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**October 27, 2021**

**FOR IMMEDIATE RELEASE**

CAP Services Seeks Volunteers

CAP Services is seeking volunteers to fill roles for the Volunteer Income Tax Assistance (VITA) program in Waupaca County. This program offers free income tax assistance preparation and filing to low-to-moderate income tax filers, as well as persons with disabilities, the elderly, and those clients with limited English-speaking abilities. This last filing season served 153 local households and helped them to secure more than $160,000 in refunds. “Volunteering really does make a difference,” said Lead Site Coordinator, Connie Henn.

With COVID-19 transforming the world and the way organizations operate, CAP Services is in need of additional volunteers. Tax assistance will not be offered in person. However, CAP’s goal is to continue to be as efficient and effective as possible while protecting the safety of volunteers and clients. Returns will be processed by a no-contact method. Due to the Economic Impact Payments (stimulus payments), additional information will need to be gathered and Advanced Child Tax Credits will require taxpayers who do not normally file a tax return to do so.

“The great news is that individuals do not need to be professional tax preparers to volunteer and make a difference,” Henn noted. No experience is required, and CAP has multiple opportunities for volunteers of all interests and abilities. These include:

* Intake specialists who verify client identification, screen taxpayers to determine the type of assistance they need and confirm that clients have the necessary documents to complete their tax returns.
* Interpreterswhoaid in translating information between the taxpayer and tax site volunteers (intake specialists and tax preparers). Interpreters read and translate documents for clients to verify information and ensure understanding and accuracy of completed tax returns.
* Taxpreparers who prepare state and federal returns using TaxSlayer software. They help customers access important tax credits like the Earned Income Tax Credit (EITC). Preparers serve as a trusted resource, ensuring that customers file correctly, and maintain confidentiality by providing as much privacy as logistically possible.

All training, materials, and equipment will be provided. A volunteer will only be asked for one 3–4-hour shift per week. “This is the perfect way to give back in a fun, rewarding, and a safe environment,” stated Connie Henn. Volunteer training begins in November and the opportunity continues through the tax deadline (typically April 15). For more information on how to volunteer, please contact Connie Henn by email at chenn@capmail.org or by phone at (920) 647- 0978. An online sign up is also available at www.capservices.org/vita.

CAP Services’ Volunteer Income Tax Assistance (VITA) is a United Way of Portage County funded program.

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