

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

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

June 8, 2021



Executive Summary

- Program Participation*

- Wireless: 1,142,710

- Wireline: 244,031

- Total: 1,386,741

- » 2,026,926 End of April

- Number of Subscribers removed in May due to non-usage: 679,050

- * As of May 27, 2021

Executive Summary

- California Lifeline Program Support

- Pandemic Consumer Protection Measures

- Renewal date suspension through 06/30/2021

- Weekly Service Provider Meetings

- The goal of these meetings is to provide service providers with updates regarding TPA process changes and obtain service provider feedback

- 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

- Monthly meetings with representatives of USAC

- The goal of these meetings is to align on matters which impact the Lifeline program

Executive Summary

- Key TPA Initiatives

- Preparation for Renewal Resumption (July 1 or later)
 - Increase Call Center Staffing
 - Perform Systems Stress Testing
 - Redistribute Anniversary Dates
 - Weekly meetings with CPUC

Reports Appendix: Rolling 12 Month Period (June 2020 – May 2021)

- Wireless: Response & Approval Rates – Application & Renewal Forms
- Wireline: Response & Approval Rates – Application & Renewal Forms
- Top 5 Denials Codes by New Applications and Renewals
- Program Participation – Enrolled, Approved, & Transferred Customers
- Participation by Service Provider (Top 5)
- Enrollment Eligibility Method
- Enrollment Channel and Eligibility Method
- Form Processing Throughput
- Call Volumes – English & Spanish
- Call Volumes – Other Languages
- Call Reasons

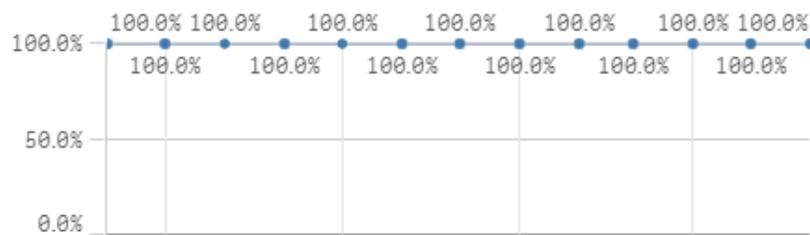
Wireless: Response & Approval Rates – Application & Renewal Forms

Total Responded
636,637^{97.7%}
 % Qualified or Renewed

Qualified or Renewed / # Responded

% Responded

By Rolling 12 Decision Months



Responded / # Total

Applications Activities Report

By Rolling 12 Decision Months

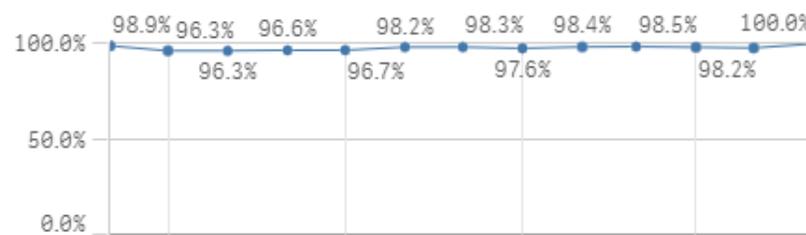
Month Year	# Total	# Responded	# Approved	% Responded	% Approved	% Qualified
Totals	636,637	636,637	621,865	100.0%	97.7%	97.7%
May 2021	58,016	58,016	56,757	100.0%	97.8%	97.8%
Apr 2021	54,700	54,700	53,708	100.0%	98.2%	98.2%
Mar 2021	56,772	56,772	55,925	100.0%	98.5%	98.5%
Feb 2021	50,649	50,649	49,817	100.0%	98.4%	98.4%
Jan 2021	51,278	51,278	50,064	100.0%	97.6%	97.6%
Dec 2020	56,464	56,464	55,481	100.0%	98.3%	98.3%
Nov 2020	46,204	46,204	45,388	100.0%	98.2%	98.2%
Oct 2020	48,207	48,207	46,594	100.0%	96.7%	96.7%
Sep 2020	45,964	45,964	44,402	100.0%	96.6%	96.6%
Aug 2020	52,078	52,078	50,166	100.0%	96.3%	96.3%
Jul 2020	57,027	57,027	54,936	100.0%	96.3%	96.3%
Jun 2020	59,278	59,278	58,627	100.0%	98.9%	98.9%

Approved Applications
621,865^{97.7%}
 % Qualified

Approved Applications / # Responded

% Approved

By Rolling 12 Decision Months



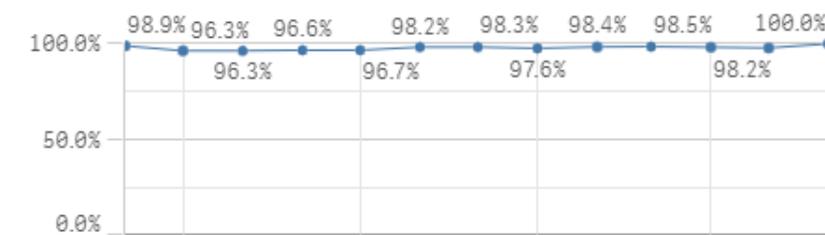
Qualified or Renewed / # Responded

Approved Renewals
0
 % Renewed

Approved Renewals / # Responded

% Qualified or Renewed

By Rolling 12 Decision Months



Qualified or Renewed / # Total

Wireline: Response & Approval Rates – Application & Renewal Forms

Total Responded
18,122 79.7%
 % Qualified or Renewed

Qualified or Renewed / # Responded

Approved Applications
14,444 79.7%
 % Qualified

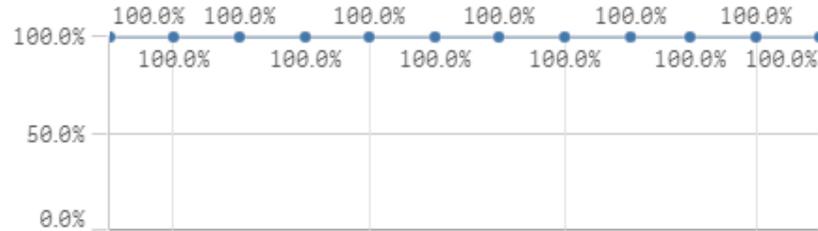
Approved Applications / # Responded

Approved Renewals
0 % Renewed

Approved Renewals / # Responded

% Responded

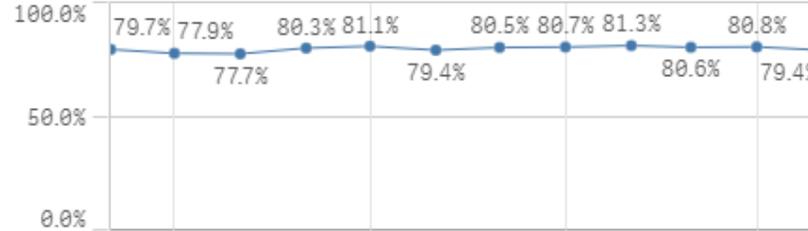
By Rolling 12 Decision Months



Responded / # Total

% Approved

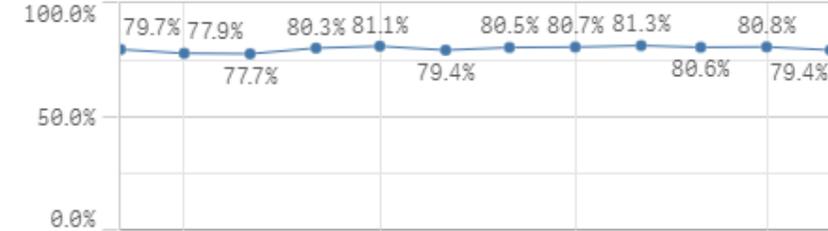
By Rolling 12 Decision Months



Qualified or Renewed / # Responded

% Qualified or Renewed

By Rolling 12 Decision Months



Qualified or Renewed / # Total

Applications Activities Report

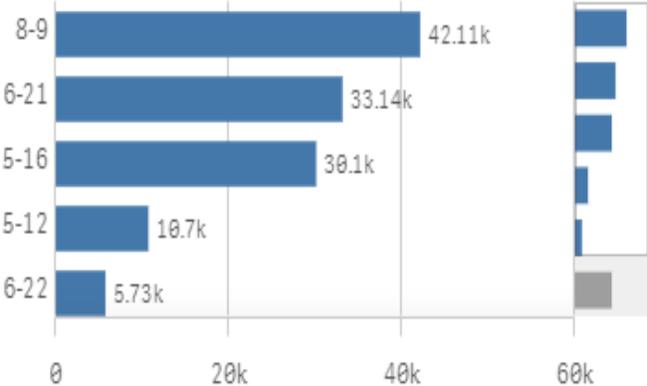
By Rolling 12 Decision Months

Month Year	Q	# Total	# Responded	# Approved	% Responded	% Approved	% Qualified
Totals		18,122	18,122	14,444	100.0%	79.7%	79.7%
May 2021		1,077	1,077	855	100.0%	79.4%	79.4%
Apr 2021		1,275	1,275	1,030	100.0%	80.8%	80.8%
Mar 2021		1,351	1,351	1,089	100.0%	80.6%	80.6%
Feb 2021		1,174	1,174	955	100.0%	81.3%	81.3%
Jan 2021		1,089	1,089	879	100.0%	80.7%	80.7%
Dec 2020		1,129	1,129	909	100.0%	80.5%	80.5%
Nov 2020		1,085	1,085	861	100.0%	79.4%	79.4%
Oct 2020		1,253	1,253	1,016	100.0%	81.1%	81.1%
Sep 2020		1,702	1,702	1,366	100.0%	80.3%	80.3%
Aug 2020		1,989	1,989	1,546	100.0%	77.7%	77.7%
Jul 2020		2,516	2,516	1,961	100.0%	77.9%	77.9%
Jun 2020		2,482	2,482	1,977	100.0%	79.7%	79.7%

Top 5 Denials Codes by New Applications and Renewals

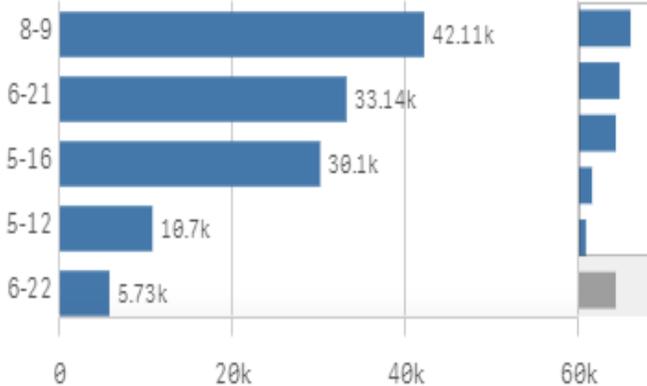
Top 5 Denial Codes

By Rolling 12 Decision Months



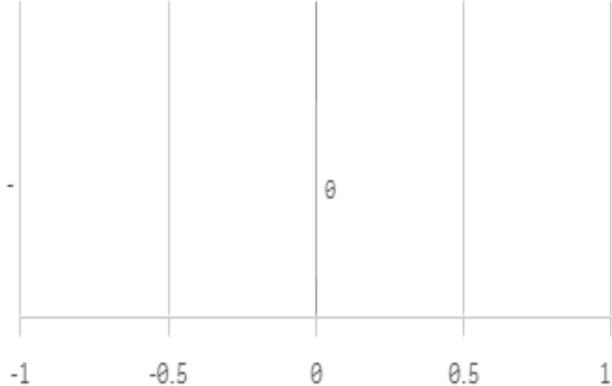
Applications: Top 5 Denial Codes

By Rolling 12 Decision Months

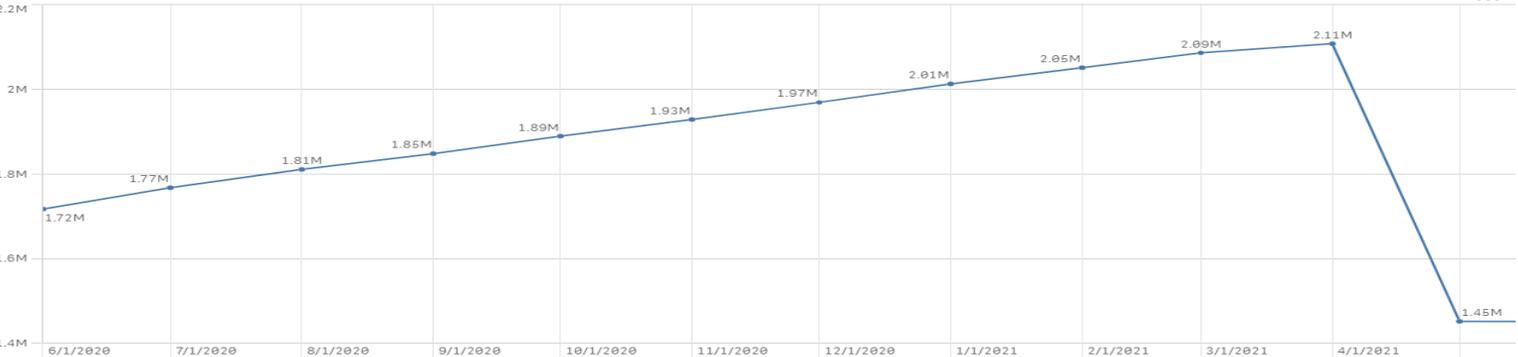


Renewals: Top 5 Denial Codes

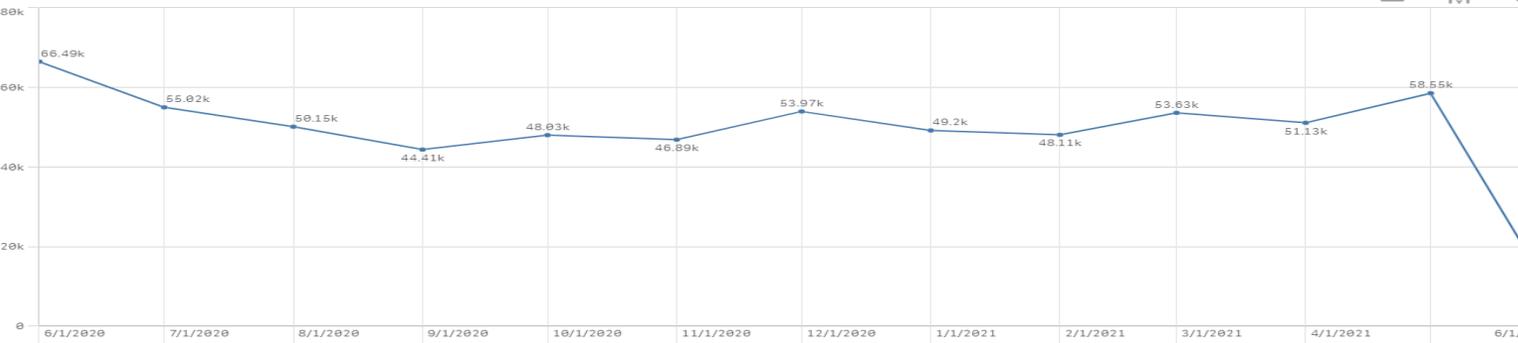
By Rolling 12 Decision Months



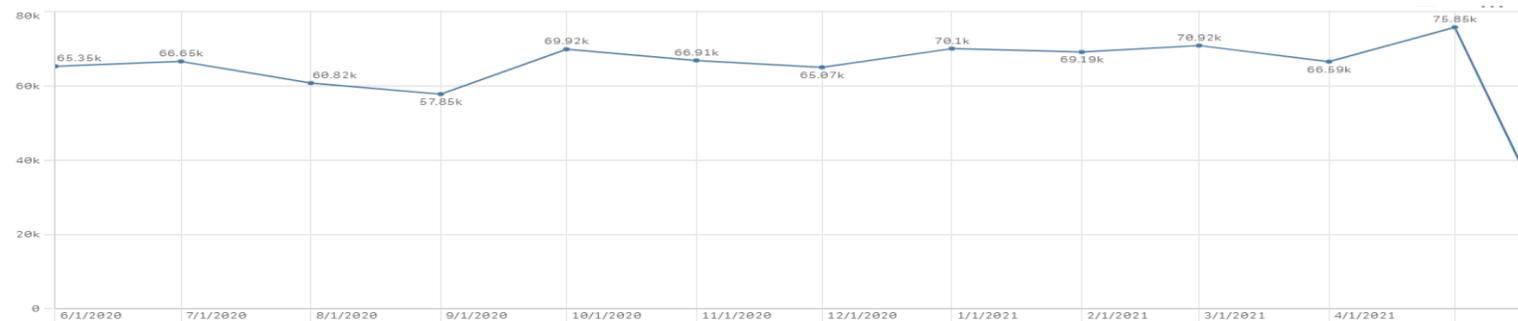
Program Participation – Enrolled, Approved, & Transferred Customers



Enrolled Customers (Service Terms)



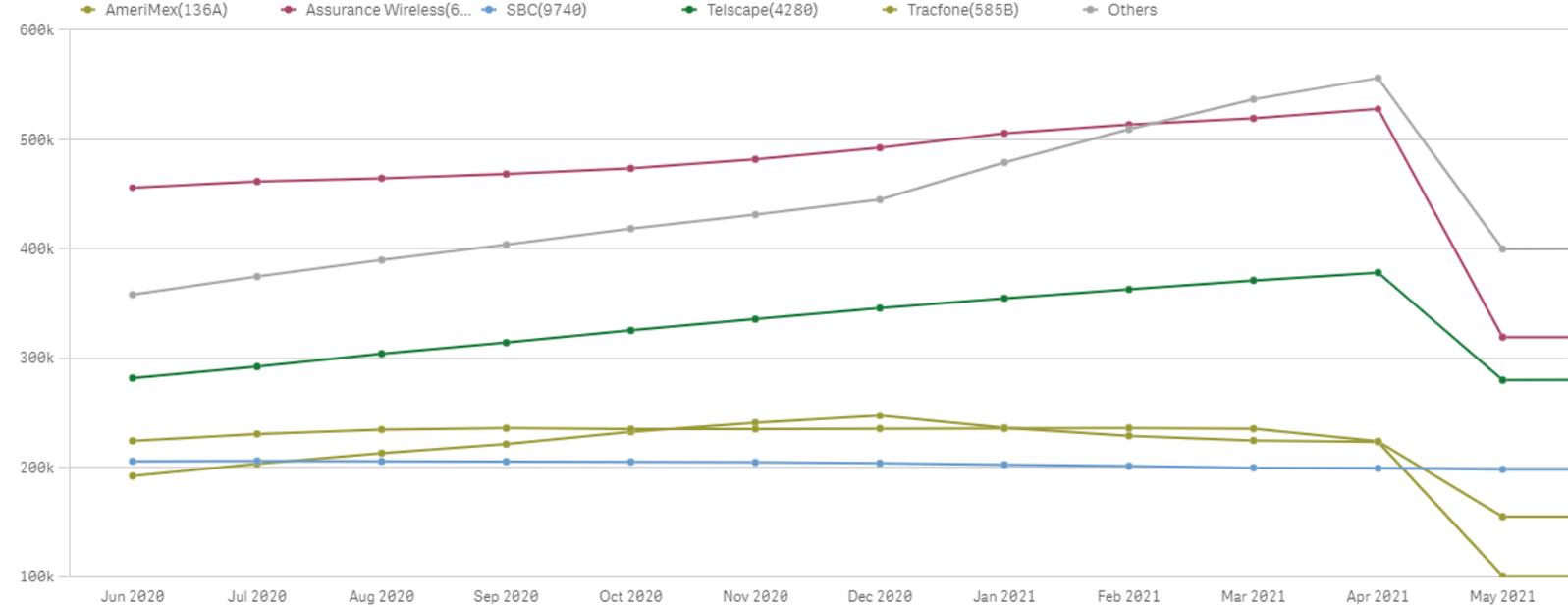
Approved Customers (Service Terms)



Transferred Customers (Service Terms)

Participation by Service Provider (Top 5)

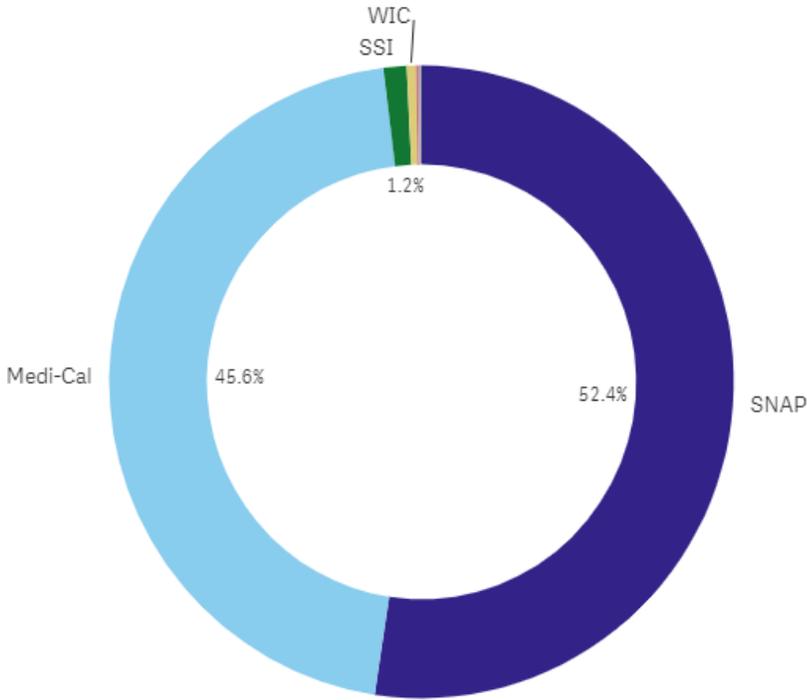
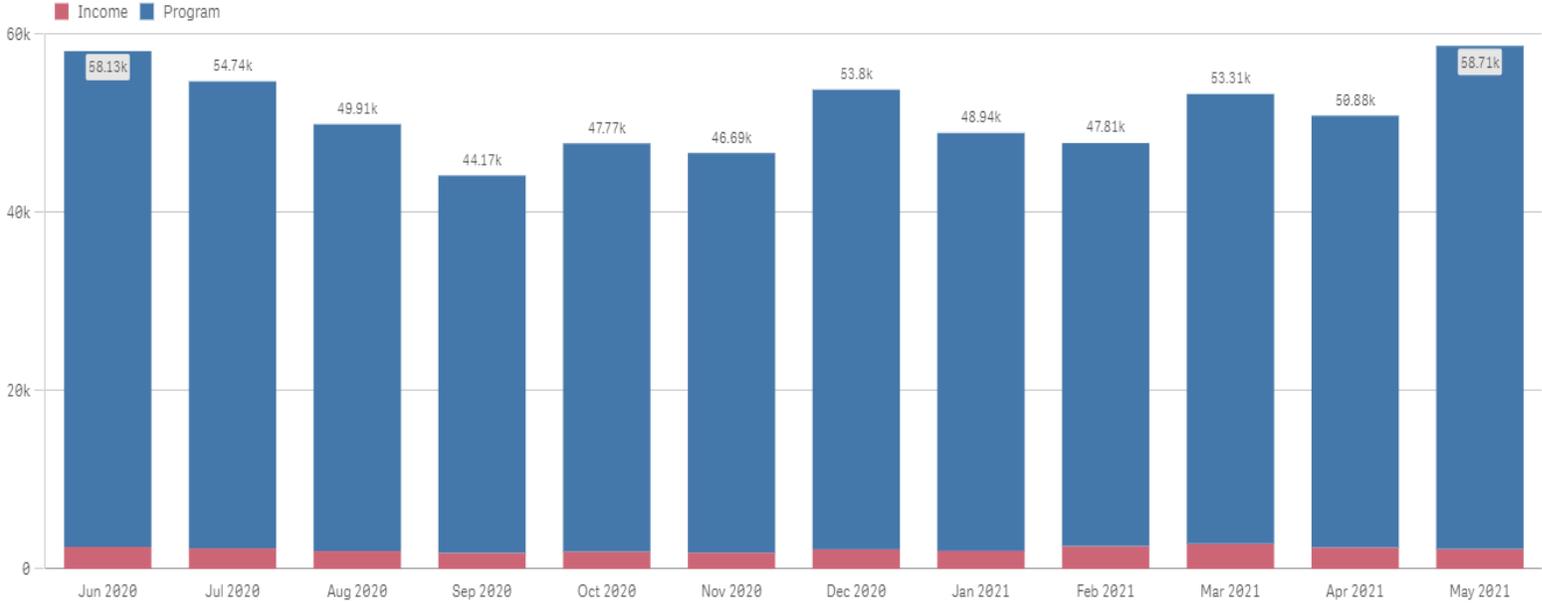
Application Summary by Service Provider (Service Terms)



	Totals	Jun 2020	Jul 2020	Aug 2020	Sep 2020	Oct 2020	Nov 2020	Dec 2020	Jan 2021	Feb 2021	Mar 2021	Apr 2021	May 2021
Totals	3,029,996	1,717,461	1,767,802	1,811,122	1,848,430	1,889,665	1,929,127	1,969,512	2,013,236	2,051,480	2,086,537	2,108,138	1,451,990
Others	782,711	357,971	374,509	389,656	403,741	418,416	431,241	444,906	478,927	509,257	536,819	556,083	399,485
AmeriMex(136A)	341,131	192,109	203,241	213,002	221,197	232,547	240,825	247,309	236,072	228,856	224,521	223,234	100,549
Assurance Wireless(6664)	733,216	455,887	461,540	464,508	468,346	473,513	481,847	492,354	505,593	513,491	519,253	527,794	319,152
SBC(9740)	244,734	205,576	205,843	205,465	205,289	205,025	204,576	203,828	202,477	201,146	199,658	199,120	198,140
Telscape(4280)	565,683	281,695	292,186	303,978	314,111	325,271	335,575	345,698	354,604	362,772	371,010	378,147	279,808
Tracfone(585B)	362,521	224,223	230,483	234,513	235,746	234,893	235,063	235,417	235,563	235,958	235,276	223,760	154,856

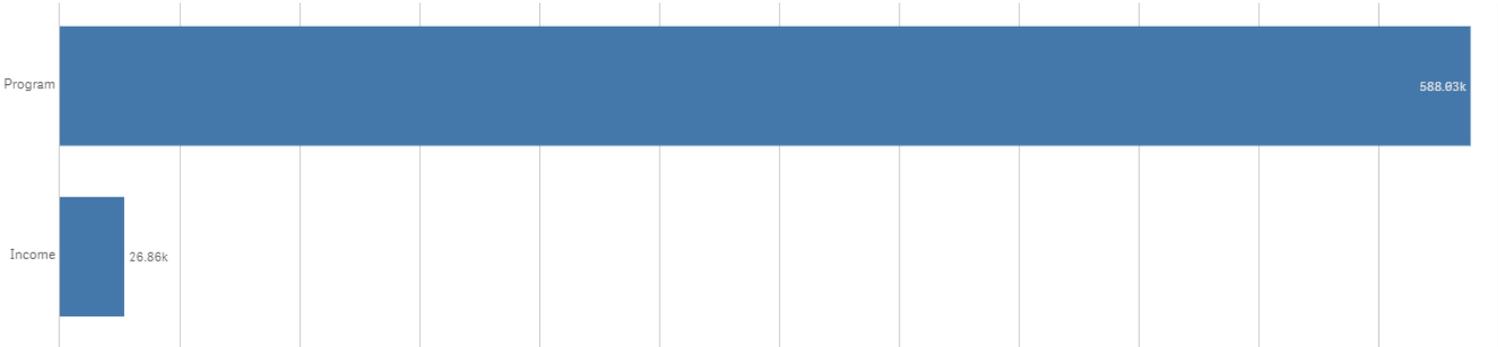
Enrollment Eligibility Method

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



Enrollment Channel and Eligibility Method

Enrollment by Income or Program



	Totals	Dap	Mail	Web
Income	26,858	22,155	3,077	1,633
FederalIncome	16,099	13,377	1,696	1,032
StateIncome	10,759	8,778	1,381	601

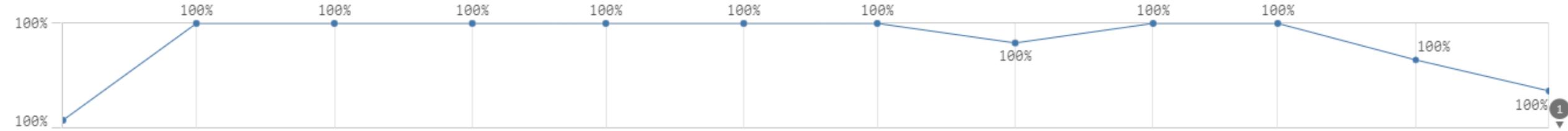
	Totals	Dap	Mail	Web
Program	588,006	576,158	5,317	6,582

Form Processing Throughput

Manual Reviews
673,883

Avg SLA Days
2.06 ^{100.0%}
% Compliance

Monthly Compliance %



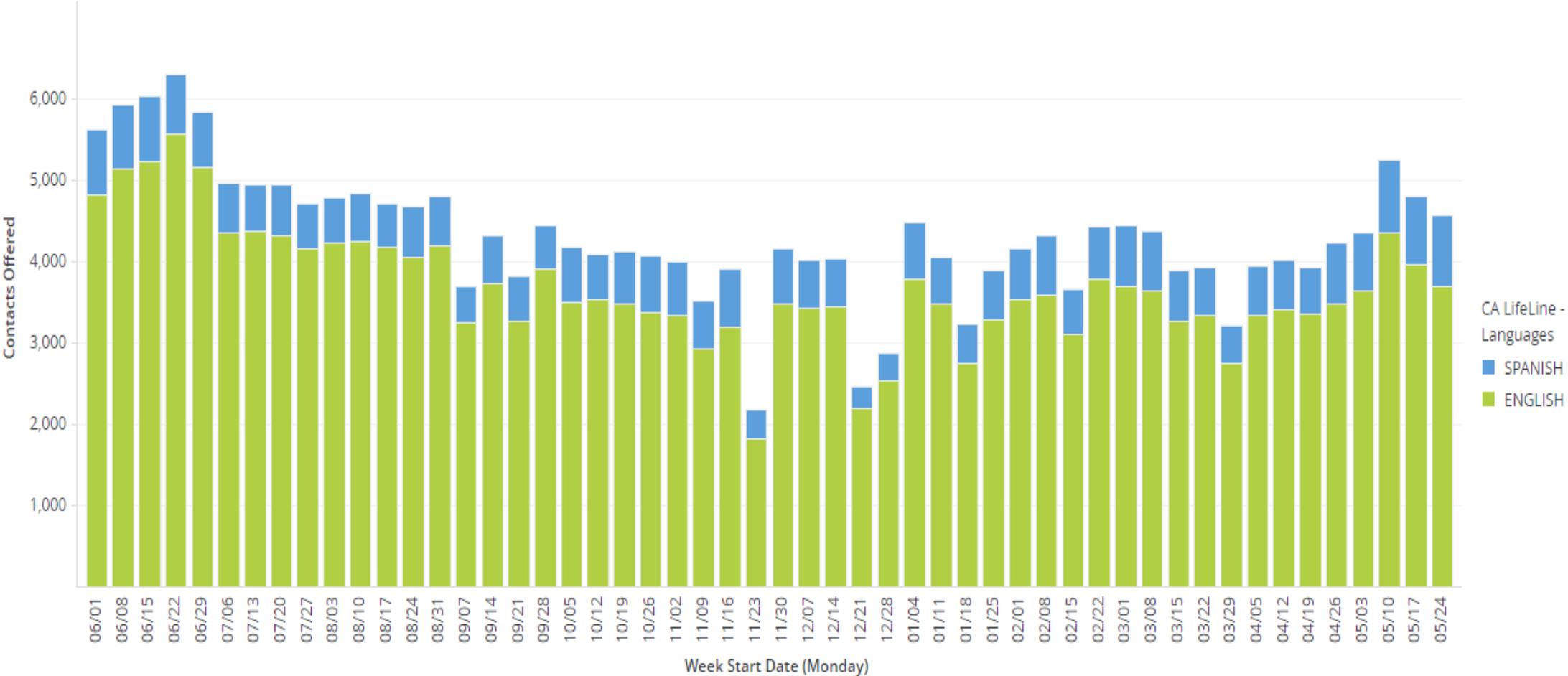
% Compliance = (# On Time / Total Application Forms)

Manual Form Reviews – By Type and Month

	Totals	⊕ May 2021	⊕ Apr 2021	⊕ Mar 2021	⊕ Feb 2021	⊕ Jan 2021	⊕ Dec 2020	⊕ Nov 2020	⊕ Oct 2020	⊕ Sep 2020	⊕ Aug 2020	⊕ Jul 2020	⊕ Jun 2020
Totals	673,883	62,208	57,541	59,471	53,079	53,719	59,418	48,389	49,836	48,968	55,234	60,937	65,083
Application	669,123	61,813	57,073	58,993	52,619	53,330	59,156	48,124	49,521	48,588	54,867	60,488	64,551
IDVApplication	4,760	395	468	478	460	389	262	265	315	380	367	449	532

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

