

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

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

March 10, 2021



Executive Summary

- Program Participation – 1,971,948
 - Change of +4.20% from 12/31/2020
- Average Qualification Rate for Applications – 96.51%
 - Change of +5.21% from December 2020
- Average Form Processing Turnaround Time
 - 12 Month Average SLA Days: 1.86
 - 12 Month Manual Review Volume: 697,324

TPA Summary

• Key TPA Initiatives

▪ Pandemic Consumer Protection Measures

- Renewal date suspension through 06/30/2021

▪ Renewal Process Enhancements

- Service Provider Intake API (SPIA)
- Providing wireless service providers Renewal Status Information for customers through the DAP CheckCustomerStatus method
- Custom messaging for IVR callers whose anniversary dates are between 105 and 115 calendar days in the future at the time of the call: It's almost time to renew
- Addition of Day 0 and Day 35 text messages providing PINs to subscribers
- Short code two-way text messaging to **345345** for subscribers to obtain their PINs
- New wireless LifeLine subscribers may set their own PINs upon handset activation and retain that PIN while they remain continuously active on the Program
- Existing wireless LifeLine subscribers may set their own PINs AFTER successfully completing their next renewal

TPA Summary

- Key TPA Initiatives

- California LifeLine Public Website

- The look and feel of the existing public website enrollment process for applications and renewals has been enhanced with a “mobile-first” approach
- The enrollment process is now presented in a question per page
- Adobe Analytics has been implemented for the public website, including the online enrollment process, to track website usage. In this context, website usage includes visitor counts, unique visits, trend information and page-level traffic
- Adobe Analytics offers the TPA the ability to determine the point in the enrollment process a participant abandons the process
- Updated wireless LifeLine service plan offerings

- FCC Form 555 support for Service Providers

- Providing consolidated reports to help Service Providers identify the reporting months for their subscribers
- Reviewing Service Providers' Form 555 calculations

TPA Summary

- Key TPA Initiatives

- Bi-weekly meetings with representatives of LifeLine consumer group stakeholders
 - The goal of these meetings is to provide consumer group stakeholders with a more in-depth understanding of the LifeLine Program

Response & Approval Rates – Application & Renewal Forms

Total Responded
989,638 78.4%
 % Qualified or Renewed

Qualified or Renewed / # Responded

Approved Applications
720,688 82.0%
 % Qualified

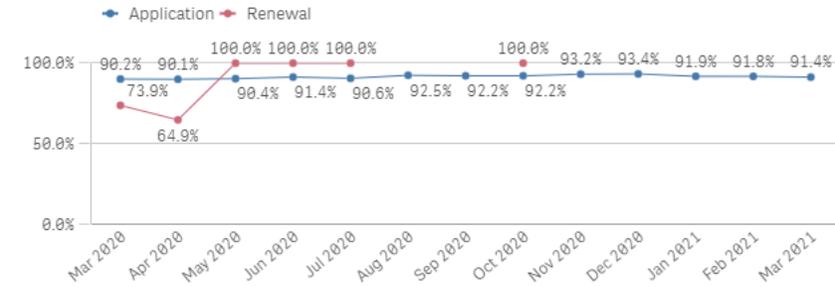
Approved Applications / # Responded

Approved Renewals
69,379 26.1%
 % Renewed

Approved Renewals / # Responded

% Responded

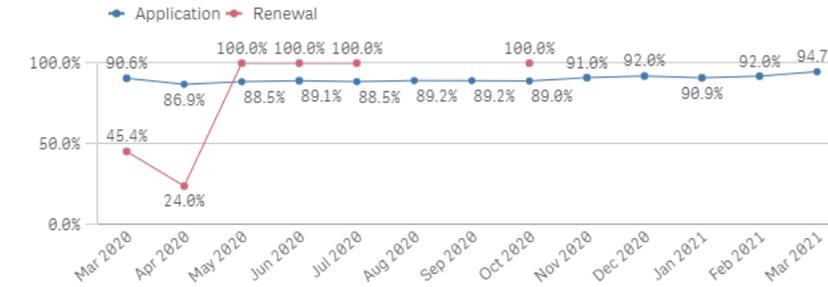
By Rolling 12 Decision Months



Responded / # Total

% Approved

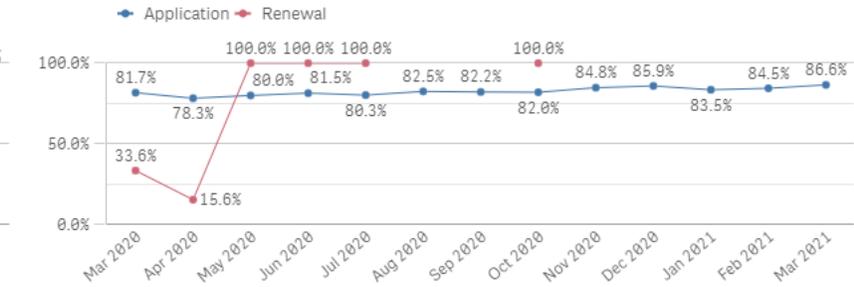
By Rolling 12 Decision Months



Qualified or Renewed / # Responded

% Qualified or Renewed

By Rolling 12 Decision Months



Qualified or Renewed / # Total

Applications Activities Report

By Rolling 12 Decision Months

| Month Year | Q | # Total | # Responded | # Approved | % Responded | % Approved | % Qualified |
|---------------|---|----------------|----------------|----------------|--------------|--------------|--------------|
| Totals | | 878,586 | 803,264 | 720,688 | 91.4% | 89.7% | 82.0% |
| Mar 2020 | | 127,718 | 115,161 | 104,387 | 90.2% | 90.6% | 81.7% |
| Apr 2020 | | 89,178 | 80,307 | 69,815 | 90.1% | 86.9% | 78.3% |
| May 2020 | | 82,602 | 74,677 | 66,107 | 90.4% | 88.5% | 80.0% |
| Jun 2020 | | 84,902 | 77,593 | 69,165 | 91.4% | 89.1% | 81.5% |
| Jul 2020 | | 70,908 | 64,266 | 56,904 | 90.6% | 88.5% | 80.3% |
| Aug 2020 | | 62,662 | 57,968 | 51,715 | 92.5% | 89.2% | 82.5% |
| Sep 2020 | | 55,690 | 51,332 | 45,768 | 92.2% | 89.2% | 82.2% |
| Oct 2020 | | 58,050 | 53,507 | 47,610 | 92.2% | 89.0% | 82.0% |
| Nov 2020 | | 54,520 | 50,805 | 46,252 | 93.2% | 91.0% | 84.8% |
| Dec 2020 | | 65,643 | 61,280 | 56,391 | 93.4% | 92.0% | 85.9% |
| Jan 2021 | | 60,980 | 56,023 | 50,947 | 91.9% | 90.9% | 83.5% |
| Feb 2021 | | 60,578 | 55,635 | 51,165 | 91.8% | 92.0% | 84.5% |
| Mar 2021 | | 5,155 | 4,710 | 4,462 | 91.4% | 94.7% | 86.6% |

Renewals Activities Report

By Rolling 12 Decision Months

| Month Year | Q | # Total | # Responded | # Approved | % Responded | % Approved | % Renewed |
|---------------|---|----------------|----------------|---------------|--------------|--------------|--------------|
| Totals | | 265,525 | 186,374 | 69,379 | 70.2% | 37.2% | 26.1% |
| Mar 2020 | | 155,792 | 115,134 | 52,281 | 73.9% | 45.4% | 33.6% |
| Apr 2020 | | 109,723 | 71,230 | 17,088 | 64.9% | 24.0% | 15.6% |
| May 2020 | | 5 | 5 | 5 | 100.0% | 100.0% | 100.0% |
| Jun 2020 | | 3 | 3 | 3 | 100.0% | 100.0% | 100.0% |
| Jul 2020 | | 1 | 1 | 1 | 100.0% | 100.0% | 100.0% |
| Oct 2020 | | 1 | 1 | 1 | 100.0% | 100.0% | 100.0% |

Wireline: Response & Approval Rates – Application & Renewal Forms

Total Responded

48,698 ^{87.7%}
% Qualified or Renewed

Approved Applications

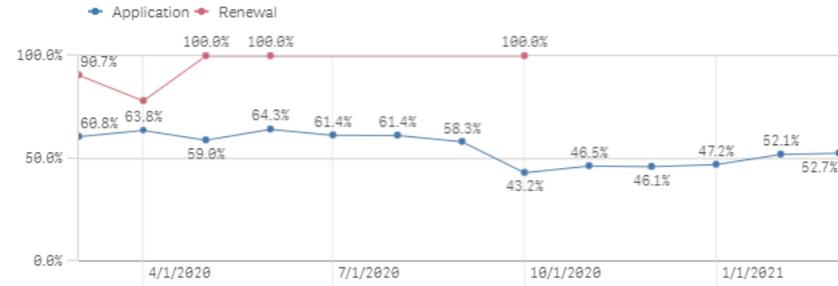
18,756 ^{44.9%}
% Qualified

Approved Renewals

23,953 ^{84.2%}
% Renewed

% Responded

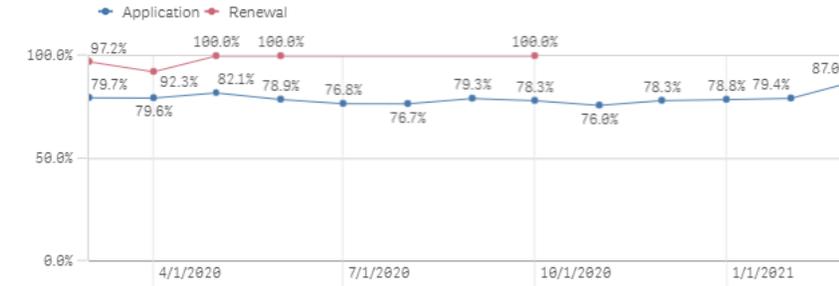
By Rolling 12 Decision Months



Responded / # Total

% Approved

By Rolling 12 Decision Months



Qualified or Renewed / # Responded

% Qualified or Renewed

By Rolling 12 Decision Months



Qualified or Renewed / # Total

Applications Activities Report

| Month Year Q | # Total | # Responded | # Approved | % Responded | % Approved | % Qualified |
|--------------|---------------|---------------|---------------|--------------|--------------|--------------|
| | 41,734 | 23,784 | 18,756 | 57.0% | 78.9% | 44.9% |
| Mar 2020 | 5,883 | 3,575 | 2,849 | 60.8% | 79.7% | 48.4% |
| Apr 2020 | 4,777 | 3,048 | 2,425 | 63.8% | 79.6% | 50.8% |
| May 2020 | 3,757 | 2,218 | 1,820 | 59.0% | 82.1% | 48.4% |
| Jun 2020 | 4,126 | 2,654 | 2,093 | 64.3% | 78.9% | 50.7% |
| Jul 2020 | 4,170 | 2,562 | 1,968 | 61.4% | 76.8% | 47.2% |
| Aug 2020 | 3,287 | 2,017 | 1,548 | 61.4% | 76.7% | 47.1% |
| Sep 2020 | 2,954 | 1,722 | 1,366 | 58.3% | 79.3% | 46.2% |
| Oct 2020 | 3,004 | 1,298 | 1,016 | 43.2% | 78.3% | 33.8% |
| Nov 2020 | 2,447 | 1,137 | 864 | 46.5% | 76.0% | 35.3% |
| Dec 2020 | 2,518 | 1,162 | 910 | 46.1% | 78.3% | 36.1% |
| Jan 2021 | 2,370 | 1,118 | 881 | 47.2% | 78.8% | 37.2% |

Renewals Activities Report

| Month Year Q | # Total | # Responded | # Approved | % Responded | % Approved | % Renewed |
|--------------|---------------|---------------|---------------|--------------|--------------|--------------|
| | 28,453 | 24,914 | 23,953 | 87.6% | 96.1% | 84.2% |
| Mar 2020 | 21,360 | 19,368 | 18,831 | 90.7% | 97.2% | 88.2% |
| Apr 2020 | 7,085 | 5,538 | 5,114 | 78.2% | 92.3% | 72.2% |
| May 2020 | 4 | 4 | 4 | 100.0% | 100.0% | 100.0% |
| Jun 2020 | 3 | 3 | 3 | 100.0% | 100.0% | 100.0% |
| Oct 2020 | 1 | 1 | 1 | 100.0% | 100.0% | 100.0% |

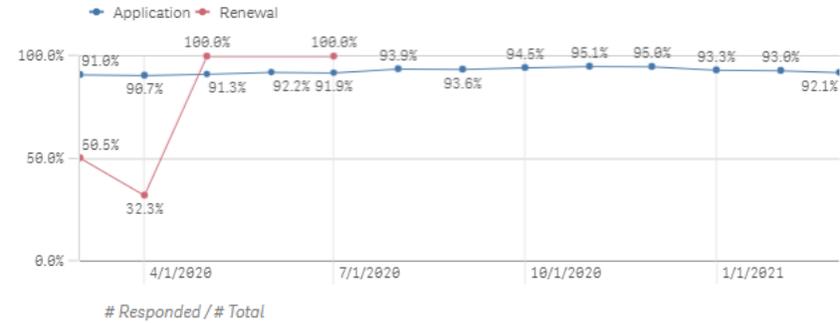
Wireless: Response & Approval Rates – Application & Renewal Forms

Total Responded

780,524 ^{95.8%}
% Qualified or Renewed

% Responded

By Rolling 12 Decision Months

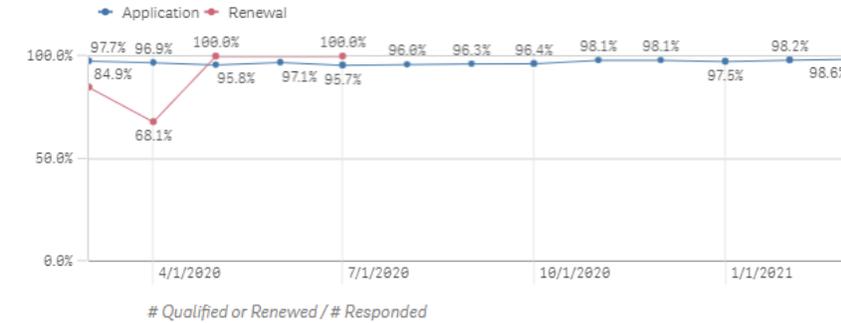


Approved Applications

701,932 ^{89.9%}
% Qualified

% Approved

By Rolling 12 Decision Months

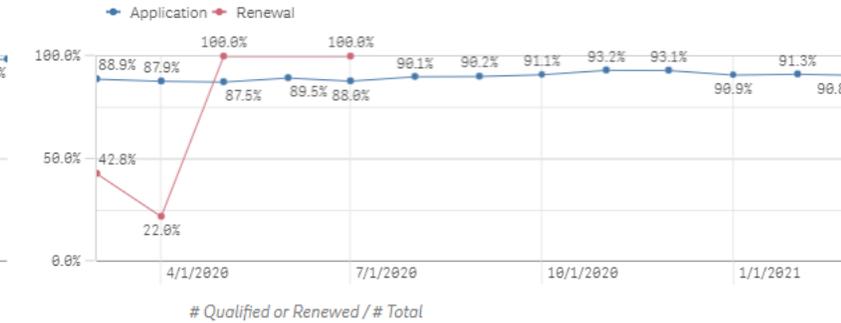


Approved Renewals

45,425 ^{34.3%}
% Renewed

% Qualified or Renewed

By Rolling 12 Decision Months



Applications Activities Report

| Month Year Q | # Total | # Responded | # Approved | % Responded | % Approved | % Qualified |
|--------------|----------------|----------------|----------------|--------------|--------------|--------------|
| ▲ | 780,903 | 723,531 | 701,932 | 92.7% | 97.0% | 89.9% |
| Mar 2020 | 114,166 | 103,917 | 101,538 | 91.0% | 97.7% | 88.9% |
| Apr 2020 | 76,677 | 69,535 | 67,390 | 90.7% | 96.9% | 87.9% |
| May 2020 | 73,463 | 67,077 | 64,287 | 91.3% | 95.8% | 87.5% |
| Jun 2020 | 74,941 | 69,104 | 67,072 | 92.2% | 97.1% | 89.5% |
| Jul 2020 | 62,457 | 57,423 | 54,936 | 91.9% | 95.7% | 88.0% |
| Aug 2020 | 55,675 | 52,251 | 50,167 | 93.9% | 96.0% | 90.1% |
| Sep 2020 | 49,216 | 46,090 | 44,402 | 93.6% | 96.3% | 90.2% |
| Oct 2020 | 51,158 | 48,321 | 46,594 | 94.5% | 96.4% | 91.1% |
| Nov 2020 | 48,684 | 46,279 | 45,388 | 95.1% | 98.1% | 93.2% |
| Dec 2020 | 59,568 | 56,561 | 55,481 | 95.0% | 98.1% | 93.1% |
| Jan 2021 | 55,063 | 51,358 | 50,066 | 93.3% | 97.5% | 90.9% |
| Feb 2021 | 54,989 | 51,152 | 50,209 | 93.0% | 98.2% | 91.3% |
| Mar 2021 | 4,846 | 4,463 | 4,402 | 92.1% | 98.6% | 90.8% |

Renewals Activities Report

| Month Year Q | # Total | # Responded | # Approved | % Responded | % Approved | % Renewed |
|--------------|----------------|---------------|---------------|--------------|--------------|--------------|
| ▲ | 132,604 | 56,993 | 45,425 | 43.0% | 79.7% | 34.3% |
| Mar 2020 | 78,066 | 39,400 | 33,450 | 50.5% | 84.9% | 42.8% |
| Apr 2020 | 54,536 | 17,591 | 11,973 | 32.3% | 68.1% | 22.0% |
| May 2020 | 1 | 1 | 1 | 100.0% | 100.0% | 100.0% |
| Jul 2020 | 1 | 1 | 1 | 100.0% | 100.0% | 100.0% |

Response & Approval Rates – All Forms

Total Forms
1,144,111

Application Forms (Applications, Renewals, & IDVs)

Total Responded
989,638 79.8%
% Approved Decisions

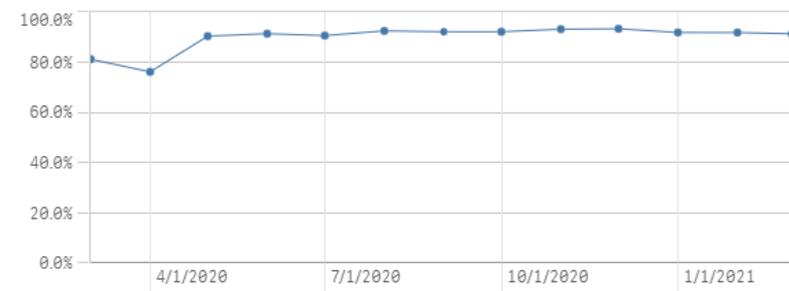
Responded / # Total

Total Approved
790,067 69.1%
% Qualified or Renewed

Approved Applications & Renewals / # Responded

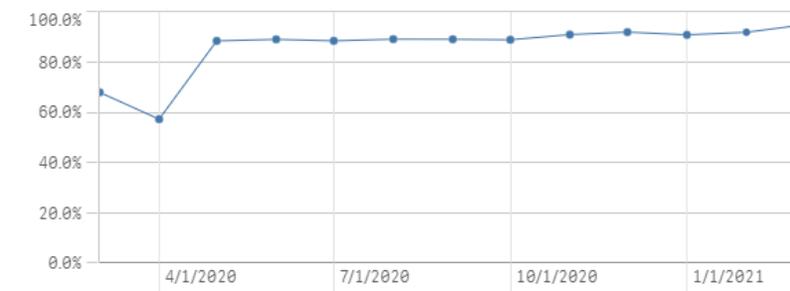
% Responded

By Rolling 12 Decision Months



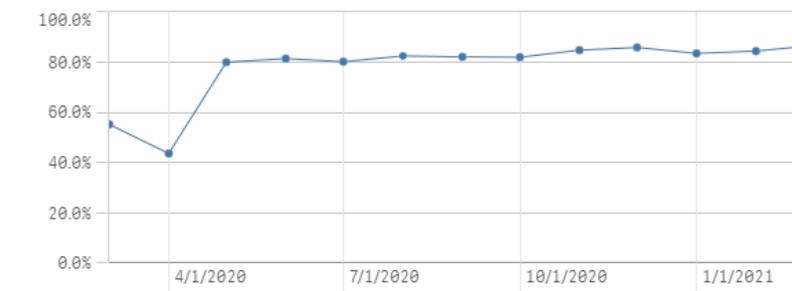
% Approved

By Rolling 12 Decision Months



% Qualified or Renewed

By Rolling 12 Decision Months



Qualified or Renewed / # Responded

Qualified or Renewed / # Responded

Qualified or Renewed / # Total

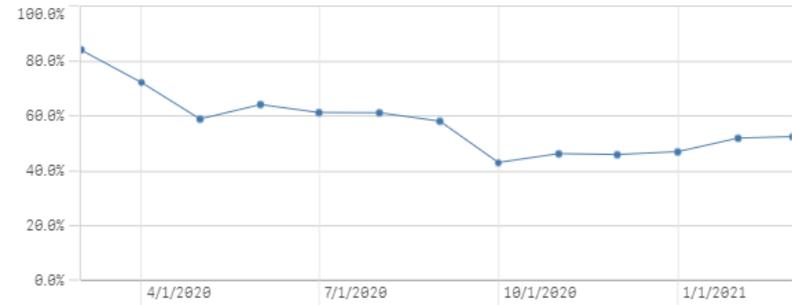
| Month Year | # Total | # Responded | # Approved | % Responded | % Approved | % Qualified or Renewed |
|---------------|------------------|----------------|----------------|--------------|--------------|------------------------|
| Totals | 1,144,111 | 989,638 | 790,067 | 86.5% | 79.8% | 69.1% |
| Mar 2020 | 283,510 | 230,295 | 156,668 | 81.2% | 68.0% | 55.3% |
| Apr 2020 | 198,901 | 151,537 | 86,903 | 76.2% | 57.3% | 43.7% |
| May 2020 | 82,607 | 74,682 | 66,112 | 90.4% | 88.5% | 80.0% |
| Jun 2020 | 84,905 | 77,596 | 69,168 | 91.4% | 89.1% | 81.5% |
| Jul 2020 | 70,909 | 64,267 | 56,905 | 90.6% | 88.5% | 80.3% |
| Aug 2020 | 62,662 | 57,968 | 51,715 | 92.5% | 89.2% | 82.5% |
| Sep 2020 | 55,690 | 51,332 | 45,768 | 92.2% | 89.2% | 82.2% |
| Oct 2020 | 58,051 | 53,508 | 47,611 | 92.2% | 89.0% | 82.0% |
| Nov 2020 | 54,520 | 50,805 | 46,252 | 93.2% | 91.0% | 84.8% |
| Dec 2020 | 65,643 | 61,280 | 56,391 | 93.4% | 92.0% | 85.9% |
| Jan 2021 | 60,980 | 56,023 | 50,947 | 91.9% | 90.9% | 83.5% |
| Feb 2021 | 60,578 | 55,635 | 51,165 | 91.8% | 92.0% | 84.5% |
| Mar 2021 | 5,155 | 4,710 | 4,462 | 91.4% | 94.7% | 86.6% |

Wireline: Response & Approval Rates – All Forms

Total Forms
70,187

Application Forms (Applications, Renewals, & IDVs)

% Responded
By Rolling 12 Decision Months

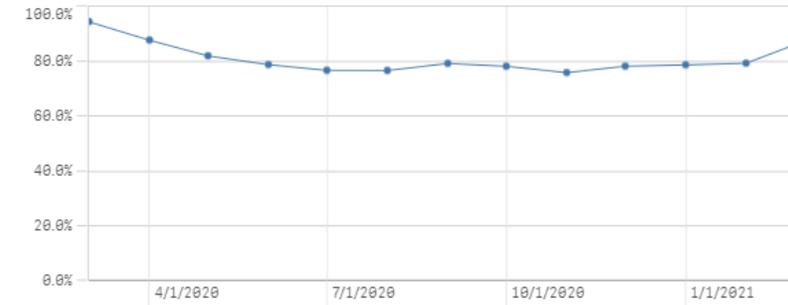


Qualified or Renewed / # Responded

Total Responded
48,698 87.7%
% Approved Decisions

Responded / # Total

% Approved
By Rolling 12 Decision Months

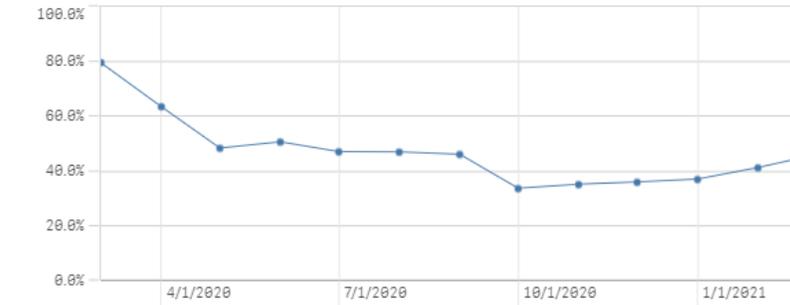


Qualified or Renewed / # Responded

Total Approved
42,709 60.9%
% Qualified or Renewed

Approved Applications & Renewals / # Responded

% Qualified or Renewed
By Rolling 12 Decision Months



Qualified or Renewed / # Total

Completed Activities

| Month Year | # Total | # Responded | # Approved | % Responded | % Approved | % Qualified or Renewed |
|------------|----------------|----------------|----------------|--------------|--------------|------------------------|
| ▲ | 160,236 | 127,374 | 118,337 | 79.5% | 92.9% | 73.9% |
| Dec 2019 | 34,486 | 29,659 | 28,412 | 86.0% | 95.8% | 82.4% |
| Jan 2020 | 34,594 | 28,672 | 27,354 | 82.9% | 95.4% | 79.1% |
| Feb 2020 | 27,776 | 23,634 | 22,467 | 85.1% | 95.1% | 80.9% |
| Mar 2020 | 27,243 | 22,943 | 21,680 | 84.2% | 94.5% | 79.6% |
| Apr 2020 | 11,864 | 8,587 | 7,540 | 72.4% | 87.8% | 63.6% |
| May 2020 | 3,761 | 2,222 | 1,824 | 59.1% | 82.1% | 48.5% |
| Jun 2020 | 4,129 | 2,657 | 2,096 | 64.3% | 78.9% | 50.8% |
| Jul 2020 | 4,170 | 2,562 | 1,968 | 61.4% | 76.8% | 47.2% |
| Aug 2020 | 3,287 | 2,017 | 1,548 | 61.4% | 76.7% | 47.1% |
| Sep 2020 | 2,954 | 1,722 | 1,366 | 58.3% | 79.3% | 46.2% |
| Oct 2020 | 3,005 | 1,299 | 1,017 | 43.2% | 78.3% | 33.8% |
| Nov 2020 | 2,452 | 1,140 | 864 | 46.5% | 75.8% | 35.2% |
| Dec 2020 | 515 | 260 | 201 | 50.5% | 77.3% | 39.0% |

Wireless: Response & Approval Rates – All Forms

Total Forms
913,507

Application Forms (Applications, Renewals, & IDVs)

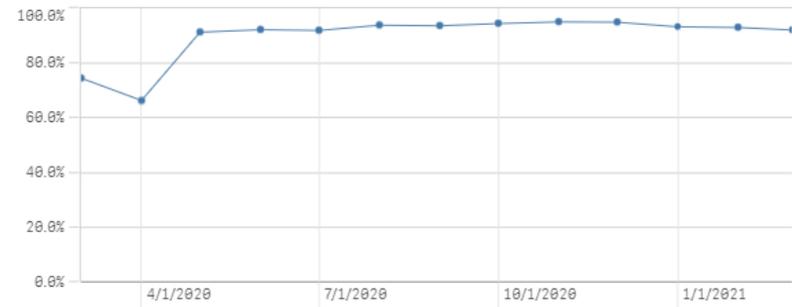
Total Responded
780,524 95.8%
% Approved Decisions

Responded / # Total

Total Approved
747,357 81.8%
% Qualified or Renewed

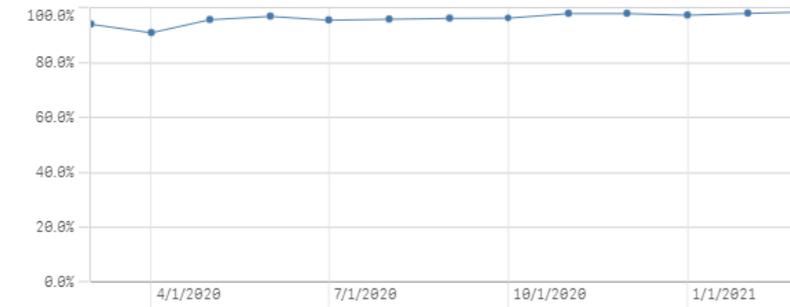
Approved Applications & Renewals / # Responded

% Responded
By Rolling 12 Decision Months



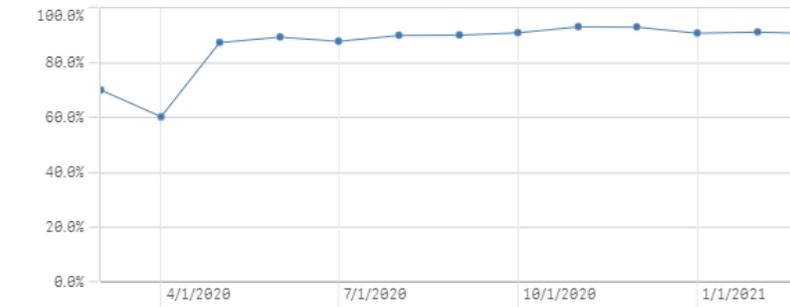
Qualified or Renewed / # Responded

% Approved
By Rolling 12 Decision Months



Qualified or Renewed / # Responded

% Qualified or Renewed
By Rolling 12 Decision Months



Qualified or Renewed / # Total

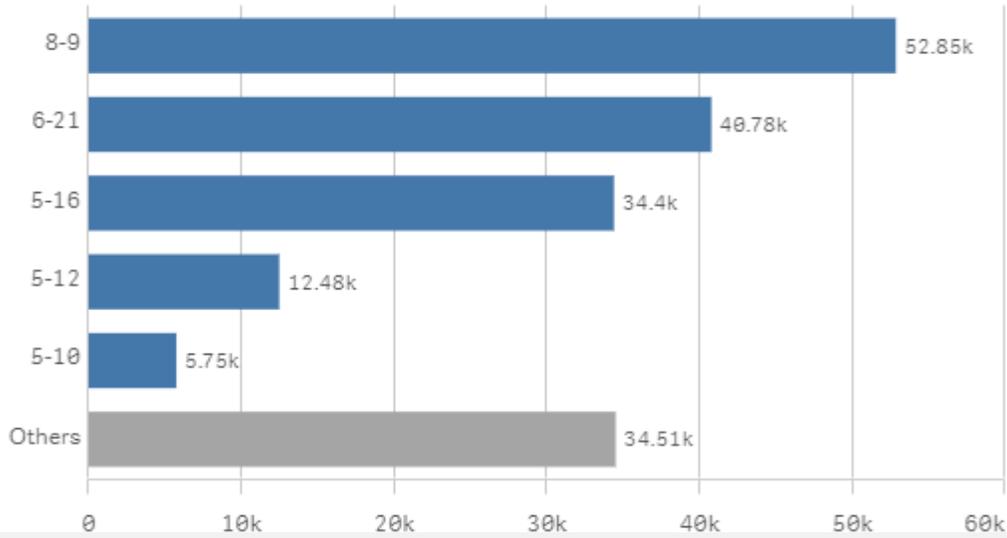
Completed Activities

| Month Year | # Total | # Responded | # Approved | % Responded | % Approved | % Qualified or Renewed |
|------------|----------------|----------------|----------------|--------------|--------------|------------------------|
| | 913,507 | 780,524 | 747,357 | 85.4% | 95.8% | 81.8% |
| Mar 2020 | 192,232 | 143,317 | 134,988 | 74.6% | 94.2% | 70.2% |
| Apr 2020 | 131,213 | 87,126 | 79,363 | 66.4% | 91.1% | 60.5% |
| May 2020 | 73,464 | 67,078 | 64,288 | 91.3% | 95.8% | 87.5% |
| Jun 2020 | 74,941 | 69,104 | 67,072 | 92.2% | 97.1% | 89.5% |
| Jul 2020 | 62,458 | 57,424 | 54,937 | 91.9% | 95.7% | 88.0% |
| Aug 2020 | 55,675 | 52,251 | 50,167 | 93.9% | 96.0% | 90.1% |
| Sep 2020 | 49,216 | 46,090 | 44,402 | 93.6% | 96.3% | 90.2% |
| Oct 2020 | 51,158 | 48,321 | 46,594 | 94.5% | 96.4% | 91.1% |
| Nov 2020 | 48,684 | 46,279 | 45,388 | 95.1% | 98.1% | 93.2% |
| Dec 2020 | 59,568 | 56,561 | 55,481 | 95.0% | 98.1% | 93.1% |
| Jan 2021 | 55,063 | 51,358 | 50,066 | 93.3% | 97.5% | 90.9% |
| Feb 2021 | 54,989 | 51,152 | 50,209 | 93.0% | 98.2% | 91.3% |
| Mar 2021 | 4,846 | 4,463 | 4,402 | 92.1% | 98.6% | 90.8% |

Top 5 Denials Codes by New Applications and Renewals

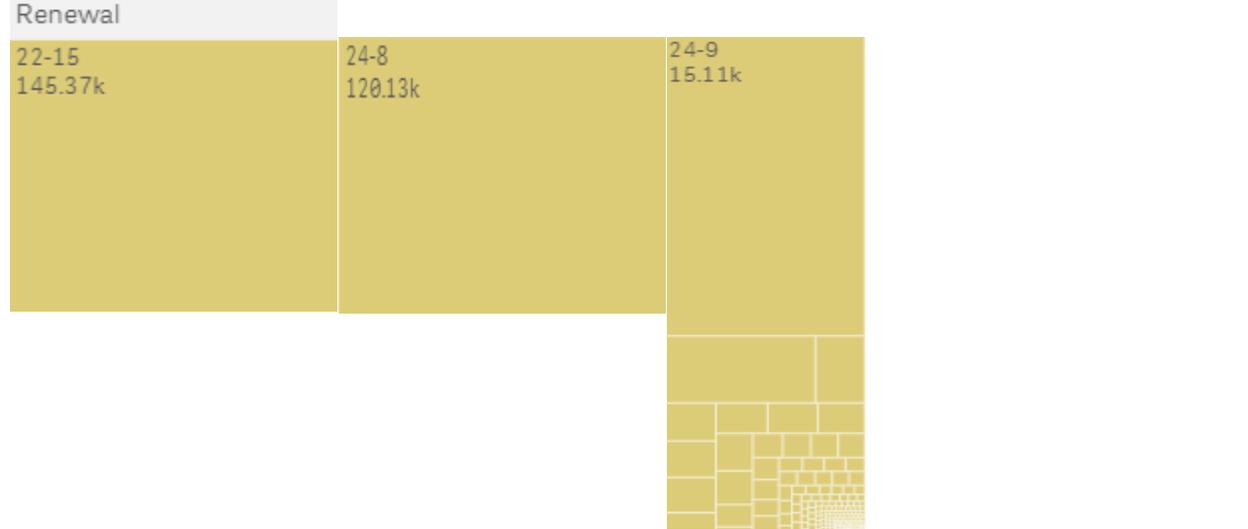
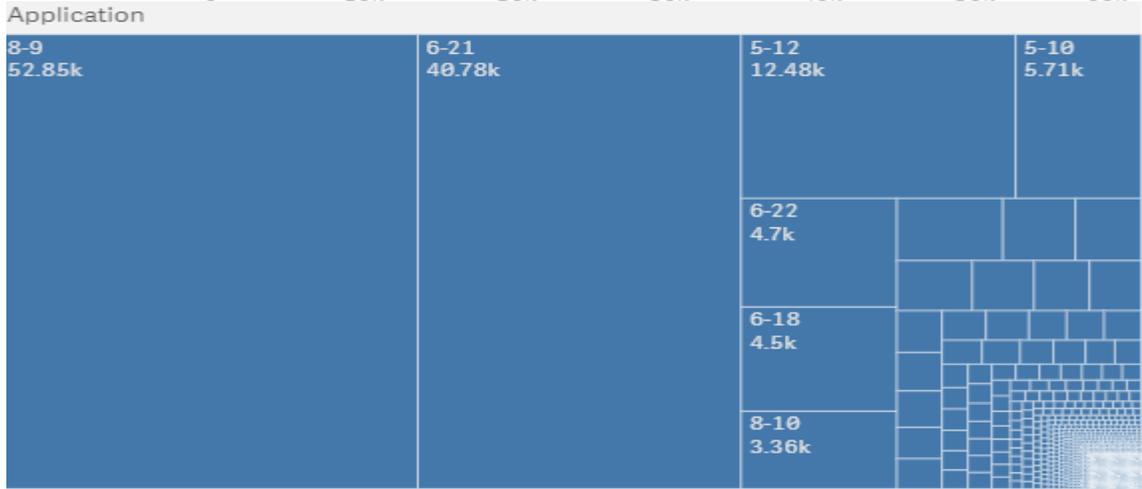
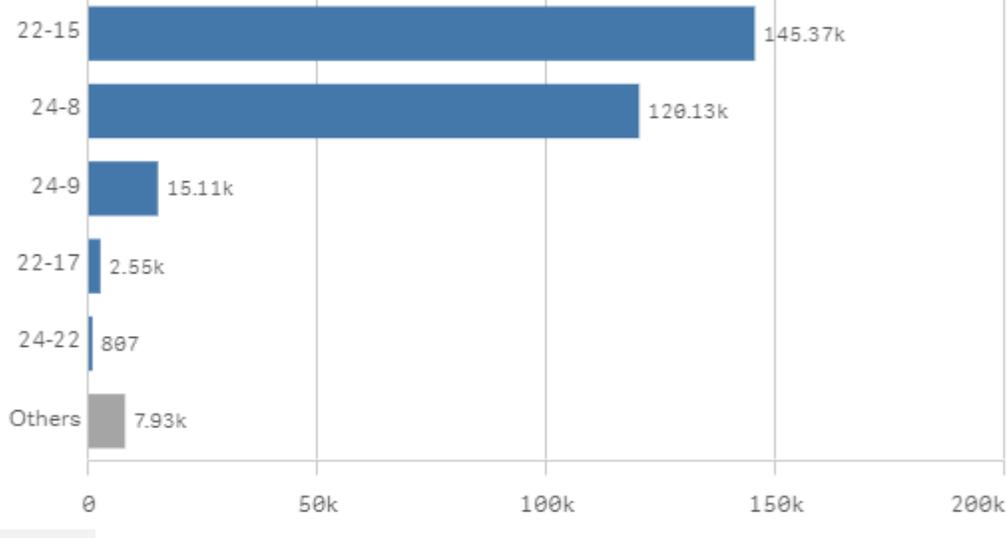
Applications: Top 5 Denial Codes

By Rolling 12 Decision Months



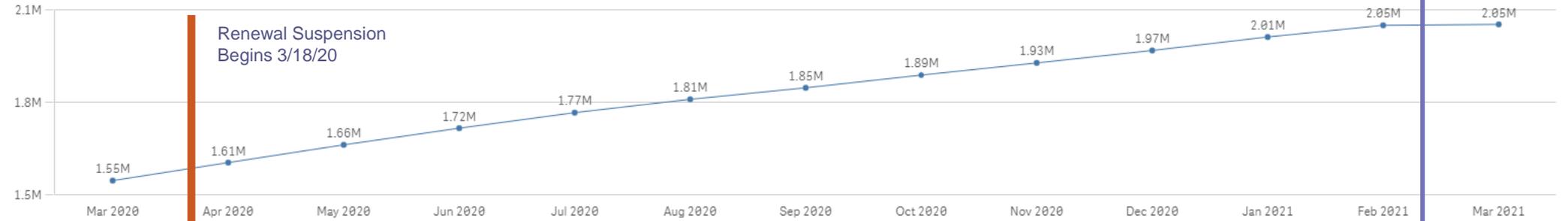
Renewals: Top 5 Denial Codes

By Rolling 12 Decision Months



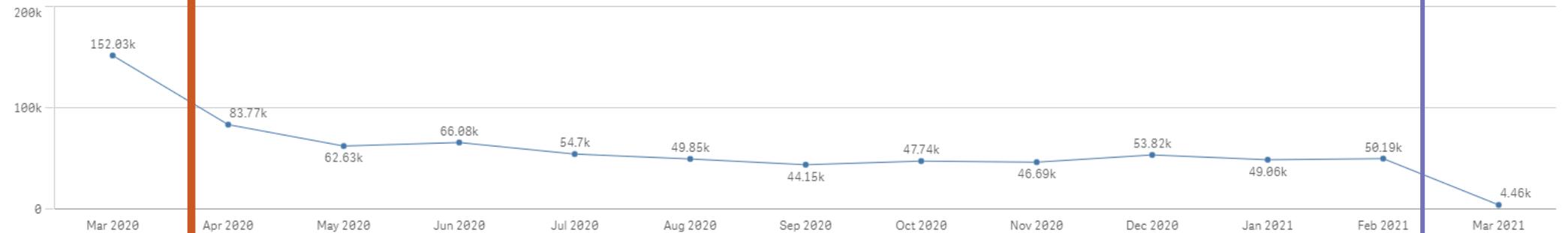
Program Participation – Enrolled, Approved, & Transferred Customers

Enrolled Customers (Service Terms)



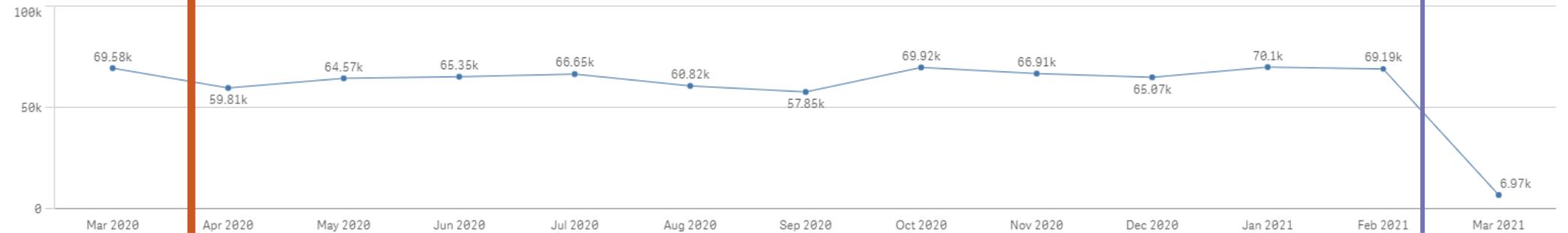
Count of distinct ServiceTermIDs
 Service Start Date is not Null
 Service Started before the reporting month and End date is after the reporting Month
 Service was active throughout the reporting period
 Based on Service Term Dates

Approved Customers (Service Terms)



Count of distinct ServiceTermIDs
 Decision = Approved
 Based on Decision Dates

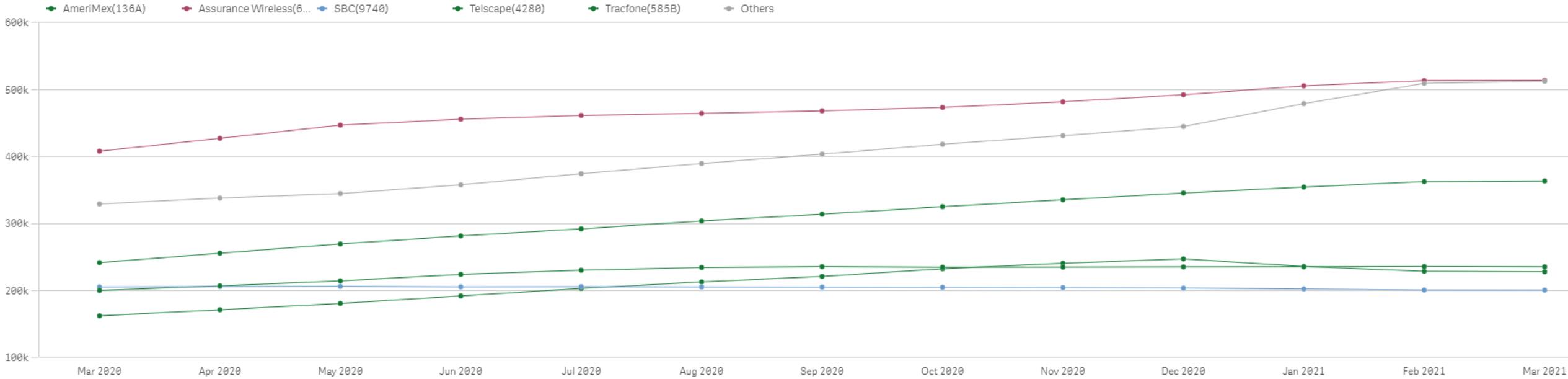
Transferred Customers (Service Terms)



Count of distinct ServiceTermIDs
 EventTypeCode = 544 (Transfer - Carrier Lost)
 Based on Event Date as Transfer Date

Participation by Service Provider (Top 5)

Application Summary by Service Provider

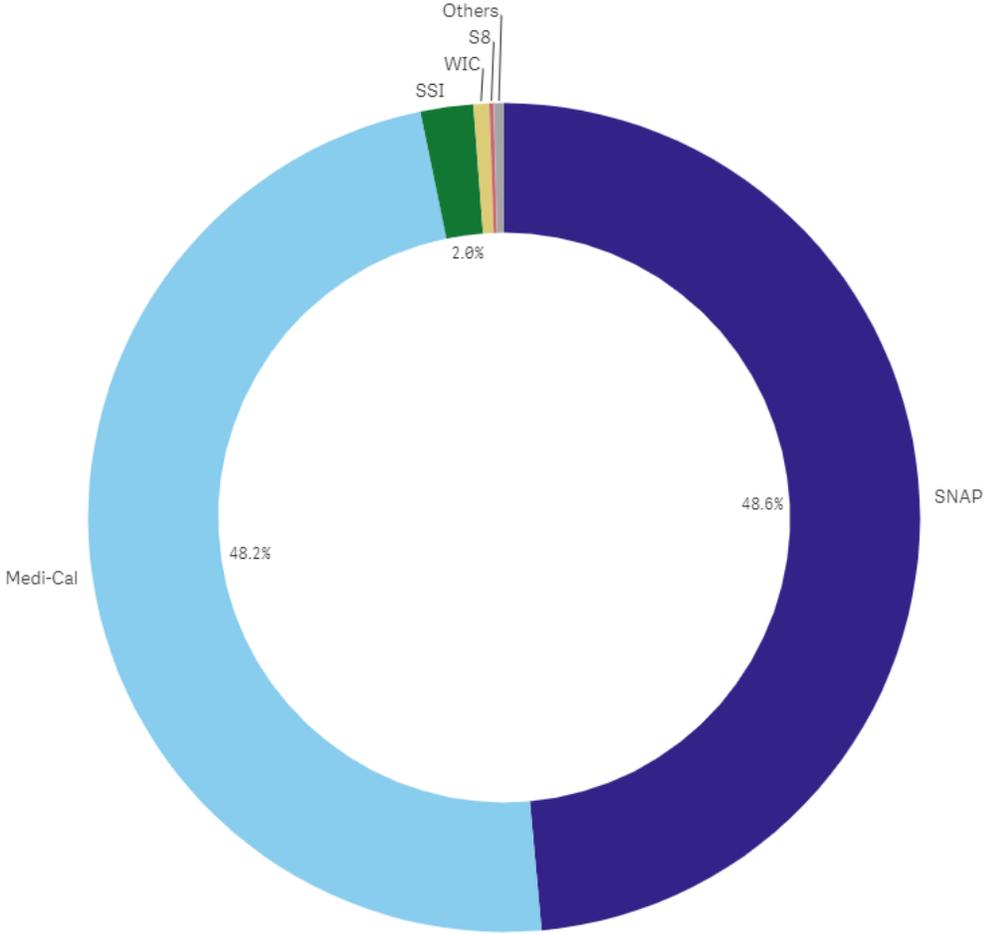
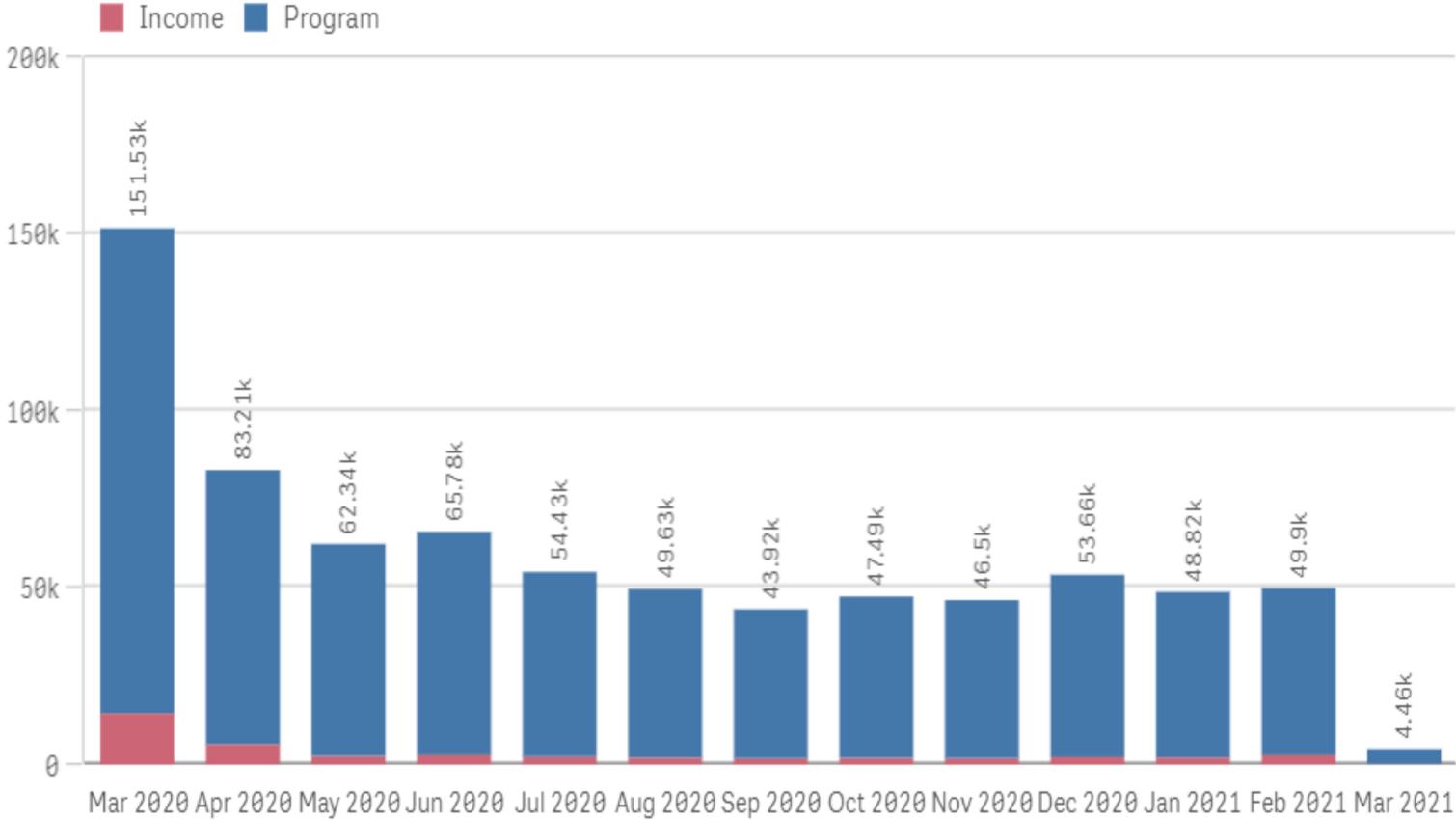


Application Summary by Service Provider

| | Totals | Mar 2020 | Apr 2020 | May 2020 | Jun 2020 | Jul 2020 | Aug 2020 | Sep 2020 | Oct 2020 | Nov 2020 | Dec 2020 | Jan 2021 | Feb 2021 | Mar 2021 |
|--------------------------|------------------|------------------|------------------|------------------|------------------|------------------|------------------|------------------|------------------|------------------|------------------|------------------|------------------|------------------|
| Totals | 2,994,844 | 1,547,349 | 1,605,796 | 1,663,398 | 1,717,492 | 1,767,841 | 1,811,175 | 1,848,501 | 1,889,756 | 1,929,234 | 1,969,632 | 2,013,370 | 2,051,339 | 2,054,304 |
| Others | 718,364 | 329,322 | 338,169 | 344,842 | 358,002 | 374,548 | 389,709 | 403,812 | 418,507 | 431,348 | 445,026 | 479,061 | 509,375 | 512,380 |
| AmeriMex(136A) | 357,072 | 162,384 | 171,360 | 180,825 | 192,109 | 203,241 | 213,002 | 221,197 | 232,547 | 240,825 | 247,309 | 236,072 | 228,856 | 228,186 |
| Assurance Wireless(6664) | 729,590 | 408,162 | 427,330 | 447,119 | 455,887 | 461,540 | 464,508 | 468,346 | 473,513 | 481,847 | 492,354 | 505,593 | 513,491 | 513,800 |
| SBC(9740) | 262,255 | 205,440 | 206,058 | 206,365 | 205,576 | 205,843 | 205,465 | 205,289 | 205,025 | 204,576 | 203,828 | 202,476 | 200,884 | 200,726 |
| Telscape(4280) | 544,964 | 241,769 | 255,814 | 269,723 | 281,695 | 292,186 | 303,978 | 314,111 | 325,271 | 335,575 | 345,698 | 354,604 | 362,774 | 363,683 |
| Tracfone(585B) | 382,599 | 200,272 | 207,065 | 214,524 | 224,223 | 230,483 | 234,513 | 235,746 | 234,893 | 235,063 | 235,417 | 235,564 | 235,959 | 235,529 |

Enrollment Eligibility Method

Enrollment by Income or Program
By Rolling 12 Months, Includes All Decisions



Enrollment Channel and Eligibility Method

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



Application Type : Submission Type

| Application Type | Submission Type | | |
|------------------|-----------------|---------------|--------------|
| | Dap | Mail | Web |
| Totals | 303,193 | 11,547 | 4,520 |
| Application | 303,193 | 11,547 | 4,520 |

Submission Type : Income or Program

| Submission Type | Income or Program | |
|-----------------|-------------------|----------------|
| | Income | Program |
| Totals | 13,168 | 306,092 |
| Dap | 10,923 | 292,270 |
| Mail | 1,475 | 10,072 |
| Web | 770 | 3,750 |

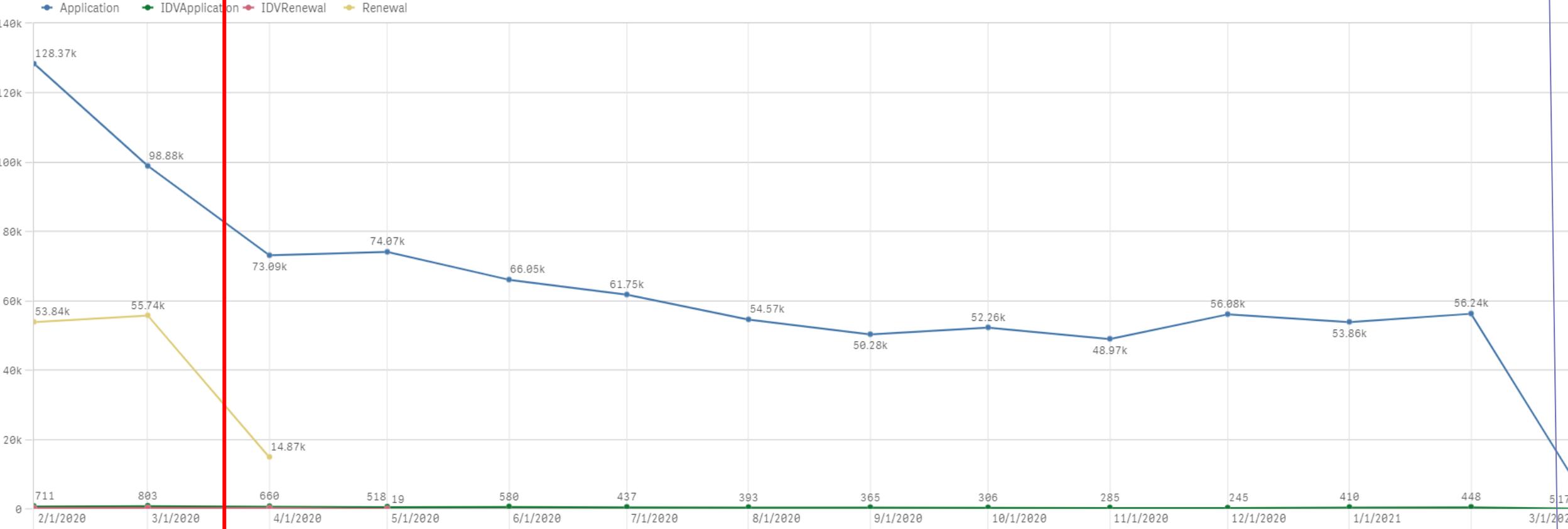
Income or Program : Decision

| Income or Program | Decision | | |
|-------------------|----------------|---------------|---------------|
| | Approved | Harddenied | Softdenied |
| Totals | 302,596 | 36,633 | 21,388 |
| Income | 13,103 | 25 | 42 |
| Program | 289,493 | 36,608 | 21,346 |

Forms Processing Volume

March 2021 Partial

Renewal Suspension
Begins 3/18/20

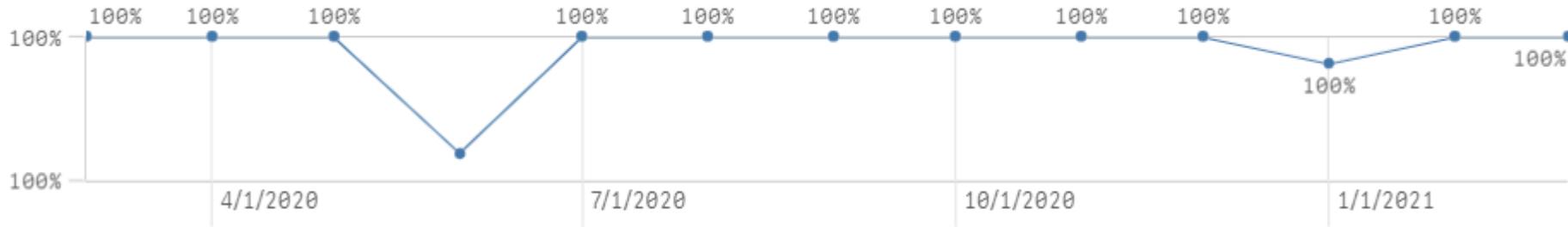


Form Processing Throughput

Manual Reviews
839,022

Avg SLA Days
1.84 100.0%
 % Compliance

Monthly Compliance %

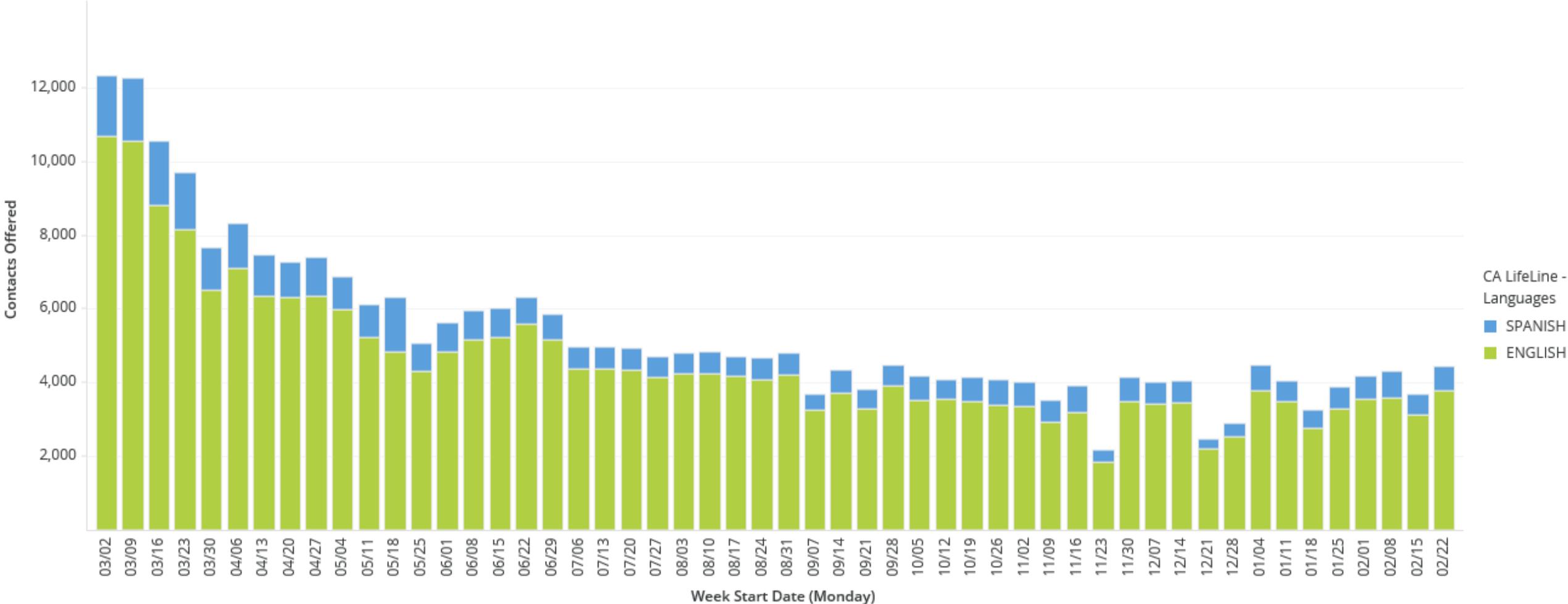


Manual Form Reviews – By Type and Month

| | Totals | ⊕ Mar 2021 | ⊕ Feb 2021 | ⊕ Jan 2021 | ⊕ Dec 2020 | ⊕ Nov 2020 | ⊕ Oct 2020 | ⊕ Sep 2020 | ⊕ Aug 2020 | ⊕ Jul 2020 | ⊕ Jun 2020 | ⊕ May 2020 | ⊕ Apr 2020 | ⊕ Mar 2020 |
|----------------|----------------|--------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|----------------|
| Totals | 839,022 | 4,594 | 53,079 | 53,719 | 59,418 | 48,389 | 49,836 | 48,968 | 55,234 | 60,937 | 74,064 | 70,267 | 93,940 | 166,577 |
| Application | 757,832 | 4,589 | 52,619 | 53,330 | 59,156 | 48,124 | 49,521 | 48,588 | 54,867 | 60,488 | 73,480 | 69,812 | 74,140 | 109,118 |
| IDVApplication | 5,350 | 5 | 460 | 389 | 262 | 265 | 315 | 380 | 367 | 449 | 584 | 455 | 737 | 682 |
| IDVRenewal | 500 | - | - | - | - | - | - | - | - | - | - | - | 229 | 271 |
| Renewal | 75,340 | - | - | - | - | - | - | - | - | - | - | - | 18,834 | 56,506 |

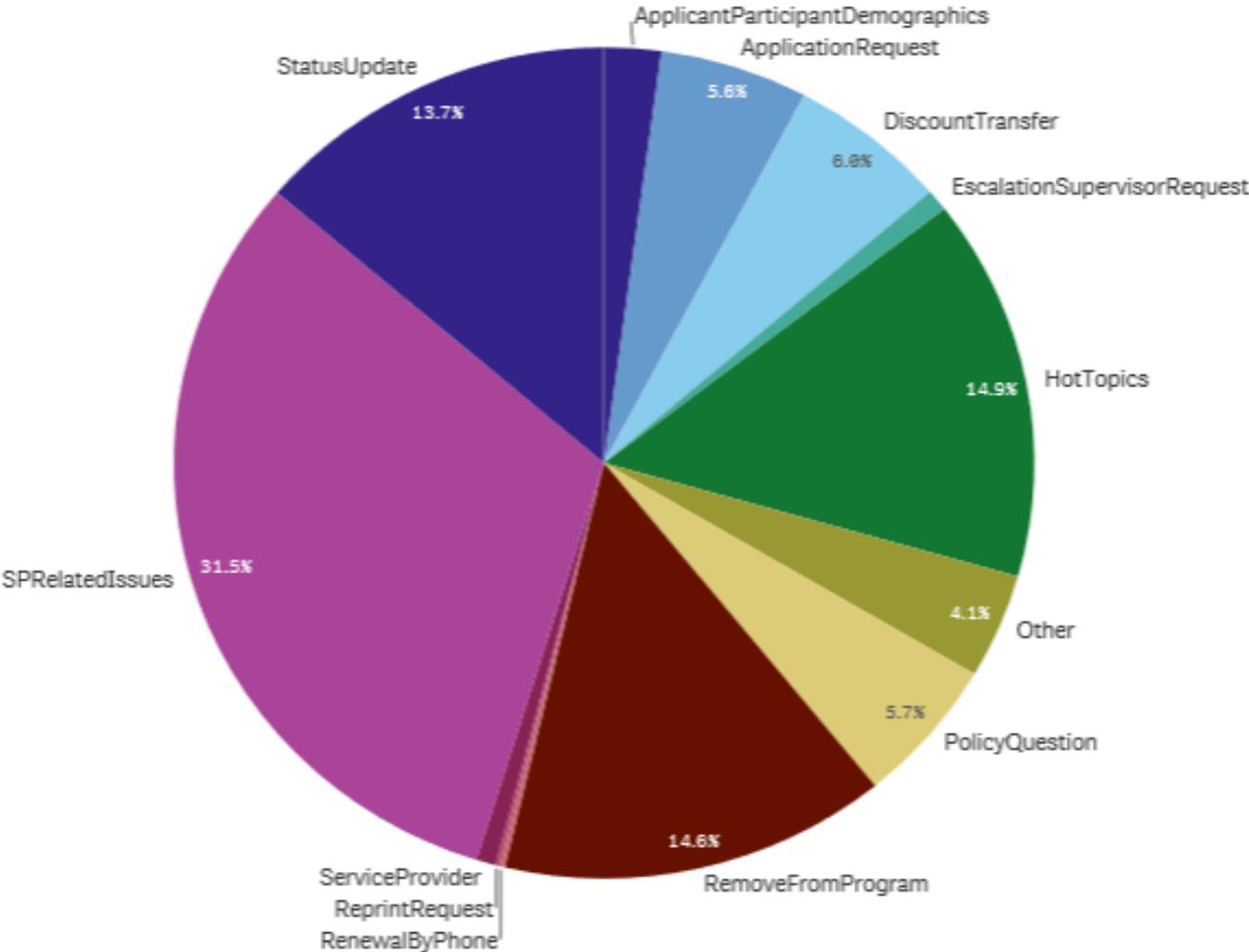
Call Volumes – English & Spanish

LifeLine Weekly Calls Offered by Language - English & Spanish



Call Reasons

- ApplicantParticipant-Demographics
- ApplicationRequest
- DiscountTransfer
- EscalationSupervisor-Request
- HotTopics
- Other
- PolicyQuestion
- RemoveFromProgram
- RenewalByPhone
- ReprintRequest
- ServiceProvider
- SPRelatedIssues
- StatusUpdate



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 |
|-------------|-------------|-------------|-----------------|--|
| 8-9 | Hard Denial | Application | System | We do not have evidence that the Application Form was returned to us. |
| 24-8 | Hard Denial | Renewal | System | We do not have evidence that the Renewal Form was returned to us. |
| 5-16 | Hard Denial | Application | 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). |
| 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. |
| 5-10 | Hard Denial | Application | System | Applicant is found to already be receiving the LifeLine discount based on the established duplicate check criteria. |
| 8-10 | Hard Denial | Application | System | Your form was returned as non-deliverable (a letter will not be generated for this reason). |
| 24-22 | Hard Denial | Renewal | Reviewer | You did not print your initials to certify that no one else in your household is already receiving the discount. |
| 21-13 | Hard Denial | Renewal | System | We do not have evidence that the identity documentation and ID Authentication Form were submitted to us. |
| 24-26 | Soft Denial | Application | System | We do not have evidence that the Application Form was returned to us. |

APPENDIX - Enrollment Eligibility Method - Detail

| | | Submission Type | | | | |
|--------------------|---------------|-----------------|----------------|--------------|---------------|---------------|
| Eligibility Method | Eligibility | Totals | Dap | IVR | Mail | Web |
| Income | FederalIncome | 26,461 | 14,873 | 351 | 4,396 | 6,855 |
| | StateIncome | 16,047 | 9,288 | 109 | 3,688 | 2,964 |
| | Totals | 42,508 | 24,161 | 460 | 8,084 | 9,819 |
| Program | FDPIR | 29 | 14 | - | 9 | 6 |
| | HSTO | 38 | 1 | - | 37 | - |
| | IndAff | 27 | 4 | 2 | 17 | 4 |
| | LIHEAP | 830 | 40 | 24 | 491 | 275 |
| | Medi-Cal | 346,560 | 294,898 | 894 | 23,469 | 27,354 |
| | NSLP | 614 | 139 | 11 | 187 | 277 |
| | S8 | 1,272 | 354 | 27 | 491 | 400 |
| | SNAP | 349,235 | 338,497 | 542 | 3,187 | 7,045 |
| | SSI | 14,645 | 6,985 | 162 | 4,385 | 3,122 |
| | TANF | 25 | 5 | 1 | 15 | 4 |
| | TANFETC | 241 | 148 | 1 | 13 | 79 |
| | VSPBP | 932 | 675 | 5 | 159 | 94 |
| | WIC | 4,415 | 3,971 | 56 | 78 | 310 |
| | Totals | 718,863 | 645,731 | 1,725 | 32,538 | 38,970 |