

CalEITC Outreach – All of Government Approach

Effort	Goal	Participants	Franchise Tax Board Efforts
<p>Franchise Tax Board Outreach Materials</p>	<p>Prepare materials annually to share with any party needing outreach materials.</p> <p style="text-align: center;">Established 2016</p>	<ul style="list-style-type: none"> • Numerous governmental agencies, community-based organizations, and legislative offices. 	<ul style="list-style-type: none"> • Provided annually to established partners and upon request.
<p>Statewide Interagency Taskforce - Reducing Poverty Workgroup</p> <p>Led by California Department of Community Services and Development (CSD)</p>	<p>Increase the number of federal and state anti-poverty tax credits claimed by eligible low to moderate income individuals and families.</p> <p style="text-align: center;">Established 2018</p>	<ul style="list-style-type: none"> • 22 State, Federal, Local Government Agencies • 15 Non-Profit Organizations 	<ul style="list-style-type: none"> • Participating Member. • Provide marketing materials for outreach efforts for participating entities. • Provide data points on credits claimed and VITA stats. • Ensure participant’s understanding of statutes and any new law changes to support outreach.
<p>Statewide Outreach Advisory Roundtable (SOAR)</p> <p>Led by California Department of Social Services (CDSS) under SB 86 (Chapter 15, Statutes of 2021)</p>	<p>Empower low-income families to access additional benefits and services by reducing barriers.</p> <p>Create stakeholder partnerships with state and local governments.</p> <p style="text-align: center;">Established 2022</p>	<ul style="list-style-type: none"> • 10 State, Federal, Local Government Agencies • 12 Non-Profit Organizations 	<ul style="list-style-type: none"> • Participating Member. • Share data as authorized by statute to support outreach by CDSS. • Provide marketing materials for outreach efforts for participating entities. • Ensure participant’s understanding of statutes and any new law changes to support outreach.

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<p>Statutory Requirement - Annual Outreach January and March</p> <p>California Revenue and Taxation Code Sections 19851- 19856</p>	<p>Notice all California employees and participants in California public assistance programs of the existence of the anti-poverty federal and state tax credits and VITA</p> <p style="text-align: center;">Established 2015</p>	<ul style="list-style-type: none"> • All employers with California employees. • All CA public assistance programs. 	<ul style="list-style-type: none"> • Franchise Tax Board is working with EDD, SCO, and all public assistance program administrators to ensure compliance. • Upcoming: Propose legislation to incorporate reference in outreach materials to the IRS Direct File Program.
<p>CalEITC Grants</p> <p>Funded by State of California</p>	<p>Provide grant funding for local community-based organizations to engage in outreach on the federal and state anti-poverty tax credit, free filing, and assistance with ITINs.</p> <p style="text-align: center;">Established 2016</p>	<ul style="list-style-type: none"> • Community Based Organizations participating in statewide outreach and/or local outreach 	<ul style="list-style-type: none"> • Franchise Tax Board and CSD oversee grant program. • Provide marketing materials for outreach efforts for participating entities. • Provide data points on credits claimed and VITA stats. • Ensure grantee’s understanding of statutes and any new law changes to support outreach.
<p>Inclusion of Outreach Materials in Food Boxes</p>	<p>Provide outreach materials to other benefit programs that families facing food insecurity may qualify for.</p> <p style="text-align: center;">Established 2021</p>	<ul style="list-style-type: none"> • Franchise Tax Board • California Department of Social Services - CalFresh 	<ul style="list-style-type: none"> • Franchise Tax Board and California Department of Social Services work together annually on this effort.

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<p>Benefit Recommender</p> <p>Joint project between multiple state departments</p>	<p>Once an individual has successfully filed an application to receive unemployment, disability, or family leave benefits, the application refers them to other benefits (CalEITC) they may be eligible for and encourages them to apply.</p> <p>Pilot Conducted November of 2022 Effort Implemented November of 2023</p>	<ul style="list-style-type: none"> • Office of Data & Innovation • State Public Assistance Programs Franchise Tax Board • Other state departments with benefits programs 	<ul style="list-style-type: none"> • Benefit Recommender refers Californians to Franchise Tax Board’s website and allows them to gain an understanding of the family of CalEITC state tax credits and information on free tax preparation.
<p>Franchise Tax Board Summer Outreach</p>	<p>Increase awareness and uptake of federal and state antipoverty credits and free tax preparation</p> <p>Established 2023</p>	<ul style="list-style-type: none"> • Franchise Tax Board • California Department of Social Services 	<ul style="list-style-type: none"> • Letters are sent to filers who filed but didn't claim the credits and appear eligible. • Letters are sent to those that appear eligible for the credit but have not filed a return.
<p>California Department of Social Services Outreach</p>	<p>Empower low-income families to access additional benefits and services by reducing barriers.</p> <p>Established 2022</p>	<ul style="list-style-type: none"> • California Department of Social Services • Franchise Tax Board 	<ul style="list-style-type: none"> • Per statute, Franchise Tax Board provides data for California Department of Social Services to identify program participants who have not filed a return and engages in outreach with these program participants.
<p>VITA Services</p>	<p>Work with interested parties in establishing VITA sites in communities and providing training and support as necessary.</p> <p>Established: 1977</p>	<ul style="list-style-type: none"> • Numerous community-based organizations and legislative offices. 	<ul style="list-style-type: none"> • For 2024, Franchise Tax Board staff provided support to 18 California VITA sites operated by community-based organizations with 91 volunteers. Franchise Tax Board also provided 50 training sessions to organizations across the state to support their VITA programs.

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Other All of Government Efforts Previously Discussed

Effort	Goal	Participants	Status
Data Sharing between Departments	Share program data between various state departments and Franchise Tax Board to enhance outreach and simplify filing of a tax return.	<ul style="list-style-type: none"> • Franchise Tax Board • Numerous Public Assistance Programs - State and Local levels • Non-governmental advocacy organizations 	<p>Conversations are on hold. Barriers identified that would need to be addressed in future conversations:</p> <ul style="list-style-type: none"> • Federal statute prohibitions on data sharing. • Data is not comparable to information necessary to file a return creating potential for significant errors if data was relied upon to populate a return. • Data is owned by local support entities which creates a challenge to obtain the information and also creates a potential Local Mandate wherein the State would need to reimburse for costs.
Establish Additional Free Return Preparation Sites	Establish free filing sites in local communities to remove various burdens of filing a tax return.	<ul style="list-style-type: none"> • Franchise Tax Board • Numerous Public Assistance Programs - State and Local levels • Non-governmental advocacy organizations 	<p>Conversations are on hold. Barriers identified that would need to be addressed in future conversations:</p> <ul style="list-style-type: none"> • Potential legal restrictions related to employee class and pay. • Potential violation of federal VITA program barring payment for preparing returns. • Insufficient staffing levels within local jurisdictions. • Potentially creating a Local Mandate wherein, the State would need to reimburse for costs.

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<p>Issuance of a Statewide Identifier for Claiming California tax credits</p>	<p>Allow immigrants not eligible for a social security number to obtain an identifier number that would allow them access to valuable tax credits.</p>	<ul style="list-style-type: none"> • Franchise Tax Board • Numerous Public Assistance Programs - State and Local levels • Non-governmental advocacy organizations 	<p>Conversations are on hold. Barriers identified that would need to be addressed in future conversations:</p> <ul style="list-style-type: none"> • Solution would not allow taxpayers to file a federal return to claim credits they are eligible for. • Potential legal restrictions related to employee class and pay. • Insufficient staffing levels within local jurisdictions. • Locations would need to be established to provide assistance in the local area. This potentially could create a Local Mandate wherein the State would need to reimburse for costs.
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Name of Entity	FTB Shares Outreach Materials With Various Entities	Statewide Interagency Taskforce - Reducing Poverty Workgroup	Member of SOAR	Required to perform outreach per statute	CalEITC grantee	Inclusion of Outreach Materials in Food Boxes	Benefit Recommender	Data Sharing Between Departments	Establish Additional Free Return Prep Sites	Issuance of a Statewide Identifier for claiming tax credits
California Community Action Partnership Association		x								
Covered California		x								
First 5 California		x								
The University Corporation at California State University, Northridge		x								
Los Angeles County Department of Consumer and Business Affairs (DCBA)		x								
University of California, Berkeley			x							
Fresno County Welfare Department			x							
Ventura County Welfare Department			x							
San Bernardino County Welfare Department			x							
San Francisco County Welfare Department			x							
Santa Clara County Welfare Department			x							
Alameda County Welfare Department			x							
Alpine County Welfare Department			x							
America Public Human Services Association			x							
Butte County Welfare Department			x							
California Community Foundation			x							
Calaveras County Welfare Department			x							
California Emerging Technologies Fund			x							
CODE for America			x							
Colusa Counting Welfare Department			x							
Contra Costa County Welfare Department			x							
Del Norte County Welfare Department			x							
El Dorado County Welfare Department			x							
Glenn County Welfare Department			x							
Grossmont Community College			x							
Harvard People Lab			x							
Humboldt County Welfare Department			x							
Inyo County Welfare Department			x							

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Kern County Welfare Department			x							
Kings County Welfare Department			x							
LA County Welfare Department			x							
Lake County Welfare Department			x							
Lassen County Welfare Department			x							
Lewis Advocacy			x							
Los Rios Community College District			x							
Madera County Welfare Department			x							
Marin County Welfare Department			x							
Mariposa County Welfare Department			x							
Mendocino County Welfare Department			x							
Merced County Welfare Department			x							
Mono County Welfare Department			x							
Monterey County Welfare Department			x							
Orange County Welfare Department			x							
Placer County Welfare Department			x							
Plumas County Welfare Department			x							
Public Policy Institute of California			x							
Napa County Welfare Department			x							
Nevada County Welfare Department			x							
Rescue Agency			x							
Riverside County Welfare Department			x							
Sacramento County Welfare Department			x							
San Benito County Welfare Department			x							
San Diego County Welfare Department			x							
San Joaquin County Welfare Department			x							
Santa Barbara County Welfare Department			x							
Santa Cruz County Welfare Department			x							
San Mateo County Welfare Department			x							
Secretary of State			x							
Shasta County Welfare Department			x							
Siskiyou County Welfare Department			x							

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San Luis Obispo County Welfare Department			x							
Solano County Welfare Department			x							
Sonoma County Welfare Department			x							
Stanford University			x							
Stanislaus County Welfare Department			x							
State Treasurer's Office			x							
Sutter County Welfare Office			x							
Tehema County Welfare Office			x							
The Child Abuse Prevention Center			x							
Trinity County Welfare Department			x							
Tulare County Welfare Department			x							
Tuolumne County Welfare Department			x							
Yolo County Welfare Department			x							
Yuba County Welfare Department			x							