

February Webinar

OPERATOR: Welcome and thank you for standing by. At this time, all participants are on listen-only mode. During the Q-and-A session, if you would like to participate, please press star-one on your phone. Today's conference is being recorded. If you have any objections to being recorded, you may disconnect at this time. Now, I will turn the call over to Tara Nokelby. Thank you.

TARA NOKELBY: Thank you! And good afternoon, everyone. And thank you for joining us. My name is Tara Nokelby, and I'll be facilitating your webinar this afternoon. Today's webinar will be on the Lifeline program with our presenters Jessica Zufolo, Forest Kochs, and Leah Zurimy with Lifeline. There will be a question-and-answer at the end of the presentation. To open up your line, please press star-one or you may use the chat box on Webex, and I can read them aloud. This presentation is being recorded and will be posted on Older Indians at a later date. And at this time, I'd like to pass it over to Cynthia LaCounte for a few words before we begin.

CYNTHIA LACOUNTE: Thank you, Tara. And hello, Title VI programs. I hope I have 274 of you called in because—and I hope you're not cold and snowed in and all the weather things we're hearing about over here in Washington, D.C.—but the other title for this webinar, besides being called the Lifeline Benefit for Low-Income Native and Tribal Consumers, the other title is How to Be the Most Popular Person on Your Reservation in Five Easy Steps. I heard about this program last week—well, I've heard about it before that—but I had an opportunity to meet with Jessica and Leah last week over here at our offices. And I got so excited hearing about this benefit and the help it can provide to tribal elders. Not to your programs, not to whether or not we're going to provide more services, or how many units of services we're going to get out of this, this is about a benefit to your tribal elders. So picture the faces on your elders if you could hand them each a monthly check for \$34.25. You almost can, and Jessica is going to tell you about it. It's all yours, my dear! Wow us!

JESSICA ZUFOLO: Thank you so much, Cynthia, and thank you, Tara, for the introduction, very much appreciate it. I want to thank all of the Title VI grantees who are calling in today's *[unintelligible 02:42]*, really appreciate the time to spend with all of you and have a chance to work with you, you know, from this point forward, we're really eager to do that. I'm joined by my two colleagues, Leah Zurimy, who works with me and many others here in the Lifeline program in all of our communications and outreach efforts. I'm also joined by Forest Kochs, who is a data analyst and who works on all the data that we collect and have here in the USAC program to support low-income and Native consumers in their efforts to obtain telecommunication services.

So I'm going to switch now to just quickly the agenda just that you have. And at any point, I'm thrilled to answer any questions, but I just want to get through the deck because there's a lot of really terrific information we want to share with you today. I also want to just say, to let everybody know, that we spoke at the National Congress of American Indians on Monday. We spoke to the Tribal TANF Working Group, and it was such a complete honor to be there and really just a terrific experience. We were so thrilled. We've been trying to get some time at NCAI for years, and we finally got onto the Tribal Working Group agenda. And it was a really terrific experience explaining to them how this program can really help Tribal TANF

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recipients as well as Tribal TANF program administrators in their efforts to enhance a quality of life for their clients.

So we're going to talk a little bit about who we are, the program, and then what we're doing on a new verification platform called the National Verifier, and then we'll talk about next steps. So just a little bit about who we are on slide four. To give you a little bit of background, USAC is, essentially, a quasi-federal non-profit. So in many ways, we're similar to like the Legal Services Corporation where we administer federal money, but we're not necessarily a government agency. We are the back-office administrator to the Federal Communications Commission. They direct all of our work. They also set the policies that I'm going to talk about in the program today, but we administer the program. And our job here in the federal Lifeline program is to really make sure that every eligible consumer and community knows about how to leverage the subsidies that we offer. This is really, I think, an important program that Native communities need to know more about and really need to learn how to leverage effectively to improve the quality of life in Indian Country.

So universal service is, essentially, it's based in the telecommunication statute, but it's really a concept. It's a concept that I like to bring back to rural electrification, where in the 1930s, electricity was provided across the United States and in Indian Country as well, and really providing technology regardless of distance and density. And the next sort of iteration of technology since electrification, I like to kind of provide a parallel to broadband and communication. So as we really brought universal connectivity in the form of electricity in the 30s, we are now doing it with broadband across United States through universal service. And the universal service is, essentially, a fund. It's a 10-billion-dollar fund that the Universal Service Administrative Company administers across all 56 states and territories and Native nations. So it's a real honor to have a chance to talk about the great work that we do on today's call to all the Title VI grantees. Again, it's providing subsidies to qualified consumers and communities regardless of distance and density.

So on the next slide, on slide five, the mission of universal service, as I kind of alluded to, is to make sure that every person in the United States and in Indian Country gets affordable, high-quality telecommunications and broadband service. The Telecommunications Act of 1996 essentially said to the FCC, as it created us, is that communities and people that live in rural and remote areas will get the same services at the same comparable rates and comparable services to those in urban areas, hence the concept of universal service. We administer four programs, which I'm going to talk about real quickly. Connect America Fund is, essentially, a 4.5-billion-dollar program that goes to tribal and rural telecommunications providers to afford build out for broadband connectivity, broadband networks. So it subsidizes the cost to build out of a broadband network. And today, we're going to talk about Lifeline, which I'm going to skip over because we have a lot of slides about what we do. The Rural Health Care Program is a subsidy program for rural hospitals and rural healthcare clinics and nursing facilities to afford broadband access to facilitate telehealth and really help patients in remote areas get high-quality health care. School and Libraries is a similar program where it provides subsidies to schools and libraries as well as those in Native communities to get connectivity. So those are the four programs within the Universal Service umbrella.

On slide six, we're now going to tip it a bit to talk about the Lifeline subsidy. So we have about 9 million consumers that receive a monthly subsidy off of their phone broadband or fixed

or mobile service. It is a subsidy that is a monthly subsidy off of the phone bill or off the Internet bill. And what I want to leave you with, which I think is really, really poignant for this audience, is out of the 9 million households that receive the subsidy, less than 270,000 are in Native communities, which is really quite a staggering disparity. So that is really, I think, not good. And I think that we all need to work together to figure out how to get more tribal consumers this subsidy because they're either not—they either don't know about it or they're not taking advantage of it, and I think this is an all-hands-on-deck exercise. So I'm really glad that I have a chance to talk to you about it.

For those consumers that live, that don't live on tribal lands and that qualify are eligible for \$9.25 off of their phone bill. However, if you live on a federally-recognized tribal land, and you qualify—and I'm going to go over the eligibility criteria—you are eligible for up to \$34.25 off of your phone or Internet bill. And that's really to help Native consumers really harness the benefits of connectivity, which we think is critical to transforming the quality of people's lives and help them get jobs and really connect to, you know, to their families, to their communities, and really be part of the economy.

Slide seven, and we're just going to switch now to slide eight. So the subsidy can be used for either home phone, home Internet, mobile, or a bundled offering. So this is the list of eligibility criteria—I'm sorry, the list of programs that are—I'm sorry, the list of services that are offered [*chuckles*] that you can use your subsidy for. The subsidy cannot be used for an actual phone. So the way it works is, typically, the consumer will maybe go into Sam's Club or they will go to Walmart or some store where they see the service provider providing a—there's like an area where the service provider will have a sign up location, like a banner where it says, "Hey, if you want to have a discounted phone, here, let's talk about it." Typically, what the phone companies will do is they will provide a handset for free to the consumer for signing up and also being part of the program. And as a result of that, there's a bucket of minutes that is offered for like \$9.25 or, you know, or \$19.99, something like that.

So I think that the average consumer who is our eligible population here is somewhat familiar with this product. In many cases, people would refer to it as the Obama Phone because President Obama did so much to promote the benefits of this program. The program actually started under President Reagan in 1983. And so, we have been managing this program and really making sure that the integrity of the program is intact, but really also making sure the communities like yours really know about it and can take advantage of it and help get people the services that they qualify for and deserve and need. So often times, I would say, a Title VI grantee who's receiving any kind of support from Administration for Children and Families will be working with clients who automatically qualify for this benefit.

Now, I will switch screens. Now, so on slide nine is the list of qualifying criteria for this benefit. It's a very extensive list, and there's actually a number of other forms of criteria specifically for Native consumers. So I wanted to go over this really quickly. And many of these programs are obviously very, very familiar to all of you, but to qualify for the Lifeline subsidy at either level, \$9.25 or \$34.25, you can qualify by demonstrating you're either receiving SNAP, SSI, Medicaid, or you're receiving federal public housing assistance, which also includes Indian housing, the Veterans and Survivors Pension Benefit, or you can qualify by demonstrating that you're at or below 135% of the federal poverty guideline. So just one of these eligibility criteria, the customer has to demonstrate that they're eligible for. You don't have to be eligible for all of

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them. You don't have to show that you're eligible for all of them. But as we know, the customer usually is in many of these programs. So all we need is for the customer to show they're in one of them.

And then, on the next slide, I'm going to show that . . . sorry, sorry. I'm skipping quickly. So on slide ten is the list of qualifying criteria specific to tribal communities. So you can also demonstrate that you are receiving general assistance, tribal TANF, tribal Head Start, or commodity food assistance support from USCA Food and Nutrition Service. So if you're a Native consumer, and I know that many of you are Native consumers and work with Native consumers, all you need to do is qualify for one, one of the eligibility criteria. And if you live on a federally-recognized tribal land like a reservation land, you qualify for up to \$34 a month off your phone bill. So it's really a terrific opportunity to enhance connectivity. On slide 11 is just a quick snapshot, it's not anything you need to really drill down on, but it just goes to show you the eligibility based on household income across the 48—low 48, Alaska, and Hawaii to qualify for the benefit. And I know a lot of these numbers are familiar to you.

So now we're going to go quickly to the—to program rules, which is on slide 13. So to—the way the program works is that it is only available to customers who can actually demonstrate and document their eligibility. And that's important because we are a federal program, and based on FCC guidelines and rules, we are required to make sure that everybody who is receiving this benefit is eligible. You know, federal support is usually finite, and we want to make sure that those who are eligible receive this subsidy. There's so much need out there. I want to make sure those who truly need and who qualify are getting it. So eligibility documentation is really, really important, and I want to really emphasize that because we need help from all of you on this phone call to help us identify the documentation that your clients use to qualify for any of the eligibility criteria that I listed.

And the second piece I wanted to highlight is that it's—the benefit only goes to one—it's only one person in a household, per economic household, can receive a subsidy. And what that means, essentially, is this: that if you live in a home, and it's a home that shares expenses like a family, the benefit is only for one person in that household. So if it's a, you know, a mother and dad and kids, and they're all sharing expenses, then one person in that household is eligible for the benefit. However, if you live in a nursing home, if you live in a community center, if you're in a disabilities facility, if you are roommates, and you're not sharing expenses, the benefits can be given—and everyone in that circumstance is eligible for getting the subsidy because it's not an independent economic household, it's a shared environment. Somebody who is living in a homeless shelter, people in homeless shelters, they all qualify. So I just wanted to kind of highlight that distinction.

And the third piece is that a customer has to recertify every year. And that's important because—and this is another area where I need Title VI grantee support here because this is a displaced population, as we all know, and people are often homeless, they are at-risk, they don't have a stable either source of income or they have no—it's difficult for us to track them down necessarily. So we need help in reaching these consumers because we need them to recertify that they're eligible. And all they need to do is, basically, self-recertify, to tell us, "Hey, yes, I am getting a federal benefit that allows me to continuously qualify for this program." Great! We need that. So I want to stress that. And when we go to the Q-and-A, I would love to have a deeper conversation on that.

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On slide 14 is how the process works. So to apply, what we need the customers to do is get their documentation. We need them to get their benefits letter that shows that they're receiving tribal TANF, tribal Head Start, general assistance, SNAP, Medicaid. I need something because that is critical for our success to be able to get the customer in. Then, the customer needs to choose a phone company. And this is really kind of an exciting thing because the way this program is tilted is we are now, I think, in a really exciting juncture in this program. Since the inception of the program, the phone companies that would serve this community literally had a lock on the customer. Now, what we're trying to do is figure out a way to really generate—give the customer some level of empowerment, so they can choose the phone company, not the phone company choosing them.

So we have a tool called Companies Near Me, and what the customer can do is go into their library if they don't have Internet, most likely they don't, or go to the community center or go to maybe the, you know, the benefit counselor, and the benefits counselor can pull up the Company Near Me tool and pull up and have the customer type in their address or a descriptive address, and it'll show who's—what kind of company—you know, phone companies are serving that area. So the customer can be like, "Oh, I'm sick of that phone company, I want to go to somebody else," or, "I want to be able to vote with my fee and choose. I want choice." That's what the Companies Near Me tool is really about, and it's exciting. Or the customer can call our 1-800 service center and just ask. Say, you know, "I live over here, is any—who's serving my area?" Because that'll, you know, give the customer more information, which is what our goal is.

And then, what happens is they select the phone company, and then the phone company will then, you know, come to us and certify the customer is eligible, etcetera, and then the customer will start getting their phone bill discounted. And what we do at USAC is we provide—the subsidy goes through the phone company. The phone company then discounts the phone bill. So it kind of like goes through the provider. And it's designed that way so we can track the kind of service the carrier is providing and the level of participation and really bringing all the right pieces together to make sure the customer gets the discount quickly. This process can take like really fast, it can take like a day, two days. The goal is to make it really easy for the customer, but this is really how it works. On slide 15 is just the—what the Companies Near Me tool looks like. Just put in the zip code or, you know, like somewhere in South Dakota, Rosebud, whatever, and then you can just search it.

On slide 16, we pulled up this—we typed in this zip code for Iliopoulos, Illinois, and what we did was we just typed that in and here's a list on slide 16 of all the phone companies that serve that area. And so, what the customer can do is then see that's the phone number for the company. And they can, you know, all they have to do is call the phone company and say, "Okay, I live in your area. I'm going to choose you now." So this is really kind of a great thing because, again, it's all about giving the low-income consumer choices. Not leaving them with like no options, no choices, no empowerment. Forest, do you want to talk about recertification?

FOREST KOCHS: Sure. So on slide 17, this is third component that just got mentioned earlier as one of the rules is that an individual who's a subscriber with Lifeline has to recertify each year. And in order to maintain your benefit, you have to display that you're still in a benefit program

that was one of the programs that qualify, so such as Medicaid or you're still on SNAP. So you just demonstrate that annually. And it's really simple for the subscriber to do this. It's really just a self-recertification through a phone tree of questions. So it's not to make it very hinderance on the subscriber to stay enrolled with Lifeline but to empower them to continue to receive their service.

JESSICA ZUFOLO: And I just want to add to what Forest said, this is comparable to other federal benefits programs, you have to recertify that you're eligible. I mean, that's how it works with most programs. So as a result of that, we just want to make sure that the consumer, you know, shows us that they are eligible. We have to do that. And so, again, one of our biggest asks of all of you on the phone today is helping us reach out to these consumers, to tell them and remind them, encourage them. And maybe we can come up with creative strategies together here at USAC with all of you on how we can notify the customer in your communities, how we can do this in a collaborative way quickly because we want everyone to stay in this program. We want more Native consumers, not less, getting the benefit.

So now, on slide 19, we're going to talk really quickly about the National Verifier, which is, essentially—let me give you a little bit of history. So since the program started in the early 80s, it was designed for the phone company to actually check whether or not the customer's application—so when the customer signs up and they fill out the application and they say, "I'm eligible because I get food stamps," or, "I'm also receiving Medicaid," or, "I'm receiving tribal TANF," what the phone company's job was, was to check whether that customer was really in one of those programs. And they were required to do that because the FCC's rule said you have check to make sure that the customer is who they are and that they are truly at-risk. And this is really focused on really making sure the integrity of the program was kept intact.

Over the last several decades, the checks and balances on this program kind of devolved, and the carriers we found were not always the best at verifying the eligibility of the customer. And they didn't want to do it, anyway. They said, you know, "We're phone companies. Why are we doing this? We just want to provide service, we don't want to do applications." So the FCC, in 2016, adopted rules that said, "Okay, verification of the applicant will no longer be the phone company, it will be now USAC," meaning us. So now, we are required to verify the eligibility of all nine million customers in all 56 states, territories, and tribes. So to do that, we are trying to verify them in the best, quickest, seamless way we possibly can. Now, USAC, us, our team, is now required to determine subscriber eligibility and conduct the annual recertification that Forest just talked about.

And to do this, working really closely with states, really closely with federal agencies and tribes, all of you, HHS, ACF, everybody, to utilize data sources, information that contain the eligibility information of all—everybody that's eligible for this benefit. So for example, participation in SNAP, Medicaid, federal public housing, tribal TANF, we've had great meetings and discussions with all of the agencies across the federal landscape. And Jeannie Hovland, who is the assistant secretary of ANA has been extraordinarily helpful in giving us guidance on how to really leverage her agency, and that's why we were invited to be on the phone today with you to talk to Title VI grantees about how we can get the word out and identify database sources that allow us to verify the customer quickly. So that's what the National Verifier, essentially, is.

And on slide 20 is how—the application process. So you can either submit your application for the Lifeline benefit by mail, you can send it in to the Lifeline Support Center, which is in Kentucky, or you can also go—every customer—anybody can go to checklifeline.org, which is a link that it can get anywhere and really walk you through the process, really help you, it's all iterative. But we're here to help, too, because we'll, you know, we're—we are committed to making sure that tribal consumers know how to apply and be successful.

So on slide 21 is the list of states that we are now verifying and checking the eligibility to customers. So we have launched this verifier portal, if you will, Colorado, Mississippi, Montana, New Mexico, Utah, Wyoming, Guam, Hawaii, Idaho, New Hampshire, North Dakota, South Dakota, etcetera. And what this means is that I have access to the State Department of Human Services' database, where I am checking the eligibility of SNAP customers, eligible SNAP customers, people who apply saying, "I'm applying because—and I qualify for SNAP or Medicaid," I'm checking their state human services agency database quickly. And I'm also doing it within seconds, so that I can get back to the customer and say, "You know what? I didn't see you in this data source, but do you have anything else that supports, you know, your application that I could use?" It helps us troubleshoot quicker, quicker. We can't—we have no other way of checking the eligibility of the customer. No other way. Because, right now, I have no other way. We'll be launching in the—in the second bullet, is all these other states that we're launching the Verifier, but this is only a handful of states. I have no visibility into who's getting tribal TANF. I have no visibility into who is getting any of the other ACF-type programs. So I really would love to get guidance from all of you.

And then, the benefits, really, of being able to check the—doing these real-time checks, is that the—as I—on slide 22 is that the customer can get—find out if they qualify quickly. And that administrative cost between, you know, this program and other programs is lower as well as tribal agencies that are also trying to figure out how to find out if customers are eligible for things in their program delivery efforts. Because it's really hard. You know, these are at-risk populations, and tribal agencies are strapped for funds. So administrative burdens are really constrained and smaller. Program integrity is hugely strengthened. And I don't have to tell all of you that there's always a lot of pressure on social service programs that help low-income consumers, lots of criticism, lots of anger toward anybody that's administering a social service benefit. So what we want to do is really show the public that—and Congress, really, and the GAO and others—that this program is done well, it is handled in the most efficient, responsible way, and that we are careful stewards of taxpayer dollars. Because, otherwise, you know, we run into the risk of, you know, being criticized for giving—you know, administering benefits to people that don't qualify, etcetera. So we're really trying to maintain the highest level of program integrity.

We are also utilizing federal data sources. So we have a connection to the HUD, the Department of Housing and Urban Development, database. And we will be subsequently finalizing a data connection to the Centers for Medicare and Medicaid data source that has 40 million—all 40 million Medicaid customers in that database. But that's not going to be consummated for another year, so I'm trying to reach out to people like all of you to help me identify where there's a database, anywhere in your community that houses data, eligibility data of the programs that I discussed. And when I say, "eligible data," what I want to clarify for all of you is I'm not looking for you to give me data. I already have it. We already have the data

on every single customer. We have their names, we have their address, we have their date of birth, we have their—the last four digits of their social or their tribal ID, and we already have all the PII. We don't need additional PII.

What I need is to be able to verify what the customer is saying on the application that, "Yes, "I'm getting tribal TANF." I need to be able to go to a credible data source and check. So what I would do is my database of all nine million customers would ping—query a data source in your community to say, "Is this person eligible? Yes/No." That's all I'm looking back, is a yes/no response. Just a yes/no. It's not pulling data out of your system. It's just asking, "Yes/No?" That's all I need. I don't want any more data. I already have nine million records. So that's what that is about, just to clarify. And I'll have Forest talk about kind of what we're doing for our next steps.

FOREST KOCHS: So next steps-wise for continuing as we roll out the National Verifier in 2019, to continue to build our partnerships with different states and territories, different federal coordinators, but especially our tribal partners like yourselves on the phone, to not only get the word out about Lifeline but, also, so that you're aware of the changes in the program to help your clients navigate how to best interact with Lifeline. We're also looking to further automate the process as we transition to the National Verifier, making it easier for clients that you may have, potential customers, that may flow through Lifeline, so that it's no hinderance to them to sign up for a program that you may be pointing to them to but as well as Lifeline. But also, as Jessica was talking about, the different data sources, if you know of a data source, we're actively seeking data sources to help reduce effective costs that are involved in the verification process of different customers coming into Lifeline. So if you're aware of any in your communities that you can help point us to, we're definitely appreciative to that. But beyond that, I think just being on the phone with you all has been a great honor to share our insights and our wonderful Lifeline program here to everybody across the country. And just thank you.

JESSICA ZUFOLO: Yeah. Thank you. So going to slide 25 really, I think, puts a finer point on what Forest just mentioned. So again, we're looking for opportunities to train tribal agency case workers about this awesome program and helping them articulate that, you know, what the basic eligibility criteria is when they have clients come through the door and ask about what's available to them. We're here to help with that. We can go out to a community, as well. We don't have unlimited training dollars, but we just want to help those—all of you be as successful as possible in helping your communities get another federal benefit that they all qualify for. And then, also, we're hoping to just come up with ways to make it easier, a simplified manner to help the consumer apply and sign up while they're applying, as I said, for other federal programs. So you know, we just—as Forest said, you know, we're truly honored for the opportunity today and really just really humbled by the opportunity to work with people like all of you who are doing incredible things to transform the quality of life for so many people. And we're just open to ideas, suggestions on how we can basically coordinate with all of you.

So with that—also, on 26 is just things that we could do together. Maybe we can come out and do a community meeting, attend your fairs, do workshops. We want to be able to speak to your human service agency workers. We think that's really important because they are really the first line of defense, if you will, with the community and with the population we're

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trying to reach. We're happy to do more webinars, whatever's necessary. So this is a very public-facing, consumer-facing effort, and Forest and I and my entire team are just committed to your success. So yeah, so with that, this is contact information for myself, Forest, and Leah. And we're happy to take any questions and anything you want to find out further. So thank you so much for the chance to talk!

OPERATOR: Thank you. At this time, we will begin questions-and-answer. To ask a question, please press star-one on your phone. Please unmute your phone and record your first and last name clearly when prompted. To withdraw your question, please press star-two. Thank you.

TARA NOKELBY: And if you'd like to put any of your questions in the chat box of Webex, I'd be happy to read those aloud, as well.

OPERATOR: Our first question comes from Leslie Green.

LESLIE GREEN: Hi! My name is Leslie Green, I'm actually a fed, so not totally your target audience, Jessica, but I was just curious if you guys already partner with the National Council on Aging and like the benefits enrollment centers that do benefits checkups?

JESSICA ZUFOLO: No, but I want to!

[Chuckling]

JESSICA ZUFOLO: And I don't know who to talk to, so maybe you can help me.

LESLIE GREEN: Oh, sure! I can follow up by email.

JESSICA ZUFOLO: Please do. Yes, that would be terrific. We want to help as many elders as possible, both Native and non-Native because they all qualify, and we think that having—helping elders get phone service is critical. So thank you for raising that.

LESLIE GREEN: My pleasure, thanks.

CYNTHIA LACOUNTE: Hello, this is Cynthia. Can you hear me?

JESSICA ZUFOLO: Yes.

CYNTHIA LACOUNTE: Hello. This is Cynthia LaCounte, Title VI. I just wanted to mention, I hope NICOA is on the phone. They were invited to this webinar, whether or not they had a chance to call in, I'm not sure. But I think, Jessica, you've talked with Larry Curly?

JESSICA ZUFOLO: Not yet. No, I have not.

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CYNTHIA LACOUNTE: Okay, okay. Leslie will connect you. And, Leslie, thank you for thinking of the benefits specialists. That's an area outside Title VI that we hadn't really talked with yet. So thank you.

OPERATOR: Just a reminder, if you'd like to ask a question, please press star-one on your touchtone phone. Thank you.

CYNTHIA LACOUNTE: I think they're probably being very quiet because they're filling out the paperwork that is attached to this.

JESSICA ZUFOLO: I hope so! But I want to just offer that if there's, you know, even if you don't really have any questions now, I mean, you have our emails and our phone numbers on the last slide of my presentation, and I really want to encourage you to reach out because this is an opportunity for us to develop a partnership with you guys. And we really need to do that. This is a benefit that's not really being used that much in Indian Country. And I could, you know—really am—I'm turning to the Title VI community to help me get that, you know, to reverse that.

OPERATOR: I have another call from Rebecca Morgan. Your line is open.

CYNTHIA LACOUNTE: Ahh! *[Chuckles]*

REBECCA MORGAN: Hi, everybody! This is a great program. And yeah, I'm from NICOA. And we're going to—I'm going to tell the *[unintelligible 41:19]* people about it so they can tell their participants. And we'll share it.

JESSICA ZUFOLO: Please do!

REBECCA MORGAN: Yeah! So thank you for this. Good presentation!

JESSICA ZUFOLO: Thank you, Rebecca! Appreciate it. And you know, I don't know where you're located, but like we can like participate in—I mean, I—you know, we're downtown in D.C., but like we could go to whenever you're having a meeting or train your staff. You know, they just—people need to know about another tool, another federal benefit program that's just out there that's like totally underutilized.

REBECCA MORGAN: Okay! We'll keep you in mind. Thank you!

JESSICA ZUFOLO: Thanks!

CYNTHIA LACOUNTE: Thanks, Rebecca.

OPERATOR: At this time, I'm showing no further questions.

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TARA NOKELBY: And again, if anybody would like to input their questions on Webex, I'd be happy to read those aloud. *[Pause]* Alright, it looks like we don't have any other additional questions. If you would like the presentation, please feel free to email me, Tara Nokelby, at tara.nokelby@teyaservices.com. I'm the one that sends all the blasts, so you can reply to those as well, and we'll get that presentation over to you. Thank you, everyone. And thank you to the speakers and Cynthia.

CYNTHIA LACOUNTE: Thank you!

OPERATOR: This concludes today's conference. Thank you all for your participation. You may disconnect at—

JESSICA ZUFOLO: Thank you, everybody.