

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

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

March 5th, 2020



Executive Summary

- Program Participation – 1.59 Million Subscribers
 - Change of -1.3% from November 2019
- Average Qualification Rate for Applications – 88.3%
 - Change of 1.5% from November 2019
- Average Renewal Rate - 51.0%
 - Change of 13.2% from November 2019
- Average Forms Processing Turnaround Time
 - Average SLA Days August 2019 – February 2020: 2.0
 - Average SLA Days in February: 1.5
 - Manual Reviews to-date: 1,259,187
 - Manual Reviews in February: 101,459

As of February 21st, 2020

TPA Summary

- Key Initiatives

- Cleanup activities
 - Pending response forms
 - Ineligible subscriber transfers
- Form 555 reporting data
- USAC True-up reporting
- Operational enhancements
- ImageX process
- Data Synchronization follow through

Response & Approval Rates – Application & Renewal Forms

Total Responded

1,324,173 92.6%
% Qualified or Renewed

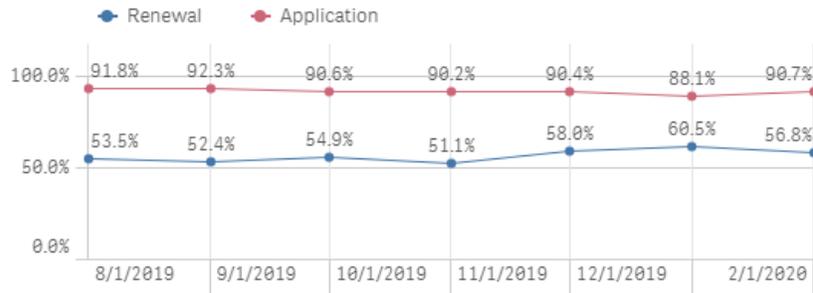
Approved Applications

845,057 87.5%
% Qualified

Approved Renewals

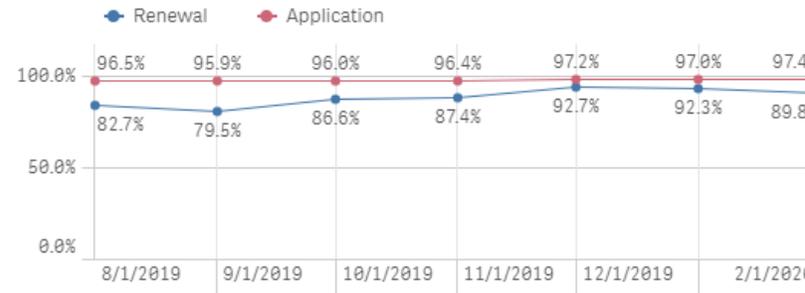
388,536 47.5%
% Renewed

% Responded
By Rolling 6 Decision Months



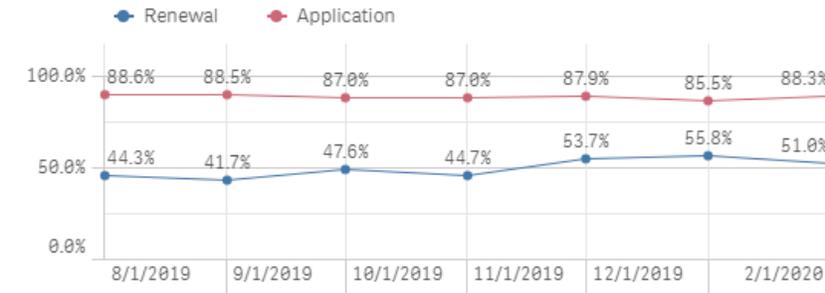
Responded / # Total

% 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	# Total	# Responded	# Approved	% Responded	% Approved	% Qualified
Totals	965,550	874,922	845,057	90.6%	96.6%	87.5%
Aug 2019	163,712	150,286	145,041	91.8%	96.5%	88.6%
Sep 2019	151,989	140,320	134,553	92.3%	95.9%	88.5%
Oct 2019	151,308	137,038	131,621	90.6%	96.0%	87.0%
Nov 2019	122,723	110,754	106,728	90.2%	96.4%	87.0%
Dec 2019	129,888	117,359	114,122	90.4%	97.2%	87.9%
Jan 2020	150,929	133,037	129,081	88.1%	97.0%	85.5%
Feb 2020	95,001	86,128	83,911	90.7%	97.4%	88.3%

Renewals Activities Report
By Rolling 6 Decision Months

Month Year	# Total	# Responded	# Approved	% Responded	% Approved	% Renewed
Totals	817,298	449,251	388,536	55.0%	86.5%	47.5%
Aug 2019	188,822	101,051	83,571	53.5%	82.7%	44.3%
Sep 2019	142,572	74,771	59,411	52.4%	79.5%	41.7%
Oct 2019	122,575	67,280	58,294	54.9%	86.6%	47.6%
Nov 2019	91,843	46,942	41,008	51.1%	87.4%	44.7%
Dec 2019	102,916	59,651	55,290	58.0%	92.7%	53.7%
Jan 2020	103,594	62,627	57,805	60.5%	92.3%	55.8%
Feb 2020	64,976	36,929	33,157	56.8%	89.8%	51.0%

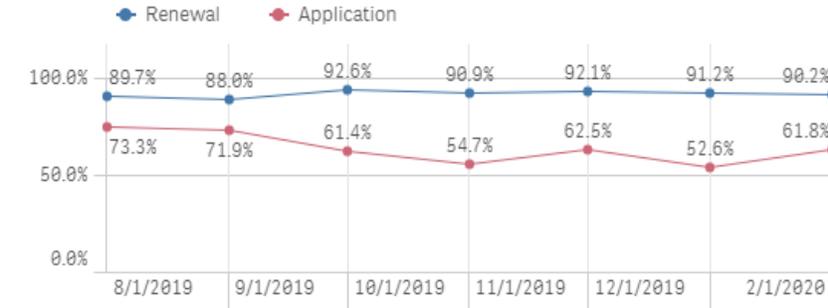
Wireline: Response & Approval Rates – Application & Renewal Forms

Total Responded
229,806^{95.6%}
 % Qualified or Renewed

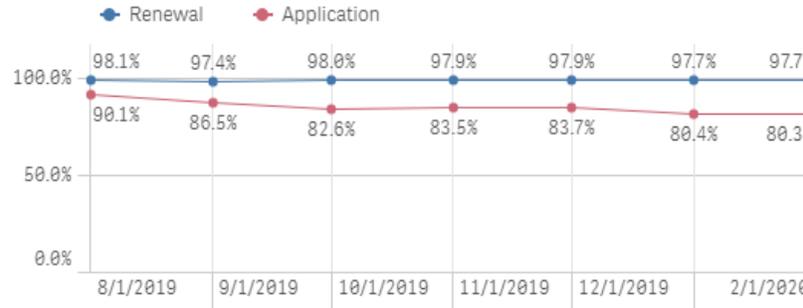
Approved Applications
31,044^{54.4%}
 % Qualified

Approved Renewals
189,128^{88.6%}
 % Renewed

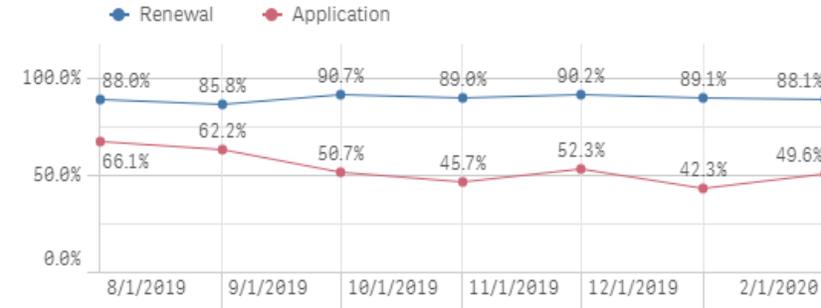
% Responded
 By Rolling 6 Decision Months



% Approved
 By Rolling 6 Decision Months



% Qualified or Renewed
 By Rolling 6 Decision Months



Responded / # Total

Qualified or Renewed / # Responded

Qualified or Renewed / # Total

Applications Activities Report
 By Rolling 6 Decision Months

Month Year	# Total	# Responded	# Approved	% Responded	% Approved	% Qualified
Totals	57,021	36,529	31,044	64.1%	85.0%	54.4%
Aug 2019	10,986	8,057	7,262	73.3%	90.1%	66.1%
Sep 2019	11,479	8,258	7,143	71.9%	86.5%	62.2%
Oct 2019	9,552	5,867	4,845	61.4%	82.6%	50.7%
Nov 2019	6,641	3,634	3,036	54.7%	83.5%	45.7%
Dec 2019	7,119	4,447	3,724	62.5%	83.7%	52.3%
Jan 2020	7,401	3,891	3,128	52.6%	80.4%	42.3%
Feb 2020	3,843	2,375	1,906	61.8%	80.3%	49.6%

Renewals Activities Report
 By Rolling 6 Decision Months

Month Year	# Total	# Responded	# Approved	% Responded	% Approved	% Renewed
Totals	213,571	193,277	189,128	90.5%	97.9%	88.6%
Aug 2019	55,393	49,672	48,729	89.7%	98.1%	88.0%
Sep 2019	34,993	30,798	30,009	88.0%	97.4%	85.8%
Oct 2019	30,516	28,252	27,691	92.6%	98.0%	90.7%
Nov 2019	22,651	20,597	20,161	90.9%	97.9%	89.0%
Dec 2019	27,447	25,290	24,756	92.1%	97.9%	90.2%
Jan 2020	27,268	24,861	24,297	91.2%	97.7%	89.1%
Feb 2020	15,303	13,807	13,485	90.2%	97.7%	88.1%

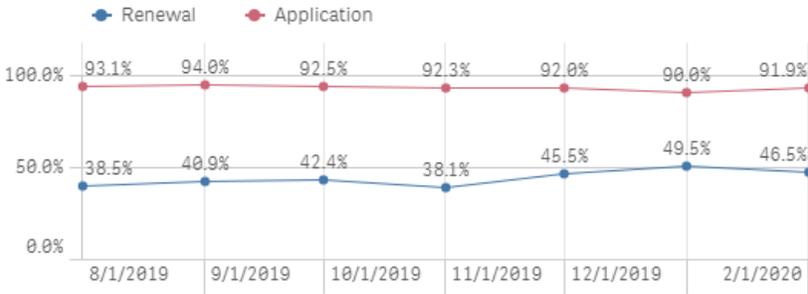
Wireless: Response & Approval Rates – Application & Renewal Forms

Total Responded
1,094,376 ^{92.0%}
% Qualified or Renewed

Approved Applications
814,013 ^{89.6%}
% Qualified

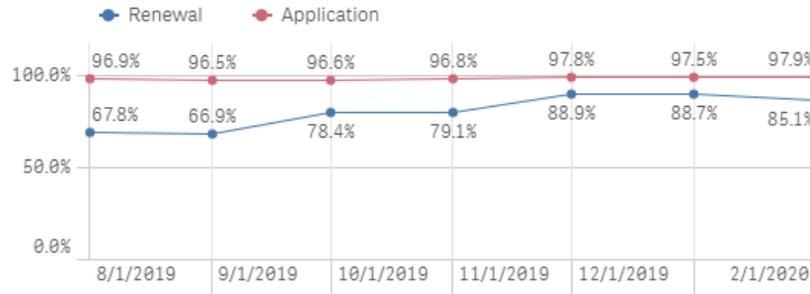
Approved Renewals
199,417 ^{33.0%}
% Renewed

% Responded
 By Rolling 6 Decision Months



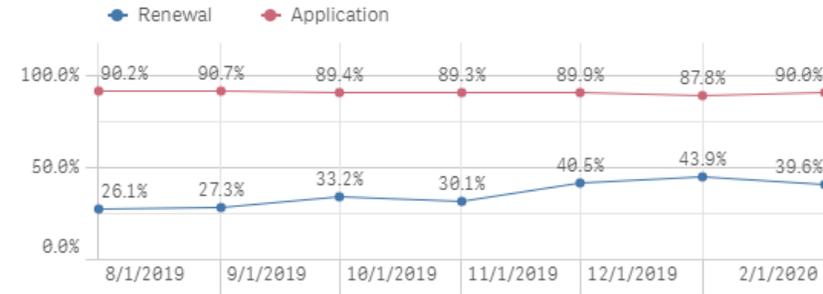
Responded / # Total

% 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		908,529	838,393	814,013	92.3%	97.1%	89.6%
Aug 2019		152,726	142,229	137,779	93.1%	96.9%	90.2%
Sep 2019		140,510	132,062	127,410	94.0%	96.5%	90.7%
Oct 2019		141,756	131,171	126,776	92.5%	96.6%	89.4%
Nov 2019		116,082	107,120	103,692	92.3%	96.8%	89.3%
Dec 2019		122,769	112,912	110,398	92.0%	97.8%	89.9%
Jan 2020		143,528	129,146	125,953	90.0%	97.5%	87.8%
Feb 2020		91,158	83,753	82,005	91.9%	97.9%	90.0%

Renewals Activities Report
 By Rolling 6 Decision Months

Month Year	Q	# Total	# Responded	# Approved	% Responded	% Approved	% Renewed
Totals		603,736	255,983	199,417	42.4%	77.9%	33.0%
Aug 2019		133,438	51,388	34,851	38.5%	67.8%	26.1%
Sep 2019		107,579	43,973	29,402	40.9%	66.9%	27.3%
Oct 2019		92,059	39,028	30,603	42.4%	78.4%	33.2%
Nov 2019		69,192	26,345	20,847	38.1%	79.1%	30.1%
Dec 2019		75,469	34,361	30,534	45.5%	88.9%	40.5%
Jan 2020		76,326	37,766	33,508	49.5%	88.7%	43.9%
Feb 2020		49,673	23,122	19,672	46.5%	85.1%	39.6%

Response & Approval Rates – All Forms

Total Forms
2,303,409

Application Forms (Applications, Renewals, & IDVs)

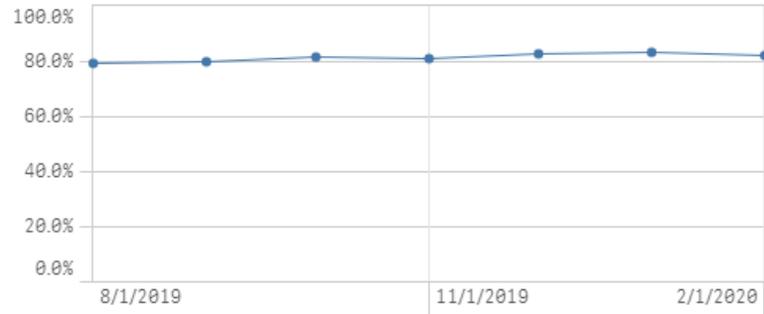
Total Responded
1,844,734 66.9%

Responded / # Total

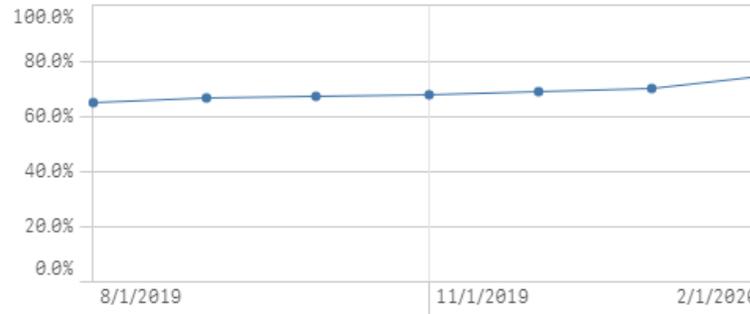
Total Approved
1,233,823 53.6%

Approved Applications & Renewals / # Responded

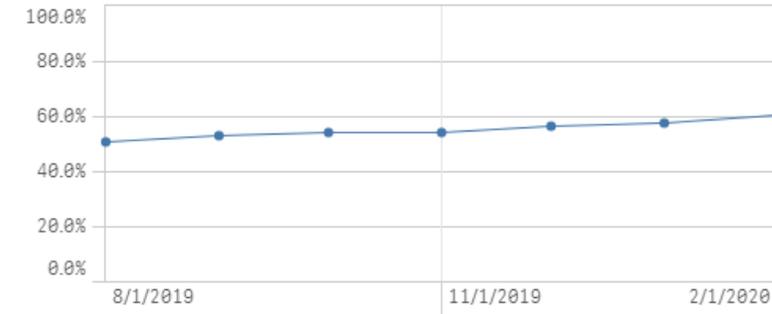
% Responded
By Rolling 6 Decision Months



% 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

Completed Activities Report
By Rolling 6 Decision Months

Month Year	# Total	# Responded	# Approved	% Responded	% Approved	% Qualified or Renewed
Totals	2,303,409	1,844,734	1,233,823	80.1%	66.9%	53.6%
Aug 2019	460,133	358,936	228,792	78.0%	63.7%	49.7%
Sep 2019	374,449	294,979	194,013	78.8%	65.8%	51.8%
Oct 2019	356,760	287,195	189,915	80.5%	66.1%	53.2%
Nov 2019	278,875	222,005	147,737	79.6%	66.5%	53.0%
Dec 2019	305,924	250,130	169,412	81.8%	67.7%	55.4%
Jan 2020	330,634	271,775	186,886	82.2%	68.8%	56.5%
Feb 2020	196,634	159,714	117,068	81.2%	73.3%	59.5%

Wireline: Response & Approval Rates – All Forms

Total Forms
270,592

Application Forms (Applications, Renewals, & IDVs)

Total Responded
229,806 95.8%

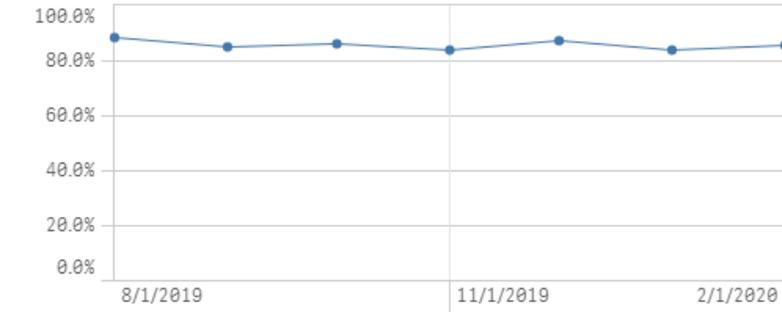
Responded / # Total

Total Approved
220,172 81.4%

Approved Applications & Renewals / # Responded

% Responded

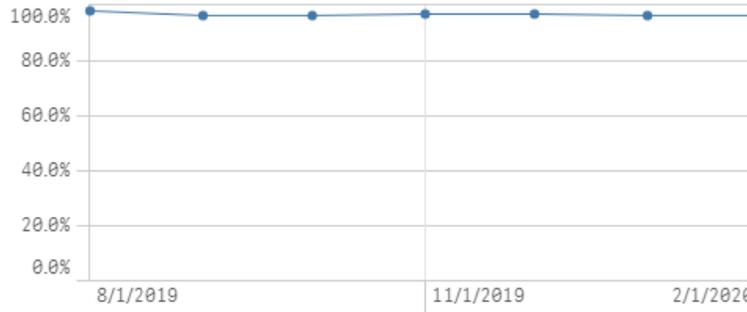
By Rolling 6 Decision Months



Qualified or Renewed / # Responded

% Approved

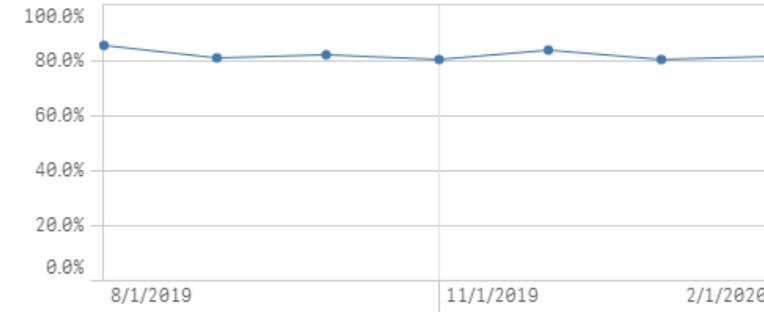
By Rolling 6 Decision Months



Qualified or Renewed / # Responded

% Qualified or Renewed

By Rolling 6 Decision Months



Qualified or Renewed / # Total

Completed Activities Report

By Rolling 6 Decision Months

Month Year	# Total	# Responded	# Approved	% Responded	% Approved	% Qualified or Renewed
Totals	270,592	229,806	220,172	84.9%	95.8%	81.4%
Aug 2019	66,379	57,729	55,991	87.0%	97.0%	84.4%
Sep 2019	46,472	39,056	37,152	84.0%	95.1%	79.9%
Oct 2019	40,068	34,119	32,536	85.2%	95.4%	81.2%
Nov 2019	29,292	24,231	23,197	82.7%	95.7%	79.2%
Dec 2019	34,566	29,737	28,480	86.0%	95.8%	82.4%
Jan 2020	34,669	28,752	27,425	82.9%	95.4%	79.1%
Feb 2020	19,146	16,182	15,391	84.5%	95.1%	80.4%

Wireless: Response & Approval Rates – All Forms

Total Forms
1,512,265

Application Forms (Applications, Renewals, & IDVs)

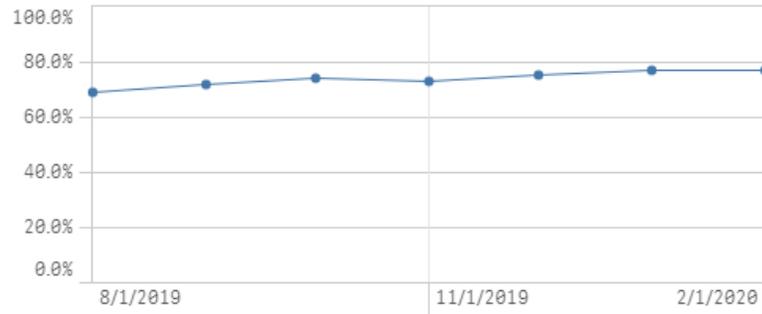
Total Responded
1,094,376 92.6%

Responded / # Total

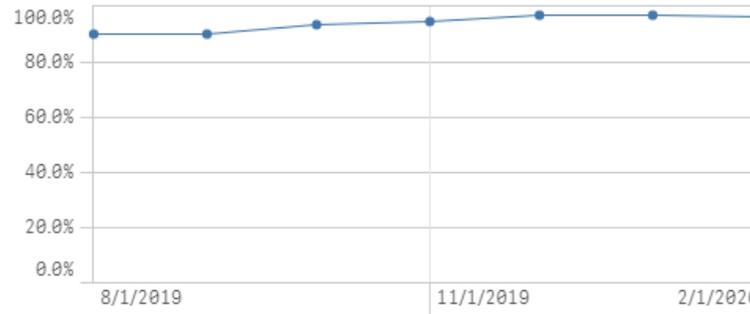
Total Approved
1,013,430 67.0%

Approved Applications & Renewals / # Responded

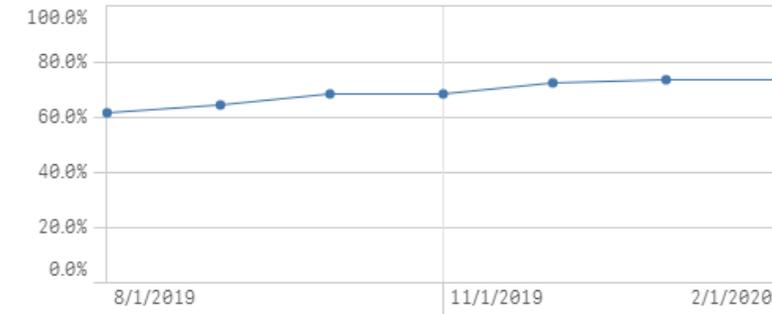
% Responded
By Rolling 6 Decision Months



% Approved
By Rolling 6 Decision Months



% Qualified or Renewed
By Rolling 6 Decision Months



Qualified or Renewed / # Responded

Qualified or Renewed / # Responded

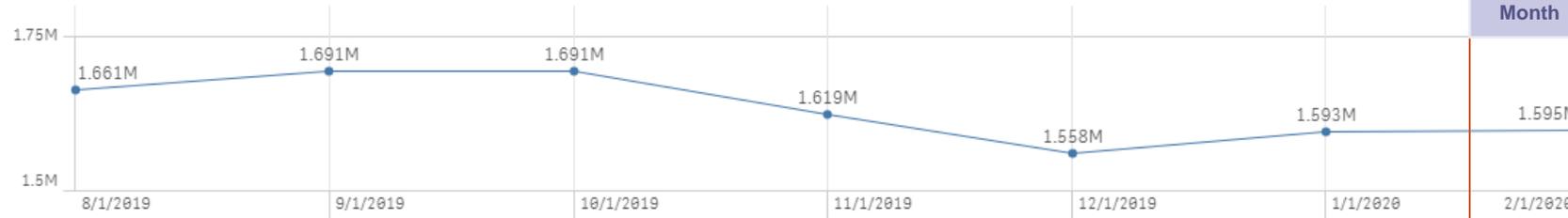
Qualified or Renewed / # Total

Completed Activities Report
By Rolling 6 Decision Months

Month Year	# Total	# Responded	# Approved	% Responded	% Approved	% Qualified or Renewed
Totals	1,512,265	1,094,376	1,013,430	72.4%	92.6%	67.0%
Aug 2019	286,164	193,617	172,630	67.7%	89.2%	60.3%
Sep 2019	248,089	176,035	156,812	71.0%	89.1%	63.2%
Oct 2019	233,815	170,199	157,379	72.8%	92.5%	67.3%
Nov 2019	185,274	133,465	124,539	72.0%	93.3%	67.2%
Dec 2019	198,238	147,273	140,932	74.3%	95.7%	71.1%
Jan 2020	219,854	166,912	159,461	75.9%	95.5%	72.5%
Feb 2020	140,831	106,875	101,677	75.9%	95.1%	72.2%

Program Participation – Enrolled, Approved, & Transferred Customers

Enrolled Customers (Service Terms)

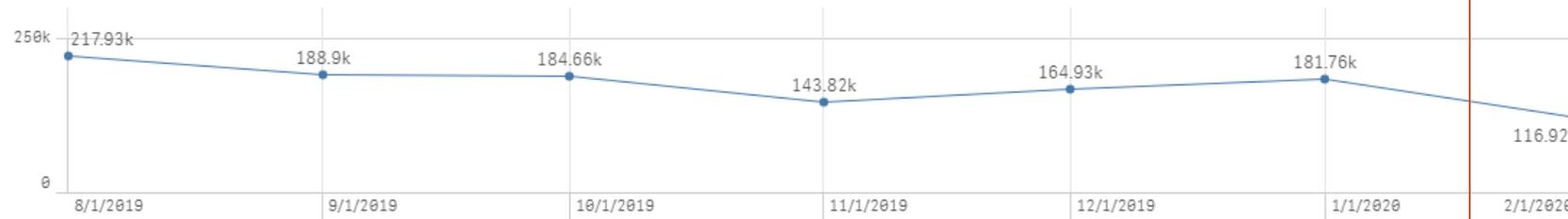


Count of distinct ServiceTermIDs

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)

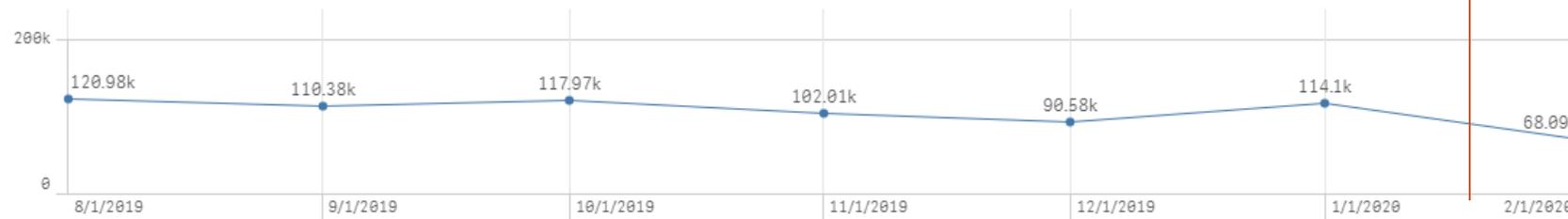


Count of distinct ServiceTermIDs

Decision = Approved

Based on Decision Dates

Transferred Customers (Service Terms)



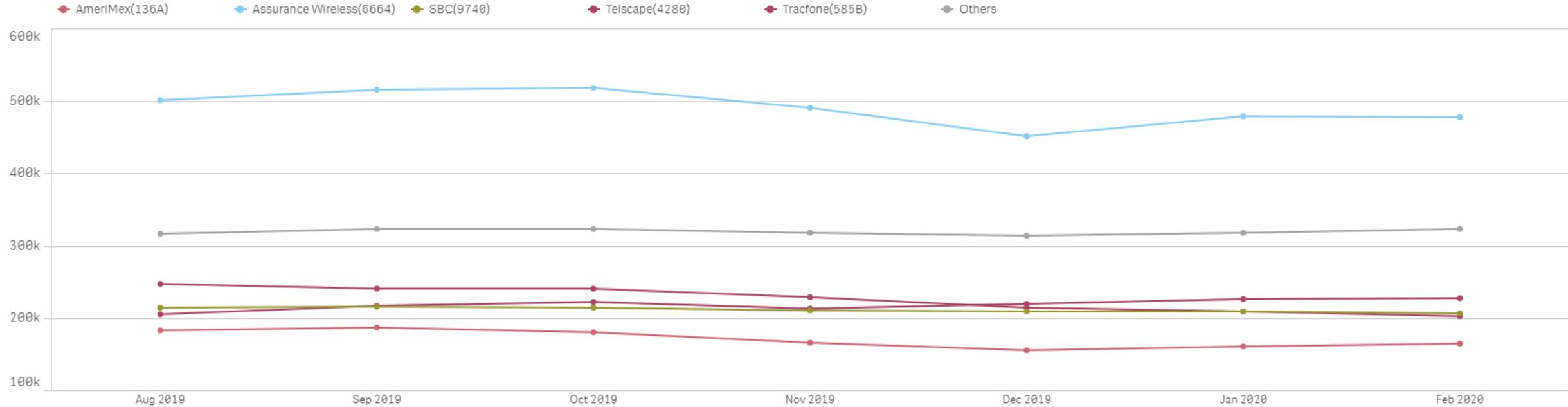
Count of distinct ServiceTermIDs

EventTypdeCode = 544 (Transfer - Carrier Lost)

Based on Event Date as Transfer Date

Participation by Service Provider (Top 5)

Application Summary by Service Provider (Service Terms)

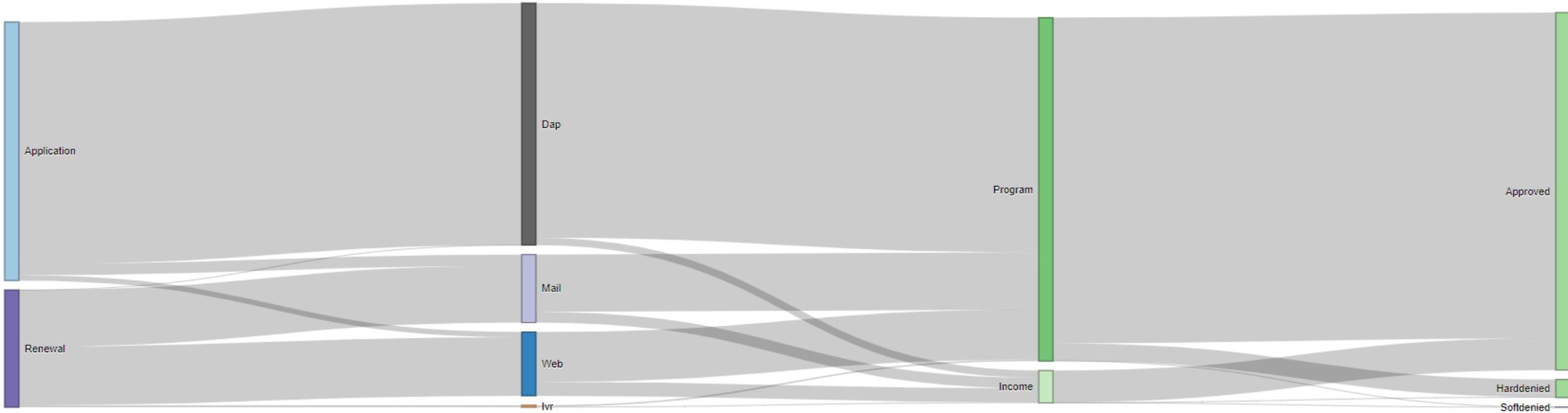


Application Summary by Service Provider (Service Terms)

Service Provider	Month & Year							
	Totals	Aug 2019	Sep 2019	Oct 2019	Nov 2019	Dec 2019	Jan 2020	Feb 2020
Totals	3,159,573	1,660,553	1,691,044	1,691,070	1,619,432	1,558,343	1,592,790	1,595,044
Others	615,307	315,150	321,397	321,780	317,081	313,277	316,847	322,259
AmeriMex(136A)	403,984	181,585	185,289	179,659	164,389	154,836	159,000	162,969
Assurance Wireless(6664)	943,990	499,917	514,136	516,502	489,652	450,688	477,129	476,134
SBC(9740)	319,840	213,339	214,955	212,743	209,053	208,306	207,503	205,985
Telscape(4280)	406,296	204,005	216,019	220,450	212,022	218,307	224,446	225,885
Tracfone(585B)	470,156	246,557	239,248	239,936	227,235	212,929	207,865	201,812

Application & Renewal Response Rate

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



Application Type : Submission Type

Application Type	Submission Type				
	-	Dap	Ivr	Mail	Web
Totals	517,718	814,760	6,757	228,806	214,807
Application	95,175	814,759	-	37,875	17,741
Renewal	422,543	1	6,757	190,931	197,066

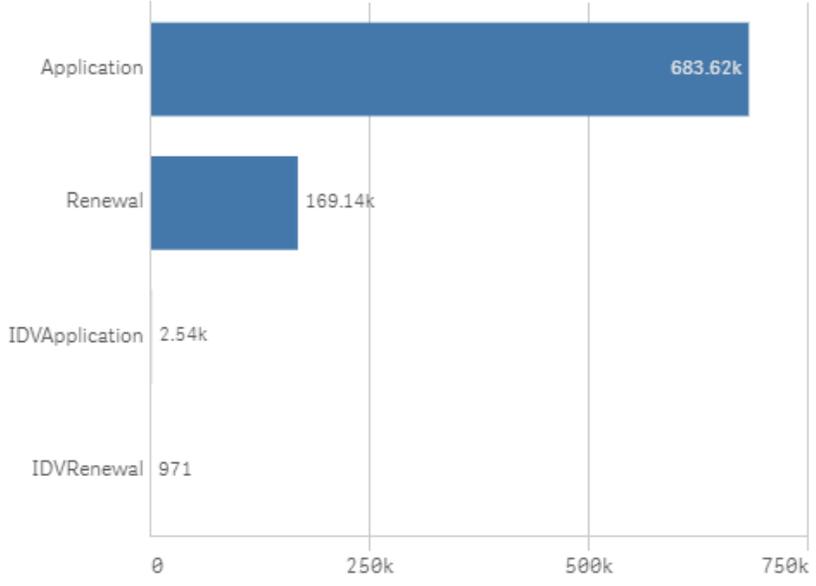
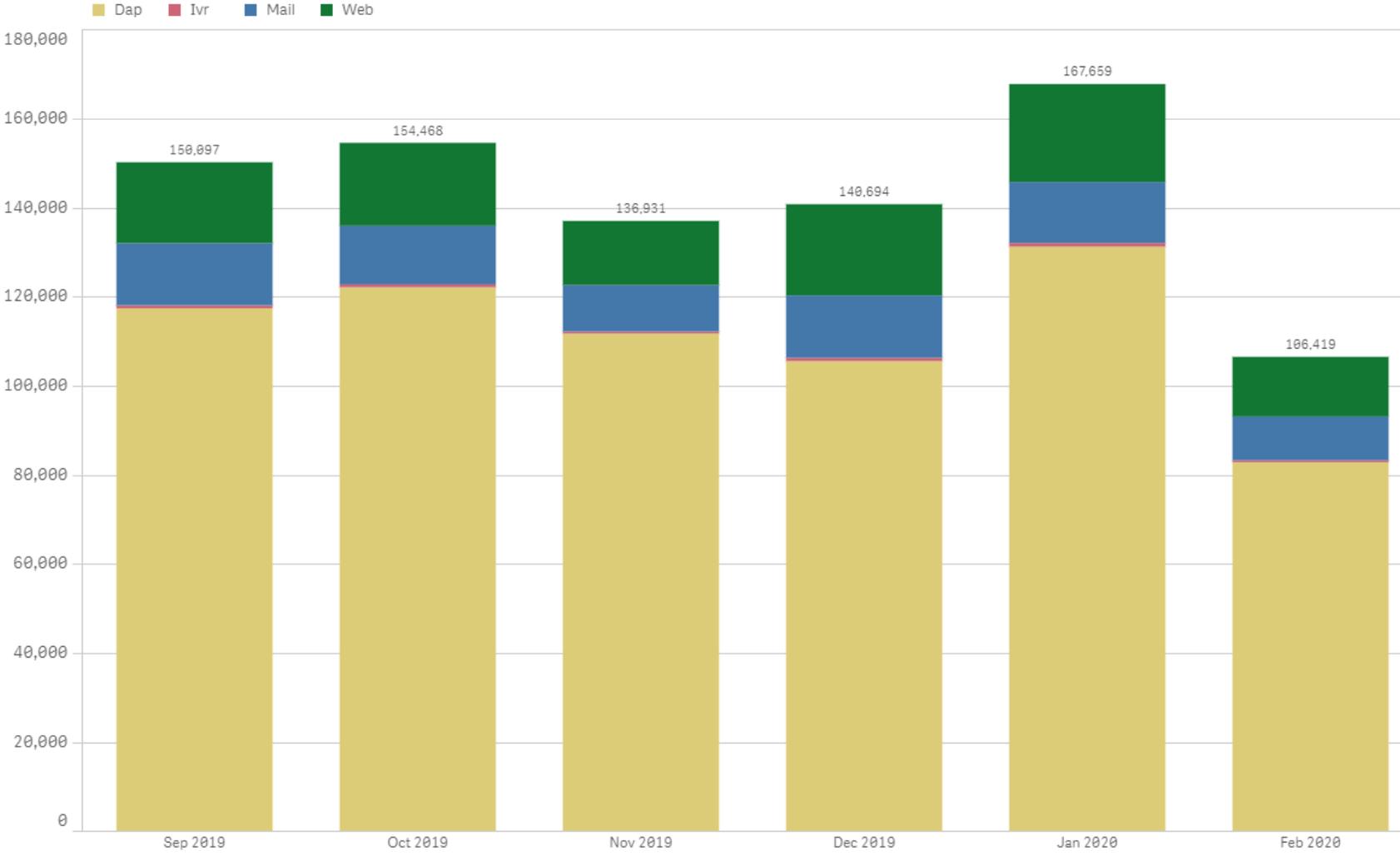
Submission Type : Income or Program

Submission Type	Income or Program	
	Income	Program
Totals	109,065	1,673,783
-	90	517,628
Dap	24,785	789,975
Ivr	1,792	4,965
Mail	35,623	193,183
Web	46,775	168,032

Income or Program : Decision

Income or Program	Decision		
	Approved	Harddenied	Softdenied
Totals	1,233,593	541,449	7,806
Income	108,808	251	6
Program	1,124,785	541,198	7,800

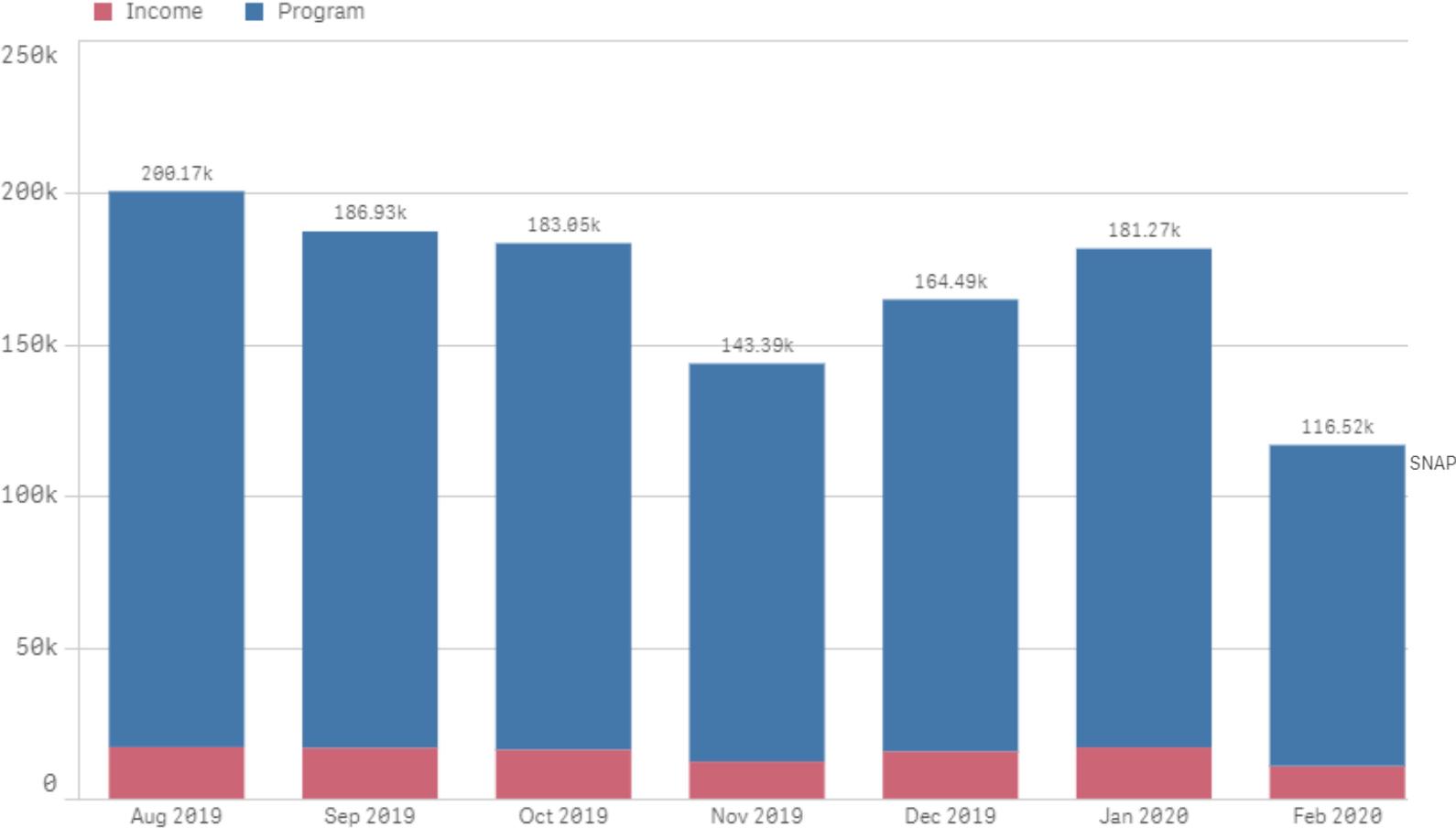
Form Submission Types



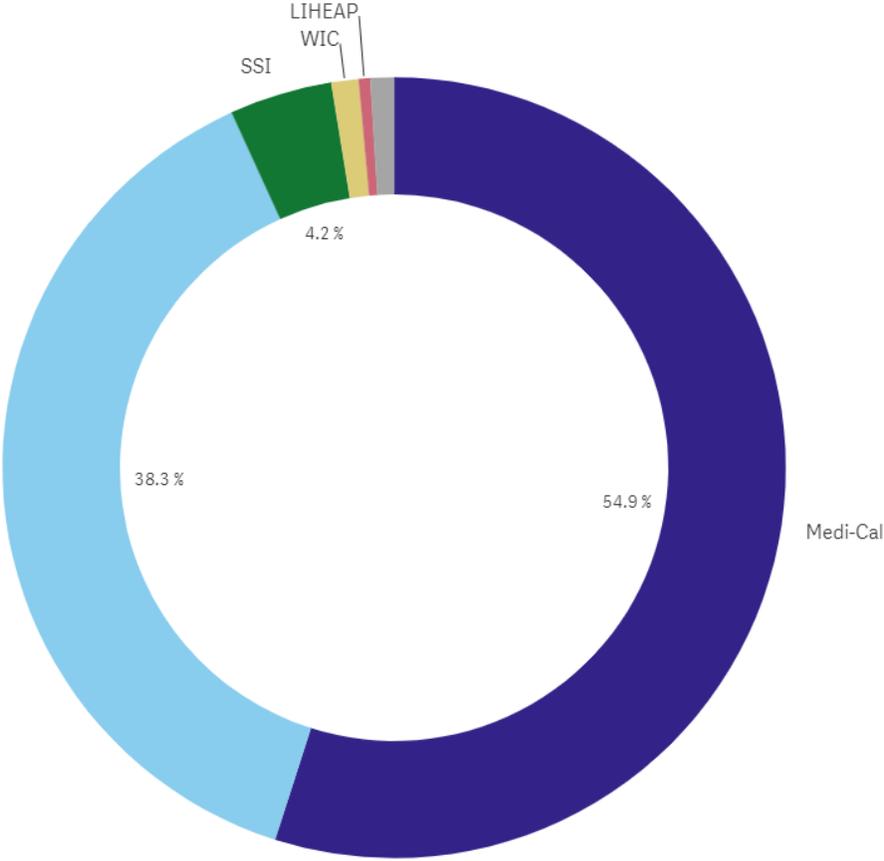
Enrollment Eligibility Method

Enrollment by Income or Program

By Rolling 6 Months, Includes All Decisions

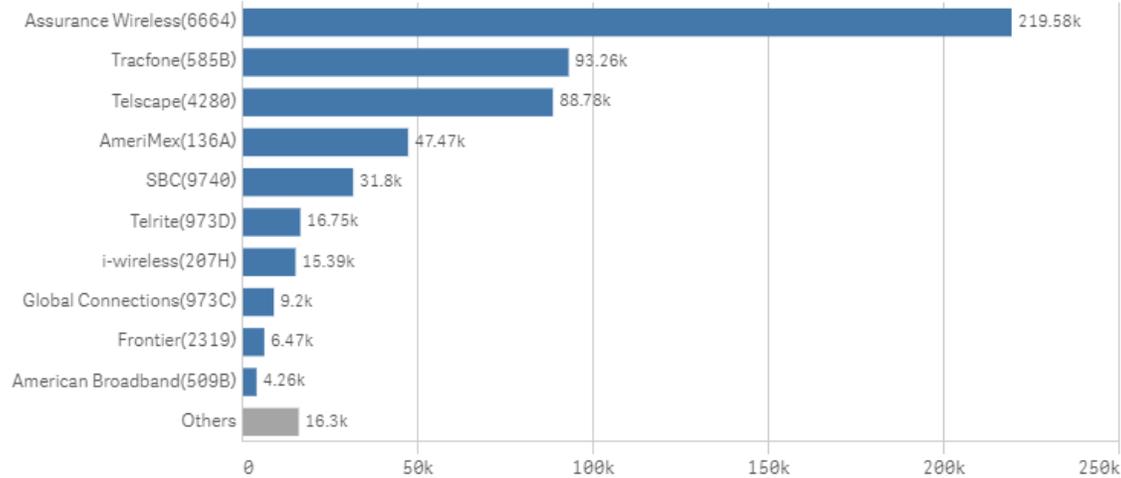


Program Participation Details



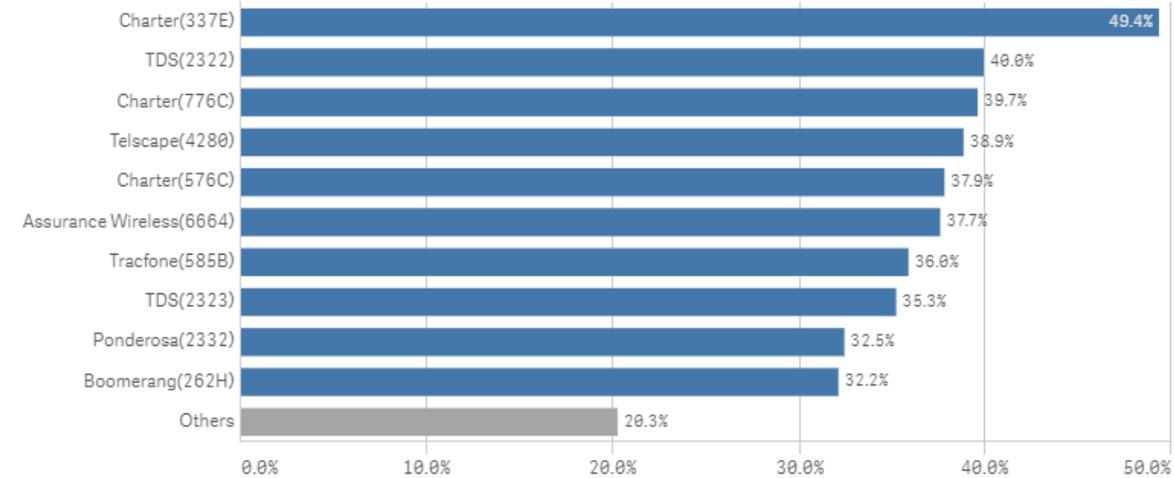
Denials by Service Provider and Form Type

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



Denied

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



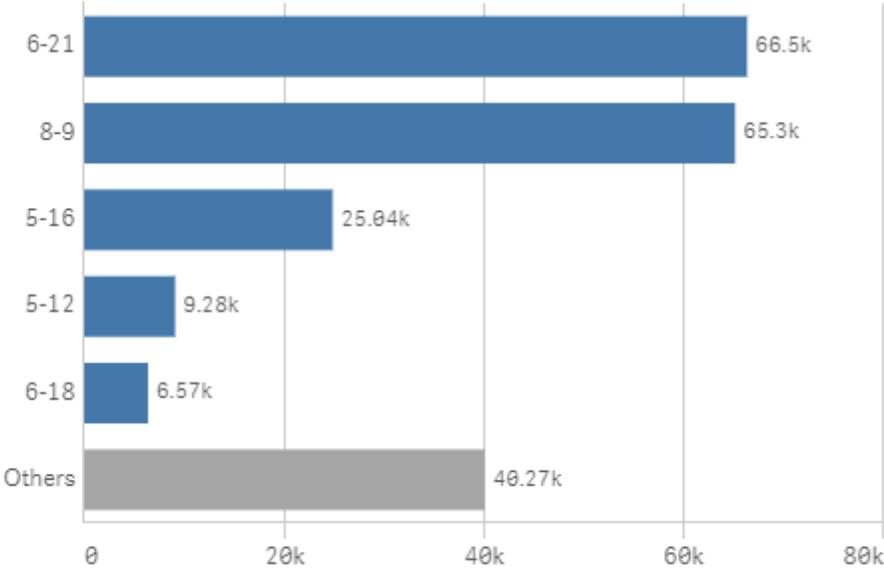
Denied / # Total

	% Denied							
	Totals	Feb 2020	Jan 2020	Dec 2019	Nov 2019	Oct 2019	Sep 2019	Aug 2019
Totals	30.8%	26.8%	26.6%	27.2%	31.1%	30.7%	34.2%	35.2%
Application	10.0%	8.8%	12.2%	9.8%	10.4%	10.3%	9.3%	9.1%
IDVApplication	83.9%	90.4%	90.2%	88.7%	91.1%	87.0%	79.4%	69.7%
IDVRenewal	27.7%	53.6%	47.2%	36.6%	32.6%	25.2%	27.3%	26.5%
Renewal	53.2%	48.9%	44.2%	46.3%	55.5%	52.7%	58.6%	59.3%

Top 5 Denials Codes by New Applications and Renewals

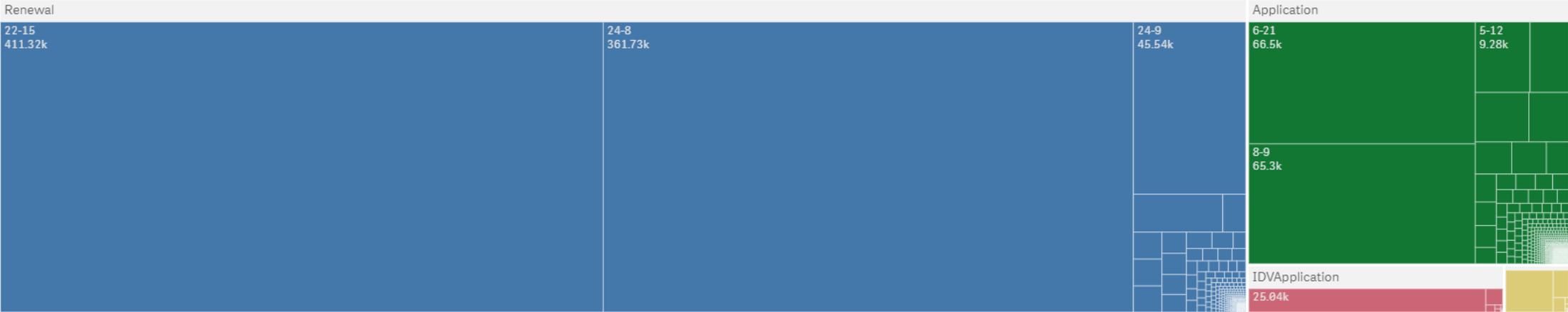
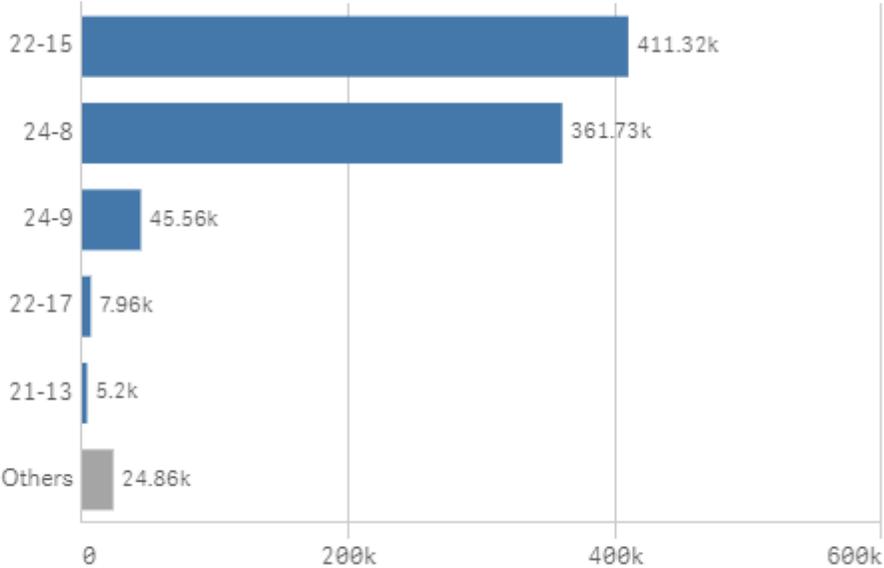
Applications: Top 5 Denial Codes

By Rolling 6 Decision Months



Renewals: Top 5 Denial Codes

By Rolling 6 Decision Months



Inbound Mail Volumes

CA LifeLine Mail Volume

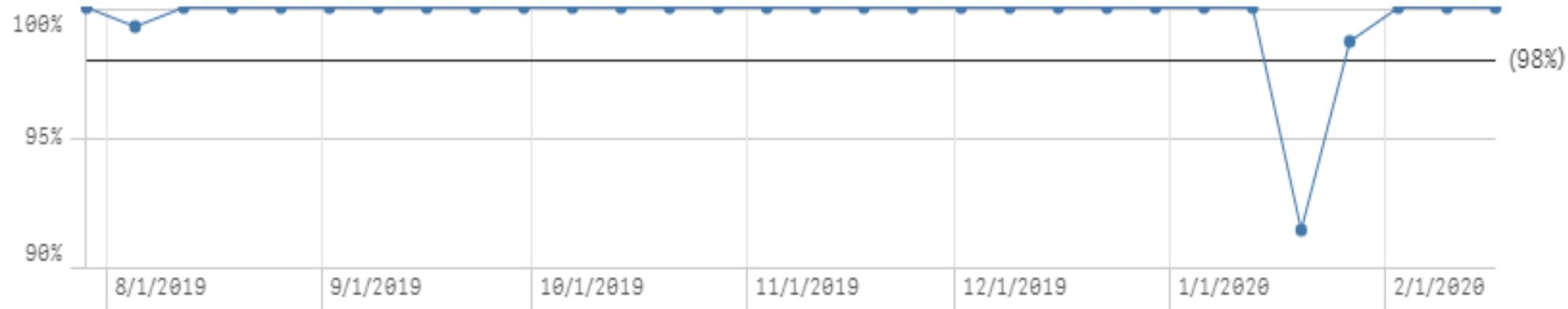


Forms Processing Throughput

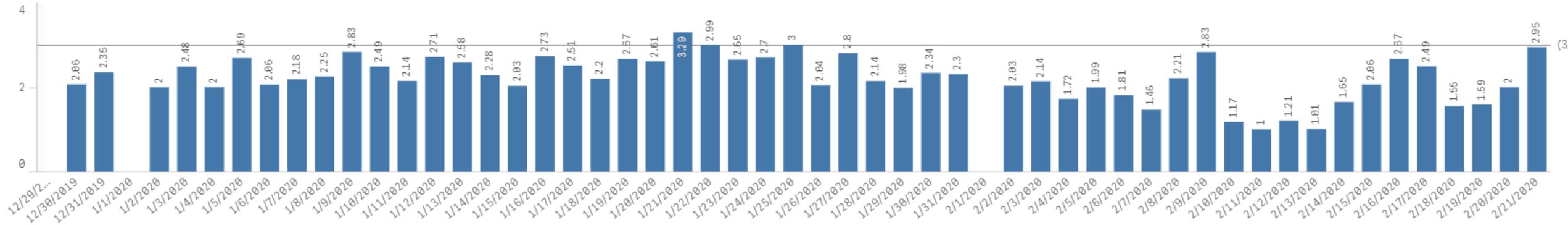
Manual Reviews
1,259,187

Avg SLA Days
2.99.7%
 % Compliance

Weekly Compliance %

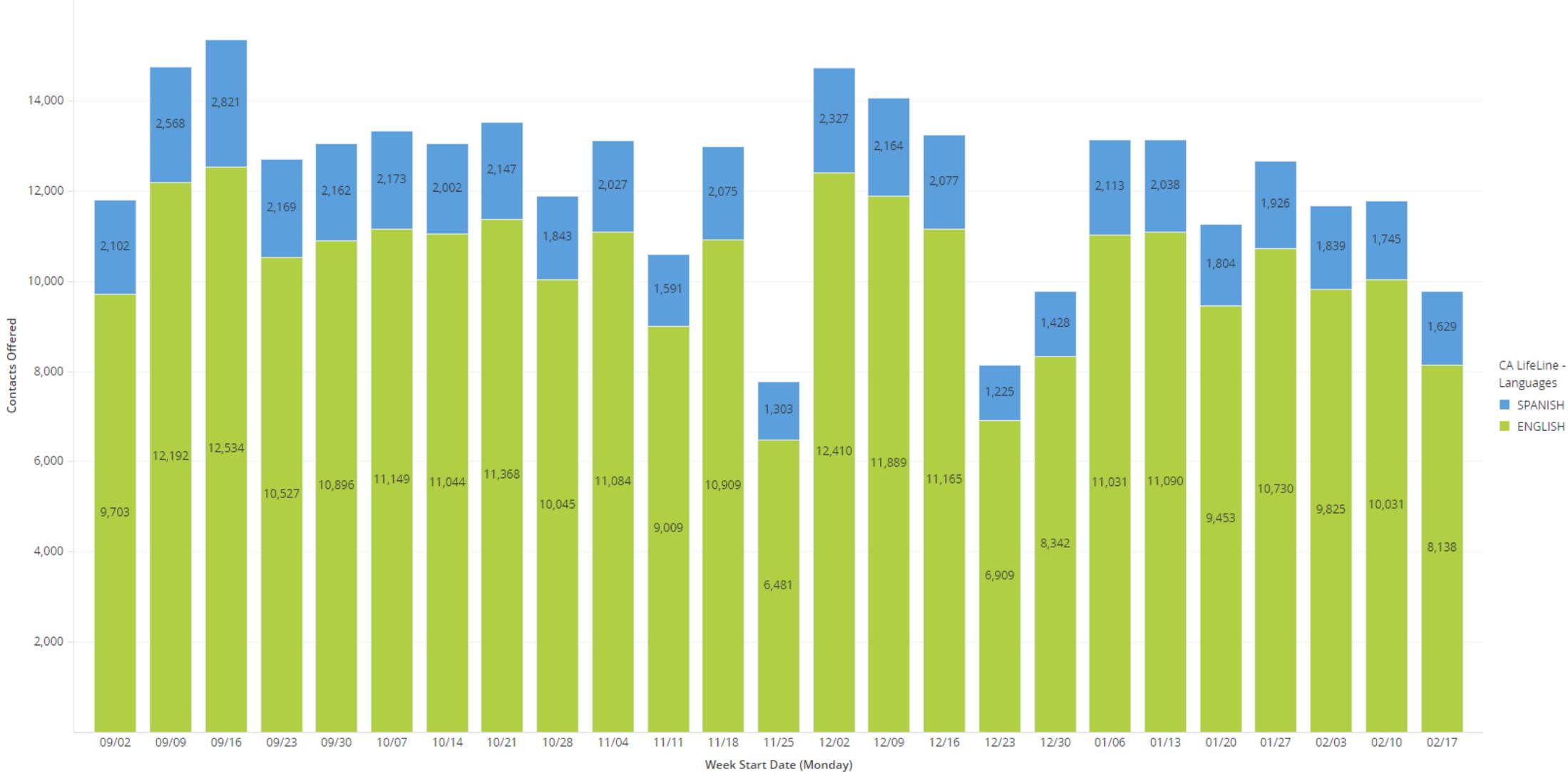


Daily Average SLA
 By Decision Date



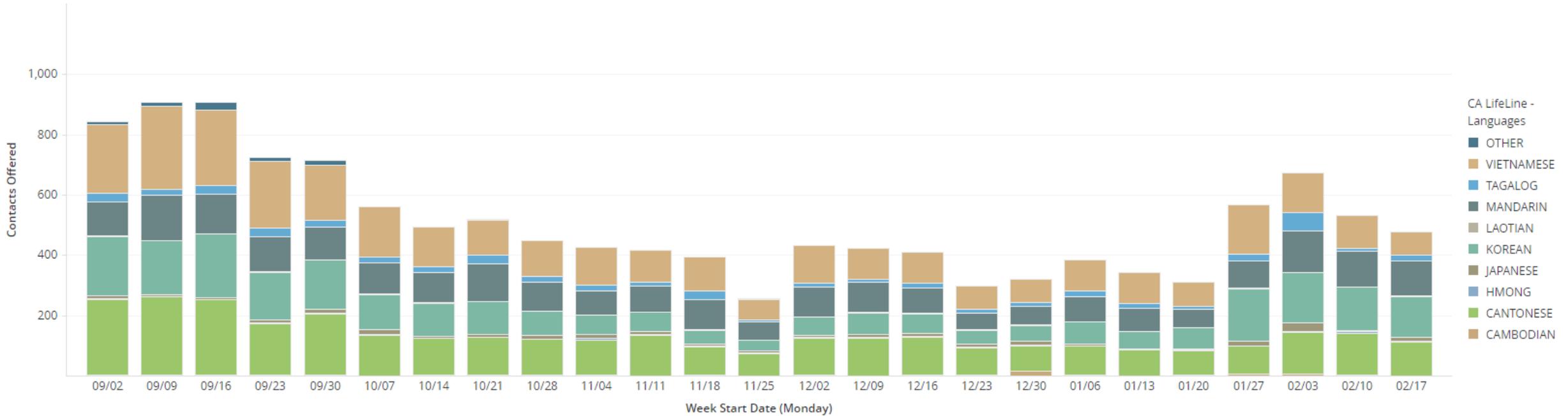
Call Volumes – English & Spanish

LifeLine Weekly Calls Offered by Language - English & Spanish



Call Volumes – Other Languages

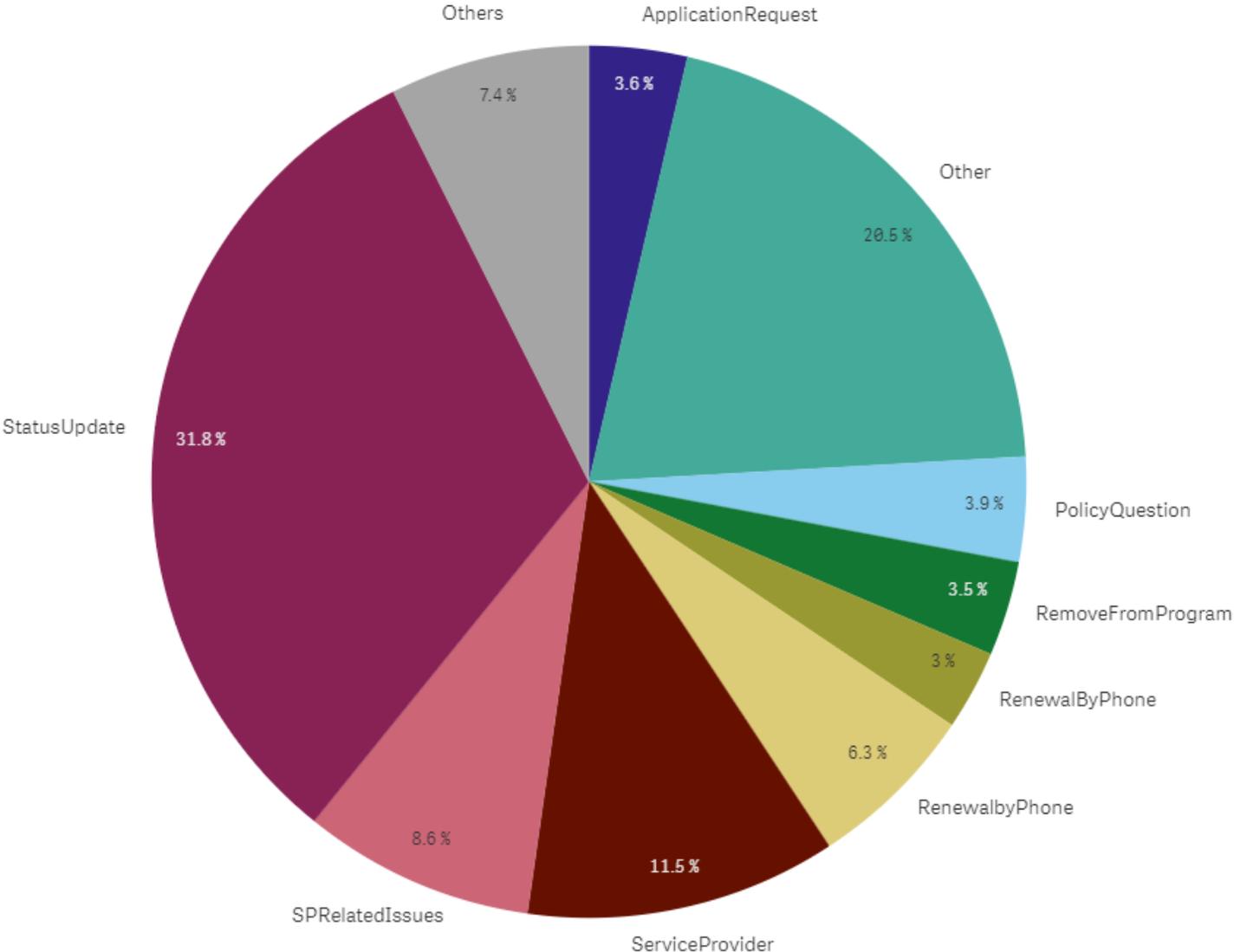
LifeLine Weekly Calls Offered by Language - Other Languages



CA LifeLine - Languages	09/02	09/09	09/16	09/23	09/30	10/07	10/14	10/21	10/28	11/04	11/11	11/18	11/25	12/02	12/09	12/16	12/23	12/30	01/06	01/13	01/20	01/27	02/03	02/10	02/17
CAMBODIAN	2	4	2	3	4	1	3	4	2	2		3		4	1	2	4	16	3		2	5	7	2	
CANTONESE	253	258	251	172	205	137	123	125	119	117	136	92	76	123	125	128	90	86	95	88	81	95	138	140	115
HMONG	1			2	1	1				6	1	3	1	1	3	2	1	2			3		4	4	1
JAPANESE	10	7	7	8	12	15	6	8	14	12	9	7	6	8	9	8	12	11	8	2	5	16	29	6	11
KOREAN	197	181	213	158	162	118	111	111	80	66	67	49	36	61	72	66	47	52	73	59	69	174	166	142	137
LAOTIAN	2			2		1	1					1			2	1	1	4				1			2
MANDARIN	111	151	129	116	110	101	100	123	95	80	84	98	60	98	98	86	53	60	84	74	60	90	136	119	116
TAGALOG	32	18	29	31	21	20	17	31	21	20	14	28	8	14	10	14	12	14	19	17	11	22	63	10	19
VIETNAMESE	225	275	252	221	183	167	134	116	118	125	107	114	67	125	102	104	78	76	104	103	81	165	130	110	76
OTHER	10	13	25	12	16			2						4										0	0

Call Reasons

- ApplicationRequest
- Other
- PolicyQuestion
- RemoveFromProgram
- RenewalByPhone
- RenewalbyPhone
- ServiceProvider
- SPRelatedIssues
- StatusUpdate
- 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	Soft 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.
6-21	Soft Denial	Application	System	We do not have evidence that the Application Form was returned to us.
8-9	Hard Denial	Application	System	We do not have evidence that the Application 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).
5-16	Hard Denial	Application	System	We do not have evidence that the identity documentation and ID Authentication Form were submitted 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.
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.
6-18	Correctable Denial	Application	Reviewer	You did not provide documents to demonstrate someone in your household is enrolled in a qualifying public assistance program.
21-13	Hard Denial	Renewal	System	We do not have evidence that the identity documentation and ID Authentication Form were submitted to us.

APPENDIX - Enrollment Eligibility Method - Detail

Enrollment by Income or Program

Summary of All Decisions

<input type="text" value="Eligibility Method"/>	<input type="text" value="Submission Type"/>				
<input type="text" value="Eligibility"/>	Totals	Dap	Ivr	Mail	Web
Income	105,337	23,578	1,771	34,498	45,498
FederalIncome	64,735	16,460	1,122	17,345	29,814
StateIncome	40,602	7,118	649	17,153	15,684
Program	1,069,990	754,975	4,786	149,633	160,648
FDPIR	76	13	1	35	27
HSTO	209	11	1	187	10
IndAff	98	7	7	76	8
LIHEAP	5,109	81	117	3,364	1,548
Medi-Cal	587,870	355,901	2,598	109,634	119,764
NSLP	2,661	186	31	1,038	1,407
S8	4,787	397	93	2,501	1,797
SNAP	409,774	377,562	1,230	10,701	20,290
SSI	45,291	10,099	564	20,900	13,740
TANF	63	20	2	32	9
TANFETC	611	283	1	66	261
VSPBP	1,427	532	14	543	338
WIC	12,014	9,883	127	556	1,449