

Filing Services in Other Languages

I. Telephone Assistance

The Taxpayer Services Center Section (TSCS) provides telephone assistance to taxpayers with questions regarding Personal Income Tax, Business Entity Tax, and the Homeowner and Renter Assistance program. Currently TSCS has 19 bilingual staff available to provide telephone assistance to Spanish speaking taxpayers. In addition, TSCS agents are provided with the department's Multilingual Personnel List. This list identifies permanent employees who have agreed to provide occasional translation assistance between taxpayers and department staff. Translators are available to communicate in 41 different languages.

- Arabic
- Bicolano
- Bisaya
- Bosnian
- Cantonese
- Chinese
- Croatian
- Czech
- Ethiopian
- Farsi
- Fiji
- French
- German
- Greek
- Gujarati
- Hindi
- Hindi (Fiji)
- Igbo
- Ilocano
- Indonesian
- Italian
- Japanese
- Kannada
- Korean
- Mandarin
- Pampanga
- Polish
- Punjabi
- Romanian
- Russian
- Serbian
- Slovenian
- Spanish
- Tagalog
- Taiwanese
- Telugu
- Thai
- Turkish
- Ukrainian
- Urdu
- Vietnamese

Telephone assistance is also available in Spanish via FTB's Interactive Voice Response (IVR) system. The IVR allows callers the option of requesting or accessing information without the need to talk to an FTB representative. Some of the things taxpayers can use the IVR for are:

- Requesting tax forms
- Checking the status of their refund
- Finding out payment and balance due information
- Getting answers to frequently asked questions

II. Volunteer Income Tax Assistance (VITA)

VITA volunteer sites provide free assistance in completing simple federal and state returns for California residents with limited income or who are over the age of 60. In 2007, there were approximately 1,100 VITA sites that helped an estimated 400,000 taxpayers prepare and file their tax return. Last year, approximately 170,000 returns were electronically filed by VITA sites.

Of the approximately 1,100 sites, there are 329 sites throughout the state that offer assistance in 17 different languages. Below are the languages and the number of sites (in parentheses) providing assistance in that language.

- Spanish (201)
- Vietnamese (24)
- Russian (18)
- Mandarin (18)
- Cantonese (18)
- Chinese (16)
- Hmong (10)
- Korean (7)
- Armenian (4)
- Farsi (3)
- Tagalog (3)
- Japanese (2)
- Filipino (1)
- German (1)
- Ukrainian (1)
- Thai (1)
- French (1)

III. Homeowner and Renter Assistance (HRA) Volunteer Program

The HRA Volunteer Program provides free, easily accessible assistance to individuals who need help in preparing their homeowner assistance, renter assistance or property tax postponement claim forms. There are 499 HRA Volunteer Program sites throughout California that offer assistance in 20 different languages. Below are the languages and the number of sites (in parentheses) providing assistance in that language.

- Spanish (146)
- Chinese (22)
- Vietnamese (14)
- Korean (8)
- Mandarin (8)
- Russian (8)
- Tagalog (7)
- Cantonese (6)
- Japanese (6)
- Hmong (3)
- Sign Language (3)
- Filipino (2)
- French (2)
- German (2)
- Arabic (1)
- Armenian (1)
- Farsi (1)
- Ilocano (1)
- Italian (1)
- Ukrainian (1)

IV. Forms and Publications

Last year, FTB formed the Publication Translation Task Force to identify and coordinate the translation of forms, publications, web information, news releases, and other documents. Its purpose is to ensure consistency in translations, avoid translation errors that can be potentially offensive if not translated correctly, and make sure the translations are in the right context.

The task force has translated 10 forms and publications in five different languages: Chinese, Korean, Spanish, Vietnamese and Russian. Currently, the 2007 Homeowner and Renter Assistance Claim Booklet is the only document translated in all five of these languages. Other forms or publications available on the FTB website or by phone in different languages are indicated below:

2006 Form or Publication	Chinese	Korean	Spanish	Vietnamese
Request for Innocent Spouse Relief (FTB 705)	Available	Available	Available	Available
Exempt Organizations Publication (FTB 927)	Available	Available	Available	Available
Frequently Asked Questions About Your Tax Audit (FTB 1015B)	Available	Available	Available	Available
Residency Tax Audit FAQ's (FTB 1015R)	Available	Available	Available	Available
Franchise Tax Board Privacy Notice (FTB 1131)	Available	Available	Available	Available
Glossary of Terms (FTB 1209)	Available	Available	Available	Available
2006 Head of Household Publication (FTB 1540B)			Available	
2006 Head of Household Filing Status (FTB 1540Span)			Available	
California Taxpayers' Bill of Rights (FTB 4058C)	Available	Available	Available	Available
2006 Homeowner and Renter Assistance Claim Booklet (FTB 9000H/9000R Booklet)	Available	Available	Available	

2007 Form or Publication	Chinese	Korean	Spanish	Vietnamese
Request for Innocent Spouse Relief (FTB 705)	Available	Available	Available	Available
Exempt Organizations Publication (FTB 927)	Available	Available	Available	Available
Frequently Asked Questions About Your Tax Audit (FTB 1015B)	Available	Available	Available	Available
Residency Tax Audit FAQ's (FTB 1015R)	Available	Available	Available	Available
2007 Media Host Guide (FTB 1019)			Available	
Franchise Tax Board Privacy Notice (FTB 1131)	Available	Available	Available	Available
Glossary of Terms (FTB 1209)	Available	Available	Available	Available
California Taxpayers' Bill of Rights (FTB 4058C)	Available	Available	Available	Available
2007 Homeowner and Renter Assistance Claim Booklet (FTB 9000H/9000R Booklet) ¹	Available	Available	Available	Available

In addition to the forms and publications listed above, FTB provides more information in Spanish on its website, such as information on various programs and answers to frequently asked questions.

¹ 2007 Homeowner and Renter Assistance Claim Booklet is also available in Russian.

V. e-Services

FTB currently offers two interactive Internet applications in Spanish.

- Check Your Refund – Allows taxpayers to check the status of their current year personal income tax refund. The application advises taxpayers of the date we authorized their refund. If the refund has not yet been authorized, the application provides the taxpayer with the received date of their income tax return and the current time frame for processing. Approximately 6,000 taxpayers used the application in 2007.
- Spanish CalFile – Allows taxpayers to prepare their current year personal income tax return on FTB’s website and e-file it directly to the department free of charge. This service was implemented in January 2008.

VI. What’s Next?

We are currently exploring the feasibility of providing taxpayers with the ability to file their 2008 personal income tax return using ReadyReturn in Spanish. ReadyReturn is a free service we developed to make filing individual income tax returns easier. We use information we already have from the last return filed and from Forms W-2 to pre-fill the taxpayer’s return. The service is currently available in English.

The task force is translating the following forms, to be available (TBA) in 2008:

Form or Publication	Chinese	Korean	Spanish	Vietnamese
2008 540 2EZ Instructions (available 2009)			TBA	
2007 Head of Household Filing Status (FTB 1540Span)			TBA	
2007 Head of Household Publication (FTB 1540B)			TBA	
How to Select a Tax Preparer (FTB 982) ²	TBA		TBA	TBA
Don’t Gamble with Your Taxes (FTB 689)	TBA	TBA	TBA	TBA
Forms of Ownership (FTB 1123)	TBA	TBA	TBA	TBA
Business Expense Brochure (FTB 984)	TBA	TBA	TBA	TBA
Audit/Protest/Appeals (FTB 985)	TBA	TBA	TBA	TBA
Top Twelve Tax Scams (FTB 987)	TBA	TBA	TBA	TBA
Sales and Use Tax (FTB 988)	TBA	TBA	TBA	TBA
2008 Homeowner and Renters Assistance Claim Booklet (FTB 9000H/9000R Booklet) ³	TBA	TBA	TBA	TBA
2008 Media Host Guide (FTB 1019)			TBA	

² This brochure was created in partnership with the IRS.

³ 2008 Homeowner and Renter Assistance Claim Booklet will also be available in Russian.