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### What is the Omaha EITC Coalition?

The Omaha Earned Income Tax Credit (EITC) Coalition is a volunteer-staffed effort to provide quality free tax preparation and financial services to low- and middle-income people in the Omaha metropolitan area. Our members are individuals, credit unions and banks, community and civic organizations, federal, state and local agencies, universities and other professional associations and coalitions dedicated to reducing poverty by increasing financial literacy and creating access to quality financial institutions and products.

### What is the monthly time commitment for volunteers?

During tax season, volunteers are expected to commit 12-24 hours a month. Times are typically scheduled in 3-4 hour shifts. There are day, evening, and weekend times available at multiple locations. After tax season, there are still many opportunities to volunteer in the Coalition office. Visit the [Volunteer Page](#) for more information.

### Are your services really free?

We file Federal and State taxes at no charge to the customer. Though we are volunteer driven, there are still costs to operating the sites and providing quality oversight. We rely on community support, grants, and donations to be able to offer this service year-round.

Donations are always appreciated. A donation of **\$0.50/week** (\$26/year) provides the funds for 1 box of paper to produce 220 free tax returns for low to middle income people. A donation of **\$1/week** (\$52 per year) provides the funds for 12 free tax returns for low to middle income people. One certified tax preparer volunteer could be trained for a donation of **\$2/week** (\$104 per year). And a donation of **\$3/week** (\$156 per year) provides the funds for 500 additional financial services, screenings and referrals to qualified professionals for low to middle income people. Donations may be mailed in a CHECK to:

Family Housing Advisory Services  
3605 Q Street  
Omaha, NE 68107

**(Write EITC in the memo space)**

Donations may be made ONLINE here: [www.omahaeitc.org](http://www.omahaeitc.org)

### What is EITC?

The Earned Income Tax Credit (EITC or EIC), devised by Congress in 1975, has become the most effective program for lifting low-income working families with children out of poverty and toward self-sufficiency, fostering family and community stability. This refundable credit on the federal income tax return partially restores Social Security and Medicare taxes paid by low wage earners. Visit the <https://www.irs.gov/credits-deductions/individuals/earned-income-tax-credit-eitc> to learn more.

### I don't have children. Can I still get EIC?

Singles and couples without children may qualify for EIC. Filers must be between 25-64 years old, have social security numbers, and meet income requirements.

### I have a social security number but my kids have ITINS. Can I get EIC?

Starting in tax year 2021, singles and couples who have Social Security numbers can claim the credit, even if their children don't have SSNs. In this instance, they would get the smaller credit available to childless workers based on their income and would not receive EIC for the children without SSNs.

### What is the Child Tax Credit?

The Child Tax Credit is a partially refundable credit for eligible children. The child must have a valid social security number, live in the US with the taxpayer at least 6 months of the year, and be under 17 years old. The child must also meet relationship and support requirements.

The Child Tax Credit is a maximum of \$2,000 per child age 16 and younger, with refunds limited to \$1,400 per child.

Other dependents—including adults, children aged 18 and full-time college students ages 19–24—may qualify for a nonrefundable credit of up to \$500 each.

### What is the Advanced Child Tax Credit?

For 2021 **only**, up to half of the Child Tax Credit was delivered to families July-December 2021 as an advanced payment, rather than as a lump sum at tax time.

### I didn't get one or more of the stimulus payments. What do I do?

If you were eligible for the first or second stimulus payments but didn't receive the full payment you were eligible for, you must file a 2020 or 2021 tax return to claim the stimulus (Economic Impact Payment) as a credit on the return. Federal refunds that include stimulus payments are taking several weeks to be issued.

### How do I locate a Volunteer Income Tax Assistance (VITA) site?

In Nebraska and western Iowa, you can call 2-1-1 for the United Way of the Midlands Call Center to locate a site near you and schedule an appointment.

You can also visit <https://irs.treasury.gov/freetaxprep/> to locate a site anywhere in the United States.

### Do I need an appointment?

Tax preparation is by appointment only. No walk-ins are accepted. Call 2-1-1 to locate a site and schedule an appointment. We also offer on-line tax preparation. Visit the Tax360 SecureDrop page for more information.

### What do I need to file my taxes?

- Social security cards or ITINs for self, spouse, & dependents
- Photo Identification
- Copy of previous year's tax returns (especially IA state return)
- All W-2 and 1099 forms (Interest, Dividend, Miscellaneous, Retirement, SSA, Unemployment)
- Gambling Winnings (W-2G, 1099-Misc)
- Self-Employment Income and Expenses (1099-Misc, 1099-NEC, record of cash income and expenses)
- Child care provider info (Name, address, EIN/SSN) and amounts paid
- Property tax and mortgage interest forms (1098), charitable contributions, out-of-pocket medical expenses
- Education expenses receipts (1098-T, book receipts)
- Marketplace Health Insurance Forms (1095A)
- Bank account and routing number for direct deposit
- Both spouses must be present to sign return or in case of divorce/separation, may need spouse's name and SSN (Alimony/Filing Separate)

### I don't have all of my tax documents. Can I still file my taxes?

All tax documents are required to file an accurate return. If you do not have all of your documents, you will need to obtain the information from the IRS and the State Department of Revenue.

For Federal information, visit [Get Your Transcript](#) to request transcripts online, or request them in person at the IRS building, 1616 Capitol Street, Omaha, NE 68102. If you have not filed your taxes for the tax year, you will need to request an **unmasked Wage and Income Transcript**. This will be a record of all of your official tax documents for the year requested.

The *Wage and Income Transcript* will only have federal information on it. In order to complete a state return, you will need to contact the State Department of Revenue for a state transcript. For Nebraska wages, you will need to request the information at the Nebraska Department of Revenue, 1313 Farnam, Omaha, NE 68102. For any other state, you will need to visit the appropriate State Department of Revenue website to determine how to request a transcript.

Once you have all required documents, you can schedule an appointment.

### [I already filed my taxes, but I forgot to include a tax document. Now what do I do?](#)

You will need to file an amended return to report the missing information. You should wait to file the amended return until the original return is fully processed. You will know it has been processed when you have received both your Federal and State refunds, if you are due a refund.

To file an amended return, you will need to bring:

- A copy of the original return you submitted
- All tax documents originally filed and all information/forms that need to be added

If you do not have a copy of the return or all of your tax documents, you will need to request transcripts from the IRS and the State Department of Revenue. IRS transcripts may be requested online at [Get Your Transcript](#) or in person at 1616 Capital Street, Omaha, NE 68102. Nebraska state transcripts may be requested at 1313 Farnam, Omaha, NE 68102. For any other state, you will need to visit the appropriate State Department of Revenue website to determine how to request a transcript.

Once your original return has been processed and you have all required documents, you can schedule an appointment.

### [I haven't filed taxes for a while. Can you still help me?](#)

The Omaha EITC Coalition is able to file previous year taxes as well as current year taxes for Federal and State returns. You will need to have all of your tax documents for each year you need to file. If you need to file any tax years prior to the last 3 years, please call 402-934-6750 to schedule an appointment.

### [Can I apply for a new Individual Taxpayer Identification Number \(ITIN\) or renew my existing number with you?](#)

Yes, please call 402-250-9781 or reach out through email to [EDL@fhasinc.org](mailto:EDL@fhasinc.org). We also offer ITIN renewal events on Saturday, July 15 from 10 AM-2 PM and Wednesday, July 26 from 4-7 PM at 3605 Q Street in preparation for the next tax year.

### [Can I deposit my refund to a debit card I already have?](#)

The number on the front of a debit card is rarely the account number. To deposit your refund onto a debit card, you will need to call the customer service number on the back of the card and ask for the routing number and account number for your account.

### [Can I split my refund into more than one bank account?](#)

Your refund can be deposited into up to three different checking or savings accounts. Your refund can only be deposited directly into accounts that are in your own name; your spouse's name or both if it's a joint account. You will need to have the routing and account numbers for all accounts you would like to use.

### How do I check on my refund?

Once your tax return has been transmitted and accepted, the Coalition does not receive any more information about your refund. You can check the status of your Federal refund by calling 1-800-829-1954 or visiting [Where's My Refund?](#) You will need your social security number, your filing status, and refund amount expected to check the refund status.

- To check the status of your Nebraska state refund, call 800-742-7474 or visit [Where's My Nebraska Refund?](#)
- To check the status of your Iowa state refund, call 515-281-4966 or 800-572-3944 (Iowa only) or visit [Where's My Iowa Refund?](#)
- For any other state, you will need to visit the appropriate State Department of Revenue website.

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- To check the status of your Nebraska amended return, call 800-742-7474.
- To check the status of your Iowa state refund, call 515-281-4966 or 800-572-3944 (Iowa only).
- For any other state, you will need to visit the appropriate State Department of Revenue website.

### How do I adjust my tax withholding on my paychecks?

The amount of taxes that is withheld from your employment income is determined by the W-4 form you complete with your employer when you are hired. You may adjust your withholdings to have more or less taxes withheld by completing a new W-4 and submitting it to the Human Resources department at your employment. W-4 forms may be found by visiting [www.irs.gov](http://www.irs.gov) and searching W-4 or by contacting your Human Resources Department.

You can determine proper withholding by using the [IRS Withholding Calculator](#). Have your most recent paystub(s) for you and your spouse, any other income information, and your most recent tax return available.