


Due to pandemic-caused budget cuts, public libraries were not provided bulk supplies of Indiana Department of Revenue 2020 Tax Booklets and Forms to distribute to our patrons. We have printed your requested forms for you to use this year. We are sorry to say that in future years, we will no longer be given tax booklets and/or forms for you to pick up, and we will not be able to print these booklets and/or forms for you. You will need to find an alternative method to prepare and file your taxes. Both the Federal Internal Revenue Service (IRS) and the state Indiana Department of Revenue (IDOR) encourage taxpayers to file electronically in order to reduce errors and to reduce fraud. The IRS suggests taxpayers utilize free volunteer tax preparation services through AARP Tax Counseling for the Elderly (TCE) and Volunteer Income Tax Assistance (VITA) programs. We have provided contact information for these services for you. Thank you for understanding. We apologize for any inconvenience this may cause you.

For information on the Volunteer Income Tax Assistance (VITA) program, visit <https://www.myfreetaxes.com/> or call 800-906-9887.

For information on AARP Tax Counseling for the Elderly (TCE) Preparation, please see the back of this page. 

AARP TAX PREPARATION FOR Tax Year 2020 in 2021

Hendricks County Senior Services has partnered with AARP Tax Volunteers for many years to provide seniors with a free tax service. In light of the COVID restrictions, HCSS will not play the same role as we have in the past. In 2021, HCSS is not scheduling the AARP tax appointments nor will we have any tax appointments at our facility. You will not be calling HCSS to make your tax appointment or get your tax questions answered this year. There are many changes to the tax program for 2021, so please read the details below carefully. When more information is available from AARP, we will be mailing information to clients. If you have used the free tax service in the past, please watch your mail for a special mailing from HCSS. Please do not call the agency as we will be working hard to get the necessary information to you as soon as AARP shares the details with us.



The AARP Volunteer Tax Preparers have been diligently working to establish a process that is workable for all and is both **SAFE** and **SECURE**. The IRS and the AARP Foundation have approved a process that is low-contact and will involve 3 trips to our sites. Each visit may be approximately 10-20 minutes in duration.

Tax Preparation will require of 3 trips

TRIP #1: Pick up a tax prep packet and make appointments for tax preparation. No appointment is needed for **Trip #1**. The tax prep packet you receive contains all the necessary documents you will need to sign and a list of everything that you will need to bring to your 1st Appointment. You **WILL** be making **two tax (2) appointments**. You can expect that you may be waiting in line. The lines and your wait may be long.

TRIP #2: Appointment #1 to review your Intake Sheet and scan your tax documents. This will be your first actual Appointment. An Intake/Interview will take place and tax documents scanned into AARP's secure system. The AARP Tax Volunteers will work off-site to complete your return and submit it for a Quality Review.

TRIP #3: Appointment #2 is to print off and review your Federal and Indiana tax returns. You will also sign the necessary paperwork that allows the AARP Tax Volunteer to electronically transmit your return(s). Your completed Federal and Indiana State Tax Returns will be printed, reviewed, and signed while you are present. Taxes will be e-filed only after this visit is complete.

Appointments 1 and 2 **MUST** be on the same day of the week and same time, just 1 week apart. **No exceptions.** You need to be prepared to select a date and time that would ensure that you **WILL** have all your tax documents.

Locations and times for (Trip #1) to "Select your Appointments" and "Pick-up your Tax Prep Packet." will be available soon

ALL Tax Prep Appointments (Trip #2 and Trip #3) will be held at Guilford Township/Hummel Park Community Center

All events are subject to change or cancellation due to the Covid-19 restrictions

Additional Information

- Access will be strictly limited to **no more than 15 people** at a time in the building.
- Tax Prep packets and appointments will be available on a First Come First Serve basis.
- There will be fewer appointments available. When the schedule is FULL, it is FULL! Do NOT expect more appointments to be made available.
- This year the AARP Tax Aide program will be using a virtual service delivery model, the **Traditional Scan Model (TSM)** which has been approved and is recommended by the IRS. **Traditional Scan Model (TSM)** allows tax volunteers working from home or from a site to use technology solutions to prepare, finalize, and e-file returns with two in-person taxpayer visits.

Please bring your own pen for each visit. All participants will be required to wear a mask. AARP Tax Aide program also ask that, if possible, only one person visits for Trip #1. However, if filing jointly, it is suggested that both taxpayers attend Trip #2 as well as Trip #3 in order to review and then sign their returns.

