



Free Income Tax Assistance

Categories : [Children and Families](#), [Citizenship and Government Related Topics](#), [Older Adult Programs](#)

The following is summarized from the websites of the American Association of Retired Persons: www.aarp.org/ , the Connecticut Department of Revenue Services (DRS): www.ct.gov/drs/cwp/view.asp?a=1462&q=289046 and the Internal Revenue Service (IRS): www.irs.gov/taxtopics/tc101.html

Tax Time is Right Around the Corner and 2-1-1 Can Help

Free tax preparation is available to households through the VITA (Volunteer Income Tax Assistance) program. VITA sites offer free tax services from mid-January through mid-April to individuals who qualify. Some initial information regarding this VITA season is below, but please visit this page again (211ct.org/taxhelp) or dial 2-1-1 (option 3, then 6) after **January 19th, 2021** for more information on how to connect with a VITA site in your area, and to get information about other tax services and credits.

Free Tax Preparation through the VITA Program (Volunteer Income Tax Assistance)

BASIC ELIGIBILITY FOR VITA: The VITA program is for individuals who generally make \$57,000 or less, persons with disabilities and limited English speaking taxpayers who need assistance in preparing their own tax returns. Also, individuals who are self-employed should have business expenses less than \$25,000, and individuals should not have income from a rental property.

ONLINE VITA PORTALS: Due to the ongoing COVID-19 pandemic, many physical VITA locations will not be open this year. But the Connecticut VITA coalitions are still offering clients an opportunity to have their taxes completed for free by an IRS-certified volunteer via a combination of an online form and the telephone. Individuals who qualify for VITA and have access to a smartphone or computer, internet/WiFi , and a valid phone number may take advantage of the online VITA options. See below for information about how to get started with VITA online in various regions of the state:

- **Hartford & Windham Counties:** Use this link to pre-register for the Virtual VITA program: <https://thevillage.jotform.com/203644662392862>. If you pre-register, you will be emailed the actual VITA link when this program opens on January 25th. Also, anyone who signs up via the pre-registration link will have their tax return given priority.
- **Fairfield, New Haven, Middlesex, New London Counties:** Information coming soon! Check back after January 19th.

TAX ASSISTANCE BY TELEPHONE AND ONLINE

- **IRS Free File:** Taxes can also be filed for free on the IRS website: www.irs.gov/filing/free-file-do-your-federal-taxes-for-free.
- Refund status information can be obtained four weeks after a claim has been filed, by calling, 800-829-4477. The following information must be given to obtain refund status: social security, filing status and refund amount.
- Tax assistance for people with hearing impairments and TTY equipment can be obtained by calling: 1-800-829-4059, 24 hours, Monday – Friday, 7:00am-7:00pm. People without TTY equipment may be able to obtain access through federal or state relay services.
- If an individual believes that they may have been the victim of identity theft, they should dial



1-800-908-4490.

- For more information about refunds and information on the “IRS2Go Mobile App”:
<https://www.irs.gov/uac/irs2goapp>

Tax Season Refund Frequently Asked Questions (FAQ's), can be found at: <https://www.irs.gov/refunds/tax-season-refund-frequently-asked-questions>

TAX ASSISTANCE AT

Connecticut Department of Revenue Services (DRS) OFFICE

To protect health and safety during the COVID-19 pandemic, DRS has suspended walk-in services to the public at its four branch offices. Please call or e-mail DRS for assistance.

myconneCT is now live. What can you do if you need help?

For more information about **myconneCT**, [click here!](#)

You can also visit **myconneCT** [FAQs page!](#)

Or watch **myconneCT** [Tutorials!](#)

DRS has a dedicated hotline for providing **myconneCT** assistance. Call 877-729-6691 to speak directly to a representative.

AARP TAX-AIDE PROGRAM

- AARP Tax-Aide volunteers offer free income tax assistance for low and middle income households at Tax-Aide sites during the tax season. Assistance to people ages 60+ is given priority. For details on tax assistance, visit the website at: https://www.aarp.org/money/taxes/aarp_taxaide/

MYFREETAXES (UNITED WAY)

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You can file both your federal and state returns free. For the first time starting in 2020 tax year, there is no income limit. Taxpayers of all income levels can easily and accurately file their simple taxes for free at: <https://www.myfreetaxes.com/>

FORMS TO BRING TO A TAX ASSISTANCE SITE



When visiting an IRS, DRS, Tax-Aide or VITA site, bring the following:

- * Photo ID for Caller (and/or spouse, if filing jointly)
 - * If married filing jointly, both spouses must attend appointment
 - * Social security cards for every member of the family (if a card is lost, the taxpayer must contact the social security administration to replace card prior to having taxes prepared)
 - * W-2s and/or 1099's from ALL jobs worked in 2020
 - * A check from the taxpayer's checking account or a savings account number for direct deposit (NOTE: The taxpayer can open a bank account or cash card at the tax site for direct deposit if they do not have an existing account.)
 - * Interest statements from financial institutions (if applicable)
 - * Tuition and student loan information (if applicable)
 - * Documentation from daycare provider, if taxpayer paid for child care in 2020
 - * Any other income information or IRS notices received
 - * All 1095 forms – only if you received insurance through a federal or state marketplace or you received a 1095-A
 - * Health Insurance Statements
 - * Copy of last years tax return
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SOURCES: 2-1-1 database; AARP website; Connecticut Department. of Revenue Services website; Internal Revenue Service website

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CONTENT LAST REVIEWED: December2020