



HRCAP & FACES

Tax Preparation Services for Low-income People

HRCAP and FACES

- ▶ The Hampton Roads Community Action Program (HRCAP) is a non-profit community action agency that has been serving residents of Southeastern Virginia for over 54 years.
- ▶ Families Achieving Community Economic Stability (FACES) is a coalition of local organizations, agencies and institutions dedicated to advancing the economic security and stability of families and individuals who reside on the Virginia Peninsula (the cities of Hampton, Newport News, Poquoson and Williamsburg as well as York and James City Counties).

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- ▶ FACES has coordinated and operated an IRS volunteer return preparation program, providing tax preparation services to low-income residents on the Peninsula, for the last 15 years.
- ▶ In 2018 FACES expanded to include partners from the Southside of Hampton Roads (Chesapeake, Norfolk, Portsmouth, Suffolk and Virginia Beach).

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- ▶ The FACES Coalition operated 14 Sites in Southeastern Virginia for the 2020 tax year, completing over 1,912 Federal Tax Returns and bringing over 1 million dollars in tax refund revenue back into the community. This tax refund amount included over \$600,000 in Earned Income Tax Credit, Child Tax Credit, and Education Tax Credit dollars. Total tax preparation cost savings to clients is estimated to be \$365,500, enabling clients to retain more of their refund dollars.
- ▶ In March of 2020 most FACES VITA sites were closed due to the COVID-19 pandemic. I am happy to announce that as February 2021 12 VITA Sites have stepped up to the plate and have reopened or are in the process of reopening for the 2021 tax year.
- ▶ Since 2010 FACES VITA Partners have prepared over 18,000 federal tax returns. As a result, more than \$24,000,000 have been returned to the community, including almost eight million in EITC dollars.

2021 FACES VITA Tax Preparation Sites

- ▶ Bethel AME Church
- ▶ CEB Financial Inc. - VITA
- ▶ Clark Multi-Purpose Center
- ▶ Commissioner of Revenue - Virginia Beach
- ▶ Family Investment Center
- ▶ HRCAP Pinewood Plaza
- ▶ Philippine Cultural Center
- ▶ Speed City Athletic Association (SCAA)
- ▶ Six House Inc.
- ▶ Tidewater Community College - Virginia Beach
- ▶ USW Region 8 Local 8888
- ▶ Veteran's Free Tax Services

HRCAP and FACES - Virtual VITA Sites - 2021 tax filing season:

Twelve VITA Sites have transitioned from the traditional face to face VITA tax preparation method to one of the following (4) Virtual VITA options.

- ▶ Drop-Off & Pick-Up Sites - Commissioner of Revenue-Virginia Beach ([Virginia Beach](#)); Philippine Cultural Center ([Virginia Beach](#)); Six House Inc. ([Hampton](#)); Tidewater Community College ([Virginia Beach](#)), USW Region 8 Local 8888 ([Newport News](#)); Veteran's Free Tax Season ([Suffolk](#)).
- ▶ Intake-Only Site - The Clark Multi-Purpose Centre ([Newport News](#)) & HRCAP Pinewood Plaza ([Hampton](#)).
- ▶ Preparation-Only Site - Family Investment Center ([Newport News](#))
- ▶ Combination Sites (tax preparation will consist of multiple models - Bethel AME Church ([Hampton](#)) & CEB Financial Inc. ([Suffolk](#)))
- ▶ Traditional with social distancing - (SCAA) Speedway Community Athletic Association ([Newport News](#))

HRCAP and FACES - 2021 Scanned Document Program

- ▶ The **New** scanned document pilot will be launched at (2) VITA Sites - Bethel AME (Newport News) and HRCAP Pinewood Plaza (Hampton).
- ▶ **Uploaded** scanned taxpayer documents will transmit directly into the TaxSlayer VITA provider software for the 2021 tax filing season.
- ▶ The scanned document program **benefits** include clients retaining original documents; documents are securely stored with IRA Tax Preparation Software; and the 1040 tax return can be prepared remotely.