

TAXES

CAA Intake Instructions Tax Year 2025

1/28/2026 – 4/15/2026

1. Please complete all the pages included in this packet.
2. **WE NEED COPIES OF ID's, TAX DOCUMENTS, AND THE FULLY COMPLETED TAX INTAKE FORMS.**
3. **We cannot process your tax return, if the intake forms are not complete** or if there are **missing COPIES** of IDs or tax documents.
4. To **make tax prep appointments: call 513-685-4478**. Appointment availability is based on the number of tax volunteers. OR see **App.CapAppointments.Com** for online scheduling.
5. **For drop-offs: Place completed INTAKE and COPIES** of tax documents and IDs in the **tax envelope**. Bring the envelope to the pre-screening and give it to the Screener.

Pre-Screening of drop-offs – Recommended

Hours: Weekdays from 9am to 3pm, as volunteer screeners are available.

Pre-screening by a volunteer helps to ensure that you have the necessary tax documents.

1. Take a number, pick-up a TAX packet and tax envelope from the Resource table in the CAA 2nd Floor Lobby and complete the packet.
2. Place in the envelope your tax packet and **COPIES** of your tax documents, social security card(s), and photo id(s).
3. Wait in the Lobby for the Screener to call you. If you have waited over 10 minutes, please go into the Receptionist Desk for assistance.
4. Your packet will be reviewed, pending screener availability. If forms are missing, you will be given a list of what is needed. If your packet is complete, the Tax Center will keep it. Do not leave without knowing the status of your packet.

GET COPIES OF TAX DOCUMENTS FREE

Cincinnati Library Branches will let you make black and white copies of your documents & ID. The **first 30** pages are ****FREE****, after that, there is a \$0.15 per page charge. Ask a Librarian for assistance.

You need to get COPIES of:

- **Photo ID** – has your picture and name
- **Social security cards or ITIN's for everyone on your tax return OR SSA-1099's OR letter or document from Social Security with your name and last four digits of your social security number**
- **Tax Documents** – W2's, 1099's, income statements, bank statements, charitable giving, gambling winnings, etc.
- **Bank Account Info for direct deposit** – bank name, routing number & account # & type of account (checking or savings)

For return from prior tax year 2021, you will additionally need:

- **Letter 6475 from the IRS, if you received the third round of Economic Impact payments.**
(The IRS sent this in late January, 2022.)
- **Your 2019 tax return**, if you earned more money in 2019 than in 2021. If your 2019 tax return was prepared at CAA, you do not need to include it.

CAA – TAXES – CONTACT INFORMATION – TAX YEAR 2025

Complete and Place in Envelope

Name				
First:	MI:	Last:		
School District:			County:	
What are the two best methods to contact you during this tax season?				
1 – Best	Contact Information			
2 – Good				
	Cell #:	Best time(s) to call:	Can you send text messages?	Can you receive text messages?
	Landline #	Best time(s) to call:		
	Email Address:			
	Mailing Address:			
	City:	State:	Zip:	
For Direct Deposit of your refund, please provide:				
Bank Routing Number: _____		Bank Account Number: _____		
Bank Name: _____		___ Checking	___ Savings Account	
If you owned a Health Savings Account (HSA) in 2025, please complete the below questions:				
Was the HSA for single or family coverage? _____				
Did you take an HSA distribution in 2025? If so, how was it used? (E.g., medical expenses)				
If you took an IRA distribution before you were age 59 ½, how was the distribution used?				
RECEIVE FINAL COPY OF TAX RETURN BY: _____				
<ul style="list-style-type: none"> • Email • Download (from TaxSlayer) • US Postal Mail Service • Pickup at CAA (Arrange with Reviewer) 				

Additional Consents

Federal law requires this consent form be provided to you. Unless authorized by law, we cannot use or disclose your tax return information to third parties for purposes other than the preparation and filing of your tax return without your consent. If you consent to the use or disclosure of your tax return information, federal law may not protect your tax return information from further use or distribution.

You are not required to complete this form to engage our tax return preparation services. If we obtain your signature on this form by conditioning our tax return preparation services on your consent, your consent will not be valid. If you agree to the use, disclosure, and Relational EFIN of your tax return information, your consents are valid for three years. If you agree to the Global Consent, your consent is valid until November 30, 2026.

If you believe your tax return information has been disclosed or used improperly in a manner unauthorized by law or without your permission, you may contact the Treasury Inspector General for Tax Administration (TIGTA) by telephone at 1-800-366-4484, or by email at complaints@tigta.treas.gov.

You have the option to opt out of the following services:

- **Consent to Use:** You allow us to count your return information, such as refund amount, in reports. No Personally Identifiable Information – names or SSNs – will be used.
- **Consent to Disclose:** You allow us to share non-identifiable tax information with our tax preparation partners. Information disclosed to partners does not include Personally Identifiable Information – names or SSNs.
- **Global Carryforward:** You allow us to make your tax return information available to other VITA programs you may visit.
- **Relational EFIN:** You allow the tax office that prepares your return to report data to their parent organization.
Without this consent, we will be able to prepare a paper return for you to mail but will not be able to e-file your return.

Additional Consent	Taxpayer Signature & 5-digit PIN	Date	Spouse Signature & 5-digit PIN	Date
Consent to Use: You allow us to count your return in reports.	X _____ -----	___/___/___	X _____ -----	___/___/___
Consent to Disclose: You allow us to share non-identifiable tax information with our tax preparation partners.	X _____ -----	___/___/___	X _____ -----	___/___/___
Global Carryforward: You allow us to make your tax return information available to other VITA programs you may visit.	X _____ -----	___/___/___	X _____ -----	___/___/___
Relational EFIN: You allow the tax office that prepares your return to report data to their parent organization.	X _____ -----	___/___/___	X _____ -----	___/___/___

The full Consent to Use/Disclose Personal Tax Return Information, Consent to Disclose/Use Information to the VITA/TCE programs Relational Offices, and IRS Form 15080 Consent to Disclose Tax Return Information to VITA/TCE Tax Preparation Sites will be provided to you. A copy of this consent will be retained on site, as required by the IRS.

Virtual VITA/TCE Taxpayer Consent

This form is required when either the Intake/Interview and/or the Quality Review are not conducted in-person between the taxpayer and the VITA/TCE volunteer. The site must explain to the taxpayer the process used to prepare the taxpayer's return. If applicable, volunteers must advise the taxpayer of the associated risk of transferring their data from one site location to another site.

Part I - To be completed by the VITA/TCE site:

Site name

Community Action Agency Cincinnati | Hamilton County

Site address (street, city, state, zip code)

1740 Langdon Farm Rd, Cincinnati, Ohio 45237

Site identification number (SIDN)

S43011222

Site coordinator name

EITC Site Coordinator

Site contact name

Operations Director

Site contact telephone number

(513) 309-7501

This site is using the following Virtual VITA/TCE method(s) to prepare tax returns:

- A. Drop Off Site:** This site uses a drop off process which includes the site maintaining personally identifiable information (Social Security numbers, Form W-2, etc.) to prepare the tax return at the same site but at a later time. In this process, the taxpayer comes back to the same site for the quality review and/or signing the completed tax return. The site must explain the method it uses to contact the taxpayer if additional information is needed.
- Note:** Sites where the taxpayer does not leave the site's property, for example waiting in another room or in a vehicle, are NOT considered drop off sites. Since the taxpayer remains at the site, they are not required to complete Form 14446. If the taxpayer leaves their tax documents at the site and then leaves the site's property for any reason, the taxpayer must complete Form 14446.
- B. Intake Site:** This method includes the taxpayer leaving their personally identifiable information (Social Security numbers, Form W-2 and other documents) at the site in order to prepare and/or quality review the tax return at another location. In this process, the taxpayer's tax return information may be sent to another location for one or more of the following reasons; interviewing the taxpayer, preparing the tax return, or performing a quality review. The taxpayer may come back to the intake site for the quality review or to review and sign the completed tax return.
- C. Return Preparation and/or Quality Review Only Site:** This site may receive returns from one or more intake sites to prepare and/or quality review returns. This site generally does not take walk-ins or appointments in their location.
- D. Combination Site:** This site prepares returns for other permanent or temporary intake sites and assists walk-ins and appointments in their location.
- E. 100% Virtual VITA/TCE Process:** There is no in-person interaction with the taxpayer and any of the VITA/TCE volunteers in this process, during the intake, interview, return preparation, quality review, and signing the tax return. The site must explain the virtual processes and consent. This includes the virtual procedures to send required documents (Social Security numbers, Form W-2 and other documents) through a secured file sharing system to a designated volunteer for review.

Part II: The Site's Process:

Explain how each process will be followed to assist the taxpayer remotely. The questions in parentheses below provide guidance on what to include in the explanation for each process. How will the site manage:

1. Scheduling the appointment (How is the appointment made: by phone, online portal, email, or by other means)

No appointments are necessary for drop-off processing of returns. On Mondays and Fridays during the tax season, taxpayers are prescreened (intake and tax documents), first come, first served.

2. Securing Taxpayer Consent Agreement (How is the 14446 signed, received, and stored)

Taxpayer has to sign the Consent Agreement as part of the intake process. The 14446 is part of the intake package which includes: Forms 13614-C, 14446, Consent Agreement, Client Contact Sheet, copies of id and tax docs.

3. Performing the Intake Process - securing all documents (How are the taxpayer's supporting documents received, stored and tracked)

A table of tax envelopes with GetYourRefund like labels and taxpayer envelopes are placed in the appropriate stack, e.g. needs more info, etc. The 13614-C or envelope is updated. For remote preparers, the site coordinator works with them, placing returns they will process in GetYourRefund. At close of day, all the return info is placed in a box in a locked office.

4. Validating taxpayer's authentication - reviewing photo identification and Social Security cards/ITIN letters (What communication channel, either in-person or virtually, is used to validate the taxpayer's identity and which documents are reviewed)

The taxpayer comes in on Monday or Friday to meet with an interviewer/reviewer, the validation is in person, using photo id and social security card. If needed, a preparer/reviewer compares last year's personal information with the current year in TaxSlayer where possible.

5. Performing the interview with the taxpayer (What communication channel, either in-person or virtually, is used to conduct the interview)

On Mondays and Fridays, we have in person interviews for drop-off returns.

6. Preparing the tax return (Where is the tax return prepared and how are documents accessed by the preparer)

Most tax returns are prepared in person onsite. Preparers who work off-site, use GetYourRefund to access documents. All reviews are onsite. Preparers and reviewers use the various stacks of return info which parallel GetYourRefund statuses. For dropoffs, prepared by offsite preparers, the review is in person when the taxpayer comes to pickup their documents.

7. Communicating with the taxpayer (Site must explain the method(s) it uses to contact the taxpayer if additional information is needed)

The intake package has a sheet which asks the taxpayers for additional contact information. Also, the taxpayer completes the 14446. Usually we contact the taxpayers by phone or text. In a few cases email is used, pending the data involved. Taxpayers can drop-off a missing document at our tax site on any day we are open, or they can submit documents using GetYourRefund.

8. Performing the quality review (Where is the tax return reviewed and how are documents accessed by the reviewer)

Quality reviews are performed in person using Taxslayer or return info from envelopes stored in stacks with stack names similar to GetYourRefund statuses. Per taxpayer's request, we may password excript and email a tax return to them for review online. That service is used only in special circumstances, e.g., sick, infirm, etc.

9. Sharing the completed return (What communication channel, in-person or virtually, is used to share the completed return and how does the volunteer and/or taxpayer access the completed return)

This tax season, the reviews will be in-person. In special circumstances the return is mailed/mailed to the client.

10. Signing the return (Does taxpayer sign the return in-person or electronically and if electronically, which software is used to sign the return)

The taxpayers meet with a reviewer and sign and pick up their return info. If there are special circumstance, taxpayers can elect to sign via GetYourRefund. Also the site coordinator can send taxpayers a text using IVR which sends them a link to send documents securely.

11. E-filing the tax return (When is the return e-filed: immediately or at the end of the day)

E-filing occurs near near the end of the day, around 4:30 pm.

Page three of this form will be maintained at the site with all other required documents.

Part III: Taxpayer Consents:

Request to Review your Tax Return for Accuracy:

To ensure you are receiving quality services and an accurately prepared tax return at the volunteer site, IRS employees randomly select free tax preparation sites for review. If errors are identified, the site will make the necessary corrections. IRS does not keep any personal information from your reviewed tax return and this allows them to rate our VITA/TCE return preparation programs for accurately prepared tax returns. If you do not wish to have your return included as part of the review process, it will not affect the services provided to you at this site. If the site preparing this return is selected, do you consent to having your return reviewed for accuracy, by an IRS employee?

Yes No

Virtual Consent Disclosure:

If you agree to have your tax return prepared and your tax documents handled in the above manner, your signature and/or agreement is required on this document. Signing this document means that you are agreeing to the procedures stated above for preparing a tax return for you. (If this is a Married Filing Joint return both spouses must sign and date this document.) If you chose not to sign this form, we may not be able to prepare your tax return using this process. Since we are preparing your tax return virtually, we have to secure your consent agreeing to this process. If you consent to use these non-IRS virtual systems to disclose or use your tax return information, Federal law may not protect your tax return information from further use or distribution in the event these systems are hacked or breached without our knowledge. If you agree to the disclosure of your tax return information, your consent is valid for the amount of time that you specify. If you do not specify the duration of your consent, your consent is valid for one year from the date of signature. If you believe your tax return information has been disclosed or used improperly in a manner unauthorized by law or without your permission, you may contact the Treasury Inspector General for Tax Administration (TIGTA) by telephone at 1-800-366-4484, or by e-mail at complaints@tigta.treas.gov. While the IRS is responsible for providing oversight requirements to Volunteer Income Tax Assistance (VITA) and Tax Counseling for the Elderly (TCE) programs, these sites are operated by IRS sponsored partners who manage IRS site operations requirements and volunteer ethical standards. In addition, the locations of these sites may not be in or on federal property.

I agree to use this site's Virtual VITA/TCE Process <input type="checkbox"/> Yes <input type="checkbox"/> No			
Printed name		Printed name (spouse if married filing joint)	
Date of birth	Date	Date of birth	Date
Telephone number		Telephone number	
Email address		Email address	
Signature (electronic)		Signature (electronic)	
OR		OR	
Signature (type/print)		Signature (type/print)	