

Solix helps USAC Increase Volume & Retain Quality in the Schools & Libraries Program

Client Overview

As part of the Telecom Act of 1996, the Universal Service Administrative Company (USAC), under the direction of the Federal Communications Commission (FCC), was charged with administering and managing all aspects of the Schools & Libraries Program. Commonly referred to as E-Rate, this program provides eligible schools and libraries access to affordable telecommunications and internet services. Applicants with the highest poverty levels are additionally eligible for connectivity-related equipment, such as web and email, servers, routers, etc.

Program Objectives

- ✂ Perform all aspects of eligibility determination, including specialized reviews to reduce waste, fraud and abuse.
- ✂ Generate automated letters to applicants regarding their approved funding dollar amounts.
- ✂ Provide all operational support including appeal reviews, invoice processing and document management.
- ✂ Measure ongoing performance metrics and enlist audit support and other consultative services.

Challenges

- ✂ In 2012, despite FCC reductions in program budget, USAC had 17% more applications to process for the E-Rate program within the funding year.
- ✂ USAC needed a partner with the expertise to develop a solution that would deliver on program requirements while maintaining integrity.

Solix Solution

- ✂ Analyzed historical trends and performed a comprehensive risk assessment resulting in the FCC's authorization to streamline the eligibility determination process while maintaining quality controls.
- ✂ Diligent project management and solid communication to maximize program best practices, results reporting, and program integrity on behalf of USAC.

Results

- ✂ Increased the production rate for limited services applications by 1000%, with no reduction in quality (error rating).
- ✂ For Funding Year 2012-2013, on behalf of USAC, Solix reviewed 46,615 applications (the highest single year total since program inception), and awarded \$2.7 billion to participants.
- ✂ Solix works continuously with USAC to maintain the highest level of quality, customer service and responsiveness to program challenges.