



## California Public Utilities Commission

# ULTS Administrative Committee Meeting

## Meeting Minutes September 20, 2022

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

**When:** Tuesday, September 20, 2022 (12:30 p.m. – 3:30 p.m.) **Teleconference Meeting Only**

**WebEx Meeting:** [Join meeting](#)

<https://cpuc.webex.com/cpuc/j.php?MTID=mff5e5446601fc3aad26d18431a99affa>

**Call-in Number:** 1-855-282-6330 **Access Code:** 2489 153 2207 **Meeting password:** pRSCyuMy683

## Agenda

12:30 p.m. – 12:40 p.m.	<b>Introduction: David Avila, Chair</b>
12:40 p.m. – 12:45 p.m.	<b>Welcome: Commissioner Genevieve Shiroma</b>
12:45 p.m. – 12:55 p.m.	<b>Approval of Minutes: Committee reviews and approves the last meeting minutes prepared by the Communications Division (CD)</b>
12:55 p.m. – 1:00 p.m.	<b>Public Comments</b>
1:00 p.m. – 1:40 p.m.	<b>3<sup>rd</sup> Party Administrator - Maximus Report: Kim Dans, Jim Graettinger</b> <ul style="list-style-type: none"><li>• Preemptive Recertification – Final Results</li><li>• Renewal Process Resumption – Observations</li><li>• CalFresh Confirm Updates</li><li>• Completed and Upcoming Initiatives</li><li>• Program &amp; Operation Reports</li></ul>
1:40 p.m. – 1:45 p.m.	<b>Claims Status &amp; TPA Timeline: Kathrin Tawfik</b>
1:45 p.m. – 2:00 p.m.	<b>USAC Update: David Avila</b>
2:00 p.m. – 2:10 p.m.	<b>Communication Division Liaison Reports: Robert Sansone</b> <ul style="list-style-type: none"><li>• ACP Updates</li><li>• Pilot Updates</li></ul>

2:10 p.m. – 2:40 p.m.	<b>Committee Work: David Avila &amp; Marcie Evans</b> <ul style="list-style-type: none"> <li>• New Agenda Format</li> <li>• Annual Report – Oct 1 Due Date</li> <li>• CSUS Assessment Report Comments (informal subcommittee)</li> </ul>
2:40 p.m. – 2:50 p.m.	<b>CAB Report: Rosa Sauer</b> <ul style="list-style-type: none"> <li>• Consumer Contact Statistics</li> </ul>
2:50 p.m. – 2:55 p.m.	<b>Fiscal Report: Lalaine Semana</b>
2:55 p.m. – 3:00 p.m.	<b>Review of Administrative Committee Vacancy Status</b> <ul style="list-style-type: none"> <li>• 11 open positions <ul style="list-style-type: none"> <li>○ CLEC – 1 Alternate</li> <li>○ Small ILEC – 1 Alternate</li> <li>○ Consumer – 2 Alternates</li> <li>○ CBO – 2 Primary, 3 Alternates</li> <li>○ CPUC Public Advocates Office – 1 Primary, 1 Alternate</li> </ul> </li> </ul>
3:05 p.m. – 3:10 p.m.	<b>Future Meeting Date – December 2022 TBD</b>
3:10 p.m. – 3:30 p.m.	<b>Open discussion and Adjournment</b>

## 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	----- -----	Public Advocates Office

## Meeting Minutes – ULTS-AC Meeting – September 20, 2022 12:30 pm – 3:30 pm

**Attendees: 7 primary members and 4 alternates present**

**Primary members:** Michael Foreman, Linda Lassen, Marcie Evans, David Avila, Kate Woodford, Vinhcent Le, Cesar Motts

**Alternates:** Charlie Born, Alex Gudkov, Brian Winic,

**Other Attendees:** Joseph Haga, Mary Rottman, Christopher Bartulo, Lisa Bass, Ed Charkowicz, Danielle Perry, Erin, Han Eysenbach, Jim Graettinger, Brent Jolley, Kellie Jones, Judy Holliday, Kim Dans, Sandy Lam, Tina Lee, Methmini Wijesinghe National Diversity Coalition, Rebecca Amissah-McKinney, Rick DiLollo, Robert Sansone, Rosa Sauer, Antoinette Siguenza, Kathrin Tawfik, Danyel Cordoba, Vanessa Garcia, Chari Worster, Cheryl Wynn, Sindy Yun, Shiroma, Andre Chapple

**Introduction:** David Avila – Opening remarks

**Welcome:** Commissioner Genevieve Shiroma – Opening remarks

### **Approval of Minutes:**

- David Avila – Motion to approve
- Motion approved by the members

### **Public Comments:**

- No comments

## **3rd Party Administrator - Maximus Report: Kim Dans, Jim Graettinger**

- See presentation #3 Maximus CA LifeLine
  - Preemptive Recertification – Final Results
  - Renewal Process Resumption – Observations
  - CalFresh Confirm Updates
  - Completed and Upcoming Initiatives
  - Program & Operation Reports
  - Questions / Comments
    - David: What percentage of the group was confirmed through the process?
      - Jim: Mid 30%.
    - Marcie: For the customers who were pre-emptively renewed, will they keep their initial anniversary date, or will their anniversary date be readjusted to June 30?

- Jim: If customers matched, their anniversary date stays static.
- David: Providers who do not currently use SPIA, will their customers be able to take advantage of the CalFresh recertification process?
  - Jim: For purpose of the renewal process, they are fine. We check all the customers whether the providers use SPIA or not.

### Claims Status & TPA Timeline: Kathrin Tawfik

See presentation #4 Claim Status TPA Timeline

- Questions:
  - David: Should we anticipate any impact on customers even if Maximus remains TPA?
    - Kathrin: The only impact that will be felt is internal. There should be no impact on external/customers.
    - Robert: That is the goal. Regardless of who the underlying TPA is during the transition, there is no impact on the consumer.

### USAC Update: David Avila

See presentation: Federal LifeLine Update

- Questions:
  - Robert: What support can we provide to this issue (LifeLine National Verifier)?
    - David: There is no action item here.
  - Cesar: We heard that FCC has money to provide to nonprofits for outreach for ACP. Do you know when that money will be available?
    - David: Yes, I am aware that there is money being available to consumer groups and other marketing outreach. I will need to research the steps the consumer group will have to do to avail themselves of this funding for outreach for ACP. This funding is not available to SP but available to consumer groups.
    - Danielle: The FCC has been receiving applications and you may find further information on how to enroll on the USAC website.

### Communication Division Liaison Reports: Robert Sansone

- ACP Updates
  - Commissioner is holding the PD currently and there are no further updates.
- Pilot Updates - iFoster
  - Staff is working on a proposal to extend the pilot and incorporate work and state

processing to pull an RFP and find a TPA.

### Committee Work: David Avila & Marcie Evans

- New Agenda Format
  - Admin topics
  - Realign our meeting agenda.
  - Circulate an agenda format.
  - How can we ensure participation in this meeting?
  - The program stays relevant and grows.
  - Create program alerts or new news.
  - Kick it off in the next meeting (December).
- Annual Report – Oct 1 Due Date
- CSUS Assessment Report Comments (informal subcommittee)

### CAB Report: Rosa Sauer

- Consumer Contact Statistics

See presentation #5 CAB Quarterly LifeLine Report

### Fiscal Report: Lalaine Semana

See Fiscal Report.

- Total Revenue: \$272,472,851
- Total Appropriation: \$306,927,497
- Remaining / Available Appropriation: \$68,601,533
- Total Available Cash as of June 30, 2022: \$422,653,213
  
- Questions
  - David: Do you track this against a budget?
    - Lalaine: Yes, I compare the expenditure against the budget.
  - David: Are we on budget at this point?
    - Lalaine: Yes, we are as of June 30, 2022, we have an available appropriation of \$68 million.

### Review of Administrative Committee Vacancy Status

- 11 open positions

- o CLEC – 1 Alternate
- o Small ILEC – 1 Alternate
- o Consumer – 2 Alternates
- o CBO – 2 Primary, 3 Alternates
- o CPUC Public Advocates Office – 1 Primary, 1 Alternate

Pastor Andre Chapple is nominated to join the committee as a CBO and gives an introduction of himself and responds to questions from the committee members.

Questions:

- David: Have you been familiar with LifeLine?
  - o Pastor Andre: I've been familiar with LifeLine for many years.
- David: What are your recommendations?
  - o Pastor Andre: Just marketing.
- David: Do you collaborate with other ministries in California?
  - o Pastor Andre: Locally we're connected with the Baptist Minister Conference. Nationally with the United Covenant Church.
- Antoinette: Can you provide feedback from your constituents and the experience they have getting into the LifeLine program?
  - o Pastor Andre: At this point, there is nothing I can share but it would be nice if members of the committee can come over and visit the community.

Mary requests for Andre to disconnect while a vote is taken – Unanimous decision to vote Andre Chapple onto the committee.

**Future Meeting Date – December 2022 TBD**

Meeting adjourned: 3:08 pm.