E-rate Program Applicant Training

Opening Remarks

October – November 2015

Washington DC • Tampa • Albuquerque • Minneapolis • New Orleans • Los Angeles • Philadelphia • Portland

Change is necessary

- To close the Wi-Fi gap

- To make E-rate dollars go farther

- To improve administration of the program

- To deliver faster, simpler more efficient applications

- To provide a better stakeholder experience

Benefits of Achieving the Goals

- Level playing field for all

- Funding for C1 and C2 for everyone

- Improved administrative process

- Improved stakeholder experience

- Data Transparency

- Lower costs

- Better fund administration

Changes Implemented

- Instituted a budget for schools and libraries

- C1 and C2 no more P1 and P2

- Added more data collection points

- Item 21 data required at application submission

- Electronic submission of all applications

- Target deadline for application review

- Stood up a Portal

Results

- WE successfully submitted 48,000 applications, I say we because we all were involved in that process … from the Orders to training and outreach, IT and submission.

- EVERYONE who submitted a timely application was eligible for C2 money – what an accomplishment!

- Enough money to fund all applications – demand did not outstrip available funds

- To date, WE issued decisions faster and for more money than EVER

Results

- Over 97% of all invoices were paid within 30 days

- We undertook a data clean up project and corrected over 12,000 applications to help ensure data quality

- We stood up a Portal where OVER 17,000 are in and working

- Over $800M of Broadband funded (100+ Mbps)

Implementation Challenges

- We had to extend the window by three weeks.

- WE had to hire and train more reviewers to get timely decisions.

- WE had to adapt to a new FCC Form 471.

- WE still have 6,000 applications to review.

- WE have a new portal that needs improvement.

What are we doing to meet challenges?

- Improved administrative review process

- Maintained PIA resources and added IT resources

- Listened to the "field" and acted on suggestions

- Instituted user testing for new offerings

- Where possible starting projects earlier

Training Agenda Highlights

- Portal and EPC demo and benefits

- Direct BEAR payment to applicants process

- How to prepare for audits and what you need

- What the new ESL means for you

- Fiber basics and rules you must know

Training Themes

- Partnering for success

  – You are a part of the solution

  – You define success

- We are here to help

  – Outreach and education

  – Act on your input

- Benefits

  – Better solutions

  – Successful process changes

QUESTIONS?

Thank you!