Slide 1: Golden State Stimulus Update  
Presenters’ Names: Mandy Fithian – Technology Services Division and Roger Lackey – Filing Division  
March 22, 2022

Slide 2: Program Components  
A Golden State Stimulus California Earned Income Tax Credit poster is shown.  
GSS I  
- SB 88 and AB 88  
- Deliver stimulus payments in the amount of $600 and $1,100 to EITC and ITIN recipients

Slide 3: Program Components (continued)  
A photo of a man and woman holding a baby’s hand at the seashore is shown.  
GSS II  
- SB 139  
- Expand the $600 to $1,100 stimulus payments to low to middle income taxpayers, and  
- An additional $500 for GSS I recipients with a dependent

Slide 4: Program Results  
A photo of overlapping dollar bills is shown.  
GSS I  
- First payments delivered on April 16th  
- Total payments 4.6M  
  - Total value $2.8B  
- ITIN Recipients 641K

Slide 5: Program Results (continued)  
A photo of a man and woman holding a baby is shown.  
GSS II  
- First payments delivered August 27th (electronic payments only)  
- Total payments 8.3M
- Total value $6B
- ITIN recipients 400K
- Combined: the GSS I and GSS II programs delivered
  - 12.9M payments
  - Valued at $8.8B

**Slide 6: Keys to Successful Implementation**
*A photo of two people shaking hands appears.*

- Leverage FTB’s best practices
  - Our experts in technology and business processes
  - Communication and service
  - Partnerships and collaboration

**Slide 7: Technology and Business Processes**
*A photo of a man using a high speed electronic scanner appears.*

- Leveraged our modernized return processing
  - Confirm eligibility
  - Reduce risk of fraud
  - Traceability of payments
  - Scheduling of payments
  - Strong fiscal controls

**Slide 8: Technology and Business Processes (continued)**
*A photo of a man and woman with two children appears.*

- Develop and integrate new processes
  - Creativity and dedication
  - Ability to flex
  - End goal: to serve taxpayers

**Slide 9: Communication and Web**
*A photo of a woman looking down at a letter while seated with a laptop appears.*

- Outreach and Media
  - Collaborated with 70 stakeholder groups
  - 300 interviews
- Web Content + GSS Estimator Tool
  - Over 8M visits to our GSS landing page
  - Self Service Estimator used 5M times
  - Published scheduling with detailed scheduling for delivery of checks
  - Our GSS web content was translated in 13 languages by Google translate
Slide 10: Public Service
An illustration of a smiling woman wearing a headset while seated in front of a laptop appears. There are four icons around her, including a telephone, a “like” heart, a “thumbs up” and an envelope with a letter peeking out.

- Public service operations (one on one service)
  - 292K taxpayers served by telephone
  - 81K taxpayers served by chat

Slide 11: Partnership and Collaboration
Four graphic logos appear: The Great Seal of California representing the State Controller’s Office, the State Treasurer’s Office, Fi$Cal, and Franchise Tax Board appear on screen.

- State Controller’s Office (SCO) partnership
- State Treasurer’s Office (STO) and Fi$CAL
- Financial industry
- Tax software partnership

Slide 12: Our GSS Implementation Partners
A photo showing four fists touching each other with calculators and documents in the background appears.

- State Controller’s Office Team
  - SCO Audits
  - SCO Disbursements
    - Print and Mailing Operations
    - General Disbursements and Key Entry
    - IT Services (data file and EFT processing)
  - SCO Administration
- STO and Fi$CAL - Cash Management

Slide 13: Questions?

Slide 14: Public Comment