

## Draft Meeting Minutes

### California Teleconnect Fund (CTF) Administrative Committee (AC) Meeting

828 I Street, Sacramento, CA 95814

West Meeting Room

December 4, 2023

**The meeting was called to order at 10:06 a.m.**

#### **1. Introductions**

**Committee Members Present:** Jarrid Keller – Sacramento Public Library (Chairperson, Libraries), Geoff Belleau (Co-Chairperson California Department of Education (CDE, Education), Kenneth Rothschild (Deaf/Hearing Impaired Representative), Madison Alcalay (Public Advocates Office (PAO alternate)- Virtually, Joshua Cooper – Public Advocates Office (PAO Primary) – Virtually, Sean McLaughlin – Access Humboldt (Community Based Organization (CBO))- Virtually, Caroline Seigel Singh (Community Based Organization (CBO)) – Virtually, Saira Pasha – AT&T (LEC) – Virtually, Josh Chisom – California Public Library- Virtually, Vinhcent Le (Green Lining CBO)-Virtually.

**CPUC Staff Present:** Joy Alba-Librojo (CTF), Karo Serle (CTF), Connie Wong (CTF), Daniel Lyulkin (CTF), Kirsten Muetting (CTF), Lina Khoury (CTF)-Virtually, Lisa-Marie Clark (Legal)- Virtually.

**Public Participants Present:** Kim Lewis (CENIC) – Virtually, Kristina Mattis (Education), Kelly Clark (Libraries), Ryan Waldrop (Libraries IT).

**American Sign Language Interpreters Present:** Josh Anderson, Jen Wiler.

**Absent Members:** Max Perrey (Redwood Community Health Coalition (RCHC)), Casey McFall (CBO).

#### **2. Public Comments on Non-Agenda Items**

No public comments.

#### **3. Review Agenda**

Striking 6b from agenda. Agenda was approved.

#### **4. Review and Approve Prior Meeting Minutes**

Approved 9/11/23 meeting minutes.

#### **5. Remembering Joanne Leung**

Taking a moment to remember our colleague and all the contributions she had made. Some examples of her work include 211 and having to dial an area code. She will be missed.

#### **6. Action Items & Updates from Last Committee Meeting**

##### **a. Lisa-Marie Clark needs to clarify AC role in the budget process.**

- The Dept of Finance sets our budget, and the committee does not have a say in that process. The way changes would occur is through a budget change proposal (BCP). The AC can submit a BCP.

- Staff Attorney Lisa-Marie Clark stated we would like to have similar language surrounding annual budget report requirements used across all the area's charters. AC member Sean McLaughlin stated that the primary benefits that our annual reports have created in the past are pointing to trend lines, which can help with general recommendations.
- Chair Jarrid Keller stated there have been many changes post pandemic that have impacted the way the library engages with the public. Incorporating the new methods of engagement into the program will require rule changes, which would have a longer timeline.
- Staff Attorney Lisa-Marie Clark suggested that the Committee send a letter to the Commission detailing the changes to broadband and surrounding services to open up rule making.
- Chair Jarrid Keller and Co-chair Geoff Belleau will continue to work on charter revisions and present identified areas in the next meeting.

**b. Chair Keller needs to send a recruitment letter to AC Staff**

- Chair Jarrid Keller stated he has sent a letter 4 times. He would like to have a shared drive where staff and members of this committee can access AC letters.
- CTF will inquire about establishing a shared drive accessible to all Committee members. If CTF is unable to create this type of shared drive, Chair Jarrid Keller will look into creating one on their side.

**c. Chair Keller and Co-chair Belleau will work with their legal counsel on the AC staff.**

- Chair Jarrid Keller and Co-chair Geoff Belleau stated they have not had an opportunity to work with legal on this and will do so at the next meeting.

**d. CTF staff will work with eCAP developer to develop a report to show the reasons for undeliverable mail.**

- Staff member Daniel Lyulkin stated eCAP developers were able to develop a report, but it is limited. CTF has the ability to create a report internally that shows the majority of reasons these are being bounced back, including outdated email mailboxes and inoperable internal mail servers. CTF staff uses the report to understand the trends surrounding email bounce backs. This is trending downward. CTF believes this is due to our efforts in public outreach and Administrative Letter 31. Service providers are reaching out to participants and requesting they update their contact information as well. CTF sends a notice to both the participant and the service provider. Unfortunately, many of the contacts we have are quite old. CTF and service provider efforts appear to be having an effect in increasing valid email contact information.

**e. Compensation for alternates**

- This item was a standing item. Staff Attorney Lisa-Marie Clark stated there is no language that prohibits compensation. It was decided we would provide compensation for alternates because of the need. This has been settled already, we will strike this.

**7. Discussion of Administrative Committee Vacancies:**

**a. Public Hospitals and Clinics-Primary and Alternate vacancies.**

- Still open.

- b. **Rural Clinics a Telemedicine-Primary and Alternate vacancies.**
    - The alternate position is still vacant, but we do have a primary.
  - c. **Community Based Organization-Alternate vacancy.**
    - Still open.
  - d. **Local Exchange Carrier-Alternate vacancy.**
    - Still open.
  - e. **Deaf/Hard Hearing-Alternate vacancy.**
    - Alternate position is still open.
    - AC members request that anyone who attends any workshops or meetings where individuals, who may be interested in these positions, may be to please bring the issue up. The responsibilities of the positions are in the charter and copies are available in the meeting room. The recruitment letter also has the roles summarized for quick talking points.
8. **Discussion of Annual Report**
- Chair Jarrid Keller stated they had used the same structure and the past reports. They left in the history. They identified the big issues that have arisen in the last reporting period.
  - PAO member Josh Cooper stated his name is spelled incorrectly and that will need to be corrected.
  - The annual report is approved.
9. **Presentation by PAO**
- In place of PAO, Chair Jarrid Keller presented “Library Update: Data Collection, Mobile Services and new Points of Service.”
10. **eCAP Update**
- CTF provided a presentation on the current status of CTF applications. They are currently continuing to process applications and work through any bugs they encounter. CTF staff understand the limitations of Salesforce but are continuing to request a report surrounding undeliverable email contacts. The program was started in 1997; Some of the contacts are from quite a long time ago. To continue to decrease undeliverable emails, CTF is holding live webinars and responding to any help requests received. CTF anticipates the number of undeliverable emails to continue to fall.
11. **Digital Divide Grant Program update**
- Staff member Karo Serle stated CTF received a request to change one school to another school. The request was granted. The awardees specified their holistic approach to solve the digital divide, including curriculum, past projects, experience, technologies etc. This would cover the cost of equipment, training, monthly charges, access and any other necessary expenses. Students would be allowed to take their laptops home at the end of the day and schools will keep those laptops for future use at the end of the program. We have four total awardees and are hoping to have all four give presentations here, split across two different meetings.
12. **Order Instituting rule making**
- Staff member Karo Serle stated there were rulemakings in previous years that introduced significant changes. The creation of a new sub-category of Healthcare

CBO. Staff thinks it is time to revisit this to ensure CTF is forward-looking. Staff are putting together an Order Instituting Rulemaking (OIR) and is looking for ways to improve CTF and change the rules to accommodate issues like annexes. Currently annexes are approved for eRATE but are not approved for CTF. Staff is asking for all sector leads to provide suggestions on what you would like to see and what you think might increase participation in the fund. CTF plans to reach out to multiple areas for their input. Staff is interested in hearing: What would your sectors like to see? How can we change eligibility or encourage more participation and incorporate new technologies? New ways of providing services?

### **13. CTF Webinars**

- Staff member Karo Serle stated that CTF is trying to communicate and clarify the application and recertification process. They would like to improve communication between CTF, applicants and service providers. CTF's next webinar is scheduled for 12/11/23. CTF would appreciate it if members would spread the word about these.

### **14. Update on Los Angeles County Office of Education**

- Staff Attorney Lisa-Marie Clark stated that LACOE had said they were willing to come up with a settlement and were wishing to be reinstated with the CTF program. Prior to their being suspended, the schools had been designated specifically by LACOE as being eligible, which is against our rules. There has been some movement with schools applying separately to CTF program. Currently this is up in the air, and they are still suspended from the program. This could be another potential issue that could be debated in the OIR. We could also currently open OII to discuss the LACOE issues in a publicly transparent discussion.

### **15. Pending Legislation**

- Member of the Public Kim Lewis stated we are not in an active legislated session right now. The legislature will reconvene in January, and we will see if there are any new bills that come out at that time.

### **16. Agenda Items for Next Meeting. Presentations**

- Chair Jarrid Keller and Co-chair Geoff Belleau will continue to work on charter and present changes at the next meeting.
- Staff Attorney Lisa-Marie Clark will check on budget requirements on other committees to see if we match them.
- CTF Staff are to check to see if there is some sort of portal or repository that everyone can access, if not, the public library will see about creating one on their side.
- Approved Chair Jarrid Keller and Co-chair Geoff Belleau to submit the Annual Report to the Commission's Executive Director.
- CTF Staff will reach out Digital Divide Grant Program recipients for presentations to the Administrative Committee.
- Chair Jarrid Keller will reach out to AC Member Saira Pasha to see if she wants to present at the March meeting.
- Chair Jarrid Keller asks if PAO wanted to present in March. AC Member Josh Cooper stated he was not sure yet if that is something his management will be wanting to do but will get back to us on this.

### **17. Schedule March AC Meeting**

- Next meeting will be on Monday, March 4<sup>th</sup> at 10 a.m. in San Francisco.
- Staff Attorney Lisa-Marie Clark stated there is a new update to the requirements for a quorum. She will confirm the details and inform the members.

**18. Adjourn Meeting**

**Meeting adjourned at 12:28 p.m.**