

Gerald: Hello and welcome to Building an EITC Coalition Webinar. My name is (Gerald) and I will be in the background answering any WebEx technical questions. If you experience technical difficulties during or joining the WebEx session, please dial 1-866-229-3239.

Please note that as an attendee you are part of a larger audience. However due to privacy rights we have chosen not to display the number or list of attendees to everyone on the call today.

As a reminder, today's call is being recorded. We will be holding a Q&A session at the conclusion of today's presentation. However you may ask an online question at any time throughout the presentation today by simply typing your question in the Q&A panel located on the right-hand side of your screen. Just type your question into the text field and click send. Please keep the "Send To" default to all panelists.

With that we invite you to sit back, relax and enjoy today's presentation. I would like to introduce you to your Moderator for today, (Caterina). (Caterina), you now have the floor.

Caterina: Thank you (Gerald). Hello everyone and welcome to this Webinar on Building an EITC Coalition. My name is (Caterina Bummara) and I will serve as the moderator for this Webinar.

I would like to introduce Mr. James Butler, Federal Project Officer in the Office of Family Assistance within the Administration for Children and Families.

James Butler: Thank you (Caterina) and hello everyone. Welcome to this Webinar on Building an EITC Coalition. This Webinar today is as (Caterina) just mentioned is being sponsored by the Office of Family Assistance, this and the Administration for Children and Families.

And it is designed to hopefully provide targeted assistance to States, Counties, Tribes and localities operating TANF and other welfare related programs. For those families eligible for EITC, the credit can have a positive impact and support of low-wage families. So we are pleased to be conducting this Webinar, and hope that it will give some of the agencies some strategies for setting up local or Statewide EITC Coalitions.

Thanks again for participating in the Webinar and joining in a national discussion around strategies to reduce poverty. At this point I will turn it back over to (Caterina), and I will come back later with some more discussion. (Caterina)?

Caterina: Thank you James. As most of you know, the EITC has grown to be one of the most successful provisions of the U.S. Domestic Policy and one of the largest federal aid programs targeted to the working poor.

For the 2010 tax year, the EITC refunded over \$59.5 billion to almost 26.8 million workers. But not all workers are eligible for the EITC take advantage of it. As a result, many States and localities have formed coalitions to reach out to low-income and working families to promote the EITC.

This webinar today has been designed to; one, provide background on how to create EITC coalition at the local and State levels; two, discuss methods for developing community support and partnerships when building an EITC coalition; and three, encourage collaboration between TANF Agencies and EITC coalitions to better reach TANF participants and engage key stakeholders.

We have four speakers today in attendance who will share their knowledge and resources. During each of the presentations, you will have the opportunity to ask questions of speakers through the WebEx System.

Our first speaker is Mr. Carter Elliott. Mr. Elliott joined the Atlantic Community Food Bank in July 2007 of the Manager of the Atlanta Prosperity Campaign or APC. The APC is a broad-based collaborative of social service organizations, governmental agencies, businesses and financial institutions dedicated to promoting financial stability for working families in metropolitan Atlanta.

He is the co-chair of Georgians for Prosperity, an emerging Statewide EITC Coalition. So without further adieu, let me introduce to you Mr. Carter Elliott.

Carter Elliott: Okay, thank you (Caterina). Again, this is Carter Elliott and I am the Manager of the Atlanta Prosperity Campaign which is a metro-Statewide coalition, our metro coalition. But what I want to do today is to talk about building a Statewide EITC Coalition which is what we are in the process of doing.

And what we started out as (Caterina) talked about, that there are with respect to the Earned Income Tax Credit, that there are millions and millions of dollars that are being left on the table for folks that are eligible for the EITC but are not receiving it.

And so we started with the question basically, "What can be done to reach these EITC eligible households throughout the State of Georgia?" And that's where we came up with the idea of starting the State Coalition called - and we're calling it Georgians for Prosperity or (G4P).

And in getting started we have - there were about nine local coalitions in the State of Georgia that focused on EITC and pre-tax preparation. And they were all kind of working independently and autonomously of each other. So what we decided was to get the heads of those nine coalitions together and work to bring them all under one umbrella; the Georgians for Prosperity.

And so what we did is we got these coalitions together and we also brought in like-minded organizations from across the State; organizations, you know, the existing coalitions. We talked about TANF and some of those programs we brought in; (DFCS), The Department of Human Services, a lot of social service organizations, non-profits, major employers, financial institutions because one of the things that we see is a lot of the folks that are eligible for the EITC are either unbanked or under-banked, so we wanted to get the financial institutions engaged. As well as universities so that we could tap into the students and things like that.

And so what we did is we started with a single focus which was to promote access to free tax-prep. We had a lot of other things we wanted to do, but in just getting started we wanted to make it kind of as simple as possible for people to get their arms around. So we focused on the free tax-prep and asset building services with a focus on the Earned Income Tax Credit.

In 2010 we held our first Statewide meeting, we had over 200 attendees. And the Welfare Peer TA Network which is a part of the Administration for Children and Families actually covered the cost for that conference. We were able to bring in speakers from all over the country to talk about various topics about the Earned Income Tax Credit, the importance of coalitions, you know, various aspects of asset building, all various topics. It was a three-day conference, and we were very fortunate to have the Welfare Peer TA Network to cover those costs.

So we had our first conference - State Conference. And we've just gone from there. Now some of the considerations on starting a coalition, a State coalition, is do you want it to be a membership fee organization where all the members pay to be part of the coalition, or is it a volunteer organization?

Now in Georgia we're just getting started, so we are just a volunteer organization. I'm on the Executive Committee, and then folks from around the State that have their regular jobs, they're all part of this organization. But it's volunteer, and we do not have any paid staff.

I know the State of Florida does have a paid staff to manage their Statewide coalition, and we just feel like we're not quite there yet. So we just have it as a volunteer Board of Directors and volunteer executive committee and volunteer chair and volunteer co-chair, those types of things.

And one of the things that is important about developing the organizational structure is that you have representatives from around the State. Now in the State of Georgia you have Atlanta and then you have the rest of Georgia.

And even though the Atlanta Prosperity Campaign, the coalition that I manage as a full-time job, you know, we have, you know, I feel like we're the strongest of those nine coalitions. But we didn't want to feel like we were running the show, so we tried to get the heads of the other coalitions from the rural areas, from the smaller communities to get them more engaged.

So it's important that you don't have one dominant group running the show. You want to make sure that you have representatives on your committees from all various - from all parts of the State as well as various industries. I mean not just all social services organizations, but have someone from a financial institution or something like that.

But what we did for our organizational structure is we have our elected officers like president, vice-president, treasurer and secretary, we have the executive committee, we have board of directors. We have regularly scheduled meetings, we meet quarterly.

Eventually we're going to be asking for money because we have a board of directors and we are a 501(c)(3) and so we have articles and corporation by-laws and all of these official documents that eventually we're going to have to get directors and officers insurance which is D&O Insurance to protect the officers and protect the board of directors.

So that, you know, so we're going to have to start taking in money whether that is from the members paying a little bit of money or we ask for donations, we are going to have to cover the cost for the D&O Insurance. And as a result by us getting in money we are going to have to have a fiscal agent.

So these are just some things to kind of consider when you're setting up with respect to your organizational structure how you want to do that. We decided to be a 501(c)(3) because we're looking long term, we want to officially - to be an official organization, we eventually see that we are going to be raising money and applying for grants so that we can support the various programs around the State. So we went ahead and set up this process.

Now for other States, you know, they may not want to go through that whole process of becoming an official organization, and if you don't then you probably wouldn't need the D&O Insurance and you wouldn't need the fiscal agent. But that's the way we wanted to set it up because we think eventually we are going to have full-time staff running this program. But that - it just depends on the individual States as to what, you know, how you guys want to set that up.

In building a coalition, some of the critical success factors, definitely first thing you want to identify what the goal and what the mission of the coalition is. As I said earlier, for us it was basically free tax-prep and asset building opportunities. We were going to focus on getting the word out about the Earned Income Tax Credit and the Child Tax Credit and making sure that people that are eligible for these programs are actually receiving them. So that was actually our first thing that we did was identify what we wanted to accomplish.

Next you have to have a champion. And again this kind of goes back to what I was talking about earlier which is, you know, since we're a volunteer organization, it takes a lot of time, you know. Coalition building is not easy, it's difficult. And so you need to have a champion who is willing and able and has the time to lead the group and to get something done.

For us in the initial stages it was very time consuming for us to get our 501(c)(3), we had to get our Articles of Incorporation, get our By-Laws written, to identify who potential board member or board of directors are going to be, reaching out to them, you know, getting them set up. So it took - it takes a while in the initial stages, you know, to get that set up. So you need to have a champion who's willing to spend the time, invest the time in order to do that.

And obviously you want to build relationships with entities that share the vision. A lot of businesses, you know, they kind of say, "Well, what's in it for me?" Well, you know, so you need to be able to answer that question. You know, if someone says, "Why should I be a member of this coalition?" And so you just need to be able to answer that.

And a lot of times, you know, it's about putting more money in the pockets of people who want it the most. And as a result they turn around and spend it back in the community. So it's helping the community, it's helping businesses, it's helping stabilize the workforce because they now have more money in their pockets.

So it's those types of advantages to community or to the businesses or to the non-profit or to, you know, whoever you're looking at. You know, it's a win-win for everyone. You want to create a positive and transparent environment for the members and this is probably easier said-than-done.

And in the next one, trust among members is as we say, when you walk into the door of the State coalition meeting, you need to check your personal agendas at the door. Members come in and even board members - not board members, but the executive committee members come in and they have their own personal agendas and their own personal ideas, and their own personal - well those are fine. But, you know, it can't dictate what the State coalition is going to do. The group as a whole has to decide what needs to be done.

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And so we have had personality conflicts over various things, you know, everyone has their own pet project that they want to deal with or focus on. And that's very difficult when you're bringing people from around the State together and, you know, different parts of the State have different issues.

You know, here in Atlanta, a major metropolitan area, we have different issues than a very rural part of the State. And so we have to learn to work together and you have to trust each member and just be very transparent about it and make sure that people aren't working behind the scenes to, you know, do something differently in the name of, you know, "In the name of G4P I'm going to do this." You know, even though G4P is trying to do something else. So you just need to make sure that they check their personal agendas at the door.

Obviously you want to keep members engaged, you know, we've created several workgroups where members can do that like a marketing workgroup and a vital site development workgroup, and a couple of other workgroups that are a way to get them involved. Because you want to keep them busy and keep them engaged.

And then again, kind of to go along with that is just to get the members to take ownership of this things so that they feel like they are really a part of it and they are making a difference in the coalition.

Let's see, benefits of building a coalition would be obviously - budgets are tight, you know, people are scrambling for money. But what coalitions do is help you leverage resources and you can kind of share best practices and cross-promote ideas and services. So that's kind of one of the big benefits of a coalition; bringing groups together so you can leverage the resources.

And also it allows you to see the big picture if you're working with a wide group of organizations. I mean like here in Atlanta we have our own coalition and, you know, we see the big picture in

metro-Atlanta. But by doing the State and working with folks from around the State, we can see, you know, the big picture for the State of Georgia.

And so that's been very helpful for me because now I'm learning about the issues in the rural areas, and so I can now say, you know, "This is what we're doing in the city, you know, maybe in the rural areas we can do something like this," and help them, you know, with that. So, you know, it has allowed me to see kind of the big picture of the entire State which I think has made us a stronger coalition.

One thing that we're really trying to get involved with now is advocacy, is that we can be a single voice on the EITC and other issues like food stamps and things like that. There's the National Farm Bill that's going on. And I've worked for the Atlanta Community Food Bank and we focus a lot on food stamps. And part of the farm bill -- the National Farm Bill -- is reduction in the food stamp funding. And so we're really advocating for that.

And so that's what coalitions help allow you to do is to be a single voice for advocacy and really speak for a lot of folks that may not feel that they have voice.

Another benefit is you can increase resources in the community like what we're looking. Once we get the State Coalition gets on its legs, on its feet and we're collecting money and we're ready to go and, you know, we'll apply for a State by-grant or, you know, something like that, or get some money to bring into the State to help really reach out to the rural areas.

And also what we see is that - at least here in Georgia, I'm not so sure about other States but a lot of non-profits, a lot of organizations they work in solos and they historically don't work together.

And so what we're doing is it's an opportunity for organizations to come together and work together and get to know each other, you know, everyone. Because we all have the same objective, we want to help, you know, low to moderate income families build financial wealth, become financially stable. We all have that but we've all been doing it in different ways and using, you know, different techniques.

And building a State Coalition, you know, brings those groups together to start working together to achieve those goals. So those are kind of the benefits.

The - oh, and this it for me. That's my information, and if anybody has any questions I will be more than happy at the end to address those. So thank you very much. (Caterina)?

Caterina: Thank you Carter. That was a fantastic look at Georgians for Prosperity.

Again for all participants, while we will have a Q&A at the end, I would like to again encourage all of you to ask any questions you might have by typing them into the WebEx platform in the Q&A panel, and we can address your questions through speakers or through the chat session as we move forward and make sure you're engaged through that process.

I would like to introduce our next speaker, Ms. Maggie Doedtman. Maggie Doedtman has been the Program Coordinator and Training Director for the KC CASH Coalition since 2009. Maggie, a self-confessed tax geek is an Enrolled Agent which means she has a Federal license to represent tax payers before the IRS.

Maggie has 21 years at H&R Block, both in the field of preparing tax returns and at the corporate headquarters designing training materials and improving the software use in the tax offices. She also has taught tax classes to individuals at all levels of expertise, and has written or been quoted on many articles about tax issues.

Maggie is currently the Program Coordinator of the KC CASH Coalition in Kansas City, Missouri. I will now turn it over to you Maggie.

Maggie: Thanks (Caterina). And this is really near-and-dear to my heart, although actually what I could do is to say, “Carter, thanks, you’ve done my presentation and we can all go home right now.”

The EITC is such a powerful tool in helping families move out of the poverty ranks. And as I see it the general purpose of a coalition is first to ensure that eligible taxpayers are aware of the credit, and then to ensure that the taxpayers have access to quality free tax preparations so they can take advantage of the credit.

So the bi-State KC CASH Coalition, and CASH stands for creating assets, savings and hope, was actually formed from two existing EITC coalitions. Now I don’t know how familiar you all are with the weird geo-political structure that is Kansas City, but there are actually two of us. There’s one on the Kansas side and one on Missouri. So the Kansas City, Kansas side is the smaller of the two but it’s also the poorer, so it kind of made sense that the original EITC coalition was actually on that side of the State line.

But in 2003, we realized on the Missouri side that there was a need here as well. After all based on 2000 census information, we noted that some 24% of school-aged children in the (KC in Missouri) School District lived in poverty, and over 66% of the population was eligible for the EITC, only half of those eligible, or in other words 28% of the total population was claiming the credit.

So in 2003, interested parties on the Missouri side of the State line, got into the act. We had representatives from banks, utility companies, city government, community colleges, universities, United Service Community Action Agency, The Salvation Army, The Federal Reserve Bank, FDIC

and lots of other businesses and non-profits who met with representatives from the KCK Coalition. By the way KCK is Kansas City, Kansas.

I respect the Center for Economic Progress. That is the EITC Coalition in Chicago. The attendees agreed to form a Missouri side coalition which was called the Missouri - or excuse me, the Kansas City Missouri Earned Income Tax credit Coalition - boy, some of those get really long.

It's objective was to improve the financial stability of Kansas City's hard working families. It didn't take long though for members of both local coalitions to realize that the State line shouldn't mark a boundary for the valuable work that we were doing.

So with common objectives and actually many common members, we realized that we could work more effectively as one organization. So, the two groups merged into one coalition and KC Cash was born. By the way I said cash stands for creating assets, savings and hope. We actually stole that. I'm calling it borrowing from another coalition, because it just so perfectly captures what we're trying to do.

At first our coalition was a loose organization, not incorporated, so it just comprised lots of committed members. By 2007 though we realized it was time to become a 501(c)(3) charity. So we found a fiscal agent, submitted all the required documentation that (Carter) mentioned and have our rules, by-laws etcetera. And we incorporated of the KC Cash Coalition Inc.

We were given provisional certification in 2007 and it became permanent in 2011. We've grown a lot since the beginning. In 2003, our two coalitions operated four VITA sites and prepared a combined 974 tax returns. Until 2008 all training and tax preparation was conducted by volunteers. That year though, we received one of the first VITA grants and we were able to contract with professional tax trainer and then higher a full time coordinator -- me.

In 2009 when I was hired we had 12 sites and we prepared about 4400 returns that year. This past year, we operated 18 sites - actually those were VITA sites. We had three assisted self-preparation sites and 20 roving sites. And we prepared over 7000 Federal returns.

We're just thrilled that we continue to grow. We provide the tax arm in a combined fast with tax program. We've been involved in a pilot to assist more self-employed taxpayers through VITA. We see so many self-employed individuals who, you know, are very much able to qualify for the EITC.

And we also work with a lot of disability providers here in the metro area to ensure that eligible taxpayers with special needs can easily access our services. And either on our own through flyers and standup trainings or through our partner organizations, we provide outreach on the value of the EITC and the child tax credit, to all local school districts, to women's shelters and to other non-profits.

So what do you need to start a successful coalition? Well here are some lessons you can take from us. To start with you need to see the benefits of working as a coalition to improve the financial wise of the eligible taxpayers and families you'll be serving.

Next, you're going to need at least a little money or lot's and lot's of groups that will furnish donations of computers, printers, internet, paper, toner, pens etcetera, etcetera, etcetera. All the supplies that you'll need to provide the VITA arm of your EITC outreach.

You need an extremely dedicated steering committee. This is what (Carter) was talking about. His exec board and all that. He actually talked about a champion. I think it's more than a single champion when you're getting started.

A successful EITC coalition obviously doesn't just happen. Someone's going to need to recruit volunteers including trainers, coordinators and the community speakers who can engage audiences of your target clients.

Someone will need the market and provide outreach materials. And someone will need to work with prospective VITA sites to make sure they're accessible and conveniently located. So, this obviously takes lots of time.

We were really lucky in that we had so many people who had passions for various aspects of the work and so, everything just coalesced really, really well.

You're definitely going to want to enlist the support of IRS-SPEC. And for those of you who don't know (Becki's) going to talk a lot about this I think, but SPEC stands for Stakeholder Partnerships Education and Communication. And they actually sponsor the VITA program.

What they provide us is software. They provide tax training and terrific overall support. In fact, as you're starting out go to www.irs.gov and search on three words -- partner, serve, community. The first article in the first results will explain the program and to find targeted client groups.

Our baseline target is taxpayers with incomes of \$50,000 or less, which encompasses anyone who is eligible for the earned income credit. There are also other targeted groups though. Folks who - with limited English proficiency, the elderly, folks with disabilities. So all of those groups are kind of talked about.

And that's only one of the many online tools available on irs.gov to help you and your coalition. In recounting KC Cash's history I mentioned the center for economic progress. They were really a good mentoring organization for us.

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They are a long time EITC coalition and they mentored lots of organizations and in fact they were the founding partner of the National Community Tax Coalition or NCTC as it says on the Slide. By the way NCTC also has wonderful resources on the Web sites which is tax-coalition.org and I can put those URLs in the chat function here in a little bit.

It's really helpful to have someone you can work with as you're starting out when you have those, just off the wall questions and concerns that you just aren't sure anybody else has had to deal with. You find out quickly that of course they did.

So, if we're talking about building we can't just stop with the very beginning. What's next? Well, as our example, KC Cash's example, you don't need to incorporate right away, but you should definitely consider this as a future step.

One very important reason if funding, because donors are often much more willing to contribute to our recognized 501(c)(3) charity. And the VITA grant that (Carter) mentioned and I'm also mentioning is available through the IRS. You do have to be a recognized non-profit, which includes Universities and churches. You don't have to have the 501(c)(3) designation, but if you are not one of those organizations you would need to have the 501(c)(3).

So, what we did, we were fortunate in that our fiscal agent is actually a member of the coalition and he - actually it's a law firm here in town and they donated all of the services for getting us incorporated.

So, find somebody like that, get the services donated and once you do that, make sure that someone is there to understand your corporate and 501(c)(3) responsibilities. There are quite a few things you need to do to keep both sides of that up.

You wanted to find your mission statement and then you have to live by it. I find personally that it's all too easy to get caught up in wanting to, you know, go with the latest fad and yes there are fads in this work. But if you devote your resources to that fad you may find later that you've gotten far away from your original purpose and you don't have the resources required to get back to that original purpose.

So, we post our mission statement on our Web site, we included in our board and volunteer packets our baseline mission statement. It goes on forever but is to support low and moderate income working families and building an economic foundation and increasing financial stability. And while everyone in the coalition will need to and will actually want to, because when you're getting started and getting this going, everybody is go gung-ho and wants to, you know, provide some kind of outreach to the organizations to other possible constituents.

But you want to make sure you've got some great marketers that are involved in the group to do the overall kind of thing. We're really fortunate. We have a marketing fund raising committee that includes the Chief, Marketing Officers of a bank and of our local investment commission.

And we also use, a lot the services of our regionals FDIC community affairs officer. We actually work with and - we work with two other organizations that work with the same clientele, the BankOn Initiative here in Kansas City and also Money Smart. We started with Money Smart day and then Money Smart week and went to Money Smart month.

And we find that we cross market all of those and we get all kinds of really wonderful results. And then do you want to partner likeminded individuals and groups. (Carter) mentioned that as well. They have connections both to potential volunteers and to perspective clients.

So, you want to reach out to the Salvation Army to your Goodwill, to independent living coalitions and to all the other groups that work with low to moderate-income clients. Over the years, we've

developed a fantastic partnership with our local work force development group. And our local United Way's, there are two of them.

And they weren't heavily involved when we began, but now they're major partners. In fact they feature us, KC Cash as a big component of their income initiative. And then at some point, even the most dedicated volunteers will move away, they'll retire or they'll just get worn out. So, develop a revenue stream, a good solid one and then consider hiring staff to take over the everyday duties of your coalition.

You don't have to have a big staff. I'm still the only paid employee of our coalition. Although we do give stipends to our site coordinators, but just having me I guess as the focal point of, you know, where we're going and what we're doing. It makes things a lot easier on everybody else.

So, with that I would just say good luck. And I can honestly say that this is the most satisfying work I've ever done. I can't believe I didn't put at least my own Web site on here, but I didn't. We are at www.kccash.org.

Thank you very much.

Caterina: Thanks (Maggie) for that look at KC Cash Coalition's development. There was some interest that came in online actually on your status as an enrolled agent. Can you expand on what that is and is it related to the IRS Acceptance Agent Program?

Maggie: Okay, the IRS Acceptance Agent is a little bit different. An enrolled agent, it's not a heavily recognized credential by the general public, but we are considered on a level with CPA's and tax attorneys in that we can go beyond just the tax return and we can take our clients to represent them at exams if they need to do that.

Mostly what it means, it - as we said I am a tax geek and it mostly just kind of recognizes that.

The certifying Acceptance Agent Program is one where you can apply and you can actually -- the rules are getting really tight right now, but you can actually be the person who certifies the documentation that someone who needs an individual taxpayer ID number or ITIN is required to submit.

So, you look at the Passports and the birth certificates and what all and you're actually certifying on your own. But you have looked at those and they are valid. So, it's two different things but they're both very helpful, I guess.

Caterina: Thanks (Maggie) for that clarification and I do appreciate your tax geek status there. Our next speaker that we have on the line is (Ms. Beckie Harrell). (Ms. Harrell) is a Senior Tax Analyst for the Stakeholder Partnerships Education and Communication or SPEC office of the Internal Revenue Service.

SPEC is responsible for building and maintaining partnerships with key stakeholder groups. This unit is also responsible for developing educational materials and developing products for use in marketing and working with local and national media to ensure that customers are aware of tax law changes and IRS services including those related to the EITC.

I will now turn this over to (Beckie).

Beckie Harrell: Thanks too much (Caterina). Hi everyone. I want to thank the office of Family Assistance for hosting this Webinar and give a special thanks to all of you who have registered and are taking the time to join us here today.

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(Maggie) and (Carter) gave great perspectives on coalition building and they have both played an enormous critical role as pioneers throughout the last ten years and on, to get these coalitions created throughout the country. So, I want to thank both of them for their hard work in this.

I have a lot of Slides today, but most of them are available just as a resource for you for the future. So, we won't be overwhelmed. I am going to be speaking from the national perspective. I work with the IRS, the national office here in Atlanta, Georgia.

The division that I work in is called the Wage and Investment Division and it services 123 million individual taxpayers. Those are the ones that file the 1040 tax returns. Within the Wage and Investment Division there's five large campuses or tax return processing centers.

We also have 25 toll free call sites and then we have over 400 taxpayer assistance sites where taxpayers can walk in and also get assistance, make payments and access a lot of other services.

Within Wage and Investment we have our organization which is called SPEC. That's where I work and we provide tax education, outreach, we manage the free tax preparation programs, the VITA as well as the tax care for the elderly and we work with asset building and financial education.

We partner with a lot of organizations that work together in coalitions to provide all these services to our mutual customers. Our customers that we focus on our low income, elderly, disabled, Native Americans and also hard to reach rural populations.

This is a chart of our business model, which integrates our services, the education component, the free tax preparation service and asset building. Client-based organizations and volunteers help us to reach our clients and then provide the components of this model.

During the past year SPEC partnered with 75 national partners, over 396 coalitions and 3952 local partner organizations. I mentioned that I work in the national office. The group that I work in is called National Partnerships and as you can guess, we partner with organizations on a national level.

SPEC is divided into four areas with more than 40 territory offices throughout the country. So, as an example we can partner nationally with United Way and then many, many of our local offices work with the local United Ways.

One of the national partners that I've been working with is administration for children and families. We've worked together for many years. Originally it began as working independently with office of community service, office of head start, office of family assistance, office of child support enforcement and child care.

But in January of 2011, executives from both of our organizations made a commitment to continue to expand and then also to strengthen this partnership. A Memorandum of Understanding was signed to formalize the commitment to provide services to our organizations and our mutual clients.

Together, we conducted many initiatives, both nationally and locally, which have delivered tax outreach, free tax preparation, asset building opportunities to our mutual clients.

Last year Congress allocated \$12 million for our VITA grant program and of the 213 total grantees that were awarded funding in 2011, 42 were community action agencies. So, we appreciate their involvement and their hard work and glad they had the opportunity to secure a VITA grant.

I work with the ACS, the administration for children and families tax outreach work group and I'm going to tell you a little more about that later on.

(Maggie) and (Carter) spoke about the coalitions. And the coalitions are organizations with the same interests and who more than likely are working with the same clients. And by joining these resources and activities within the communities, the potential exists just to have a greater impact and on a larger number of clients.

So, I mentioned that we have almost 400 coalitions participating and what are they doing? They reach out to focus - to the focus population segments and they want to ensure that all the tax credits that the tax payers are eligible for are claimed and that clients are taking advantage of the free tax preparation services. And many of these coalitions are conducting financial education classes and working with the clients to save a portion of their refunds.

It's real important as they mentioned that coalitions have the right mix of partners to be successful and I've just included a list here of some of the types of partners that we see across the United States that are members of the coalitions.

You may already have been working with a coalition in your community. I said earlier, SPEC is involved with almost 400 of them across the United States. And we have a database where our tax specialist who works with the coalitions enters the information about the coalition.

For instance, the partners names, their activities and the results of the activities. And then we share this database information with the center for budget and policy priorities where it's posted on their national EITC partnership Web site.

So, I want to encourage you, you can use this as a resource where you can find out what's happening in your community and what the organizations are that are involved and what activities they're involved with. You can also get additional information about the territory managers.

So, I think everyone is kind of familiar with the earned income tax credit. It's been around for a while and it is a Federal tax credit for workers who don't have high income. But they must meet certain eligibility requirements. Taxpayers who qualify and claim the credit could pay less for Federal tax, pay no tax or they can even get a refund.

To qualify for EITC you must have earned income from employment, self employment or another source and meet certain rules. You must have - you must either meet additional rules for workers without a qualifying child or have a child that meets all the qualifying child rules for you. And you must file a tax return.

Each year the IRS has begun to proclaim a - one day in January at the beginning of the filing season as an EITC awareness day and we encourage our partners to participate. And it's an event organized to educate the public about the earned income tax credits and also the requirements in order to claim the credits.

The goal is to raise awareness of EITC, to make sure that everyone at tax season is aware of it and that qualified workers actually claim and can receive that credit that they may be eligible for.

The impact of the earned income tax credit is tremendous. It is one of the largest anti-poverty programs. And last year over 26 million received almost \$60 billion in earned income tax credit. Four out of five people are eligible for the credit and claim it. Wait, four of five people that are eligible for the credit claim it. One in five then do not.

It's estimated that earned income tax credit lifts 6.6 million out of poverty, half of them children. This is the earned income tax credit chart for 2013 for next filing season. Generally income and family size do determine the taxpayers eligibility and the amount the taxpayer receives.

But if you'll notice the maximum amount for the credit for next year, which we'll be filing tax returns for 2012 is \$5891. Earned income tax credit refunds are money that taxpayers can use to make their lives a little easier now, or money they can put away for a rainy day.

Studies have shown that the EITC is used mainly for everyday living expenses, like auto repairs, utilities and so on. But we still need to continue outreach. Research indicates that between 20 and 25 percent of the eligible workers do not claim the credit that they're entitled to.

So outreach efforts are needed to ensure that these eligible workers know how to claim their credit and any other tax credits that they may be entitled to.

The eligible population is ever changing. It fluctuates and especially in this economy these days. So we have a lot of work ahead of us, and we're asking for help from anyone who does have contact and work with our population segments.

These may be some of the clients that are missing out on the EITC. They may be your client. They may be TANF's clients. There's also workers with disabilities who fear tax refunds that may endanger their Medicaid eligibility. There's self-employed workers who don't file returns because of self-employment taxes. Immigrant workers who have difficulty reading tax forms instructions in English. So some of these, you might want to be aware of. They are probably your clients.

I mentioned earlier one criteria to get the credits, the tax return must be filed. Preparing tax returns are daunting, and it's very complex with EITC. So a lot of our mutual clients have to go to a paid preparer, 70% do go to a paid preparer. We want to encourage them to take advantage of the free tax prep services. So just imagine if each year clients were able to save a \$120 and go to a free tax prep site.

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There are between 16 million and 19 million taxpayers that meet the free tax preparation criteria. Our 2012 statistics show that only 3.2 million of those taxpayers actually receive the free tax preparation services. So we have a big gap and needs some more outreach on that as well.

We have several ways to access free tax preparation. We talked the VITA Program, and it's been around for a long time. They are located nationwide, and they are operated by terrific volunteers who prepare basic returns. And we also have 400 taxpayer assistance centers where taxpayers can walk in to the office and get assistance with the preparation of their returns as well.

Free File is an Internet-accessible program. It's located on IRS.gov, and taxpayers can go there and prepare their own return and e-file them for free if they qualify. There are qualification limitations.

I want to share a few statistics from last year with a free tax preparation program. There were 13,143 sites. And there were 98,978 volunteers working at those sites who prepare 3.2 million Federal tax returns. That's just awesome. And I know a lot of you are volunteers out there and we appreciate it, and I know our mutual clients do as well. So thank you so much and we're looking forward to working with 2013, next year.

I've mentioned that I am working with the Administration for Children and Families Tax Outreach Group, and we are planning and looking at opportunities for next filing season. And we will be keeping the lines of communication open between our two organizations and expect we'll always continue to provide articles and outreach information, tax filing information and the location of VITA site.

I wanted to talk a little about some alternative free tax preparation models that we have implemented. The traditional method for free tax prep is where the taxpayer and preparer sit

together face-to-face while the return is being prepared. But that's difficult in a lot of situations for people especially in rural areas, nursing homes. So SPEC is a (PRO-2) alternative model.

One of them is the Facilitated Self-Assistance model. It allows the taxpayers to input their own tax return using interview-based software with the assistance of a certified volunteer near them. This approach works best with students, young professionals and other technical savvy persons. This model, FSA, allows one volunteer to assist multiple taxpayers at the same time. So it's a win-win approach because taxpayers learn how to prepare their own return. Then the volunteer sites are able to serve even more taxpayers with these extra resources. This concept also empowers taxpayers by teaching them about their tax return and giving them the tools they need to file their returns successfully.

The other model is the Virtual VITA Model and it utilizes technology to connect the volunteer and the taxpayer. So the taxpayer is not in the same room as the volunteer who actually is preparing the return. Not only is this model suitable for persons who live in remote areas, but they can be used in urban locations as well.

This increases the ability of IRS to extend services to underserved populations and locations where partners do not have the necessary resources to prepare returns under the traditional model. It also allows partners (to get) their resources between sites to allow for a more efficient processing of tax returns.

Last year, we did post all of the VITA sites and the TCE sites on IRS.gov for the first time, and I just want to make sure you're aware of that. And now, it's easy to help your clients to know where the nearest VITA sites are located.

So if you are interested in hosting the VITA site, you can send an email to partner@IRS.gov and put your information and your location, your name, address, et cetera, and we will get that

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connected to you, and you will have a phone call and a meeting with our local SPEC territory person. They will contact you and you can coordinate a meeting in time. If you're a volunteer, you can send - if you want to volunteer, you can send an email directly to taxvolunteer@IRS.gov and your information will be forwarded appropriately to the right area where you live.

As part of the Administration for Children and Families Assets Initiative, we want to continue to encourage tax time savings next year, and direct deposit is the fastest and the safest way to get a tax refund. An e-file return means a faster tax refund as well.

The savings bonds - taxpayers can purchase U.S. Series I Savings Bonds for themselves and up to two others right at the time of their tax return preparation. Split deposits - now, taxpayers can split their refund between getting deposits in the checking account or savings account. And we also want to continue to encourage and link clients to commit to Assets for Independence or IDA.

We know that identity theft is a frustrating process for victims. We take this issue very seriously. We continue to expand our robust screening process in order to stop fraudulent returns and protect innocent taxpayers. The IRS has taken numerous steps to combat identity theft and protect taxpayers, and we've created a talking-points document for our volunteers and more information is found in our Web site. So I encourage you if you need that, please go to our Web site. We have a lot of information there to help.

We have two new educational programs that we hope will be used in the future. The first one is understanding taxes. It's a free IRS online product designed in partnership with teachers to be used by teachers in the classroom, and it's as easy as ABC. It's the key message, A, it's accessible on the web; B, it brings learning to life; and C, it's comprehensive. And they get right with your taxes as a basic educational program but it was originally designed to be used for prisoners and the reentry program, and those prisoners who are soon to be released and

returning back to the community. And we will continue to get new information on the tax credits and on any new tax changes there are for the upcoming year.

So our partnership's focus for next year, we're hoping to have more of our SPEC staff engage locally with ACS staff especially the TANF offices and grantee to continue to promote earn income tax credit and asset building strategies with the (AFI Program) and (IDA). We want increase these efforts to incorporate rural clients, Native Americans and persons with disabilities, et cetera. So we envision that all of our efforts are going to be combined with yours.

Getting information to people is hard. We need your help. People don't particularly want to hear from the IRS. I know it's probably a surprise, but we hope that you can educate your staff and partners and get their buy-in, and actually integrate some of these benefits and programs into your existing work.

We have a lot of resources available so you do not have to reinvent the wheel. And these are some - the slide here is a list of some of the ways that you can consider participating and help if you are not currently.

We have a lot of products and publications and they're all free. We have an outreach corner on IRS.gov. That is a webpage that is - can be used as a marketing tool for our partners, specifically for partners, and it houses current tax information, creative articles and resources on all tax matters. We have public service announcements, and here you can sign out for a ListServ and receive the latest news from SPEC.

We also have a link from IRS.gov to our EITC Central Web site. And it's - in one central place, you can find all the resources available for EITC outreach and marketing. There are ready-made and custom marketing tools available here. Social marketing avenues and widgets are available, and they're also at this site and they can be downloaded.

This is a sample of one of our EITC products and they are free. And this is an example of the EITC Central that houses all of the EITC information. If you notice, there's EITC statistics on the left-hand corner and this is a sample you can gather your statistics for your State from here and the national statistics are also available.

If you're interested in ordering products, this is the places where you can go to get them and there's multiple ways you can order. So you can order directly online, call or send an email. So please feel free to take advantage of our free products.

If you're interested in becoming a partner or working in any way with the IRS and you're not, we have a web page that you can access for more information. And I think (Maggie) referred to it earlier. And we hope that you will send an email to partner@IRS.gov, and we will definitely link you up with the back office that's in your location in your area.

This last page here is a multiple resources and if you need more help, there's lots of help out there. The coalition listing is out here from the Center for Budget and Policy Priorities. There's some research opportunities in some other partners that we work with. First Nations Oweesta Corporation and the National Community Tax Coalition are also national partners that we work with. So lots of information here for you.

But I'm going to close now and I just want to say that we are looking forward to 2013 and especially working with ACS and the tax work group. And we will definitely be keeping you in touch with any clients and strategies that we make in the future and hope that you will consider joining if you haven't and have - please see what coalition possibilities are available in your location.

So if you have questions, you can please call me and I will be happy to help you or get you to the right person in your community that can help you, but also partner@IRS.gov and you'll get right to the information that you need. So I want to thank you all for joining us, and we'll look forward to working together in 2013. Thank you.

Caterina: Thanks, (Beckie). There really is a wealth of resources available on IRS.gov for EITC outreach marketing at a variety of levels as well as information on current VITA grantees and assistance for filers. So I think that this is invaluable information for our participants.

One question that came in online, is out of the Facilitated Self Assistance Model or FSA and FAST the same program or model?

Beckie Harrell: Basically, they are yes.

Caterina: Perfect. That answers that. And so, thanks again, (Beckie). We really appreciate it.

Caterina: Thank you. Our next speaker today is Dr. Yvette Lamb. Dr. Lamb is a technical adviser to the Self Sufficiency Research Clearinghouse, SSRC, a virtual portal of research on low income and TANF families in an online hub for professional networking among researchers, policymakers and practitioners who serve this population.

She is here today to provide an overview of this Web site and to share some of the EITC specific resources that are available on the clearinghouse. I will now turn this over to Dr. Lamb.

Dr. Yvette Lamb: Thank you, (Caterina):. I am not a tech expert, so but I am going to help you find additional resources that might help you as you build your EITC coalitions. You've heard a great deal of information today, and I'm hoping that as we talk about the Self Sufficiency Research

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Clearinghouse, you'll also be - have another resource for finding materials and ways in which you can use those materials as you build your coalition.

We generally refer to the Self Sufficiency Research Clearinghouse as the SSRC. And I'm going to give you briefly some background information on the SSRC and then take you on a quick tour. The tour will be a couple of minutes long but really is intended to just introduce you to that particular Clearinghouse and how you might be able to use it.

Okay, so, first, what is the SSRC? Well, it's - the SSRC is sponsored by the Office of Planning, Research and Evaluation, OPRE, and it was officially launched at the Welfare Research and Evaluation Conference this past May although it's been underdeveloped much for over two years.

OPRE hopes that the SSRC will be a virtual collection, a one-stop portal of high quality research and resources that are primarily and only focused on the field of self sufficiency. And as (Caterina) explained, it targets three major groups, researchers, practitioners and policymakers who are involved in working with Self Sufficiency surrounding both families and individuals.

We've organized the SSRC around 12 topical areas. These topical areas were identified by a technical working group convened by OPRE over the design phase of this process, and the topical areas are intended to kind of focus and define Self Sufficiency for the field.

And as you can see asset building, tax policies and subsidies are one of the topical areas that we look at and the area that we will kind of explore today. But we also have information on things like education and training, we have a topic on general research on income and poverty, and then we have TANF policies, services and benefits.

During this first year, that we've been in implementing the SSRC, we've focused on identifying materials that are found in (few of these) journal articles and that come from stakeholder

resources. But over the course of the five-year development of the SSRC, we will be including things like Federally funded research center and clearinghouses information from those places, information from other databases and stakeholder resources, generally things that you cannot find an access easily from your desktop at work or out in the field. We'll be reaching out to State and local and tribal agencies to get their research and their resources, and then we will also be looking unpublished resources later on as we do our own call for papers.

The SSRC has some significant or guiding principles that were developed by OPRE and the technical working group. First, the collection of virtual SPEC, they were - we identified them through a research framework, and we are including as I said earlier high quality documents. They are multidisciplinary but they're focused only on the concept of self-sufficiency. And so while we may have - while a child care, for example, may cover multiple kinds of aspects of delivery of child care, we focus only on the aspects that are concerned with self-sufficiency.

The SSRC is intended to be easy-to-use, and I hope you guys would give us some feedback down the road as to whether this is true or not. It's intended to be flexible so that as we find the resource, we can classify it in multiple ways, you know, point out the ways that we've classified it so far.

It's also intended to be a source of robust interaction through the various processes of tweeting and blogging and webinars that will come out of it so that we're bringing together researchers, practitioners and policymakers to discuss key issues around the field with self-sufficiency. And finally the guiding principle is that anyone can submit a resource. Resource can come from you who are participating on the phone if there's something that you see that is missing, and I will point out as we go through the place where you can in fact submit that resource and connect with the SSRC to increase our library collection.

Okay, now, I am going to kind of connect to the SSRC. Here's the SSRC. This is the homepage of the SSRC and as you can see we have a rotating storyboard here that talks a little bit about our sponsors. It would give us information on the upcoming events and other kinds of things.

The SSRC is fairly easy to navigate by these various tools that I'm pointing to at the top. To browse topics - so the Browse Topics key tells you all the different pieces, the different topical areas that we have. Stay Connected which is a link that I'm not going to talk about a lot today but will help you as you begin to kind of want to connect with your peers or with the Welfare Peer TA Network or other links that you may want to do and most of all, including subscribing to the SSRC when as you begin to want to look at this at a later day.

Another section that I'm not going to go into great detail about today is the Youth Data section. We have probably about 30 data, secondary data sets that you can use that would help in the work that you may be doing. But I just want - I will not go into that today, but it's certainly something that you want to go explore.

I'm going to talk a little bit about the Search Library section today. And then the last section here, My SSRC is something that in the future you'll be able to customize this Web site so that you can get notification of particular kinds of resources that you're looking for. You could connect with your own group of colleagues around a particular topic.

On this homepage, you'll also notice that we have some other kinds of information that might be of help to you. We have an Emerging Scholar. We are featuring new researchers, some of whom will focus their research on asset building. And we - you have an opportunity to ask them a question so that's another interactive piece. We feature upcoming events and then what's new. We tried to keep current information, the most current information, here so that you get a chance to connect with it as we go - as you kind of come through the topic.

There are two ways of searching the SSRC. One is through the Browse Topic piece. And if we use Browse Topics and select on Asset Building, you'll see it takes us to what we call a landing page that talks about - gives you some background information on asset building, tax policies and subsidies and provides you an opportunity to look at the four key areas of interest that we feature, Federal laws and regulations. So if you're looking for Federal laws and regulations on asset building, you'll find it here.

We look at key issues around the topic. We look at programs and approaches and target population. It also provides here an opportunity to hear what's going on in the field of asset building. And as you can see, we're featuring here the National Community Tax Coalition Meeting that is a national conference that was held in June, and it can provide you with various highlights from that - that leading - that we summarize and put here.

We also provide a featured research. The latest research that we can find about the pieces of information related to asset building that you may want to look at. And just again, on this landing page allows you to quickly find the information and then it also provides you an opportunity to talk about it. So this is the interactive piece of the SSRC. And if you look at that, you'd be able to talk to others about this, about asset building and other pieces.

I want to just quickly talk about (four As there) or one of the pages under Asset Building looks like. And again, you can see the four key areas here, Federal laws and regulation's key issues, programs and approaches, and target population.

Under Programs and Approaches, you'll - it's highlighted here, you could see that we have a number of topics that will focus on asset building including issues around financial literacy, microenterprise subsidies, earned income tax credit. I'm not going to click on this now, but I'm going to show you that in under another way of looking at it.

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So Browse Topics area is intended to give you a quick way to look at information. And as you can see, we have numerous resources that look at programs and approaches. We have books, conference papers, Federally funded - OPRE Federally funded publications and report. All of these you can find by scrolling on the left and right arrows as we go through.

Now the second way to look at the SSRC is to go to the Library and actually do a search. There, if I go to the Library, you can see that we have about 1,400 items here that if I in fact type in EITC and search on EITC, it tells me that we have about 51 items. Now, our collection is in development so that we do not have a vast number of materials but we do have the latest materials from 1996 forward on all the topics that we have. And you'll see that we have things on asset building and we look at - EITC is mentioned in relationship to each of these topical areas here.

But again, we'd see the program areas and areas of interest, and we find key words that -where you can find additional information on EITC. If we look at a particular entry here, we click on the entry and you can see that we provide author's names, we talk about what kind of research methodology was used, when it was published and we also provide you a direct link to where you can get that particular piece of information along with an abstract and other key words.

Now, that's the general way in which you can search the SSRC. If in fact, you don't remember all the things that I said today, you can look at (and just research). And this research is an automated animated way in which you can look at fine ways of searching the SSRC, finding materials that you need.

We'd like to remind you or the best thing to get connected with the SSRC, the Web site is www.opressrc.org . You can submit a resource, you can ask for comments or you can ask for information by contacting e.simon@ICFI.com or simply looking at ssrc@opressrc.com . I

If you want to be notified of upcoming trainings, of any kinds of information, if you want to us to know the resource, these are two places that you can go to see. And I know this was a quick tour, and I want to thank you for listening attentively. And I want to say that we look forward to seeing you on the SSRC.

Caterina: Thank you, Yvette, for your overview of the SSRC growing resources for those interested in self-sufficiency. And as I saw as you were scrolling through the page that even today's webinar was listed on the Events page. So it seems very timely and updated.

I would like to now I'll close out the webinar with just a few follow-up questions for our presenters, and I'd like to encourage any participant that if you have any questions, please feel free again to engage with us by typing your questions in online. (Maggie) and (Carter), you both mentioned working with the unbanked or establishing partnerships with Bank On initiative. Can you discuss how you work with or support the unbanked who claim EITC?

Maggie: Okay, I'll take first (about with that). What we do at our sites, we actually have a kind of a multi-pronged approach, I guess. One thing that we do is - I mentioned that we've got this wonderful community affairs officer from the FDIC. He actually furnishes us with folders that we fill with materials that do not allow us to because we don't want to overwhelm anybody, but we have information about our (goal).

What we actually have in Kansas City is called Bank On Save Up. It's a combined - it's a pilot program that combines Bank On and America Saves with Kansas City Saves. But we have a piece that describes the program in this folder and that it also lists all the participating financial institutions in town. So we make it very easy to do that.

There are other things that we do. We often have -- and I know other programs do this even more, far more successfully than we have actually had -- representatives from banks or credit

unions will come in to the tax sites and be there on site to open accounts as the tax returns are being prepared.

We also offer a prepaid debit card that's actually a very good card. I hear lots of things about the so-called bad cards. But this one, there are very few fees associated with it. You can't overdraw all of the wonderful things that make it worthwhile. We only see that our clients really run into as they try to use it as - at an ATM around here because it's actually affiliated with a bank in South Dakota.

But they can take money out for free when they make purchases or whatever. So - and it works out really well. The main thing is to try to get people who are outside the mainstream in one way or the other into a relationship where they don't have to pay through the nose to just get their money.

Carter Elliott: And this is Carter, kind of ditto for what (Maggie) was saying is we have, well, representatives from financial institutions that go to our VITA sites. And if someone comes in at the VITA, tax client comes in and (that) the intake process find out that they don't have a bank account we can say, "Hey look, you know, come over here and we've got a representative from a financial institution whether it's a bank or a credit union. So go ahead and open up an account and you can go ahead and direct deposit your refund, you know, today here and now."

A lot of the folks that we see, they are unbanked for a reason. And so, we partner with the financial institutions that we partner with all for what's called a Second Chance Checking so that - and then it's kind of a restricted account. So if they open an account there on the site, if they are on this what's called the Chex System, which all the financial institutions are on this system which if someone is on that system, then it's very difficult for them to open up an account.

But working through the Prosperity Campaign, even if they are on the Chex System, the financial institution will give them what's called a Second Chance Checking with just kind of a restricted, limited account and, you know, that will kind of get them in the habit of good behavior. And once they've exhibited good behavior after six months or nine months or whatever, there were criteria for the bank they would convert it into a, you know, a full blown checking account.

But we do that. That's some of our sites and then we also provide some resource guides. It's kind of like what (Maggie) was saying, some resource guides that direct them to financial institutions that are willing to help them open bank accounts.

We do not use - in Atlanta, we do not use the prepaid debit cards. We've toyed with it. We tossed around the idea, but it kind of scares us to use it because we're - we want to help people build assets. And we feel like if you put it on a prepaid card and you use it, and you use it, and you use it, and then you have nothing to show for it.

And you know they can load, you can direct deposit onto those cards but, you know, a lot of the folks we'd see are paid with cash or don't. Their organization or company doesn't have direct deposits. And so, we're - we just think kind of leery about doing prepaid debit cards. But I am - we are warming to the idea. So maybe within in a couple of years, we will be doing that expertise come down.

Caterina: Great. Thank you. I really appreciate those insights. Again, I wanted to - I know this is a wealth of information and I want to let participants know that all of the materials including the PowerPoint, a transcription, as well as the audio will be posted once they are finalized on the Welfare Peer TA Web site.

Again also, if you have any follow-up questions as you move through and think and reflect on this, feel free to contact the presenters or email the Welfare Peer TA Network. And you can email us

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by emailing peerta@icfi.com, and Lynn will put that on the Q&A chat so you have that right in front of you.

And again, I would like to turn this back over to James Butler for closing remarks.

James Butler: Thank you, (Caterina), and thank you so much everyone for joining us today. A special thanks to all of our presenters for sharing your knowledge and your experience on developing coalitions to promote the EITC. I'd also like to thank our partners from the Office of Community Services who should be on the line with us today and the ICF International staff for assisting and pulling this entire webinar together.

We hope this information that was shared today would be beneficial to you and in the communities that you serve and encourage you to begin thinking about some ideas for the next steps in your communities as a result of the knowledge that you gained from this webinar. As (Caterina) just mentioned, a transcript of the audio recording will be made available within the next few weeks.

So on behalf of the Office of Family Assistance, I thank everyone for joining us today and everyone, have a great day.

Operator: Ladies and gentlemen, that concludes today's presentation. You may now disconnect your lines. Thank you and have a great day.

END