

**Telephone Systems Replacement**

**FY2006 Request:** \$209,600  
**Reference No:** 37694

**AP/AL:** Appropriation**Project Type:** Equipment**Category:** Health/Human Services**Location:** Statewide**Contact:** Larry J. Streuber**House District:** Statewide (HD 1-40)**Contact Phone:** (907)465-1870**Estimated Project Dates:** 07/01/2005 - 06/30/2010**Brief Summary and Statement of Need:**

The phone systems at various health centers, youth facilities, and Division of Public Assistance offices are old, failing and in need of replacement. These facilities are public facilities that provide medical and residential services. These facilities need to have reliable phone service in order to serve the public and their clients on a daily basis. This request provides funding to replace the aging phone systems in nine facilities statewide.

<b>Funding:</b>	<b>FY2006</b>	<b>FY2007</b>	<b>FY2008</b>	<b>FY2009</b>	<b>FY2010</b>	<b>FY2011</b>	<b>Total</b>
Fed Rcpts	\$19,200						\$19,200
G/F Match	\$52,900						\$52,900
Gen Fund	\$137,500						\$137,500
<b>Total:</b>	<b>\$209,600</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$209,600</b>

<input checked="" type="checkbox"/> State Match Required	<input checked="" type="checkbox"/> One-Time Project	<input type="checkbox"/> Phased - new	<input type="checkbox"/> Phased - underway	<input type="checkbox"/> On-Going
73% = Minimum State Match % Required	<input type="checkbox"/> Amendment	<input type="checkbox"/> Mental Health Bill		

**Operating & Maintenance Costs:**

	<u>Amount</u>	<u>Staff</u>
Project Development:	0	0
Ongoing Operating:	0	0
One-Time Startup:	0	
<b>Totals:</b>	<b>0</b>	<b>0</b>

**Additional Information / Prior Funding History:**

CH159/SLA04/P27/L6 \$185.0 Federal Unrestricted and \$21.4 Federal

**Project Description/Justification:**

Properly working telephones are essential to the mission of the Department of Health and Social Services. The telephone systems in many facilities are old and no longer reliable. Some telephones cannot be repaired because parts are not available for older telephones. Under the State's contract with ACS, Health and Social Services telephones were to have been replaced with digital Internet Protocol telephones. Because replacement was expected, nothing was done about telephone problems. Now some offices do not have enough telephones or their telephones are not reliable, and some employees have difficulty doing their work because of inadequate communication capability.

**A. Division of Juvenile Justice**

The following youth facilities within the Division of Juvenile Justice are in need of new phone systems. The current phone systems are not part of the state's primary system and are considered stand-alone systems. Unfortunately, due to the disentanglement of the telecommunications contract with ACS, these systems were not upgraded as expected with replacement phones statewide. Now, the following facilities find themselves with phone systems that are in need of replacement because the systems that they have are substandard and/or so old that replacement parts are difficult or impossible to find:

Johnson Youth Center:

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The Johnson Youth Center (JYC) phone system is antiquated and it is difficult to get parts or programs to operate the phone system or voice mail. The system has survived by using parts from discarded systems from other state offices. This system was scheduled for replacement over a year ago under the ACS contract. This planned replacement has never occurred. There are approximately 30 stations with intercom and voice mail capability.

### Bethel Youth Facility

At present, all calls to Bethel Youth Facility (BYF) and Bethel Juvenile Probation come in to one main number. Calls are typically answered by the probation social service associate (SSA) or BYF administrative clerk and routed to the appropriate person. Several years ago we investigated the possibility of upgrading our phone system to allow for direct dialing to individual offices to alleviate the workload of the SSA and administrative clerk and to increase the efficiency of responding to callers. In the summer of 2002, a request was made that the BYF be one of the first sites upgraded by ACS under the state telecom contract. The upgrade did not occur. Due to the large volume of calls received by the facility and probation staff, answering phones under the existing system requires a significant amount of staff time.

### Nome Youth Facility

With the renovation of the Nome Youth Facility (NYF) that is currently underway, a new phone system for the facility is being requested. A new system was not included in the renovation project due to cost constraints, although the need was identified. The Division is now requesting new funds to replace it.

### Kenai Peninsula Youth Facility

The Kenai Peninsula Youth Facility (KPYF) opened its doors last fall. A telephone system was installed by ACS prior to opening, but it was not of a good quality (the phones appear to be new, but the software is antiquated). It was expected that the phone system would be updated under the telecommunications contract that was in place with ACS. The system has no caller ID capability. It is not uncommon that people calling in are unable to access phone lines of juvenile probation officers that they are calling or even access their voice mail boxes. Additionally, all lines will sometimes have a busy signal for those calling in. When an individual's phone line is being used, incoming calls are ringing constantly with no ring being heard at that phone station, leaving the caller to believe no one is in the office. These types of problems have caused complaints from the public and from community agencies.

## **B. Division of Public Health**

### Dillingham Public Health Center

The Dillingham Public Health Center needs a new phone system. Theirs is antiquated. There is no voice mail, and they have constant problems. They currently have 5 phones that have three incoming lines including 1 line to monitor the vaccine alarm system and 1 analog modem line. All the lines need to be replaced.

### Delta Junction Public Health Center

The Delta Junction Public Health Center has 5 phones: one for each staff person (2 Public Health Nurses and 1 administrative clerk) and one for each of the clinic rooms (they are not presently working. A work order has been placed for repairs). The 5 phones have 3 incoming lines, 1 fax line, and a dedicated phone line for the vaccine alarm system. Since Delta Junction is over 100 miles from Fairbanks, the cost for installation/work will be higher since travel will be involved.

### Sitka Public Health Center

Sitka Public Health Center has 5 phone lines including 1 resource and patient management system (RPMS) modem line, 1 IZ alarm system line and 1 fax line. This leaves the health center nursing staff (1 full time public health nurse, 2 job sharing public health nurses and 1 receptionist) with 2 lines to share. There are times when all the lines are busy and public health nurses cannot call out. They have to wait or use cell phones. During these times clients that are attempting to call the health center cannot reach it either. At a minimum, each staff person should have a phone line.

### Homer Public Health Center:

Homer Public Health Center currently has 2 incoming lines for 10 phones, 1 dedicated line for an analog modem line, and 1 line dedicated as a refrigerator alarm line. The telephone system is old and cannot accommodate any new lines. The equipment needs to be upgraded to add at least 3 lines. One should be dedicated as an analog modem line, and one should be dedicated for a refrigerator alarm line.

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### C. Division of Public Assistance

The Division of Public Assistance Coastal Office needs to replace existing handsets in the Anchorage Frontier Building. This office conducts most of its business over the telephone. Due to the age and constant use of the equipment, existing handsets are failing. Any downtime influences the quality of work and service delivery to the customer. The office has no backup handsets when one goes in for repair or replacement.

Mission: To promote and protect the health and well being of Alaskans. This project helps the department carry out its prime mission by ensuring functional phone systems at departmental facilities and offices so that the public can contact the divisions for assistance with their needs.