

State of Alaska
FY2002 Governor's Operating Budget
Performance Measures

Department of Revenue

Department of Revenue

Key Performance Measures for FY2002

Measure: The Child Support Division will track the percentage of cases with support orders.

(Added by Legislature in FY2000 version.)

Current Status:

As of Oct. 31, 2000, there were support orders for almost 80% of the Division's cases, an increase from 75% of cases with orders as of Oct. 31, 1999.

Benchmark:

Per the FFY 99 (period ending 9/30/99) Federal Office of Child Support Enforcement Preliminary Data Report, the national rate for the measure was 60.35%.

Background and Strategies:

Continue to streamline and automate the establishment process.

Measure: The Permanent Fund Dividend Division will increase to 70% the number of Alaskans who select direct deposit for their check.

(Not yet addressed by Legislature.)

Current Status:

The public's use of direct deposit for their Permanent Fund Dividends has increased steadily over the years. In 2000, 67% of recipients used direct deposit.

Benchmark:

In 1998 59% of Permanent Fund Dividend recipients used direct deposit and in 1999 63% used direct deposit.

Background and Strategies:

The use of direct deposit helps reduce the division's operating costs, while at the same time getting the money to Alaskans faster.

Measure: The Tax Division will receive 100% of oil and gas production taxpayers' monthly reports on CD disks by Feb. 28, 2001.

(Not yet addressed by Legislature.)

Current Status:

The Tax Division expects all oil and gas production taxpayers to begin filing electronically by the Feb. 28, 2001 due date for the companies' January 2001 reports.

Benchmark:

At this time, the January 2001 reports haven't been received, so it is too soon to measure.

Background and Strategies:

To continue to improve services and efficiencies through the use of technology.

Measure: At least 10% of calendar 2001 taxpayers for one type of excise tax will participate in an electronic filing project.

(Not yet addressed by Legislature.)

Current Status:

The Tax Division has selected the Alaska Salmon Price Report and the Motor Fuel taxes as the first two programs to move onto the Internet.

Benchmark:

At this time, the 2001 taxpayer reports haven't been received, so it is too soon to measure.

Background and Strategies:

To continue to improve services and efficiencies through the use of technology.

Status of FY2001 Performance Measures

	<i>Achieved</i>	<i>On track</i>	<i>Too soon to tell</i>	<i>Not likely to achieve</i>	<i>Needs modification</i>
● The Child Support Division will track the percentage of its cases with support orders.		X			
● The Permanent Fund Dividend Division will increase to 70% the number of Alaskans who select direct deposit for their check.		X			
● The Tax Division will receive 100% of oil and gas production taxpayers' monthly reports on CD disks by Feb. 28, 2001.			X		
● At least 10% of calendar 2001 taxpayers for one type of excise tax will participate in an electronic filing project.		X			

Child Support Enforcement

Key Performance Measures for FY2002

Measure: Increase the cost effectiveness ratio of CSED, which is the total operating budget of the division compared to the total amount of collections.

(Added by Legislature in FY2000 version.)

Current Status:

FY00 cost effectiveness was 5.15.

Benchmark:

Comparisons with other states are difficult since available data includes both operating and capital expenditures.

Background and Strategies:

- Increase information on the computer so automated enforcement actions will be taken.
- Utilize automated financial data matches.

Measure: Increase the percentage of ongoing cases receiving child support checks on time.

(Added by Legislature in FY2000 version.)

Current Status:

As of 6/30/00 the percentage of ongoing cases receiving child support checks on time is 47.3%.

Benchmark:

Data is not normally reported, making comparisons with other states and entities difficult.

Background and Strategies:

- Implement a new check disbursement system.
- Increase the number of employers reporting "new hires" to CSED.

Measure: Number of cases with errors and cases appealed compared to the total number of cases with orders.

(Added by Legislature in FY2000 version.)

Current Status:

The number of cases with errors and cases appealed compared to the total number of cases with orders (average per month from 1/1/00 - 6/30/2000) is 63 cases out of 37,000, or .17%.

Benchmark:

Data is not normally reported, making comparisons with other states and entities difficult.

Background and Strategies:

- Develop a comprehensive quality assurance program.

Measure: Number of cases where adjustments are overdue by 30 days or more.

(Added by Legislature in FY2000 version.)

Current Status:

At 6/30/00, the number of cases where adjustments were overdue by 30 days or more was 3,150.

Benchmark:

Data type is not normally reported, making comparisons with other states and entities difficult.

Background and Strategies:

- Continue to reduce backlog numbers in the accounting section.

Measure: Percentage of cases with support orders.

(Added by Legislature in FY2000 version.)

Current Status:

At 10/31/00, the number of cases with orders established was 79.4% of total caseload.

At 10/31/99, the number of cases with orders established was 75.0% of total caseload.

Benchmark:

Per the FFY 99 (period ending 9/30/99) Federal Office of Child Support Enforcement Preliminary Data Report, the national rate for the measure was 60.35%.

Background and Strategies:

- Continue to streamline and automate the establishment process.

Measure: Number of cases with arrearages that have collections as compared to the total number of cases with arrearages.

(Added by Legislature in FY2000 version.)

Current Status:

At 9/30/00, the number of cases with arrears that have collections as compared to the total number of cases with arrearages was 64.8%.

Benchmark:

Per the FFY 99 (period ending 9/30/99) Federal Office of Child Support Enforcement Preliminary Data Report, the national rate for the measure was 54.37%.

Background and Strategies:

- Continue arrearage collection efforts through 3rd party contractors.
- Publicize program to reduce arrears in default orders.
- Maintain community outreach program.

Measure: Increase child support collections.

(Not yet addressed by Legislature.)

Current Status:

Child Support collections for the year ending 6/30/00 were \$85,431,000.

Benchmark:

Because total collections vary with size of caseload, comparisons with other child support agencies are difficult. However, federal data reports show that Alaska compares favorably in annual collection increases and collections per case.

Background and Strategies:

- Utilize automated financial data information.
- Develop additional ways to find non-custodial parents.
- Increase communications with non-custodial parents and employers.

Status of FY2001 Performance Measures

Achieved On track Too soon to tell Not likely to achieve Needs modification

	<i>Achieved</i>	<i>On track</i>	<i>Too soon to tell</i>	<i>Not likely to achieve</i>	<i>Needs modification</i>
<ul style="list-style-type: none"> ● The CSED FY2001 performance measures are consistent with those from the current fiscal year. The agency continues to measure itself through customer satisfaction and various productivity goals. ● Increase the cost of effectiveness ratio of CSED, which is the total operating budget of the division compared to the total amount of collections. ● Increase the number of ongoing cases receiving child support checks on time. ● Reduce the number of cases with errors and cases appealed compared to the total number of cases. ● Reduce the number of cases where adjustments are overdue by 30 days or more. ● Increase the percentage of cases in which there are child support orders. ● Increase the number of cases with arrearages that have collections as compared to the total number of cases with arrearages. 		<p>X</p> <p>X</p> <p>X</p> <p>X</p> <p>X</p> <p>X</p> <p>X</p>			

Alcohol Beverage Control Board

Key Performance Measures for FY2002

Measure: In FY2001, we project there will be 50 Notices of Violation (NOVs) for sale of alcoholic beverages to underage persons.

This translates to a compliance rate of 96.35%.

(Not yet addressed by Legislature.)

Background and Strategies:

The ABC Board is measuring its performance by tracking compliance of its liquor licensee's key behaviors that protect public safety and health. Statistics are kept on a calendar year basis, but for purposes of this comparison the data reflects the FY1999 year beginning July 1, 1998 through June 30, 1999.

By measuring the number of violations recorded for Alaska liquor law infractions, the data can give us a sense of how well liquor licensees are doing in complying with the law. The four key categories of violations being measured include sale of alcoholic beverages to underage persons, sale of alcoholic beverages to drunken persons, service of alcoholic beverages beyond legal hours of operation, and lack of approved training for alcoholic beverage servers. For more accurate comparison purposes only those types of licenses with violations of (beverage dispensary, package store, club, and restaurants) are divided into the violations.

The number of violations for these serious offenses is a direct function of the time and effort spent on field enforcement. The total number of violations measures this level of activity. During FY1999 and the current budget year, enforcement activity has been curtailed due to unanticipated legal constraints on investigator authority and safety. If these issues can be resolved in FY2000, the number of NOVs should increase, as investigators become more active. With sustained enforcement, NOVs should decline as compliance increases.

Measure: In FY2001, we project there will be 20 licensees issued NOVs for service to drunken persons.

The compliance rate is 98.54%.
(Not yet addressed by Legislature.)

Measure: In FY2001, there will be 24 licensees issued NOVs for operating beyond legal hours of operation.

The compliance rate is 98.25%.
(Not yet addressed by Legislature.)

Measure: In FY2001, there will be 12 licensees issued NOVs for failure to have staff legally trained.

The compliance rate is 99.12%.
(Not yet addressed by Legislature.)

Measure: The total number of NOVs for FY2001 will be 135.
(Not yet addressed by Legislature.)

Background and Strategies:

The increase in enforcement activity assumes that unanticipated legal delays in establishing clear and safe enforcement authority for ABC investigators will be resolved in the current year.

Measure: The cost of providing compliance services compared to the number of licenses per year.
(Developed jointly with Legislature in FY2000.)

Current Status:

FY2000 - Cost of Compliance Services=\$290,500.00 compared to 1,825 liquor licenses (Compliance costs or \$159 per license).

Measure: The cost of certifying or providing training services compared to the number of servers trained per year.
(Developed jointly with Legislature in FY2000.)

Current Status:

FY 2000-Cost of certifying or providing training services=\$700.00 compared to 6,569 servers trained (\$.11 per server trained).

Measure: The percentage of noncompliant licenses compared to the number of licenses held per year.
(Developed jointly with Legislature in FY2000.)

Current Status:

FY2000-5.5% noncompliant licenses compared to 1,825 licenses.

Status of FY2001 Performance Measures

	<i>Achieved</i>	<i>On track</i>	<i>Too soon to tell</i>	<i>Not likely to achieve</i>	<i>Needs modification</i>
<ul style="list-style-type: none"> In FY2001, we project there will be 50 Notices of Violation (NOVs) for sale of alcoholic beverages to underage persons. This translates to a compliance rate of 96.35%. 			X		

	<i>Achieved</i>	<i>On track</i>	<i>Too soon to tell</i>	<i>Not likely to achieve</i>	<i>Needs modification</i>
<ul style="list-style-type: none"> ● In FY2001, we project there will be 20 licensees issued NOVs for service to drunken persons. The compliance rate is 98.54%. ● In FY2001, there will be 24 licensees issued NOVs for operating beyond legal hours of operation. The compliance rate is 98.25%. ● In FY2001, there will be 12 licensees issued NOVs for failure to have staff legally trained. The compliance rate is 99.12%. ● The total number of NOVs for FY2001 will be 135. ● The cost of providing compliance services compared to the number of licenses per year. ● The cost of certifying or providing training services compared to the number of servers trained per year. ● The percentage of noncompliant licenses compared to the number of licenses held per year. 			X		
			X		
			X		
			X		
			X		
			X		
			X		

Municipal Bond Bank Authority

Key Performance Measures for FY2002

Measure: Total number of capital projects financed or refinanced with bonds as compared to total number of requests.

(Developed jointly with Legislature in FY2001.)

Current Status:

The total number of projects financed in FY2000 was 4 (\$24.8 million). Total-to-date for FY2001 is already 5 with 2 more currently being evaluated. The Bond Bank is evaluating the most reasonable method to determine the number of requests they receive as many calls simply constitute information gathering on the part of the municipalities. There were 2 applications received in FY2000 that did not result in an issuance of Bond Bank bonds. However, both of these communities obtained alternate sources of capital (one, a grant, and the other, a subsidized loan).

Benchmark:

Perform year-to-year trend analysis.

Measure: The value of municipal bonds issued during the year.

(Developed jointly with Legislature in FY2001.)

Current Status:

FY2000 - \$24.8 million.

Municipal Bond Bank Authority

Key Performance Measures for FY2002

Measure: The number of capital projects financed or refinanced with bonds as compared to the total number of projects for which funding was requested.
(Developed jointly with Legislature in FY2000.)

Current Status:

The number of projects financed in FY2000 was 4 (\$24.8 million). Total-to-date for FY2001 is already 5 with 2 more currently being evaluated. The Bond Bank is evaluating the most reasonable method to determine the number of requests it receives, as many calls simply constitute information gathering on the part of the municipalities. There were 2 applications received in FY2000 that did not result in an issuance of Bond Bank bonds. However, both of these communities obtained alternate sources of capital (one, a grant, and the other, a subsidized loan).

Benchmark:

Perform year-to-year trend analysis.

Measure: The value of municipal bonds issued during the year.
(Developed jointly with Legislature in FY2000.)

Current Status:

FY2000 - \$24.8 million.

Measure: Pursue refinancing opportunities that generate at least a 3% NPV savings for advance refundings (those that occur prior to the bond call dates) or a net cash flow savings for current refundings.
(Not yet addressed by Legislature.)

Measure: Credit rating will be A or higher.
(Not yet addressed by Legislature.)

Status of FY2001 Performance Measures

	<i>Achieved</i>	<i>On track</i>	<i>Too soon to tell</i>	<i>Not likely to achieve</i>	<i>Needs modification</i>
● The number of capital projects financed or refinanced with bonds as compared to the total number of projects for which funding was requested.			X		
● The value of municipal bonds issued during the year.			X		
● Pursue refinancing opportunities that generate at least a 3% NPV savings for adv. refundings (those that occur prior to the bond call dates) or a net cash flow savings for current refundings.			X		
● Credit rating will be A or higher.			X		

Permanent Fund Corporation

Key Performance Measures for FY2002

Measure: Provide Percentage of Market Value (POMV) analysis in legislative, Board and other public venues, using the consultant's model (MOMA) and other tools as appropriate.
(Not yet addressed by Legislature.)

Measure: Upgrade operating systems/software to the current versions and upgrade 1/3 of workstations to current technology: upgrade firewalls and virus scanners to keep current in Internet security/reliability.
(Not yet addressed by Legislature.)

Measure: Develop enhanced compliance reports for the three main asset classes and the total fund.
(Not yet addressed by Legislature.)

Measure: The corporation's investment expenses compared to the investment expenses of other large institutional funds.
(Developed jointly with Legislature in FY2000.)

Measure: The total return by asset type compared to other institutional funds.
(Developed jointly with Legislature in FY2000.)

Measure: The inflation-adjusted rate of return over time.
(Developed jointly with Legislature in FY2000.)

Current Status:

The board has quantified this goal to achieve a real rate of return of 4% over time.

Measure: Complete a HB 156 implementation plan and a trustee educational program on alternative investments.
(Not yet addressed by Legislature.)

Status of FY2001 Performance Measures

	<i>Achieved</i>	<i>On track</i>	<i>Too soon to tell</i>	<i>Not likely to achieve</i>	<i>Needs modification</i>
● Provide Percentage of Market Value (POMV) analysis in legislative, Board and other public venues, using the consultant's model (MOMA) and other tools as appropriate.		X			
● Upgrade operating systems/software to the current versions and upgrade 1/3 of network, server, workstation, and videoconference equipment.		X			

Component — Permanent Fund Corporation

	<i>Achieved</i>	<i>On track</i>	<i>Too soon to tell</i>	<i>Not likely to achieve</i>	<i>Needs modification</i>
<ul style="list-style-type: none"> ● The corporation's investment expenses compared to the investment expenses of other large institutional funds. ● The total return by asset type compared to other institutional funds. ● The inflation-adjusted rate of return over time (the board has quantified this goal to achieve a real rate of return of 4% over time). ● Complete a HB 156 implementation plan and a trustee educational program on alternative investments. 			X		
			X		
			X		
			X		

PFC Custody and Management Fees

Key Performance Measures for FY2002

Measure: Provide Percentage of Market Value (POMV) analysis in legislative, Board and other public venues, using the consultant's model (MOMA) and other tools as appropriate.
(Not yet addressed by Legislature.)

Measure: Upgrade operating systems/software to the current versions and upgrade 1/3 of workstations to current technology: upgrade firewalls and virus scanners to keep current in Internet security/reliability.
(Not yet addressed by Legislature.)

Measure: Develop enhanced compliance reports for the three main asset classes and the total fund.
(Not yet addressed by Legislature.)

Measure: The corporation's investment expenses compared to the investment expenses of other large institutional funds.
(Developed jointly with Legislature in FY2000.)

Measure: The total return by asset type compared to other institutional funds.
(Developed jointly with Legislature in FY2000.)

Measure: The inflation-adjusted rate of return over time.
(Developed jointly with Legislature in FY2000.)

Current Status:

The board has quantified this goal to achieve a real rate of 4% over time.

Measure: Complete a HB 156 implementation plan and a trustee educational program on alternative investments.
(Not yet addressed by Legislature.)

Status of FY2001 Performance Measures

	<i>Achieved</i>	<i>On track</i>	<i>Too soon to tell</i>	<i>Not likely to achieve</i>	<i>Needs modification</i>
<ul style="list-style-type: none"> ● Provide Percentage of Market Value (POMV) analysis in legislative, Board and other public venues, using the consultant's model (MOMA) and other tools as appropriate. 		X			
<ul style="list-style-type: none"> ● Upgrade operating systems/software to the current versions and upgrade 1/3 of network, server, workstation, and videoconference equipment. 		X			

Component — PFC Custody and Management Fees

	<i>Achieved</i>	<i>On track</i>	<i>Too soon to tell</i>	<i>Not likely to achieve</i>	<i>Needs modification</i>
● The corporation's investment expenses compared to the investment expenses of other large institutional funds.			X		
● The total return by asset type compared to other institutional funds.			X		
● The inflation-adjusted rate of return over time (the board has quantified this goal to achieve a real rate of return of 4% over time).			X		
● Complete a HB 156 implementation plan and a trustee educational program on alternative investments.			X		

Alaska Housing Finance Corporation

Key Performance Measures for FY2002

Measure: The administrative costs per dollar of investment.
(Developed jointly with Legislature in FY2000.)

Current Status:

FY00: 5.82% (Operating Expenses/Mortgage Purchases)
FY99: 5.21% (Operating Expenses/Mortgage Purchases)
FY98: 7.65% (Operating Expenses/Mortgage Purchases)

Measure: The net income of the corporation.
(Developed jointly with Legislature in FY2000.)

Current Status:

FY2000 Net Income: \$81,802,000
FY1999 Net Income: \$79,850,000
FY1998 Net Income: \$95,916,000

Measure: The percentage of AHFC-owned housing compared to privately owned housing in the marketplace.
(Developed jointly with Legislature in FY2000.)

Current Status:

FY00 Market Share: 43%
FY99 Market Share: 33%
FY98 Market Share: 30%

Measure: The public housing management assessment score.
(Developed jointly with Legislature in FY2000.)

Current Status:

FY2000 PHAS Score: Waiting Federal Action.
FY1999 PHMAP Score: 100% (fourth year in a row).
FY1998 PHMAP Score: 100% (third year in a row).
FY1997 PHMAP Score: 100% (second year in a row).
FY1996 PHMAP Score: 100%

Measure: Increase the loan portfolio.
(Not yet addressed by Legislature.)

Current Status:

Loan portfolio @6/30/00: 28,325 loans / \$2,714,816,145
Loan portfolio @6/30/99: 26,776 loans / \$2,367,754,000
Loan portfolio @6/30/98: 26,159 loans / \$2,119,516,000

Measure: Increase the number of loan applications.
(Not yet addressed by Legislature.)

Current Status:

FY2000 Loan applications:

Urban: 3,940 loans / \$600,240,636
 Rural: 609 loans / \$92,034,078

FY1999 Loan applications:
 Urban: 3,954 loans / \$526,391,308
 Rural: 825 loans / \$128,060,289

FY1998 Loan applications:
 Urban: 4,045 loans / \$465,561,468
 Rural: 825 loans / \$117,697,768

Measure: Increase mortgage loan purchases.
(Not yet addressed by Legislature.)

Current Status:

FY2000 Mortgage loan purchases: 4,421 / \$618,626,813
 FY1999 Mortgage loan purchases: 5,187 / \$639,980,000
 FY1998 Mortgage loan purchases: 3,503 / \$431,440,000

Benchmark:

FY2002 construction schedule.

Measure: Maintain or increase the rating of the Section 8 Management Assessment Program (SEMAP) score.
(Not yet addressed by Legislature.)

Benchmark:

Not yet established.

Measure: Maintain timely completion of construction projects.
(Not yet addressed by Legislature.)

Current Status:

FY2002 construction schedule.

Benchmark:

FY2002 construction schedule.

Status of FY2001 Performance Measures

	<i>Achieved</i>	<i>On track</i>	<i>Too soon to tell</i>	<i>Not likely to achieve</i>	<i>Needs modification</i>
● The administrative costs per dollar of investment.		X			
● The net income of the corporation.		X			
● The percentage of AHFC-owned housing compared to privately owned housing in the marketplace.		X			
● The public housing management assessment score.		X			
● Increase the loan portfolio.			X		
● Increase the number of loan applications.		X			

Budget Request Unit — Alaska Housing Finance Corporation

	<i>Achieved</i>	<i>On track</i>	<i>Too soon to tell</i>	<i>Not likely to achieve</i>	<i>Needs modification</i>
● Increase mortgage loan purchases.		X			
● Maintain or increase the rating of the Section 8 Management Assessment Program (SEMAP) score.			X		
● Maintain timely completion of construction projects.			X		

Alaska Mental Health Trust Authority

Key Performance Measures for FY2002

Measure: Trust Land Revenues- Use the CIP resources to increase gross annual revenues for Trust Land by 18% and hold core costs Trust Land Office Administration at 25% of the gross annual revenue.
(Not yet addressed by Legislature.)

Current Status:

The Trust Land gross revenues for FY2001 are \$4.1 million. For the 1st Quarter of FY2001, the gross revenues are at 44% of that goal. The core costs of the Trust Land Office administration for the 1st Quarter of FY2001 are approximately \$285.0 (30% of the budget) or about 7% of the gross revenue.

Measure: Trust Cash Assets - Disburse 3.5% of the Trust's cash assets and hold Trust Authority Administration budget at 10% of the disbursed amount.
(Not yet addressed by Legislature.)

Current Status:

The current disbursement rate for FY2001 is 3.5% and \$11,762.5 is the projected amount available for funding the FY2002 MHTAAR (Mental Health Trust Authority Authorized Receipt) Budget recommendations. The Trust Authority Administrative Budget for FY2001 is \$940.2 and for FY2002 is \$964.0 which is 8% of the disbursed amount.

Measure: At least 50% of the MHTAAR funded projects and 80% of small projects funded with Trust income will report consumer-oriented performance measures.
(Not yet addressed by Legislature.)

Current Status:

In FY2000, a total of 42 of the 103 MHTAAR funded projects reported on performance measures to some extent, a rate of 40%. For FY2001, the Trust changed the reporting requirements to an implementation report due in November. This report only addresses an implementation plan for new projects beginning in FY 2001. The status reports of all projects are due in June. In FY2000, 76% of the small projects reported completion or partial achievement of the consumer oriented performance measures. Too soon to measure FY2001.

Measure: The Trust will spend income to develop 3 new partnerships, leverage \$2,000.0 in other funds, initiate 3 collaborative board projects and allocate 50% of the small projects funding for rural projects.
(Not yet addressed by Legislature.)

Current Status:

In FY2001, the Trust has worked with several external foundations to establish funding partnerships with the Denali Commission, Murdock Foundation and the Alaska Tribal Health Consortium. The final funding decisions are still pending. As of October, the Trust has funded 20 small projects (47% for rural). The Trust funded 12 collaborative board projects or approximately 25% of the total disbursed amount. (\$2,885.0)

Measure: The amount of revenue from land and cash.
(Developed jointly with Legislature in FY2000.)

Current Status:

In FY2002, the Trust projects \$15,849.3 available for funding the mental health programs. \$11,762.5 in Trust investment income (APFC), \$1,800.0 in Trust Land income, \$600.0 interest on the Department of Revenue income accounts, \$700.0 unobligated MHTAAR from FY2001, and \$986.8 from lapsed MHTAAR from FY2000.

Measure: The percentage of trust income disbursed for mental health programs.
(Developed jointly with Legislature in FY2000.)

Current Status:

In FY01, the Trust disbursed \$17,775.3 of Trust income. 59% for Mental Health Operating, 24% Mental Health Capital, 10% Trust Land Operating and Capital, 5% for Trust Authority Administration and 2% for Small Grants and Contracts.

In FY2001, the Trust increased the disbursement of Trust income by 53% over the prior fiscal year for mental health programs.

Measure: The number of partners and the amount of money from mental health trust programs received from funding partners.
(Developed jointly with Legislature in FY2000.)

Current Status:

In FY00, the Trust partnered with 7 different funders, Federal SAMHSA, Federal Transit Authority, AHFC, Fairbanks Borough and City, Petersburg, and Alaska Tribal Health Consortium.

	MHTAAR	Partnering funds
Operating Projects:	\$469.0 MHTAAR	\$1,141.2 PARTNERING
Capital Projects:	\$2,500.0 MHTAAR	\$7,550.0 PARTNERING
TOTAL:	\$2,969.0 MHTAAR	\$8,691.2 PARTNERING
	\$2.93 match for each \$1.00 MHTAAR	

Status of FY2001 Performance Measures

	<i>Achieved</i>	<i>On track</i>	<i>Too soon to tell</i>	<i>Not likely to achieve</i>	<i>Needs modification</i>
● Trust Land Revenues- Use the CIP resources to increase gross annual revenues for Trust Land by 18% and hold core costs Trust Land Office Administration at 25% of the gross annual revenue.		X			
● Trust Cash Assets - Disburse 3.25% of the Trust's cash assets and hold Trust Authority Administration budget at 10% of the disbursed amount.					X
● At least 50% of the MHTAAR funded projects and 80% of small projects funded with Trust income will report consumer-oriented performance measures.					X

	<i>Achieved</i>	<i>On track</i>	<i>Too soon to tell</i>	<i>Not likely to achieve</i>	<i>Needs modification</i>
<ul style="list-style-type: none"> ● The Trust will spend income to develop 3 new partnerships, leverage \$2,000.0 in other funds, add 20 new small projects and initiate 3 collaborative board projects. ● The amount of revenue from land and cash. ● The percentage of trust income disbursed for mental health programs. ● The number of partners and the amount of money from mental health trust programs received from funding partners. 		X	X		X

Treasury Management

Key Performance Measures for FY2002

Measure: Investment returns against performance benchmarks.

(Developed jointly with Legislature in FY2000.)

Current Status:

Annual returns for the most recent fiscal year are provided below. Five-year benchmark returns are being compiled and will be available for FY2001 comparisons.

Fund // FY 2000 Actual Return // FY2000 Benchmark Return

General Fund and Other Non-segregated Investments // 5.29% // 4.82%
 CBRF // 5.02% // 4.43%
 Alaska Children's Trust // 6.41% // 6.93%
 Public School Trust Fund // 6.43% // 6.93%
 International Airports Revenue Fund // 5.17% // 4.75%
 International Airports 1999A/B Construction Funds // 5.02-5.3% // 4.81%
 RHIF/Major Medical Fund // 4.42% // 4.81%
 RHIF/Long-term Care Fund // 5.79% // 9.22%

Benchmark:

The benchmark return for each fund depends upon its asset allocation, that is, the mix of different asset classes that Treasury has invested it in. Each fund's individual benchmark return (as reported above) is calculated by weighting the percent of any asset class they hold by the appropriate asset class benchmark below.

For the Short-term Fixed Income Investment Pool - 3 month US Treasury Bill
 For the Intermediate-term Fixed Income Investment Pool - Merrill Lynch 1-5 year Government Index
 For the Long-term Fixed Income Pool - Lehman Brothers Aggregate Index
 For the Domestic Equity Common Trust - Russell 3000 Stock Index
 For the International Equity Common Trust - Morgan Stanley Capital International Europe, Australia and Far East Stock Index (EAFE)

Measure: Administrative costs per dollar of investment.

(Developed jointly with Legislature in FY2000.)

Benchmark:

The Division is in the process of determining if comparable statistics are available from similar entities. We are compiling the data for FY2000 to begin year-to-year trend analysis as well.

Measure: Moody's rating will continue to be AA2.

(Not yet addressed by Legislature.)

Status of FY2001 Performance Measures

	<i>Achieved</i>	<i>On track</i>	<i>Too soon to tell</i>	<i>Not likely to achieve</i>	<i>Needs modification</i>
● Investment returns against performance benchmarks.			X		

Component — Treasury Management

	<i>Achieved</i>	<i>On track</i>	<i>Too soon to tell</i>	<i>Not likely to achieve</i>	<i>Needs modification</i>
● Administrative costs per dollar of investment.			X		
● Moody's rating will continue to be AA2.		X			

Alaska State Pension Investment Board

Key Performance Measures for FY2002

Measure: Investment returns against performance benchmarks.

(Developed jointly with Legislature in FY2000.)

Current Status:

Fund // FY2000 5-year* Actual Return // FY2000 5-year* Benchmark Return

The following returns are for the 5-year period ending June 30, 2000:

Public Employees' Retirement Trust Fund // 13.43% // 13.23%

Teacher's Retirement Trust Fund // 13.61% // 13.23%

Military Retirement Trust Fund // 10.30% // 11.17%

*The following returns are for the 3-year period ended June 30, 2000:

Judicial Retirement Trust Fund // 10.51% // 11.32%

Benchmark:

The benchmark return for each fund depends upon its asset allocation, that is, the mix of different asset classes that Treasury has invested it in. Each fund's individual benchmark return (as reported above) is calculated by weighting the percent of any asset class it holds by the appropriate asset class benchmark below:

Domestic Equity - Russell 2000 Stock Index or the S&P 500 Stock Index

International Equity - Morgan Stanley Capital International Europe, Australia and Far East Stock Index (EAFE)

Domestic Fixed Income - Lehman Brothers Aggregate Bond Index

International Fixed Income - Non-US Government Bond Index

Measure: Administrative costs per dollar of investment.

(Developed jointly with Legislature in FY2000.)

Current Status:

The Treasury Division participated in a national Defined Benefit Pension Fund Survey regarding calendar year 1999 costs (performed by Cost Effectiveness Measurement Inc.). The universe included 168 plans from Canada and the United States, representing both public and private funds. Total United States assets represented in the survey were \$1,950 billion.

Relevant findings of this survey include:

ASPIB's 1999 total operating costs were 26 basis points compared to the US average cost of 34 basis points. The benchmark cost (which can be thought of, generally, as the average cost for a fund of ASPIB's size and asset mix) was 25 basis points.

Benchmark:

These results above compare to benchmarks established by Cost Effectiveness Measurement Inc. ASPIB will continue to participate in this annual survey while looking for others to participate in as well. Year-to-year trends will also be evaluated as we would expect our per dollar of investment cost to decrease as the asset size grows.

Background and Strategies:

The results of this survey need to be interpreted cautiously. Comparing our costs to the overall average may be misleading because costs per dollar of investment is first and foremost a function of the size of the assets and this survey had 68 participants with plan sizes under \$2 billion and 100 participants with plan sizes over \$2 billion.

With a benchmark cost of 25 basis points compared to an actual cost of 26 basis points, we would be considered a normal cost provider (as opposed to a high or low cost provider). While this calculation compares like-sized funds, it does not account for differences that are caused by asset allocation and passive versus active management decisions.

Measure: An independent consultant will compare actual returns to benchmarks/targets at least quarterly to monitor accomplishment.
(Not yet addressed by Legislature.)

Status of FY2001 Performance Measures

	<i>Achieved</i>	<i>On track</i>	<i>Too soon to tell</i>	<i>Not likely to achieve</i>	<i>Needs modification</i>
● Investment returns against performance benchmarks.			X		
● Administrative costs per dollar of investment.			X		
● An independent consultant will compare actual returns to benchmarks/targets at least quarterly to monitor accomplishment.			X		

ASPIB Bank Custody and Management Fees

Key Performance Measures for FY2002

Measure: included with ASPIB
(Not yet addressed by Legislature.)

Status of FY2001 Performance Measures

	<i>Achieved</i>	<i>On track</i>	<i>Too soon to tell</i>	<i>Not likely to achieve</i>	<i>Needs modification</i>
● included with ASPIB			X		

Tax Division

Key Performance Measures for FY2002

Measure: The division budget as compared to the total amount collected by the division.
(Developed jointly with Legislature in FY2000.)

Measure: The percentage of taxes collected as compared to the percentage of taxes due.
(Developed jointly with Legislature in FY2000.)

Measure: The time expended compared to the time budgeted and the average time taken to complete audits.
(Developed jointly with Legislature in FY2000.)

Measure: The amount of assessments disallowed on appeal as compared to the amount of assessments claimed.
(Developed jointly with Legislature in FY2000.)

Measure: The Tax Division will receive 100% oil and gas production taxpayers monthly reports on CD disks by Feb. 28, 2001.
(Not yet addressed by Legislature.)

Current Status:

The Tax Division expects all oil and gas production taxpayers to begin filing electronically by the Feb. 28, 2001 due date for the company's January 2001 reports.

Measure: At least 10% of calendar 2001 taxpayers for one type of excise tax will participate in an electronic filing project.
(Not yet addressed by Legislature.)

Current Status:

The Tax Division has selected the Alaska Salmon Price Report and motor fuel taxes as the first two tax programs to move onto the Internet.

Status of FY2001 Performance Measures

	<i>Achieved</i>	<i>On track</i>	<i>Too soon to tell</i>	<i>Not likely to achieve</i>	<i>Needs modification</i>
● The division budget as compared to the total amount collected by the division.			X		
● The percentage of taxes collected as compared to the percentage of taxes due.			X		
● The time expended compared to the time budgeted and the average time taken to complete audits.			X		
● The amount of assessments disallowed on appeal as compared to the amount of assessments claimed.			X		

	<i>Achieved</i>	<i>On track</i>	<i>Too soon to tell</i>	<i>Not likely to achieve</i>	<i>Needs modification</i>
<ul style="list-style-type: none"> ● The Tax Division will receive 100% of oil and gas production taxpayers monthly reports on CD disks by Feb. 28, 2001. ● At least 10% of calendar 2001 taxpayers for one type of excise tax will participate in an electronic filing project. 		X	X		

Commissioner's Office

Key Performance Measures for FY2002

Measure: The percentage of divisions' that meet assigned performance measures.

(Developed jointly with Legislature in FY2000.)

Current Status:

It is too soon to quantify all of the divisions' performance against the measures established this past legislative session.

Measure: The average time taken to respond to complaints and questions that have been elevated to the Commissioner's Office.

(Developed jointly with Legislature in FY2000.)

Current Status:

About one week, the Permanent Fund dividend questions and complaints are answered the week they arrive in the Commissioner's Office, while the office responds within two weeks to all of the child support questions it receives.

Measure: The average time taken to issue decisions in child support and Permanent Fund Dividend appeals.

(Developed jointly with Legislature in FY2000.)

Current Status:

Most formal hearing decisions are issued within 30 days after the record closes on child support and dividend appeals

Measure: The number of decisions sustained as compared to all decisions appealed to the Commissioner's Office.

(Developed jointly with Legislature in FY2000.)

Current Status:

The Hearing Officer Section overturns or amends fewer than 10 percent of the dividend and child support decisions appealed to formal hearing.

Status of FY2001 Performance Measures

	<i>Achieved</i>	<i>On track</i>	<i>Too soon to tell</i>	<i>Not likely to achieve</i>	<i>Needs modification</i>
● The percentage of divisions that meet assigned performance measures.			X		
● The average time taken to respond to complaints and questions that have been elevated to the Commissioner's Office.			X		
● The average time taken to issue decisions in child support and Permanent Fund dividend appeals.			X		
● The number of decisions sustained as compared to all decisions appealed to the Commissioner's Office.			X		

Administrative Services

Key Performance Measures for FY2002

Measure: The percentage of employee grievances that are overturned by a hearing officer from the Department of Administration or by an arbitrator.
(Developed jointly with Legislature in FY2000.)

Current Status:

A log will be maintained to track the number of grievances overturned by an arbitrator.

Measure: The percentage of employee complaints and grievances filed at the department level that are resolved at that level.
(Developed jointly with Legislature in FY2000.)

Current Status:

Log will be kept on grievance filings and their outcome.

Measure: The cost of Administrative Services as compared to total personnel costs for the department.
(Developed jointly with Legislature in FY2000.)

Current Status:

Total FY2001 Admin. Services Budget \$1,054.2
 Total FY2001 Dept. Personal Service \$46,408.6

Admin. Services total budget is 2.28% of total agency personal services.

Measure: The number of late penalties assessed for payroll or vendor payment.
(Developed jointly with Legislature in FY2000.)

Current Status:

A copy of penalty pay documents will be kept on file with notation if penalty pay was issued.

Measure: The number of audit exceptions resolved for the department.
(Developed jointly with Legislature in FY2000.)

Current Status:

A log will be maintained to track the number of audit exceptions resolved for the department.

Status of FY2001 Performance Measures

	<i>Achieved</i>	<i>On track</i>	<i>Too soon to tell</i>	<i>Not likely to achieve</i>	<i>Needs modification</i>
<ul style="list-style-type: none"> The percentage of grievances that are overturned by a hearing officer from the Department of Administration or by an arbitrator 			X		
<ul style="list-style-type: none"> The percentage of employee complaints and grievances filed at the department level that are resolved at that level. 			X		

	<i>Achieved</i>	<i>On track</i>	<i>Too soon to tell</i>	<i>Not likely to achieve</i>	<i>Needs modification</i>
● The cost of Administrative Services as compared to total personnel costs for the department.			X		
● The number of late penalties assessed for payroll or vendor payment.			X		
● The number of audit exceptions resolved for the department.			X		

REV State Facilities Rent

Key Performance Measures for FY2002

Measure: Not applicable
(Not yet addressed by Legislature.)

Status of FY2001 Performance Measures

	<i>Achieved</i>	<i>On track</i>	<i>Too soon to tell</i>	<i>Not likely to achieve</i>	<i>Needs modification</i>
● Not applicable			X		

Permanent Fund Dividend

Key Performance Measures for FY2002

Measure: The percentage of dividend payments sent out on time to eligible applicants.
(Developed jointly with Legislature in FY2000.)

Measure: The average time taken to process dividend applications.
(Developed jointly with Legislature in FY2000.)

Measure: The average time taken to resolve informal appeals.
(Developed jointly with Legislature in FY2000.)

Current Status:

The statutory time limit to complete an Appeal from the time it is filed with the division is one year. The division is striving to further reduce the aging of Appeal inventory to a period not to exceed six months. In FY 00, our case inventory did exceed 6 months old 25% of the time. So far in FY 01, 0% of the inventory has been older than 6 months.

Measure: The average number of applications in review at the time of the dividend calculation.
(Developed jointly with Legislature in FY2000.)

Measure: Reduce percentage of applications sent to the review section each year.
(Not yet addressed by Legislature.)

Measure: The Permanent Fund Dividend Division will increase to 70% the number of Alaskans who select direct deposit for their check.
(Not yet addressed by Legislature.)

Current Status:

The public's use of direct deposit for their Permanent Fund Dividends has increased steadily over the years, from 59% in 1998 to 63% in 1999 and to 67% in 2000. The use of direct deposit helps reduce the division's operating costs, while at the same time getting the money to Alaskans faster.

Status of FY2001 Performance Measures

	<i>Achieved</i>	<i>On track</i>	<i>Too soon to tell</i>	<i>Not likely to achieve</i>	<i>Needs modification</i>
● The percentage of dividend payments sent out on time to eligible applicants.			X		
● The average time taken to process dividend applications.			X		
● The average time taken to resolve informal appeals.		X			
● The average number of applications in review at the time of the dividend calculation.			X		

Component — Permanent Fund Dividend

	<i>Achieved</i>	<i>On track</i>	<i>Too soon to tell</i>	<i>Not likely to achieve</i>	<i>Needs modification</i>
<ul style="list-style-type: none"> ● Reduce percentage of applications sent to the review section each year. ● The Permanent Fund Dividend Division will increase to 70% the number of Alaskans who select direct deposit for their check. 		X		X	