



February 13, 2023

iFoster Inc.

Advice Letter No. 1

Communications Division Director: Robert Osborn

505 Van Ness Avenue

San Francisco, CA 94102

Re: Expenditures and Budget

Pursuant to the General Order 96-B, iFoster submits this Advice Letter, No.1. The purpose of this filing is to provide the Q4, 2022 expenditures and February, 2023 through July, 2024 budget for the extension of the California LifeLine Foster Youth Pilot Program as ordered under the California Public Utilities Commission Decision 23-01-003 dated January 12, 2023.

This filing constitutes pilot program expenditures and budget only. No change in pilot service offering to participants (customers) is being made. This pilot does not charge pilot participants (customers).

Therefore, a notice to customers is not required.

This advice letter is submitted as a Tier 2 filing in accordance with G.O. 96-B. iFoster Inc. requests that this advice letter has an effective date of February 1, 2023. Included in this filing are the expenditures and budget requested by the Extension Decision.

In compliance with G.O. 96-B, we served a copy of this advice letter via email upon the parties identified on the attached CPUC Advice Letter Service List for "Any Advice Letter not fitting within the preceding categories" and R.20-02-008 Service List on February 13, 2023. If there are any questions regarding this advice letter, please call (916) 894-5768.

Anyone may protest or respond to this advice letter, which was filed on February 13, 2023, by sending a written protest or response via email to Harjeet.kumar@cpuc.ca.gov and Maria.valadez@cpuc.ca.gov at the Communications Division. If submitting a protest, the protest must set forth the specific grounds on which it is based, including supporting information or legal arguments. A protest or response to the advice letter must be submitted to the Communications Division within 20 days of the date the advice letter was filed and served on iFoster Inc. on the same day.



Email a copy of the protest or response to the advice letter to Serita Cox [serita@ifoster.org]. To obtain information about the CPUC's procedures for advice letters and protests, visit the CPUC's website at www.cpuc.ca.gov and look for the links to General Order 96-B.

Regards,

A handwritten signature in black ink, appearing to read "Serita Cox", on a light-colored rectangular background.

Serita Cox, iFoster Inc.

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CPUC Home



California
Public Utilities
Commission



CALIFORNIA PUBLIC UTILITIES COMMISSION Service Lists

PROCEEDING: R2002008 - CPUC - OIR TO UPDATE
FILER: CPUC
LIST NAME: LIST
LAST CHANGED: JANUARY 12, 2023

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Attachment A

I. INTRODUCTION

Pursuant to the California Public Utilities Commission Decision (“D.”) 23-01-003 dated January 12, 2023 (the “Extension Decision”), iFoster submits the following Tier 2 Advice Letter.

iFoster, CA foster youth pilot participants, and the child welfare agency partners who have referred them to this pilot program are grateful the California Public Utilities Commission (CPUC) recognizes the importance of the iFoster pilot to the safety and well-being of California’s foster youth. This program has already positively impacted the lives of 18,060 of California’s most vulnerable young people since its inception in 2019. It has proven to be a lifeline and an important stepping stone to self-sufficiency for our youth leaving the foster care system. Extending the pilot will ensure that the most appropriate rules, processes, and effective programming can be put in place to support a permanent program that will have enduring impact to CA foster youth for decades to come.

Access to reliable communications is a true lifeline for our youth. This pilot is the first program in this country to provide equitable, reliable communications for foster youth. Over 18,000 eligible foster youth (unique counts) have been served by this program November, 2019 through the end of December, 2022. While we continue to re-enroll past eligible participants who failed to make the transition from Boost Mobile to T-Mobile, and continue to grow with new eligible participants, a pattern is emerging that this program is a supportive stepping stone for youth as they transition to self-sufficiency and independence. As with all government benefits for foster youth, they should be transitional to help youth achieve self-sufficiency and independence from the government systems they grew up in. iFoster does not view this pilot as an early enrollment into LifeLine and permanent reliance on government programs, but rather as part of the necessary suite of supportive services our youth need as they learn to be more self-reliant while in care and transition to self-sufficiency when they leave the child welfare system. This program is proving to provide just this transitional support as we see youth leaving the program while still eligible because they have achieved employment, are persisting in college, and proudly put down their “iFoster Phone” as they can afford a plan on their own. While having an “iFoster Phone” provides them with the ability to communicate with friends, family and support networks; use their hotspot for schoolwork; earn and maintain employment; and access supportive services, the ultimate goal is for them to leave this phone behind because they have achieved the financial stability and self-sufficiency trajectory that all of us who work in the child welfare system desire for our young people.

The Commission’s decision moves this program one step closer to becoming a permanent resource

for CA foster youth and does so in a way that ensures the lessons learned from how to operate a LifeLine program for foster youth does not get lost in the transition to permanency. iFoster is honored to be the Administrator since the inception of this pilot and to have been given the support from both the CPUC and its carrier partners to grow into the role and to design a culturally-competent program model that best suits the unique needs of this population while maintaining the privacy and security requirements surrounding youth in the child welfare system and the barriers they face. iFoster believes this pilot will not only lead to a permanent, life-saving communications program for foster youth, but also help inform the CPUC and service providers with a model which could help increase service to other vulnerable populations who have difficulty meeting the regulations and processes of traditional LifeLine, and insights to improve culturally competent support, outreach and advocacy for other vulnerable populations to provide LifeLine to more vulnerable Californians. As a step forward towards permanency of a unique program to serve one of California’s most vulnerable populations, iFoster, with the continued support of its carrier partner, T-Mobile, is prepared to take on the reporting responsibilities outlined in the Extension Decision and to provide the transparency in outreach, enrollment, participation and utilization of this pilot.

II. SUMMARY OF ACTUAL EXPENDITURES OCTOBER TO DECEMBER, 2022

Below are the expenditures billed to the CPUC for the extension period October, 2022 through December, 2022. Of note, iFoster’s marketing/outreach and administrative expenditures for this period and for the entire extension exceeded the budget approved by staff for these expense categories. Both the impact of the pandemic and iFoster’s newness to the role contributed to an under-forecasting of the true cost of implementing this program. iFoster was able to leverage other unrestricted funding to cover the gap. However, with experience, iFoster has now developed a more informed budget of what investments are directly required to manage this pilot program. This will better inform the permanent program cost model.

Table 1 Actual Pilot Program Expenditures October to December, 2022

Actual Expenditures by Month	OCT	NOV	DEC
Marketing and Outreach	\$ -	\$ -	\$ -
Administration	\$ 11,737.39	\$ 10,188.40	\$ 5,852.58
Participant Phone Audit and Fiscal Control	\$ 1,312.53	\$ 1,322.04	\$ 1,896.81
Hardware	\$ 7,420.00	\$ 4,200.00	\$ 2,030.00
Service Plan	\$178,815.47	\$192,239.44	\$201,476.75
TOTAL	\$199,285.39	\$207,949.88	\$211,256.14

Note1 - Due to budget constraints, iFoster used other funding to cover marketing/outreach expenses, as well as partially fund Admin and Audit/Fiscal Control

Note2 - Due to the holidays and iFoster shut down from Dec 24 to Jan 2, no outreach was done in Dec

Note3 - Oct service plan costs include \$24.51 adjustment from previous months

III. MONTHLY SERVICE LIST REPORTING

As outlined in the Extension Decision, iFoster will provide the Commission, within 30 days of the end of the month, starting with a first service month of February, 2023 with applicant and participant data, along with outreach activity information. To this end, iFoster is reliant not only on its own data systems and team members, but also the data systems and efforts of our partner carrier, T-Mobile. Below is the list of monthly reporting data elements iFoster intends to provide to the Commission and this pilot's service list to the extent feasible by the timely availability of complete and accurate source data. iFoster will continue to work with its carrier partner, T-Mobile to resolve any source data element issues in an expeditious matter.

Monthly Reporting Data Elements

- *Monthly New Applicants*: new applications received by iFoster in reporting month
- *Monthly New Validated Applicants*: new applicants validated by iFoster in reporting month
- *Monthly New Orders*: new orders submitted to T-Mobile for fulfillment
- *Monthly New Participants*: new participants validated by iFoster in reporting month based on T-Mobile source data
- *Monthly Participant Exits*: participants who have left the program in reporting month and reason
- *Total Participants*: rolling aggregate of participants validated by iFoster in reporting month based on T-Mobile source data
- *Monthly Participant Usage*: anonymized participant usage (voice, text, data) validated by iFoster in reporting month based on T-Mobile source data
- *Monthly Phone Replacements*: new phone replacements validated by iFoster in reporting month based on T-Mobile source data
- *Phone Replacements by Participant*: rolling aggregate of phone replacements provided to any one participant validated by iFoster in reporting month based on T-Mobile source data
- *Total Phone Replacements*: rolling aggregate of phone replacements validated by iFoster in reporting month based on T-Mobile source data
- *Outreach Activities*: activities undertaken in reporting month by iFoster and/or its child welfare partners to reach, inform and support enrollment of eligible foster youth in this pilot program
- *Outreach Expenditures*: direct cost of outreach activities undertaken in reporting month
- *Pilot Expenditures*: monthly expenditures summary report by expense category as outlined in Table 2 budget

Data Definitions

- *Applicant*: refers to a youth who has applied by completing the iFoster Phones for Foster Youth Pilot application.
- *Validated Applicant*: refers to an Applicant whose eligibility and shipping address has been validated by iFoster as correct.
- *Order*: refers to a Validated Applicant request for service having been submitted to T-Mobile for fulfillment.
- *Participant*: refers to a Validated Applicant who has been provided with a working phone and active service.
- *Reporting Month*: refers to the service month of record defined by T-Mobile, typically the first of the calendar month to the last day of the calendar month
- *Lessons Learned and Other Participant Data*: on a quarterly basis, a summary of lessons learned and any other participant quantitative or qualitative data that iFoster deems pertinent to the learning agenda of this pilot and the ongoing codification of the program model as a permanent LifeLine program

IV. EXTENSION BUDGET, FEBRUARY 2023 TO JULY, 204

As required in the decision dated January 12, 2023, iFoster is putting forth the budget in Table 2 documented by quarter. The first quarter of this budget includes February and March, 2023 only. And the last quarter of this budget includes July 2024 only. iFoster has incorporated lessons learned in the true cost of implementing the program, while also leveraging the cost efficiencies attainable by combining this program with the other suite of supportive services iFoster provides in terms of marketing and outreach in particular, as well as some economies of scale achievable in program management.

Table 2 Budget for 18 Month Extension, February 2023 through July 2024

Pilot Extension Expenditure Categories	2023				2024		
	Q1 (Feb/Mar)	Q2	Q3	Q4	Q1	Q2	Q3 (Jul)
Marketing and Outreach	\$ 38,000.31	\$ 57,000.46	\$ 57,000.46	\$ 57,000.46	\$ 57,000.46	\$ 57,000.46	\$ 19,000.15
Administration	\$ 148,180.00	\$ 172,270.00	\$ 72,270.00	\$ 72,270.00	\$ 72,270.00	\$ 72,270.00	\$ 24,090.00
Participant Phone Audit and Fiscal Control	\$ 21,293.11	\$ 31,939.66	\$ 31,939.66	\$ 31,939.66	\$ 31,939.66	\$ 31,939.66	\$ 10,646.55
Hardware	\$ 72,000.00	\$ 117,000.00	\$ 117,000.00	\$ 112,500.00	\$ 108,000.00	\$ 102,000.00	\$ 33,000.00
Service Plan	\$ 546,708.00	\$ 948,387.00	\$ 1,096,287.00	\$ 1,231,137.00	\$ 1,352,937.00	\$ 1,461,687.00	\$ 507,529.00
TOTAL	\$ 826,181.42	\$ 1,326,597.12	\$ 1,374,497.12	\$ 1,504,847.12	\$ 1,622,147.12	\$ 1,724,897.12	\$ 594,265.71