

Client Training HQ

WOTC Success: Navigating Approvals and Denials

What Are Denials?

Denials are when a Work Opportunity Tax Credit (WOTC) determination request to the State Workforce Agency is rejected.

This happens for a few main reasons:

- **Eligibility Issues:** The new hire didn't meet the requirements (e.g., not part of the Target Group or mistaken response).
- **Timing Issues:** Requirements were not met within the program deadlines (e.g., late screening and/or new hire eligibility date).
- **Missing Paperwork:** Required documents were missing, incomplete, or outdated (e.g., Employer Representative Declarations (ERD's), military paperwork, court paperwork, and other government forms).

How Does Equifax® Help You Maximize Your Certifications?

- Quality Assurance and Documentation Teams provide internal training, help educate concerning WOTC requirements and data accuracy.
- State Relations Teams work directly with state agencies to help address issues and help with your understanding of evolving regulations. Direct collaboration with state authorities helps build stronger relationships that helps enable better problem solving, and keeps Equifax and its clients better informed about policy changes.
- Robust onboarding procedures are in place to help reduce or prevent unqualified applications from entering the system. These procedures include thorough applicant vetting and verification processes, helping better qualify candidates for the WOTC program.
- Digital Employer Reporting Data capture helps reduce errors and can often help accelerate qualifications. Flexible screening protocols adapt to evolving guidelines, assess WOTC eligibility to help you better maximize your credits and accuracy. Precise date recording is vital to help avoid disqualification.

How Can You Help Reduce or Avoid Denials?

- **Adhere to Timelines:** Make sure all necessary paperwork and steps are completed within the WOTC program deadlines by the new hire. Timely submission is crucial for approval.
Complete and Accurate Documentation: Provide all required documents, helping ensure they are complete, accurate, and up-to-date. Missing or incorrect paperwork is a common cause of denials. It may be necessary to provide supporting documentation (ERDs, signed Form 8850s, General Release Forms, payroll, missing job start dates, location data, and requests for supporting documentation).
- **Register your Tax ID with the State Workforce Agency:** Register your Tax ID or make sure that you've already registered it. Equifax can only process your WOTC forms if you've registered your Tax ID with the states your organization operates in or the state the employee works in.
- **Encourage Screening Details:** Applicants and new hires should provide detailed information about the Target Group they selected when filling out the WOTC forms. Supplying comprehensive details helps minimize the likelihood of application denials (e.g., military paperwork, court paperwork, and other government forms).

Supplemental Information and Next Steps

Our goal is to continue to actively support clients with resources and tools to potentially help maximize their WOTC opportunities. Click [WOTC Denials Next Steps](#) to review additional information including eligibility and timing issues, missing paperwork, and next steps if a denial is received.

Conclusion

We are committed to leveraging leading technologies and processes to help you better maximize your WOTC credits. We continuously improve our processes and technology to help you obtain better accuracy and track updates and changes to help you keep your WOTC services up to date.

More Training Available!

Check out additional training resources available on our site, [Connections](#).

The information provided is intended as general guidance and is not intended to convey any tax, benefits, or legal advice. For information pertaining to your company and its specific facts and needs, please consult your own tax advisor or legal counsel.