



# California LifeLine Foster Youth Program

September 11<sup>th</sup>, 2024

# AGENDA

- Introduction
- Overview of the LifeLine Foster Youth Program
- Program Transition: Where are we now?
- Program Transition: Key Milestones
  - Enrollment Pathways
  - Questions



## Overview of the LifeLine Foster Youth Program

On July 31st, the “California LifeLine Foster Youth” pilot program, administered by iFoster, which has provided phones and support for participating foster youth ended.

Program Objective: To protect the privacy of participants while supplying them with key telecommunication tools and services they need to succeed.

Current and prospective participants will receive new Motorola Moto G Power 5G phones, chargers, and protective cases.

The new Verizon phones will arrive already activated with the following:

- Unlimited talk
- Unlimited text messaging
- Up to 25 GB of high-speed data
- Up to 10 GB of mobile hotspot data
- FURS foster care crisis hotline number pre-loaded in the phones’ contact lists
- Optional Parental Controls



*\*\*The phones will be associated with new phone numbers, but participants will be able to transfer their current phone numbers to their new phones (often referred to as “porting phone number”). Also, participants will be able to easily transfer photos, contacts, and apps from their current phones to their new phones.*



## Overview of the LifeLine Foster Youth Program

### Current Participants

Enrollments of all iFoster Pilot participants will transfer to the new pilot program unless they expressly opt out of continuing participation.

- This includes active participants, youth on the iFoster waitlist, and youth on the iFoster replacement device list

*\*Current pilot participants who are no longer eligible under the rules of the new Program will be sent Verizon phones and will continue to have phone service through May 14, 2025.*

*\*\*The Program's goal is for participants to not experience any interruption of phone service as their services move to the new Verizon phones.*

### Prospective Participants

Counties likely have foster youth who can benefit from the Program.

The following are the eligibility criteria:

1. A participant must be either (i) a foster youth between 13 years old and their 18th birthday, or (ii) a non-minor in extended foster care between 18 years old and their 21st birthday
  - a. A non-minor participant may continue to receive Program services for six (6) months after they leave foster care or turn 21 years old
2. All applicants must submit with their enrollment application a ward of court letter or a county dependency letter
3. A foster youth minor's enrollment application must be signed by their caregiver or caseworker
4. Applications must be submitted online at <https://californialifeline.com/Foster> or for LA County residents, via their caseworker





## Program Transition: Where are we now?

Now that the CA LifeLine Foster Youth program is live with the new administrator, Maximus, we have begun processing new applications, waitlisted iFoster applications, requests for replacement phones, and deactivation requests. **To date 907 smartphones have shipped to active participants.**

In this process counties need to opt for one of two enrollment pathways:

1. Youth, caregivers and caseworkers of minor foster youth and non-minor foster youth will be able to submit enrollment applications through the Program's web portal. If the Administrator confirms a participant's qualification, the Administrator will request approval from designated county liaisons before an enrollment is completed.

Or,

2. Designated county liaisons and county workers with the assigned DSS verification code will be able to submit enrollment applications via tan abbreviated application for county staff on behalf of minor foster youth and non-minor foster youth if the county confirms a participant's qualification. Additional county approval will not be required because the county submitted the application. The county liaison will have access to see all approved applications for their county via the Smartsheet dashboard.



## Program Transition: Key Milestones

Below are key milestone dates to achieve our goal. This takes into consideration the processing, shipping, and handling time required for the new Verizon phones to be received by the participants or counties, which includes up to a three-week window:

- August 23, 2024: County approvers will begin onboarding with Maximus.
  - 2-3 days following the scheduled onboarding session Maximus will provide counties with their list of active participants to confirm shipping addresses.
    - Onboarding Session #1 completed on 8/27 with 10 Counties.
    - Onboarding Session #2 and #3 are scheduled for 9/12 (17 counties registered) and 9/18 (6 counties registered).
    - Counties engaged to date: 38 out of 58.
- September 30, 2024: Counties will complete the reconciliation of the iFoster current participant data.
- November 30, 2024: Deadline for porting T-Mobile telephone numbers to the new Verizon cell smartphones.

By adhering to these key dates, allowing for the necessary processing, and shipping times, we aim to facilitate a smooth transition and maintain uninterrupted phone service for all participants.



## Enrollment Pathways: County Initiated: Benefits and Risks

Benefits	Risks
Streamlined Process - Once an authorized county representative submits an application, no further county approval is required, allowing immediate processing and shipment	Dependency on County Workers- If county workers delay in submitting applications, participants' enrollment processes will be delayed
Reduced Burden on Youth - Youth are not required to gather and submit eligibility documentation thereby reducing confusion or errors	Limited Participant Control- Youth are wholly dependent on county workers
Data Consistency - County workers have access to the official databases of record housing the confirmed information about the youth, minimizing errors or discrepancies	Potential for Miscommunication- Any miscommunication between the county workers and participants could contribute to youth confusion



## Enrollment Pathways: Youth Initiated: Benefits and Risks

Benefits	Risks
Empowerment of Youth - Youth or caregivers have more control over the submission process and can initiate enrollment applications when they are ready	Documentation Gathering - Youth must obtain and submit eligibility documentation, which can introduce delays if the information is not readily available or if the youth do not understand what is required
Flexibility - Youth can start the enrollment process without waiting for a caseworker, possibly leading to quicker initiation	Additional Verification - Requires county approval is an added step after approval and prior to fulfillment
Direct Engagement - Youth are more directly involved in the process, potentially increasing awareness and responsibility	Potential for Errors - Youth may not be familiar with the documentation or process requirements which may result in the submission of incomplete or incorrect information





## Questions?

- Contact: Brittany Bulluck
- Email: [BrittanyBulluck@maximus.com](mailto:BrittanyBulluck@maximus.com)
- Website: <https://californialifeline.com/Foster/en>
- FAQs: <https://californialifeline.com/Foster/en/faq>