

WASHINGTON STATE Working Families Tax Credit

**Outreach Advisory Committee
December 13, 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.

Agenda

- Welcome and greetings from Director Shirk
- Latest program results
- Supporting CBO's with WFTC info, media, and demographics
- ITIN and challenges
- Survey results
- Committee members homework assignment
- Updates from committee members
- Next steps.

Welcome

- Welcome to last meeting of 2023!
- Greetings from Director Shirk
- Question for today: What is your favorite winter activity?

Program results (through 11/28/23)

Submissions

Applications received	189,777
Modernized e-File (MeF)	103,954 (55%)
MyDOR	78,679 (41%)
Paper	7,144 (4%)
% ITIN filers	9%

Refunds

No. applications refunded	160,973
Dollars refunded	\$114,867,740
Avg. refund per application	\$714
Applications refunded as a % of eligible population (400,000)	40%

Year in review

- 40,500** calls to the call center
- 34%** of callers requesting language support
- 850,000+** visitors to the WFTC website
- < 2%** of applications are suspected fraud
- 56%** of applications refunded in < 30 days
- 1,100** outreach engagements conducted
- 247,000** children benefited from the refunds

Topics for discussion from committee members

- Supporting CBO's with WFTC info, media, and demographics.
- Steps to obtain an ITIN and challenges.

Updates from outreach team

- Survey results – meetings in 2024.
- Committee members contact list (homework assignment)

Updates from Committee Members

Report activities to support the program since last meeting.

Next Steps

Homework assignment:

Brainstorm projects or deliverables the committee can focus on in 2024.

Email your ideas to DORWorkingFamiliesOutreach@dor.wa.gov before January 30, 2024.