

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

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

September 22, 2021



Program Participation

As of 09/10/2021

- Wireless: 1,075,565
- Wireline: 301,667
- Total: 1,377,232

TPA Initiatives (June 2021 – August 2021)

- Preparation for Renewal Resumption (*Cancelled due to FCC Order*)
- Anniversary dates were adjusted and FAQs on the public website were updated to align to the extended renewal process suspension
- Completed requirements gathering and performed initial testing with CalFresh for data dips
- Conducted requirements gathering and modified business requirements in support of Automated Renewals and Digital IDV Verification
- Support and redirect EBB questions received in the Call Center
- Increased the frequency of reporting active CA LifeLine subscribers to USAC to meet USAC's changing needs
- Supported CPUC with the CSUS California Lifeline Program Evaluation Survey
 - Provided complete lists of all wireline and wireless subscribers
 - Added a banner to the California Lifeline Public Website
 - Sent over 175K texts to wireless subscribers August 26 – August 31
 - Prepped for the sending of another 200K texts for Sept 1 – Sept 3

TPA Initiatives (June 2021 – August 2021)

- Updated the TPA system for reviewers and revised form templates to incorporate the CA LifeLine Program Household Income Limits, effective 6/1/2021 through 5/31/2022
- Disabled the measured rate CA Service Tier for wireline service providers
- Added the following verbiage near the PIN field on the Renew Online page:
 - If you are a renewing wireless LifeLine subscriber and do not know your PIN, text GETPIN from your LifeLine phone to 345345. We will text your PIN to your LifeLine phone.
- Created California Service Tiers to allow the CPUC team to differentiate between LifeLine subscribers who are also enrolled in the Federal EBB program for whom service providers:
 - Will seek some amount of reimbursement from the CA LifeLine Fund, and
 - Will not seek any reimbursement from the CA LifeLine Fund
- Adjusted the matching and identity logic to more effectively prevent duplicate LifeLine benefits at the intake point
- Linked the California Lifeline website to the new CPUC website

Reports Appendix: All Reports Reflect Data for June – August 2021

- Wireless: Response & Approval Rates – All Form Types
- Wireline: Response & Approval Rates – All Form Types
- Denials
- Program Participation – Enrolled, Approved, & Transferred Customers
- Subscriber Counts by Service Provider (Top 5)
- Enrollment Eligibility Method
- Enrollment Channel and Type
- Call Volumes – English & Spanish
- Call Volumes – Other Languages
- Call Reasons


Wireless: Response & Approval Rates – All Form Types

Month Year	# Total	# Responded	# Approved	% Responded	% Approved
Totals	283,507	258,211	253,000	91.1%	98.0%
Jun 2021	85,310	78,231	76,397	91.7%	97.7%
Jul 2021	93,414	83,959	82,583	89.9%	98.4%
Aug 2021	104,783	96,021	94,020	91.6%	97.9%

Avg SLA Days

2.55 100.0%
% Compliance

Wireline: Response & Approval Rates – All Form Types

Month Year 	# Total	# Responded	# Approved	% Responded	% Approved
Totals	6,200	2,890	2,363	46.6%	81.8%
Jun 2021	2,365	1,117	869	47.2%	77.8%
Jul 2021	1,885	872	715	46.3%	82.0%
Aug 2021	1,950	901	779	46.2%	86.5%

Avg SLA Days

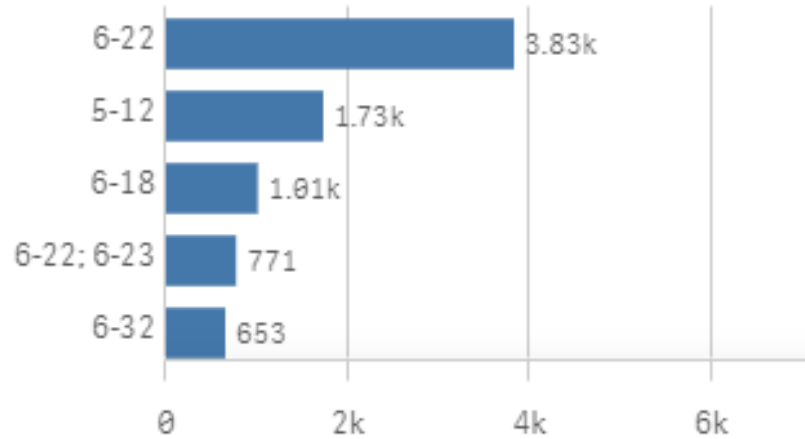
2.37 100.0%
% Compliance

Denials

Denial Summary by Application Type & Denial Codes

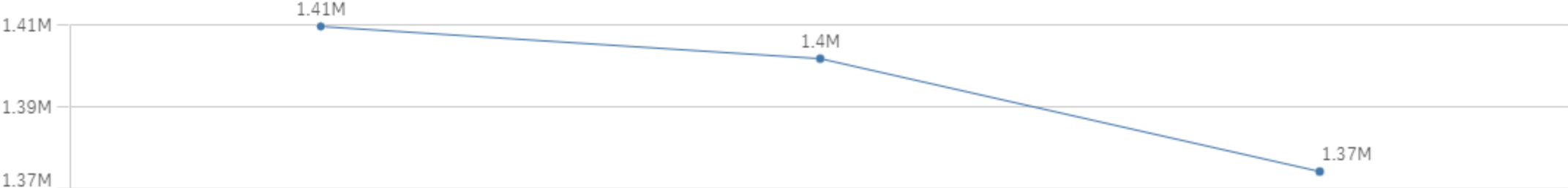
	% Denied				# Total			
	Totals	Aug 2021	Jul 2021	Jun 2021	Totals	Aug 2021	Jul 2021	Jun 2021
Totals	5.0%	4.2%	5.7%	5.4%	258,602	98,910	88,326	71,366
Application	4.8%	4.0%	5.5%	5.2%	257,172	98,421	87,824	70,927
IDVApplication	36.9%	37.4%	40.2%	32.6%	1,430	489	502	439

Top 5 Denial Codes

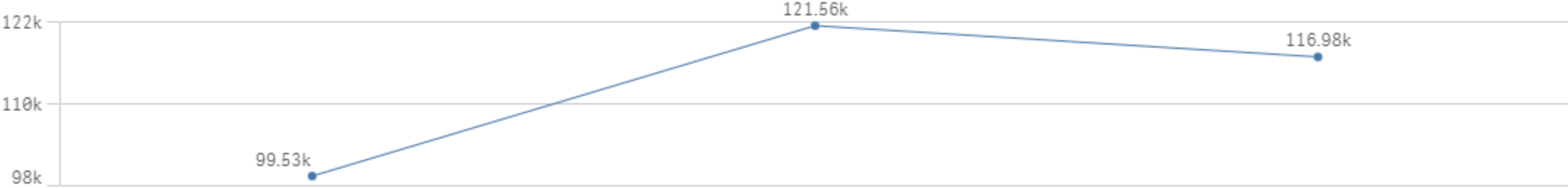


Program Participation – Enrolled, Approved, & Transferred Customers

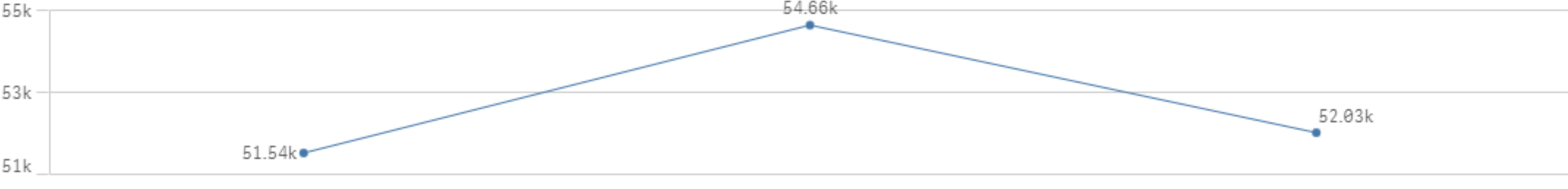
Enrolled Customers (Service Terms)



Approved Customers (Service Terms)



Transferred Customers (Service Terms)

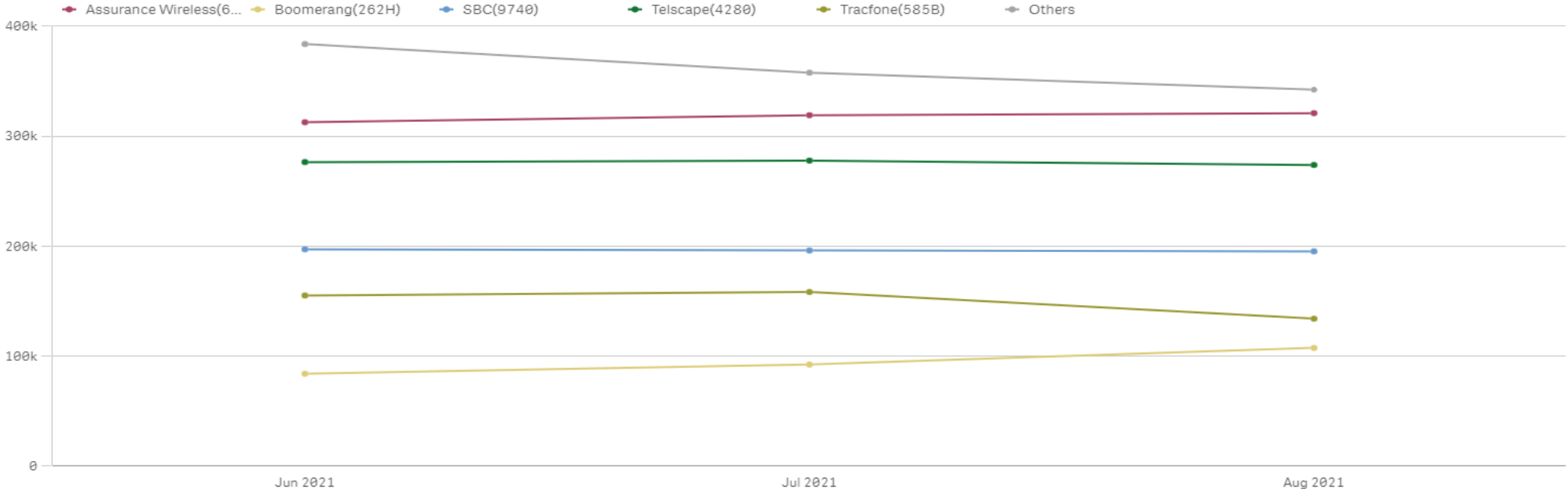


Jun 2021

Jul 2021

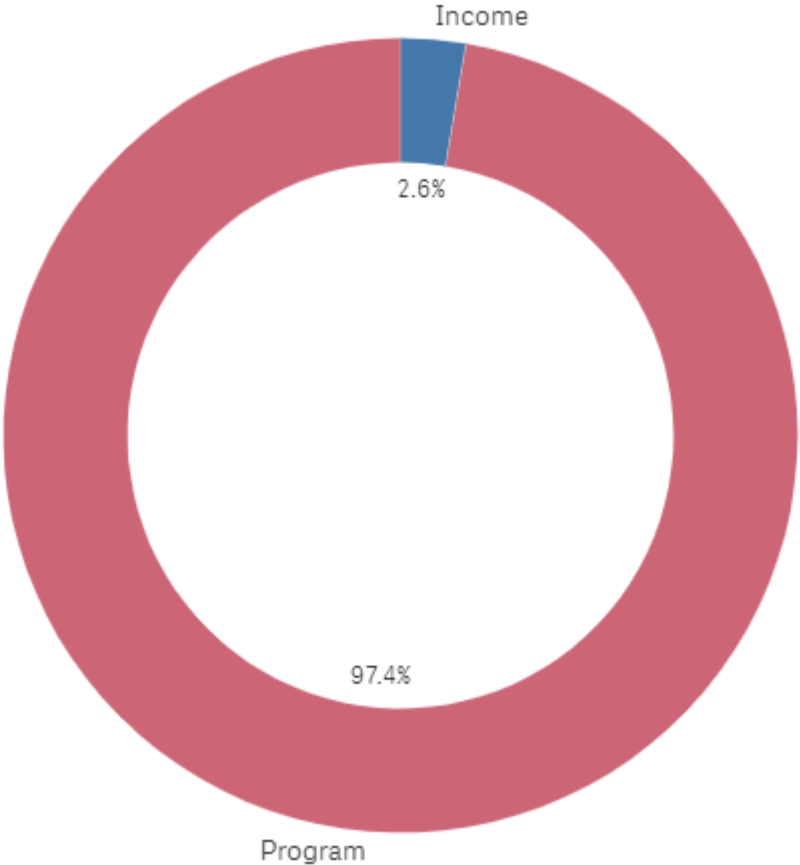
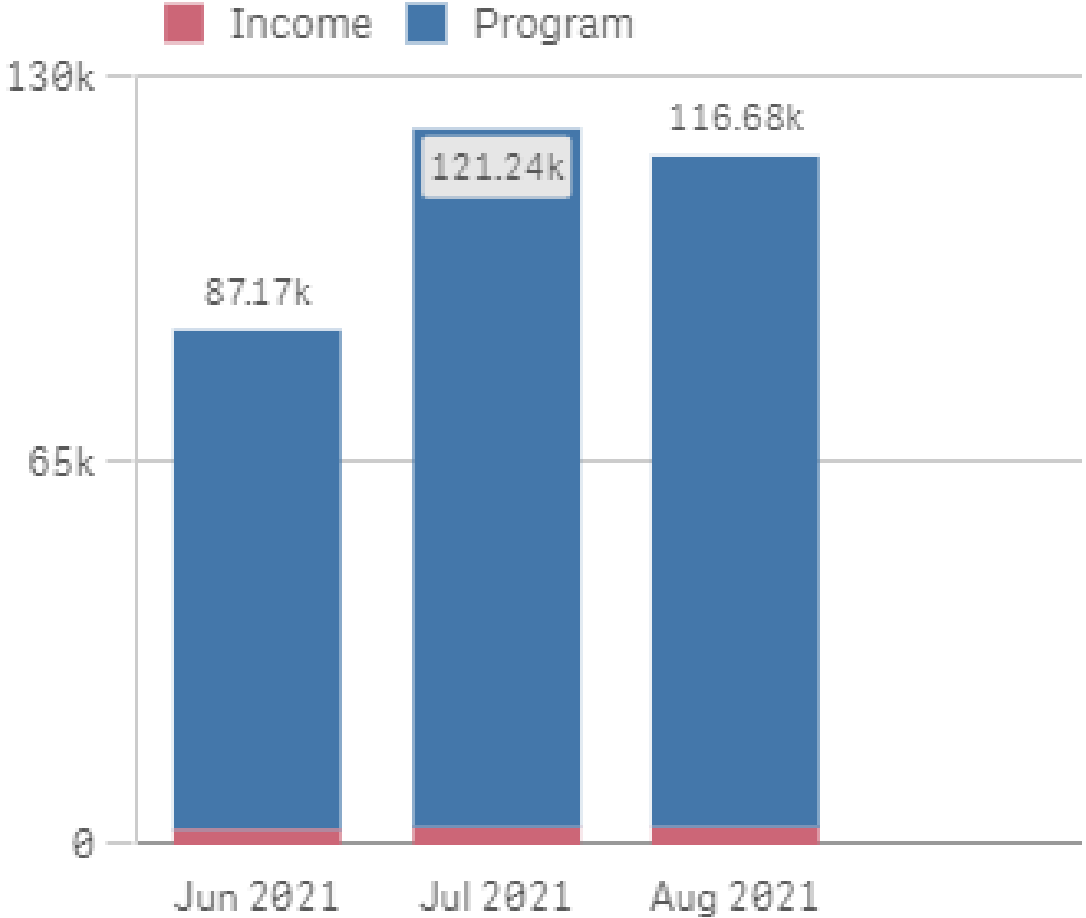
Aug 2021

Subscriber Counts by Service Provider (Top 5)



	Jun 2021	Jul 2021	Aug 2021
Totals	1,409,777	1,401,928	1,374,373
Others	383,856	357,819	342,317
Assurance Wireless(6664)	312,766	319,147	320,999
Boomerang(262H)	84,101	92,446	107,583
SBC(9740)	197,238	196,173	195,377
Telscape(4280)	276,554	277,906	273,934
Tracfone(585B)	155,262	158,437	134,163

Enrollment Eligibility Method

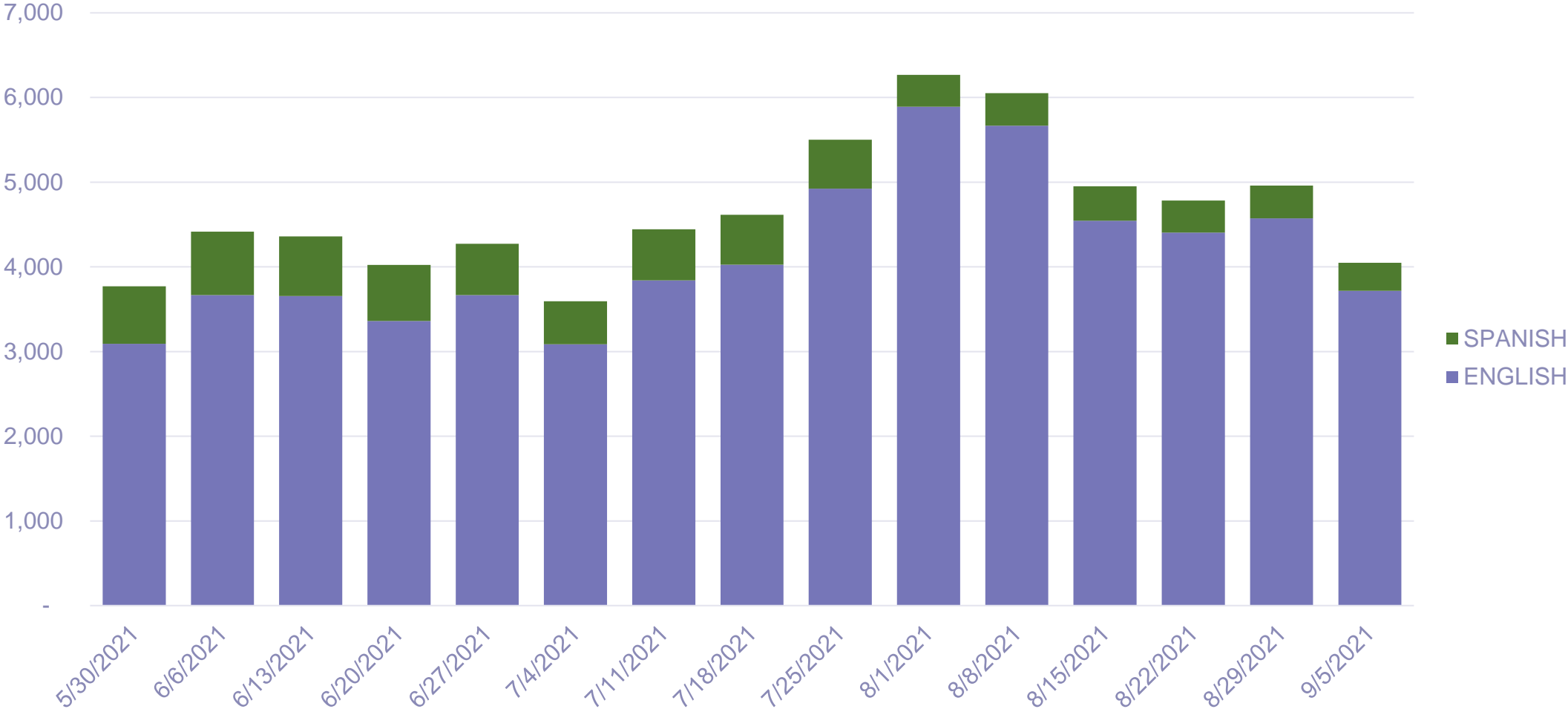


Enrollment Channel and Type

	Totals	Dap	Mail	Web
Income	9,596	8,633	602	365
FederalIncome	6,109	5,566	333	212
StateIncome	3,487	3,067	269	153
Program	347,086	344,292	1,345	1,511
FDPIR	2	1	-	1
LIHEAP	9	4	4	1
Medi-Cal	152,727	151,345	658	757
NSLP	40	31	1	8
S8	143	104	18	21
SNAP	190,013	189,091	390	559
SSI	1,757	1,360	256	143
TANF	2	2	-	-
TANFETC	127	126	1	-
VSPBP	308	286	13	9
WIC	1,958	1,942	4	12

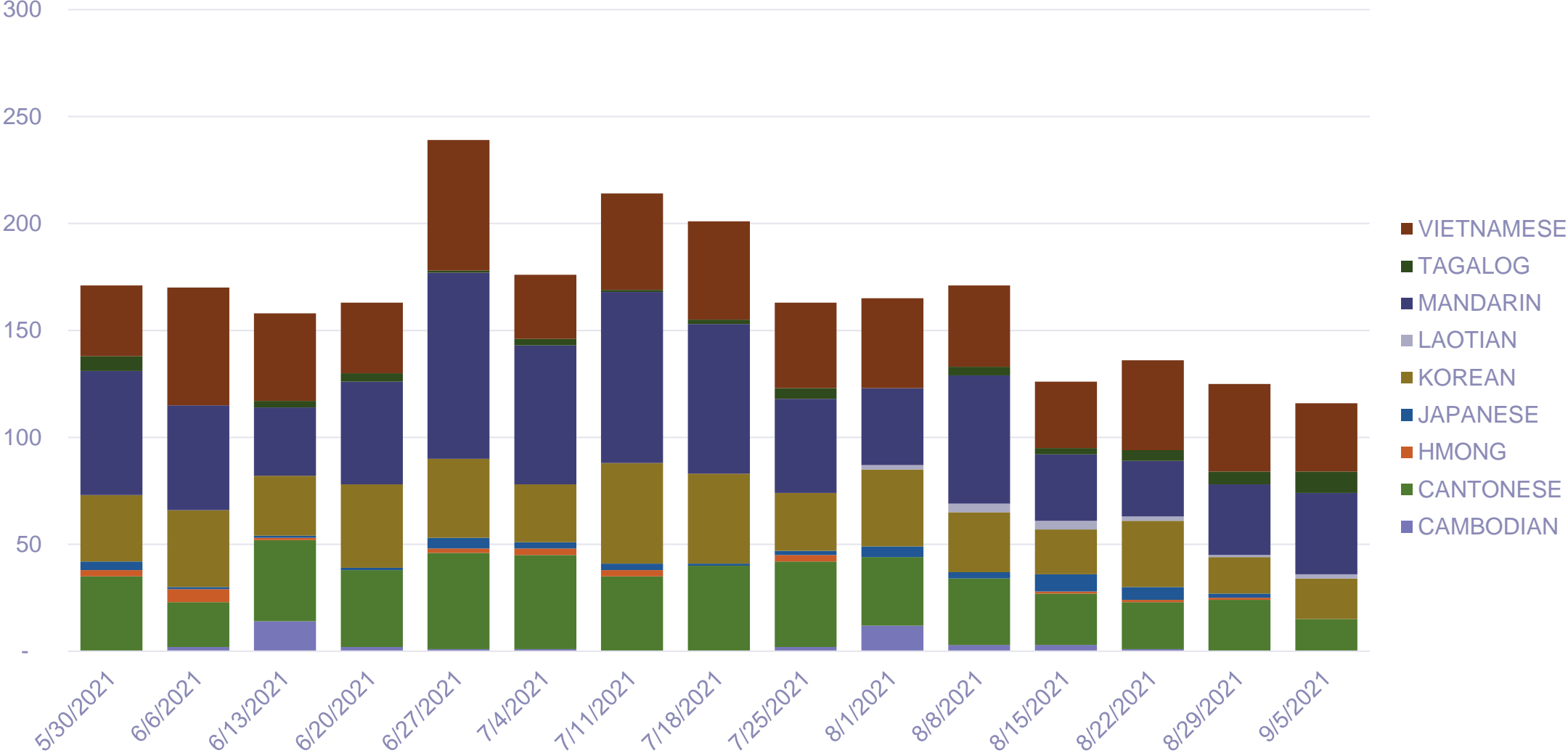
Call Volumes – English & Spanish

Weekly Calls Offered by Language – English & Spanish

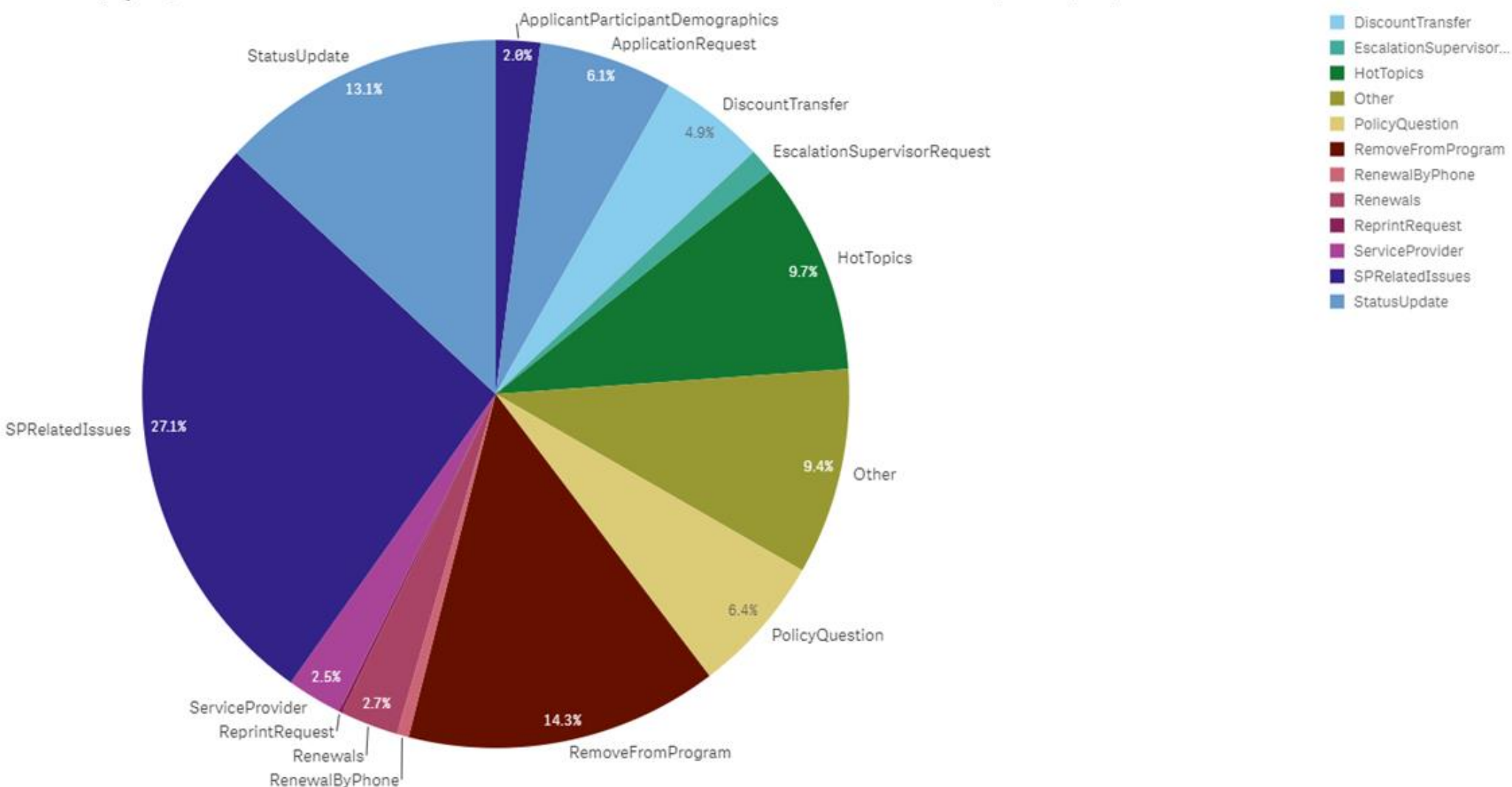


Call Volumes – Other Languages

Weekly Calls Offered by Language – Other Languages



Call Reasons



APPENDIX - Denial Code Descriptions

Denial Code	Type	Form	Description
5-12	Hard Denial	Application	An active phone number and service start date was not provided by the carrier within 30 days from receipt of status code 53
6-18	Correctible Denial	Application	Applicant chose to qualify for the LifeLine discount through the program-based step but did not provide any proof of documentation showing they or a household member is currently enrolled in a qualifying program
6-22	Correctible Denial	Application	Documentation provided does not meet the eligibility guidelines
6-23	Correctible Denial	Application	The signature on the form does not match applicant's name
6-32	Correctible Denial	Application	Applicant is issued a Household Worksheet from the system but fails to return the worksheet with their application submission