



Child Tax Credit

Program Implementation Plan

Purpose and Background

As of July 15, 2021, American families will begin receiving the extended Child Tax Credit. The Extended Child Tax Credit increases the annual refund per child from \$2,000 to \$3,000 for children ages 6-17 and from \$2,000 to \$3,600 for children ages 0-5. Families may select to receive monthly payments of \$250-\$300 or a one-time payment of \$3,000-\$3,600 upon filing annual taxes.

Every parent that received a stimulus check will automatically begin receiving the monthly payments. Families that did not receive the stimulus check may still qualify to receive the Extended Child Tax Credit but will need to complete an online form through the Internal Revenue Service.

While this form is intended to be user friendly, families that do not file taxes regularly may need assistance completing this form. Other families may not have access to a computer or reliable internet. This Child Tax Credit Program will ensure all Palm Beach County families that qualify for this program receive the appropriate funds.

Target Audience

Families that qualify for the Extended Child Tax Credit but have not completed taxes during 2019 or 2020.

Families that qualify for the Extended Child Tax Credit but did not receive the stimulus funds due to the lack of tax filing.

Program Process

A virtual community presentation will take place on Wednesday, July 21st at 1pm. The meeting will be hosted by Palm Beach County Community Services Department Securing Our Future Initiative and will be a facilitated discussion with the United Way of Palm Beach County tax expert.

The agenda of this meeting will be:

- Overview of the Extended Child Tax Credit
- Eligibility requirements
- How payments will be received
- How to register for payments if needed
- Locations where tax experts will be located to assist with registration
- Distributing appointment sign up link for assisted registration

Starting on July 26th, United Way of Palm Beach County volunteer tax experts will be co-located in each of the Community Services Department locations throughout the County to assist families in registering for the Child Tax Credit for a total of two weeks including two Saturdays. One tax preparer will be located at each of the office locations. Families seeking assistance will be required to schedule an appointment utilizing a Google Form. The registration link will be announced during the presentation as well as through the Nonprofit networks including being mailed to contacts at Community Services Department, Securing Our Future Initiative, Youth Services Department, School District of Palm Beach County, United Way of Palm Beach County, Nonprofits First, and Nonprofit Chamber.

Families that do not have access to internet or a computer will be able to call the Palm Beach County Community Services Department Call Center at 561-355-4792 to register for an appointment.

The office schedule and locations are below:

Date	Location	Time
Monday, July 26	810 Datura Street, West Palm Beach, Fl, 33401	11:00am-2:00pm
Tuesday, July 27	1699 Wingfield Street, Lake Worth, Fl, 33460	11:00am-2:00pm
Wednesday, July 28	1440 Martin Luther King Jr, Blvd, Riviera Beach, Fl, 33404	11:00am-2:00pm
Thursday, July 29	38754 State Road 80, Belle Glade, Fl, 33430	11:00am-2:00pm
Friday, July 30	225 S. Congress Avenue, Delray Beach, Fl, 33444	11:00am-2:00pm
Saturday, July 31	1440 Martin Luther King Jr, Blvd, Riviera Beach, Fl, 33404	10:00am-3:00pm
Saturday, July 31	38754 State Road 80, Belle Glade, Fl, 33430	10:00am-3:00pm
Monday, August 2	810 Datura Street, West Palm Beach, Fl, 33401	11:00am-2:00pm
Tuesday, August 3	1699 Wingfield Street, Lake Worth, Fl, 33460	11:00am-2:00pm
Wednesday, August 4	1440 Martin Luther King Jr, Blvd, Riviera Beach, Fl, 33404	11:00am-2:00pm
Thursday, August 5	38754 State Road 80, Belle Glade, Fl, 33430	11:00am-2:00pm
Friday, August 6	225 S. Congress Avenue, Delray Beach, Fl, 33444	11:00am-2:00pm
Saturday, August 7	810 Datura Street, West Palm Beach, Fl, 33401	10:00am-3:00pm
Saturday, August 7	38754 State Road 80, Belle Glade, Fl, 33430	10:00am-3:00pm

In addition, families that do not have transportation to one of the below sites, can utilize our mobile unit through Estella’s Brilliant Bus. The locations and schedule for the mobile unit can be found below:

Date	Location	Time
Monday, July 26	200 Ruby Street, Boca Raton, Fl	4:00pm-6:30pm
Tuesday, July 27	7187 Church Street, Jupiter, Fl	4:00pm-6:30pm
Wednesday, July 28	465 Friend Terrace, Pahokee, Fl	4:00pm-6:30pm
Thursday, July 29	535 Park Avenue, Lake Park, Fl	4:00pm-6:30pm
Friday, July 30	1901 N. Seacrest Blvd, Boynton Beach, Fl	4:00pm-6:30pm
Monday, August 2	845 Palm Beach Road, South Bay	4:00pm-6:30pm
Tuesday, August 3	3324 Lake Worth Road, Lake Worth, Fl	4:00pm-6:30pm
Wednesday, August 4	1822 Abbey Road, West Palm Beach, Fl	4:00pm-6:30pm
Thursday, August 5	4422 Gun Club Road, West Palm Beach, Fl	4:00pm-6:30pm
Friday, August 6	5615 Parke Avenue, West Palm Beach, Fl	4:00pm-6:30pm

Communication Plan

Flyers will be created by the Community Service Department graphics team for both the virtual meeting and the in-person assistance locations. Flyers will be distributed through our nonprofit and government partners including Community Services Department, Securing Our Future Initiative, Youth Services Department, School District of Palm Beach County, United Way of Palm Beach County, Nonprofits First, and Nonprofit Chamber. Flyers will also be printed and will be hung throughout the county in locations that are frequented by families. Community Action and Human Services staff will be responsible for hanging the flyers throughout their target area. Target areas will be selected based on the home office location of each staff member.

Additionally, flyers will be posted to social media. Press releases and flyers will be distributed to all local written and news media including newspapers and television stations. Interviews regarding the program will be set up at local radio stations.

All communications will be in English, Spanish, and Creole.

Timeline

July 21st– August 7th, 2021

Partnerships and Responsibilities

Palm Beach County Community Services Department will seek the expertise of the United Way of Palm Beach County Volunteer Income Tax Program managed by Vivian Pazmino. The United Way of Palm Beach County would be responsible for recruiting a minimum of three volunteer tax preparers that speak English, Spanish, and Creole. The Palm Beach County Community Services Department will ensure space and technology following the above schedule and locations.

Palm Beach County Community Services Department will be responsible for the logistics of the presentation to be held on Thursday, July 24th including setting up the Webex link, managing the Facebook Live, recording, and uploading to the Securing Our Future Initiative website. Vivian Pazmino will be responsible for presenting the Extended Child Tax Credit content.

COVID-19 Safety Protocol

All visitors to the both the office locations and the mobile locations will have their temperature taken. Any individual experiencing COVID-19 symptoms and those with a temperature above 100.4 degrees F (38 degrees C) will be asked to reschedule their appointment.

All staff and visitors will be required to wear a face mask at all times.

All office and mobile locations will be disinfected in between all clients and at the end of the shift by Palm Beach County Community Services staff.

Palm Beach County Community Services Department, Estella's Brilliant Bus, and United Way of Palm Beach County will monitor and adhere to all County, State, and Federal COVID-19 guidelines related to mask usage, social distancing, and disinfecting.

Accommodations

All locations will have access to an English, Spanish, and Creole staff person. Locations will also be equipped with the ability to translate into American Sign Language.

Personnel

Each office location will have a minimum of one (1) Community Services Department staff and one (1) tax preparer each day. Each mobile location will have a minimum of one (1) Estella's Brilliant Bus staff and one (1) tax preparer each day.

