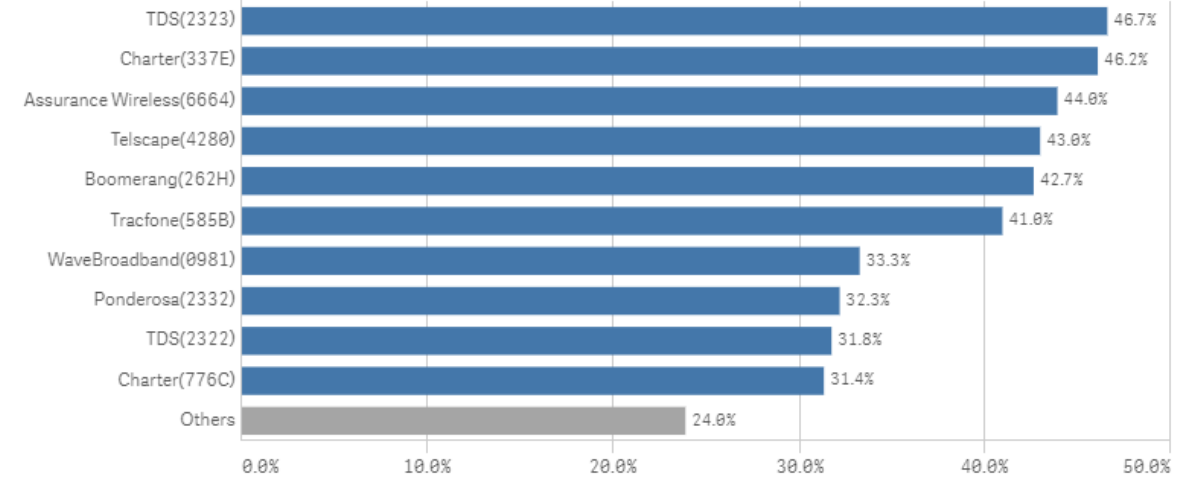
Top 10: # Denied

By Service Provider and Rolling 6 Decision Months



Top 10: % Denied

By Service Provider and Rolling 6 Decision Months

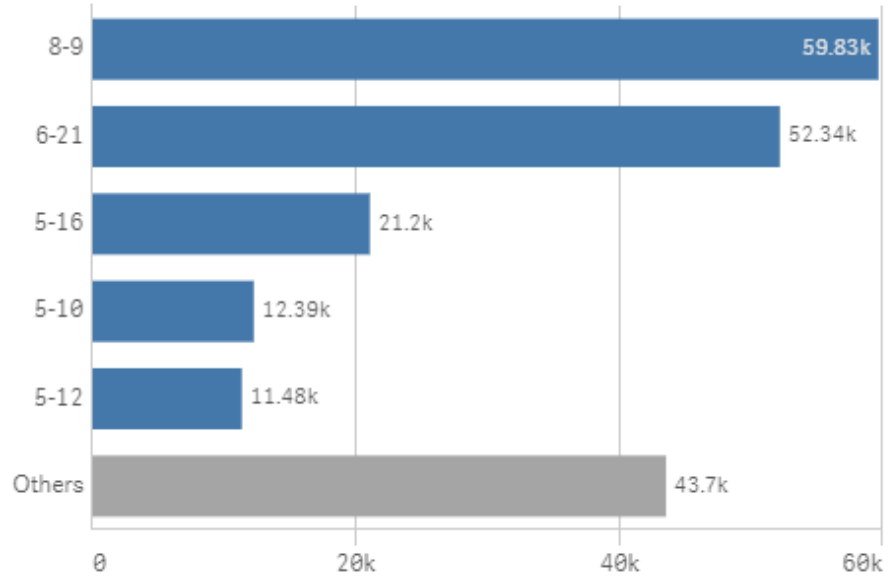


	% Denied						
	Totals	Nov 2019	Oct 2019	Sep 2019	Aug 2019	Jul 2019	Jun 2019
Totals	50.7%	47.0%	46.7%	48.2%	50.3%	54.5%	55.4%
Application	17.9%	20.2%	17.5%	16.9%	15.7%	16.4%	21.4%
IDVApplication	80.8%	91.1%	87.0%	79.4%	69.7%	78.7%	83.3%
IDVRenewal	37.9%	32.8%	25.4%	28.0%	26.7%	40.1%	52.3%
Renewal	74.6%	71.2%	70.0%	71.8%	73.9%	79.5%	78.5%

Top 5 Denials Codes by New Applications and Renewals

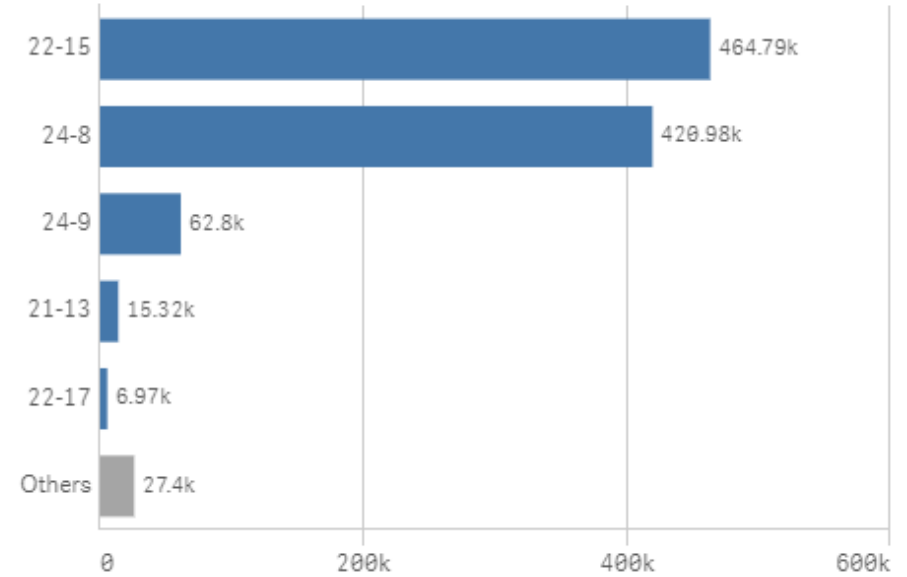
Applications: Top 5 Denial Codes

By Rolling 6 Decision Months



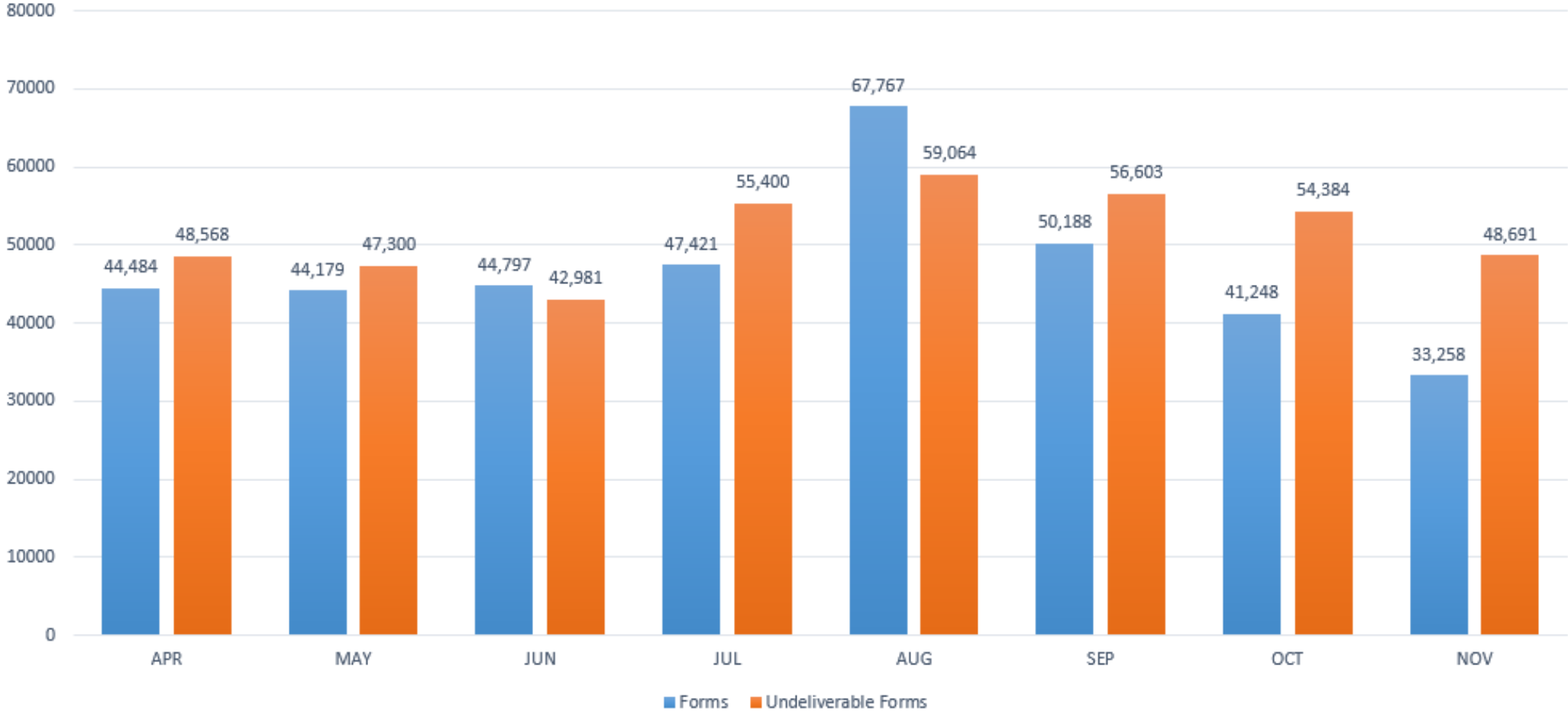
Renewals: Top 5 Denial Codes

By Rolling 6 Decision Months



Inbound Mail Volumes

CA LifeLine Mail



Forms Processing Throughput

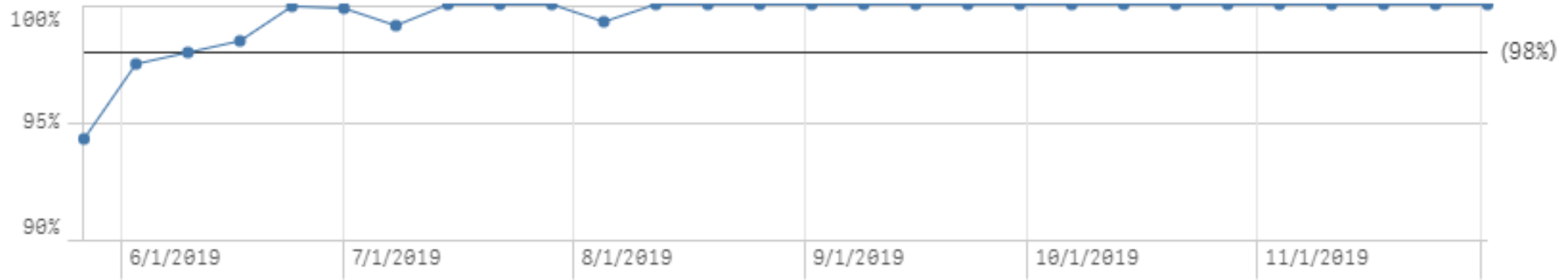
Manual Reviews

1,247,804

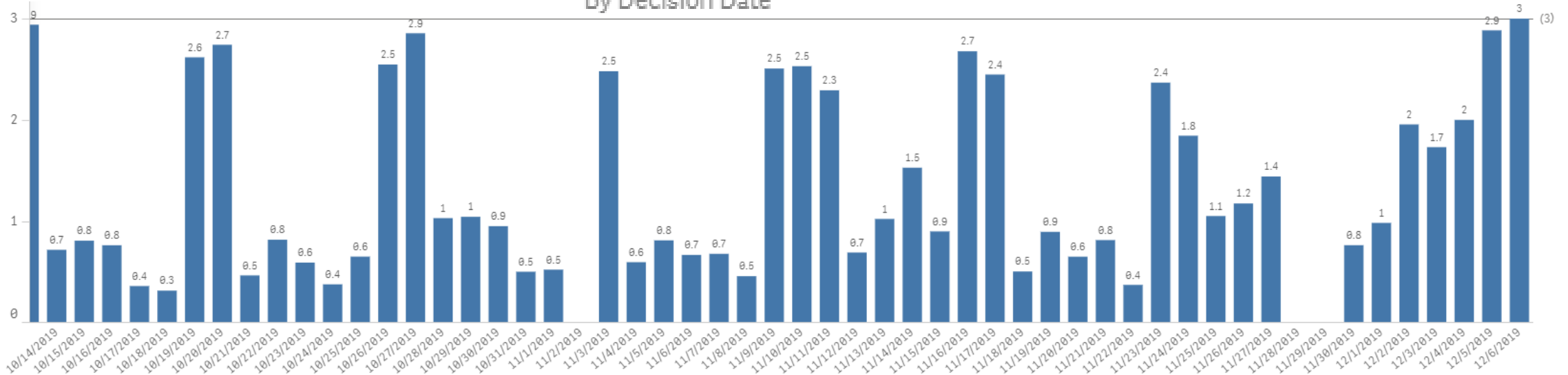
Avg SLA Days

2.14 ^{99.6%}
% Compliance

Weekly Compliance %

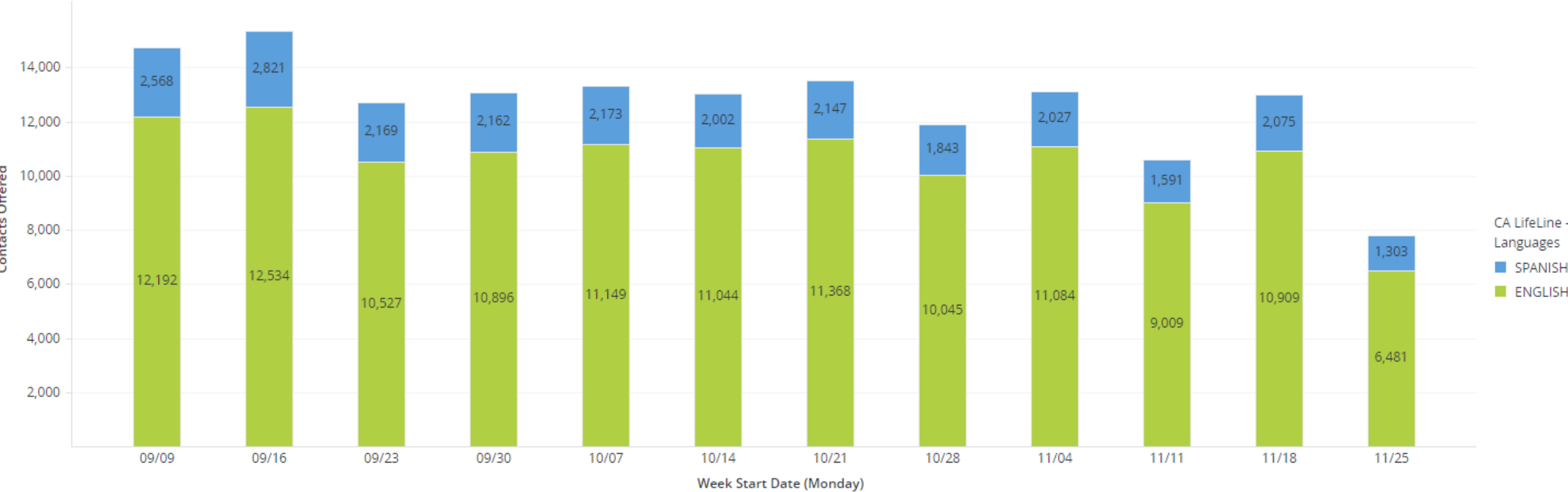


Daily Average SLA
By Decision Date



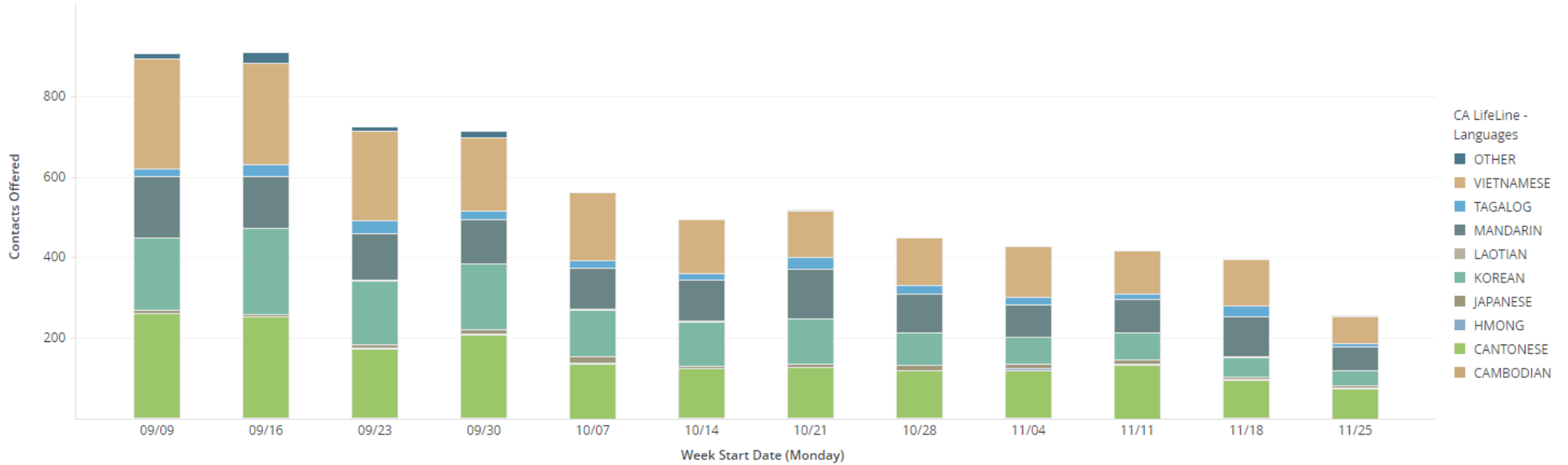
Call Volumes – English & Spanish

LifeLine Weekly Calls Offered by Language - English & Spanish



Call Volumes – Asian Languages

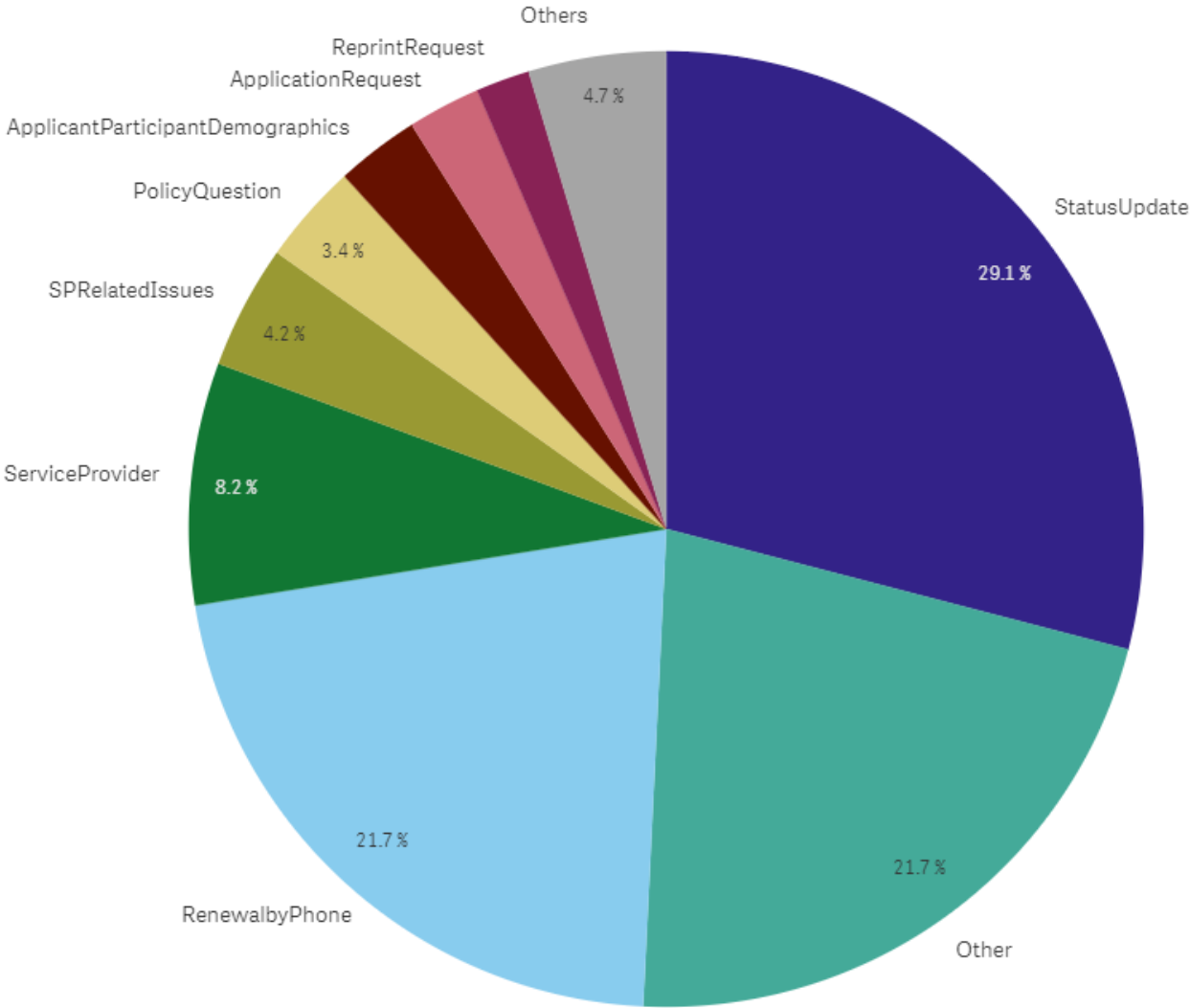
Lifeline Weekly Calls Offered by Language - Other Languages



Metrics	Contacts Offered												
CA LifeLine - Languages	09/09	09/16	09/23	09/30	10/07	10/14	10/21	10/28	11/04	11/11	11/18	11/25	
CAMBODIAN	4	2	3	4	1	3	4	2	2		3		
CANTONESE	258	251	172	205	137	123	125	119	117	136	92	76	
HMONG			2	1	1				6	1	3	1	
JAPANESE	7	7	8	12	15	6	8	14	12	9	7	6	
KOREAN	181	213	158	162	118	111	111	80	66	67	49	36	
LAOTIAN			2		1	1					1		
MANDARIN	151	129	116	110	101	100	123	95	80	84	98	60	
TAGALOG	18	29	31	21	20	17	31	21	20	14	28	8	
VIETNAMESE	275	252	221	183	167	134	116	118	125	107	114	67	
OTHER	13	25	12	16			2					4	

Call Reasons

- StatusUpdate
- Other
- RenewalbyPhone
- ServiceProvider
- SPRelatedIssues
- PolicyQuestion
- ApplicantParticipant-Demographics
- ApplicationRequest
- ReprintRequest
- Others



Thank You

Q&A

APPENDIX - Response & Approval Rates Definitions

# Total	Count of Application Forms (Applications, Renewals, & IDVs)
# Responded	Count of Responses to Application Forms
# Approved	Count of Application Forms that were Qualified or Renewed
% Responded	$\# \text{ Responded} / \# \text{ Total}$
% Approved	$\# \text{ Qualified} / \# \text{ Responded}$
% Qualified or Renewed	$\# \text{ Qualified or Renewed} / \# \text{ Total}$

APPENDIX - Denial Code Descriptions

Denial Code	Type	Form	Decision Source	Description
22-15	Correctable Denial	Renewal	System	We do not have evidence that the Renewal Form was returned to us.
24-8	Hard Denial	Renewal	System	We do not have evidence that the Renewal Form was returned to us.
24-9	Hard Denial	Renewal	System	Your form was returned as non-deliverable (a letter will not be generated for this reason).
8-9	Hard Denial	Application	System	We do not have evidence that the Application Form was returned to us.
6-21	Correctable Denial	Application	System	We do not have evidence that the Application Form was returned to us.
5-10	Hard Denial	Application	System	Special denial letter mailed for duplicate discount found in the database
5-12	Hard Denial	Application	System	We did not receive the information needed from your phone company to start or continue your discounted telephone services. Some possible reasons may be that your phone company did not ship your handset, you did not activate your phone service properly, or the enrollment process was not completed within the required time.
21-13	Hard Denial	Renewal	System	We do not have evidence that the identity documentation and ID Authentication Form were submitted to us.
22-17	Correctable Denial	Renewal	Reviewer	You did not print your initials to certify that no one else in your household is already receiving the discount.

APPENDIX - Enrollment Eligibility Method - Detail

Enrollment by Income or Program

Summary of All Decisions

	Totals	Dap	Ivr	Mail	Web
Income	83,692	18,864	1,537	27,101	36,204
FederalIncome	51,481	13,094	969	13,906	23,519
StateIncome	32,211	5,770	568	13,195	12,685
Program	981,357	716,479	4,463	125,782	134,691
FDPIR	66	16	-	22	28
HSTO	196	11	2	169	14
IndAff	87	6	6	67	8
LIHEAP	4,132	69	86	2,684	1,293
Medi-Cal	539,960	344,042	2,401	92,504	101,041
NSLP	2,289	159	34	928	1,169
S8	3,819	410	82	1,900	1,428
SNAP	376,386	349,943	1,221	8,820	16,410
SSI	39,924	10,559	484	17,575	11,324
TANF	56	19	1	25	11
TANFETC	658	312	1	80	265
VSPBP	1,204	513	14	431	247
WIC	12,580	10,420	131	577	1,453