California LifeLine Administrator

Presentation to the Administrative Committee

December 16th, 2020

MAXIMUS®

Executive Summary

- Program Participation – 1.94 Million Subscribers

  - Change of +5.15% from September 2020

- Average Qualification Rate for Applications – 91.3%

  - Change of +4.10% from September 2020

- Average Form Processing Turnaround Time

  - 12 Month Average SLA Days: 1.81

  - 12 Month Manual Review Volume: 1,198,107

- Key Initiatives

  - Pandemic response measures

    - Renewal date suspension through 2/28/2021

    - Operational reforecasting and staff retention efforts

  - IVR enhancements

  - Public website enhancements

  - USAC hard launch efforts

  - PIN delivery via text

  - Service Provider Intake API (SPIA)

  - DAP enhancements for non-SPIA carriers

Response & Approval Rates – Application & Renewal Forms

Total Responded
1,226,808 94.9% % Qualified or Renewed
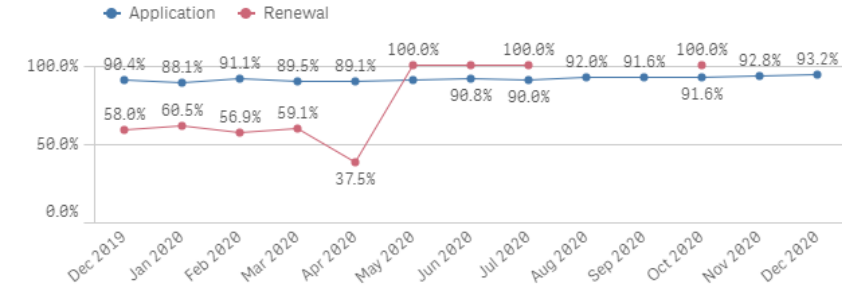
 # Qualified or Renewed / # Responded

Approved Applications
934,736 87.2% % Qualified

 # Approved Applications / # Responded

Approved Renewals
231,425 49.9% % Renewed

 # Approved Renewals / # Responded

% Responded
By Rolling 12 Decision Months

 # Responded / # Total

% Approved
By Rolling 12 Decision Months

 # Qualified or Renewed / # Responded

% Qualified or Renewed
By Rolling 12 Decision Months
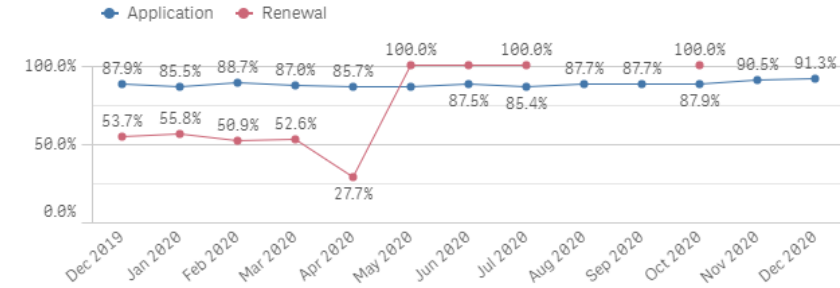
 # Qualified or Renewed / # Total

Applications Activities Report
By Rolling 12 Decision Months

Month Year	# Total	# Responded	# Approved	% Responded	% Approved	% Qualified
	1,072,104	967,931	934,736	90.3%	96.6%	87.2%
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	136,338	124,181	120,956	91.1%	97.4%	88.7%
Mar 2020	120,049	107,492	104,387	89.5%	97.1%	87.0%
Apr 2020	81,454	72,583	69,815	89.1%	96.2%	85.7%
May 2020	77,220	69,295	66,107	89.7%	95.4%	85.6%
Jun 2020	79,067	71,758	69,165	90.8%	96.4%	87.5%
Jul 2020	66,627	59,985	56,904	90.0%	94.9%	85.4%
Aug 2020	58,962	54,268	51,715	92.0%	95.3%	87.7%
Sep 2020	52,170	47,812	45,768	91.6%	95.7%	87.7%
Oct 2020	54,163	49,620	47,611	91.6%	96.0%	87.9%
Nov 2020	51,375	47,658	46,491	92.8%	97.6%	90.5%
Dec 2020	14,394	13,414	13,141	93.2%	98.0%	91.3%

Renewals Activities Report
By Rolling 12 Decision Months

Month Year	# Total	# Responded	# Approved	% Responded	% Approved	% Renewed
	463,740	258,877	231,425	55.8%	89.4%	49.9%
Dec 2019	102,902	59,641	55,290	58.0%	92.7%	53.7%
Jan 2020	103,582	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%
Jun 2020	3	3	3	100.0%	100.0%	100.0%
Jul 2020	1	1	1	100.0%	100.0%	100.0%
Oct 2020	1	1	1	100.0%	100.0%	100.0%

Total Responded
127,374 93.4%
% Qualified or Renewed

 # Qualified or Renewed / # Responded
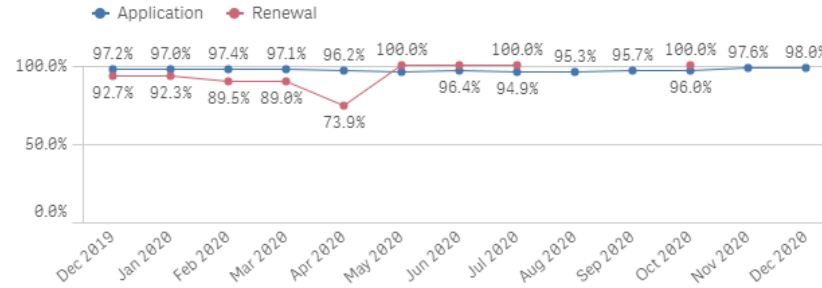
% Responded
By Rolling 12 Decision Months

— Application — Renewal

Application: 62.5%, 52.6%, 63.5%, 60.8%, 63.8%, 59.0%, 64.3%, 61.4%, 61.4%, 58.3%, 43.2%, 46.5%, 50.5%
Renewal: 92.1%, 91.1%, 90.5%, 90.7%, 78.2%, 100.0%, 100.0%, 100.0%

 # Responded / # Total
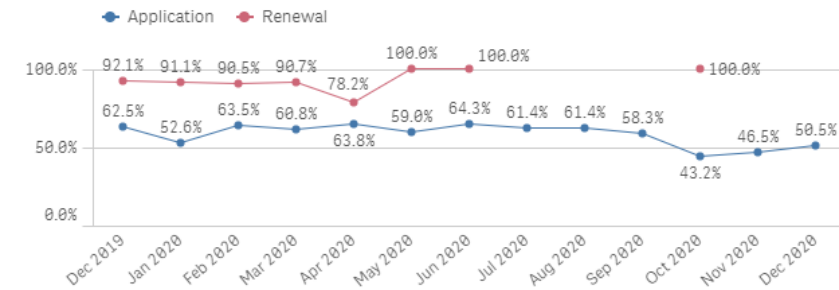
Approved Applications
25,859 47.0%
% Qualified

 # Approved Applications / # Responded

% Approved
By Rolling 12 Decision Months

— Application — Renewal

Application: 83.8%, 80.5%, 81.0%, 79.7%, 79.6%, 82.1%, 78.9%, 76.8%, 76.7%, 79.3%, 78.3%, 75.8%, 77.3%
Renewal: 97.9%, 97.7%, 97.5%, 97.2%, 92.3%, 100.0%, 100.0%, 100.0%

 # Qualified or Renewed / # Responded

Approved Renewals
92,478 87.9%
% Renewed

 # Approved Renewals / # Responded

% Qualified or Renewed
By Rolling 12 Decision Months

— Application — Renewal

Application: 52.3%, 42.3%, 51.4%, 48.4%, 50.8%, 48.4%, 50.7%, 47.2%, 47.1%, 46.2%, 33.8%, 35.2%, 39.0%
Renewal: 90.2%, 89.1%, 88.3%, 88.2%, 72.2%, 100.0%, 100.0%, 100.0%

 # Qualified or Renewed / # Total
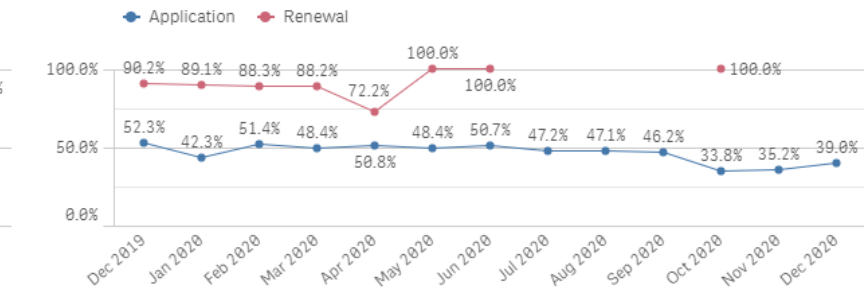
Applications Activities Report

Month Year	# Total	# Responded	# Approved	% Responded	% Approved	% Qualified
	54,996	32,357	25,859	58.8%	79.9%	47.0%
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	5,557	3,530	2,858	63.5%	81.0%	51.4%
Mar 2020	5,883	3,575	2,849	60.8%	79.7%	48.4%
Apr 2020	4,777	3,048	2,425	63.8%	79.6%	50.8%
May 2020	3,757	2,218	1,820	59.0%	82.1%	48.4%
Jun 2020	4,126	2,654	2,093	64.3%	78.9%	50.7%
Jul 2020	4,170	2,562	1,968	61.4%	76.8%	47.2%
Aug 2020	3,287	2,017	1,548	61.4%	76.7%	47.1%
Sep 2020	2,954	1,722	1,366	58.3%	79.3%	46.2%
Oct 2020	3,004	1,298	1,016	43.2%	78.3%	33.8%
Nov 2020	2,452	1,140	864	46.5%	75.8%	35.2%
Dec 2020	515	260	201	50.5%	77.3%	39.0%

Renewals Activities Report

Month Year	# Total	# Responded	# Approved	% Responded	% Approved	% Renewed
	105,240	95,017	92,478	90.3%	97.3%	87.9%
Dec 2019	27,369	25,214	24,689	92.1%	97.9%	90.2%
Jan 2020	27,197	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	21,360	19,368	18,831	90.7%	97.2%	88.2%
Apr 2020	7,087	5,539	5,115	78.2%	92.3%	72.2%
May 2020	4	4	4	100.0%	100.0%	100.0%
Jun 2020	3	3	3	100.0%	100.0%	100.0%
Oct 2020	1	1	1	100.0%	100.0%	100.0%

Wireless: Response & Approval Rates – Application & Renewal Forms

Total Responded
1,099,434 95.1%
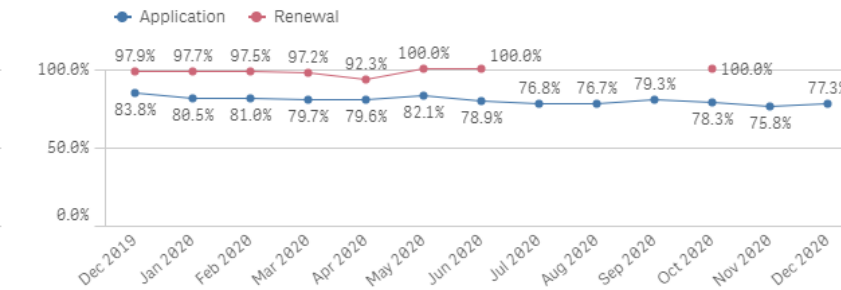% Qualified or Renewed

Qualified or Renewed / # Responded

% Responded
By Rolling 12 Decision Months

Application — Renewal

Application: 92.0%, 89.9%, 92.3%, 91.0%, 90.7%, 100.0%, 92.2%, 100.0%, 93.9%, 93.6%, 94.5%, 95.1%, 94.8%
Renewal: 45.6%, 49.5%, 46.8%, 50.5%, 32.3%, 91.9%

Dec 2019, Jan 2020, Feb 2020, Mar 2020, Apr 2020, May 2020, Jun 2020, Jul 2020, Aug 2020, Sep 2020, Oct 2020, Nov 2020, Dec 2020

Responded / # Total

Approved Applications
908,877 89.4%
% Qualified

Approved Applications / # Responded

% Approved
By Rolling 12 Decision Months

Application — Renewal

Application: 97.8%, 97.5%, 97.9%, 97.7%, 96.9%, 100.0%, 97.1%, 100.0%, 96.0%, 96.3%, 96.4%, 98.1%, 98.4%
Renewal: 88.9%, 88.7%, 84.8%, 84.9%, 68.1%, 95.7%

Qualified or Renewed / # Responded

Approved Renewals
138,947 38.8%
% Renewed

Approved Renewals / # Responded

% Qualified or Renewed
By Rolling 12 Decision Months

Application — Renewal

Application: 89.9%, 87.7%, 90.3%, 88.9%, 87.9%, 100.0%, 89.5%, 100.0%, 90.1%, 90.2%, 91.1%, 93.3%, 93.2%
Renewal: 40.5%, 44.0%, 39.7%, 42.8%, 22.0%, 87.5%, 88.0%
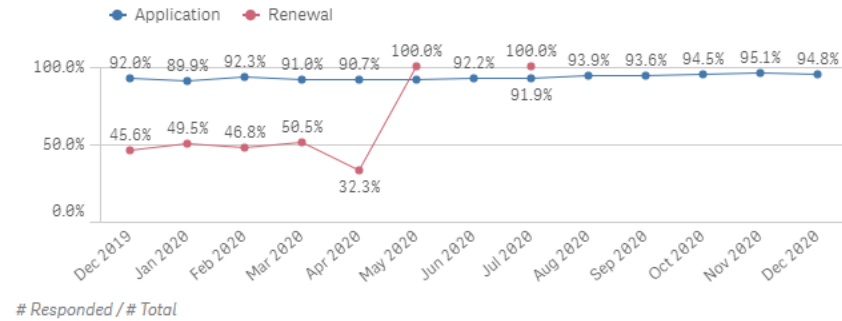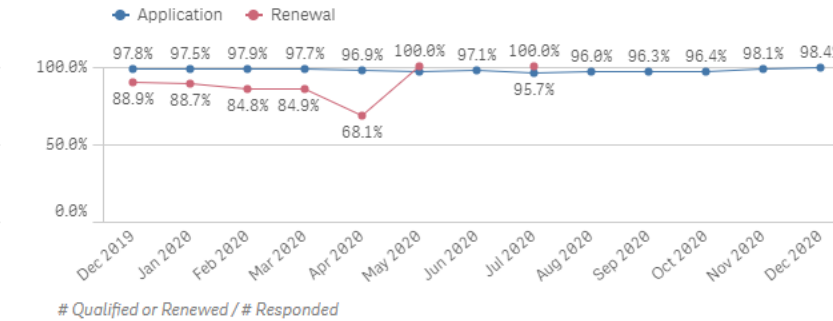
Qualified or Renewed / # Total
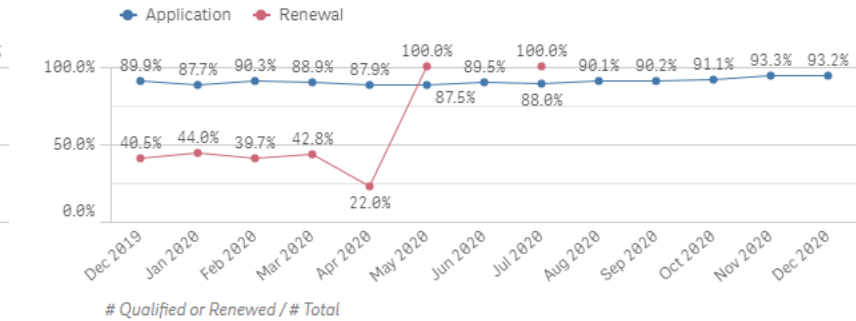
Applications Activities Report

Month Year	# Total	# Responded	# Approved	% Responded	% Approved	% Qualified
	1,017,108	935,574	908,877	92.0%	97.1%	89.4%
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	76,677	69,535	67,390	90.7%	96.9%	87.9%
May 2020	73,463	67,077	64,287	91.3%	95.8%	87.5%
Jun 2020	74,941	69,104	67,072	92.2%	97.1%	89.5%
Jul 2020	62,457	57,423	54,936	91.9%	95.7%	88.0%
Aug 2020	55,675	52,251	50,167	93.9%	96.0%	90.1%
Sep 2020	49,216	46,090	44,402	93.6%	96.3%	90.2%
Oct 2020	51,159	48,322	46,595	94.5%	96.4%	91.1%
Nov 2020	48,923	46,518	45,627	95.1%	98.1%	93.3%
Dec 2020	13,879	13,154	12,940	94.8%	98.4%	93.2%

Renewals Activities Report

Month Year	# Total	# Responded	# Approved	% Responded	% Approved	% Renewed
	358,500	163,860	138,947	45.7%	84.8%	38.8%
Dec 2019	75,533	34,427	30,601	45.6%	88.9%	40.5%
Jan 2020	76,385	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	78,066	39,400	33,450	50.5%	84.9%	42.8%
Apr 2020	54,536	17,591	11,973	32.3%	68.1%	22.0%
May 2020	1	1	1	100.0%	100.0%	100.0%
Jul 2020	1	1	1	100.0%	100.0%	100.0%

Response & Approval Rates – All Forms

 # Total Forms

1,535,844

Application Forms (Applications, Renewals, & IDVs)

 # Total Responded

1,226,808 95.1%
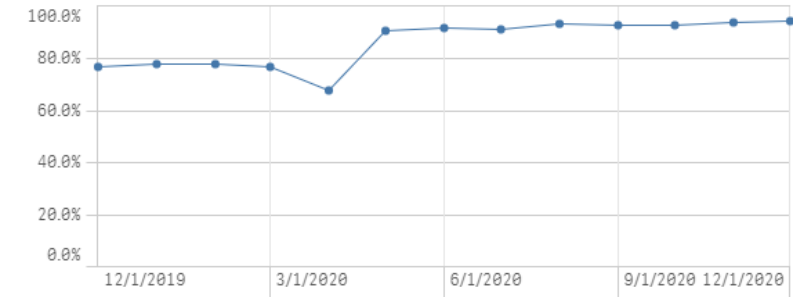% Approved Decisions

 # Responded / # Total

 # Total Approved

1,166,161 75.9%
% Qualified or Renewed

 # Approved Applications & Renewals / # Responded
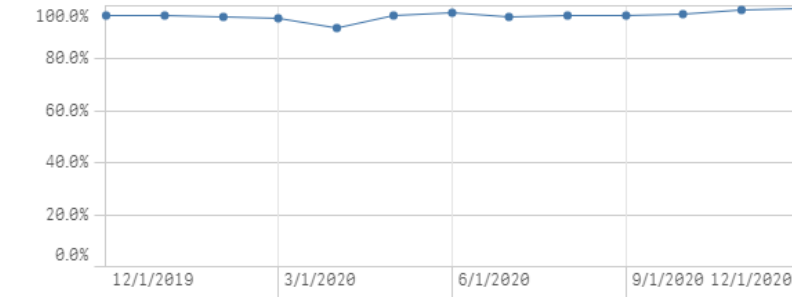
% Responded
By Rolling 12 Decision Months

 # Qualified or Renewed / # Responded
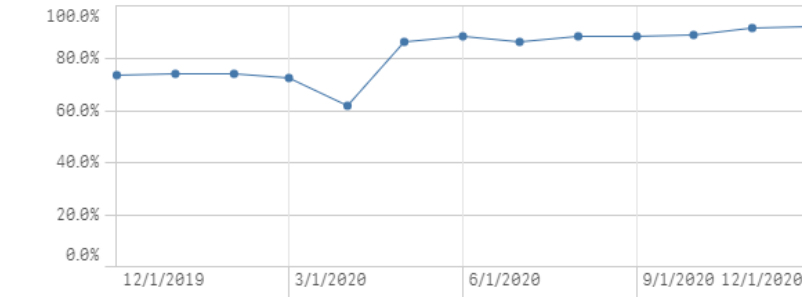
% Approved
By Rolling 12 Decision Months

 # Qualified or Renewed / # Responded

% Qualified or Renewed
By Rolling 12 Decision Months

 # Qualified or Renewed / # Total

Month Year	# Total	# Responded	# Approved	% Responded	% Approved	% Qualified or Renewed
	1,535,844	**1,226,808**	**1,166,161**	**79.9%**	**95.1%**	**75.9%**
Dec 2019	232,779	176,989	169,402	76.0%	95.7%	72.8%
Jan 2020	253,990	195,138	186,369	76.8%	95.5%	73.4%
Feb 2020	232,535	178,888	169,907	76.9%	95.0%	73.1%
Mar 2020	219,475	166,260	156,668	75.8%	94.2%	71.4%
Apr 2020	143,077	95,713	86,903	66.9%	90.8%	60.7%
May 2020	77,225	69,300	66,112	89.7%	95.4%	85.6%
Jun 2020	79,070	71,761	69,168	90.8%	96.4%	87.5%
Jul 2020	66,628	59,986	56,905	90.0%	94.9%	85.4%
Aug 2020	58,962	54,268	51,715	92.0%	95.3%	87.7%
Sep 2020	52,170	47,812	45,768	91.6%	95.7%	87.7%
Oct 2020	54,164	49,621	47,612	91.6%	96.0%	87.9%
Nov 2020	51,375	47,658	46,491	92.8%	97.6%	90.5%
Dec 2020	14,394	13,414	13,141	93.2%	98.0%	91.3%

Wireline: Response & Approval Rates – All Forms

 # Total Forms

160,236

Application Forms (Applications, Renewals, & IDVs)

 # Total Responded

127,374 92.9%
% Approved Decisions

 # Responded / # Total

 # Total Approved

118,337 73.9%
% Qualified or Renewed

 # Approved Applications & Renewals / # Responded
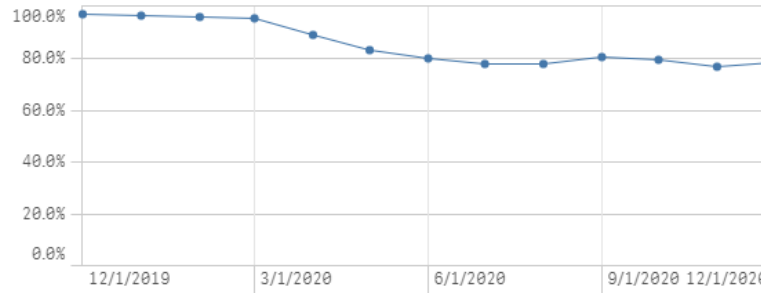
% Responded
By Rolling 12 Decision Months
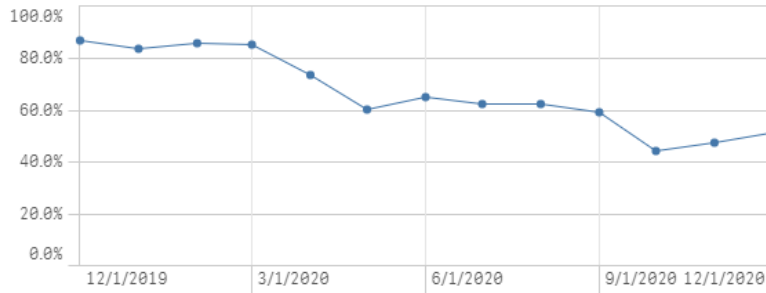
 # Qualified or Renewed / # Responded
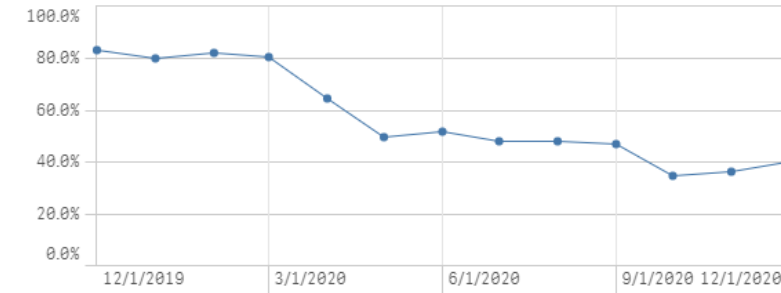
% Approved
By Rolling 12 Decision Months

 # Qualified or Renewed / # Responded

% Qualified or Renewed
By Rolling 12 Decision Months

 # Qualified or Renewed / # Total

Month Year	# Total	# Responded	# Approved	% Responded	% Approved	% Qualified or Renewed
	160,236	**127,374**	**118,337**	**79.5%**	**92.9%**	**73.9%**
Dec 2019	34,486	29,659	28,412	86.0%	95.8%	82.4%
Jan 2020	34,594	28,672	27,354	82.9%	95.4%	79.1%
Feb 2020	27,776	23,634	22,467	85.1%	95.1%	80.9%
Mar 2020	27,243	22,943	21,680	84.2%	94.5%	79.6%
Apr 2020	11,864	8,587	7,540	72.4%	87.8%	63.6%
May 2020	3,761	2,222	1,824	59.1%	82.1%	48.5%
Jun 2020	4,129	2,657	2,096	64.3%	78.9%	50.8%
Jul 2020	4,170	2,562	1,968	61.4%	76.8%	47.2%
Aug 2020	3,287	2,017	1,548	61.4%	76.7%	47.1%
Sep 2020	2,954	1,722	1,366	58.3%	79.3%	46.2%
Oct 2020	3,005	1,299	1,017	43.2%	78.3%	33.8%
Nov 2020	2,452	1,140	864	46.5%	75.8%	35.2%
Dec 2020	515	260	201	50.5%	77.3%	39.0%

Version 4

2015.000269.01

Total Forms
1,375,608
Application Forms (Applications, Renewals, & IDVs)

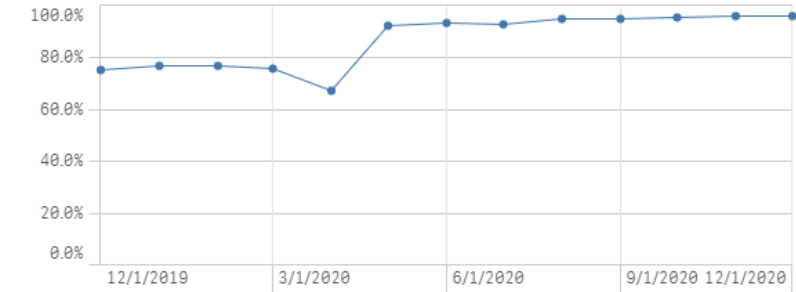## # Total Responded
1,099,434 95.3%
% Approved Decisions

Responded / # Total

Total Approved
1,047,824 76.2%
% Qualified or Renewed

Approved Applications & Renewals / # Responded
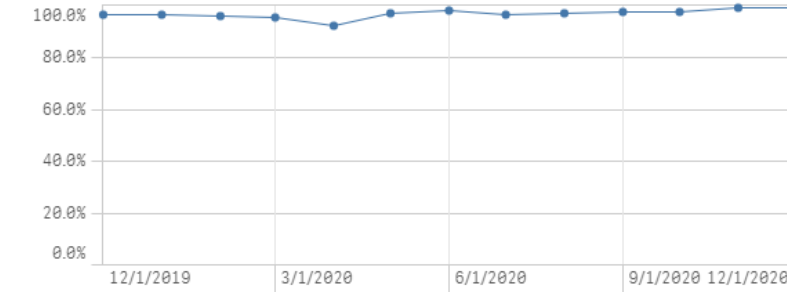
% Responded
By Rolling 12 Decision Months

Qualified or Renewed / # Responded
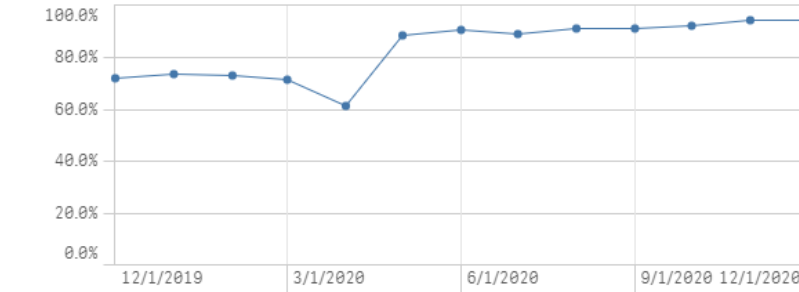
% Approved
By Rolling 12 Decision Months

Qualified or Renewed / # Responded

% Qualified or Renewed
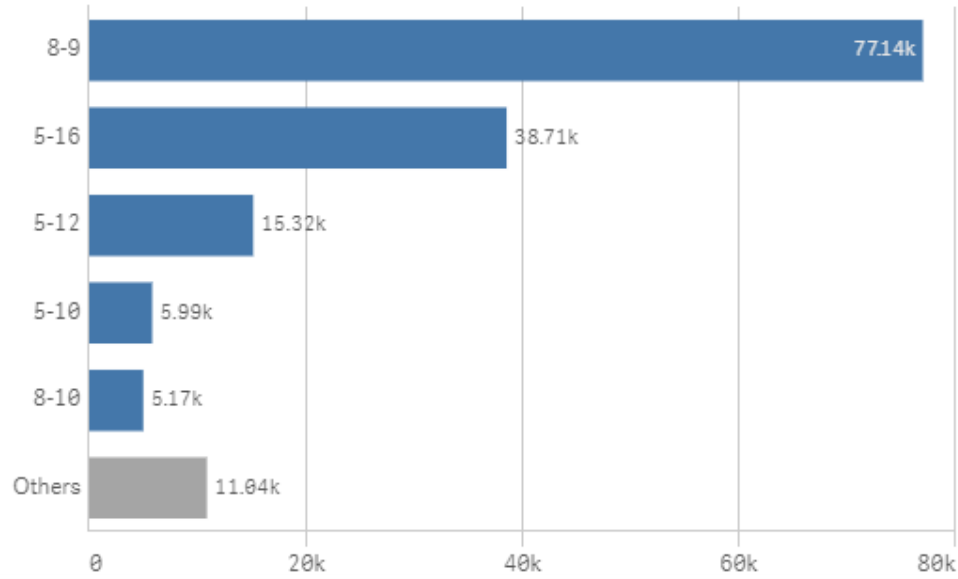By Rolling 12 Decision Months

Qualified or Renewed / # Total

Month Year	# Total	# Responded	# Approved	% Responded	% Approved	% Qualified or Renewed
	1,375,608	**1,099,434**	**1,047,824**	**79.9%**	**95.3%**	**76.2%**
Dec 2019	198,293	147,330	140,990	74.3%	95.7%	71.1%
Jan 2020	219,396	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	192,232	143,317	134,988	74.6%	94.2%	70.2%
Apr 2020	131,213	87,126	79,363	66.4%	91.1%	60.5%
May 2020	73,464	67,078	64,288	91.3%	95.8%	87.5%
Jun 2020	74,941	69,104	67,072	92.2%	97.1%	89.5%
Jul 2020	62,458	57,424	54,937	91.9%	95.7%	88.0%
Aug 2020	55,675	52,251	50,167	93.9%	96.0%	90.1%
Sep 2020	49,216	46,090	44,402	93.6%	96.3%	90.2%
Oct 2020	51,159	48,322	46,595	94.5%	96.4%	91.1%
Nov 2020	48,923	46,518	45,627	95.1%	98.1%	93.3%
Dec 2020	13,879	13,154	12,940	94.8%	98.4%	93.2%

Top 5 Denials Codes by New Applications and Renewals

Applications: Top 5 Denial Codes
By Rolling 12 Decision Months

Code	Value
8-9	77.14k
5-16	38.71k
5-12	15.32k
5-10	5.99k
8-10	5.17k
Others	11.04k

X-axis: 0, 20k, 40k, 60k, 80k

Renewals: Top 5 Denial Codes
By Rolling 12 Decision Months

Code	Value
24-8	248.73k
24-9	27.25k
24-22	1.51k
21-13	791
24-26	341
Others	4.52k

X-axis: 0, 100k, 200k, 300k

Renewal
- 24-8: 248.73k
- 24-9: 27.25k

Application
- 8-9: 77.14k
- 5-12: 15.32k
- 5-10: 5.95k
- 8-10: 5.17k

IDVApplication
- 5-16: 38.71k
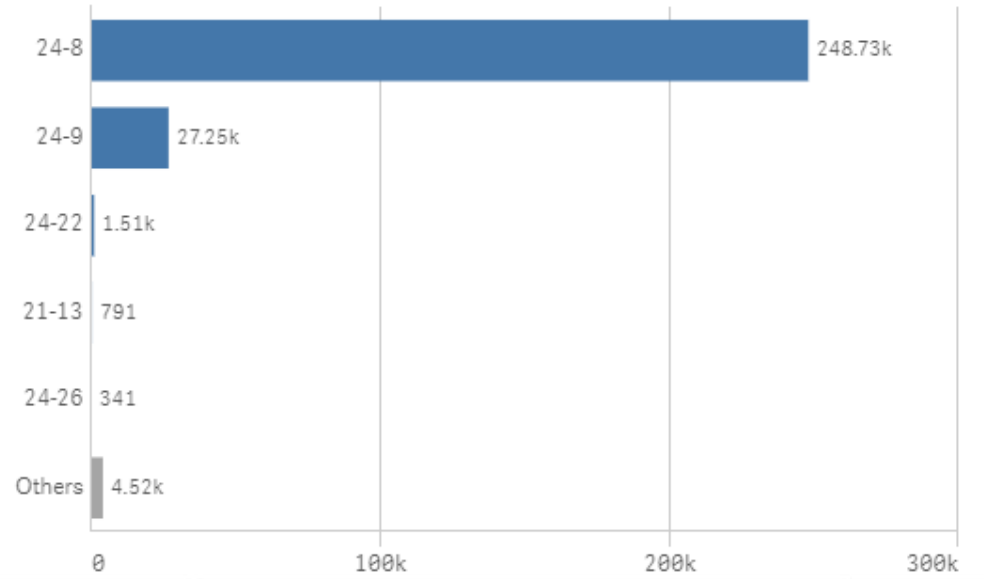
Program Participation – Enrolled, Approved, & Transferred Customers

Enrolled Customers (Service Terms)

Renewal Suspension

Partial Month
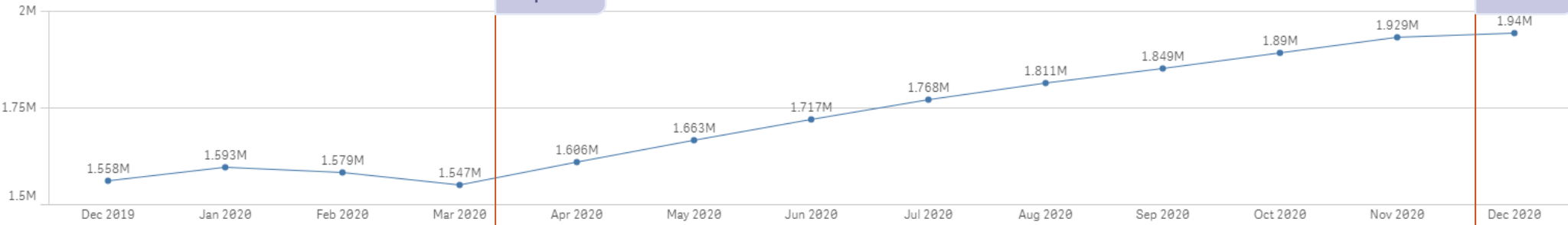
Count of distinct ServiceTermIDs

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

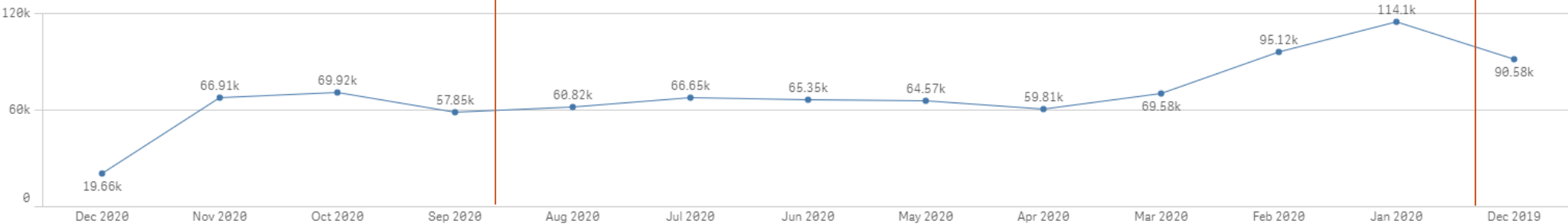Based on Service Term Dates

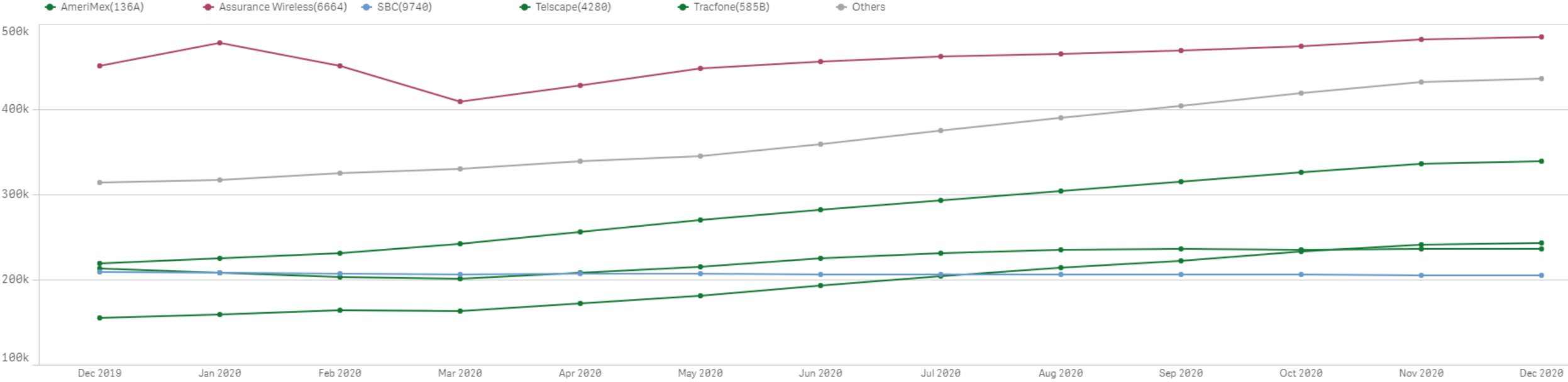|	Dec 2019	Jan 2020	Feb 2020	Mar 2020	Apr 2020	May 2020	Jun 2020	Jul 2020	Aug 2020	Sep 2020	Oct 2020	Nov 2020	Dec 2020
	1.558M	1.593M	1.579M	1.547M	1.606M	1.663M	1.717M	1.768M	1.811M	1.849M	1.89M	1.929M	1.94M

Approved Customers (Service Terms)
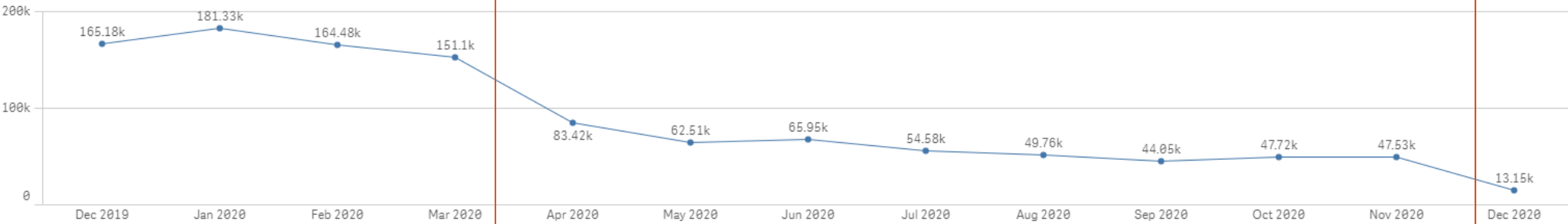
Count of distinct ServiceTermIDs

Decision = Approved

Based on Decision Dates

	Dec 2019	Jan 2020	Feb 2020	Mar 2020	Apr 2020	May 2020	Jun 2020	Jul 2020	Aug 2020	Sep 2020	Oct 2020	Nov 2020	Dec 2020
	165.18k	181.33k	164.48k	151.1k	83.42k	62.51k	65.95k	54.58k	49.76k	44.05k	47.72k	47.53k	13.15k

Transferred Customers (Service Terms)

Count of distinct ServiceTermIDs

EventTypdeCode = 544 (Transfer - Carrier Lost)

Based on Event Date as Transfer Date

|	Dec 2020	Nov 2020	Oct 2020	Sep 2020	Aug 2020	Jul 2020	Jun 2020	May 2020	Apr 2020	Mar 2020	Feb 2020	Jan 2020	Dec 2019
	19.66k	66.91k	69.92k	57.85k	60.82k	66.65k	65.35k	64.57k	59.81k	69.58k	95.12k	114.1k	90.58k

Participation by Service Provider (Top 5)

	Totals	Dec 2019	Jan 2020	Feb 2020	Mar 2020	Apr 2020	May 2020	Jun 2020	Jul 2020	Aug 2020	Sep 2020	Oct 2020	Nov 2020	Dec 2020
Totals	**3,428,321**	**1,558,354**	**1,592,543**	**1,578,982**	**1,547,352**	**1,605,799**	**1,663,401**	**1,717,498**	**1,767,851**	**1,811,192**	**1,848,520**	**1,889,775**	**1,929,260**	**1,940,112**
Others	731,617	313,262	316,827	324,754	329,325	338,172	344,845	358,008	374,558	389,726	403,831	418,526	431,310	435,402
AmeriMex(136A)	427,966	154,821	158,790	163,600	162,384	171,360	180,825	192,109	203,241	213,002	221,197	232,547	240,825	242,017
Assurance Wireless(6664)	933,009	450,697	477,135	450,988	408,162	427,330	447,119	455,887	461,540	464,508	468,346	473,513	481,847	484,350
SBC(9740)	315,868	208,339	207,480	206,226	205,440	206,058	206,365	205,576	205,843	205,465	205,289	205,025	204,634	204,780
Telscape(4280)	561,571	218,303	224,444	230,609	241,769	255,814	269,723	281,695	292,186	303,978	314,111	325,271	335,575	338,099
Tracfone(585B)	458,290	212,932	207,867	202,805	200,272	207,065	214,524	224,223	230,483	234,513	235,746	234,893	235,069	235,464

Enrollment Eligibility Method

Enrollment by Income or Program
By Rolling 12 Months, Includes All Decisions

SNAP 43.2 %

Medi-Cal 51.8 %

SSI · WIC · S8

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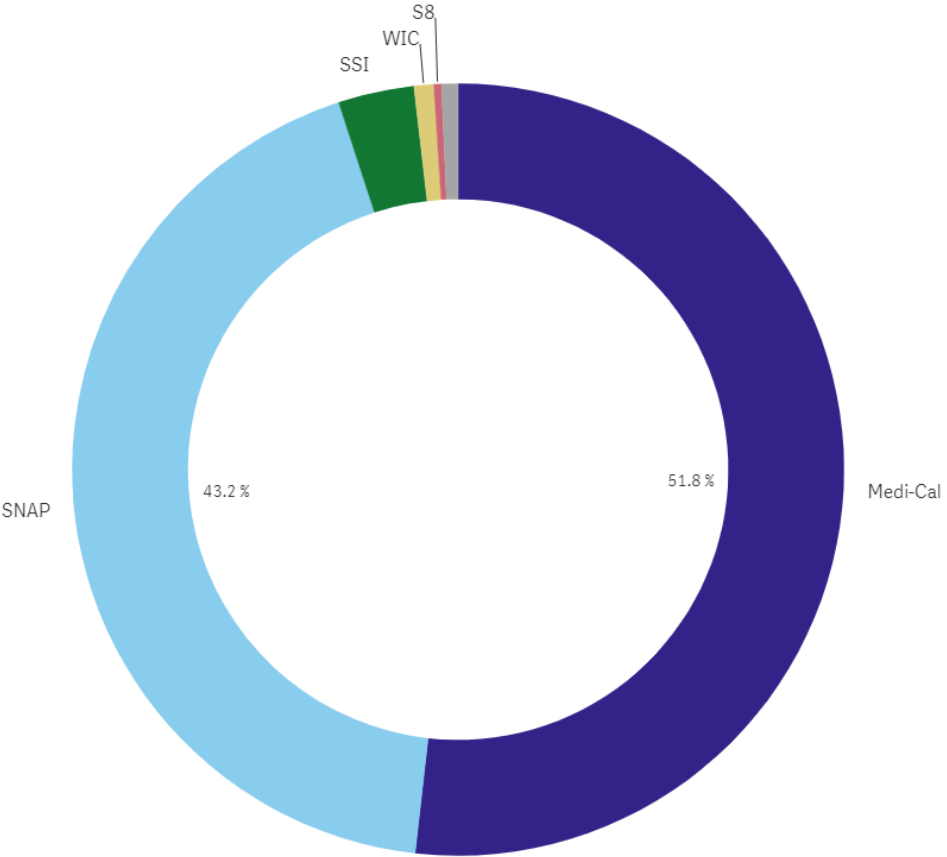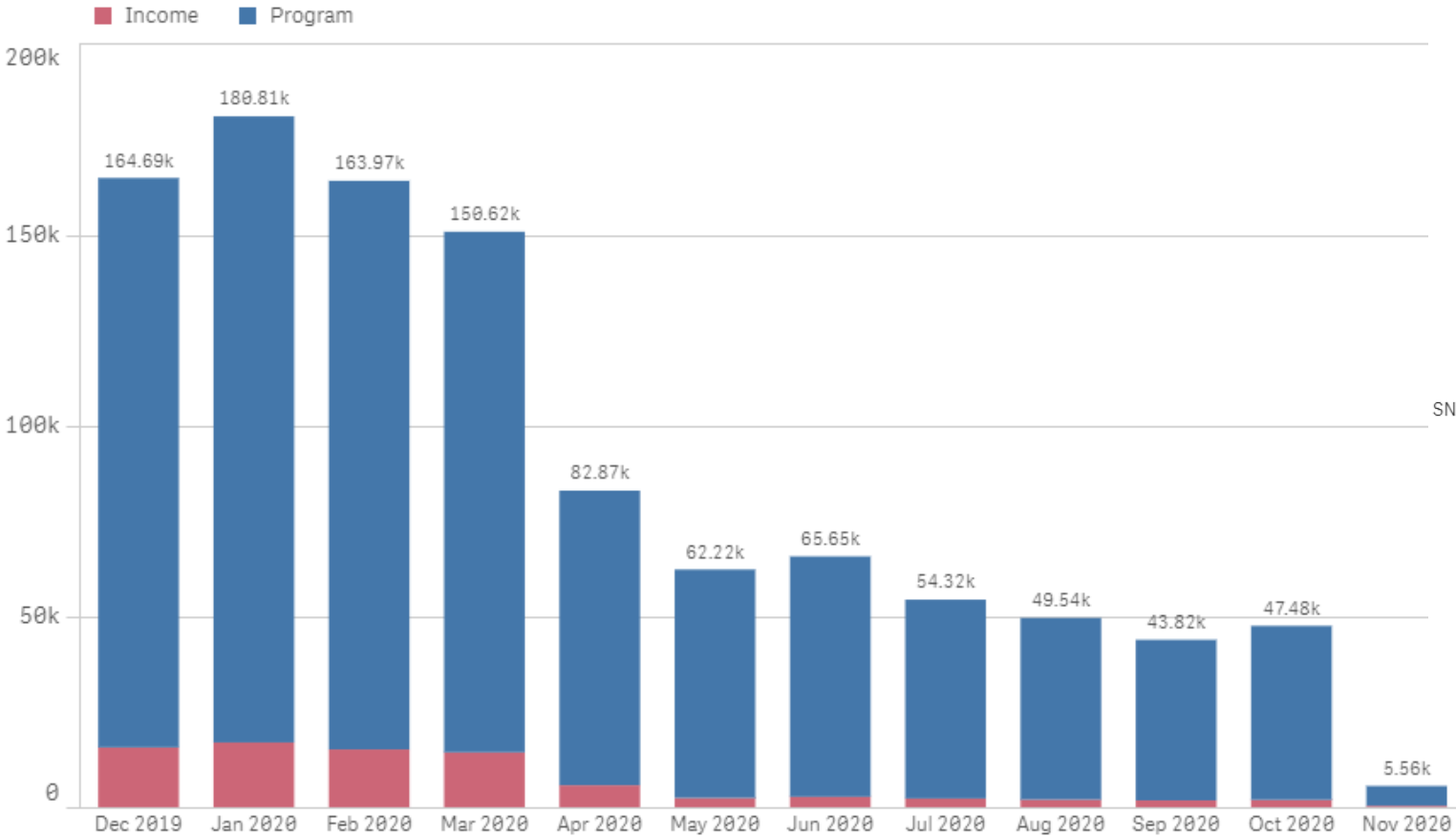
Enrollment Channel and Eligibility Method

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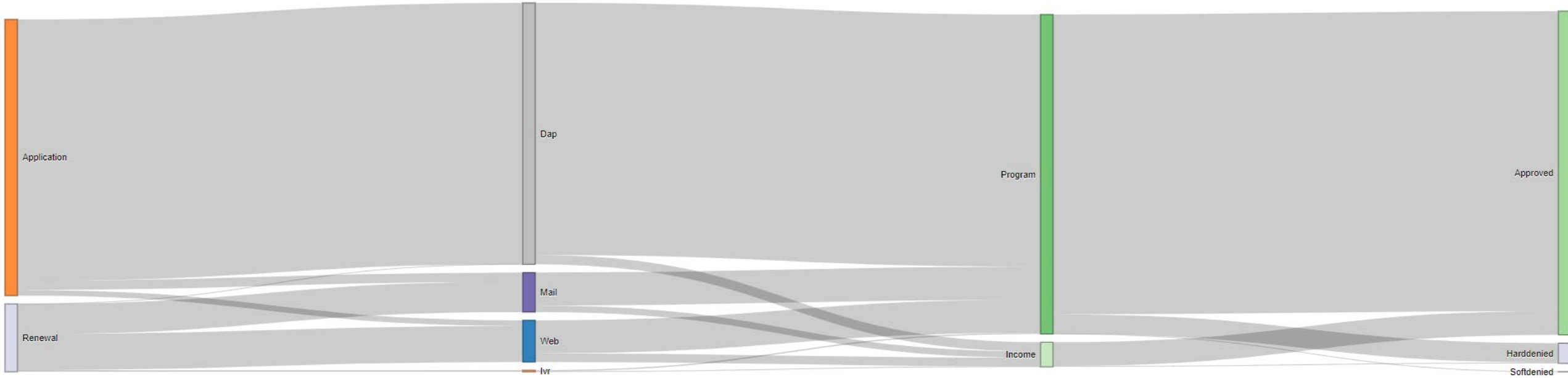
Application Type : Submission Type

Application Type 🔍	Submission Type 🔍				
	-	Dap	Ivr	Mail	Web
Totals	**335,496**	**912,069**	**5,446**	**137,492**	**145,341**
Application	108,556	912,062	-	31,901	19,585
Renewal	226,940	7	5,446	105,591	125,756

Submission Type : Income or Program

Submission Type 🔍	Income or Progr... 🔍	
	Income	Program
Totals	**85,970**	**1,449,874**
-	74	335,422
Dap	32,287	879,782
Ivr	1,302	4,144
Mail	22,355	115,137
Web	29,952	115,389

Income or Program : Decision

Income or Progr... 🔍	Decision 🔍		
	Approved	Harddenied	Softdenied
Totals	**1,166,161**	**369,396**	**287**
Income	85,783	187	-
Program	1,080,378	369,209	287

Inbound Mail Volumes

Mail Operations 2020

Legend: ■ Undeliverable ■ Forms

Month	Undeliverable	Forms
Jan-20	46167	76296
Feb-20	51151	69119
Mar-20	48502	67619
Apr-20	30287	31141
May-20	19857	9014
Jun-20	17638	7609
Jul-20	14290	5800
Aug-20	14885	5269
Sep-20	13399	5141
Oct-20	12447	4496
Nov-20	13395	4141
Dec-20	4586	1430
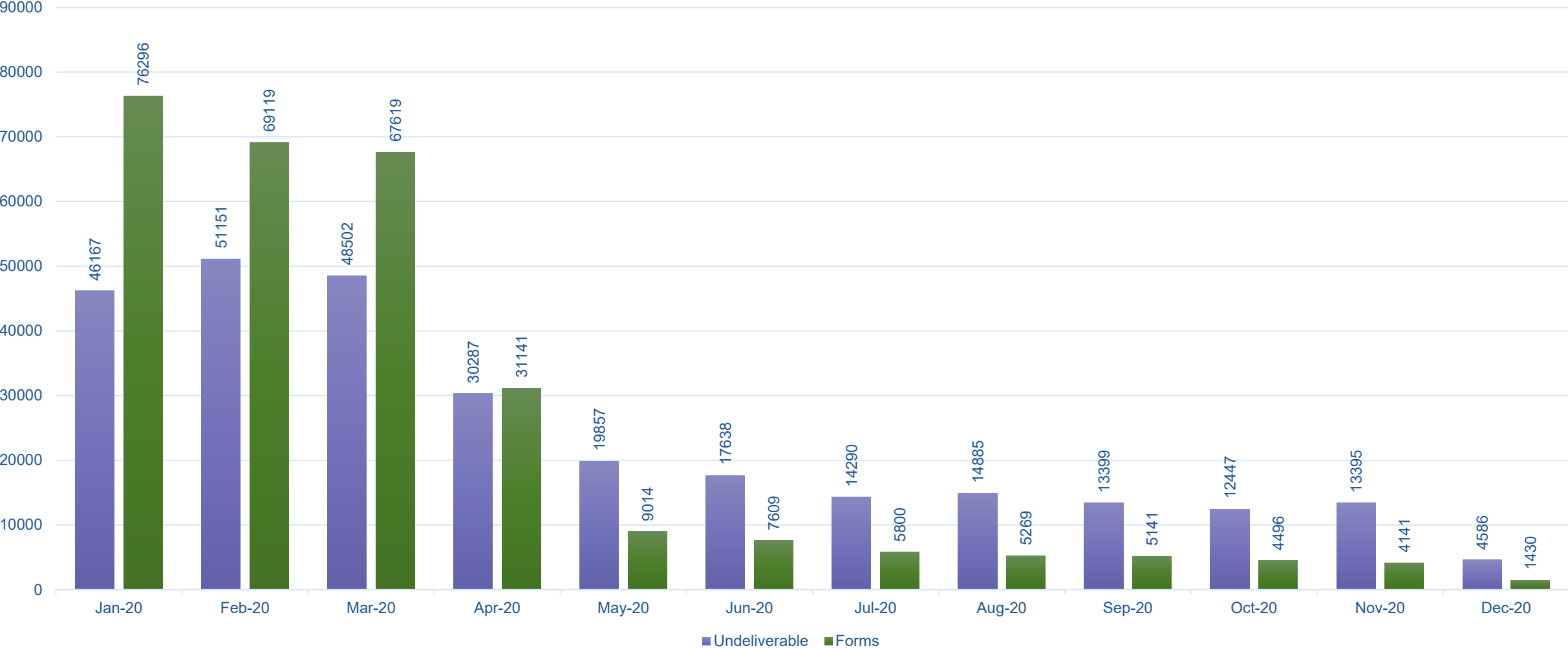
Forms Processing Volume
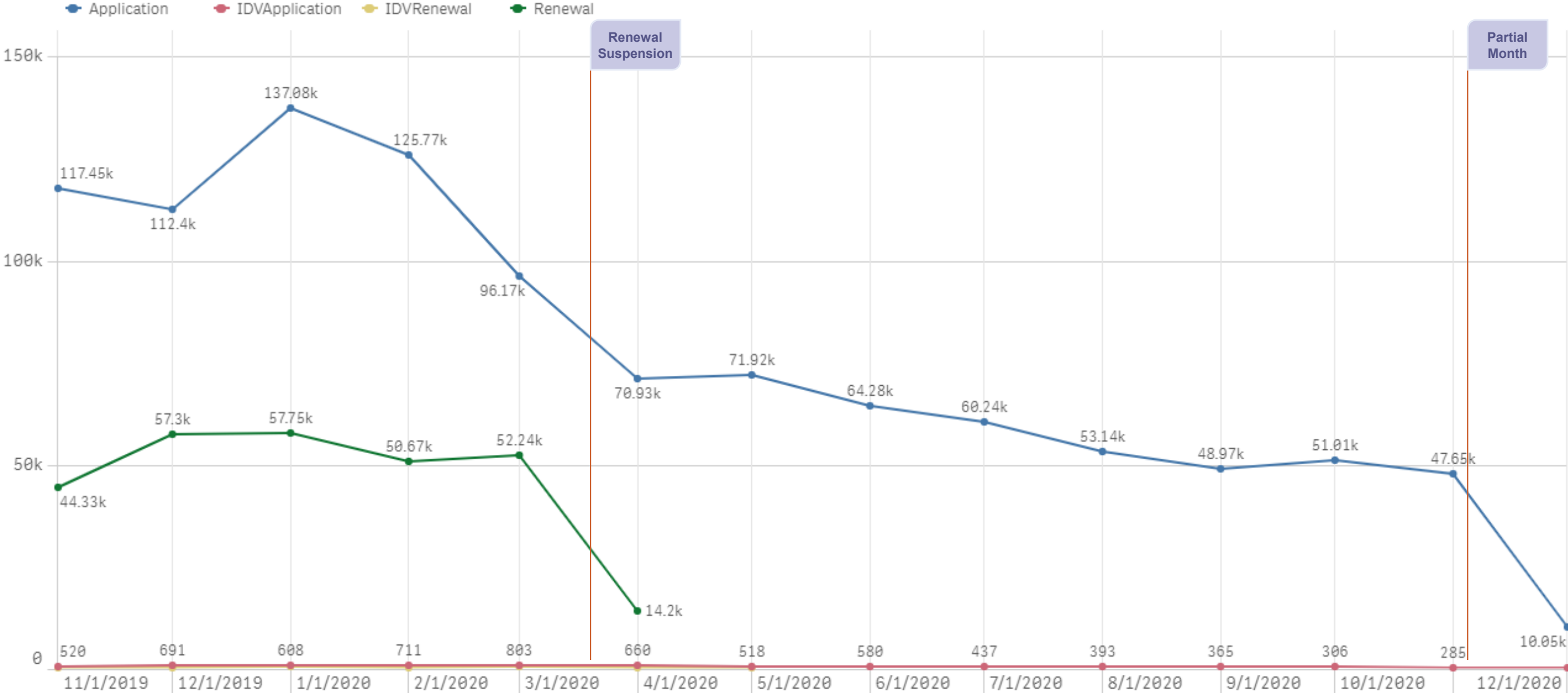
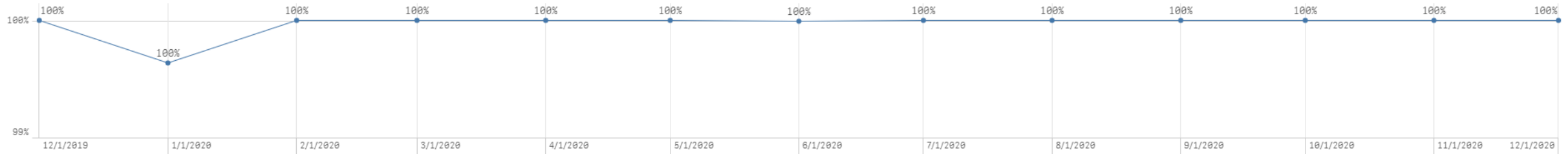# Form Processing Throughput

Manual Reviews
1,198,107

Avg SLA Days
**1.81** 99.9% % Compliance

**Monthly Compliance %**

Manual Application Form Reviews

Form Type	Values	Month & Year												
							# Forms Processed							
	Totals	Dec 2020	Nov 2020	Oct 2020	Sep 2020	Aug 2020	Jul 2020	Jun 2020	May 2020	Apr 2020	Mar 2020	Feb 2020	Jan 2020	Dec 2019
Totals	**1,198,107**	**13,277**	**47,187**	**48,667**	**47,633**	**53,835**	**59,426**	**72,213**	**68,168**	**90,556**	**160,511**	**173,464**	**190,290**	**172,880**
Application	**955,462**	13,222	46,922	48,352	47,253	53,468	58,977	71,629	67,713	71,780	106,421	122,803	130,827	116,095
IDVApplication	**6,228**	55	265	315	380	367	449	584	455	737	682	681	633	625
IDVRenewal	**1,318**	-	-	-	-	-	-	-	-	229	271	258	331	229
Renewal	**235,099**	-	-	-	-	-	-	-	-	17,810	53,137	49,722	58,499	55,931

Call Volumes – English & Spanish

LifeLine Weekly Calls Offered by Language - English & Spanish
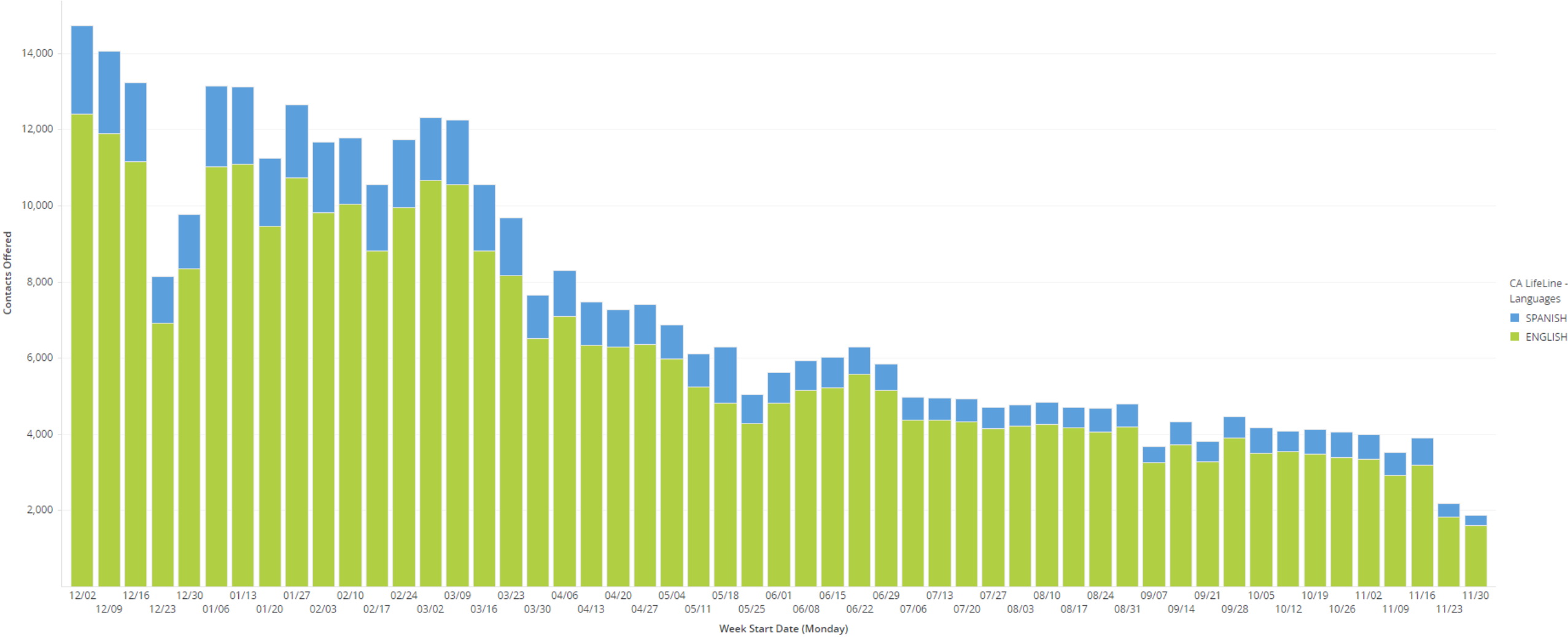
Call Volumes – Other Languages
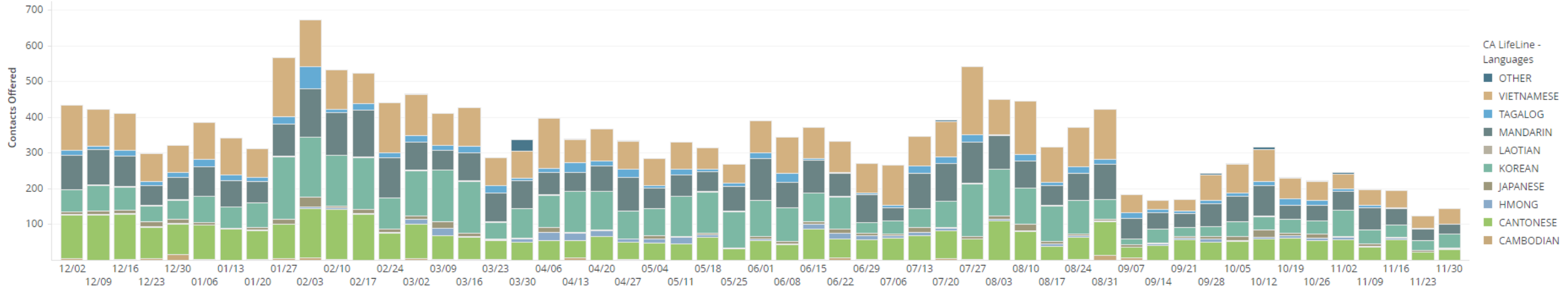
CA LifeLine - Languages	04/01	04/08	04/15	04/22	04/29	05/06	05/13	05/20	05/27	06/03	06/10	06/17	06/24	07/01	07/08	07/15	07/22	07/29	08/05	08/12	08/19	08/26	09/02	09/09	09/16	09/23	09/30	10/07	10/14	10/21	10/28	11/04	11/11	11/18	11/25
CAMBODIAN		3		1	1	1	2	2	1		3	2		1		2	1	1	1	9		9	2	4	2	3	4	1	3	4	2	2			3
CANTONESE	86	109	121	106	207	177	244	219	268	235	209	208	181	184	245	224	209	366	388	438	338	305	253	258	251	172	205	137	123	125	119	117	136	92	76
HMONG	3	3	1			5	4	1			2			1	1	5			1				1			2	1	1			6	1	3	1	
JAPANESE	4		7	9	14	4	12	16	10	9	15	18	9	7	14	26	17	28	31	27	10	12	10	7	7	8	12	15	6	8	14	12	9	7	6
KOREAN	38	24	68	150	93	120	153	157	185	126	146	78	108	86	92	130	125	162	156	215	195	268	197	181	213	158	162	118	111	111	80	66	67	49	36
LAOTIAN					1				1			1	2				1	1	2	3		2			2		1		1						1
MANDARIN	59	90	107	94	130	190	148	140	163	263	172	155	154	133	168	181	150	234	251	222	156	160	111	151	129	116	110	101	100	123	95	80	84	98	60
TAGALOG	17	29	27	18	22	25	49	30	23	29	34	37	30	19	31	33	42	37	39	38	45	33	32	18	29	31	21	20	17	31	21	20	14	28	8
VIETNAMESE	104	67	133	183	159	147	216	236	220	198	206	235	173	133	222	185	244	162	308	360	327	340	225	275	252	221	183	167	134	116	118	125	107	114	67
OTHER			0	0	2	0			6				35			8				8	33	9	10	13	25	12	16				2				4

Call Reasons

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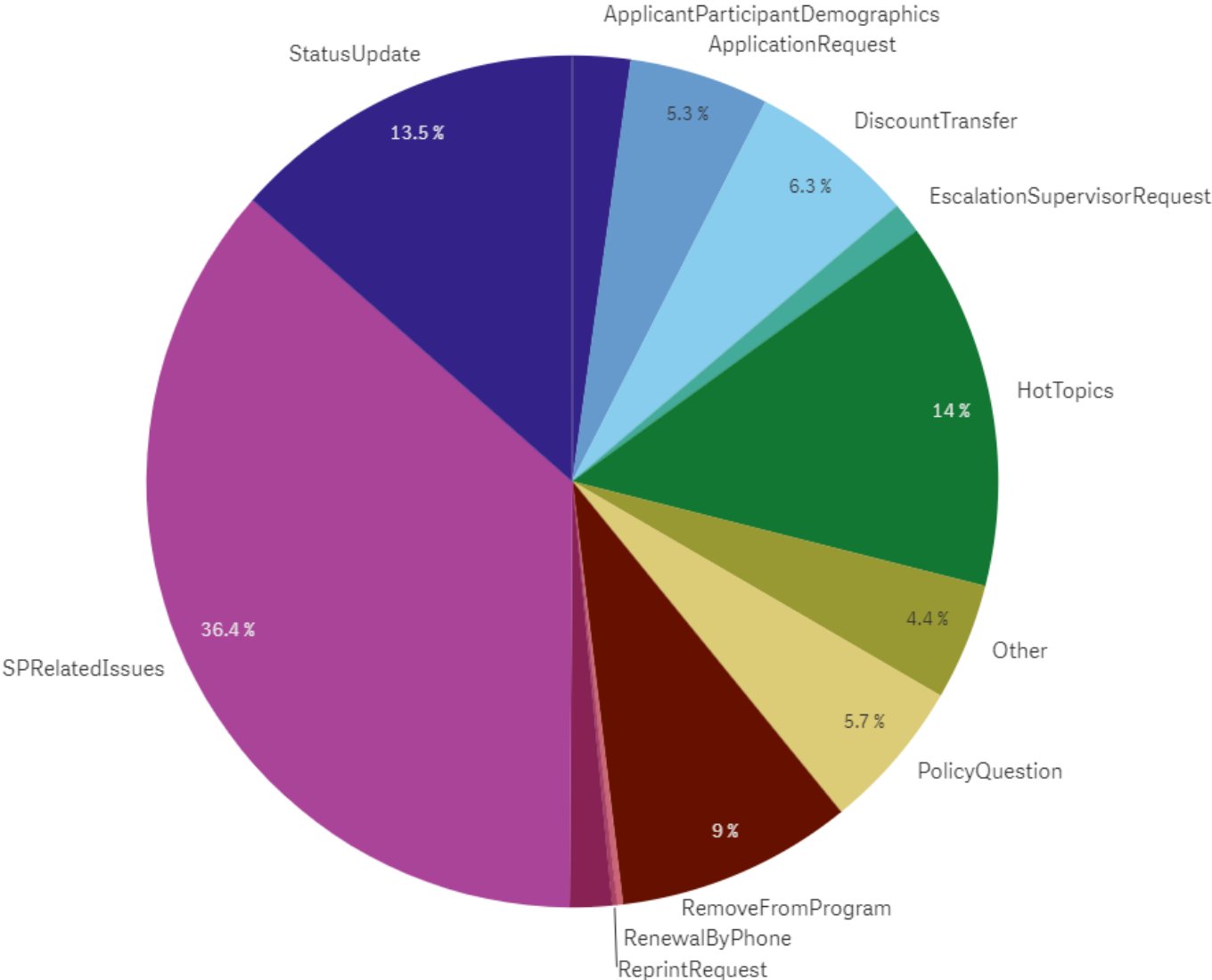
Thank You

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	# Responded / # Total
% Approved	# Qualified / # Responded
% Qualified or Renewed	# Qualified or Renewed / # Total

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APPENDIX - Denial Code Descriptions

Denial Code	Type	Form	Decision Source	Description
8-9	Hard Denial	Application	System	We do not have evidence that the Application Form was returned to us.
24-8	Hard Denial	Renewal	System	We do not have evidence that the Renewal 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.
5-10	Hard Denial	Application	System	Applicant is found to already be receiving the LifeLine discount based on the established duplicate check criteria.
8-10	Hard Denial	Application	System	Your form was returned as non-deliverable (a letter will not be generated for this reason).
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.
21-13	Hard Denial	Renewal	System	We do not have evidence that the identity documentation and ID Authentication Form were submitted to us.
24-26	Soft Denial	Application	System	We do not have evidence that the Application Form was returned to us.

Enrollment by Income or Program
Summary of All Decisions

Eligibility Method	Submission Type			
Eligibility				
	Totals	Dap	Ivr	Mail	Web
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Income	**81,288**	**28,258**	**1,311**	**21,911**	**29,815**
FederalIncome	50,780	18,453	904	11,251	20,177
StateIncome	30,508	9,805	407	10,660	9,638
Program	**989,851**	**782,792**	**4,045**	**92,212**	**110,852**
FDPIR	62	16	1	28	17
HSTO	117	-	-	114	3
IndAff	61	5	4	44	8
LIHEAP	2,886	66	86	1,799	935
Medi-Cal	512,631	361,722	2,156	67,761	81,021
NSLP	1,526	154	25	502	845
S8	3,184	410	70	1,511	1,193
SNAP	427,964	402,729	1,129	7,487	16,635
SSI	31,409	9,875	440	12,256	8,843
TANF	44	11	2	25	6
TANFETC	434	195	1	32	206
VSPBP	1,382	742	11	376	253
WIC	8,151	6,867	120	277	887