



Community Action Partnership of Riverside County
Volunteer Income Tax Assistance
Program Overview and FAQs



Program Overview

For over 50 years, the Volunteer Income Tax Assistance (VITA) program has provided a free tax preparation service to low-to-moderate-income filers. During tax season, there are locations across Riverside County staffed by IRS Certified Volunteers. VITA services are offered to the elderly, individuals, and families whose income fall below \$75k a year with no business losses or rental income. Due to the COVID-19 pandemic, we are offering the VITA program virtually at all our locations via Zoom, Google Hangouts and FaceTime.

Program Requirements

- Have earned income less than \$75K and had no business losses or rental income.
- Have a computer, cell phone, or tablet with a camera for a Virtual Video Conference.
- Complete intake/interview forms, 13614-C and virtual consent form 14446.
- Provide copies of tax documents (W-2, 1099, etc.) with ID and Social Security card(s) for everyone being claimed on the return.

Intake Steps

1. Contact us by:
Phone: 951-955-4900
Email: VITA@capriverside.org
Fax: 951-955-6506
Website: www.capriverside.org
2. CAP staff will respond to your request by email with the required forms and steps to complete the intake process.
3. Email all completed forms with signatures and include tax documents, form of identification, and a copy of your Social Security card.
4. An IRS Certified Screener will review the submitted forms & documentation to ensure everything is complete and will assign an IRS Certified Tax Preparer to start the process.
5. The Tax Preparer will contact you if additional information is needed and to schedule a virtual video conference with the individual client(s) to review the return.
6. The site coordinator will review the tax return and email the 8879 Form to the client(s).
7. The client(s) will need to return the signed form prior to return being e-filed.

Conclusion

After all steps have been completed, copies of the tax return will be provided to you via mail/email for your records.

Frequently Asked Questions (FAQs)

Are free tax services still being provided during the COVID-19 pandemic?

Yes, tax services are currently being provided virtually via video conferencing at no cost.

Can I make an appointment to see someone?

Our offices are currently closed to the public due to the COVID-19 pandemic. A certified tax preparer will contact you to set up a virtual video conference once your completed forms and tax documents have been received.

Is there anyone conducting in person tax preparation?

At this time, our tax preparation services are being provided virtually only. Once State and County restrictions permit, in person tax preparation will be available.

What do I need to do to receive free tax services?

You must submit all the required forms and tax documents to the VITA program by email or fax.

Will my information be safe?

Your information will be safe and secured. The documents you submit will be uploaded into a secure database for no more than 14 days and are deleted upon the completion of your tax return.

How long will it take to receive a prepared tax return?

The turnaround time is typically between 24 - 72 hours once all forms and documents have been submitted and the client interview has been completed. Please note that multiple years will require additional time.

I am not computer savvy, what can I do to receive services?

You can download the Adobe Acrobat app to your device to offer a more seamless way to complete documents online. The forms required could also be printed from our website. Once printed, complete the forms and email them to VITA@capriverside.org. You may also fax them to (951) 955-6506 marked "Attention VITA Program".

It may also be helpful to ask a family member, friend, or neighbor for help with Zoom, Google Hangouts (Android phone) or FaceTime (iPhone).

I don't have a camera on my computer or cell phone to do the video conference, how do I go about receiving services?

A camera is required for video conferencing purposes. You can ask a family member, friend, or neighbor to assist with Zoom, Google Hangouts (Android phone) or FaceTime (iPhone).

I didn't work last year, how do I get my stimulus?

Please visit www.irs.gov and download the 1040 form to file as a non-filer. There is no income required, simply fill out your name, dependents and demographics then go to line 30 to fill in expected stimulus payment. Mail the completed form to the IRS.

I haven't received my refund last year or the stimulus.

Depending on your filing method from the previous year, the IRS may be taking a little longer than usual to review your return. You can go to www.irs.gov and check the links 'Where is my Refund?' or 'Where is my Payment?' to find out more information.

I didn't get a W-2, can I use my last paystub?

No, you cannot use your last paystub because it is missing pertinent information required to be entered. You can call the IRS at 1-800-829-1040, to request an unmasked transcript that show the company and earnings reported.

Can I claim my spouse as a dependent?

No, you cannot. To get the best tax advantage you can file as married filing jointly status.

I filled out this paperwork last year, why do I need to do it every year?

The forms are updated as the tax laws change, and we are not allowed to keep any of your forms and documents from previous years.