FOUNDATION COMMUNITIES
PROSPER CENTERS

Intake Interview: Basic Steps
Tax Season 2025

1. Verify the client's household income is within our eligibility limit.

2. Confirm the taxpayer (and spouse, if applicable) have brought the following documents:
   - Original and valid photo ID for the primary taxpayer and the spouse
   - SSN cards or ITIN letters for every person listed on the tax return

This document on CTC Resources reviews all documents that can be used to prove identity and SSN/ITIN.

3. Review the intake forms.

   a. On the intake sheet, ensure all fields are complete on page 1. Double-check for phone, address, and email. Make notes on pages 2-3 to note whether the taxpayer had each type of income or expense. Complete the optional additional questions on page 4 (if not already answered). Add any additional notes as necessary on page 5 of the intake sheet.

   d. Verify there is documentation for "yes" items for income and expenses.

   e. Troubleshoot with clients if they are missing something.

Depending on the tax year and documents presented by the client, there may be additional checklists you will fill out with the client.

4. Determine the certification level of return.

5. Fill out the processing envelope, which will stay on-site:
   - At this stage, do NOT write the client's SSN on the envelope
   - Do NOT place any client documents in the envelope

6. Place the processing envelope in the queue for tax preparation.

7. Complete the client envelope and give to client with all their documentation including:
   - intake sheet
   - the clients' IDs and Social Security Cards/ITIN letters
   - tax documents like W2s and documentation of child care expenses

For Drop Off intake interviews

During step 3, you will also complete an online Drop Off checklist during the interview and include it with everything that will be scanned.

For steps 5-6, a tax staff member will (instead of creating a processing envelope) create a new ticket in the Hub and indicate the tax certification for the return(s). They will scan the taxpayer's documents and upload them to the ticket. They will then submit the ticket to be prepared by a volunteer tax preparer. More information is provided in the role-specific training for intake staff.

Last edited 12/9/24