

A L A S K A PERMANENT FUND DIVIDEND



Presented by Sara Race

Division Mission

To administer the Permanent Fund Dividend program assuring that:

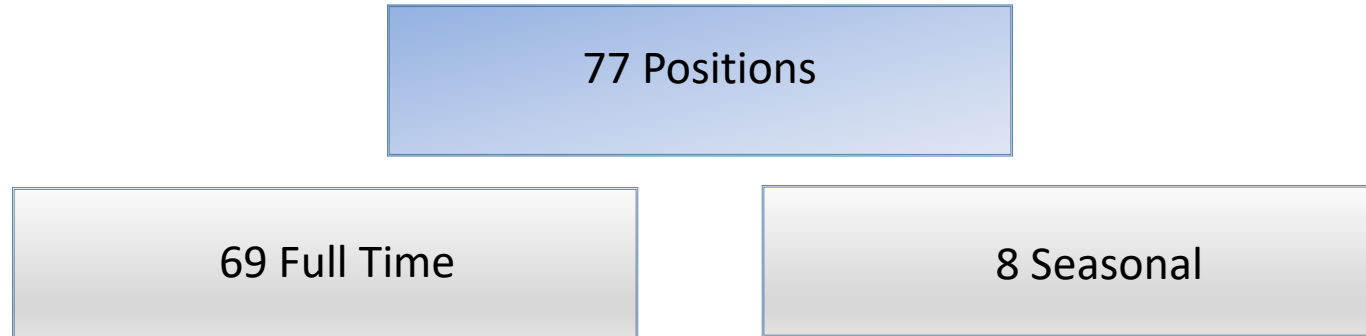
all eligible Alaskans receive timely dividends;

fraud is prosecuted;

and all internal and external stakeholders are treated with respect.



Organizational Structure



- Eligibility -37
 - Appeals -6
 - Payment and Collections -5
 - Data Processing -10
 - Initial Processing -7
 - Training -2
 - Criminal Investigations Unit -2
- Initial Processing

FY 2018 Budget

- Positions:
 - PFD downsized by three:
 - Data Processing- Information Systems Coordinator
 - Initial Processing- Microfilm Equipment Operator
 - Payment and Collections- Administrative Assistant II transferred to Revenue's Administrative Services Division.
- Budget:
 - Overall the division took a 828K reduction, which included the deleted positions listed above, and a reduction to operational services.

2017 Division Accomplishments

- In 2017, eligibility was determined for 94% of the 672,242 applications received prior to the first distribution of dividend payments on October 5, 2017.
- The division succeeded in rendering 100% of the 3,976 informal appeal decisions within 180 days.
- The division made substantial advancement on building new online dividend applications. The goal for implementing all four new online application types; Adult, Child, On Behalf of Another Adult, and Health and Social Services, is set for the 2019 filing season.

2017 Division Accomplishments

- In 2017, the division answered 9,000 more phone calls, and reduced the overall hold time by 10 minutes. Additionally, in-person contact reduced from 84,042 to 76,242 between all three locations; Anchorage, Juneau, Fairbanks.
- With applicants becoming more familiar and comfortable receiving division correspondence by email the total number of physical letters sent to applicants was reduced by 19,000.
- PFD successfully transferred data to Elections for all March 2017 PFD filers as part of the new Automatic Voter Registration Initiative.

Performance - Dividend Applications

Application Filing Methods

Dividend Year	Online Applications	Percentage	Paper Applications	Percentage	Total Valid Applications
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
2013	557,277	83%	111,391	17%	668,668

- For the past eight years the number of applicants filing an online application has remained stagnant 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%.

Performance – Eligibility Caseloads

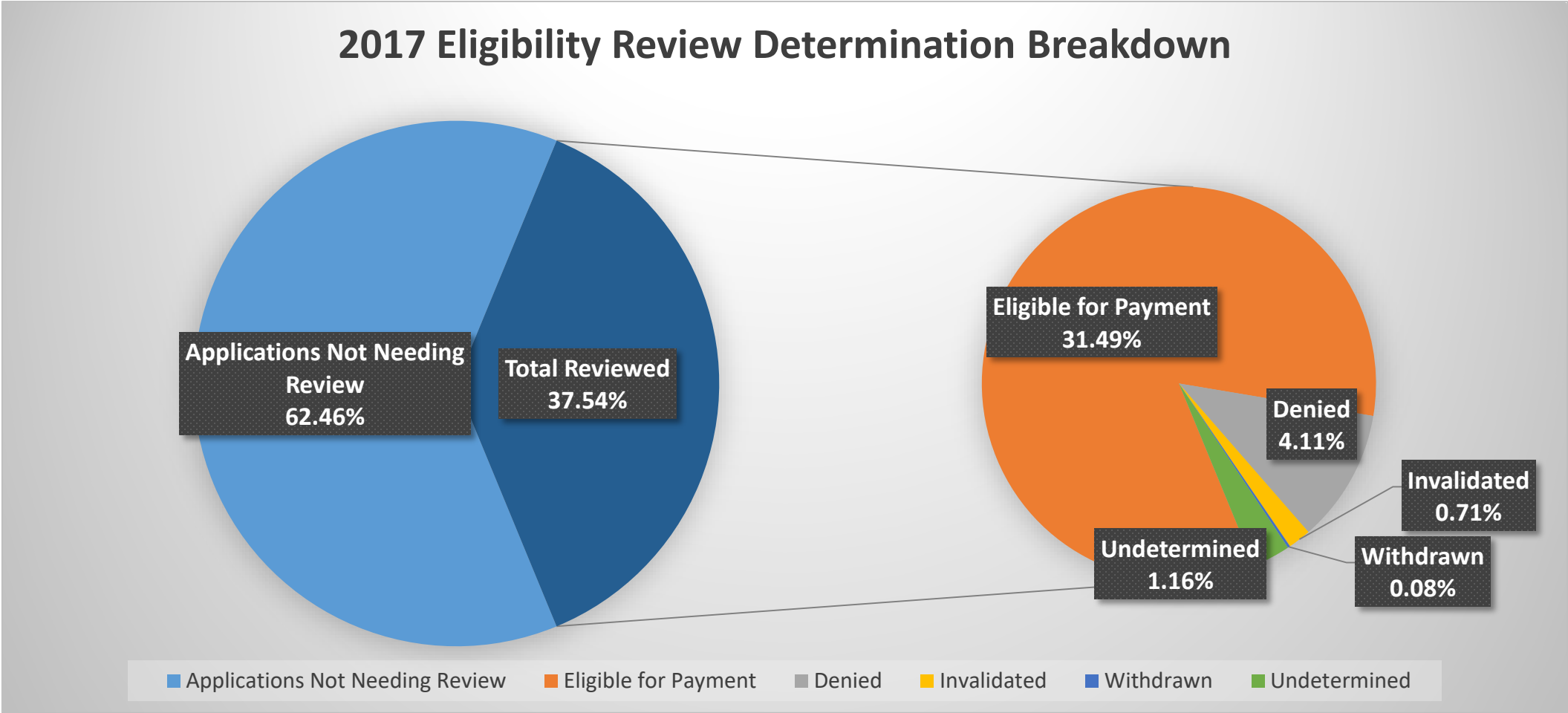
- The division exceeded the performance measure, of determining 85 percent of eligibility cases by September 15th, prior to the mass payment of dividends in early October.
- In addition to meeting the performance measure, 3,432 prior year (2016) cases were completed in 2017.
- On average, 27 eligibility technicians are assigned to work cases that involve an additional review, so each technician is processing roughly 3,500 cases per year.

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.

Performance – Eligibility Review Breakdown



FY 2019 Budget

- Focus:
 1. Taking more aggressive steps towards becoming a “paper-lite” program.
 - Increasing email correspondence
 - Reducing the number of paper applications distributed
 - Achieving the goal of implementing the new online applications
 2. Continuing to make enhancements to the myPFD applicant portal.

This vision includes:

 - Providing an access solution for all Alaskans
 - Providing an alternative validation for individuals to sign electronic documents
 - Working towards receiving and processing documentation electronically
 3. Continuing to gather the requirements necessary to rewrite the Dividend Application Information System (DAIS) so a Request for Proposal can be solicited.

Key Division Challenges

- High technician turnover paired with recruitment difficulties.
- Implementing changes to the PFD program directly or indirectly.
- Financially impacted by an increase in interagency Reimbursable Service Agreements.

Thank you.
Questions?