



Lifeline Program for Low-Income Consumers



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Agenda



1. What is the Lifeline Program?
2. Who is Eligible?
3. How to Enroll in the Lifeline Program?
4. Provider Website Tour
5. Sample Application
6. Challenges & Barriers
7. Additional Information
8. Additional Tips for Clients

What is the Lifeline Program?



- Federal government benefit program
- Free cell phone
- Monthly allotment of free text messages and free voice minutes
(varies by state)
- Voicemail account, call waiting, caller ID
- No annual contracts or activation fee

Who is Eligible?



- **Federal criteria** (<http://www.fcc.gov/lifeline>)
 - Household Income at or below 135% of the FPL in your state
OR
 - Participation in the following programs:
 - ✦ Medicaid
 - ✦ SNAP-Food Stamps
 - ✦ Federal Housing-Section 8
 - ✦ SSI
 - ✦ TANF- Temporary Assistance for Needy Families
 - ✦ LIHEAP- Low Income Home Energy Assistance
- Eligibility can vary by state

How to Enroll in the Lifeline Program?



- Different providers: Varies by state

[Lifeline Support](#)

> Companies In My State Map

- Assurance (has been most successful)
- Safelink
- Others

Sample Provider Website



[Assurance Wireless](#)

Challenges & Barriers



- Mailing address issues
- Waiting period for phone
- Getting appropriate documentation for program eligibility

Additional Information



- Consistently follow up with provider company (e.g. Assurance Wireless) after submitting application bi-weekly
- Keep copies of client's application
- How to set up phone
- What to do if lost or stolen
Call: 1-888-321-5880
- Must recertify yearly: online, phone, mail
- 1-year warranty
- Account PIN can be recovered
- [FAQs](#)

Additional Tips for Clients



- Can not have more than one account (even with different providers)
 - Lifeline program attached to consumer info (SSN, DOB)
- Additional minutes available for low cost

Questions and Comments?



Thank You!