



CUSTOMER SUPPORT VOLUNTEER TRAINING

Part 1

PREPARE + PROSPER



INTRODUCE YOURSELF

- Your name
- Pronouns if you would like
- How did you get connected to Prepare + Prosper?



PART 1 TRAINING OVERVIEW

Basics of
P+P

Tax Clinic
Flow

CSV
Resources

Check-in
and
Screening

Financial
services
process

Standards
of Conduct



WHAT WE DO—AND WHY!

PREPARE + PROSPER



OUR PROGRAMS

Prepare + Prosper

Tax
Preparation
& Financial
Services

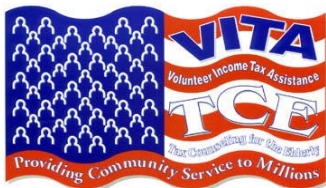
Money
Mentors
Financial
Coaching

FAIR
Banking

Advocacy

FREE TAX PREPARATION

- Every year tax credits lift more than 8.9 million people above federal poverty guideline
- P+P customers saved over \$1.8 million in tax preparation fees in 2023
- IRS Volunteer Income Tax Assistance program operates nation-wide



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TAX TIME FINANCIAL SERVICES

Tax time is a money moment when people can improve their finances.



TAX CLINIC FLOW



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TAX SEASON 2024 SERVICES

- In-person tax preparation
 - Operating at 8 locations in the Twin Cities
 - All services are by appointment
- Special focus programs
 - Self-employment program: taxpayers with self-employment income over \$10,000 or complex situations
 - Remote Tax Preparation program: taxpayers living in group homes and nursing homes
- Do-It-Yourself Tax Preparation with support from P+P



TAX CLINIC FLOW

Entrance



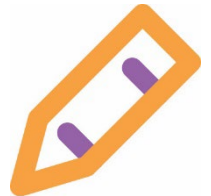
PREPARE + PROSPER

CSV ROLE IN PROCESS



CSV PRIORITIES

- Check-in and screen customers
 - Provide paperwork and quick tax screening
 - Match customers with preparers
- Offer financial services and referrals
 - Open prepaid debit cards
 - Discuss saving options
 - Make referrals
- Go through checkout procedures
 - Review final tax return with customer
 - Get tax return signatures



RESOURCES FOR CSVS

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CSV MANUAL



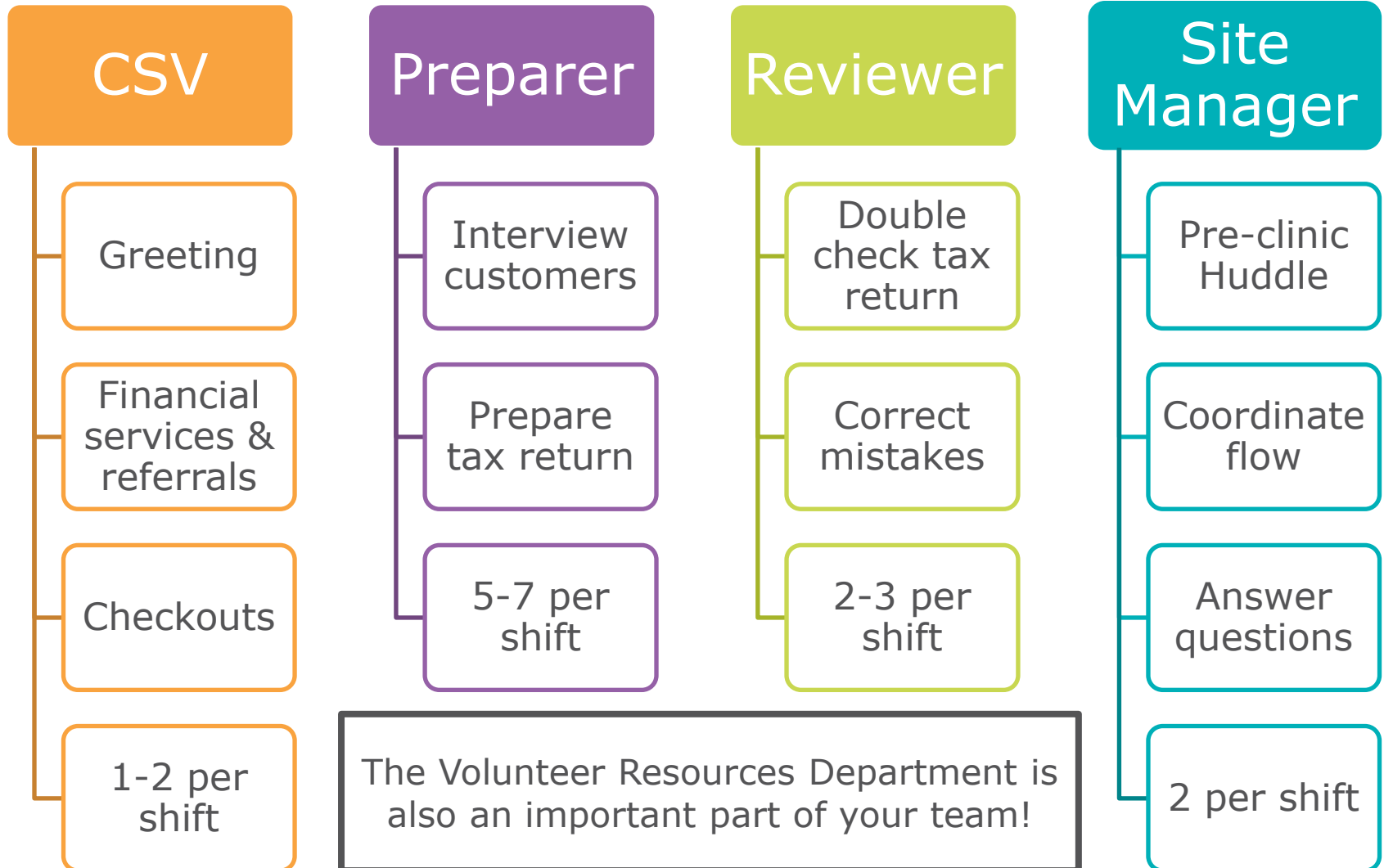
- Training guide
- Check-in and screening process
- Checkout process
- Details about financial referrals and services

VOLUNTEER TRAINING SITE

- Volunteer training website:
www.prepareandprosper.moodlecloud.com
- Copies of the training slides
- Access to self-paced trainings
 - Volunteer Standards of Conduct
 - Demystifying Credit Reports & Scores
 - And more!



KNOW YOUR TEAM



SCREENING TOOL

- Tips and reminders on screening process
- Quick reference for common screening questions
- Matches the order of the screening checklist

PREPARE + PROSPER

SCREENING TOOL

| | |
|----------------------|---|
| PROCESS | <ul style="list-style-type: none"> • Tax preparation steps: Screening, preparation, review, and checkout. • Financial services: Direct deposit support, savings options, and financial referrals. • Wait time: Usually 2 - 3 hours to complete the process. Complicated situations may take longer. • Questions: Answer any questions about the process; the tax preparer will answer tax questions. |
| REQUIREMENTS | <ul style="list-style-type: none"> • Filing a joint return? If married taxpayers file a joint return, both spouses must be present or they must have a Power of Attorney form. Talk to a manager if the customer wants to obtain a POA. • Photo ID for taxpayer and spouse? Acceptable documents (must be original): <ul style="list-style-type: none"> ✓ Driver's license ✓ Employer/school ID ✓ Visa (see out of scope section) ✓ Passport ✓ State/national ID card ✓ Military ID (see out of scope section) • SSN/ITIN verification for everyone listed on the return? Acceptable documents showing the entire Social Security number (SSN) or Individual Taxpayer Identification Number (ITIN): <ul style="list-style-type: none"> ✓ SSN card (original, digital, paper copy) ✓ Prior-year tax return ✓ Letter from IRS or MDOR ✓ ITIN letter (original, digital, paper copy) ✓ Form SSA-1099 ✓ SSA benefit letter/statement <i>Documents listed above with truncated SSN may be accepted at a manager's discretion.</i> |
| SCOPE OF SERVICES | <ul style="list-style-type: none"> • Meets income limits? \$40,000 (single) or \$60,000 (family - any return with more than one person). If over income, provide the <i>Referrals</i> handout with other tax preparation options. • Self-employment (SE) income? (Form 1099-NEC or cash income) <ul style="list-style-type: none"> » Refer to the SE clinic if SE income is over \$10,000 or the taxpayer has: inventory, a home daycare, or an office in the home. For an appointment taxpayers should call 651-262-2169. » If SE income is less than \$10,000, file at site. Preparer must have advanced certification. • International student or scholar? Returns are often out of scope. <ul style="list-style-type: none"> » Ask if taxpayer needs to file as a non-resident. If yes, the return is out of scope - provide <i>Referrals</i> handout. If no, P+P can prepare the return. If unsure, ask a manager. • Out of scope returns: Provide <i>Referrals</i> handout for other tax preparation options. <ul style="list-style-type: none"> » Filed or has pending bankruptcy in the tax year or had income from: virtual currency/crypto currency exchange, rental property, active military/national guard duty, driving a cab (not including Uber/Lyft), or acting as a clergy member. |
| ENVELOPE & DOCUMENTS | <ul style="list-style-type: none"> • Customer envelope details: Taxpayer name, number, and appointment time is on the envelope. If filing prior years, make an envelope, Volunteer Checklist, and copies of intake sheets for each tax year. • Income statements & tax documents: Taxpayer MUST have all W-2s, income statements, and other tax documents. If all forms are not present, the taxpayer must return with all required documents. <ul style="list-style-type: none"> » If forms are available online, assist taxpayer with access to a computer and printer. » Taxpayer should place SSN/ITIN documentation and all tax documents in the customer envelope. • Direct deposit: Prioritize new prepaid card enrollment and FAIR referrals for those who need new accounts. Taxpayers with existing accounts should put the documentation in the customer envelope or write it on page 4 of the P+P Tax Intake Sheet. • Financial services: Explain that someone will collect the Boost Your Money form and follow up on requests for financial services and referrals. |
| INTAKE SHEETS | <ul style="list-style-type: none"> • Intake sheets completed: Taxpayer should answer all questions on each intake sheet. If taxpayer needs help, assist if time allows or inform the preparer that assistance is needed. • Advanced return situations: If taxpayer marked "yes" to a question next to an (A) on the IRS intake sheet, then preparer must have advanced certification. Make a note on the Volunteer Checklist. |

VOLUNTEER CHECKLISTS

- Guide for each stage of tax preparation
- Helps keep a consistent process
- Screening Checklist and Checkout Checklist usually done by CSVs

P+P VOLUNTEER CHECKLISTS

Customer's preferred name: _____ Appointment time and number: _____

Screening Checklist
Volunteer name: _____

- Process:** Explained the clinic process.
- Joint return:** If filing jointly, both spouses are present.
- Picture ID:** Viewed proof of identity for taxpayer and spouse.
- SSN/ITIN:** Viewed SSN/ITIN verification for all people on the tax return.
- Income guidelines:** Total is within P+P limits:
 - \$40k for single filers; \$60k for families
 - More than \$10k of self-employment income - refer to SE clinic
- P+P scope:** No common out-of-scope issues.
 - Renting property to another person
 - Active military or national guard duty
 - Driving a cab (not including Uber/Lyft)
 - Cryptocurrency transactions
 - Bankruptcy filed or pending
- Customer envelope:** Name, appointment time, and number written on the envelope.
- Tax documents:** Taxpayer confirmed that all tax documents are present.
- Direct Deposit:** Asked if taxpayer's direct deposit information is available or if new direct deposit options are needed.
- Financial Services:** Informed the taxpayer that a volunteer will follow up about options on the Boost Your Money form.

-----When paperwork is complete-----

- Intake sheets:** Verified that all intake questions are answered.

Certification level: If Advanced, write topics.

- Basic
- Advanced

IRS intake Part _____
IRS intake Question # _____

Preparation checklist
Volunteer name: _____

If a checklist item is not applicable, write N/A next to the checkbox.

- Screening checklist** completed.
- SSN/ITIN verification:** Source documents present for everyone on return.

I conducted a taxpayer interview:

- All questions on IRS and P+P intake sheets answered (none left blank/unsure).
- Correct filing status determined.
- Shaded dependency section completed.
- P+P consents answered and signed.

- Boost Your Money Form:** Taxpayer completed the form, and a CSV received it.
- Supplemental worksheets:** Completed worksheets for education credits and/or SE income (SETO), if needed.
- MN household income:** Nontaxable income entered on Form MIPR, if needed.
- MIPR only:** "Send state only" marked in the TaxSlayer E-file section, if needed.
- Paper file:** If applicable, wrote notes about reason for paper filing.
- Refund Savings:** Discussed saving, splitting, and Save + Win contest and connected savers to a CSV.
- Refund or balance due options:** Completed Preparer Use section on the P+P intake sheet.
- Ready for Review:** "Ready for Review" marked in the TaxSlayer E-file Section.
- Filing MIPR later:** Put a Homeowner + Renter Info sheet in the customer envelope, if needed.
- Documentation:** Included source documents in the customer envelope.

Expected refund or (balance due):

Federal _____ MN _____
MN Property _____

Notes from Screening or Preparation _____

SAMPLE APPOINTMENT LIST

CUSTOMER SIGN-IN SHEET P + P

| Appt Time | Customer Name(s) | Online Intake | Number | Check-in Time | Viewed Photo ID | Viewed SSN/ITIN | Comments | Screener Initials | Needs FS? | Preparer Name | Check-out Time |
|-----------|------------------|---------------|--------|---------------|-----------------|-----------------|---|-------------------|-----------|---------------|----------------|
| 5:45 PM | Kat Smith | X | 1 | 5:30 | Yes | yes | | ~ | yes | John P | |
| 5:45 PM | Yani Gorman | | 2 | 5:32 | yes | Yes | advanced return | ~ | | Cheryl B | |
| 5:45 PM | Anabel Presidio | | 4 | 5:50 | X | X | | | | | |
| 5:45 PM | Zack Foster | | 5 | 5:55 | X | X | | | | | |
| 5:45 PM | Samuel Roonie | | 3 | 5:41 | yes | yes | | ~ | | Sean T | |
| 6:00 PM | Rikki Marulanza | X | 2 | 6:02 | | | <i>Needs to print a W2.</i> | | y | | |
| 6:00 PM | Amara Hassan | X | 1 | 5:45 | | | | | ? | | |
| 6:00 PM | Eman Lubega | | | | | | | | | | |
| 6:30 PM | Dominique Gore | | | | | | | | | | |
| 6:30 PM | Rose & Steve Nye | | 1 | 6pm | | | <i>Steve coming at 7pm, Rose has all the paperwork.</i> | | | | |
| 6:45 PM | Ka Vang | X | | | | | | | Yes | | |

BOOST YOUR MONEY FORM

- Overview of financial services and referrals
- Way for customer to show interest
- CSV picks up the completed form from customers

PREPARE + PROSPER

BOOST YOUR MONEY

Preferred name(s): _____
(taxpayer) (spouse)

Phone number: _____ Email address: _____ Zip code _____

Check in on your financial health and build your financial well-being!
Check the boxes below to access free resources today or get referrals to other Prepare + Prosper (P+P) programs, or to one of our trusted partners.

| | |
|--|---|
| <p>PREPAID DEBIT CARD</p> <ul style="list-style-type: none"> • The CFR Focus card is available regardless of credit or banking history. The card has no monthly fee or minimum balance required. • It can be used for your tax refund and other deposits. <p><input type="checkbox"/> I want to open a CFR Focus card today for my refund to be direct deposited.</p> | <p>BANK ACCOUNTS</p> <p>P+P FAIR Banking program offers checking and savings accounts with no overdraft fees or minimum balance requirements. They are available regardless of banking history (excluding bank fraud).</p> <p><input type="checkbox"/> I want to make an appointment to open an account.</p> |
|--|---|

SAVE + WIN: Are you saving all or part of your federal or state refund? Enter our drawing to win \$100!
 I want to save and enter for a chance to win \$100.

U.S. SAVINGS BONDS: You can build long-term savings by purchasing a U.S. savings bond for yourself or someone else using part of your federal tax refund.
 I want more information about buying U.S. savings bonds.

FINANCIAL COACHING: Work with a P+P Money Mentors financial coach who will meet with you over a six month period to set a financial goal and develop a plan to reach it.
 I want to work with a financial coach monthly to help me reach my financial goal(s).

CREDIT SERVICES: P+P can help you access your free credit report or (re)build your credit.
 I want to get a copy of my credit report today.
 I want to fill out a request form today to receive a copy of my free credit report by mail.
 I have little or no credit history and want to get more information about a credit builder loan.

PAYDAY LOAN HELP: Exodus Lending helps Minnesota families break the cycle of predatory loan debt with a refinancing program that has 0% interest and no fees.
 I have a predatory loan and would like more information about Exodus Lending.

Continue

CHECK-IN

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CUSTOMER SIGN-IN SHEET

| Appt Time | Customer Name | Number | Check-in Time | Viewed Photo ID | Viewed SSN or ITIN | Comments | Screener Initials | Preparer Name | Check-out Time |
|-----------|-----------------|--------|---------------|-----------------|--------------------|---------------------------|-------------------|---------------|----------------|
| 5:30 PM | Kat Smith | 1 | 5:15 | X | X | | ~ | John P. | |
| 5:30 PM | Yani Gorman | 2 | 5:17 | X | X | has 2020 and 2021 returns | ~ | Cheryl B. | |
| 5:30 PM | Anabel Presidio | 4 | 5:27 | yes | yes | | | | |
| 5:30 PM | Zack Foster | 5 | 5:30 | X | X | | | | |
| 5:30 PM | Samuel Rooney | 3 | 5:20 | yes | yes | CRP only | ~ | Sean T. | |
| 5:30 PM | Rikki Marulanza | 7 | 5:35 | X | X | | | | |
| 5:30 PM | Amara Hassan | 6 | 5:31 | X | X | | | | |

ACUITY SCHEDULING

- P+P system for scheduling appointments
 - Allows for online scheduling
 - Sends appointment confirmations and reminders
- Work with a manager to:
 - Get the appointment list from Acuity
 - Look up customer appointments
- Customer service team staff will schedule most appointments
 - Appointments open every other Monday
 - Booking out two weeks in advance

CUSTOMER NUMBERING SYSTEM

| Appt Time | Customer Name(s) | Online Intake | Number | Check-in Time | Viewed Photo ID | Viewed SSN/ITIN | Comments |
|-----------|------------------|---------------|--------|---------------|-----------------|-----------------|---|
| 5:45 | Kat Smith | X | 1 | 5:30 | Yes | yes | |
| 5:45 | Yani Gorman | | 2 | 5:32 | yes | Yes | advanced return |
| 5:45 | Anabel Presidio | | 4 | 5:50 | X | X | |
| 5:45 | Zack Foster | | 5 | 5:55 | X | X | |
| 5:45 | Samuel Roonie | | 3 | 5:41 | yes | yes | |
| 6:00 | Rikki Marulanza | X | 2 | 6:02 | | | <i>Needs to print a W2.</i> |
| 6:00 | Amara Hassan | X | 1 | 5:45 | | | |
| 6:00 | Eman Lubega | | | | | | |
| 6:30 | Dominique Gore | | | | | | |
| 6:30 | Rose & Steve Nye | | 1 | 6pm | | | <i>Steve coming at 7pm, Rose has the paperwork.</i> |
| 6:45 | Ka Vang | X | | | | | |

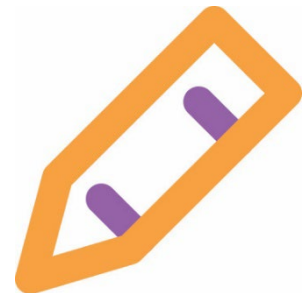
Kat: 5:45 - 1

Rikki: 6:00 - 2

Rose: 6:30 - 1

SCHEDULER NOTES

- Notes about an appointment may print on the customer sign-in sheet
- Special situations for notes may include:
 - Multiple years of returns
 - Interpreter needed
 - ITIN application
 - Power of Attorney
 - Self-employment details
 - Amended return



COMMON CHECK-IN ISSUES

- No appointment?
 - Ask a manager about capacity for a walk-in customer
 - Provide a brochure to assist with scheduling
 - Help with scheduling if appointments are open online
- Appointment not on the list?
 - May be scheduled for another date
 - Work with a manager to search in Acuity
- More than 15 minutes late for an appointment?
 - Ask a manager if the customer can be seen



INTAKE PAPERWORK

Form 13614-C
(October 2023)

Department of the Treasury, Internal Revenue Service

Intake/Interview and Quality Review Sheet

You will need:

- All information such as Forms W-2, 1099, 1088, 1085, Social Security cards or ITIN letters for all persons on your tax return.
- Picture ID (such as voter driver's licenses for you and your spouse).

You are responsible for the information on your return. Please provide complete and accurate information.

If you have questions, please see the IRS-certified volunteer preparer.

Volunteers are trained to provide high quality service and uphold the highest ethical standards.

To report unethical behavior to the IRS, email us at irswhistle@gov

Part I – Your Personal Information (If you are filing a joint return, enter your names in the same order as last year's return)

1. Your first name: M.I. Last name: Best contact number: Yes No
 2. Your spouse's first name: M.I. Last name: Best contact number: Yes No

3. Mailing address: Apt # City State ZIP+4[®]

4. Your Date of Birth: 5. Your job title: 6. Last year, were you: a. Fully and permanently disabled Yes No b. Full time student c. (Specify kind): Yes No d. U.S. free trade

7. Your spouse's Date of Birth: 8. Your spouse's job title: 9. Last year, was your spouse: a. Fully and permanently disabled Yes No b. U.S. free trade c. (Specify kind): Yes No d. U.S. free trade

10. Can anyone claim you or your spouse as a dependent? Yes No Unsure

11. Have you, your spouse, or dependents been a victim of tax related identity theft or been issued an Identity Protection PIN?

12. Provide an email address (optional) (The email address will not be used for contacts from the Internal Revenue Service)

Part II – Marital Status and Household Information

1. As of December 31, 2023, what was your marital status? Never Married Married Divorced Legally Separated Widowed

(This includes registered domestic partnerships, civil unions, or other formal relations)

a. If Yes, Did you get married in 2023? Yes No

b. Did you live with your spouse during any part of the last six months of 2023? Yes No

c. Date of first decree: _____ Date of separate maintenance decree: _____ Year of spouse's death: _____

2. List the names below of everyone who lived with you last year (other than your spouse) everyone you supported but did not live with you last year

If additional space is needed check the **To be completed by a Certified Preparer**

| Name (last, first, middle initial, and name) (see instructions) | Date of Birth (month/year) | Relationship to you (include step-relationships) | Number of months lived with you last year | US Citizen (yes/no) | Resident (yes/no) (if US citizen) | Foreign (yes/no) (if not US citizen) | Full-time student (yes/no) | Temporarily absent (yes/no) | Temporarily absent (yes/no) (if not US citizen) | Temporarily absent (yes/no) (if not US citizen) | Temporarily absent (yes/no) (if not US citizen) | Temporarily absent (yes/no) (if not US citizen) | Temporarily absent (yes/no) (if not US citizen) | Temporarily absent (yes/no) (if not US citizen) | Temporarily absent (yes/no) (if not US citizen) | Temporarily absent (yes/no) (if not US citizen) | Temporarily absent (yes/no) (if not US citizen) | Temporarily absent (yes/no) (if not US citizen) |
|---|----------------------------|--|---|---------------------|-----------------------------------|--------------------------------------|----------------------------|-----------------------------|---|---|---|---|---|---|---|---|---|---|
| () | () | () | () | () | () | () | () | () | () | () | () | () | () | () | () | () | () | () |

Catalog Number 52121E www.irs.gov Form

PREPARE + PROSPER

BOOST YOUR MONEY

Preferred name(s): (taxpayer) (spouse)

Phone number: _____ Email address: _____

Check in on your financial health and build your financial well-being. Check the boxes below to access free resources today or get referrals to other (DFP) programs, or to one of our trusted partners.

PREPAID DEBIT CARDS The CFR Focus card is available regardless of credit or banking history. The card has no monthly fee or minimum balance required. You can use for your tax refund and other deposits.

BANK ACCOUNTS PwD EAB Banking program and savings accounts with automatic billings required. Qualifies regardless of banking bank health.

I want to open a CFR Focus card today for my refund (or for my dependent).

I want to make an appointment.

SAVE + WIN: Are you saving all or part of your federal or state refund? Enter our contest to save and enter for a chance to win \$100.

I want to save and enter for a chance to win \$100.

I want more information about buying U.S. savings bonds.

U.S. SAVINGS BONDS: You can build long-term savings by purchasing a U.S. savings bond or someone else using part of your federal tax refund.

I want more information about buying U.S. savings bonds.

FINANCIAL COACHING: Work with a PwD Money Mentors Financial coach who will meet with you over a 4-month period to set a financial goal and develop a plan to reach it.

I want to work with a financial coach monthly to help me reach my financial goals.

CREDIT SERVICES: PwD can help you access your free credit report or (re)build your credit.

I want to get a copy of my credit report today.

I want to fill out a request form today to receive a copy of my free credit report by mail.

I have little or no credit history and want to get more information about a credit builder loan.

PAYDAY LOAN HELP: Encorus Lending helps Minnecota families break the cycle of predatory loan debt with a refinancing program that has 0% interest and no fees.

I have a predatory loan and would like more information about Encorus Lending.

➔

PREPARE + PROSPER

TAX INTAKE SHEET

Preferred name(s): _____ (taxpayer) _____ (spouse)

What tax returns do you need prepared? Check all that apply.

2022 married return Other (specify): _____

2023 married return Other (specify): _____

TAXPAYER SURVEY

A. How do you identify?

African American or Black English American Sign Language

Asian or Pacific Islander Hispanic or Latino French

Hispanic or Latino Middle Eastern/North African German

White, Non-Hispanic American Russian

Multiracial Not listed above, write in: _____

C. What language do you primarily speak at home?

English Vietnamese

Spanish French

Tagalog Chinese

Korean Japanese

Vietnamese Russian

Other Not listed above, write in: _____

D. What is your gender?

Female Male

Yes No

Nonbinary Not listed above, write in: _____

E. Are you or a member of your household considered a person with a disability?

Yes No

Nonbinary Not listed above, write in: _____

STAY IN TOUCH

Get tips and news from Prepare + Prosper year-round! We'll contact you about cover a month and we will never share your information. Message and data rates may apply with texting.

Email No

Would you like to receive text messages from us? Yes No

DIRECT DEPOSIT AND PAYMENT INFORMATION

If you are getting a refund, how do you want to receive it?

I want my refund deposited to my savings or checking account.

I have my account information with me.

I need a new bank account or prepaid card for my refund.

I want to split my federal refund or purchase a U.S. Savings Bond.

I want to receive a check in the mail.

If you have a balance due, how do you want to make a tax payment?

I need more information so I can pay later.

I want the payment to come out of my checking or savings account.

Done + Next
Save your refund and make your BOOST!

➔

PREPARE + PROSPER

CUSTOMER PAPERWORK OPTIONS

- Online
 - Intake paperwork is emailed to the customer with their appointment confirmation
 - Manager must print out intake packets filled out online
- Onsite
 - CSV provides the customer with paper forms at the tax site



CUSTOMER ENVELOPE

| | | |
|---|---|--|
| <p>PREPARE + PROSPER</p> <p>2610 UNIVERSITY AVE. W. SUITE 450 ST. PAUL, MN 55114 phone: 651-287-0187 fax: 651-287-0190 www.prepareandprosper.org</p> | <p>Customer name: Nombre del cliente: Phil Jones</p> <p>Customer number: Número del cliente: 5:30-4</p> | <p>Tax year: Año tributario: 2022</p> |
| <p>REFUND OR (AMOUNT DUE) REEMBOLSO O (MONTO A PAGAR)</p> <p>\$ _____ Federal \$ _____ Minnesota \$ _____ Renter/Homeowner Inquilino/Dueño de casa</p> | <p>INTERNAL REVENUE SERVICE</p> <p>Questions Preguntas: 1-800-829-1040 TTY: 1-800-829-4059</p> <p>For in-person assistance Para asistencia en persona: Call 844-545-5640 to schedule an appointment. Llame al 844-545-5640 para programar una cita previa.</p> <p>1550 American Blvd. #700 430 N. Wabasha St. Bloomington, MN 55425 St. Paul, MN 55101</p> | |
| <p>WHEN WILL I GET MY REFUND? ¿CUÁNDO RECIBIRÉ MI REEMBOLSO?</p> <p>Every return is different so processing times will vary. Most federal refunds are issued within 21 days if you e-filed with direct deposit. Generally, renters receive refunds in July or August and homeowners in September or October. Some returns require additional review from the IRS and Minnesota Revenue.</p> <p>Cada declaración es diferente, por lo tanto el tiempo de procesamiento puede variar. La mayoría de las declaraciones federales se emiten dentro de 21 días si presentó su declaración electrónicamente y con depósito directo. Generalmente, los inquilinos reciben sus reembolsos en julio o agosto y los dueños de casa en septiembre u octubre. Algunas declaraciones requieren una revisión adicional de parte del IRS y Minnesota Revenue.</p> | <p>MINNESOTA REVENUE</p> <p>Questions Preguntas: 651-296-3781 TTY: Call 711 for MN Relay Llame al 711 para servicios Relay MN</p> <p>For in-person assistance Para asistencia en persona: 600 North Robert St. Monday - Friday lunes - viernes St. Paul, MN 55101 8 a.m. - 4:30 p.m.</p> | |
| <p>CHECK YOUR REFUND STATUS VERIFIQUE EL ESTATUS DE SU REEMBOLSO</p> <p>Federal Check your refund status using Where's My Refund at 1-800-829-1954, www.irs.gov, or download the IRS2GO mobile app. Revise el estado de su reembolso usando Where's My Refund (Dónde está mi reembolso) al 1-800-829-1954, www.irs.gov, o descargue la aplicación móvil IRS2GO.</p> <p>Minnesota and Renter/Homeowner Minnesota y inquilino/Dueño de casa Check your refund status using Where's My Refund at 651-296-4444 or www.revenue.state.mn.us. You can check your renter/homeowner refund status starting in July. Revise el estado de su reembolso usando Where's My Refund al 651-296-4444 o www.revenue.state.mn.us. Puede revisar el estado de su reembolso de inquilino o dueño de casa a partir de julio.</p> | <p>NOTES:</p> | |

INTAKE PAPERWORK

Form **13614-C**
(October 2023)

Department of the Treasury - Internal Revenue Service
Intake/Interview and Quality Review Sheet

OMB Number
1545-1964

You will need:
 • Tax information such as Forms W-2, 1099, 1098, 1095.
 • Social Security cards or ITIN letters for all persons on your tax return.
 • Picture ID (such as valid driver's license) for you and your spouse.

Please complete pages 1-4 of this form.
 • You are responsible for the information on your return. Please provide complete and accurate information.
 • If you have questions, please ask the IRS-certified volunteer preparer.

Volunteers are trained to provide high quality service and uphold the highest ethical standards.
 To report unethical behavior to the IRS, email us at wj.voltax@irs.gov

Part I – Your Personal Information (If you are filing a joint return, enter your names in the same order as last year's return)

1. Your first name M.I. Last name Best contact name
 2. Your spouse's first name M.I. Last name Best contact name
 3. Mailing address Apt # City
 4. Your Date of Birth 5. Your job title 6. Last year, were you:
 a. Fully employed Yes No
 b. Totally and permanently disabled Yes No
 7. Your spouse's Date of Birth 8. Your spouse's job title 9. Last year, was your spouse:
 a. Fully employed Yes No
 b. Totally and permanently disabled Yes No
 10. Can anyone claim you or your spouse as a dependent? Yes No
 11. Have you, your spouse, or dependents been a victim of tax related identity theft or been issued an Identity Protection PIN?
 12. Provide an email address (optional) (this email address will not be used for contacts from the Internal Revenue Service)

Part II – Marital Status and Household Information

1. As of December 31, 2023, what was your marital status?
 Never Married (This includes registered domestic partnerships, civil unions, etc.)
 Married a. If Yes, Did you get married in 2023?
 Divorced b. Did you live with your spouse during any part of the last year?
 Legally Separated Date of final decree
 Widowed Date of separate maintenance decree
 Year of spouse's death

2. List the names below of:
 • everyone who lived with you last year (other than your spouse)
 • anyone you supported but did not live with you last year

| Name (first, last) Do not enter your name or spouse's name below | Date of Birth (mm/dd/yy) | Relationship to you (for example: son, daughter, parent, none, etc) | Number of months lived in your home last year | US Citizen (yes/no) | Resident of U.S., Canada, or Mexico last year (yes/no) | Single or Married as of 12/31/23 (S/M) | Full-time Student last year (yes/no) | Totally and Permanently Disabled (yes/no) | Is this person a qualifying child/relative of any other person? (yes/no) |
|--|--------------------------|---|---|---------------------|--|--|--------------------------------------|---|--|
| (a) | (b) | (c) | (d) | (e) | (f) | (g) | (h) | (i) | |
| | | | | | | | | | |
| | | | | | | | | | |

Catalog Number 52121E www.irs.gov

PREPARE + PROSPER

TAX INTAKE SHEET

Preferred name(s): _____ (Taxpayer) _____ (Spouse)

What tax returns do you need prepared? Check all that apply.
 2023 income taxes Prior year(s): _____
 2023 renter or homeowner refund Other: _____

TAXPAYER SURVEY

C. What language do you primarily speak at home?
 English American Sign Language
 Spanish Hmong
 Somali Vietnamese
 Oromo Karen
 Amharic Russian
 Not listed above, write in: _____

D. What is your gender?
 Female
 Male
 Nonbinary
 Not listed above, write in: _____

Prosper year-round! We'll contact you about once a month and more often if needed. Message and data rates may apply with texting.
 Do you want messages from us? Yes No

MENT INFORMATION
 Do you want to receive it?
 Yes No
 I am interested in my savings or checking account.
 I am interested in my prepaid card for my refunds.
 I am interested in a refund or purchase a U.S. Savings Bond.
 I am interested in the mail.
 Do you want to make a tax payment?
 Yes No
 I am interested in so I can pay later.
 I am interested in come out of my checking or savings account.

Save + Win!
 Save your refund and enter to win \$100!

SAVE + WIN: Are you saving all or part of your federal or state refund? Enter our drawing to win \$100!
 I want to save and enter for a chance to win \$100.

U.S. SAVINGS BONDS: You can build long-term savings by purchasing a U.S. savings bond for yourself or someone else using part of your federal tax refund.
 I want more information about buying U.S. savings bonds.

FINANCIAL COACHING: Work with a P+P Money Mentors financial coach who will meet with you over a six month period to set a financial goal and develop a plan to reach it.
 I want to work with a financial coach monthly to help me reach my financial goal(s).

CREDIT SERVICES: P+P can help you access your free credit report or (re)build your credit.
 I want to get a copy of my credit report today.
 I want to fill out a request form today to receive a copy of my free credit report by mail.
 I have little or no credit history and want to get more information about a credit builder loan.

PAYDAY LOAN HELP: Exodus Lending helps Minnesota families break the cycle of predatory loan debt with a refinancing program that has 0% interest and no fees.
 I have a predatory loan and would like more information about Exodus Lending.

Continue →

REQUIRED INTAKE PAPERWORK

P+P Tax Intake

P+P supplemental form to collect Minnesota tax information

Form 13614-C

IRS Intake/Interview & Quality Sheet, which is mandatory for all taxpayers at VITA sites

Boost Your Money Form

P+P supplemental form to match customers with desired financial services and referrals

PAPERWORK AFTER CHECK-IN

- The customer keeps:
 - Envelope
 - IRS intake
 - P+P intake
 - Boost Your Money form

- Keep the checklist sheet at the intake station
 - Make sure to write in the name and number
- Easy to see who is next to be paired with a preparer
- Pass the checklists to the preparer

The collage shows several forms:

- Form 1361-C**: Intake/Interview and Quality Review Sheet, Department of the Treasury, Internal Revenue Service.
- BOOST YOUR MONEY**: A form with sections for 'Check in on your financial health and build your financial well-being', 'SMART WAYS', 'U.S. SAVINGS BONDS', 'FINANCIAL COACHING', and 'CREDIT SERVICES'.
- TAX INTAKE SHEET**: A form with sections for 'What tax services do you need?', 'TAXPAYER SURVEY', and 'DIRECT DEPOSIT AND PAYMENT INFORMATION'.
- PREPARE + PROSPER**: A header for the Boost Your Money and Tax Intake Sheet forms.

The **P+P VOLUNTEER CHECKLISTS** form includes:

- Customer's Name**: _____
- Appointment Time**: _____
- Screening Checklist**: A list of 14 items to be checked, including COVID-19 screening, P+P consent, and ID verification.
- Preparation Checklist**: A list of 14 items to be checked, including document collection, ID verification, and service preparation.
- Notes from Screening or Preparation**: _____
- Forward name to database and**:
 - First Name: _____
 - Property: _____

10 MINUTE BREAK



PREPARE + PROSPER

SCREENING PROCESS

PREPARE + PROSPER

| PREPARE + PROSPER | |
|----------------------|--|
| SCREENING TOOL | |
| PROCESS | <ul style="list-style-type: none"> Tax preparation steps: Screening, preparation, review, and checkout. Financial services: Direct deposit support, savings options, and financial referrals. Wait time: Usually 2 - 3 hours to complete the process. Consolidated stations may take longer. Questions: Answer any questions about the process; the tax preparer will answer tax questions. |
| REQUIREMENTS | <ul style="list-style-type: none"> Filing a joint return? If married taxpayers file a joint return, both spouses must be present or they must have a Power of Attorney form. Talk to a manager if the customer wants to obtain a POA. Photo ID for taxpayer and spouse? Acceptable documents (must be original): <ul style="list-style-type: none"> Driver's license Employment ID Passport State/retired ID card History ID (see out of scope section) SSN/ITIN verification for everyone listed on the return? Acceptable documents showing the entire Social Security number (SSN) or Individual Taxpayer Identification Number (ITIN): <ul style="list-style-type: none"> SSN card (original, digital, paper copy) First-year tax return Letter from IRS or HHS ITIN letter (original, digital, paper copy) Form SSA-1099 SSA benefits letter/statement <p>Documents listed above with truncated SSN may be accepted at a manager's discretion.</p> |
| SCOPE OF SERVICES | <ul style="list-style-type: none"> Meets income limits? \$45,000 (single) or \$60,000 (family - any return with more than one person). If over income, provide the Referrals handout with other tax preparation options. Self-employment (SE) income? (Form 1099-NEC or cash income) <ul style="list-style-type: none"> Refer to the SE clinic if SE income is over \$10,000 or the taxpayer has inventory, a home daycare, or an office in the home. For an appointment taxpayers should call 403-322-2068. If SE income is less than \$10,000, file at IRS. Preparer must have advanced certification. International student or scholar? Returns are often out of scope. <ul style="list-style-type: none"> Ask if taxpayer needs to file as a non-resident; if yes, the return is out of scope - provide Referrals handout. If no, P+P can prepare the return. If unsure, ask a manager. Out of scope returns: Provide Referrals handout for other tax preparation options. <ul style="list-style-type: none"> Filed or has pending bankruptcy in the tax year or had income from: virtual currency/crypto currency exchange, rental property, active military/national guard duty, driving a cab (not including Uber/Lyft), or acting as a clergy member. |
| ENVELOPE & DOCUMENTS | <ul style="list-style-type: none"> Customer envelope details: Taxpayer name, number, and appointment time is on the envelope. If filing prior year, make an envelope, Volunteer Checklist, and copies of intake sheets for each tax year. Income statements & tax documents: Taxpayer MUST have all W-2s, income statements, and other tax documents. If all forms are not present, the taxpayer must return with all required documents. <ul style="list-style-type: none"> If forms are available online, assist taxpayer with access to a computer and printer. Taxpayer should place SSN/ITIN documentation and all tax documents in the customer envelope. Direct deposit: Prioritize new prepaid card enrollment and FAIR referrals for those who need new accounts. Taxpayers with existing accounts should put the documentation in the customer envelope or write it on page 4 of the P+P Tax Intake Sheet. Financial services: Explain that someone will collect the Boost Your Money form and follow up on requests for financial services and referrals. |
| INTAKE SHEETS | <ul style="list-style-type: none"> Intake sheets completed: Taxpayer should answer all questions on each intake sheet. If taxpayer needs help, assist if time allows or inform the preparer that assistance is needed. Advanced return situations: If taxpayer marked "yes" to a question next to an (A) on the SES intake sheet, then preparer must have advanced certification. Make a note on the Volunteer Checklist. |

SCREENING CHECKLIST

- Process:** Explained the clinic process.
- Joint return:** If filing jointly, both spouses are present.
- Picture ID:** Viewed proof of identity for taxpayer and spouse.
- SSN/ITIN:** Viewed SSN/ITIN verification for all people on the tax return.
- Income guidelines:** Total is within P+P limits:
 - \$40k for single filers; \$60k for families
 - More than \$10k of self-employment income – refer to SE clinic
- P+P scope:** No common out-of-scope issues.
 - Renting property to another person
 - Active military or national guard duty
 - Driving a cab (not including Uber/Lyft)
 - Cryptocurrency transactions
 - Bankruptcy filed or pending
- Customer envelope:** Name, appointment time, and number written on the envelope

- Tax documents:** Taxpayer confirmed that all tax documents are present.
- Direct Deposit:** Asked if taxpayer's direct deposit information is available or if new direct deposit options are needed.
- Financial Services:** Informed the taxpayer that a volunteer will follow up about options on the Boost Your Money form.

-----When paperwork is complete-----

- Intake sheets:** Verified that all intake questions are answered.

Certification level: If Advanced, write topics.

- Basic
- Advanced
 - IRS intake Part _____
 - IRS intake Question # _____

PROCESS OVERVIEW

Full preparation and review process takes 2-3 hours.

Customer arrives for appointment

CSV completes a brief screening

Preparer does tax interview and prep

CSV checks in about financial services

Customer returns to waiting area during review

CSV provides the final return and gets signatures

FILING JOINTLY

- Both spouses must be present to file a joint tax return
- Cannot print out a tax return for one spouse to take home for signatures
- Exceptions:
 - Power of Attorney allowing one spouse to file taxes and sign tax returns for the other spouse
 - One spouse will arrive later during the appointment

PICTURE ID TO VERIFY IDENTITY

- Driver's license
- Passport/visa
- Employer/school ID
- Military ID
- State/national ID



TAXPAYER ID NUMBER VERIFICATION

- Prior year return
- *Original, digital image or paper copy of Social Security card or ITIN letter or card*
- Form SSA-1099
- IRS or MN Department of Revenue letter
- SSA benefit statement
- Letter from SSA with truncated SSN

WHAT IS AN ITIN?

- The IRS issues Individual Taxpayer Identification Numbers
 - IRS ITIN Letter is the source document for an ITIN
- Nonresidents and others living in the U.S. who file a tax return, but are not eligible for a Social Security number apply for an ITIN
- P+P is a Certified Acceptance Agent and staff at the main office can assist with ITIN applications



P+P INCOME GUIDELINES

\$40,000 or less for single taxpayer

\$60,000 or less for families



SCOPE OF SERVICE

- P+P does limited types of tax returns
 - Scope is set by the IRS for all VITA programs
- CSVs screen for some common out-of-scope issues
 - Use the Screening Tool
 - Ask a manager for help when needed
- Preparers have detailed scope charts

SCOPE OF SERVICES

- **Meets income limits?** \$40,000 (single) or \$60,000 (family - any return with more than one person). If over income, provide the *Referrals* handout with other tax preparation options.
- **Self-employment (SE) income?** (Form 1099-NEC or cash income)
 - » Refer to the SE clinic if SE income is over \$10,000 or the taxpayer has: inventory, a home daycare, or an office in the home. For an appointment taxpayers should call 651-262-2169.
 - » If SE income is less than \$10,000, file at site. Preparer must have advanced certification.
- **International student or scholar?** Returns are often out of scope.
 - » Ask if taxpayer needs to file as a non-resident. If yes, the return is out of scope - provide *Referrals* handout. If no, P+P can prepare the return. If unsure, ask a manager.
- **Out of scope returns:** Provide *Referrals* handout for other tax preparation options.
 - » Filed or has pending bankruptcy in the tax year or had income from: virtual currency/crypto currency exchange, rental property, active military/national guard duty, driving a cab (not including Uber/Lyft), or acting as a clergy member.

CUSTOMER ENVELOPE AND TAX DOCUMENTS

PREPARE + PROSPER

2610 UNIVERSITY AVE. W. SUITE 450
ST. PAUL, MN 55114
phone: 651-287-0187 fax: 651-287-0190
www.prepareandprosper.org

Customer name: *Rikki Marulanza*
Nombre del cliente:
Customer number: *6:00-2*
Número del cliente:

Tax year: *2023*
Año tributario:

CORRECTED (if checked)

PAYER'S name, street address, city or town, state or province, country, and ZIP or foreign postal code

KENT STATE BANK FOR MARICOPA MEDICAL SERVICES 401(K)
743 COLQUITT WAY
YOUR CITY, STATE ZIP

PAYER'S federal identification number: **38-2XXXXXX**

RECIPIENT'S identification number: **259-XX-XXXX**

1 Gross distribution: **\$ 1,300.00**

2a Taxable amount: **\$ 1,300.00**

2b Taxable amount not determined:

3 Capital gain (included in box 2a): **\$**

4 Federal income withheld: **\$ 260.00**

OMB No. 1545-0119 Form 1099-R

Distributions From Pensions, Annuities, Retirement or

22222 a Employee's social security number: **111-00-3001** OMB No. 1545-0008

b Employer identification number (EIN): **41-2222222**

c Employer's name, address, and ZIP code: **John's Service Agency**
123 Well Street
St Paul, MN 55110

d Control number: _____

e Employee's first name and initial: **Ben Nolan** Last name: **Nolan** Suff.: _____

f Employee's address and ZIP code: **2610 University Ave W, Apt 450**
St. Paul, MN 55114

15 State Employer's state ID number: **MN | 8888888**

16 State wages, tips, etc.: **16,000**

17 State income tax: **300**

18 Local wages, tips, etc.: _____

19 Local income tax: _____

20 Locality name: _____

1 Waive: _____

3 Social security tips: _____

5 Medicare wages and tips: **16,000**

6 Medicare tax withheld: **232**

7 Social security tips: _____

8 Allocated tips: _____

9 _____

10 Dependent care benefits: _____

11 Nonqualified plans: _____

12a _____

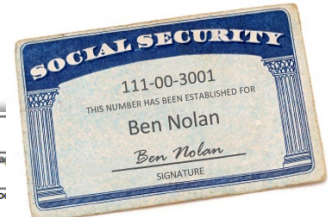
12b _____

12c _____

12d _____

13 Statutory employee: Retirement plan: Third-party sick pay:

14 Other: _____



CORRECTED

FILER'S name, street address, city or town, state or province, country, ZIP or foreign postal code, and telephone number

HAMLIN UNIVERSITY
1536 HEWITT AVE
ST. PAUL, MN 55104

FILER'S employer identification no.: **58-4567552** STUDENT'S TIN: **123-33-3333**

STUDENT'S name: _____

Street address (including apt. no.): **200 3RD AVE N**

City or town, state or province, country, and ZIP or foreign postal code: **BROOKLIN PARK, MN 55429**

Service Provider/Acct. No. (see instr.): _____

8 Check if at least half-time student:

9 Checked if a graduate student:

10 Ins. contract reimb./refund:

1 Payments received for qualified tuition and related expenses: **\$ 14,756**

2 _____

3 _____

4 Adjustments made for a prior year: **\$**

5 Scholarships or grants: **8,745**

6 Adjustments to scholarships or grants for a prior year: **\$**

7 Checked if the amount in box 1 includes amounts for an academic period beginning January–March 2020:

10 Ins. contract reimb./refund: **\$**

OMB No. 1545-1574 Form 1098-T

Tuition Statement

Copy B For Student

This is important tax information and is being furnished to the IRS. This form must be used to complete Form 8853 to claim education credits. Give it to the tax preparer or use it to prepare the tax return.

Department of the Treasury - Internal Revenue Service

MISSING DOCUMENTS

- Customers may not bring all required tax forms and identity verification
- Option to get onsite:
 - Use a P+P computer to access and print
 - Use the QR code to securely upload documents or photos from a phone – manager will print



DIRECT DEPOSIT

- Encourage customers to use direct deposit
 - Use existing accounts
 - Share new account options
- Make sure there is documentation of routing and account numbers
 - A printout or account card
 - Written on the P+P Tax Intake form
 - Help someone access online banking

Paper Checks:
Some people want
or need to get a
refund check.
That's OK!

FINANCIAL SERVICES FOLLOW UP

I'll follow up with you a little later about the free resources on the Boost Your Money form.

PREPARE + PROSPER

BOOST YOUR MONEY

Preferred name(s): _____ (taxpayer) _____ (spouse)

Phone number: _____ Email address: _____ Zip code: _____

Check in on your financial health and build your financial well-being!
Check the boxes below to access free resources today or get referrals to other Prepare + Prosper (P+P) programs, or to one of our trusted partners.

| | |
|---|--|
| PREPAID DEBIT CARD The CFR Focus card is available regardless of credit or banking history. The card has no monthly fee or minimum balance required. It can be used for your tax refund and other deposits. <input type="checkbox"/> I want to open a CFR Focus card today for my refund to be direct deposited. | BANK ACCOUNTS P+P FAIR Banking program offers checking and savings accounts with no overdraft fees or minimum balance requirements. They are available regardless of banking history (excluding bank fraud). <input type="checkbox"/> I want to make an appointment to open an account. |
|---|--|

SAVE + WIN: Are you saving all or part of your federal or state refund? Enter our drawing to win \$100!
 I want to save and enter for a chance to win \$100.

U.S. SAVINGS BONDS: You can build long-term savings by purchasing a U.S. savings bond for yourself or someone else using part of your federal tax refund.
 I want more information about buying U.S. savings bonds.

FINANCIAL COACHING: Work with a P+P Money Mentors financial coach who will meet with you over a six month period to set a financial goal and develop a plan to reach it.
 I want to work with a financial coach monthly to help me reach my financial goal(s).

CREDIT SERVICES: P+P can help you access your free credit report or (re)build your credit.
 I want to get a copy of my credit report today.
 I want to fill out a request form today to receive a copy of my free credit report by mail.
 I have little or no credit history and want to get more information about a credit builder loan.

PAYDAY LOAN HELP: Exodus Lending helps Minnesota families break the cycle of predatory loan debt with a refinancing program that has 0% interest and no fees.
 I have a predatory loan and would like more information about Exodus Lending.

→
Continue

INTAKE PAPERWORK SCREENING

- Ensure all questions are answered
- Help the customer finish if time permits
- Preparers can help with unsure answers

Form 13614-C (October 2023) Department of the Treasury - Internal Revenue Service OMB Number 1545-1964

Intake/Interview and Quality Review Sheet

Please complete pages 1-4 of this form.

You will need:

- Tax Information such as Forms W-2, 1099, 1088, 1095,
- Social Security cards or ITIN letters for all persons on your tax return.
- Picture ID (such as valid driver's license) for you and your spouse.

 You are responsible for the information on your return. Please provide complete and accurate information. If you have questions, please ask the IRS-certified volunteer preparer. Volunteers are trained to provide high quality service and uphold the highest ethical standards. To report unethical behavior to the IRS, email us at ai.voltax@irs.gov.

Part I - Your Personal Information (If you are filing a joint return, enter your names in the same order on last year's return)

1. Your first name: M.I. Last name: Best contact number: Are you a U.S. citizen? Yes No
 2. Your spouse's first name: M.I. Last name: Best contact number: Is your spouse a U.S. citizen? Yes No

3. Mailing address: Apt # City State ZIP code

4. Your Date of Birth: 5. Your job title: 6. Last year, were you: a. Full-time student Yes No
 b. Totally and permanently disabled Yes No c. Legally blind Yes No

7. Your spouse's Date of Birth: 8. Your spouse's job title: 9. Last year, was your spouse: a. Full-time student Yes No
 b. Totally and permanently disabled Yes No c. Legally blind Yes No

10. Can anyone claim you or your spouse as a dependent? Yes No
 11. Have you, your spouse, or dependents been a victim of tax related identity theft or been issued an Identity Protection PIN? Yes No
 12. Provide an email address (optional). This email address will not be used for contacts from the IRS.

Part II - Marital Status and Household Information

1. As of December 31, 2023, what was your marital status? Never Married (This includes registered domestic partners.) Married (If Yes, did you get married?) Divorced Legally Separated Widowed
 a. If Yes, did you get married? Date of first divorce: Date of separate maintenance: Year of spouse's death:
 b. Did you live with your spouse? Date of first divorce: Date of separate maintenance: Year of spouse's death:

2. List the names (last or first name) of **everyone** who lived with you last year (other than your spouse) **anyone** you supported but did not live with you last year.

| Name (last or first name or spouse's name below) | Date of birth (month/year) | Relationship (spouse, child, grandchild, daughter, son, etc.) | Residence with you last year (yes/no) | Received income from you last year (yes/no) | Received income from you last year (yes/no) | Received income from you last year (yes/no) | Received income from you last year (yes/no) | Received income from you last year (yes/no) | Received income from you last year (yes/no) | Received income from you last year (yes/no) |
|--|----------------------------|---|---------------------------------------|---|---|---|---|---|---|---|
| (a) | (b) | (c) | (d) | (e) | (f) | (g) | (h) | (i) | (j) | (k) |

Catalog Number 5212E www.irs.gov

PREPARE + PROSPER

BOOST YOUR MONEY

Preferred name(s): (taxpayer) (spouse)

Phone number: _____ Email address: _____ Zip code: _____

Check in on your financial health and build your financial well-being!
 Check the boxes below to access free resources today or get referrals to other Prepare + Prosper (P+P) programs, or to one of our trusted partners.

PREPAID DEBIT CARD
 The CFR Focus card is available regardless of credit or banking history. The card has no monthly fee or minimum balance required. It can be used for your tax refund and other deposits.
 I want to open a CFR Focus card today for my refund to be direct deposited.

BANK ACCOUNTS
 P+P's Fair Banking program offers checking and savings accounts with no overdraft fees or minimum balance requirements. They are available regardless of banking history, including bank fraud.
 I want to make an appointment to open an account.

SAVE + WIN Are you saving all or part of your federal or state refund? Enter our drawing to win \$100!
 I want to save and enter for a chance to win \$100.

U.S. SAVINGS BONDS You can build long-term savings by purchasing a U.S. savings bond for yourself or someone else using part of your federal tax refund.
 I want more information about buying U.S. Savings Bonds.

FINANCIAL COACHING Work with a P+P Money Mentors financial coach who will meet with you over a six month period to set a financial goal and develop a plan to reach it.
 I want more information about financial coaching monthly to help me reach my financial goal(s).

Does your free credit report or (re)build your credit report today?
 Yes No
 Today to receive a copy of my free credit report by mail, and want to get more information about a credit builder loan.
 Yes No
 I help Minnesota families break the cycle of predatory loan by 0% interest and no fees.
 Yes No
 Get more information about Ecoduc Lending.

TAX INTAKE SHEET

Preferred name(s): _____

What tax returns do you need prepared? Check all that apply.
 2022 Income Taxes 2023 Income Taxes Prior year(s) _____
 2022 rental or homeowner refund Other: _____

TAXPAYER SURVEY

A. How do you identify?
 African African American or Black American Indian or Alaska Native Asian or Pacific Islander Hispanic/Latino Middle Eastern/North African White, Non-Hispanic Multiracial Not listed above, write in: _____

B. Are you or a member of your household considered a person with a disability?
 Yes No Not listed above, write in: _____

C. What language do you primarily speak at home?
 English American Sign Language Spanish Vietnamese Chinese Arabic Russian Not listed above, write in: _____

D. What is your gender?
 Female Male Non-binary Not listed above, write in: _____

STAY IN TOUCH

Get tips and news from Prepare + Prosper year-round! We'll contact you about once a month and will never share your information. Messages and data rates may apply with texting.
 Email _____
 Would you like to receive text messages from us? Yes No

DIRECT DEPOSIT AND PAYMENT INFORMATION

If you are getting a refund, how do you want to receive it?
 I want my refund deposited in my savings or checking account.
 I want my refund deposited in my bank account with me.
 I need a new bank account or prepaid card for my refunds.
 I want to split my federal refund to purchase a U.S. Savings Bond.
 I want to receive a check in the mail.
 I need more information so I can pay later.
 I want the payment to come out of my checking or savings account.

Save + Win
 Save your refund and enter to win \$100!

PREPARE + PROSPER

ADVANCED CERTIFICATION RETURNS

Situations with an (A) next to the question require the preparer to have advanced tax law certification.

Pay attention to which preparers on your shift are advanced certified!

Page 2

Check appropriate box for each question in each section

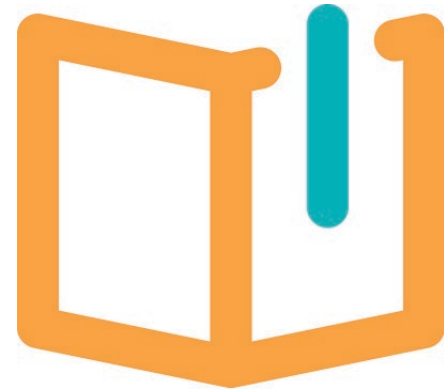
| Yes | No | Unsure | Part III – Income – Last Year, Did You (or Your Spouse) Receive |
|--------------------------|--------------------------|--------------------------|---|
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | 1. (B) Wages or Salary? (Form W-2) If yes, how many jobs did you have last year? _____ |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | 2. (A) Taxable Income? |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | 3. (B) Scholarships? (Forms W-2, 1098-T) |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | 4. (B) Interest/Dividends from: checking/savings accounts, bonds, CDs, brokerage? (Forms 1099-INT, 1099-DIV) |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | 5. (B) Refund of state/local income taxes? (Form 1099-G) |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | 6. (B) Alimony income or separate maintenance payments? |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | 7. (A) Self-Employment income? (Forms 1099-MISC, 1099-NEC, 1099-K, cash, digital assets, or other property or services) |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | 8. (A) Cash/check/digital assets, or other property or services for any work performed not reported on Forms W-2 or 1099? |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | 9. (A) Income (or loss) from the sale or exchange of stocks, bonds, digital assets or real estate? (including your home) (Forms 1099-S, 1099-B) |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | 10. (B) Disability income? (such as payments from insurance, or workers compensation) (Forms 1099-R, W-2) |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | 11. (A) Retirement income or payments from pensions, annuities, and or IRA? (Form 1099-R) |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | 12. (B) Unemployment Compensation? (Form 1099-G) |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | 13. (B) Social Security or Railroad Retirement Benefits? (Forms SSA-1099, RRB-1099) |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | 14. (M) Income (or loss) from rental property? |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | 15. (B) Other income? (gambling, lottery, prizes, awards, jury duty, digital assets, Sch K-1, royalties, foreign income, etc.) |
| Yes | No | Unsure | Part IV – Expenses – Last Year, Did You (or Your Spouse) Pay |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | 1. (B) Alimony or separate maintenance payments? If yes, do you have the recipient's SSN? <input type="checkbox"/> Yes <input type="checkbox"/> No |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | 2. Contributions or repayments to a retirement account? <input type="checkbox"/> IRA (A) <input type="checkbox"/> Roth IRA (B) <input type="checkbox"/> 401K (B) <input type="checkbox"/> Other |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | 3. (B) College or post secondary educational expenses for yourself, spouse or dependents? (Form 1098-T) |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | 4. Any of the following? <input type="checkbox"/> (A) Medical & Dental (including insurance premiums) <input type="checkbox"/> (A) Mortgage Interest (Form 1098) <input type="checkbox"/> (A) Taxes (State, Real Estate, Personal Property, Sales) <input type="checkbox"/> (B) Charitable Contributions |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | 5. (B) Child or dependent care expenses such as daycare? |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | 6. (B) For supplies used as an eligible educator such as a teacher, teacher's aide, counselor, etc.? |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | 7. (A) Expenses related to self-employment income or any other income you received? |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | 8. (B) Student loan interest? (Form 1098-E) |
| Yes | No | Unsure | Part V – Life Events – Last Year, Did You (or Your Spouse) |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | 1. (A) Have a Health Savings Account? (Forms 5498-SA, 1099-SA, W-2 with code W in box 12) |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | 2. (A) Have credit card, student loan or mortgage debt cancelled/forgiven by a lender or have a home foreclosure? (Forms 1099-C, 1099-A) |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | 3. (A) Adopt a child? |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | 4. (B) Have Earned Income Credit, Child Tax Credit or American Opportunity Credit disallowed in a prior year? If yes, for which tax year? _____ |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | 5. (A) Purchase and install energy-efficient home items? (such as windows, furnace, insulation, etc.) |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | 6. (A) Receive the First Time Homebuyers Credit in 2008? |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | 7. (B) Make estimated tax payments or apply last year's refund to this year's tax? If so how much? _____ |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | 8. (A) File a federal return last year containing a "capital loss carryover" on Form 1040 Schedule D? |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | 9. (A) Have health coverage through the Marketplace (Exchange)? [Provide Form 1095-A] |

Catalog Number 52121E www.irs.gov Form 13614-C (Rev. 10-2023)

ACTIVITY: PRACTICE SCREENING

There are three sample customers to screen!

Work with a partner or small group to go through the screening process for one or two customers using the screening checklist on page 58 in the CSV manual.



REFERRALS FOR SPECIAL SITUATIONS

Need help resolving tax issue?

Need a W2 or transcript of a W2?

Tax refund taken for past due debt?

Outside P+P guidelines?

Need legal assistance for tax issue?

PREPARE + PROSPER WORKING TOWARD A BRIGHTER FINANCIAL FUTURE

REFERRALS

651-287-0187
www.prepareandprosper.org

Internal Revenue Service (IRS)
Online and Phone Assistance
Get federal tax information or check your refund status on IRS.gov, 1-800-829-1040 or by downloading the free IRS2Go mobile app.

PREPARE + PROSPER



FINANCIAL SERVICE + REFERRAL PROCESS

PREPARE + PROSPER



USING THE BOOST YOUR MONEY FORM

PREPARE + PROSPER

BOOST YOUR MONEY

Preferred name(s): _____
(taxpayer) (spouse)

Phone number: _____ Email address: _____ Zip code: _____

Check in on your financial health and build your financial well-being!
Check the boxes below to access free resources today or get referrals to other Prepare + Prosper (P+P) programs, or to one of our trusted partners.

PREPAID DEBIT CARD
• The CFR Focus card is available regardless of credit or banking history. The card has no monthly fee or minimum balance required.
• It can be used for your tax refund and other deposits.

I want to open a CFR Focus card today for my refund to be direct deposited.

BANK ACCOUNTS
P+P FAIR Banking program offers checking and savings accounts with no overdraft fees or minimum balance requirements. They are available regardless of banking history (excluding bank fraud).

I want to make an appointment to open an account.

SAVE + WIN: Are you saving all or part of your federal or state refund? Enter our drawing to win \$100!
 I want to save and enter for a chance to win \$100.

U.S. SAVINGS BONDS: You can build long-term savings by purchasing a U.S. savings bond for yourself or someone else using part of your federal tax refund.
 I want more information about buying U.S. savings bonds.

FINANCIAL COACHING: Work with a P+P Money Mentors financial coach who will meet with you over a six month period to set a financial goal and develop a plan to reach it.
 I want to work with a financial coach monthly to help me reach my financial goal(s).

CREDIT SERVICES: P+P can help you access your free credit report or (re)build your credit.
 I want to get a copy of my credit report today.
 I want to fill out a request form today to receive a copy of my free credit report by mail.
 I have little or no credit history and want to get more information about a credit builder loan.

PAYDAY LOAN HELP: Exodus Lending helps Minnesota families break the cycle of predatory loan debt with a refinancing program that has 0% interest and no fees.
 I have a predatory loan and would like more information about Exodus Lending.

→
Continue

- Use to start a conversation with the customer
- Collect the forms and keep them in a secure location
- Checklist on the back

BOOST YOUR MONEY FORM CHECKLIST

Initial details



Resources



Consents



Financial
Services
Log



Tracking
form



Next
steps

INITIAL DETAILS AND RESOURCES

FINANCIAL PLANNING

What is Financial Planning?

Financial planners are trained to help people plan for more complex, long-term financial issues such as retirement, life insurance, estate planning, and investments.

All volunteers are Certified Financial Planner™ professionals, which means they have more training and experience requirements and abide by the CFP® code of ethics and standards of conduct. Volunteer financial planners are not allowed to sell products or take on paying customers as clients.

There is no charge, no commitment, no pressure. How can a financial planner help?

A volunteer financial planner is a financial expert who can help you with your money. Zoom for a one-time consultation on any of the following:

- I am nearing retirement and need help with my retirement savings.
- I need help developing a retirement savings plan.
- I want to determine appropriate life insurance coverage.
- I have inherited assets and I'm not sure how to handle them.
- I want to talk to someone about a 529 College Savings Plan.

*Volunteer financial planners are NOT able to provide financial advice.

How can I connect with a financial planner?

Option 1: If you're ready to sign up today you can call or email a Service Volunteer who will complete the referral form for you.

Option 2: If you decide to sign up at a future date you can complete a short referral form OR visit: <https://prepareandprosper.org/fin-continuum>

After signing up, your name and contact info will be added to our database. Look for a call and/or email from a Prepare + Prosper volunteer to schedule a consultation with you over the phone.

U.S. SAVINGS BOND

What is a U.S. savings bond?

- U.S. savings bonds are a risk-free investment backed by the U.S. Department of the Treasury that never lose value.
- U.S. savings bonds arrive by mail 3–5 weeks after you file your taxes.
- U.S. savings bonds start earning interest immediately and the interest rate is compounded semi-annually. Bonds are currently earning approximately 9% but could change. See the current rate at www.treasurysdirect.gov.



Why a U.S. savings bond?

Do you need a little motivation to start saving? How about \$100? On us. Save some today. Enter a chance to win big! **Save + Win**

Save at least \$50 into one of these savings methods when you file your taxes for a chance to win a prize!

- Direct deposit at least \$50 of a federal or state refund into a new or existing savings account
- Purchase a savings bond for you or someone you love
- Split your federal refund and put at least \$50 into a savings account and/or savings bond
- Split your federal refund and put at least \$50 into a savings account and/or savings bond

Prepare + Prosper will select two winners each week for 10 weeks! (Entry period begins January 23, 2025)

How to enter:

- Save at least \$50 in the ways stated above
- Fill out and sign the Prepare+Prosper referral form.
- P+P will reach out to you by phone to confirm you are one of the winners!

RULES: NO PURCHASE NECESSARY. Save+Win Eligibility Requirements: Open to U.S. residents who are at least 18 years old at the time of entry, who are not currently receiving a federal or state refund, and who are not a 2022 individual tax refund from the U.S. Internal Revenue Service. Save+Win ends at 11:59 p.m. CT 1/23/23 and ends 11:59 p.m. CT 4/18/23. Winner selection will be random. Prizes will be drawn on 1/23/23. Winner's prize of a new winner will be drawn. Winners may be asked to submit a photo and social media posts for participation in the drawing. Prizes are subject to change without notice. Void where prohibited. Sponsor: Prepare + Prosper.

MONEY MENTORS

free financial coaching



- Take control of your money
- Focus on your financial goals
- Receive judgment-free advice
- Redefine your relationship with money

PREPARE + PROSPER

fair FINANCIAL OPPORTUNITY FOR EVERYONE
PREPARE + PROSPER SUNRISE BANKS
FairFinancial.org

PREPAID DEBIT CARD

Get started with your CFR Focus prepaid debit card

- Your Focus card should arrive in the mail in 7-10 business days.
- Call 877-474-0010 or visit www.usbankfocus.com to activate your card and choose your PIN.
- Download the free app to track spending, check your balance, and find ATM locations.
- Your tax refund will be directly deposited onto your Focus card. Check your refund status by contacting the IRS (800-929-1034 or www.irs.gov) or Minnesota Revenue (651-296-4444 or www.revenue.state.mn.us).



Add money to your card

There is no fee for direct deposits! You can have paychecks, government benefits, or any other funds loaded onto your card. Visit www.usbankfocus.com to make your card "portable." Text DD to 90831 to get your card or a fee of \$2-5. Go to www.visa.com/headylink or find a retail outlet (e.g. CVS, Walmart, Speedway, Cub Foods) to get your card. Your funds are FDIC insured.

Service Line is just a phone call away at 877-474-0010 and you can get help here. See the account agreement mailed with your Focus card or call 877-474-0010.

PREPARE + PROSPER
financial@prepareandprosper.org
651-297-0187
prepareandprosper.org

CONSENT TO SHARE INFORMATION

- Approve sharing of contact information
- Make customer aware data will be shared beyond use for tax preparation

FREE FINANCIAL PLANNING: A Certified Financial Planner® is a financial expert who can meet with you for a free one-time consultation.

I would like a financial planner to call me to set up an appointment to discuss:

Retirement savings or distribution options Appropriate life insurance coverage

Opening a 529 College Savings Plan Investing

FINANCIAL COUNSELING: LSS Financial Counselors are certified experts in helping people with issues like student loan repayment, credit card debt, and first-time homebuyer programs.

I would like to meet with an LSS financial counselor regarding:

Student loans and/or understanding repayment options

Credit card debt

First time homebuyers information

CHILD SAVINGS ACCOUNTS (Saint Paul Residents Only): CollegeBound provides a college savings account with \$50 for each child who lives in Saint Paul and is born on or after January 1, 2020.

I am a resident of Saint Paul and have a child born on or after Jan 1, 2020.

I am currently expecting a child and live in Saint Paul.

My child is already enrolled in CollegeBound.

I am not interested in any of the programs or services offered here.

Consent to share information

By signing below, I give Prepare + Prosper consent to share the above contact information with the organization(s) I am requesting referrals for. This consent is valid for one year from today.

Signature: _____ Date: _____

Can we text you regarding your financial referrals? Yes No

*We will never send any sensitive financial information or any personally identifiable information via text.

⚠ STOP HERE! OFFICE USE ONLY! ⚠

VOLUNTEER CHECKLIST: Follow this checklist for each service or referral that is of interest to the customer.

Initial details: I shared details of the referral or service and ensured the customer is eligible.

Resources: I provided a handout or brochure for each referral/service requested.

Consents: The customer signed the consent to share data for each referral/service requested.

Financial Services Log: I logged the customer information on paper financial services log.

Tracking form: I recorded the customer's name and the referrals/services requested in the online financial services tracking form www.tinyurl.com/fstracker2024

Next steps: I explained next steps for each referral/service requested.

Referral Notes (add to online tracking form)

FINANCIAL SERVICES LOG

- Basic tracking tool to use throughout the shift
- Helps with online data entry at the end of a shift
- Keep the Boost Your Money forms with the log in a secure location

PREPARE + PROSPER **FINANCIAL SERVICES DAILY SITE LOG**

Date: _____ Site: _____ CSV/s: _____

| | Saver | Save + Win | U.S. savings bond | Fair Accounts | Focus Prepaid Debit Card | | Credit report | | Ecodus Lending Referral | Money Mentors Referral | LSS referral | CollegeBound Referral | Financial Planners | Added to the financial tracking form |
|----|-------|------------|-------------------|---------------|--------------------------|---------|---------------|-------|-------------------------|------------------------|--------------|-----------------------|--------------------|--------------------------------------|
| | | | | | New | Look Up | Onsite | Paper | | | | | | |
| 1 | | | | | | | | | | | | | | |
| 2 | | | | | | | | | | | | | | |
| 3 | | | | | | | | | | | | | | |
| 4 | | | | | | | | | | | | | | |
| 5 | | | | | | | | | | | | | | |
| 6 | | | | | | | | | | | | | | |
| 7 | | | | | | | | | | | | | | |
| 8 | | | | | | | | | | | | | | |
| 9 | | | | | | | | | | | | | | |
| 10 | | | | | | | | | | | | | | |

NOTES:

ONLINE FINANCIAL SERVICES TRACKING FORM

- Use the online form to report all referrals and services
- Do at the end of the shift
- P+P admin team needs online form entries to finalize referrals
- Helps assess P+P's financial service offerings

P+P Financial Referral Tracking Form

The survey will take approximately 5 minutes to complete.
Use this form to track all the financial referrals customers are interested in and each financial service you provide. Remember to give customers handouts, postcards and other materials that go with the service or product they are interested in.

Remember: All customers must sign the consent located on the second page of the financial referral form.

1. Site

- P+P main office
- CAPI USA
- Hallie Brown Community Center
- Merrick Community Services

SHARE NEXT STEPS

- Will someone call or email the customer later to follow up?
- Is something coming in the mail?
- Does the customer need to call someone or fill out a form?
- Who can the customer connect with if things don't go as planned?



CHECK OUT THE TRACKING FORM

- Let's test out the tracking form!
- Enter a test customer
 - **Enter TRAINING as the CSV or manager name**
 - Make up a name and contact information
 - Choose what services or referrals they want
- Use your smart phone to open this link or follow along with a neighbor:

www.tinyurl.com/fstracker2024

IRS STANDARDS FOR VITA SITES



VOLUNTEER STANDARDS OF CONDUCT (VSC)

- Six VITA volunteer standards of conduct
- Provide a shared ethical code for VITA sites across the nation
- Standards require volunteers to:
 - Not solicit payments or business from taxpayers
 - Conduct accurate, respectful, and professional work
 - Follow specific tax clinic procedures related to intake process and data security



MAINTAIN CONFIDENTIALITY

- Share data only with those who need it
- Make sure your conversation won't be overheard
- Don't leave physical or virtual personal data unattended
- Return all the customer's original documents to them



INTAKE/INTERVIEW & QUALITY REVIEW STANDARDS

- **Intake:** ID and Social Security number or ITIN documentation must be viewed
- **Interview:** Preparer uses IRS Form 13614-C to do a detailed tax interview
 - All questions must be answered
 - Unsure questions must be corrected to yes or no
 - Return is categorized as Basic, Advanced, or out-of-scope
- **Quality review:** All returns are reviewed by a volunteer who did not prepare the return
 - Taxpayer is involved in final review
 - Volunteers inform taxpayers of their responsibility for the accuracy of the return
 - Taxpayers sign the return

IRS CERTIFICATION TESTS

- Two required tests: Volunteer Standards of Conduct **and** Intake/Interview & Quality Review
 - Tests are “open book” and there is no time limit
 - Retest option is available if needed
- Test resources:
 - Summaries in the CSV manual
 - IRS intake sheet and Screening Tool in the CSV manual
 - VSC training on the volunteer training site
 - IRS Publications

IRS TEST VERIFICATION

- Email Form 13615, Volunteer Agreement, to the Volunteer Resources Department
 - IRS requires P+P to keep verification of volunteer certification
 - Signing this form confirms your commitment to following the Volunteer Standards of Conduct

Test instructions are on pages 10-11 in the CSV manual!

WRAP UP

PREPARE + PROSPER



NEXT STEPS

- Get started on your IRS tests
 - Resources on the Volunteer Training Site
 - Instructions in the CSV manual
- Attend CSV training part 2 and part 3
 - Part 2: financial services and referrals
 - Part 3: checkout process



THANK YOU!

PREPARE + PROSPER

