

Tax Year 2022-23

Free Tax Filing Preparation Results

July 2023



Good Hands Foundation

OUTSTANDING PARTNER

PONDEROSA FAMILY RESOURCE SITE

Survey Awards



- E-File submitted: 334
- Survey: 300

OUTSTANDING PARTNER



June 28 (Wed.), 2023
Coastline Comm. College

OUTSTANDING PARTNER

PONDEROSA FRC TEAM

■ Site Coordinator: **Joanne Park / Wendy Shin**

■ Operation Manager: **Chun Kang**

■ Team

Cho, Jungae

Choi, Karen

Hong, Ju Sik

Kang, Daniel

Kim, Sun

Kim, Hangbae

Kim, Helen

Kim, Hyun Joo

Kim, Sang

Lee, Andrew

Nam, Kiwon

Park, Elena

Park, Kenneth

Park, Mansoo/Roi

Park, Rebecca

Rhee, Brian

Sohn, Hyewon Rosa

Yoo, Jaywai

Zhi, Kyung Soon

GROUP PICTURES



Ponderosa FRC



Downtown Anaheim CC

GROUP PICTURES



PCB Bank



Hanmi Bank



WHAT WE DID DIFFERENTLY THIS YEAR

Volunteer Recruitment: **September**

- Presentation in colleges & universities
- Social media ads & paid Google ads
- Ads in local newspapers

Trainings: **November – January**

Over **727** volunteers and partner agency staff members trained

473 volunteers certified and engaged

16,152 hours of service

211 most hours served by a single volunteer

117,721 text messages

1,497 phone calls



AT-A-GLANCE

47 free tax prep sites

23 partner organizations

522 days of service

6 paid program interns



Thank you for contributing 100 or more volunteer hours during the 2023 OC Free Tax Prep campaign!

Alexandra Nguyen
Anthony Velasco
Armita Goshtasbian
Bing Xue
Cecilia O'Meara
Cindy Pham
Craig Harris
Diana Asai
Elaine Youmans
Frederick Geller
Gilbert Gutierrez
Heba Gorgy
Hillel Pitlik
Jesse Mann
Jim Senger

Joan Todd
Joann Post
John DiNunzio
Julia Fitzpatrick
Kiely Velasco
Lynn Brown
Maria Trefethen
Martha Vrooman
Mia Dischner
Michael Gonet
Myana Myrick
Nikki Meyers
Paul Abrams
Paul Huang
Richard O'Meara

Robert Gibbins
Robert Rosen
Rosemarie Lange
Sandra Fong
Sandra Jones
Scott Medling
Sharon Guilliams
Steven (Gregg) Boyd
Susan Rose
Vijayalakshmi Shunmugaraja
Walter Ridley III
William Tilley
Yvonne Brumbaugh



2022 TAX SEASON RESULTS



**UNITED FOR
FINANCIAL SECURITYSM**
Empowered by Orange County United Way





WHAT WE ACCOMPLISHED

More than **16,100** taxpayers served

\$15.1M in federal and state refunds

\$2.8M Federal EITC

\$4.2M saved in tax prep fees

\$19.3 M impact in Orange County



LET'S CONTINUE THE MOMENTUM!

Fall 2023

Volunteer &
Staff Recruitment

Winter 2023

Training

January 2024

Campaign Kick-Off!





WE'LL BE HIRING

VITA Instructors

VITA Site Coordinators

Hotline Specialists

Interns, Assistant Site Coordinators

GOOD HANDS PERFORMANCE



United Way OC Overview



	Site	TRANSM	ACCEPTED	REJECTED	% REJECTED
1	Laguna Woods PC Club Learning Center	1,155	1,130	25	2.20%
2	Abrazar, Inc.	980	918	62	6.30%
3	Downtown Anaheim Community Center	552	524	28	5.10%
4	SSA Regional Center, Santa Ana	548	510	38	6.90%
5	San Juan Capistrano Community Center	472	452	20	4.20%
6	California State University, Fullerton	485	446	39	8.00%
7	Irvine Valley College	446	416	30	6.70%
8	Saint Kilian Catholic Church	436	406	30	6.90%
9	CAP OC/Southwest Community Center	432	398	34	7.90%
10	Harvard Community Park	389	371	18	4.60%
11	Ponderosa Park Family Resource Center	346	334	12	3.50%
12	Anaheim Independencia Family Resource Center	383	325	58	15.10%
13	California International Bank	337	315	22	6.50%
14	Norman Murray Community Center	315	308	7	2.20%
15	Melinda Hoag Smith Center for Healthy Living	315	301	14	4.40%
16	San Francisco Solano Catholic Church	310	298	12	3.90%
17	Abiding Savior Lutheran Church	260	254	6	2.30%
18	Church Of The Nazarene	253	247	6	2.40%
19	Good Hands Foundation Irvine	258	244	14	5.40%
20	El Modena Family Resource Center	180	172	8	4.40%
21	Santiago de Compostela	177	171	6	3.40%
22	Family Assistance Ministries	176	164	12	6.80%
23	West Anaheim Youth Center	154	149	5	3.20%
24	CAP OC Monarch Street	147	134	13	8.80%
25	SparkPoint @ RHDANA Elementary School	67	61	6	9.00%
26	Family Assistance Ministries Laguna Niguel	58	56	2	3.40%
27	San Juan Capistrano Senior Center	1	1	0	0.00%
	OC UnitedWay Grand Total	9632	9105	527	5.47%
	Good Hands Foundation Site Total	1310	1251	59	4.50%



- No# e-filer Award:
- Laguna Woods PC Club Learning Center
- 1,130 e-filed



- Accuracy Award:
- Norman Murray C.C
- 7 of 315 2.2% rejected rate



- Grow up Award:
- Cal.State University of Fullerton
- 154 (TY2021) to 485 (TY2022)

Where we are (Good Hands Foundation)



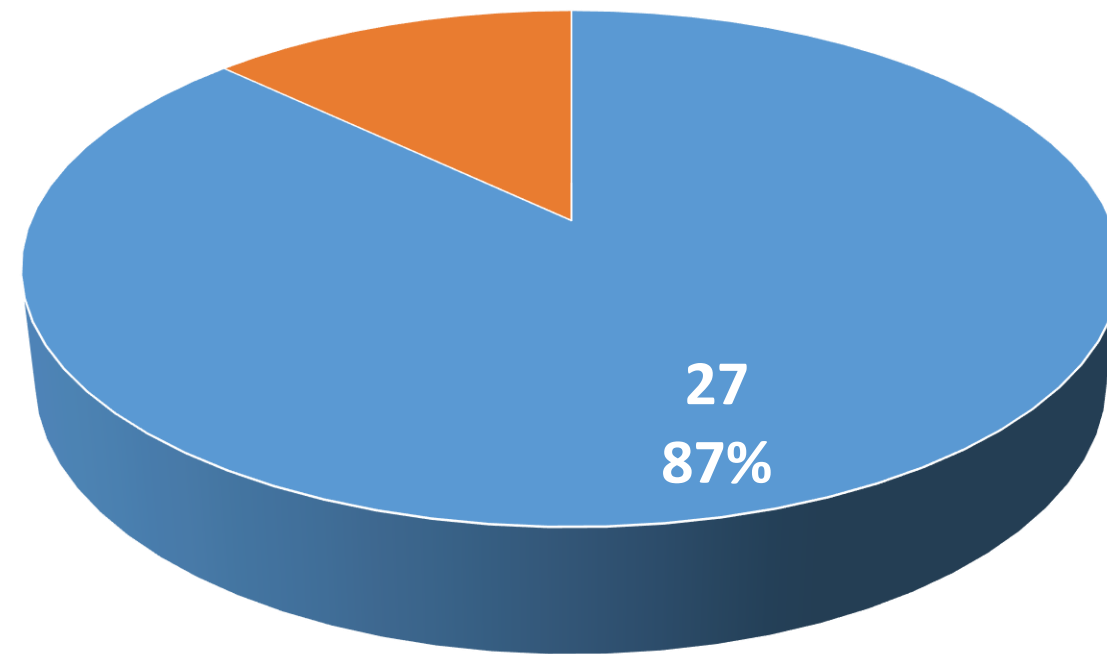
□ 4 of 27 site/partner

15% portions

□ 1,251 of 9,105 e-file

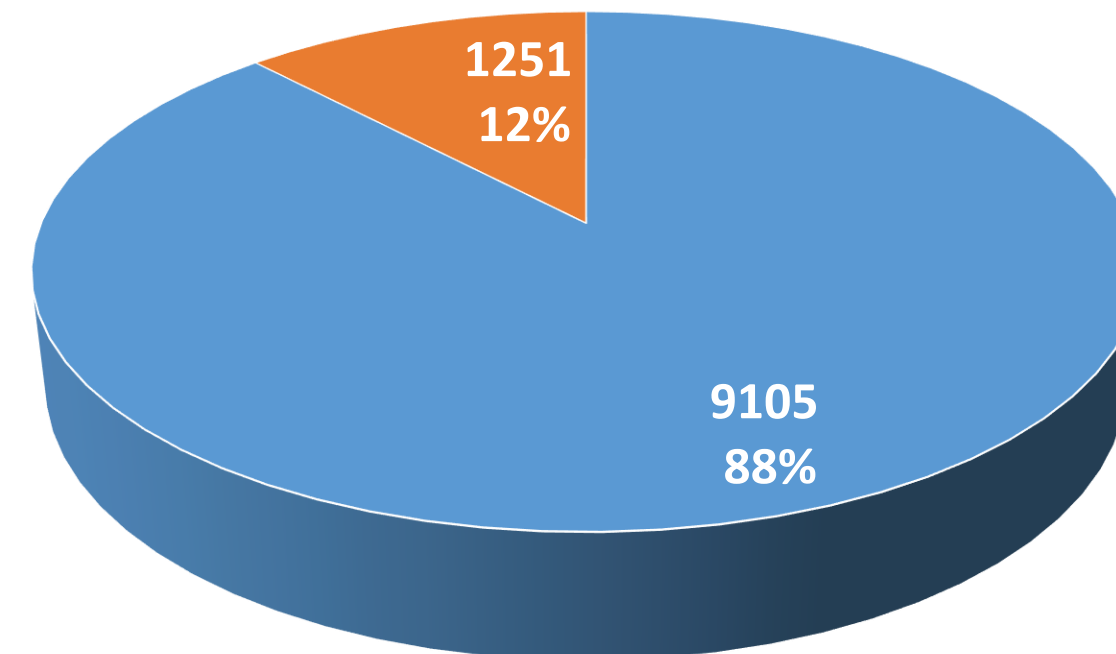
17% contributions

No# of site

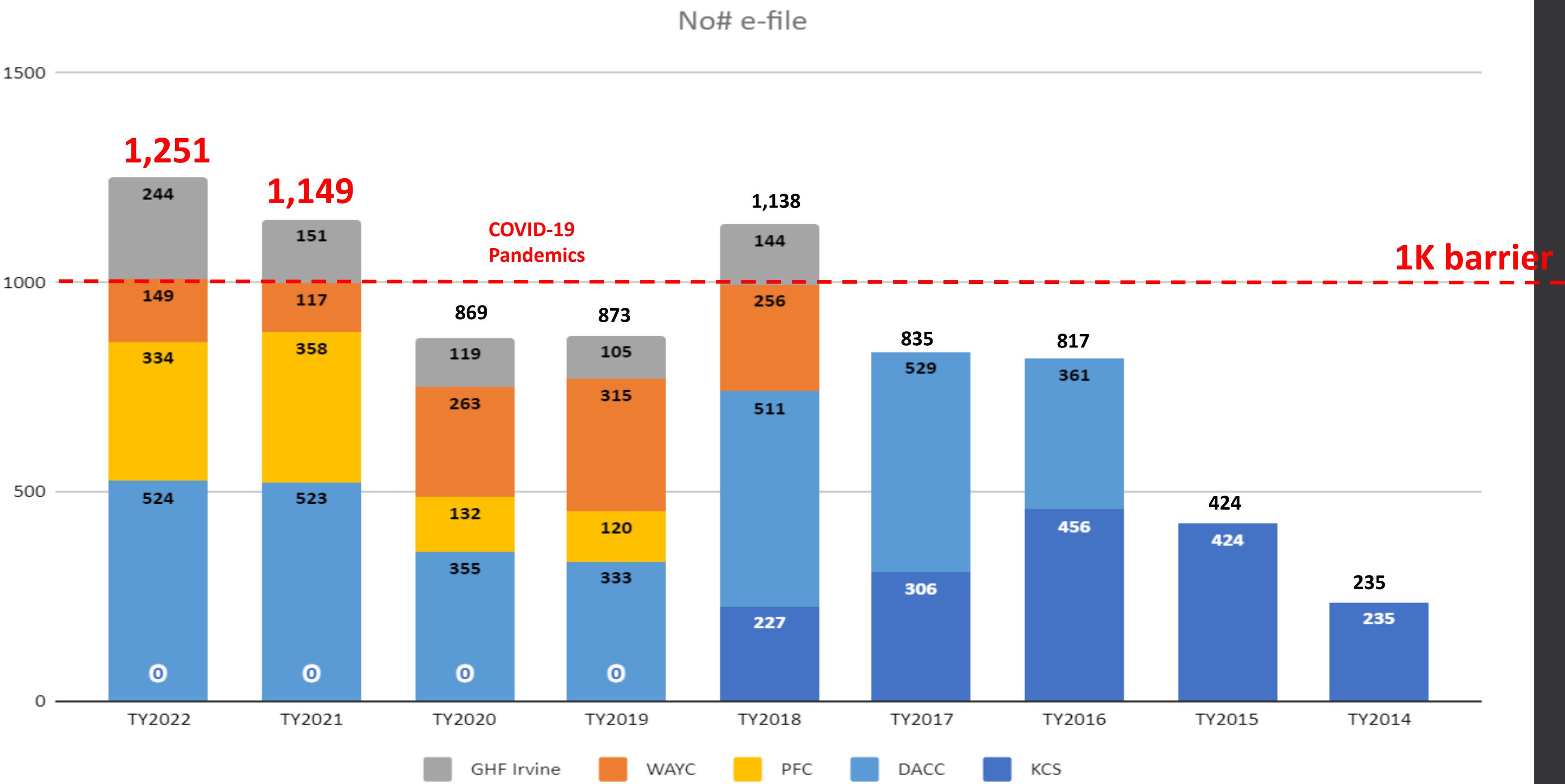


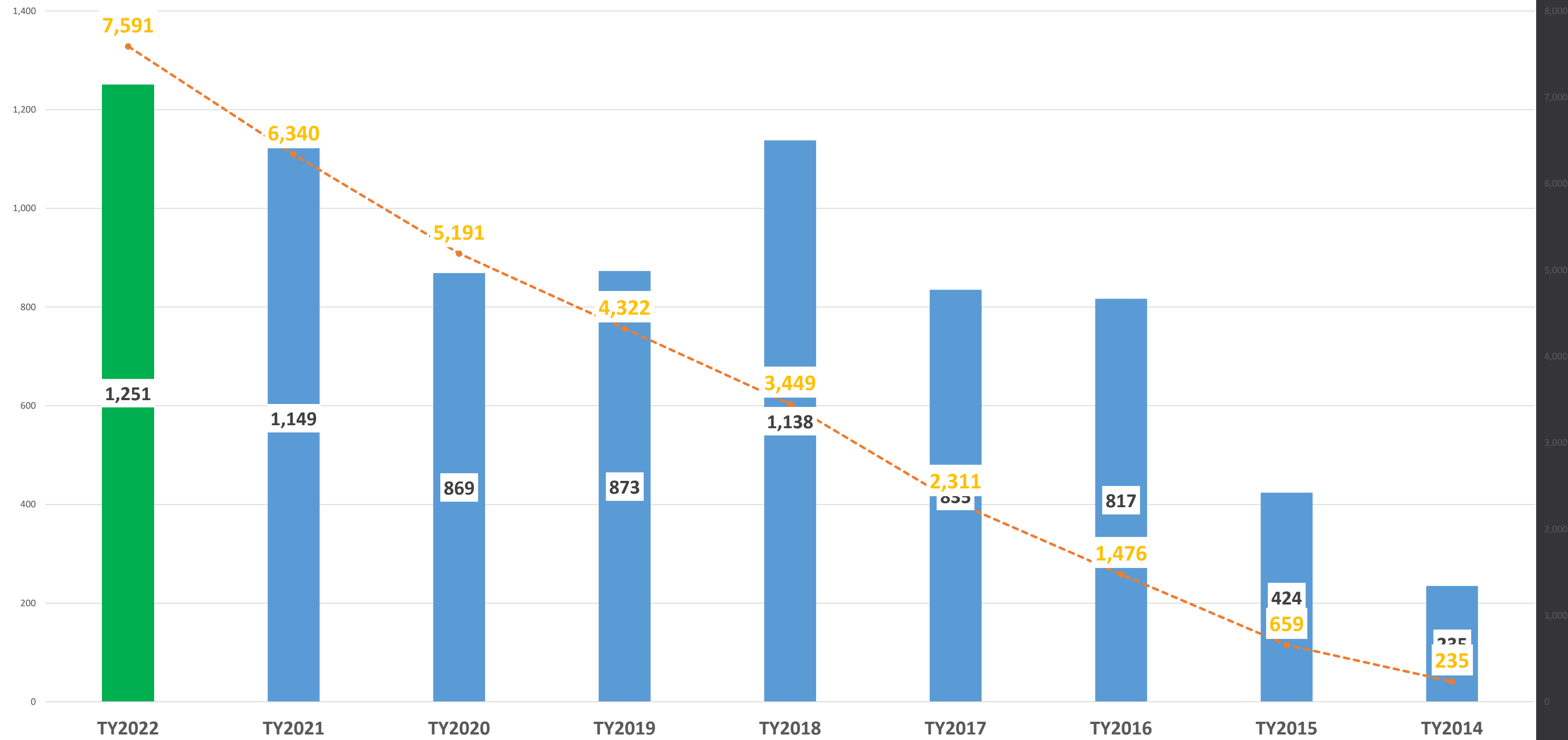
■ OCUW total site ■ GHF

No# pf e-filed



■ OCUWNO# of e-filed ■ GHF





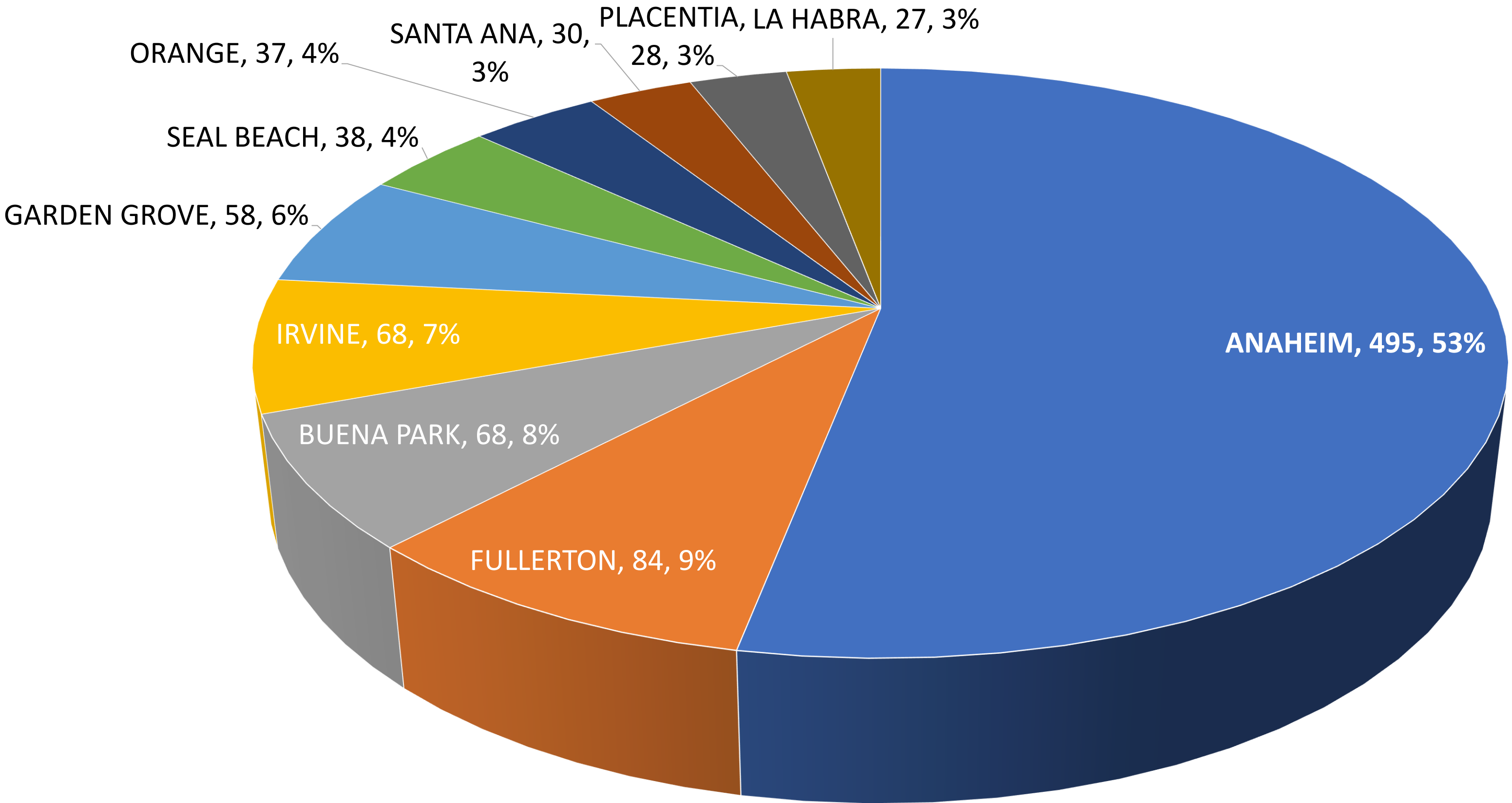
Good Hands Foundation Achievement



Tax Year	No# of E-Filed	Total AGI	per Household	Refund	EITC
2022	1228	\$ 31,547,177	\$ 25,690	\$ 1,237,427	\$ 398,723
2021	1149	\$ 29,028,710	\$ 25,264	\$ 1,660,538	\$ 467,980
2020	869	\$ 20,784,589	\$ 23,918	\$ 1,175,620	\$ 279,572
2019	873	\$ 21,344,371	\$ 24,449	\$ 1,290,906	\$ 469,223
2018	1138	\$ 25,258,876	\$ 22,196	\$ 1,506,729	\$ 581,421
2017	835	\$ 18,306,536	\$ 21,924	\$ 1,068,937	\$ 416,110
2016	817	\$ 16,933,769	\$ 20,727	\$ 1,010,548	\$ 420,208
2015	424	\$ 7,423,992	\$ 17,509	\$ 420,093	\$ 220,759
2014	259	\$ 4,361,211	\$ 16,839	\$ 250,153	\$ 157,970
Total	7592	\$ 174,989,231	\$ 23,049	\$ 9,620,951	\$ 3,411,966



- **AGI increased / Refund reduced in TY2022**





TY2023-24

PLAN / STRATAGEY

Site Expand Plan



Partner with OC United Way

Downtown Anaheim CC

Ponderosa FRC

West Anaheim Youth CTR

Miraloma FRC

Good Hands Irvine



direct operation

Ko-Am Federation OC

Ka-Am LW Seal Beach

PCB Bank Irvine



San Bernardino County

HOPE
Community
Service



Asian-
American
Senior
Center



Village of
Hope
Tustin



TIMELINE OF EVENTS

July	• Planning • Recruiting
September	• Volunteer Tax Preparation Planning • Recruiting
November & December	• Kick-off Event • Tax Law Training
January	• Outreach • W-2 forms mailed
February	• 1st wave in Tax Preparation
March	• outreach efforts continue
April	• 2nd wave in Tax Preparation
April 15th	• Last Day to File • Request extension
May	• Evaluation and data analysis
June	• Outline plans for next year

Class 4012 Summer

- Aug. – Sept.
- Offline Class
- Sat. 9:30 am – 12:30 pm (8 wks)
- New/Return

Downtown Anaheim Comm. Cent

Class 4012 Fall

- Nov. – Dec.
- Online Class
- Tue. 19:00 – 21:00 (6 wks)
- New

TaxSlayer SW

- Dec. - Jan. 2024
- Online Class
- Tue. 19:00 – 21:00 (4 wks)
- New

AWARDS CELEBRATION



BEST STAFF

CHUN KANG





BEST VOLUNTEER

Elena Park
Heejeong Lee



VOLUNTEER of THE YEAR

**Kyungsoon Zhi
Earl Lasley
Kyungsoo Yim**

**Brian Rhee
Heesook Hong**



APPRECIATION AWARDS

Joanne Park
Wendy Shin



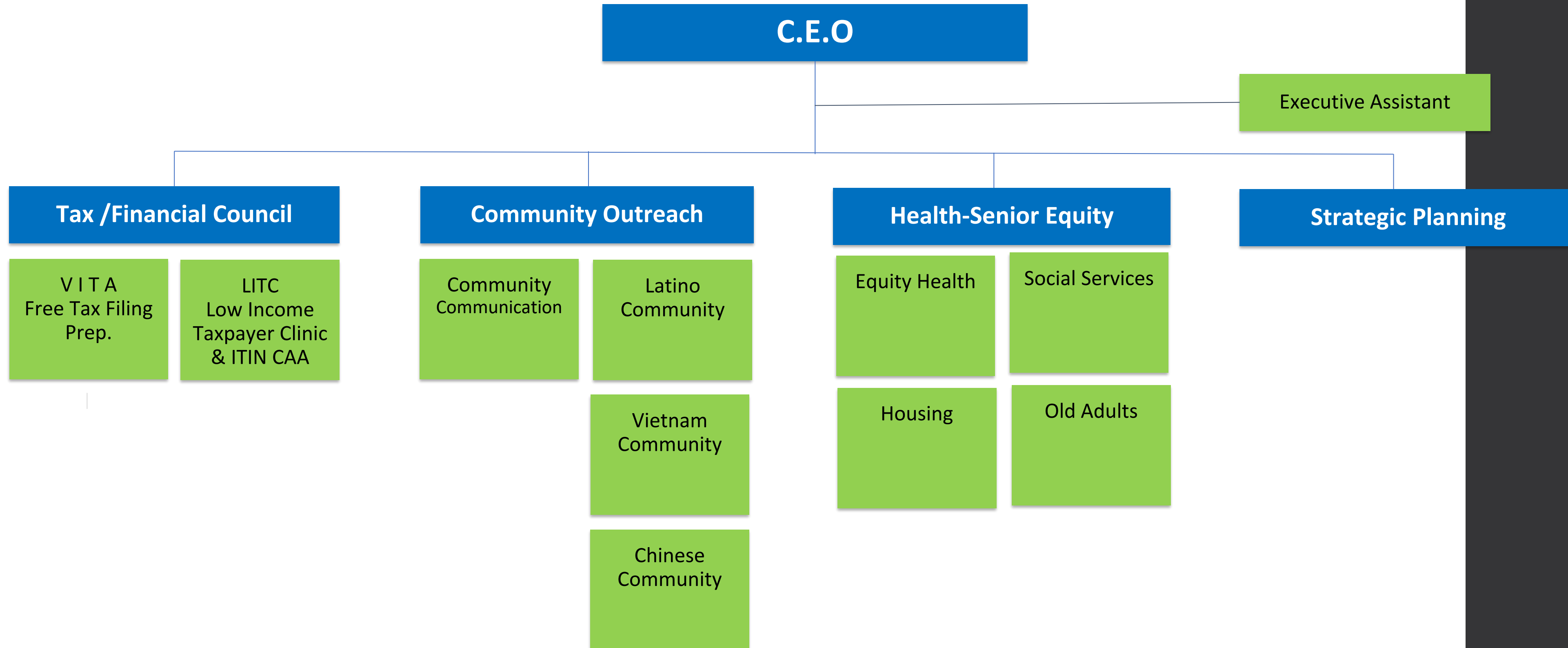
**ALL OF YOU ARE THE
BEST VOLUNTEER**





TIME TO CHANGE

Organization Chart

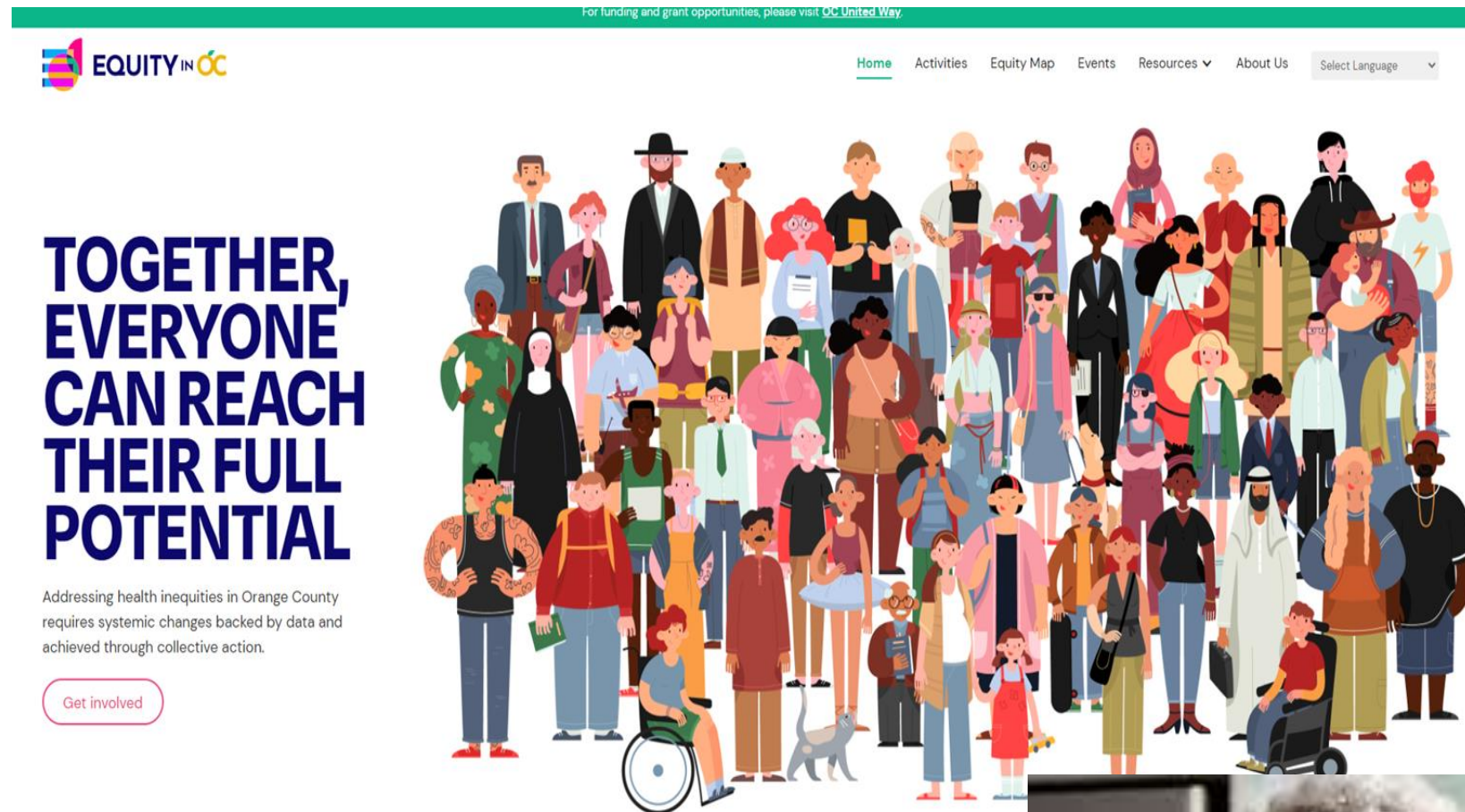




EQUITY IN OC



Good Hands Foundation



■ 한인및 타인종 시니어들이 지난 펜더믹동안에 완전 사회, 가족으로 부터 고립되어 지냈습니다.

이로 인한 스트레스



elderly living alone
獨居老人



Thank You