

The Internal Revenue Service website, [IRS.GOV](https://www.irs.gov), contains exhaustive (and possibly *exhausting*) amounts of useful information.

I have distilled the many sources of tax help into a simple list I offer for your information. I organized the list into three levels: First Aid, Urgent Care, and Intensive Care.

First Aid contains links and numbers for fast answers to common questions and problems. *Urgent Care* provides contact for answers to specific questions you could not find at [IRS.GOV](https://www.irs.gov). IRS will answer questions, but the service will be slower. *Intensive Care* offers experienced help for on-going severe tax problems and *dire* emergencies not resolved by First Aid or Urgent Care. You must make an appointment to request access to the Intensive Care level of help.

I. First Aid

A. [Free Tax Preparation \(Income and Age Restrictions Apply.\)](#)

1. Volunteer Income Tax Assistance (VITA) program for those with incomes less than \$56,000.00. To Find VITA Location On-Line [Click Here](#).
2. Tax Counseling for the Elderly (TCE) for the 60 and over. To Find a TCE Location on On-Line [Click Here](#).
3. AARP Foundation Tax-Aide for those over 50 with low or moderate-income. To Find an AARP Tax-Aide Location On-Line [Click Here](#).
 - a) *Call to Find VITA and TCE Locations at 800-906-9887.*
 - b) *Call to Find AARP Tax-Aide at Locations 888-227-7669.*
4. Many Free Preparation Locations Require Appointments and Have Limited Hours. For More Information and the Documents to Bring With You, [Click Here](#).

B. [Facilitated Self Assistance Provides Free Digital Help and Coaching For Taxpayers Who E-File.](#)

1. [Community Tax Aid, Inc.](#) Provides Coached Facilitated Self Assistance. Walk-In Thursdays from 6:00 p.m. -8:00 p.m. at [Duqués Hall](#) of the George Washington University School of Business, [2201 G Street, NW](#). Enter from 22nd Street NW.

2. [Community Tax Aid, Inc.](#) Offers Remote Facilitated Self Assistance at [1000 Vermont Avenue, NW, Suite 920](#), Monday – Friday from 11:00 a.m. – 5:00 p.m. Email appointments@communitytaxaiddc.org for an appointment.

a) [Community Tax Aid, Inc.](#) accepts email questions at info@communitytaxaiddc.org.

b) Taxpayers may also leave a phone message for [Community Tax Aid, Inc.](#) at **202-547-7773**.

C. [Free Tax Filing Online \(Income and Age Restrictions Apply.\)](#)

1. To Browse Software Options [Click Here](#).

2. To Have IRS Find Your Software [Click Here](#).

D. [Free File Fillable Tax Forms](#) On-Line [Click Here](#).

E. [Tax Return Forms](#).

1. To Download Form 1040 [Click Here](#).

2. To Download Form 1040-SR, *Specially for Seniors* [Click Here](#).

3. To Order Paper Forms [Click Here](#) or Call **800-829-3676**

4. To Download **ANY** IRS Form or Publication [Click Here](#).

F. To Find an IRS Authorized e-file Provider [Click Here](#).

G. To Find Your Refund [Click Here](#).

H. To Make a Payment [Click Here](#).

I. Need More Time? [Click Here](#).

J. To **Stick It to the Tax Scammers** [Click Here](#).

II. Urgent Care

- A. Individuals, call **800-829-1040** between 07:00 a.m. and 07:00 p.m., expect delays.
- B. Businesses, call **800-829-4933** between 07:00 a.m. and 07:00 p.m., expect delays.

III. Intensive Care (Restrictions and Requirements Apply.)

- A. To Make an Appointment with the Taxpayer Assistance Center [Click Here](#).
- B. To Apply for Intervention from the [Taxpayer Advocate Service \(TAS\)](#):
 1. Download and Complete [IRS Form 911](#) *Note Requirements and Instructions*.
 2. Fax the Completed 911 form to **855-810-2125**, or,
 3. Mail the Completed 911 form to
IRS Taxpayer Advocate Service
1111 Constitution Avenue NW, K
Washington, DC 20224-0001
 4. For More Information about the TAS Read [IRS Publication 1546](#).

IV. Request My Help

- A. I can make official inquiries in behalf of my constituents with on-going unresolved tax problems.
- B. I send my inquiries about tax returns, tax refunds, tax collections, and tax emergencies to the local IRS Office. The office assigns Case Advocates, experienced IRS employees, who directly contact the constituents. I request, and I receive weekly updates on my inquiries, and the Advocates inform me of the final resolution.

- C. I send my inquiries regarding applications for tax statuses, taxpayer identification numbers (TIN), employer identification numbers (EIN), and taxpayer complaints to IRS Headquarters. Headquarters direct my questions to the IRS Offices that have authority in the matter. I request, and I receive monthly status reports. IRS notifies me of ultimate resolutions.
- D. The Freedom of Information Act of 1974 protects your IRS files. I need your written permission to contact the IRS and to request the data to address my constituents' problems. Download a request for assistance by [Clicking Here](#).
- E. I cannot order the IRS to resolve inquiries in my constituents' favors. I do request Washingtonians receive every consideration due to them under applicable laws and regulations.
- F. I recently inquired in behalf of a D.C. couple that had, for several years, filed extensions, but not income tax returns. They netted over \$11,000.00 in refunds. That money helped make a down payment on a new D.C. home. I also secured over \$3,700.00 owed to an estate and a \$21,000.00 check for a trust.

V. For Help With D.C. Taxes Contact:

- A. The D.C. Office of Tax and Revenue [Click Here](#)
- B. The Mayor's Office of Community Relations and Services [Click Here](#)
- C. Your Member of the D.C. Council [Click Here](#)