

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

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

June 13, 2019



Executive Summary

- Program Participation as of May 2019 - 1.73 Million
 - Down 0.97% from January 2019 - 1.71 Million
- Average Qualification Rate for Applications as of May 2019 - 70.5%
 - Down from January 2019 - 83.0%
- Average Renewal Rate as of May 2019 - 26.0%
 - Down from January 2019 - 48.0%
- Average Forms Processing Turnaround Time
 - Cumulative since TPA Transition - 3.22 Days
 - Cumulative since May 1st, 2019 - 2.85 Days

TPA Transition Summary

- Key Dates

- TPA Transition – April 1st, 2019
- Text Reminders Live – May 22nd, 2019
- Automated Image Exchange Functionality – June 24th, 2019
- SMS Text (Custom Link) – June 24th, 2019
- CAB Overturn – June 24th, 2019

- Key Initiatives

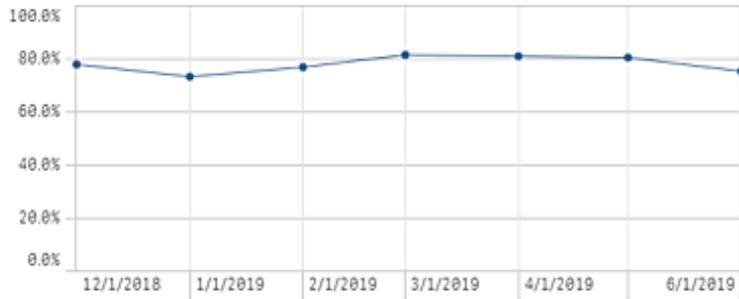
- Upcoming series of releases.
- Ongoing work towards resolution of cutover issues.

Response & Approval Rates – All Forms

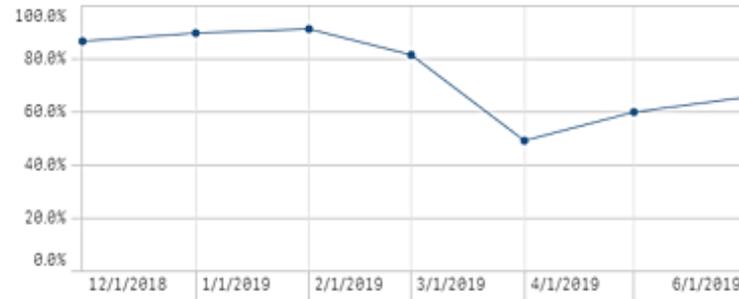
Total Responded
1,441,844 73.8%
% Approved Decisions

Total Approved
1,043,590 56.3%
% Qualified or Renewed

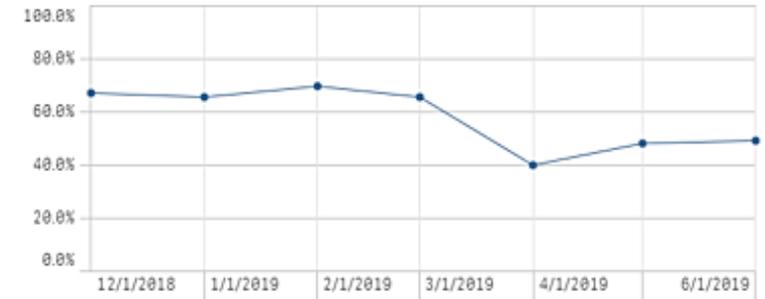
% Responded
 By Rolling 6 Decision Months



% Approved
 By Rolling 6 Decision Months



% Qualified or Renewed
 By Rolling 6 Decision Months



Completed Activities Report
 By Rolling 6 Decision Months

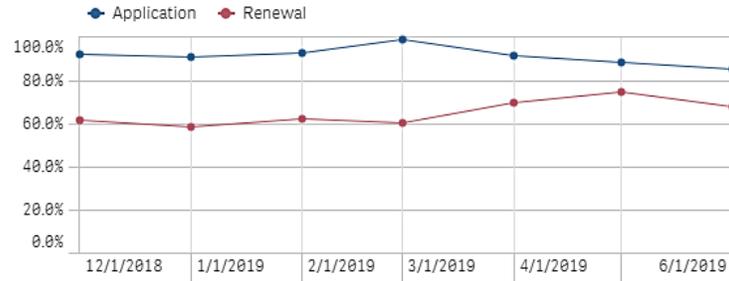
Month Year	# Total	# Responded	# Approved	% Responded	% Approved	% Qualified or Renewed
Totals	1,852,056	1,441,844	1,043,590	77.9%	72.4%	56.3%
Dec 2018	253,235	195,296	168,068	77.1%	86.1%	66.4%
Jan 2019	269,662	196,248	174,765	72.8%	89.1%	64.8%
Feb 2019	224,723	171,472	155,362	76.3%	90.6%	69.1%
Mar 2019	263,539	212,212	171,573	80.5%	80.8%	65.1%
Apr 2019	313,303	251,181	122,320	80.2%	48.7%	39.0%
May 2019	406,728	325,159	192,997	79.9%	59.4%	47.5%
Jun 2019	120,866	90,276	58,505	74.7%	64.8%	48.4%

Response & Approval Rates – Application & Renewal Forms

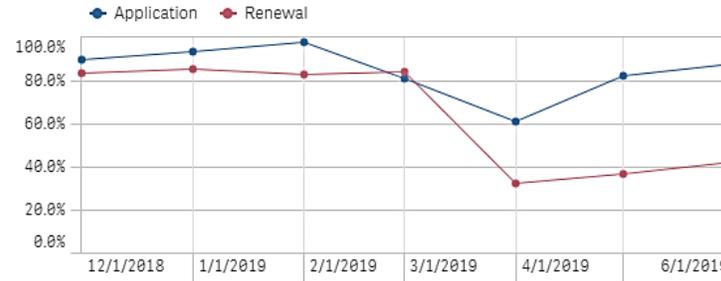
Approved Applications
697,294 ^{74.3%}
% Qualified

Approved Renewals
346,296 ^{37.9%}
% Renewed

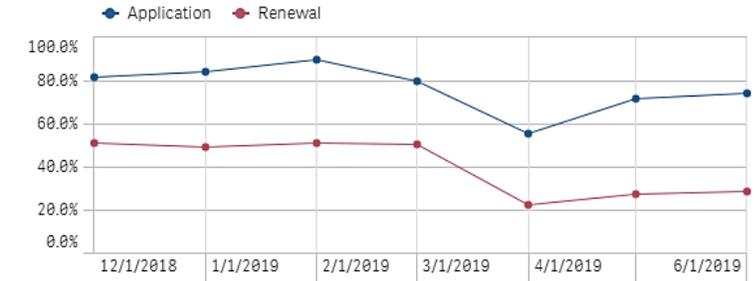
% Responded
 By Rolling 6 Decision Months



% Approved
 By Rolling 6 Decision Months



% Qualified or Renewed
 By Rolling 6 Decision Months



Applications Activities Report
 By Rolling 6 Decision Months

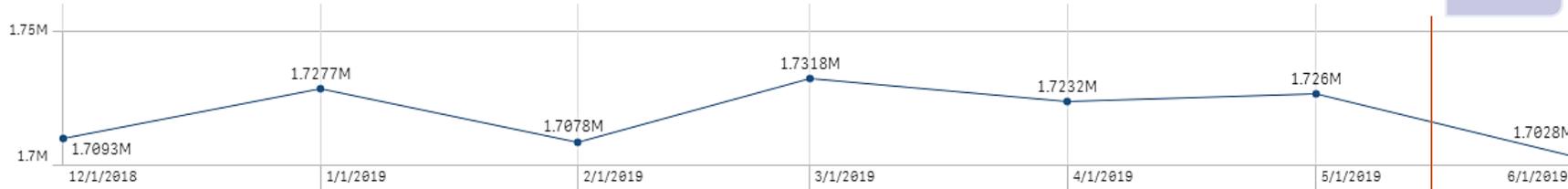
Month Year Q	# Total	# Responded	# Approved	% Responded	% Approved	% Qualified
Totals	939,038	851,305	697,294	90.7%	81.9%	74.3%
Dec 2018	137,152	124,750	110,150	91.0%	88.3%	80.3%
Jan 2019	129,309	116,003	107,347	89.7%	92.5%	83.0%
Feb 2019	110,662	101,633	98,142	91.8%	96.6%	88.7%
Mar 2019	143,693	140,923	112,663	98.1%	79.9%	78.4%
Apr 2019	168,249	151,706	91,384	90.2%	60.2%	54.3%
May 2019	194,179	169,296	136,926	87.2%	80.9%	70.5%
Jun 2019	55,794	46,994	40,682	84.2%	86.6%	72.9%

Renewals Activities Report
 By Rolling 6 Decision Months

Month Year Q	# Total	# Responded	# Approved	% Responded	% Approved	% Renewed
Totals	913,018	590,539	346,296	64.7%	58.6%	37.9%
Dec 2018	116,083	70,546	57,918	60.8%	82.1%	49.9%
Jan 2019	140,353	80,245	67,418	57.2%	84.0%	48.0%
Feb 2019	114,061	69,839	57,220	61.2%	81.9%	50.2%
Mar 2019	119,846	71,289	58,910	59.5%	82.6%	49.2%
Apr 2019	145,054	99,475	30,936	68.6%	31.1%	21.3%
May 2019	212,549	155,863	56,071	73.3%	36.0%	26.4%
Jun 2019	65,072	43,282	17,823	66.5%	41.2%	27.4%

Program Participation – Enrolled, Approved, & Transferred Customers

Enrolled Customers (Service Terms)

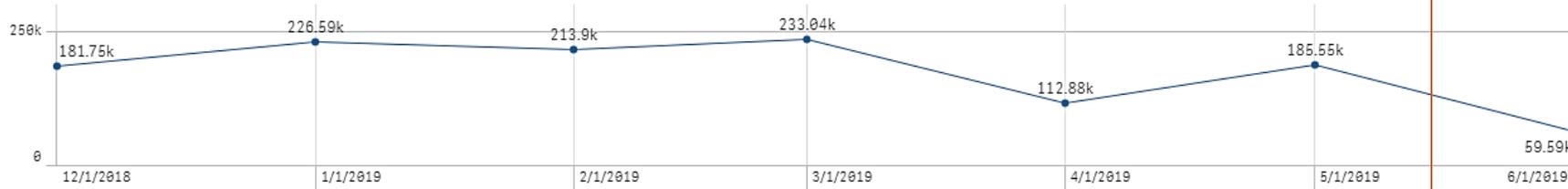


Count of distinct ServiceTermIDs

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

Approved Customers (Service Terms)

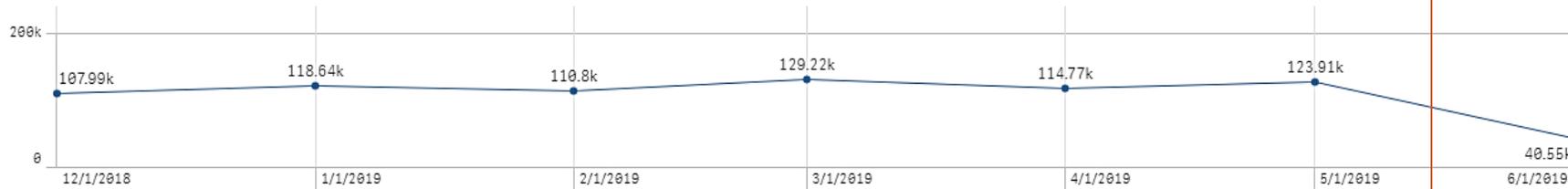


Count of distinct ServiceTermIDs

Decision = Approved

Based on Decision Dates

Transferred Customers (Service Terms)



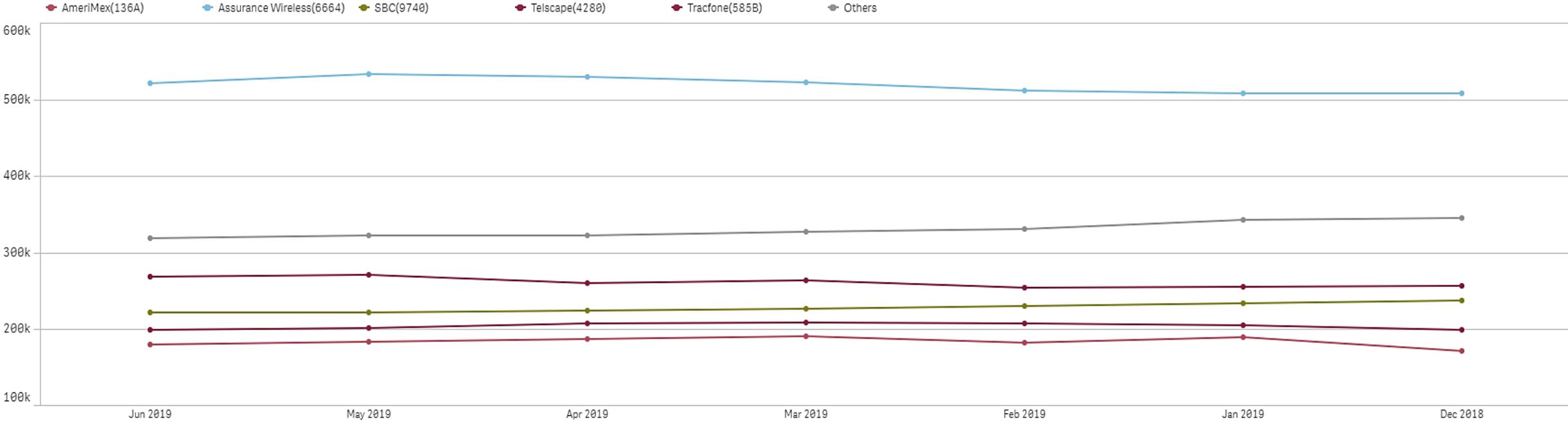
Count of distinct ServiceTermIDs

EventTypdeCode = 544 (Transfer - Carrier Lost)

Based on Event Date as Transfer Date

Participation by Service Provider

Application Summary by Service Provider (Service Terms)

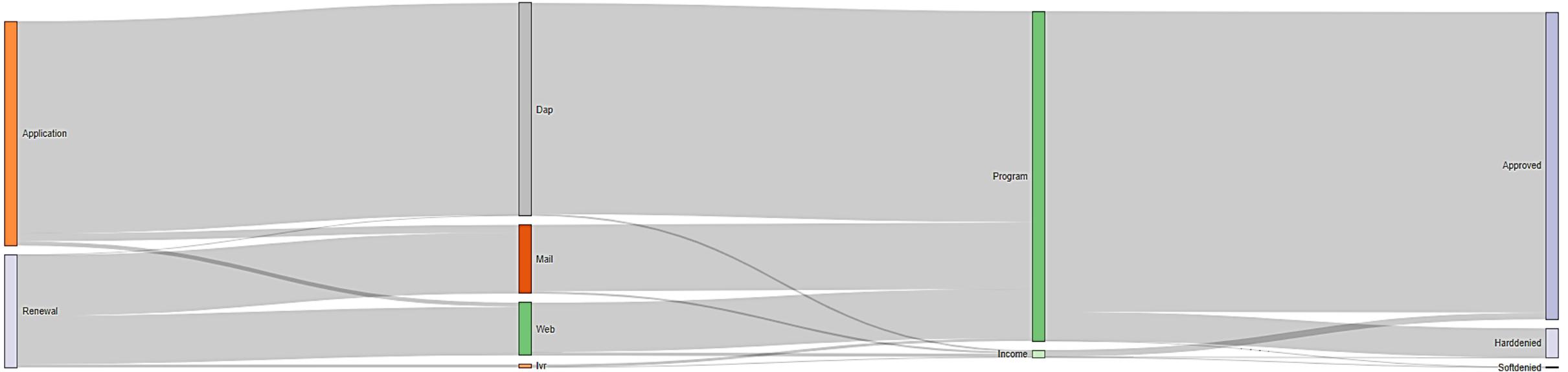


Application Summary by Service Provider (Service Terms)

Service Provider	Jun 2019	May 2019	Apr 2019	Mar 2019	Feb 2019	Jan 2019	Dec 2018
Others	496,813	503,280	506,721	515,283	510,116	529,982	513,864
Assurance Wireless(6664)	520,745	531,695	528,518	521,835	510,533	507,473	506,960
SBC(9740)	219,907	221,027	222,638	225,272	228,825	232,374	235,794
Telscape(4280)	197,873	199,972	206,135	207,197	205,660	203,764	197,202
Tracfone(585B)	267,503	270,011	259,156	262,251	252,700	254,087	255,511

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	674,068	742,278	10,007	247,109	178,594
Application	149,777	740,449	-	33,492	15,320
Renewal	524,291	1,829	10,007	213,617	163,274

Submission Type : Income or Program

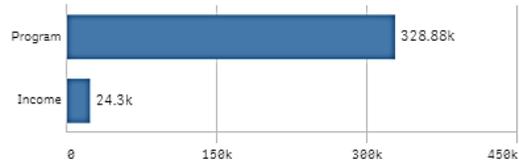
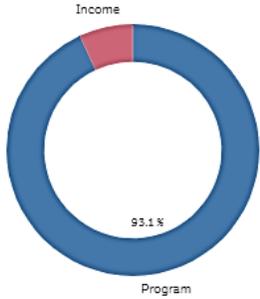
Submission Type	Income or Program	
	Income	Program
Totals	24,538	1,827,518
-	-	674,068
Dap	5,926	736,352
Ivrr	521	9,486
Mail	6,981	240,128
Web	11,110	167,484

Income or Program : Decision

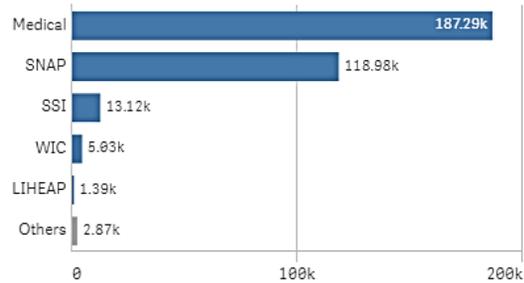
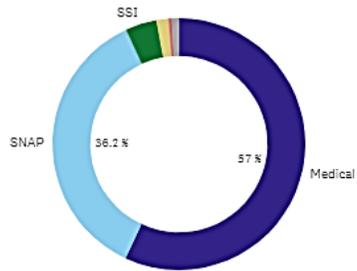
Income or Program	Decision		
	Approved	Harddenied	Softdenied
Totals	1,043,590	571,632	236,834
Income	24,160	134	244
Program	1,019,430	571,498	236,590

Enrollment Eligibility Method (April to Present)

Enrollment by Income or Program



Program Participation Details



Enrollment by Income or Program

By Rolling 6 Months, Includes All Decisions

Eligibility <input type="text"/>	Submission Type <input type="text"/>				
	Totals	Dap	Ivr	Mail	Web
Totals	352,682	254,689	2,075	44,248	52,148
FDPIR	22	8	-	8	6
FederalIncome	14,130	3,947	304	3,342	6,620
HSTO	92	9	-	80	3
IndAff	33	2	2	27	2
LIHEAP	1,388	39	34	854	462
Medical	187,275	128,027	822	27,996	30,706
NSLP	800	54	17	332	400
S8	969	126	19	448	382
SNAP	118,966	111,969	367	2,417	4,239
SSI	13,118	4,675	146	4,889	3,454
StateIncome	10,170	1,783	266	3,345	4,812
TANF	18	2	-	12	4
TANFETC	331	152	-	26	153
VSPBP	345	171	4	92	78
WIC	5,025	3,725	94	380	827

*Eligibility - Program or Income selected during decision

Approvals Qualified (Inward/Outward)

Approvals (Qualified) Report Inward/Outward - May 2019

Prior Month Ending Bal	Variance	Beginning Bal	Inward	Outward	Ending Bal	Pending Apps
1,723,168	4,636	1,727,804	310,921	312,740	1,725,985	43,418

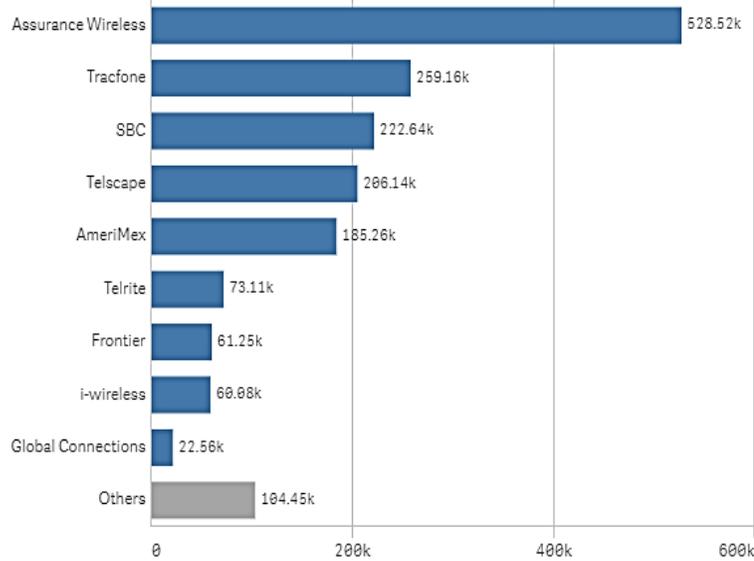
Beginning Balance
1,727,804^{0.27%}
% Variance

* Excludes Inactive Carriers

% Variance: Variance / Prior Month Ending Bal

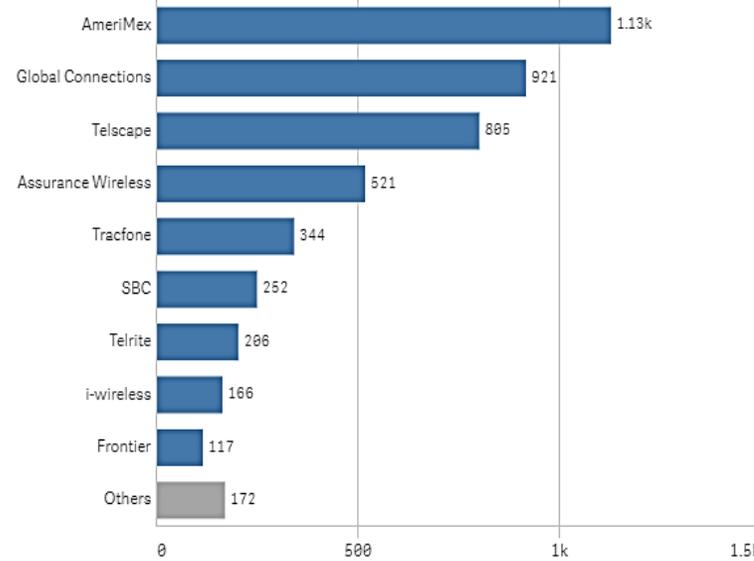
Top 10 Ending Balance

By Prior Month, Carrier, and # Subscriber IDs



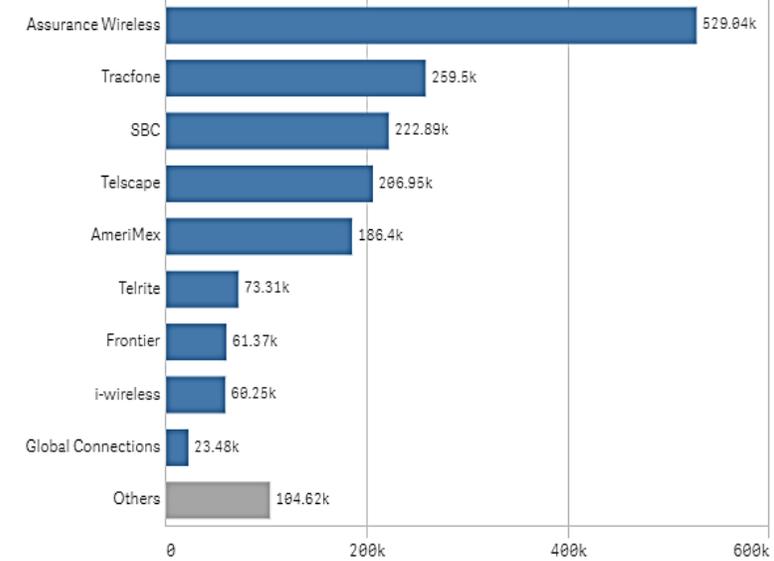
Top 10 Variance

By Carrier, and # Subscriber IDs



Top 10 Beginning Balance

By Current Month, Carrier, and # Subscriber IDs



* Based on Service Start/End Dates

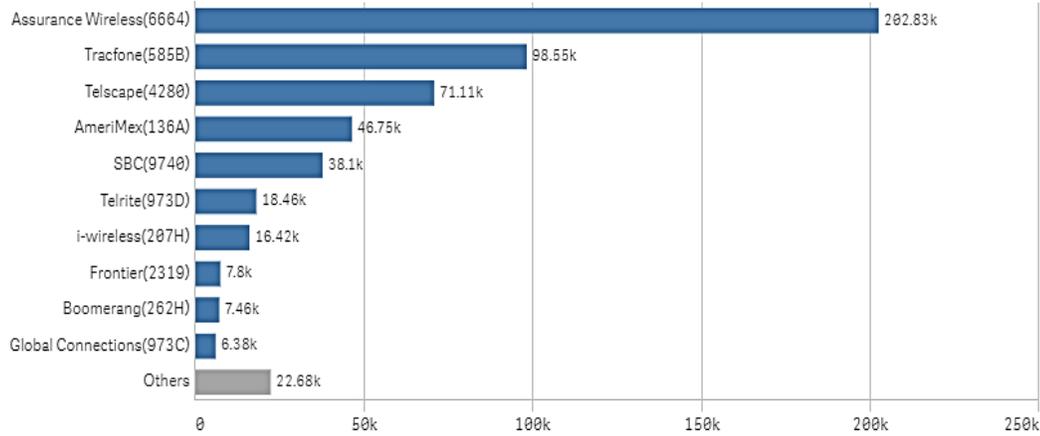
Beginning Balance - Prior Month Ending Balance

End of Month Balance + Outward - Inward

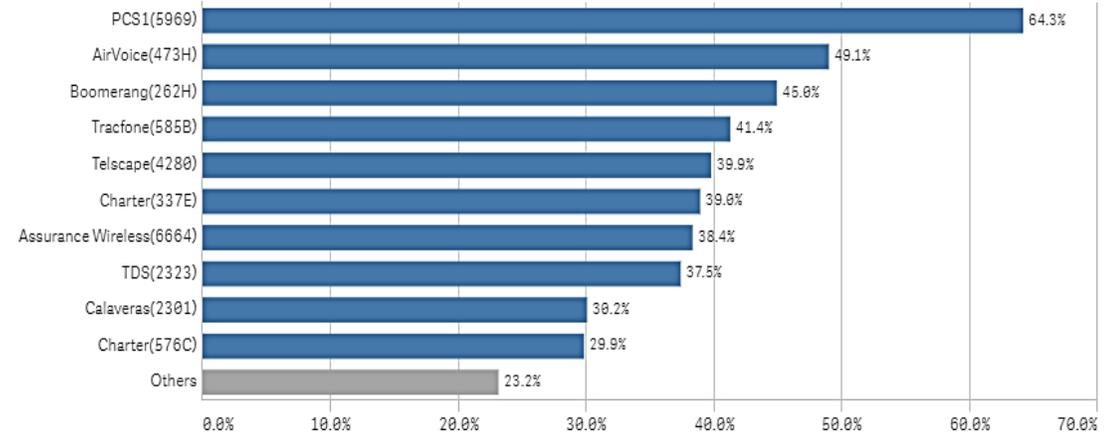
Top Denials by Service Provider Codes

Total Forms
1,852,056
42.7%
% Denied

Top 10: # Denied
By Service Provider and Rolling 6 Decision Months



Top 10: % Denied
By Service Provider and Rolling 6 Decision Months



Denied

Denied / # Total

Denial Summary by Application Type & Denial Codes

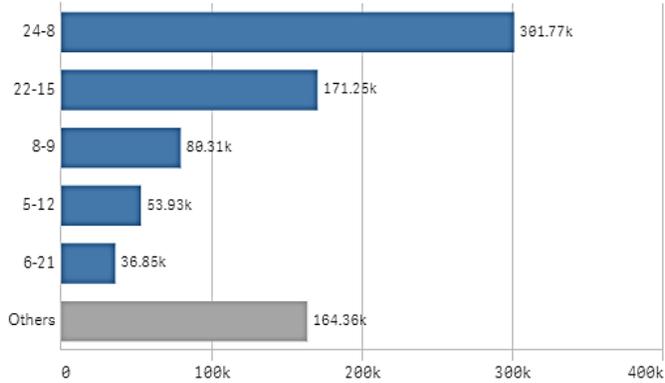
Includes All Review Types - Application Forms

Application For...	Values		Month Year		% Denied								# Total							
	Totals	Jun 2019	May 2019	Apr 2019	Mar 2019	Feb 2019	Jan 2019	Dec 2018	Totals	Jun 2019	May 2019	Apr 2019	Mar 2019	Feb 2019	Jan 2019	Dec 2018				
Totals	43.7%	51.6%	52.5%	61.0%	34.9%	30.9%	35.2%	33.6%	1,852,056	120,866	406,728	313,303	263,539	224,723	269,662	253,235				
Application	23.2%	25.2%	28.4%	42.9%	15.9%	10.4%	15.0%	16.3%	901,518	53,993	190,628	159,167	132,918	108,632	125,316	130,864				
IDVApplication	87.9%	82.7%	87.7%	95.0%	91.6%	57.7%	78.0%	89.2%	37,520	1,801	3,551	9,082	10,775	2,030	3,993	6,288				
IDVRenewal	56.6%	62.2%	63.5%	69.9%	53.5%	52.8%	48.0%	50.5%	37,271	5,371	7,909	2,645	4,189	5,756	6,117	5,284				
Renewal	62.3%	73.5%	74.0%	78.8%	50.7%	49.7%	52.1%	50.1%	875,747	59,701	204,640	142,409	115,657	108,305	134,236	110,799				

Top 5 Denials Codes by New Applications and Renewals

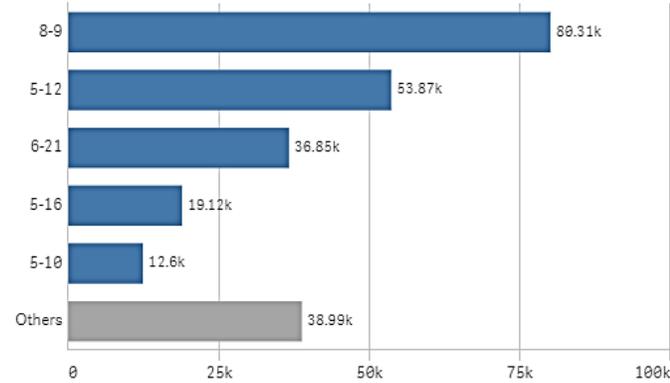
Top 5 Denial Codes

By Rolling 6 Decision Months



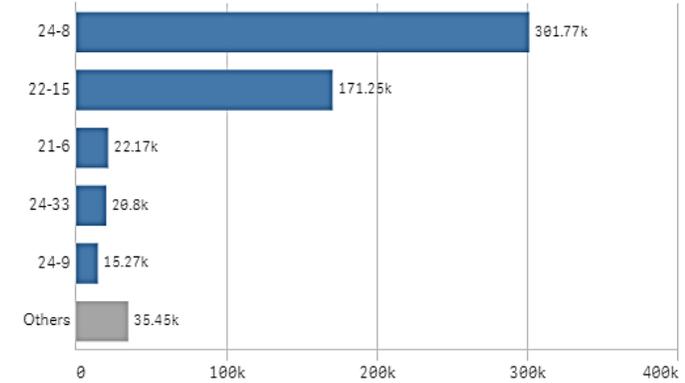
Applications: Top 5 Denial Codes

By Rolling 6 Decision Months



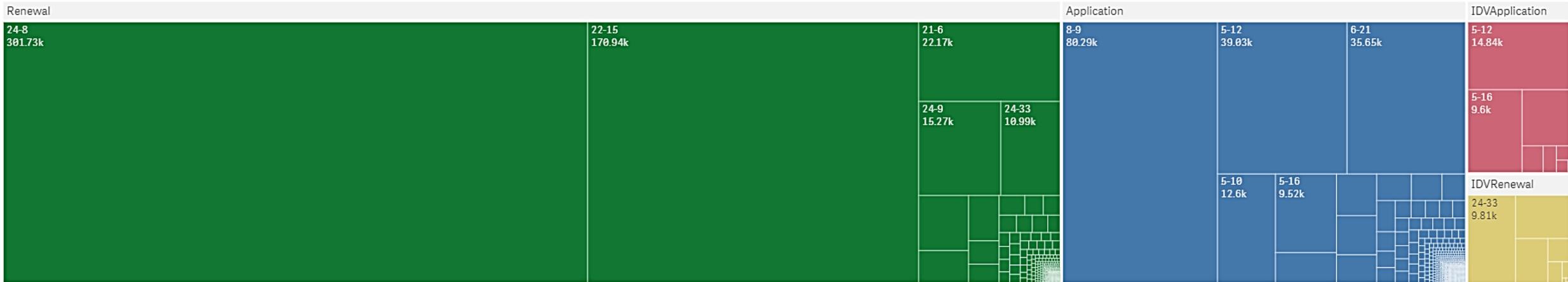
Renewals: Top 5 Denial Codes

By Rolling 6 Decision Months



Applications & Renewals Denial Codes

By Rolling 6 Decision Months

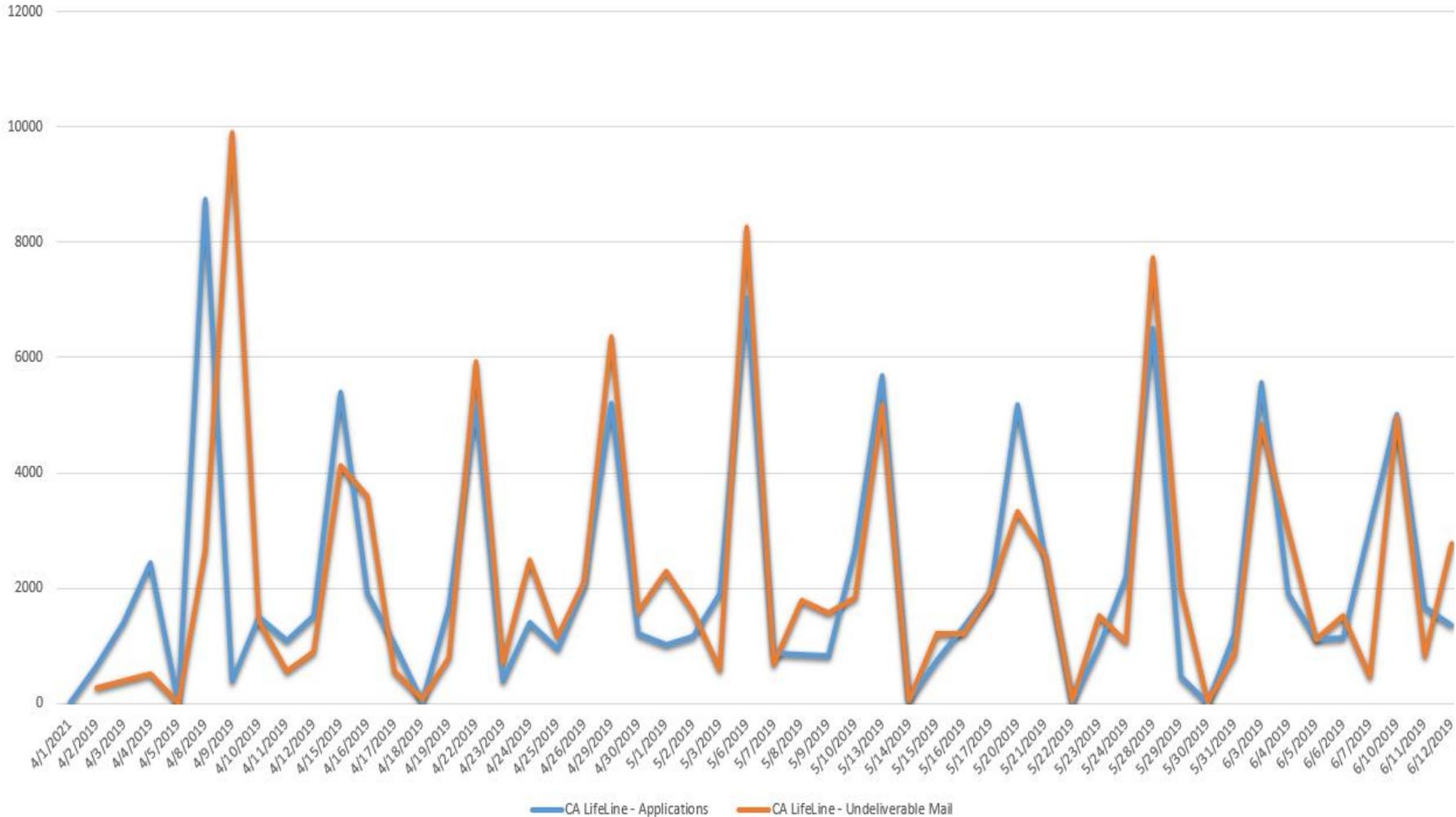


Denial Code Descriptions

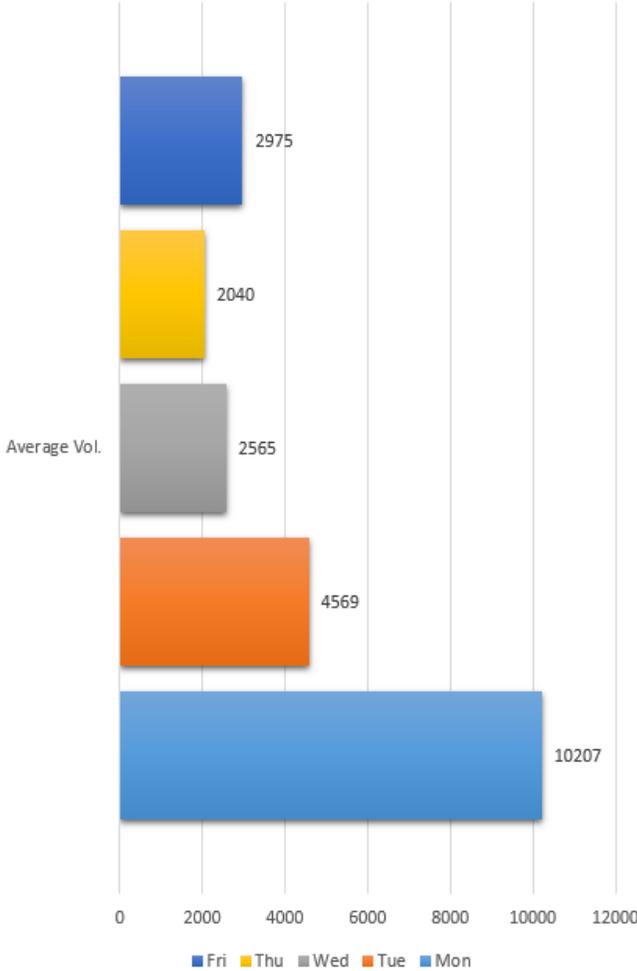
Denial Code	Type	Form	Decision Source	Description
24-8	Hard Denial	Renewal	System	We do not have evidence that the Renewal Form was returned to us.
22-15	Correctable Denial	Renewal	System	We do not have evidence that the Renewal Form was returned to us.
8-9	Hard Denial	Application	System	We do not have evidence that the Application Form was returned to us.
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.
5-16	Hard Denial	Application	System	We do not have evidence that the identity documentation and ID Authentication Form were submitted 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
21-6	Hard Denial	Renewal	System	Your form was returned as non-deliverable (a letter will not be generated for this reason).
24-33	Hard Denial	Renewal	System	We do not have evidence that the identity documentation and ID Authentication Form were submitted to us.
24-9	Hard Denial	Renewal	System	Your form was returned as non-deliverable (a letter will not be generated for this reason).

Mail – April-to-Date

CA LifeLine Mail



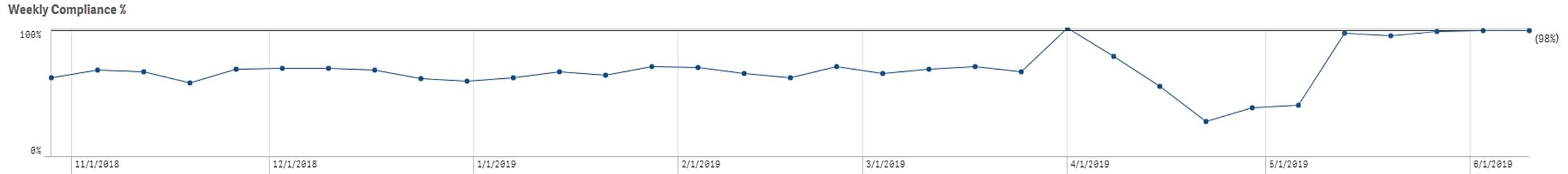
Average by Day



Processing Throughput

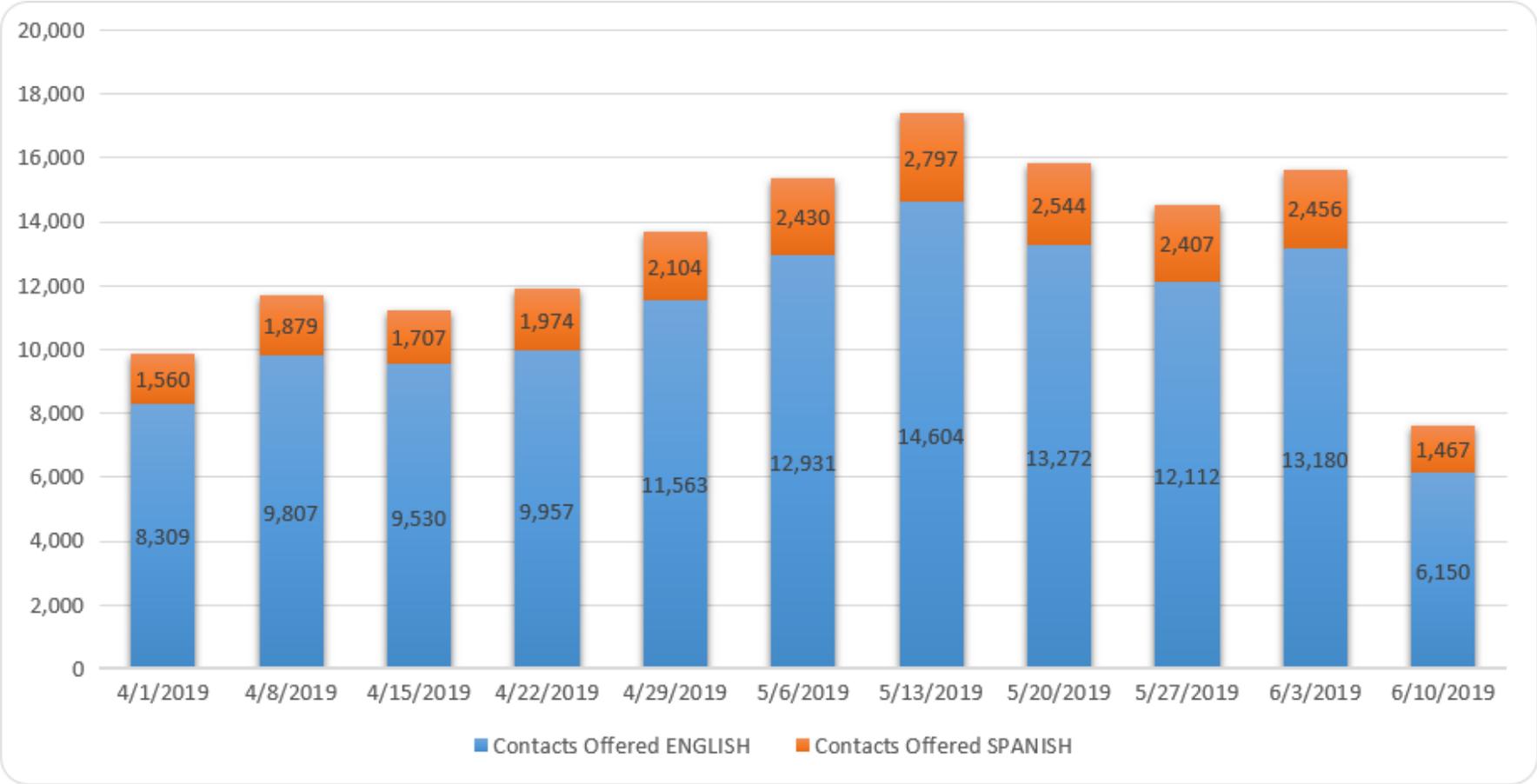
Manual Reviews
1,718,638

Avg SLA Days
2.53^{67%}
% Compliance

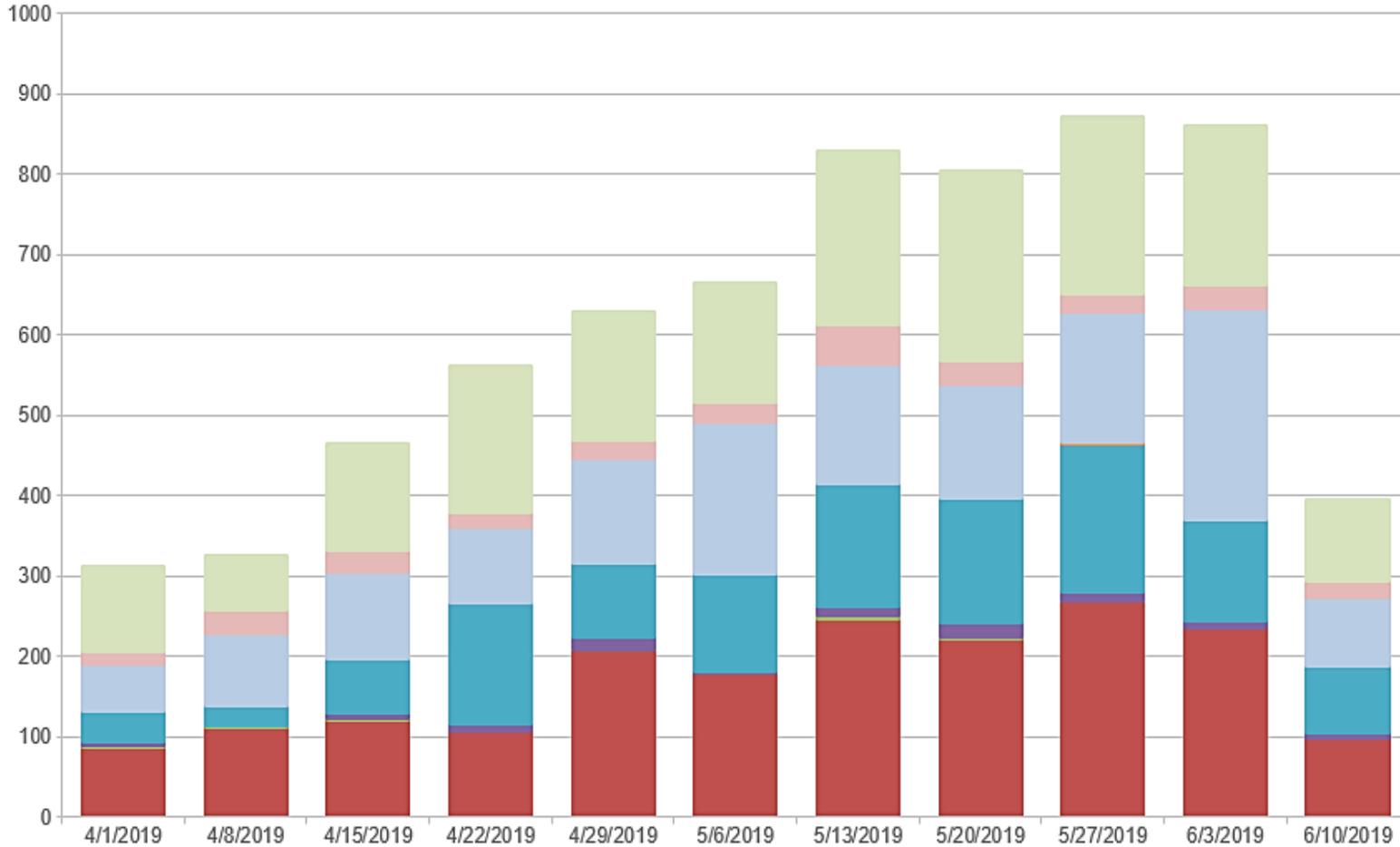


Call Volumes – English & Spanish

Week Start Date (Monday)	Contacts Offered	
	ENGLISH	SPANISH
04/01/19	8,309	1,560
04/08/19	9,807	1,879
04/15/19	9,530	1,707
04/22/19	9,957	1,974
04/29/19	11,563	2,104
05/06/19	12,931	2,430
05/13/19	14,604	2,797
05/20/19	13,272	2,544
05/27/19	12,112	2,407
06/03/19	13,180	2,456
06/10/19	6,150	1,467



Call Volumes – Asian Languages

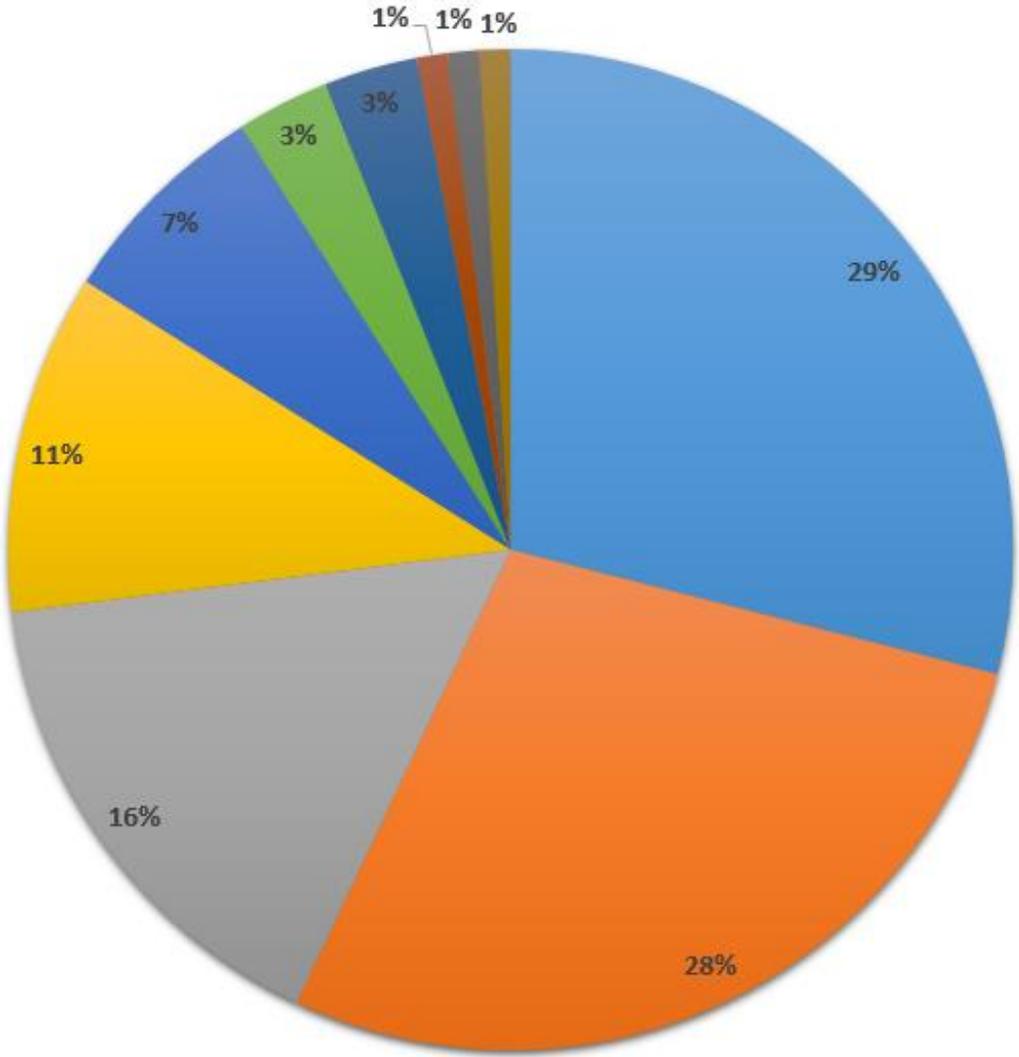


- Contacts Offered VIETNAMESE
- Contacts Offered TAGALOG
- Contacts Offered MANDARIN
- Contacts Offered LAOTIAN
- Contacts Offered KOREAN
- Contacts Offered JAPANESE
- Contacts Offered HMONG
- Contacts Offered CANTONESE
- Contacts Offered CAMBODIAN

Week Start Date (Monday)	Contacts Offered								
	CAMBODIAN	CANTONESE	HMONG	JAPANESE	KOREAN	LAOTIAN	MANDARIN	TAGALOG	VIETNAMESE
04/01/19		86	3	4	38		59	17	104
04/08/19	3	109	3		24		90	29	67
04/15/19		121	1	7	68		107	27	133
04/22/19	1	106		9	150		94	18	183
04/29/19	1	207	1	14	93	1	130	22	159
05/06/19	1	177		4	120		190	25	147
05/13/19	2	244	5	12	153		148	49	216
05/20/19	2	219	4	16	157		140	30	236
05/27/19	1	268	1	10	185	1	163	23	220
06/03/19		235		9	126		263	29	198
06/10/19	1	98		5	84		86	20	101

Call Reasons

- Application/Renewal Status Update
- Service Provider Inquiry
- Program/Policy Question
- Renewal by Phone
- Application Request
- IDV Questions
- Program Removal
- Escalation
- Transfer Questions
- Reprint Request



Thank You

Q&A