



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

People needing free help to complete their federal tax forms have a number of options available to them. They can seek assistance at an IRS office, call IRS toll free numbers for forms or questions, or bring forms to a volunteer at a site offering AARP Tax-Aide program or Volunteer Income Tax Assistance (VITA) services. All options are free to the taxpayer.

TAX ASSISTANCE BY TELEPHONE AND ONLINE

- IRS link to resources on their website: <https://www.irs.gov/Help-&-Resources>
- 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 DRS OFFICE

- The DRS offers in-person income tax filing assistance at the Bridgeport, Hartford, Norwich and Waterbury offices until April 15. DRS staff help taxpayers prepare Connecticut tax return forms only. Taxpayers must go to the office by 4:00pm and bring their completed federal tax return, and the list of items found on the Connecticut DRS website, <https://portal.ct.gov/DRS/Individuals/VITA-TCE/Free-Income-Tax-Assistance#drs>. No appointments are taken for tax assistance at the DRS office. Taxpayers can call (860) 297-5962 or 1-800-382-9463, Monday-Friday, 8:30am-4:30pm for assistance over the phone.

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. Local Tax-Aide sites can be found by calling the Tax-Aide Site Locator number: (888) 227-7669, using the Site Locator at the [AARP website](#) or going to the [2-1-1 database](#)

Note: Some sites are by appointment only; some are walk in only.



VOLUNTEER INCOME TAX ASSISTANCE (VITA)

- Trained volunteers at Volunteer Income Tax Assistance (VITA) sites offer free tax filing assistance from mid-January -April 15. (Dates and times vary by site) Anyone, regardless of age, can use a VITA site for assistance. VITA volunteers help taxpayers prepare basic tax return forms. The general eligibility for VITA assistance is income last year was less than \$56,000. VITA sites are held at libraries, churches, senior centers and other community meeting places. Link onto the [2-1-1 website](#), to find a VITA site
Note: Some sites are by appointment only; some are walk in only.

MYFREETAXES (UNITED WAY)

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You can file both your federal and state returns free. For the first time this year, there is no income limit. MyFreeTaxes will be offering filing support via phone and online chats in English and Spanish 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 2019
- * 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 2019
- * 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



SOURCES: 2-1-1 database; AARP website; Connecticut Department. of Revenue Services website; Internal Revenue Service website

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