



*Cuyahoga EITC Coalition*

# Site Coordinator Manual 2015

## Table of Contents

Introduction .....	2
About the VITA Program .....	2
About The Cuyahoga EITC Coalition.....	3
About the Federal EITC .....	3
About the Ohio EITC.....	4
Organizational Structure of the Coalition .....	4
Enterprise Community Partners .....	4
How you will interact with them .....	4
Expectations.....	7
Expectations of Site Coordinators.....	7
Site Coordinator Responsibilities – Communication .....	8
Expectations of Volunteers .....	8
Ethics in Free Tax Preparation .....	9
Opening, Managing, and Closing a Tax Site .....	11
Before the First Day at Your Site.....	11
Opening the Site (Daily Operations) .....	12
Managing the Site .....	13
Volunteer Recognition and Retention .....	13
Client Intake Procedures.....	14
Client Sign-In and Waiting Area .....	14
After the Return is Prepared.....	15
Quality Review Checklist.....	16
Managing Difficult Situations.....	16
Inclement Weather Policy.....	17
Super Saturday Planning Guide .....	19
Checklist for Closing a Site .....	21
Volunteer Recognition .....	21
Volunteer Hub.....	23
Registered Volunteers.....	23

Attendance.....	23
Volunteer Information .....	23
Updating Volunteer Certificates .....	24
TaxWise.....	25
TaxWise Shortcuts.....	25
Creating TaxWise User Accounts .....	25
Securing Data .....	25
Preparing Prior Year Returns .....	26
Printing Returns .....	26
Submitting E-files .....	27
Taxpayer Diary .....	27
Amendments.....	28
Running Reports.....	29
Handy Printouts .....	31
Addresses for Tax Returns to Be Mailed .....	31
Volunteer Cheat Sheet.....	32
Local Taxes .....	33
Taxpayer Guide to Identity Theft.....	34
Acknowledgement of Receipt and Understanding .....	35

## Introduction

### About the VITA Program

The Volunteer Income Tax Assistance (VITA) Program is an Internal Revenue Service (IRS) program designed to help low and moderate-income (generally \$53,000 or below) taxpayers complete their annual tax returns at no cost. Trained and certified community volunteers help with tax return filing, with special attention to credits such as the Earned Income Tax Credit (EITC). In addition to free tax return preparation assistance, tax sites also offer free electronic filing (e-filing). Taxpayers taking advantage of the e-file program will receive their refunds in half the time compared to returns filed on paper – even faster when tax refunds are deposited directly into one’s bank account.

The VITA Program helps taxpayers get their taxes prepared for free and receive their refund in its entirety. This program is a great alternative to paid preparers who sell refund anticipation products that often have high interest rates and fees.

### **About The Cuyahoga EITC Coalition**

In 2004, the Cuyahoga EITC Coalition was formed. By January of 2005, the Cuyahoga County Department of Job & Family Services awarded the Coalition a \$200,000 grant to provide comprehensive services pertaining to the EITC for the 2006 tax season.

Through the Coalition volunteers, low-income taxpayers will receive free quality tax preparation, wealth building opportunities and other services in order to strengthen our local economy.

The Cuyahoga EITC Coalition promotes free and fair tax preparation services for middle and low-income filers. Many filers are subject to filing fees and refund anticipation products sold to them by private for-profit businesses. These fees are avoided by using the Coalition's free tax sites throughout Cuyahoga County. The sites are free, quick, and an efficient alternative to paid preparers.

#### **Mission**

A community coalition that promotes economic justice and improves lives through volunteer tax preparation assistance (VITA) and asset building activities that move low-income families from financial uncertainty to financial security.

#### **Vision**

- Community leaders across sectors promote economic well-being of all workers with low incomes
- Low- income workers understand and take advantage of asset-building resources
- Neighborhoods that are free from predatory financial practices
- Low-income communities that focus on building a strong economic asset base

### **About the Federal EITC**

The Earned Income Tax Credit (EITC) is a credit for taxpayers low to moderate income workers. It is the biggest and most effective anti-poverty program offered by the Federal government, lifting more children above the poverty line than any other government program. The credit varies based on marital status, number of qualifying children, and income level.

The EITC is a refundable tax credit. As a refundable federal tax credit, the EITC can result in a large amount of money for taxpayers in the form of a tax refund. Unfortunately, much of this

money still goes unclaimed resulting in thousands of low-wage workers missing well-deserved refunds or reduced tax liabilities.

## **About the Ohio EITC**

**I STILL NEED TO WRITE SOMETHING HERE.**

## **Organizational Structure of the Coalition**

As mentioned previously, in 2004, a group of non-profit and public entities formed the Coalition. Each entity actively participates in the Coalition by providing resources and expertise in marketing, VITA tax services, wealth building, legal issues, volunteer recruitment, and advocacy. Since joining forces and leveraging each member's strengths and assets, the positive impact of the Coalition continues to grow year after year.

## **Enterprise Community Partners**

Enterprise provides the day-to-day leadership of the Coalition and serves as the Coalition's fiscal agent. It is a national non-profit organization with the following mission, "At Enterprise we create opportunity for low- and moderate-income people through affordable housing in diverse, thriving communities."

Enterprise Community Partners is a leading provider of the development capital and expertise it takes to create decent, affordable homes and rebuild communities. For nearly 30 years, Enterprise has introduced neighborhood solutions through public-private partnerships with financial institutions, governments, community organizations, and others that share its vision.

## **How you will interact with them**

As the fiscal agent, Enterprise is responsible for some host site contracts, as well as stipends. They also supply the Coalition with tangible resources such as laptops, printers, office supplies, and marketing materials.

## **Kathy Matthews and Keely Andrews**

In 2006, Kathy Matthews became the Program Director for the Coalition. Keely Andrews, the Program Assistant has worked with the Coalition since 2011. Both are well versed in the administration and operation of VITA sites and work directly with Site Coordinators. The Pair are responsible for coordinating the day-to-day operations during the tax season. They are also responsible for planning activities that occur from May through December in anticipation of the upcoming tax season. These activities include recruiting and training of volunteers and Site Coordinators, marketing, technology, site administration, and quality control.

### **How you will be interacting with them**

You will need to speak with Kathy about any questions regarding funding or grants provided to your site by Enterprise. Kathy and Keely act as the liaison between the sites and all of the support functions. Keely hosts all Site Coordinator meetings and trainings, providing overhead information that Site Coordinators are responsible for knowing.

### **Contact Information**

Kathy Matthews, EITC Program Director

Phone: 216-631-0280 x 4124

Email: [kmatthews@enterprisecommunity.org](mailto:kmatthews@enterprisecommunity.org)

Keely Andrews, EITC Program Associate

Phone: 216-631-0280 x 4121

Email: [kandrews@enterprisecommunity.org](mailto:kandrews@enterprisecommunity.org)

### **United Way 211 First Call For Help**

United Way's 211 is a phone number that connects people with important community services. It can assist anyone looking for social service, health, and government resources throughout Cuyahoga County. When someone dials 2-1-1, they will be connected to a professional Information Specialist who will find out what the caller needs and then search for programs that may be able to help.

211 helps the Coalition through appointment setting services. Clients will call into 211 for tax preparation assistance and 211 will direct them to one of our tax sites. The 211 appointment setting service is not available to all site locations; some sites are responsible for setting their own appointments.

### **How you will interact with them**

You will need to communicate with 211 before the start of the tax season to provide your site information. You will tell 211 basic information regarding your site's location and surroundings as well as what type of tax returns are prepared at your site. You will need to provide 211 with the days and hours of operation as well as notify them if you need to close your site for any reason.

### **Contact Information**

Matt Finley, United Way 211 Manager

Phone: 216-436-2013

Email: [mfinley@unitedwaycleveland.org](mailto:mfinley@unitedwaycleveland.org)

### **The Resource Center**

The Resource Center is hosted by the Cleveland Sight Center. The Resource Center functions include volunteer coordination and technical support.

The services provided to Site Managers include:

- Maintaining [www.refundohio.org](http://www.refundohio.org)
- Volunteer scheduling and tracking of Volunteer certification
- Setting TaxWise defaults
- Resolving technical issues related to TaxWise
- Data collection and outcome reporting
- Volunteer recruitment and communication

*Sites make use of these services as necessary*

### **Contact Information**

Brian Peebles, Technical and Data Coordinator

Phone: 216-658-7444 extension 77, option 2

Email: [support@refundohio.org](mailto:support@refundohio.org)

Volunteer Coordinator

Phone: 216-658-7444 extension 2

Email: [volunteer@refundohio.org](mailto:volunteer@refundohio.org)

### **Internal Revenue Service**

The Cuyahoga EITC Coalition operates under the IRS Volunteer Income Tax Assistance (VITA) Program. Each tax site within the Coalition is therefore obligated to adhere to rules and regulations put forth by the IRS. The Coalition works with multiple IRS employees to ensure that all tax sites are operating within IRS standards.

### **How you will interact with them**

An IRS representative may contact you via phone or email to request required VITA paperwork is completed correctly. Typically Kathy or Keely will have made the initial request, but if the request goes unanswered you will hear from our IRS partners. The IRS may also make a visit to your tax site to check that all Quality Site Requirements are being met.

### **Contact Information**

Sharon Stewart, IRS Relationship Manager

Phone: 216-522-8462

Email: [sharon.stewart@irs.gov](mailto:sharon.stewart@irs.gov)

Ariane Redd, Sr. Tax Consultant

Phone: 216-522-7539

Email: [ariane.redd@irs.gov](mailto:ariane.redd@irs.gov)

## Expectations

### Expectations of Site Coordinators

Thank you for your commitment to the Cuyahoga EITC Coalition's volunteer income tax assistance program. As a Site Coordinator, it is expected that you support and manage the volunteer and client experience at your tax site. Keep in mind that our tax sites would not be possible without our dedicated volunteers; therefore, making sure that they have an enjoyable and fulfilling experience is necessary to ensure they return to volunteer for years to come. Remembering to thank each volunteer at the end of their shift or the end of the day is a small gesture that makes a huge impact.

With the big picture – supporting and managing volunteers – in mind, below are some of the daily tasks and responsibilities you will fulfill at a tax site:

- Assign appropriate tasks to each volunteer
- Provide resources, such as supplies, tools, and knowledge
- Approve volunteer hours
- Manage attendance and scheduling
- Share constructive feedback, both positive and negative
- Answer volunteer questions and address concerns
- Maintain control of the site and the client flow
- Show respect to volunteers, Coalition staff, and clients
- Provide a healthy work environment for volunteers

If you find that you need more volunteers at your site, try calling volunteers to ask if it is possible for them to volunteer on more days. Also, call the Resource Center and tell them that you are in need of additional volunteers. You might also call any no-shows and remind them of their commitment. Finding out which volunteers are available on an “on-call” basis is helpful for emergency situations. Feel free to contact the Resource Center if your need support with this.

On the other hand, if you find that there are too many volunteers at your site, you might suggest volunteers move to a different site with higher need. Allowing volunteers to stand idle at your site does not provide an engaging experience for the volunteer. Apologize to the volunteer that they are not currently needed at your site and provide them with a site location where their skills will be greatly appreciated. This will allow the volunteer to gain a positive experience and continuing their generosity at a different location. The Resource Center would be happy to provide you with alternate site locations that have a high need for volunteers. Alternatively, you can find other meaningful tasks for your volunteer team. Entering client survey data, taking advanced training courses/tests, organizing tax site materials, or helping follow up with rejected

returns are some ways you can engage volunteers when there are not enough tax appointments to keep them busy.

Please make sure that you are tracking volunteer hours throughout the season. This can be done through Volunteer Hub\*. This process will ensure that trends are being captured countywide, for grant purposes, and volunteer recognition.

\*Refer to page 22 for Volunteer Hub directions

## **Site Coordinator Responsibilities – Communication**

The Site Coordinator is responsible for ensuring the following:

- Checking e-mail daily (sometimes more) for important updates and alerts.
- Communicating with 211, IRS, Resource Center, and Coalition staff regarding any tax site changes.
- Keeping the Coalition informed of issues at your site.

## **Expectations of Volunteers**

In exchange for their support, volunteers are expected to treat all Site Coordinators, clients, and other volunteers with respect.

It is important to have open communication with your volunteers to ensure that they understand your expectations. Revisit topics throughout the tax season and as issues arise. Make sure that volunteers understand the following basic expectations:

- Fulfill their designated volunteer role
- Inform Site Coordinator and/or Resource Center of changes to their schedule
- Sign up on Volunteer Hub to ensure proper tracking and recognition
- Report directly to Site Coordinators
- Treat clients, Site Coordinators, and other volunteers courteously

If a volunteer does not meet the Coalition's expectations or a Site Coordinator experiences problems or receives complaints about a volunteer, the Site Coordinator should first speak directly with the volunteer and offer feedback and suggestions for improvement. If the problem continues, the Site Coordinator should follow up with the Program Director to take appropriate action if necessary.

Only under emergency circumstances should a Site Coordinator ask a volunteer to leave a Coalition tax site. Please politely ask the volunteer to leave for the day and follow up with the Program Director. Possible circumstances requiring immediate action include:

- Showing up intoxicated
- Carrying weapons of any kind
- Making unwanted advances toward other volunteers or clients

- Threatening other volunteers or clients

## Ethics in Free Tax Preparation

### *What is Ethics?*

Per Merriam-Webster, ethics is: 1 the discipline dealing with what is good and bad and with moral duty and obligation; 2 a set of moral principles: a theory or system of moral values.

### *What are the Rules?*

#### **I will treat all taxpayers professionally, with courtesy and respect.**

A client sits down across from a volunteer after a long wait and says, “Have you ever done this before? I hope you know what you’re doing. I saw you asking lots of questions.” Keep an eye on your volunteers and an ear tuned in to conversations. Listen for raised voices and heated discussions – intervene when necessary. Please be conscious of your words and actions and ensure that our clients are being treated as the hard-workers they are.

#### **I will safeguard the confidentiality of taxpayer information.**

You just did your son’s teacher’s return. She didn’t recognize you and you learned so much! She is divorced! She went through bankruptcy two years ago! Resist temptation at the next PTA meeting. She told you these things in strict confidence, which you must respect.

#### **I will apply the tax laws equitably and accurately to the best of my ability.**

One click in a certain box, one fudged birth date, or one adjusted relationship and the nice lady sitting across from you gets another \$3,000. Don’t do it! We are here to help taxpayers get the right amount refunded, not the biggest. Besides, breaking the law, that extra \$3,000 refund can turn into a \$3,000 plus penalty and interest balance due – and a world of trouble – for that lovely lady.

#### **I will only prepare returns for which I am certified.**

Research – don’t guess. Ask somebody – don’t “try things.” Most important: It’s OK to say ‘no.’ This is hard for VITA staff to do. Here are some ideas:

- I’m sorry; we don’t know how to prepare a Schedule C for a business with inventory. You’ll have to have your return prepared somewhere else.
- I know that you want your rental income and expenses figured correctly. We have no training or experience with this kind of income. We cannot prepare your return.
- I’m sorry that this wash sale issue is not familiar to me and I would probably make a mistake. This site cannot prepare your return.

You, as a Site Coordinator, have additional responsibility to ensure that volunteers who are preparing tax returns are certified. As we will discuss in other areas, this is crucial at the tax sites.

**I will not solicit business from taxpayers I assist or use the knowledge I have gained about them for any direct or indirect personal benefit for me or any other specific individual.**

You cannot offer to meet a client later and prepare a tax return for money – or any other compensation. Nor can you coerce a client into buying Avon or other business venture.

**I will not accept payment from taxpayers for the services I provide. I may receive compensation as an employee of a program sponsor.**

Someone may stuff crumpled bills in your pocket, but always give it back with a smile, “We don’t accept payment for our services.” If they really insist, home baked cookies for the entire staff probably would be appreciated. You can always say, “If you want to help, call this number and become a volunteer next year.” If a client inquires about making a donation or is particularly insistent on someone accepting money, you can direct them to [www.refundohio.org](http://www.refundohio.org) to make a donation.

## Opening, Managing, and Closing a Tax Site

### Before the First Day at Your Site

If your site is not located at the agency in which you work, you should plan on visiting the site before the first day of the filing season to determine logistics with your host organization. Types of logistics include: site layout for laptop/desktop configuration for volunteers and clients, waiting area space, intake area, emergency evacuation plans, etc. Call your host organization to schedule a meeting time. If you are a first year Site Coordinator, work with the Coalition to schedule a date and time to shadow a returning Site Coordinator.

Other important topics to cover during the meeting may include:

- Find out who will be at the site during operational hours.
- Get contact information for the various days and hours that the site will be open.
- Determine lock and key procedures.
- Find the location of the printer and copy machine.
- Locate the restroom. Get a key if necessary.
- Find out about parking.
- Discuss security.
- Review the layout and ask about moving furniture.
- Ask about languages spoken in the neighborhood. Will you need an interpreter?
- Make sure computers are loaded with the correct software to open PDF documents
- Ensure that computers and printers are running smoothly.
- Set appropriate TaxWise defaults (Instructions: <http://www.refundohio.org/news/Resources> or contact the Resource Center)
- Ensure internet connection is operating efficiently
- Set up system of providing Volunteer Tax Alerts and Updates to Tax Law to volunteer throughout the filing season (suggestions: binder by volunteer sign in, emails)

Start visualizing a work and people flow plan. Begin by asking yourself the following questions:

- Where will volunteers store coats, purses, briefcases?
- Where will volunteers sign in and get supplies?
- Where (and when) will clients sign in?
- Where will client spouses/children sit?
- How can I seat the waiting clients away from the preparers?
- Where will I put signs?
- Will I prepare files ahead of time?
- Where will I put outreach materials?
- Where will I be?

Please contact the Coalition if you have site-specific questions or if you would like assistance with site set-up.

**Forms to be completed:**

- Form 8633, *Application to Participate in IRS E-File Program*
- Form 13533, *Sponsor Agreement*
- Form 13715, *Site Information*
- Form 13615, *Volunteer Agreement/Standards of Conduct*
- Form 13206, *Volunteer Assistance Summary Report*

**Opening the Site (Daily Operations)**

The following checklist is a guide to help assist you in your routine of opening the site for business. This checklist is just a guide and need not be followed precisely. Every Site Coordinator will find the techniques that work for them.

	Activity
	Arrive at site at least 15 minutes early
	Get documents/materials out of storage
	Computers – turn on and open <a href="http://www.twonline.taxwise.com">www.twonline.taxwise.com</a>
	Activate volunteer accounts within TaxWise
	Set out client sign-in sheet. If clients are there, get them signed in, give them all Intake sheets and explain when the site will open
	Set out volunteer sign-in sheet
	Designate Greeter if one is not already present and provide an appointment list
	Log into TaxWise to check for rejects
	Set out directional signs and other handouts

**IRS Publications and Forms needed at the site:**

- Publication 4012, *Volunteer Resource Guide*
- Publication 17, *Your Federal Income Tax for Individuals*
- Publication 730, *Important Tax Records Envelope*
- Form 13614-C, *Intake/Interview & Quality Review Sheet*
- Instructions for 1040 series
- Publication 3189, *Volunteer E-File Administrator Guide* (e-file sites only)
- Publication 4053, 4053SP, or 4481, *Your Civil Rights are Protected*
- Publication 1084, *Site Coordinator Handbook*
- Publication 4299, *Privacy and Confidentiality a Public Trust*

Use form 2333V to place orders or download at [irs.gov](http://irs.gov)

## **Managing the Site**

The essence of site management is assisting clients and volunteers with the tax return preparation process. You, as a site coordinator, should remain free and available to answer questions and review returns. You should be professional and courteous at all times.

It is essential that you be aware of your role. Be mindful and respectful of your volunteers. Every minute you spend tied up with a client is a minute that another volunteer, and their client, must sit and wait for you to answer their question or review their return.

It is suggested that Site Coordinators not prepare tax returns. This suggestion is to allow the Site Coordinator to be free to handle questions, interact with clients, assist volunteers, and oversee the operations of the tax preparation site. These activities cannot be accomplished if the Site Coordinator prepares tax returns on a regular basis.

If a client slips through the intake process with a complex return, the site manager should not hesitate to inform the client that their return is beyond the scope of the site. You provide no service to our clients by becoming involved in a lengthy tax return, thereby neglecting other clients and volunteers.

Quality review is an essential component of managing the site. Every return prepared at the site must be reviewed by the Site Coordinator or designated reviewer prior to the client leaving the site. You should check for complex tax law issues, as well as verifying all qualifying child information. Pay special attention to EITC qualifications and easily missed items.

## **Volunteer Recognition and Retention**

Retention of volunteers happens at various stages of the volunteer experience. All stages of volunteer retention are highly impacted by the Site Coordinator; therefore, the Resource Center relies heavily on Site Coordinators to retain their volunteers.

The Resource Center will ask for assistance during all three stages of the volunteer experience: prior to tax season, during tax season, and post tax season.

Prior to tax season, we may ask that you call/email prior year volunteers to invite them to join us again. You might also encourage volunteers to help in recruiting other volunteers. The Resource Center and the Coalition will support each of these processes.

During tax season, call volunteers that have not shown up for their shift. Encourage them to come back or learn why they are no longer volunteering. You might provide volunteers with weekly reports of your site's successes. This keeps volunteers motivated!

Post tax season, thank volunteers for their generosity. Let them know how helpful they have been in making the program a success! Suggest that they keep in touch with the Coalition and ask that they keep us in mind for the following year.

The best way to ensure volunteers join us year after year is creating a positive experience where each volunteer feels supported and appreciated.

- Tell volunteers how they are doing on a regular basis
- Share positive feedback and specific client responses
- Say thank you, both orally and in writing – this is extremely powerful!
- Tell volunteers the outcomes of their labor
- Give volunteers tasks in which they will be successful
- Ask for feedback and ideas
- Mark volunteer attendance in Volunteer Hub to track hours

Please keep in mind that volunteers appreciate constructive feedback as well. Make sure to provide proper guidance and correct any errors a volunteer is making. It is good practice to approach a volunteer privately when providing constructive feedback. At no time should a volunteer be criticized or have their errors discussed openly. Give the volunteer time to ask questions.

## **Client Intake Procedures**

The sign-in and intake process can be one of the most difficult tasks for Site Coordinators. Demanding clients, volunteers arriving late, and time constraints make the first half an hour very stressful in some cases. While we are suggesting procedures, it is important to note that the intake process can be customized to each individual site.

All sites must identify who will handle the intake process for each session. Greeters maintain responsibility for management of the sign-in sheet, performing the intake interview, obtaining required forms, as well as serving as a first point of contact for clients.

If a Greeter is available, Site Coordinators must not perform the role of the Greeter, or perform any additional screening. Doing so creates a bottleneck for the site, and does not allow the site manager to focus on managing the site.

## **Client Sign-In and Waiting Area**

An organized, fair sign-in process is crucial to running a productive site. Generally, clients are served on a first-come, first-served basis with information from the sign-in sheet. If the site takes appointments, and you have three clients booked at the same appointment time, the sign in sheet is a helpful tool to create order.

At many sites, the sign-in sheet is started when the Site Coordinator arrives. At others, a site host staff member starts the sign-in sheet before the site opens. Make sure you have discussed the process with your volunteers and the site host.

If your site takes walk-ins, closely monitor the sign-in sheet. When it appears that there are enough clients signed in to keep the volunteer preparers busy until closing, shut down the sign-in sheet to prevent more clients from signing in. Put up the closed sign and make sure that someone quickly explains to the new arrivals that the site is not accepting any more walk-ins for the day/evening. The goal is to serve everyone that signs in and to avoid making people who cannot be helped that day wait.

How to deal with an overflow crowd:

- You may choose to start a waiting list. This list is for the overflow clients that you may or may not be able to serve during the session. It is important to make clients aware that when they are on this list they may not have their returns prepared that day. This method works well when you are unsure of how quickly your volunteers can complete returns. It is not suggested that you allow any overflow clients to have priority at the next session – *make sure* these clients know that it is for service during this session, if clients are served faster than anticipated.

### **After the Return is Prepared**

The Coalition strongly encourages having a designated quality reviewer at each site. This can either be a Site Coordinator or a volunteer but they must be certified through the Advanced level of IRS certification. Volunteers who perform this function are usually seasoned volunteers. However, if they are new volunteers certified through Advanced, they may need some on-site training on this role. This training should be performed by the Site Coordinator.

After a return is quality reviewed and printed, the return should be carefully examined by the client, paying special attention to names, social security numbers, and addresses. In addition, if the client has chosen to have their refund directly deposited, the routing and account numbers should also be verified.

Once all of the information has been verified, the volunteer should review with the client their expected refund and/or payment information as well as the anticipated dates to expect their refund. If direct deposit has been chosen, the client should be instructed to check with their bank regarding receipt of their refund.

If the Client agrees to have the return electronically filed, they must sign form 8879 in front of the volunteer and keep it for their records.

## Quality Review Checklist

Listed below are many items that a quality review should cover. The IRS Quality Review Checklist, Form 8158, may also be used as a guide in this process. Please review/explain each item that you review with the taxpayer during the quality review process:

- Are the names and Social Security numbers of the taxpayer(s) (spouse/dependents) correct?
- Are the birthdates correct?
- Is the address correct?
- Is the telephone number correct?
- Was the taxpayer's filing status validated?
- Is the income from all taxable sources reported and correctly transferred from all W2s and other income documents?
- Does the tax withheld agree with all W2s and other source documents?
- Were all of the appropriate credits processed?
  - EITC
  - Child Tax Credit
  - Child/Dependent Care Credit
  - Education Credit(s)
- Is the return e-filed? Was an 8879 printed with DCNs?

## Managing Difficult Situations

It is the Site Coordinator's responsibility to handle clients that challenge the Intake process or volunteer tax preparers. Disruptive clients should be asked to leave the tax site. Example of difficult situations:

- Client lacks required documentation
- Client is unhappy with refund – it comes unfavorably with last year's; if client has prior year return Site Coordinator can explain difference. If client remains unhappy – print return as paper return and give it to the client to mail in.
  - **Do not delete completed returns even if the client does not want us to e-file the return. Convert them to paper so that they are counted as part of your production.**
- Name-calling and threats should not be tolerated; such clients should be asked to leave the tax site. In extreme cases, security or 911 should be called.
- Do not hesitate to direct difficult clients to the program staff.

## Inclement Weather Policy

In the case of inclement weather one or multiple sites may be required to delay its start time or close completely. It is your responsibility to determine how your volunteers would like to be contacted in such a situation. It never hurts to simply blast out a message via phone call, text and email to ensure everyone is informed. Before contacting your volunteers, make sure to alert 211, Cleveland Sight Center, the Coalition, and the IRS of the changes, using the following protocol:

- 211 (a) M-F – If 211 schedules your appointments you **MUST** notify them as soon as you make the decision to delay or cancel the site’s opening. During the week they will take the appropriate actions to notify taxpayers to reschedule.

Sat – If we experience inclement weather on Saturdays, please notify 211 directly as soon as possible, but no later than 6:00 am. You, as a Site Coordinator, will need to notify your clients (via their phone number or email listed in appointment quest) that your site is closed and ask them to reschedule with 211.

211 (b) – If 211 does not schedule your appointments, you must still notify them of your site closing. You must notify them as soon as possible, but no later than 6:00 am for a morning session and 3:00 pm for an evening session. Since you are responsible for scheduling your appointments, you are then responsible for cancelling them. Please take the proper steps to reschedule your clients and your volunteers.

- Sight Center/Volunteer Resource Center – Please notify Brian via the Site Coordinator phone number (216-658-7444 ext. 2) or email (volunteer@refundohio.org).

Upon notification to your volunteers, if you find that some volunteers would like to volunteer at another site, please pass this information along to Brian.

- The Coalition – Please notify Keely Andrews via email (kandrews@enterprisecommunity.org) that your site is closing. This ensures that there is no gap in communication between the sites, the Coalition, 211, and the Sight Center.
- The IRS – Please notify Sharon Stewart via email at Sharon.Stewart@irs.gov that your site is closing.

## **Business Continuity Plan for TaxWise Outages and Errors**

## Super Saturday Planning Guide

The following is a guide of topics to discuss with Super Saturday partners. Make sure that partners know which responsibilities belong to them. Only one Super Saturday can be held per Saturday. Please work with the Coalition to schedule your Super Saturday.

The Coalition defines a Super Saturday as a company sponsored free tax preparation event that raises Cuyahoga EITC Coalition and tax credit awareness, while bringing together partner organizations to serve a large number of taxpayers during expanded tax site hours.

### Basics:

Date:

Time:

- When will volunteers arrive to set up? Will there be an orientation at the beginning of the day?

Location:

### Marketing:

- What marketing will take place before the event? Who will provide each marketing piece?
  - Mailings, flyers, branch/neighborhood posters, press release
- What marketing material will be provided at the event?
  - Balloons, coloring books, volunteer t-shirts, drawings, pens

### Appointment Scheduling:

- Will 2-1-1 schedule your appointments? Will you accept walk-ins?
- How many appointments per hour or half hour will you take? (1 per volunteer preparer)

### Volunteers:

- Who will provide Greeters, Tax Preparers, Site Coordinator(s)/Quality reviewers?
  - Work with EITC Coalition to schedule a tax training for volunteer preparers.
- Will there be volunteers to offer other services?
  - Help to open accounts, financial literacy classes, credit counseling, etc.

### Use of Location:

- Waiting area, tax prep area, class/small group area, parking
- What will the intake process look like?

### Food:

- Will snacks/lunch/breakfast be provided for the volunteers or taxpayers?

### Don't Forget:

- Envelopes, intake and interview forms, pens, required publications.

## Checklist for Closing a Site

### Site Coordinators Checklist:

#### Closing the site:

At the end of the filing season, care should be taken to ensure that your site is closed properly. (Refer to Publication 3189 for detailed post-filing season e-file procedures.) The following actions should be taken:

1. Ensure that no taxpayer information has been left at the site.
2. Recycle all unused forms, publications, and posters
3. Submit a revised Form 13715, *IRS SPEC Volunteer Site Information Sheet*
4. Ensure all rejects have been resolved.
  - a. Please contact Brian Peebles or Keely Andrews for help in resolving rejects.
5. Contact Keely Andrews to return Coalition loaned equipment.
6. All users, other than Admin, should be inactivated.
  - a. Open Taxwise Online
  - b. Click on Manage Users in the Tool Bar
  - c. Select Edit for each user that needs to be deactivated
  - d. Uncheck "Is Active User" box
7. If the tax site filed intake forms or 8879, please shred.
8. Please provide the coalition with access to your admin account.
  - a. Send to Brian Peebles or Keely Andrews

## Volunteer Recognition

At the end of every tax season, the Coalition hosts a volunteer recognition party. Please ensure that you and your volunteers are invited by creating volunteer accounts on [www.refundohio.org](http://www.refundohio.org).

Most volunteers see the Site Coordinators as the face of the Coalition. Therefore, it is important that the Site Coordinator arrange a way to say thank you to the volunteers as well. Here are some thank you ideas for during and after the tax season.

#### Say Thank You!

1. Send email updates.
  - a. How many returns that specific volunteer has completed
  - b. How many returns the site has completed
2. Feature Volunteers
  - a. Ask the hosting tax site if they can feature volunteers in a newsletter, on Facebook, website, or in the annual report.
  - b. Create a Volunteer of the Month wall.
3. Send or give a handwritten thank you letter.
4. Host a staff/volunteer potluck.

- a. This can be done during the slower part of the tax season while the tax site is open or at the end of the season.
5. Bring in a treat.
  - a. Bake some cupcakes; buy small candies, seasonal fruit, etc. Ask the Coalition if this is something they can help with.
6. Hand out volunteer certificates.
  - a. These can be made using Microsoft Office Publisher. Contact Keely at [kandrews@enterprisecommunity.org](mailto:kandrews@enterprisecommunity.org) for help.
7. Take photos of the volunteers (with their permission).
  - a. Send them to Keely to be posted in the Coalition newsletter and on the Facebook page.
8. Set up a Thank You Card Station.
  - a. Set up a small table with paper and crayons.
  - b. Ask taxpayers and their families if they would like to make a thank you card while they wait or before they leave.

## Volunteer Hub

### Registered Volunteers

Checking the volunteer sign up, helps a Site Coordinator compare the number of appointments to the number of volunteers. It gives the Site Coordinator the opportunity to call back up volunteers if necessary. On the other hand, it also gives the opportunity to call volunteers and let them know that they would be more helpful at another site with more appointments. Call the Volunteer Coordinator to find out which sites are still in need of volunteers.

Check for registered volunteers:

1. Open [www.refundohio.org](http://www.refundohio.org)
2. Click Volunteer Now
3. Sign In
4. Chose the appropriate calendar event
5. Click the Registered Users tab

### Attendance

It is important to keep attendance of all volunteers to ensure that trends are being captured for grant purposes and volunteer recognition.

To take attendance:

1. Open [www.refundohio.org](http://www.refundohio.org)
2. Click Volunteer Now
3. Sign In
4. Chose the appropriate calendar event
5. Click the Hours tab
6. Enter the number of hours next to each volunteer
7. Click Save Hours

### Volunteer Information

Volunteer information can be useful when sending a volunteer a thank you card, calling them to remind them of their volunteer commitment, or to check their certification level.

Volunteer Information:

1. Open [www.refundohio.org](http://www.refundohio.org)
2. Click Volunteer Today and then “Click Here to Volunteer Now”.
3. Sign In
4. Search by last name

Once you find the volunteer, click on their name to find their contact information, certification level, volunteer opportunities they are registered for, languages spoken, volunteers hours, and more.

## Updating Volunteer Certificates

Some volunteers are certified as volunteer tax preparers, but Volunteer Hub may not reflect that. When a volunteer comes to your site and does not have a certification status in Volunteer Hub, the Site Coordinator is responsible for updating Volunteer Hub.

Update certification levels:

1. Verify the volunteer's level of certification
2. Open [www.refundohio.org](http://www.refundohio.org)
3. Click Volunteer Today and then "Click Here to Volunteer Now"
4. Sign In
5. Search by last name
6. Click on volunteers name
7. Click Edit in the task bar
8. Scroll to the bottom
9. Check the all boxes that apply and then Save User
10. Email all undocumented certifications to [volunteer@refundohio.org](mailto:volunteer@refundohio.org)

### Group Membership

<input checked="" type="checkbox"/> ***NOT SIGNED***
<input type="checkbox"/> Certified - Advanced
<input checked="" type="checkbox"/> Certified - Basic
<input type="checkbox"/> Certified - Site Coordinator
<input type="checkbox"/> Certified - Special
<input type="checkbox"/> Greeter Only
<input type="checkbox"/> New User
<input type="checkbox"/> Not Certified
<input type="checkbox"/> Private Events
<input type="checkbox"/> Superusers

Save User

Save Copy of User

Delete User

Not Signed is a status that will help us determine if we have a signed 13615 Volunteer Agreement on file. If this box is checked, please have the volunteer sign the volunteer agreement and email it to [volunteer@refundohio.org](mailto:volunteer@refundohio.org). The Volunteer Coordinator will then load the completed certificate into volunteer hub, where all Site Coordinators can view for their records.

# TaxWise

## TaxWise Shortcuts

Command	Description
F1	Opens TaxWise Online Help
F3	Estimates and un-estimates an entry
F8	Overrides an entry
F9	Creates a link
F11	Minimizes the Internet Explorer toolbar
F5	Refreshes the page
Ctrl + E	Jumps to the next required entry

## Creating TaxWise User Accounts

The Coalition will order each sites tax preparation software. Technical Support will send you the information to log into TaxWise when your site has submitted all of the required documents.

The TaxWise login you will receive is for your User Account with Admin Privileges. You will need to create a permanent password for yourself.

To begin creating new log-in accounts you must be logged in with Admin Privileges. Once this step has been completed you can start creating TaxWise accounts.

1. Select **Manage Users** in the Tool Bar.
2. Click **Create a New User**.
3. The username will be the volunteer's first and last name. This will be easy for the volunteer to remember and will help you track who is completing returns.
  - a. The first time a volunteer logs in to TaxWise, their password will be their username (case sensitive).
4. Volunteers should be assigned as **Return Preparer, Return Printer and E-file Manager (for those volunteers who will be permitted to E-file)**.
5. Click **Save**.
6. Click **Close** once you have added all of the volunteers.

## Securing Data

It is important that tax payers information be secure after they have left the tax site. It is the Site Coordinators responsibility to inactivate all volunteers when they are not at the tax site and then activate them again once they arrive to volunteer. This ensures that volunteers will only be able

to login to TaxWise while they are under your supervision. This is required for all Site Coordinators using TaxWise Online.

Activating and inactivating volunteers:

1. While logged in to TaxWise, click **Manage Users**
2. Click **Edit** next to the user you wish to activate or inactivate
3. To activate **check** the box that says **Is Active User**
4. To inactivate, **uncheck** the box that says **Is Active User**
5. Click **Save**
6. To see inactive users, click **Show Inactive Users** on the User Manager Screen (the screen that appears when you click Manage Users).

## Preparing Prior Year Returns

Prior year returns can be completed using TaxWise online. Using the addresses below, open the appropriate website link. The client ID, admin user name, and password will be the same as the information you use to complete current year returns.

2014 - <https://twonline.taxwise.com/14/>

2013 - <https://twonline.taxwise.com/13/>

2012 - <https://twonline.taxwise.com/12/>

2011 - <https://twonline.taxwise.com/11/>

2010 - <https://twonline.taxwise.com/10/>

➤ Please note that 2010 returns do not have e-file capabilities and must be paper filed.

## Printing Returns

To print a return

1. Ensure that the pop up blocker is disabled
2. While in the return, click **Print Return** in the Tool Bar
3. Click **Open in a new window**
4. Print the return from the PDF (must have Adobe 8.1 or higher installed)

The screenshot displays the TaxWise Online interface. The browser address bar shows the URL: <https://twonline.taxwise.com/Ajax/ViewReturn.aspx?id=ce4136ba-0333-4165-82fa-b77ffc0b9c8f#FormKey=US.US.10>. The tool bar contains several icons, with the 'Print Return' icon circled in yellow. A 'Print Return Complete' pop-up window is also circled in yellow, displaying the message: 'Your PDF is ready. Open in a new window' and 'You will need Adobe Reader to open and print your return.' The main content area shows 'Main Information Sheet' for the year 2012. It includes a 'Refund Monitor' section with 'Current AGI: \$16,576' and 'Current Refund: \$726'. Below this, it states 'This return can be filed on Form 1040EZ' and provides a list of form options: 'Check form you are using: 1040, 1040A, 1040EZ, 1040PR, 1040NR, 1040NREZ'. There is also a 'Check one:' section with options for 'Spanish forms on the screen and printed' and 'Spanish forms printed only'.

## Submitting E-files

All returns that are being electronically filed, should be sent within 24 hours of the 8879 being signed.

To E-file:

1. Login as the admin.
2. Open the return.
3. Click **Run Diagnostics** in the Tool Bar.
4. Click **Create e-File(s)**.
5. Click **Submit e-files** in the Tool Bar.
6. **Check the boxes** for all files that are ready to be sent.
7. Click **Continue**.
8. Click Print or **Continue**.
9. Click **Close**.

## Taxpayer Diary

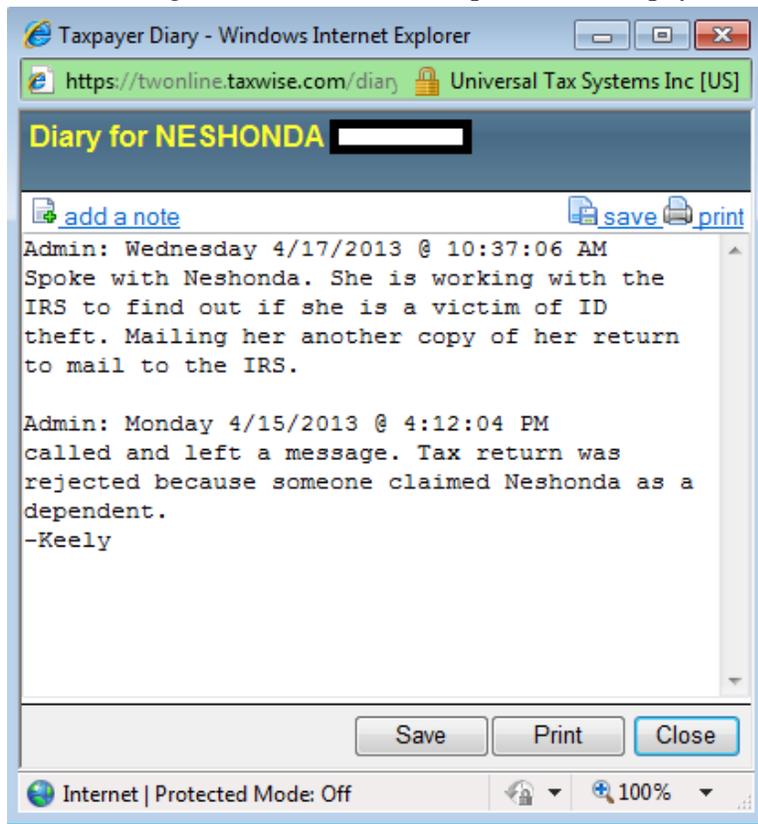
Taking notes in the Taxpayer Diary helps keep track of returns in all stages. It is a great place to note that a client will return with another W2, why a return was rejected, or to note that the Site Coordinator has left a voicemail and mailed a letter to ask the client to follow up. Keep in mind that the taxpayer will not see the Taxpayer Diary notes and they will not print with the tax return. These notes are for tax preparers and Site Coordinators only.

The symbol next to the Social Security Number indicates a note in the Taxpayer Diary. You can click the symbol for a preview of the note.

The screenshot shows a software interface with a top toolbar containing various icons for actions like 'Open Return', 'Submit e-files', 'View Acks', etc. Below the toolbar is a 'Return Tasks' sidebar with links like 'Home', 'View', 'Accepted Returns', etc. The main area is titled 'Search Returns' and contains a table with columns: TIN, Name, US e-file, State e-file, Stage, and Edited. The table lists four practice scenario returns. The fourth row, with TIN '444-12-3412', is highlighted in yellow and has a red 'X' icon next to the TIN. A green box highlights a pop-up note for this entry: 'Admin: Monday 9/8/2014 @ 9:55:39 AM Tax return was rejected due to a SSN/Name mismatch. Called taxpa More...'. A green circle also highlights the 'X' icon next to the TIN.

TIN	Name	US e-file	State e-file	Stage	Edited
241-00-0000	PRACTICE SCENARIO, ANNA				8/25/2014
216-55-5555	PRACTICE SCENARIO, RAOUL				8/20/2014
123-12-3321	PRACTICE SCENARIO, LADONNA				8/18/2014
444-12-3412	PRACTICE SCENARIO, REDUCTION				9/4/2014

The following screenshot is an example of the Taxpayer Diary:



To access the Taxpayer Diary:

1. Open the return you would like to make a note in.
2. Click **Taxpayer Diary** in the Tool Bar
3. Click **Add a Note**
4. Type the note and click **Save**.

## Amendments

When a return has been prepared incorrectly, it can be amended to fix the errors. When an amendment form is added, it locks the numbers and allows you to make the necessary changes. The amendment form will calculate the difference between the original amount of tax and credits and the corrected amounts with the changes made, and then generate a correct refund/liability.

To prepare an amended return:

1. Enter all of the information from the original return (if your site prepared the original return – open the original return from TaxWise).
2. Add form 1040X.
3. Check the red box.
4. Make necessary changes to the return.

int Client Switch To Run Return Return Forms List Taxpayer Live Chat Help Blog Log Out  
 urn Letters Interview Diagnostics Summary Query Diary

[Lock All](#) [Unlock All](#)

**US 1040X Amended Individual Income Tax Return 2012**

Name: Richard [REDACTED] SSN: [REDACTED]  
 Spouse's name: Donna [REDACTED] SSN: [REDACTED]

Care of address: [REDACTED]  
 Address: [REDACTED]  
 City, state, Zip / foreign city: EUCLID OH 44123- Phone number [REDACTED]  
 Foreign province / state: [REDACTED]  
 Foreign Zip code: [REDACTED]  
 Country: [REDACTED]

**Amended return filing status**  
 Single  Married filing jointly  Married filing separately  
 Qualifying widow(er)  Head of household

**Income and Deductions**

Check  to override all original entries in column A and original refund or balance due (line 15 or 17) before making any changes to any forms.

	A Original amount	B Net change	C Correct amount
1 Adjusted gross income. If NOL carryback is included, check here <input type="checkbox"/>	20205	0	20205
2 Itemized deductions or standard deduction	11900	0	11900
3 Subtract line 2 from line 1	8305	0	8305
4 Exemptions	15200	0	15200
5 Taxable income	0	0	0

Amended returns must be paper filed and mailed. *They cannot be e-filed.* They also take longer to process than a standard return, so please inform the client to be patient if they are expecting a refund.

## Running Reports

There are a number of reports within the TaxWise software that may assist you in managing your site.

Two commonly used reports are:

1. IRS Summary Report (Acceptance)
2. TWO Statistical Data (Details)

To Run a Report:

1. Login as **Admin**
2. Click **TWO Reports** in the Tool Bar
3. Click **Generate** next to the report you would like to run

4. You may have to click **Refresh** in the upper right hand corner, before you can **Download** the report.

#### Removing Duplicate Information from Reports:

Once your report opens in excel, you may see that some of the entries are showing multiple times. In order to properly calculate number of returns, total refunds, etc., you will need to remove duplicates.

1. Click **Data** in the Tool Bar
2. **Select All** in the document by clicking the arrow in between column A header and Row 1 header.
3. Click **Remove Duplicates** in the Data Tools section
4. Click **Unselect All**
5. Choose only **LAST\_NAME and FIRST\_NAME**
6. Click **OK**

For more information about TaxWise functions, reports, etc., check out the TaxWise Manual (small green book that comes with your software). If you do not have a hard copy, contact Brian or Keely for the online version.

**Handy Printouts**  
**Addresses for Tax Returns to Be Mailed**

**IRS**

**Federal 1040 (without payment)**

Department of the Treasury  
Internal Revenue Service  
Fresno, CA 93888-0002

**Federal 1040 (with payment)**

Department of the Treasury  
Internal Revenue Service  
PO Box 802501  
Cincinnati, OH 45280-2501

**Federal 1040X (amended return)**

Department of the Treasury  
Internal Revenue Service  
Fresno, CA 93888

**State**

**State Return (without payment)**

Ohio Department of Taxation  
PO Box 182294  
Columbus, OH 43218-2294

**State Return (with payment)**

Ohio Department of Taxation  
PO Box 2057  
Columbus, OH 43218-2057

**IT 1040X State (amended return)**

Ohio Department of Taxation  
PO Box 1460  
Columbus, OH 43216-1460

## Volunteer Cheat Sheet

Document	Document Type	Intake Sheet Question #	Certification Level	Form in Software
W-2	Wages from Employment	III - 1	Basic, Advanced	W2
1095-A	Marketplace Insurance Coverage	VI-1,2	Basic, Advanced	8962
1099-G	Unemployment	III - 12	Basic, Advanced	1099G
1099-INT	Interest from savings/checking	III - 4	Basic, Advanced	SCH B
SSA-1099	Social Security	III - 13	Basic, Advanced	1040 WKT 1
W-2 G	Gambling Winnings	III - 15	Basic, Advanced	W2G
1098-E	Student Loan Interest	V – 8	Basic, Advanced	1040 WKT 2
1098-T	Tuition Statement	IV - 3	Basic, Advanced	8863
1098-INT	Mortgage Interest	IV – 6	Basic, Advanced	SCH A
1099-SA	Health Savings Acct Dist	V – 1	Basic, Advanced, HSA	8889
1099-R w/ taxable amount determined	Retirement Income	III - 11	Basic, Advanced	1099R
1099-R w/o taxable amount determined	Annuity	III - 11	Advanced	1099R
1099-MISC w/non-employee compensation, NO EIN	Self Employment	III - 7	Advanced	1099 MISC
1099-C	Cancellation of Debt	V – 2	Advanced	1040 Line 21
1099-MISC w/rents	Rental Income	III - 14	Out of scope of VITA	N/A
Schedule K	Partnership Income	III - 7	Out of scope of VITA	N/A
1099-MISC w/non-employee compensation, HAS EIN	Self Employment	III - 7	Out of scope of VITA	N/A
Letter	Charitable Contributions	IV – 8	Basic, Advanced	SCH A
Letter	Child care expenses	IV - 9	Basic, Advanced	2441
Bill for Contract Work	Energy Efficiency Credit	V - 5	Basic, Advanced	5695

## Local Taxes

### Bedford

City of Bedford Tax Dept  
165 Center Road  
Bedford, OH 44146  
440-735-6505

### Bedford Heights

Regional Income Tax Agency  
Cleveland Heights City Hall  
40 Severance Circle  
Cleveland Hts., Ohio 44118  
440-526-0900

### Cleveland

CCA – Municipal Income Tax  
205 W Saint Clair Ave  
Cleveland, OH 44113  
216-664-2070

### Cleveland Heights

Regional Income Tax Agency  
Cleveland Heights City Hall  
40 Severance Circle  
Cleveland Hts., Ohio 44118  
440-526-0900

### East Cleveland

Regional Income Tax Agency  
Cleveland Heights City Hall  
40 Severance Circle  
Cleveland Hts., Ohio 44118  
440-526-0900

### Euclid

City Income Tax Dept  
Euclid City Hall  
585 East 222nd Street  
Euclid, OH 44123  
216-289-8360

### Garfield Heights

Regional Income Tax Agency  
Cleveland Heights City Hall  
40 Severance Circle  
Cleveland Hts., Ohio 44118  
440-526-0900

### Richmond Heights

Regional Income Tax Agency  
Cleveland Heights City Hall  
40 Severance Circle  
Cleveland Hts., Ohio 44118  
440-526-0900

### Shaker Heights

Regional Income Tax Agency  
Cleveland Heights City Hall  
40 Severance Circle  
Cleveland Hts., Ohio 44118  
440-526-0900

### South Euclid

Regional Income Tax Agency  
Cleveland Heights City Hall  
40 Severance Circle  
Cleveland Hts., Ohio 44118  
440-526-0900

### University Heights

Regional Income Tax Agency  
Cleveland Heights City Hall  
40 Severance Circle  
Cleveland Hts., Ohio 44118  
440-526-0900

### Warrensville Heights

CCA – Municipal Income Tax  
205 W Saint Clair Ave  
Cleveland, OH 44113  
216-664-2070

### RITA By Mail

Regional Income Tax Agency  
P.O. Box 477900  
Broadview Hts., Ohio 44147

## Taxpayer Guide to Identity Theft

### What is identity theft?

Identity theft takes place when someone uses your personal information such as your name or Social Security number (SSN) to commit fraud or other crimes.

### How do you know if your tax records have been affected?

An identity thief will usually use a real person's information to falsely file a tax return and claim a refund. This is usually done early in the tax season with a stolen SSN. The victim will find out what has happened later in the filing season when they realize that two returns have been filed for one SSN. Be alert to possible identity theft if you receive an IRS letter that states:

- More than one tax return was filed for you
- You have a balance due, refund offset or have had collection actions taken against you for a year you did not file a return, or
- IRS records indicate you received wages from an incorrect employer.

### What to do if your tax records were affected by identity theft.

If you believe someone may have used your information to file a tax return, notify the IRS immediately by responding to the name and number printed on the letter that was mailed you. You will need to fill out the IRS Identity Theft Affidavit, Form 14039.

You may also use the IRS Identity Protection Hotline, 1-800-908-4490.

How can you minimize the chance of becoming a victim?

- Don't carry your Social Security card or documents that have your SSN on them.
- Don't give businesses your SSN.
- Protect your financial information.
- Check your credit reports every 12 months.
- Secure personal information in your home.
- Protect your personal computers by using firewalls, anti-spam/virus software.
- Don't give personal information over the phone, through the mail, or through the internet unless you have started the conversation with a trusted contact.

### Credit Bureaus

Equifax  
[www.equifax.com](http://www.equifax.com)  
1-800-525-6285

Experian  
[www.experian.com](http://www.experian.com)  
1-888-397-3742

TransUnion  
[www.transunion.com](http://www.transunion.com)  
1-800-680-7289

### More Resources

Federal Trade Commission  
[www.ftc.gov](http://www.ftc.gov)  
1-877-438-4338

Internet Crime Complaint Center  
[www.ic3.gov](http://www.ic3.gov)

### Report Suspicious Emails

Report suspicious online or emailed phishing scams to:  
[phishing@irs.gov](mailto:phishing@irs.gov) or  
1-800-366-4484

### More Information

[www.IRS.gov/identitytheft](http://www.IRS.gov/identitytheft)  
[www.IRS.gov/phishing](http://www.IRS.gov/phishing)

Information from [www.irs.gov/identitytheft](http://www.irs.gov/identitytheft)

## Acknowledgement of Receipt and Understanding

A Site Coordinator is required to indicate understanding of the Site Coordinator Manual by signing, dating and returning this page of the Site Coordinator Manual no later than January 10, 2015 to: Keely Andrews at [kandrews@enterprisecommunity.org](mailto:kandrews@enterprisecommunity.org)

By signing below, I acknowledge that I have received, read, and understand the Site Coordinator Manual.

If the responsibilities and quality site requirements outlined in this Site Coordinator Manual are not adequately and appropriately met, the Cuyahoga EITC Coalition may terminate the responsibilities of the VITA Site Coordinator at any time.

Signed:

Site Coordinator:

\_\_\_\_\_

Name: \_\_\_\_\_

Tax Site Name: \_\_\_\_\_

Date: \_\_\_\_\_