

**Permanent Fund Dividend Division Call Center Automated Routing**      **FY2010 Request:** \$135,000  
**Reference No:** 46987

**AP/AL:** Appropriation      **Project Type:** Information Technology / Systems / Communication

**Category:** General Government

**Location:** Statewide

**House District:** Statewide (HD 1-40)

**Estimated Project Dates:** 07/01/2009 - 06/30/2014

**Contact:** Jerry Burnett

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**Brief Summary and Statement of Need:**

The Permanent Fund Dividend Division receives from 80,000 to 100,000 phone calls per year from applicants. About 95% of the calls are from applicants with applications already on file. This project will provide for an automated call center that allows applicants an automated process to check the status of their application by phone, as well as route applicants with cases in review or appeal to their eligibility case worker.

<b>Funding:</b>	<b>FY2010</b>	<b>FY2011</b>	<b>FY2012</b>	<b>FY2013</b>	<b>FY2014</b>	<b>FY2015</b>	<b>Total</b>
PFD Fund	\$135,000						\$135,000
<b>Total:</b>	\$135,000	\$0	\$0	\$0	\$0	\$0	\$135,000

<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 project has received no prior funding.

**Project Description/Justification:**

**Information Technology Capital Project Review Form FY2010**

**1. Has this project been previously approved?**

No.

**2. What is the purpose of the project?**

The Permanent Fund Dividend Division receives from 80,000 to 100,000 phone calls per year from applicants. About 95% of the calls are from applicants with applications already on file. This project will provide for an automated call center that allows applicants an automated process to check the status of their application by phone, as well as route applicants with cases in review or appeal to their eligibility case worker.

**3. Is this a new systems development project?**

Yes, this is a new systems development project.

**4. Specifically, what hardware, software, consulting services, or other items will be purchased with this expenditure? (Include a line item breakdown.)**

Consulting services will be required to design the system as well as programming to access the PFD database. Line 73000 - \$135,000

**5. How will service to the public measurably improve if this project is funded?**

This will allow applicants who don't have internet access, but do have phone access, the ability to check the status of their application over the phone. In addition, it will automatically route an applicant in review or appeals to their assigned case worker.

**6. Does project affect the way in which other public agencies will conduct their business?**

No

**7. What are the potential out-year cost implications if this project is approved?**

None

**8. What will happen if the project is not approved?**

PFD staff will continue to field routine information calls, which consume personnel service resources, long distance costs, and can ultimately delay the primary mission of the division.