



ACP Outreach Grants

Grantee Meeting

September 13, 2023

1:00 – 2:30 P M E D T

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



Alejandro Roark, Bureau Chief
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@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

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

Miriam Montgomery

Grants Management Officer

Joy Sears

Grants Management Specialists

Lindsey Tomes
Ashley Pendleton (NEW)

GrantSolutions – Erin Daly
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

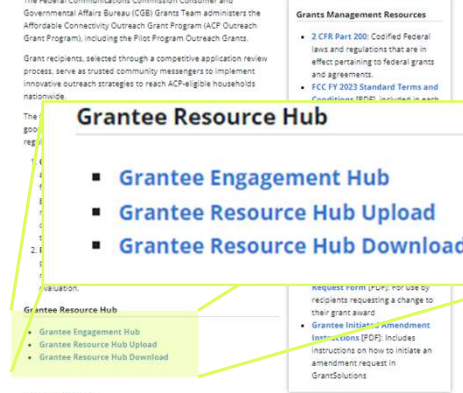
Resource Hub: Purpose

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

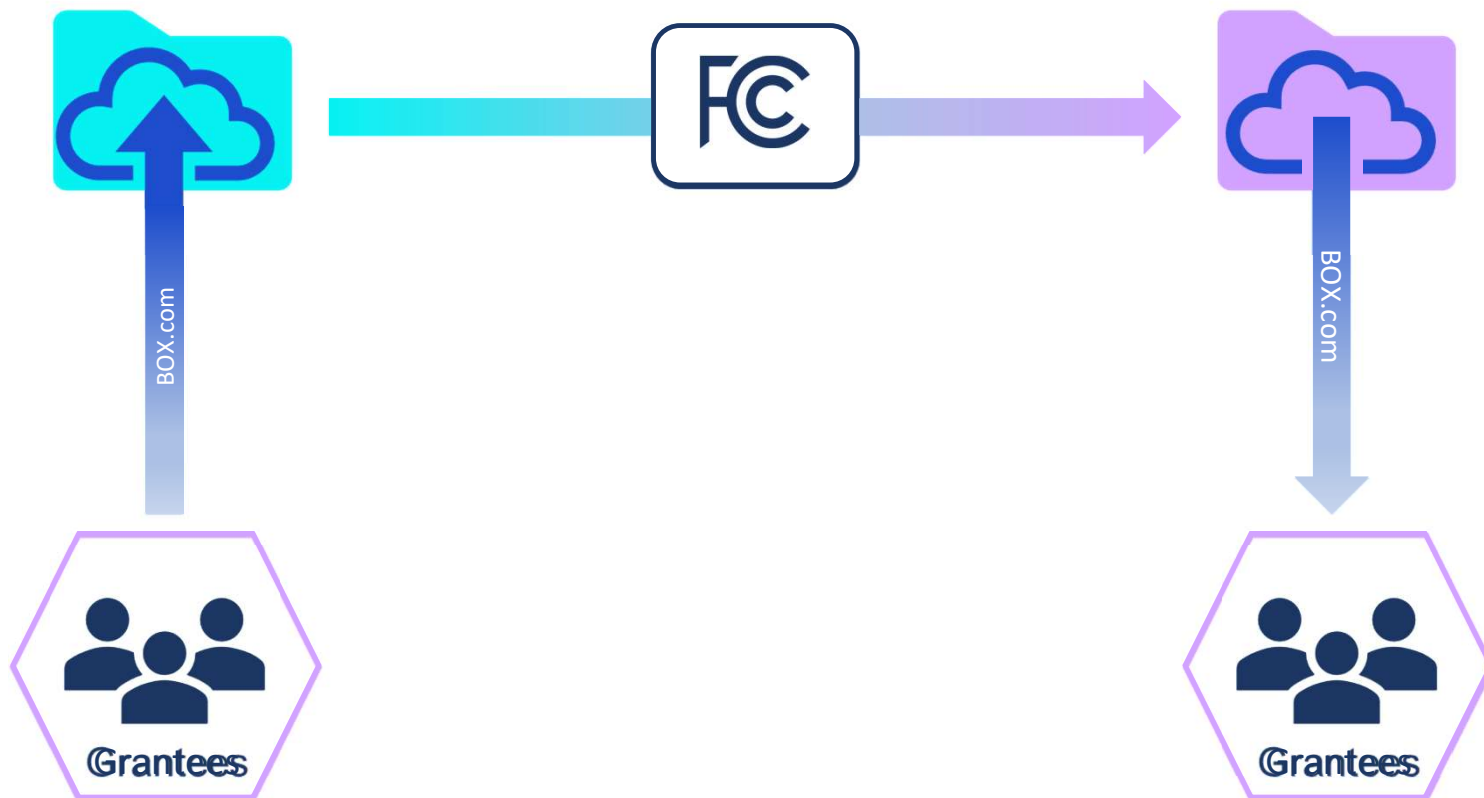
Frequency:

- 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





Submit ACP Grantee Resource Materials

This is a centralized location that allows for ACP Grantees to submit resource materials (outreach materials, promotional materials, etc) to share with other grantees.

Grantee Award Number *
Please enter your organization's Award Number. Award numbers start with ACOGP followed by 7 digits, e.g. ACOGP1234567


Grantee Name *

Contact Email *

Tags *

Language *

Upload files *



Drag and drop files

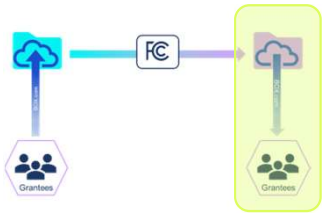
- Grantee uploads ACP outreach material via a BOX.com [webform](#)
- Data gathered to allow us to organize resources in the Resource Hub
 - Award Number (e.g. ACOGP230###)
 - Grantee Name
 - Contact Email
 - Tags (Select multiple)
 - Language



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](https://www.box.com)

NAME	UPDATED ↓
ACP-Logo-Blue.png	Today by Gerard Willia...
ACP-Logo-white.png	Tod
FCC_ACP_20MFlyer.pdf	Aug 15, 2023 by laura hardy
FCC_ACP_Infographic.pdf	Aug 14, 2023 by laura hardy
ACP Grants Engagement Hub User Guide.docx	Aug 8, 2023 by Gerard Willi...

Click to view a file

Click to download all

Click to download a file

Click to select multiple

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



Entity Information

1. Grantee Award Number *

Please enter your organization's Award Number. Award numbers start with ACOGP followed by 7 digits, e.g. ACOGP1234567

2. Grantee Organization Name *

3. What type of engagement do you want to document?

ACP Event (One Time) refers to one-off, significant, or milestone type events (e.g. local enrollment event, press conference, train the trainer), as opposed to Recurring Event/Activities such as office hours, staff presence at weekly locations, etc.

- ACP Event (One Time)
- Recurring ACP Event/Activity
- ACP Grants Program Feedback

Event Details

4. Event Title *

Please provide a short title for your event

5. Event POC Name *

6. Event POC Email *

7. Event POC Phone

8. Event Date *



Event Form Screenshots 2 of 2



9. Event Description *
Please enter a brief description of your event (300 characters)

Enter your answer

10. Event Type *
Select your answer

11. Event Scale *
Select your answer

12. City
Enter your answer

13. State *
State in which the event is scheduled or, for virtual events, "home state" for grantee.

Select your answer

14. Event Format *
Select your answer

15. Timezone *
Select your answer

16. Start Time *
Please enter in the following format: 09:30 AM

Enter your answer

17. End Time *
Please enter in the following format: 03:30 PM

Enter your answer

18. Speaker Request *
Make requests for FCC speakers as early as possible. Availability is not guaranteed

Yes

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 Grants Program Engagement Hub

This form allows for FCC ACP Grants Program Grantees to submit event information or program feedback, and should take 3 minutes or less to complete.

Entity Information

1. Grantee Award Number *

Please enter your organization's Award Number. Award numbers start with ACOGP followed by 7 digits, e.g. ACOGP1234567

2. Grantee Organization Name *

3. What type of engagement do you want to document?

ACP Event (One Time) refers to one-off, significant, or milestone type events (e.g. local enrollment event, press conference, train the trainer), as opposed to Recurring Event/Activities such as office hours, staff presence at weekly locations, etc.

- ACP Event (One Time)
- Recurring ACP Event/Activity
- ACP Grants Program Feedback

ACP Feedback

ACP Feedback

4. Feedback Category

- Grants Program Improvements
- ACP Feedback
- Program Success Stories
- Lessons Learned
- Other

5. Feedback

Grantee Engagement Hub



Federal Communications Commission

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ACP Outreach Grant Program

ACP Grant Opportunities

ACP Grants Management Policies & Resources

Helping Households Connect

The Federal Communications Commission Consumer and Governmental Affairs Bureau (CGB) Grants Team administers the Affordable Connectivity Outreach Grant Program (ACP Outreach Grant Program), including the Pilot Program Outreach Grants.

Grant recipients, selected through a competitive application review process, serve as trusted community messengers to implement innovative outreach strategies to reach ACP-eligible households nationwide.

The CGB Grants Team is responsible for ensuring each recipient is a good steward of grant funds awarded and in compliance with federal regulations.

Grants Management Resources

- 2 CFR Part 200: Codified Federal laws and regulations that are in effect pertaining to federal grants and agreements.
- FCC FY 2023 Standard Terms and Conditions [PDF], included in each Notice of Award when issued.
- FCC Grants Manual [PDF] - official

Grantee Resource Hub

- Grantee Engagement Hub
- Grantee Resource Hub Upload
- Grantee Resource Hub Download

Official ACP Logos

ACP Outreach Grant Program and Pilot Program Outreach Grants recipients can use these logos on the materials they develop:

- ACP logo vector [ZIP]
- ACP logo white [PNG]
- ACP logo blue [PNG]

www.fcc.gov/acp-grants-management

Performance Reporting Outputs

Miriam Montgomery, Grants Program Officer

Performance Progress Report Analysis



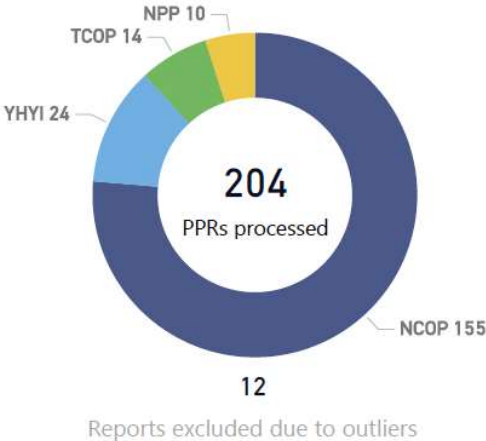
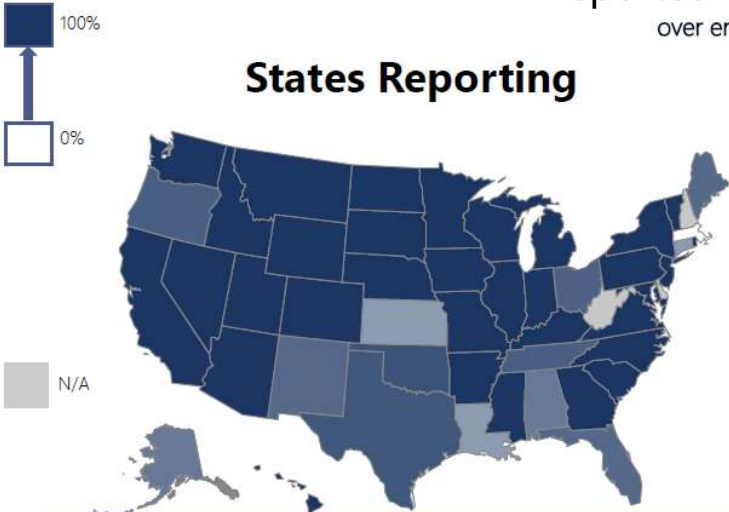
189 PPR Supplements have been received and accepted by the FCC thus far. As part of our analyses:

- 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

Reported Targets for ACP Grants over entire period of performance

Grant Program



224
Total Grantees



48K
Targeted In Person Enrollment Events



190K
Total Outreach Events/Activities* Planned

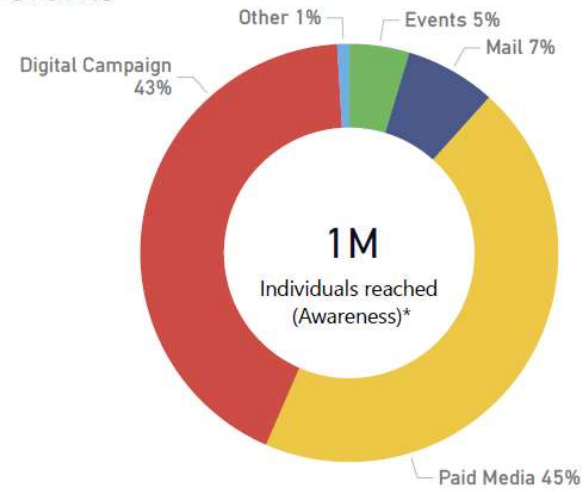
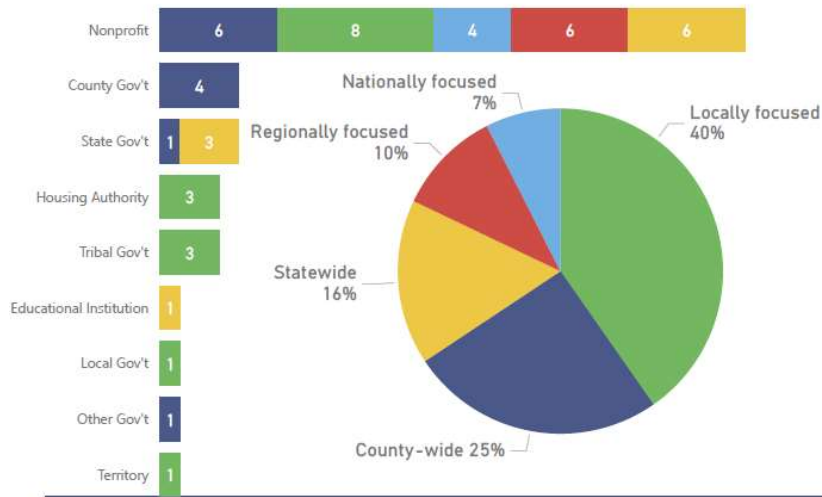


45M
Target Individuals Reached (Awareness)*

*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

Reported Q1 Performance for ACP Grants



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

Enrollment

GetInternet.gov

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.

CONSUMER BENEFITS

- 1,700+ participating internet service providers
- 8 million+ devices distributed
- 46% of enrolled households use ACP for fixed connections in the home

OUTREACH AND ENGAGEMENT

Nationwide outreach including a paid and Federal agency partner

228 ACP Outreach Grants issued to trusted state, local and Tribal governments and community partners for over \$72 million

1,400+ FCC outreach events

CONSUMER SUPPORT

- Multilingual ACP Consumer Support Center
- FCC rules to protect consumers participating in the ACP

Sign up, connect and save at GetInternet.gov

Enrollment

The ACP is the country's largest internet affordability program in U.S. history connecting households in rural and other underserved areas. Rural households are enrolling at a higher rate than their urban peers.

- 20 million+ total households enrolled nationwide*
- ~17 million urban households enrolled
- ~3 million rural households enrolled

Consumer Benefits

- 1,700+ participating internet service providers
- 8 million+ devices distributed
- 46% of enrolled households use ACP for fixed connections in the home

Consumer Support

- Multilingual ACP Support Center
- FCC rules to protect consumers participating in the ACP
- Dedicated FCC processes for ACP complaints

Sign up, connect and save at GetInternet.gov

Outreach and Engagement

- Over \$72 million in grants at the state and local level.
- 228 ACP Outreach Grants issued to trusted state, local and Tribal governments and community partners
- 1,400+ virtual and in-person awareness and enrollment events
- Outreach materials available in 16 languages
- Nationwide paid media public awareness campaign
- Collaboration with other Federal agencies to promote program enrollment

*Based on ACP enrollment data as of 12/31/2023. Enrollment data is based on the number of households that have enrolled in the ACP. This number does not include households that have enrolled in the ACP but have not yet received their first bill. Enrollment data is based on the number of households that have enrolled in the ACP. This number does not include households that have enrolled in the ACP but have not yet received their first bill.

Eligibility

GetInternet.gov

Eligibility: Affordable Connectivity Program (ACP)

The Federal Communications Commission's (FCC's) ACP is a government program that helps eligible U.S. households get the high-speed internet they need for work, school, health care and more.

Program savings:

- Internet service discount of \$30/month* (\$75/month* on qualifying Tribal lands)
- Device discount of up to \$100 toward a laptop, desktop computer or tablet**

Eligibility Requirements

Ways households can qualify for the ACP include:

- The household income is at or below 200% of the Federal Poverty Guidelines, about \$60,000 a year for a household of four or \$29,000 a year for an individual.
- The household takes part in federal assistance programs, like:
 - Supplemental Nutrition Assistance Program (SNAP)
 - Medicaid
 - Special Supplemental Nutrition Program for Women, Infants, and Children (WIC)
 - Supplemental Security Income (SSI)
 - The FCC's Lifeline Program
 - Federal Housing Assistance:
 - Housing Choice Voucher (HCV) Program (Section 8 Vouchers)
 - Project-Based Rental Assistance (Section 8 PBRA/Section 202/Section 811)
 - Public Housing
 - Affordable Housing Programs for American Indians, Alaska Natives or Native Hawaiians

How to Enroll:

1. **Sign Up:** Apply at GetInternet.gov and if approved,
2. **Connect your benefit:** Contact a participating provider & select a service plan
3. **Save on your monthly bill**

To ask about eligibility, application status or request a printed application, call the ACP Support Center at (877) 384-2575.

Sign up, connect and save at GetInternet.gov.

Eligibility Requirements:

Ways households can qualify for the ACP include:

- The household income is at or below 200% of the Federal Poverty Guidelines, about \$60,000 a year for a household of four or \$29,000 a year for an individual.
- Anyone in the household, including children or dependents, participates in certain government assistance programs like Supplemental Nutrition Assistance Program (SNAP), Medicaid, Special Supplemental Nutrition Program for Women, Infants, and Children (WIC), Federal Housing Assistance; or other programs.
- Anyone in the household participates in Lifeline.

A household may also qualify for the ACP through a participating provider's existing low-income program. For a full list of eligibility options and more information, visit GetInternet.gov.

Only one monthly service discount is allowed per household.

Households that live on qualifying Tribal lands and take part in Tribal-specific assistance programs or meet any of the above requirements can qualify for the \$75 monthly savings.

*Based on ACP enrollment data as of 12/31/2023. Enrollment data is based on the number of households that have enrolled in the ACP. This number does not include households that have enrolled in the ACP but have not yet received their first bill. Enrollment data is based on the number of households that have enrolled in the ACP. This number does not include households that have enrolled in the ACP but have not yet received their first bill.

Direct Mail/School

GetInternet.gov

Is the cost of internet keeping you offline?

The Affordable Connectivity Program is helping eligible households save \$30 a month on internet for work, school, health care and more.

Sign up, connect and save at GetInternet.gov/Save. For a printed application, call (877) 384-2575.

If you or anyone in your household is participating in certain government programs like SNAP, Medicaid, WIC, Pell Grants, Federal Housing Assistance or other benefits, you may qualify for the ACP.

Internet is important for every student's success.

The Affordable Connectivity Program (ACP) provides eligible households a savings of \$30* per month toward internet service. For eligible households on qualifying Tribal lands, the savings is \$75* per month. Eligible households can also receive a one-time savings of up to \$100 toward the purchase of a laptop, desktop computer or tablet from participating providers if they contribute more than \$10 and less than \$50 toward the purchase price.

How to Sign Up

1. Apply at GetInternet.gov and, if approved,
2. Connect: Contact a participating provider to connect and save.

You can qualify for the ACP if a student in your household:

- Take part in the Free and Reduced-Price School Lunch Program or the National School Lunch Program

Share Me!

If you're already enrolled in the ACP, share this mailer with your friends or family.

How to Sign Up

To ask about your application status or request a printed application form, call the ACP Support Center at 877-384-2575.

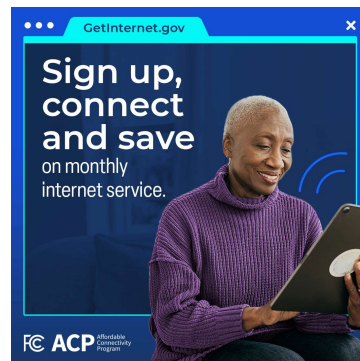
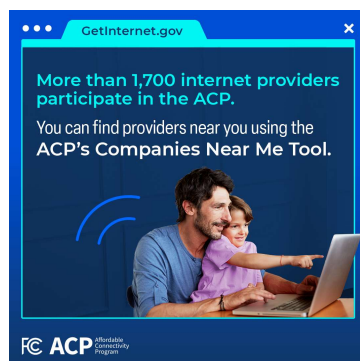
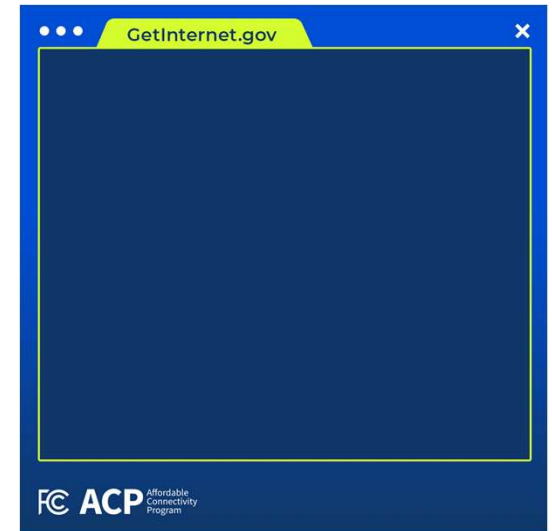
www.fcc.gov/acp-grants-management

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](https://www.getinternet.gov).*





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

FCC ACP Affordable Connectivity Program

Helping Households Connect and Save

Enroll Today

www.GetInternet.gov