

VITA

Site Coordinator Training

United Way Tucson - 2021

Housekeeping

- Use the Chat box for questions – we will pause throughout to address them
- We will take a few breaks and pause for questions throughout, with more time open in the second half
- Slides will be sent after, as well as other resources

Site Coordinator Introductions

- Name
- Site
- # of years experience with VITA
- Goals for your team this season

Agenda

1. Quality Site Requirements and Volunteer Standards of Conduct
2. Site Coordinator Role and Responsibilities
3. Tax Slayer for Site Coordinators
4. The Hub for Site Coordinators
5. Misc. and Questions

Resources

- **IRS Publication 1084, VITA/TCE Volunteer Site Coordinator Handbook**
- Other IRS Publications
- Training Videos and Presentations
- VITA Links
- VITA Volunteer Handbook
- Weekly Updates

Quality Site Requirements and Volunteer Standards of Conduct

Objectives

- Identify the 10 Quality Site Requirements
- Identify the 6 Volunteer Standards of Conduct
- Understand how to report possible violations

10 Quality Site Requirements

1. Certification
2. Intake/Interview & Quality Review Process
3. Confirming Photo ID and Taxpayer ID Numbers
4. Reference Materials
5. Volunteer Agreement
6. Timely Filing
7. Civil Rights
8. Site Identification Number (SIDN)
9. Electronic Filing Identification Number (EFIN)
10. Security

QSR #1 Certification

- All VITA volunteers must pass a VSC certification test with a score of 80% or higher
- Annually, all volunteer instructors, preparers, coordinators, and quality reviewers must pass the Intake/Interview & Quality Review certification test.
- Tax law certification is required annually. Volunteers who do not help with tax law related issues are not required to certify in tax law.
- **NEW!:** All Site Coordinators must certify by passing the new Site Coordinator Test with a score of 80%.

QSR #2 Intake/Interview & Quality Review Process

- Form 13614-C
- Due Diligence
- **NEW!** Form 1446
- Quality Review

QSR #3 Confirming Photo ID and Taxpayer ID Numbers

- Photo identification for primary and secondary taxpayers (spouse)
- Social Security Number (SSN) or Individual Taxpayer Identification Numbers (ITIN) for everyone listed on the return
- Selfie of taxpayer holding their ID next to their face. (GYR Only)

QSR #4 Reference Materials

- Publication 4012, Volunteer Resource Guide
- Publication 17, Your Federal Income Tax for Individuals
- Volunteer Tax Alerts (must be discussed with volunteers within five days of IRS issuance)

QSR #5 Volunteer Agreement



- All volunteers are required to sign and date Form 13615, Volunteer Standards of Conduct Agreement.
- The agreement must be signed by the partner
- **NEW!:** We are required to validate volunteers' identities using government-issued photo identification (ID), when reviewing and signing Forms 13615. The name on Form 13615 must match both the name on the government-issued photo ID and the volunteer's name added to TaxSlayer or other tax preparation software. The use of nicknames in the tax preparation software is not allowed.

QSR #5 Volunteer Agreement cont.

W **Site Coordinators** Posts **Files** +

+ New ▾ ↑ Upload ▾ ↻ Sync 🔗 Copy link ↓ Download 🔗 Open in SharePoint

Site Coordinators > Volunteer Standards of Conduct Agreements > **Team Caryl Roger Shari**

 Name ▾	Modified ▾	Modified By ▾
 Roger Van Zele VSC.pdf	13 minutes ago	Shea Julian

QSR #6 Timely Filing

- Ensuring that tax returns are submitted to IRS within three calendar days after the site has all necessary information to e-file the tax return.
- Retrieving acknowledgements timely (preferably within 48 hours of transmission).
- Promptly working rejects that can be corrected by the IRS-certified volunteer.
- Timely notifying taxpayers (attempted within 24 hours) if rejects cannot be corrected.
- Promptly notifying taxpayers if any other problems are identified with tax return processing.

QSR #7 Civil Rights

- Title VI of the Civil Rights Act of 1964 information must be available to all taxpayers who seek services at the site.

QSR #8 Site Identification Number (SIDN)

- The correct Site Identification Number (SIDN) must be reported on all tax returns prepared by the VITA site.

QSR #9 Electronic Filing Identification Number (EFIN)

- The correct Electronic Filing Identification Number (EFIN) is required to be used on every tax return prepared.

QSR #10 Security

- Protecting all computers with passwords.
- Using a hard-wired internet connection or password protecting all wireless internet connections.
- **NEW!:** Volunteers must identify themselves, with **first name and first initial of last name**, when they have remote/virtual contact with a taxpayer.

6 Volunteer Standards of Conduct

1. Follow the Quality Site Requirements (QSR).
2. Do not accept payment, solicit donations, or accept refund payments.
3. Do not solicit business from taxpayers or use their information for personal gain.
4. Do not knowingly prepare false returns.
5. Do not engage in criminal, infamous, dishonest, notoriously disgraceful conduct, or any other conduct deemed to have a negative effect on VITA.
6. Treat all taxpayers in a professional, courteous, and respectful manner.

Reporting Violations

The external referral process (VolTax) provides taxpayers, volunteers, site coordinators, and others an avenue to report potential unethical problems encountered at VITA/TCE sites.

To place a report, e-mail: WI.Voltax@irs.gov

Report any loss of personal computer or any apparent hack or virus of a personal computer to United Way Staff immediately upon hearing about it

Site Coordinator Role and Responsibilities

Objectives

1. Describe the Site Coordinator Role and Responsibilities

Responsibilities - General

- Be available during site operations to answer questions from your team via MS Teams or The Hub and to share information impacting site operations with volunteers working at your site
 - Share IRS alerts with team
 - Address issues that are trending among the team
 - Mentor as needed and if you need additional help, let United Way staff know
- Escalate technical issues to United Way Staff
- **NEW!:** Verify volunteer hours

Responsibilities - Process

Managing Tickets in The Hub

- Assign tickets to volunteers on your team
- Ensuring Clients are Responded to Quickly (Using the “Needs Attention” Indicator)
- E-filing returns and checking acknowledgements accordingly

Transmitting Returns in TaxSlayer

- Transmitting signed return in TaxSlayer.
- Checking on whether the return was accepted or rejected.
- Supervising rejected returns.

Break Time

- Before we break, please verify that you can log in to The Hub Demo
- If you need assistance logging in to The Hub, please return earlier from the break.

The Hub: Site Coordinators

Objectives

1. Understand Site Coordinator Hub responsibilities.
2. Recognize key ticket management points: Assigning Tickets, Identifying Stalled Return, and “Needs Attention.”
3. Review the process for transmitting the Return



SC Hub Responsibilities

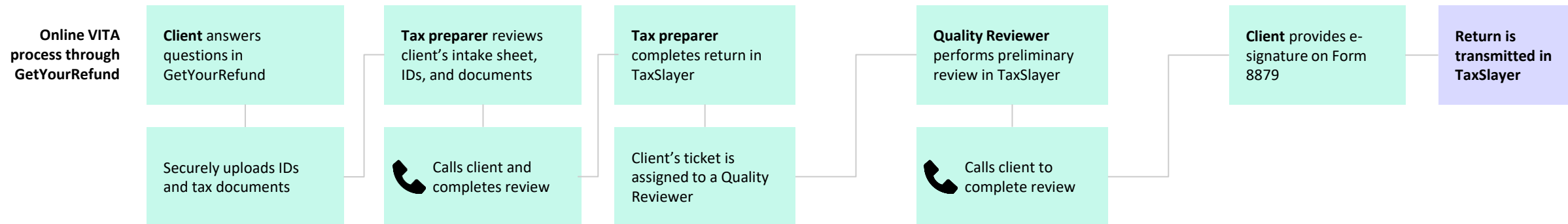
As a site coordinator, your key responsibilities are to make sure progress is being made on tickets and to submit the finalized return. You'll be in contact with volunteers from all stages of the process.

- **Managing Tickets**
- **Transmitting Final Return in TaxSlayer**
- **Ensuring Clients are Responded to Quickly (Using the “Needs Attention” Indicator)**

SC Hub Responsibilities

Tasks managing tickets include:

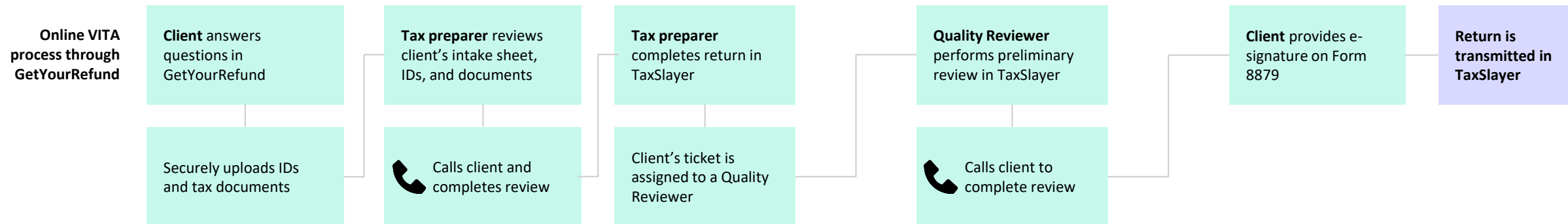
- Assigning tickets to team support specialist, tax preparers, and quality reviewers.
- Making sure volunteers are making progress on returns.
- Ensuring clients are responded to in a timely manner.



SC Hub Responsibilities

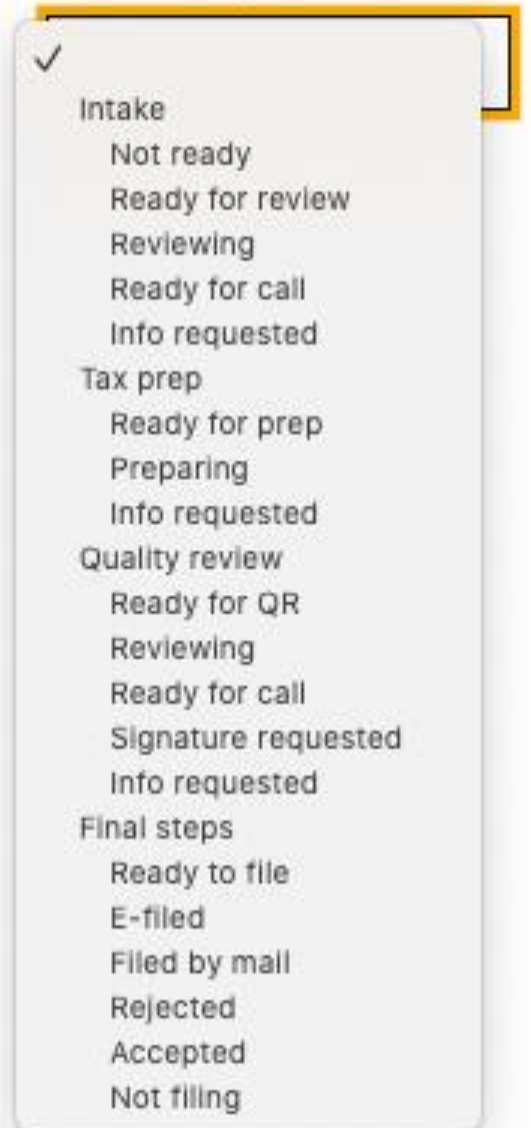
Tasks submitting the return include:

- Transmitting signed return in TaxSlayer.
- Checking on whether the return was accepted or rejected.
- Supervising rejected returns.




Each return has a status associated with it—its status in the tax preparation process.


To keep the process running smoothly, you'll want to keep a few statuses in mind as a site coordinator.



Statuses

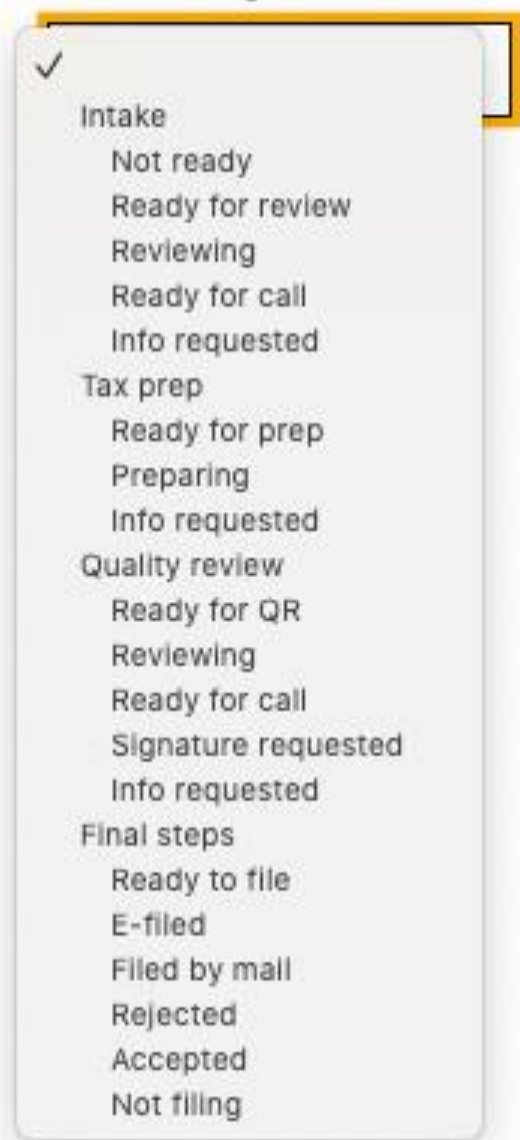
Returns on these statuses should be assigned:

 Team Support → Ready for review

 Tax prep → Ready for call

 Quality review → Ready for QR

If you see tickets that are waiting to be assigned with these statuses, you'll want to assign them to a volunteer of the associated role. Volunteers can assign returns to themselves; however, you'll want to make sure no returns are sitting unassigned for too long.



Statuses

Returns on these statuses should be assigned:

Team Support → Ready for review

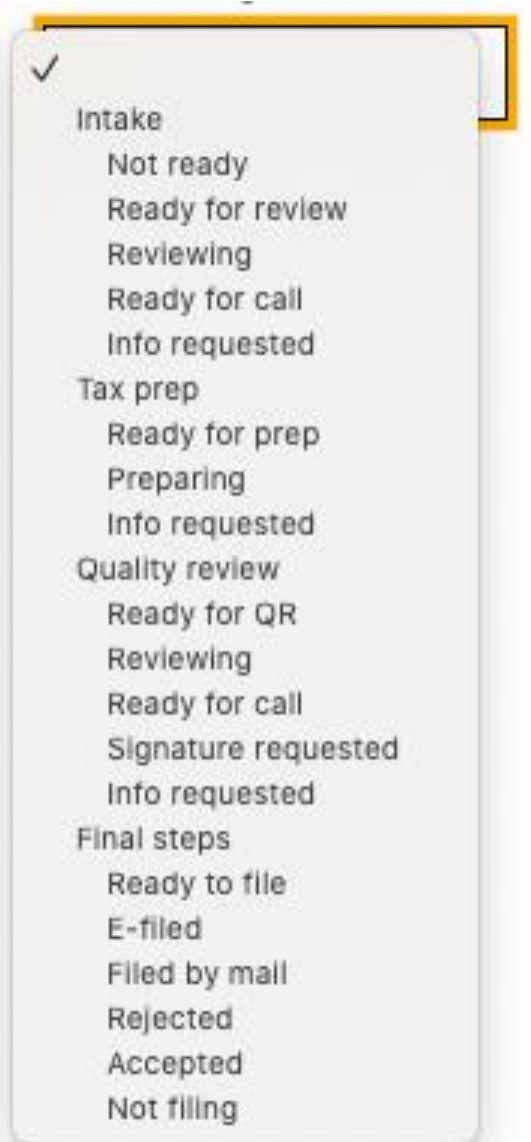
These clients have completed the questionnaire, and now it's time for a team support specialist to review their documents.

Tax prep → Ready for call

The ticket has been reviewed by a team support specialist, and now needs to be assigned to a tax preparer.

Quality review → Ready for QR

The return has been completed by a tax preparer, and now needs a quality reviewer to review.



Assigning Returns

On the All Clients page in The Hub

- Set the status to a “Ready for ____” status
- Check the “Unassigned” filter
- Identify a volunteer in the VITA role needed next for the return
- Make sure the volunteer can manage the workload of additional clients
- Click “Assign” to assign the return

Search

Filters

Tax return stage/status: Ready for review

Filing year: [dropdown]

Assigned to me
 Unassigned
 Needs attention

Apply

All clients

Name	Client ID ↑	Organization	Language	Updated At	Consented At	State	Filing Year	Assignee, Certification, Status
Sam Sample	1025	[Example] Online Intake	N/A	Jan 04 3:12 PM	Jan 04 3:12 PM	OK	2020	Assign + ADV HSA QUALITY REVIEW ready for review

Practice:

- ❖ Identify the client’s preferred language
- ❖ Identify the certification needed
- ❖ Assign a tax return to Gina

If a client has multiple returns, it usually makes sense to assign all years to the same volunteer.

Your volunteers may get busy, and tickets may fall behind.

You may want to check in from time to time to ensure volunteers aren't getting overwhelmed.

Identifying Stalled Returns

Search

Filters

Tax return stage/status: **Reviewing** | Filing year: | Assigned to me | Unassigned | Needs attention

Apply | Clear filters

All clients

Name	Client ID ↑	Organization	Language	Updated At	Consented At	State	Filing Year, Assignee, Certification, Status
Sam Sample	801	[Example] Online Intake	N/A	Dec 23 2:21 PM	Dec 23 2:21 PM	PA	2020 Vince Vita QUALITY REVIEW Reviewing

On the All Clients page in The Hub

- Set the status to a “-ing” status (Preparing / Reviewing)
- Filter by “Updated At” date

If you find tickets have been in the “Intake Reviewing,” “Preparing,” or “Quality Reviewing” status for a while with no update, consider checking in with the volunteer.

If a client is not responding to a volunteer’s information requests, or if the volunteer hasn’t been able to dedicate time to the return, checking in and offering assistance could be appreciated.

It's important that all clients' messages are responded to quickly.

Prioritize tickets that have been marked “Needs Attention”.

Needs Attention

The screenshot shows a web interface for managing clients. At the top is a search bar. Below it is a 'Filters' section with two dropdown menus: 'Tax return stage/status' and 'Filing year'. To the right of these are three checkboxes: 'Assigned to me' (unchecked), 'Unassigned' (unchecked), and 'Needs attention' (checked). Below the filters are 'Apply' and 'Clear filters' buttons. The main area is titled 'All clients' and contains a table with columns for Name, Client ID, and Organization. A client named 'Sam Sample' with ID '842' and organization '[Example] Online Intake' is listed. A red dot next to the name indicates a client that needs attention. A tooltip for this client shows the name 'Sam Sample', ID '#928', the organization '[Example] Online Intake', and the last update time 'Dec. 19 2:58 PM'. A 'Resolve' button is located in the tooltip.

Name	Client ID ↑	Organization
● Sam Sample	842	[Example] Online Intake

In The Hub

Go to the All Clients page

Filter by “Needs attention”

Sort by “Date Updated”

You should prioritize responding to these clients as quickly as possible. You can respond to the client yourself or ask the assigned volunteer.

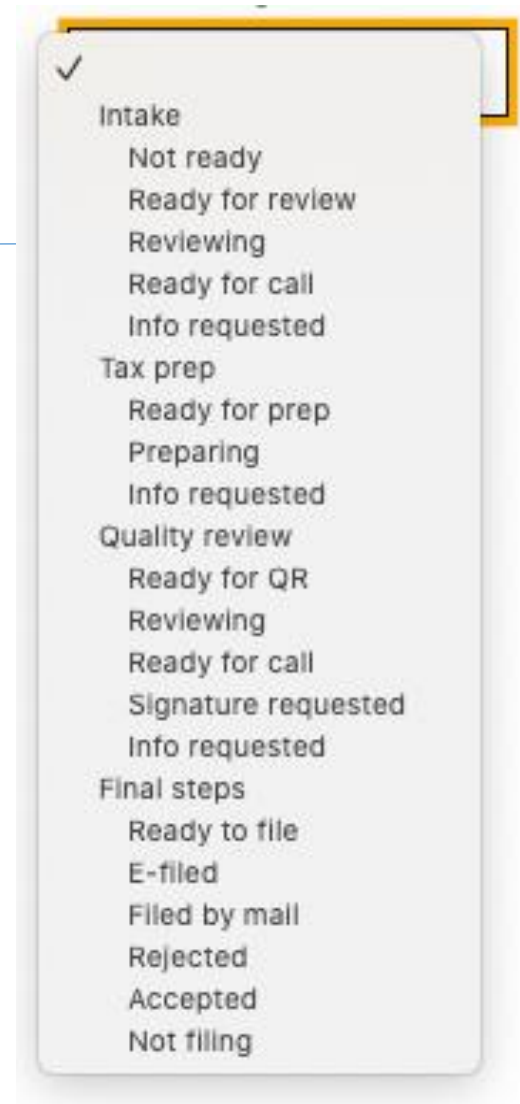
As the site coordinator, you're the second line of support in case the assigned volunteer can't get to the ticket within a few days.

Practice:

- ❖ Identify a client that needs attention

The last step of the quality reviewer is to mark the signed return as “ready to file.”

You’ll be responsible for transmitting the final return, and updating its' transmission status.



Status Change

New status:

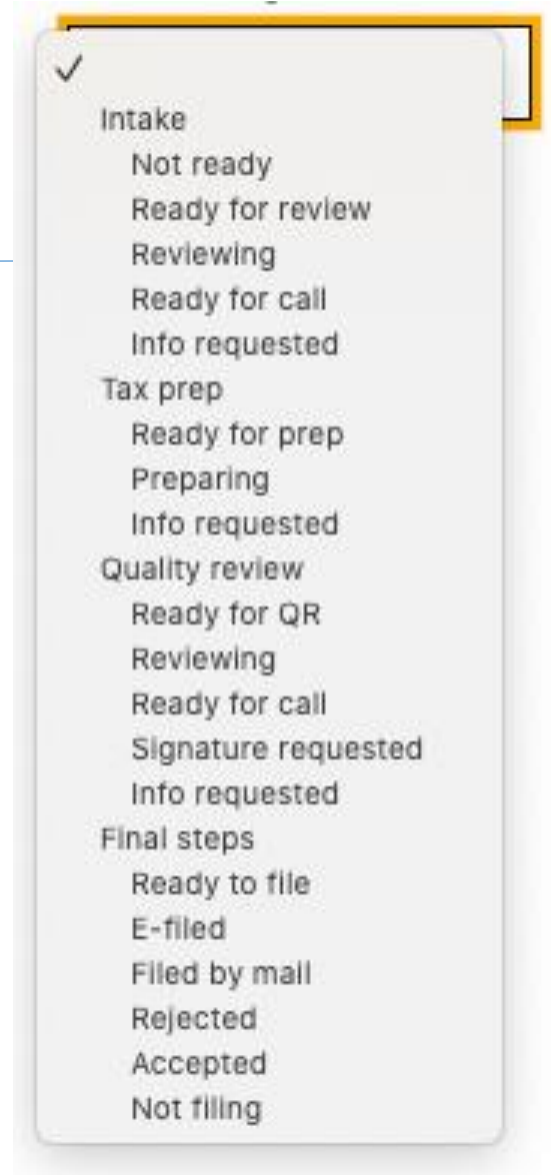
E-filed / Filed by mail

Once you've transmitted the return, set the status of the return to the filing method.

A pregenerated message will appear in the message box.

Practice:

❖ **Open a ticket in "Ready to File" and change the status to "e-filed"**



Status Change



How to send a Paper Filed return

Sending the return to the taxpayer for signature.

- **First pull the return from TaxSlayer by:**
 - From the Summary Print page
 - Click View/Print Return
 - Click Print, choose: UWTSA Print
 - Click the download button and save the return using the taxpayer's first and last name + 2020taxreturn -- Example: GinaNickerson2020taxreturn
- **Immediately delete the tax return from your computer after you send it to the taxpayer.**

Status Change



How to send a Paper Filed return

Sending the return to the taxpayer for signature.

- Go to the “Documents” tab in the Client’s profile in The Hub
- Click the button “Add client envelope document”
- Complete all of the fields and click the save button
- The return is now saved to the client’s document list
- **Immediately delete the tax return from your computer after you send it to the taxpayer.**

Add client envelope document

Select files No file chosen

Display name

Document type

Tax return

Status Change

New status:



How to send a Paper Filed return

Sending the return to the taxpayer for them to print and mail.

- Go to the “Messages” tab in the Hub.
 - Type your message or use the pre-generated message.
 - Click “Choose File” add the “Client Envelope Document”
 - Hit Send
- *Immediately delete the tax return from your computer after you send it to the taxpayer.

Send a text message

Send

Send an email

Attachment

Choose File No file chosen

Send

Status Change

New status:

 **Accepted**

If the client's return is accepted, set the status of the return to "Accepted."

A client message will be generated:

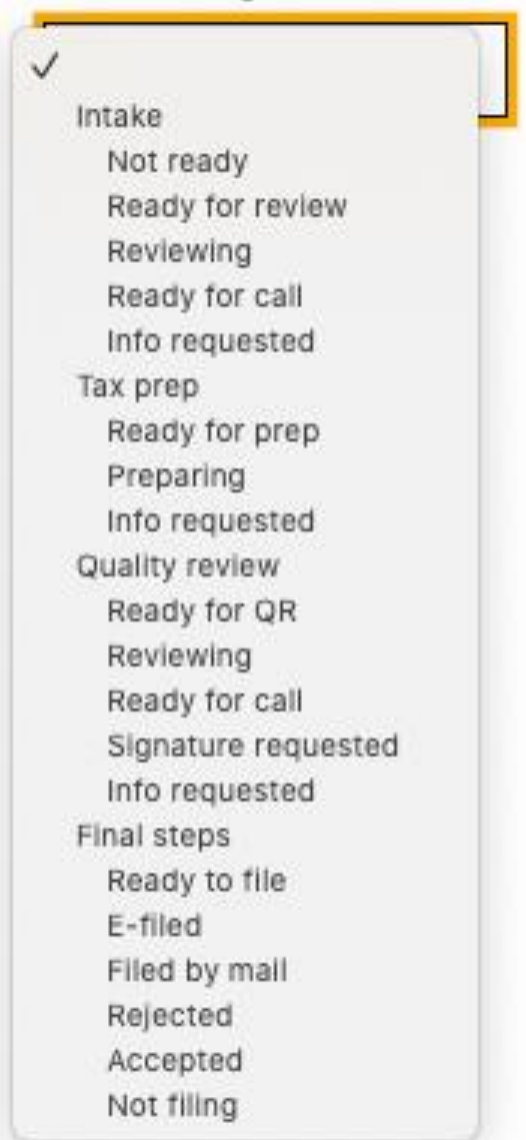
Hello Sam Sample!

Your federal and state returns have been accepted! You will not receive any further notifications. If you have questions about your refund and/or amount owed, please address them to the IRS or your state Department of Revenue offices.

If you have any questions, please reply to this message.

Thanks!

Paul at GetYourRefund.org



Status Change

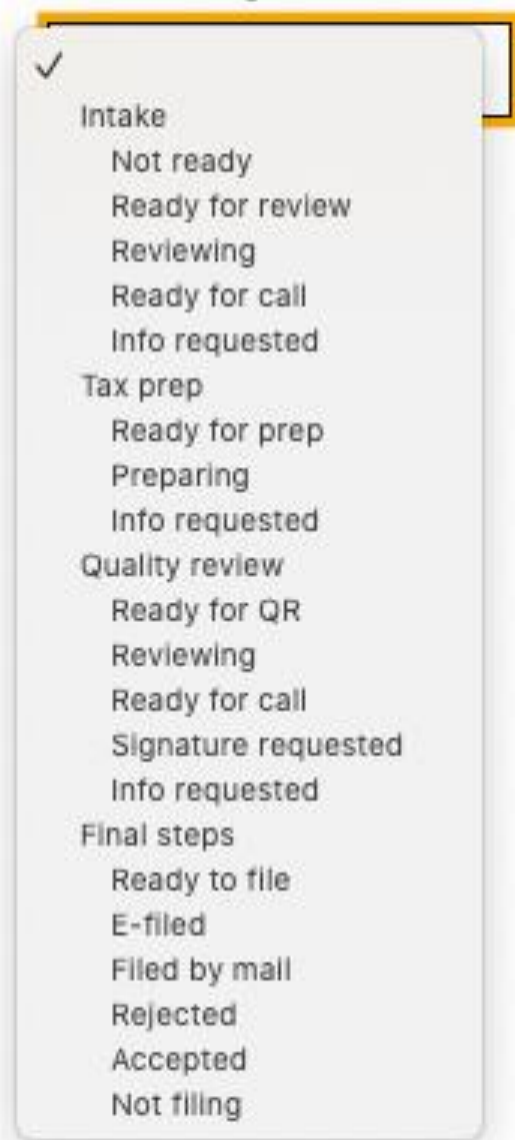
New status:

 **Rejected**

If the client's return is rejected, set the status of the return to "Rejected."

Make an internal note with the reason that the return was rejected, and see if the issue can be resolved by your volunteers before involving the client.

If you need assistance with complex rejects, please contact Pia.



Break Time

Miscellaneous and Questions

IMPORTANT UPDATES FOR FEB. 12TH FILING DATE

- UWTSA will begin accepting returns on Feb. 1st 2021.
- All Hub tickets that come in between Feb 1st and 12th need to be marked with “EF”, Early Filer, at the end of the client’s/ticket’s name.
 - To do this you will:
 - Click on the taxpayer’s name in The Hub
 - Go to the “Client Profile” tab
 - Scroll all the way down to the bottom of the page and click “Edit”
 - Add “_EF” at the end of their name (Example Gina Nickerson_EF)
 - Click “Save” at the bottom of the page

IMPORTANT UPDATES FOR FEB. 12TH FILING DATE

- Returns will then follow our normal VITA tax preparation process.
- **When the return reaches the Quality Review stage:**
 - The QR volunteer will perform the QR
 - Then add an internal note in the Clients Profile in The Hub stating both the State and Federal Refund amounts.
 - During the QR call please educate the taxpayer:
 - “Your return is complete! I am going to review your return with you, but please understand that the IRS is not accepting returns until Feb. 12th. For that reason, these numbers could change because the IRS is still making changes to calculations until Feb 12th. I am going to send your return to you for signature. Please review it for mistakes and if everything looks good please sign the return. On Feb. 12th we will recalculate your return and notify you if there are any changes. If there are none, we will e-file your return.”

IMPORTANT UPDATES FOR FEB. 12TH FILING DATE

- **Returns will remain in the QR Stage and “Signature Requested” Status until e-filing opens on Feb. 12th.**
- On Feb12th:
 - Open the taxpayer’s ticket in The Hub
 - Open the return in TaxSlayer
 - Go to the e-file section, this will trigger TaxSlayer to recalculate the return.
 - Check the recalculated refund amounts against the refund amounts in the internal notes in The Hub.
 - **If there were no changes**, check that the return was previously signed by the taxpayer, and then you may move the return on to your SC for e-filing.
 - **If the refund amounts do change**, you will need to call the taxpayer to review the new refund amounts with them and request their signature again.

Misc: Languages

- You team roster will include the languages spoken by your volunteers.
- Please keep these languages in mind as you assign tickets.
- If you do not have a QR specialist that is fluent in the necessary language, it is appropriate to have the original TP make the QR call after the QR specialist has quality reviewed the return.
- For Spanish interpretation: We have 1 Spanish interpretation intern from UofA. She is available as requested. Please contact Shea to coordinate if needed.

Misc: Microsoft Teams Assessment

- Were you able to log in?
- Do you know how to chat with your team?
- Do you know how to chat with an individual?
- Do you know how to share your screen?
- Could you guide an individual to share their screen?
- Do you know how to start a video call with your team?
- Do you know how to start a video call with an individual?

Questions
