

WORKING FAMILIES TAX CREDIT
GRANTEE FEEDBACK SESSION REPORT
May 2025





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BACKGROUND

The 2021 Washington State Legislature passed [ESHB 1297](#) which expands eligibility and funding for the Working Families Tax Credit (WFTC) program. This program is intended to support Washington's low-to-moderate income working families and individuals.

To ensure widespread publicizing of information about the Working Families Tax Credit (WFTC), the Department of Revenue (Revenue/DOR) has partnered with community-based and community-led organizations throughout Washington state. These partnerships focus on reaching residents who could benefit most from the program, particularly those in need of direct services within their local communities. For the 2023-2025 biennium, the legislature allocated \$5 million for community outreach grants to support this initiative.

For the 2023-2025 biennium, [27 organizations](#) have been selected to conduct outreach for the Working Families Tax Credit program. Like the previous year, the recipients include a diverse group of non-profit organizations, small for-profit businesses, and organizations serving minority groups and tribal governments in Washington state.

Continuing its commitment to engage and support these organizations, Revenue hosted a virtual feedback session (formally known as listening session) in May 2025. This session provided a platform for grant recipient organizations to share their experiences and discuss challenges and successes in implementing the outreach program.



FEEDBACK SESSION APPROACH

The Grantee Feedback session was conducted via Zoom and featured a format with designated roles to include a facilitator, meeting host, and note-taker. Attendees were required to register to attend.

The feedback session was promoted by the WFTC Outreach team directly to the grantee organizations.

During the feedback session, grant partners were encouraged to provide their feedback, both verbally and via meeting chat. The feedback session was not recorded. For those unable to attend the feedback session, a survey containing the same questions and themes as the live session was made available; however, no survey responses were received.

The feedback session was held on Tuesday, May 13, 2025, at 2:00 p.m.

In this report, some feedback comments may have been edited to remove unactionable remarks and extraneous personal information.

ATTENDANCE

The feedback session was attended by a total of nine participants and collected over 35 comments.

The map below illustrates areas of the state represented.



Map of Washington state illustrating areas of the state represented in the feedback session.

The list below demonstrates the diverse range of organizations that were in attendance for the feedback session.

- American Indian Community Center (2)
- Blue Mountain Action Council (1)
- Chinese Information and Services Center (1)
- Enterprise for Equity (1)
- Opportunity Council (1)
- PIM Savvy (1)
- Ren Locus (1)
- Scholar Fund (1)



KEY FINDINGS

GOALS AND OBJECTIVES

Were the goals and objectives for you reasonable and achievable?

Feedback themes

When asked whether the goals and objectives were reasonable and achievable, participants responded positively. Participants noted that DOR staff were easy to get ahold of and responded quickly, which supported their ability to meet the goals.

Noted responses recognize how collaborative and responsive DOR staff were.

Feedback Session comments

Sample responses:

- Yes – liked how easy it was to get ahold of people and how quickly people got back to me.
- Worked very well with DOR staff.

WORKING WITH DEPARTMENT OF REVENUE (1 OF 4)

What did the Department of Revenue do right to support your success?

Feedback themes

Responses indicate that the Department of Revenue played a key role in supporting grantee success. It's noted that DOR was responsive to questions, provided clear communication, and partnered with organizations at events. The addition of orientation and new translated materials also helped meet the diverse needs of communities.

Noted common responses include:

- Access to materials, in multiple languages, online.
- Abundance of support through regular meetings and trainings.

Feedback Session comments

Responses are the following:

- Answered questions quickly and thoroughly.
- Ditto on able to communicate easily.
- Partnered with us to man tables at events.
- I appreciated that orientation was done this year and SE education was done.
- Very responsive to different needs, ex. Got new translated materials for additional requested languages.
- We saw Quynh-Anh at many of our events.



WORKING WITH DEPARTMENT OF REVENUE (2 OF 4)

What could DOR have done better to support you?

Feedback themes

While overall support from DOR was appreciated, there is one area where improvements could enhance future collaboration. VITA groups shared that attending meetings during tax season is particularly challenging, so adjusting the timing or offering recordings could help. Additionally, performance data updates are highly valued.

Feedback Session comments

Responses are the following:

- As a VITA group it is hard to attend meetings during tax season.
- Performance data updates are very much welcome and appreciated.



WORKING WITH DEPARTMENT OF REVENUE (3 OF 4)

Now that tax season is over, your outreach strategies may be different. How can DOR continue to support you?

Feedback themes

Now that the tax season has ended, feedback indicates that continued support from DOR could include sharing demographic and population data to help guide outreach strategies.

Feedback Session comments

Responses are the following:

- Demographic and population share would be helpful.
- Will marketing materials be available for the 2026 tax season?
- Will there be outreach funding next year?

WORKING WITH DEPARTMENT OF REVENUE (4 OF 4)

What do you see are some of the challenges and shortcomings of the overall WFTC program?

Feedback themes

Some challenges noted in the WFTC program include confusion and misinformation within the Hispanic community. On one case, a tax preparer claimed to apply for the credit, but did not, and the applicant was charged. Additionally, when identity verification notices were sent, they reapplied rather than responding.

Feedback Session comments

Responses are the following:

- Noted in the Hispanic population the tax preparer did not apply for the WFTC and said they did but charged the applicant. When the Identity RFI was sent just reapplied instead of responding.
- Misinformation spread by other organizations.



SUPPORTING APPLICANTS (1 OF 5)

How easy was it to apply for the credit?

Feedback themes

Feedback session responses indicate that applying for the credit at VITA sites was exceptionally easy. Participants noted the process was smoother than in previous years, particularly because the form no longer requires re-entering Social Security numbers and bank account information, which significantly simplified the experience.

Feedback Session comments

Sample responses:

- Easy to apply through VITA site.
- Easier than in previous years. Form needed to retype the SSN and bank account numbers really made it easier.



SUPPORTING APPLICANTS (2 OF 5)

How did applicants or potential applicants hear about the credit?

Feedback themes

Feedback session notes show that word-of-mouth, increased awareness of the program, and outreach by coalition partners were keyways potential applicants or applicants learned about the credit this year.

Feedback Session comments

Responses are the following:

- Word of mouth.
- Coalition partners
- More awareness of the WFTC this year.



SUPPORTING APPLICANTS (3 OF 5)

What could the Department of Revenue do to encourage and reach more potential applicants?

Feedback themes

To reach more potential applicants, the Department of Revenue could provide clear messaging that explains the program is not immigration-affiliated and where the funding comes from. This could help ease concerns and build trust among communities with questions or hesitation.

Feedback Session comments

Responses are the following:

- Because of the recent situations some applicants will ask if the program is public charge or if we are immigration affiliated. It might be a good idea to explain where this money comes from to ease anxiety.



SUPPORTING APPLICANTS (4 OF 5)

Do you have any suggestions to improve the application next year?

Feedback themes

One suggestion to improve the application next year was to offer a way for applicants to check whether or not they've applied for the WFTC in the current or previous years. This could help prevent duplicate submissions and allow applicants to see where they are in the process.

Feedback Session comments

Responses are the following:

- A lot of applicants do not know if they have/have not applied for WFTC. Is there a way to check if previous/current years have been filed so as not to duplicate or to see where they are in the process?



SUPPORTING APPLICANTS (5 OF 5)

In your view, what was the biggest challenge or barrier that potential applicants had?

Feedback themes

One of the biggest challenges noted was the requirement to scan and upload the tax form. This step can be a barrier for applicants, leaving few options beyond paying for the service out-of-pocket.

Feedback Session comments

Responses are the following:

- Scanning the tax form, it poses a challenge. If the grantee is not available who will do that part short of paying for it?



GENERAL QUESTIONS (1 OF 2)

If DOR receives community grants in the future, what advice would you give future grantee organizations?

Feedback themes

No feedback was received on this question.

Feedback Session comments

No feedback was received for this question.



GENERAL QUESTIONS (2 OF 2)

Is there anything else you would like to tell us?

Feedback themes

Additional feedback emphasized the importance of meeting applicants where they are and partnering with key organizations to enhance outreach and application events. It was also noted that resource events were successful in serving clients thanks to DOR grant funding. It was also suggested that increased cross-promotion of each other's events and activities would further strengthen community engagement and program reach.

Feedback Session comments

Responses are the following:

- Meet applicants where they are. Outreach is key. Partner with other organizations and make application events also resource events.
- Could not have served as many clients without the DOR grant funds.
- It would've been great to do more cross-promotion of each other's events and activities!