

California LifeLine Foster Youth Program

Third-Party Administrator's Presentation to the ULTS Administrative Committee

June 18, 2026

1. Foster Youth Program Highlights

- Customer Management System Enhancements
- Stakeholder Collaboration
- Outreach Initiatives
- Upcoming Enhancements

2. Foster Youth Program Reports

- Program Participation
- TPA Call Center Statistics

Foster Youth Program Highlights

Customer Management System Enhancements



Program Highlights

- **Website Modernization**

- Updated homepage navigation and updated content for clearer access to key program resources
- Improved alignment with DOJ WCAG 2.1 AA accessibility standards.

- **Usage Rule and Notifications**

- The TPA implemented systems to intake Service Provider usage data and provide multi-channel notifications.
- Youth and caregivers receive email and SMS on day 30, 60, 75, and 90 of non-usage to inform and encourage usage.

- **End-of-Eligibility Notifications**

- Upon turning 18, youth receive a notification that they may qualify for the Core LifeLine program. This allows them to explore other service provider, plan, and device options if desired.
- Youth receive a series of notifications starting at age 21 informing them their Program eligibility ends at age 21 ½ and providing information on how to enroll in the Core LifeLine program.

- **County Help Desk**

- The TPA launched a new help desk for County Representatives to streamline questions, feature requests, and support
- The help desk allows secure exchange of youth PII when necessary.

Stakeholder Collaboration and Outreach Initiatives



Program Highlights

Type of Meeting	Stakeholders	Description
Monthly Outreach and Education Workgroup	Youth Law Center	Discussed impacts and planned outreach attempts for youth at risk of Program disconnection due to non-usage.
Monthly Legal Advocates Meeting	Youth Law Center, Children's Law Center, Foster Youth Education Fund, and TURN	• Provided updates on program participation. • Collaborated on outreach to youth on program updates resulting from the approved decision to modify the Program. • Worked to identify and resolve potential barriers in youth participation.
Webinar Presentation	Youth Law Center	Overview of non-usage rule, walkthrough of youth application process, sharing of best practices for assisting youth with applications and shipping multiple devices to a central location.
Monthly County Support Line Call	CA Child Welfare Agency POCs	• Introduced and walked through help desk. • Held multiple sessions focused on the non-usage rule. • Provided updates on future program updates and enhancements

Outreach Initiatives

Program Highlights



In April and May, the TPA reached out to County Representatives to request outreach to youth in their counties appearing on the non-usage notification lists. Counties informed youth of the new need to regularly use their Program device, of the process for requesting a replacement device if necessary, and placed youth on a TPA exception list if the youth required more time to act on their status.



Beginning in January, the TPA began sending regular messages to youth aging out of the Program. In March, the TPA additionally began sending regular messages to youth not recording usage on their account.



The TPA developed digital and printable flyers for County Representatives and Community Based Organizations to post or distribute to supplement existing email, SMS, and phone communications.

Upcoming Enhancements

X Upcoming Enhancements

- **Ombudsperson Eligibility Verification**

- Allows the TPA to verify youth eligibility with a verification letter from the California Office of the Foster Care Ombudsperson if County verification exceeds 21 days.
- If this optional documentation is not already attached to the application, youth will receive an informational notification if their application decision is delayed.
- An Ombudsperson verification letter or other acceptable documentation may be added to a pending application at any time.
- This feature is in active development with a planned deployment in early July.

- **County-initiated Applications**

- Will allow select County representatives to apply on behalf of youth without the youth's direct involvement.
- Currently, authorized representatives can assist youth in submitting their individual application.
- This feature is currently in requirements gathering with a planned deployment later in 2026.

Foster Youth Program Reports

Program Participation

X Program Reports

Month/Year	Enrolled	Pending Phone Fulfillment	Disconnects	Pending County Verification	Pending TPA Review
Dec-25	7,109	29	49	25	2
Jan-26	5,674	31	1,559	30	6
Feb-26	5,772	29	7	48	10
Mar-26	5,929	43	5	25	0
Apr-26	6,092	20	7	59	1
May-26	6,190	31	15	16	0

TPA Call Center Statistics

X Program Reports

Month/Year	Inbound Calls Offered	Inbound Calls Handled	Average Seconds to Answer	Webchats	Emails
Dec-25	826	820		146	105
Jan-26	594	592		258	99
Feb-26	476	474		76	63
Mar-26	597	593		74	58
Apr-26	546	541		112	80
May-26	489	481		68	79

X Foster Youth TPA Questions or Comments

Please submit questions or comments to FosterTPA@californialifeline.com