



Report to the Legislature

Washington Telephone
Assistance Program

Year 21 of Program Operation:
July 1, 2007 through June 30, 2008
as required by RCW 80.36.475

December 2008

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Washington Telephone Assistance Program

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December 2008

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WASHINGTON TELEPHONE ASSISTANCE PROGRAM REPORT TO THE LEGISLATURE

EXECUTIVE SUMMARY

RCW 80.36.475 requires the Department of Social and Health Services to report annually to the Legislature on the status of the Washington Telephone Assistance Program (WTAP). The report must include information on: (1) the number of participants by qualifying social service programs and the type of benefits participants receive; (2) a description of the geographical distribution of participants; (3) the program's annual revenue and expenditures; and (4) any recommendations for legislative action.

In authorizing the Washington Telephone Assistance Program in 1987, the Legislature found that universal telephone service is an important policy goal of the state, and that recent changes in the telecommunications industry raise concerns about the ability of low-income persons to continue to afford access to local exchange telephone service. The Legislature also found it is in the public interest to take steps to mitigate the effects of these changes on low-income persons. In 2003, the Legislature found that many low-income persons were unable to access WTAP benefits because of being homeless or unable to get traditional switched telephone (wire) phone service, so the Community Service Voice Mail (CSVM) program was added to WTAP. The CSVM program gives individuals a local phone number connected to a confidential voice mailbox.

WTAP is designed to make telephone services affordable to eligible low income residents in this state. Telephone services can help households connect with family members and others, such as community agencies, schools, and health providers. The program provides a reduced rate for basic telephone service, a discount on connection fees, and a waiver of deposit for local service. If an individual is homeless or cannot have a traditional phone, they may have access to a community voice mailbox at no cost, through the CSVM program.

During its 21st year of operation, the program continued to provide much needed and widely used assistance to low-income individuals and families across the state — helping link over 118,000 households with affordable telephone service and providing over 2,900 individuals with a Community Service Voice Mailbox.

The Department of Social and Health Services (DSHS), Department of Revenue (DOR), Washington Utilities and Transportation Commission (WUTC), and Department of Community, Trade and Economic Development (DCTED) jointly administer the program.

KEY PROGRAM FACTS

- Eligibility for WTAP is based on an adult's receipt of ongoing cash, food, or medical assistance through a DSHS program.
- Households apply for WTAP through their telephone company; have telephone service billed in their name, and subscribe to the lowest available flat rate service.
- Those without a home phone can apply for a community voice mailbox through any of the more than 400 CSVM service organizations.

- WTAP households are responsible for paying the first \$8.00 plus any applicable taxes of their local telephone bill each month. Any remaining balance is paid by WTAP and the federal Universal Service Administration Company (USAC). While recipients may subscribe to telephone service extras (e.g., caller identification or voice mail), the program only pays for local service.
- CSVM recipients are not required to pay anything toward the cost of a community voice mailbox through the CSVM program.
- In State Fiscal Year 2008 (SFY 08), WTAP, including CSVM, was funded exclusively by a monthly excise tax of 14 cents on approximately 3.2 million switched telephone lines. The program does not have the authority to collect the tax on wireless lines.
- One hundred and two (102) telephone companies reported WTAP excise tax collections and twenty-two (22) companies requested reimbursement for providing WTAP services in SFY 08.
- Eleven (11) community contractors managed CSVM service in 26 counties in SFY 08.
- Initially authorized for five years in 1987, the program was re-authorized several times, with the last authorization set to expire on June 30, 2003. The program was permanently authorized by the 2003 Legislature.

WTAP HIGHLIGHTS FOR YEAR 21 OF PROGRAM OPERATION (SFY 2008)

- Program benefits were provided to a total of 121,404 households during the year. Of those, 118,486 households received discounted telephone services (117,963 households received a reduced monthly charge for basic telephone service; 22,321 received help with connection fees), and 2,918 participants received voice mail service.
- Total program costs for SFY 08 were approximately \$4.3 million while revenue from excise tax receipts for the same period totaled \$5.4 million.
- Connection discount costs totaled \$395,333.81 for the program year.
- Expenditures for administration totaled \$502,814.62 or 11.8% of overall program expenditures. (DSHS administrative costs represent 8.2%; telephone company administrative costs represent 3.0%; and computer support for the program 0.6%)
- Community Service Voice Mail costs totaled \$204,462.33 or 4.8% of overall program expenditures.
- The increase to the WTAP fund balance was \$1,191,692.03.

PROGRAM OVERVIEW

PROGRAM REVENUE AND EXPENDITURES – SFY 08

Total Operating Costs (Expenditures)	\$	4,255,288.81
Benefit Costs		
▪ Forfeit of deposit	\$	0.00
▪ Connection discount	\$	395,333.81
▪ Monthly rate discount	\$	3,152,678.05
▪ Community Service Voice Mail	\$	204,462.33
Administrative Costs		
▪ Telephone companies	\$	127,057.86
▪ DSHS	\$	349,424.69
▪ ISSD Computer Costs	\$	26,332.07
Total Revenue (excise tax receipts)	\$	5,446,980.84
Fund Balance Increase	\$	1,191,692.03

BENEFITS

Eligible WTAP households can receive the following program benefits:

- A reduced monthly rate for local telephone service.
- A 50% discount on connection fees (a maximum of \$22 and limited to one time per address).
- A waiver of deposit for local service (limited to once a year).

Those without a home phone can receive the following program benefit:

- A community voice mailbox through the Community Services Voice Mail (CSVM) program provides recipients with an individually assigned telephone number, the ability to record a personal greeting, and a security code to retrieve messages.

Participating WTAP households pay the first \$8.00 of their monthly local phone service bill. The federal Universal Service Administration Corporation (USAC) provides up to \$10.00, with the remainder of their local monthly phone service bill subsidized by WTAP.

Connection fees are covered by WTAP and the federal Link Up Program. WTAP pays half the connection fee, up to \$22.00, and Link Up pays the other half, up to \$30.00. The WTAP and Link Up support is limited to once per service address for each line connection.

Participating CSVM households do not have to pay any monthly fees.

OUTREACH AND DETERMINING ELIGIBILITY FOR WTAP

We use a variety of methods to conduct outreach for WTAP:

- Clients approved for a qualifying public assistance program (listed below) are sent a letter and WTAP brochure.
- Additional mailings to households that are eligible but not receiving WTAP – over 25,000 mailings in state fiscal year 2008.
- Print program information in telephone company directories.
- Mail multilingual brochures and posters for display to DSHS community services offices, community action agencies, housing authorities, tribes, and other community organizations.

Clients are directed to contact their local telephone company by phone or in person to apply for WTAP. The notice lists a toll-free number for obtaining further information. Telephone company representatives are directed to call WTAP using a dedicated toll-free line to confirm client eligibility.

To be WTAP eligible an applicant must:

- Be an adult, or, if under 18, be the payee and head of household;
- Apply for the program through the telephone company;
- Have local exchange services billed in their name; and
- Subscribe to the lowest available flat rate service

And receive ongoing benefits from one of the following assistance programs:

- Temporary Assistance for Needy Families (TANF),
- Community Options Program Entry System (COPES),
- State Family Assistance (SFA),
- Medical Assistance (specific programs),
- Food Assistance,
- General Assistance (GA),
- Refugee Assistance,
- Supplemental Security Income (SSI),
- Chore Services,
- Medicare Savings,
- Take Charge Family Planning, and
- Family Planning Extension.

A former Community Services Voice Mail recipient is also eligible for discounted telephone services. A WTAP-eligible recipient cannot simultaneously receive discounted telephone services and a CSVM mailbox. The WTAP subsidy for eligible individuals begins on the date of application to the telephone company provided that WTAP eligibility has been verified through the DSHS toll free number. WTAP benefits are not retroactive. Once approved, the subsidy continues through the program year, which follows the State Fiscal year, and ends on June 30. As the State Fiscal Year draws to a close, WTAP services are automatically continued for households still participating in one or more qualifying assistance programs.

FUNDING AND ADMINISTRATION

DSHS provides overall program administration and WTAP fund management, the Department of Revenue (DOR) is responsible for excise tax collection, and the Washington Utilities and Transportation Commission (WUTC) is responsible for rate setting.

The program is funded exclusively by a 14 cent monthly excise tax on all switched telephone lines in the state. The tax is not collected on wireless lines or cell phones. The DOR sets the excise tax (limited by statute RCW 80.36.430 to no more than 14 cents). For SFY 09, the excise tax is set at 13 cents.

The WUTC sets the client threshold at the request of and as justified by DSHS. DSHS is responsible for administering the program, notifying potential participants of eligibility, and managing the WTAP funds. Both DSHS and WUTC are responsible for promulgating rules.

The Department of Community, Trade and Economic Development (DCTED) is responsible for establishing agreements with sub-contractors to provide CSVM service to WTAP-eligible recipients and families in the 26 counties of the state where agreements exist.

INVOICES AND EXCISE TAX COLLECTION

Telephone companies invoice DSHS for payments toward three categories of service: reduction of connection fee, reimbursement for waiver of deposit, and monthly rate discount. They may also invoice DSHS for administrative costs attributable to the WTAP program. Telephone companies are asked to remit invoices on a monthly basis.

For the CSVM portion of WTAP, DCTED is required to submit quarterly reports to DSHS which contain the numbers of clients served by each contractor. Pay points are established which are contingent upon receipt of the required data reports.

The DOR collects the WTAP excise tax from telephone companies and distributes the funds into a special trust established specifically for the program. This trust is the source of funds used to reimburse telephone companies and CSVM contractors.

PROGRAM PARTICIPATION

During SFY 08, DSHS provided benefits to a total of 121,404 households.

- 117,963 households received a reduced monthly charge for basic telephone service
- 22,321 households received help with connection fees
- 2,918 participants received voice mail service

Appendix A shows potential eligibility and participation by qualifying assistance program. Participation rates by assistance program have remained generally consistent. For example, 33.6% of SSI/COPES recipients utilized WTAP services. In addition, 28.6% of people that were previously receiving Community Services Voice Mail (CSVM) services and 21.4% of TANF households participated in WTAP.

Appendix B shows the number of households potentially eligible for discounted telephone service by county and qualifying assistance program.

Appendix C illustrates WTAP discounted telephone service participation in comparison to potentially eligible households by county.

Appendix D depicts participation by county, by the following service codes:

- Service Code 100, which represents payment of the waiver of deposit.
- Service Code 200, which represents payment of the connection fee (50%, up to \$22.00).
- Service Code 300, which represents payment of the monthly discount rate.

Appendix E displays the utilization of CSVM by agency and county.

BUSINESS PARTICIPATION

TELEPHONE WAIVERS & DISCOUNTS

All telephone companies that are eligible telecommunications carriers may be reimbursed for Washington Telephone Assistance Program (WTAP) services. However, some telephone companies offer primarily business lines or have no WTAP customers. During SFY 08, 22 telephone companies invoiced DSHS for providing WTAP telephone discount services (including their administrative costs) for a total of \$3.7 million.

Telephone companies are asked to invoice the program fund on a monthly basis. Monthly accounting frequently requires readjustment due to late invoicing and account corrections by the industry. Billings submitted for service in a particular month are billed to the fund for that month. The telephone companies bill the Universal Service Administration Company (USAC) directly for the matching amount.

Remittances by telephone companies of excise tax (line surcharge) amounts are made monthly to the Department of Revenue. Excise tax revenues totaled \$5.4 million for SFY 08 (Appendix F) and were collected from 102 telephone companies.

Appendix H provides program data by company and service type. Data in this appendix shows that 61% (\$2,256,133.45) of the total funds expended for households participating in WTAP (\$3,675,069.72) were paid to Qwest Communications, Inc. A total of \$1,130,996.30 was paid to Verizon Northwest for households participating in WTAP. This equates to 31% of the total funds expended (\$3,675,069.72).

VERIFICATION CALLS & PROGRAM TERMINATION

VERIFICATION REQUESTS BY TELEPHONE COMPANIES

Telephone companies must verify Washington Telephone Assistance Program (WTAP) eligibility benefits before providing a WTAP discount. DSHS provides a toll-free hotline through which telephone company service representatives can verify the eligibility of any WTAP applicant, making the application process fast and easy for the client.

DSHS also operates a toll free public information line. Calls require working with telephone representatives, staff, and clients to resolve customer and accounting problems such as changes in client identification numbers, mismatched Social Security numbers, or incorrect billing names. DSHS WTAP representatives handled an average of 3,240 calls per month. This equates to over 38,800 calls per year.

PROGRAM TERMINATIONS

Once approved for WTAP, a household remains eligible for the program through the end of the state fiscal year (SFY) in which they were approved. At the end of that SFY (each June 30), WTAP households still receiving benefits under a qualifying assistance program are automatically re-certified for another year of WTAP services.

In SFY 08, DSHS notified 9,899 participants that their WTAP services were being terminated because they were no longer receiving assistance from a qualifying program. A total of 191 administrative hearings were scheduled; 170 cases were determined not eligible or dismissed, 9 hearings were found in favor of DSHS, 1 hearing was found in favor of the client, and 11 hearings are pending.

COMMUNITY SERVICE VOICE MAIL

Without a phone, it is nearly impossible to stay in touch with service providers, family members, potential employers and landlords. Access to a personalized, reliable and confidential telephone number is a crucial tool which enables communication regarding employment, housing, escaping domestic violence, and staying connected with vital social services and community supports. Community Service Voice Mail (CSVM) provides free, personalized, 24-hour voicemail access to people in crisis and transition throughout Washington State and across the country.

There are eleven CSVM contractor sites in Washington, which represent a network of over 400 participating agencies and organizations statewide. Each of these organizations has the ability to enroll a client into CSVM, (i.e., each participating agency is assigned a block of voicemail numbers to distribute to clients by one of the eleven contractor sites). The network of agencies and organizations represent a wide spectrum of service providers serving low-income individuals.

Most common goals for Community Voice Mail users are:

- Employment
- Housing
- Escaping Domestic Violence
- Staying Connected to Vital Services and Support ¹

"I'd just like you to know that without this voice mail I would not have gotten the place I have, would not have lined up work, would not have gotten the medication I need or the rental assistance...nor would I be clean and sober today. I'd still be homeless..."

- Veteran and Community Voicemail User

In 2007, the Washington State CSVM network served over 8,500 low-income and/or homeless individuals. Funding through DSHS covers a percentage of the overall CSVM services offered and utilized across the state. Most individuals use their voicemail for an average of 7 months.

Eligible recipients can apply for a voice mailbox through their local contractor. Information and local agency referrals are available through their local DSHS community services office or through any of about 400 service organizations that have the ability to enroll a client into CSVM. CSVM recipients receive a local voice mail box with a secure Personal Identification Number (PIN) to access their messages. Anyone wanting to contact the CSVM recipient can leave a message and the recipient can retrieve the message from any phone using their PIN.

As with WTAP services, once approved, benefits may continue through the end of the program year (June 30). Once a homeless recipient obtains housing, that recipient is eligible for discounted telephone services. A WTAP-eligible recipient cannot simultaneously receive discounted telephone services and a CSVM mailbox.

"When I received my personal phone number from Community Voice Mail, I could see the difference it made right away."

- Formerly Homeless Woman, Tacoma

¹ Community Voice Mail (National) <http://www.cvm.org>

NEXT STEPS

DSHS will continue program marketing and outreach efforts. For example, DSHS will target potentially qualifying programs that have low participation rates such as General Assistance and Basic Food.

Beginning October 2008, raising the income threshold makes Basic Food benefits available to more people in Washington. The department anticipates this eligibility change will increase WTAP use in SFY 09 and beyond. The \$1.19 million increase in the program fund balance this report year should be sufficient to cover this increase in demand.

The department continues to seek new ways to increase program efficiency through technology.

Appendix A
Washington Telephone Assistance Program (WTAP)
Telephone Service Waivers & Discounts
Participating / Eligible Households by Qualifying Assistance Program
SFY 2008

Qualifying Assistance Program ¹	Participating Households	Eligible Households	Percent Participating
Chore Services	1	7	14.3%
Community Voice Mail	4	14	28.6%
Basic Food	18,111	151,062	12%
GAU/GAX	5,505	33,994	16.2%
Medical	42,769	308,811	13.9%
Refugee Assistance	106	832	12.7%
SSI State Supplement	402	1,796	22.4%
SSI Copes	41,931	124,854	33.6%
TANF	9,657	45,075	21.4%
Total	118,486	666,445	17.8%

Numbers provided by the Barcode System.

¹ Unduplicated counts, cases were assigned to categories by a specified priority. Counts are cumulative. (Example: A TANF household may also receive Medicaid and food stamps, but is only counted once as TANF).

Appendix B
Washington Telephone Assistance Program (WTAP)
Telephone Service Waivers & Discounts
Eligible Households by County & Qualifying Assistance Program
SFY 2008

County	GAU / GAX	TANF	Refugee	SSI / COPES	SSI State Supp.	Medical	Basic Food	Chore Services	Comm. Services Voice Mail	Total
< Unknown >	9	2	0	88	1	80,037	270	6	0	80,413
Adams County	38	216	0	119	5	1,542	622	0	0	2,542
Asotin County	122	252	0	518	5	1,230	934	0	0	3,061
Benton County	1,091	2,246	59	1,044	39	4,714	5,931	0	0	15,124
Chelan / Douglas Co.	653	592	0	1,373	8	4,739	2,873	0	0	10,238
Clallam County	398	621	0	1,222	7	2,807	2,075	0	0	7,130
Clark County	1,141	2,733	48	5,505	155	13,417	10,879	1	0	33,879
Columbia County	1	1	0	5	0	3	0	0	0	10
Cowlitz County	473	1,242	0	2,189	13	4,838	4,573	0	0	13,328
Ferry County	79	65	0	177	2	667	318	0	0	1,308
Franklin County	44	3	0	1,305	1	436	21	0	0	1,810
Garfield County	0	5	0	4	0	11	5	0	0	25
Grant County	477	865	3	1,610	14	4,762	2,659	0	0	10,390
Grays Harbor County	478	934	0	1,685	7	3,355	2,789	0	0	9,248
Island County	150	166	0	577	6	1,629	871	0	0	3,399
Jefferson County	169	170	0	210	0	871	837	0	0	2,257
King County	10,486	9,791	505	23,131	721	51,837	28,791	0	6	125,268
Kitsap County	1,403	1,222	2	3,196	45	6,887	4,136	0	0	16,891
Kittitas County	99	209	0	360	2	792	774	0	0	2,236
Klickitat County	186	175	0	279	2	888	769	0	0	2,299
Lewis County	500	703	0	1,607	16	3,938	2,932	0	0	9,696
Lincoln County	0	0	0	2	0	0	0	0	0	2
Mason County	430	510	0	550	4	2,134	1,604	0	0	5,232
Okanogan County	403	283	0	1,065	6	2,598	1,632	0	0	5,987
Pacific County	142	188	0	598	3	1,036	764	0	0	2,731
Pend Oreille County	148	154	0	191	2	580	399	0	0	1,474
Pierce County	3,773	6,805	42	11,150	248	26,133	16,958	0	1	65,110
San Juan County	4	11	0	41	0	92	31	0	0	179
Skagit County	483	752	5	1,561	15	5,815	3,669	0	1	12,301
Skamania County	44	56	0	87	2	336	309	0	0	834
Snohomish County	3,487	2,821	66	7,612	105	20,647	11,325	0	0	46,063
Spokane County	2,974	3,787	86	8,428	123	20,554	14,753	0	4	50,709
Stevens County	324	293	0	1,150	16	1,879	1,349	0	0	5,011
Thurston County	980	1,525	3	37,554	101	7,927	6,171	0	2	54,263
Wahkiakum County	0	0	0	0	0	0	0	0	0	0
Walla Walla County	253	451	1	964	12	1,619	1,664	0	0	4,964
Whatcom County	943	1,009	11	2,474	41	6,852	5,727	0	0	17,057
Whitman County	79	118	0	191	4	981	736	0	0	2,109
Yakima County	1,530	4,099	1	5,032	65	20,228	10,912	0	0	41,867
Total	33,994	45,075	832	124,854	1,796	308,811	151,062	7	14	666,445

Appendix C
Washington Telephone Assistance Program (WTAP)
Telephone Service Waivers & Discounts
Participating / Eligible Households by County Report
SFY 2008

County Name	Participating Households	Eligible Households	Percent Participating
Unknown	681	80,413	0.85%
Adams County	557	2,542	21.91%
Asotin County	672	3,061	21.95%
Benton County	2,744	15,124	18.14%
Chelan / Douglas County	1,762	10,238	17.21%
Clallam County	1,699	7,130	23.83%
Clark County	6,208	33,879	18.32%
Columbia County	4	10	40.00%
Cowlitz County	2,612	13,328	19.60%
Ferry County	316	1,308	24.16%
Franklin County	499	1,810	27.57%
Garfield County	10	25	40.00%
Grant County	2,199	10,390	21.16%
Grays Harbor County	1,781	9,248	19.26%
Island County	472	3,399	13.89%
Jefferson County	514	2,257	22.77%
King County	25,467	125,268	20.33%
Kitsap County	3,426	16,891	20.28%
Kittitas County	168	2,236	7.51%
Klickitat County	249	2,299	10.83%
Lewis County	2,054	9,696	21.18%
Lincoln County	0	2	0.00%
Mason County	936	5,232	17.89%
Okanogan County	1,346	5,987	22.48%
Pacific County	385	2,731	14.10%
Pend Oreille County	317	1,474	21.51%
Pierce County	11,450	65,110	17.59%
San Juan County	57	179	31.84%
Skagit County	1,835	12,301	14.92%
Skamania County	33	834	3.96%
Snohomish County	7,384	46,063	16.03%
Spokane County	11,055	50,709	21.80%
Stevens County	1,510	5,011	30.13%
Thurston County	16,984	54,263	31.30%
Wahkiakum County	0	0	0.00%
Walla Walla County	1,157	4,964	23.31%
Whatcom County	3,242	17,057	19.01%
Whitman County	346	2,109	16.41%
Yakima County	6,355	41,867	15.18%
Total	118,486	666,445	17.78%

Appendix E
 Washington Telephone Assistance Program (WTAP)
 Community Service Voice Mail
 Participating Households by Agency and County
 SFY 2008

County	Service Code ¹	GAU / GAX	TANF	Refugee	SSI / Copes	SSI State Supp.	Medical	Basic Food	Chore Services	Comm. Voice Mail	Total
< Unknown >	100	0	0	0	0	0	0	0	0	0	0
	200	0	0	0	1	0	155	7	0	0	163
	300	1	1	0	8	0	642	22	0	0	674
Adams County	100	0	0	0	0	0	0	0	0	0	0
	200	2	20	0	4	0	55	20	0	0	101
	300	7	74	0	30	1	273	172	0	0	557
Asotin County	100	0	0	0	0	0	0	0	0	0	0
	200	2	18	0	13	0	25	16	0	0	74
	300	17	46	0	194	3	287	120	0	0	667
Benton County	100	0	0	0	0	0	0	0	0	0	0
	200	62	173	6	43	1	267	185	0	0	737
	300	154	471	6	274	10	1,039	783	0	0	2,737
Chelan / Douglas County	100	0	0	0	0	0	0	0	0	0	0
	200	22	27	0	71	0	160	87	0	0	367
	300	82	103	0	446	1	783	338	0	0	1,753
Clallam County	100	0	0	0	0	0	0	0	0	0	0
	200	14	32	0	56	1	88	70	0	0	261
	300	77	165	0	500	2	673	278	0	0	1,695
Clark County	100	0	0	0	0	0	0	0	0	0	0
	200	46	176	5	237	4	439	328	9	9	1,235
	300	173	538	10	1,751	32	2,420	1,259	1	0	6,184
Columbia County	100	0	0	0	0	0	0	0	0	0	0
	200	0	0	0	0	0	0	0	0	0	0
	300	0	0	0	3	0	0	0	0	0	4

¹ Service Code Legend:

- Code 100 – Waiver of Deposit.
- Code 200 – Connection Fee Discount (50% - up to \$22.00)
- Code 300 – Monthly Discount Rate

Appendix E
Washington Telephone Assistance Program (WTAP)
Community Service Voice Mail
Participating Households by Agency and County
SFY 2008

County	Service Code ¹	GAU / GAX	TANF	Refugee	SSI / Copes	SSI State Supp.	Medical	Basic Food	Chore Services	Comm. Voice Mail	Total
Cowlitz County	100	0	0	0	0	0	0	0	0	0	0
	200	27	89	0	107	1	192	129	0	0	545
	300	90	234	0	766	4	1,012	491	0	0	2,597
Ferry County	100	0	0	0	0	0	0	0	0	0	0
	200	7	5	0	7	0	21	9	0	0	49
	300	30	20	0	59	1	142	61	0	0	313
Franklin County	100	0	0	0	0	0	0	0	0	0	0
	200	0	0	0	42	0	8	2	0	0	52
	300	20	0	0	425	0	50	3	0	0	498
Garfield County	100	0	0	0	0	0	0	0	0	0	0
	200	0	1	0	0	0	0	0	0	0	1
	300	0	2	0	1	0	7	0	0	0	10
Grant County	100	0	0	0	0	0	0	0	0	0	0
	200	33	65	0	63	0	165	104	0	0	430
	300	94	220	0	574	5	874	421	0	0	2,188
Grays Harbor County	100	0	0	0	0	0	0	0	0	0	0
	200	14	47	0	52	0	112	71	0	0	296
	300	83	183	9	553	3	649	303	0	0	1,774
Island County	100	0	0	0	0	0	0	0	0	0	0
	200	6	11	0	19	0	29	38	0	0	103
	300	16	26	0	139	1	183	82	0	0	447
Jefferson County	100	0	0	0	0	0	0	0	0	0	0
	200	12	19	0	7	0	34	28	0	0	100
	300	35	47	0	74	0	224	132	0	0	512
King County	100	0	0	0	0	0	0	0	0	0	0
	200	443	850	34	831	7	1,778	887	0	0	4,830
	300	1,765	2,450	50	7,771	149	9,599	3,591	0	3	25,378
Kitsap County	100	0	0	0	0	0	0	0	0	0	0
	200	64	88	0	129	1	259	141	0	0	682
	300	210	272	0	1,007	9	1,377	540	0	0	3,415
Kittitas County	100	0	0	0	0	0	0	0	0	0	0
	200	8	13	0	9	0	26	27	0	0	83
	300	6	17	0	25	0	42	35	0	0	125

Appendix E
Washington Telephone Assistance Program (WTAP)
Community Service Voice Mail
Participating Households by Agency and County
SFY 2008

County	Service Code ¹	GAU / GAX	TANF	Refugee	SSI / Copes	SSI State Supp.	Medical	Basic Food	Chore Services	Comm. Voice Mail	Total
Klickitat County	100	0	0	0	0	0	0	0	0	0	0
	200	1	1	0	4	0	6	4	0	0	16
	300	18	25	0	42	0	102	60	0	0	247
Lewis County	100	0	0	0	0	0	0	0	0	0	0
	200	21	52	0	72	0	156	86	0	0	387
	300	86	156	0	561	5	853	386	0	0	2,047
Lincoln County	100	0	0	0	0	0	0	0	0	0	0
	200	0	0	0	0	0	0	0	0	0	0
	300	0	0	0	0	0	0	0	0	0	0
Mason County	100	0	0	0	0	0	0	0	0	0	0
	200	19	37	0	25	0	81	38	0	0	200
	300	63	98	0	162	2	425	179	0	0	929
Okanogan County	100	0	0	0	0	0	0	0	0	0	0
	200	14	28	0	44	1	109	61	0	0	257
	300	77	78	0	378	2	539	261	0	0	1,335
Pacific County	100	0	0	0	0	0	0	0	0	0	0
	200	2	3	0	2	0	8	11	0	0	26
	300	25	21	0	112	0	158	61	0	0	377
Pend Oreille County	100	0	0	0	0	0	0	0	0	0	0
	200	3	11	0	7	0	22	14	0	0	57
	300	19	43	0	58	1	132	62	0	0	315
Pierce County	100	0	0	0	0	0	0	0	0	0	0
	200	169	396	6	450	1	850	522	0	0	2,394
	300	542	1,237	6	3,303	47	4,353	1,926	0	0	11,414
San Juan County	100	0	0	0	0	0	0	0	0	0	0
	200	0	0	0	1	0	3	0	0	0	4
	300	2	3	0	16	0	27	9	0	0	57
Skagit County	100	0	0	0	0	0	0	0	0	0	0
	200	20	42	0	53	1	164	83	0	0	363
	300	68	128	1	425	2	856	348	0	0	1,828

Appendix E
Washington Telephone Assistance Program (WTAP)
Community Service Voice Mail
Participating Households by Agency and County
SFY 2008

County	Service Code ¹	GAU / GAX	TANF	Refugee	SSI / Copes	SSI State Supp.	Medical	Basic Food	Chore Services	Comm. Voice Mail	Total
Skamania County	100	0	0	0	0	0	0	0	0	0	0
	200	0	2	0	0	0	6	4	0	0	12
	300	2	1	0	3	1	13	6	0	0	26
Snohomish County	100	0	0	0	0	0	0	0	0	0	0
	200	122	161	6	271	2	549	258	0	0	1,369
	300	452	511	8	2,326	15	3,058	988	0	0	7,358
Spokane County	100	0	0	0	0	0	0	0	0	0	0
	200	198	360	13	435	3	850	497	0	0	2,356
	300	563	914	19	2,962	38	4,618	1,904	0	1	11,019
Stevens County	100	0	0	0	0	0	0	0	0	0	0
	200	15	21	0	39	2	65	49	0	0	191
	300	72	109	0	472	7	524	317	0	0	1,501
Thurston County	100	0	0	0	0	0	0	0	0	0	0
	200	52	100	1	1,847	0	290	166	0	0	2,456
	300	168	335	11	13,945	28	1,788	704	0	0	16,969
Walla Walla County	100	0	0	0	0	0	0	0	0	0	0
	200	14	29	0	52	0	83	60	0	0	238
	300	59	105	1	377	2	366	241	0	0	1,151
Whatcom County	100	0	0	0	0	0	0	0	0	0	0
	200	44	73	2	120	0	235	146	0	0	620
	300	180	269	3	816	11	1,347	601	0	0	3,227
Whitman County	100	0	0	0	0	0	0	0	0	0	0
	200	4	6	0	4	0	27	19	0	0	60
	300	22	21	0	37	3	183	75	0	0	341
Yakima County	100	0	0	0	0	0	0	0	0	0	0
	200	69	187	0	167	0	540	243	0	0	1,206
	300	199	668	0	1,240	16	2,928	1,243	0	0	6,294
Totals	100	0	0	0	0	0	0	0	0	0	0
	200	1,529	3,143	73	5,284	25	7,857	4,410	0	0	22,321
	300	5,477	9,591	105	41,835	401	42,547	18,002	1	4	117,963

¹ Service Code Legend:
Code 100 – Waiver of Deposit.
Code 200 – Connection Fee Discount (50% - up to \$22.00)
Code 300 – Monthly Discount Rate

Appendix E
Washington Telephone Assistance Program (WTAP)
Community Service Voice Mail
Participating Households by Agency and County
SFY 2008

Agency	Region/County	SFY 2008 CSVM Households
Benton - Franklin County Action Committee	Benton, Franklin, Walla Walla, Whitman, Yakima	201
Chelan Douglas Community Action Council	Adams, Chelan, Douglas, Ferry, Grant, Kittitas, Klickitat, Okanogan, Skamania, Stevens	131
Community Voice Mail National Office	Kitsap, Mason, Thurston	217
Council for the Homeless	Clark	238
Solid Ground	King	495
Metropolitan Development Council	Pierce	251
Opportunity Council	Island	27
Opportunity Council	Whatcom	294
Skagit County Community Action Agency	Skagit	209
Spokane Neighborhood Action Program	Spokane	464
Volunteers of America	Snohomish	391
Total CSVM Participants		2,918

- **The above table shows CSVM households funded by WTAP, which is a percentage of the CSVM services offered and utilized across the state. For example, the Community Voice Mail National Office reports that Washington State served over 8,500 low-income and/or homeless individuals in the 2007 calendar year.**

Appendix F
Washington Telephone Assistance Program (WTAP)
Fiscal Summary – State Fiscal Years 2003 - 2008
July 1, 2002 to June 30, 2008

WTAP FUND ACTIVITY	YEAR 16 FY 03	YEAR 17 FY 04	YEAR 18 FY 05	YEAR 19 FY 05	YEAR 20 FY 07	YEAR 21 FY 08
Forfeit Of Deposit	\$784.00	\$80.00	\$70.00	\$0	\$0	\$0
Connection Discount	\$666,318.74	\$932,338.32	\$1,005,305.81	\$876,157.73	\$537,436.15	\$395,333.81
Change Of Service	\$0	\$0	\$0	\$0	\$0	\$0
Monthly Rate Discount	\$8,630,412.30	\$3,007,138.60	\$2,996,904.61	\$3,289,808.57	\$2,935,213.77	\$3,152,678.05
Telephone Company Administrative Costs	\$166,231.71	\$462,812.14	\$161,445.26	\$173,812.93	\$160,408.47	\$127,057.86
Total Telephone Company Cost	\$9,463,746.75	\$4,402,369.06	\$4,163,725.68	\$4,339,779.23	\$3,633,058.39	\$3,675,069.72
DSHS Administrative Costs	\$349,978.85	\$388,693.57	\$398,155.23	\$305,312.52	\$381,564.64	\$349,424.69
ISSD Computer Costs	\$56,149.80	\$40,753.17	\$33,310.46	\$23,260.72	\$12,978.27	\$26,332.07
Community Services Voice Mail	\$0	\$53,400.72	\$187,526.42	\$207,346.93	\$209,494.08	\$204,462.33
Total Operating Costs	\$9,869,875.40	\$4,885,216.52	\$4,782,717.79	\$4,875,699.40	\$4,237,095.38	\$4,255,288.81
Excise Tax Received	\$5,318,294.83	\$5,532,694.01	\$5,485,442.35	\$5,689,643.40	\$5,326,426.42	\$5,446,980.84
Increase/(Decrease) Fund Balance	\$(4,551,580.57)	\$647,477.49	\$702,724.56	\$813,944.00	\$1,089,331.04	\$1,191,692.03

Appendix G
Washington Telephone Assistance Program (WTAP)
Fiscal Summary of Operating Costs
State Fiscal Years 2006 - 2008

	SFY 2008	
	Total Operating Costs	Percent of Total Operating Costs
Total Operating Costs	\$ 4,255,288.81	
Total Admin (DSHS + TC + ISSD)	\$ 502,814.62	11.8%
▪ Telephone Company (TC) Admin	\$ 127,057.86	3.0%
▪ DSHS Admin	\$ 349,424.69	8.2%
▪ ISSD Computer Costs	\$ 26,332.07	.6%
CSVM	\$ 204,462.33	4.8%

	SFY 2007	
	Total Operating Costs	Percent of Total Operating Costs
Total Operating Costs	\$ 4,237,095.38	
Total Admin (DSHS + TC + ISSD)	\$ 554,951.38	13.1%
▪ Telephone Company (TC) Admin	\$ 160,408.47	3.8%
▪ DSHS Admin	\$ 381,564.64	9.0%
▪ ISSD Computer Costs	\$ 12,978.27	0.3%
CSVM	\$ 209,494.08	4.9%

	SFY 2006	
	Total Operating Costs	Percent of Total Operating Costs
Total Operating Costs	\$ 4,875,699.40	
Total Admin (DSHS + TC + ISSD)	\$ 502,386.17	10.3%
▪ Telephone Company (TC) Admin	\$ 173,812.93	3.6%
▪ DSHS Admin	\$ 305,312.52	6.3%
▪ ISSD Computer Costs	\$ 23,260.72	0.5%
CSVM	\$ 207,346.93	4.3%

Appendix H
Washington Telephone Assistance Program (WTAP)
Revenue & Disbursements by Company (SFY 08)
For The Period Ending June 2008

Vendor	Acct #	Forfeit Deposit	Connect Discount	Change of Service	Monthly Discounts	Admin. Cost	Total	Excise Tax Received
Accessline Communicatons Corp	<i>Revenue only</i>							\$ 1,395.10
ACN Communication Services	<i>Revenue only</i>							\$ 2,615.06
Advance Telcom Group Inc	<i>Revenue only</i>							\$ 19,811.26
Affinity Mobile LLC	<i>Revenue only</i>							\$ 2.38
Airespring Inc.	<i>Revenue only</i>							\$ 253.40
American Fiber Network, Inc.	<i>Revenue only</i>							\$ 2,874.76
Asotin Telephone Company	00100	\$ -	\$ 53.00	\$ -	\$ 3,486.54	\$ 469.56	\$ 4,009.10	\$ 2,036.86
AT & T Communications of Pacific NW	<i>Revenue only</i>							\$ 65,184.56
AT & T Local Services (formerly TCG - Seattle)	<i>Revenue only</i>							\$ 15,066.94
Azteca Mobile LLC	<i>Revenue only</i>							\$ 14.98
Beaver Creek Telephone Co.	<i>Revenue only</i>							\$ 39.06
Broadwing Communications LLC	<i>Revenue only</i>							\$ 19,039.30
Budget Phone	<i>Revenue only</i>							\$ 17.50
Bullseye Telecom Inc	<i>Revenue only</i>							\$ 1,770.16
CenturyTel of Washington (Pacific Telecom)	01400	\$ -	\$ 2,256.87	\$ -	\$ 126,224.73	\$ -	\$ 128,481.60	\$ 227,282.30

Appendix H
Washington Telephone Assistance Program (WTAP)
Revenue & Disbursements by Company (SFY 08)
For The Period Ending June 2008

Vendor	Acct #	Forfeit Deposit	Connect Discount	Change of Service	Monthly Discounts	Admin. Cost	Total	Excise Tax Received
Charter Fiberlink WA CCVII	<i>Revenue only</i>							\$ 13,469.68
Comcast (formerly ATT Broadband Phone of WA)	03100	\$ -	\$ -	\$ -	\$ 1,317.63	\$ -	\$ 1,317.63	\$ 336,355.18
Comcast IP Phone II LLC	<i>Revenue only</i>							\$ 224,804.72
Comcast of Penns Wash	<i>Revenue only</i>							\$ -
Comcast of California/Colorado	<i>Revenue only</i>							\$ -
Computer 5 Inc	<i>Revenue only</i>							\$ 16,312.52
Comtel Telecom Assets LP	<i>Revenue only</i>							\$ 512.54
Cordia Communications Corp	<i>Revenue only</i>							\$ 951.30
Cowiche (Century Tel)	00300	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 3,189.48
Cross Stream Communications	<i>Revenue only</i>							\$ 3,452.26
Dynalink Communications	<i>Revenue only</i>							\$ 0.98
Electric Lightwave, Inc.	<i>Revenue only</i>							\$ 36,276.24
Ellensburg Telephone Company	00400	\$ -	\$ 952.50	\$ -	\$ -	\$ 1,262.50	\$ 2,215.00	\$ 34,758.22
Ernest Communication, Inc	<i>Revenue only</i>							\$ 3,104.22
Escchelon Telecom of Washington	<i>Revenue only</i>							\$ 108,508.96
Faith Communications	<i>Revenue only</i>							\$ 0.14

Appendix H
Washington Telephone Assistance Program (WTAP)
Revenue & Disbursements by Company (SFY 08)
For The Period Ending June 2008

Vendor	Acct #	Forfeit Deposit	Connect Discount	Change of Service	Monthly Discounts	Admin. Cost	Total	Excise Tax Received
First Commuication Corp.	<i>Revenue only</i>							\$ 963.76
France Telecom Corp Solutions	<i>Revenue only</i>							\$ 63.56
GP Communications LLC	<i>Revenue only</i>							\$ 0.70
Global Crossing Local Services	<i>Revenue only</i>							\$ 1,952.02
Global Crossing Telemanagement LLC	<i>Revenue only</i>							\$ 280.14
Granite Telecommunications LLC	<i>Revenue only</i>							\$ 18,094.30
GTC Telecom	<i>Revenue only</i>							\$ 11.34
Hat Island	<i>Revenue only</i>							\$ 162.96
Heilo LLC	<i>Revenue only</i>							\$ -
Hood Canal Telephone Company, Inc	00700	\$ -	\$ 20.00	\$ -	\$ 469.46	\$ 447.24	\$ 936.70	\$ 3,836.84
IDT Corporation, dba Delaware IDT	<i>Revenue only</i>							\$ 1.54
Inland Telephone Company	00800	\$ -	\$ 312.55	\$ -	\$ 3,240.03	\$ -	\$ 3,552.58	\$ 4,255.02
Integra Telecom, Inc	<i>Revenue only</i>							\$ 91,193.90
Inter Island Telephone Company	<i>Revenue only</i>							\$ 23,082.08
Inter Tel Netsolutions Inc	<i>Revenue only</i>							\$ 1,818.88
International Telcom LTD	<i>Revenue only</i>							\$ 283.78

Appendix H
Washington Telephone Assistance Program (WTAP)
Revenue & Disbursements by Company (SFY 08)
For The Period Ending June 2008

Vendor	Acct #	Forfeit Deposit	Connect Discount	Change of Service	Monthly Discounts	Admin. Cost	Total	Excise Tax Received
Kalama Telephone Company	01000	\$ -	\$ 82.50	\$ -	\$ 1,615.83	\$ 744.00	\$ 2,442.33	\$ 4,833.08
LDMI Telecommunications Inc	<i>Revenue only</i>							\$ 11.62
Level 3 Communications LLC	<i>Revenue only</i>							\$ 50,476.58
Level 3 Enhanced Services LLC	<i>Revenue only</i>							\$ 8.54
Lewis River (TDS Telecom)	01100	\$ -	\$ (67.50)	\$ -	\$ 18,613.50	\$ 469.56	\$ 19,015.56	\$ 9,606.66
M & L Enterprises (Skyline Telephone Co)	02900	\$ -	\$ -	\$ -	\$ 1,753.00	\$ -	\$ 1,753.00	\$ 241.92
Mashell	01200	\$ -	\$ 187.50	\$ -	\$ 3,485.40	\$ 670.00	\$ 4,342.90	\$ 12,374.04
Matrix Telecom	<i>Revenue only</i>							\$ 8,301.30
MCI - Communications Serv	<i>Revenue only</i>							\$ 53,237.94
McDaniel Telephone Company (TDS Telecom)	01300	\$ -	\$ 51.75	\$ -	\$ 8,308.32	\$ 469.56	\$ 8,829.63	\$ 6,947.50
McGraw Communications Inc	<i>Revenue only</i>							\$ 14.98
McLeodusa Telephone Services	<i>Revenue only</i>							\$ 21,278.18
Metropolitan Telecommunications	<i>Revenue only</i>							\$ 862.54
Movida Communications Inc.	<i>Revenue only</i>							\$ -
My Tel Co Inc	<i>Revenue only</i>							\$ 154.70
New Access Communications LLC	<i>Revenue only</i>							\$ -

Appendix H
Washington Telephone Assistance Program (WTAP)
Revenue & Disbursements by Company (SFY 08)
For The Period Ending June 2008

Vendor	Acct #	Forfeit Deposit	Connect Discount	Change of Service	Monthly Discounts	Admin. Cost	Total	Excise Tax Received
New Horizon Communications	<i>Revenue only</i>							\$ 1.40
Northstar Telcom Inc	<i>Revenue only</i>							\$ 2,707.74
Northwest Telephone Inc.	<i>Revenue only</i>							\$ 268.80
NOS Communications, Inc.	<i>Revenue only</i>							\$ 330.96
Onstar Corporation	<i>Revenue only</i>							\$ 2.80
Oregon Telecom Inc.	<i>Revenue only</i>							\$ 1,354.92
Orbitcom Inc	<i>Revenue only</i>							\$ 68.32
Pac-West Telecome Inc	<i>Revenue only</i>							\$ 17.22
Pend Oreille Telephone Company	02800	\$ -	\$ 591.66	\$ -	\$ 3,139.60	\$ 250.70	\$ 3,981.96	\$ 3,608.36
Pioneer Telephone Company	01500	\$ -	\$ 26.00	\$ -	\$ -	\$ -	\$ 26.00	\$ 1,416.94
PNG Telecommunications, Inc.	<i>Revenue only</i>							\$ 50.12
Preferred Long Distance, Inc.	<i>Revenue only</i>							\$ 4,220.30
Primus Telecommunications	<i>Revenue only</i>							\$ 14.14
Quantumshift Communications Inc	<i>Revenue only</i>							\$ 186.06
Qwest Communications	02400	\$ -	\$ 301,770.00	\$ -	\$ 1,843,350.25	\$ 111,013.20	\$2,256,133.45	\$ 2,706,570.16
Rainier Cable	02700	\$ -	\$ 77.50	\$ -	\$ 413.74	\$ 400.00	\$ 891.24	\$ -

Appendix H
Washington Telephone Assistance Program (WTAP)
Revenue & Disbursements by Company (SFY 08)
For The Period Ending June 2008

Vendor	Acct #	Forfeit Deposit	Connect Discount	Change of Service	Monthly Discounts	Admin. Cost	Total	Excise Tax Received
SBC Long Distance LLC	<i>Revenue only</i>							\$ 831.46
Shared Communications, Inc	<i>Revenue only</i>							\$ 18,509.68
St. John Telephone Company	<i>Revenue only</i>							\$ 1,071.00
Talk America, Inc	<i>Revenue only</i>							\$ 39.48
Tel West Communications, LLC	03000	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 2,839.34
TCG Oregon	<i>Revenue only</i>							\$ 361.20
Teleplus Wireless Corp	<i>Revenue only</i>							\$ 15.54
Teleport Communications Group Inc.	<i>Revenue only</i>							\$ -
Tenino	01800	\$ -	\$ 260.00	\$ -	\$ 2,859.45	\$ 1,126.56	\$ 4,246.01	\$ 5,831.42
Time Warner Telecom Holdings, Inc	<i>Revenue only</i>							\$ 19,110.98
Toledo Telephone Company	01900	\$ -	\$ 212.50	\$ -	\$ 709.12	\$ 3,215.62	\$ 4,137.24	\$ 3,806.88
Trans National Communications	<i>Revenue only</i>							\$ 249.76
TW Telecom LP	<i>Revenue only</i>							\$ 1,702.96
Two Digital Phone LLC	<i>Revenue only</i>							\$ 194.74
United Communications, Inc.	<i>Revenue only</i>							\$ 2,556.12
United Embarq	02000	\$ -	\$ 2,512.50	\$ -	\$ 60,249.50	\$ 4,072.80	\$ 66,834.80	\$ 95,481.12

Appendix H
Washington Telephone Assistance Program (WTAP)
Revenue & Disbursements by Company (SFY 08)
For The Period Ending June 2008

Vendor	Acct #	Forfeit Deposit	Connect Discount	Change of Service	Monthly Discounts	Admin. Cost	Total	Excise Tax Received
US Datanet	<i>Revenue only</i>							\$ 0.56
US Sprint Communications Company	<i>Revenue only</i>							\$ 92.40
VCI	03300	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Verizon Northwest	00500	\$ -	\$ 85,428.48	\$ -	\$ 1,044,897.26	\$ 670.56	\$1,130,996.30	\$ 1,002,551.62
Verizon Select Services Inc	<i>Revenue only</i>							\$ 19.32
Wahkiakum West Telephone	02100	\$ -	\$ 16.00	\$ -	\$ 718.50	\$ 306.00	\$ 1,040.50	\$ 1,941.52
Westgate Communications LLC	<i>Revenue only</i>							\$ 6.30
Whidbey Telephone Company	02200	\$ -	\$ 217.50	\$ -	\$ -	\$ 247.50	\$ 465.00	\$ 22,038.10
World Communications	<i>Revenue only</i>							\$ 6,030.08
WTI LLC	<i>Revenue only</i>							\$ 1,406.86
X5 PDX LLC	<i>Revenue only</i>							\$ 1,391.46
X5 Solutions, Inc.	<i>Revenue only</i>							\$ 1,771.00
XO Communications Services	<i>Revenue only</i>							\$ 61,195.40
Yelm/Ycom Telephone Company	02300	\$ -	\$ 372.50	\$ -	\$ 27,826.19	\$ 1,222.50	\$ 29,421.19	\$ 21,602.42
1-800 Reconnex Inc	<i>Revenue only</i>							\$ 63.42
Total		\$ -	\$ 395,333.81	\$ -	\$ 3,152,678.05	\$ 127,057.86	\$3,675,069.72	\$ 5,446,980.84