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**Though many of the resources in this toolkit remain up-to-date, this toolkit will no longer be regularly updated as of January 31st, 2023. We have compiled the least time sensitive documents in the sections below and archived remaining resources. You can visit our website, childtaxcreditoutreach.org where we have up-to-date resources and links to other current materials on partner organization websites.*

**Aunque muchos de los recursos de este kit de herramientas permanecen actualizados, este kit de herramientas ya no se actualizará regularmente a partir del 31 de enero de 2023. Hemos compilado los documentos que hasta ahora (finales de enero de 2023) se mantienen actualizados en las secciones a continuación y hemos archivado los otros recursos. Puede visitar nuestro sitio web, childtaxcreditoutreach.org, donde tenemos recursos actualizados y enlaces a otros materiales actualizados en los sitios web de organizaciones asociadas.*

Expanded Child Tax Credit Outreach Resource Toolkit for National, State and Community Partners

[Introduction](#)

[Outreach Resources: FAQs, Flyers and More](#)

[Public Benefits Agency Outreach](#)

[GetYourRefund Outreach Resources: Materials for GYR's Full Filing Services](#)

[Resources for Immigrant Families](#)

[Best Practices and Lessons for Child Tax Credit Outreach](#)

[Tax Filing Resources](#)

[Tax Filing Resources for Foster Youth and Foster Parents](#)

[Additional Resources:](#)

[USAC Affordable Connectivity Program](#)

[Archived Resources:](#)

[Toolkit Cover Letter](#) **(Archive)***



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[GetCTC.org Simplified Filing Outreach Resources: Flyers, Posters and More](#) (Archive)*

[Additional Outreach Resources: FAQs, Flyers and More](#) (Archive)

[Public Benefits Agency Outreach](#) (Archive)

[GetYourRefund Outreach Resources: Materials for GYR's Full Filing Services](#) (Archive)

[School Outreach](#) (Archive)

[EITC and Other Tax Credit Resources](#) (Archive)

**** GetCTC.org relaunched on May 11, 2022 and closed on November 16, 2022. The simplified filing portal provided an easier option for many families with no or low incomes to claim the Child Tax Credit.***

For questions or to partner on Child Tax Credit outreach, please contact Joseph Battistelli, Director of Outreach and Membership at the Coalition on Human Needs:
jbattistelli@chn.org

We are grateful to our partners at a number of organizations whose work appears here, including the Center on Budget and Policy Priorities, GMMB, UnidosUS, the Center for Taxpayer Rights, Code for America, the Shah Family Foundation and many more.

***The materials currently available in Spanish are written in red.// Los materiales que actualmente están disponibles en español están escritos en rojo.**

Materials available in additional languages are marked with this symbol: 🌐

Introduction

- **Tracking outreach impact**
 - Want to track which of your CTC outreach communications and activities are most effective? [Code For America](#) can create unique URLs for GetYourRefund webpages (through which individuals are directed to free in-person, virtual or



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Do-It-Yourself tax services) to track the number of people per outreach activity who use the site. For assistance requesting a unique url, please fill out this form: <https://airtable.com/shrHvPtoDS8VzSOXN>.

Outreach Resources: FAQs, Flyers and More

- [🌐 IRS Child Tax Credit and Advance Child Tax Credit Payments FAQ// Preguntas Frecuentes sobre el Crédito Tributario por Niños y Pagos Anticipados del Crédito Tributario por Niños del IRS](#)
- [FAQ for service provider staff and families covering eligibility for the CTC, immigration-related questions, disputed custody and resources to direct people to expert help, from the Coalition on Human Needs & Partnership for America's Children](#)
- [Spanish version: FAQ for service provider staff and families covering eligibility for the CTC, immigration-related questions, disputed custody and resources to direct people to expert help// Versión en español: Preguntas frecuentes para el personal de los proveedores de servicios y las familias que cubren la elegibilidad para el CTC, preguntas relacionadas con la inmigración, custodia en disputa y recursos para dirigir a las personas a la ayuda de expertos](#) ***Please note that this resource is no longer up-to-date. The [English version](#) is updated, and you can go to the [IRS resource at the top of this section](#) for frequently asked questions in Spanish and other languages.// *Tenga en cuenta que este recurso ya no está actualizado. [La versión en inglés](#) está actualizada, y puede consultar el [recurso del IRS en la parte superior de esta sección](#) para ver las preguntas frecuentes en español y otros idiomas.*
- Blog posts and articles written by Coalition on Human Needs and Partnership for America's Children for your organization
 - Example [here](#)
- [Resources for Families in Puerto Rico from El Instituto del Desarrollo de la Juventud \(IDJ\)](#)

Public Benefits Agency Outreach

- [Public Benefits Agency Resource Toolkit](#)
 - The toolkit includes sample communications for benefits agencies to send to their beneficiaries about the CTC and other materials that are supportive to public



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benefits agencies as they communicate to families about the CTC and how to claim it (along with other tax credits potentially). We encourage you to check out this toolkit and share it with your contacts at state and local benefits agencies.

- [State benefits agency web page from Code for America](#)
 - This web page is designed for public benefits agencies that are looking to do CTC outreach, as well as community partners that are supporting agencies in doing so.

GetYourRefund Outreach Resources: Materials for GYR's Full Filing Services

- [🌐 Text and Email Templates, Robocall Script and Social Media Copy in 11 Languages from the Shah Family Foundation](#)
- [🌐 "Had a baby in 2020 or 2021?" customizable flyers in multiple languages// Volantes personalizables titulados "¿Tuvo un bebé en 2020 o 2021?" disponibles en varios idiomas](#)
- [🌐 GetYourRefund customizable flyers with FAQ available in multiple languages// Volantes personalizables de "GetYourRefund" con preguntas frecuentes disponibles en varios idiomas](#)

Resources for Immigrant Families

- [IRS Resource: 2021 Child Tax Credit and Advance Child Tax Credit Payments-Commonly Asked Immigration-Related Questions// Recurso del IRS: Crédito Tributario por Hijos de 2021 y los Pagos por Adelantado del Crédito Tributario por Hijos- Preguntas Frecuentes Relacionadas con la Inmigración](#)
- [Individual Taxpayer Identification Number \(ITIN\) Fact Sheet from UnidosUS, the National Immigration Law Center, and the Center for Law and Social Policy](#)
- [Spanish version of Individual Taxpayer Identification Number \(ITIN\) flyer from UnidosUS, the National Immigration Law Center, and the Center for Law and Social Policy//Versión en español del volante sobre el Número de Identificación Personal del Contribuyente \(ITIN\) de UnidosUS, National Immigration Law Center,](#)



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Legal Center for Law and Social Policy

- **[Tax Assistance Center Locator, where individuals can get support with Individual Taxpayer Identification Numbers \(ITINs\) and Form W-7](#)** (individuals should call centers first to confirm available services, languages and how to schedule appointments)
- **[List of IRS-authorized Certifying Acceptance Agents for individuals who need to get copies certified because they are applying for Individual Taxpayer Identification Numbers \(ITINs\)](#)**
- **[Form W-7, Application for IRS Individual Taxpayer Identification Number \(ITIN\)](#)**
- **[English Spanish Glossary of Tax Words and Phrases](#)**

Best Practices and Lessons for Child Tax Credit Outreach

- **[Report on Lessons Learned About Benefits Agency and School Outreach from the Shah Family Foundation](#)** (Click on the report, “Tax Benefits Outreach In MA”)
- **[Findings from Focus Groups with “Non-Filers” \(those who do not typically file taxes\) and Service Providers on the Child Tax Credit](#)**
- **[Code for America Report on Child Tax Credit Outreach, “Lessons from Simplified Filing in 2021”](#)**
 - You can read about key findings in the “Executive Summary” section of the report.
- **[“Expanded Child Tax Credit: Learnings From 2021. Looking Ahead to 2022,”](#)** from **Delivery Associates**
 - This link includes the full report, an executive summary, and shorter “action sheets” for different groups engaged in (or looking to engage in) tax credit outreach.

Tax Filing Resources

- **Reopening in January 2023: GetYourRefund link, where you can find local Volunteer Income Tax Assistance (VITA) sites, and families can sign up to be directed to *free* in-person, virtual or do-it-yourself tax filing assistance:**
 - English: **<https://www.getyourrefund.org/en>**



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- Spanish <https://www.getyourrefund.org/es>
- [Volunteer Income Tax Assistance \(VITA\) site locator](#) (most sites reopen in January 2023)
- [What to bring to your tax appointment from the Center on Budget and Policy Priorities](#)
- [Spanish version: Documents You Need to File a Tax Return// Versión en español: Documentos que Necesita para Presentar una Declaración de Impuestos](#)
- [Low Income Taxpayer Clinic Locator \(for individuals with low incomes who have tax disputes with the IRS\)](#)
- [LITC Support Center Fact Sheet: Did the IRS reject your e-filed tax return because someone else claimed your child?](#)
- [LITC Support Center Fact Sheet: Did you file your return many weeks ago and still haven't received your refund?](#)
- [LITC Support Center Fact Sheet: Did the IRS change your expected tax refund?](#)
- [LITC Support Center Fact Sheet: Claiming Your Child for Tax Benefits](#)
- [🌐 Tips to help choose a reputable tax preparer from the IRS// Consejos del IRS para ayudar a personas a elegir un preparador de impuestos de buena reputación](#)
- [🌐 Finding a tax preparer to match your needs and how to check their credentials from the IRS// Encontrar un preparador de impuestos que satisfaga sus necesidades y cómo verificar sus credenciales del IRS](#)
- [🌐 Common tax scams and tips to help taxpayers avoid them from the IRS// Estafas tributarias comunes y consejos del IRS para ayudar a los contribuyentes a evitarlas](#)
- [GetYourRefund Partnership Guide, including an overview of the different services available through GetYourRefund.org in 2022](#)

Tax Filing Resources for Foster Youth and Foster Parents



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- [How Tax Filing Benefits Foster Youth from John Burton Advocates for Youth \(JBAY\)](#)
- [Tax Prep Checklist For Transition Age Youth from John Burton Advocates for Youth \(JBAY\)](#)
- [Tax Filing Guide for Transition-Age Youth from John Burton Advocates for Youth \(JBAY\)](#)
- [Tax Credits in Child Welfare](#)

Additional Resources

USAC Affordable Connectivity Program

- [ACP Flyer](#)
- [ACP Application - English](#)
- [ACP Application - Spanish//Formulario de aplicación en español para el Programa de Descuentos Para Internet \(ACP por sus siglas en inglés\)](#)
- [Household Worksheet - English](#)
- [Household Worksheet - Spanish//Planilla de Hogar- Español](#)
- [Application Instructions - English](#)
- [Household Worksheet Instructions - English](#)
- [Acceptable Documentation - English](#)
- [Acceptable Documentation - Spanish//Tipos de documentos aceptables- Español](#)



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Archived Resources

Cover Letter

- [Toolkit cover letter](#)

GetCTC.org Simplified Filing Outreach Resources: Flyers, Posters and More (Archive)

- GetCTC link, where families without tax filing obligations can file to claim the Child Tax Credit and 3rd stimulus payment//**Enlace de GetCTC, donde las familias sin obligaciones de declarar impuestos pueden presentar para reclamar el Crédito Tributario por Niños y el tercer pago de estímulo:**
 - English: <https://www.getctc.org/en>
 - Spanish/Español: <https://www.getctc.org/es>
- [GetCTC general flyers in 11 languages](#) (from the Coalition on Human Needs, Partnership for America's Children, Code for America, and findyourfunds)//
Volantes generales de GetCTC en 11 idiomas (de los grupos, Coalition on Human Needs, Partnership for America's Children, Code for America y findyourfunds)
- [GetCTC flyers for new parents in 11 languages](#) (from the Coalition on Human Needs, Partnership for America's Children, Code for America, and findyourfunds)//
Volantes de GetCTC para nuevos padres en 11 idiomas (de los grupos, Coalition on Human Needs, Partnership for America's Children, Code for America y findyourfunds)
- [GetCTC sample text messages, emails and robocalls in 11 languages](#) (from the Coalition on Human Needs, Partnership for America's Children, Code for America, and findyourfunds)// [Ejemplos de mensajes de texto, correos electrónicos y llamadas automáticas de GetCTC en 11 idiomas](#) (de los grupos, Coalition on Human Needs, Partnership for America's Children, Code for America y findyourfunds)
- [List of what you need to file through GetCTC from the Center on Budget and Policy Priorities](#)
- [GetCTC demo video from Code for America \(English\)](#)
- [Flyer and postcard from the Center on Budget and Policy Priorities//Volante y tarjeta postal del Center on Budget and Policy Priorities](#)



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- [Call, text, hold line, and newsletter copy scripts from the Center on Budget and Policy Priorities](#)
 - Includes call scripts, voicemail messages, hold messages, text scripts, and newsletter copy
- [Social media toolkit for partners from the Center on Budget and Policy Priorities](#)
- [GetCTC flyers, posters and social media content in multiple languages from GMMB// Volantes, carteles y contenido para redes sociales de GetCTC en varios idiomas de GMMB](#)
- [Messaging and press materials \(including press release and pitch templates and radio PSA script\) from the Center on Budget and Policy Priorities](#)

Additional Outreach Resources: FAQs, Flyers and More (Archive)

- [U.S. Government website about the CTC](#)
- [U.S. Government website about the CTC in Spanish// Sitio web del Gobierno de los Estados Unidos sobre el Crédito por Crédito Tributario por Niños en español](#)
- [US Government toolkit](#) with a flyer, fact sheet and social media graphics about the Child Tax Credit and Earned Income Tax Credit
- [U.S. Government toolkit with a flyer, fact sheet and social media graphics in Spanish// Kit de herramientas del gobierno de los EE. UU. con un volante, una hoja informativa y gráficos para las redes sociales en español](#)

Public Benefits Agency Outreach (Archive)

- [GetCTC human services agency message toolkit from GMMB](#)

GetYourRefund Outreach Resources: Materials for GYR's Full Filing Services (Archive)

- [Short FAQ about tax filing from GMMB](#)
- [Short FAQ about tax filing from GMMB in Spanish// Lista breve de preguntas frecuentes sobre la declaración de impuestos de GMMB en español](#)



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School Outreach (Archive)

- [**Resources for schools & school groups**](#)
 - This link includes ideas for simple actions schools and school groups can take to let families know about the CTC and how to claim it, and the specific resources - pulled from this larger toolkit - that they will need.
- [**Pre-recorded training on Child Tax Credit outreach in schools**](#)
 - This short video includes background information on the CTC, examples of successful tax credit outreach in schools and easy steps schools can take now to help families claim the money to which they are entitled. The video features Superintendent Abeyta and Daniel Mojica, Director of the Parent Information Center, of Chelsea Public Schools in Massachusetts. They share their experience with successful tax credit outreach in their district.

EITC and Other Tax Credit Resources (Archive)

- [**Flyer on How the EITC can help young adults from The Young Invincibles**](#)
- [**Flyer for Youth and Youth-Serving Organizations on Young Adult Eligibility for the EITC from the EITC Funders Network**](#)
- [**EITC Student Factsheet from Annie E. Casey Foundation, EITC Funders Network, and the Higher Learning Advocates**](#)
- [**EITC Factsheet for Educational Administrators from Annie E. Casey Foundation, EITC Funders Network, and the Higher Learning Advocates**](#)
- [**!\[\]\(67498f4429b07796de483219b69f0741_img.jpg\) Flyer on the Child Tax Credit, Earned Income Tax Credit and Child and Dependent Care Credit from the Center on Budget and Policy Priorities// Volante sobre el Crédito Tributario por Niños, el Crédito Tributario por Ingreso del Trabajo y el Crédito por el Cuidado de Niños y de las Personas Dependientes del Center on Budget and Policy Priorities**](#)
- [**Earned Income Tax Credit Toolkit from Center on Budget and Policy Priorities**](#)