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May 1, 2018

Chairman Ajit Pai
Federal Communications Commission
445 12th Street SW
Washington, DC 20554

Re: FCC 17-155
Fourth Report and Order, Order of Reconsideration, Memorandum
Opinion and Order, Notice of Proposed Rulemaking, and Notice of
Inquiry

Dear Chairman Pai,

We, the Mercy Advocacy Group, are writing to you today to ask that you reconsider your proposal to dismantle the Lifeline Program that is operated by the FCC. The Lifeline program is crucial to the stability and survival of Mercy Haven residents and low-income people everywhere.

Mercy Haven, Inc. is a not-for-profit organization located on Long Island, New York that operates community based Office of Mental Health ("OMH") licensed residential treatment and housing programs. Founded in 1985, Mercy Haven provides safe, affordable and supportive housing to persons living with a severe and persistent mental illness, homeless persons and the frail elderly. The vast majority of Mercy Haven's 290 residents rely on the Lifeline program to provide them with a cell phone that connects them to their support teams, doctors, family and friends.

The Lifeline Program, which was established in 1985, is vital to the safety, health and wellbeing of the most vulnerable members of our society. On your agency's website, it states that the purpose of the Lifeline program is to "ensure that all Americans have the opportunities and security that phone service brings, including being able to connect to jobs, family and emergency services." In the letters that are enclosed herewith, you will find that seven of our residents in the Mercy Advocacy Group – Angel Hicks, Tu Mark O'Brien, Edward Grayson, Leslie Thompson, Michelle Blackwood, Keith Balick and Robert Avella – and two staff members, Matt Collins and Joseph Rizzo, are strongly opposed to your Notice of Proposed Rulemaking that was released on December 1, 2017 because it would effectively disconnect them with family, friends, and other vital resources.

Mercy Haven's mission is to acknowledge the dignity and potential of people who are homeless, living with mental illness or living in poverty by providing housing, advocacy, education and life skills development.

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We sincerely hope that you take these letters into consideration when deciding the fate of the Lifeline program and urge that you continue the Lifeline program for the sake of our residents and low-income people everywhere.

Kindly respond to this letter and I will share your response with our residents whose letters are enclosed.

Very truly yours,



Caroline Killeen
Legal Assistant



Erin O'Connor
CR 226 Admin.



Gianna Manaseri
Life Skills Coordinator

4/20/18

Dear Chairman Pai,

Please reconsider passing this notice of proposed rule to stop Lifeline phones.

Our residents use them in every part of their lives, including:

- ① Calling in their medications
- ② Calling doctors/providers
- ③ In case of emergencies
- ④ Caring loved ones
- ⑤ Caring transportation.

Denying them their right of communication would severely impact their lives in a negative way. This would cause many struggles and possibly increase hospitalizations.

Please reconsider!

-Matt Collins
Mercy Haven Inc.

April 20th, 2018

Dear Chairman Pai,

As of just recently hearing about the plan to abolish the use of Medicaid phones, I am deeply saddened for the many people who this will affect across the country. Many people, who live in a society today where the use of cell phones are so useful and needed, will be very negatively impacted by this proposed rule. My father who recently suffered a heart attack uses a Medicaid phone that he uses in case of emergency, to contact his doctors, and to coordinate with his doctor to receive the right medication that keeps him alive, and healthy. I strongly recommend that this rule be overturned and thought about more deeply about how this will negatively affect citizens who need a phone.

- Sincerely, Joseph Rizzo,
Mercy Haven Inc.

4/20/18

Dear Chairman Pai,

Good day Sir, I'm writing on regards To The News weace getting about Shutting Down The Government Phone Programs accross America, I understand there are reasons why you are proposing this, But I believe that these services should continue, I Believe This system Is Helping many people In need, Those, Who cannot Afford, The current cell phones that are on the Market, People Who Don't have Jobs or Even military, Vets who can't work And Need these phones For medical attention, 911, or simply calling a loved one knowing He/she is Doing ok.

I myself is part of the safe link program and is a great system. Infact The phone I have saved my life a few times. These programs do work, And I would do whatever possible. To keep these programs going, If you find away To save these programs, you be Helping more Than you know. probably be saving lifes as well. I hope you can, find a way To save this program. Instead, of Shutting It Down putting thousands At Risk If they can't contact Anyone. That's Including If Anybody Is having a heart Attack, And They cannot Dial 911 For Help. I hope This letter is speaking For many, That still Need these phones. I thank you Sir For kindly Reading this letter,

Respectfully Sign,

Robert Avella, Bayshore NY,

4-20-2018

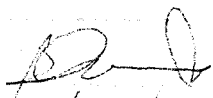
please, Help me get my ~~Keeps~~ an
thank you Life line

Keith Baluch

April 20, 2018
Chair - Pi
Dear, Mr. Pi

I thank you for the Obama phone.
It helped me a lot. It is also
can be used for Business purposes.
I can call my My psychiatrist
or psychotherapy. Please don't take
them away from the low income.

Sincerely,

Michelle 
Michelle Blackwood

Dear Ric

We need the phone because to call Family
or get stranded so we can someone. IF you have
a sick person in the ~~hospital~~ hospital IF it is
A EMERGENCY Getting into A car accident

Thank You
Lodie Thompson
April 30, 2018

4-20-18

Dear Chairperson, Mr. Pai

It is so important for EVERYONE who is living in an age of MEGA COMMUNICATIONS to have access to a device (cell phone) that could be a source of life saving matters, like Drs, lawyers, councilmen, social worker etc

Please reconsider again putting together a plan to benefit both the government and the people in this Country that it serves.

Thank you yours truly.

(Mercy Haven Inc.)
Recipient

Edward A. Grayson JR

Edward A. Grayson Jr.

pai

4/20/18

I love having a phone
to call my family.

I need to call a Taxi when
I am stuck at program

I like having a phone to
call

I would feel bad not to
have a phone to call a
friend or family

Tu mark O'Brien

Tu mark O'Brien

Dear, Chairman pae

Hi Sir. My name is Angel Hicks. I feel like a phone is overall Important. I don't feel like these rules should be set in stone. Phones make it a lot easier for people with a mental illness and homeless veterans, to call Medicaid transportation, appointments, family, friends ect. Also the internet aspect is Important for us too. Think about it, we don't have money for computers, and most of us don't get alot of money monthly. The internet helps us apply for jobs, look up Important things, and also talk to my sister. we could only talk when she has WiFi, which she doesn't really get. So please sir think about the people that need it.

Signed,

Angel Hicks