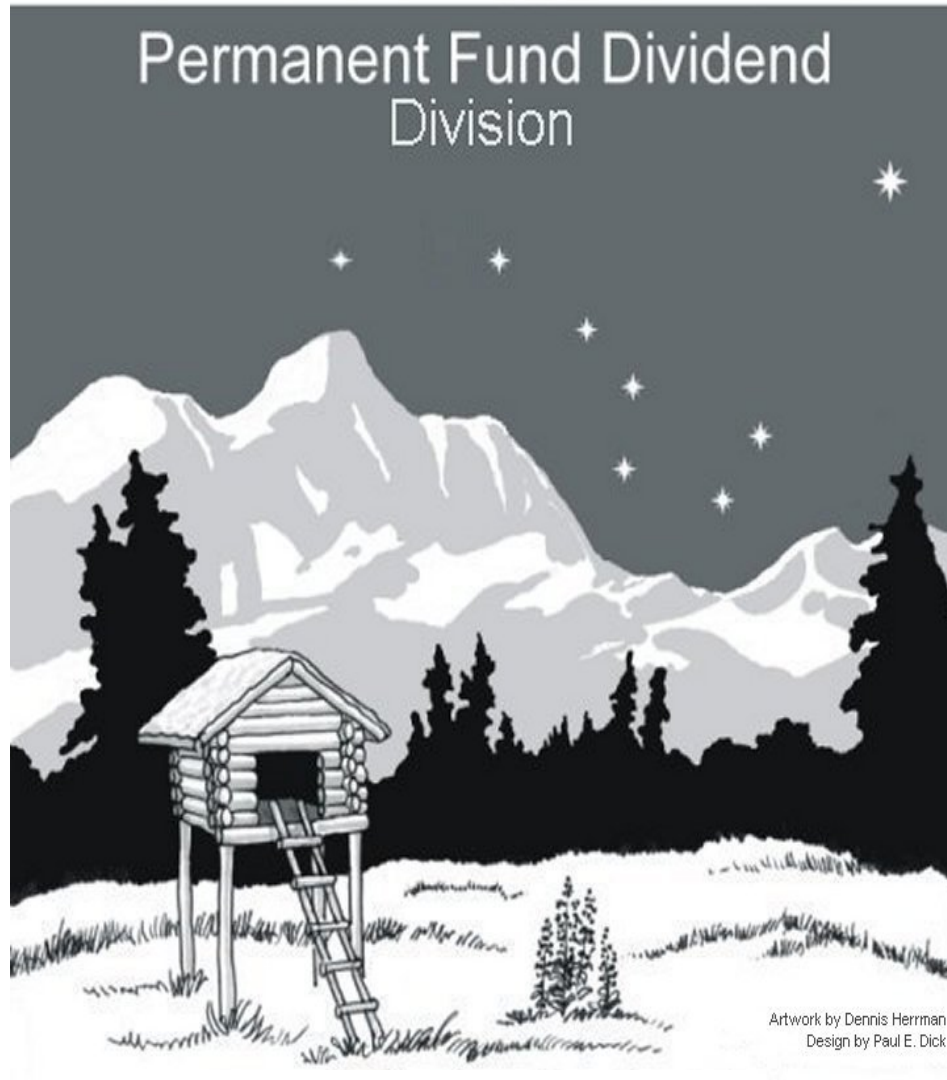


# 2003 Annual Report



*Alaskans' Cache for the Future*

*This report is available on the Internet*

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

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*This annual report provides information and data on the Permanent Fund Dividend program for calendar year 2003 and historical data.*

*The 2003 dividend application period was January 2 through March 31, 2003. Alaskans who were residents of the state for the entire calendar year 2002 and met other requirements were eligible for a 2003 dividend.*

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## **Dedication**

This year's annual report is dedicated to Alaskans who are serving in the U.S. armed forces. During 2003, there were about 13,500 Alaskans who were members of the active armed forces and about 4,300 members of the national guard and reserves stationed in Alaska. We are grateful to all the men and women fighting in Iraq, Afghanistan and throughout the world who are willing to risk their lives to keep our country safe from terrorism and preserve our freedom.

# ***Permanent Fund Dividend 2003 Annual Report***

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## **Executive Summary Section**

This section provides an overview of highlights and accomplishments of the dividend program for 2003. It includes the dividend calculation and dividend activity for 2003 in comparison with prior year activity. This section also summarizes new Permanent Fund Dividend legislation enacted into law in 2003.

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

## 2003 in Retrospect

Despite the continuing decline in the dividend amount from the all-time highest dividend in 2000, the division experienced growth in all other areas – from applications to garnishments to direct deposit transactions. The division reached other milestones during 2003 that resulted in long-term improvements to the program and a higher quality of service to the public.

Following are highlights and accomplishments of the division during 2003.

- **Record Numbers** – The division experienced record numbers in the following areas:
  - **Applications** - number of applications increased by 1.1% from 612,200 in 2002 to 619,220 applications in 2003. The growth tracks with the increase in the state's population over the past year.
  - **On-line Applications** - the number of on-line applications almost doubled from 80,518 in 2002 to 155,226 applications in 2003.
  - **Number of Applicants Paid** - the number of Alaskans who were eligible for and received dividends increased from 594,500 in 2002 to 598,500 applicants in 2003.
  - **Direct Deposits** - The number of applicants who requested direct deposit increased from 470,007 in 2002 (76.8%) to 482,110 in 2003 (77.8%). Direct deposits were posted to applicant accounts on October 8, 2003. Of the 482,110 applicants who requested direct deposit, 444,268 (92.1%) qualified for and received direct deposit. The total amount of direct deposit was over \$473.6 million.
  - **Garnishment Records** – The number of garnishment records received and processed increased from 140,652 records in 2002 to 151,453 records in 2003.
- **Review Inventory Completed** – For the first time in the division's history, virtually all review cases were worked and completed by the end of the year. In prior years, the division had an inventory of review cases that carried over to the following year. The division success in closing review cases within the year was bolstered by cross-training staff outside the Review Unit, allowing those employees to close less complex cases. Also, the division evaluated workloads of technicians in the Appeals Unit and assigned cases to them.
- **New Electronic Signature** – The division partnered with Department of Administration (DOA) to incorporate DOA's myAlaska electronic signature feature into the 2003 on-line application. The myAlaska program not only facilitated the ability for applicants to electronically sign their application but also eliminated the need for applicants to send a hardcopy signature page to the PFD Division. Even though the myAlaska program was not available until March 20, 2003, the division received 2,151 electronically signed on-line applications between that time and the March 31 filing deadline.
- **Fraud Investigations Reorganized** – In April 2003, the division reorganized its Fraud Investigations function by transferring the division's investigator position from Anchorage to Juneau. Since that time, the division has processed fraud tips from the

public, working with other state agencies to exchange information related to eligibility and developing audits on different populations of dividend applicants.

- **Focus on Cross-Training** – Employees in most units were cross-trained to learn duties performed by other employees within their units. Additionally, some employees were cross-trained so they could work review cases. The cross-training efforts attributed to the division's success in getting all review cases worked by the end of the dividend year. All cross-training provided technical growth and a base for promotion opportunities for employees throughout the division.



## **New Legislation**

The 2003 legislature passed two bills directly related to the dividend program. Governor Murkowski signed both bills into law in June 2003.

**SB 148 (Ch 69 SLA 2003) – Additional Absence for Military, Spouse and Dependents.** This bill expanded the allowable absence provisions for active duty military members and immediate family (spouse, minor dependent and disabled dependent). Previously, military members and immediate family could be absent from Alaska for 45 non-military days in addition to an active duty military absence. Under this bill military members and immediate family can be absent for 180 non-military days in addition to an active duty military absence.

The provisions of this bill were retroactive to January 1, 2002, the beginning of the qualifying year for the 2003 dividend. This bill also extended the 2003 application filing due date from March 31 to September 15, 2003 for military members and immediate family who were affected by this new legislation.

**HB 14 (Ch 116 SLA 2003) – Expansion of Terminal Illness Absence.** This bill expanded the allowable absence for persons who are out of state caring for a terminally ill family member. Previously, a person could be allowably absent to care for their terminally ill parent, spouse, sibling, child, or stepchild only. This bill expanded the absence to also allow care for grandparents, grandson, granddaughter, uncle, aunt, niece, nephew, first cousin and persons legally related through marriage or guardianship. The provisions of this bill became effective beginning with the 2004 dividend.

## 2003 Dividend Calculation

Calculated September 19, 2003

### Amount Available for Dividends

PFD Fund Beginning Balance as of July 1, 2003	\$ 7,191,450.97	
Expenditures to date	(130,213.58)	
Amount Collected from Assessments of Prior Year Dividends	49,209.15	
PFD Fund Balance as of September 19, 2003		\$ 7,110,446.54
Transfer from Permanent Fund Corporation		
Permanent Fund Earnings (5-year average)	690,658,806.69	
Less Appropriations (see below)	(33,594,400.00)	
Net Transfer from Permanent Fund Corporation		657,064,406.69
Reductions (see below)		(953,757.95)
Total Amount Available for Dividends		<u><u>\$663,221,095.28</u></u>

### Total estimated number of eligible applicants: 598,813

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, 2004, such as estate and disabled applicants.

<b>Dividend Calculation</b>	<u>\$663,221,095.28</u>	=	\$1,107.56
	598,813		

### Appropriations and Reductions Detail

#### Appropriations

Department of Health and Social Services (Hold Harmless)	\$15,405,500.00	
Department of Corrections	6,895,400.00	
Department of Revenue Administrative Cost	5,444,100.00	
Department of Public Safety		
Council on Domestic Violence & Sexual Assault	4,008,800.00	
Batterers Intervention Program	200,000.00	
Total Department of Public Safety	4,208,800.00	
Department of Administration		
Violent Crimes Compensation Board	1,178,400.00	
Alaska State Legislature - Office of Victims' Rights	462,200.00	
Total Appropriations		<u><u>33,594,400.00</u></u>

#### Reductions

Reserve for Prior-Year Dividend Liabilities	502,207.72	
Reserve for 18-Year-Old Filings for Prior Years	451,550.23	
Total Reductions		<u><u>953,757.95</u></u>

Total Appropriations and Reductions Detail	<u><u>\$34,548,157.95</u></u>
--	-------------------------------

## Five-Year History of Dividend Calculations

Dividend Calculation	2003	2002	2001	2000	1999
Dividend Fund Balance as of Calculation Date <sup>1</sup>	\$ 7,110,446.54	\$ 15,227,909.32	\$ 13,411,836.21	\$ 10,049,489.94	\$ 3,445,249.83
Add Permanent Fund Earnings	690,658,806.69	925,805,851.87	1,112,601,116.07	1,172,450,762.05	1,044,976,249.77
Less Appropriations and Reductions					
Appropriations (see below)	(33,594,400.00)	(28,353,200.00)	(30,301,000.00)	(30,303,800.00)	(28,862,653.00)
Reductions (see below)	(953,757.95)	(1,263,307.56)	(3,260,605.11)	(1,611,247.23)	(1,393,765.71)
Total Appropriations and Reductions	(34,548,157.95)	(29,616,507.56)	(33,561,605.11)	(31,915,047.23)	(30,256,418.71)
Total Amount Available for Dividends	\$663,221,095.28	\$911,417,253.63	\$1,092,451,347.17	\$1,150,585,204.76	\$1,018,165,080.89
Estimated Eligible Applicants	598,813	591,537	590,423	585,878	575,285
Dividend Amount <sup>2</sup>	\$1,107.56	\$1,540.76	\$1,850.28	\$1,963.86	\$1,769.84

<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 to allow even division when computing the 50% University of Alaska College Savings Plan check-off option as provided under AS 14.40.807.

## Appropriations and Reductions Detail

## Appropriations

Department of Health and Social Services (hold-harmless provision for public assistance recipients)	\$15,405,500.00	\$13,007,900.00	\$16,147,300.00	\$17,518,100.00	\$18,688,900.00
Department of Corrections	6,895,400.00	4,257,900.00	3,615,100.00	2,929,000.00	2,146,753.00
Department of Revenue Administrative Costs	5,444,100.00	5,244,700.00	5,099,200.00	4,979,700.00	4,793,000.00
Department of Public Safety					
Council on Domestic Violence & Sexual Assault	4,008,800.00	4,004,800.00	4,004,800.00	3,504,800.00	1,987,500.00
Batterers Intervention Program	200,000.00	200,000.00	200,000.00	200,000.00	200,000.00
Total Department of Public Safety	4,208,800.00	4,204,800.00	4,204,800.00	3,704,800.00	2,187,500.00
Department of Administration					
Violent Crimes Compensation Board	1,178,400.00	1,175,700.00	1,170,700.00	1,172,200.00	1,046,500.00
Alaska State Legislature - Office of Victims' Rights	462,200.00	462,200.00	63,900.00	0.00	0.00
Total Appropriations	\$33,594,400.00	\$28,353,200.00	\$30,301,000.00	\$30,303,800.00	\$28,862,653.00

## Reductions

Reserve for Prior-Year Dividend Liabilities	502,207.72	1,024,643.51	3,165,616.65	1,536,247.23	1,143,765.71
Reserve for 18-year-old Filers	451,550.23	238,664.05	94,988.46	75,000.00	250,000.00
Total Reductions	\$953,757.95	\$1,263,307.56	\$3,260,605.11	\$1,611,247.23	\$1,393,765.71

## Status of Application Activity

	2003		2002		2001	
	Quantity	% Total	Quantity	% Total	Quantity	% Total
<b><u>Applicants</u></b>						
Adult	435,164	70.28%	428,171	69.94%	423,307	69.57%
Child	184,056	29.72%	184,017	30.06%	185,151	30.43%
<b>Total</b>	<b>619,220</b>	<b>100.00%</b>	<b>612,188</b>	<b>100.00%</b>	<b>608,458</b>	<b>100.00%</b>
<b><u>Application Status</u></b>						
Eligible for Payment	594,618	96.03%	589,389	96.28%	586,227	96.35%
Denied	23,024	3.72%	22,529	3.68%	21,888	3.60%
In Review	211	0.03%	69	0.01%	19	0.00%
In Appeal	1,250	0.20%	34	0.01%	12	0.00%
Incomplete Application	46	0.01%	5	0.00%	9	0.00%
Assessed for Repayment	71	0.01%	162	0.03%	303	0.05%
<b>Total</b>	<b>619,220</b>	<b>100.00%</b>	<b>612,188</b>	<b>100.00%</b>	<b>608,458</b>	<b>100.00%</b>
<b><u>Payment Status</u></b>						
Paid by Direct Deposit						
Full Dividend	418,438	67.57%	410,385	67.03%	389,422	64.00%
Partial Dividend (Garnisheed)	18,001	2.91%	14,091	2.29%	14,781	2.43%
Paid by Warrant						
Full Dividend	124,567	20.12%	133,785	21.85%	147,459	24.23%
Partial Dividend (Garnisheed)	12,926	2.09%	12,747	2.08%	16,277	2.68%
Fully Garnisheed	20,569	3.32%	18,468	3.02%	18,429	3.03%
Not Paid	24,719	3.99%	22,712	3.71%	22,090	3.63%
<b>Total</b>	<b>619,220</b>	<b>100.00%</b>	<b>612,188</b>	<b>100.00%</b>	<b>608,458</b>	<b>100.00%</b>

**Note :** Some applications in appeal and review 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 2004.

Applications in review and appeal status for prior years result from applications received by 18-year-olds who are filing for a dividend they did not receive as a child but were otherwise eligible to receive the dividend.

Number of applicants who have received all 22 dividends  
since program inception (1982): **126,780**

Total amount of all 22 dividends: **\$23,009.85**

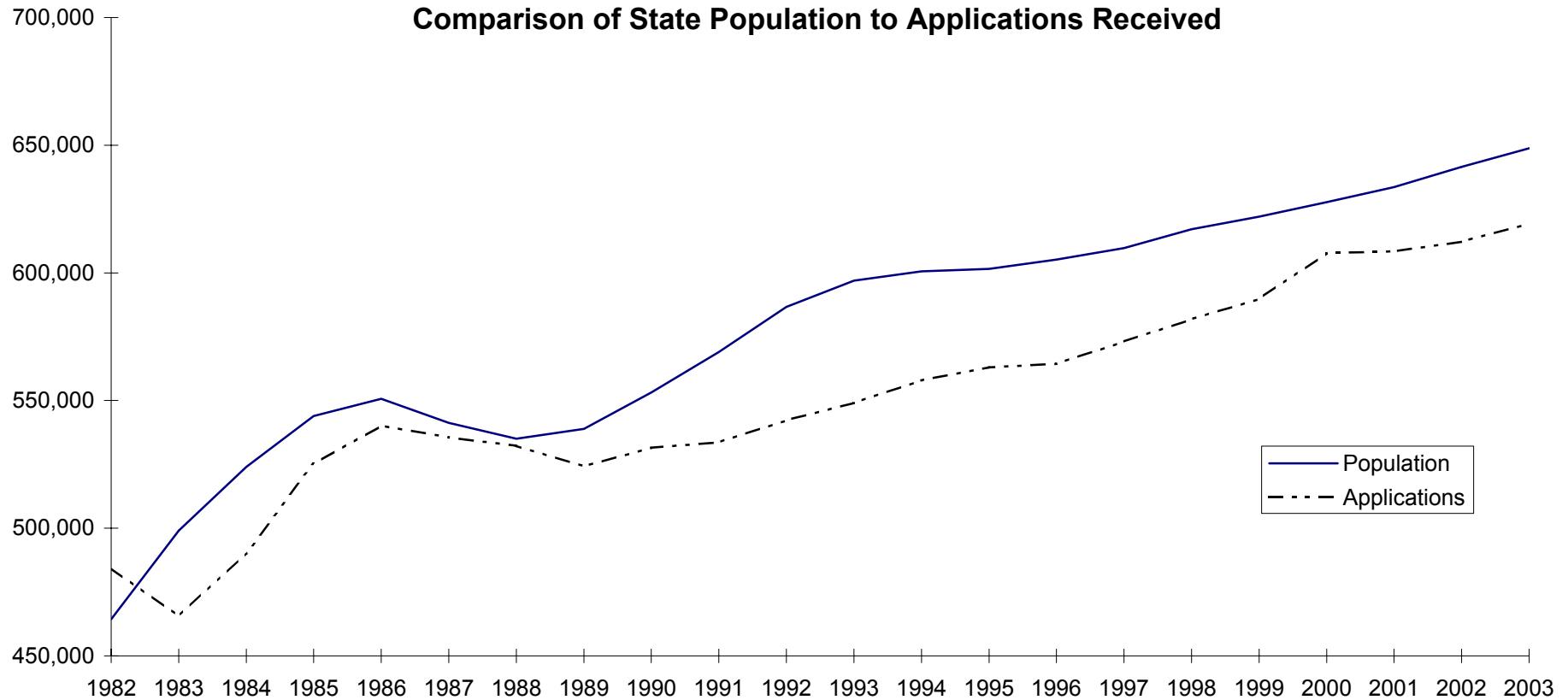
## Historical Summary of Dividend Applications and Payments

Dividend Year	State Population	Dividend Applications		Dividend Amount	Amount Disbursed
		Received	Paid		
2003	648,818	619,220	594,501	\$1,107.56	\$658,445,527.56
2002	641,482	612,188	589,476	\$1,540.76	\$908,241,041.76
2001	633,630	608,458	586,368	\$1,850.28	\$1,084,944,983.04
2000	627,697	607,784	583,238	\$1,963.86	\$1,145,397,778.68
1999	622,000	589,738	572,877	\$1,769.84	\$1,013,900,629.68
1998	617,082	581,803	565,256	\$1,540.88	\$870,991,665.28
1997	609,655	573,057	554,769	\$1,296.54	\$719,280,199.26
1996	605,212	564,362	546,045	\$1,130.68	\$617,402,160.60
1995	601,581	563,020	541,842	\$990.30	\$536,586,132.60
1994	600,622	557,836	534,599	\$983.90	\$525,991,956.10
1993	596,906	549,066	527,946	\$949.46	\$501,263,609.16
1992	586,722	542,263	522,636	\$915.84	\$478,650,954.24
1991	569,054	533,692	512,098	\$931.34	\$476,937,351.32
1990	553,171	531,494	497,608	\$952.63	\$474,036,309.04
1989	538,900	524,272	507,547	\$873.16	\$443,169,738.52
1988	535,000	532,227	518,150	\$826.93	\$428,473,779.50
1987	541,300	535,578	529,478	\$708.19	\$374,971,024.82
1986	550,700	540,202	532,294	\$556.26	\$296,093,860.44
1985	543,900	525,145	518,479	\$404.00	\$209,465,516.00
1984	524,000	490,413	481,349	\$331.29	\$159,466,110.21
1983	499,100	465,567	457,209	\$386.15	\$176,551,255.35
1982	464,300	484,344	469,741	\$1,000.00	\$469,741,000.00
<b>Total</b>		<b>12,131,729</b>	<b>11,743,506</b>	<b>\$23,009.85</b>	<b>\$12,570,002,583.16</b>

*Source :*

Dividend statistics were obtained from the Permanent Fund Dividend Division's Application and Payment Status report as of January 1, 2004. 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	484,344	465,567	490,413	525,145	540,202	535,578	532,227	524,272	531,494	533,692	542,263	549,066	557,836	563,020	564,362	573,057	581,803	589,738

Year	2000	2001	2002	2003
Population	627,697	633,630	641,482	648,818
Applications	607,784	608,458	612,188	619,220

#### 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.

Population statistics were obtained from the Alaska Department of Labor .

### 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%
2003	<u>1,107.56</u>	-28.12%
<b>Total</b>	<b><u><u>\$23,009.85</u></u></b>	

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

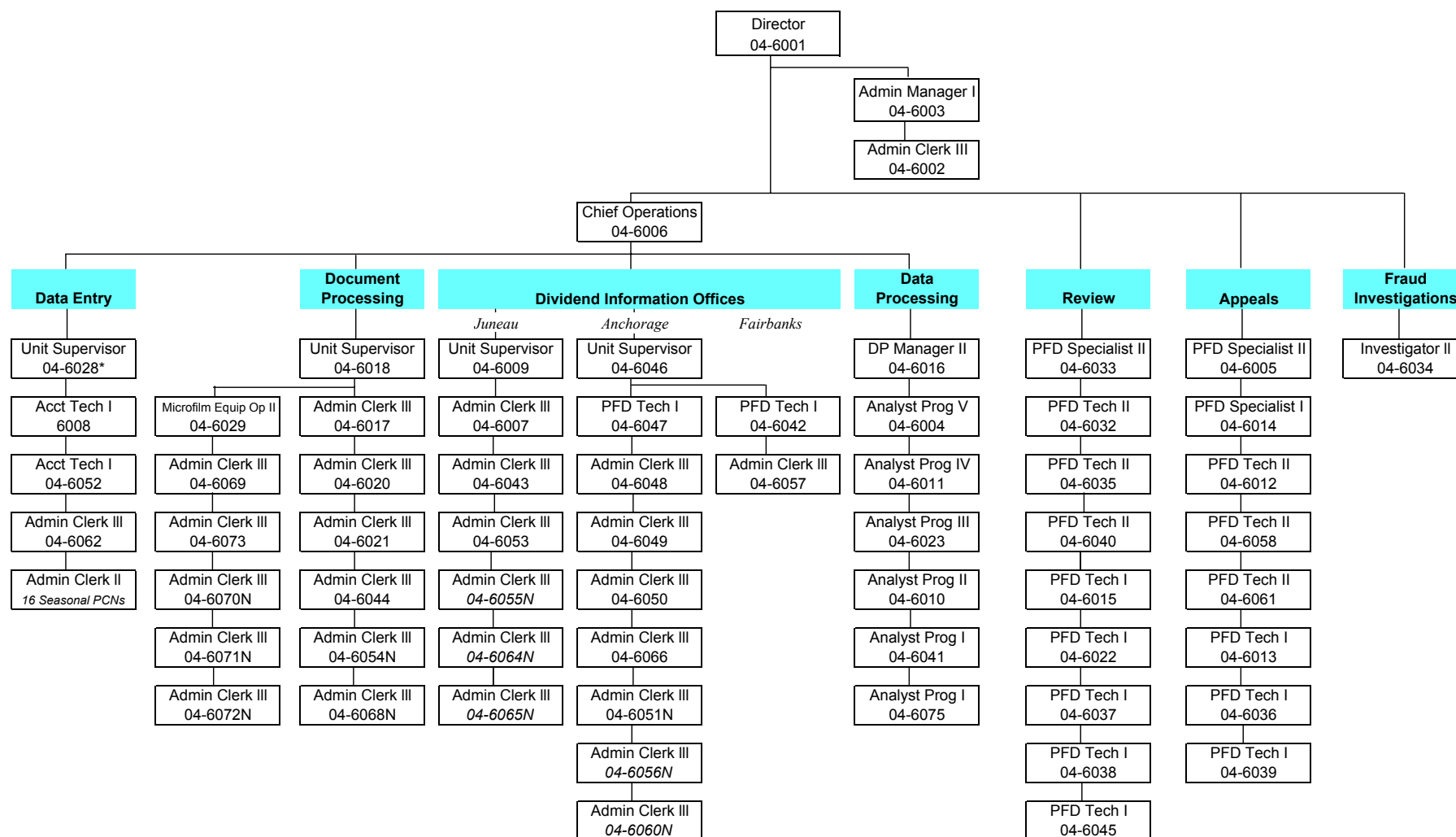
## **Organization**

The Permanent Fund Dividend (PFD) Division is organized as a division within the Alaska Department of Revenue and is headquartered in Juneau. The PFD Division 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, 2003



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

Position Count	Permanent Full Time	Permanent Seasonal	Total
Juneau	45	24	69
Anchorage	6	3	9
Fairbanks	2	0	2
<b>Total</b>	<b>53</b>	<b>27</b>	<b>80</b>

## Key Contacts

### Director

Sharon L. Barton  
Juneau Office  
(907) 465-4785  
Sharon\_Barton@revenue.state.ak.us

**Home Page:** www.pfd.state.ak.us

**E-mail for questions or information:** dividend\_information@revenue.state.ak.us

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### Chief of Operations

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Juneau Office  
(907) 465-4784  
Paul\_Dick@revenue.state.ak.us

### Fraud Investigations

Daniel Boone  
Juneau Office  
(907) 465-3277  
Daniel\_Boone@revenue.state.ak.us

### Document Processing & Image Control

Amy Skow, Supervisor  
Juneau Office  
(907) 465-4776  
Amy\_Skow@revenue.state.ak.us

### Data Processing

Annette Smith, DP Manager  
Juneau Office  
(907) 465-2641  
Annette\_GE\_Smith@revenue.state.ak.us

### Data Entry, Collections and Accounting

Tom Weed, Supervisor  
Juneau Office  
(907) 465-4778  
Tom\_weed@revenue.state.ak.us

### Anchorage Dividend Information Office

Cindy Fink, Supervisor  
Anchorage Office  
(907) 269-0371  
Cindy\_Fink@revenue.state.ak.us

### Review

Mary Graham, Supervisor  
Juneau Office  
(907) 465-3426  
Mary\_Graham@revenue.state.ak.us

### Fairbanks Dividend Information Office

Angel B. Ambrose  
Fairbanks Office  
(907) 451-5096  
Angel\_Ambrose@revenue.state.ak.us

### Appeals

Wendy Hughes, Supervisor  
Juneau Office  
(907) 465-2038  
Wendy\_Hughes@revenue.state.ak.us

### Juneau Dividend Information Office

Amanda Luloff, Supervisor  
Juneau Office  
(907) 465-3615  
Amanda\_Luloff@revenue.state.ak.us

### 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  
Fairbanks, AK 99701

### Juneau Office

Alaska Department of Revenue  
Permanent Fund Dividend Division  
11th Floor, State Office Building  
PO Box 110461  
Juneau, AK 99811-0461

**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*

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

## **Organization and Responsibilities**

During 2003, 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 information offices in Anchorage and Fairbanks. The division's fiscal year 2004 operating budget is \$5.4 million. The division is organized into seven units: Document Processing and Image Control, Data Entry, Dividend Information Offices, Data Processing, Review, Appeals, and Fraud Investigations.

### **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 encompasses the following 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, (2) examining applications that are incomplete or flagged by the division's computer system as requiring further attention, and (3) examining and processing responses to division requests for additional information. 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 documents 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. The unit is also responsible for collecting dividends from persons who were deemed ineligible after having been paid a dividend.

The Data Entry Unit was allocated 30 temporary employees to data enter the dividend applications that were received during the 2003 filing season.

**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 assist 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 Processing is also responsible for supporting the division's data entry system and for ensuring that computer programs are in place to flag applications that are incomplete or need further processing. Staff also maintain the division's web site and provide support for the PFD on-line application.

Data processing is responsible for preparing files for dividend payment each October. The unit works with financial institutions to coordinate direct deposits to applicant accounts. The unit also works with other state agencies to coordinate printing and mailing of dividend checks.

### **REVIEW**

Employees in this unit are responsible for reviewing applications that have been flagged by the computer system for having a potential problem in one or more of the following areas:

- Establishing residency
- Breaking Alaska residency
- Absences not allowed by law
- Intent to remain in Alaska

Employees work with applicants to gather information needed to determine their eligibility under the dividend program. Some cases are resolved without contacting the applicant if the applicant submits sufficient information with the application.

For each applicant deemed ineligible, staff issue a denial letter outlining the reasons for the denial and informing the applicant of his or her appeal rights.

### **APPEALS**

Employees assigned appeals cases are responsible for conducting informal conferences for applicants who disagree with their dividend denial. The employee reviews each appeal and develops facts and information relating to matters in dispute by the applicant. The employee issues written decisions to applicants upon conclusion of an informal conference, which are usually concluded by written correspondence. If the applicant disagrees with the informal conference decision, the applicant may request a formal hearing before a hearing examiner from the commissioner's office. A designated employee from Appeals represents the division at formal hearings.

### **FRAUD INVESTIGATIONS**

The Fraud Investigations Unit is responsible for following up on hundreds of fraud tips received from the public throughout the year, and conducting focused audits and criminal investigations. Applicants who willfully misrepresent, exercise gross negligence or recklessly disregard a material fact pertaining to eligibility forfeit the dividend they applied for and the next five dividends.

## Permanent Fund Dividend Division History

- 1976** Voters pass a constitutional amendment to establish the Permanent Fund (Alaska Constitution, Article IX, Section 15).
- 1980** 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.
- 1982** 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.
- 1983** Residency period defined as 6 months ending March 31. Filing due date established as June 30.
- 1985** Hold-harmless program funding for public assistance recipients changed from General Fund to Permanent Fund Dividend Fund.
- 1988** *January 1988* - 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.  
**57 full-time positions after transfer.**  
**32 non-permanent positions.**
- 1989** 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.  
**57 full-time positions.**  
**54 non-permanent positions.**
- 1990** 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.  
**59 full-time positions.**  
**56 non-permanent positions.**
- 1991** 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.  
**58 full-time positions.**  
**54 non-permanent positions.**
- 1992** Individuals banned from assigning dividends (except to government agencies) by statute. Review Unit moved from Anchorage to Juneau.  
**58 full-time positions.**  
**58 non-permanent positions.**
- 1993** Direct-deposit program for full dividends established. Residency period changed to calendar year. Voter registration forms included with dividend application.  
**62 full-time positions.**  
**62 non-permanent positions.**
- 1994** 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  
**61 full-time positions.**  
**58 non-permanent positions.**
- 1995** Longevity Bonus Annuity check-off program repealed.  
**61 full-time positions.**  
**63 non-permanent positions.**
- 1996** Misdemeanants with two prior crimes not eligible for dividends.  
**59 full-time positions.**  
**62 non-permanent positions.**

## 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** On-line 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 on-line 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.**  
**30 non-permanent positions.**
- 2003** Electronic signature for on-line applications implemented March 20, 2003. All review cases worked by year-end. Fraud Investigations moved from Anchorage to Juneau.  
**63 full-time positions.**  
**30 non-permanent 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, hand delivery and on-line. 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 2003 filing season, the division received 619,220 applications.

In order to complete the tasks that come with the application season, the division hires seasonal 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.

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 2003 PFD application data.

## 2003 Dividend Application Detail

### Adult Applications

Adult	433,775	
Office of Public Advocacy	757	
Application on Behalf of Another Adult	430	
Estate of Adult who Died During Filing Season	92	
Disabled Individual	69	
18-Year-Old Filers <sup>1</sup>	41	
<b>Total Adult Applications</b>		<b>435,164</b>

### Child Applications

Child	181,824	
Child in Custody of Health and Social Services	2,230	
Estate of Child who Died During Filing Season	2	
<b>Total Child Applications</b>		<b>184,056</b>

### Total Applications

**619,220**

### Other Facts:

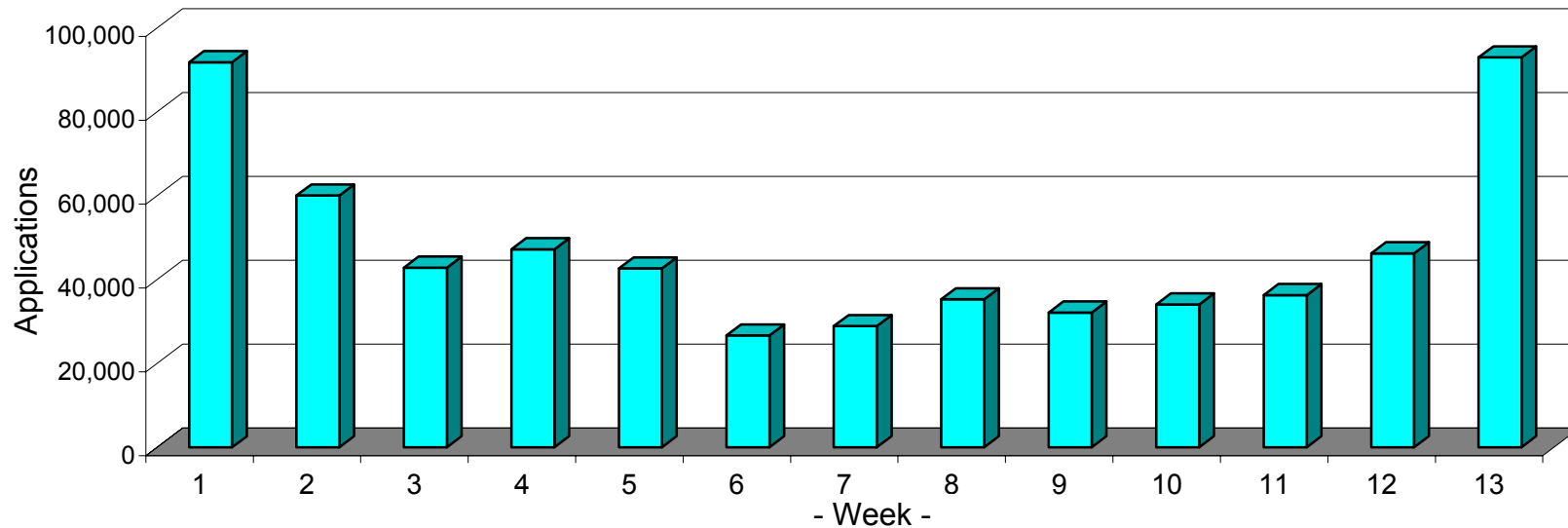
- ❖ On-line applications filed: **155,226**
- ❖ On-line Application with Electronic Signature: **2,151**
- ❖ First-time Filers: **32,563**
- ❖ Alaska Newborns (Born in 2002 qualifying year): **10,051**
- ❖ Late Applications Denied: **1,687**
- ❖ Sponsor Eligibility Forms<sup>2</sup> Filed: **162**

<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 2003 Dividend



		Applications			% of Total
Week	Week Ending	Paper	On-line	Total	
1	January 8, 2003	54,455	37,424	91,879	14.84%
2	January 15	44,579	15,484	60,063	9.70%
3	January 22	31,910	10,959	42,869	6.92%
4	January 29	38,151	9,072	47,223	7.63%
5	February 5	33,911	8,759	42,670	6.89%
6	February 12	18,414	8,261	26,675	4.31%
7	February 19	21,490	7,418	28,908	4.67%
8	February 26	27,565	7,745	35,310	5.70%
9	March 5	23,992	8,143	32,135	5.19%
10	March 12	25,429	8,626	34,055	5.50%
11	March 19	26,274	10,033	36,307	5.86%
12	March 26	35,719	10,546	46,265	7.47%
13	March 31	80,256	12,756	93,012	15.02%
April 1 - December 31		1,849	0	1,849	0.30%
<b>Total Applications</b>		<b>463,994</b>	<b>155,226</b>	<b>619,220</b>	<b>100.00%</b>

Top 3 days applications received:  
 March 31 (Monday): **71,087**  
 January 13 (Monday): **22,545**  
 January 8 (Wednesday): **21,904**

Number of application booklets printed: **334,300**

Printing cost of booklets: **\$106,072**  
 (31.7¢ per booklet)

Mailing cost of booklets: **\$59,200**  
 (16.4¢ per booklet bulk mail)  
 (\$1.29 per booklet first class mail)

## How Applicants Answered Application Questions

	Number Answered			% Total		
	Yes	No	Not Answered	Yes	No	Not Answered
<b>Adult Applications (435,164 applications)</b>						
Did you receive a 2002 dividend?	399,244	35,920	0	91.75%	8.25%	0.00%
Are you in Alaska today?	417,366	17,678	120	95.91%	4.06%	0.03%
During 2002, were you absent for more than 90 days?	27,391	407,692	81	6.29%	93.69%	0.02%
During 2002, were you absent for more than 180 days?	15,412	419,665	87	3.54%	96.44%	0.02%
Are you a United States citizen?	422,733	12,410	21	97.14%	2.85%	0.00%
During 2002, were you on active duty in the U.S. Armed Forces?	13,477	421,491	196	3.10%	96.86%	0.05%
Do you want 50% of your dividend into the UA College Savings Plan?	1,250	433,914	0	0.29%	99.71%	0.00%
Do you want direct deposit into an Alaska bank account?	334,650	100,514	0	76.90%	23.10%	0.00%
<b>Child Applications (184,056 applications)</b>						
Are you the child's natural or adoptive parent?	183,694	318	44	99.80%	0.17%	0.02%
Did this child live with you for a majority of 2002?	182,732	1,257	67	99.28%	0.68%	0.04%
Did the child receive a 2002 dividend?	161,918	22,138	0	87.97%	12.03%	0.00%
During 2002, was the child absent for more than 90 days?	8,813	175,189	54	4.79%	95.18%	0.03%
During 2002, was the child absent for more than 180 days?	6,186	177,812	58	3.36%	96.61%	0.03%
Is the child a United States citizen?	182,368	1,681	7	99.08%	0.91%	0.00%
Do you want 50% of child's dividend into the UA College Savings Plan?	4,907	179,149	0	2.67%	97.33%	0.00%
Do you want child's dividend directly deposited?	143,032	41,024	0	77.71%	22.29%	0.00%

**Why Applicants Were Absent From the State**  
**For Absences During 2002 (The Qualifying Year for 2003 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	841	1,508	2,349	2,521	5,077	7,598
❖ Enrolled as a full-time student (Postsecondary Education)	3,409	31	3,440	5,351	14	5,365
❖ Served on active duty in the U.S. Armed Forces	1,389	N/A	1,389	4,792	N/A	4,792
❖ Enrolled as a full-time student (Grades 7 - 12)	181	266	447	171	195	366
❖ Received continuous medical treatment	229	86	315	170	133	303
❖ Cared for a terminally ill family member	178	14	192	93	6	99
❖ Cared for a direct relative with a critical life-threatening illness	125	10	135	48	6	54
❖ Part of a legal custody agreement	N/A	80	80	N/A	52	52
❖ Served as a member of Alaska's congressional delegation or staff	4	N/A	4	29	N/A	29
❖ Settled the estate of a deceased direct relative	81	N/A	81	18	N/A	18
❖ Employed aboard a vessel of the U.S. Merchant Marine	27	N/A	27	12	N/A	12
❖ Employed by the State of Alaska	19	N/A	19	10	N/A	10
Other reasons	1,071	319	1,390	558	317	875
Vacation	4,218	425	4,643	357	89	446
Sought employment out of the state	708	N/A	708	264	N/A	264

❖ Allowable absence for determining divided eligibility.

N/A - Not applicable to application type.

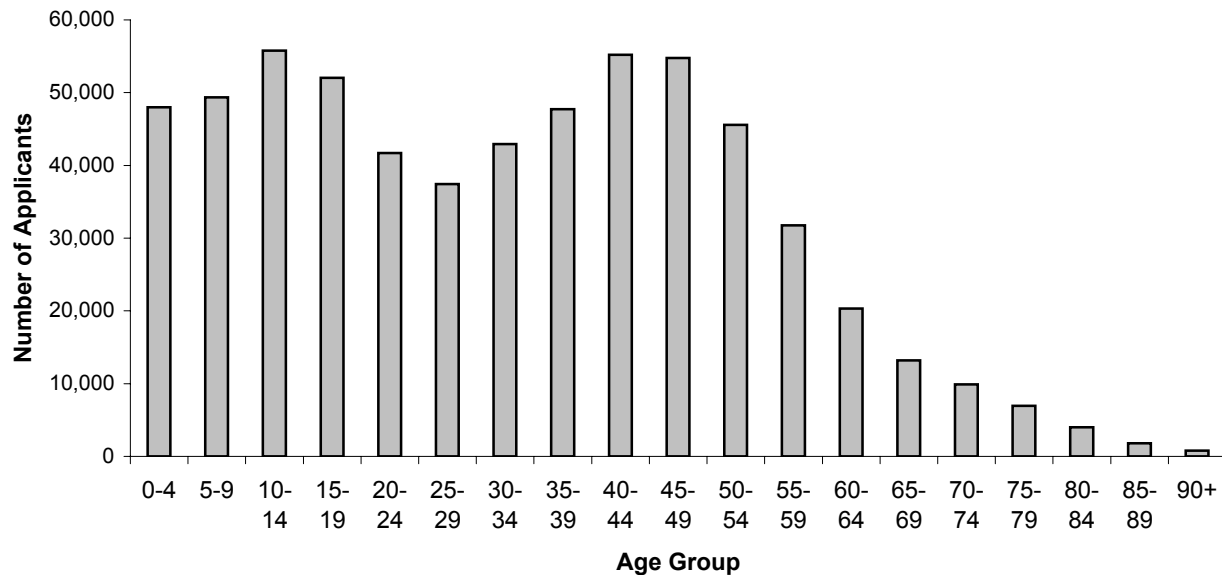
Note: Applicants may claim more than one type of absence on their application.

### Applicant Birth State Data

<b>State</b>	<b>Applicants</b>	<b>% Total</b>	<b>State</b>	<b>Applicants</b>	<b>% Total</b>
Alabama	2,831	0.46%	Nebraska	3,449	0.56%
<b>Alaska</b>	<b>250,990</b>	<b>40.53%</b>	Nevada	1,972	0.32%
Arizona	5,238	0.85%	New Hampshire	1,310	0.21%
Arkansas	3,238	0.52%	New Jersey	3,954	0.64%
California	42,917	6.93%	New Mexico	3,396	0.55%
Colorado	8,951	1.45%	New York	12,419	2.01%
Connecticut	2,038	0.33%	North Carolina	4,315	0.70%
Delaware	496	0.08%	North Dakota	3,576	0.58%
District of Columbia	1,202	0.19%	Ohio	8,410	1.36%
Florida	6,866	1.11%	Oklahoma	5,388	0.87%
Georgia	4,281	0.69%	Oregon	18,637	3.01%
Guam/Virgin Islands	299	0.05%	Pennsylvania	8,857	1.43%
Hawaii	3,668	0.59%	Puerto Rico	549	0.09%
Idaho	7,266	1.17%	Rhode Island	758	0.12%
Illinois	9,517	1.54%	South Carolina	2,116	0.34%
Indiana	4,217	0.68%	South Dakota	3,246	0.52%
Iowa	4,758	0.77%	Tennessee	2,721	0.44%
Kansas	4,227	0.68%	Texas	15,529	2.51%
Kentucky	2,284	0.37%	Utah	4,892	0.79%
Louisiana	4,077	0.66%	Vermont	882	0.14%
Maine	2,204	0.36%	Virginia	3,909	0.63%
Maryland	2,531	0.41%	Washington	32,816	5.30%
Massachusetts	4,929	0.80%	West Virginia	1,478	0.24%
Michigan	12,017	1.94%	Wisconsin	8,080	1.30%
Minnesota	12,686	2.05%	Wyoming	2,754	0.44%
Mississippi	2,156	0.35%	<b>Total United States</b>	<b>574,416</b>	<b>92.80%</b>
Missouri	5,116	0.83%	Foreign Countries	44,804	7.20%
Montana	8,003	1.29%	<b>Total All Applicants</b>	<b>619,220</b>	<b>100.00%</b>

<b>Top Ten Birth States</b>					
<b>Alaska</b>	<b>250,990</b>	<b>40.53%</b>	Minnesota	12,686	2.05%
California	42,917	6.93%	New York	12,419	2.01%
Washington	32,816	5.30%	Michigan	12,017	1.94%
Oregon	18,637	3.01%	Illinois	9,517	1.54%
Texas	15,529	2.51%	Colorado	8,951	1.45%
			<b>Total Top Ten</b>	<b>416,479</b>	<b>67.27%</b>

## Applicant Demographics 2003 Dividend



Age	Applicants
0-4	47,994
5-9	49,362
10-14	55,796
15-19	52,038
20-24	41,706
25-29	37,435
30-34	42,925
35-39	47,731
40-44	55,221
45-49	54,778
50-54	45,565
55-59	31,741
60-64	20,308
65-69	13,193
70-74	9,890
75-79	6,935
80-84	4,021
85-89	1,796
90-99	768
100+	17
<b>Total</b>	<b>619,220</b>

Gender	Applicants	Percent
Male	317,162	51.22%
Female	302,058	48.78%
<b>Total</b>	<b>619,220</b>	<b>100.00%</b>

Adult applicants: **435,164**  
Child applicants (< 18 years old): **184,056**

Median Age: **32 years old**

Oldest applicant on file: **103 years old**

### Most Common Names on File

**Male**  
Michael  
John  
James  
Robert  
David

**Female**  
Mary  
Jennifer  
Linda  
Elizabeth  
Patricia

**Last Name**  
Smith  
Johnson  
Williams  
Brown  
Jones

Age demographics are based on applicants' age at the end of the qualifying year (2002) for the 2003 dividend.

## Applicant Mailing Address by City

Zip Code	Municipality	Application Type		Total	% of Total Applications
		Adult	Child		
Anchorage					
99501	Anchorage	8,972	2,243	11,215	1.81%
99502	Anchorage	13,573	5,431	19,004	3.07%
99503	Anchorage	9,129	2,675	11,804	1.91%
99504	Anchorage	22,440	9,396	31,836	5.14%
99505	Fort Richardson	1,245	1,061	2,306	0.37%
99506	Elmendorf Air Force Base	1,941	1,692	3,633	0.59%
99507	Anchorage	20,192	8,540	28,732	4.64%
99508	Anchorage	19,087	7,932	27,019	4.36%
99509	Anchorage	2,617	653	3,270	0.53%
99510	Anchorage	1,822	362	2,184	0.35%
99511	Anchorage	2,825	752	3,577	0.58%
99513	Anchorage	5		5	0.00%
99514	Anchorage	2,218	1,087	3,305	0.53%
99515	Anchorage	12,655	5,467	18,122	2.93%
99516	Anchorage	11,259	4,702	15,961	2.58%
99517	Anchorage	10,173	3,244	13,417	2.17%
99518	Anchorage	6,046	1,993	8,039	1.30%
99519	Anchorage	665	176	841	0.14%
99520	Anchorage	1,850	772	2,622	0.42%
99521	Anchorage	1,602	621	2,223	0.36%
99522	Anchorage	1,610	528	2,138	0.35%
99523	Anchorage	2,213	792	3,005	0.49%
99524	Anchorage	2,458	622	3,080	0.50%
Total Anchorage		156,597	60,741	217,338	35.10%
Fairbanks North Star Borough					
99701	Fairbanks	9,452	3,499	12,951	2.09%
99702	Eielson Air Force Base	1,811	1,483	3,294	0.53%
99703	Fort Wainwright	1,838	1,498	3,336	0.54%
99704	Clear	88	22	110	0.02%
99705	North Pole	9,729	4,238	13,967	2.26%
99706	Fairbanks	1,265	365	1,630	0.26%
99707	Fairbanks	4,516	1,416	5,932	0.96%
99708	Fairbanks	5,505	1,719	7,224	1.17%
99709	Fairbanks	10,760	3,972	14,732	2.38%
99710	Fairbanks	1,083	370	1,453	0.23%
99711	Fairbanks	1,071	378	1,449	0.23%
99712	Fairbanks	4,749	1,889	6,638	1.07%
99714	Salcha	629	225	854	0.14%
99716	Two Rivers	294	100	394	0.06%
99775	Fairbanks	635	128	763	0.12%
Total Fairbanks North Star Borough		53,425	21,302	74,727	12.07%
Juneau					
99801	Juneau	13,385	5,179	18,564	3.00%
99802	Juneau	2,495	620	3,115	0.50%
99803	Juneau	3,221	1,107	4,328	0.70%
99821	Juneau (Auke Bay)	1,140	259	1,399	0.23%
99824	Juneau (Douglas)	1,504	461	1,965	0.32%
Total Juneau		21,745	7,626	29,371	4.74%

## Applicant Mailing Address by City

Zip Code	Municipality	Application Type		Total	% of Total Applications
		Adult	Child		
Other Municipalities					
99546	Adak	55	16	71	0.01%
99615	Akhiok	35	0	35	0.01%
99551	Akiachak	349	271	620	0.10%
99552	Akiak	204	143	347	0.06%
99553	Akutan	113	21	134	0.02%
99554	Alakanuk	346	324	670	0.11%
99555	Aleknagik	87	45	132	0.02%
99695	Alexander Creek	49	12	61	0.01%
99720	Allakaket	125	66	191	0.03%
99786	Ambler	174	108	282	0.05%
99721	Anaktuvuk Pass	201	119	320	0.05%
99556	Anchor Point/Nikolaevsk	1,539	583	2,122	0.34%
99744	Anderson	202	75	277	0.04%
99820	Angoon	348	144	492	0.08%
99557	Aniak/Chuathbaluk/Stony River	479	253	732	0.12%
99558	Anvik	62	48	110	0.02%
99722	Arctic Village	101	58	159	0.03%
99547	Atka	58	22	80	0.01%
99791	Atkasuk	137	104	241	0.04%
99723	Barrow	2,604	1,465	4,069	0.66%
99724	Beaver	48	22	70	0.01%
99559	Bethel/Napaskiak	4,194	2,582	6,776	1.09%
99726	Bettles Field	35	7	42	0.01%
99652	Big Lake	2,098	830	2,928	0.47%
99785	Brevig Mission	154	142	296	0.05%
99727	Buckland	204	207	411	0.07%
99729	Cantwell	206	46	252	0.04%
99730	Central	108	19	127	0.02%
99788	Chalkyitsik	63	26	89	0.01%
99561	Chefornak	217	219	436	0.07%
99574	Chenega Bay	42	0	42	0.01%
99563	Chevak	432	441	873	0.14%
99732	Chicken	15	5	20	0.00%
99564	Chignik	69	17	86	0.01%
99565	Chignik Lagoon	67	27	94	0.02%
99548	Chignik Lake	72	40	112	0.02%
99615	Chiniak	80	0	80	0.01%
99566	Chitina	122	53	175	0.03%
99567	Chugiak	5,687	2,203	7,890	1.27%
99733	Circle	71	30	101	0.02%
99568	Clam Gulch	238	73	311	0.05%
99569	Clarks Point	46	24	70	0.01%
99918	Coffman Cove	126	44	170	0.03%
99571	Cold Bay/Nelson Lagoon	99	34	133	0.02%
99572	Cooper Landing	278	54	332	0.05%
99573	Copper Center	854	344	1,198	0.19%
99574	Cordova	1,629	629	2,258	0.36%
99921	Craig	1,170	485	1,655	0.27%

## Applicant Mailing Address by City

Zip Code	Municipality	Application Type		Total	% of Total Applications
		Adult	Child		
99575	Crooked Creek	69	64	133	0.02%
99736	Deering	78	67	145	0.02%
99737	Delta Junction/Dot Lake/Paxson	2,489	1,133	3,622	0.58%
99755	Denali National Park	178	20	198	0.03%
99576	Dillingham/Koliganek/Twin Hills	1,757	940	2,697	0.44%
99738	Eagle	158	46	204	0.03%
99577	Eagle River	15,411	6,558	21,969	3.55%
99917	Edna Bay	2	0	2	0.00%
99578	Eek	168	126	294	0.05%
99579	Egegik	68	21	89	0.01%
99580	Ekwok	74	54	128	0.02%
99825	Elfin Cove	42	7	49	0.01%
99739	Elim	188	137	325	0.05%
99581	Emmonak	435	339	774	0.12%
99725	Ester	629	176	805	0.13%
99583	False Pass	40	21	61	0.01%
99740	Fort Yukon	422	191	613	0.10%
99586	Gakona/Slana	415	103	518	0.08%
99741	Galena	423	203	626	0.10%
99742	Gambell	363	250	613	0.10%
99587	Girdwood	1,482	345	1,827	0.30%
99588	Glennallen	1,003	413	1,416	0.23%
99589	Goodnews Bay	157	87	244	0.04%
99590	Grayling	100	65	165	0.03%
99826	Gustavus	335	102	437	0.07%
99827	Haines	1,824	528	2,352	0.38%
99743	Healy	678	258	936	0.15%
99602	Holy Cross	114	85	199	0.03%
99603	Homer	6,674	2,599	9,273	1.50%
99829	Hoonah	702	244	946	0.15%
99604	Hooper Bay	544	569	1,113	0.18%
99605	Hope	146	31	177	0.03%
99694	Houston	393	134	527	0.09%
99745	Hughes	41	16	57	0.01%
99746	Huslia	179	105	284	0.05%
99922	Hydaburg	240	112	352	0.06%
99923	Hyder	64	10	74	0.01%
99606	Iliamna	181	96	277	0.04%
99540	Indian/Bird Creek	154	40	194	0.03%
99830	Kake	474	209	683	0.11%
99747	Kaktovik	161	89	250	0.04%
99607	Kalskag	118	94	212	0.03%
99748	Kaltag	149	70	219	0.04%
99608	Karluk	22	12	34	0.01%
99609	Kasigluk	301	222	523	0.08%
99610	Kasilof	1,539	545	2,084	0.34%
99611	Kenai	8,150	3,384	11,534	1.86%
99901	Ketchikan	8,260	3,004	11,264	1.82%
99950	Ketchikan Rural Area	262	66	328	0.05%
99749	Kiana	244	158	402	0.06%



## Applicant Mailing Address by City

Zip Code	Municipality	Application Type		Total	% of Total Applications
		Adult	Child		
99612	King Cove	326	132	458	0.07%
99613	King Salmon	383	143	526	0.08%
99614	Kipnuk	341	288	629	0.10%
99750	Kivalina	209	164	373	0.06%
99925	Klawock	561	191	752	0.12%
99751	Kobuk	71	66	137	0.02%
99615	Kodiak	7,775	3,553	11,328	1.83%
99697	Kodiak	30	9	39	0.01%
99619	Kodiak (USCG Base)	5	0	5	0.00%
99606	Kokhanok	111	54	165	0.03%
99620	Kotlik	294	274	568	0.09%
99752	Kotzebue	1,849	1,128	2,977	0.48%
99753	Koyuk	168	143	311	0.05%
99754	Koyukuk	65	35	100	0.02%
99621	Kwethluk	382	322	704	0.11%
99622	Kwigillingok	192	152	344	0.06%
99757	Lake Minchumina	19	4	23	0.00%
99624	Larsen Bay	62	29	91	0.01%
99625	Levelock	50	21	71	0.01%
99626	Lower Kalskag	165	111	276	0.04%
99756	Manley Hot Springs	85	17	102	0.02%
99628	Manokotak	239	158	397	0.06%
99585	Marshall	199	160	359	0.06%
99627	McGrath	309	142	451	0.07%
99630	Mekoryuk	149	56	205	0.03%
99926	Metlakatla	950	403	1,353	0.22%
99903	Meyers Chuck	25	2	27	0.00%
99758	Minto	160	77	237	0.04%
99631	Moose Pass	180	71	251	0.04%
99632	Mountain Village	430	347	777	0.13%
99633	Naknek	352	147	499	0.08%
99634	Napakiak	204	159	363	0.06%
99760	Nenana	613	222	835	0.13%
99636	New Stuyahok	277	215	492	0.08%
99690	Nightmute	126	103	229	0.04%
99635	Nikiski	1,556	617	2,173	0.35%
99691	Nikolai	88	30	118	0.02%
99638	Nikolski	25	16	41	0.01%
99639	Ninilchik	803	214	1,017	0.16%
99761	Noatak	264	213	477	0.08%
99762	Nome/Golovin	2,369	1,191	3,560	0.57%
99640	Nondalton	139	74	213	0.03%
99763	Noorvik	356	283	639	0.10%
99764	Northway	200	93	293	0.05%
99789	Nuiqsut	233	163	396	0.06%
99765	Nulato	222	130	352	0.06%
99666	Nunam Iqua	101	98	199	0.03%
99641	Nunapitchuk	266	218	484	0.08%
99643	Old Harbor	153	83	236	0.04%
99644	Ouzinkie	142	57	199	0.03%

## Applicant Mailing Address by City

Zip Code	Municipality	Application Type		Total	% of Total Applications
		Adult	Child		
99645	Palmer	13,787	5,886	19,673	3.18%
99647	Pedro Bay	34	21	55	0.01%
99832	Pelican	104	14	118	0.02%
99648	Perryville	73	38	111	0.02%
99833	Petersburg	2,279	840	3,119	0.50%
99649	Pilot Point	44	25	69	0.01%
99650	Pilot Station	302	265	567	0.09%
99651	Platinum	31	10	41	0.01%
99927	Point Baker	54	20	74	0.01%
99766	Point Hope	421	310	731	0.12%
99759	Point Lay	120	105	225	0.04%
99836	Port Alexander	49	14	63	0.01%
99653	Port Alsworth	76	37	113	0.02%
99549	Port Heiden	61	34	95	0.02%
99550	Port Lions	173	65	238	0.04%
99734	Prudhoe Bay	29	0	29	0.00%
99655	Quinhagak	357	240	597	0.10%
99767	Rampart	27	2	29	0.00%
99656	Red Devil	25	11	36	0.01%
99768	Ruby	127	66	193	0.03%
99657	Russian Mission	184	153	337	0.05%
99591	Saint George Island	91	44	135	0.02%
99658	Saint Marys	384	307	691	0.11%
99659	Saint Michael	205	203	408	0.07%
99660	Saint Paul Island	347	152	499	0.08%
99661	Sand Point	382	154	536	0.09%
99769	Savoonga	383	298	681	0.11%
99662	Scammon Bay	209	264	473	0.08%
99770	Selawik	438	351	789	0.13%
99663	Seldovia	353	90	443	0.07%
99664	Seward	2,961	963	3,924	0.63%
99665	Shageluk	77	55	132	0.02%
99771	Shaktolik	132	79	211	0.03%
99772	Shishmaref	327	232	559	0.09%
99773	Shungnak	140	116	256	0.04%
99835	Sitka	5,891	2,068	7,959	1.29%
99840	Skagway	675	139	814	0.13%
99667	Skwentna	65	13	78	0.01%
99668	Sleetmute	59	23	82	0.01%
99669	Soldotna	9,298	3,507	12,805	2.07%
99670	South Naknek	83	33	116	0.02%
99671	Stebbins	282	262	544	0.09%
99672	Sterling	2,049	786	2,835	0.46%
99774	Stevens Village	68	27	95	0.02%
99674	Sutton/Chickaloon	743	288	1,031	0.17%
99675	Takotna	27	17	44	0.01%
99676	Talkeetna	1,079	285	1,364	0.22%
99776	Tanacross	61	22	83	0.01%
99777	Tanana	204	93	297	0.05%
99677	Tatitlek	62	30	92	0.01%

## Applicant Mailing Address by City

Zip Code	Municipality	Application Type		Total	% of Total Applications
		Adult	Child		
99778	Teller	138	91	229	0.04%
99841	Tenakee Springs	100	15	115	0.02%
99779	Tetlin	64	16	80	0.01%
99919	Thorne Bay	381	129	510	0.08%
99678	Togiak	465	336	801	0.13%
99780	Tok/Mentasta Lake	1,132	443	1,575	0.25%
99637	Toksook Bay	302	277	579	0.09%
99683	Trapper Creek	406	80	486	0.08%
99679	Tuluksak	256	195	451	0.07%
99680	Tuntutuliak	197	172	369	0.06%
99681	Tununak	166	136	302	0.05%
99682	Tyonek	128	61	189	0.03%
99684	Unalakeet	489	257	746	0.12%
99685	Unalaska	643	256	899	0.15%
99692	Unalaska (Dutch Harbor)	1,002	284	1,286	0.21%
99686	Valdez	2,779	1,106	3,885	0.63%
99781	Venetie	147	75	222	0.04%
99782	Wainwright	326	199	525	0.08%
99783	Wales	85	63	148	0.02%
99928	Ward Cove	1,065	387	1,452	0.23%
99654	Wasilla	12,866	6,073	18,939	3.06%
99687	Wasilla	11,812	5,148	16,960	2.74%
99784	White Mountain	121	77	198	0.03%
99693	Whittier	179	44	223	0.04%
99688	Willow	1,750	585	2,335	0.38%
99929	Wrangell	1,682	559	2,241	0.36%
99689	Yakutat	454	169	623	0.10%
<b>Total Other Municipalities</b>		<b>192,632</b>	<b>85,496</b>	<b>278,128</b>	<b>44.92%</b>
<b>Office of Public Advocacy<sup>1</sup></b>		<b>757</b>	<b>0</b>	<b>757</b>	<b>0.12%</b>
<b>Health and Social Services<sup>1</sup></b>		<b>0</b>	<b>2,230</b>	<b>2,230</b>	<b>0.36%</b>
<b>Total All Alaska Municipalities</b>		<b>425,156</b>	<b>177,395</b>	<b>602,551</b>	<b>97.31%</b>
<b>West Coast states</b>					
Washington		946	536	1,482	0.24%
Oregon		264	91	355	0.06%
California		755	430	1,185	0.19%
<b>Total West Coast States</b>		<b>1,965</b>	<b>1,057</b>	<b>3,022</b>	<b>0.49%</b>
<b>Other States</b>		<b>8,043</b>	<b>5,604</b>	<b>13,647</b>	<b>2.20%</b>
<b>Total All Applicants</b>		<b>435,164</b>	<b>184,056</b>	<b>619,220</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).

## Documents Processed

Document Type	Number	Document Type	Number
Application/Supplemental Schedule	673,512	Stop Payment Request	1,623
Signature Page	157,305	Hearing Position Statements	1,579
Supporting Documentation	129,038	Direct Deposit Withdrawal (Adult)	1,505
Missing Information Letter	61,644	Adult Certification	1,318
Denial Letter	53,242	Social Security Card	1,316
PFD Forms	40,432	Employment Questionnaire	1,066
Garnishments and Attachments	35,936	Medical Treatment Verification	959
Legal Document	25,601	Child Information Letter	925
Other	20,405	Power of Attorney	916
Vital Statistics Document	19,248	Notice of Hearing	826
Incoming Correspondence	17,178	Formal Appeals form	802
PFD Outcards/Printouts	15,237	Court Order	614
Education Verification	13,129	Naturalization Papers	560
Returned Envelope	12,914	Blank Document	463
Informal Appeals Decision	12,259	Driver License	463
Change of Address	11,689	Child Certification	457
Direct Deposit (Adult)	9,745	Competing Sponsor Withdrawal	437
Income Tax Forms	8,963	PFD Returned Warrant	386
Leave and Earnings Statement	8,107	Tuition Verification	386
Birth Certificate	7,910	Direct Deposit Withdrawal (Child)	361
Personal Identification	6,639	Moving Receipt	359
Supplemental Schedule as Info Letter	5,759	Formal Hearing Motion	292
Adult Supplemental Schedule	5,669	Appeals Remand Letter	288
Direct Deposit (Child)	5,314	Applicant Withdrawal Letter	231
Prior Year Non-filer Information Form	5,299	Jury Questionnaire	185
PFD Request for Information	4,855	Appeals Overturn Letter	158
Request for Informal Appeal	4,642	Voter Registration Card	156
Airline Ticket	4,628	Sworn Statement to Reapply	150
Outgoing Correspondence	4,473	Reconsideration	94
Envelope (late or out-of-state postmark)	3,610	Motion Decision	90
Employment Record	2,993	Applicant Request for Information	82
Adult Information Letter	2,893	Eligibility Verification Signature	82
Alien Registration Card	2,477	Reconsideration Decision	68
Appeal Fee Payment	2,401	Superior Court Appeal	40
Rental or Lease Agreement	2,183	Sponsor Eligibility Form	39
Passport	2,138	Supreme Court Decision	16
Formal Appeals Decision	2,102	Supreme Court Appeal	8
5-Year Eligibility Questionnaire	1,684	Superior Court Decision	7
		<b>Total Documents Processed</b>	<b><u>1,422,560</u></b>

## **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 direct deposit advices and checks. Direct-deposit advices are printed first so that all direct-deposit recipients receive notification before they are paid in early October. Direct deposit occurs a week prior to the first mailing of checks. Checks are mailed to eligible applicants in mid-October.

This section includes data and information related to the payment of dividends in 2003. In addition to payment of 2003 dividends, the division paid prior-year dividends in 2003 due primarily to clearance of an inventory of 2002 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.

## 2003 Dividend Payment Activity

	Applicants	% Total
<b>2003 Dividends Paid</b>		
<b>Direct Deposit</b>		
Full Direct Deposit	418,438	
Partial Direct Deposit <sup>1</sup>		
<i>UA College Savings Plan</i>	4,113	
<i>Garnisheed</i>	13,888	
Fully Garnisheed or Assigned	<u>7,829</u>	
<b>Total Paid by Direct Deposit</b>	<b>444,268</b>	<b>74.74%</b>
<b>Check Runs</b>		
Full Payment	124,567	
Partial Payment <sup>1</sup>		
<i>UA College Savings Plan</i>	1,554	
<i>Garnisheed</i>	11,372	
Fully Garnisheed or Assigned	<u>12,740</u>	
<b>Total Paid by Check</b>	<b>150,233</b>	<b>25.27%</b>
<b>Total 2003 Dividends Paid</b>	<b><u>594,501</u></b>	<b><u>100.00%</u></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 8, 2003**  
First batch of checks issued: **October 15, 2003**

Number of checks issued in the first batch of checks:  
**128,562 (93.5% of all checks)**

Number of checks returned undeliverable and cancelled: **3,742**  
(checks are reissued after applicant contacts the division)

Number of checks for which stop payment requested: **616**  
(checks are reissued after stop payment request processed)

**Prior-Year Dividend Payment Activity**  
(Prior-Year Dividends Issued in Calendar Year 2003)

<b>Dividend Year</b>	<b># of Checks</b>	<b>Dividend Amount</b>	<b>Total</b>
2002	3,430	\$1,540.76	\$ 5,284,806.80
2001	297	1,850.28	549,533.16
2000	103	1,963.86	202,277.58
1999	88	1,769.84	155,745.92
1998	59	1,540.88	90,911.92
1997	53	1,296.54	68,716.62
1996	53	1,130.68	59,926.04
1995	40	990.30	39,612.00
1994	40	983.90	39,356.00
1993	29	949.46	27,534.34
1992	23	915.84	21,064.32
1991	19	931.34	17,695.46
1990	26	952.63	24,768.38
1989	27	873.16	23,575.32
1988	18	826.93	14,884.74
1987	14	708.19	9,914.66
1986	14	556.26	7,787.64
1985	16	404.00	6,464.00
1984	7	331.29	2,319.03
1983	2	386.15	772.30
<b>Total</b>	<b>4,358</b>		<b>\$ 6,647,666.23</b>

Number of 18-Year-Old Prior-Year Dividend Applications Received in 2003: <b>559</b>
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**Prior year dividends are issued for the following reasons:**

- ❖ 2002 dividend applications were still in review or appeal at the close of 2002.
- ❖ Prior year 18-year-old filers. Alaska Statute 43.23.055 authorizes individuals who hadn't received a dividend when they were a child 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.
- ❖ Disabled adults and estates have an extended filing date of one year later than other applicants.

## Direct Deposit Summary

	<u><b><i>Institution</i></b></u>	<u><b><i># Deposits</i></b></u>	<u><b><i>Amount of Deposits</i></b></u>	<u><b><i>% Total Amount</i></b></u>
1	Alaska USA FCU	149,962	\$162,509,040.53	34.31%
2	Wells Fargo Bank Alaska	97,628	106,139,966.50	22.41%
3	First National Bank Alaska	47,048	51,108,122.94	10.79%
4	Credit Union 1	29,339	31,805,654.62	6.72%
5	Denali Alaskan FCU	22,663	24,512,764.14	5.18%
6	Matanuska Valley FCU	17,751	19,249,830.87	4.06%
7	Key Bank of Alaska	11,684	12,768,187.07	2.70%
8	Northrim Bank	9,486	10,285,851.83	2.17%
9	True North FCU	7,256	7,848,755.03	1.66%
10	Northern Schools FCU	6,938	7,532,605.04	1.59%
11	First Bank	6,566	7,129,683.54	1.51%
12	Alaska Pacific Bank	5,002	5,421,510.91	1.14%
13	Mt. McKinley Mutual Savings Bank	4,251	4,609,794.23	0.97%
14	MAC FCU	4,195	4,596,124.67	0.97%
15	Denali State Bank	4,155	4,487,584.63	0.95%
16	North Country Credit Union	2,969	3,195,022.02	0.67%
17	Tongass FCU	2,261	2,465,324.16	0.52%
18	Advancial FCU	1,945	2,146,482.22	0.45%
19	Northern Skies FCU	1,464	1,578,841.28	0.33%
20	Alaska First Bank & Trust	1,333	1,450,426.46	0.31%
21	ALPS FCU	1,117	1,218,408.33	0.26%
22	Alaska Airlines Employees FCU	722	786,954.49	0.17%
23	Alaska District Engineers FCU	565	621,608.45	0.13%
24	City of Fairbanks FCU	139	149,270.67	0.03%
	<b>Total All Institutions</b>	<b>436,439</b>	<b>\$473,617,814.63</b>	<b>100.00%</b>
	Qualified but fully garnisheed	7,829	\$0.00	
	<b>Total Qualified for Direct Deposit</b>	<b>444,268</b>	<b>\$473,617,814.63</b>	

FCU - Federal Credit Union



## Direct Deposit Historical Data

	Number of Applicants							
Year	Total	Requested Deposit	Qualified for Deposit <sup>2</sup>	Dividend Amount	Amount of Direct Deposit	Participating Institutions	Percentage Requested	Percentage Qualified
1993	549,066	205,895	167,618	\$949.46	\$159,146,586.28	23	37.50%	30.53%
1994	557,836	285,132	245,911	\$983.90	\$241,951,832.90	26	51.11%	44.08%
1995	563,020	332,224	284,466	\$990.30	\$281,706,679.80	28	59.01%	50.53%
1996	564,362	345,929	295,803	\$1,130.68	\$334,458,536.04	43	61.30%	52.41%
1997	573,057	367,693	318,160	\$1,296.54	\$412,507,166.40	38	64.16%	55.52%
1998	581,803	389,310	342,531	\$1,540.88	\$527,799,167.28	34	66.91%	58.87%
1999 <sup>1</sup>	589,738	407,508	371,262	\$1,769.84	\$649,647,524.81	34	69.10%	62.95%
2000	607,784	443,713	390,312	\$1,963.86	\$755,128,494.87	33	73.01%	64.22%
2001	608,458	458,848	404,247	\$1,850.28	\$735,554,215.65	33	75.41%	66.44%
2002	612,188	470,007	430,891	\$1,540.76	\$642,457,942.63	28	76.77%	70.39%
2003	619,220	482,110	444,268	\$1,107.56	\$473,617,814.63	24	77.86%	71.75%
Total	6,426,532	4,188,369	3,695,469	\$15,124.06	\$5,213,975,961.29		65.17%	57.50%

**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.

## 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	13,216	\$72,977,569.61	10,481	\$9,667,006.80	\$922.34	Delinquent child support payments
Alaska Clerk of the Court	17,497	115,320,218.95	8,779	6,563,944.24	747.69	Small claims, debts and restitution
Postsecondary Education	6,421	65,713,582.00	4,878	4,956,756.83	1,016.15	Delinquent state student loan payments
Internal Revenue Service	8,620	116,326,286.00	4,928	4,109,862.92	833.98	Delinquent federal income tax liabilities
Department of Law	37,323	16,093,355.20	12,879	2,785,791.63	216.30	Fines, attorney fees, prison costs
Municipality of Anchorage	56,922	10,809,618.70	18,500	2,610,400.54	141.10	Fines, delinquent taxes, attorney fees
Alaska Department of Labor	2,344	3,169,184.19	1,438	911,225.43	633.68	Delinquent employment tax liabilities
U.S. Bankruptcy Court	301	752,500.00	295	325,834.20	1,104.52	Bankruptcy estate liabilities
Department of Health and Social Services	664	1,271,916.31	370	208,565.54	563.69	Public assistance fraud repayments
City and Borough of Juneau	1,585	924,563.47	574	121,585.67	211.82	Fines, delinquent taxes, attorney fees
Total of Top Ten Garnishors	144,893	\$403,358,794.43	63,122	\$32,260,973.80	\$511.09	
Total of Other Garnishors	6,560	\$57,020,185.02	3,207	\$1,650,403.21	\$514.63	
Total of All Garnishors	151,453	\$460,378,979.45	66,329	\$33,911,377.01	\$511.26	

## 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
AVCP <sup>1</sup> Housing Authority	334	\$347,535.41	305	\$302,544.31	991.95	Mortgage payments
Tlingit-Haida Regional Housing	319	341,029.74	295	299,913.46	\$1,016.66	Mortgage payments
State Division of Investments	246	260,093.52	213	230,742.97	1,083.30	Bristol Bay disaster loan payments
Clerk of the Court	588	364,605.86	416	224,744.52	540.25	Restitution, fines
Office of Alcoholism and Drug Abuse	924	572,982.15	326	216,365.92	663.70	Cost of rehabilitation
Bering Straits Regional Housing Authority	124	126,153.16	122	120,250.25	985.66	Mortgage payments
Department of Labor	145	140,536.18	88	83,229.10	945.79	Unemployment insurance repayments
Department of Health and Social Services	136	119,956.50	83	82,241.91	990.87	Restitution to crime victims, fines
Kodiak Island Housing Authority	87	88,300.00	75	78,102.06	1,041.36	Mortgage payments
University of Alaska	96	97,488.65	62	59,915.56	966.38	Tuition and college savings plan
Total of Top Ten Assignees	2,999	\$2,458,681.17	1,985	\$1,698,050.06	\$855.44	
Total of Other Assignees	1,379	\$1,262,997.71	1,124	\$955,801.72	\$850.36	
Total of All Assignees	4,378	\$3,721,678.88	3,109	\$2,653,851.78	\$853.60	

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

**University of Alaska  
College Savings Plan Contributions**

<b>Year</b>	<b>Applicants</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	5,094	3,901,412.29
2003	<u>5,667</u>	<u>3,121,888.81</u>
<b>Total</b>	<b><u>63,236</u></b>	<b><u>\$39,557,619.33</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

The division collects dividends from applicants who were paid and subsequently determined to be ineligible to receive the dividend. Applicants are assessed 10.5% interest until the dividend is paid back.

	2003					2002				
	Beginning Inventory	New Cases	Closed Cases	Ending Inventory	Amount Collected	Beginning Inventory	New Cases	Closed Cases	Ending Inventory	Amount Collected
January	439	19	16	442	\$35,146	421	11	11	421	\$15,757
February	442	24	8	458	31,728	421	17	40	398	20,313
March	458	14	21	451	33,539	398	5	19	384	13,724
April	451	11	13	449	22,594	384	21	12	393	28,884
May	449	21	8	462	24,391	393	5	6	392	13,358
June	462	37	48	451	11,872	392	1	0	393	14,042
July	451	9	9	451	21,017	393	45	58	380	28,463
August	451	13	16	448	14,739	380	37	13	404	17,354
September	448	19	18	449	28,009	404	18	1	421	14,340
October	449	11	34	426	131,027	421	19	15	425	105,275
November	426	10	18	418	15,772	425	5	8	422	26,232
December	418	26	47	397	5,075	422	28	11	439	22,357
<b>Total</b>		<b>214</b>	<b>256</b>		<b>\$374,909</b>		<b>212</b>	<b>194</b>		<b>\$320,099</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 about completing applications and provide information about the dividend program. The highest volume of filing occurs the first two weeks of 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.

## Dividend Information Office Activity Summary

	Information Office			Total
	Anchorage	Juneau	Fairbanks	
<b>Telephone Calls</b>	<b>64,486</b>	<b>27,313</b>	<b>4,106</b>	<b>95,905</b>
<b>Counter Contacts</b>	<b>32,608</b>	<b>6,861</b>	<b>15,747</b>	<b>55,216</b>
<b>Documents Processed</b>				
Applications received	34,347	7,222	10,683	52,252
Changes of address	9,977	6,276	2,012	18,265
Missing Information letters	7,604	4,480	3,566	15,650
Direct-deposit withdrawals/changes	3,141	3,716	1,066	7,923
Review Cases	171	300	462	933
Requests to stop payment of check	2	607	7	616
<b>Total Documents Processed</b>	<b>55,242</b>	<b>22,601</b>	<b>17,796</b>	<b>95,639</b>
<b>Correspondence</b>				
E-mail responses <sup>1</sup>	0	451	31,218	31,669
Written responses to applicant letters	253	1,907	1,714	3,874
Dividend income verifications <sup>2</sup>	0	1,826	0	1,826
Telephone responses to applicant letters	78	356	2,220	2,654
<b>Total Correspondence</b>	<b>331</b>	<b>4,540</b>	<b>35,152</b>	<b>40,023</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.

<p>Number of toll free (1-800) calls received: <b>49,461</b>  <i>(includes calls made outside of business hours to message service)</i></p>
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## Summary of Questions Answered by Telephone

<b>Questions regarding</b>	<b>Dividend Information Office</b>			
	<b>Total</b>	<b>Anchorage</b>	<b>Juneau</b>	<b>Fairbanks</b>
Status of application	24,476	14,335	9,211	930
Address verification or change	10,944	9,716	1,026	202
Direct deposit	8,947	6,220	2,296	430
Receipt of documentation submitted	8,701	7,196	1,287	217
How to complete an application or form	7,761	5,379	2,050	332
Eligibility	7,722	5,824	1,523	375
Garnishments or attachments	6,045	4,132	1,720	194
When will the applicant get their check	5,235	3,379	1,750	106
Status of an application in review	3,728	2,470	998	260
Internet On-line Application	3,642	2,086	1,348	208
Status of an application in appeal	1,721	1,056	583	82
Why an application was denied	1,329	734	500	95
Birth certificate	1,270	926	284	59
Social Security Number problem	953	643	245	65
Request for forms	773	410	330	33
How to complete a supplemental schedule	733	393	146	194
Receipt Letter	648	301	305	43
Deceased applicant	622	343	231	48
Stop payment on a check	585	302	188	96
Why a person is not on file	555	270	267	19
Amount of the dividend for current or prior year	506	275	190	41
Requirements for being in Alaska (when applicant is absent)	398	322	35	42
IRS requirements	382	161	188	33
Child's application when two or more people filed for the child	286	191	79	16
Absences and whether they are allowable for eligibility	233	162	52	19
Fraud tips	188	109	62	18
UA College Savings program	149	101	42	5
Other	102	9	81	11
Eligibility for persons who are not U.S. citizens	64	25	26	12
<b>Total</b>	<b>99,279</b>	<b>67,711</b>	<b>27,363</b>	<b>4,205</b>
<b>Number of Individual Calls<sup>1</sup></b>	<b>95,905</b>	<b>64,486</b>	<b>27,313</b>	<b>4,106</b>

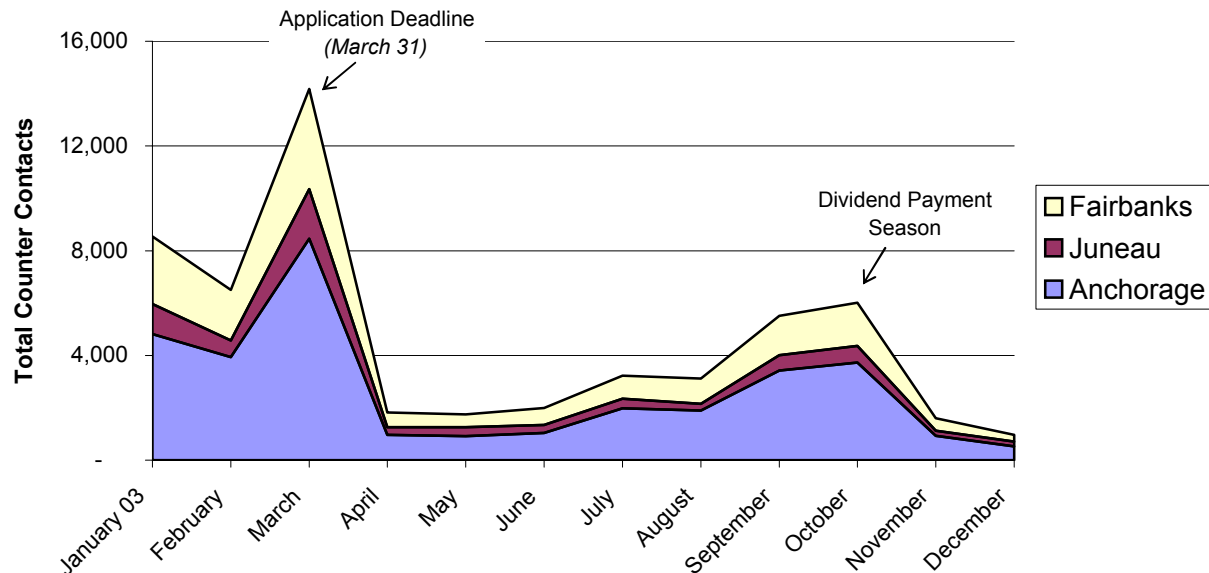
<sup>1</sup>More than one activity code may be entered on a individual telephone call when the call pertains to multiple questions.



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

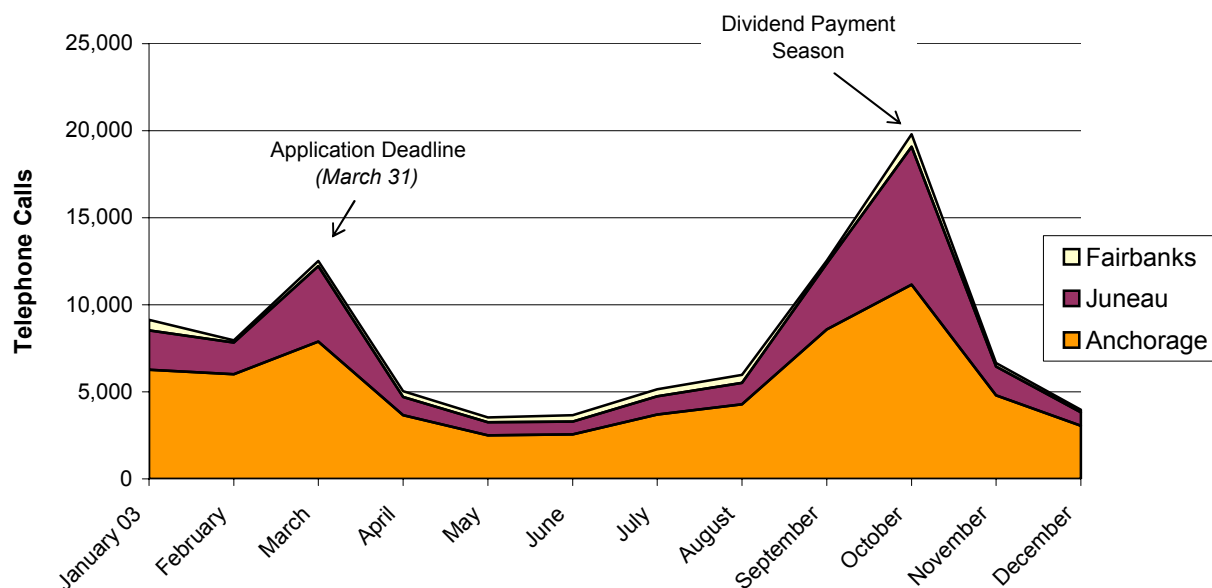
### **Counter Contacts**

Information office employees assist thousands of applicants who walk into the local offices. During 2003, employees assisted 55,216 applicants.



### **Telephone Calls**

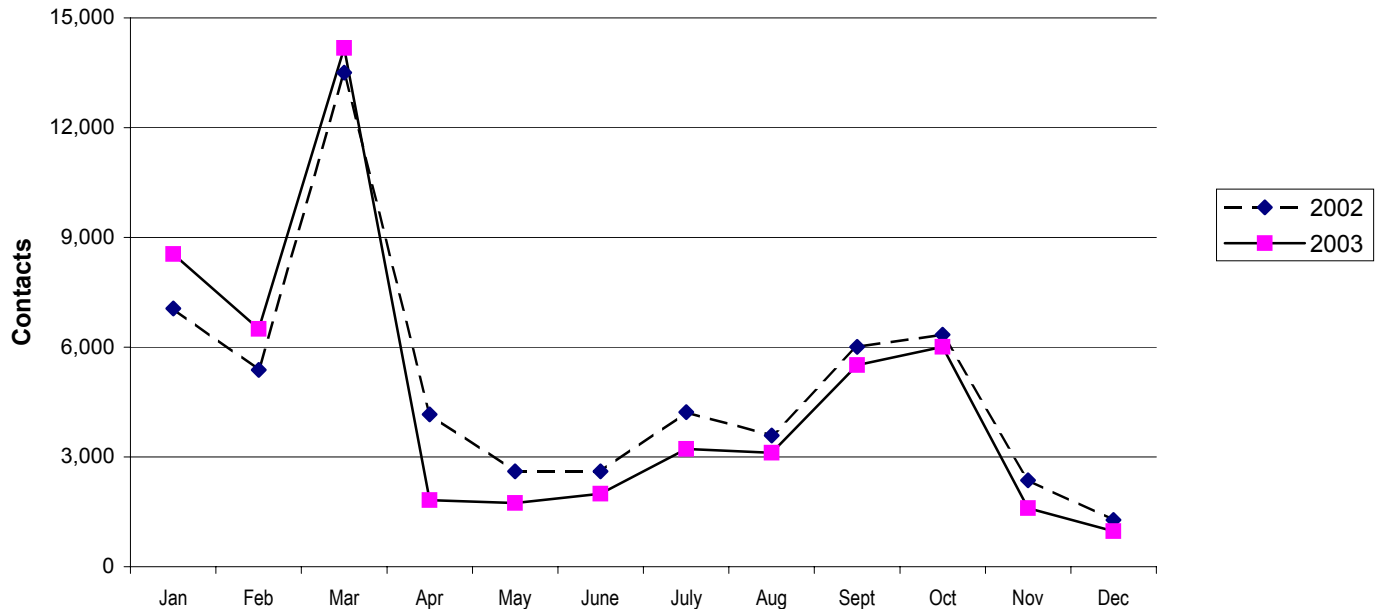
Information office employees respond to thousands of telephone calls each year from applicants requesting assistance. During 2003, employees answered 95,905 calls.



## Two-Year Comparison of Information Office Activity

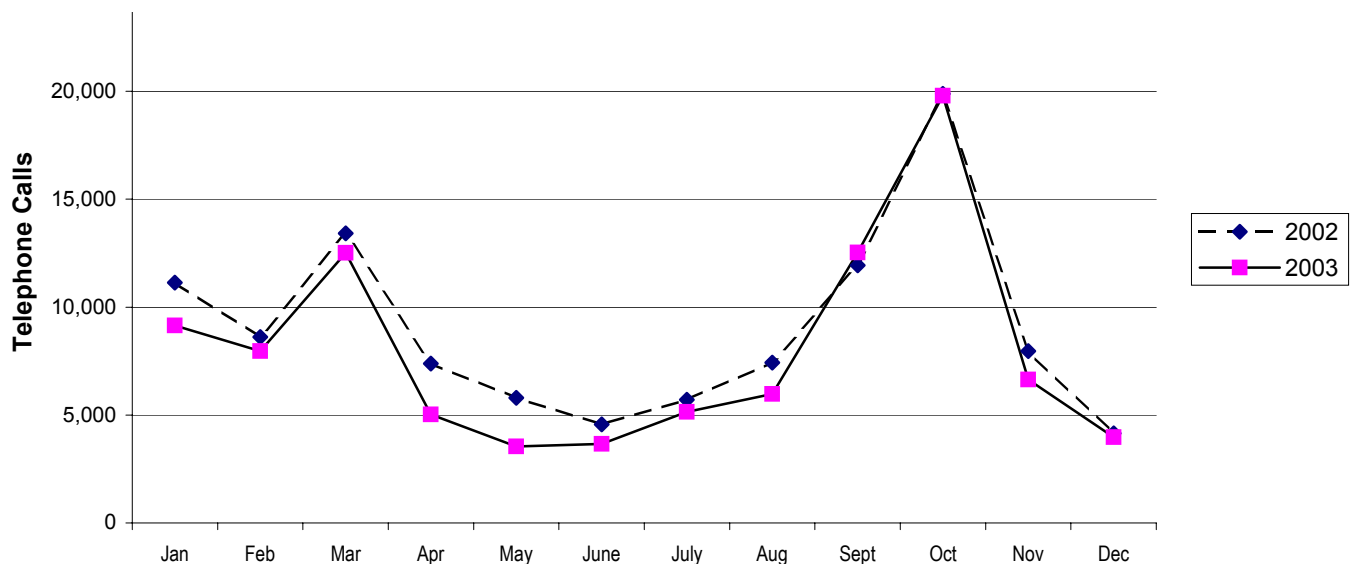
### Counter Contacts

Total counter contacts for 2002 and 2003 were approximately 60,100 and 55,200, 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 2002 and 2003 were approximately 107,500 and 95,900, 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.



## **Review**

As applications are loaded onto the division's database, some are flagged for closer review based on the circumstances of the applicant. Applications that go through the division's review process are ones with complex eligibility issues.

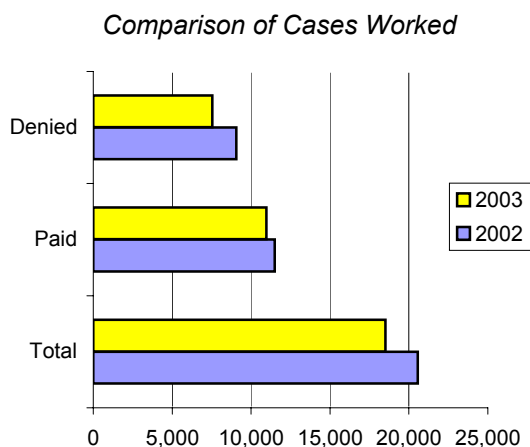
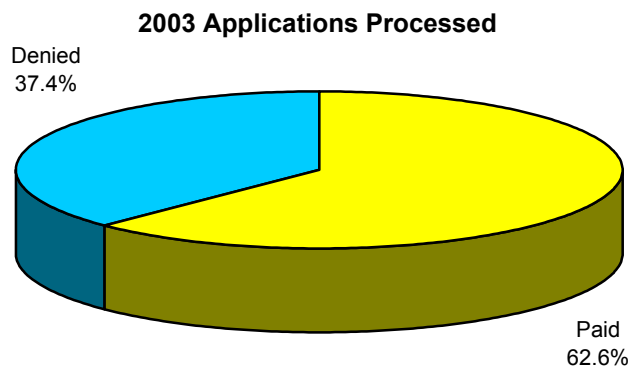
The Review Unit works the applications flagged for review. Review staff make eligibility determinations from information submitted with the application and correspondence received from applicants. Staff consider the applicant's residency, intent to remain an Alaska resident, absences and physical presence in the state when making determinations. If staff determine that an individual is not eligible for a dividend, they will issue a letter notifying the applicant that his or her dividend application is denied. The letter also notifies the applicant of his or her right to appeal the decision.

## Review Caseload Activity

2002 Applications				2003 Applications			
2003	Paid	Denied	Total	2003	Paid	Denied	Total
Jan	725	721	1,446	Jan	5	0	5
Feb	230	465	695	Feb	210	34	244
Mar	103	173	276	Mar	288	73	361
Apr	34	134	168	Apr	362	72	434
May	36	44	80	May	1,051	302	1,353
Jun	30	69	99	Jun	700	273	973
Jul	14	27	41	Jul	585	311	896
Aug	24	23	47	Aug	1,148	606	1,754
Sep	14	6	20	Sep	1,625	660	2,285
Oct	14	29	43	Oct	1,675	1,193	2,868
Nov	26	6	32	Nov	1,431	1,056	2,487
Dec	85	96	181	Dec	547	1,171	1,718
Processed in 2003	<b>1,335</b>	<b>1,793</b>	<b>3,128</b>	Processed in 2003	<b>9,627</b>	<b>5,751</b>	<b>15,378</b>
Processed in 2002	7,504	4,313	11,817	% Paid/Denied	<b>62.6%</b>	<b>37.4%</b>	
<b>Total Processed</b>	<b>8,839</b>	<b>6,106</b>	<b>14,945</b>	<b>Ending Inventory at 12/31/2003</b>			<b>158</b>
% of Paid/Denied	<b>59.1%</b>	<b>40.9%</b>	<b>100.0%</b>	<b>Total 2003 Review Cases</b>			<b>15,536</b>

Total Cases (All Years) Worked in 2003: **18,506**

Total Cases (All Years) Worked in 2002: **20,553**



## **Appeals**

A person whose application is denied for payment may appeal to the PFD Division if they disagree with their denial. If an application is denied, the applicant receives a letter from the division notifying him or her of the division's reason for denying the application. Along with the denial letter, the applicant receives as a form that the applicant can complete to request an appeal.

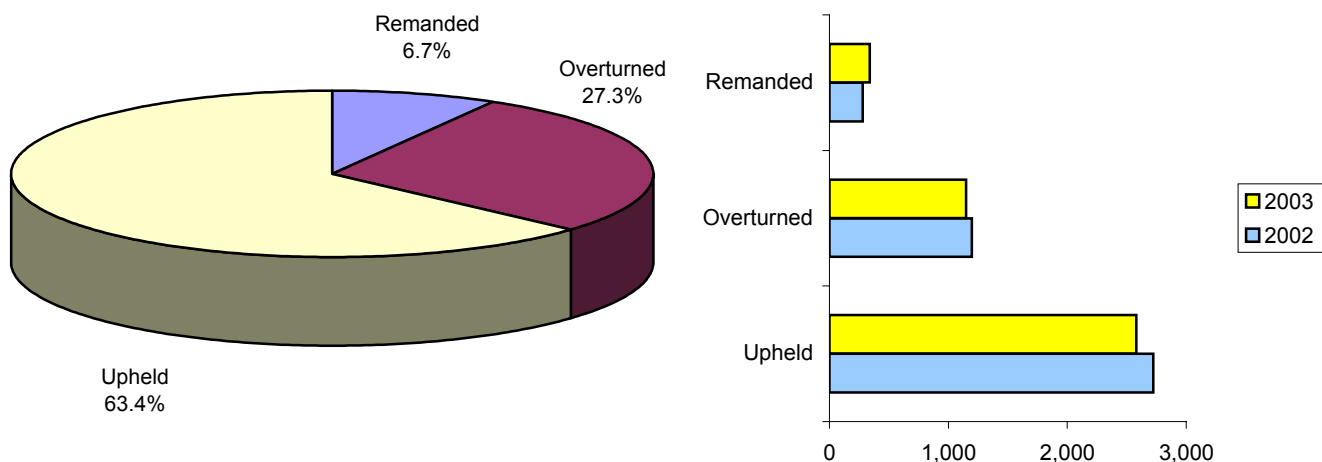
The Appeals Unit conducts informal appeal conferences with applicants to make a determination to uphold or overturn the denial decision. Appeals staff review each appeal and develop facts and information relating to matters in dispute by the applicant. They issue written decisions to applicants upon conclusion of an informal conference. If the applicant disagrees with the informal conference decision, a formal hearing may be requested. An Appeals officer represents the division at formal hearings.

## Informal Appeals Caseload Activity

Resolution of Cases Worked in 2002 and 2003 - Includes Current and Prior Dividend Years

	<b>Remanded to Review</b>		<b>Overtured and Paid</b>		<b>Upheld and Denied</b>		<b>Total</b>	
	<b>2002</b>	<b>2003</b>	<b>2002</b>	<b>2003</b>	<b>2002</b>	<b>2003</b>	<b>2002</b>	<b>2003</b>
Jan	33	29	152	131	362	398	547	558
Feb	34	26	175	72	356	276	565	374
Mar	23	36	78	121	156	234	257	391
Apr	18	18	68	73	84	311	170	402
May	39	92	45	125	252	217	336	434
Jun	7	41	72	123	140	241	219	405
Jul	7	10	64	77	216	102	287	189
Aug	8	20	85	82	211	137	304	239
Sep	18	21	81	85	149	299	248	405
Oct	14	20	103	106	239	214	356	340
Nov	42	14	124	28	288	39	454	81
Dec	37	12	151	126	269	111	457	249
<b>Total</b>	<b>280</b>	<b>339</b>	<b>1,198</b>	<b>1,149</b>	<b>2,722</b>	<b>2,579</b>	<b>4,200</b>	<b>4,067</b>
	<b>6.7%</b>	<b>8.3%</b>	<b>28.5%</b>	<b>27.3%</b>	<b>64.8%</b>	<b>63.4%</b>	<b>100%</b>	<b>100%</b>

	<b>2002</b>	<b>2003</b>
<i>Number of Cases to Formal Appeal</i>	<b>695</b>	<b>456</b>
<i>% of Cases to Formal Appeal</i>	<b>26%</b>	<b>18%</b>



Inventory of cases at end of 2003: **1,098**  
 Oldest case at end of 2003: **3 months**

## **Fraud Investigations**

The PFD Division investigates hundreds of applications each year based on information received from the public or other governmental agencies. Fraud tips are received from the public through direct contact or the division's toll-free fraud tip hotline. The informant's name and identity is kept confidential.

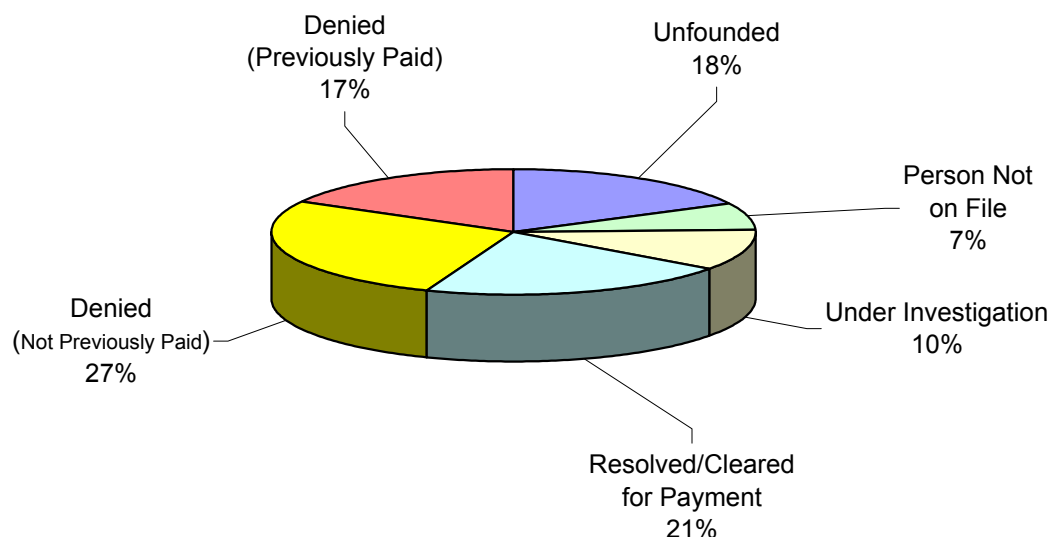
The most common sources of information from other governmental agencies are from the Alaska Court System and Division of Motor Vehicles. Additionally, the division conducts focused audits and investigates information that is obtained through the division's internal review process and anomalies noted in processing applications.

## Summary of Investigations

	Source of Tip		Total
	Public	Government Agency	
<b>Status</b>			
Unfounded	148	19	<b>167</b>
Person Not on File	17	50	<b>67</b>
Under Investigation	92	6	<b>98</b>
Resolved/Cleared for Payment	160	40	<b>200</b>
Denied (Not Previously Paid)	245	15	<b>260</b>
Denied (Previously Paid)	158	2	<b>160</b>
<b>Total</b>	<b>820</b>	<b>132</b>	<b>952</b>

<b>Dividend Year</b>			
2003	502	123	<b>625</b>
2002	140	7	<b>147</b>
2001	65	2	<b>67</b>
2000	38	0	<b>38</b>
Prior Years	75	0	<b>75</b>
<b>Total</b>	<b>820</b>	<b>132</b>	<b>952</b>

<b>Assessment and Payments Denied</b>			
Denied (Previously Paid)	158	2	<b>160</b>
Amount Assessed to be Paid Back	\$261,240.20	\$3,081.52	<b>\$264,321.72</b>
Denied (Not Previously Paid)	245	15	<b>260</b>
Amount of Payments Denied	\$306,517.80	\$19,831.64	<b>\$326,349.44</b>

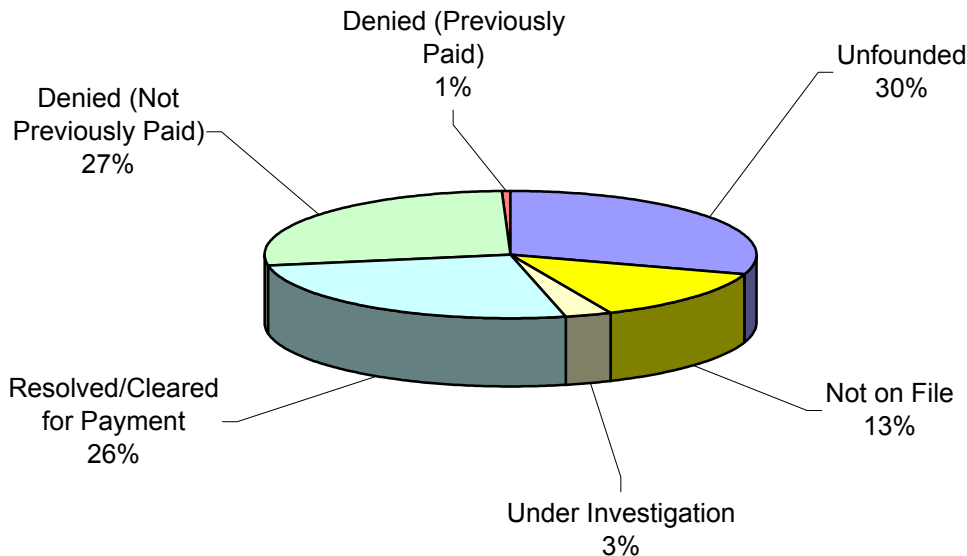


Note: Figures are for activity from April 16, 2003, the date that division's investigator position was filled after having been vacant the since the beginning of the year.



## Summary of Audits

	Audit Project			Total
	Jury	Out-of-State Postmark	DMV	
<b>Status</b>				
Unfounded	0	0	486	<b>486</b>
Not on File	0	0	214	<b>214</b>
Under Investigation	37	0	10	<b>47</b>
Resolved/Cleared for Payment	38	350	28	<b>416</b>
Denied (Not Previously Paid)	48	380	13	<b>441</b>
Denied (Previously Paid)	0	0	9	<b>9</b>
<b>Total</b>	<b>123</b>	<b>730</b>	<b>760</b>	<b>1,613</b>
<b>Year</b>				
2003	123	730	750	<b>1,603</b>
2002	0	0	3	<b>3</b>
2001	0	0	3	<b>3</b>
2000	0	0	4	<b>4</b>
<b>Total</b>	<b>123</b>	<b>730</b>	<b>760</b>	<b>1,613</b>
<b>Assessments and Payments Denied</b>				
Denied (Previously Paid)	0	0	9	<b>9</b>
<b>Amount Assessed</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$16,065.00</b>	<b>\$16,065.00</b>
Denied (Not Previously Paid)	48	380	13	<b>441</b>
<b>Amount of Payments Denied</b>	<b>\$53,162.88</b>	<b>\$421,980.36</b>	<b>\$14,390.72</b>	<b>\$489,533.96</b>



**Jury** - Jury questionnaires of persons who decline jury duty because they claim they are not an Alaska resident.

**Out-of-state Postmark** - Applications mailed from out of state on which the applicant answered 'Yes' to the question 'Are you in Alaska today?'

**Division of Motor Vehicles (DMV)** - Information relating to persons who get an out-of-state driver's license or license plate.

This publication was released by the Alaska Department of Revenue and produced at a cost of \$x.xx per copy including printing and binding at ABC located in ABC, Alaska. Its purpose is to provide the public with comprehensive information and data regarding the Permanent Fund Dividend program.

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