

Healthy Start Virtual Grantees' Meeting  
Lifeline Program Breakout Session  
June 25, 2020

Nayda Cruz: In Puerto Rico?

Rose Bishop: Do they need to be a U.S. citizen?

melinda vargas: tax ID counts instead of SS#?

Poulette Brewster: What if you have no SS?

La'Trina C.: We have clients who are not enrolled in government programs and their income doesn't qualify them. However, because of the pandemic they were given a P-EBT card or snap card because their children goes to public school but they do not have a SNAP case. Will these clients be able to qualify because of the pandemic and their children going to public schools?

Michelle Arnold: What if they currently have service in place?

Eugenia Rodriguez: What are the options for migrants with or without work permit?

Ebonie Platt: once the client is enrolled do they have to call in every month to obtain more mins? I know a client who joined lifeline and the next month her services was off? is that a lifeline issue or phone company issue?

La'Trina C.: Detroit

Theresa Jefferson: Do you all have landline

melinda vargas: pandemic ebt would be separate from snap it's money given for lunch

La'Trina C.: ok, thanks

Ebonie Platt: ok Thank that sounds like that was the problem

Micah Caldwell : Can you talk more about qualifying through a child or dependent?

Michelle Arnold: I have heard often that individuals don't have enough minutes.

Micah Caldwell : Many clients may want to access telehealth. How does that work with the minimum service standards?

CeCe: Does this apply to land lines

Micah Caldwell : Many carriers are taking steps during the pandemic to expand or offer new low-income programs. Where can clients find out more about that?

Lisa Matthews: What about consumers that live in wi-fi dead zones? Does this help with mobile hot spots?

jdowdell: Are you able to elaborate on why the qualifications in Texas is different?

Micah Caldwell : Here is the Keep Americans Connected page: <https://www.fcc.gov/keep-americans-connected>.

Micah Caldwell :           And here is the list of companies, including Lifeline companies, that are going above and beyond the pledge: <https://www.fcc.gov/companies-pledging-keep-americans-connected-during-pandemic-go-above-and-beyond-call>.