

WASHINGTON STATE Working Families Tax Credit

**Outreach Advisory Committee
August 9, 2023**



Interpretation- Interpretación

Please click on the globe icon at the bottom of your screen to select a channel, either English or Spanish.

Seleccione un canal, inglés o español, haciendo clic en el símbolo del globo terráqueo en la parte de debajo de su pantalla.

Welcome and Icebreaker

What is your favorite summer food and why?

Agenda

- Program news.
- Multilingual data.
- Status on processing applications.
- County-level results.
- Walk through application changes for next year.
- Updates from committee members.
- Next steps.

Program news

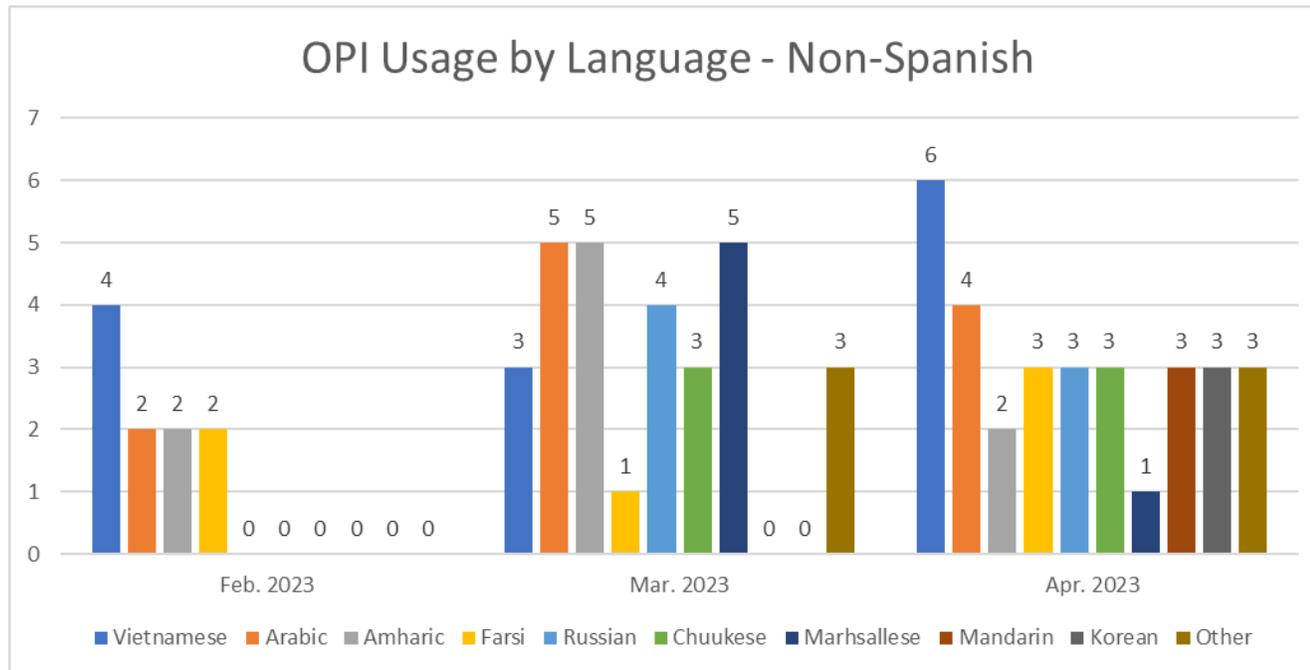
We are hiring!

We have officially surpassed the **\$100 million** mark in refunds issued!

Grants for next fiscal year.

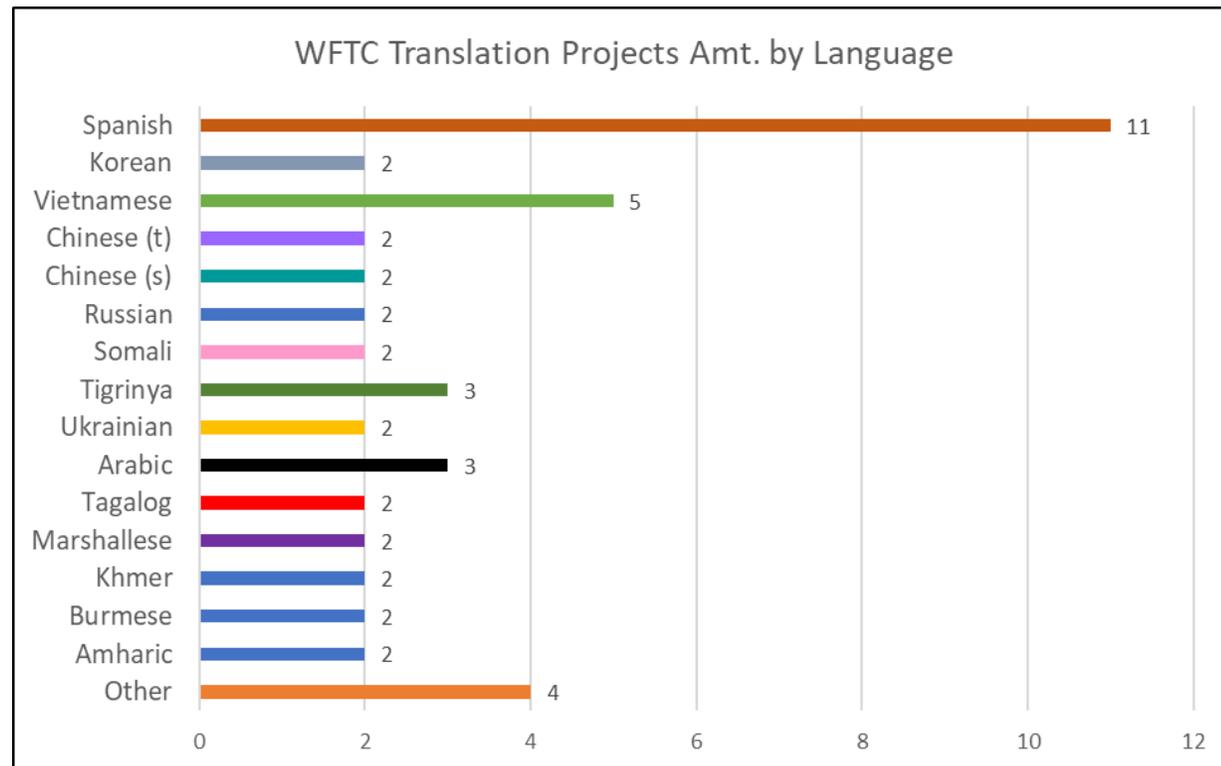
Multilingual data

Interpretation (oral)



Multilingual data

Translation (written)



Multilingual data

My DOR applications by language (as of May 2023)

Submission Status	English		Spanish		Total Count
	Count	%	Count	%	
Drafts	8,421	95.2%	421	4.8%	8,842
Submitted	67,203	96.6%	2,400	3.4%	69,603
Deleted	898	94.9%	48	5.1%	946
	76,522	96.4%	2,869	3.6%	79,391

Paper applications by language (as of May 2023)

Language	Count	%
English	5,667	90.1%
Arabic	1	0.0%
Korean	1	0.0%
Russian	1	0.0%
Ukrainian	2	0.0%
Chinese (Simplified)	5	0.1%
Chinese (Traditional)	2	0.0%
Spanish	592	9.4%
Tagalog	1	0.0%
Vietnamese	19	0.3%
	6,291	

Multilingual data-Website

Page views

(as of May 2023)

Language	Views	%
Chinese (Simplified)	874	29.7%
Vietnamese	357	12.1%
Arabic	341	11.6%
Russian	376	12.8%
Korean	298	10.1%
Chinese (Traditional)	203	6.9%
Ukrainian	160	5.4%
Khmer	115	3.9%
Marshallese	83	2.8%
Tagalog	72	2.4%
Somali	63	2.1%
	2,942	

Visits to Spanish Website

(as of May 2023)

Views	144,385	(7.2% of total website views)
Visitors	57,077	(9.2% of total website visitors)

Applications *(as of 8/1/23)*

Submissions

Applications received	185,480
Modernized e-File (MeF)	102,388 (55%)
MyDOR	76,294 (41%)
Paper	6,798 (4%)
% of eligible population (400,000)	46%
% ITIN filers	10%

Reconciliation

Refunded	143,283 (77%)
Federal hold	560 (<1%)
Denied	7,077 (4%)
Pending review / final action	34,560 (19%)
Total	185,480

Refunds

No. applications refunded	143,283
Dollars refunded	\$102,804,748
Avg. refund per application	\$717

County-level program results *(through 7/14/23)*

County	Applications submitted	Est. eligible participants	% enrolled	Dollars refunded	Est. dollars available	% refund claimed
Adams	1,388	1,714	81%	\$1,030,250	\$1,233,028	84%
Asotin	490	1,402	35%	\$315,818	\$859,740	37%
Benton	6,206	11,813	53%	\$4,218,634	\$7,618,700	55%
Chelan	2,790	5,580	50%	\$1,916,108	\$3,505,565	55%
Clallam	1,420	4,125	34%	\$855,092	\$2,424,127	35%
Clark	8,654	23,958	36%	\$5,344,750	\$14,457,587	37%
Columbia	82	207	40%	\$47,183	\$121,635	39%
Cowlitz	2,890	7,001	41%	\$1,901,769	\$4,339,834	44%
Douglas	1,593	3,101	51%	\$1,105,208	\$2,000,160	55%
Ferry	199	464	43%	\$125,309	\$282,343	44%
Franklin	4,530	7,379	61%	\$3,161,638	\$5,154,082	61%
Garfield	40	116	34%	\$24,917	\$76,228	33%
Grant	4,987	8,172	61%	\$3,495,984	\$5,404,487	65%

County-level program results *(through 7/14/23)*

County	Applications submitted	Est. eligible participants	% enrolled	Dollars refunded	Est. dollars available	% refund claimed
Grays Harbor	2,272	4,873	47%	\$1,375,149	\$2,976,601	46%
Island	873	3,626	24%	\$526,262	\$2,166,217	24%
Jefferson	455	1,536	30%	\$218,292	\$789,452	28%
King	31,699	79,770	40%	\$18,734,516	\$44,692,973	42%
Kitsap	3,593	10,964	33%	\$2,102,667	\$6,286,129	33%
Kittitas	631	1,782	35%	\$377,477	\$989,715	38%
Klickitat	333	1,280	26%	\$178,854	\$758,904	24%
Lewis	2,182	5,009	44%	\$1,389,634	\$3,138,722	44%
Lincoln	227	517	44%	\$146,048	\$322,236	45%
Mason	1,606	3,513	46%	\$1,004,865	\$2,135,664	47%
Okanogan	1,791	3,569	50%	\$1,218,914	\$2,274,486	54%
Pacific	535	1,367	39%	\$314,326	\$792,838	40%
Pend Oreille	309	779	40%	\$189,472	\$485,869	39%

County-level program results *(through 7/14/23)*

County	Applications submitted	Est. eligible participants	% enrolled	Dollars refunded	Est. dollars available	% refund claimed
Pierce	17,050	46,672	37%	\$10,675,933	\$28,583,459	37%
San Juan	232	782	30%	\$98,228	\$390,711	25%
Skagit	2,329	6,729	35%	\$1,482,220	\$4,105,587	36%
Skamania	158	598	26%	\$87,441	\$354,031	25%
Snohomish	11,104	31,272	36%	\$6,550,188	\$18,057,416	36%
Spokane	13,223	31,505	42%	\$8,548,872	\$19,001,991	45%
Stevens	1,017	2,701	38%	\$668,625	\$1,674,168	40%
Thurston	4,947	14,617	34%	\$2,988,237	\$8,508,468	35%
Wahkiakum	76	240	32%	\$40,427	\$127,056	32%
Walla Walla	1,667	3,418	49%	\$1,038,777	\$2,119,331	49%
Whatcom	3,695	10,192	36%	\$2,166,574	\$5,682,447	38%
Whitman	667	1,607	42%	\$368,498	\$879,259	42%
Yakima	15,105	23,865	63%	\$10,742,101	\$16,125,940	67%

Application changes for 2024

We are implementing several changes as we are looking for ways to improve application experience.

This will help reduce errors and processing time.

Updates from Committee Members

Any activities to support the program since last meeting?

What are you hearing about the program within your communities?

Next Steps

What would you like to hear from DOR at future meetings?

Stay involved

- Sign up for our GovDelivery messages

[Washington Department of Revenue - Sign Up for Email or SMS Notifications! \(govdelivery.com\)](https://govdelivery.com)

- Help us spread the word about our grants for community organizations!

In partnership with the Department of Commerce, the call for applications was posted today:

[Request for Applications - Tax Credit Community Outreach Program - Washington State Department of Commerce](#)

- Promote WFTC and drive awareness among your communities and networks. Invite WFTC representatives to do presentations.