ACP Outreach Grants

Grantee Meeting

September 13, 2023

1:00 – 2:30 PM EDT

Agenda

Opening Remarks	Alejandro Roark
Key Staffing Updates	Miriam Montgomery
Grantee Resource Hub	Gerard Williams
Grantee Event Intake and Program Feedback Form	David M. Pérez
Performance Reporting Outputs	Miriam Montgomery
ACP Outreach Toolkit Updates	Alejandro Roark
Questions & Answers	David M. Pérez
Wrap-up	Miriam Montgomery

Consumer & Governmental Affairs Bureau

Alejandro Roark, Bureau Chief
Consumer & Governmental Affairs
Federal Communications Commission

alejandro.roark@fcc.gov

@alejandroroark

Consumer & Governmental Affairs Bureau

Consumer Policy Division	Office of Intergovernmental Affairs	Office of Native Affairs & Policy	Disability Rights Office	Consumer Affairs & Outreach Division	Consumer Inquiries & Complaints Division	Web & Print Publishing Division

www.fcc.gov/consumer-governmental-affairs

Affordable Connectivity Program

The FCC's Affordable Connectivity Program is helping households across the country connect and save on their monthly internet service bill.

ENROLLMENT

20 million+
served in every U.S. state and territory

~17 million urban
households enrolled

~3 million rural
households enrolled

Rural households are enrolling at a higher rate than their urban peers.

Key Staffing Updates

Miriam Montgomery, Grants Program Officer

Grants Office POCs

Grants Program Officer	Grants Management Officer
Miriam Montgomery	Joy Sears

Grants Management Specialists	
Lindsey Tomes	GrantSolutions – Erin Daly
Ashley Pendleton *(NEW)*	GrantSolutions – Sandra Urban
	GrantSolutions – Corrine Oliver
	GrantSolutions – Molly McGuire

National Community Impact Managers
Gerard Williams
Chantal Virgile *(NEW)*
David Perez *(NEW)*

Grantee Resource Hub

Gerard Williams, National Community Impact Manager

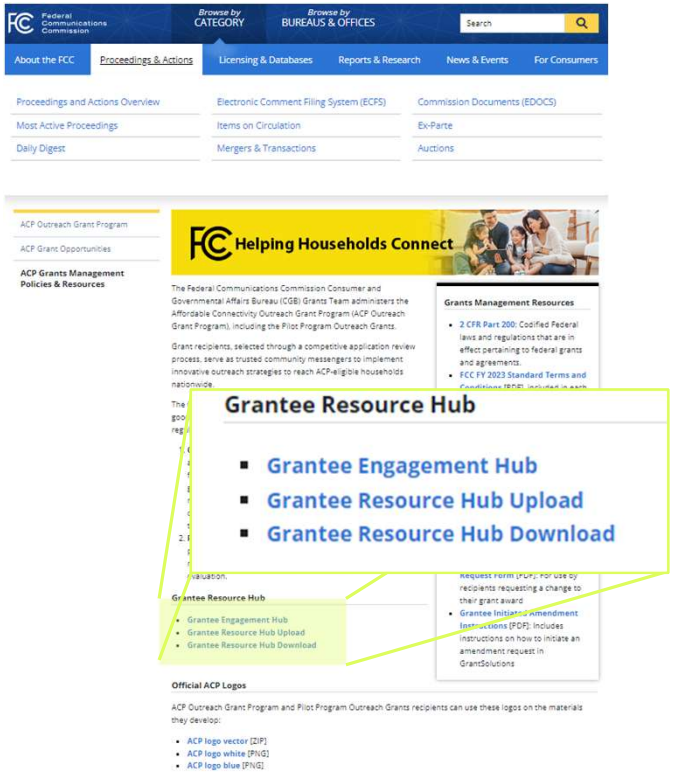
Resource Hub: Purpose

Purpose:

- Captures various information from grantees about the ACP and the ACP Outreach Grants
- Allow grantees to use pre-existing ACP outreach materials and modify to meet their target audience needs rather creating materials from scratch
- Provide some amount of consistency in ACP messaging nationwide
- Fosters a sense of community and information sharing amongst grantees

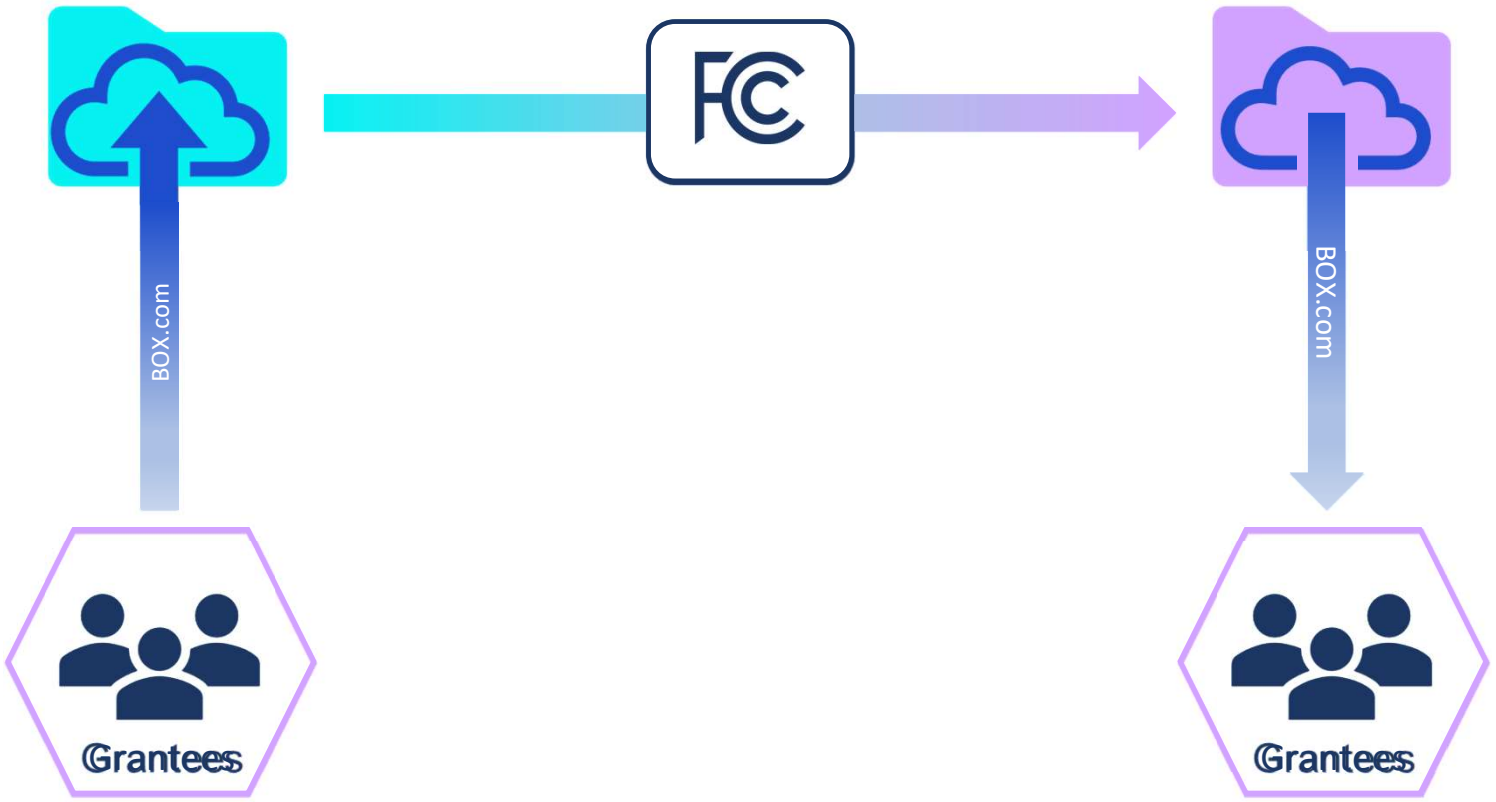
Frequency:

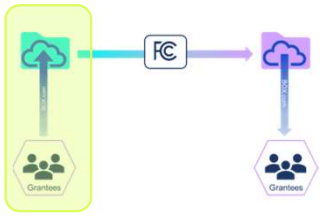
- Use of the Grantee Resource Hub is voluntary, not a grant requirement
- Frequency of use is as desired by grantees—the more widely used this Resource Hub is, the greater the benefit to all



https://www.fcc.gov/acp-grants-management

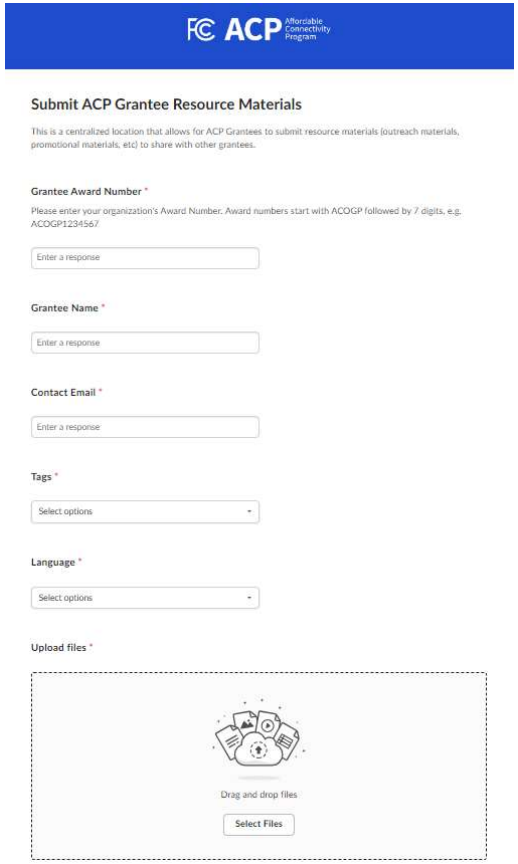
Resource Hub: How it works

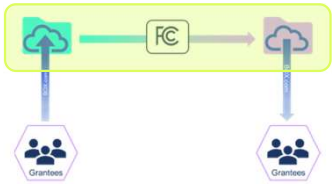




Resources-Upload

- Grantee uploads ACP outreach material via a BOX.com webform
- Data gathered to allow us to organize resources in the Resource Hub
  - Award Number (e.g. ACOGP230###)
  - Grantee Name
  - Contact Email
  - Tags (Select multiple)
  - Language



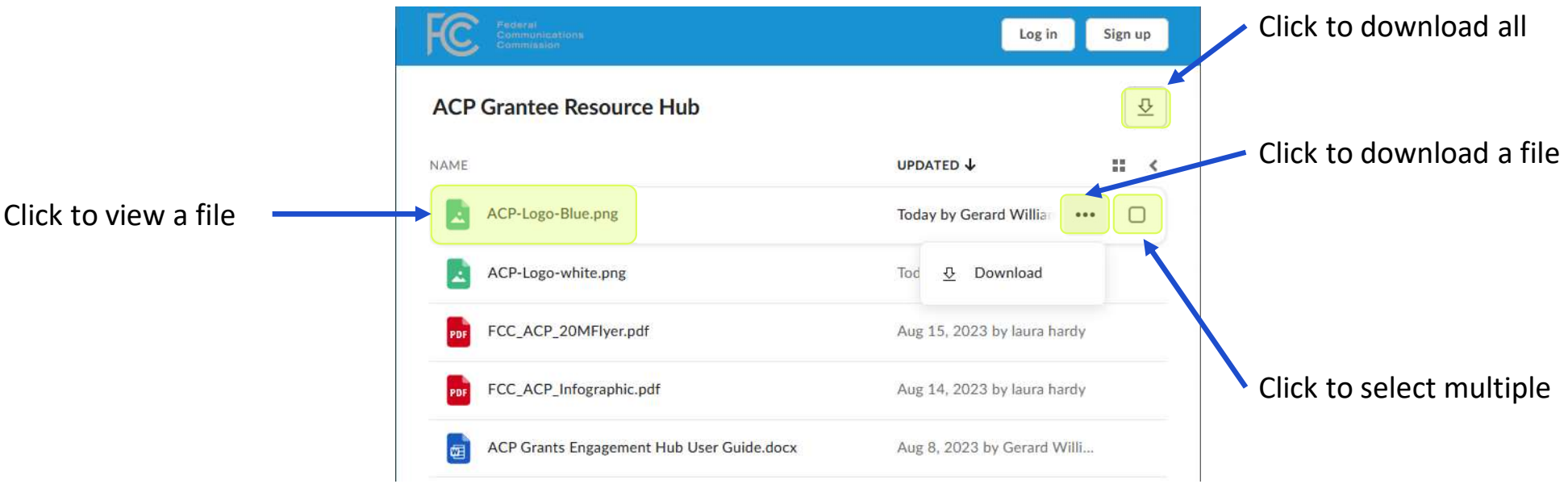


Resources-Processing

- FCC will review incoming resource submissions for factual accuracy
- Your responses on the upload form will help us keep the download folder organized
- We may adjust the upload form as we go in order to better capture information about materials you share.

Resources- Download

- Resource download is via [Box.com shared folder]



Grantee Event Intake & Program Feedback Forms

David M. Pérez, National Community Impact Manager

Event Intake Form: What and Why

What:

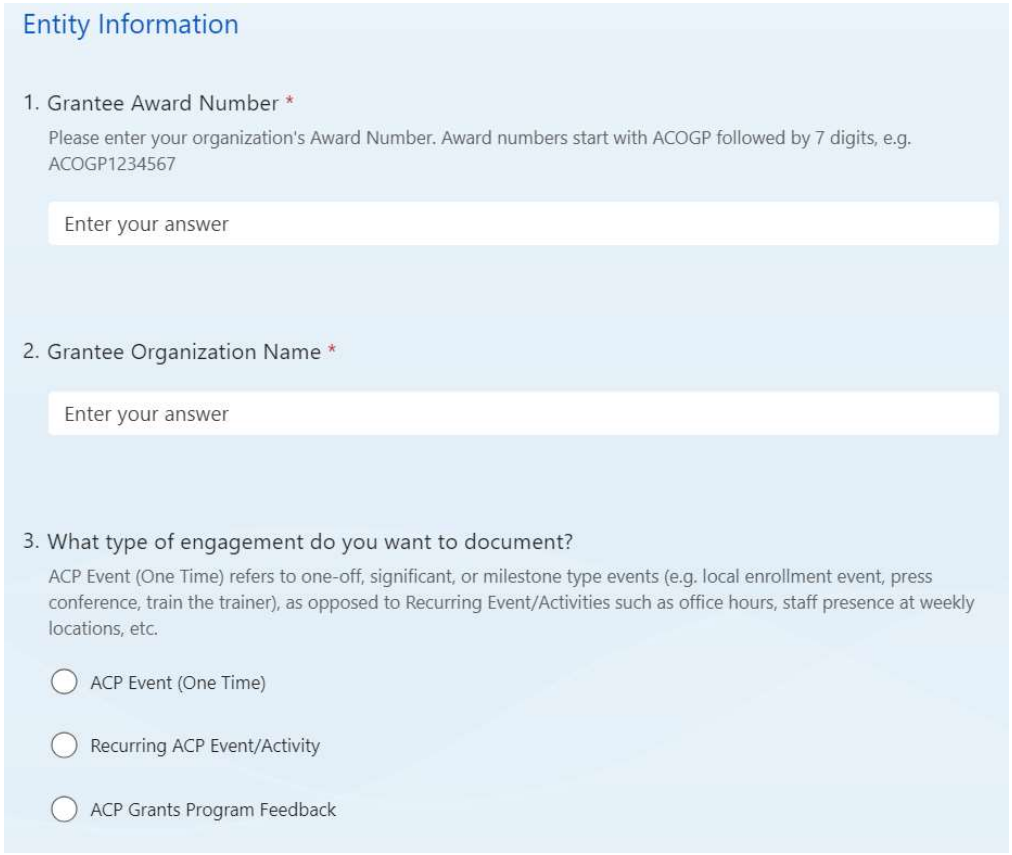
- An online form that allows grantees to share upcoming events with the FCC for informational purposes
- Provides FCC staff the logistical, substantive, and point-of-contact information regarding your upcoming event

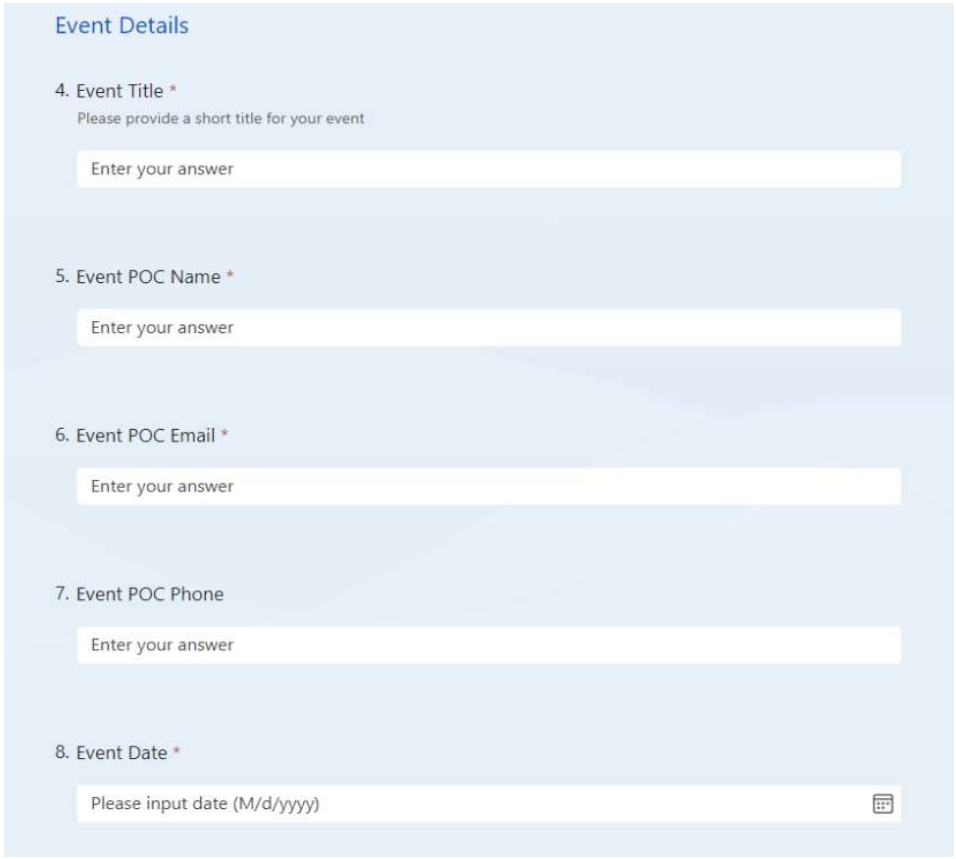
Why:

- Flags the event for FCC leadership and potential speakers that may be traveling in your region
- FCC staff can uplift large-scale, widely attended events to FCC Leadership and state & local government officials during other engagement efforts
- Allows for an actionable Speaker Request to be automatically generated

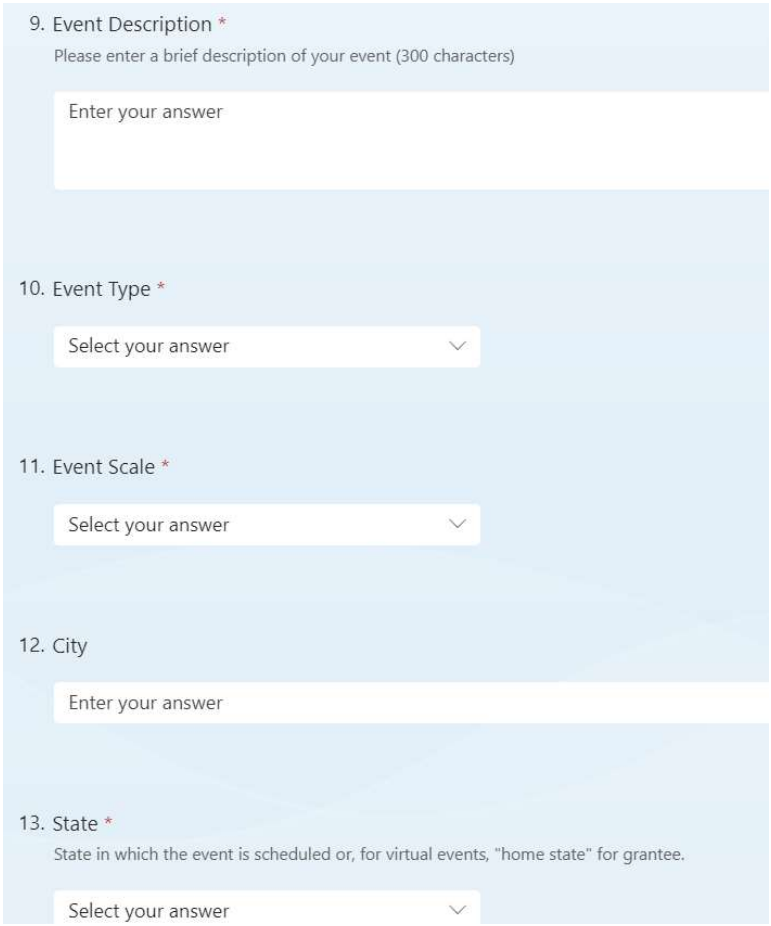
ACP Engagement Hub
URL: www.fcc.gov/acp-grants-management

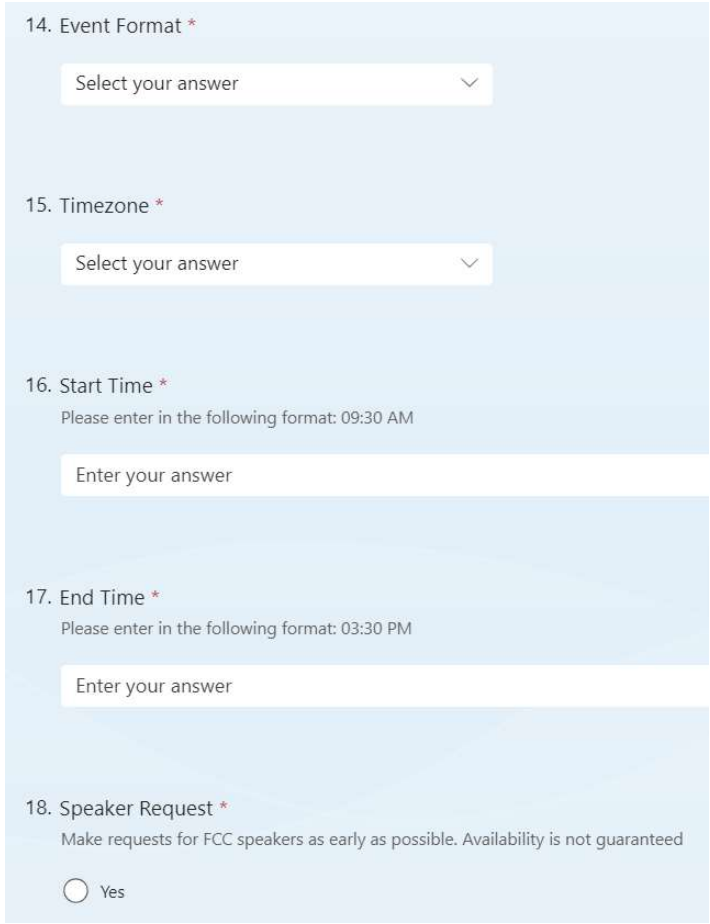
Event Form Screenshots 1 of 2





Event Form Screenshots 2 of 2





Program Feedback Form: What and Why

What:

- Captures various information from grantees about the ACP and the ACP Outreach Grants Program such as:
  - Grants Program Improvements
  - ACP Feedback
  - **Program Success Stories**
  - Lessons Learned/Program Learnings

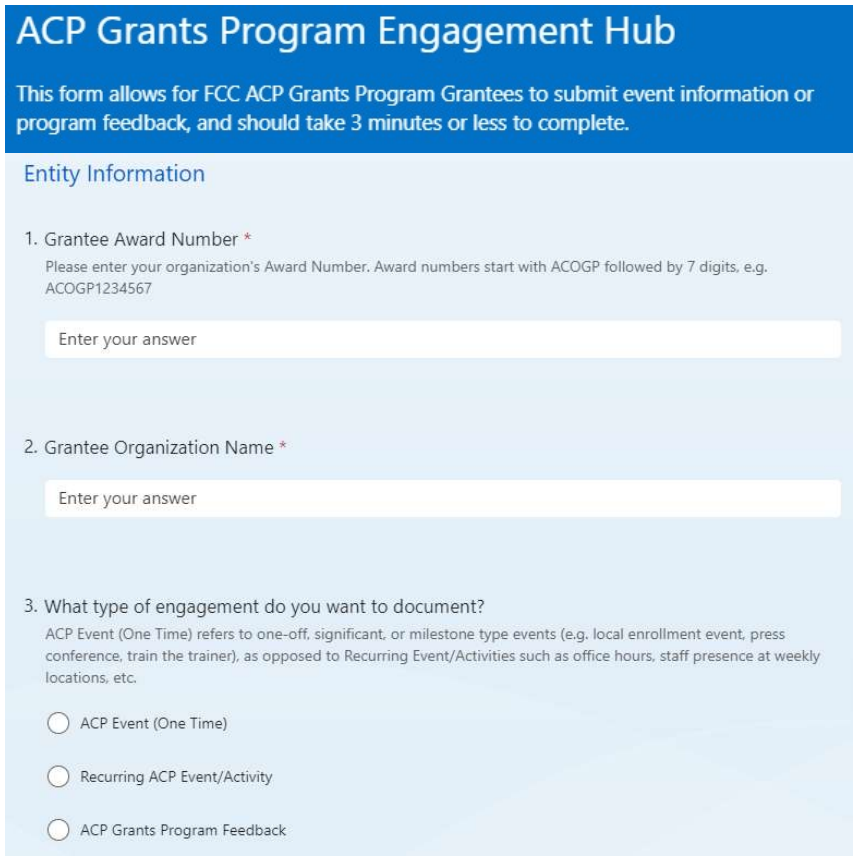
Why:

- The goal is to improve the grantee experience with ACP and use stories to demonstrate the success and impact of ACP to key stakeholders
- Information submitted will assist the FCC in prioritizing where further technical assistance is required to ensure grantees' success

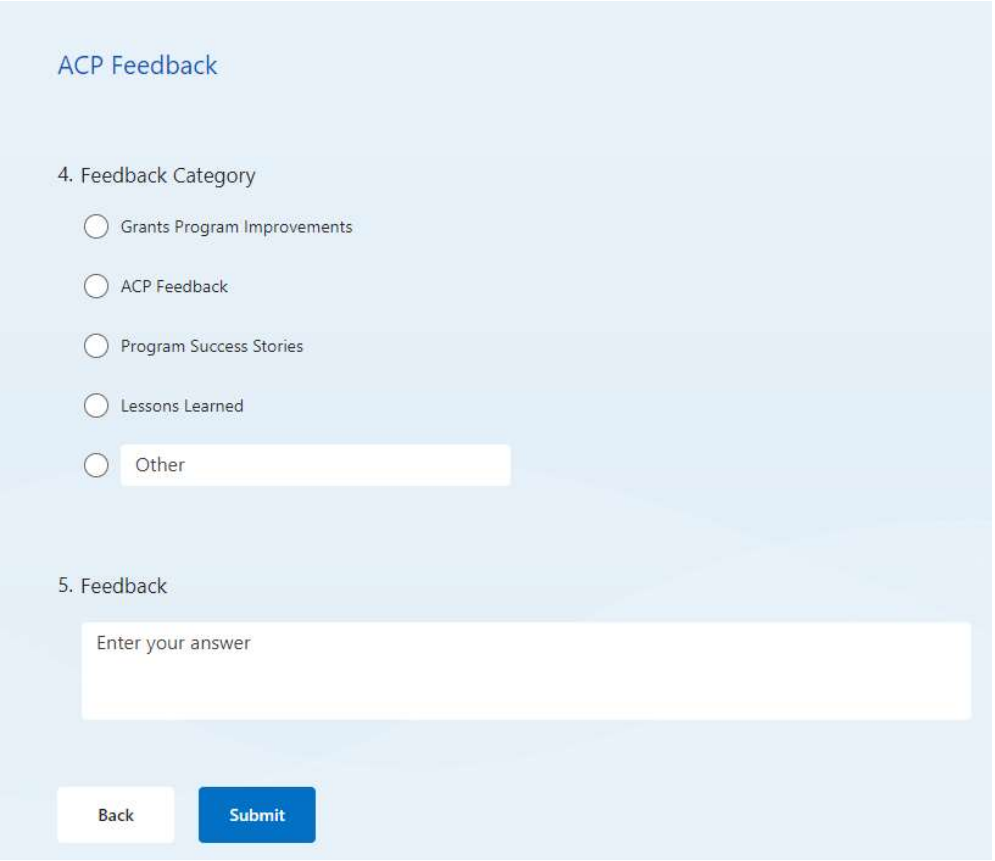
ACP Engagement & Resource Hub
URL: www.fcc.gov/acp-grants-management

Feedback Form Screenshots 1 of 1

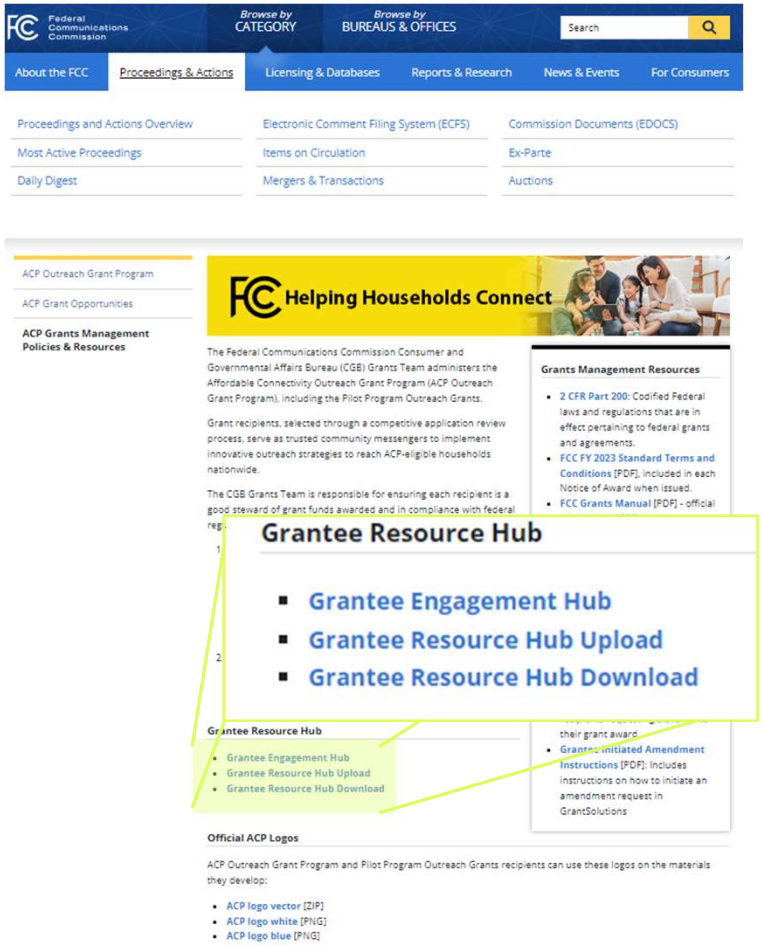
Entity Information



ACP Feedback



Grantee Engagement Hub



www.fcc.gov/acp-grants-management

Performance Reporting Outputs

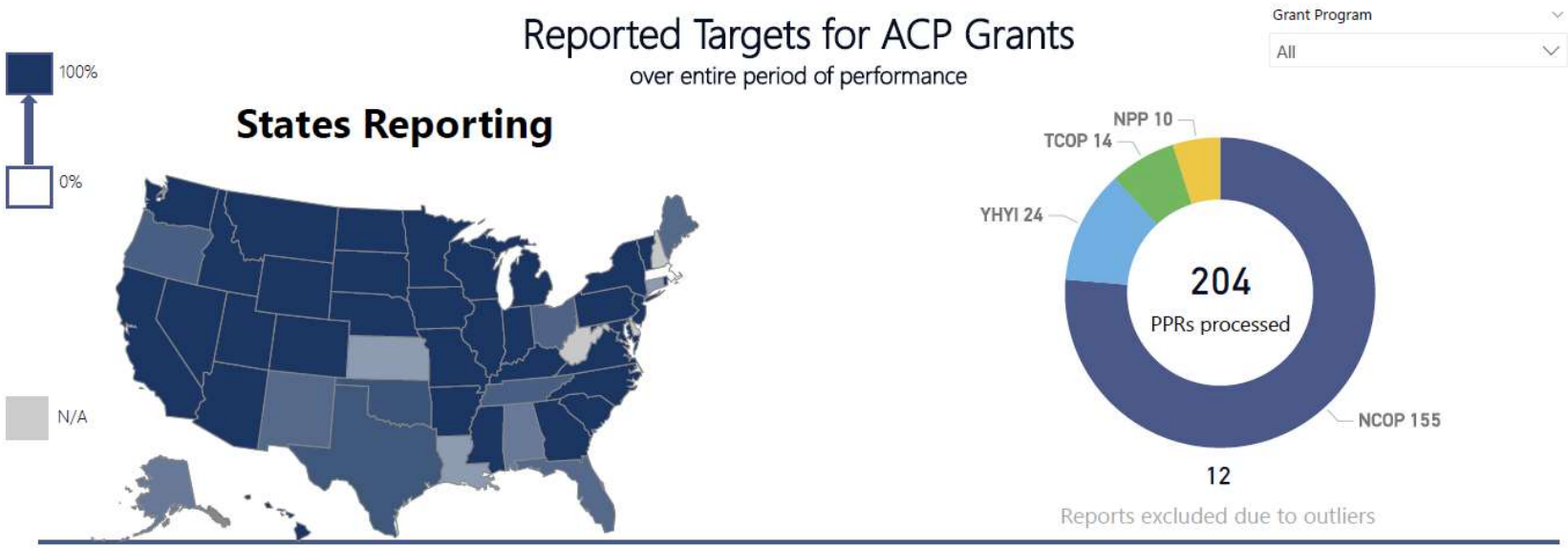
Miriam Montgomery, Grants Program Officer

Performance Progress Report Analysis

189 PPR Supplements have been received and accepted by the FCC thus far. As part of our analyses:

- We conducted further outreach to select grantees to resubmit PPR Supplements due to inaccuracies such as:
  - Missing performance measurement targets for the grant period
  - Missing outcomes and supporting milestones
  - Quarter progress reported as the performance measurement target for the grant period
  - File format changes, changes to the template, submitting images or PDF PPR Supplement rather than Microsoft Excel file
- Controlled for outliers to ensure data integrity (~16 PPR Supplements)
  - Response for # of individuals enrolled at events surpassed # of individuals that participated in such event
  - Response for # of events reflecting # of individuals that attended events

Performance Measurement Targets – All Grantees



224
Total Grantees

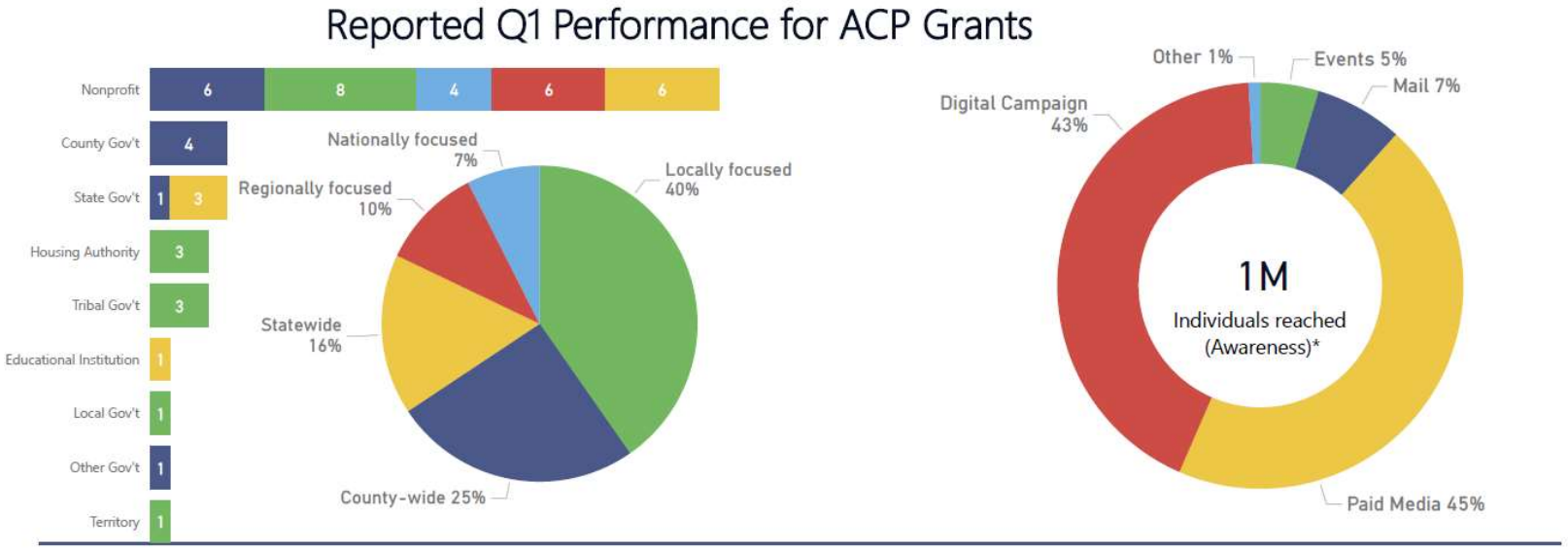
48K
Targeted In Person Enrollment Events

190K
Total Outreach Events/Activities* Planned

45M
Target Individuals Reached (Awareness)*

*Outreach Events/Activities and individuals reached for awareness are inclusive of high reach activities such as paid media, digital campaigns, newsletters, door to door campaigns, etc.

Q1 Accomplishments – All Grantees



58
Grantees with Q1 Activities

282
Q1 Enrollment Events Held

2,388
Q1 Outreach Activities*

150K
Learned about ACP for the first time

*Outreach Events/Activities and individuals reached for awareness are inclusive of high reach activities such as paid media, digital campaigns, newsletters, door to door campaigns, etc.

Performance Reporting Office Hours

CGB will be hosting three (3) office hours to go over the upcoming performance reporting covering Quarter 2 (Q2): **July 1 – September 30, 2023**. Grantees are encouraged to attend one or more office hour(s) to ask any questions that come up to ensure complete submissions. Register Here

Date	Time
September 28, 2023	3:00 – 4:00 PM EST
October 12, 2023	2:00 – 3:00 PM EST
October 27, 2023	1:00 – 2:00 PM EST

Reminder: Quarter 2 submissions are due no later than [redacted] via GrantSolutions via Reports Module. After 10 business days, funds will be put on hold in payment system until the late report(s) is reviewed and approved. Your organization will be unable to draw down funds during that time.

Resource Hub: ACP Outreach Toolkit Updates

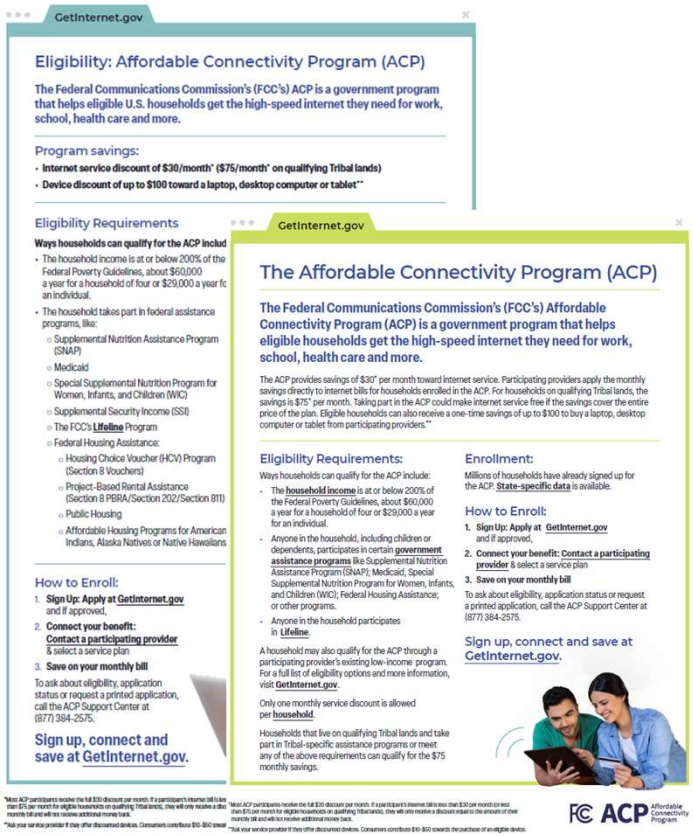
Alejandro Roark, Chief, Consumer and Governmental Affairs Bureau

ACP Outreach Resources: Print

FCC ACP Affordable Connectivity Program

Enrollment

Eligibility



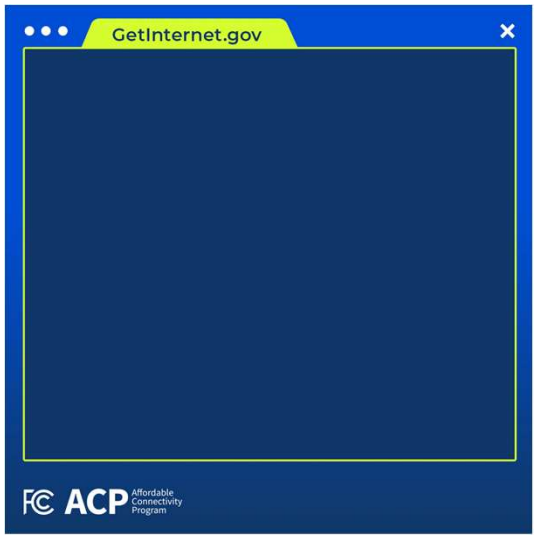
Direct Mail/School

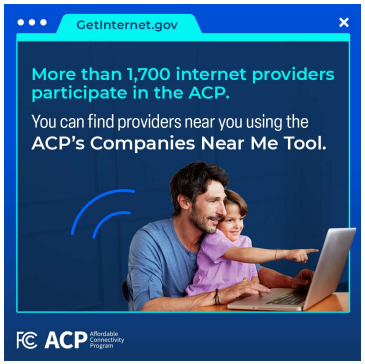
www.fcc.gov/acp-grants-management

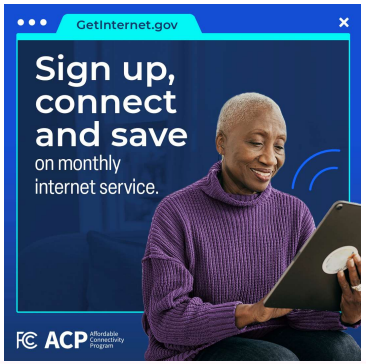
ACP Outreach Resources

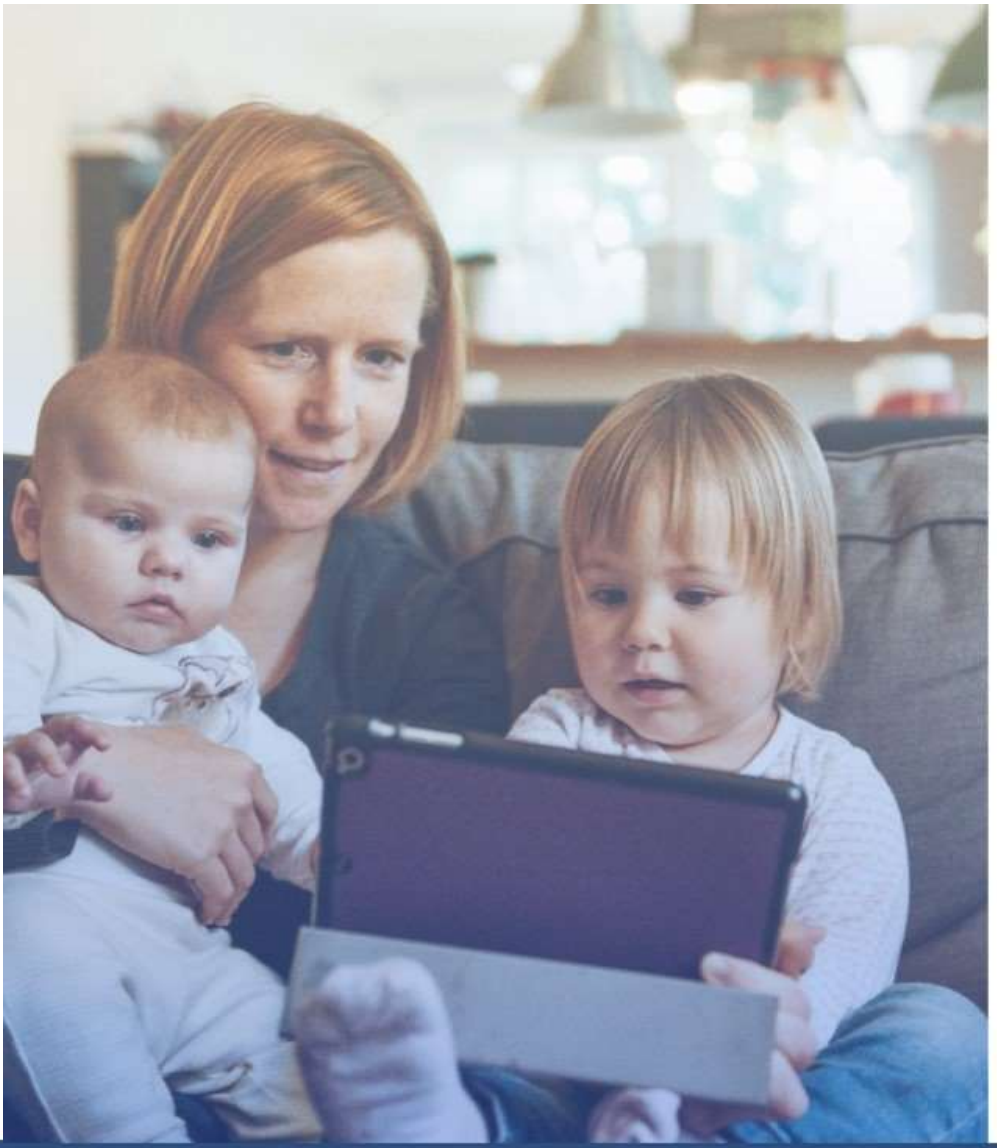
Social Media: Sample Copy for Posts, Images & GIF for local government and community partners to use and customize

Sample Post Copy: *High-speed internet helps you connect to the things that matter — like work, school, health care, and more. More than 1.5 million households in Texas have access to internet savings thanks to the FCC's Affordable Connectivity Program. Want to see if you're eligible? Visit GetInternet.gov.*









FCC ACP Affordable Connectivity Program

Add'l Public Resources

- **FCC's ACP Consumer Hub**: www.fcc.gov/ACP
- **Help Line:** Call the ACP Support Center at (877) 384-2575 or send an email to ACPSupport@usac.org
- **Consumer FAQ:** www.fcc.gov/affordable-connectivity-program-consumer-faq
- **Toolkit:** www.affordableconnectivity.gov/community-resources/
- **Accessibility:** FCC504@fcc.gov
- **To apply**: www.getinternet.gov
- **Contact**: ACPinfo@fcc.gov
- **FCC Grants Website:** www.fcc.gov/acp-grants

Q&A

David M. Pérez, National Community Impact Manager

NEW: Post award Frequently Asked Questions (FAQs) recently published at:
ACP Outreach Grant Program Management Policies and Resources | Federal Communications Commission (fcc.gov)

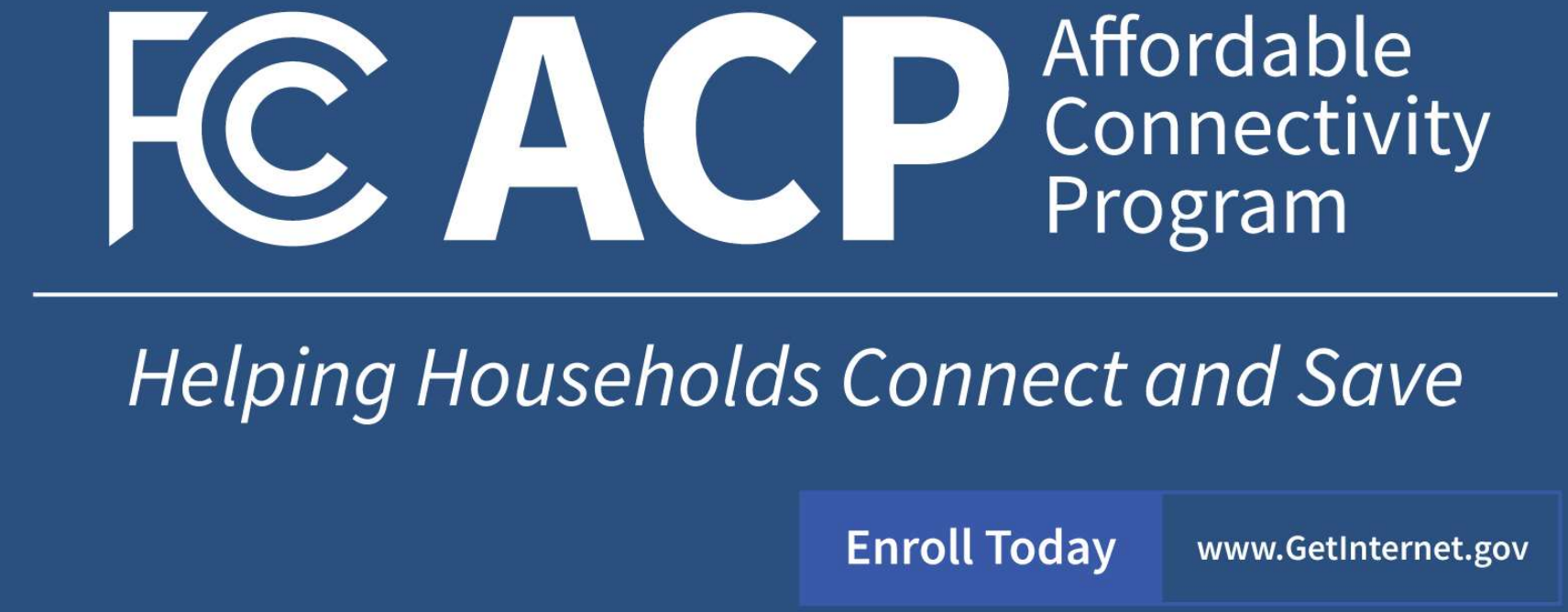
Zoom survey questions

Miriam Montgomery, Grants Program Officer

Wrap Up

Upcoming Grantee Meeting Dates:

Date	Time
October 11, 2023	2:00 – 3:00 PM EST
November 8, 2023	2:00 – 3:00 PM EST
December 13, 2023	2:00 – 3:00 PM EST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