

Helping Government **Serve the People**®

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

September 13, 2019



Executive Summary

- Program Participation as of August 2019
 - Down 5.78% from May 2019 (1.63M to 1.73 Million)
- Average Qualification Rate for Applications as of August 2019
 - Up 8.8% from May 2019 (135.6K to 147.5K)
- Average Renewal Rate as of August 2019
 - Up 38.1% from May 2019 (58.8K to 81.3K)
- Average Forms Processing Turnaround Time (as of 9/5/2019)
 - Average SLA Days
 - Cumulative since July 1st, 2019 – 2.69 Days
 - Reduced by 6.2% to 2.87 Days (3.06 Days from April to June)
 - Manual Reviews: Up 11.76% (Total 1.06M since April)
 - May/June (410,565 Reviews, 2.78 Days, 74% Compliance)
 - July/Aug (458,856 Reviews, 2.69 Days, 100% Compliance)

TPA Transition Summary

- Key Dates
 - Carrier Data Synchronization Begins – 9/21/19
 - Service Term Fix – 9/13/19
- Key Initiatives
 - Renewal Process Review
 - Data Synchronization
 - Service Term
 - Cutover Issue Stabilization
 - ImageX Functionality

Response & Approval Rates – All Forms

Includes forms w/o OCN

Total Forms
2,379,554

Application Forms (Applications, Renewals, & IDVs)

Total Responded
1,851,877 61.8%
% Approved Decisions

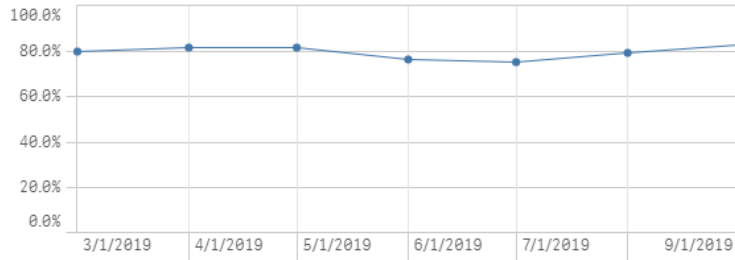
Responded / # Total

Total Approved
1,144,043 48.1%
% Qualified or Renewed

Approved Applications & Renewals / # Responded

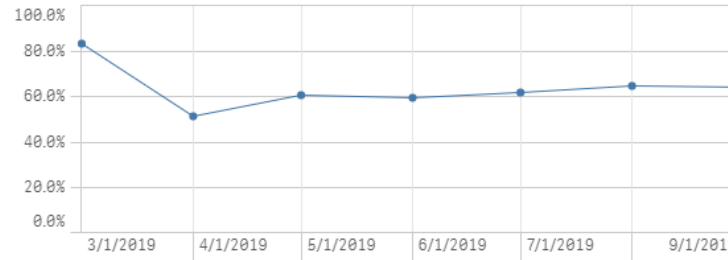
% Responded

By Rolling 6 Decision Months



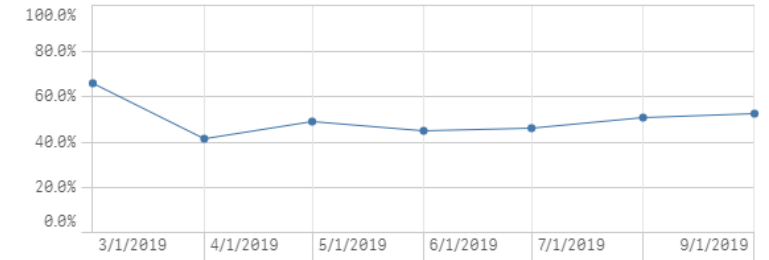
% Approved

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	2,379,554	1,851,877	1,144,043	77.8%	61.8%	48.1%
Mar 2019	263,511	208,316	171,573	79.1%	82.4%	65.1%
Apr 2019	319,658	258,111	129,360	80.7%	50.1%	40.5%
May 2019	406,048	326,502	194,431	80.4%	59.5%	47.9%
Jun 2019	400,239	301,406	176,022	75.3%	58.4%	44.0%
Jul 2019	447,739	331,589	201,610	74.1%	60.8%	45.0%
Aug 2019	460,475	358,969	228,761	78.0%	63.7%	49.7%
Sep 2019	81,884	66,984	42,286	81.8%	63.1%	51.6%

Response & Approval Rates – All Forms

Excludes forms w/o OCN

Total Forms
1,821,787

Application Forms (Applications, Renewals, & IDVs)

Total Responded
1,296,058 88.0%
% Approved Decisions

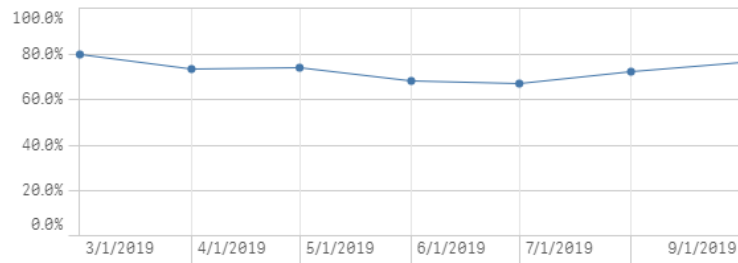
Responded / # Total

Total Approved
1,140,276 62.6%
% Qualified or Renewed

Approved Applications & Renewals / # Responded

% Responded

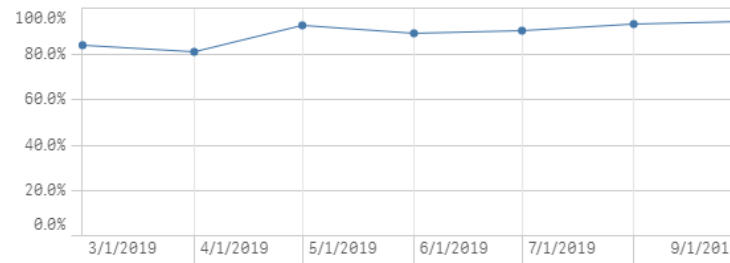
By Rolling 6 Decision Months



Qualified or Renewed / # Responded

% Approved

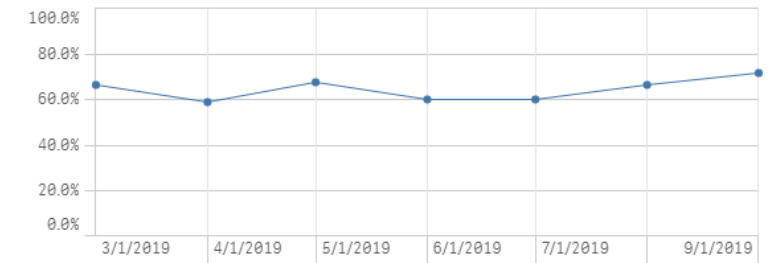
By Rolling 6 Decision Months



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	1,821,787	1,296,058	1,140,276	71.1%	88.0%	62.6%
Mar 2019	258,675	204,276	168,688	79.0%	82.6%	65.2%
Apr 2019	221,977	160,636	128,536	72.4%	80.0%	57.9%
May 2019	291,261	212,539	194,393	73.0%	91.5%	66.7%
Jun 2019	298,587	199,875	176,007	66.9%	88.1%	58.9%
Jul 2019	341,595	225,446	201,608	66.0%	89.4%	59.0%
Aug 2019	349,611	248,105	228,758	71.0%	92.2%	65.4%
Sep 2019	60,081	45,181	42,286	75.2%	93.6%	70.4%

Wireline: Response & Approval Rates – All Forms

Total Forms
255,040

Application Forms (Applications, Renewals, & IDVs)

Total Responded
194,629 94.3%
% Approved Decisions

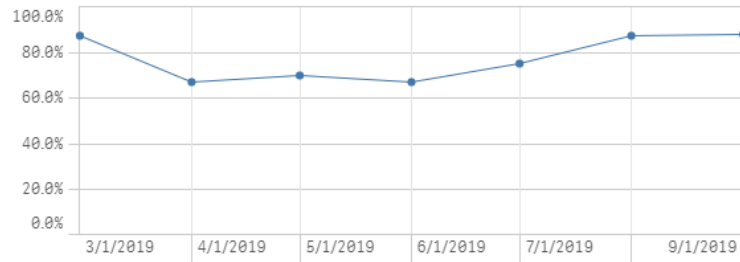
Responded / # Total

Total Approved
183,541 72.0%
% Qualified or Renewed

Approved Applications & Renewals / # Responded

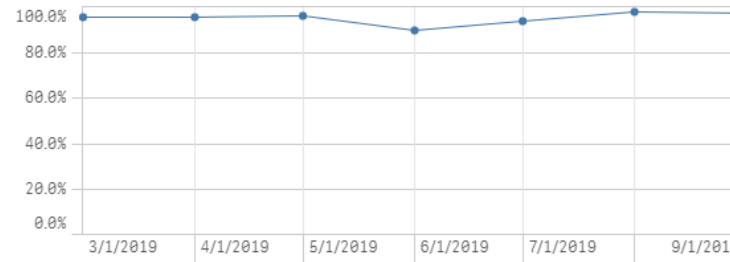
% Responded

By Rolling 6 Decision Months



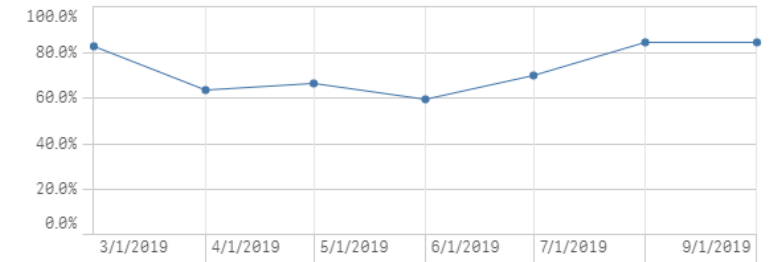
% Approved

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	Q	# Total	# Responded	# Approved	% Responded	% Approved	% Qualified or Renewed
Totals		255,040	194,629	183,541	76.3%	94.3%	72.0%
Mar 2019		35,676	30,861	29,183	86.5%	94.6%	81.8%
Apr 2019		28,955	19,091	18,085	65.9%	94.7%	62.5%
May 2019		42,497	29,320	27,819	69.0%	94.9%	65.5%
Jun 2019		38,297	25,205	22,282	65.8%	88.4%	58.2%
Jul 2019		35,761	26,463	24,576	74.0%	92.9%	68.7%
Aug 2019		64,388	55,454	53,683	86.1%	96.8%	83.4%
Sep 2019		9,466	8,235	7,913	87.0%	96.1%	83.6%

Wireless: Response & Approval Rates – All Forms

Total Forms
1,567,675

Application Forms (Applications, Renewals, & IDVs)

Total Responded
1,102,259 86.9%
% Approved Decisions

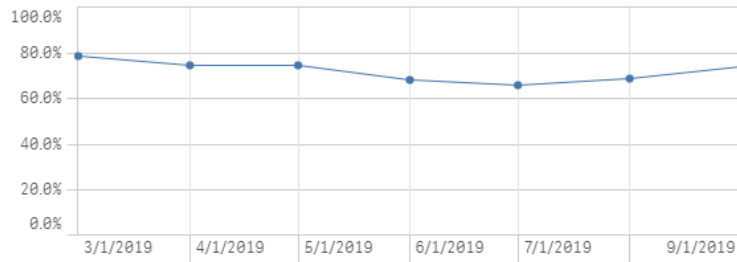
Responded / # Total

Total Approved
957,521 61.1%
% Qualified or Renewed

Approved Applications & Renewals / # Responded

% Responded

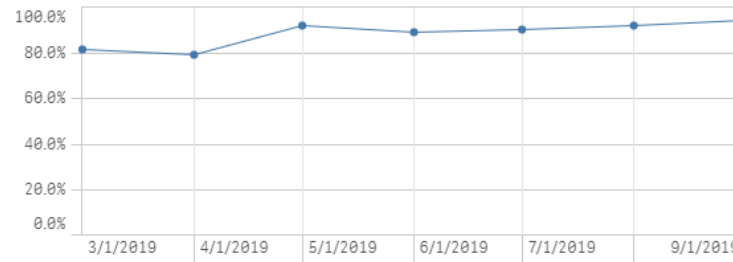
By Rolling 6 Decision Months



Qualified or Renewed / # Responded

% Approved

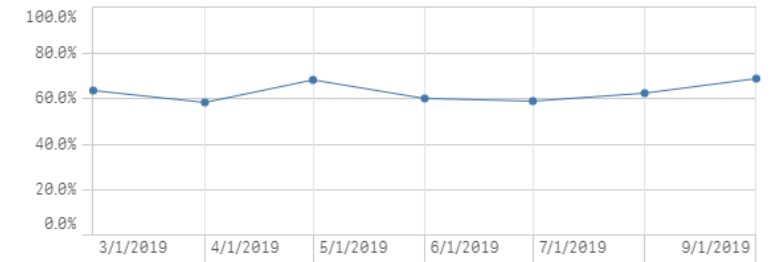
By Rolling 6 Decision Months



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	1,567,675	1,102,259	957,521	70.3%	86.9%	61.1%
Mar 2019	223,810	174,134	140,185	77.8%	80.5%	62.6%
Apr 2019	193,059	141,581	110,482	73.3%	78.0%	57.2%
May 2019	248,782	183,236	166,591	73.7%	90.9%	67.0%
Jun 2019	260,306	174,682	153,737	67.1%	88.0%	59.1%
Jul 2019	305,852	199,001	177,050	65.1%	89.0%	57.9%
Aug 2019	285,251	192,679	175,103	67.5%	90.9%	61.4%
Sep 2019	50,615	36,946	34,373	73.0%	93.0%	67.9%

Response & Approval Rates – Application & Renewal Forms

Includes forms w/o OCN

Total Responded
1,851,877 64.4%
% Qualified or Renewed

Approved Applications
782,039 74.3%
% Qualified

Approved Renewals
362,004 27.3%
% Renewed

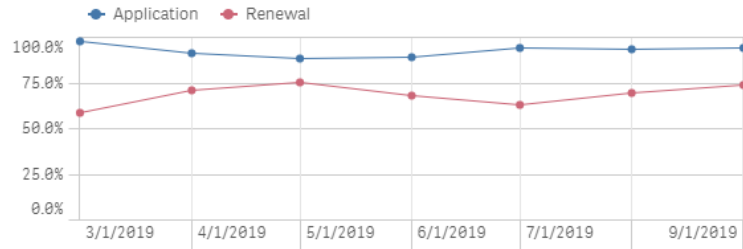
Qualified or Renewed / # Responded

Approved Applications / # Responded

Approved Renewals / # Responded

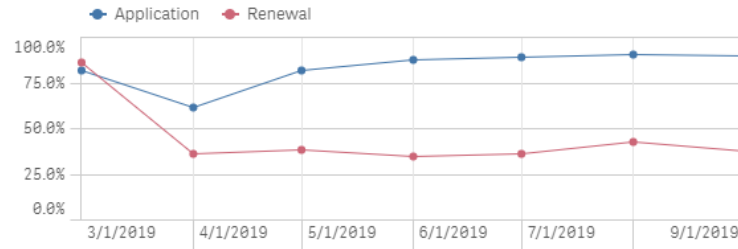
% Responded

By Rolling 6 Decision Months



% Approved

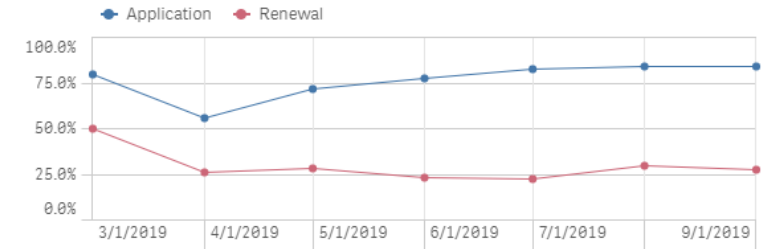
By Rolling 6 Decision Months



Qualified or Renewed / # Responded

% Qualified or Renewed

By Rolling 6 Decision Months



Qualified or Renewed / # Total

Responded / # Total

Applications Activities Report

By Rolling 6 Decision Months

Month Year	Q	# Total	# Responded	# Approved	% Responded	% Approved	% Qualified
Totals		1,952,339	960,691	782,039	91.3%	81.4%	74.3%
Mar 2019		143,675	139,340	112,663	97.0%	80.9%	78.4%
Apr 2019		168,416	152,252	91,960	90.4%	60.4%	54.6%
May 2019		191,527	167,878	135,583	87.7%	80.8%	70.8%
Jun 2019		159,941	140,817	122,066	88.0%	86.7%	76.3%
Jul 2019		173,924	161,528	142,154	92.9%	88.0%	81.7%
Aug 2019		178,550	165,102	147,511	92.5%	89.3%	82.6%
Sep 2019		36,306	33,774	30,102	93.0%	89.1%	82.9%

Renewals Activities Report

By Rolling 6 Decision Months

Month Year	Q	# Total	# Responded	# Approved	% Responded	% Approved	% Renewed
Totals		1,327,215	891,186	362,004	67.1%	40.6%	27.3%
Mar 2019		119,836	68,976	58,910	57.6%	85.4%	49.2%
Apr 2019		151,242	105,859	37,400	70.0%	35.3%	24.7%
May 2019		214,521	158,624	58,848	73.9%	37.1%	27.4%
Jun 2019		240,298	160,589	53,956	66.8%	33.6%	22.5%
Jul 2019		273,815	170,061	59,456	62.1%	35.0%	21.7%
Aug 2019		281,925	193,867	81,250	68.8%	41.9%	28.8%
Sep 2019		45,578	33,210	12,184	72.9%	36.7%	26.7%

Response & Approval Rates – Application & Renewal Forms

Excludes forms w/o OCN

Total Responded
1,296,058 ^{88.6%}
% Qualified or Renewed

Approved Applications
779,894 ^{81.3%}
% Qualified

Approved Renewals
360,382 ^{41.8%}
% Renewed

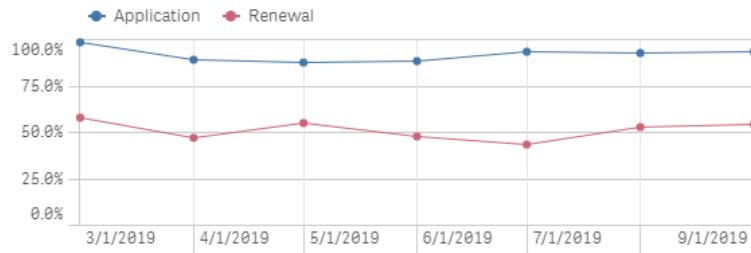
Qualified or Renewed / # Responded

Approved Applications / # Responded

Approved Renewals / # Responded

% Responded

By Rolling 6 Decision Months



Responded / # Total

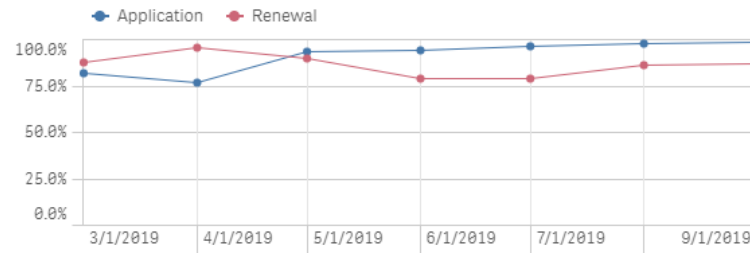
Applications Activities Report

By Rolling 6 Decision Months

Month Year	Q	# Total	# Responded	# Approved	% Responded	% Approved	% Qualified
Totals		958,995	869,030	779,894	90.6%	89.7%	81.3%
Mar 2019		140,636	136,899	110,560	97.3%	80.8%	78.6%
Apr 2019		137,965	121,954	91,944	88.4%	75.4%	66.6%
May 2019		169,069	146,231	135,566	86.5%	92.7%	80.2%
Jun 2019		149,845	130,841	122,062	87.3%	93.3%	81.5%
Jul 2019		161,757	149,362	142,152	92.3%	95.2%	87.9%
Aug 2019		166,219	152,771	147,508	91.9%	96.6%	88.7%
Sep 2019		33,504	30,972	30,102	92.4%	97.2%	89.8%

% Approved

By Rolling 6 Decision Months



Qualified or Renewed / # Responded

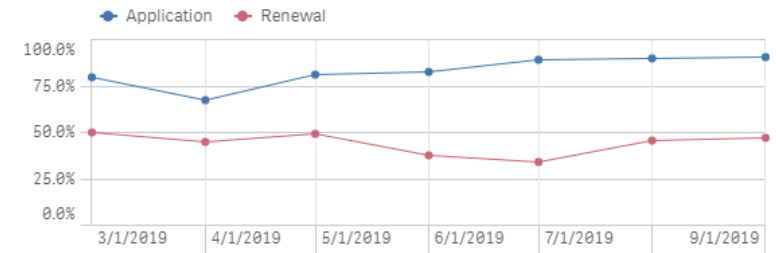
Renewals Activities Report

By Rolling 6 Decision Months

Month Year	Q	# Total	# Responded	# Approved	% Responded	% Approved	% Renewed
Totals		862,792	427,028	360,382	49.5%	84.4%	41.8%
Mar 2019		118,039	67,377	58,128	57.1%	86.3%	49.2%
Apr 2019		84,012	38,682	36,592	46.0%	94.6%	43.6%
May 2019		122,192	66,308	58,827	54.3%	88.7%	48.1%
Jun 2019		148,742	69,034	53,945	46.4%	78.1%	36.3%
Jul 2019		179,838	76,084	59,456	42.3%	78.1%	33.1%
Aug 2019		183,392	95,334	81,250	52.0%	85.2%	44.3%
Sep 2019		26,577	14,209	12,184	53.5%	85.7%	45.8%

% Qualified or Renewed

By Rolling 6 Decision Months



Qualified or Renewed / # Total

Wireline: Response & Approval Rates – Application & Renewal Forms

Total Responded
194,629 ^{94.1%}
% Qualified or Renewed

Approved Applications
24,720 ^{54.2%}
% Qualified

Approved Renewals
158,821 ^{75.8%}
% Renewed

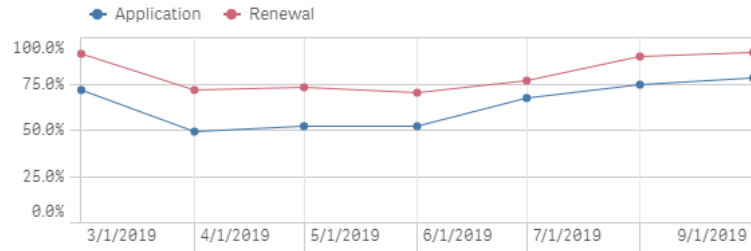
Qualified or Renewed / # Responded

Approved Applications / # Responded

Approved Renewals / # Responded

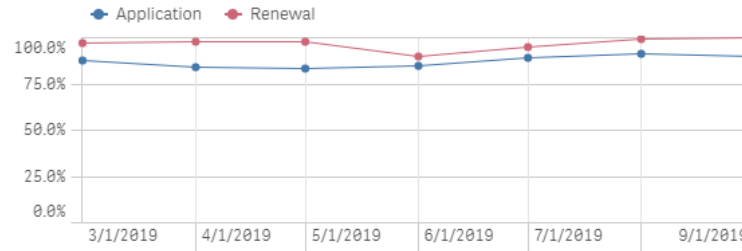
% Responded

By Rolling 6 Decision Months



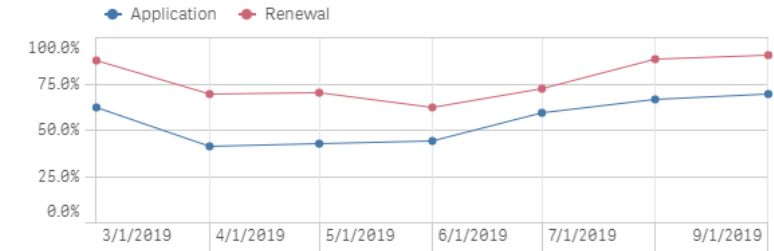
% Approved

By Rolling 6 Decision Months



% Qualified or Renewed

By Rolling 6 Decision Months



Responded / # Total

Applications Activities Report

By Rolling 6 Decision Months

Month Year	Q	# Total	# Responded	# Approved	% Responded	% Approved	% Qualified
Totals		45,585	28,491	24,720	62.5%	86.8%	54.2%
Mar 2019		6,684	4,713	4,085	70.5%	86.7%	61.1%
Apr 2019		5,977	2,874	2,384	48.1%	83.0%	39.9%
May 2019		6,192	3,155	2,599	51.0%	82.4%	42.0%
Jun 2019		6,500	3,309	2,780	50.9%	84.0%	42.8%
Jul 2019		6,561	4,331	3,810	66.0%	88.0%	58.1%
Aug 2019		11,020	8,069	7,256	73.2%	89.9%	65.8%
Sep 2019		2,651	2,040	1,806	77.0%	88.5%	68.1%

Qualified or Renewed / # Responded

Renewals Activities Report

By Rolling 6 Decision Months

Month Year	Q	# Total	# Responded	# Approved	% Responded	% Approved	% Renewed
Totals		209,455	166,138	158,821	79.3%	95.6%	75.8%
Mar 2019		28,992	26,148	25,098	90.2%	96.0%	86.6%
Apr 2019		22,978	16,217	15,701	70.6%	96.8%	68.3%
May 2019		36,305	26,165	25,220	72.1%	96.4%	69.5%
Jun 2019		31,797	21,896	19,502	68.9%	89.1%	61.3%
Jul 2019		29,200	22,132	20,766	75.8%	93.8%	71.1%
Aug 2019		53,368	47,385	46,427	88.8%	98.0%	87.0%
Sep 2019		6,815	6,195	6,107	90.9%	98.6%	89.6%

Qualified or Renewed / # Total

Wireless: Response & Approval Rates – Application & Renewal Forms

Total Responded
1,102,259 ^{87.6%}
% Qualified or Renewed

Approved Applications
755,329 ^{82.7%}
% Qualified

Approved Renewals
202,192 ^{30.9%}
% Renewed

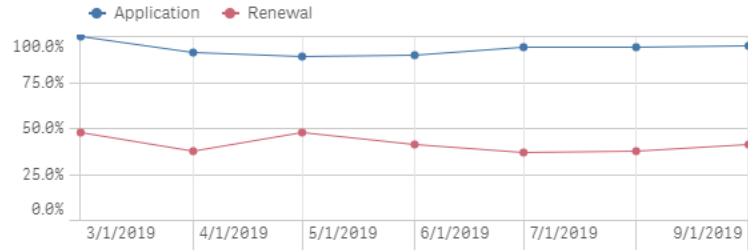
Qualified or Renewed / # Responded

Approved Applications / # Responded

Approved Renewals / # Responded

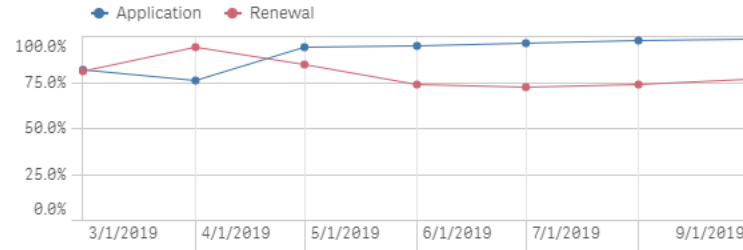
% Responded

By Rolling 6 Decision Months



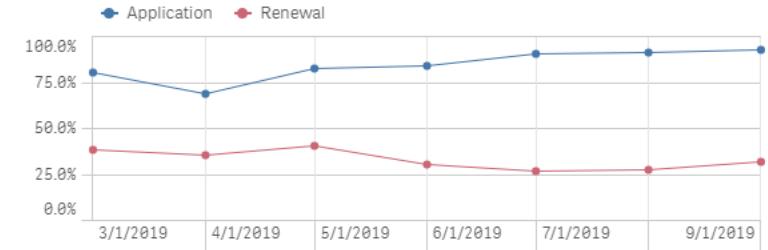
% Approved

By Rolling 6 Decision Months



% Qualified or Renewed

By Rolling 6 Decision Months



Responded / # Total

Applications Activities Report

By Rolling 6 Decision Months

Month Year	Q	# Total	# Responded	# Approved	% Responded	% Approved	% Qualified
Totals		913,601	840,717	755,329	92.0%	89.8%	82.7%
Mar 2019		134,138	132,359	106,630	98.7%	80.6%	79.5%
Apr 2019		131,993	119,085	89,560	90.2%	75.2%	67.9%
May 2019		162,877	143,076	132,967	87.8%	92.9%	81.6%
Jun 2019		143,345	127,532	119,282	89.0%	93.5%	83.2%
Jul 2019		155,196	145,031	138,342	93.5%	95.4%	89.1%
Aug 2019		155,199	144,702	140,252	93.2%	96.9%	90.4%
Sep 2019		30,853	28,932	28,296	93.8%	97.8%	91.7%

Qualified or Renewed / # Responded

Renewals Activities Report

By Rolling 6 Decision Months

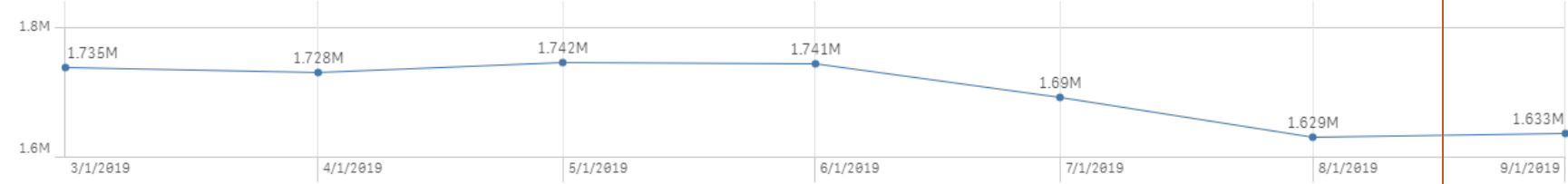
Month Year	Q	# Total	# Responded	# Approved	% Responded	% Approved	% Renewed
Totals		654,074	261,542	202,192	40.0%	77.3%	30.9%
Mar 2019		89,672	41,775	33,555	46.6%	80.3%	37.4%
Apr 2019		61,066	22,496	20,922	36.8%	93.0%	34.3%
May 2019		85,905	40,160	33,624	46.7%	83.7%	39.1%
Jun 2019		116,961	47,150	34,455	40.3%	73.1%	29.5%
Jul 2019		150,656	53,970	38,708	35.8%	71.7%	25.7%
Aug 2019		130,052	47,977	34,851	36.9%	72.6%	26.8%
Sep 2019		19,762	8,014	6,077	40.6%	75.8%	30.8%

Qualified or Renewed / # Total

Program Participation – Enrolled, Approved, & Transferred Customers

Partial Month

Enrolled Customers (Service Terms)

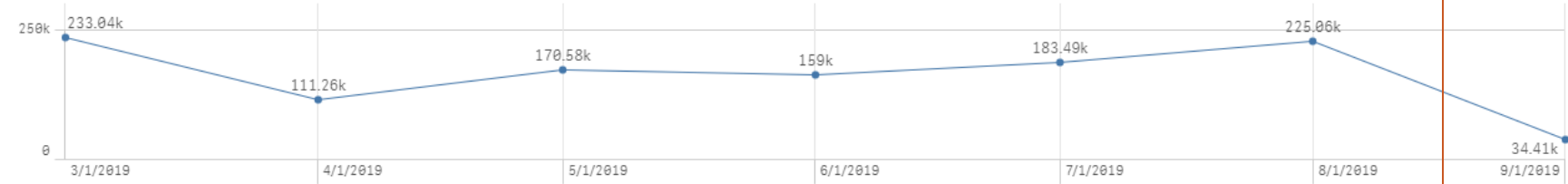


Count of distinct ServiceTermIDs

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)

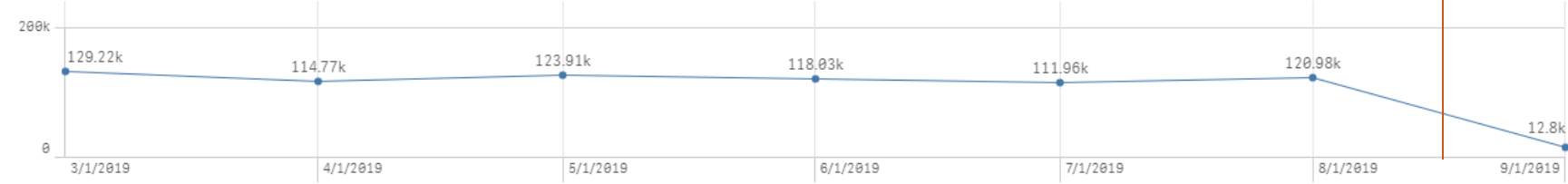


Count of distinct ServiceTermIDs

Decision = Approved

Based on Decision Dates

Transferred Customers (Service Terms)



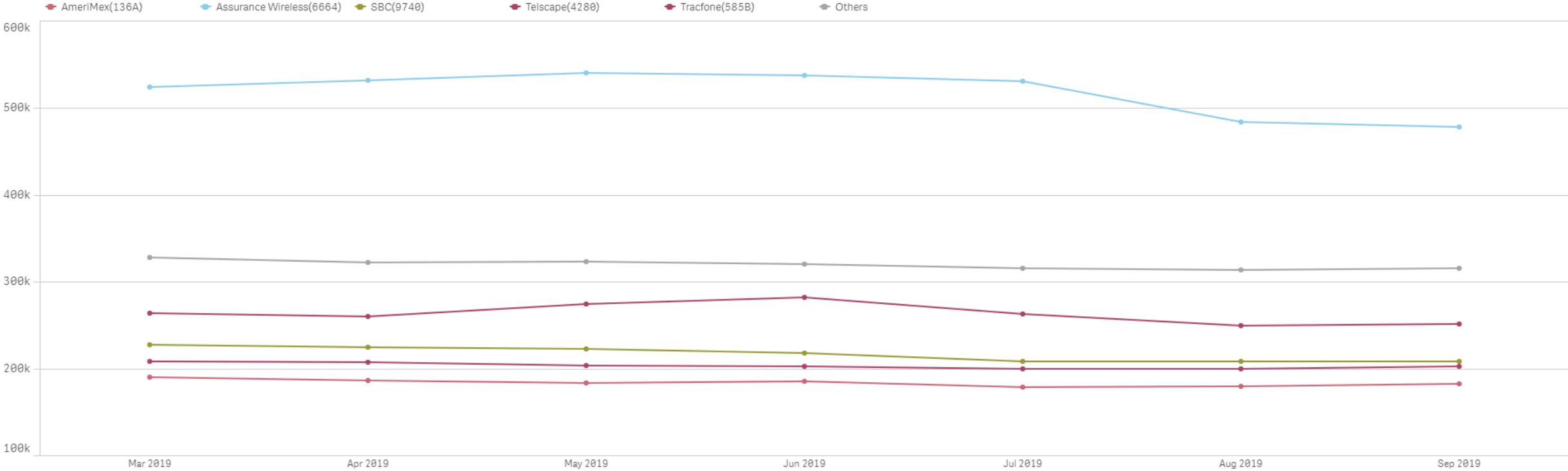
Count of distinct ServiceTermIDs

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)

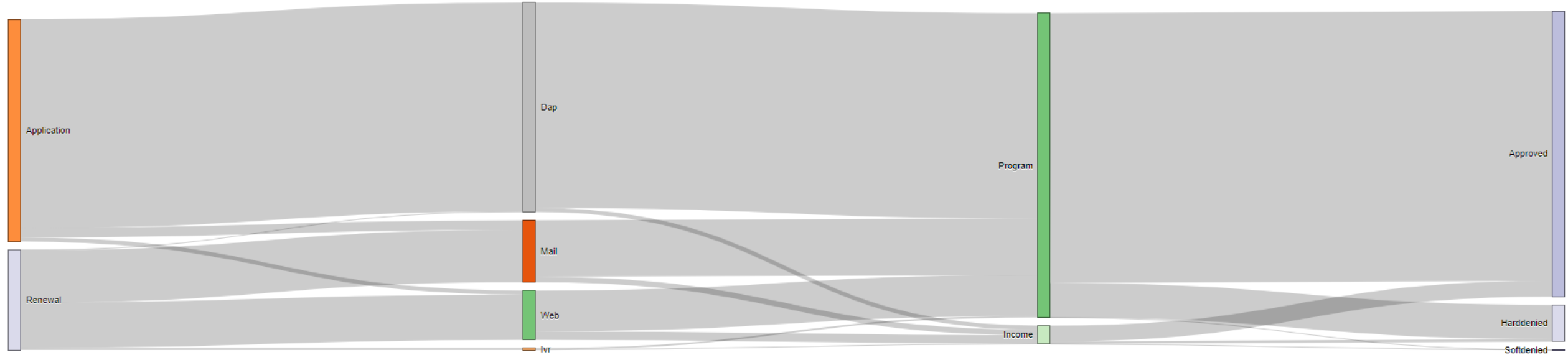


Application Summary by Service Provider (Service Terms)

Service Provider	Month & Year						
	Mar 2019	Apr 2019	May 2019	Jun 2019	Jul 2019	Aug 2019	Sep 2019
Others	326,637	321,603	322,570	319,600	314,172	312,469	314,463
AmeriMex(136A)	189,147	185,554	182,923	184,652	177,586	178,529	181,459
Assurance Wireless(6664)	522,791	530,773	539,073	536,552	529,693	482,551	476,974
SBC(9740)	226,366	223,730	222,036	216,643	207,082	207,775	207,950
Telscape(4280)	207,630	206,583	202,701	201,934	199,164	198,525	201,619
Tracfone(585B)	262,708	259,627	273,107	281,146	261,994	248,822	250,879

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	1,073,665	818,103	7,810	266,171	188,448
Application	163,286	816,271	-	47,704	16,377
Renewal	910,379	1,832	7,810	218,467	172,071

Submission Type : Income or Program

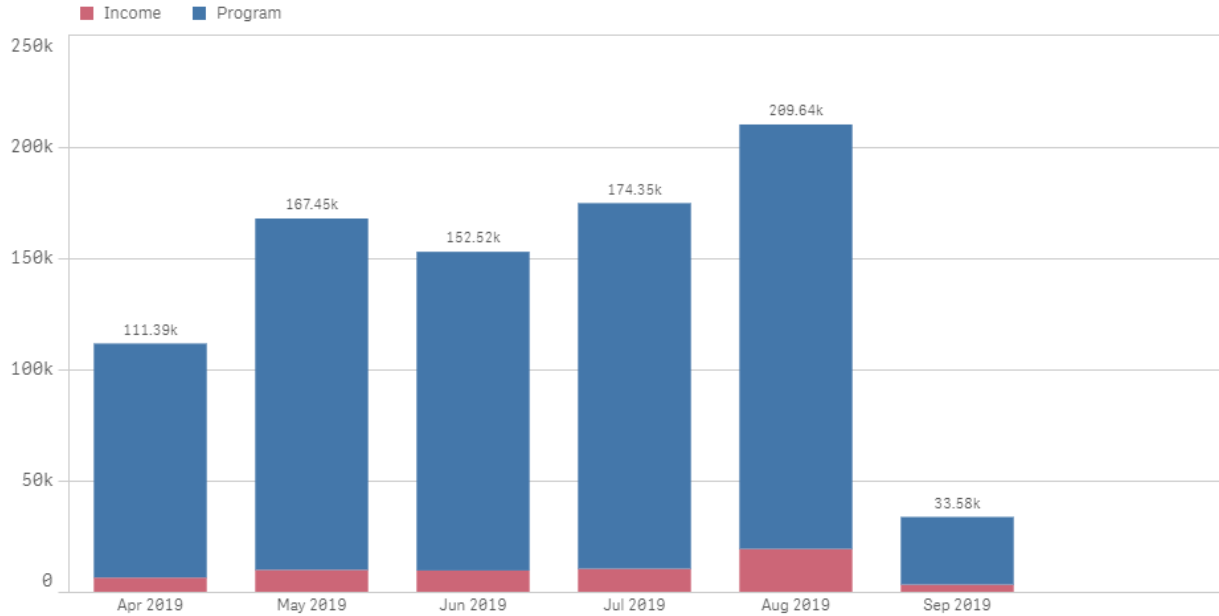
Submission Type	Income or Program	
	Income	Program
Totals	69,415	2,284,782
-	-	1,073,665
Dap	15,480	802,623
Ivrr	1,468	6,342
Mail	20,918	245,253
Web	31,549	156,899

Income or Program : Decision

Income or Program	Decision		
	Approved	Harddenied	Softdenied
Totals	1,135,389	678,053	540,755
Income	68,753	231	431
Program	1,066,636	677,822	540,324

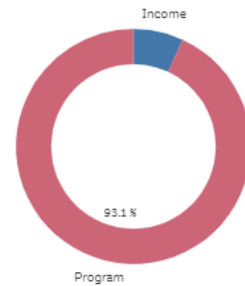
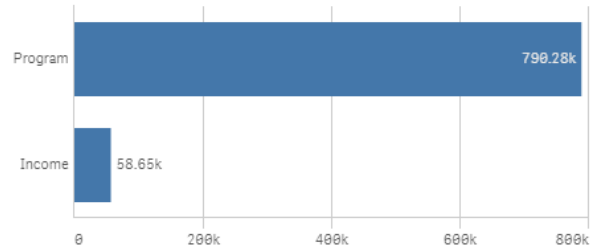
Enrollment Eligibility Method (April to Present)

Enrollment by Income or Program
By Rolling 6 Months, Includes All Decisions



Service Term IDs

Enrollment by Income or Program

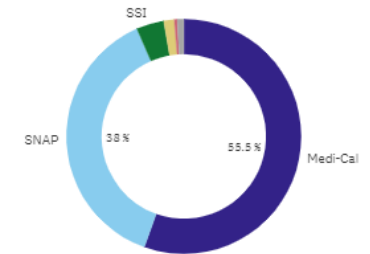
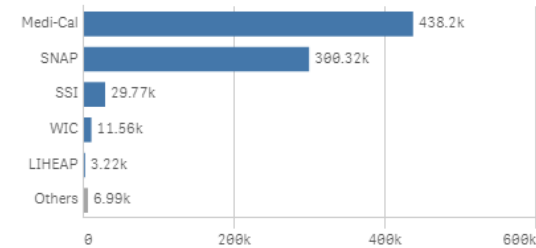


Enrollment by Income or Program
Summary of All Decisions

Eligibility Method	Submission Type				
	Totals	Dap	Ivr	Mail	Web
Income	58,647	14,841	1,172	16,851	25,804
FederalIncome	35,142	10,237	673	8,455	15,793
StateIncome	23,505	4,604	499	8,396	10,011
Program	789,026	599,396	3,670	87,643	98,371
FDPIR	50	19	-	13	18
HSTO	169	9	2	144	14
IndAff	69	2	3	55	9
LIHEAP	3,223	74	79	1,953	1,117
Medi-Cal	438,182	297,068	1,922	65,234	73,989
NSLP	1,722	100	39	691	893
S8	2,371	342	56	1,074	899
SNAP	300,299	281,843	1,006	5,994	11,467
SSI	29,761	10,257	358	11,427	7,729
TANF	43	9	0	26	8
TANFETC	716	302	-	76	338
VSPBP	867	416	10	260	181
WIC	11,554	8,955	195	696	1,709

*Eligibility - Program or Income selected during decision

Program Participation Details



Approvals Qualified (Inward/Outward)

Approvals (Qualified) Report Inward/Outward - Aug 2019

Prior Month Ending Bal	Variance	Beginning Bal	Inward	Outward	Ending Bal	Pending Apps
1,689,691	6,537	1,696,228	267,826	335,383	1,628,671	41,470

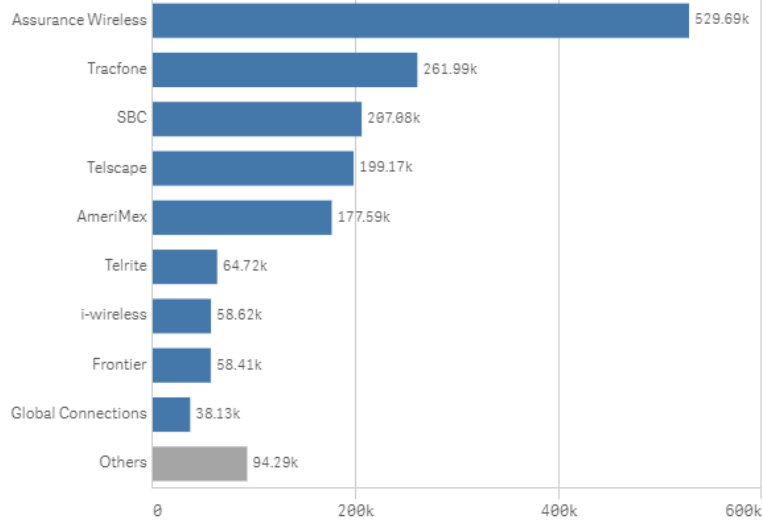
Beginning Balance
1,696,228^{0.39%}
% Variance

% Variance: Variance / Prior Month Ending Bal

* Excludes Inactive Carriers

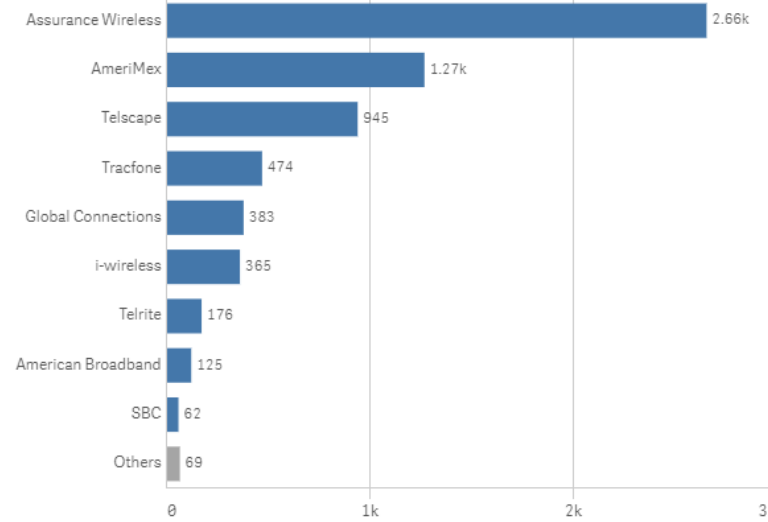
Top 10 Ending Balance

By Prior Month, Carrier, and # Subscriber IDs



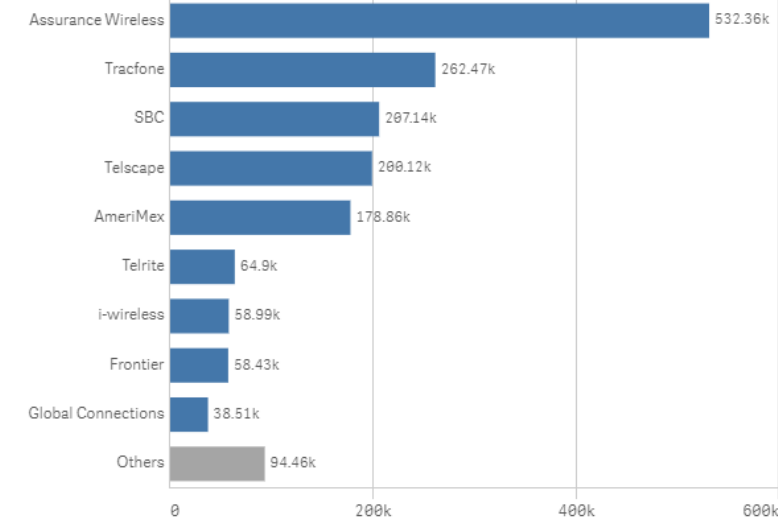
Top 10 Variance

By Carrier, and # Subscriber IDs



Top 10 Beginning Balance

By Current Month, Carrier, and # Subscriber IDs



* Based on Service Start/End Dates

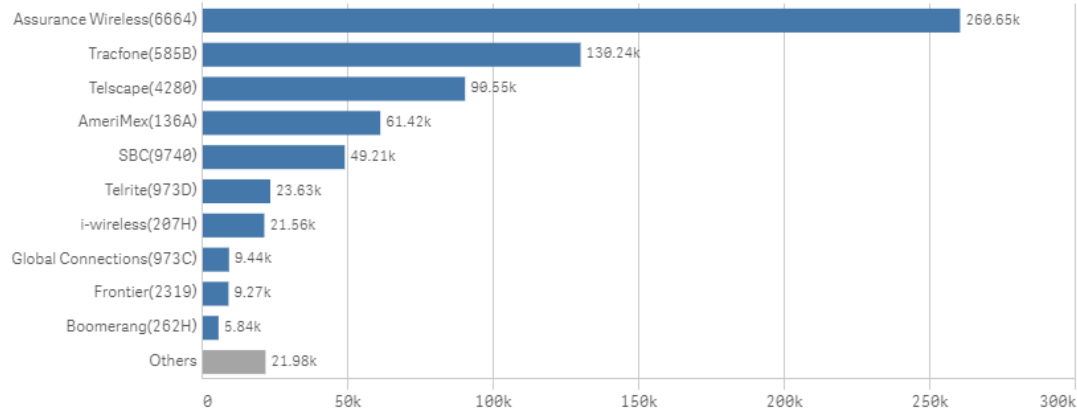
Beginning Balance - Prior Month Ending Balance

End of Month Balance + Outward - Inward

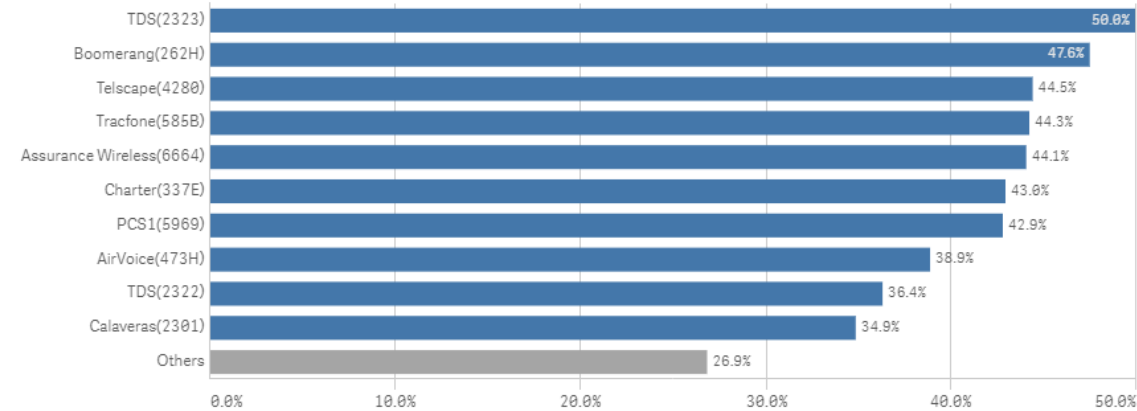
Top Denials by Service Provider Codes

Total Forms
2,354,197^{51.8%}
% Denied

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



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



Denied

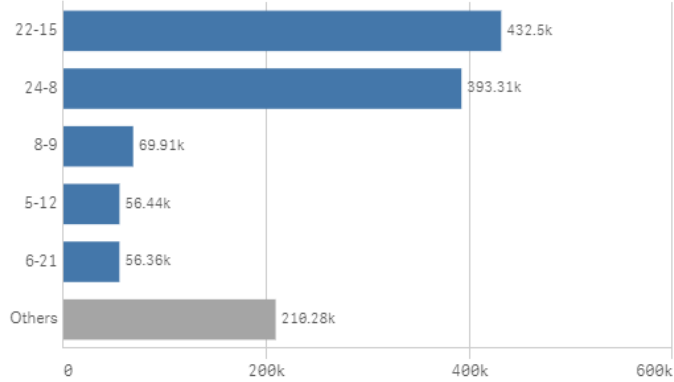
Denied / # Total

Denial Summary by Application Type & Denial Codes
Includes All Review Types - Application Forms

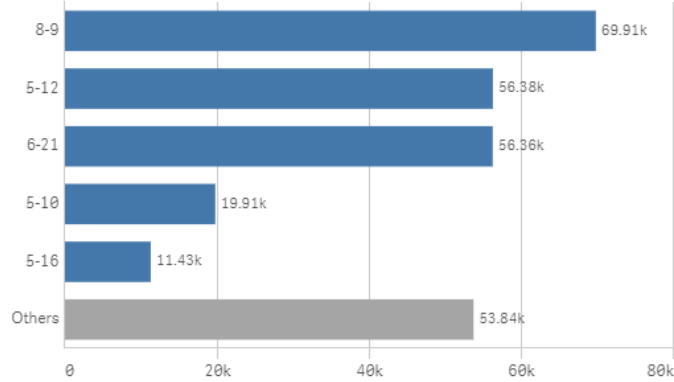
Application For...	Values		Month Year		% Denied								# Total							
	Totals		Sep 2019	Aug 2019	Jul 2019	Jun 2019	May 2019	Apr 2019	Mar 2019	Totals	Sep 2019	Aug 2019	Jul 2019	Jun 2019	May 2019	Apr 2019	Mar 2019			
	Totals	51.8%		40.5%	50.3%	55.0%	56.0%	52.1%	59.5%	34.9%	2,354,197	56,510	460,475	447,739	400,244	406,056	319,662	263,511		
Application	23.1%		11.8%	15.4%	16.2%	21.4%	28.0%	42.2%	15.9%	1,000,116	26,644	172,194	168,270	154,030	187,660	158,413	132,905			
IDVApplication	85.5%		60.6%	69.8%	78.8%	83.3%	88.5%	95.4%	91.6%	43,522	961	6,356	5,654	5,911	3,867	10,003	10,770			
IDVRenewal	56.5%		23.8%	30.7%	53.9%	62.1%	76.4%	87.9%	53.5%	75,968	563	18,173	17,305	16,908	12,237	6,597	4,185			
Renewal	73.6%		67.1%	74.0%	79.9%	78.7%	72.3%	74.7%	50.7%	1,234,591	28,342	263,752	256,510	223,395	202,292	144,649	115,651			

Top 5 Denials Codes by New Applications and Renewals

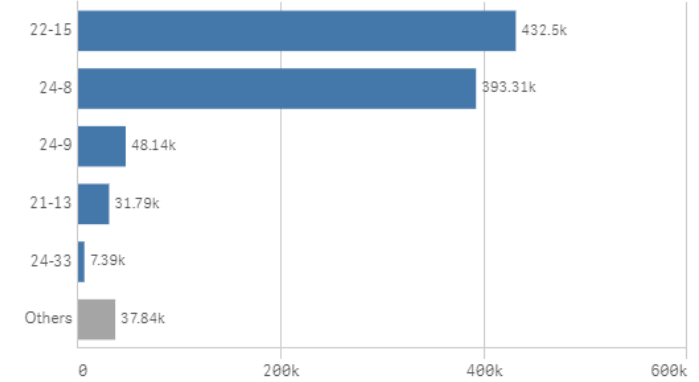
Top 5 Denial Codes
By Rolling 6 Decision Months



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



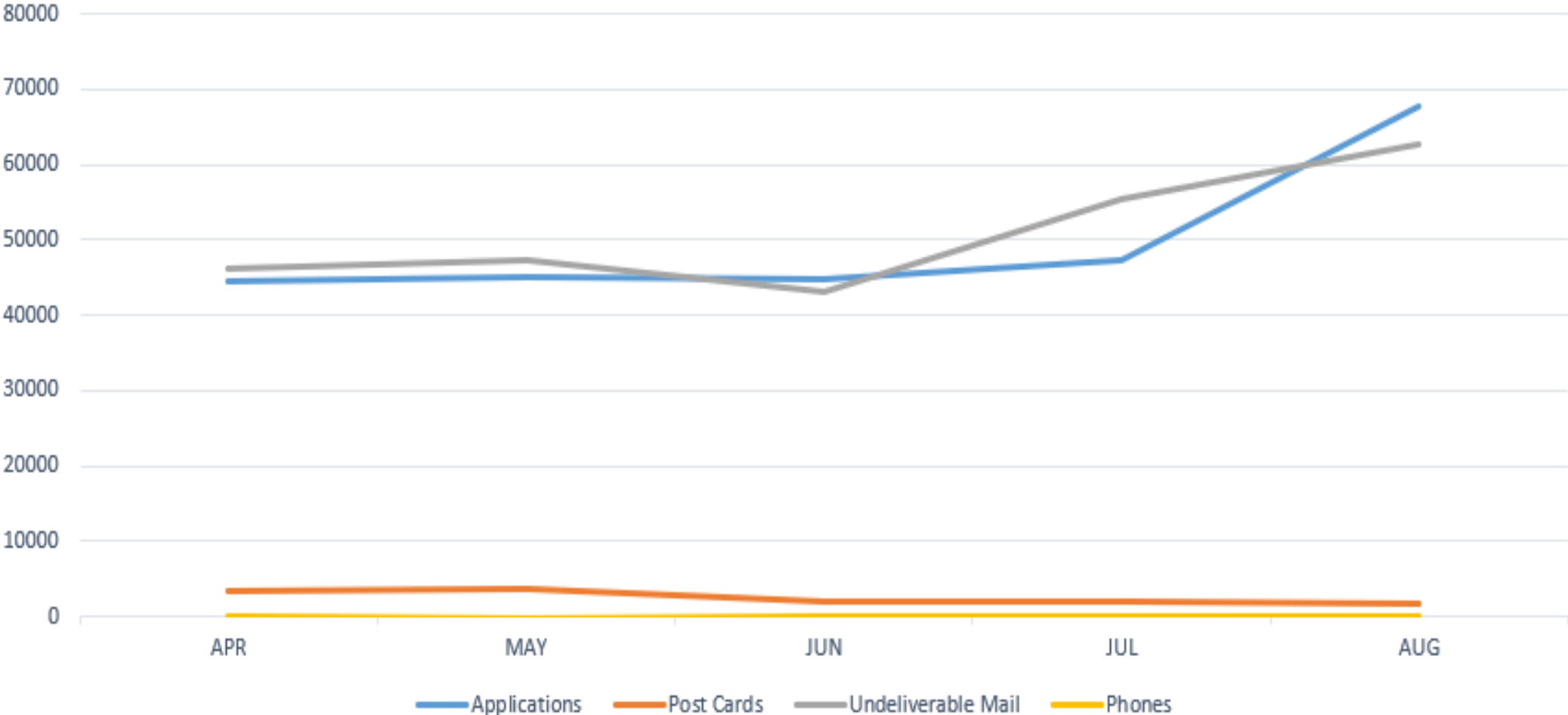
Denial Code Descriptions

Applications			
Denial Code	Type	Decision Source	Description
8-9	Final Hard Denial	System	We do not have evidence that the Application Form was returned to us.
5-12	Initial Hard Denial	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.
6-21	Initial Soft Denial	System	We do not have evidence that the Application Form was returned to us.
5-10	Initial Hard Denial	System	Special denial letter mailed for duplicate discount found in the database
5-16	Initial Hard Denial	System	We do not have evidence that the identity documentation and ID Authentication Form were submitted to us.

Renewals			
Denial Code	Type	Decision Source	Description
22-15	Initial Soft Denial	System	We do not have evidence that the Renewal Form was returned to us.
24-8	Final Hard Denial	System	We do not have evidence that the Renewal Form was returned to us.
24-9	Final Hard Denial	System	Your form was returned as non-deliverable (a letter will not be generated for this reason).
21-13	Initial Hard Denial	System	We do not have evidence that the identity documentation and ID Authentication Form were submitted to us.
24-33	Final Hard Denial	System	We do not have evidence that the identity documentation and ID Authentication Form were submitted to us.

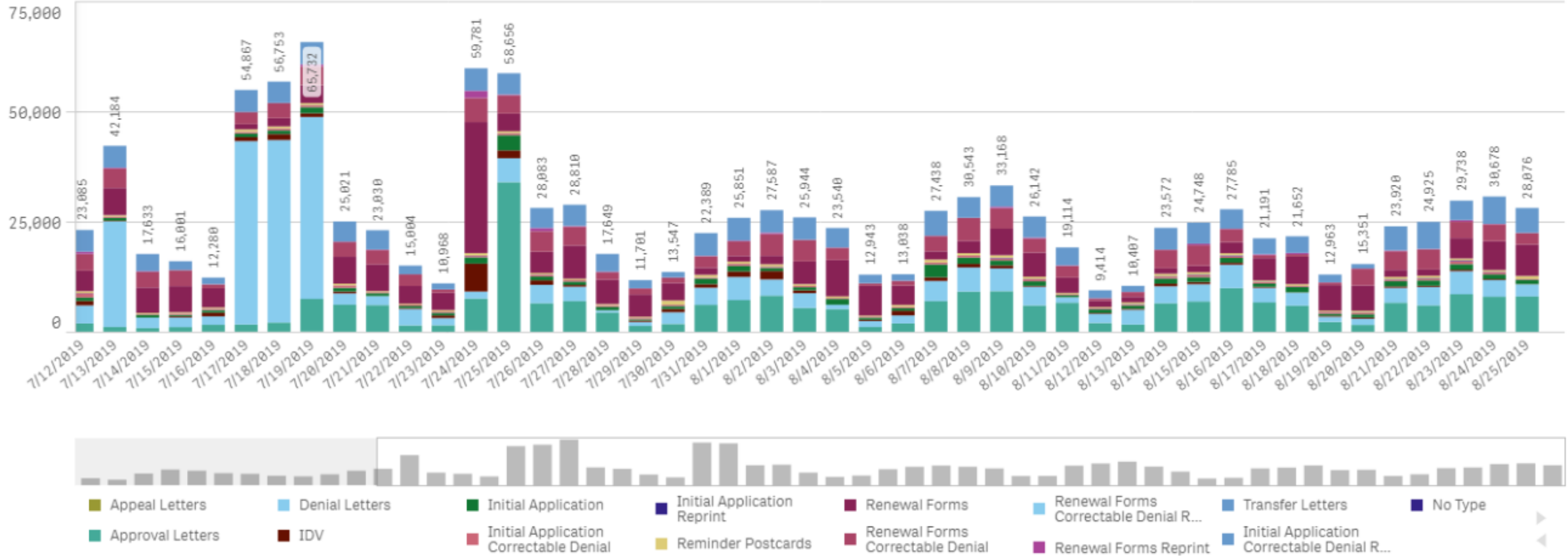
Inbound Mail

Inbound Mail Volume



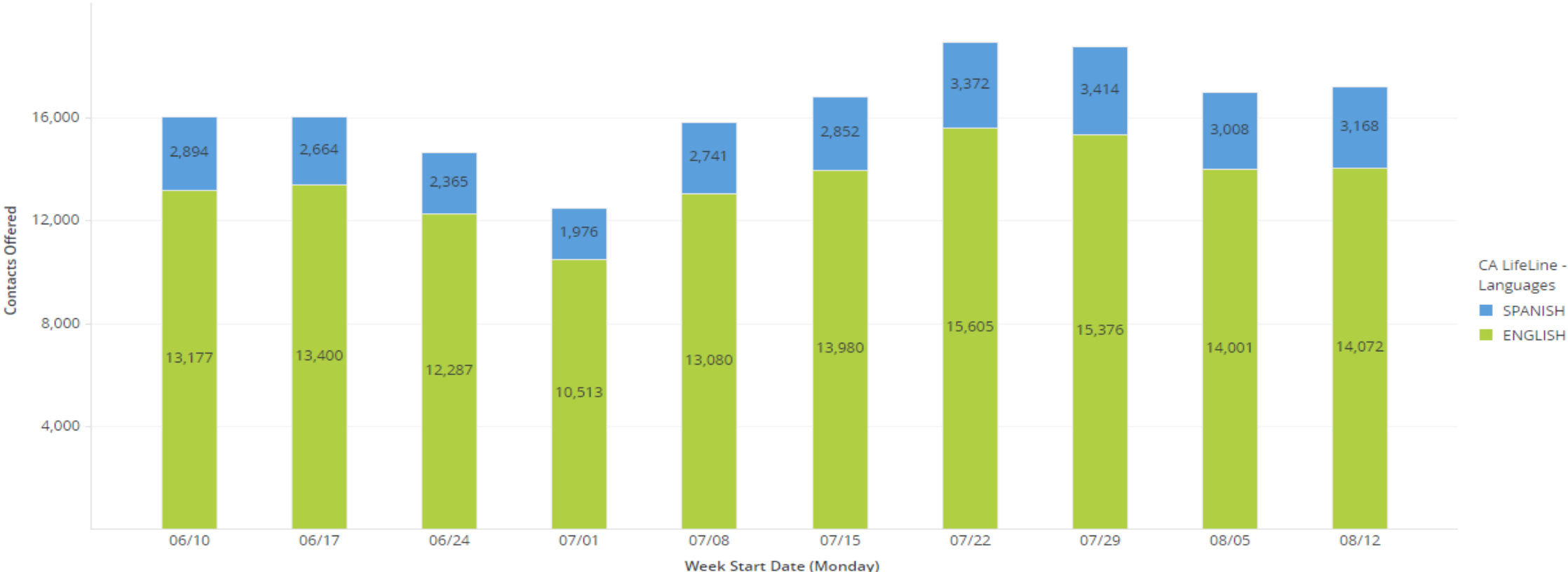
Outbound Mail

Mailing Report



Call Volumes – English & Spanish

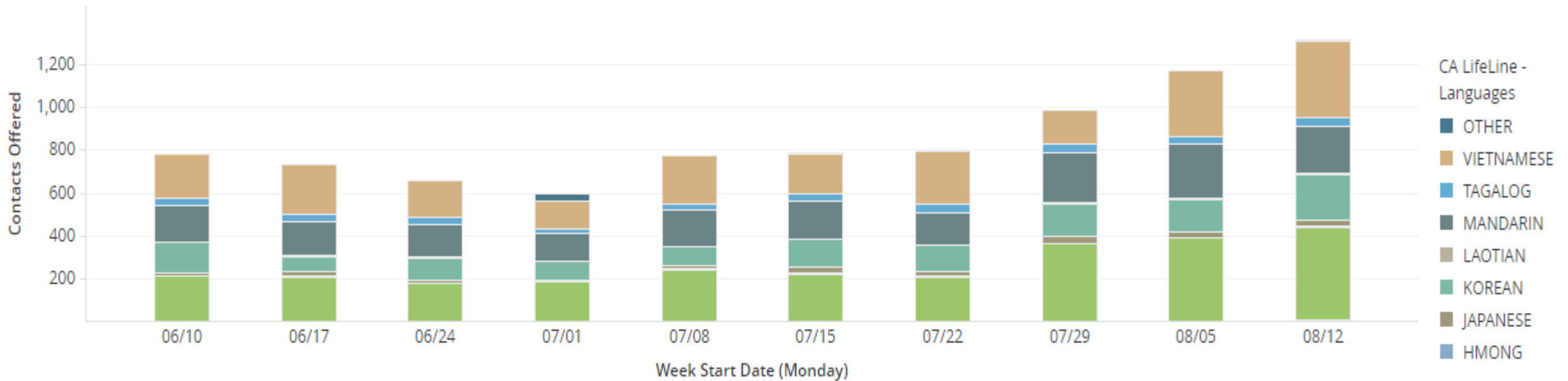
LifeLine Weekly Calls Offered by Language - English & Spanish



Metrics	Contacts Offered									
CA LifeLine - Languages	06/10	06/17	06/24	07/01	07/08	07/15	07/22	07/29	08/05	08/12
ENGLISH	13,177	13,400	12,287	10,513	13,080	13,980	15,605	15,376	14,001	14,072
SPANISH	2,894	2,664	2,365	1,976	2,741	2,852	3,372	3,414	3,008	3,168

Call Volumes – Asian Languages

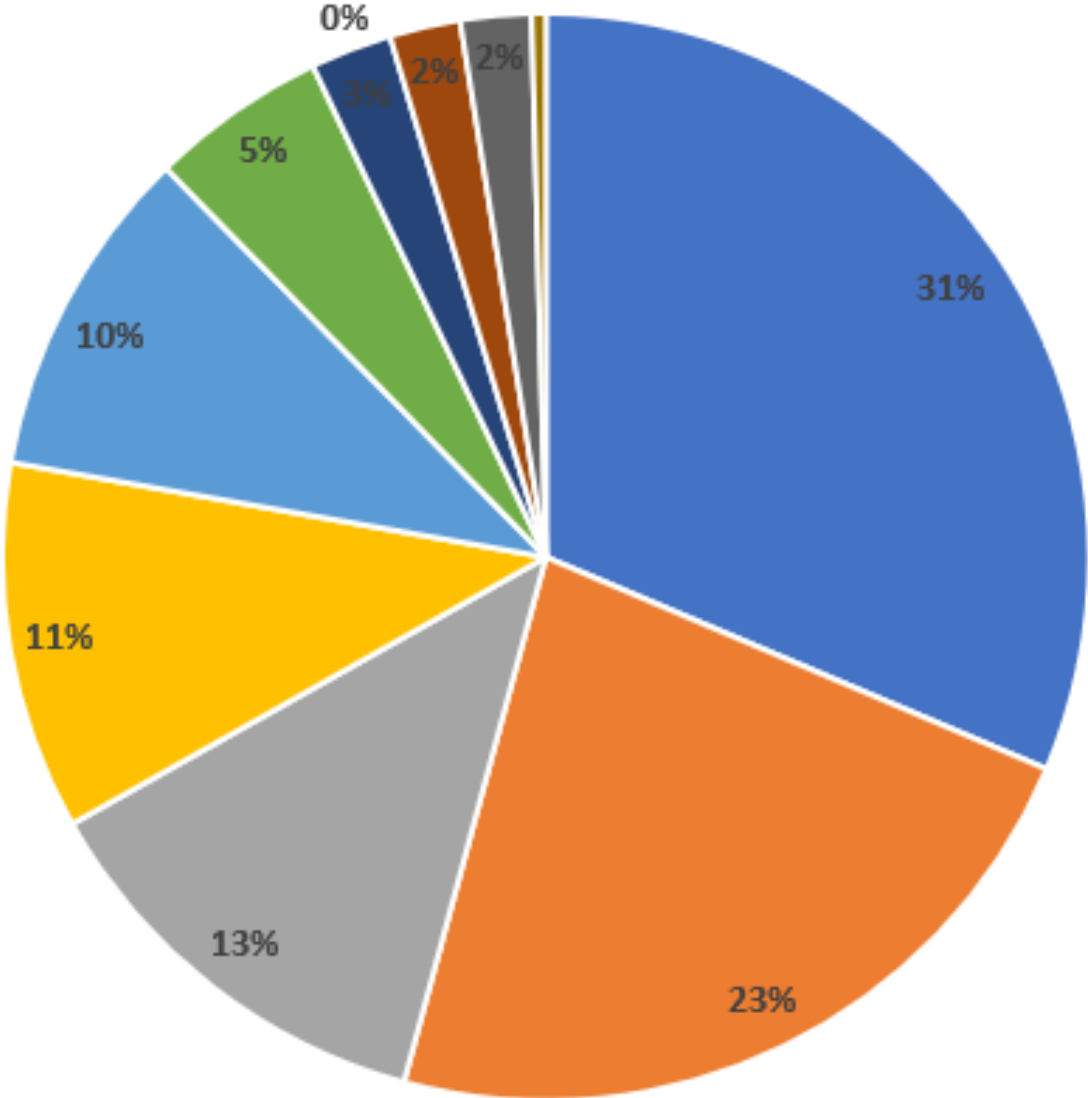
LifeLine Weekly Calls Offered by Language - Other Languages



Metrics	Contacts Offered									
CA LifeLine - Languages	06/10	06/17	06/24	07/01	07/08	07/15	07/22	07/29	08/05	08/12
CAMBODIAN	3	2		1		2	1	1	1	9
CANTONESE	209	208	181	184	245	224	209	366	388	438
HMONG		2			1	1	5			1
JAPANESE	15	18	9	7	14	26	17	28	31	27
KOREAN	146	78	108	86	92	130	125	162	156	215

Call Reasons

- Status Update
- Policy Question
- Service Provider
- Renewal by Phone
- Requesting an Application
- Removing from the program
- Discount Transfer questions
- IDV Issue
- Escalation
- Requesting a Reprint



Thank You

Q&A

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	$\# \text{ Qualified or Renewed} / \# \text{ Total}$