



California Public Utilities Commission

ULTS Administrative Committee Meeting

Meeting Minutes

June 28, 2022

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

When: Tuesday, June 28, 2022 (12:30 p.m. – 3:30 p.m.)

Where: CPUC Offices - Golden Gate Room, 505 Van Ness Street, San Francisco, CA 94102

WebEx Meeting: [Join meeting](#)

<https://cpuc.webex.com/cpuc/j.php?MTID=m06886696cc123b60646efbde72d260ab>

Call-in Number: 1-855-282-6330 **Access Code:** 2493 154 3366 **Meeting password:** cVfGRJzN824

Agenda

12:30 p.m. – 12:35 p.m.	Introduction: James Ahlstedt, 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. – 1:00 p.m.	Officer Elections: James Ahlstedt, Chair
1:00 p.m. – 1:40 p.m.	CSUS LifeLine Program Assessment Presentation and Discussion: (10 minutes presentation, 30 minutes questions and discussion) Cynthia Chase – Senior Mediator / Facilitator Meagan Wylie – Lead Mediator / Facilitator
1:40 p.m. – 2:10 p.m.	3rd Party Administrator - Maximus Report: Kim Dans, Rick Dilollo <ul style="list-style-type: none">• Renewal Resumption & Improvements• CalFresh Confirm Advancements & Setbacks• Completed and Upcoming Initiatives• Program & Operation Reports

2:10 p.m. – 2:15 p.m.	Claims Status & TPA RFP Timeline: Hector Corral
2:15 p.m. – 2:25 p.m.	Annual Report Planning: James Ahlstedt
2:25 p.m. – 2:40 p.m.	Communications Division Liaison Reports: <ul style="list-style-type: none"> • ACP Updates: Robert Sansone • Pilot Updates: Mary Rottman <ul style="list-style-type: none"> ○ CA LL Foster Youth Integration
2:40 p.m. – 2:55	USAC Update: David Avila
2:55 p.m. – 3:05 p.m.	Fiscal Report: Lalaine Semana
3:05 p.m. – 3:15 p.m.	CAB Report: Rosa Sauer <ul style="list-style-type: none"> • Consumer Contact Statistics
3:25 p.m. – 3:27 p.m.	Review of Administrative Committee Vacancy Status <ul style="list-style-type: none"> • 10 open positions <ul style="list-style-type: none"> ○ CLEC – 1 Alternate ○ Small ILEC – 1 Alternate ○ Consumer – 2 Alternates ○ CBO – 2 Primary, 3 Alternates ○ CPUC Public Advocates Office – 1 Alternate
3:27 p.m.	Future Meeting Date
3:30 p.m.	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	----- -----	
10	CBO	Primary Alternate	----- -----	
11	CPUC's Public Advocates Office	Primary Alternate	James Ahlstedt -----	Public Advocates Office

List of Attachments – Presentation Versions

- #1 Meeting Agenda (PDF)
- #2 Meeting Minutes from March 31, 2022, ULTS-AC Meeting (for approval) (Word document)
- #3 CSUS Assessment Presentation (LifeLine Assessment) (PPT)
- #4 Maximus (TPA) Presentation (PPT)
- #5 TPA RFP Timeline (PPT)
- #6 LifeLine Fund Report (PDF)
- #7 CAB Report (PPT)

Meeting Minutes – ULTS-AC Meeting – June 28, 2022, 12:30 pm – 3:30 pm

Attendees: 8 primary member and 3 alternates present

- **Primary Members:** Michael Foreman, Linda Lassen., David Avila, Kate Woodford, Ken McEldowney, Vinhcent Le, Cesar Motts, James Ahlstedt,
- **Alternates:** Charlie Born, Alex Gudkov, Brian Winic.

Physical Attendees: Brian Winic (CA Dept of Rehabilitation), Kate Woodford (Center for Accessible Technology), Chris Bartulo (unofficial member) Marcie Evans (COX), James Alstedt (Public Advocates Office), David Avila (TracFone), Jesus Roman (Verizon), Jeff Why (Verrill Law Firm), Antoinette Seguenza (CPUC), Mary Rottman (CPUC), Danyel Cordoba (CPUC)

ALL Attendees:

Cmsr Shiroma, Linda Lassen: Sierra Telephone, Cesar Motts: Southeast Community Development Corp., Rosa Sauer: CAB, Sindy Yun: Attorney Legal CPUC, Brent Jolley: CA Dept of Rehabilitation, Mike Foreman: AT&T, Charlie Born: Frontier Communications, Kate Woodford: Center for Accessible Technology, Marcie Evans: COX, David Avila: TracFone, Danyel Cordoba, CPUC, Jason VanArstall: Stand Up Wireless, Rick Dilollo: TPA Maximus, Kim Dans: TPA, Chari Worster: CPUC, Mary Rottman: CPUC, Robert Sansone: CPUC, Lalaine Semana: CPUC, Brianna Grant: CPUC, Joseph Haga: CPUC, Meagan Wyle: CSUS, Omar Teutle: CPUC, Andrew Aliabadi: CPUC, Alex Rasor., Cynthia Chase: CSUS, Lisa Bass: CPUC, Kumar Harjeet: CPUC, Kellie Jones: CPUC, Kathy, Tina Lee: CPUC, Brent Jolley: CPUC, Hector Corral: CPUC, Judy Holliday, Vanessa Garcia, Clover Sellden: CPUC, Cynthia Chase CSUS, Megan Wylie: CSUS, Vincent Le: Greenlining, James Ahlstedt: Public Advocates Office, Janet Gagnon: Securus Technology

Formal Roll Call – In Person Quorum:

Vincent Le
David Avila,
Kate Woodford
James Alstedt
Marcie Evans

12:54 PM James Ahlstedt: Opening remarks:

- **Introduction:** of Chris Bartulo to represent the Public Advocate’s Office after James’ departure. This is the last ULTS meeting for James A. He is moving to the Energy Group. The Public Advocates Office is nominating Chris Bartulo to replace him.

Welcome: Commissioner Shiroma - Opening remarks:

- Starting in April 2022 hybrid schedule for the CPUC.

Approval of Minutes: Committee reviews and approves the last meeting minutes prepared by the Communications Division (CD)

1:00pm

- Linda Lassen: spelling mistake found – delete “L” at the end of her name, everything else approved.
- David Avila - Motion to Approve
- Motion approved (unanimously) by the members

Public Comments

- Janet G: Securus technology, largest provider for incarcerated community. Vital benefit for the community. Excited to participate in group with CaLL. Assessment was wonderful. Pushback on the idea needs to grow and embrace all the family and not be limited to one line per household. Married couples, children, adult children. CA is a leader, expanded their medical program more than fed. The phone is the number one program.

Q & A from Committee:

- Janet is attending as a guest and not representing any agency.
- David: does your program have all the resource it needs for LL
- Janet: we are not a provider to LL. We are a web-based video and communication service specifically for the incarcerated population. Wherever the LL happens to be, a lot of inmates are parents and need to make sure they are able to bond with their children. They have an app that can be used to schedule and make video calls

Officer Elections: James Ahlstedt, Chair

1:10

- David Avila and Marcie Evans are both nominated for Chair or Vice Chair
- Marcie E: may move out of CA during the year or closer to the end of the year. Hesitant to take an officer position.
- Chair and Vice Chair: Vincent nominates Ken M.
- David A. mentions that he spoke with Ken and learned he's not interested.
- Primary members can vote remotely

James A. calls for a motion to vote on chair position: Vincent 1st motion to approve & Kate 2nd the motion.

- David Avila for chair – Voting Record
 1. Those in favor: Mike F., Linda L., Marcie E., David A., Kate W., Vincent L., James A., (7)
 2. Absent/no vote: Ken M., Cesar M (2)
- David appointment to Chair approved

Motion to vote on vice chair position: David A. 1st motion to approve, Kate W. 2nd the motion.

- Marcie Evans for Vice Chair – Voting Record:
 1. Those in favor: Mike F., Linda L., Marcie E., David A., Kate W., Vincent L., James A. (7)
 2. Absent/no vote: Ken M., Cesar M. (2)
- Marcie E. appointment to vice-chair approved

David A.: Thanked James for his great leadership in last 12 months, contributed immensely to the committee over the past 12 months and created a blueprint for the committee for the future, thank you for your service, you will be missed.

Marcie E.: Asked James A., to share his learnings about the energy programs, CARE & ESA with the Committee and maybe at the work James does for the Commission on the energy programs would help with the LifeLine program.

James A: happy to return to and work with the LifeLine program and spread the love.

CSUS LifeLine Program Assessment Presentation and Discussion:

(10 minutes presentation, 30 minutes questions and discussion) Cynthia Chase – Senior Mediator / Facilitator Meagan Wylie – Lead Mediator / Facilitator

Cynthia: one of members of CSUS team responsible for the assessment.

See presentation: high level overview.

<https://docs.cpuc.ca.gov/PublishedDocs/Efile/G000/M478/K367/478367564.PDF>

1:32 end of presentation:

Questions or comments from the committee.

Marcie E.: thank you for the work you did. I knew it would take me days to digest. There were a lot of great things that I knew from the past few years but getting feedback from the subscribers and people who used the service was very insightful. Questions at the end are good building block for the future.

Q. Vinhcent L: what do you see are the easier recommendations to follow or address? What is the low hanging fruit?

R. Cynthia C.: very difficult to answer. One of the reasons why we didn't prioritize the recommendations. We are not experts on day-to-day LL and resources. Recommend for Commission to continue to work with CD and engage with stakeholders. Need to figure out the priorities and what resources are available. For example, a strategic plan, map out enrollment etc. I would highlight, that we are at a moment where there are dollars from Federal Gov't and state programs to improve infrastructure and the extra money from Fed to reach out to locations with limited access. Rural areas and tribal areas for example, money is available for these groups.

Meagan W: Focusing on what CD Division "can" do without legislative changes and is Low hanging fruit: For example, 1) Improve website 2) developing visualization maps of coverage by SP, to really depict the true availability of access to service. 3) Coordination with social service providers to identify and increase LL participation as well as increase visibility of LL program.

Comment: Vincent L., made a recommendation to improve website in 2018. Has not seen an improvement yet.

Comment: James A., acknowledge there has been some improvement on the website but more is needed. Now with the assessment it is time to take more action to improve website. There has been some improvement, but it needs more.

R. Clover S: Thanked Greenlining for their report. Staff has reviewed the report in detail in the past and recently. Wanted to take this opportunity to "level-set" the conversion. At the time of the report, CD had 5 staff managing a \$400 million program. It was an exercise in keeping the lights Since that time, we tripled the number of staff. Now we are not only able to keep the lights on, but to make improvements including improving the website and have already made important enhancements such as access to the CalFresh data base.

Comment: James A., we understand CD has limited staff: and now that they have grown hopefully, we can fast-track some of these more than some of the others. Some things we already have discussed in the past

Clover S: Just a reminder - nothing is free!

Linda L: Agree with Marcie, awesome job, very clear it shows future driven. Mentioning rural area. Backbone of all Telco is the wireline community, tourist season coming and important to have communications. One comment is about outreach. The FCC is mandating the ETC to have outreach for LifeLine, what kind of outreach do you have addition to the FCC mandates. By and large people did not recognize Lifeline and recognize as Obamaphone. Creating consistency. Now up to SP to marketing and reach more folks.

Cynthia C: most prevalent was that folks did not recognize the name LifeLine. Mostly recognized Obamaphone but did not understand it was the same thing. Need consistency from all SP for outreach. Our focus was how to centralized and consistent outreach to consumers.

Megan W: Brand recognition, folks might not have budget for marketing material. A central repository for collateral similar to what was done by the Census. Generate brand recognition (social service) consistency. That would make the message out there and it would be consistent and appropriate and support the smaller service providers.

Ken M.: Centralized outreach is key. Consumer action has a lot of info of Lifeline on their website.

James A: Lifeline is a bush era program even though the brand awareness is "Obama" phone. Agree that a centralized repository for LifeLine marketing materials for providers could utilize and increase the public awareness of the LL program.

Marcie E.: Outside entity to solely focus on Rural Areas. Look for pockets that are missing. Improve Marketing efforts that would look for and find large areas that are being missed.

James A: Emphasized the report recommendation to engage a Professional Marketing Firm to develop marketing materials that all service providers could use. I know that cost money.

Clover S.: Recognized that we hired CSUS and I'm sure you wonder – what is next? Staff has reviewed the report extensively and sequenced and prioritized some of the recommendations and are bringing it up to the management team. There are many activities and variables taking place right now in CD including an RFP review time, transition and post transition stabilization activities going on. Reviewing all the variables and trying to sequence them for implementation.

Cmsr. Shiroma: we are working with Judge Wong who has put the report out for comment and will be navigating through all the feedback and comments and coordinating with Clover's efforts. We will be navigating through all your feedback. And seeing where we can be responsive.

James A: Thank you for the insight. Outside of rulemaking, parties only see from the outside what is going on in LifeLine and may not be fully informed or able to appreciate all the work taking place. Going forward, we would appreciate receiving more updates and being made aware of what is taking place in the program.

David A. Question: Thank you CSUS for the hard work, we appreciate the work you prepared. How does this committee work together with the CD group to take meaningful action/steps to implement some of these recommendations? What action can the committee take within their respective areas to help CD to take some meaningful steps (even before our next meeting)?

Cynthia C: Grateful that the Committee is interested in taking action and the assessment it doesn't hang on the shelf. First step is asking what the next step is. Looking for low hanging fruit. Creating a timeline look at resource and keeping it as an active part of your agenda so it stays fresh and agile. And as resources become available, and in some cases, disappear, you can make the necessary adjustments.

Marcie E. How can ULTS-AC help CD staff & teams?

James: What do you (CD) expect from us ULTS-AC. How can we help you best?

Clover: we have a good idea for low-hanging fruit for now. It's challenging not to take on too much, because we are resource constrained due to all our existing projects. As a reminder, this is a social services program, being operated by a utilities regulator in a de-regulated industry. Very complicated and many hoops to jump through. Acknowledge the interest and enthusiasm of the Committee, but there are resource and time limitations. Appreciate the enthusiasm, but there is no magic wand to make things happen. It is a lengthy process and cannot promise anything can happen in the next quarter. For the marketing research library, I would need to submit a BCP concept. That effort would take over a year. This is just the reality of what we're working with and cannot promise any substantive changes by next quarter.

Vincent agrees/nod.

David: Acknowledged that a lot of these initiatives take time. The Committee represents views from many different groups. Think of us an arm, how can we help CD?

Clover: Maximus report. Please pay close attention to the process improvement we are already taking place. For example, SP are actively engaged in SPIA. Vincent agrees/nods. And David acknowledges.

David: Let's take this area and work together and develop action items. Is this possible? Sindy? Could a small group meet before the next meeting to develop action items? Take baby steps in that direction.

Chari: This is a deliberative process. How can you contribute? Most of you if not all of you are parties to the proceedings. CPUC always takes into consideration comments and replies. File your comments and recommendations as individual parties and not as the ULTSAC party. Committee is not a party to the proceeding (as a Committee), but individually your organizations can file comments on the proceeding.

Antoinette S: Antoinette is CD staff works as a liaison to the CSUS Assessment activity. Can the CSUS staff present in a more depth review of the report and have Q&A to larger stakeholder group? Maybe a workshop? There is sufficient funding for CSUS to give an additional presentation to different stakeholders.

Cmsr. Shiroma: I participated in a pre-meeting with the leadership to prepare for these quarterly meetings. I cannot vote, but I'm here to help facilitate, other advisory groups form committees. If ULTSAC wants to make recommendations as a group in "public" comments. That can happen in a small group effort and could happen before the next meeting. This would be a way for the ULSTAC provide their comments and thoughts on the Assessment recommendations. Previously, the Comsr. was

brainstorming about whether the ULSTSAC was interested in hosting a workshop and get more feedback on the Assessment with from a wider group.

James A: Acknowledged the Cmsr's comments and possibility of hosting a workshop.

Sindy Y: provide committee with options about taking action and meeting together. There are two options: 1) a one-pager document sent out at the previous meeting that explains the committee can form *informal* sub-committee and discuss topics such as the Assessment report. 2) The Committee as a whole to provide comments on program assessment on the docket without being a party to the LifeLine rulemaking proceeding. Sindy spoke with the assigned ALJ who stated that the Committee can submit comments in the docket, on the record, without becoming a party. The Committee would submit comments to the ALJ and ALJ will issue a ruling allowing other parties to comment the Committee's comments.

James A: The last suggestion re: ability to comment on the record, could possibly open-up comments from other parties and expand the topics/talking points about the Assessment being considered. The recent ruling from the ALJ had 8 specific questions for parties to provide comments. But there might be other issues that parties wanted to comment on but did not fit into the scope of the questions.

Vinhcent Le: This does not have to be in response to a request for comment?

Sindy Y: If the Committee wants to provide their viewpoint/comments without becoming a party to the proceeding, the ALJ has indicated that is possible by submitting their comments to the ALJ.

Comsr. Shiroma: We did this (with the LIOB through a subcommittee) by submitting comments through the public docket that the Judge put out to the public in a ruling for comment.

James A: will allot some time to for a subcommittee discuss comments during the time allotted for the Annual Report discussion.

2:15 end

3rd Party Administrator - Maximus Report: Kim Dans, Rick Dilollo

2:17

- Rick: remarked that they have been making a lot of improvements. The renewals were resumed July 1. Most changes will affect renewals.
- Nearly a third of participants have been pre-emptively renewed.
- See presentation for information presented
- SP means Service provider:

Questions:

- James A: Have you noticed any change in the percentage breakdown by program?
- Rick D: yes, SNAP is growing because they are running renewals pre-emptively through the CalFresh data base.
- James A. Are you gaging Text messages links click-throughs?
- Rick D. Not directly, but they are tracking if people are successfully renewing on the website and can check to see how long it was after they received the text. It's something they can look into.
- Question: Are they seeing an increase in renewals as a result of the new communication and PIN efforts? Response: They will be studying this thoroughly after July1 when renewals resume.
- Question: July renewals – 260/day for renewals starting July 1. As of August 1, 7,000/day 80% wireless, 20 % landline. does that represent the Rick: how many people click links?
- Marcie E: July renewals. Would that base of population represent?
- Rick: 260 per day. We closely track this

2:38pm end.

Claims Status & TPA RFP Timeline: Hector Corral

2:39.

- Currently processing April 2022 and May 2022. As usual can email staff at lifelineclaim@cpuc.ca.gov.
- See presentation for RFP Timeline (slide)

- Current contract ends March 2023. Intent to have award notification at the end of August for new provider. Notification could extend into September.
- No gaps, no interruptions during transition period.

Questions:

David A: what triggered need for reevaluating the administrator?

Hector C: This contract requires a competitive bid process. ITSD. The contract has been extended twice to its maximum extension.

Marcie E: not all previous documentation was maintained or kept during the transition. Has the documentation process been better developed for a potential shift to a new provider?

Clover S: Yes, I put out a BCP in 2019 to add Hector and his team of three analyst to work with our IT consultant (Truecourse) to clean up all the documentation. The documentations, the BRDs, our systems operations manual have been completely updated.

Marcie E.: When will you inform SP's if there is a new TPA?

Hector C.: Almost right away once the award has been announced. Most likely early Sept. 2022. Very soon after that will be announced to SP and work with them during transition.

Jason VanArsdall (standup wireless): Will Maximus provide a specification document to the SP's? Is there a date for that document to be delivered? It's a crucial part of the process. This is part of the internal transition timeline, and we will take that into consideration and make sure the SP's received the final spec's and have time to respond.

James A: Sounds good. All aware of the debacle of the last transition and want to avoid at all costs. Looks like you all are set up for success.

Marcie E: And the one before that.

2:50 pm end.

Annual Report Planning: James Ahlstedt

2:51 pm.

James A: Ideas of forming a sub-committee for drafting the Annual report and one for file comments on the docket for the Assessment Report

Kate W. Would like to see a sub-committee filing comments on the Assessment. Worked on one before and found it super helpful.

James A: What is the max. number of people that can be on the committee?

Sindy Y: Can be up to 4 members on a sub-committee

James A. Outline what the Committee would do?

Kate W: Suggests a marketing committee

Marcie E: need to figure out what a marketing firm can do. Marketing firm know how to connect people. If we have an idea of our requirements and what we want, it will give a foundation should the commission decide to provide.

David A: Suggests an Annual Report committee

Vincent L: Suggests a Recommendations committee

Mary R: Circulate last annual report from last year

Marcie E: When is the annual report due?

James A: Due October 1st.

Mike F: Marcie E, David A: Annual report committee

Kate W, David A, Vincent L: marketing/recommendation/action items committee: Identify issues the Commission to address for LL

David A: Can someone join the committee after the meeting is adjourned if it hasn't reached max capacity (4).

Sindy Y: Yes. As long as the committee is not greater than (4) members

3:10 end

Communications Division Liaison Reports:

- **ACP Updates: Robert Sansone**
Staff is working with the commissioner to create a policy for ACP. David A.: What are the updates to ACP
Robert S: There are no real updates, that's why you missed it, David.
- **Pilot Updates: Mary Rottman**
 - **CA LL Foster Youth Integration**
A Staff report is in progress. Taking into consideration what was shared in the recent iFoster pilot workshop. Will make recommendations about the next steps for the iFoster pilot and integration of the foster youth into the LL program.

USAC Update: David Avila

See presentation.

3:25 pm end.

Fiscal Report: Lalaine Semana

N/A

- Presentation postponed due to audio & technical problems

CAB Report: Rosa Sauer

3:28pm see presentation materials

- Consumer Contact Statistics
David A. asked if calls are in relation to ACP.
Rosa S., No, spike is not attributable to ACP.
Noted that wireless consumers are getting disconnected by SP's and Maximus can provide better numbers on that issue.
One specific example is SP indicated that 1000 consumers complaining about devices not working properly. They are being disconnected and they don't know why.

3:37 pm.

Review of Administrative Committee Vacancy Status

10 open positions

- CLEC – 1 Alternate
- Small ILEC – 1 Alternate
- Consumer – 2 Alternates
- CBO – 2 Primary, 3 Alternates

- CPUC Public Advocates Office – 1 Alternate

We used to have CBOs.

Sindy Y: The conflict at the time was because of the marketing contract.

Future Meeting Date

Mary will communicate the future meeting date.

Adjournment

3:41pm

- Marcie E: Motion to adjourn
- Vincent L: Seconded the motion