

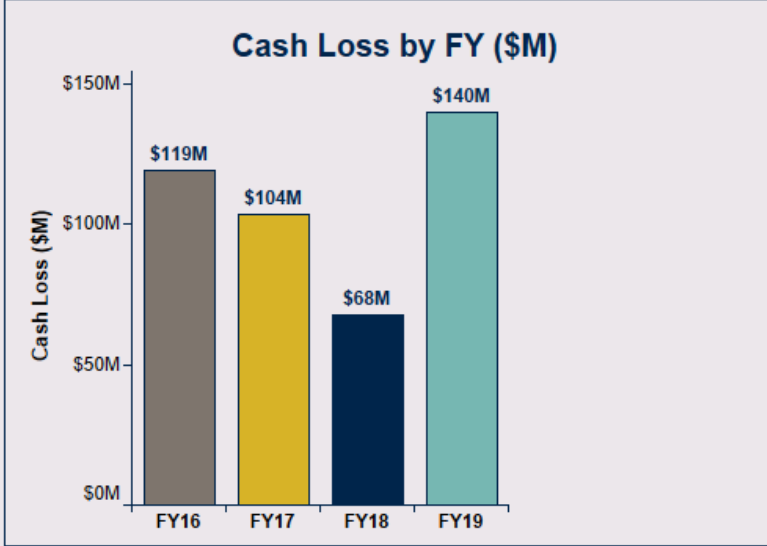
Goal: Getting Payments Right

Program or Activity Universal Services Fund - Schools & Libraries	Reporting Period Q3 2020
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Change from Previous FY (\$M)	\$72M	
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Universal Services Fund - Schools & Libraries

Brief Program Description:
The Schools and Libraries (E-rate) Program provides funding Internet access, telecommunications services, and related equipment for public or private schools (K-12), libraries, and groups of schools and libraries (e.g., consortia, districts, systems)



Key Milestones	Status	ECD
1 Develop mitigation strategies to get the payment right the first time	Completed	Oct-19
2 Evaluate the ROI of the mitigation strategy	Completed	Oct-19
3 Determine which strategies have the best ROI to prevent cash loss	Completed	Oct-19
4 Implement new mitigation strategies to prevent cash loss	Completed	Oct-19
5 Analyze results of implementing new strategies	Completed	Oct-19

Quarterly Progress Goals	Status	Notes	ECD
1 Q3 2020 Qualitative improvements in participant understanding of competitive bidding rules and eligible product and services.	Completed	N/A	Mar-20
2 Q3 2020 Qualitative improvement in documentation submissions in support of funding requests and disbursements.	On-Track	N/A	Dec-20

Recent Accomplishments	Date
1 Developing the preliminary business requirements that will be the basis for an RFP seeking development of the Bidder's Portal.	Jul-20

Amt(\$)	Root Cause	Root Cause Description	Mitigation Strategy	Anticipated Impact of Mitigation
\$115M	Other reason	Competitive Bidding/Incomplete Documentation - Beneficiary did not provide any documentation requested by PQA or Beneficiary provided partial documentation in relation to competitive bidding.	In-person and online training for program participants on the documentation requirements for funding requests, and publishing the documentation requirements for program beneficiaries on the USAC website; Development of a competitive bidders porta..	Compliant document submissions accompanying funding request submissions.
		Competitive Bidding/Invalid Contract - Contract signed after the submission of Form 471.	In-person and online training for program participants on the rules and regulations for competitive bidding, as well targeted webinars available on the USAC website.	Improved compliance with competitive bidding rules.
\$25M	Administrative or process errors made by: others (participating lender, health care provider, or other organization administering Federal dollars)	Invoicing Errors - Service provider bill does not support the undiscounted amount of the disbursement under review.	In-person and online training for program participants on program rules, regulations, and eligible products and services as well targeted webinars available on the USAC website.	Improved participant awareness in eligible products and services as well as improved documentation submissions.

Cash Loss - Cash loss to the Government includes amounts that should not have been paid and in theory should/could be recovered.