FOUNDATION COMMUNITIES
PROSPER CENTERS

Tax Site Greeter FAQ
2025 Tax Season

1. What do I need to do my taxes?
    - Photo ID for the primary and secondary taxpayer, SSN/ITIN original or copy for everyone on the return, and all tax documents for the year(s) you need prepared.
2. Where do I sign in?
    - You must have an appointment. If you do have an appointment, please provide us with your name and we will check you in. If you do not have an appointment, we can make one for you.
3. How long will tax prep take?
    - We don't know for sure, since wait times are based on how long each return takes (more complicated returns take longer). You should plan to be here at least an hour, but it could take 2-3 hours.
    - Here's how the process works: you fill out the clipboard paperwork, do an interview with our intake staff to make sure you have everything you need, meet with a tax preparer, and meet with a quality reviewer who will check to make sure your return is accurate.
    - For clients with Drop Off pick-up appointments: you should expect to wait 15-30 minutes on average.
4. Can I have my tax return prepared through the Drop Off program?
    - Yes! Just let us know when you sit down with us for your intake interview.
    - You will still need to complete the intake paperwork, go through an intake interview, and wait for an intake staff member to upload a scan of your documents to our secure online portal. But you won't need to stay while the tax return is being prepared. Someone will call you when your return is ready, which will be in about one week.
5. Can I get a copy of my tax return from a previous year?
    - Yes, we can print them for you. We need you to show us your photo ID and write down your social security number.
    - We only print a copy of returns that are marked complete in our system. These can be returns that were e-filed or completed to be mailed as paper returns.

6. How can I make an appointment for taxes?
    - You can schedule an appointment by calling 2-1-1 or by visiting prospertaxhelp.org.
    - We also have appointments at Prosper Center South specifically for our Deaf or Hard of Hearing clients who would like an ASL interpreter.
7. What do I do if I need my tax return prepared by the Special Tax Services program?
    - Before you can be referred to STS, we must first confirm that your return is outside the scope of our VITA program but inside the scope of the STS program.
    - If your return needs to be prepared by the STS team, we can submit a referral for you to the STS team. They will contact you within 1-2 weeks to schedule an in-person appointment for tax preparation. (Note: we may at times be able to schedule the STS appointment for you while you are at the site – let's check with the site manager.)
8. How can I get my W-2?
    - Your employer should have mailed your W-2 to you or made it available online. (You can reach out to your employer to get another copy of your W-2.) If you are unsuccessful in getting your W-2 from your employer, you should contact the IRS to request your W-2. You can also request a wage and income transcript from within an online IRS account (https://www.irs.gov/individuals/get-transcript) or by mail/fax via Form 4506-T. Current tax year information may not be available until July.
9. How can I set up a payment plan for IRS?
    - You can call the IRS to set up a payment plan.
10. How do I make an appointment for another program (Financial Wellness, College Hub, Health Coverage)?
    - When Client Support Specialist/Program Staff are there: They can help schedule an appointment.
    - When Client Support Specialist/Program Staff are not there: Hand the client a program flyer that has the phone number and email address for the program. (The flyers are available on CTC Resources and/or on the foundcom.org website.)