



# Schools & Libraries Committee

## Briefing Book

Tuesday, April 28, 2020

Universal Service Administrative Company Offices

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

Washington, D.C. 20005

**Universal Service Administrative Company  
Schools & Libraries Committee Quarterly Meeting  
Agenda**

**Tuesday, April 28, 2020  
USAC Offices  
700 12th Street, N.W., Suite 900  
Washington, D.C. 20005**

| <b><u>OPEN SESSION</u></b> |  | <i>Estimated Duration in Minutes</i> |
|----------------------------|--|--------------------------------------|
| Chair                      | <b>a1.</b> Consent Items (each available for discussion upon request):<br>A. Approval of Schools and Libraries Committee Meeting Minutes of January 27, 2020<br>B. Approval of moving all <i>Executive Session</i> items into <i>Executive Session</i> | 5                                    |
| Craig                      | <b>a2.</b> Approval of Schools and Libraries Support Mechanism 3rd Quarter 2020 Programmatic Budget and Demand Projection for the May 1, 2020 FCC Filing   | 5                                    |
| Teleshia                   | <b>i1.</b> Information on Three USAC Audit and Assurance Division Schools and Libraries Support Mechanism Beneficiary Audit Reports ( <i>For Information Only</i> )  | –                                    |
| Craig                      | <b>i2.</b> Schools and Libraries Business Update <ul style="list-style-type: none"> <li>• Q1 2020 Update on Schools and Libraries Administration (<i>For Information Only</i>)</li> </ul>  | –                                    |

| <b><u>EXECUTIVE SESSION</u></b><br><b>Confidential – Executive Session Recommended</b> |  | <i>Estimated Duration in Minutes</i> |
|--|--|--------------------------------------|
| Craig  | <b>i3.</b> Schools & Libraries Support Mechanism Business Update ( <i>Continued</i> ) <ul style="list-style-type: none"> <li>• Schools and Libraries 2020 Training Plan</li> <li>• FY2021 System Updates                             <ul style="list-style-type: none"> <li>▪ C2 Budget Timeline</li> <li>▪ FY 2021 FCC Form 471</li> </ul> </li> <li>• Impact of COVID-19 on Schools and Libraries Program</li> </ul> | 30                                   |
| Teleshia   | <b>i4.</b> Information on Two USAC Audit and Assurance Division Schools and Libraries Support Mechanism Beneficiary Audit Reports ( <i>For Information Only</i> )  | –                                    |
| Chris/<br>Aaron  | <b>a3.</b> Consideration of One Year Contract Option for E-rate Productivity Center Systems Integrator Services  | 5                                    |

**Next Scheduled USAC Schools & Libraries Committee Meeting**

**Monday, July 27, 2020  
10:00 a.m. – 12:00 p.m. Eastern Time  
USAC Offices, Washington, D.C.**

**Universal Service Administrative Company  
Schools & Libraries Committee Meeting**

**ACTION ITEM**

**Consent Items**

**Action Requested**

The Schools & Libraries 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. Approval of Committee meeting minutes of January 27, 2020 (*see Attachment A*).
- B. Approval of moving all *Executive Session* items into *Executive Session*:
  - (1) **i3** – Schools and Libraries Business Update (*Continued*). USAC management recommends that this item be discussed in *Executive Session* because it relates to *specific internal controls or confidential company data*, and *internal rules and procedures* concerning the administration of the universal service support mechanisms; discussion of the matter in open session would result in *disclosure of confidential techniques and procedures* that would compromise program integrity.
  - (2) **i4** – Information on Two USAC Audit and Assurance Division Schools and Libraries Support Mechanism Beneficiary Audit Reports. USAC management recommends that discussion of this item be conducted in *Executive Session* because it relates to *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.
  - (3) **a3** – Consideration of a One Year Contract Option for E-rate Productivity Center Systems Integrator Services. USAC management recommends that discussion of this item be conducted in *Executive Session* because it relates to USAC's *procurement strategy and contract administration*.

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

**Recommended USAC Schools & Libraries Committee Action**

APPROVAL OF THE FOLLOWING RESOLUTION:

**RESOLVED**, that the USAC Schools & Libraries Committee hereby approves: (1) the Committee meeting minutes of January 27, 2020; and (2) discussion in *Executive Session* of the items noted above.

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

**SCHOOLS & LIBRARIES COMMITTEE MEETING**  
**Monday, January 27, 2020**

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

The quarterly meeting of the Schools & Libraries Committee (Committee) of the USAC Board of Directors (Board) was held at USAC’s offices in Washington, D.C. on Monday, January 27, 2020. Dr. Dan Domenech, Committee Chair, called the meeting to order at 10:07 a.m. Eastern Time, with a quorum of all nine Committee members present:

- |                           |  |
|---------------------------|--|
| Buzacott, Alan            | Mason, Ken                             |
| Choroser, Beth            | Schell, Julie Tritt – Vice Chair       |
| Domenech, Dr. Dan – Chair | Sekar, Radha – Chief Executive Officer |
| Fontana, Brent            | Wade, Dr. Joan                         |
| Gregory, Amber            |  |

Other Board members and officers of the corporation present:

- Ayer, Catriona – Vice President of Schools and Libraries
- Beckford, Ernesto – Vice President, General Counsel, and Assistant Secretary
- Beyerhelm, Chris – Vice President of Enterprise Portfolio Management
- Davis, Craig – Vice President of Procurement and Sourcing Strategy
- Delmar, Teleshia – Vice President of Audit and Assurance
- Feiss, Geoff – Member of the Board
- Gillan, Joe – Member of the Board
- Hutchinson, Kyle – Vice President, Chief Information Officer
- Salvator, Charles – Vice President, Chief Financial Officer, and Assistant Treasurer
- Sweeney, Mark – Vice President of Rural Health Care
- Wein, Olivia – Member of the Board

Others present:

| <u>NAME</u>      | <u>COMPANY</u> |
|------------------|----------------|
| Anderson, Latoya | USAC           |

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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.

| <u>NAME</u>                | <u>COMPANY</u>               |
|----------------------------|------------------------------|
| Augustino, Steve           | Kelley Drye                  |
| Bethel, Tameca             | USAC                         |
| Boakye-Gyan, Carol         | USAC                         |
| Bocher, Bob                | American Library Association |
| Braxton-Johnson, Kianna    | USAC                         |
| Butler, Stephen            | USAC                         |
| Castle, Emile              | USAC                         |
| Cruzan, Cathy              | Funds for Learning           |
| Faunce, Donna              | USAC                         |
| Frelow, Leslie             | USAC                         |
| Herring, Eitan             | USAC                         |
| Holloway, Channel          | USAC                         |
| Hughet, Pamela             | USAC                         |
| James, Christine           | USAC                         |
| Jarvis, Monica             | USAC                         |
| Jones, Latrice             | USAC                         |
| Kaplan, Peter              | Funds for Learning           |
| Lawson, Suzanne            | USAC                         |
| Little, Chris              | USAC                         |
| Lock, Sean                 | Funds for Learning           |
| McCornac, Carolyn          | USAC                         |
| Mitchell, Tamika           | USAC                         |
| Mohammed, Rehana           | USAC                         |
| Nuzzo, Patsy               | USAC                         |
| Rovetto, Ed                | USAC                         |
| Samuels, Victoria          | USAC                         |
| Santana-Gonzalez, Jeanette | USAC                         |
| Smith, Chris               | USAC                         |
| Tawes, Pauline             | USAC                         |
| Theodoropoulos, Nicole     | USAC                         |
| Tiwari, Tanya              | USAC                         |
| Ward, Rashonda             | USAC                         |

**OPEN SESSION**

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

**a1. Consent Items.** Dr. Domenech presented this item for consideration.

A. Approval of Schools and Libraries Committee Minutes of October 28, 2019.

**B. Approval of Moving all *Executive Session* Items into *Executive Session*:**

- (1) **a4** – Approval of School and Libraries Support Mechanism 2020 Annual Programmatic Budget. USAC management recommended that this item be discussed in *Executive Session* because it 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 USAC Schools & Libraries Committee hereby approves: (1) the Committee meeting minutes of October 28, 2019; and (2) discussion in *Executive Session* of the item noted above.

- a2. Recommendation for Election of Committee Chair and Vice Chair.** Dr. Domenech introduced this item and requested that Ms. Schell, member of the Nominating Committee, present the recommendations for the Schools and Libraries Chair and Vice Chair to the Committee.

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

**RESOLVED**, that the USAC Schools & Libraries Committee recommends that the USAC Board of Directors elect **Dr. Dan Domenech** as Chair and **Julie Tritt Schell** 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 Schools and Libraries Support Mechanism 2nd Quarter 2020 Programmatic Budget and Demand Projection for the January 31, 2020 FCC Filing.** Ms. Ayer presented this item for consideration. The presentation included a written report on USAC management's recommendations for the Schools and Libraries Support Mechanism 2nd Quarter 2020 programmatic budget and demand projection for the January 31, 2020 FCC filing.

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

**RESOLVED**, that the USAC Schools and Libraries Committee approves a 2nd Quarter 2020 Schools and Libraries Support Mechanism direct program budget of \$13.06 million; and

**RESOLVED FURTHER**, that the USAC Schools and Libraries Committee directs USAC staff to submit a collection requirement of \$13.06 million for Schools and Libraries Support Mechanism administrative costs in the required January 31, 2020 filing to the FCC on behalf of the Committee; and

**RESOLVED FURTHER**, that the USAC Schools and Libraries Committee, having reviewed at its meeting on January 27, 2020 the 2nd Quarter 2020 Schools and Libraries Support Mechanism demand estimate of \$415.59 million, hereby directs USAC staff to proceed with the required January 31, 2020 filing to the FCC on behalf of the Committee. USAC staff may make adjustments if the total variance for the Schools and Libraries Support Mechanism is equal to or less than \$10 million, or may seek approval from the Committee Chair to make adjustments if the total variance is greater than \$10 million, but not more than \$15 million.

- i1. Information on 12 USAC Audit and Assurance Division Schools and Libraries Support Mechanism Beneficiary Audit Reports.** The Committee received a report with information on 12 USAC Audit and Assurance Division Schools and Libraries Support Mechanism beneficiary audit reports. Ms. Ward and Mr. Smith responded to questions regarding CIPA requirements. Ms. Ayer noted that CIPA requirements are included in the annual training and committed that USAC would identify additional ways to reach smaller entities to help them understand CIPA requirements and offer suggestions on how to maintain documentation. The Committee also requested that outreach be provided to remind applicants of the September 30 installation deadline for supported equipment.

Mr. Beckford recommended that further discussion on these audits be discussed in *Executive Session* because they relate to USAC's *internal rules and procedures* concerning the administration of the universal service support mechanisms.

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

**RESOLVED**, that the USAC Schools and Libraries Committee determines that the discussion of this item be conducted in *Executive Session*.

- i2. Schools & Libraries Support Mechanism Business Update.** Ms. Ayer presented PowerPoint slides covering the following:
1. October 2019 Schools and Libraries Committee Recap



2. Discussion Topics:
  - a. 2019 Accomplishments
  - b. Addressing 2019 Challenges
  - c. 2020 Goals and Objectives
  - d. Schools and Libraries Program Road Ahead
3. Q4 2019 Update on Schools and Libraries Administration (*For Information Only*)

At 11:06 a.m. Eastern Time, on a motion duly made and seconded, the Committee moved into *Executive Session* for the purpose of discussing the confidential items listed above.

### **EXECUTIVE SESSION**

- i1. **Information on 12 USAC Audit and Assurance Division Schools and Libraries Support Mechanism Beneficiary Audit Reports** (*Continued*). Ms. Ward continued the discussion and responded to questions from the Committee.
- a4. **Approval of Schools and Libraries Support Mechanism 2020 Annual Programmatic Budget.** Ms. Ayer presented this item to the Committee. The presentation included a written summary and report detailing USAC management's recommendations for the Schools and Libraries Support Mechanism 2020 programmatic budget.

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

**RESOLVED**, that the Schools and Libraries Committee approves a 2020 annual programmatic budget for the Schools and Libraries Support Mechanism of \$50.0 million.

### **OPEN SESSION**

At 11:28 a.m. Eastern Time, on a motion duly made and seconded, the Committee moved out of *Executive Session* and immediately reconvened in *Open Session*, at which time Dr. Domenech reported that in *Executive Session*, the Committee took action on item a4 and continued discussion of item i1.

On a motion duly made and seconded, the Committee adjourned at 11:29 a.m. Eastern Time.

/s/ Ernesto Beckford  
Assistant Secretary

**Universal Service Administrative Company  
Schools and Libraries Committee Meeting**

**ACTION ITEM**

**Approval of Schools and Libraries Support Mechanism  
3rd Quarter 2020 Programmatic Budget and  
Demand Projection for the May 1, 2020 FCC Filing**

**Action Requested:**

The Schools and Libraries Committee (Committee) of the USAC Board of Directors (Board) is requested to approve the 3rd Quarter 2020 (3Q2020) programmatic budget and demand projection for the Schools and Libraries Support Mechanism for submission to the Federal Communications Commission (FCC) in USAC's May 1, 2020 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 3Q2020 funding requirement for the Schools and Libraries 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>2Q2020</b>   | <b>Increase/<br/>(Decrease)</b> | <b>3Q2020</b>   | <b>Notes</b>           |
|--|-----------------|---------------------------------|-----------------|------------------------|
| Steady State:  |                 |                                 |                 |                        |
| Program Funding Requirement  | \$399.15        | \$134.95                        | \$534.10        | See Note 1 and Table B |
| New Requirements:  |                 |                                 |                 |                        |
| N/A  | 0.00            | 0.00                            | 0.00            |                        |
| <b>Total Program Funding Requirement</b>                               | <b>\$399.15</b> | <b>\$134.95</b>                 | <b>\$534.10</b> |                        |
| Prior Period Adjustments (difference between projections and actuals): |                 |                                 |                 |                        |
| Billings   | (1.13)          | 0.82                            | (0.31)          |                        |
| Interest Income  | (0.00)          | 0.00                            | 0.00            |                        |
| Bad Debt Expense   | (3.84)          | 3.83                            | (0.01)          |                        |
| <b>Total Prior Period Adjustments</b>                                  | <b>(\$4.97)</b> | <b>4.65</b>                     | <b>(0.32)</b>   |                        |
| USAC Administrative Expenses   | 21.41           | (0.43)                          | 20.98           | See Table C            |
| <b>Total Funding Requirement</b>                                       | <b>\$415.59</b> | <b>\$139.17</b>                 | <b>\$554.76</b> |                        |

**Note 1:** The Program Funding Requirement represents one quarter of the total collection requirement for Funding Year 2020 of \$2,136.39 million. See Table B below for additional detail.

Table B. Funding Year 2020 Program Funding Requirement and Roll Forward

| <i>(in millions)</i>                            | <b>Fund Year 2020</b> |
|---|-----------------------|
| <b>Estimated Demand</b>                         | <b>\$2,636.39</b>     |
| <b>Less Roll Forward</b>                        |                       |
| Available Funds from Prior Fund Year            | \$2,699.18            |
| Disbursements                                   | (2,051.85)            |
| Reserved Funds, Net Change                      |                       |
| a. Pending Applications to Process              | 229.08                |
| b. Unliquidated Obligations (ULOs)              | (492.23)              |
| c. Appeals Reserve - USAC Appeals               | 66.73                 |
| d. Appeals Reserve - FCC Appeals                | (2.44)                |
| e. Unpaid Invoices                              | 51.53                 |
| <b>Total Roll Forward</b>                       | <b>\$500.00</b>       |
| <b>Funding Year 2020 Collection Requirement</b> | <b>\$2,136.39</b>     |

The 3Q2020 Schools and Libraries Support Mechanism programmatic budget of \$20.98 million represents approximately 25% of the preliminary 2020 annual Schools and Libraries Support Mechanism programmatic budget of \$84.23 million.

Table C. Quarterly Programmatic Budget

| <i>(in millions)</i>  | <b>2Q2020<br/>Budget</b> | <b>Increase/<br/>Decrease</b> | <b>3Q2020<br/>Budget</b> | <b>Notes</b> |
|---|--------------------------|-------------------------------|--------------------------|--------------|
| <b>Direct Program Costs</b>                                 |                          |                               |                          |              |
| Employee Expenses   | \$2.09                   | \$0.03                        | \$2.12                   |              |
| Professional Services                                       | 4.87                     | (0.20)                        | 4.67                     |              |
| General & Administrative                                    | 0.00                     | 0.00                          | 0.00                     | See Note 2   |
| <b>Total Direct Program Costs</b>                           | <b>\$6.96</b>            | <b>(\$0.17)</b>               | <b>\$6.79</b>            |              |
| <b>Direct Assigned Costs</b>                                |                          |                               |                          |              |
| Employee Expenses   | \$0.89                   | \$0.00                        | \$0.89                   |              |
| Professional Services                                       | 4.61                     | (0.43)                        | 4.18                     |              |
| General & Administrative                                    | 0.60                     | (0.02)                        | 0.58                     | See Note 2   |
| <b>Total Direct Assigned Costs</b>                          | <b>\$6.10</b>            | <b>(\$0.45)</b>               | <b>\$5.65</b>            |              |
| <b>Total Direct Program &amp;<br/>Direct Assigned Costs</b> | <b>\$13.06</b>           | <b>(\$0.62)</b>               | <b>\$12.44</b>           |              |
| <b>Common Allocated Costs</b>                               | <b>\$8.35</b>            | <b>\$0.19</b>                 | <b>\$8.54</b>            |              |
| <b>Total Programmatic Budget</b>                            | <b>\$21.41</b>           | <b>(\$0.43)</b>               | <b>\$20.98</b>           |              |

**Note 2:** General & Administrative expenses include computer support & maintenance and meetings & conferences.

A comparison of actual expenditures to the budget for the three months ending March 31, 2020 is provided in **Attachment 1**.

**Recommendation:**

USAC management recommends that the Committee approve the 3Q2020 budget and projection of demand as proposed.

**Recommended Schools and Libraries Committee Actions:**

APPROVAL OF THE FOLLOWING RESOLUTIONS:

**RESOLVED**, that the USAC Schools and Libraries Committee approves a 3rd Quarter 2020 Schools and Libraries Support Mechanism direct program budget of \$12.44 million; and

**RESOLVED FURTHER**, that the USAC Schools and Libraries Committee directs USAC staff to submit a collection requirement of \$12.44 million for Schools and Libraries Support Mechanism administrative costs in the required May 1, 2020 filing to the FCC on behalf of the Committee; and

**RESOLVED FURTHER**, that the USAC Schools and Libraries Committee, having reviewed at its meeting on April 28, 2020 the 3rd Quarter 2020 Schools and Libraries Support Mechanism demand estimate of \$554.76 million, hereby

directs USAC staff to proceed with the required May 1, 2020 filing to the FCC on behalf of the Committee. USAC staff may make adjustments if the total variance for the Schools and Libraries Support Mechanism is equal to or less than \$10 million, or may seek approval from the Committee Chair to make adjustments if the total variance is greater than \$10 million, but not more than \$15 million.

## ATTACHMENT 1

**Schools and Libraries Administrative Costs and Headcount**  
Comparison of Actual Expenditures and Headcount to the Budget for the  
Three Months Ending March 31, 2020

| <i>(\$ in millions)</i>                                 | <b>FTE<br/>Actual</b> | <b>FTE<br/>Budget</b> | <b>FTE<br/>Variance</b> | <b>YTD<br/>Actual</b> | <b>YTD<br/>Budget</b> | <b>Variance</b> |
|---|-----------------------|-----------------------|-------------------------|-----------------------|-----------------------|-----------------|
| <b>Direct Program Costs</b>                             |                       |                       |                         |                       |                       |                 |
| Employee Expenses                                       | 54                    | 57                    | 3                       | \$1.82                | \$2.13                | \$0.31          |
| Professional Services (Note 3)                          |                       |                       |                         | 2.58                  | 4.67                  | 2.09            |
| General & Administrative (Note 4)                       |                       |                       |                         | 0.00                  | 0.00                  | 0.00            |
| <b>Total Direct Program Costs</b>                       |                       |                       |                         | <b>\$4.40</b>         | <b>\$6.80</b>         | <b>\$2.40</b>   |
| <b>Direct Assigned Costs</b>                            |                       |                       |                         |                       |                       |                 |
| Employee Expenses                                       | 21                    | 21                    | 0                       | \$0.84                | \$0.88                | \$0.04          |
| Professional Services (Note 3)                          |                       |                       |                         | 3.36                  | 4.07                  | 0.71            |
| General & Administrative (Note 4)                       |                       |                       |                         | 0.57                  | 0.52                  | (0.05)          |
| <b>Total Direct Assigned Costs</b>                      |                       |                       |                         | <b>\$4.77</b>         | <b>\$5.47</b>         | <b>\$0.70</b>   |
| <b>Total Direct Program &amp; Direct Assigned Costs</b> | <b>75</b>             | <b>78</b>             | <b>3</b>                | <b>\$9.17</b>         | <b>\$12.27</b>        | <b>\$3.10</b>   |
| <b>Common Allocated Costs (Note 5)</b>                  |                       |                       |                         | <b>\$7.49</b>         | <b>\$8.22</b>         | <b>\$0.73</b>   |
| <b>Total Programmatic Budget</b>                        |                       |                       |                         | <b>\$16.66</b>        | <b>\$20.49</b>        | <b>\$3.83</b>   |

**Note 3:** Direct Program Professional Services include Business Process Outsourcing (BPO) and Project Management Office (PMO) contracts. Direct Assigned Professional Services include E-Rate Productivity Center (EPC) operations & maintenance, beneficiary & contributor audit program audits, and IT contract labor.

**Note 4:** General & Administrative expenses include computer support & maintenance, rent, printing & postage, and meetings & conferences.

**Note 5:** 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.

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**Universal Service Administrative Company  
Schools & Libraries Committee Meeting**

**INFORMATION ITEM**

**Schools and Libraries Business Update**

**Q1 2020 Update on Schools and Libraries Administration**

**SL 1Q2020 Updates & Accomplishments:**

- Committed \$194 million for FY 2019 in 1Q2020. Cumulative FY 2019 commitments total \$2.25 billion and FY 2019 support disbursed through March 31 was \$702 million. As of March 31, 284 application reviews were in progress (\$232 million requested).
- For FY 2019 Fiber applications, committed 1,035 of 1,043 (99.2%) of the applications through March 31; 8 applications remain pending for \$67.6 million.
- Committed \$74.5 million for FY 2018 in 1Q2020. Cumulative FY 2018 commitments total \$2.3 billion. FY 2018 support disbursed through March 31 totaled \$1.72 billion.
- Authorized disbursements of \$498 million for all funding years in 1Q2020.

**Overall Schools and Libraries Activities:**

- Delivered the FY 2019 E-rate Broadband Report to the FCC on March 2.
- Posted the FY 2020 Category Two Budget Tool to USAC's website on February 28.
- Posted the 2019 online service provider training series – comprised of nine self-paced modules – for stakeholders who couldn't attend in person last August.
- Conducted "office hours" webinars covering competitive bidding for beginners and Tribal participants, eligible services for beginners and advanced audiences, and two FCC Form 471 sessions for all levels of experience and Tribal participants.
- Conducted nine webinars in 1Q2020 for Category Two Budgets, FCC Form 470 and Competitive Bidding, and Advanced Eligible Services. Over 1,200 attendees.
- USAC staff completed FY 2020 PIA Review training.
- Conducted walkthrough of the SLD payment process for IPERIA (Improper Payments Elimination and Recovery Improvement Act) auditors.
- Implemented EPC release to support FY 2020 application reviews, including updates to the services matrix, exception generation, fixes for invoice deadline extensions, and updates to reports used for queue management and outreach.
- USAC IT continues to resolve issues for FCC Forms 471 and aged appeals that are blocked by system challenges.

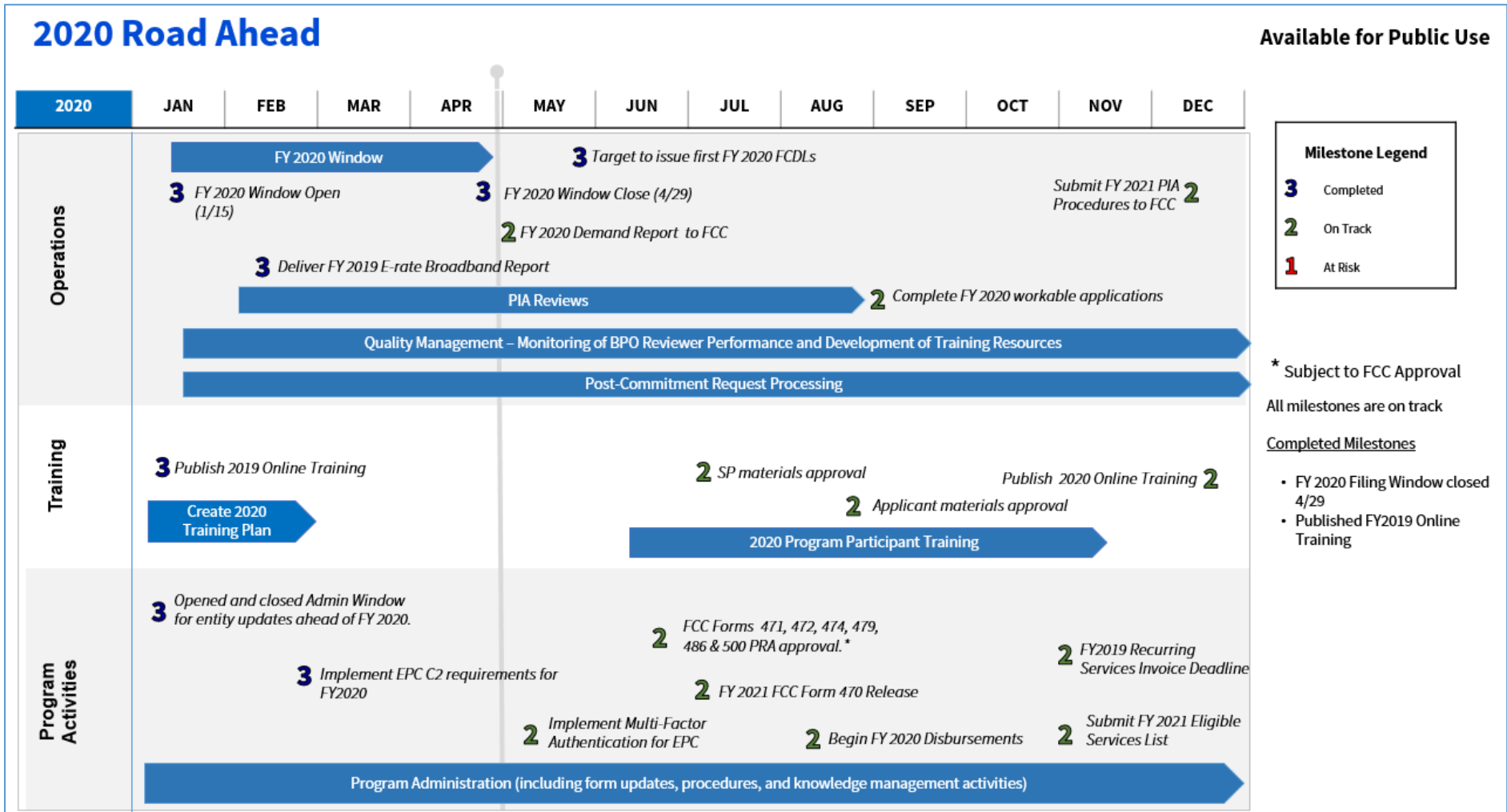
**Planned Activities for the Next Quarter:**

- Close the FY 2020 Application Filing Window (4/29).
- Provide FY 2020 program demand estimate to FCC in early May with request for approval of first funding wave.

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- Continue reviews of FY 2020 applications in advance of first funding wave and work toward 9/1/2020 performance target.
- Obtain FCC approval for USAC 2020 training plan for applicants and service providers.
- Continue work for OnePortal/EPC integration for July 24 implementation.





**2020 Program Metrics:**

| Metric |                                     | Target  | Jan     | Feb     | March   | Variance |   | Description/mitigation              |
|--------|-------------------------------------|---------|---------|---------|---------|----------|---|-------------------------------------|
| 1A     | FY 2018 Funding Commitments (\$M)   | \$2,857 | \$2,725 | \$2,849 | \$2,850 | \$7      | ✓ | Cumulative \$ requested complete    |
| 1B     | FY 2018 Funding Commitments vol.    | 35,824  | 35,639  | 35,652  | 35,654  | 170      | ✓ | Cumulative applications complete    |
| 1C     | FY 2018 Funding Disbursements (\$M) | \$1,800 | \$1,614 | \$1,680 | \$1,714 | \$86     | ✓ | Cumulative authorized disbursements |
| 2A     | FY 2019 Funding Commitments (\$M)   | \$2,962 | \$2,613 | \$2,676 | \$2,731 | \$231    | ✓ | Cumulative \$ requested complete    |
| 2B     | FY 2019 Funding Commitments vol.    | 36,454  | 36,063  | 36,136  | 36,171  | 283      | ✓ | Cumulative applications complete    |
| 2C     | FY 2019 Funding Disbursements (\$M) | \$800   | \$501   | \$608   | \$693   | \$107    | ✓ | Cumulative authorized disbursements |
| 3      | Call Center Abandon Rate            | 3.0%    | 3.4%    | 5.2%    | 0.8%    | 2.18%    |   |                                     |
| 4      | Appeals Processing (Avg Days Open)  | 90      | 144     | 141     | 94      | -4       | 🚩 | Excludes appeals on hold.           |

**Legend**



On track



Action Required