

A L A S K A PERMANENT FUND DIVIDEND



Presented by Anne Weske

Division 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.



Organizational Structure



FY 2019 Budget

- Positions:
 - PFD downsized by two:
 - One Eligibility Technician I/II
 - One Seasonal Office Assistant I
- Budget:
 - The PFD budget remained fairly stable with a slight increase due to the inclusion of the Education Raffle and the Violent Crimes Restitution bills from last year. We decreased in Services as we continue to put a focus on savings through technological advances.

2018 Division Accomplishments

- In 2018, eligibility was determined for 92% of the 669,826 applications received prior to the first distribution of dividend payments on October 4, 2018.
- The division was able to implement a Tribal Application, that allows the Tribal Courts to appropriately apply for children in their custody. This is similar to what H&SS is able to do.
- The division completed the new online dividend applications. The goal was to implement all four new online application types; Adult, Child, On Behalf of Another Adult, and Health and Social Services.

2018 Division Accomplishments

- Public Satisfaction Survey rated the PFD Division as 94%. This was a general survey conducted randomly via phone, or in person. Also allowed for open feedback after the main questions were asked.
- The PFD division successfully implemented the Education Raffle from start to finish. This included designing a logo, advertising for it, and programming it into the new application.
- Both the percentage of applicants choosing Direct Deposit, and the percentage of applicants choosing to receive an E-1099 increased this past year, putting us at 85.67% and 69.86% respectively.

Performance - Dividend Applications

Application Filing Methods

Dividend Year	Online Applications	Percentage	Paper Applications	Percentage	Total Valid Applications
2018	555,878	83%	113,948	17%	669,826
2017	550,381	82%	116,343	18%	666,724
2016	545,231	81%	125,549	19%	670,780
2015	551,866	82%	121,062	18%	672,928
2014	556,275	83%	114,047	17%	670,322

- For the past eight years the number of applicants filing an online application has remained stagnate at roughly 82 percent.
- Although, the Division works closely with over 340 paper application distribution sites across Alaska, the average return on paper applications in comparison to the number of applications being printed is only 38%. In 2018, we drastically reduced the number of applications printed for distribution sites to better use our resources.

Performance – Eligibility Caseloads

- The division exceeded the performance measure, of determining 85 percent of eligibility cases by September 15th, prior to the mass payment of dividends in early October.
- We came into 2018 with roughly 8,000 cases from the prior year. We were able to clear out all but 117 of those this year. Those that linger are typically child custody or cases awaiting a legal proceeding to be determined.

PFD Eligibility Caseloads

Dividend Year	Cases Created by 9/15	Cases Closed by 9/15	Pending Applicant Response	# Cases Reviewed by 9/15	% Cases Reviewed by 9/15
2017	202,118	167,589	14,146	181,735	90%
2016	182,952	153,332	11,895	165,227	90%
2015	174,129	128,547	17,718	146,265	84%
2014	306,365	252,251	23,814	276,065	90%
2013	139,254	108,142	27,175	135,317	97%

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

FY 2019 Budget

- Focus:
 1. Continuation of year two out of the three year Paper Light plan.
 - Increasing email correspondence
 - Continue to receive feedback from our various distribution sites to ensure we are meeting the needs of those in areas where we are not
 - Continue to improve the online application to improve efficiencies after a review of results from this year
 2. Begin the enhancement project for the myPFD applicant portal.
 - This year we developed a way for individuals to electronically sign whether they have a validated myAlaska account or not. This has removed a barrier for many Alaskans.
 - This past year we began using a product for imaging that also has the ability to create online form-fillable forms. A goal of this year will be to incorporate some of these into our myPFD portal to completely eliminate the need for printing and mailing.
 3. Begin work on the Dividend Application Information System build.
 - Finalize a contractor
 - Begin a Staff Augmentation model to ensure that knowledge stays within the State.

Key Division Challenges

- Continuing to utilize technology to decrease costs through automation and technological efficiencies. Finding the right products, and working with the DOA to holistically approach the State needs will be a priority.
- Increased exposure to the PFD program, requiring significant changes to the program.
- Continued financial impacts to the division through Reimbursable Service Agreement increases.

Permanent Fund Dividend Division

Thank you.
Questions?