

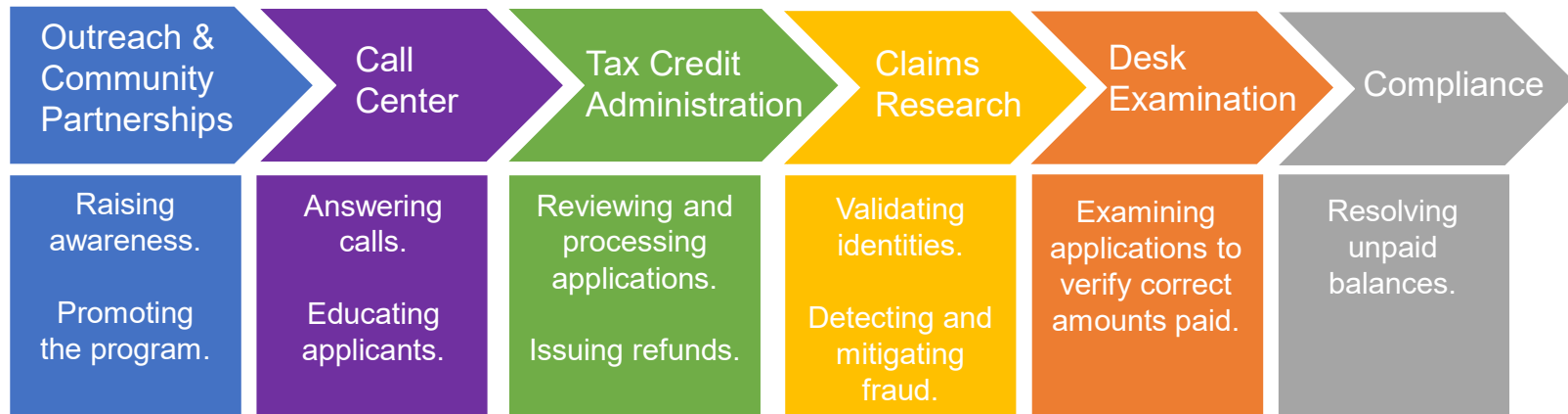


# Working Families Tax Credit

Business Advisory Council  
June 26, 2023

# WFTC division operations

A separate division within the agency:



Administrative reviews worked by ARHD.

# Applications *(through 6/20/23)*

## Submissions

Applications received	181,043
Modernized e-File (MeF)	101,096 (56%)
MyDOR	73,400 (40%)
Paper	6,547 (4%)
% of eligible population (400,000)	45%
% ITIN filers	9%



MeF Vendors	
Drake Software	OnLine Taxes
ezTaxReturn	TaxACT
FileYourTaxes	TaxHawk
HRB Development	TaxSlayer
Intuit	Thomson Reuters
Jackson Hewitt	

## Refunds

No. applications refunded	130,544
Dollars refunded	\$94,160,764
Avg. refund per application	\$721

**\*\*Looking to add new MeF vendors for the 2024 filing season.\*\***

# Demographics

## Hispanic / Latino / Spanish origin *(primary applicant respondents):*

- 60%** do NOT identify as Hispanic / Latino / Spanish origin
- 27%** DO identify as Hispanic / Latino / Spanish origin
- 13%** prefer not to say

## Race *(primary applicant respondents):*

- 1%** American Indian or Alaska Native
- 7%** Asian
- 9%** Black or African American
- 3%** Native Hawaiian or Other Pacific Islander
- 56%** White
- 5%** other
- 19%** prefer not to say

# Call center results *(through 6/20/23)*

- Nearly 30,000 calls received!
- Average calls per day: ~150-200.
- About **20%** of callers request interpretation services.
- Survey results show **84%** satisfied with customer service experience.
- Vast majority of calls about refund status and processing times.
- Calls tend to be more emotional and personal.

# Outreach results *(for FY23)*

- More than **400** outreach engagements in **36** counties.
- More than **75** application help events around the state.
- FY23 outreach grants w/ 37 grantees coming to an end.
  - Received additional funding to continue into next biennium.
- Received funding to continue marketing campaign.
- Great engagement from Advisory Committee.



# Observations & lessons learned

- Minimal fraud detected (~2%).
- Most application errors through MyDOR and paper:
  - Extends processing times.
  - Common errors:
    - ✓ Goofs / typos / incorrect information.
    - ✓ Missing / incomplete attachments.
    - ✓ Duplicate applications.
    - ✓ Multiple applicants claiming same child.
- Changing external messaging of processing times.
- More special income scenarios than anticipated.
- Check cashing issues.
- High volumes of returned mail.
- Few visits to field offices.

# Preparations for 2024

- Hire and onboard new staff.
- Conduct listening sessions with external stakeholders.
- Revise and improve application.
- Recalibrate business rules and streamline processes.
- Onboard new MeF vendors.
- Initiate new round of outreach grants.
- Continue marketing campaign and outreach strategies.
- Implement 2023 legislative changes:
  - HB 1477: expands refund period to 3 years.
- Implement prepaid debit cards.
- Provide additional multilingual support.



# Questions?