

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

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

June 15th, 2020



Executive Summary

- Program Participation – 1.7 Million Subscribers
 - Change of 4.6% from January 2020
- Average Qualification Rate for Applications – 88.2%
 - Change of 3.4% from January 2020
- Average Forms Processing Turnaround Time
 - 6 Month Average SLA Days: 1.9
 - 6 Month Manual Review Volume: 912,642

TPA Summary

- Key Initiatives

- Pandemic response measures
 - Renewal date suspension
 - Queue bifurcation
 - Operational reforecasting
- USAC True-up reporting
- Operational enhancements
- ImageX process

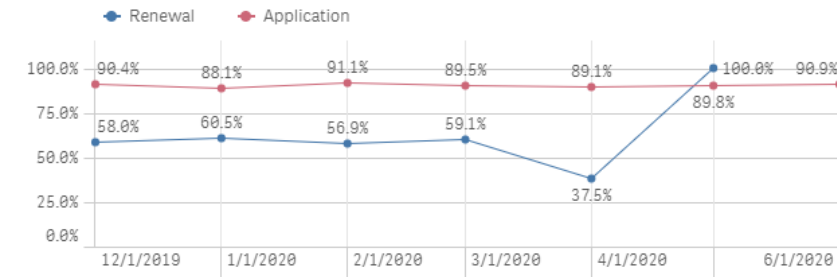
Response & Approval Rates – Application & Renewal Forms

Total Responded
911,235^{94.6%}
 % Qualified or Renewed

Approved Applications
632,047^{86.9%}
 % Qualified

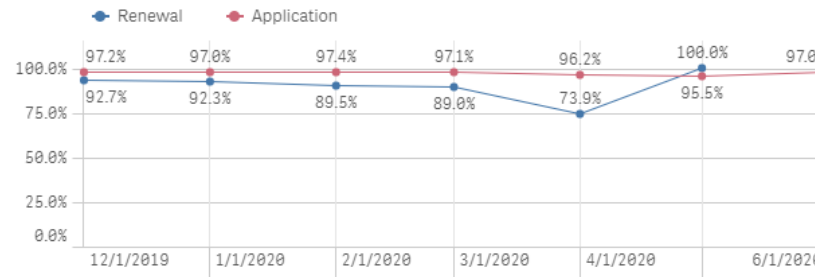
Approved Renewals
231,420^{49.9%}
 % Renewed

% Responded
 By Rolling 6 Decision Months



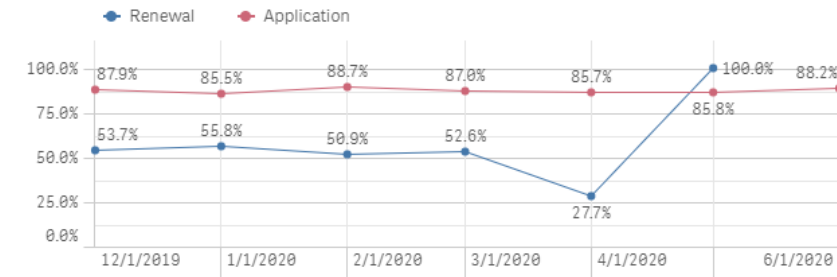
Responded / # Total

% Approved
 By Rolling 6 Decision Months



Qualified or Renewed / # Responded

% Qualified or Renewed
 By Rolling 6 Decision Months



Qualified or Renewed / # Total

Applications Activities Report
 By Rolling 6 Decision Months

Month Year	Q	# Total	# Responded	# Approved	% Responded	% Approved	% Qualified
Totals		727,126	652,363	632,047	89.7%	96.9%	86.9%
Dec 2019		129,877	117,348	114,112	90.4%	97.2%	87.9%
Jan 2020		150,408	132,517	128,564	88.1%	97.0%	85.5%
Feb 2020		136,339	124,181	120,956	91.1%	97.4%	88.7%
Mar 2020		120,050	107,493	104,387	89.5%	97.1%	87.0%
Apr 2020		81,464	72,593	69,819	89.1%	96.2%	85.7%
May 2020		78,020	70,093	66,904	89.8%	95.5%	85.8%
Jun 2020		30,968	28,138	27,305	90.9%	97.0%	88.2%

Renewals Activities Report
 By Rolling 6 Decision Months

Month Year	Q	# Total	# Responded	# Approved	% Responded	% Approved	% Renewed
Totals		463,737	258,872	231,420	55.8%	89.4%	49.9%
Dec 2019		102,902	59,641	55,290	58.0%	92.7%	53.7%
Jan 2020		103,584	62,621	57,805	60.5%	92.3%	55.8%
Feb 2020		96,197	54,707	48,951	56.9%	89.5%	50.9%
Mar 2020		99,426	58,768	52,281	59.1%	89.0%	52.6%
Apr 2020		61,623	23,130	17,088	37.5%	73.9%	27.7%
May 2020		5	5	5	100.0%	100.0%	100.0%

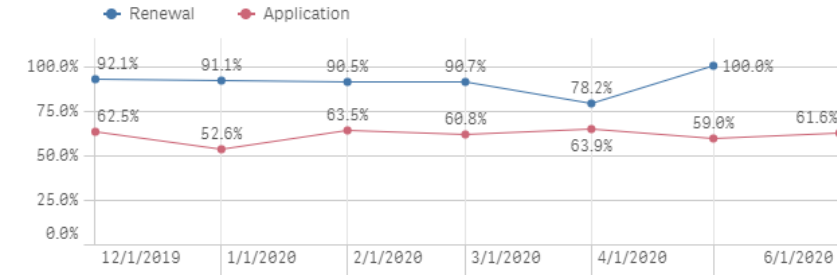
Wireline: Response & Approval Rates – Application & Renewal Forms

Total Responded
116,593 94.6%
% Qualified or Renewed

Approved Applications
17,475 48.7%
% Qualified

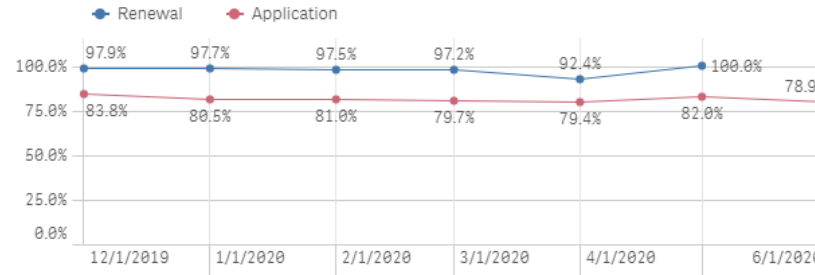
Approved Renewals
92,490 87.9%
% Renewed

% Responded
 By Rolling 6 Decision Months



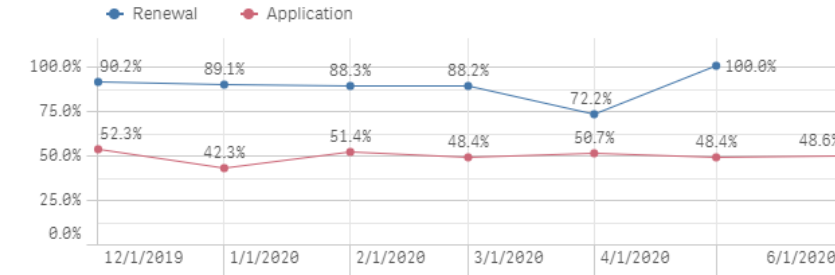
Responded / # Total

% Approved
 By Rolling 6 Decision Months



Qualified or Renewed / # Responded

% Qualified or Renewed
 By Rolling 6 Decision Months



Qualified or Renewed / # Total

Applications Activities Report
 By Rolling 6 Decision Months

Month Year	Q	# Total	# Responded	# Approved	% Responded	% Approved	% Qualified
Totals		35,883	21,564	17,475	60.1%	81.0%	48.7%
Dec 2019		7,117	4,445	3,723	62.5%	83.8%	52.3%
Jan 2020		7,397	3,888	3,128	52.6%	80.5%	42.3%
Feb 2020		5,558	3,530	2,858	63.5%	81.0%	51.4%
Mar 2020		5,884	3,576	2,849	60.8%	79.7%	48.4%
Apr 2020		4,783	3,054	2,425	63.9%	79.4%	50.7%
May 2020		3,760	2,219	1,820	59.0%	82.0%	48.4%
Jun 2020		1,384	852	672	61.6%	78.9%	48.6%

Renewals Activities Report
 By Rolling 6 Decision Months

Month Year	Q	# Total	# Responded	# Approved	% Responded	% Approved	% Renewed
Totals		105,253	95,029	92,490	90.3%	97.3%	87.9%
Dec 2019		27,369	25,214	24,689	92.1%	97.9%	90.2%
Jan 2020		27,198	24,784	24,226	91.1%	97.7%	89.1%
Feb 2020		22,219	20,104	19,609	90.5%	97.5%	88.3%
Mar 2020		21,370	19,378	18,841	90.7%	97.2%	88.2%
Apr 2020		7,093	5,545	5,121	78.2%	92.4%	72.2%
May 2020		4	4	4	100.0%	100.0%	100.0%

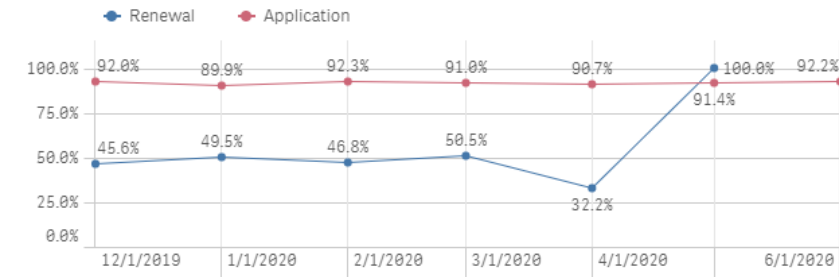
Wireless: Response & Approval Rates – Application & Renewal Forms

Total Responded
794,642 ^{94.6%}
 % Qualified or Renewed

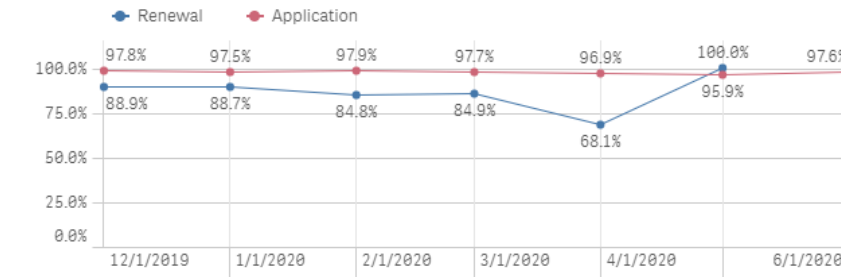
Approved Applications
614,572 ^{88.9%}
 % Qualified

Approved Renewals
138,930 ^{38.8%}
 % Renewed

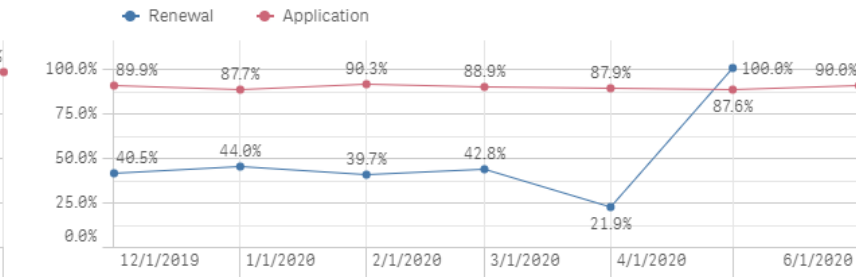
% Responded
 By Rolling 6 Decision Months



% Approved
 By Rolling 6 Decision Months



% Qualified or Renewed
 By Rolling 6 Decision Months



Applications Activities Report
 By Rolling 6 Decision Months

Month Year Q	# Total	# Responded	# Approved	% Responded	% Approved	% Qualified
Totals	691,243	630,799	614,572	91.3%	97.4%	88.9%
Dec 2019	122,760	112,903	110,389	92.0%	97.8%	89.9%
Jan 2020	143,011	128,629	125,436	89.9%	97.5%	87.7%
Feb 2020	130,781	120,651	118,098	92.3%	97.9%	90.3%
Mar 2020	114,166	103,917	101,538	91.0%	97.7%	88.9%
Apr 2020	76,681	69,539	67,394	90.7%	96.9%	87.9%
May 2020	74,260	67,874	65,084	91.4%	95.9%	87.6%
Jun 2020	29,584	27,286	26,633	92.2%	97.6%	90.0%

Renewals Activities Report
 By Rolling 6 Decision Months

Month Year Q	# Total	# Responded	# Approved	% Responded	% Approved	% Renewed
Totals	358,484	163,843	138,930	45.7%	84.8%	38.8%
Dec 2019	75,533	34,427	30,601	45.6%	88.9%	40.5%
Jan 2020	76,386	37,837	33,579	49.5%	88.7%	44.0%
Feb 2020	73,978	34,603	29,342	46.8%	84.8%	39.7%
Mar 2020	78,056	39,390	33,440	50.5%	84.9%	42.8%
Apr 2020	54,530	17,585	11,967	32.2%	68.1%	21.9%
May 2020	1	1	1	100.0%	100.0%	100.0%

Response & Approval Rates – All Forms

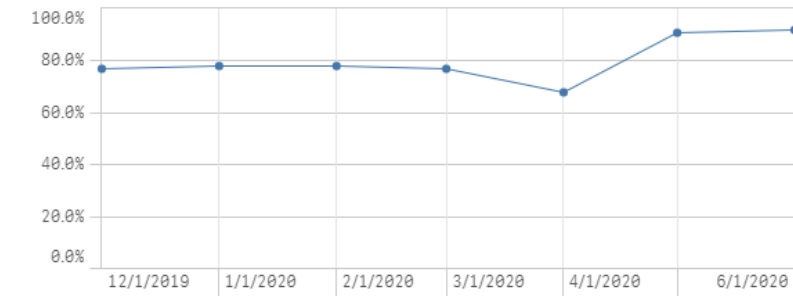
Total Forms
1,190,863

Total Responded
911,235 94.8%
% Approved Decisions

Total Approved
863,467 72.5%
% Qualified or Renewed

% Responded

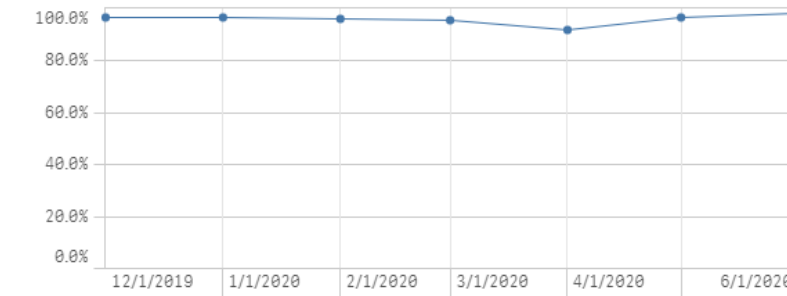
By Rolling 6 Decision Months



Qualified or Renewed / # Responded

% Approved

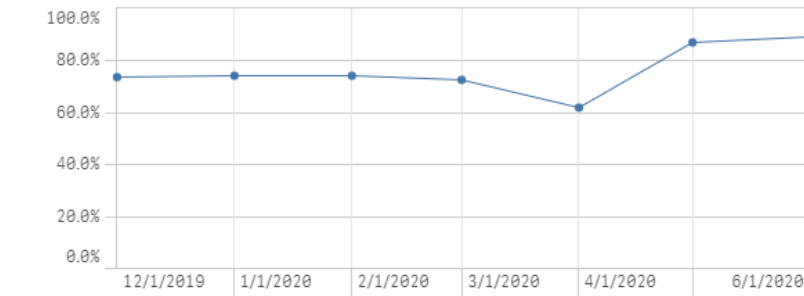
By Rolling 6 Decision Months



Qualified or Renewed / # Responded

% Qualified or Renewed

By Rolling 6 Decision Months



Qualified or Renewed / # Total

Month Year	# Total	# Responded	# Approved	% Responded	% Approved	% Qualified or Renewed
Totals	1,190,863	911,235	863,467	76.5%	94.8%	72.5%
Dec 2019	232,779	176,989	169,402	76.0%	95.7%	72.8%
Jan 2020	253,992	195,138	186,369	76.8%	95.5%	73.4%
Feb 2020	232,536	178,888	169,907	76.9%	95.0%	73.1%
Mar 2020	219,476	166,261	156,668	75.8%	94.2%	71.4%
Apr 2020	143,087	95,723	86,907	66.9%	90.8%	60.7%
May 2020	78,025	70,098	66,909	89.8%	95.5%	85.8%
Jun 2020	30,968	28,138	27,305	90.9%	97.0%	88.2%

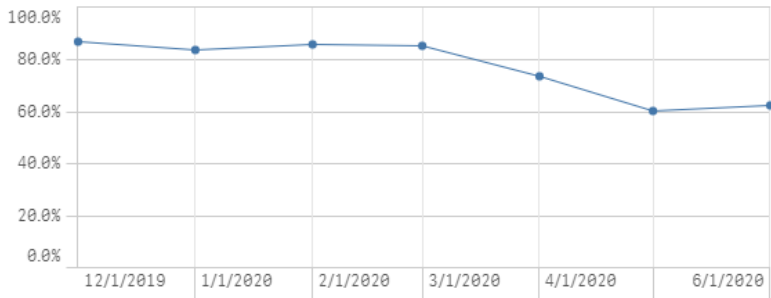
Wireline: Response & Approval Rates – All Forms

Total Forms
141,136

Total Responded
116,593 94.3%
% Approved Decisions

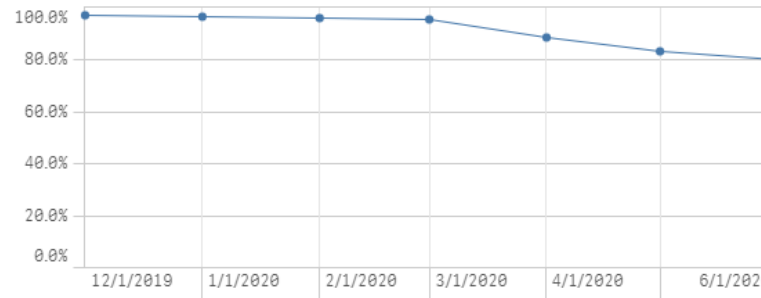
Total Approved
109,965 77.9%
% Qualified or Renewed

% Responded
By Rolling 6 Decision Months



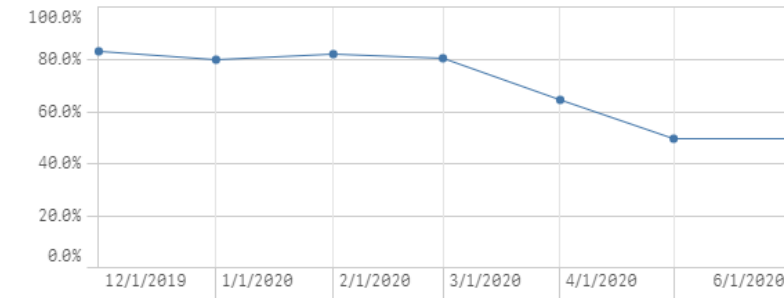
Qualified or Renewed / # Responded

% Approved
By Rolling 6 Decision Months



Qualified or Renewed / # Responded

% Qualified or Renewed
By Rolling 6 Decision Months



Qualified or Renewed / # Total

Month Year	# Total	# Responded	# Approved	% Responded	% Approved	% Qualified or Renewed
Totals	141,136	116,593	109,965	82.6%	94.3%	77.9%
Dec 2019	34,486	29,659	28,412	86.0%	95.8%	82.4%
Jan 2020	34,595	28,672	27,354	82.9%	95.4%	79.1%
Feb 2020	27,777	23,634	22,467	85.1%	95.1%	80.9%
Mar 2020	27,254	22,954	21,690	84.2%	94.5%	79.6%
Apr 2020	11,876	8,599	7,546	72.4%	87.8%	63.5%
May 2020	3,764	2,223	1,824	59.1%	82.1%	48.5%
Jun 2020	1,384	852	672	61.6%	78.9%	48.6%

Wireless: Response & Approval Rates – All Forms

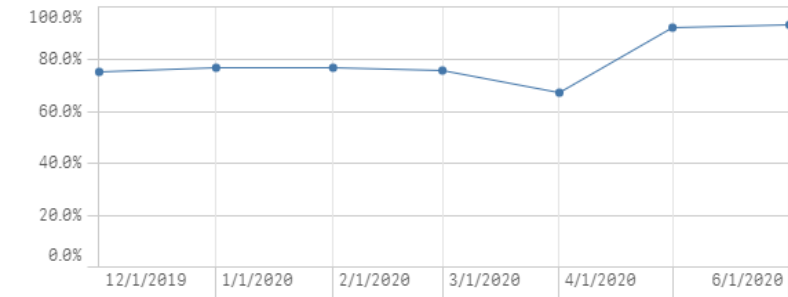
Total Forms
1,049,727

Total Responded
794,642 94.8%
% Approved Decisions

Total Approved
753,502 71.8%
% Qualified or Renewed

% Responded

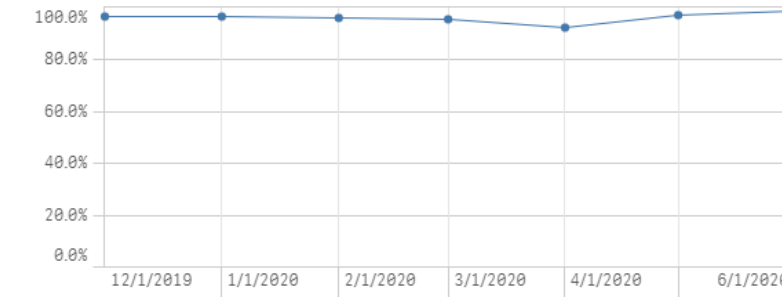
By Rolling 6 Decision Months



Qualified or Renewed / # Responded

% Approved

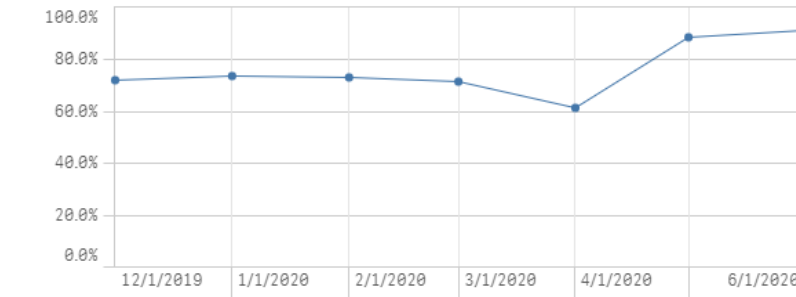
By Rolling 6 Decision Months



Qualified or Renewed / # Responded

% Qualified or Renewed

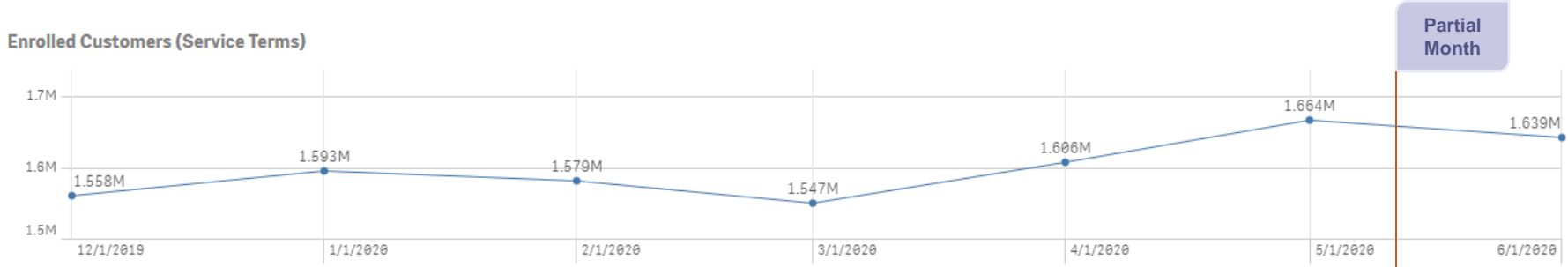
By Rolling 6 Decision Months



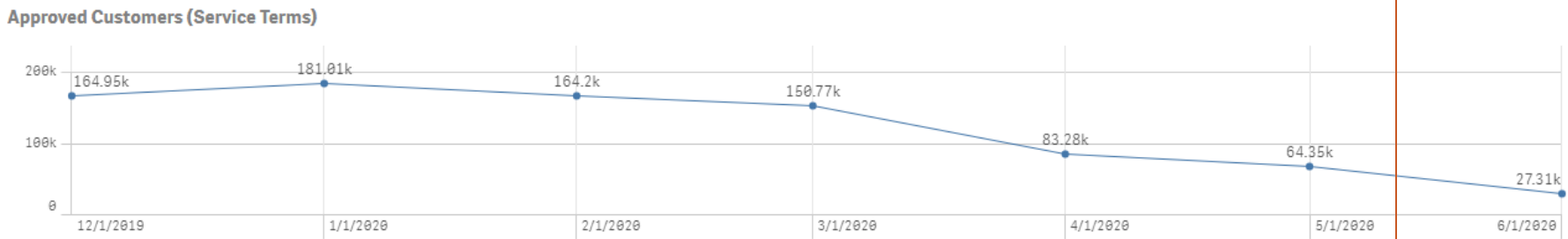
Qualified or Renewed / # Total

Month Year	# Total	# Responded	# Approved	% Responded	% Approved	% Qualified or Renewed
Totals	1,049,727	794,642	753,502	75.7%	94.8%	71.8%
Dec 2019	198,293	147,330	140,990	74.3%	95.7%	71.1%
Jan 2020	219,397	166,466	159,015	75.9%	95.5%	72.5%
Feb 2020	204,759	155,254	147,440	75.8%	95.0%	72.0%
Mar 2020	192,222	143,307	134,978	74.6%	94.2%	70.2%
Apr 2020	131,211	87,124	79,361	66.4%	91.1%	60.5%
May 2020	74,261	67,875	65,085	91.4%	95.9%	87.6%
Jun 2020	29,584	27,286	26,633	92.2%	97.6%	90.0%

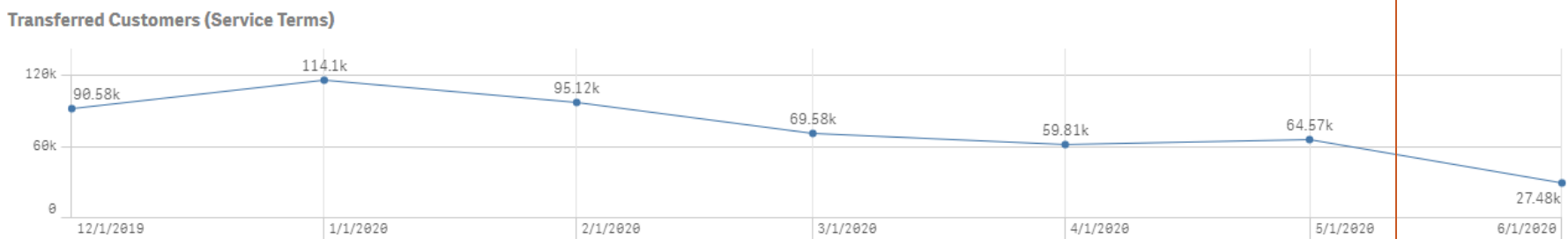
Program Participation – Enrolled, Approved, & Transferred Customers



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

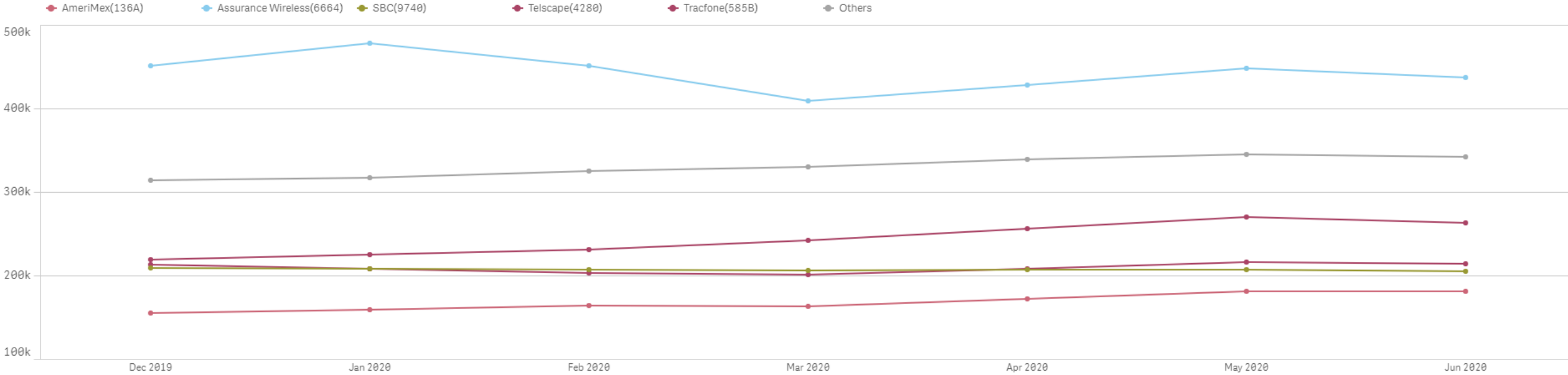


Count of distinct ServiceTermIDs
 Decision = Approved
 Based on Decision Dates



Count of distinct ServiceTermIDs
 EventTypeCode = 544 (Transfer - Carrier Lost)
 Based on Event Date as Transfer Date

Participation by Service Provider (Top 5)

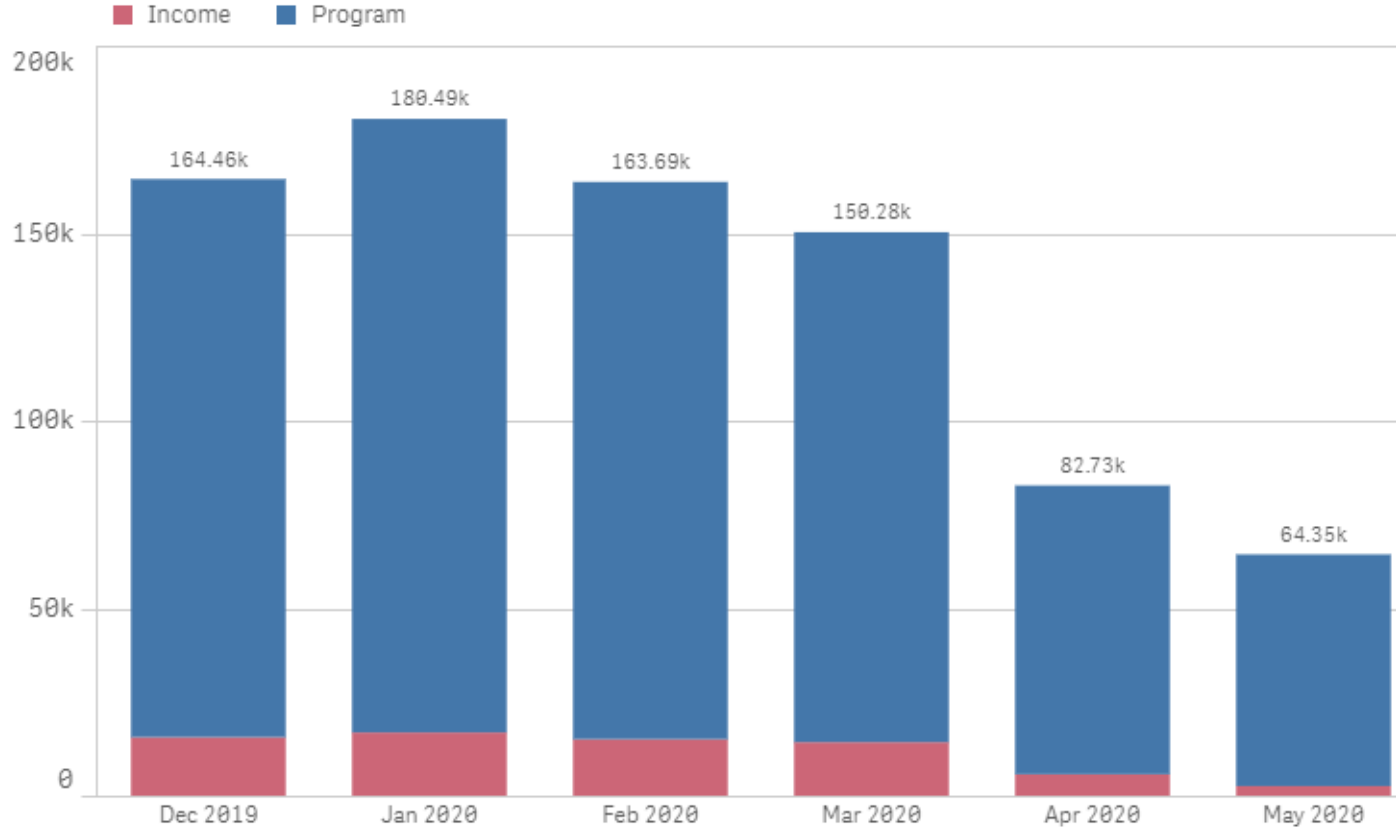


Application Summary by Service Provider (Service Terms)

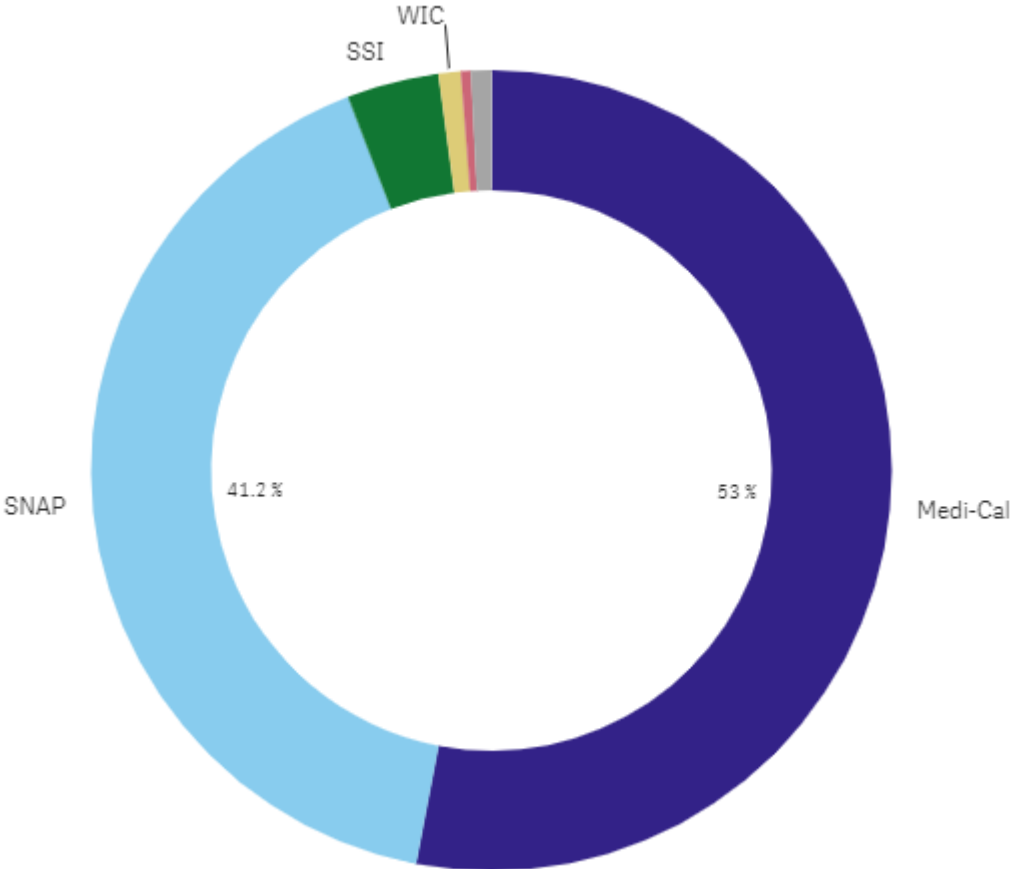
Service Provider	Totals	Dec 2019	Jan 2020	Feb 2020	Mar 2020	Apr 2020	May 2020	Jun 2020
Totals	2,761,005	1,558,355	1,592,545	1,578,991	1,547,375	1,605,849	1,663,966	1,639,165
Others	560,924	313,265	316,832	324,766	329,351	338,225	344,912	341,899
AmeriMex(136A)	308,763	154,822	158,790	163,600	162,384	171,360	180,825	180,415
Assurance Wireless(6664)	802,535	450,697	477,135	450,988	408,161	427,329	447,118	436,219
SBC(9740)	304,895	208,336	207,477	206,223	205,438	206,056	206,367	204,412
Telscape(4280)	409,475	218,303	224,444	230,609	241,769	255,814	269,720	262,677
Tracfone(585B)	374,413	212,932	207,867	202,805	200,272	207,065	215,024	213,543

Enrollment Eligibility Method

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

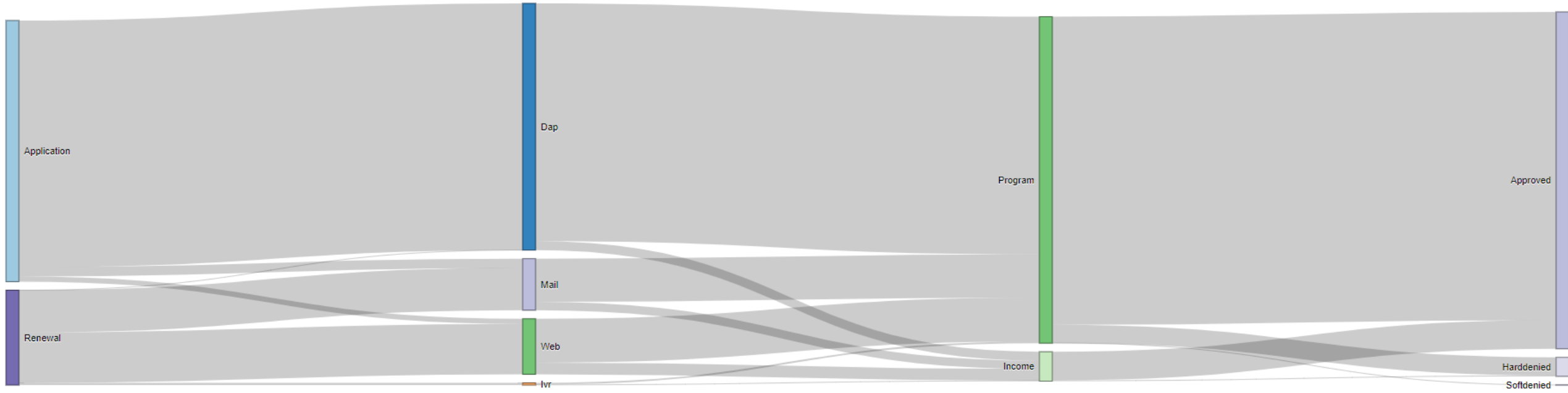


Program Participation Details



Enrollment Channel and Eligibility Method

Application Form IDs by Application Type, Submission Type, Enrollment, and Decision



Application Type : Submission Type

Application Type	Submission Type				
	-	Dap	Ivrr	Mail	Web
Totals	606,137	622,136	5,830	153,281	139,905
Application	126,202	622,129	-	33,550	13,981
Renewal	479,935	7	5,830	119,731	125,924

Submission Type : Income or Program

Submission Type	Income or Program	
	Income	Program
Totals	73,772	1,453,517
-	70	606,067
Dap	22,293	599,843
Ivrr	1,325	4,505
Mail	20,989	132,292
Web	29,095	110,810

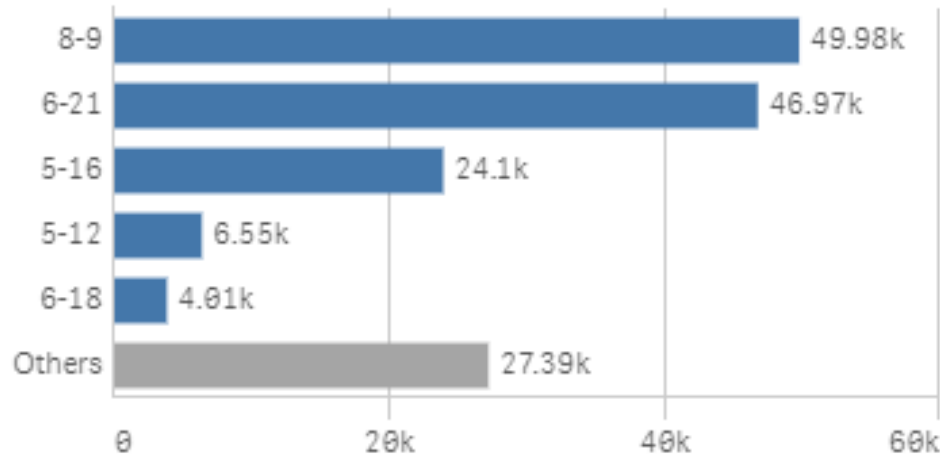
Income or Program : Decision

Income or Program	Decision		
	Approved	Harddenied	Softdenied
Totals	866,090	327,899	333,300
Income	73,403	165	204
Program	792,687	327,734	333,096

Top 5 Denials Codes by New Applications and Renewals

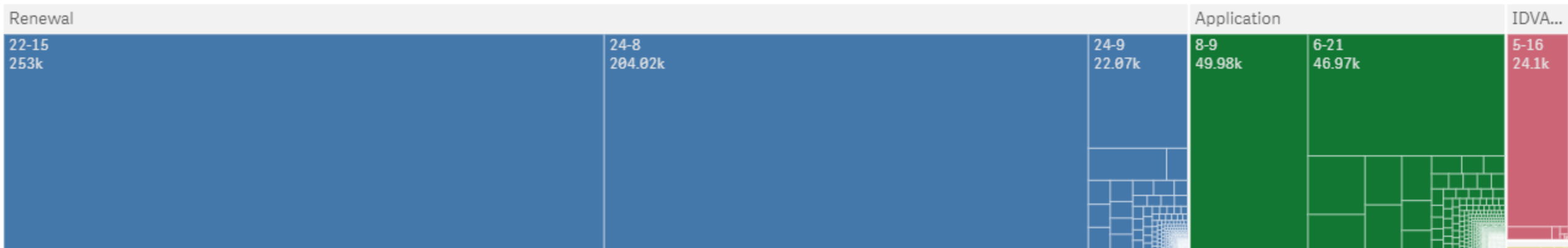
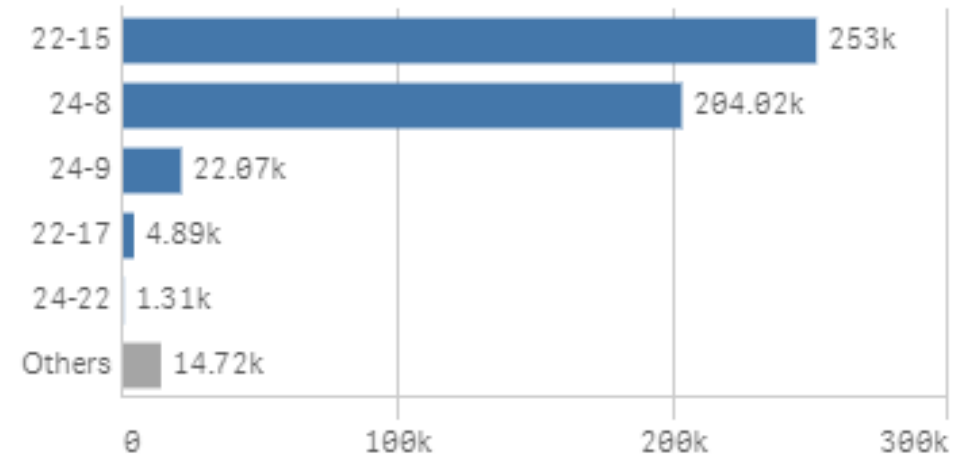
Applications: Top 5 Denial Codes

By Rolling 6 Decision Months



Renewals: Top 5 Denial Codes

By Rolling 6 Decision Months



Mid-Renewal Transfers Denied for Non-Response

Anniversary Year	Anniversary Month	Total Renewals with a Decision	Total Renewals with a Denial	24-8 Denials (Non-response)	Transfers followed by a 24-8 Denial	% of 24-8 denials w/ Transfers of All 24-8 Denials	24-8 denials w/ transfers as % of All Renewals with a Decision
2019	9	145,948	95,166	77,063	5,195	6.74%	3.56%
2019	10	132,901	82,693	68,733	10,272	14.94%	7.73%
2019	11	111,102	58,015	49,585	13,154	26.53%	11.84%
2019	12	103,463	51,776	45,109	14,314	31.73%	13.83%
2020	1	102,195	49,623	45,180	14,657	32.44%	14.34%
2020	2	91,573	41,509	35,945	12,310	34.25%	13.44%
2020	3	18,296	8,877	7,708	2,607	33.82%	14.25%

NOTES: (1) Customers with September ADs with final denials were moved to October for carrier notification. (2) Customers with October ADs with final denials were moved to November for carrier notification.

Transfer Frequency

Total Subscribers In Period	# of Subscribers that transferred	Total # of Transfers	Of Subscribers that transferred : Average Transfers Per Subscriber	Max Transfers for a single subscriber	Overall avg transfers per subscriber
2,655,211	690,834	1,333,296	1.93	48	0.50

Total Subscribers in Period is the total number of *unique* subscribers who were active at some point in the 13 month period of April '19 through April '20.

Reconnect / Re-Enrollment Rates

Year	Month	Disconnects	Total Reconnects / re-enrolls	% of Disconnects that Reconnect / re-enroll	% of Disconnects that did not Reconnect / re-enroll	Reconnects / re-enrollments - Time from Disconnect									
						30 Days	% w/in 30 Days	31-60 Days	% in 31-60 Days	61-90 Days	% in 61-90 Days	91-365 Days	% in 91-365 Days	> 365 Days	% > 365 Days
2019	4	95,877	37,315	38.92%	61.08%	11,572	31.01%	3,546	9.50%	2,437	6.53%	18,373	49.24%	1,387	3.72%
2019	5	102,602	44,444	43.32%	56.68%	10,522	23.67%	4,629	10.42%	3,700	8.33%	24,839	55.89%	754	1.70%
2019	6	123,595	54,300	43.93%	56.07%	11,960	22.03%	5,023	9.25%	6,996	12.88%	30,244	55.70%	77	0.14%
2019	7	138,895	62,012	44.65%	55.35%	13,288	21.43%	8,788	14.17%	12,460	20.09%	27,476	44.31%		
2019	8	135,267	54,950	40.62%	59.38%	18,098	32.94%	11,222	20.42%	6,505	11.84%	19,125	34.80%		
2019	9	98,358	36,290	36.90%	63.10%	13,199	36.37%	6,047	16.66%	4,201	11.58%	12,843	35.39%		
2019	10	85,273	49,681	58.26%	41.74%	20,474	41.21%	8,776	17.66%	6,042	12.16%	14,389	28.96%		
2019	11	120,408	63,822	53.00%	47.00%	25,132	39.38%	12,920	20.24%	10,520	16.48%	15,250	23.89%		
2019	12	121,101	45,350	37.45%	62.55%	19,029	41.96%	10,799	23.81%	6,800	14.99%	8,722	19.23%		
2020	1	75,885	34,240	45.12%	54.88%	18,191	53.13%	7,541	22.02%	3,811	11.13%	4,697	13.72%		
2020	2	95,335	27,048	28.37%	71.63%	15,738	58.19%	5,215	19.28%	3,472	12.84%	2,623	9.70%		
2020	3	140,451	22,731	16.18%	83.82%	12,577	55.33%	5,749	25.29%	3,871	17.03%	534	2.35%		
2020	4	13,658	3,585	26.25%	73.75%	2,872	80.11%	665	18.55%	48	1.34%				
2020	5	12,156	2,606	21.44%	78.56%	2,537	97.35%	69	2.65%						
2020	6	5,927	480	8.10%	91.90%	480	100.00%								

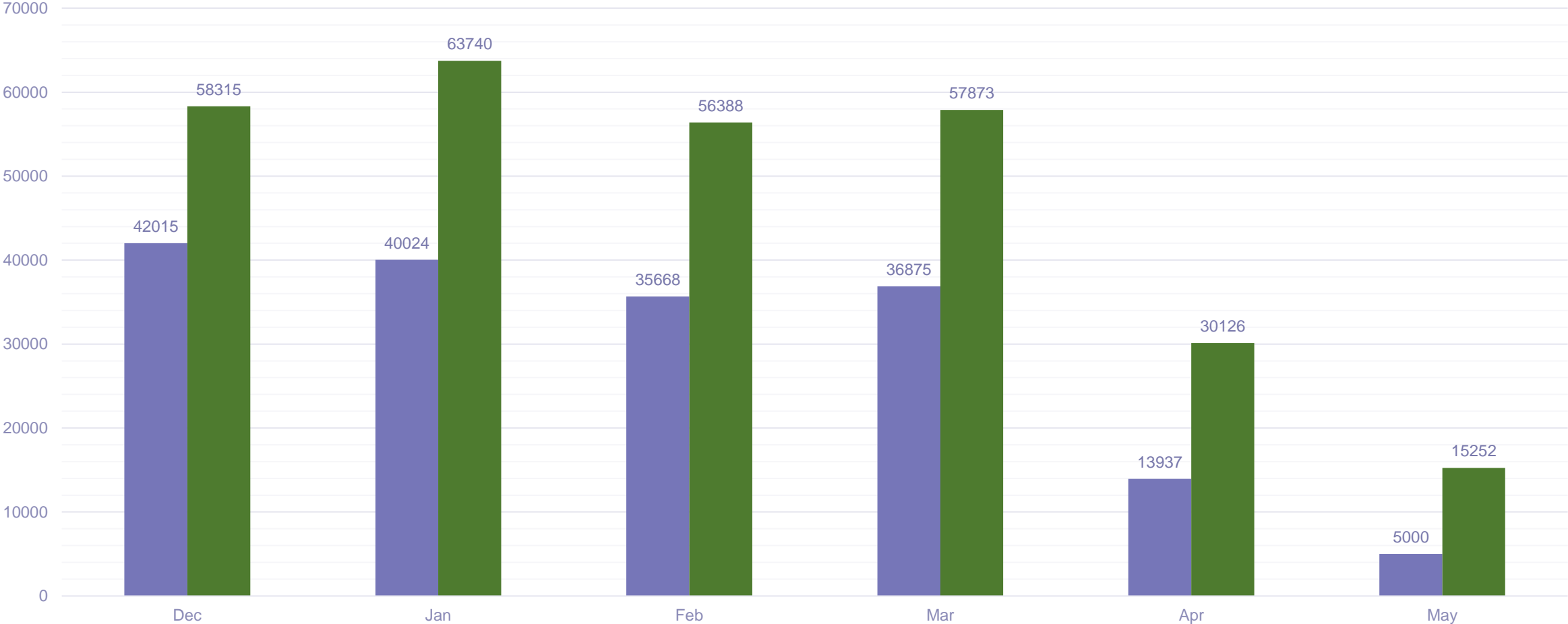
“Disconnects” is a total of the following actions occurring in the report month: Customer disconnected from the Program by service provider, Customer removed from the Program by service provider, Customer removed from the Program by customer, and Denials

“Total Reconnects / re-enrolls” is a total of the following actions: Customer re-connected within 30 day reconnect window and Customer approved for re-

Inbound Mail Volumes

CA LifeLine Mail Volume

■ Undeliverable ■ App/Renewal/IDV



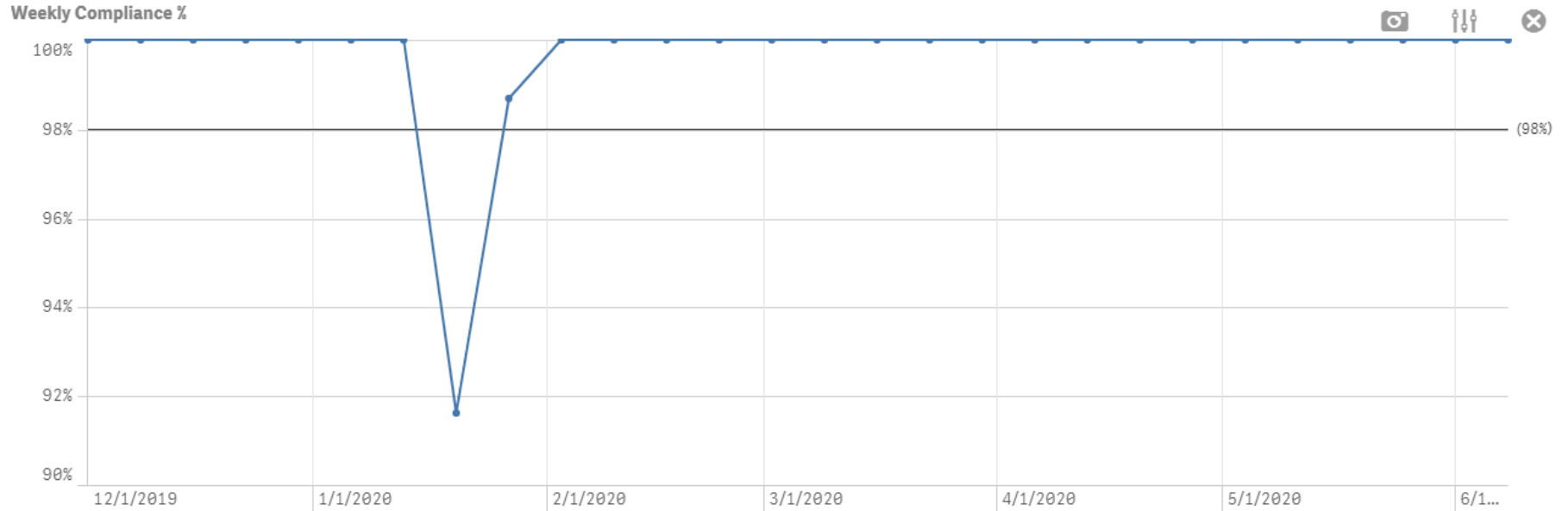
Forms Processing Throughput

Manual Reviews

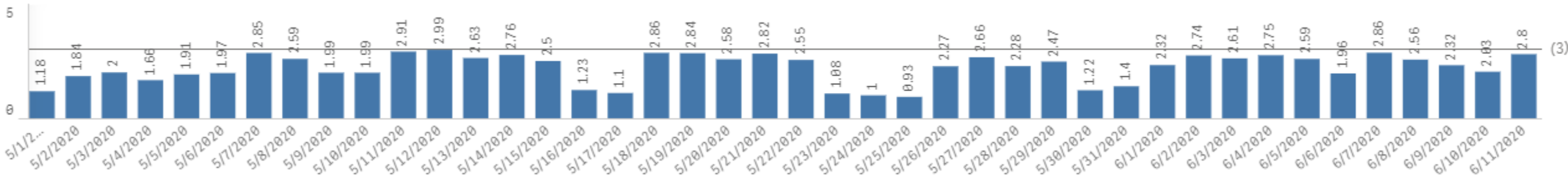
912,642

Avg SLA Days

1.93 ^{99.6%}
% Compliance

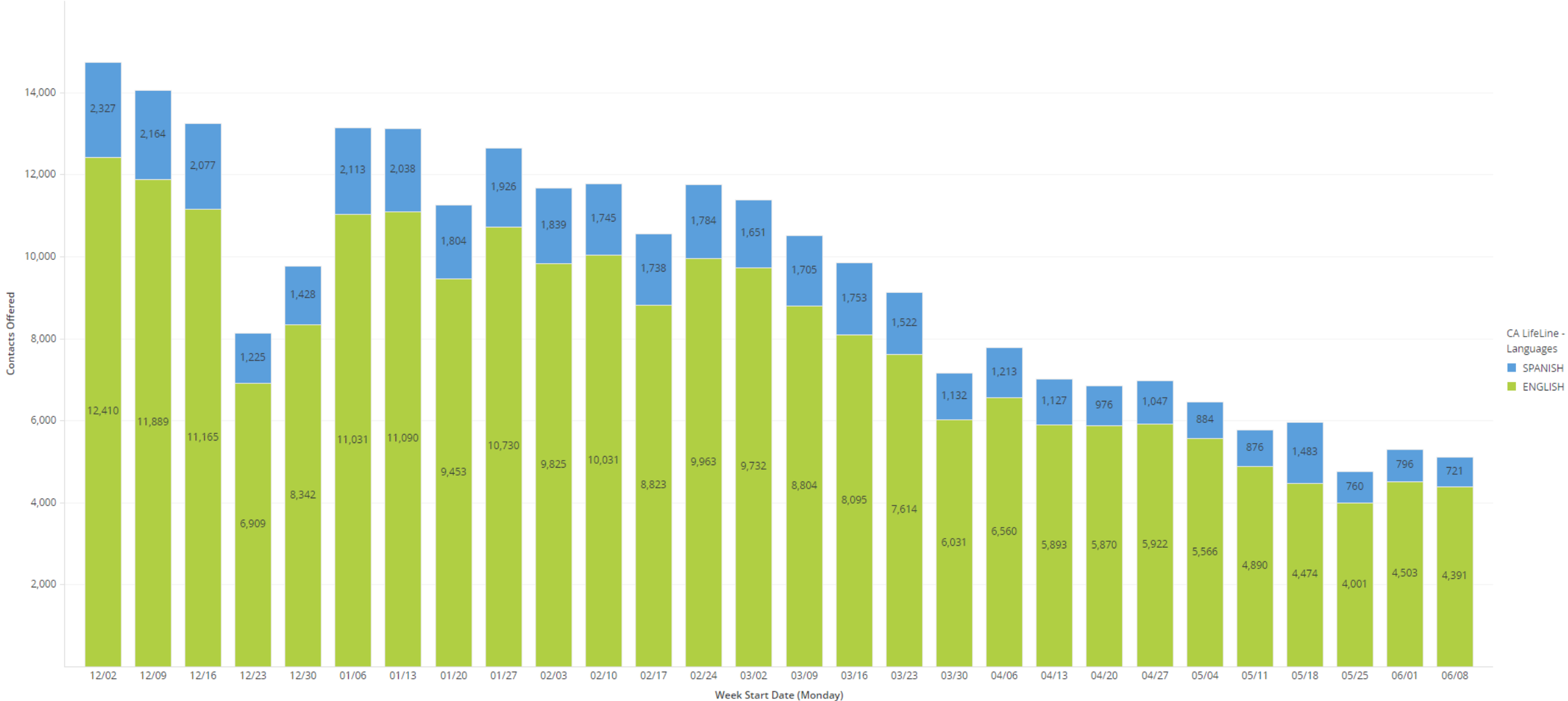


Daily Average SLA
By Decision Date



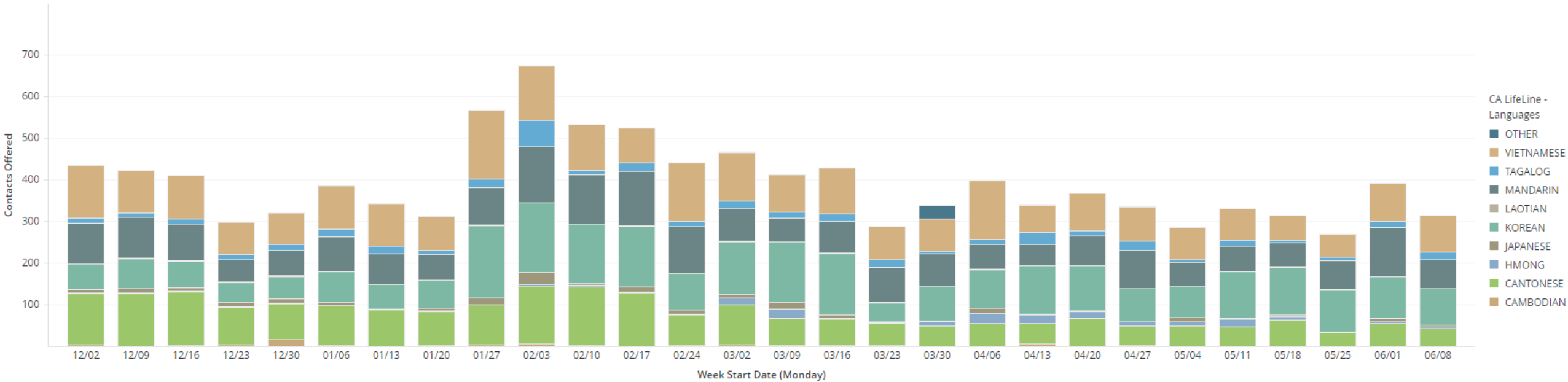
Call Volumes – English & Spanish

LifeLine Weekly Calls Offered by Language - English & Spanish



Call Volumes – Other Languages

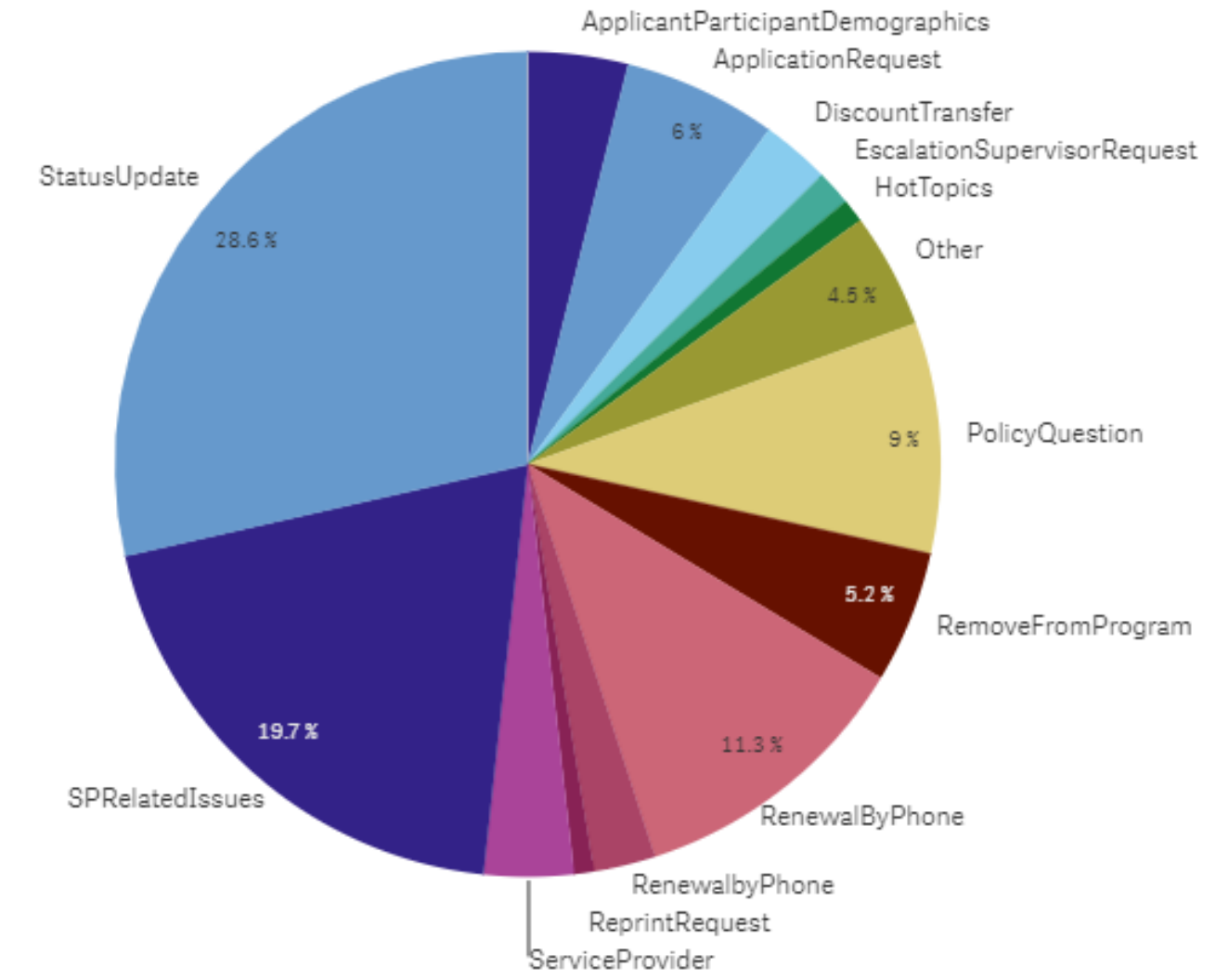
LifeLine Weekly Calls Offered by Language - Other Languages



CA LifeLine - Languages	12/02	12/09	12/16	12/23	12/30	01/06	01/13	01/20	01/27	02/03	02/10	02/17	02/24	03/02	03/09	03/16	03/23	03/30	04/06	04/13	04/20	04/27	05/04	05/11	05/18	05/25	06/01	06/08	
CAMBODIAN	4	1	2	4	16	3		2	5	7	2		2	5	3	2	3	1		7	1	2				1			
CANTONESE	123	125	128	90	86	95	88	81	95	138	140	130	74	96	65	63	53	49	55	49	66	48	48	47	63	33	56	43	
HMONG	1	3	2	1	2			3		4	4	1	1	15	21	2	2	10	24	19	16	9	12	18	8		3	4	
JAPANESE	8	9	8	12	11	8	2	5	16	29	6	11	11	9	18	9	2	2	12	3	3			10	2	3	2	8	5
KOREAN	61	72	66	47	52	73	59	69	174	166	142	146	87	126	145	146	46	82	93	115	107	80	75	112	116	100	101	86	
LAOTIAN		2	1	1	4				1			2		2		2	1		1							1	2		
MANDARIN	98	98	86	53	60	84	74	60	90	136	119	130	113	78	56	77	82	78	60	52	72	92	58	61	56	69	118	71	
TAGALOG	14	10	14	12	14	19	17	11	22	63	10	20	13	18	14	18	19	7	13	29	12	23	6	15	7	9	15	17	
VIETNAMESE	125	102	104	78	76	104	103	81	165	130	110	84	140	117	90	109	79	77	77	139	64	90	80	77	75	59	54	90	88
OTHER											0	0		1					32		2		2						

Call Reasons

- ApplicantParticipant-Demographics
- ApplicationRequest
- DiscountTransfer
- EscalationSupervisor-Request
- HotTopics
- Other
- PolicyQuestion
- RemoveFromProgram
- RenewalByPhone
- RenewalbyPhone
- ReprintRequest
- ServiceProvider
- SPRelatedIssues
- StatusUpdate



Thank You

Q&A

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

APPENDIX - Denial Code Descriptions

Denial Code	Type	Form	Decision Source	Description
22-15	Soft Denial	Renewal	System	We do not have evidence that the Renewal Form was returned to us.
24-8	Hard Denial	Renewal	System	We do not have evidence that the Renewal Form was returned to us.
8-9	Hard Denial	Application	System	We do not have evidence that the Application Form was returned to us.
6-21	Soft Denial	Application	System	We do not have evidence that the Application Form was returned to us.
5-16	Hard Denial	Application	System	We do not have evidence that the identity documentation and ID Authentication Form were submitted to us.
24-9	Hard Denial	Renewal	System	Your form was returned as non-deliverable (a letter will not be generated for this reason).
5-12	Hard Denial	Application	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.
22-17	Correctable Denial	Renewal	Reviewer	You did not print your initials to certify that no one else in your household is already receiving the discount.
6-18	Correctable Denial	Application	Reviewer	You did not provide documents to demonstrate someone in your household is enrolled in a qualifying public assistance program.
24-22	Hard Denial	Renewal	Reviewer	You did not print your initials to certify that no one else in your household is already receiving the discount.

APPENDIX - Enrollment Eligibility Method - Detail

Enrollment by Income or Program

Summary of All Decisions



Eligibility Method <input type="text"/>		Submission Type <input type="text"/>				
Eligibility <input type="text"/>		Totals	Dap	Ivr	Mail	Web
Income	71,006	20,438	1,302	20,370	28,899	
FederalIncome	44,810	13,829	902	10,434	19,645	
StateIncome	26,196	6,609	400	9,936	9,254	
Program	758,641	558,799	4,027	89,280	106,571	
FDPIR	59	15	1	28	15	
HSTO	117	-	-	114	3	
IndAff	57	3	4	43	7	
LIHEAP	2,818	54	83	1,766	915	
Medi-Cal	402,413	255,449	2,148	66,156	78,681	
NSLP	1,408	103	24	478	803	
S8	2,950	279	70	1,440	1,161	
SNAP	312,295	289,099	1,124	6,917	15,167	
SSI	28,147	7,522	440	11,661	8,527	
TANF	44	11	2	25	6	
TANFETC	376	138	1	31	206	
VSPBP	1,114	517	11	348	238	