

Goal: Getting Payments Right

Program or Activity
Universal Services Fund - Schools & Libraries

Reporting Period
Q4 2020

Change from Previous FY (\$M)

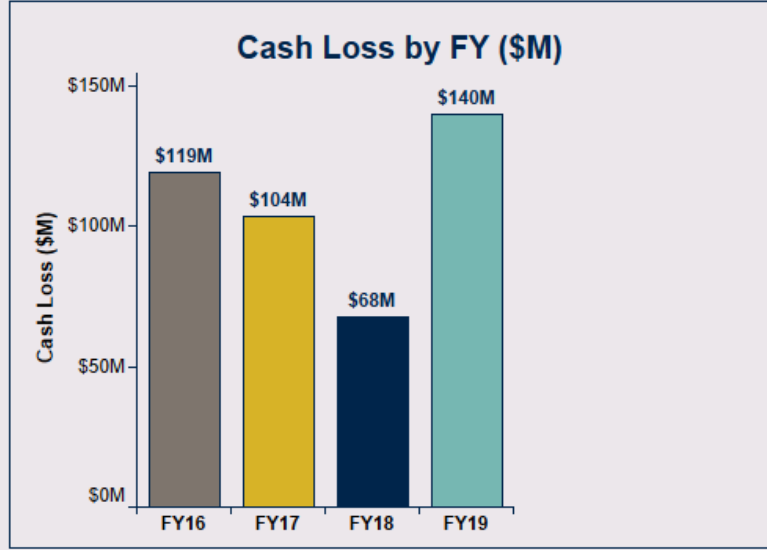
\$72M



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-20
2 Evaluate the ROI of the mitigation strategy	Completed	Oct-20
3 Determine which strategies have the best ROI to prevent cash loss	Completed	Oct-20
4 Implement new mitigation strategies to prevent cash loss	Completed	Oct-20
5 Analyze results of implementing new strategies	Completed	Oct-20

Quarterly Progress Goals	Status	Notes	ECD
1 Q4 2020 Qualitative improvement in documentation submissions in support of funding requests and disbursements.	On-Track	N/A	Dec-20

Recent Accomplishments	Date
1 Business Requirements Document (BRD) for the competitive bidding portal (CBP) with the FCC. BRD will serve as the basis for the request for the CBP proposal (RFP).	Oct-20
2 Delivered Fall 2020 stakeholder training via webinar to review systems (EPC) and requirements from applicants in support of operational processes (i.e. PIA, Invoicing, Appeals, Post-Commitment. LCP covered in the Pre-commitment (PIA) presentations f	Oct-20

Amt(\$)	Root Cause	Root Cause Description	Mitigation Strategy	Anticipated Impact of Mitigation
\$115M	Other reason	SP LCP Confirmation/No Certification SPI - Service Provider failed to certify that they provided goods/services to the beneficiary at the lowest corresponding price.	Enhance existing LCP service provider training materials to cover the aspects of LCP to include, but not limited to acquisitions and mergers; Provide service providers copies of policies and procedures governing LCP process; and Development of a competi	Awareness and education of service providers; and retention of compliant document submissions as part of the competitive bidding portal.
		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)	(Administrative or Process Errors Made by Other Party) 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.