**Free Income Tax Preparation Center – Questions and Answers**

1. **What are the operating dates for the 2023 tax season at CAA?** **1/29/2024 – 4/15/2024**

Appointments are available Mondays, Tuesdays, Thursdays, and Fridays. Also available are three **walk-in Saturdays, from 9 am – 1 pm: 2/3, 2/10, 2/17**, first come, first served. Volunteers will leave by 2 pm on Saturdays.

1. **How to make appointments for tax preparation?**

Schedule tax preparation appointments at **app.capappointments.com** (more flexible) or call **513-569-1840,** our automated appointment line. You can also use this number to leave a message for the tax program.

1. **Will CAA have face to face tax preparation? Yes, by appointment only.**
2. **What is optional drop-off pre-screening?**

 Drop-off pre-screening is a review of the taxpayer’s completed intake and tax documents by a tax screener. This screening process ensures the taxpayer’s Intake Packet is complete with no obviously missing tax documents. As a result, tax processing for pre-screened returns is faster. The last day for pre-screening is 4/5/2024. **Pre-screening for drop-offs is strongly recommended.**

**When is optional drop-off pre-screening available?**

Wednesdays, from 9:00 am – 3:30 pm, 1/31/2024 – 4/5/2024

**Pre-Screening process - The taxpayer:**

* Obtains a number and checks in at the Reception Desk in the 2nd Floor Lobby. (The receptionist adds the person’s name to IVR, letting the Tax Center know that a taxpayer is in the Lobby.)
* Completes an intake packet and tax envelope from the Resource Table in the CAA 2nd Floor Lobby. Then **copies** of the tax documents and completed intake are placed in the tax envelope.
* Gives completed tax intake packet to the tax volunteer for review. Successfully reviewed packets are kept by the Tax Center.
* Incomplete packets are returned to the taxpayer with a list of items needed before return processing can begin.

5 **Can you drop-off your intake and tax documents without pre-screening? Yes.**

* The taxpayer can pick-up an intake packet on the Resource table in the CAA 2nd Floor Lobby, follow the instructions to complete the packet. Place the envelope in the CAA drop box in the 2nd Floor Lobby.
* OR the taxpayer can obtain an intake packet at www.cincy-caa.org/eitc and follow the instructions in the packet.

6. **How long will tax processing via drop-off take?**

 We estimate the entire process may take up to ten business days, depending upon the number of tax volunteers available.

7. **Where will tax intake packets and tax envelopes be located?**

 Blank tax packets and envelopes will be placed on the resource table in the CAA 2nd Floor Lobby.

8. **Do you process prior year returns? Yes, prior years 2020, 2021, 2022.**

 2020-2022 tax returns can be e-filed or mailed. 2023 is the current tax year.

9. **What happens after the tax season is over and I have questions about my tax return?**

 The taxpayer can call 211, the United Way’s resource line, to obtain assistance, e.g., get a copy of the return, etc. CAA is staffed for tax purposes January through April.