

NICOLE BLACKBURN



PROBLEM SOLVING AND ENABLING SUCCESS

THE CHALLENGE

State WOTC units can become inundated with pending certifications causing a lag as the tax year end approaches. As with all services T&C provides, we treat the state agency as a client and ensure they receive excellent service and benefit from our partnership with employers.

THE SOLUTION

Nicole Blackburn with assistance from Team WOTC.

THE RESULT

Over 900 applications were certified which equates to an estimated average of over \$1,350,000 in credits for our clients.



Nicole Blackburn is a member of our Tax Credits & Incentives Department.

Occasionally, a state WOTC units can get behind in the processing of pending applications for the WOTC program and other administrative tasks. T&C team members have been over to the state agencies before to assist with processing and expediting the certification process. However, we were recently struggling to engage with the previous WOTC Coordinator to set a time to visit the unit to provide assistance.

In August, we learned that there had been some turnover in this position and we reached out immediately to the new WOTC Coordinator. We were able to work together to schedule a time in October for Nicole to go over to the unit and provide assistance. Nicole graciously offered her services to travel to the WOTC Unit and work with their team to get everything up to date. Since our visit was so successful, we have already scheduled a bi-annual visit to continue to provide assistance so that our clients are as up to date as possible in order to maximize credit opportunities within their current tax year for the WOTC Program.

What a great example of ownership. Nicole recognized an opportunity to benefit our clients and didn't hesitate to take on the challenge. Her efforts were a huge help to the WOTC department in regards to year end reporting.

A big thank you to Nicole and the entire Tax Credits & Incentives team for providing best-in-class service to our clients!