



## California Public Utilities Commission

# ULTS Administrative Committee Meeting

Please join the California Public Utilities Commission (CPUC) for the Q2 2023 Universal LifeLine Telephone Service Administrative Committee Meeting

**When:** Tuesday, June 20, 2023 (9:00 a.m. – 12:00 p.m.)

**WebEx Meeting:**

[Join meeting](#)

**Call-in Number:** 1-855-282-6330    **Access Code:** 2485 088 8826    **Meeting Password:** 2023

## California LifeLine Program Meeting Agenda

### Session 1: Welcome & Kick-Off

*Session Outcome: Meeting Kick-Off*

*Session Topics: Welcome, Opening Remarks, Public Comments*

9:00 a.m. – 9:05 a.m.	Introduction: David Avila, Chair
9:05 a.m. – 9:10 a.m.	Welcome: Commissioner Genevieve Shiroma
9:10 a.m. – 9:15 a.m.	Approval of Minutes: Committee reviews and approves the last meeting minutes prepared by the Communications Division (CD)
9:15 a.m. – 9:20 a.m.	Public Comments

### Session 2: Program Alerts & New News

*Session Outcome: Inform Critical Program Updates*

*Session Topics: New News, Alerts & Highlights*

9:20 a.m. – 9:40 a.m.	CPUC Communications Division (CD) Updates: Robert Sansome <ul style="list-style-type: none"><li>LifeLine iFoster &amp; ACP Pilots</li><li>Universal Application System SB 1208 LIOB<ul style="list-style-type: none"><li>Request for CAS Working Group Volunteer from ULTS AC</li></ul></li></ul>
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### Session 3: Program Performance & Metrics

*Session Outcome: Understand “What’s Working” vs What’s Not Working”*

*Session Topics: Internal & External Past Quarter Performance & Future Guidance*

9:40 a.m. – 9:50 a.m.	Claims Status & TPA Update: Lisa Anthony
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9:50 a.m. – 10:00 a.m.	Fiscal Report: Lalaine Semana
10:00 a.m. – 10:10 a.m.	CAB Report: Rosa Sauer <ul style="list-style-type: none"> <li>• Consumer Contact Statistics</li> </ul>
<b>Session 4: Program Enrollment &amp; Operations</b> <i>Session Outcome: Understand Consumers Enrolling &amp; Staying on the Program</i> <i>Session Topics: Operational Topics &amp; Updates</i>	
10:10 a.m. – 10:35 a.m.	3 <sup>rd</sup> Party Administrator - Maximus Report: James Graettinger <ul style="list-style-type: none"> <li>• Renewal Resumption Statistics</li> <li>• New Contract Requirement Deliverables</li> <li>• Completed and Upcoming Initiatives</li> <li>• Program &amp; Operation Reports</li> </ul>
<b>Session 5: Growth &amp; Strategy</b> <i>Session Outcome: Exploring How to Achieve Program Growth</i> <i>Session Topics: Industry, Special Initiatives, Etc</i>	
10:35 a.m. – 10:50 a.m.	USAC Update: David Avila
<b>Session 6: Committee Administration &amp; Governance</b> <i>Session Outcome: Lifeline Committee Management, Deliverables &amp; Commitments</i> <i>Session Topics: Committee Deliverables, Sub-Team Reports/Read-Outs, Calendars</i>	
10:50 a.m. – 11:05 a.m.	New Committee Members Election: David Avila
11:05 a.m. – 11:20 a.m.	Officer Nominations and Elections: David Avila
11:20 a.m. – 11:40 a.m.	2023 Working Sub-Committees: David Avila <ul style="list-style-type: none"> <li>• Committee Membership</li> <li>• Ongoing Improvements to Renewal &amp; Recertification</li> <li>• Community Outreach &amp; Marketing</li> <li>• Fill Committee Vacancies</li> </ul>
11:40 a.m. – 11:55 a.m.	Review of Administrative Committee Vacancy Status: David Avila <ul style="list-style-type: none"> <li>• 11 open positions <ul style="list-style-type: none"> <li>○ Large ILEC – 1 Alternate</li> <li>○ CLEC – 1 Alternate</li> <li>○ Small ILEC – 1 Alternate</li> <li>○ Consumer –1 Primary, 2 Alternates</li> <li>○ CBO – 1 Primary, 3 Alternates</li> <li>○ Public Advocates Office – 1 Alternate</li> </ul> </li> </ul>
11:55 a.m.	Future Q3 Meeting Date
12:00 p.m.	Adjournment

## Member Roster

1	<b>Large ILEC</b>	Primary Alternate	Chris Burke Vacant	Frontier Communications
2	<b>Small ILEC</b>	Primary Alternate	Linda Lassen Vacant	Sierra Tel
3	<b>CLEC</b>	Primary Alternate	Marcie Evans Vacant	Cox Communications
4	<b>Wireless</b>	Primary Alternate	David Avila Alex Gudkov	TracFone Wireless, Inc. TruConnect
5	<b>Deaf/Hearing Impaired or Disabled Rep</b>	Primary Alternate	Kate Woodford Brian Winic	Center for Accessible Technology CA Department of Rehabilitation
6	<b>Consumer</b>	Primary Alternate	Vacant Vacant	
7	<b>Consumer</b>	Primary Alternate	Vinhcent Le Vacant	Greenlining
8	<b>CBO</b>	Primary Alternate	Cesar Motts Vacant	Southeast Community Development Corp.
9	<b>CBO</b>	Primary Alternate	Andre Chapple Vacant	Faith Church, African American Empowerment, National Diversity Coalition, Answer City Outreach
10	<b>CBO</b>	Primary Alternate	Vacant Vacant	
11	<b>CPUC's Public Advocates Office</b>	Primary Alternate	Christopher Bartulo Vacant	Public Advocates Office Public Advocates Office