

Replacement of the Public Health Center and Pioneers' Homes Telephone Systems

FY2005 Request: \$206,400
Reference No: 37694

AP/AL: Appropriation

Project Type: Equipment

Category: Health/Human Services

Location: Statewide

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House District: Statewide (HD 1-40)

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Estimated Project Dates: 07/01/2004 - 06/30/2009

Brief Summary and Statement of Need:

The phone systems in the Fairbanks, Mat-Su and Interior Health Centers and the Sitka, Ketchikan and Juneau Pioneers' Homes are over 10 years old and in need of replacement. These facilities are public facilities that provide vital medical services 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 six facilities.

Funding:	FY2005	FY2006	FY2007	FY2008	FY2009	FY2010	Total
Fed Rcpts	\$21,400						\$21,400
G/F Match	\$185,000						\$185,000
Total:	\$206,400	\$0	\$0	\$0	\$0	\$0	\$206,400

<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
90% = 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	
Totals:	0	0

Additional Information / Prior Funding History:

This is the first year of the project.

Project Description/Justification:

Properly working telephones are essential to the mission of public health centers and pioneers' homes. The phone systems in the Fairbanks, Mat-Su, Ketchikan and Haines Health Centers are approaching 11 years of age and are not reliable.

For public health services, long distance supervision and services to villages depend on reliable phone service. Responsibilities for Homeland Security and Bio-terrorism response require reliable communication systems. The current systems are plagued with poor connections, premature disconnected calls, and faulty transfers.

All phone systems listed here were scheduled to be replaced with a new digital Internet Protocol (IP) phone system. However, with the termination of the State's contract with Alaska Communications System (ACS), this will not occur. The Pioneers' Homes and health centers listed here cannot wait any longer for a new system. To maintain reliable operations, these facilities need to have their phone systems replaced as soon as is feasible.

Replace Fairbanks Health Center Phone System - \$43.1

The Fairbanks phone system has been repaired several times. There are problems with direct line and switchboard overloads. Communication is often disconnected when a call is placed on hold. The existing system is outdated and parts required for repair are difficult to obtain. In FY02, Fairbanks served 16,721 individual clients for 36,970 visits. This public service office is exceptionally busy and employs 36 staff on-site. Staff responsibilities include coverage for the entire Interior region to the Canadian border.

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Mat-Su Public Health Center Phone System - \$37.7

The phone system currently in use was obtained from another division in 1998 and installed when the Palmer and Wasilla Public Health Centers consolidated. Since receiving it, the system has required continuous repair to keep it functional. The Mat-Su Public Health Center moved into a larger facility in October, 2003, and had to move this old system as well with some additional repairs to accommodate the additional rooms and exam rooms. This is a Meridian Phone System and the only components that are available for it are used components. This health center served 8,872 individuals with 15,628 visits in FY02.

Ketchikan Public Health Center Phone System - \$32.3

The current system is the original system that was installed in 1991 when the center was constructed. Continuous repairs are necessary to keep the system operational. The system is not capable of receiving the volume of calls that come into the center. In FY02, the center served 5,325 individuals with 10,128 visits.

Haines Public Health Center Phone System - \$5,389

The Haines Public Health center telephones are Comdial phones, without extensions or intercom capability. There are two separate phone lines. This presents a problem for the clinic because staff must leave the clinic room to place or receive a phone call. Some health center telephones have shut down completely requiring immediate replacement in order to continue services.

Sitka Pioneers' Home Phone System - \$47,475

The Sitka Pioneers' Home phone system does not have the current needed capabilities. With no receptionist to receive incoming calls, the home needs a system that would direct callers to the appropriate extension. The current system cannot do this. Routine complaints are received about our current system being inadequate and callers getting frustrated trying to reach someone.

Juneau Pioneers' Home Phone System - \$22.5

The Juneau Pioneers' Home phone system is the original phone system installed in the facility in 1989. The Information Technology Group has recommended that it be replaced due to the unfixable problems it has. Callers frequently need to call more than once to get the correct person, and sometime they are cut off. Many doctors and residents' families have complained about the current phone system.

Ketchikan Pioneers' Home Phone System - \$17.8

This system was installed in 1996 or early 1997. This is a digital system designed to have a 24-hour attendant. Incoming calls are automated but has a very user-unfriendly menu. Many complaints from the public have been received about trying to navigate the menu. The system's Central Processing Unit is failing and is not fixable. The home needs a new phone system that will meet the ongoing needs of the residents and staff.

Department's Mission: *To promote and protect the health and well being of Alaskans.* This project supports the Department's mission by providing reliable telecommunications in state-operated health centers. Clients and staff need reliable telephones in order to carry out health care services.