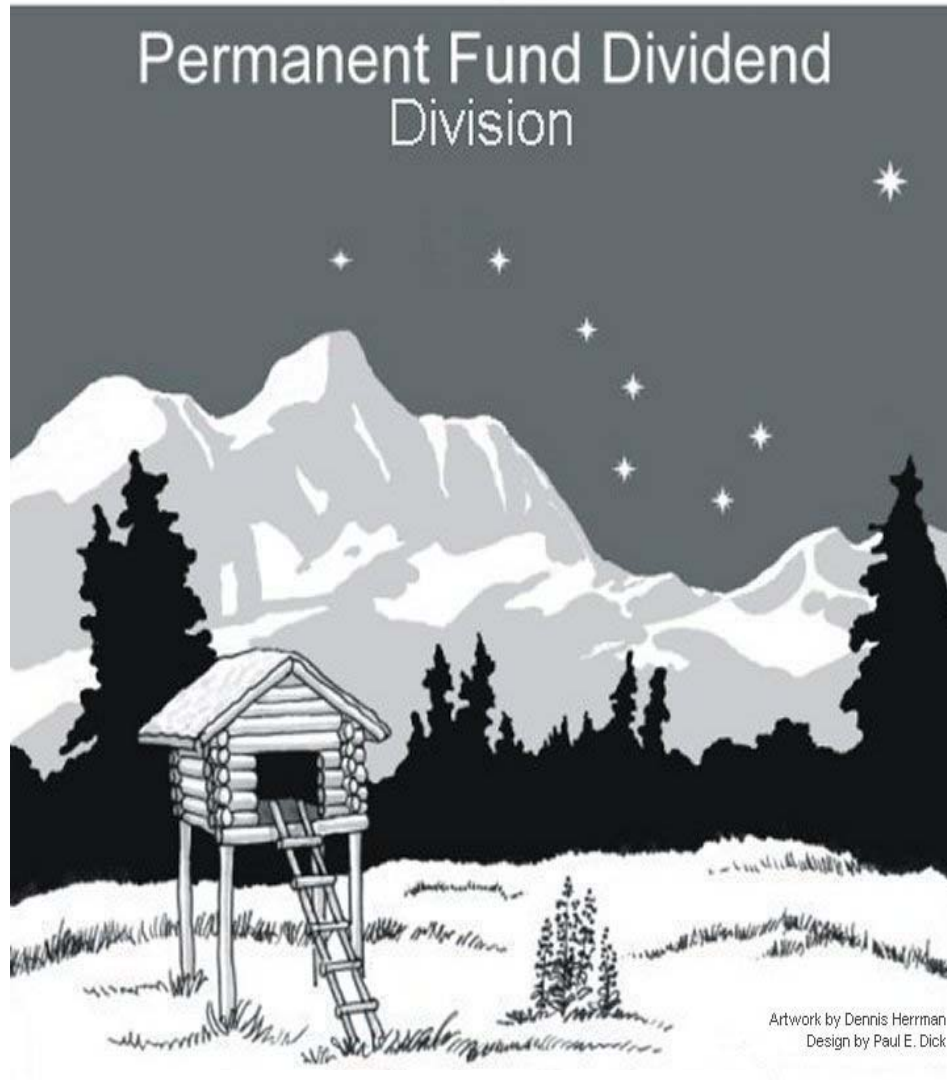


# 2002 Annual Report



*Alaskans' Cache for the Future*

*This report is available on the Internet*

[www.pfd.state.ak.us](http://www.pfd.state.ak.us)

## Dedication

This year's annual report is dedicated to the prior directors of the Permanent Fund Dividend Division: Ervin Jones (1988 – 1991); Thomas C. Williams (1991 – 1995); and Nanci A. Jones (1995 – 2003). From the time the Permanent Fund Dividend Division was formed as a division in 1988, these directors have shaped the division and its policies toward excellence in public service. Under their direction, the division has grown to achieve many milestones through implementation of programs and technologies, such as the direct-deposit program and an Internet online dividend application. The directors' dedication and hard work to the dividend program has made the division an organization that all Alaskans can take pride in.

Since the dividend program's inception in 1982, the Permanent Fund Dividend Division (and staff prior to the division's formation in 1988) have processed over 11.5 million applications and paid nearly \$12 billion in dividends to Alaskans.

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# 2002

*This annual report provides information and data on the Permanent Fund Dividend program for calendar year 2002. The 2002 dividend application period was January 2 through April 1, 2002. Alaskans who were residents of the state for the entire calendar year 2001 and met other requirements were eligible for a 2002 dividend.*

*This report includes highlights and data related to the PFD program for 2002 and historical data for prior years.*

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## **Executive Summary Section**

This section provides an overview of highlights and accomplishments of the dividend program for 2002. It includes the dividend calculation and dividend activity for 2002 in comparison with prior year activity. This section also summarizes new Permanent Fund Dividend legislation enacted into law in 2002.

Detailed data and information specific to dividend activities are included in other sections of this report.

## 2002 in Retrospect

The 2002 dividend continued the downward trend since the record high dividend in 2000. Despite the trend, the 2002 dividend was the third highest dividend (\$1,540.86) since the program's inception in 1982. The PFD Division saw increases in many other respects to the dividend program. During 2002, the division processed a record number of applications, paid a record number of dividends, and processed a record number of direct deposits.

Following are highlights and accomplishments of the division during 2002.

- **Record Number of Applications** – The number of applications grew slightly to 611,972 in 2002, up from 608,394 in 2001. The growth corresponds to an increase in the state's population. Correspondingly, the division paid a record number of dividends. The division paid 587,518 dividends in 2002 compared to 586,116 dividends in 2001.
- **Record Direct Deposits** – The upward trend of direct deposit for dividend payments continued in 2002. A record 76.8% of applicants requested direct deposit, up from 75.4% in 2001. The total number of applicants who requested direct deposit for 2002 was 470,007, up from 458,848 for 2001. Direct deposits were posted to applicant accounts on October 9, 2002. Of the 470,007 requests, 430,894 or 70.4% of applicants qualified for direct deposit. The total amount of direct deposit was over \$642.4 million.
- **Record Online Applications** – The division developed and implemented a new web-based program for filing a 2002 dividend application. For the 2002 online application, the division implemented a session-based application that does not require downloading software for filing as in the previous year. The new online application program was restricted to applicants who had received a prior year dividend and were not absent from the state for more than 90 days. During the 2002 application period, the division received 80,518 online applications, up from 48,994 online applications filed in 2001.
- **Record Assignments** – The division processed and paid a record number of assignments from applicants who assigned all or part of their dividend to pay a debt to a governmental agency. The division received just over 6,500 assignments, of which 3,155 assignments totaling \$3.6 million were paid to assignees. There was a dramatic increase in assignment to housing authorities.
- **Improved Receipt Notification** – Beginning with the 2002 dividend, the division enhanced its format for notifying applicants that the division had received their application. Previously, applicants received a postcard with limited information about their application. The postcard was replaced with an information letter with expanded applicant information, including direct-deposit and college savings check-off information. The new letter format gives applicants the opportunity to change any incorrect information and avoid potential problems when the dividend is paid in the fall.

### Executive Summary

- **Reduction in Review Cases.** The division implemented new procedures to reduce the number of cases in review status. The division looked at criteria used for resolving cases initially flagged by the computer for review and determined that clerical staff could work less complex cases. The new procedures avoid cases from going into review inventory and having to be in line with more complex cases. As a result, review cases at the end of 2002 were significantly less than 2001. The review inventory at the close of 2002 was 2,492 cases, compared to 7,706 cases at the close of 2001.
- **Steps toward Electronic Signature.** The division is working with Department of Administration officials toward implementing an electronic signature that would be used as part of the online application process. Once the electronic signature is in place, applicants can “sign” their online application electronically and will no longer have to print and mail a signature page. The electronic signature may be implemented late in the 2003 application period.

## **New Legislation**

The 2002 legislature passed one bill directly related to the dividend program. Governor Knowles signed the bill into law on June 27, 2002.

**HB 305 (Ch 89 SLA 2002) – Military Selective Service Registration Requirement.** This bill amended the eligibility criteria for receiving a dividend under AS 43.23.005(a) by requiring young men to register with the Selective Service Administration. Young men ages 18 through 25 must be registered with Selective Service to receive a dividend, beginning with the 2004 dividend. Since the qualifying year for the 2004 dividend is the prior calendar year, young men will have to meet registration requirements in 2003. Young men who fail to meet registration requirements will be notified by the Permanent Fund Dividend Division and given an opportunity to comply with the requirements before being determined ineligible for a dividend.

**2002 Dividend Calculation**

Calculated September 23, 2002

**Amount Available for Dividends**

<b>PFD Fund Beginning Balance as of July 1, 2002</b>	<b>\$ 15,408,721.13</b>	
Expenditures to date	(227,995.14)	
Amount Collected from Assessments of Prior Year Dividends	47,183.33	
<b>PFD Fund Balance as of September 23, 2002</b>		<b>\$ 15,227,909.32</b>
<b>Transfer from Permanent Fund Corporation</b>		
Permanent Fund Earnings (5-year average)	925,805,851.87	
Less Appropriations (see below)	(28,353,200.00)	
<b>Net Transfer from Permanent Fund Corporation</b>		<b>897,452,651.87</b>
<b>Reductions (see below)</b>		<b>(1,263,307.56)</b>
<b>Total Amount Available for Dividends</b>		<b>\$911,417,253.63</b>

**Total estimated number of eligible applicants: 591,537**

The Department of Revenue uses an estimate because some applications are in review or incomplete as of the dividend calculation date. A number of these applications will be determined as payable after review or when applicants submit information needed to determine their eligibility. Also, some application types have extended filing due dates until March 31, 2003, such as estate and disabled applicants.

<b>Dividend Calculation</b>	$\frac{\$911,417,253.63}{591,537} = \$1,540.76$
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**Appropriations and Reductions Detail****Appropriations**

Department of Health and Social Services (Hold Harmless)	\$13,007,900.00	
Department of Public Safety		
Council on Domestic Violence & Sexual Assault	4,004,800.00	
Violent Crimes Compensation Board	1,175,700.00	
Batterers Intervention Program	200,000.00	
Total Department of Public Safety	5,380,500.00	
Department of Revenue Administrative Cost	5,244,700.00	
Department of Corrections	4,257,900.00	
Office of Victims' Rights	462,200.00	
<b>Total Appropriations</b>		<b>28,353,200.00</b>

**Reductions**

Reserve for Prior-Year Dividend Liabilities	1,024,643.51	
Reserve for 18-Year-Old Filings for Prior Years	238,664.05	
<b>Total Reductions</b>		<b>1,263,307.56</b>
<b>Total Appropriations and Reductions Detail</b>		<b>\$29,616,507.56</b>



## Five-Year History of Dividend Calculations

Dividend Calculation	2002	2001	2000	1999	1998
Dividend Fund Balance as of Calculation Date <sup>1</sup>	\$ 15,227,909.32	\$ 13,411,836.21	\$ 10,049,489.94	\$ 3,445,249.83	\$ 6,139,428.10
Add Permanent Fund Earnings	925,805,851.87	1,112,601,116.07	1,172,450,762.05	1,044,976,249.77	892,711,231.37
Less Appropriations and Reductions					
Appropriations (see below)	(28,353,200.00)	(30,301,000.00)	(30,303,800.00)	(28,862,653.00)	(28,729,355.00)
Reductions (see below)	(1,263,307.56)	(3,260,605.11)	(1,611,247.23)	(1,393,765.71)	(928,039.35)
Total Appropriations and Reductions	(29,616,507.56)	(33,561,605.11)	(31,915,047.23)	(30,256,418.71)	(29,657,394.35)
Total Amount Available for Dividends	\$911,417,253.63	\$1,092,451,347.17	\$1,150,585,204.76	\$1,018,165,080.89	\$869,193,265.12
Estimated Eligible Applicants	591,537	590,423	585,878	575,285	564,085
Dividend Amount <sup>2</sup>	\$1,540.76	\$1,850.28	\$1,963.86	\$1,769.84	\$1,540.88

<sup>1</sup> Dividend amounts are calculated in mid-September to coincide with the Alaska Permanent Fund Corporation's annual meeting.

<sup>2</sup> Dividend amounts are rounded to an even amount for dividing in half to accommodate those applicants who designate 50% of their dividend to the University of Alaska College Savings Plan (AS 14.40.807).

## Appropriations and Reductions Detail

<b>Appropriations</b>					
Department of Health and Social Services (hold-harmless provision for public assistance recipients)	\$13,007,900.00	\$16,147,300.00	\$17,518,100.00	\$18,688,900.00	\$19,100,700.00
Department of Public Safety					
Council on Domestic Violence & Sexual Assault	4,004,800.00	4,004,800.00	3,504,800.00	1,987,500.00	1,972,500.00
Violent Crimes Compensation Board	1,175,700.00	1,170,700.00	1,172,200.00	1,046,500.00	731,900.00
Batterers Intervention Program	200,000.00	200,000.00	200,000.00	200,000.00	200,000.00
Total Department of Public Safety	5,380,500.00	5,375,500.00	4,877,000.00	3,234,000.00	2,904,400.00
Department of Revenue Administrative Costs	5,244,700.00	5,099,200.00	4,979,700.00	4,793,000.00	5,676,955.00
Department of Corrections	4,257,900.00	3,615,100.00	2,929,000.00	2,146,753.00	1,047,300.00
Alaska State Legislature - Office of Victims' Rights	462,200.00	63,900.00	0.00	0.00	0.00
<b>Total Appropriations</b>	<b>\$28,353,200.00</b>	<b>\$30,301,000.00</b>	<b>\$30,303,800.00</b>	<b>\$28,862,653.00</b>	<b>\$28,729,355.00</b>
<b>Reductions</b>					
Reserve for Prior-Year Dividend Liabilities	1,024,643.51	3,165,616.65	1,536,247.23	1,143,765.71	778,039.35
Reserve for 18-year-old Filers	238,664.05	94,988.46	75,000.00	250,000.00	150,000.00
<b>Total Reductions</b>	<b>\$1,263,307.56</b>	<b>\$3,260,605.11</b>	<b>\$1,611,247.23</b>	<b>\$1,393,765.71</b>	<b>\$928,039.35</b>

## Three-Year Comparison of Application Activity

As of January 20, 2003

	2002		2001		2000	
	Quantity	% Total	Quantity	% Total	Quantity	% Total
<b><u>Applicants</u></b>						
Adult	428,061	70.36%	423,273	69.57%	420,678	69.22%
Child	183,911	30.23%	185,121	30.43%	187,073	30.78%
<b>Total</b>	<b>611,972</b>	<b>100.59%</b>	<b>608,394</b>	<b>100.00%</b>	<b>607,751</b>	<b>100.00%</b>
<b><u>Application Status</u></b>						
Eligible for Payment	587,949	96.07%	586,116	96.34%	583,053	95.94%
Denied	20,725	3.39%	21,914	3.60%	24,353	4.01%
In Review	1,614	0.26%	74	0.01%	30	0.00%
In Appeal	1,556	0.25%	91	0.01%	22	0.00%
Incomplete Application	93	0.02%	11	0.00%	26	0.00%
Assessed for Repayment	35	0.01%	188	0.03%	267	0.04%
<b>Total</b>	<b>611,972</b>	<b>100.00%</b>	<b>608,394</b>	<b>100.00%</b>	<b>607,751</b>	<b>100.00%</b>
<b><u>Payment Status</u></b>						
Paid by Direct Deposit						
Full Dividend	410,399	67.06%	389,466	64.01%	376,395	61.92%
Partial Dividend (Garnisheed)	14,091	2.30%	14,781	2.42%	13,917	2.29%
Paid by Warrant						
Full Dividend	132,187	21.60%	147,283	24.20%	155,845	25.64%
Partial Dividend (Garnisheed)	12,533	2.05%	16,097	2.64%	15,498	2.55%
Fully Garnisheed	18,288	2.99%	18,394	3.01%	21,171	3.48%
Not Paid	24,474	4.00%	22,373	3.67%	24,925	4.10%
<b>Total</b>	<b>611,972</b>	<b>100.00%</b>	<b>608,394</b>	<b>100.00%</b>	<b>607,751</b>	<b>100.00%</b>

**Note:** Some 2002 applications in review and appeal status were not complete as of the print date of this report. They will be processed and determined as acceptable for payment or denied in early 2003.

Number of applicants who have received all 21 dividends  
since program inception (1982): **139,204**

Total amount of all 21 dividends: **\$21,902.29**

## Historical Summary of Dividend Applications and Payments

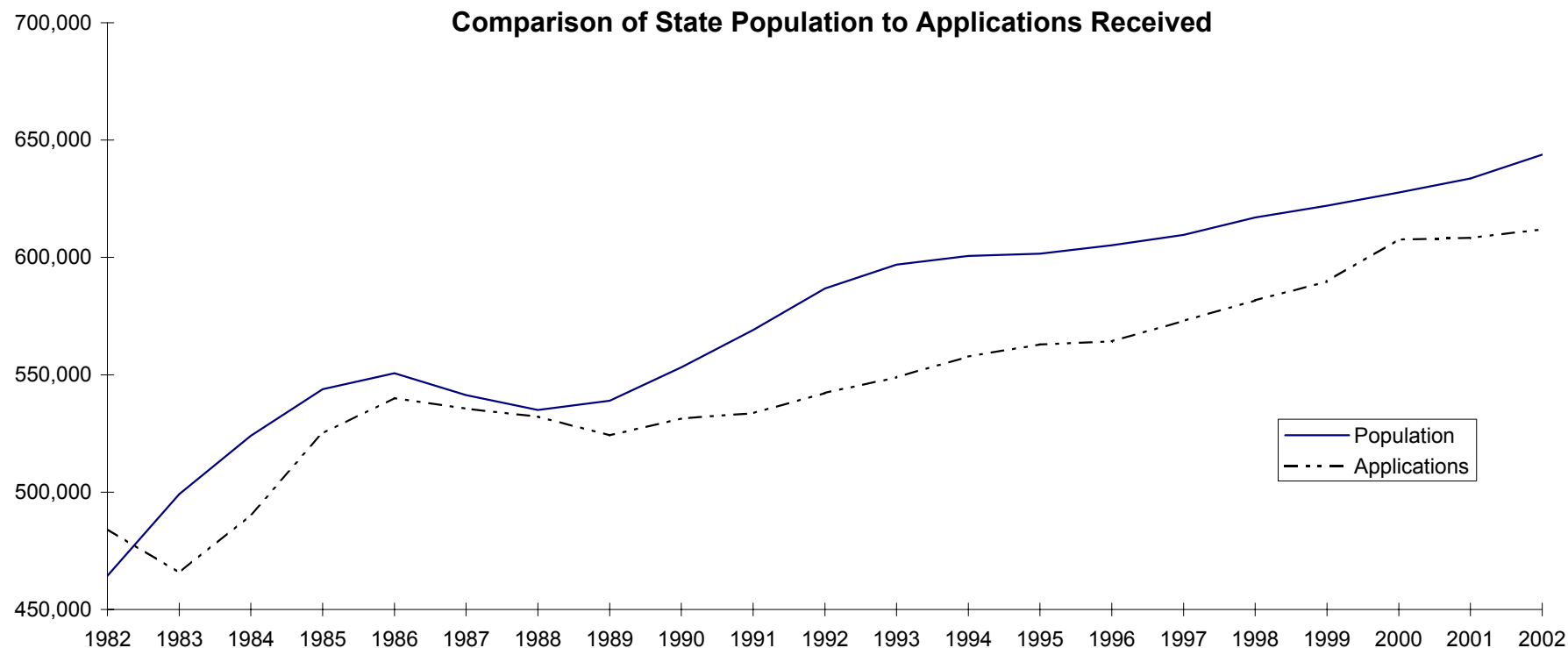
Dividend Year	State Population	Dividend Applications		Dividend Amount	Amount Disbursed
		Received	Paid		
2002	643,786	611,972	587,518	\$1,540.76	\$905,224,233.68
2001	633,630	608,394	586,116	\$1,850.28	\$1,084,478,712.48
2000	627,697	607,751	583,053	\$1,963.86	\$1,145,034,464.58
1999	622,000	589,711	572,855	\$1,769.84	\$1,013,861,693.20
1998	617,082	581,773	565,219	\$1,540.88	\$870,934,652.72
1997	609,655	573,027	554,766	\$1,296.54	\$719,276,309.64
1996	605,212	564,332	546,044	\$1,130.68	\$617,401,029.92
1995	601,581	562,985	541,841	\$990.30	\$536,585,142.30
1994	600,622	557,798	534,582	\$983.90	\$525,975,229.80
1993	596,906	549,038	527,932	\$949.46	\$501,250,316.72
1992	586,722	542,241	522,617	\$915.84	\$478,633,553.28
1991	569,054	533,677	512,089	\$931.34	\$476,928,969.26
1990	553,171	531,476	497,595	\$952.63	\$474,023,924.85
1989	538,900	524,263	507,536	\$873.16	\$443,160,133.76
1988	535,000	532,213	518,141	\$826.93	\$428,466,337.13
1987	541,300	535,563	529,470	\$708.19	\$374,965,359.30
1986	550,700	540,185	532,289	\$556.26	\$296,091,079.14
1985	543,900	525,136	518,469	\$404.00	\$209,461,476.00
1984	524,000	490,409	481,348	\$331.29	\$159,465,778.92
1983	499,100	465,569	457,210	\$386.15	\$176,551,641.50
1982	464,300	484,345	469,746	\$1,000.00	\$469,746,000.00
<b>Total</b>		<b>11,511,858</b>	<b>11,146,436</b>	<b>\$21,902.29</b>	<b>\$11,907,516,038.18</b>

Note: As of the print date of this report there were approximately 1,600 applications in review and 1,700 applications in appeal. Some of these applications will be paid as they are processed through the review or appeals process.

*Source :*

Dividend statistics were obtained from the Dividend Division's Application and Payment Status report as of January 1, 2003. Population statistics were obtained from the Alaska Department of Labor.

### Comparison of State Population to Applications Received



Year	1982	1983	1984	1985	1986	1987	1988	1989	1990	1991	1992	1993	1994	1995	1996	1997	1998	1999
Population	464,300	499,100	524,000	543,900	550,700	541,300	535,000	538,900	553,171	569,054	586,722	596,906	600,622	601,581	605,212	609,655	617,082	622,000
Applications	484,345	465,569	490,409	525,136	540,185	535,563	532,213	524,263	531,476	533,677	542,241	549,038	557,798	562,985	564,332	573,027	581,773	589,711

Year	2000	2001	2002
Population	627,697	633,630	643,786
Applications	607,751	608,394	611,972

#### Notes

- 1) Population generally exceeds number of applications because applicants must be a resident for an entire year before they qualify for a dividend.
- 2) The number 1982 applications represents accumulated data from 1979 through 1982, the first year that dividends were paid. Dividends were not paid prior to 1982 because of litigation challenging residency requirements of the dividend statutes in effect at the time.

### History of Dividend Amounts

Year	Dividend Amount	Increase (Decrease)
1982	\$1,000.00	
1983	386.15	
1984	331.29	-14.21%
1985	404.00	21.95%
1986	556.26	37.69%
1987	708.19	27.31%
1988	826.93	16.77%
1989	873.16	5.59%
1990	952.63	9.10%
1991	931.34	-2.23%
1992	915.84	-1.66%
1993	949.46	3.67%
1994	983.90	3.63%
1995	990.30	0.65%
1996	1,130.68	14.18%
1997	1,296.54	14.67%
1998	1,540.88	18.85%
1999	1,769.84	14.86%
2000	1,963.86	10.96%
2001	1,850.28	-5.78%
2002	1,540.76	-16.73%
<b>Total</b>	<b><u>\$21,902.29</u></b>	

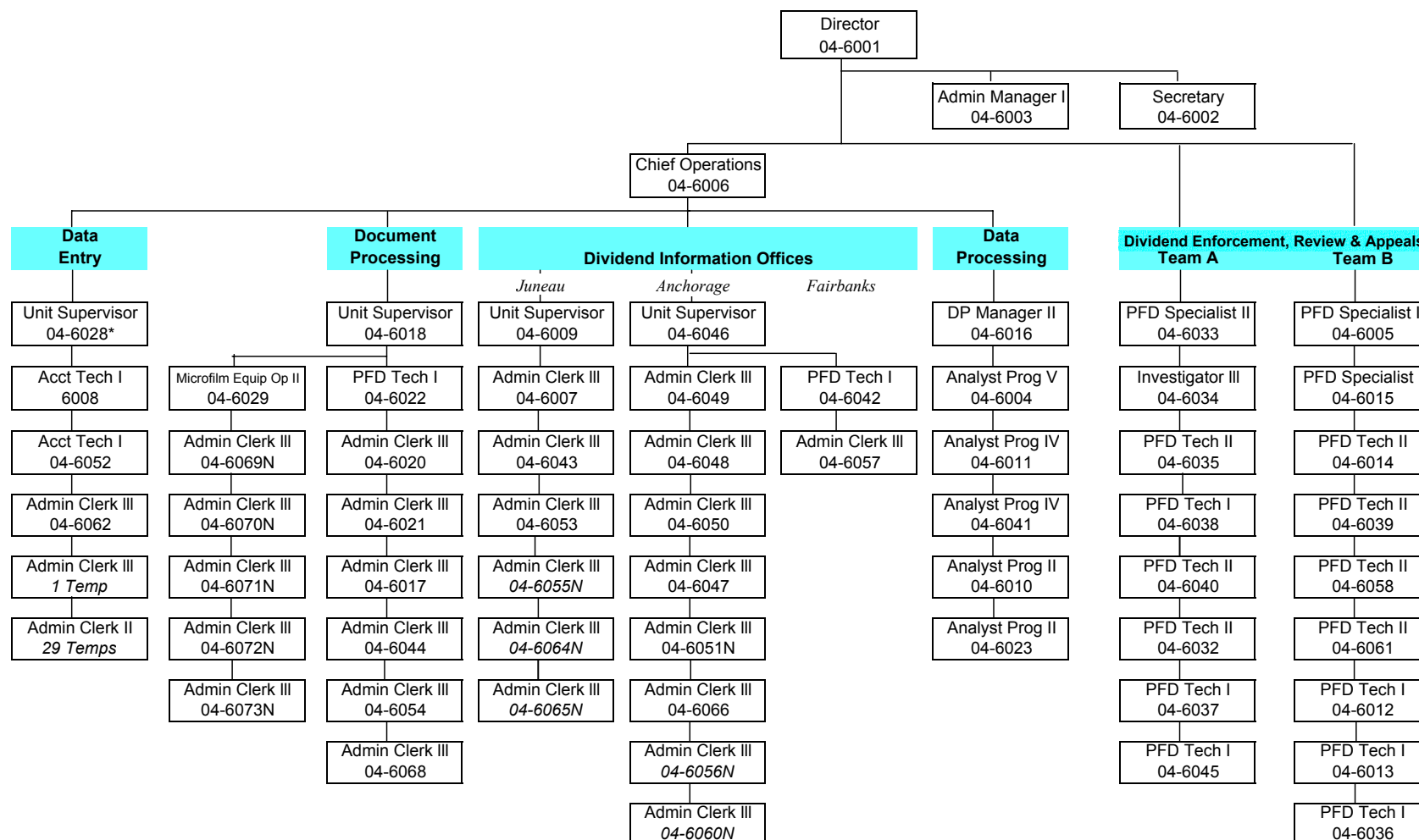
Note: 1983 dividend is used as the base year because the 1982 dividend was for combined years 1980 through 1982.

## **Organization**

The Permanent Fund Dividend Division is headquartered in Juneau and has dividend information offices in Anchorage, Fairbanks and Juneau. This section includes information about the division's organization and describes functions performed by the different units within the division.

# Organization Chart

As of December 31, 2002



Permanent seasonal positions are designated with an 'N' following the PCN number

Position Count	Permanent Full Time	Permanent Seasonal	Non-Permanent (Temps)	Total
Juneau	43	8	30	81
Anchorage	8	2	0	10
Fairbanks	2	0	0	2
<b>Total</b>	<b>53</b>	<b>10</b>	<b>30</b>	<b>93</b>

## Key Contacts

Director  
Juneau Office  
(907) 465-2323

Paul E. Dick, Chief of Operations  
Juneau Office  
(907) 465-4784

Home Page: [www.pfd.state.ak.us](http://www.pfd.state.ak.us)

E-mail for questions or information: [dividend\\_information@revenue.state.ak.us](mailto:dividend_information@revenue.state.ak.us)

Individual division employee e-mail: *First Name\_Last Name@revenue.state.ak.us*

\*\*\*\*\*

### **Document Processing & Image Control**

Amy Skow, Supervisor  
Juneau Office  
(907) 465-4780

### **Anchorage Dividend Information Office**

Cindy Fink, Supervisor  
Anchorage Office  
(907) 269-0371

### **Data Entry**

Tom Weed, Supervisor  
Juneau Office  
(907) 465-4778

### **Fairbanks Dividend Information Office**

Angel B. Ware  
Fairbanks Office  
(907) 451-5096

### **Review**

Mary Graham, Supervisor  
Juneau Office  
(907) 465-3426

### **Juneau Dividend Information Office**

Jean Wittig, Supervisor  
Juneau Office  
(907) 465-3615

### **Appeals**

Wendy Hughes, Supervisor  
Juneau Office  
(907) 465-2038

### **Data Processing**

Annette Smith, DP Manager  
Juneau Office  
(907) 465-2323

### **Anchorage Office**

Alaska Department of Revenue  
Permanent Fund Dividend Division  
616 E Street  
Anchorage, AK 99501-3528

### **Fairbanks Office**

Alaska Department of Revenue  
Permanent Fund Dividend Division  
1005 Cushman Street, Suite 1  
Fairbanks, AK 99701

### **Juneau Office**

Alaska Department of Revenue  
Permanent Fund Dividend Division  
11th Floor, State Office Building  
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**Tel (907) 269-0370**

Fax (907) 269-0384

TTY (Hearing Impaired) 279-0098

**Tel (907) 451-2820**

Fax (907) 451-5142

TTY (Hearing Impaired) 451-5095

**Tel (907) 465-2326**

Fax (907) 465-3470

TTY (Hearing Impaired) 465-2868

**Toll free number (800) 733-8813**

*Available year-round in Alaska*

*From out of state - October 1 through March 31*

**Dividend Fraud Hotline (907) 465-2654 or 269-0385**



## **Organization and Responsibilities**

During 2002, the Permanent Fund Dividend Division was staffed by 93 positions comprised of 59 full-time, 4 seasonal and 30 temporary positions (primarily employed for data entry). The division is headquartered in Juneau and has offices in Anchorage and Fairbanks. The division's Fiscal Year 2003 operating budget is \$5.277 million. The division is organized into two components: *Operations, and Dividend Enforcement, Review and Appeals.*

### **OPERATIONS**

Operations is responsible for receiving and processing dividend applications, processing dividend payments, and providing assistance to Alaskans who need help with their application or have questions regarding the dividend program.

Operations is organized into four units: ***Document Processing and Image Control, Data Entry, Dividend Information Offices, and Data Processing.***

**Document Processing and Image Control** is responsible for (1) receiving, preparing and scanning dividend applications for data entry, and (2) processing applications that are incomplete or flagged by the division's computer system as requiring further attention. All applications and documentation are scanned and saved as electronic images. Employees throughout the division have access to the images for all functions, from data entry to helping applicants with questions concerning their application.

Document Processing and Image Control processes thousands of pieces of mail other than applications. Throughout the year, applicants submit documentation requested by the division to complete their application for processing.

**Data Entry** is responsible for entering application data and garnishments into the computer system. Data Entry is also responsible for providing accounting support and collecting dividends from persons who were deemed ineligible after having been paid a dividend.

The division employed 30 temporary employees to data enter 2002 dividend applications received during the filing season (January through March 2002).

**Dividend Information Offices** are responsible for assisting applicants who need help with completing their application or responding to information requests by the division. Information offices are located in Anchorage, Fairbanks and Juneau.

Information office staff assists applicants in person, by telephone, letter or e-mail. Each year, information office employees assist thousands of walk-ins and answer thousands of telephone calls and emails from applicants seeking assistance or requesting application forms.

**Data Processing** is responsible for writing and maintaining programs related to the division's databases and providing the division with data processing support. Data

## Permanent Fund Dividend Division History

<b>1976</b>	Voters pass a constitutional amendment to establish the Permanent Fund (Alaska Constitution, Article IX, Section 15).	<b>1990</b>	Superior Court ruled 24-month residency requirement unconstitutional and changed the residency requirement to 12 months (Lindly v Malone). Disclosure requirements established to print program costs on dividend checks. <b>59 full-time positions.</b> <b>56 non-permanent positions.</b>
<b>1980</b>	First Permanent Fund dividend legislation enacted. The legislation established a program giving every adult Alaska resident \$50 for every year of residency since statehood in 1959 and also established a Dividend Fund. Payment of dividends were stayed under litigation (Zobel v Williams) challenging the constitutionality of the program.	<b>1991</b>	Check-off program for Advance College Tuition started. Percent of dividend subject to levy for private judgments increased from 50% to 55%. Fairbanks office closed in September 1991 (2 positions). One position each transferred to Anchorage and Juneau office. First receipt cards mailed. <b>58 full-time positions.</b> <b>54 non-permanent positions.</b>
<b>1982</b>	U.S Supreme Court ruled the 1980 legislation unconstitutional. In response to the litigation, the legislature passed legislation authorizing equal dividend payments to all six-month residents. The first dividend amount was \$1,000. The first dividend checks were distributed June 14, 1982.	<b>1992</b>	Individuals banned from assigning dividends (except to government agencies) by statute. Review Unit moved from Anchorage to Juneau. <b>58 full-time positions.</b> <b>58 non-permanent positions.</b>
<b>1983</b>	Residency period defined as 6 months ending March 31. Filing due date established as June 30.	<b>1993</b>	Direct-deposit program for full dividends established. Residency period changed to calendar year. Voter registration forms included with dividend application. <b>62 full-time positions.</b> <b>62 non-permanent positions.</b>
<b>1985</b>	Hold-harmless program funding for public assistance recipients changed from General Fund to Permanent Fund Dividend Fund.	<b>1994</b>	Filing due date changed to March 31. Longevity Bonus Annuity check-off program began. Legislature authorizes the division to charge fee for processing claims and assignments on dividends <b>61 full-time positions.</b> <b>58 non-permanent positions.</b>
<b>1988</b>	<i>January 1988</i> - Permanent Fund Dividend Division established. Positions with PFD responsibilities in Administrative Services (20), Enforcement (23), and Public Services (14) transferred to the new division. Enforcement and Public Services divisions eliminated. <b>57 full-time positions after transfer.</b> <b>32 non-permanent positions.</b>	<b>1995</b>	Longevity Bonus Annuity check-off program repealed. <b>61 full-time positions.</b> <b>63 non-permanent positions.</b>
<b>1989</b>	Legislature changed residency period from 6 months to 24 months. Individuals banned from assigning dividends (except to government agencies) by regulation. Felons not eligible for dividends. Physical presence requirement established. <b>57 full-time positions.</b> <b>54 non-permanent positions.</b>	<b>1996</b>	Misdemeanants with two prior crimes not eligible for dividends. <b>59 full-time positions.</b> <b>62 non-permanent positions.</b>

## Permanent Fund Dividend Division History

- 1997** Fairbanks office re-opened February 1997 (2 positions).  
**59 full-time positions.**  
**62 non-permanent positions.**
- 1998** Internet program implemented to allow applicants to check their status online. All allowable absences defined in statutes (statutory provision for commissioner to define absences by regulation repealed). Spouses accompanying eligible residents authorized as allowable absence. Authority to file for estates (persons who die during filing period) established. Physical presence changed to 72 hours every two years (effective for 2000 dividend). Percent of dividend subject to levy for private judgment increased from 55% to 80%.  
**60 full-time positions.**  
**62 non-permanent positions.**
- 1999** Internet application implemented, but applicants required to print and sign full application. Direct-deposit program expanded to include partial dividends. Document Processing Unit night shift (17 positions) eliminated. Emergency regulations detailing alien eligibility adopted.  
**57 full-time positions.**  
**43 non-permanent positions.**
- 2000** Imaging system and new data entry system implemented January 2000. First year that applications imaged. Improved online Internet application implemented March 2000 (applicants required to sign signature page only). Fairbanks office moved to Cushman Street location September 1.  
**57 full-time positions.**  
**43 non-permanent positions.**
- 2001** Review and Appeals units consolidated into the Dividend Enforcement, Review and Appeals Unit. Alaska Supreme Court rules that immigrant aliens who form intent to remain in Alaska qualify for dividends.  
**63 full-time positions.**  
**30 non-permanent positions.**
- 2002** Receipt letter replaces application receipt card. Department of Health and Social Services files applications electronically. Final year securities companies participated in the direct-deposit program. Misdemeanants with one prior felony or two prior misdemeanors not eligible for dividend.  
**63 full-time positions.**

## **Dividend Application Information**

The dividend application filing season begins on January 2. Within a couple of days, thousands of applications pour into the division by mail and hand delivery. Within the first week of the application period, the division typically receives around 90,000 applications. The weeks that follow are hectic and busy as the division processes the thousands of applications that are received throughout the season. After the end of the filing season, the division will have received about 612,000 applications.

In order to complete the tasks that come with the application season, the division employs temporary employees to key information from paper applications. These employees start during the first part of January and continue their work through mid-May, when the last of the applications are data captured and processed. A small number of the temporary employees are retained through July to process documentation submitted by applicants who filed incomplete applications.

This section includes data and information relating to applications received during the filing season and the remainder of the year (mostly late applications). Applicant demographics included in this section are compiled from 2002 PFD application data.

## 2002 Dividend Application Detail

### Adult Applications

Adult	426,678	
Office of Public Advocacy	692	
Application on Behalf of Another Adult	450	
Estate of Adult who Died During Filing Season	90	
Disabled Individual	115	
18-Year-Old Filers <sup>1</sup>	36	
<b>Total Adult Applications</b>		<b>428,061</b>

### Child Applications

Child	181,751	
Child in Custody of Health and Social Services	2,157	
Estate of Child who Died During Filing Season	3	
<b>Total Child Applications</b>		<b>183,911</b>

### Total Applications

**611,972**

Number of online Internet applications filed: **80,518**

Number of first-time filers: **30,901**

Number of Alaska newborns: **9,333**  
(Born in qualifying year 2001)

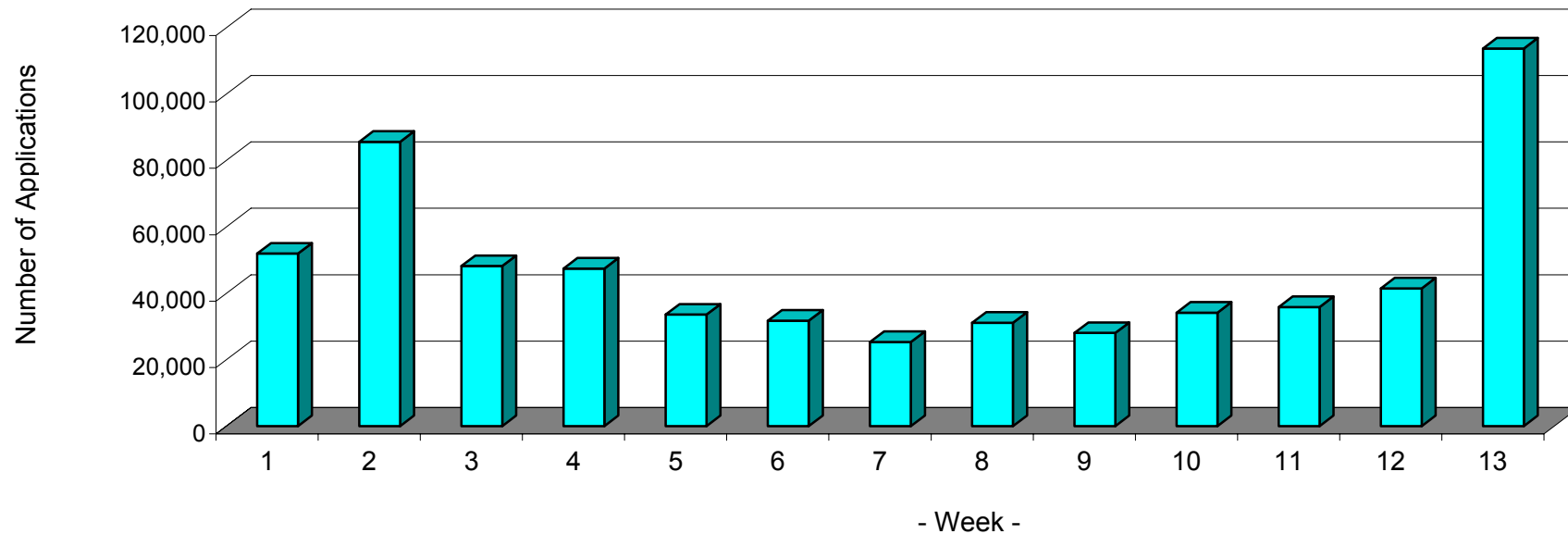
Number of late applications: **2,397**  
(Applications filed after April 1, 2002)

Number of Sponsor Eligibility Forms<sup>2</sup> filed: **195**

<sup>1</sup> Under regulation 15 AAC 23.133, 18-year-olds may apply for a prior year dividend that was not issued to them as a child. The 18-year-old must meet all eligibility requirements for the respective prior year and must file the application prior to his or her 19th birthday.

<sup>2</sup> Sponsor Eligibility Forms are used by adults who are sponsoring a child but do not apply for a dividend themselves.

## Application Filing Activity 2002 Dividend



		Applications			% of
Week	Week Ending	Paper	Online	Total	Total
1	January 8, 2002	40,791	11,146	51,937	8.49%
2	January 15	76,566	9,002	85,568	13.98%
3	January 22	40,608	7,570	48,178	7.87%
4	January 29	42,321	5,092	47,413	7.75%
5	February 5	29,195	4,372	33,567	5.49%
6	February 12	27,681	4,041	31,722	5.18%
7	February 19	21,383	3,916	25,299	4.13%
8	February 26	27,177	3,895	31,072	5.08%
9	March 5	23,792	4,244	28,036	4.58%
10	March 12	29,136	4,979	34,115	5.57%
11	March 19	30,585	5,224	35,809	5.85%
12	March 26	34,407	7,006	41,413	6.77%
13	April 1	103,650	10,031	113,681	18.58%
April 2 - December 31		4,162	0	4,162	0.68%
<b>Total Applications</b>		<b>531,454</b>	<b>80,518</b>	<b>611,972</b>	<b>100.00%</b>

Number of application booklets printed: **344,400**

Printing cost of booklets: **\$112,000**  
(32.9¢ per booklet)

Mailing cost of booklets: **\$61,500**  
(14.8¢ per booklet bulk mail)  
(\$1.01 per booklet first class mail)

Top 3 days applications received:  
April 1 (Monday): **71,368**  
January 8 (Tuesday): **25,620**  
March 26 (Tuesday): **21,519**

## How Applicants Answered Application Questions

	Number Answered			% Total		
	Yes	No	Not Answered	Yes	No	Not Answered
<b>Adult Applications (428,061 applications)</b>						
Did you receive a 2001 dividend?	394,768	33,293	0	92.22%	7.78%	0.00%
Are you in Alaska today?	410,724	17,243	94	95.95%	4.03%	0.02%
During 2001, were you absent for more than 90 days?	27,299	400,651	111	6.38%	93.60%	0.03%
During 2001, were you absent for more than 180 days?	15,128	412,812	121	3.53%	96.44%	0.03%
Are you a United States citizen?	416,138	11,909	14	97.21%	2.78%	0.00%
During 2001, were you on active duty in the U.S. Armed Forces?	14,215	412,736	1,110	3.32%	96.42%	0.26%
Do you want 50% of your dividend into the UA College Savings Plan?	1,144	426,917	0	0.27%	99.73%	0.00%
Do you want direct deposit into an Alaska bank account?	323,255	104,806	0	75.52%	24.48%	0.00%
<b>Child Applications (183,911 applications)</b>						
Are you the child's natural or adoptive parent?	183,493	373	45	99.77%	0.20%	0.02%
Did this child live with you for a majority of 2001?	182,546	1,319	46	99.26%	0.72%	0.02%
Did the child receive a 2001 dividend?	162,467	21,444	0	88.34%	11.66%	0.00%
During 2001, was the child absent for more than 90 days?	8,731	175,130	50	4.75%	95.23%	0.03%
During 2001, was the child absent for more than 180 days?	5,995	177,860	56	3.26%	96.71%	0.03%
Is the child a United States citizen?	182,293	1,614	4	99.12%	0.88%	0.00%
Do you want 50% of child's dividend into the UA College Savings Plan?	4,465	179,446	0	2.43%	97.57%	0.00%
Do you want child's dividend directly deposited?	140,413	43,498	0	76.35%	23.65%	0.00%



**Why Applicants Were Absent From the State**  
**(For Absences During 2001 - Qualifying Year for 2002 Dividend)**

*Dividend application forms ask applicants if they were absent from the state for more than 90 days and 180 days. Reasons why applicants were absent from the state are listed below.*

Absence reason	Between 91 and 180 days			More than 180 days		
	Adult	Child	Total	Adult	Child	Total
☐ Accompanied an Alaska resident who was eligible for a PFD	783	1,614	2,397	2,533	5,026	7,559
☐ Enrolled as a full-time student	2,923	32	2,955	6,063	20	6,083
☐ Served on active duty in the U.S. Armed Forces	1,339	N/A	1,339	4,685	N/A	4,685
☐ Received continuous medical treatment	319	75	394	232	117	349
☐ Cared for a terminally ill direct relative	331	20	351	132	8	140
☐ Cared for a direct relative with a critical life-threatening illness	182	13	195	101	20	121
☐ Part of a legal custody agreement	N/A	121	121	N/A	93	93
☐ Settled the estate of a deceased direct relative	174	N/A	174	54	N/A	54
☐ Served as a member of Alaska's congressional delegation or staff	13	N/A	13	38	N/A	38
☐ Employed by the State of Alaska	42	N/A	42	16	N/A	16
☐ Employed aboard a vessel of the U.S. Merchant Marine	1	N/A	1	0	N/A	0
Vacation	5,614	443	6,057	1,209	124	1,333
Other reasons	1,540	276	1,816	768	315	1,083
Sought employment out of the state	764	N/A	764	509	N/A	509

☐ Allowable absence for determining divided eligibility.

N/A - Not applicable to application type.

Note: Applicants may claim more than one type of absence on their application.

## Applicant Birth State Data

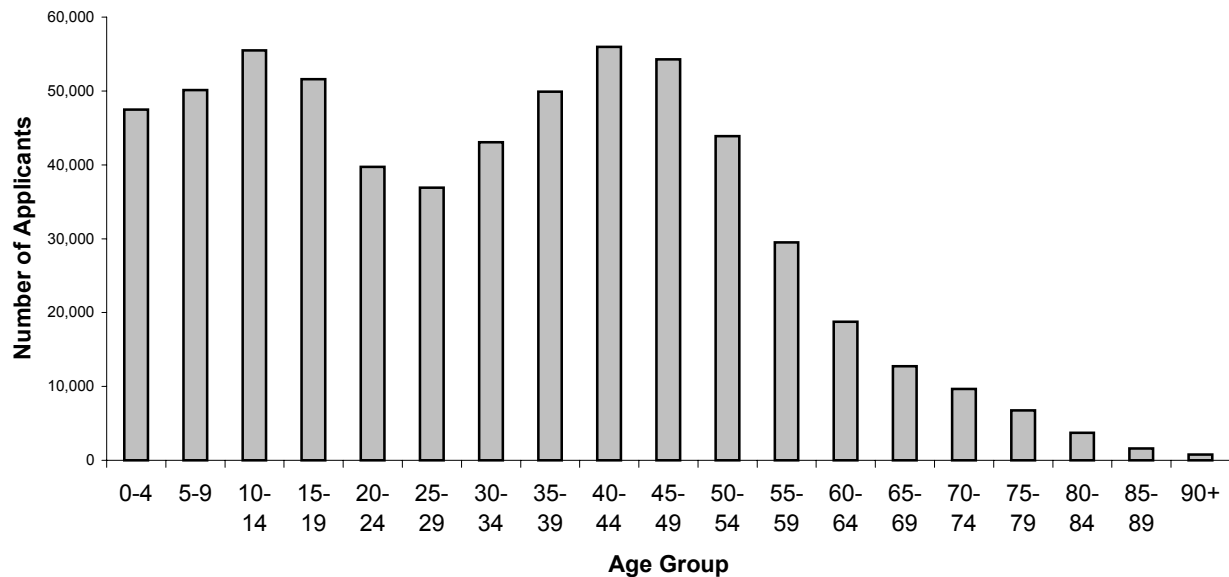
<b>State</b>	<b>Applicants</b>	<b>% Total</b>	<b>State</b>	<b>Applicants</b>	<b>% Total</b>
Alabama	2,822	0.46%	Nebraska	3,407	0.56%
<b>Alaska</b>	<b>246,715</b>	<b>40.31%</b>	Nevada	1,964	0.32%
Arizona	5,095	0.83%	New Hampshire	1,301	0.21%
Arkansas	3,136	0.51%	New Jersey	3,942	0.64%
California	42,635	6.97%	New Mexico	3,410	0.56%
Colorado	8,918	1.46%	New York	12,516	2.05%
Connecticut	2,033	0.33%	North Carolina	4,223	0.69%
Delaware	492	0.08%	North Dakota	3,580	0.58%
District of Columbia	1,203	0.20%	Ohio	8,412	1.37%
Florida	6,823	1.11%	Oklahoma	5,368	0.88%
Georgia	4,173	0.68%	Oregon	18,627	3.04%
Guam/Virgin Islands	331	0.05%	Pennsylvania	8,821	1.44%
Hawaii	3,513	0.57%	Puerto Rico	536	0.09%
Idaho	7,139	1.17%	Rhode Island	759	0.12%
Illinois	9,558	1.56%	South Carolina	2,105	0.34%
Indiana	4,289	0.70%	South Dakota	3,282	0.54%
Iowa	4,750	0.78%	Tennessee	2,678	0.44%
Kansas	4,223	0.69%	Texas	15,425	2.52%
Kentucky	2,254	0.37%	Utah	4,695	0.77%
Louisiana	4,017	0.66%	Vermont	886	0.14%
Maine	2,228	0.36%	Virginia	3,883	0.63%
Maryland	2,488	0.41%	Washington	32,682	5.34%
Massachusetts	4,927	0.81%	West Virginia	1,498	0.24%
Michigan	11,967	1.96%	Wisconsin	8,091	1.32%
Minnesota	12,685	2.07%	Wyoming	2,772	0.45%
Mississippi	2,145	0.35%	<b>Total United States</b>	<b>568,565</b>	<b>92.95%</b>
Missouri	5,141	0.84%	Foreign Countries	43,407	7.05%
Montana	8,002	1.31%	<b>Total All Applicants</b>	<b>611,972</b>	<b>100.00%</b>

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**Top Ten Birth States**

<b>Alaska</b>	<b>246,715</b>	<b>40.31%</b>	Minnesota	12,685	2.07%
California	42,635	6.97%	New York	12,516	2.05%
Washington	32,682	5.34%	Michigan	11,967	1.96%
Oregon	18,627	3.04%	Illinois	9,558	1.56%
Texas	15,425	2.52%	Colorado	8,918	1.46%
			<b>Total Top Ten</b>	<b>411,728</b>	<b>67.29%</b>

## Applicant Demographics 2002 Dividend



Age	Applicants
0-4	47,481
5-9	50,141
10-14	55,506
15-19	51,584
20-24	39,718
25-29	36,903
30-34	43,047
35-39	49,919
40-44	55,973
45-49	54,262
50-54	43,892
55-59	29,508
60-64	18,754
65-69	12,733
70-74	9,678
75-79	6,748
80-84	3,745
85-89	1,620
90-99	747
100+	13
<b>Total</b>	<b>611,972</b>

Gender	Applicants	Percent
Male	313,776	51.27%
Female	298,196	48.73%
<b>Total</b>	<b>611,972</b>	<b>100.00%</b>

Adult applicants: **428,061**  
Child applicants (< 18 years old): **183,911**

Median Age: **31.75 years old**

Oldest applicant on file: **106 years old**

### Most Common Names on File

#### **Male**

Michael  
John  
James  
Robert  
David

#### **Female**

Mary  
Jennifer  
Linda  
Patricia  
Elizabeth

#### **Last Name**

Smith  
Johnson  
Williams  
Brown  
Jones

Age demographics are based on applicants' age at the end of the qualifying year (2001) for the 2002 dividend.

## Applicant Mailing Address by City

Zip Code	Municipality	Application Type		Total	% of Total Applications
		Adult	Child		
Anchorage					
99501	Anchorage	8,872	2,216	11,088	1.81%
99502	Anchorage	13,234	5,341	18,575	3.04%
99503	Anchorage	9,205	2,779	11,984	1.96%
99504	Anchorage	22,240	9,425	31,665	5.17%
99505	Fort Richardson	1,215	1,006	2,221	0.36%
99506	Elmendorf Air Force Base	2,022	1,769	3,791	0.62%
99507	Anchorage	19,675	8,421	28,096	4.59%
99508	Anchorage	18,862	7,785	26,647	4.35%
99509	Anchorage	2,687	655	3,342	0.55%
99510	Anchorage	1,916	395	2,311	0.38%
99511	Anchorage	2,878	787	3,665	0.60%
99513	Anchorage	6	0	6	0.00%
99514	Anchorage	2,298	1,182	3,480	0.57%
99515	Anchorage	12,012	5,214	17,226	2.81%
99516	Anchorage	10,846	4,666	15,512	2.53%
99517	Anchorage	9,925	3,243	13,168	2.15%
99518	Anchorage	5,917	2,025	7,942	1.30%
99519	Anchorage	672	199	871	0.14%
99520	Anchorage	1,888	796	2,684	0.44%
99521	Anchorage	1,672	683	2,355	0.38%
99522	Anchorage	1,683	568	2,251	0.37%
99523	Anchorage	2,283	775	3,058	0.50%
99524	Anchorage	2,464	617	3,081	0.50%
Total Anchorage		154,472	60,547	215,019	35.14%
Fairbanks North Star Borough					
99701	Fairbanks	9,209	3,599	12,808	2.09%
99702	Eielson Air Force Base	1,941	1,625	3,566	0.58%
99703	Fort Wainwright	1,742	1,351	3,093	0.51%
99704	Clear	99	24	123	0.02%
99705	North Pole	9,297	4,143	13,440	2.20%
99706	Fairbanks	1,324	402	1,726	0.28%
99707	Fairbanks	4,577	1,442	6,019	0.98%
99708	Fairbanks	5,722	1,824	7,546	1.23%
99709	Fairbanks	10,459	4,045	14,504	2.37%
99710	Fairbanks	1,110	389	1,499	0.24%
99711	Fairbanks	1,092	403	1,495	0.24%
99712	Fairbanks	4,542	1,887	6,429	1.05%
99714	Salcha	608	215	823	0.13%
99716	Two Rivers	293	106	399	0.07%
99775	Fairbanks	564	113	677	0.11%
Total Fairbanks North Star Borough		52,579	21,568	74,147	12.12%
Juneau					
99801	Juneau	13,003	5,029	18,032	2.95%
99802	Juneau	2,637	661	3,298	0.54%
99803	Juneau	3,286	1,184	4,470	0.73%
99821	Juneau (Auke Bay)	1,151	269	1,420	0.23%
99824	Juneau (Douglas)	1,419	463	1,882	0.31%
Total Juneau		21,496	7,606	29,102	4.76%

## Applicant Mailing Address by City

Zip Code	Municipality	Application Type		Total	% of Total Applications
		Adult	Child		
Other Municipalities					
99546	Adak	64	23	87	0.01%
99551	Akiachak	351	280	631	0.10%
99552	Akiak	203	139	342	0.06%
99553	Akutan	95	21	116	0.02%
99554	Alakanuk	358	330	688	0.11%
99555	Aleknagik	88	47	135	0.02%
99695	Alexander Creek	8	13	21	0.00%
99720	Allakaket	127	60	187	0.03%
99786	Ambler	170	119	289	0.05%
99721	Anaktuvuk Pass	181	116	297	0.05%
99556	Anchor Point/Nikolaevsk	1,502	601	2,103	0.34%
99744	Anderson	210	69	279	0.05%
99820	Angoon	354	162	516	0.08%
99557	Aniak/Chuathbaluk/Stony River	473	255	728	0.12%
99558	Anvik	63	43	106	0.02%
99722	Arctic Village	96	61	157	0.03%
99547	Atka	57	28	85	0.01%
99791	Atkasuk	136	111	247	0.04%
99723	Barrow	2,594	1,480	4,074	0.67%
99724	Beaver	58	29	87	0.01%
99559	Bethel/Napaskiak	4,142	2,542	6,684	1.09%
99726	Bettles Field	37	8	45	0.01%
99652	Big Lake	2,129	862	2,991	0.49%
99785	Brevig Mission	151	142	293	0.05%
99727	Buckland	201	213	414	0.07%
99729	Cantwell	197	42	239	0.04%
99730	Central	121	25	146	0.02%
99788	Chalkyitsik	62	28	90	0.01%
99561	Chefornak	217	202	419	0.07%
99563	Chevak	420	431	851	0.14%
99732	Chicken	16	5	21	0.00%
99564	Chignik	57	10	67	0.01%
99565	Chignik Lagoon	62	28	90	0.01%
99548	Chignik Lake	67	44	111	0.02%
99566	Chitina	129	60	189	0.03%
99567	Chugiak	5,524	2,220	7,744	1.27%
99733	Circle	64	27	91	0.01%
99568	Clam Gulch	237	70	307	0.05%
99569	Clarks Point	46	24	70	0.01%
99918	Coffman Cove	123	37	160	0.03%
99571	Cold Bay/Nelson Lagoon	113	43	156	0.03%
99572	Cooper Landing	294	58	352	0.06%
99573	Copper Center	795	315	1,110	0.18%
99574	Cordova	1,702	605	2,307	0.38%
99921	Craig	1,193	517	1,710	0.28%
99575	Crooked Creek	67	62	129	0.02%
99736	Deering	79	61	140	0.02%
99737	Delta Junction/Dot Lake/Paxson	2,467	1,134	3,601	0.59%
99755	Denali National Park	177	25	202	0.03%
99576	Dillingham/Koliganek/Twin Hills	1,778	972	2,750	0.45%
99738	Eagle	186	57	243	0.04%
99577	Eagle River	15,062	6,513	21,575	3.53%
99917	Edna Bay	23	4	27	0.00%
99578	Eek	167	123	290	0.05%
99579	Egegik	66	24	90	0.01%

## Applicant Mailing Address by City

Zip Code	Municipality	Application Type		Total	% of Total Applications
		Adult	Child		
99580	Ekwok	68	51	119	0.02%
99825	Elfin Cove	44	8	52	0.01%
99739	Elim	189	133	322	0.05%
99581	Emmonak	413	334	747	0.12%
99725	Ester	618	197	815	0.13%
99583	False Pass	47	23	70	0.01%
99740	Fort Yukon	423	192	615	0.10%
99586	Gakona/Slana	413	106	519	0.08%
99741	Galena	401	199	600	0.10%
99742	Gambell	369	247	616	0.10%
99587	Girdwood	1,404	322	1,726	0.28%
99588	Glennallen	984	386	1,370	0.22%
99589	Goodnews Bay	144	87	231	0.04%
99590	Grayling	109	73	182	0.03%
99826	Gustavus	326	94	420	0.07%
99827	Haines	1,823	542	2,365	0.39%
99743	Healy	683	252	935	0.15%
99602	Holy Cross	134	96	230	0.04%
99603	Homer	6,554	2,562	9,116	1.49%
99829	Hoonah	728	262	990	0.16%
99604	Hooper Bay	535	554	1,089	0.18%
99605	Hope	141	34	175	0.03%
99694	Houston	355	126	481	0.08%
99745	Hughes	42	18	60	0.01%
99746	Huslia	167	108	275	0.04%
99922	Hydaburg	242	124	366	0.06%
99923	Hyder	70	15	85	0.01%
99606	Iliamna	194	105	299	0.05%
99540	Indian/Bird Creek	172	41	213	0.03%
99830	Kake	479	218	697	0.11%
99747	Kaktovik	162	95	257	0.04%
99607	Kalskag	109	112	221	0.04%
99748	Kaltag	151	86	237	0.04%
99608	Karluk	21	12	33	0.01%
99924	Kasaan	24	13	37	0.01%
99609	Kasigluk	290	233	523	0.09%
99610	Kasilof	1,492	523	2,015	0.33%
99611	Kenai	7,966	3,333	11,299	1.85%
99901	Ketchikan	8,335	2,999	11,334	1.85%
99950	Ketchikan Rural Area	186	61	247	0.04%
99749	Kiana	232	158	390	0.06%
99612	King Cove	338	149	487	0.08%
99613	King Salmon	387	155	542	0.09%
99614	Kipnuk	338	301	639	0.10%
99750	Kivalina	197	166	363	0.06%
99925	Klawock	566	207	773	0.13%
99751	Kobuk	60	54	114	0.02%
99615	Kodiak	7,930	3,696	11,626	1.90%
99697	Kodiak	32	10	42	0.01%
99619	Kodiak (USCG Base)	11	3	14	0.00%
99606	Kokhanok	102	57	159	0.03%
99620	Kotlik	300	289	589	0.10%
99752	Kotzebue	1,781	1,135	2,916	0.48%
99753	Koyuk	161	147	308	0.05%
99754	Koyukuk	67	37	104	0.02%
99621	Kwethluk	371	327	698	0.11%

## Applicant Mailing Address by City

Zip Code	Municipality	Application Type		Total	% of Total Applications
		Adult	Child		
99622	Kwigillingok	197	148	345	0.06%
99757	Lake Minchumina	21	3	24	0.00%
99624	Larsen Bay	69	36	105	0.02%
99625	Levelock	57	31	88	0.01%
99626	Lower Kalskag	176	113	289	0.05%
99756	Manley Hot Springs	88	17	105	0.02%
99628	Manokotak	241	165	406	0.07%
99585	Marshall	202	161	363	0.06%
99627	McGrath	314	149	463	0.08%
99630	Mekoryuk	150	57	207	0.03%
99926	Metlakatla	941	434	1,375	0.22%
99903	Meyers Chuck	20	2	22	0.00%
99758	Minto	159	81	240	0.04%
99631	Moose Pass	181	70	251	0.04%
99632	Mountain Village	427	339	766	0.13%
99633	Naknek	346	143	489	0.08%
99634	Napakiaik	196	156	352	0.06%
99760	Nenana	608	236	844	0.14%
99636	New Stuyahok	270	209	479	0.08%
99690	Nightmute	119	98	217	0.04%
99635	Nikiski	1,617	684	2,301	0.38%
99691	Nikolai	83	27	110	0.02%
99638	Nikolski	18	11	29	0.00%
99639	Ninilchik	795	226	1,021	0.17%
99761	Noatak	260	204	464	0.08%
99762	Nome/Golovin	2,390	1,246	3,636	0.59%
99640	Nondalton	130	77	207	0.03%
99763	Noorvik	364	310	674	0.11%
99764	Northway	202	95	297	0.05%
99789	Nuiqsut	241	175	416	0.07%
99765	Nulato	213	137	350	0.06%
99666	Nunam Iqua	91	98	189	0.03%
99641	Nunapitchuk	273	214	487	0.08%
99643	Old Harbor	160	92	252	0.04%
99644	Ouzinkie	147	65	212	0.03%
99645	Palmer	13,257	5,862	19,119	3.12%
99647	Pedro Bay	31	20	51	0.01%
99832	Pelican	110	15	125	0.02%
99648	Perryville	75	44	119	0.02%
99833	Petersburg	2,312	873	3,185	0.52%
99649	Pilot Point	47	32	79	0.01%
99650	Pilot Station	285	266	551	0.09%
99651	Platinum	25	7	32	0.01%
99927	Point Baker	65	23	88	0.01%
99766	Point Hope	420	300	720	0.12%
99759	Point Lay	112	109	221	0.04%
99836	Port Alexander	54	18	72	0.01%
99653	Port Alsworth	82	40	122	0.02%
99549	Port Heiden	69	43	112	0.02%
99550	Port Lions	173	60	233	0.04%
99734	Prudhoe Bay	40	0	40	0.01%
99655	Quinhagak	352	236	588	0.10%
99767	Rampart	25	2	27	0.00%
99656	Red Devil	26	13	39	0.01%
99768	Ruby	133	78	211	0.03%
99657	Russian Mission	173	152	325	0.05%

## Applicant Mailing Address by City

Zip Code	Municipality	Application Type		Total	% of Total Applications
		Adult	Child		
99591	Saint George Island	88	49	137	0.02%
99658	Saint Marys	365	301	666	0.11%
99659	Saint Michael	199	190	389	0.06%
99660	Saint Paul Island	334	154	488	0.08%
99661	Sand Point	392	150	542	0.09%
99769	Savoonga	389	283	672	0.11%
99662	Scammon Bay	220	254	474	0.08%
99770	Selawik	410	339	749	0.12%
99663	Seldovia	361	110	471	0.08%
99664	Seward	2,982	993	3,975	0.65%
99665	Shageluk	77	52	129	0.02%
99771	Shaktolik	135	76	211	0.03%
99772	Shishmaref	326	237	563	0.09%
99773	Shungnak	129	115	244	0.04%
99835	Sitka	5,824	2,071	7,895	1.29%
99840	Skagway	666	146	812	0.13%
99667	Skwentna	65	14	79	0.01%
99668	Sleetmute	71	23	94	0.02%
99669	Soldotna	9,109	3,536	12,645	2.07%
99670	South Naknek	90	36	126	0.02%
99671	Stebbins	284	269	553	0.09%
99672	Sterling	1,959	779	2,738	0.45%
99774	Stevens Village	60	28	88	0.01%
99674	Sutton/Chickaloon	719	280	999	0.16%
99675	Takotna	32	20	52	0.01%
99676	Talkeetna	1,048	283	1,331	0.22%
99776	Tanacross	62	23	85	0.01%
99777	Tanana	192	85	277	0.05%
99677	Tatitlek	63	30	93	0.02%
99778	Teller	142	96	238	0.04%
99841	Tenakee Springs	90	14	104	0.02%
99779	Tetlin	66	23	89	0.01%
99919	Thorne Bay	391	138	529	0.09%
99678	Togiak	462	338	800	0.13%
99780	Tok/Mentasta Lake	1,098	449	1,547	0.25%
99637	Toksook Bay	300	265	565	0.09%
99683	Trapper Creek	403	100	503	0.08%
99679	Tuluksak	250	197	447	0.07%
99680	Tuntutuliak	197	171	368	0.06%
99681	Tununak	170	141	311	0.05%
99682	Tyonek	127	66	193	0.03%
99684	Unalakeet	474	251	725	0.12%
99685	Unalaska	648	267	915	0.15%
99692	Unalaska (Dutch Harbor)	1,011	270	1,281	0.21%
99686	Valdez	2,807	1,125	3,932	0.64%
99781	Venetie	152	72	224	0.04%
99782	Wainwright	320	187	507	0.08%
99783	Wales	88	60	148	0.02%
99928	Ward Cove	1,093	414	1,507	0.25%
99654	Wasilla	10,845	5,218	16,063	2.62%
99687	Wasilla	12,214	5,431	17,645	2.88%
99784	White Mountain	124	77	201	0.03%
99693	Whittier	183	40	223	0.04%
99688	Willow	1,635	554	2,189	0.36%
99790	Wiseman	11	7	18	0.00%
99929	Wrangell	1,703	584	2,287	0.37%



## Applicant Mailing Address by City

Zip Code    Municipality	Application Type		Total	% of Total Applications
	Adult	Child		
99689    Yakutat	467	200	667	0.11%
<b>Total Other Municipalities</b>	<b>188,993</b>	<b>85,570</b>	<b>274,563</b>	<b>44.87%</b>
<b>Office of Public Advocacy<sup>1</sup></b>	<b>692</b>	<b>0</b>	<b>692</b>	<b>0.11%</b>
<b>Health and Social Services<sup>1</sup></b>	<b>0</b>	<b>2,157</b>	<b>2,157</b>	<b>0.35%</b>
<b>Total All Alaska Municipalities</b>	<b>418,232</b>	<b>177,448</b>	<b>595,680</b>	<b>97.34%</b>
<b>West Coast states</b>				
Washington	914	498	1,412	0.23%
Oregon	392	140	532	0.09%
California	694	371	1,065	0.17%
<b>Total West Coast States</b>	<b>2,000</b>	<b>1,009</b>	<b>3,009</b>	<b>0.49%</b>
<b>Other States</b>	<b>7,829</b>	<b>5,454</b>	<b>13,283</b>	<b>2.17%</b>
<b>Total All Applicants</b>	<b>428,061</b>	<b>183,911</b>	<b>611,972</b>	<b>100.00%</b>

<sup>1</sup>Applicants reside throughout the state, however applications are submitted by the respective agency with the agency's address (Health and Social Services are filed with a Juneau address and Office of Public Advocacy are filed with an Anchorage address).

## **Dividend Payment Information**

The dividend payment season begins well before the first dividend payments are paid to applicants in October. The payment season actually begins in August, when the division starts to coordinate direct deposit transactions with banks and financial institutions participating in the direct deposit program.

In September, the division begins the task of calculating the dividend amount that will be announced by the commissioner of Revenue later in the month. Because there are still applications pending review or completion, the division estimates the total number of applicants who will ultimately qualify for a dividend and takes other factors into consideration when calculating the dividend. The dividend calculation is included in the executive summary section of this report.

Immediately following the dividend announcement by the commissioner, the division compiles payment data to go to financial institutions (for direct deposit) and the state Department of Administration (for direct-deposit notices and dividend checks). Processing begins before the first payment date in October to allow ample time for printing and mailing the large volume of dividend notices and checks. Direct-deposit notices are printed first so that all direct-deposit recipients receive notification before they are paid in early October. Checks are mailed to eligible applicants in mid-October.

This section includes data and information related to the payment of dividends in 2002. In addition to payment of 2002 dividends, the division paid prior year dividends in 2002 due primarily to clearance of an inventory of 2001 applications resolved through review and appeals. Some prior-year dividends were also paid from applications filed by individuals who turned 18 years old and did not receive a dividend during a prior year.

## 2002 Dividend Payment Activity

	Applicants	% Total
<b>2002 Dividends Paid</b>		
<b>Paid by Direct Deposit</b>		
<i>Full Direct Deposit</i>	410,399	
<i>Partial Direct Deposit</i> <sup>1</sup>	14,091	
<b>Total Paid by Direct Deposit</b>	<b>424,490</b>	<b>72.26%</b>
<b>Paid by Check</b>		
<i>Full Payment</i>	132,187	
<i>Partial Payment</i> <sup>1</sup>	12,553	
<b>Total Paid by Warrant</b>	<b>144,740</b>	<b>24.64%</b>
<b>Fully Garnisheed or Assigned</b>		
Direct Deposit Run	6,401	
Check Runs	11,887	
<b>Total Fully Garnisheed or Assigned</b>	<b>18,288</b>	<b>3.11%</b>
<b>Total 2002 Dividends Paid</b>	<b>587,518</b>	<b>100.00%</b>

<sup>1</sup> Applicants receive a partial direct deposit or payment when their dividend is garnisheed or assigned and the total amount garnisheed or assigned is less than the dividend amount. Applicants may assign up to 100% of their dividend, but only to federal, state or municipal agencies.

Direct deposit date: **October 9, 2002**  
 First batch of checks issued: **October 16, 2002**

Number of checks issued in the first batch of checks:  
**135,000 (93.3% of all checks)**

Number of checks returned undeliverable and cancelled: **5,069**  
*(checks are reissued after applicant contacts the division)*

Number of checks for which stop payment requested: **667**  
*(checks are reissued after stop payment request processed)*

**Prior-Year Dividend Payment Activity**  
(Prior-Year Dividends Issued in Calendar Year 2002)

<b>Dividend Year</b>	<b># of Checks</b>	<b>Dividend Amount</b>	<b>Total</b>
2001	6,626	1,850.28	12,259,955.28
2000	298	1,963.86	585,230.28
1999	83	1,769.84	146,896.72
1998	72	1,540.88	110,943.36
1997	51	1,296.54	66,123.54
1996	44	1,130.68	49,749.92
1995	38	990.30	37,631.40
1994	34	983.90	33,452.60
1993	17	949.46	16,140.82
1992	14	915.84	12,821.76
1991	15	931.34	13,970.10
1990	16	952.63	15,242.08
1989	15	873.16	13,097.40
1988	13	826.93	10,750.09
1987	11	708.19	7,790.09
1986	23	556.26	12,793.98
1985	20	404.00	8,080.00
1984	32	331.29	10,601.28
1983	26	386.15	10,039.90
1982	3	1,000.00	3,000.00
<b>Total</b>	<b><u>7,451</u></b>		<b><u>\$ 13,424,310.60</u></b>

The division issues dividends for prior years for **two primary reasons**:

1. Most 2001 dividends issued in 2002 resulted from resolution of applications in review or appeal at the close of 2001.
2. Prior year 18-year-old filers. Alaska Statute 43.23.055 authorizes individuals who hadn't received a dividend during their minority to apply for that dividend when they turn 18 or become emancipated. These applicants must meet eligibility requirements and apply for the prior-year dividend within one year of their 18th birthday.

**Other reasons:** Disabled adults and estates have an extended filing date of one year later than other applicants.

## Direct Deposit Summary

<u>Institution</u>	<u># Deposits</u>	<u>Amount of Deposits</u>	<u>% Total Amount</u>
1 Alaska USA FCU	142,354	\$ 215,249,603.33	33.50%
2 Wells Fargo Bank Alaska	94,268	142,750,204.70	22.22%
3 First National Bank Alaska	46,058	69,771,588.84	10.86%
4 Credit Union 1	28,436	43,022,100.56	6.70%
5 Denali Alaskan FCU	21,954	33,120,604.95	5.16%
6 Matanuska Valley FCU	17,115	25,933,948.64	4.04%
7 Key Bank of Alaska	12,084	18,384,760.97	2.86%
8 Northrim Bank	9,481	14,313,740.76	2.23%
9 Alaska State Employees FCU	7,287	10,995,948.75	1.71%
10 Northern Schools FCU	6,842	10,373,332.47	1.61%
11 First Bank	6,318	9,550,259.82	1.49%
12 Alaska Pacific Bank	5,110	7,730,529.13	1.20%
13 Mt McKinley Mutual Savings Bank	4,140	6,266,878.00	0.98%
14 Denali State Bank	4,016	6,085,479.83	0.95%
15 MAC FCU	3,882	5,918,627.32	0.92%
16 North Country Credit Union	2,931	4,424,240.52	0.69%
17 Tongass FCU	2,333	3,535,166.80	0.55%
18 Advancial FCU	1,968	3,020,594.03	0.47%
19 Northern Skies FCU	1,424	2,141,782.88	0.33%
20 Alaska First Bank & Trust	1,398	2,112,257.37	0.33%
21 Charles Schwab	1,258	1,917,381.15	0.30%
22 ALPS FCU	1,015	1,532,215.34	0.24%
23 Alaska Airlines Employees FCU	725	1,097,498.20	0.17%
24 Morgan Stanley Dean Witter	607	934,802.24	0.15%
25 Alaska District Engineers FCU	607	927,216.65	0.14%
26 Merrill Lynch	539	828,983.04	0.13%
27 Salomon Smith Barney	205	314,621.19	0.05%
28 City of Fairbanks FCU	135	203,575.15	0.03%
<b>Total All Institutions</b>	<b>424,490</b>	<b>\$642,457,942.63</b>	<b>100.00%</b>
Qualified but fully garnisheed	6,401	\$0.00	
<b>Total Qualified for Direct Deposit</b>	<b>430,891</b>	<b>\$642,457,942.63</b>	

FCU - Federal Credit Union

410,399 or 96.7% of direct deposits were for the full dividend amount (\$1,540.76). The remainder of direct deposits (14,091) were for partial amounts due to garnishments applied against the applicant's dividend.

### Direct Deposit Historical Data

Year	Number of Applicants			Dividend Amount	Amount of Direct Deposit	Participating Institutions	Percentage	
	Total	Requested Deposit	Qualified for Depo <sup>2</sup>				Requested	Qualified
1993	549,022	205,895	167,618	\$949.46	\$159,146,586.28	23	37.50%	30.53%
1994	557,755	285,132	245,911	\$983.90	\$241,951,832.90	26	51.12%	44.09%
1995	562,961	332,224	284,466	\$990.30	\$281,706,679.80	28	59.01%	50.53%
1996	564,303	345,929	295,803	\$1,130.68	\$334,458,536.04	43	61.30%	52.42%
1997	572,998	367,693	318,160	\$1,296.54	\$412,507,166.40	38	64.17%	55.53%
1998	581,751	389,310	342,531	\$1,540.88	\$527,799,167.28	34	66.92%	58.88%
1999 <sup>1</sup>	589,681	407,508	371,262	\$1,769.84	\$649,647,524.81	34	69.11%	62.96%
2000	607,672	443,713	390,312	\$1,963.86	\$755,128,494.87	33	73.02%	64.23%
2001	608,194	458,848	404,247	\$1,850.28	\$735,554,215.65	33	75.44%	66.47%
2002	611,871	470,007	430,891	\$1,540.76	\$642,457,942.63	28	76.81%	70.42%
<b>Total</b>	<b>5,806,208</b>	<b>3,706,259</b>	<b>3,251,201</b>	<b>\$14,016.50</b>	<b>\$4,740,358,146.66</b>		<b>63.83%</b>	<b>56.00%</b>

**Note 1:** Beginning 1999, Permanent Fund Dividend Division implemented partial direct deposit.  
For 1993 through 1998, applicants qualified for direct deposit only if they received the full dividend amount.

**Note 2:** Applicants may not qualify for direct deposit because their bank account was closed or their direct deposit information was incomplete. (For 1993 through 1998, applicants did not qualify for direct deposit if they were garnisheed).

## Dividend Garnishments Summary

*Under state statutes, up to 80% of a dividend may be garnisheed except that a governmental agency may garnishee up to 100% of a dividend. Any amount in excess of the total amount garnisheed is paid to the applicant.*

Garnishment Requests						
(Sorted by Amount Paid)	Submitted		Paid			Primary reason
Top Ten Garnishors	# Records	Amount	# Records	Amount	Average	
Child Support Enforcement Division	12,820	\$69,134,634.62	10,448	\$12,846,911.89	\$1,229.60	Delinquent child support payments
Alaska Clerk of the Court	18,476	133,262,306.41	9,822	9,585,923.67	975.96	Small claims, debts and restitution
Postsecondary Education	7,049	61,893,829.24	5,435	6,743,707.74	1,240.79	Delinquent state student loan payments
Internal Revenue Service	7,855	319,739,734.09	5,589	5,804,503.60	1,038.56	Delinquent federal income tax liabilities
Department of Law	34,161	10,733,932.25	13,294	2,603,378.68	195.83	Fines, attorney fees, prison costs
Municipality of Anchorage	53,538	9,494,783.08	18,466	2,204,612.27	119.39	Fines, delinquent taxes, attorney fees
Alaska Department of Labor	2,345	3,631,494.34	1,415	1,137,925.89	804.19	Delinquent employment tax liabilities
U.S. Bankruptcy Court	221	1,247,742.34	204	309,376.68	1,516.55	Bankruptcy estate liabilities
Department of Health and Social Services	628	1,328,156.26	379	260,864.40	688.30	Public assistance fraud repayments
Department of Revenue	345	628,083.65	175	177,463.97	1,014.08	Delinquent taxes, dividend repayments
Total of Top Ten Garnishors	137,438	\$611,094,696.28	65,227	\$41,674,668.79	\$638.92	
Total of Other Garnishors	3,214	\$2,736,951.95	1,659	\$257,614.59	\$155.28	
Total of All Garnishors	140,652	\$613,831,648.23	66,886	\$41,932,283.38	\$626.92	

## Dividend Assignments Summary

State statutes permit applicants to assign their dividend to a government agency or regional housing authority created under Alaska Statute 18.55.996. Any amount in excess of liability due the assigned agency is paid to the applicant.

	Assignment Requests					
	Submitted		Paid			
Top Ten Assignees	# Records	Amount	# Records	Amount	Average	Primary reason
Tlingit-Haida Regional Housing	554	433,318.73	296	\$389,600.08	\$1,316.22	Mortgage payments
AVCP <sup>1</sup> Housing Authority	588	426,753.29	288	382,126.03	1,326.83	Mortgage payments
Clerk of the Court	968	\$637,119.15	447	365,469.82	817.61	Restitution, fines
State Division of Investments	461	355,685.95	213	308,642.96	1,449.03	Bristol Bay disaster loan payments
Office of Alcoholism and Drug Abuse	964	638,937.83	294	294,823.16	1,002.80	Cost of rehabilitation
Department of Health and Social Services	209	249,171.41	139	189,902.75	1,366.21	Restitution to crime victims, fines
Bering Straits Regional Housing Authority	274	179,610.40	132	160,950.51	1,219.32	Mortgage payments
University of Alaska	201	160,894.24	106	140,987.65	1,330.07	Tuition and college savings plan
Kodiak Island Housing Authority	172	131,467.18	85	122,120.45	1,436.71	Mortgage payments
Alaska Housing Finance Corporation	73	107,853.54	68	100,737.87	1,481.44	Mortgage payments
Total of Top Ten Assignees	4,464	\$3,320,811.72	2,068	\$2,455,361.28	\$1,187.31	
Total of Other Assignees	2,040	\$1,731,276.96	1,087	\$1,215,419.30	\$1,118.14	
Total of All Assignees	6,504	\$5,052,088.68	3,155	\$3,670,780.58	\$1,163.48	

<sup>1</sup> Association of Village Council Presidents



## University of Alaska College Savings Plan Contributions

<b>Year</b>	<b># Applicants with Deduction</b>	<b>Total Contributions</b>
1991	5,018	\$ 2,329,943.62
1992	5,490	2,507,537.40
1993	5,925	2,806,199.41
1994	5,905	2,897,904.88
1995	5,405	2,670,684.24
1996	4,945	2,790,779.51
1997	4,426	2,861,877.87
1998	3,468	2,655,048.28
1999	3,663	3,225,384.06
2000	3,766	3,681,902.17
2001	4,464	4,107,056.79
2002	<u>5,094</u>	<u>3,901,412.29</u>
<b>Total</b>	<b><u>57,569</u></b>	<b><u>\$ 36,435,730.52</u></b>

Legislation establishing the Alaska Education Trust Fund (AS 14.40.807) and authorizing an allowance for applicants to contribute 50% of their dividend to the fund was passed in 1990. The name of the fund was changed in 1991 to the Advance College Tuition (ACT) Payment Fund. The ACT checkoff first appeared on 1991 dividend applications.

In fall 2001, the University of Alaska developed the UA College Savings Plan program as the main program under which persons make contributions toward advanced college tuition costs. The UA College Savings Plan provides different investment strategies to individuals making contributions.

## Collections Activity

Collections are from repayments from applicants determined to be ineligible for a dividend after they were paid the dividend. Applicants are assessed 10.5% interest until the dividend is repaid.

	2002					2001				
	Beginning Inventory	New Cases	Closed Cases	Ending Inventory	Amount Collected	Beginning Inventory	New Cases	Closed Cases	Ending Inventory	Amount Collected
January	421	11	11	421	\$15,757	391	3	6	388	\$8,280
February	421	17	40	398	20,313	388	1	10	379	25,275
March	398	5	19	384	13,724	379	10	3	386	7,872
April	384	21	12	393	28,884	386	7	3	390	14,340
May	393	5	6	392	13,358	390	8	9	389	9,237
June	392	1	0	393	14,042	389	0	5	384	9,733
July	393	45	58	380	28,463	384	22	8	398	10,286
August	380	37	13	404	17,354	398	28	11	415	10,138
September	404	18	1	421	14,340	415	17	6	426	4,995
October	421	19	15	425	105,275	426	35	26	435	119,207
November	425	5	8	422	26,232	435	13	17	431	18,097
December	422	28	11	439	22,357	431	11	21	421	7,840
<b>Total</b>		<b>212</b>	<b>194</b>		<b>\$320,099</b>		<b>155</b>	<b>125</b>		<b>\$245,300</b>

## **Dividend Information Offices**

The division's dividend information offices perform crucial services for applicants who need assistance with their applications or have questions regarding the dividend program. Information offices are located in Anchorage, Fairbanks and Juneau. The offices help tens of thousands of Alaskans through walk-in, telephone and e-mail contact.

Peak seasons for the information offices are beginning of January through March (filing season) and September through October (dividend payment season).

In January through March, the offices receive thousands of applications from walk-ins. Employees assist applicants with questions they have about completing applications and provide information about the dividend program. The highest volume of filing occurs the first two weeks of the January and last two weeks of March.

In September through October, employees field inquiries from applicants who want to make sure they are on file and accepted for dividend payment, and those who have questions regarding their dividend, particularly those who are garnisheed and have not received their dividend.

Although activities peak during these times of year, employees still receive thousands of contacts in the off-season. Contacts during the off-season are primarily from applicants who are completing their application because they submitted an incomplete application; either they didn't answer questions, failed to include requested information, or did not include sufficient documentation with their original application.

This section includes data and information related to telephone and counter activities for 2002 and a comparison to 2001 activities.

## Dividend Information Office Activity Summary

	Information Office			Total
	Anchorage	Juneau	Fairbanks	
<b>Telephone Calls</b>	<b>64,635</b>	<b>36,513</b>	<b>6,391</b>	<b>107,539</b>
<b>Counter Contacts</b>	<b>36,651</b>	<b>6,669</b>	<b>16,797</b>	<b>60,117</b>
<b>Documents Processed</b>				
Applications received	35,735	7,031	9,491	52,257
Changes of address	10,515	5,361	1,617	17,493
Missing Information letters	6,663	1,999	3,720	12,382
Direct-deposit withdrawals/changes	3,257	3,607	1,469	8,333
Requests to stop payment of check	3	705	2	710
<b>Total Documents Processed</b>	<b>56,173</b>	<b>18,703</b>	<b>16,299</b>	<b>91,175</b>
<b>Correspondence</b>				
E-mail responses <sup>1</sup>	2,624	17	28,713	31,354
Written responses to applicant letters	1,052	1,359	828	3,239
Dividend income verifications <sup>2</sup>	2,057	2,223	595	4,875
Telephone responses to applicant letters	787	216	1,442	2,445
<b>Total Correspondence</b>	<b>6,520</b>	<b>3,815</b>	<b>31,578</b>	<b>41,913</b>

<sup>1</sup>Fairbanks Dividend Information Office is assigned primary responsibility for answering the division's e-mails from applicants.

<sup>2</sup>Dividend income verifications are requests from agencies, i.e. Alaska Housing Finance Corporation (low-income housing), for confirmation that the applicant received a dividend. The verifications are used by agencies to determine eligibility for their programs.

Number of toll free (1-800) calls received: **67,568**  
(includes calls made outside of business hours to message service)

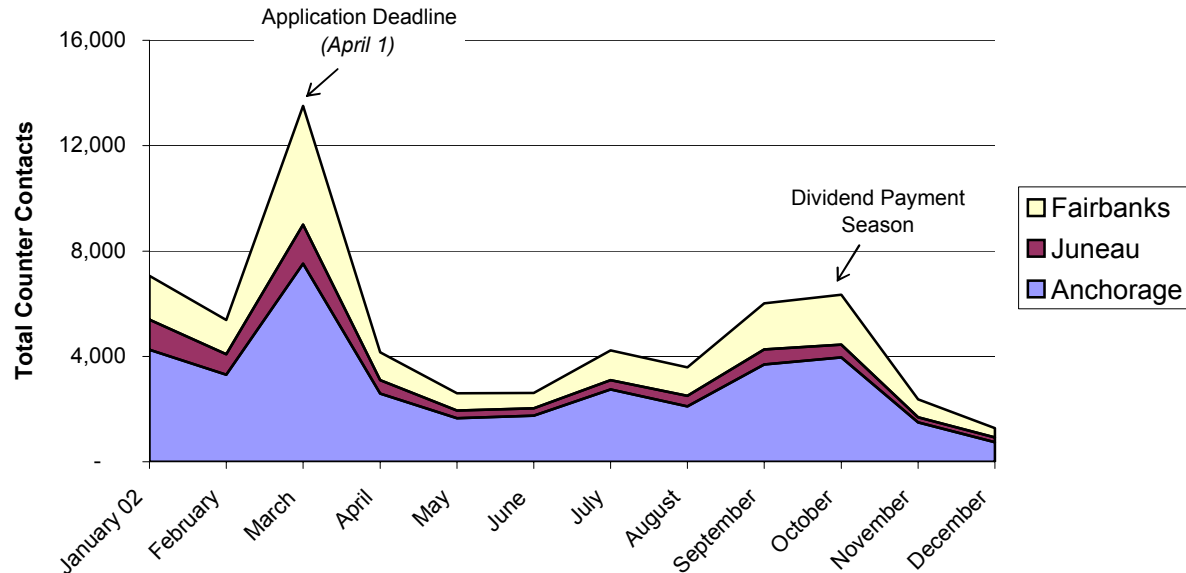
## Summary of Questions Answered by Telephone

<b>Questions regarding</b>	<b>Total</b>	<b>Dividend Information Office</b>		
		<b>Anchorage</b>	<b>Juneau</b>	<b>Fairbanks</b>
Status of application	15,514	8,387	5,464	1,663
Status of an application in review	13,951	10,192	3,319	440
Receipt of documentation submitted	12,063	9,168	2,705	190
Direct deposit	9,062	4,415	4,009	638
When will the applicant get their check	8,038	4,334	2,684	1,020
Eligibility	9,987	7,846	1,849	292
How to complete an application or form	7,659	4,065	3,493	101
Garnishments or attachments	5,628	2,653	2,711	264
Address verification or change	6,308	4,651	1,478	179
Receipt Letter	2,660	1,190	1,292	178
E-mail/Internet	2,607	1,805	761	41
Status of an application in appeal	1,941	845	966	130
Why an application was denied	1,627	640	968	19
Social Security Number problem	1,414	525	374	515
Request for forms	1,400	516	831	53
Birth certificate	1,547	932	573	42
Why a person is not on file	837	53	715	69
Amount of the dividend for current or prior year	773	250	313	210
Stop payment on a check	626	202	372	52
How to complete a supplemental schedule	654	382	257	15
Deceased applicant	599	289	281	29
Child's application when two or more people filed for the child	579	255	300	24
IRS requirements	518	247	218	53
Absences and whether they are allowable for eligibility	251	25	116	110
UA College Savings program	278	51	221	6
Requirements for being in Alaska (when an applicant is absent)	372	314	38	20
Fraud tips	220	84	113	23
Eligibility for persons who are not U.S. citizens	285	213	57	15
Other	140	104	35	1
<b>Total</b>	<b>107,539</b>	<b>64,635</b>	<b>36,513</b>	<b>6,391</b>

## Dividend Information Office Monthly Activity (Detail by Information Office)

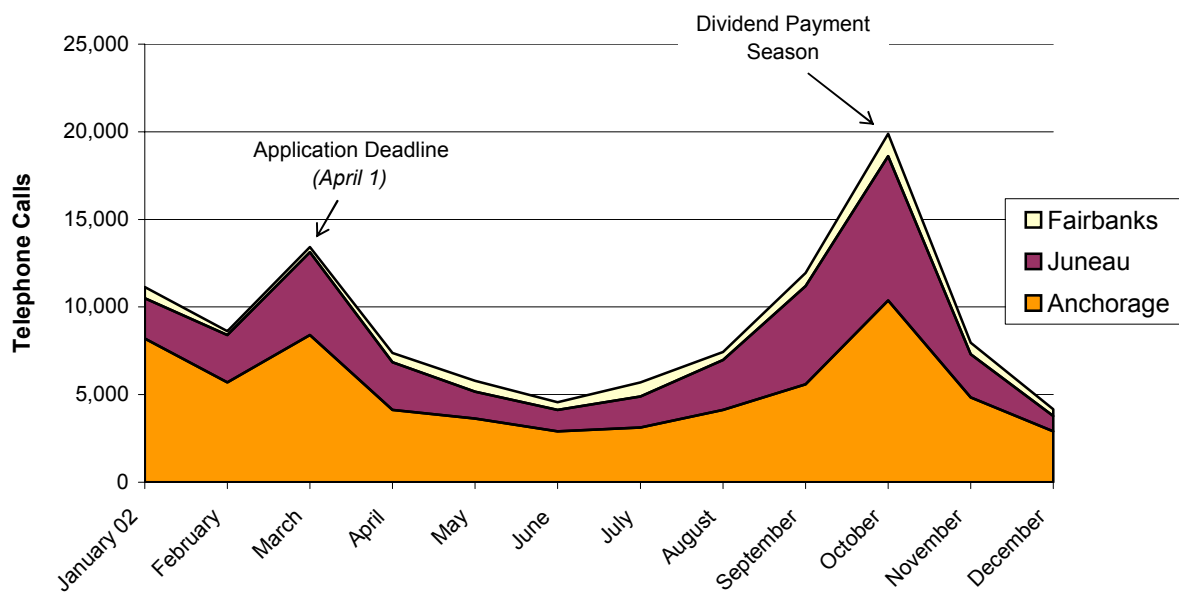
### 2002 Counter Contacts

Information office employees assist thousands of applicants who walk into the local offices. During 2002, employees assisted about 60,100 applicants.



### 2002 Telephone Calls

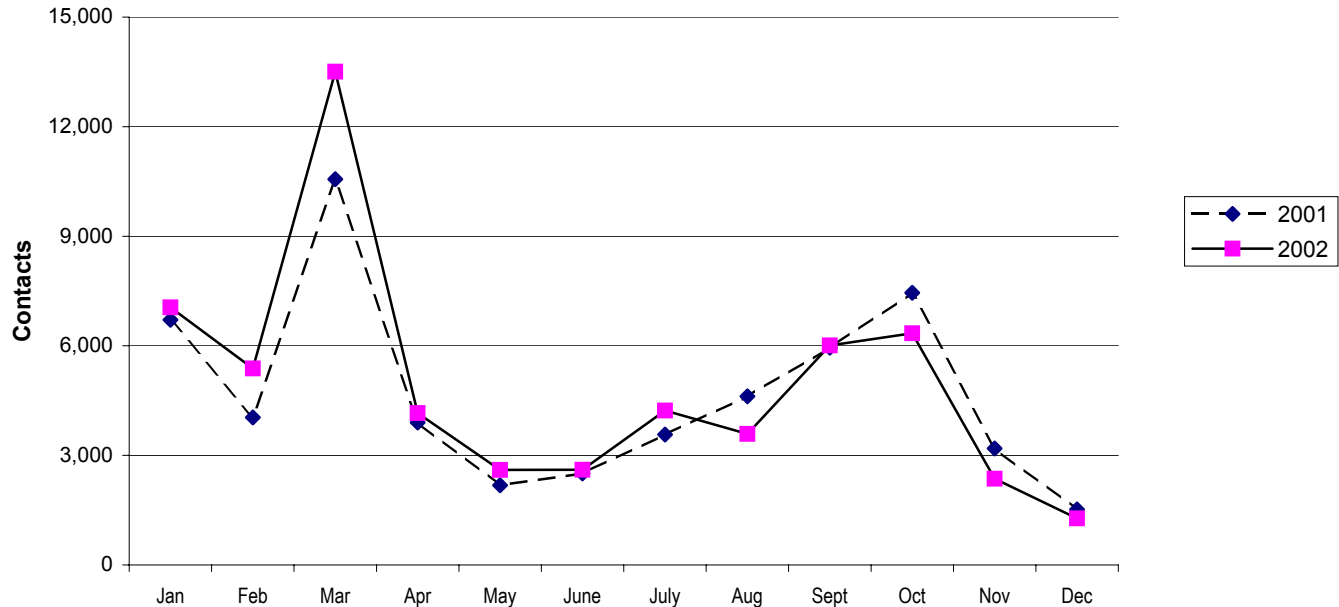
Information office employees respond to thousands of telephone calls each year from applicants requesting assistance. During 2002, employees answered about 107,500 calls.



## Two-Year Comparison of Information Office Activity

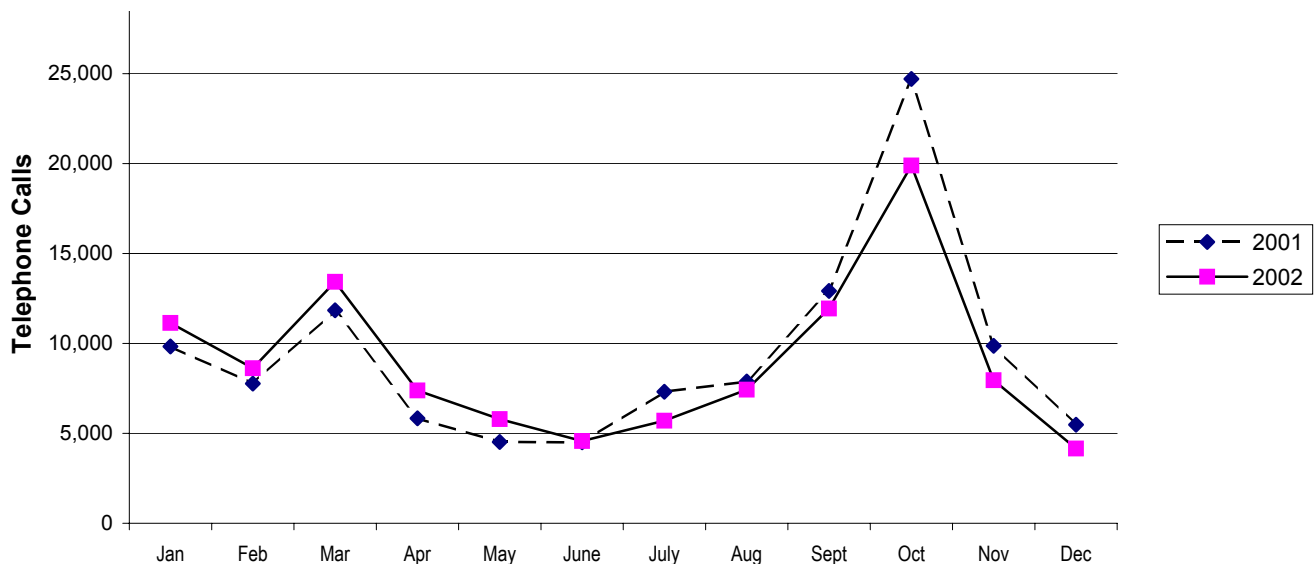
### Counter Contacts

Total counter contacts for 2001 and 2002 were approximately 56,200 and 60,100, respectively. Counter contacts are greatest during March prior to the filing due date. Counter contacts relate to persons seeking assistance for completing their application and inquiring about eligibility.



### Telephone Calls

Total telephone calls for 2001 and 2002 were approximately 112,500 and 107,500, respectively. Telephone call activity is greatest in October when dividend payments are made. Calls during this time relate to persons inquiring about the status of their payment or garnishments deducted from their dividend.



## **Dividend Enforcement, Review and Appeals**

The Dividend Enforcement, Review and Appeals Unit works inventories of applications that require further scrutiny by the division and involve appeals from applicants whose dividends were denied.

Employees review individual applications flagged during application processing. Employees make eligibility determinations from information submitted with the application and subsequent correspondence with applicants. They consider residency, intent to remain an Alaska resident, absences and physical presence in the state when making determinations. If staff determines that an individual is not eligible for a dividend, the employee will issue a decision letter notifying the applicant that his or her dividend application has been denied. The letter also notifies the applicant of his or her right to appeal the decision.

Employees assigned appeals caseloads conduct informal appeal conferences for applicants who disagree with their denial. Employees review each appeal and develop facts and information relating to matters in dispute by the applicant. They issue written decisions to applicants upon conclusion of an informal conference. If the applicant disagrees with the informal conference decision, the applicant may request a formal hearing. A designated employee represents the division at formal hearings.

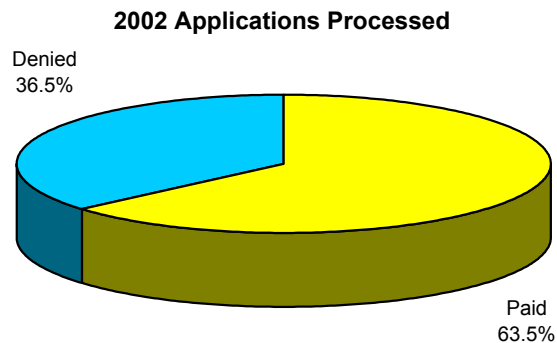
The unit also fields fraud tips from individuals who are suspicious of an applicant's eligibility to receive a dividend.



## Review Caseload Activity

2001 Applications				2002 Applications			
2002	Paid	Denied	Total	2002	Paid	Denied	Total
Jan	870	835	1,705	Jan	1	0	1
Feb	804	735	1,539	Feb	35	2	37
Mar	1,167	1,299	2,466	Mar	172	16	188
Apr	751	792	1,543	Apr	210	15	225
May	219	510	729	May	482	134	616
Jun	49	219	268	Jun	798	315	1,113
Jul	22	98	120	Jul	1,165	518	1,683
Aug	38	71	109	Aug	813	409	1,222
Sep	18	88	106	Sep	866	598	1,464
Oct	20	15	35	Oct	1,244	653	1,897
Nov	27	35	62	Nov	877	870	1,747
Dec	8	46	54	Dec	841	783	1,624
Processed in 2002	<b>3,993</b>	<b>4,743</b>	<b>8,736</b>	Processed in 2002	<b>7,504</b>	<b>4,313</b>	<b>11,817</b>
Processed in 2001	8,244	2,600	10,844	% Paid/Denied	<b>63.5%</b>	<b>36.5%</b>	
<b>Total Processed</b>	<b>12,237</b>	<b>7,343</b>	<b>19,580</b>	<b>Ending Inventory at 12/31/2002</b>			<b>2,343</b>
% of Paid/Denied	<b>62.5%</b>	<b>37.5%</b>	<b>100.0%</b>	<b>Total 2002 Review Cases</b>			<b>14,160</b>

Total Cases Worked in 2002: **20,553**  
Total Cases Worked in 2001: **20,803**

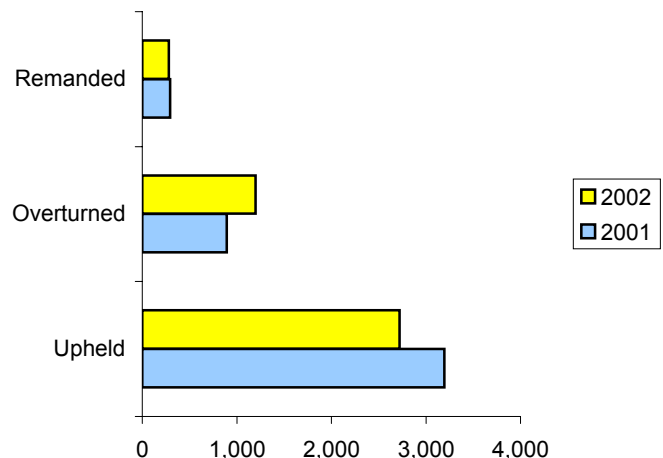
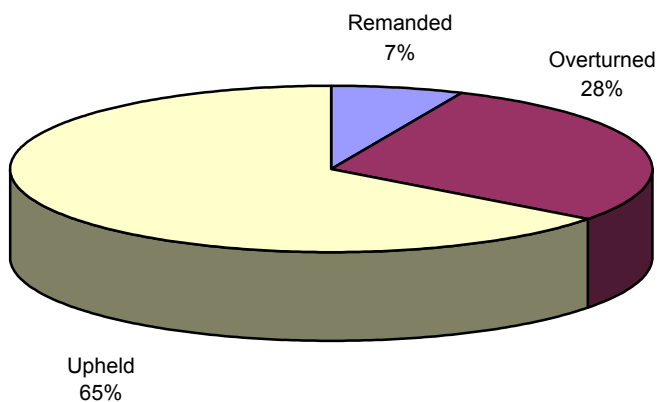


## Informal Appeals Caseload Activity

### *Resolution of Cases Worked in 2001 and 2002 - Includes Different Dividend Years*

	<b>Remanded to Review</b>		<b>Overtured and Paid</b>		<b>Upheld and Denied</b>		<b>Total</b>	
	<b>2001</b>	<b>2002</b>	<b>2001</b>	<b>2002</b>	<b>2001</b>	<b>2002</b>	<b>2001</b>	<b>2002</b>
Jan	3	33	31	152	64	362	98	547
Feb	6	34	53	175	167	356	226	565
Mar	13	23	35	78	150	156	198	257
Apr	10	18	24	68	200	84	234	170
May	5	39	54	45	154	252	213	336
Jun	12	7	17	72	101	140	130	219
Jul	11	7	60	64	199	216	270	287
Aug	23	8	134	85	366	211	523	304
Sep	53	18	170	81	420	149	643	248
Oct	63	14	86	103	211	239	360	356
Nov	69	42	106	124	762	288	937	454
Dec	28	37	122	151	399	269	549	457
<b>Total</b>	<b>296</b>	<b>280</b>	<b>892</b>	<b>1,198</b>	<b>3,193</b>	<b>2,722</b>	<b>4,381</b>	<b>4,200</b>
	<b>7%</b>	<b>7%</b>	<b>20%</b>	<b>28%</b>	<b>73%</b>	<b>65%</b>	<b>100%</b>	<b>100%</b>

	<b>2001</b>	<b>2002</b>
<i>Number of Cases to Formal Appeal</i>	<b>543</b>	<b>695</b>
<i>% of Cases to Formal Appeal</i>	<b>17%</b>	<b>26%</b>



Inventory of cases at end of 2002: **1,694**  
 Oldest case at end of 2002: **5 months**