



San Francisco Human Services Agency

San Francisco Working Families Credit & Volunteer Income Tax Assistance Program

Outcomes for Calendar Year 2013

March 2014

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Definitions

The San Francisco Working Families Credit Program (WFC):

- Offers families with children a one-time incentive (typically \$125 maximum) to file taxes and claim the federal Earned Income Tax Credit;
- Connects families to a wide range of benefits and discounts to reduce the cost of living in San Francisco;
- Authorized by SF Administrative Code Chapter 12S1.

The Volunteer Income Tax Assistance Program (VITA):

- Offers free tax help to people who make less than \$51,000 and need assistance preparing their own tax return;
- Sponsored and administered by Internal Revenue Service, United Way of the Bay Area, and local non-profits and government entities such as San Francisco Human Services Agency.



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2013 Highlights

San Francisco Working Families Credit Program (WFC)

- WFC Applicants Citywide: **1,231 families**
- WFC Applicants Approved Citywide: **835 families**
- Working Families Credit \$ Disbursed Citywide: **\$179,100**

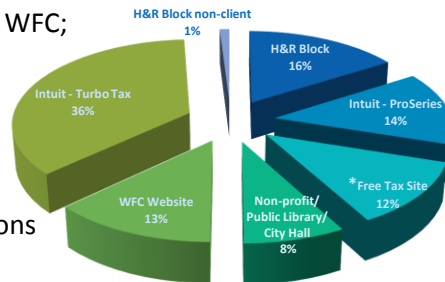
HSA Volunteer Income Tax Assistance Program

- HSA Employees who Volunteered at Tax Sites: **45 employees**
- Tax Returns Filed at HSA-funded sites: **3,862 households**
- Total Federal and State refunds captured: **\$5,510,058**
- Total Federal Earned Income Tax Credit captured: **\$1,514,844**
- Average Adjusted Gross Income of Tax Clients: **\$19,666**



2013 WFC Eligible Applicants by Point of Origin

- 1,231 families applied for the 2012 WFC;
- 68% approval rate; 835 families received Credit up to \$250;
- Families applied through a variety of entry points;
- The majority of approved applications were via Intuit tax filing products (Turbo Tax or ProSeries).



*Free Tax Sites include the HSA Volunteer Income Tax Assistance sites.





Majority of 2013 WFC Recipients used Direct Deposit

Form of Credit Payment	Credit Amount	#	%
Paper Check	\$100	197	24%
Direct Deposit to Checking	\$250	493	59%
Direct Deposit to Savings	\$250	62	7%
Paper Check/Direct Deposit Combination	\$250	83	10%
TOTAL		835	100%

- WFC was \$250 for direct deposit recipients; \$100 for paper check recipients;

- 76% of recipients opted for direct deposit;

- 30% of paper check recipients opted for direct deposit to receive a supplemental WFC worth a total of \$250;

- Due to low number of new families who applied overall, qualifying families received double the originally advertised credit amount of \$125 (direct deposit) or \$50 (check).



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Where do 2013 WFC Applicants live?

Same as in the year prior, the highest concentration of families applying live in:

- Ingleside/Excelsior (19%)
- Visitacion Valley (12%)
- Bayview/Hunters Point (11%)
- Mission (7%)
- Sunset (7%)

Neighborhood	Zip Code	#	%
Ingleside	94112	240	19%
Visitacion Valley	94134	152	12%
Bayview/Hunters Point	94124	141	11%
Mission	94110	92	7%
Sunset	94122	81	7%
North Beach	94133	74	6%
Parkside	94116	62	5%
Lake Merced	94132	47	4%
Outer Richmond	94121	42	3%
Chinatown	94108	37	3%
Polk Gulch	94109	37	3%
Other Zip Codes		226	18%
TOTAL		1231	100%



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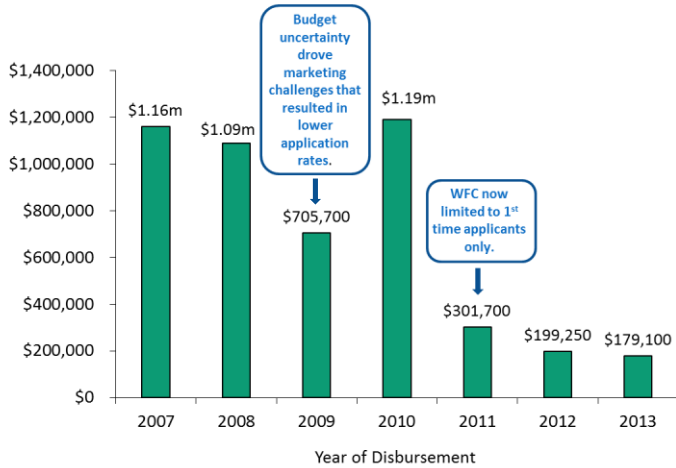
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WFC disbursement of Local Credits

Since assuming administration of WFC Program in 2007, HSA has disbursed more than \$4.64 million in local credits to qualifying families.

Total WFC Dollars Disbursed over 7 Years



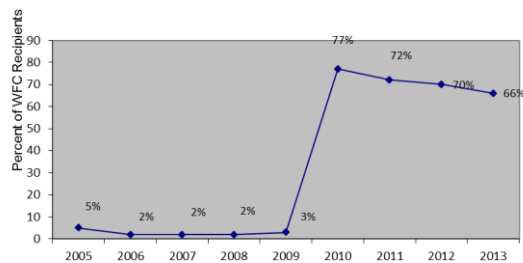
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Steering WFC Applicants Away from Paper Checks

- In 2010, the WFC Program moved from a flat \$100 payment per qualifying family to a two-tiered structure that incentivizes direct deposit over paper checks by offering a larger credit payment (\$125 vs. \$50);
- **Direct deposit participation jumped 74 percent points in 2010;**
- Utilization of direct deposit has decreased slightly over the last 4 years since implementing the direct deposit incentive.

Direct Deposit Participation has remained at steady high since introduction of Two-Tiered Credit in 2010



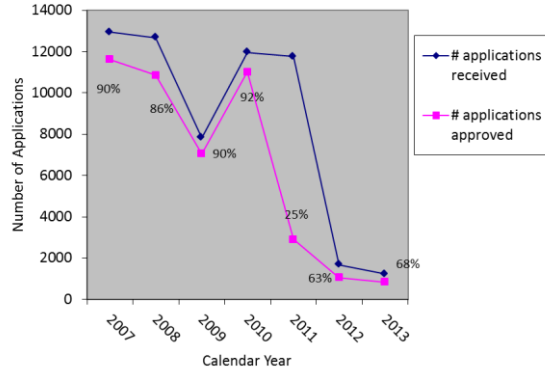
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Application Approval Rate Increased Slightly in 2013

- The application approval rate rose by 5 percentage points to 68% in 2013;
- Vast majority of denials were due to the applicant having been a past recipient of WFC;
- Relatively high denial rate (32%) is to be expected since the one-time payment policy only took effect 3 years ago;
- Additionally, the WFC Program is now 9 years old; it may be challenging for some families to remember whether they ever received the credit.

WFC Applications Received vs. Approved over 7 Years



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Nearly Half of 2013 WFC Recipients are Enrolled in Other HSA-Administered Benefits

- Based on September 2013 CalWIN data, **approximately 47%** of WFC recipients were enrolled in **at least one other public benefit**
- High match rate suggests WFC's efforts to raise awareness about other benefits may have been effective, but at least partially attributed to natural cross-over in eligible populations.

Distribution of WFC Recipients Enrolled in Other HSA-Administered Benefits

PROGRAM*	#	%
CalWORKs	35	9%
Medi-Cal	298	77%
Non-Assisted CalFresh alone	31	8%
Public Assisted Cal-Fresh alone	11	3%
Transitional CalFresh alone	12	3%
	387	100%

n=387

*CalWORKs represents individuals in combination with 1 or more other programs; Medi-Cal includes those on Medi-Cal alone (250) and Medi-Cal with NAFS (48).



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Transportation Benefits for WFC Recipients

- Since its inception in 2005, WFC Program has connected low-income San Francisco families with a wide range of other resources, benefits and discounts.
- Transportation discounts have been a key benefit for families who qualify for WFC, including:



Pre-certification for purchase of Muni discount monthly bus pass, the **Muni Lifeline Fast Pass**



Access to discounted City CarShare membership program called **CommunityShare**
(26 enrollments to date)



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Tax Filers are Screened for WFC at Our Free Tax Sites

- In 2013, approximately 12% of WFC applicants accessed the WFC Program at a free tax site, including the 4 sites funded by HSA.
- In addition to administering the WFC Program since 2006, HSA manages a Volunteer Income Tax Assistance Program that operates at 4 locations.
- In 2013, these tax sites offered free tax assistance to any household that earned less than \$51,000 in 2012.
- Since 2010, HSA has operated the VITA Program in partnership with local non-profit Mission Economic Development Agency (MEDA).



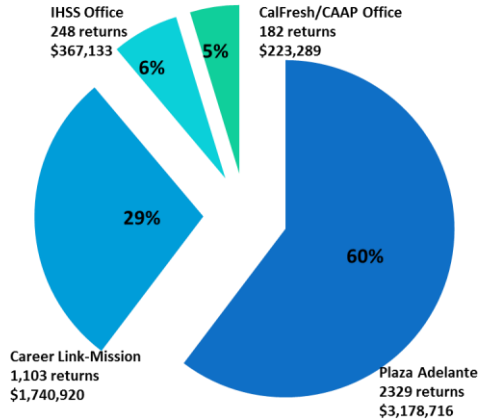
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2013 HSA Volunteer Income Tax Assistance Program (VITA)

- HSA funded four free tax preparation sites in 2013 that served 3,862+ low-income households in 2013.
- Ninety percent of all clients were served at either the **Plaza Adelante** or **Career Link-Mission** sites, both in the Mission district.

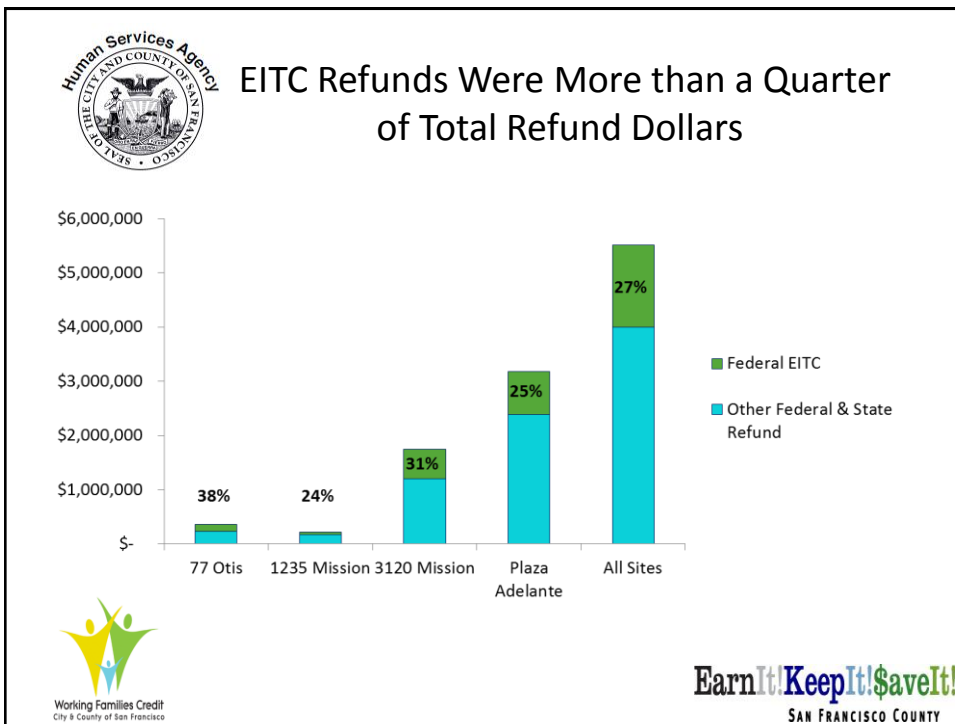
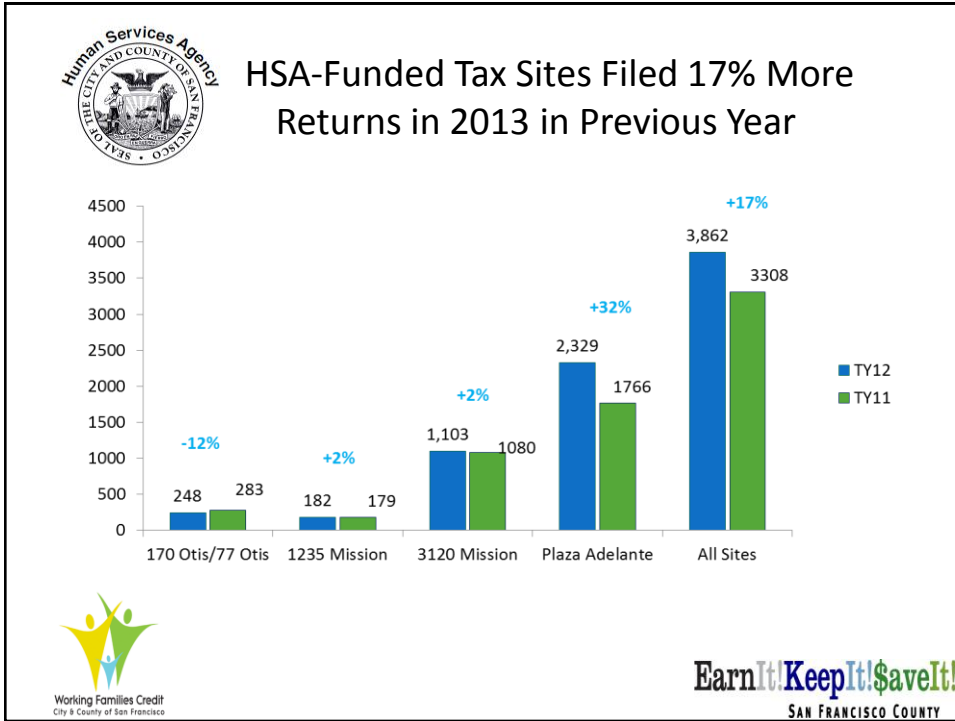


Distribution of 2013 Volunteers Across HSA Programs

- Nearly all of the 45 tax program volunteers were from among HSA staff.
- Staff from a wide variety of program areas certified as volunteer greeters (intake function) and tax preparers.

Program	#	% by Program
Medi-Cal	9	20%
CAAP	8	18%
Cal-Fresh	7	16%
Personnel	4	9%
IT	3	7%
WDD	3	7%
CalWORKs	2	4%
DAAS-APS	2	4%
Non-HSA	2	4%
FCS	1	2%
DAAS-IHSS	1	2%
Fiscal	1	2%
Homeless	1	2%
Support Services	1	2%
TOTAL	45	100%







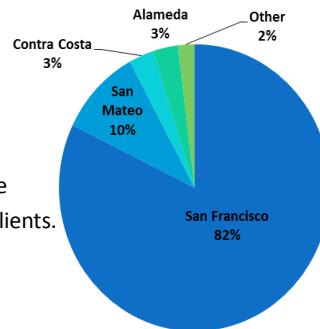
EITC Refunds Totaled More than \$1.5 million

	Total Refunds	Federal EITC	% EITC
77 Otis	\$ 365,133	\$ 138,265	38%
1235 Mission	\$ 223,289	\$ 54,164	24%
3120 Mission	\$ 1,740,920	\$ 535,072	31%
Plaza Adelante	\$ 3,178,716	\$ 787,343	25%
All Sites	\$ 5,510,058	\$ 1,514,844	27%



Majority of Our Tax Clients are SF Residents

- Our 4 HSA-Funded Free Tax Sites serve the larger Bay Area, however more than 80% of all tax clients were SF residents;
- After San Francisco, San Mateo County was the largest served county, making up 10% of our clients.

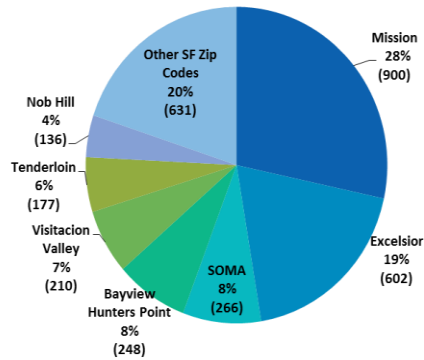




San Francisco Tax Clients by Neighborhood of Residence

The 3,170 San Francisco residents served at our tax sites were most commonly from the **Mission and Excelsior Districts**.

This can be attributed to our two largest tax sites being located nearby (Career Link-Mission and Plaza Adelante).



Additional Services & Referrals Provided to Tax Clients

Type of Service/Referral Provided	# Tax Clients Served
Benefits Application Assistance	316
ITIN Application Prepared + Submitted to IRS	203
Personal Finance Classes	129
Tax Seminar for Self-Employed Workers	61
Pre-paid Debit Card/Secured Credit Card Opened	46
Bank Account Opened	34
Business Development Classes	25
Homeownership Classes	23
Tenant Counseling/Emergency Rental Assistance	19
EARN Triple Boost Account (Matched Children's Education Savings)	18
Computer Training	13
Broadband/Internet Access	12
Foreclosure Prevention Workshop	2

- Tax season serves as an entry point to other financial and asset-building services, as well as business development, homeownership workshops, and more.
- The services shown here are offered through HSA's contracted community provider, Mission Economic Development Agency (MEDA).





Types of Benefit & Discounts Obtained by Tax Clients

- Of the 147 clients assisted and tracked by MEDA benefits specialists, the most frequently successful applications were for **CalFresh, Muni Lifeline Fast Pass, and Free Muni for Youth**.

Type of Benefit	# Applications	% of Clients
CalFresh	63	24%
Muni Lifeline	53	20%
Free Muni for Youth	47	18%
PG&E FERA/CARE	32	12%
Medi-Cal	29	11%
California Lifeline Telephone Service	21	8%
Comcast Affordable Internet Access	12	5%
CalWORKs	5	2%
TOTAL	262	100%



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Summary Points

- In the 2013 Calendar Year, the WFC Program disbursed \$179,100 in local credits to 835 qualifying families.
- More than 75% of families opted for direct deposit to receive the maximum credit amount of \$250.
- Nearly half (47%) of qualifying families were enrolled in at least one HSA-administered public benefit (e.g. CalWORKs, CalFresh, Medi-Cal) as of September 2013 when WFC credits were disbursed.
- Half of all qualifying families applied via Intuit tax filing products – Turbo Tax or ProSeries; 12% applied at free tax preparation sites including 4 HSA-funded VITA sites.
- HSA-funded VITA Program increased its total reach by 17% from the prior year, providing free tax filing assistance to approximately 3,862 low income households, capturing more than **\$5.5 million** in refunds.

Contact Information

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