



# Rural Health Care Committee

## Briefing Book

Monday, April 29, 2024

1:15 p.m. - 1:55 p.m. Eastern Time

Available for Public Use

Universal Service Administrative Company Offices

700 12th Street, N.W., Suite 900

Washington, D.C. 20005

**Universal Service Administrative Company  
Rural Health Care Committee  
Quarterly Meeting  
Agenda**

<p><b>Monday, April 29, 2024</b>  <b>1:15 p.m. – 1:55 p.m. Eastern Time</b>  <b>USAC Offices</b>  <b>700 12th Street, N.W., Suite 900</b>  <b>Washington, D.C. 20005</b></p>
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<u><b>OPEN SESSION</b></u>		<i>Estimated Duration in Minutes</i>
Chair	<p><b>a1.</b> Consent Items (each available for discussion upon request):</p> <p style="padding-left: 20px;"><b>A.</b> Approval of Rural Health Care Committee Meeting Minutes of January 29, 2024</p> <p style="padding-left: 20px;"><b>B.</b> Approval of moving all <i>Executive Session</i> items into <i>Executive Session</i></p>	5
Mark	<p><b>a2.</b> Approval of Rural Health Care Support Mechanism 3rd Quarter 2024 Programmatic Budget and Demand Projection for the May 2, 2024, FCC Filing</p>	5
Teleshia	<p><b>i1.</b> Information on One USAC Internal Audit Division Rural Health Care Support Mechanism Beneficiary Audit Report <i>(For Information Only)</i></p>	–
Mark	<p><b>i2.</b> Rural Health Care Business Update</p> <ul style="list-style-type: none"> <li>• Q1 2024 Accomplishments</li> <li>• Update on Third Report and Order</li> <li>• Rural Health Care Ombudsman</li> <li>• Plans for Q2 2024</li> <li>• Roadmap</li> <li>• Appendix: Metrics</li> </ul>	20

<u><b>EXECUTIVE SESSION</b></u> <b>Confidential – Executive Session Recommended</b>		<i>Estimated Duration in Minutes</i>
Kyle	<p><b>i3.</b> Rural Health Care Business Update <i>(Continued)</i></p> <ul style="list-style-type: none"> <li>• Rural Health Care System Automation Update</li> </ul>	10

**Next Scheduled USAC Rural Health Care Committee Meeting**

<p><b>Monday, July 29, 2024</b>  <b>USAC Offices, Washington, D.C.</b></p>
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Universal Service Administrative Company  
Rural Health Care Committee Meeting

**ACTION ITEM**

**Consent Items**

**Action Requested**

The Rural Health Care Committee (Committee) of the USAC Board of Directors (Board) is requested to approve the consent items listed below.

**Discussion**

The Committee is requested to approve the following items using the consent resolution below:

- A. Committee meeting minutes of January 29, 2024 (*see Attachment A*).
- B. Approval of moving the *Executive Session* items into *Executive Session*:
  - (1) **i3.** Rural Health Care Business Update – Rural Health Care System Automation Update. USAC management recommends that this item be discussed in *Executive Session* because it may involve discussion of *specific internal controls or confidential company data* or *internal rules and procedures* concerning the administration of the universal service support mechanisms, where discussion of the matter in open session would result in *disclosure of confidential techniques and procedures* that would compromise program integrity.

Upon request of a Committee member, any one or more of the above items are available for discussion by the Committee.

**Recommended USAC Rural Health Care Committee Action**

APPROVAL OF THE FOLLOWING RESOLUTIONS:

**RESOLVED**, that the Rural Health Care Committee of the USAC Board of Directors hereby approves: (1) the Committee meeting minutes of January 29, 2024; and (2) discussion in *Executive Session* of the item noted above.

**UNIVERSAL SERVICE ADMINISTRATIVE COMPANY**  
700 12th Street, N.W., Suite 900  
Washington, D.C. 20005

**RURAL HEALTH CARE COMMITTEE MEETING**  
Monday, January 29, 2024

**(DRAFT) MINUTES<sup>1</sup>**

The quarterly meeting of the Rural Health Care Committee (Committee) of the USAC Board of Directors (Board) was held at USAC's offices in Washington, D.C., on Monday, January 29, 2024. Dr. Kathy Wibberly called the meeting to order at 1:20 p.m. Eastern Time, with a quorum of seven of the eight committee members present (there is one vacancy):

Fontana, Brent – Vice Chair – <i>by telephone</i>	Wade, Dr. Joan
Freeman, Sarah	Waller, Jeff – <i>by telephone</i>
Sekar, Radha – Chief Executive Officer	Wibberly, Dr. Kathy – Chair
Skrivan, Michael	

Other Board members and officers of the corporation present:

Beyerhelm, Chris – Vice President and Chief Administrative Officer  
Butler, Stephen – Vice President of Shared Services  
Chacko, Sheba – Member of the Board  
Chalk, Indra – Member of the Board  
Davis, Craig – Vice President of Schools and Libraries  
Delmar, Teleshia – Vice President of Audit and Assurance  
Gaither, Victor – Vice President of High Cost  
Garber, Michelle – Vice President of Finance, Chief Financial Officer, and Assistant Treasurer  
Gregory, Amber – Member of the Board  
Hutchinson, Kyle – Vice President of IT and Chief Information Officer  
Mason, Ken – Member of the Board  
O'Brien, Tim – Vice President of Lifeline  
Semmler, Kara – Member of the Board  
Sweeney, Mark – Vice President of Rural Health Care  
Wein, Olivia – Member of the Board  
Williams, Erin – Vice President, General Counsel, and Assistant Secretary

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<sup>1</sup> Draft resolutions were presented to the Committee prior to the Committee meeting. Where appropriate, non-substantive changes have been made to the resolutions set forth herein to clarify language, where necessary, or to correct grammatical or spelling errors.

Others present:

<u>NAME</u>	<u>COMPANY</u>
Albert, Blythe	USAC
Braxton, Carolyn	USAC
Claxton, Naomi	USAC
Corra, Kristen – <i>by telephone</i>	SHLB
Ellegood, Sharonda	USAC
Goode, Vernell	USAC
Green, Kevin	USAC
James, Christine	USAC
King, Ryan	USAC
McCornac, Carolyn	USAC
Morgan, Meredith	USAC
Nuzzo, Patsy	USAC
Oliver, Lindsay – <i>by telephone</i>	USAC
Smith, Christopher	USAC
Schecker, Laurence	USAC
Schrader, Theresa – <i>by telephone</i>	Broadband Legal Strategies
Staurulakis, Chresanthe	USAC USAC
Walsh, Jeff	USAC

**OPEN SESSION**

All materials from *Open Session* can be found on the [USAC website](#).

- a1. **Consent Items.** Dr. Wibberly presented this item to the Committee.
  - A. Committee meeting minutes of October 30, 2023.
  - B. Approval of moving all *Executive Session* items into *Executive Session*:
    - (1) **i3** – Rural Health Care Business Update (*Continued if needed*). USAC management recommends that this item be discussed in *Executive Session* because it may involve discussion of *specific internal controls or confidential company data or internal rules and procedures* concerning the administration of the universal service support mechanisms, where discussion of the matter in open session would result in *disclosure of confidential techniques and procedures* that would compromise program integrity.
    - (2) **a4** – Approval of Rural Health Care Support Mechanism 2024 Annual Programmatic Budget. USAC management recommends that this item be discussed in *Executive Session* because this matter relates to USAC’s *procurement strategy and contract administration*

On a motion duly made and seconded, and after discussion, the Committee adopted the following resolution:

**RESOLVED**, that the Rural Health Care Committee of the USAC Board of Directors hereby approves: (1) the Committee meeting minutes of October 30, 2023; and (2) discussion in *Executive Session* of the item noted above.

- a2. Recommendation for Election of Committee Chair and Vice Chair.** Dr. Wibberly introduced Commissioner Freeman. As the Chair of the Nominating Committee, Commissioner Freeman reported on the election recommendations for the Audit Committee.

On a motion duly made and seconded, and after discussion, the Committee adopted the following resolution:

**RESOLVED**, that the USAC Rural Health Care Committee recommends that the USAC Board of Directors elect **Dr. Kathy Wibberly** as Chair and **Brent Fontana** as Vice Chair of the Committee. The term for each position begins immediately upon the election to such position by the Board and ends at such time as the Chair or Vice Chair (as the case may be): (i) is replaced by a successor selected by the Board, (ii) resigns from the Committee or the Board, (iii) is removed by resolution of the Board, or (iv) is no longer a member of the Board (whichever comes first).

- a3. Approval of Rural Health Care Support Mechanism 2nd Quarter 2024 Programmatic Budget and Demand Projection for the February 1, 2024 FCC Filing.** Mr. Sweeny presented this item for consideration. The presentation included a written report on USAC management's recommendations for the Rural Health Care Mechanism 2nd Quarter 2024 programmatic budget and demand projection for the February 1, 2024 FCC Filing.

On a motion duly made and seconded, and after discussion, the Committee adopted the following resolutions:

**RESOLVED**, that the USAC Rural Health Care Committee approves a 2<sup>nd</sup> Quarter 2024 Rural Health Care Support Mechanism direct program budget of \$4.73 million; and

**RESOLVED FURTHER**, that the USAC Rural Health Care Committee directs USAC staff to submit a collection requirement of \$4.73 million for Rural Health Care Support Mechanism administrative costs in the required February 1, 2024, filing to the Federal Communications Commission on behalf of the Committee; and

**RESOLVED FURTHER**, that the USAC Rural Health Care Committee, having reviewed at its meeting on January 29, 2024, the 2<sup>nd</sup> Quarter 2024 Rural Health Care Support Mechanism demand estimate of \$170.03 million, hereby directs USAC staff to proceed with the required February 1, 2024 filing to the Federal Communications Commission on behalf of the Committee. USAC staff may make adjustments if the total variance for the Rural Health Care Support Mechanism is equal to or less than \$1 million or may seek approval from the Committee Chair to make adjustments if the total variance is greater than \$1 million, but not more than \$2 million.

- i1. Information on Six USAC Internal Audit Division Rural Health Care Support Mechanism Beneficiary Audit Reports.** This item was provided for *information purposes only*. No discussion was held. Dr. Wibberly noted that the Rural Health Care Audit Briefing Book would be made public and posted to the USAC website.
- i2. Rural Health Care Business Update.** Mr. Sweeney presented PowerPoint slides to the Committee covering the following items:
- 2023 Year in Review
  - 2024 Program Objectives
  - Roadmap
  - Appendix: Program Metrics

At 1:51 p.m. Eastern Time, on a motion duly made and seconded, the Committee moved into ***Executive Session*** for the purpose of discussing confidential items. Only members of the Board and USAC staff were present.

### **EXECUTIVE SESSION**

- a4. Approval of Rural Health Care Support Mechanism 2024 Annual Programmatic Budget.** Mr. Sweeny presented this item to the Committee for consideration. The presentation included a written report on the Rural Health Care Support Mechanism annual budget.

On a motion duly made and seconded, and after discussion, the Committee adopted the following resolution:

**RESOLVED**, that the Rural Health Care Committee approves a 2024 annual programmatic budget for the Rural Health Care Support Mechanism of \$19.61 million.

**OPEN SESSION**

At 1:55 p.m. Eastern Time, the Committee moved out of *Executive Session* and immediately reconvened in *Open Session*, at which time Dr. Wibberly reported that, in *Executive Session*, the Committee took action on item **a4**.

On a motion duly made and seconded, the Committee adjourned at 1:56 p.m. Eastern Time.

/s/ Erin Williams  
Assistant Secretary



**Universal Service Administrative Company  
Rural Health Care Committee Meeting**

**ACTION ITEM**

**Approval of Rural Health Care Support Mechanism  
3rd Quarter 2024 Programmatic Budget and Demand Projection for the  
May 2, 2024 FCC Filing**

**Action Requested**

The Rural Health Care Committee (Committee) of the USAC Board of Directors (Board) is requested to approve a 3rd Quarter 2024 (Q3 2024) programmatic budget and demand projection for the Rural Health Care Support Mechanism for submission to the Federal Communications Commission (FCC) in USAC's May 2, 2024, quarterly filing.

**Discussion**

On a quarterly basis, USAC is required to submit to the FCC each program's budget<sup>1</sup> and projected demand for the upcoming quarter.<sup>2</sup>

**Funding Requirement**

USAC estimates the Q3 2024 funding requirement for the Rural Health Care Support Mechanism as follows:

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<sup>1</sup> See 47 C.F.R. § 54.715(c).

<sup>2</sup> See 47 C.F.R. § 54.709(a)(3).

Table A. Program Funding Requirement

<i>(in millions)</i>	<b>Q2 2024</b>	<b>Increase/ (Decrease)</b>	<b>Q3 2024</b>	<b>Notes</b>
Steady State:				
Program Funding Requirement	\$161.73	\$6.08	\$167.81	See Note 1 and Table B
Adjustments	0.00	0.00	0.00	See Note 2
New Requirements:				
N/A	0.00	0.00	0.00	
<b>Total Program Funding Requirement</b>	<b>\$161.73</b>	<b>\$6.08</b>	<b>\$167.81</b>	
Prior Period Adjustments (difference between projections and actuals):				
Billings	\$0.23	(\$2.07)	(\$1.84)	
Interest Income	0.00	0.00	0.00	
Bad Debt Expense	(0.79)	(0.77)	(1.56)	
<b>Total Prior Period Adjustments</b>	<b>(\$0.56)</b>	<b>(\$2.84)</b>	<b>(\$3.40)</b>	
USAC Administrative Expenses <sup>3</sup>	\$8.86	\$0.06	\$8.92	See Table D
<b>Total Funding Requirement</b>	<b>\$170.03</b>	<b>\$3.30</b>	<b>\$173.33</b>	

**Note 1:** On March 8, 2024, the Commission announced a funding cap for Funding Year 2024 of \$706.92 million.<sup>4</sup> The Program Funding Requirement represents one quarter of the Funding Year 2024 cap, less USAC administrative costs. See Table B below for additional details.

**Note 2:** The FCC has extended the filing window for Funding Year 2024 until May 1, 2024. USAC will rely on guidance from the FCC concerning the funds to be used to offset demand or reduce collections after demand for the funding year is known.

Table B. Funding Year 2024 Program Funding Requirement

<i>(in millions)</i>	<b>Fund Year 2024</b>	<b>Notes</b>
Funding Year 2024 Cap	\$706.93	See Note 1
Quarterly Funding Requirement for Funding Year 2024	\$176.73	
Less USAC Administrative Costs, which are covered within the Funding Cap	(\$8.92)	
<b>Q3 2024 Program Funding Requirement</b>	<b>\$167.81</b>	

**Note 3:** Table C is an annual schedule updated once a year for the April Board meeting. The Funding Year 2024 filing window will close on May 1, 2024. USAC anticipates the Commission will provide guidance after the window close regarding the amount to carry-forward in Table C to cover Funding Year 2024

<sup>3</sup> Administrative costs are covered within the funding cap.

<sup>4</sup> See *Wireline Competition Bureau Announces E-Rate and RHC Programs' Inflation-Based Caps for Funding Year 2024*, CC Docket No. 02-6, WC Docket No. 02-60, Public Notice, DA 24-229 (2024).

Rural Health Care Program demand (to the extent necessary).

Table C. Funding Year 2024 Available Roll Forward

<i>(in millions)</i>	<b>Net Change</b>
<b>Unused Funds</b>	
Remaining Available Funds from Prior Fund Year	\$325.27
Reserved Funds	
a. Pending Applications to Process	(144.85)
b. Unliquidated Obligations (ULOs)	(88.19)
c. Appeals Reserve - USAC Appeals	11.90
d. Appeals Reserve - FCC Appeals	61.00
e. Reserve to Carry Forward	0.00
<b>Total Unused Funds</b>	<b>\$165.13</b>

Based on the projected burn rate, USAC estimates the following Q3 2024 programmatic budget:

Table D. Quarterly Programmatic Budget

<i>(in millions)</i>	<b>Q2 2024 Budget</b>	<b>Increase/ (Decrease)</b>	<b>Q3 2024 Budget</b>	<b>Notes</b>
<b>Direct Program Costs</b>				
Employee Expenses	\$1.61	\$0.14	\$1.75	
Professional Services	0.65	0.57	1.22	
General & Administrative	0.00	0.00	0.00	See Note 4
<b>Total Direct Program Costs</b>	<b>\$2.26</b>	<b>\$0.71</b>	<b>\$2.97</b>	
<b>Direct Assigned Costs</b>				
Employee Expenses	\$0.25	\$0.08	\$0.33	
Professional Services	1.98	(0.27)	1.71	
General & Administrative	0.24	0.00	0.24	See Note 4
<b>Total Direct Assigned Costs</b>	<b>\$2.47</b>	<b>(\$0.19)</b>	<b>\$2.28</b>	
<b>Total Direct Program &amp; Direct Assigned Costs</b>	<b>\$4.73</b>	<b>\$0.52</b>	<b>\$5.25</b>	
<b>Common Allocated Costs</b>	<b>\$4.13</b>	<b>(\$0.46)</b>	<b>\$3.67</b>	
<b>Total Programmatic Budget</b>	<b>\$8.86</b>	<b>\$0.06</b>	<b>\$8.92</b>	

**Note 4:** General & Administrative expenses include reference materials and software licenses.

A comparison of actual expenditures to the budget for the three months ending March 31, 2024 is provided in **Attachment 1**.

**Recommendation**

USAC management recommends that the Committee approve the Q3 2024 budget and projection of demand as proposed.

**Recommended Rural Health Care Committee Actions**

APPROVAL OF THE FOLLOWING RESOLUTIONS:

**RESOLVED**, that the USAC Rural Health Care Committee approves a 3rd Quarter 2024 Rural Health Care Support Mechanism direct program budget of \$5.25 million; and

**RESOLVED FURTHER**, that the USAC Rural Health Care Committee directs USAC staff to submit a collection requirement of \$5.25 million for Rural Health Care Support Mechanism administrative costs in the required May 2, 2024, filing to the Federal Communications Commission on behalf of the Committee; and

**RESOLVED FURTHER**, that the USAC Rural Health Care Committee, having reviewed at its meeting on April 29, 2024, the 3rd Quarter 2024 Rural Health Care Support Mechanism demand estimate of \$173.33 million, hereby directs USAC staff to proceed with the required May 2, 2024 filing to the Federal Communications Commission on behalf of the Committee. USAC staff may make adjustments if the total variance for the Rural Health Care Support Mechanism is equal to or less than \$1 million or may seek approval from the Committee Chair to make adjustments if the total variance is greater than \$1 million, but not more than \$2 million.

ATTACHMENT 1

**Rural Health Care Administrative Costs and Headcount**  
Comparison of Actual Expenditures and Headcount to the Budget for the  
Three Months Ending March 31, 2024

<i>(\$ in millions)</i>	<b>FTE Actual</b>	<b>FTE Budget</b>	<b>FTE Variance</b>	<b>YTD Actual</b>	<b>YTD Budget</b>	<b>Variance</b>
<b>Direct Program Costs</b>						
Employee Expenses	49	51	2	\$1.69	\$1.85	\$0.16
Professional Services (Note 5)				0.50	0.71	0.21
General & Administrative (Note 6)				0.00	0.00	0.00
<b>Total Direct Program Costs</b>				<b>\$2.19</b>	<b>\$2.56</b>	<b>\$0.37</b>
<b>Direct Assigned Costs</b>						
Employee Expenses	8	7	(1)	\$0.40	\$0.39	(\$0.01)
Professional Services (Note 5)				2.23	1.38	(0.85)
General & Administrative (Note 6)				0.18	0.23	0.05
<b>Total Direct Assigned Costs</b>				<b>\$2.81</b>	<b>\$2.00</b>	<b>(\$0.81)</b>
<b>Total Direct Program &amp; Direct Assigned Costs</b>	<b>57</b>	<b>58</b>	<b>1</b>	<b>\$5.00</b>	<b>\$4.56</b>	<b>(\$0.44)</b>
<b>Common Allocated Costs (Note 7)</b>				<b>\$3.87</b>	<b>\$3.11</b>	<b>(\$0.76)</b>
<b>Total Programmatic Budget</b>				<b>\$8.87</b>	<b>\$7.67</b>	<b>(\$1.20)</b>

**Note 5:** Direct Program Professional Services include business process outsourcing (BPO) and rates database support. Direct Assigned Professional Services include beneficiary & contribution audit program audits and IT contract labor.

**Note 6:** General & Administrative expenses include reference materials and software licenses.

**Note 7:** Common costs include costs not directly attributable to a program and are allocated based on the Cost Allocation Methodology, which allocates costs based 50% on direct program costs in the prior year and 50% on program demand in the prior year. Actual common allocated costs reflect a reduction for costs allocated to the appropriated programs.



# Rural Health Care (RHC) Committee

RHC Business Update

*Open Session*

April 29, 2024

# Agenda

- Q1 2024 Accomplishments
- Update on Third Report and Order
- Rural Health Care Ombudsperson
- Plans for Q2 2024
- Roadmap
- Appendix: Metrics

# Q1 2024 Accomplishments

- Completed all workable funding year (FY) 2023 applications
- FCC announcement on March 7, 2024 moved FY2024 filing window close to May 1, 2024
- Appeals milestone of zero appeals over 90 days
- Implemented review software for FY2024 Telecom applications in RHC Connect and began reviews
- Procedures for FY2024 application review approved by FCC
- Trained business process outsourcing (BPO) and internal staff, including Telecom in RHC Connect
- Conducted 11 webinars reaching more than 500 stakeholders



# FCC Third Report and Order Update

- Issued December 14, 2023, to:
  - Permit conditional approval of eligibility to allow health care providers (HCPs) to initiate competitive bidding – **On track for July 2024**
  - Align the Service Provider Identification Number change deadline with the invoice deadline - **On track for October 2024**
  - Eliminate the seldom-used “standard urban distance” component of the rule for urban rates – **Completed for FY2024**
  - Allow HCPs to request updates to the start and end dates of multi-year contracts – **Completed for FY2024**
  - Shift to using a single universal eligibility form for all program participants – **On track for Q3 2024**
  - Implement a deadline for HCPs to submit Telecom invoices for any undisbursed funding commitments without an applicable invoice deadline – **On track for July 2024**

# RHC Ombudsperson's Role

The role of RHC Ombudsperson was established in 2022 as a response to various stakeholder-community outreach and CEO roundtable meetings.

## What an Ombudsperson **Does**:

- Listens to understand issues
- Assists in reframing issues and helps individuals evaluate options
- Identifies new issues and opportunities for systemic change for the organization

## What an Ombudsperson **Doesn't Do**:

- Participate in formal investigations
- Make final decisions or mandate policies
- Create or maintain records or reports for RHC and USAC

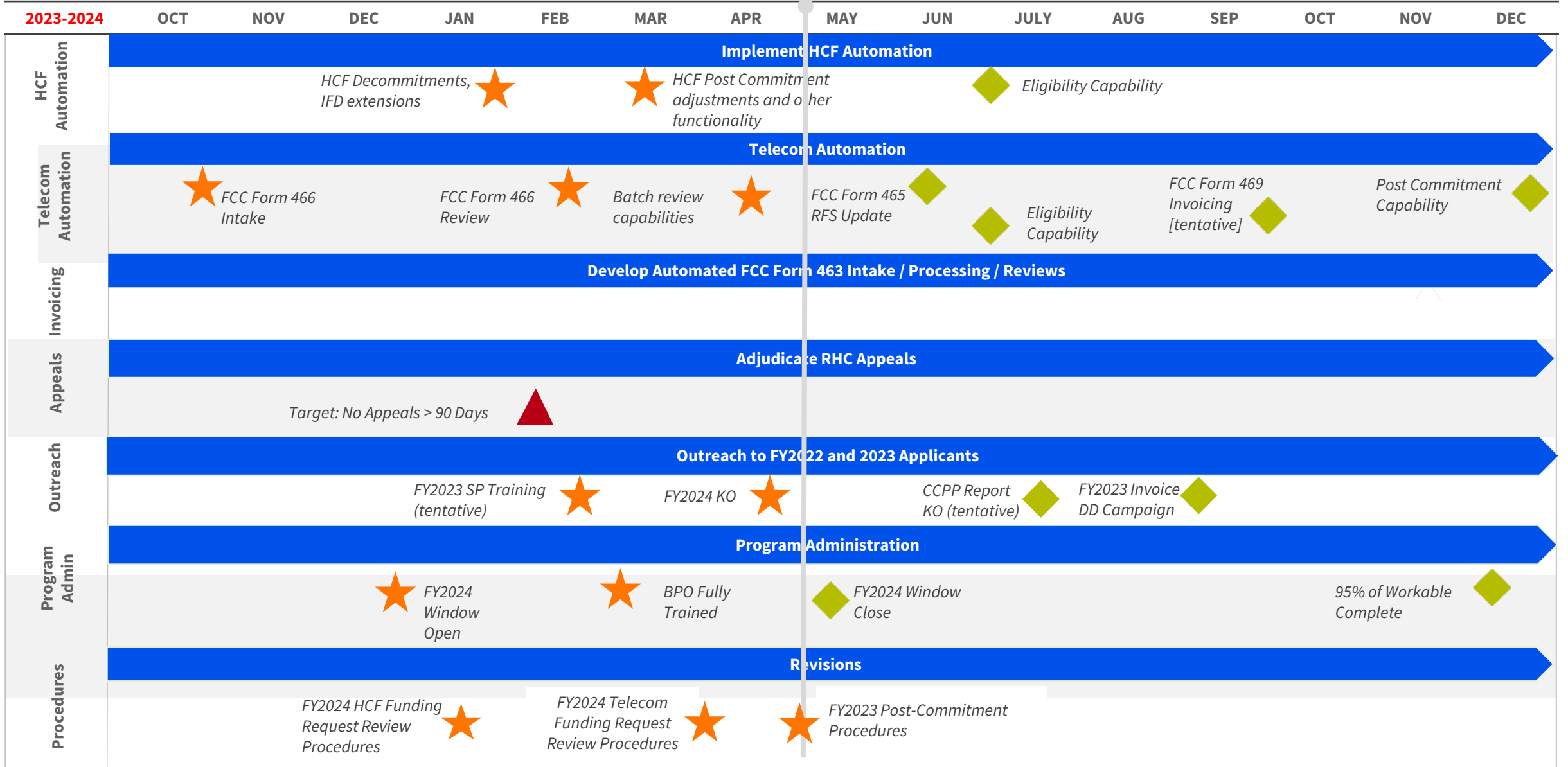
# Benefits of the RHC Ombudsperson

- Resolves IT issues quickly by identifying and prioritizing IT issues that are affecting multiple applicants
- Streamlines approach when communicating with SHLB and other external stakeholders
  - Since interactions are tracked in one place, RHC can respond using actual data when issues are represented incorrectly by external stakeholders.
- Improves outreach materials by incorporating external stakeholder feedback
  - Demonstrates we've heard feedback and implemented it.
- Ensures consistency in terms and language used by internal staff and external stakeholders
- Improves resources for external stakeholders, resulting in more complete and accurate form submission and review

## Q2 2024 Program Plans

- Close FY2024 filing window on May 1, 2024
- Begin delivery of funding commitments for FY2024 after batching software delivery
- Maintain balance of appeals over 90 days at zero
- Complete final capabilities for HCF post-commitment activities in RHC Connect
- Deliver redesigned eligibility module serving both programs in RHC Connect
- Conduct 10 webinars and site visits, including attendance at the following conferences:
  - MATRC Summit (Mid-Atlantic Telehealth Resource Center) - Pocono Manor, PA
  - NCUIH Annual Conference (National Council of Urban Indian Health) - Washington, DC
  - ATA Nexus (American Telehealth Association) - Phoenix, AZ

# Roadmap



# Appendix: RHC Program Metrics

RHC HCF Pre-Commitment (Data as of March 31, 2024)

Fund Year8		Q1	Q2	Q3	Q4	Total	
Requested	2024	Demand	8,518			8,518	
		Requested Dollars	\$222,395,713			\$222,395,713	
		Avg. Days Outstanding	45			45	
	2023	Demand	8,712	4,156	10	6	12,884
		Requested Dollars	\$157,245,111	\$298,604,424	\$486,723	\$1,416,621	\$457,752,879
		Avg. Days Outstanding	336	335			335
Reviewed	2023	Reviewed Apps.	3	6,569	4,811	995	12,378
		Reviewed Dollars		\$54,783,884	\$81,041,562	\$70,087,507	\$205,912,953

# Appendix: RHC Program Metrics (Continued)

RHC HCF Post-Commitment (Data as of March 31, 2024)

Calendar Year		Q1	Q2	Q3	Q4	Total	
Submitted	2024	Invoice Counts	4,063			4,063	
		Invoice Dollars	\$78,801,431			\$78,801,431	
	2023	Invoice Counts	2,842	1,868	7,779	3,415	15,904
		Invoice Dollars	\$46,616,189	\$24,120,383	\$89,112,948	\$51,525,583	\$211,375,103
Disbursed	2024	Invoice Counts	3,388			3,388	
		Invoice Dollars	\$40,779,212			\$40,779,212	
	2023	Invoice Counts	2,795	1,810	7,689	3,333	15,627
		Invoice Dollars	\$40,648,384	\$17,314,435	\$83,064,037	\$43,282,516	\$184,309,372

# Appendix: RHC Program Metrics (Continued)

RHC Telecom Pre-Commitment (Data as of March 31, 2024)

Fund Year		Q1	Q2	Q3	Q4	Total	
Requested	2023	Demand	1,098	753			1,851
		Requested Dollars	\$124,408,560	\$127,226,712			\$251,635,272
		Avg. Days Outstanding		335			335
	2022	Demand	767	1,462	-	-	2,229
		Requested Dollars	\$22,512,771	\$239,814,507	-	-	\$262,327,278
		Avg. Days Outstanding					
Reviewed	2023	Reviewed Apps.	-	836	744	435	2,015
		Reviewed Dollars	-	\$8,223,214	\$162,175,508	\$81,557,884	\$251,956,606
	2022	Reviewed Apps.	-	4	1,815	374	2,193
		Reviewed Dollars	-	\$1,200	\$243,635,581	\$18,392,210	\$262,028,991



# Appendix: RHC Program Metrics (Continued)

RHC Telecom Post-Commitment (Data as of March 31, 2024)

Calendar Year		Q1	Q2	Q3	Q4	Total	
<b>Submitted</b>	2024	Invoice Counts	214			214	
		Invoice Dollars	\$153,131,173			\$153,131,173	
	2023	Invoice Counts	171	133	374	245	923
		Invoice Dollars	\$178,980,697	\$177,687,934	\$216,052,782	\$164,750,001	\$737,471,414
<b>Disbursed</b>	2024	Invoice Counts	199			199	
		Invoice Dollars	\$143,577,919			\$143,577,919	
	2023	Invoice Counts	171	133	374	245	923
		Invoice Dollars	\$178,106,832	\$176,963,756	\$214,777,187	\$163,866,863	\$733,714,638



**Universal Service  
Administrative Co.**