Hawaii Wildfires Special Relief
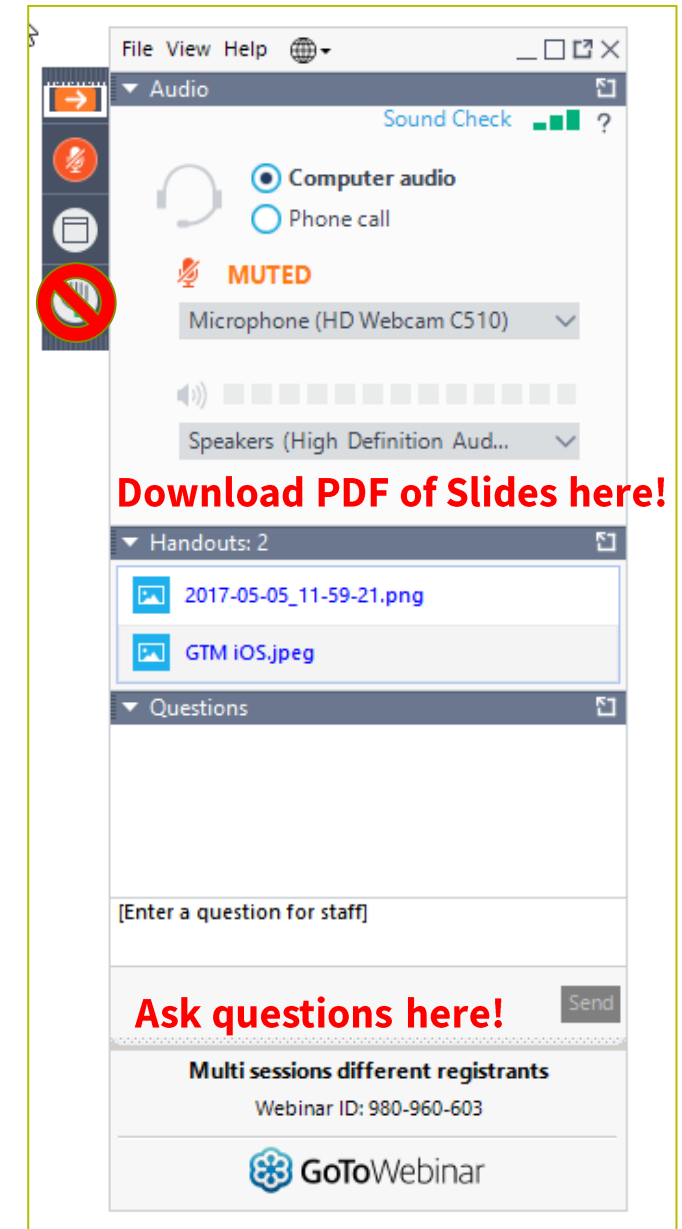
Office Hours

September 21, 2023

Universal Service
Administrative Co.

Disclaimer

To accommodate all attendees, real-time closed captions will be present during this presentation. We apologize in advance for any transcription errors or distractions. Thank you for your support.

Housekeeping

- Audio is available through your computer's speakers.

- The audience will remain on mute.

- Enter questions at any time using the "**Questions**" box.

- If your audio or slides freeze, restart the webinar.

- A copy of the slide deck is in the "**Handouts**" section of the webinar panel.

File View Help

Audio

Sound Check

Computer audio
Phone call

MUTED

Microphone (HD Webcam C510)

Speakers (High Definition Aud...

Download PDF of Slides here!

Handouts: 2

2017-05-05_11-59-21.png

GTM iOS.jpeg

Questions

[Enter a question for staff]

Ask questions here!   Send

Multi sessions different registrants
Webinar ID: 980-960-603

GoToWebinar

Team Members

Tiffany Johnson
Advisor of Program Management
| Lifeline

Teodora Dimitrov
Manager of Communications
| Lifeline

Conrad Anguera
Product Manager
| Lifeline

Team Members

Delante Cherry

Communications Specialist | Lifeline

Winta Woldu

Communications Specialist | Lifeline

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.

Tell Us Which Program You Are In

To qualify for Lifeline, we need to know which government assistance program you are in.

Are you in any of these?
Check all that apply.

- ☐ SNAP (Supplemental Nutrition Assistance Program) or Food Stamps ⍰
- ☐ Medicaid
- ☐ Supplemental Security Income (SSI)
- ☐ Federal Public Housing Assistance
- ☐ Veterans Pension and Survivors Benefit Programs
- ☐ Tribal Specific Program (only choose if you live on Tribal lands)
- ☐ FEMA's Individuals and Households Program (IHP) due to Hawaii Wildfires ⍰
- ☐ I don't participate in one of these programs, I want to qualify through my income.
- ☐ I am not in any of these, but my child or dependent is in one of these programs. ⍰

You may be asked to submit documents about the program(s) you select.

Back   Next

10

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.

11

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](#).

Show That You Are in SNAP

The Supplemental Nutrition Assistance Program (SNAP) used to be called Food Stamps.

Your state might use a different name for SNAP. Look it up on this list of SNAP names by state.

We need to see proof of SNAP participation such as an award letter or a benefit statement.

SNAP eligibility documents should include the **consumer's full legal name** (or the BQP's legal name), the **program name** and must be **issued within the past 12 months** (or have an expiration date in the future).

More information about acceptable SNAP eligibility documents can be found on USAC's website.

NOTE: All eligibility documents must be issued by the state, federal or local government, Tribal organization or their authorized agent.

How to add your photo or scanned copy

Please attach a picture or scanned copy of your document. Files must be less than 10 MB and one of the following file types: jpg, jpeg, png, pdf, or gif.

- Make sure your image is not blurry
- Make sure your document is not cut off and we can see all four sides
- Make sure you have good lighting

Choose file

Back   Save   **Next**

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 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.

Tell Us Which Program You Are In

To qualify for Lifeline, we need to know which government assistance program you are in.

Are you in any of these?
Check all that apply.

- [ ] SNAP (Supplemental Nutrition Assistance Program) or Food Stamps ⑦
- [ ] Medicaid
- [ ] Supplemental Security Income (SSI)
- [ ] Federal Public Housing Assistance
- [ ] Veterans Pension and Survivors Benefit Programs
- [ ] Tribal Specific Program (only choose if you live on Tribal lands)
- [ ] FEMA's Individuals and Households Program (IHP) due to Hawaii Wildfires ⑦

You may be able to participate in the Lifeline program if you have been impacted by the Hawaii wildfires (DR-4724-HI).

- [ ] I don't participate in one of these programs, I want to qualify through my incon
- [ ] I am not in any of these, but my child or dependent is in one of these programs

You may be asked to submit documents about the program(s) you select.

Back

Next

15

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.

We Could Not Confirm That You Are in One of These Programs

To qualify for Lifeline, you need to give us more information.

Which program do you want to qualify through?
You will need to show proof that you are in the program you choose.

Choose one.

- ○ SNAP (Supplemental Nutrition Assistance Program) or Food Stamps ⑦
- ○ Medicaid
- ○ Supplemental Security Income (SSI)
- ○ Federal Public Housing Assistance
- ○ Veterans Pension and Survivors Benefit Programs
- ○ Tribal Specific Program (only choose if you live on Tribal lands)
- ○ FEMA's Individuals and Households Program (IHP) due to Hawaii Wildfires ⑦
- ○ I don't participate in one of these programs, I want to qualify through my income.
- ○ I am not in any of these, but my child or dependent is in one of these programs. ⑦

You will have until 10/15/2023 to provide more documents so we can determine whether you qualify for Lifeline. If we don't receive this information by then, you will need to come back to this site and fill this form out again.

Back   Next

16

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.

Share proof that you are in FEMA's Individuals and Households Program (IHP)

Your document must include:

1. Your name
2. The name of the program
3. Approval for you to receive assistance because of the Hawaii wildfires

Here are common examples:

- A FEMA award notice (copy of letter or email accepted)
- Assistance approval from DisasterAssistance.gov (screenshot accepted)

How to add your photo or scanned copy

Please attach a picture or scanned copy of your document. Files must be less than 10 MB and one of the following file types: jpg, jpeg, png, pdf, or gif.

- Make sure your image is not blurry
- Make sure your document is not cut off and we can see all four sides
- Make sure you have good lighting

Choose a file

Back   **Next**

What if I don't have proof of my participation in FEMA's Individuals and Households Program? ——

- You can can sign up or login to DisasterAssistance.gov to check your status.
- You can learn more about the Hawaii wildfires.
- You can learn more about FEMA's Individuals and Households Program.

17

Questions?

Upcoming System Enhancement

19

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!