

**Field Operations Call System for Vulnerable Alaskans****FY2012 Request: \$255,200****Reference No: 50878****AP/AL:** Appropriation**Project Type:** Equipment / Commodities**Category:** Health/Human Services**Location:** Statewide**House District:** Statewide (HD 1-40)**Impact House District:** Statewide (HD 1-40)**Contact:** Arnold Liebelt**Estimated Project Dates:** 07/01/2011 - 06/30/2016 **Contact Phone:** (907)465-1870**Brief Summary and Statement of Need:**

The Division of Public Assistance is requesting an automatic call distribution (ACD) system to provide the capability to efficiently route telephone traffic between offices within a region and even between regional offices. Efficient and effective management of telephone calls is critical to quality customer service.

<b>Funding:</b>	<b>FY2012</b>	<b>FY2013</b>	<b>FY2014</b>	<b>FY2015</b>	<b>FY2016</b>	<b>FY2017</b>	<b>Total</b>
Fed Rcpts	\$125,000						\$125,000
G/F Match	\$130,200						\$130,200
<b>Total:</b>	<b>\$255,200</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$255,200</b>

<input 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
0% = 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:**

This is the first year for this request.

**Project Description/Justification:**

The division has seen significant growth in public assistance programs and anticipates the number of program recipients to increase further. The growth in program participation translates to more customer contacts, many of which are by telephone. In addition, the improvements in our core business processes that will provide better access and more rapid response to client needs rely heavily on telephonic interviews. Efficient and effective management of telephone calls is critical to quality customer service.

To meet both the public's expectation for customer service and to enable the division to effectively use its staff resources, the division requires an automatic call distribution (ACD) system to provide the capability to efficiently route telephone traffic between offices within a region and even between regional offices. In order to support an ADC system, it is also critical to standardize telephone equipment used in each field of the division's field offices. With the right ADC system and standardized telephones, the division will also be positioned to look at call centers as a strategy to improve the delivery of services to needy Alaskans. An ACD system and standardized phones to support it are tools that will provide the division with the agility it needs to respond to emergencies or disasters that result in office closures that could affect our continuity of operations.

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If this increment is not funded, the division will be unable to realize the full potential of business process improvements that are currently under way and are designed to provide quicker response to customer needs. This increment will also provide a resource important to ensuring our statewide continuity of operations.

**Mission:**

To promote and protect the health and well being of Alaskans.

**End Result:**

Vulnerable Alaskans have a safe living environment.

**Core Services:**

Provide self-sufficiency and basic living expenses to Alaskans in need. Provide quality administrative services in support of the department's mission.