



Working Families Tax Credit Program

Business Advisory Council Update
March 13, 2023

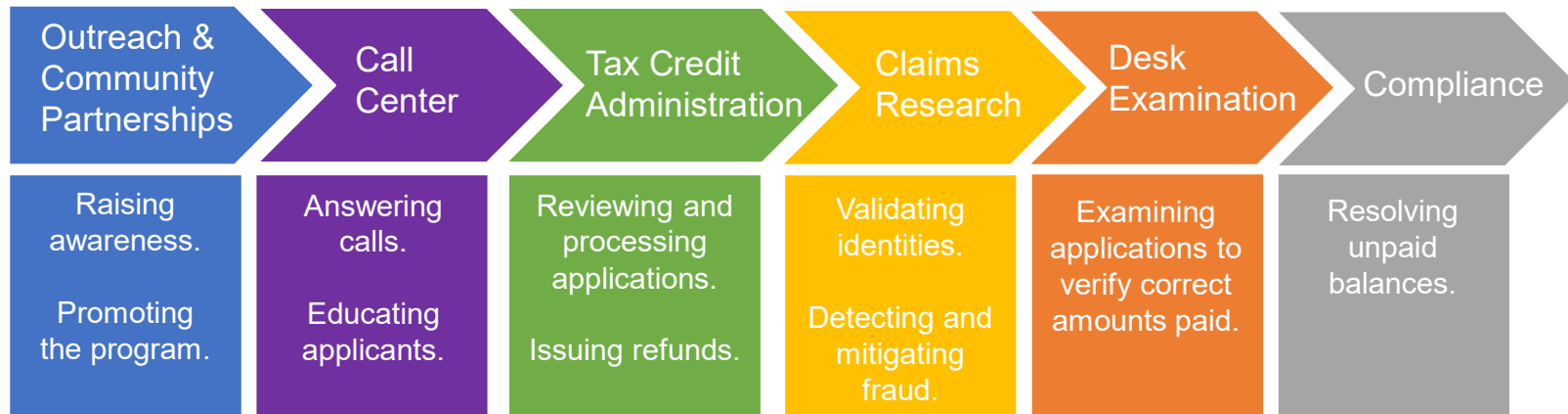
Successful launch on February 1!

- System deployed without issue.
- More than 10,000 applications received on first day.
- Coordinated promotional blitz across many organizations and agencies.
- Participated in the media event sponsored by the Coalition and United Way of King Co.



WFTC division operations

A self-contained division within the agency:



Administrative reviews will be worked by ARHD.

Applications *(through 3/9/23)*

Submissions

Applications received	113,874
MeF	63,820 (56%)
MyDOR	46,980 (41%)
Paper	3,074 (3%)
% of FY23 expectation (140,000)	81%
% of eligible population (400,000)	28%
% ITIN filers	9%



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

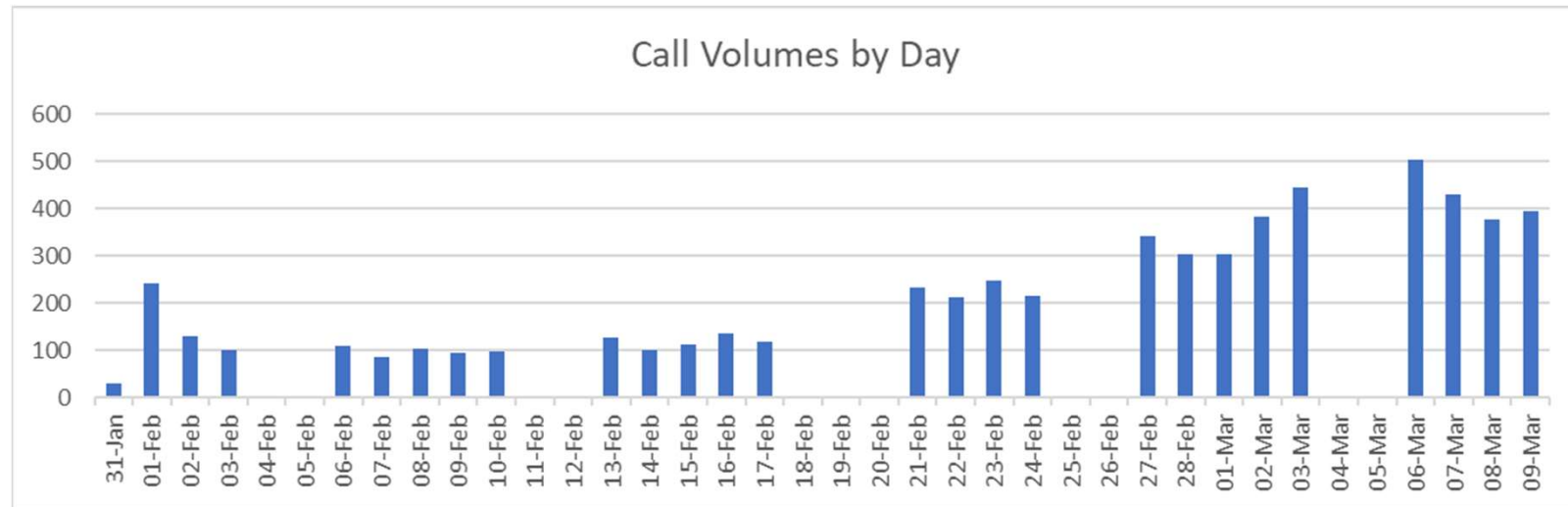


Preparers	72%
DIY software	28%

Refunds

No. applications refunded	37,345
Dollars refunded	\$28,018,899

Call center updates *(through 3/9/23)*



Avg. calls per day <i>(last 2 weeks)</i>	386
% of non-English calls	15%
Avg. hold time	1:44
Avg. handle time	5:47
No. field office visits	39

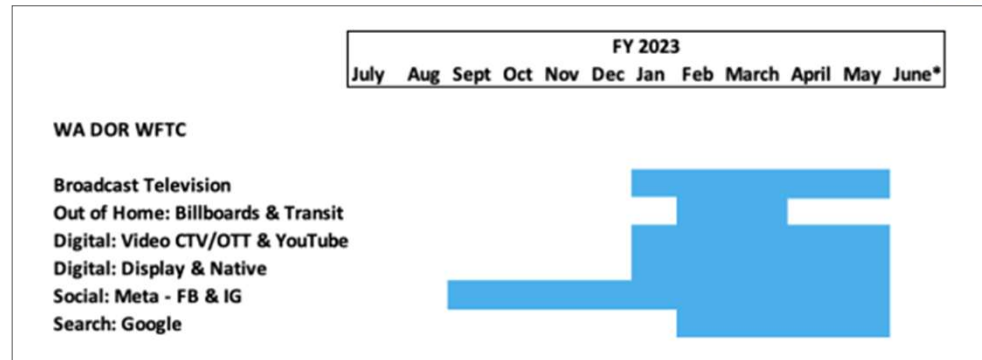
Observations:

- Survey results show 88% satisfied with service received.
- Volumes manageable and resourced within WFTC.
- More than half of calls about refund status.

Outreach updates

Presentations	85
Events	99
Meetings	93
Media interactions	11
Counties represented	35

- Tremendous collaboration with organizations and agencies.
- Media campaign continues through May.
- Application assistance events scheduled.
- Continued partnership with grantees.
- Great engagement from Advisory Committee.



Proposed legislation

We continue to monitor proposed expansion bills:

- **HB 1075**
 - Increase age range for filers w/o qualifying children.
 - Subject to appropriation.
- **HB 1477**
 - Expand eligibility to married filing separate status.
 - Change refund period to 3 years.
 - Create reporting requirements.

What's next?

- Process applications and issue refunds as timely as possible.
- Continue outreach and promotion post-tax season.
- Publish program results on website.
- Implement any legislative changes.
- Recruit and hire additional staff (pending funding).
- Explore prepaid debit cards.
- Consider multilingual expansion needs.
- Start desk examination and compliance efforts.
- Begin system and application changes for 2024.

Questions?