Hawaii Wildfires Special Relief

Office Hours

September 21, 2023
Disclaimer

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Housekeeping

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Agenda

• FCC Response to Hawaii Wildfires
• Relief for Disaster SNAP Recipients
• Lifeline Application Updates
• Upcoming System Enhancement
• Reminders
• Resources
FCC Response to Hawaii Wildfires
FCC Response to Hawaii Wildfires

- On **August 25, 2023**, the Federal Communications Commission adopted Order 23-67A1 to temporarily and on a limited basis waive the Lifeline eligibility requirements in section 54.409(a)-(b) to allow consumers participating in FEMA’s Individuals and Households Program (IHP), as a result of the Hawaii wildfires, to apply for and enroll in the Lifeline program.
  - New enrollments are permitted through February 25, 2024.
  - The waiver also confirmed that Disaster SNAP can be treated the same as SNAP enrollment for Lifeline and the Affordable Connectivity Program (ACP).
  - **Consumers applying for Lifeline under this waiver are not permitted to enroll in the ACP.**
Relief for Disaster SNAP Recipients
Relief for Disaster SNAP Recipients

- Consumers receiving **Hawaii Disaster Supplemental Nutrition Assistance Program (D-SNAP)** in the affected disaster areas are treated the same as if they were enrolling in the program through SNAP and should select SNAP on their application.
  - **Note:** Affected consumers participating in D-SNAP may also qualify for ACP and can apply at GetInternet.gov.
Relief for Disaster SNAP Recipients

• If USAC is unable to automatically confirm the consumer’s eligibility, the applicant will be asked to select the program they qualify through before uploading proof of eligibility.
  • Consumers receiving Hawaii D-SNAP should select SNAP.
Relief for Disaster SNAP Recipients

Proof of D-SNAP

• Consumers participating in Hawaii D-SNAP in the affected disaster areas may need to provide proof of documentation.
  • Consumers should be able to get their SNAP benefit letter from the Hawaii Department of Human Services’ online benefits portal.
Questions?
Lifeline Application Updates
Lifeline Application Updates

• On **September 5, 2023**, USAC released updates to the National Verifier (NV) service provider portal, consumer portal, and Eligibility Check API to ensure that qualifying consumers who are participating in FEMA’s IHP can submit appropriate documentation to apply for Lifeline consistent with the Commission’s waiver.

• Consumers can apply online at [LifelineSupport.org](http://LifelineSupport.org) or print the application and apply by mail.
Lifeline Application Form
Qualifying Program Updates

- Eligible consumers participating in IHP can now select **FEMA’s IHP** as their qualifying program when completing the Lifeline application.
Lifeline Application Form
Online Application Updates

Proof of Eligibility Updates

• If USAC is unable to automatically confirm the consumer’s eligibility, the applicant will be asked to select the program they qualify through before uploading proof of eligibility.
  • This page has been updated so affected consumers can now select **FEMA’s IHP** before getting to a unique document upload page.
Lifeline Application Form
Online Application Updates

Proof of IHP

- Consumers will see a new page when providing documentation to confirm their participation in FEMA’s IHP.
- This new document upload page helps affected consumers understand the document requirements, how to upload a document, and what to do if they don’t have proof.
Questions?
Upcoming System Enhancement
Upcoming System Enhancement

• On **September 26**, USAC will release a system enhancement to the National Lifeline Accountability Database (NLAD) to ensure consumers who qualify for Lifeline through FEMA’s IHP cannot enroll in the ACP.

• Providers will receive the following error message if they attempt to enroll affected subscribers in the ACP.
  • **NOT_ELIGIBLE_ACP**: Subscriber not eligible for ACP due to eligibility program used on NV application.
Reminders
Reminders

• Service providers are encouraged to inform impacted consumers about this opportunity and work to support relief efforts throughout the impacted areas of Hawaii.

• Visit the Hawaii Relief page on LifelineSupport.org for more information on the application process.

• Consumers applying for Lifeline under this waiver are not permitted to enroll in the ACP.

• Consumers participating in Hawaii’s D-SNAP can apply for Lifeline and ACP.
  • Consumers can visit AffordableConnectivity.gov to learn more about how to qualify for ACP.
Resources
Resources

• Visit the Hawaii Relief page on LifelineSupport.org.
  • Review FEMA’s IHP document for more information on disaster assistance.
  • Share the Hawaii Wildfires Special Relief flyer to help inform impacted consumers.
• Sign up for Lifeline email updates and upcoming events.
• Questions?
  • Email LifelineProgram@usac.org for general questions.
  • Email EmergencySupport@usac.org for urgent Lifeline application or enrollment questions related to Hawaii relief.
Questions?
Thank You!