



DATE: January 04, 2021

AGENDA ITEM # 3



TO: Senior Commission

FROM: Sarah Robustelli, Town of Los Altos Hills, Staff Liaison
Bridget Matheson, City of Los Altos, Staff Liaison

SUBJECT: Needs Assessment: Cell Phone Program

RECOMMENDATION:

Discuss with Senior Commission if there is a need to explore a cell phone program for seniors.

BACKGROUND/DISCUSSION:

During public comment at the November 02, 2020 Senior Commission Meeting, Michelle Wu, Mayor of the Town of Los Altos Hills asked the Senior Commission to consider a cell phone program needs assessment for seniors.

The Senior Commission agreed to place it on their January 04, 2021 agenda.

Currently there is a State program available that that might fulfill this need. California Lifeline Program (California Lifeline) provides discounted home phones and cell phone services to eligible households. The Lifeline discounts help consumers lower the cost of their phone bills.

Eligibility for the program includes the following:

- CalFresh, Food Stamps or Supplemental Nutrition Assistance Program (SNAP) Card
- Federal Public Housing Assistance (Section 8)
- Federal Veterans and Survivors Pension Benefit Program Award or Update Letter
- Low Income Home Energy Assistance Program (LIHEAP), Award Letter or Rent Statement showing discount
- Medicaid/Medi-Cal Card or Award Letter
- National School Lunch Program (NSLP), Award Letter
- Supplemental Security Income (SSI), Award Letter
- Women, Infants and Children Program (WIC), Award Letter or Screen Shots of California App
- Temporary Assistance for Needy Families (TANF), Award Letter
- California Work Opportunity and Responsibility to Kids (CalWORKS), Award Letter
- Stanislaus County Work Opportunity and Responsibility to Kids (StanWORKS), Award Letter
- Welfare-to-Work (WTW), Statement of Benefits letter
- Greater Avenues for Independence (GAIN), Award Letter