

WASHINGTON STATE Working Families Tax Credit

**Outreach Advisory Committee
June 21, 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

Icebreaker

The rose, the bud, the thorn:

- A rose: something that is good
- A bud: something you are looking forward to
- A thorn: something not so fun that has happened.

Agenda

- Latest program results and status on processing
- Outreach report
- Program enhancements for 2024
- Plan for application changes
- Update on stipends
- Upcoming listening sessions
- Next round of grants
- Program surveys

Program results *(through 6/13/23)*

Applications received

Applications received	180,133
MeF	100,799 (56%)
MyDOR	72,836 (40%)
Paper	6,498 (4%)
% ITIN filers	9%

Refunds

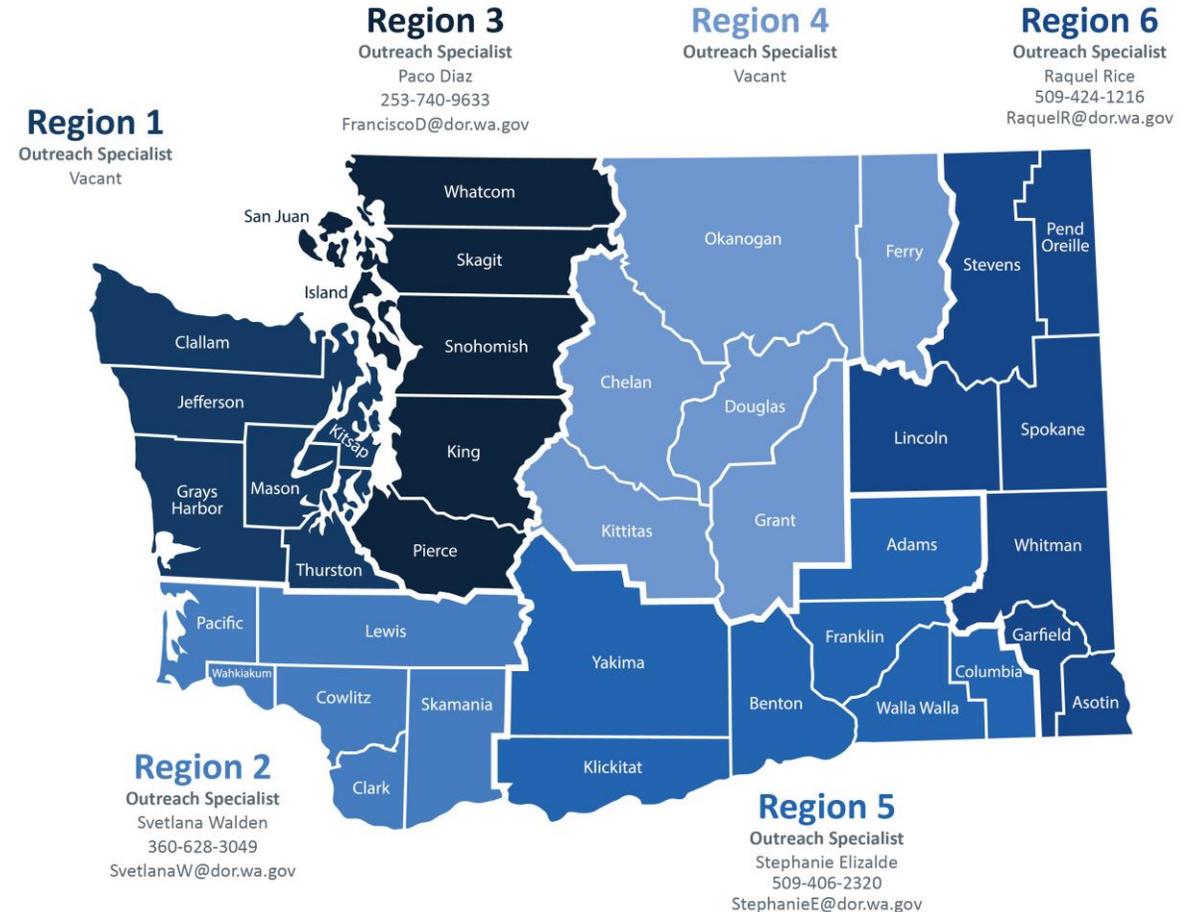
No. applications refunded	129,100
Dollars refunded	\$93,072,711
Avg. refund amount per application	\$721

Processing times

Outreach Report

(through 6/20/23)

Type of interaction	Number of Events
Application events	76
Community events	65
Materials drop off/Mail	35
Media	15
Planning meetings	37
Presentations/Training	87
Total	315



Program enhancements for 2024

- Pre-paid debit cards
- Multilingual support
- Adding MeF vendors

Plan for application changes

Looking for ways to improve application experience to reduce errors and processing time for next year.

Committee Stipends

Advisory Committee member	Vendor # from the Office of Financial Management (OFM)	Status
1	Received	Stipends processed by fiscal team late last week
2	Received	Stipends processed by fiscal team
3	Received	Stipends processed by fiscal team
4	Received	Stipends processed by fiscal team
5	Received	Stipends processed by fiscal team

Listening Sessions

Grantee organizations:

Two listening sessions held on June 6 and June 8, plus online survey.

Report posted: [WFTC Grantee Listening Session Report June 2023 \(wa.gov\)](https://www.wa.gov/workingfamiliescredit/wftc-grantee-listening-session-report-june-2023)

Tax preparers:

Wednesday, June 21 @ 10 AM

Thursday, June 22 @ 1 PM

Community members:

Tuesday, July 11 @ 1 PM

Wednesday July 12 @ 10 AM

Thursday, July 13 @ 5:30 PM

Register for upcoming sessions: <https://workingfamiliescredit.wa.gov/resources/events>

Next round of grants

We received funding for a second year of grants!
Working on a new RFA, an agreement with
Department of Commerce, and getting ready to
announce new opportunity to community
organizations.

Program Surveys

Call Center

Customers can respond to a 3-question survey after calling our customer service center

- We determined the questions based on conversations with 2 other DOR programs that have call centers: Taxpayer Services and Business Licensing, and other state agencies like DSHS.

Website

We have two similar surveys: one in the footer of the WFTC website and another in the footer of the My DOR system. Both surveys are self-selected opt-in.

- For the WFTC website, we have received 35 responses and with over 729K visits to the site since Jan-May. The response rate is roughly .001%.
- Thru My DOR, we have received 418 responses. The response rate is .06%.
- Based on these surveys the top issues are refund/application status (90%) and SAW account/log in. The Communications team reviews the comments and shares any direct customer follow-up with WFTC.

We pull results, combining call center survey answers with website surveys and including in our performance measures reports.

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

- Attend a listening session in July:
<https://workingfamiliescredit.wa.gov/resources/events>
- Help promote our two open positions:
Wenatchee: [Outreach Liaison - Central Washington](#)

Tumwater: [Outreach Liaison – Western Washington](#)
- Promote WFTC and drive awareness among your communities and networks. Invite WFTC representatives to do presentations.