

**From:** [DRSMAIL](#)

**Sent:** Thursday, February 4, 2021 5:41 PM

**To:** [Killingly Public Library](#)

**Subject:** RE: 2020 CT tax forms

Dear Killingly Public Library,

We are reaching out to let you know, first, how much we value your partnership in helping patrons meet their state tax filing and payment requirements. As the COVID-19 pandemic continues to challenge us all, your assistance is appreciated, perhaps more than ever, as you strive to provide accessibility to information and technology and keep your staff and your patrons safe.

Further, we wanted to outline the expansion of our services to taxpayers, and some changes to the way the Department of Revenue Services (DRS) delivers information. For the upcoming tax filing season, DRS will not send paper booklets and forms to libraries. This decision is largely due to IRS tax changes being finalized at the end of the calendar year, which make it extremely difficult to provide the best, most updated information to our partners and your patrons in a timely manner.

In place of bulk paper distribution, we have embarked on several initiatives to expand and centralize our services to taxpayers, which we believe are far more efficient and customer focused. Below you will find a listing of DRS resources that we would welcome you sharing with patrons.

#### **DRS Assistance At Taxpayers' Fingertips**

The DRS website (<https://portal.ct.gov/DRS>) has the answer to many state tax questions, including a Frequently Asked Questions page. Taxpayers are also encouraged to call or email DRS with questions specific to their situation (see resources below). The fastest and easiest way to access state tax forms and instructions is from the DRS website, which can be downloaded and printed.

#### **Secure Videoconferencing**

DRS now offers remote assistance, where taxpayers can schedule an appointment and receive real-time DRS tax assistance from the comfort of their own homes, from a trained DRS professional during normal business hours, via the online Microsoft Teams platform. DRS tax examiners are available to schedule appointments with your patrons or with library staff (to ensure that technology for the patron is available), at a time that is mutually convenient.

#### **State Tax Form and Instruction Requests By Mail**

Upon request, patrons are welcome to contact DRS at the phone number below to request tax forms, booklets, and instructions that DRS will maintain in-house, and mail directly to the patron's home address.

**Hartford Drop Box**

DRS has also set up a drop box, where your patrons can bring hard copies of their tax payments and documents, available at our main office in Hartford. The drop box is monitored continually, with distribution to appropriate DRS personnel daily.

**File Your State Return Online**

One final reminder: when you are ready, the quickest way to file your state tax return – and the quickest way to receive a tax refund if one is expected – is online. DRS offers free electronic filing of individual income tax forms through the DRS **Taxpayer Service Center (TSC)**, which is easy, secure, and free to use, beginning in late January.

**DRS Contact Information and Resources:**

**Normal business hours:** Monday through Friday, 8:30 a.m. to 4:30 p.m.

**Phone (ask questions and request paper forms by mail):**

- 860-297-5962 (from anywhere)
- 800-382-9463 (Connecticut calls outside the Greater Hartford calling area only); or.
- 860-297-4911 (TTY, TDD, and Text Telephone users only)

Taxpayers may also call 711 for relay services. A taxpayer must tell the 711 operator the number he or she wishes to call. The relay operator will dial it and then communicate using a TTY with the taxpayer.

**Email:** [DRS@po.state.ct.us](mailto:DRS@po.state.ct.us)

**Website:** <https://portal.ct.gov/DRS>

**DRS Drop Box:** Bring to street level building entrance at 450 Columbus Boulevard, Hartford, CT, during normal business hours.

**File your state income tax return online:** <https://portal.ct.gov/TSC> (select *Individual*)