



# Cell Phone Resources for Homeless Service Providers

## Background

In the wake of the COVID-19 public health emergency, homeless service providers and system partners have stated an urgent need to secure cell phones for personnel and participants to carry out core operations and services. These services include: (1) maintaining case management and clinical services with participants; (2) providing telehealth interventions; and (3) notifying participants of pertinent information through SMS (text messages).

In response, LAHSA has identified several resources for free and low-cost cell phone options, including the [California LifeLine Program](#) (California LifeLine), a state program that provides discounted home phone and cell phone services to eligible households. This fact sheet provides baseline information about these resources.

## California Lifeline Program

California LifeLine offers low-cost and free monthly telephone services to eligible, low-income California residents. Participants can qualify for the program if they receive public benefits or meet household income limits. Specific documents are required to certify eligibility. Applicants must submit copies of required documents with the completed and signed application. Signatures must be clear and legible. The following subsections detail eligibility criteria, required documents, and the application process.

### Eligibility Criteria

#### 1) Program-Based Eligibility:

Participants can qualify for California LifeLine if enrolled in any one of these qualifying public assistance programs:

- Medicaid/Medi-Cal
- Low Income Home Energy Assistance Program (LIHEAP)
- Supplemental Security Income (SSI)
- Federal Public Housing Assistance or Section 8
- CalFresh, Food Stamps or Supplemental Nutrition Assistance Program (SNAP)
- Temporary Assistance for Needy Families (TANF)
  - California Work Opportunity and Responsibility to Kids (CalWORKs)
  - Stanislaus County Work Opportunity and Responsibility to Kids (StanWORKs)
  - Welfare-to-Work (WTW)
  - Greater Avenues for Independence (GAIN)
- Tribal TANF

#### 2) Income-Based Eligibility:

Participants can qualify for California LifeLine if their household’s total annual gross income is at or less than these annual income limits:

Household Size	Annual Income Limit
1-2	\$28,700
3	\$32,600
4	\$39,700
Each Additional Member	\$7,100

Documentation are required to verify total annual gross income meets the annual income limits if you are qualifying by Income-Based.

### Application Process and Required Documents

To apply, participants must submit proof of eligibility and verify their identity. Acceptable forms of ID include:

- Government-issued ID or Driver's License (Copy Front and back) and
- Electronic Benefits Transfer (EBT) Card (Copy) or
- Medicaid/Medi-Cal Card (Copy)

Two options for obtaining California LifeLine cell phones, detailed below, are available to homeless service providers.

**Option 1:** California LifeLine suppliers enroll participants on site (15 min per participant on average). To utilize this option, providers must send the following information to [ABeshay@lahsa.org](mailto:ABeshay@lahsa.org)

- Number of participants receiving a cell phone
- Site address(es) and site contact person(s)
- Number of visits requested and the date(s) and time(s) requested for each visit

**Option 2:** Apply online on any of the California LifeLine providers' websites. With this option, cell phones are delivered between three (3) to five (5) days from the request submission. A full listing of approved carriers is available through the [Provider Search tool](#) on the California LifeLine website. The table below lists a portion of the approved carriers.

Company Name	Website	Contact Number
Tag Mobile	<a href="https://www.tagmobile.com/">https://www.tagmobile.com/</a>	1-866-959-4918
Assurance Wireless	<a href="https://www.assurancewireless.com/">https://www.assurancewireless.com/</a>	1-888-321-5880
i-wireless, LLC	<a href="https://www.accesswireless.com/">https://www.accesswireless.com/</a>	1-866-594-3644
Truconnect	<a href="https://www.truconnect.com/">https://www.truconnect.com/</a>	1-800-430-0443
Tracfone	<a href="https://www.safelinkca.com">https://www.safelinkca.com</a>	1-800-723-3546

## Prepaid Cell Phone Options

Various low-cost prepaid cell phone options are available for participants who are not eligible for California LifeLine. Service providers and/or eligible households may purchase prepaid cell phones at major electronics and grocery chains. Select carriers are listed in the table below.

Company Name	Website	Line Cost Starting	Handset Cost / Starting
AT&T PREPAID plan	<a href="https://www.att.com/buy/wireless/plandetails">https://www.att.com/buy/wireless/plandetails</a>	\$15/month	\$33.99
Metro by T Mobile	<a href="https://www.metrobyt-mobile.com/shop/plans">https://www.metrobyt-mobile.com/shop/plans</a>	\$40/month	Free phones
Mint Mobile	<a href="https://www.mintmobile.com/plans/">https://www.mintmobile.com/plans/</a>	\$15/month	\$59
Tello	<a href="https://tello.com/buy/custom_plans">https://tello.com/buy/custom_plans</a>	\$10/month	\$33.99
Simple Mobile	<a href="https://www.simplemobile.com/">https://www.simplemobile.com/</a>	\$25/month	\$9.99

## Internet Access

To help ensure participant with limited cell phone data maintain access to services, various low-cost internet services, listed in the table below, are available to homeless service providers and their participants.

Provider	Website
Spectrum Internet Assist	<a href="https://www.spectrum.com/browse/content/spectrum-internet-assist.html">https://www.spectrum.com/browse/content/spectrum-internet-assist.html</a>
Access from AT&T	<a href="https://www.att.com/shop/internet/access/index.html#!/">https://www.att.com/shop/internet/access/index.html#!/</a>
Comcast Internet Essentials	<a href="https://apply.internetessentials.com/">https://apply.internetessentials.com/</a>
Cox Connect2Compete	<a href="https://www.cox.com/residential-shop/order-cox-services.cox">https://www.cox.com/residential-shop/order-cox-services.cox</a>