

About Us

Rolka Loube Saltzer Associates (DBA Rolka Loube) was initiated in 2000 as a subsidiary of Rhoads & Sinon LLP and established in 2007 as an independent consulting practice. Rolka Loube assists the government in providing more efficient and effective services, especially for disadvantaged populations. Rolka Loube leverages over 180 years of deep government understanding to provide superior customized services that securely manage user data, program eligibility, fund administration, and more for Federal and State agencies.

Core Competencies

Public Utilities/Telecommunications

- Consulting
- Regulatory Policy
- Expert Testimony

Fund Administration

- Budgeting & Forecasting
- Rate Design & Pricing
- Identity and Eligibility Verification
- Claims Processing and Reimbursements
- Billing & Collections
- Delinquency Processing & Dunning
- Accounts Payables
- Audits
- Fraud, Waste, and Abuse (FWA) Detection and Protection

IT and Infrastructure

- Software Development
- Database Design and Maintenance
- System Integration
- Data Analytics
- Security Management
- Documentation & Training
- Technical Support

Corporate Data

Work area: Nationwide

DUNS:	795417851
GSA:	47QRAA18D00FA
SIN:	520-1
CAGE:	51R42
NAICS	926110
CODES:	517919
	523110
	523991
	541990

Website: www.rolkaloube.com

Differentiators

- **Full range of fund administration** for forecasting and ratemaking, operations, audits, systems, and support
- **Mature security environment** with FISMA Moderate compliance
- **Independent/Neutral**—Unaffiliated with utilities
- **FCC and Public Utility Commission (PUC) expertise**
- **Familiarity with jurisdictional overlap issues** between Federal and State Regulatory Bodies
- **Scaled technical and operational solutions** from million- to billion- dollar funds
- **Effective change management** to implement policy and solutions across stakeholders
- **Near-zero error rate** while subject to the Improper Payment and Recovery Improvement Act (IPERIA) audits
- **No adverse independent audit findings**
- **Insightful analysis** to uncover potentially fraudulent claims and reveal opportunities for optimization

Past Performance



**Federal Communications Commission (FCC)
Interstate Telecommunications Relay Service (iTRS)
Fund Administrator**

Rolka Loube turned around a program susceptible to fraud, waste, and abuse (FWA) through verifications and audits, causing the U.S. Office of Management and Budget to remove the “at risk” designation while under Rolka Loube administration.

Point of Contact

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Business with a Purpose

Rolka Loube has a sole focus of assisting federal and state government entities to administer programs and provide more effective and efficient services. Our specialty lies in ensuring these services are accessible to disadvantaged populations while preventing fraud, waste, and abuse of government funds. This mission positions us to aid state local boards with securing and maximizing program dollars under the Infrastructure Investment and Jobs Act (Act).

Methods and Tools

Through our understanding of complex federal and state laws and regulations, as well as our commitment to work with the targeted communities to understand their needs, we have built a full suite of custom program administration tools and services for our customers. Key features include accounts receivable and payable services; user registration and identity validation; program guidance; fund management; data management compliant with Federal Information Security Management Act (FISMA) requirements; business analytics with actionable recommendations; geographic information system (GIS) mapping; and auditing services.

Why Rolka Loube

We are the right partner to assist states with development of state broadband deployment plans and application for federal funds under the Act.

- Our staff has more than 200 years of government experience within the leadership team alone, including serving on the Federal-State Joint Board on Universal Service and advising state commissioners on that Board.
- We have expertise in regulatory activities involving telecommunications carriers including the federal and state requirements for eligible telecommunications carrier designation that is a prerequisite for the receipt of federal funding support for broadband deployment.
- We have written engagement and intent letters; are familiar with the requirements of the Act to apply for funding; and have built custom billing and collections and database applications.
- We are experienced in identifying unserved and underserved locations and providing appropriate training and assistance to the entities while remaining on task and within scope.
- Combining our staff with our engineering associates, Rolka Loube can design state action plans, draft preliminary and final proposals, evaluate sub-grantee proposals, monitor projects, and prepare the reports required by the Act, the Assistant Secretary of Commerce, and the FCC. Rolka Loube can also combine this work with the requirements of any new state laws or regulations established in response to the Act.
- Rolka Loube is a FISMA-compliant GSA-approved federal contractor, a registered small business, and is integrated with the U. S. Treasury for receipts and collections.

We are prepared to offer our full suite of administration tools to states, through leveraging our relationship with other government agencies, including the FCC, to ensure that each state will be able to take full advantage of the Infrastructure Act and the funds made-0.82" available to improving the state's broadband capabilities.

Case Study:

FCC Telecommunications Relay Services Fund

Rolka Loube has a long and trusted relationship with the Federal Communications Commission (FCC) as the administrator of the Telecommunications Relay Services (TRS) Fund since 2011.

This universal service fund collects in excess of \$1.6 billion dollars annually from telecommunications carriers and pays out to FCC-certified companies that provide telecommunications services to the deaf, hard of hearing, and deaf-blind communities under FCC rules.

When Rolka Loube took over administration of the TRS Fund, it was an "at-risk" program (susceptible to waste, fraud, and abuse from the neglect of its former administrators).

Through Rolka Loube's expertise in federal telecommunication laws and regulations, skillful administration, and active and deliberate management, the TRS program has since been removed from the "at-risk" category. Verified through federal audit, Rolka Loube has demonstrated a less than one percent margin of error rate over the past decade plus.

In addition to driving further value through continuous improvement, we operate at a low administrative cost rate, allowing more of the fund to be used for the individuals that need the services.