



# Safety Information



**CPUC meeting spot is at the Garden Plaza, next to the War Memorial Opera House.** The location is illustrated above by the yellow star.





# Framework for California LifeLine Program's Partnerships and Pilots

Chari Worster  
October 17, 2019





# Decision 18-12-019

- On December 18, 2018, the Commission issued Decision 18-12-019 establishing criteria for pilot programs and partnerships
  - Pursuing various strategies to increase participation through pilot programs and government partnerships
  - Adopted criteria for government partnerships and a framework for pilot programs

Under D.18-12-019

- Commission will authorize up to four pilot programs that advance objectives and meet pilot criteria
  - Discretion to authorize additional pilot programs



## D. 18-12-019 (cont.)

### A. Criteria for Partnerships with State and Local Government Agencies

- Partnerships will implement categorical eligibility, coordinated enrollment processes, data exchange of participants' information, and/or synchronized outreach efforts between CA Lifeline and their consumer programs
- Establish partnerships with CA county welfare offices.



## D.18-12-019 (cont.)

### B. Pilot Program Requirements, Evaluation, and Criteria

- Decision requires pilot proposals include:

- At least two objectives
- Two tenets
- All of the elements
- Program Evaluation

1. Objectives – must meet at least two or more objectives

- a. Lower barriers for consumers to participate in the program.
- b. Increase participation in the program (unserved and underserved)
- c. Encourage program participation of facilities-based service providers that offer telephone and/or broadband
- d. Provide scalable solutions





## D.18-12-019 (cont.)

2. Emphasis on key tenets:
  - a. New Partnerships and Technologies
  - b. Innovative Components
  
3. Elements
  - a. Description of Pilot – explain how it is consistent with framework.
  - b. Pilot program budget – proposed total cost
  - c. Duration of Pilot Program – not to exceed 2 years
  - d. Data Collection – state the metrics it will collect, timeline for delivery of data
  - e. Evaluation Plan – detail how program will be evaluated
  - f. Safeguards for Consumers and the Program – provide consumer education regarding termination of pilot program, lifeline program and draft plan for transitioning customers at the end of pilot
  - g. Payment and Reporting – must be able to accept payments on a monthly basis.





## D.18-12-019 (cont.)

### 4. Evaluation

- a. Propose potential methodologies to test the cost effectiveness of the pilot program
- b. Recurring data collection with the goal of sharing anonymized data publicly

### 5. Submission and Approval Process

- Invited interested stakeholders to submit pilot proposal that meets criteria
- Stakeholders encouraged to take advantage of Ca Lifeline Working Group conference calls and discussions with staff in the initial development of proposal
- Issue a proposed decision regarding the proposed pilot programs.







## D.18-12-019 (cont.)

- March 1, 2019 received three pilot proposals:
  - Central City Single Room Occupancy Collaborative
    - Proposes to train resident leaders who will inform low-income single room occupancy residents of the Tenderloin and South of Market neighborhoods of San Francisco.
  - TruConnect Communications, Inc.
    - Allows referral partners (physicians, government assistance organizations, and community-based organizations) to determine a patient's eligibility for California LifeLine using Medicare, Medicaid, or insurance documents.
  - Greenling Institute and CGM, LLC.
    - Online Enrollment

