California Teleconnect Fund (CTF) Administrative Committee (AC) Meeting
California Public Utilities Commission, 505 Van Ness Avenue, San Francisco, RM 3212
September 27, 2017.

Final Minutes

Committee Members Present: Sean McLaughlin (Chairperson, CBOs), Calvin Chang (Vice-Chairperson, UC Davis), Jeff Mondon (AT&T), Jarrid Keller (Alternate for Linda Crow, Libraries), Sonya Edwards (K-12 Education), Ana Montes (CBO).

CPUC Staff Present: Lisa-Marie Clark (Legal), Faline Fua (CTF), Lisa Paulo (CTF), Andrew Aliabadi (CTF), Robert Sansone (CTF), Edmund DeGuzman (CTF).

Public Participants Present: Kim Lewis (CENIC), Saira Pasha (AT&T), Keith Smith (Education).

Absent Members: ORA representative and Committee Member Richard Mathews.

The agenda of the workshop proceeded as follows:

(1) Introductions

Chairperson McLaughlin opened the meeting at 10:05 am and a quorum was present. Chairperson McLaughlin led the introductions as there were new staff members and public participants present.

(2) Public Comments

No public comments.

(3) Review Agenda

Committee Members McLaughlin and Mondon discussed they were not able to amend the current agenda. Discussed providing feedback to staff and suggested creating a timeline to discuss an agenda for future meetings. Chairperson McLaughlin identified that we still had various agenda items to discuss.

(4) Review Prior Meeting Minutes

Committee member Montes mentioned including in the minutes, members that were absent and vacant chairs.

Committee member Edwards discussed adding an "action items" section to the minutes and who is responsible for those items. Action items are to be in bold and state if the action item is a "draft", "pending", or "approved". Committee Members McLaughlin and Mondon agreed that action items should be included in future minutes.

Staff member Paulo discussed the publishing of the minutes may not include action items, but perhaps should in each sentence following the published agenda. Staff member Paulo discussed amending the minutes before the meeting as an administrative task.

Committee member Mondon questioned whether the administrative committee could comment on the minutes prior to the meeting. Staff members Paulo and Fua discussed clarifying with Legal whether it was permissible amending minutes prior to the meeting.

Staff member Fua clarified with Committee member McLaughlin that the previous minutes would be approved in this meeting and would be posted after approval.

ACTION ITEM: CTF Staff will discuss with legal and internal office on possible changes to posting and editing of minutes prior to meeting. (CTF staff)

Committee member Chang asked if there is a standard format for AC minutes. Committee member Mondon answered that there are different styles between various AC boards.

Committee member Mondon mentioned that there wasn't a part identifying that CPUC staff was going to look into whether post addresses could be published.

ACTION ITEM: Staff will look into the possibility of posting addresses for CBOs listed on the approved participant list posted on the CPUC's website while also determining if it is possible to include the addresses of CBO's who are concerned about maintaining privacy for their patrons. (CTF Staff)

Committee member Montes mentioned Suicide Prevention Hotline lost their CTF discount. Committee member Mondon clarified they shouldn't have lost a discount, but rather had it reduced.

Motion to approve minutes by Jarrid Keller –Approved.

Staff member Paulo asked if it was appropriate to amend previous minutes in email. Staff member Clark (Legal) mentioned that you could send in potential edits to the minutes, and could at least discuss at meeting.

AGENDA ITEM: AC asked if staff or committee members can send in potential edits to the minutes, reach consensus and just approve at meeting. (CTF staff or Legal)

(5) Update on Application Status

Staff member Sansone reviewed CTF applications status. Specifically CTF applications processed from June 20, 2017 through September 20, 2017.

Committee member Montes mentions that CBO are waiting for decision on Health centers, explaining that there are no distinctions for health centers.

Staff member Sansone requested input from committee to identify what health CBO is. Legacy data does not provide any distinction for CBOs. Staff member Fua clarified the database was created in 2009 to track application data, but the accuracy is not necessarily perfect because the database does not have all the information on applications prior to 2009.

Committee member Montes suggested to track CBO # based on services

The Administrative Committee continued to review the CTF Application Chart. Committee member Edwards asked what the purpose of looking at the application report. Committee member Edwards then asked why some schools were rejected and what steps can be taken to help those schools get approval. Committee member Mondon continued the issue, that it is important to understand rejected applications, locations of the rejected applicants and if we could provide outreach.

Chairperson McLaughlin raised discussion that this issue is timely as CTF is going through the OIR to recertify with new rules, and it's great that the committee is asking for different ways to examine data.

Committee member Montes stated that all Nonprofit Organizations (NPO) were different, not every NPO is a CBO; the methods that the CBOs are listed do not provide any distinction. CBOs with the lowest budget should be targeted and healthcare should be categorized separately.

Staff member Paulo explained that there might be limitations on what data we can share, if there are more questions, we could add it as an agenda item.

Staff member Sansone clarified that data capture is a CPUC IT issue. Staff member Paulo reiterated that input regarding IT issues will always be a difficult task.

Staff member Clark explained to the committee that if staff reports are needed, a sub-committee can be created to ask staff to create reports and officially make a request.

Committee member Edwards stated that the application report is helpful, but is high level and suggested that the reports be more granular. For instance, if there is a great number of public schools rejected it should be noted, and the AC can get detailed info from staff in order to help meet the goals of the program. The Committee discussed of what should be added to the reports, but also what can be made available with the existing information.

Staff member Clark suggested that the AC could have the sub-committee work with Staff to see what information was available. Committee member Mondon discussed that would be helpful to know restrictions and from that, what could help the committee.

Staff member Clark and Committee member Mondon noted that the subcommittee can only be two members. Chairperson McLaughlin reiterated that a subcommittee should be formed to continue discussion on data to align with committee goals.

Committee member Edwards asked what the purpose of the AC? What the major questions that the committee wants to answer with more granular data? Committee member Edwards was concerned that the AC was losing focus on primary goals, what kind of information are we trying to get? And then is this process related to that information? What are the big questions that need to be answered to achieve its goal? Where are the breakdowns that lead to rejection? Can that be resolved by changing the instructions?

Chairperson McLaughlin answered that the purpose of the AC was to gather data and perspective, so we could then have conversation with more background.

Committee member Chang proffered that the subcommittee should be limited to the questions they are going to ask. Committee member Chang offered questions and ideas that the subcommittee should ask staff based on his expertise in data collection: It is important to know what your collection tools are. What is the process? What are the fields they are asking for? So we can advise them on data collection. If we ask questions without knowing that answer to those questions it will be a circle.

Staff members Sansone and Paulo reiterated that applications data is not accurate.

ACTION ITEM: Committee members McLaughlin and Edwards to possibly form subcommittee. The subcommittee will look in depth at CTF data. (Committee members McLaughlin and Edwards)

Staff member Clark mentions that the subcommittee can be non-majority numbers.

Chairperson McLaughlin suggested overlaying digital divide maps with CTF application approvals. Over time, it has been mainly geographic information, but it's been too narrow of a perspective. Committee member Chang stated this would be a good question for the subcommittee; as the AC are not auditors, but we can provide assistance with the process.

Staff member Paulo explained that the purpose of the application is to see if the applicant is eligible. Trying to minimize the bureaucracy. Any additional data needs to be balanced against the purpose of the customers. Pointing out that any reports would take up staff resources.

Public Participant Lewis asked staff if it would be possible to record different rejection types. Staff members Fua and Sansone stated that it is not currently possible due limited IT resources.

ACTION ITEM: CTF STAFF to find a way to record different application rejections (non-response vs reject). (CTF staff, applications team)

(6) Update on CTF Financial Status

Staff member Paulo gave a brief presentation on the Claims report as of September 25, 2017, for the three year budget window, and explained the trends.

Chairperson McLaughlin requested that appropriation balance and the remaining appropriation plus the cash available balance be listed. Staff member Paulo explained that CTF is waiting until the end of the year for Fiscal to provide the remaining appropriations.

ACTION ITEM: Committee member McLaughlin requested appropriation numbers for fiscal report. Staff member Paulo stated that CTF is waiting till the end of the year for fiscal to report remaining appropriations. (Claims team)

(7) Discuss Annual Report

Chairperson McLaughlin noted that a focus of the AC was to create an annual report, then proceeded to pass around a model report and asked the committee if this is how the AC wanted to format the model report. Both committee members Keller and Chang stated that the last Annual Report was submitted two years ago.

Committee member Edwards brought up the issues listed on page six. The report was dated, Committee member Edwards asked the AC if those issues were still current and if they needed to be updated or have they been resolved.

ACTION ITEM: Work with staff to create a draft report. (Committee members McLaughlin)

Staff member Paulo suggested that the AC focus on the format and the outline, topics, categories, and create the report after the meeting. Staff member Paulo also suggested that a section be added to for "Recommendations for the Commissioner".

Committee member Edwards directed attention to focus on large scale issues and the goals of the Administrative Committee. Committee member Keller mentioned that the AC does have new members and should consider creating new goals. The issue to create a subcommittee was raised, but no Subcommittee was formed. Committee member Edwards and Chairperson McLaughlin agreed to work together to create a draft.

Staff member Chang mentioned that the committee should also add accomplishments throughout the year and create a "Brag sheet". Staff member Chang created an outline of issues recommended by AC:

1. OIR
2. Vacant AC Positions
3. Community College Rep
4. Charter Update
5. IT Recommendations
6. Budget (E-Rate concerns)
7. Outreach
8. Transparency

Public Participant Smith led the discussion on E-rate regarding concerns for schools getting E-rate discounts ranging from 0% to 25%. Committee member Edwards suggested asking legal for implementations of E-rate issues. Staff member Fua proffered the committee members Edwards and Smith speak with staff regarding clarification on E-rate issues.

A discussion continued on the role of the committee on the OIR. Staff member Paulo mentioned encouraging public comments on OIR or push for petition of modification. Staff member Clark suggested sending a letter to the ALJ regarding the OIR.

The Committee went through the example report finding completed goals and goals that were ongoing.

ACTION ITEM: A slot for any pending legislation on the next Agenda.

(8) Discuss Budget Forecast for FY 2018-2019

Staff member Paulo discussed the CTF budget timeline with key milestones and CTF cash balance for local assistance. Staff member Paulo updated the committee about how the budget process has been shifting. She explained the Budget Forecast timeline would be changed for the new Fiscal Year. The committee will make their budget letter proposal after the Governor's draft budget issued on the first month of the year. The Committee's projection on the budget will start with the Governor's draft budget numbers and determine if there are items that will be subtracted or added for the Committee's budget letter.

(See CTF Budget Timeline with Key Milestones Handout)

The committee discussed the changes from the old process, and the timeline.

ACTION ITEM: Legal will clarify who and where the recommendation letter can occur. (Legal, Lisa Marie)

ACTION ITEM: Committee member Mondon stated that the budget appears to be approved after the fiscal year has already started, is there risk of suspending of reimbursement until a resolution is approved? Does not want interruption in reimbursement. (Staff)

Public participant Lewis raised the issue that the surcharge rate can be adjusted to ensure there is enough money to ensure reimbursement.

Chairperson McLaughlin stated that the AC input is after the fact. Staff member Paulo clarified that the macro funding is first, but how that money is used can still be changed. Committee member Keller explained that the spring finance letter is a legitimate way to address concerns regarding the budget.

ACTION ITEM: Legal will clarify who and where a change to the budget, aka "spring finance letter" can go. (Legal, Lisa Marie)

Committee member Edwards asked for clarification on the claims process, if there was a que or a different method. Staff explained claims process.

The CTF Cash Balance for Local Assistance chart was then discussed. Staff member described that our goal is to keep the bucket close to a 3 month expectation of local assistance, which is about $25 million compared to $130 million in the cash balance. (See CTF Cash Balance for Local Assistance)

Chairperson McLaughlin mentioned that the graph timeline set precedent for his budget report.

(9) Update on CTF OIR Status

Staff member Sansone discussed CALTEL and TURN comments. Chairperson McLaughlin asked if there was a timeline for Phase 3, staff responded that there was not. Committee member Mondon raised

concern for instituting workshops and what the next steps for the OIR were. Staff member Sansone noted that those issues were at the discretion of the ALJ.

 (10) Develop Process for Identifying Alternates

Staff member Fua noted that a representative for Rural Healthcare still has not been filled after advertising. Chairperson McLaughlin stated current committee members need to find alternates and replacements.

Committee member Chang stated he does not have an alternate. Committee member Keller has a potential candidate. Committee member Montes identified Casey McFall as her alternate, but has yet to file Form 700.

ACTION ITEM: Committee members are responsible for finding and recording an alternate. (AC)

Staff member Fua indicated that Richard Mathews is the representative for Persons with Disability, and has been unable to attend. The committee is not aware of his alternate and will reach out to committee member Mathews.

ACTION ITEM: Committee member McLaughlin will contact Committee member Mathews for his availability. (Committee member McLaughlin)

 (11) Set CTF – AC Meeting Schedule for Rest of Year

Meeting for December 4th to be rescheduled to December 11th in CPUC San Francisco.

Committee members suggested that the quarterly AC meetings should alternate to Sacramento, Eureka, or the Central Valley. The Quarter 1 2018 meeting is tentative for February 26 in the Sacramento, and possibly at the Sacramento Library from 10:30am to 2:00 pm.

ACTION ITEM: A projector for a computer to work on the document.

Committee then then endeavored to set future dates.

(12) Identify Items for Next Agenda

Items to be discussed for the next agenda are the annual reports, updates on applications, financial status, status of updated CTF website, and the reoccurring items. The committee would also like to check back on the deliverables.

Committee member Mondon suggested that November 13th will be when draft agenda, minutes, and draft annual report to be due.

Amending Charter ACTION ITEM: Legal will review requirements.

Announcements by members: Shlb.org, November 2nd, D.C. World Telehealth worksheet.

Meeting was adjourned 1:22pm