

Permanent Fund Dividend Division

Presentation for
House Finance Subcommittee

Mission

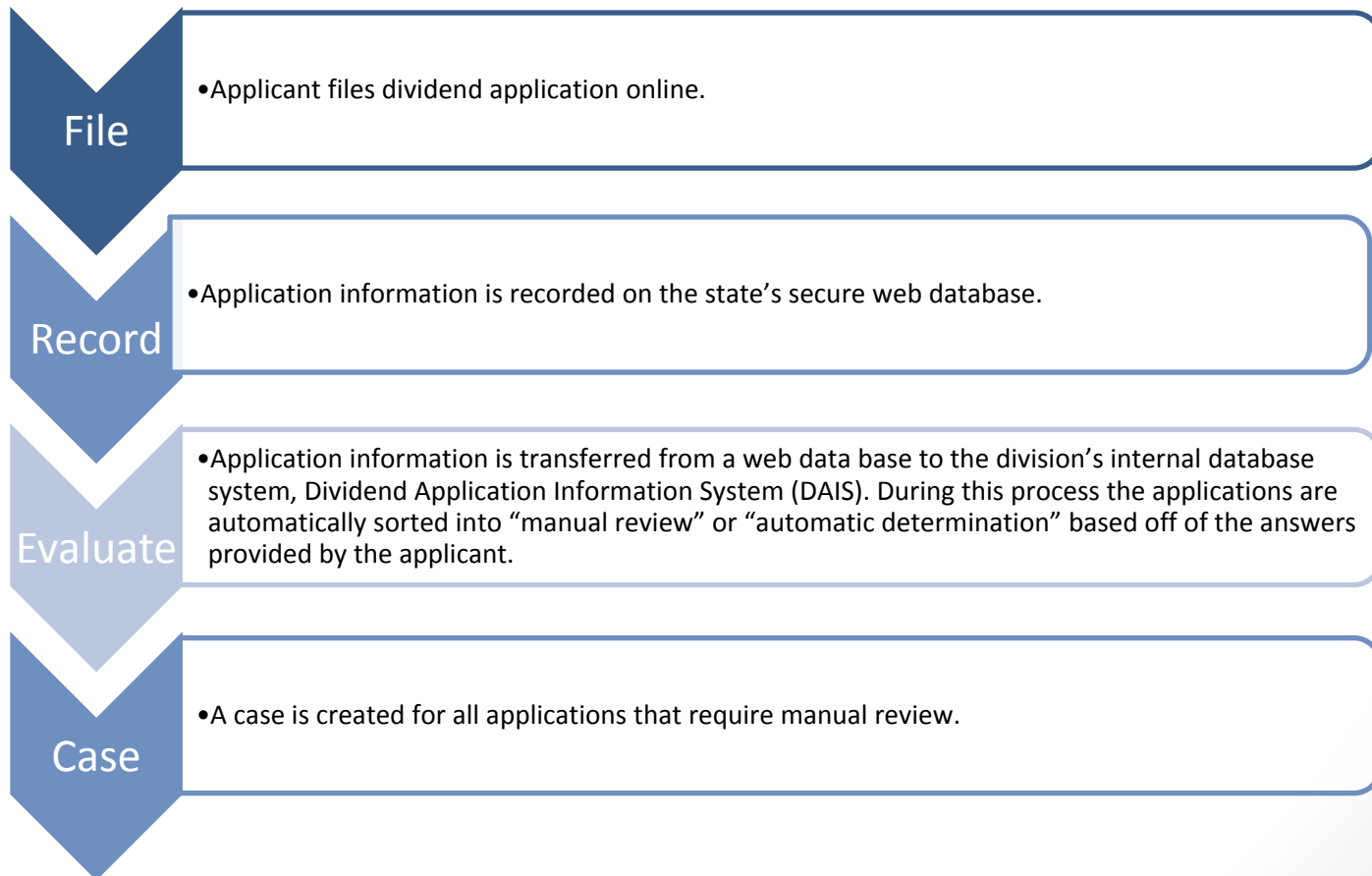
To administer the Permanent Fund Dividend program assuring that:
all eligible Alaskans receive timely dividends;
fraud is prosecuted;
and all internal and external stakeholders are treated with respect.

Core Services

- Administration of the annual dividend application and eligibility determination process
- Payment of the annual dividend to all eligible applicants
- Administration of the appeals process for denied applicants
- Garnish dividends of eligible applicants as allowed by law
- Collection of dividend payments made to ineligible applicants
- Identify potentially fraudulent activity & refer to DOR's Criminal Investigations Unit
- Provide accurate and secure application information from the PFD database via the internet, phone, and in person

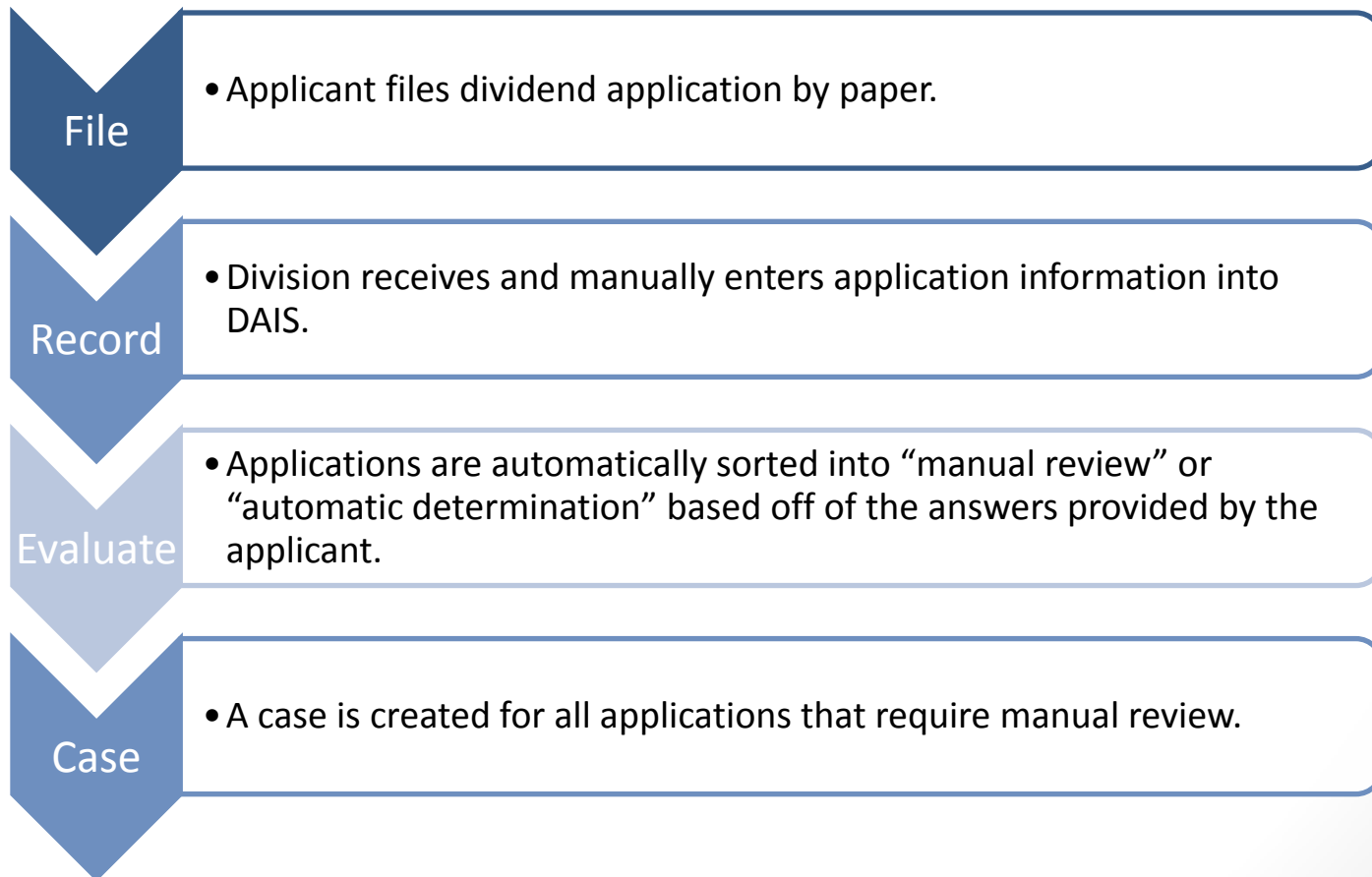
Case Creation Process

- Online Application



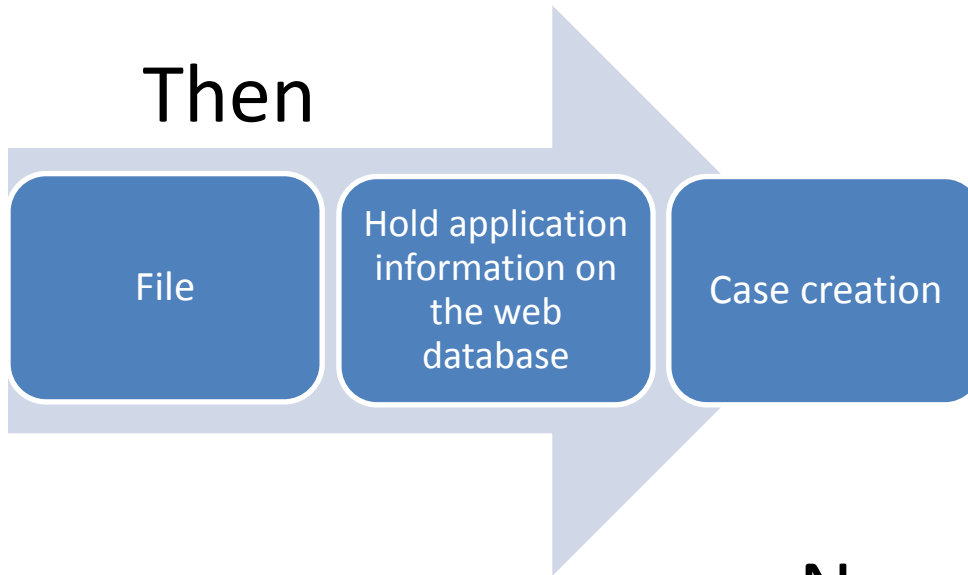
Case Creation Process

- Paper Application

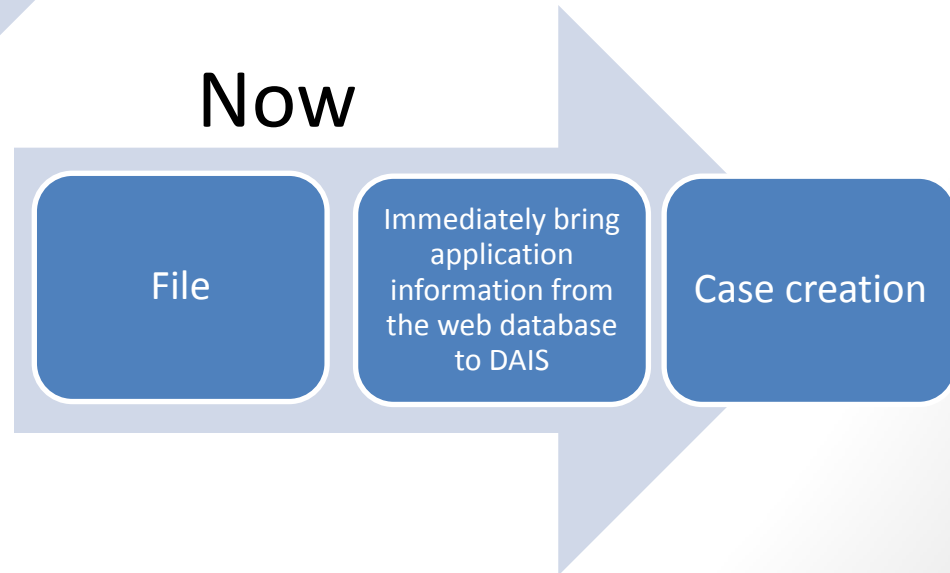


How has the process changed?

Then



Now




Why change the process?

myPFDinfo

PFD Application

Document Center

 Signature Page has been signed with myAlaska.

Document Processing

Required Documents

No additional documents are required at this time.

Optional Documents



UA College Savings Plan Add / Withdraw Form

Submitting this form can be done online by [signing it with myAlaska](#) ,
or by [downloading it](#) and mailing or faxing it into PFD.

Application Documents

Application Documents

2015 Adult Web Application

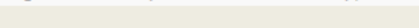
View the [details](#) of this application.

Document History

myAlaska Signed Documents



Adult Web Application Signature Page

- Signed with myAlaska on Thursday, January 01, 2015
- 

Review your signed documents at [myDocuments](#) within myAlaska.

Performance Detail

Mission

- Mission
 - Balancing eligibility determination and public response workloads.
- Target
 - 85% of current dividend year eligibility cases are reviewed by September 15.
- Status
 - In 2014, there were 306,365 cases needing PFD eligibility determinations. 90.1% of these cases were reviewed by September 15, and were either awaiting information from the applicant or were completed.
- Results and Challenges
 - Changing the processing methodology has altered data for year to year comparison however, the division continues to exceed the target goal of 85%. As data is collected in the future and methodology remains consistent, the analysis of case trends will become more relevant.

PFD Eligibility Caseloads

Year	Cases Created by 9/15	Cases Closed by 9/15	Pending Applicant Response	# Cases Reviewed by 9/15	% Cases Reviewed by 9/15
2014	306,365	252,251	23,814	276,065	90.1%
2013	139,254	108,142	27,175	135,317	97.2%
2012	161,176	122,824	21,990	144,814	89.8%
2011	144,056	111,823	14,915	126,738	88.0%

Methodology: Statistics are shown through September 15 of the calendar year in which the dividend is paid.

Performance Detail

Core service strategy

- 1) **Gather and analyze workforce statistics to improve allocation of resources between the public response and eligibility case work.**
 - Target
 - Reduce the number of un-reviewed cases as of September 15th compared to previous year.
 - Status
 - Although public contact reached an all-time high the number of un-reviewed cases increased at a similar ratio to the total cases created, therefore the un-reviewed cases in relation to prior years excluding 2013 is fairly consistent.
 - Results and challenges
 - The implementation of a mandatory myAlaska versioning update by the Division of Enterprise Technology along with alternation to division processes resulted in an increase in overall public inquires. Increasing the amount of total public contact resulted in a decrease of the time available for case work.

Un-reviewed Cases in Relation to Public Response

Year	Un-reviewed Cases 9/15	Queue Calls Answered	Customer Walk-ins	Email Responses	Total Public Responses
2014	30,300	72,564	82,103	22,745	177,412
2013	3,937	67,421	73,485	11,293	152,199
2012	16,410	75,184	81,229	14,215	170,628
2011	17,318	63,727	68,549	12,023	144,299

Methodology: Calls, emails and walk-ins counted from 9/1 of the previous year through 8/30 of the dividend year shown.

Performance Detail

Core service strategy

2) Increase use of online application and support services to improve customer response time and reduce manual processes.

- Target
 - Increase percentage of applications filed online, number of electronically signed applications using “myAlaska” and number of users of “myPFDinfo” as compared to previous years.
- Status
 - The use of the online application and the electronic signature option slightly decreased due to the myAlaska versioning update.
- Results and challenges
 - The use of the online application and electronic signature slightly decreased. It’s suspected that the decrease in online activity is directly related to the myAlaska versioning update. The myAlaska version update required all individuals to re-validate their myAlaska accounts in order to electronically sign their applications. Internally the division was able to re-validate over 300,000 accounts, however the remaining individuals were left to revalidate their own accounts. Because the validation process requires information from DMV, myAlaska, and PFD some individuals experienced difficulties when attempting to revalidate. In efforts to provide clarity to our customers our three agencies created several error messages to direct the customer to the appropriate agency for assistance.

Applicant Use of Online Services

Year	% Online Applications	# Hits to myPFDinfo	# of e-signatures
2014	82.9%	856,152	336,898
2013	83.3%	863,989	418,995
2012	82.1%	1,231,719	420,039
2011	81.6%	1,324,081	418,817

Methodology: Complete data will be available at the end of the calendar year.

Performance Detail

Mission

- Mission
 - Informal appeal decisions are rendered timely.
- Target
 - 100% of informal appeals decisions are rendered within 180 days of receipt.
- Status
 - During FY 2014, the division rendered 100% of the informal decisions within the 180 day goal.
- Results and challenges
 - Prior year changes to the division's processes and stricter adherence to PFD statutes and regulations at the eligibility level, and the increased number of non-response denials, resulted in an increase in the appeals received in FY 2013. This number stabilized in FY 2014. The division succeeded in rendering 100% of appeals decisions within 180 days throughout FY 2014.

Informal PFD Appeals Decisions Rendered

Fiscal Year	Informal Appeals Closed	Within 180 Days	More than 180 Days
FY 2014	2,440	2,440	0
FY 2013	2,500	2,498	2 (0.08%)
FY 2012	2,163	2,162	1 (0.05%)
FY 2011	2,043	2,043	0

Methodology: Appeals closed in FY 2014 represent completed appeals of denials for all dividend years.

2014 Division Accomplishments

- Of the 306,365 eligibility cases that were created, 90.1% of them were reviewed by the time the dividend amount was announced in September. That is 5.1% above our performance measure goal of 85%. Since 2008 that is the second highest percentage of reviewed cases by 9/15.
- PFD technicians supported over 25,000 more interactions with the public through phone, email, or in-person contact than prior years.
- The division improving communications with external state agencies that directly affect the Permanent Fund Dividend efficiencies and customer experience.
- Costs associated with administering the Permanent Fund Dividend program such as postage rates and printing costs, continue to increase, however the estimated cost per dividend has fluctuated less than ten cents over the past five years due to division improvements, efficiencies and automating processes.
- The division succeeded in rendering 100% of the appeals decisions within 180 days, a goal which has only been met one other time in the last five years.

Key Division Challenges

- Emerging technology and immediacy of information
- High technician turnover

Significant Changes in results expected in FY 2016

The division will continue to focus on making enhancements to the myPFDinfo applicant portal. This vision includes:

- Providing an access solution for individuals that do not have an Alaskan drivers license
- Expanding the document center
- Introducing interactive forms such as updating direct deposit information and address changes

Thank you.
Questions?