CUSTOMER SUPPORT VOLUNTEER TRAINING

Training for returning volunteers

PREPARE + PROSPER

INTRODUCE YOURSELF

- Your name (and pronouns if you would like)
- How long have you volunteered P+P?
- What are you looking forward to this year?

PREPARE + PROSPER

RETURNING CSV TRAINING OVERVIEW

- 2024 season overview
- Check-in and screening
- Financial services + referrals
- Checkout
- Wrap-up

TAX SEASON 2024:
A LOT IS THE SAME!

PREPARE + PROSPER

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

PREPARE + PROSPER

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

CSV TRAINING AND REFERENCE RESOURCES

- CSV Manual
  - Training guide
  - Screening Tool
  - Reference document
- Volunteer training website:
  - www.prepareandprosper.moodlecloud.com
  - Copies of the training slides
  - Access to self-paced trainings
- People Resources
  - Managers
  - Preparers and Reviewers
  - Fellow CSVs
  - Volunteer Resource Department

SAME CUSTOMER PROCESS

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

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SAME FINANCIAL SERVICES AND REFERRALS

Offered onsite

- CFR Focus prepaid debit card
- Save + Win savings contest
- U.S. Savings Bonds
- Credit reports
  - Paper report requests or pulling a report online

Offered as a referral

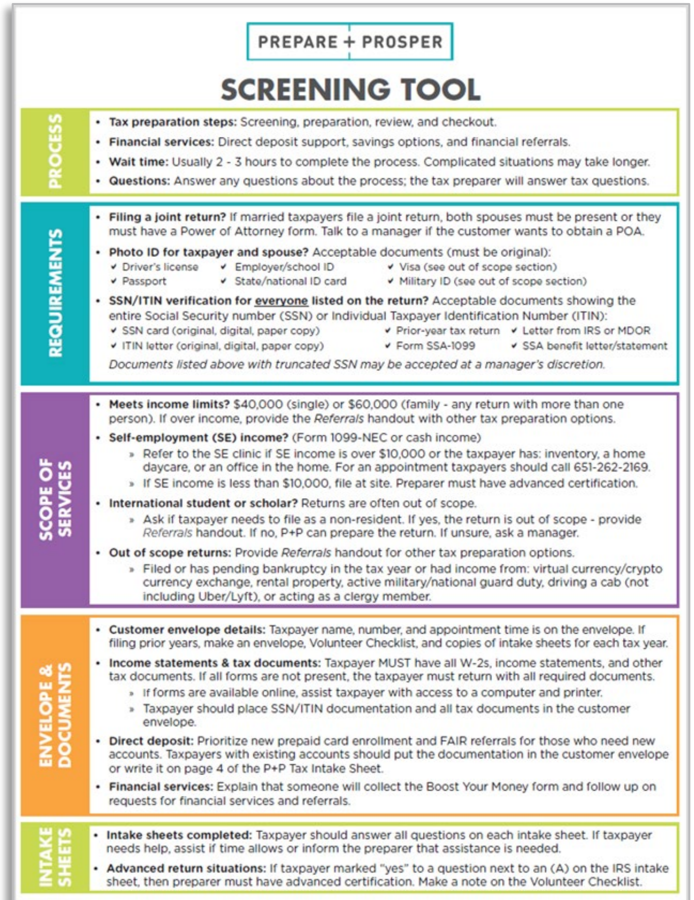
- FAIR banking: checking, savings, and credit builder accounts
- Money Mentors financial coaching
- LSS financial counseling
- P+P Volunteer Financial Planners
- Exodus Lending payday loan help
- CollegeBound Saint Paul college savings accounts

INTAKE AND SCREENING UPDATES AND REMINDERS

PREPARE + PROSPER

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

- **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

- **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):
  - ✔ 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):
  - ✔ 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

Documents listed above with truncated SSN may be accepted at a manager's discretion.

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.

ENVELOPE & DOCUMENTS

- **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.
  - » 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

- **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.

USEFUL HANDOUTS

PREPARE + PROSPER

651-287-0187
www.prepareandprosper.org

HOMEOWNER + RENTER INFO

If Prepare + Prosper (P+P) filed your federal + state income tax return, but you didn't have your 2023 Certificate of Rent Paid (CRP) or Statement of Property Taxes Payable in 2024, we can still complete and file your Property Tax Refund (also called the Renter's Property Tax Refund, "renter's rebate," or Homestead Credit Refund).

Please do the following:

1. Answer all questions on the reverse side of this handout. We cannot complete the return unless ALL questions are answered.
2. Mail, fax, or submit online via the QR link below, the reverse side of this handout with a copy of your CRP(s) and/or Property Tax Statement.

   By mail:
   Prepare + Prosper
   Attn: tax department
   2610 University Ave W, Ste 450
   St. Paul, MN 55114

   By fax:
   Attn: tax department
   651-287-0190
   Don't forget to include both sides!

   Online:
   prepareandprosper.org/customer-tax-tools
3. Wait for a copy of your completed forms to arrive by mail. Please note, we will prepare these returns AFTER April 15, 2024. The due date for your 2023 property return is August 15, 2025.

	☐ Renter	☐ Homeowner	☐ Mobile home owner
Required forms *(check all that apply)*	Your landlord is required by law to send you a completed **Certificate of Rent Paid (CRP)** by January 31. If you do not receive it, contact the landlord to request a copy be mailed to you. If your landlord refuses to give you a CRP, contact Minnesota Revenue after March 1, to request a Rent Paid Affidavit (see below).	The correct form for the 2023 return is the **Property Tax Statement Payable in 2024**. The county mails this tax statement in March. A copy of your statement may be available online starting in March at your county website in the property tax section.	If you own your mobile home and rent the land on which it is located, you must submit both the **Property Tax Statement and a CRP to file.** Property tax statements for mobile home owners are generally mailed in June by your county.

Rent Paid Affidavit information	Gather this information before calling Minnesota Revenue to request a Rent Paid Affidavit (RPA) at 651-296-3781 or 1-800-652-9094. A return with an RPA must be paper-filed. (1) Landlord's name, address, and phone number (2) Address and county of rental unit (3) Your (spouse) Social Security Number(s) or Individual Taxpayer Identification Number(s) (4) Number of renters in the unit (5) Receipts with dates and amount of rent paid (include these if possible when filing) (6) Amount of rent subsidized (Section 8, HUD, etc.) (7) If the unit was an assisted living facility

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 at www.irs.gov, 1-800-829-1040, or by downloading the free IRS2Go mobile app.

In-Person Assistance
At an IRS Taxpayer Assistance Center you can get federal tax information, drop off a completed federal return, process ITIN renewals, or make a tax payment. Most services require an appointment. Offices are open Monday-Friday, 8:30 a.m.-4:30 p.m. Call 844-545-5640 to schedule an appointment.

430 N Wabasha St.
St. Paul, MN 55101

1550 American Blvd. E. #800
Bloomington, MN 55425

	What info do you need?	Ways to get your tax info from the IRS
Get your federal tax information	**Wage and income transcript:** shows data from W-2s, 1099s and 1098s reported to the IRS. **Tax return transcript:** shows most line items from your original tax return, including forms and schedules.	**Online:** Visit www.irs.gov/individuals/get-transcript. You need an email address and mobile phone. **In person:** Visit a Taxpayer Assistance Center. You must make an appointment. **By mail:** Submit Form 4506-T by mail to the IRS to receive a transcript delivered to your address. Takes up to 45 days. **By phone:** Call 1-800-908-9946 to request a tax return transcript only.

Minnesota Revenue

Online and Phone Assistance
Get Minnesota tax information or check your refund status at www.revenue.state.mn.us or 651-296-3781.

In-Person Assistance
At the Minnesota Revenue office you can get Minnesota tax information, drop off a completed state return or make a tax payment. Offices are open Monday- Friday, 8 a.m. to 4:30 p.m. at 600 N Robert St., St. Paul, MN 55101.

	Get MN tax withholding and employer identification numbers	Get a copy of your MN return
Get your MN tax information	**By phone:** Call 651-296-3781 and speak with a representative. **In person:** Visit the Minnesota Revenue office and request state copies of your W-2s and 1099s.	**By mail:** Submit Form M100. **In person:** Visit the Minnesota Revenue office and request a copy of your tax return. You need to have a government-issued ID.

ACUITY SCHEDULING

- Still using Acuity to schedule appointments
  - Allows for online scheduling or phone scheduling
  - Sends appointment confirmations and reminders
- Work with a manager to:
  - Get the appointment list from Acuity
  - Look up customer appointments
- Appointment availability
  - Can book up to two weeks in advance
  - New appointments open every other Monday or when there are cancellation

Acuity Scheduling
A SQUARESPACE COMPANY

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 SIGN-IN SHEET

- Added a column for "Online Intake"
  - Check column if paperwork is printed for the customer
- Numbering system same as last year
  - Number with appointment time and arrival order
  - Write on sign-in sheet and on customer envelope
- Add walk-ins to the end of the sheet if capacity allows
  - Use "walk-in – *[arrival time]*" for the customer number on the envelope

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			Needs to print a W2.		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			Steve coming at 7pm, Rose has all the paperwork.				
6:45 PM	Ka Vang	X							Yes		

NEW PRINTING OPTION FOR MISSING DOCUMENTS

- Many customers need to print a required form
- New Option: Use a QR code specific to the site to securely upload documents/photos
  - Scan code on laminated card with a smartphone
  - Upload to P+P shared files
  - Name the file
  - Manager prints file
- Existing option: Use a P+P computer to access and print

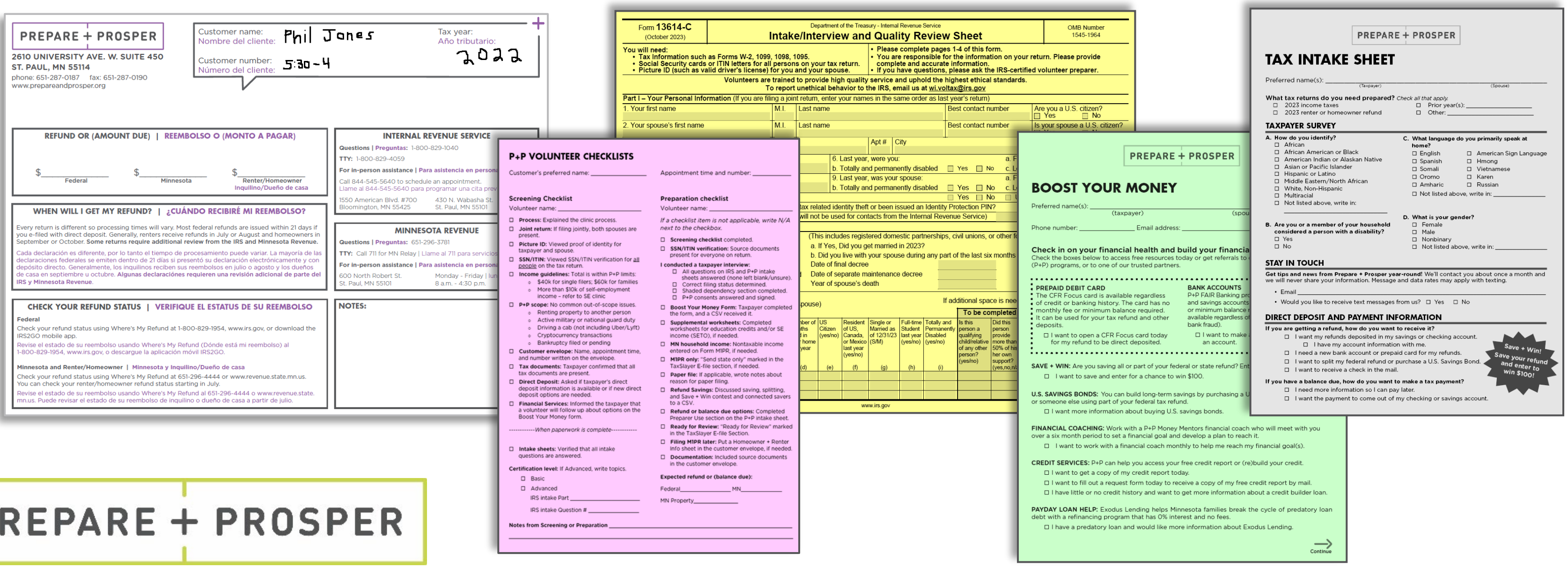
Prepare + Prosper

Main Office

Submit a document to print.

https://form.jotform.com/231205285465050

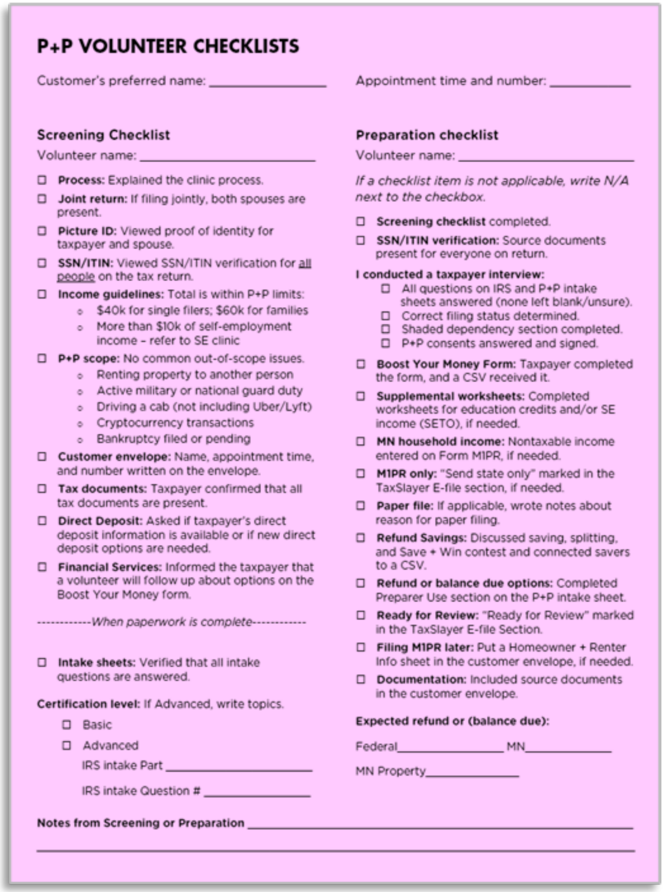
INTAKE PAPERWORK UPDATES AND REMINDERS



PREPARE + PROSPER

VOLUNTEER CHECKLISTS

- Minor updates to wording and order
- Updated from Yes/No answer to a checklist
- If a situation is not applicable, write N/A next to the checklist item



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 M1PR, if needed.
- ☐ **M1PR 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 M1PR 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 ______________________________

____

CUSTOMER ENVELOPE

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: / Nombre del cliente: Phil Jones
Tax year: / Año tributario: 2022
Customer number: / Número del cliente: 5:30-4

REFUND OR (AMOUNT DUE) | REEMBOLSO O (MONTO A PAGAR)

$________ Federal $________ Minnesota $________ Renter/Homeowner Inquilino/Dueño de casa

WHEN WILL I GET MY REFUND? | ¿CUÁNDO RECIBIRÉ MI REEMBOLSO?

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.**

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 declaraciónes requieren una revisión adicional de parte del IRS y Minnesota Revenue.**

CHECK YOUR REFUND STATUS | VERIFIQUE EL ESTATUS DE SU REEMBOLSO

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.

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.

INTERNAL REVENUE SERVICE

Questions | Preguntas: 1-800-829-1040

TTY: 1-800-829-4059

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.

1550 American Blvd. #700
Bloomington, MN 55425

430 N. Wabasha St.
St. Paul, MN 55101

MINNESOTA REVENUE

Questions | Preguntas: 651-296-3781

TTY: Call 711 for MN Relay | Llame al 711 para servicios Relay MN

Back of the envelope has 2025 updates for renters!

IMPORTANT INFO FOR RENTERS!

Starting in 2025 when you file your 2024 taxes, you'll see changes to the Renter's Rebate. It will be issued earlier because your Minnesota tax refund will include your Renter's Rebate. Be prepared!

- You will need all your Certificates of Rent Paid (CRPs) when you file your federal and state income tax returns.
- There will not be a separate refund in the summer.
- If you only file for a Renter's Rebate, it will no longer be held until the summer. You can file as soon as you have all your CRPs, and your refund will be processed right after filing.

PREPARE + PROSPER

P+P TAX INTAKE SHEET – PG 1

- Preferred name
- Demographic survey
- Invitation to join P+P text and email lists
- Direct deposit and payment preferences

PREPARE + PROSPER

TAX INTAKE SHEET

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

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

- ☐ 2023 income taxes
- ☐ 2023 renter or homeowner refund
- ☐ Prior year(s): ____________
- ☐ Other: ____________

TAXPAYER SURVEY

A. How do you identify?
- ☐ African
- ☐ African American or Black
- ☐ American Indian or Alaskan Native
- ☐ Asian or Pacific Islander
- ☐ Hispanic or 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

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

D. What is your gender?
- ☐ Female
- ☐ Male
- ☐ Nonbinary
- ☐ 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 we will never share your information. Message 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 refunds deposited in my savings or checking account.
  - ☐ I have my account information with me.
- ☐ I need a new bank account or prepaid card for my refunds.
- ☐ I want to split my federal refund or purchase a U.S. Savings Bond.
- ☐ I want to receive a check in the mail.

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

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.

P+P TAX INTAKE SHEET – PG 2

- Consents to use information
- Minnesota tax situations

PERMISSION TO USE YOUR INFORMATION

Review the Prepare + Prosper (P+P) Permission to Use Your Information handout and the consents below.

If you choose "no" for any of these consents, P+P cannot e-file your tax return, and you will receive paper copies to sign and mail.

- P+P may keep an electronic copy of my tax return for up to 6 years. ☐ Yes ☐ No
- P+P may use anonymous data containing tax return dollar amounts for marketing, fundraising, or other non-fundraising activity. This allows us to count you in our statistics when we apply for funding or share data with our partners. We do not use personally identifiable information. ☐ Yes ☐ No
- P+P may disclose my tax return information to TaxSlayer (our tax preparation software) to e-file my tax return, and TaxSlayer may disclose my tax return information to P+P for follow-up. ☐ Yes ☐ No

Taxpayer signature ______________________________ Date __________

Spouse signature ______________________________ Date __________

MINNESOTA TAX INFORMATION

1. Were you a resident of Minnesota the entire year? ☐ Yes ☐ No

2. Did you make Minnesota estimated income tax payments in 2023? ☐ Yes ☐ No

If yes, how much did you pay? $______________

3. Did any of the following situations apply to you or your spouse in 2023? Check boxes below.

☐ **None of the following situations apply.**

☐ Made student loan payments
☐ Had a child born in 2023
☐ Experienced a stillbirth
☐ Donated an organ
☐ Paid for long-term care insurance
☐ Received a public pension
☐ Received an AmeriCorps education award
☐ Completed a masters degree (teachers only)
☐ Received military service pension/retirement pay
☐ Contributed to a 529 College Savings Plan
☐ Received a sexual harassment/abuse settlement
☐ Earned income while living on an a reservation

4. Did you pay for K-12 school expenses or supplies for your child in 2023? ☐ Yes ☐ No

If yes, did the child attend public, private, or home school? ______________________

What grades was the child attending in 2023? ______________________

Volunteer Notes

____

____

PREPARE + PROSPER

P+P TAX INTAKE SHEET – PG 3

- Minnesota "household income" information
- Property tax refund details

RENTERS AND HOMEOWNERS ONLY

Answer the questions below if you are a renter or homeowner.
Stop here if you are not a renter or homeowner.

1. **Check boxes below if you or your spouse received any of the following nontaxable sources of income.** Do not include income received by your child or any dependents.

- ☐ **I did not receive any nontaxable sources of income.**
- ☐ MSA (MN Supplemental Aid) $__________per month or year
- ☐ SSI (Supplemental Security Income) $__________per month or year
- ☐ MFIP (Minnesota Family Investment Program) $__________per month or year
- ☐ GA (General Assistance) $__________per month or year
- ☐ Emergency Assistance $__________per month or year
- ☐ Housing Support (formerly GRH) $__________per month or year
- ☐ Workers' compensation $__________per month or year
- ☐ Student loan debt cancelled $__________per month or year
- ☐ Rent reduction received for being a caretaker $__________per month or year
- ☐ Scholarship, fellowship, grants for college $__________Box 5 on Form 1098-T
- ☐ Other nontaxable income, such as: $__________per month or year
  Diversionary Work Payments, HAMP incentives, refugee cash assistance, strike benefits, foster care payments. **Do not include:** Child support, SNAP/food support, or energy assistance.
  Type(s):____________________

2. **Did you rent out part of your home or use it for business?**
   ☐ Yes ☐ No
3. **Renters: Do you have all of your Certificate(s) of Rent Paid (CRP)?**
   ☐ Yes ☐ No ☐ Not yet ☐ Not applicable
4. **Homeowners/mobile home owners: Do you have your 2023 Property Tax Statement?**
   ☐ Yes ☐ No ☐ Not yet ☐ Not applicable
5. **Homeowners/mobile home owners: Did you live with someone who is not listed on your tax return?**
   ☐ Yes ☐ No ☐ Not applicable

P+P TAX INTAKE SHEET – PG 4

- Volunteer use only
  - It says “tax preparer” but it’s for CSVs too!
- Direct deposit allocations
- Documentation of routing and account number
- Savings bond details
- Direct debit information

STOP HERE! THIS SECTION IS FOR TAX PREPARER USE!

Refund Allocations - State refunds will be deposited into Bank Account 1.

Bank Account 1 Amount $ __________
☐ Same account for all refunds

Bank Account 2 Amount $__________

Refund Notes:

Bank Account Documentation

☐ Not documented; paper check requested or no refund.

☐ Printed document with account information like a voided check or account statement *(included with paperwork for review and do not write below)*.

☐ No printed documentation, but customer has information and wrote it below.

Account 1 Routing number: _ _ _ _ _ _ _ _ _
Account 1 Account number: __________
Account 1 type
☐ Savings account
☐ Checking account

Account 2 Routing number: _ _ _ _ _ _ _ _ _
Account 2 Account number: __________
Account 2 type
☐ Savings account
☐ Checking account

U.S. Savings Bonds - Bonds must be purchased in $50 increments with a federal refund.

Bond for taxpayer: __________ Amount: ______
Bond for someone else: __________ Amount: ______
Bond for someone else: __________ Amount: ______

Balance Due Authorization - Complete and have customer sign if direct debit is requested. Withdrawal date can be April 15 or any date prior.

☐ I authorize a withdrawal of $________on ________(date) for payment of my **Federal taxes** from this account.
Direct withdrawal from my: ☐ checking account ☐ savings account

☐ I authorize a withdrawal of $________on ________(date) for payment of my **Minnesota taxes** from this account.
Direct withdrawal from my: ☐ checking account ☐ savings account

Taxpayer signature ______________ Date: ______

PREPARE + PROSPER

IRS INTAKE – FORM 13614-C

Page 1

- Required for all taxpayers
- Basic taxpayer and family information
- Preparers must answer dependent questions

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 wi.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 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 ☐ Unsure
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 Internal Revenue Service)

Part II – Marital Status and Household Information

1. As of December 31, 2023, what was your marital status?
   - ☐ Never Married
   - ☐ Married (This includes registered domestic partnerships, civil unions, or other formal relationships under state law)
     - 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
   - ☐ Divorced — Date of final decree
   - ☐ Legally Separated — Date of separate maintenance decree
   - ☐ Widowed — 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

If additional space is needed check here ☐ and list on page 3

Name (first, last) Do not enter your name or spouse's name below (a)	Date of Birth (mm/dd/yy) (b)	Relationship to you (for example: son, daughter, parent, none, etc) (c)	Number of months lived in your home last year (d)	US Citizen (yes/no) (e)	Resident of US, Canada, or Mexico last year (yes/no) (f)	Single or Married as of 12/31/23 (S/M) (g)	Full-time Student last year (yes/no) (h)	Totally and Permanently Disabled (yes/no) (i)	**To be completed by a Certified Volunteer Preparer** Is this person a qualifying child/relative of any other person? (yes/no)	Did this person provide more than 50% of his/ her own support? (yes,no,n/a)	Did this person have less than $4,700 of income? (yes,no,n/a)	Did the taxpayer(s) provide more than 50% of support for this person? (yes/no/n/a)	Did the taxpayer(s) pay more than half the cost of maintaining a home for this person? (yes/no)

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

IRS INTAKE – FORM 13614-C

Page 2

- Required for all taxpayers
- Collects income and life situation information
- Preparers ensure all questions are YES or NO
- Indicates Basic or Advanced tax certification

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
☐	☐	☐	1. (B) Wages or Salary? (Form W-2) **If yes, how many jobs did you have last year?**
☐	☐	☐	2. (A) Tip Income?
☐	☐	☐	3. (B) Scholarships? (Forms W-2, 1098-T)
☐	☐	☐	4. (B) Interest/Dividends from: checking/savings accounts, bonds, CDs, brokerage? (Forms 1099-INT, 1099-DIV)
☐	☐	☐	5. (B) Refund of state/local income taxes? (Form 1099-G)
☐	☐	☐	6. (B) Alimony income or separate maintenance payments?
☐	☐	☐	7. (A) Self-Employment income? (Forms 1099-MISC, 1099-NEC, 1099-K, cash, digital assets, or other property or services)
☐	☐	☐	8. (A) Cash/check/digital assets, or other property or services for any work performed not reported on Forms W-2 or 1099?
☐	☐	☐	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)
☐	☐	☐	10. (B) Disability income? (such as payments from insurance, or workers compensation) (Forms 1099-R, W-2)
☐	☐	☐	11. (A) Retirement income or payments from pensions, annuities, and or IRA? (Form 1099-R)
☐	☐	☐	12. (B) Unemployment Compensation? (Form 1099-G)
☐	☐	☐	13. (B) Social Security or Railroad Retirement Benefits? (Forms SSA-1099, RRB-1099)
☐	☐	☐	14. (M) Income (or loss) from rental property?
☐	☐	☐	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
☐	☐	☐	1. (B) Alimony or separate maintenance payments? If yes, do you have the recipient's SSN? ☐ Yes ☐ No
☐	☐	☐	2. Contributions or repayments to a retirement account? ☐ IRA (A) ☐ Roth IRA (B) ☐ 401K (B) ☐ Other
☐	☐	☐	3. (B) College or post secondary educational expenses for yourself, spouse or dependents? (Form 1098-T)
☐	☐	☐	4. Any of the following? ☐ (A) Medical & Dental (including insurance premiums) ☐ (A) Mortgage Interest (Form 1098) ☐ (A) Taxes (State, Real Estate, Personal Property, Sales) ☐ (B) Charitable Contributions
☐	☐	☐	5. (B) Child or dependent care expenses such as daycare?
☐	☐	☐	6. (B) For supplies used as an eligible educator such as a teacher, teacher's aide, counselor, etc.?
☐	☐	☐	7. (A) Expenses related to self-employment income or any other income you received?
☐	☐	☐	8. (B) Student loan interest? (Form 1098-E)

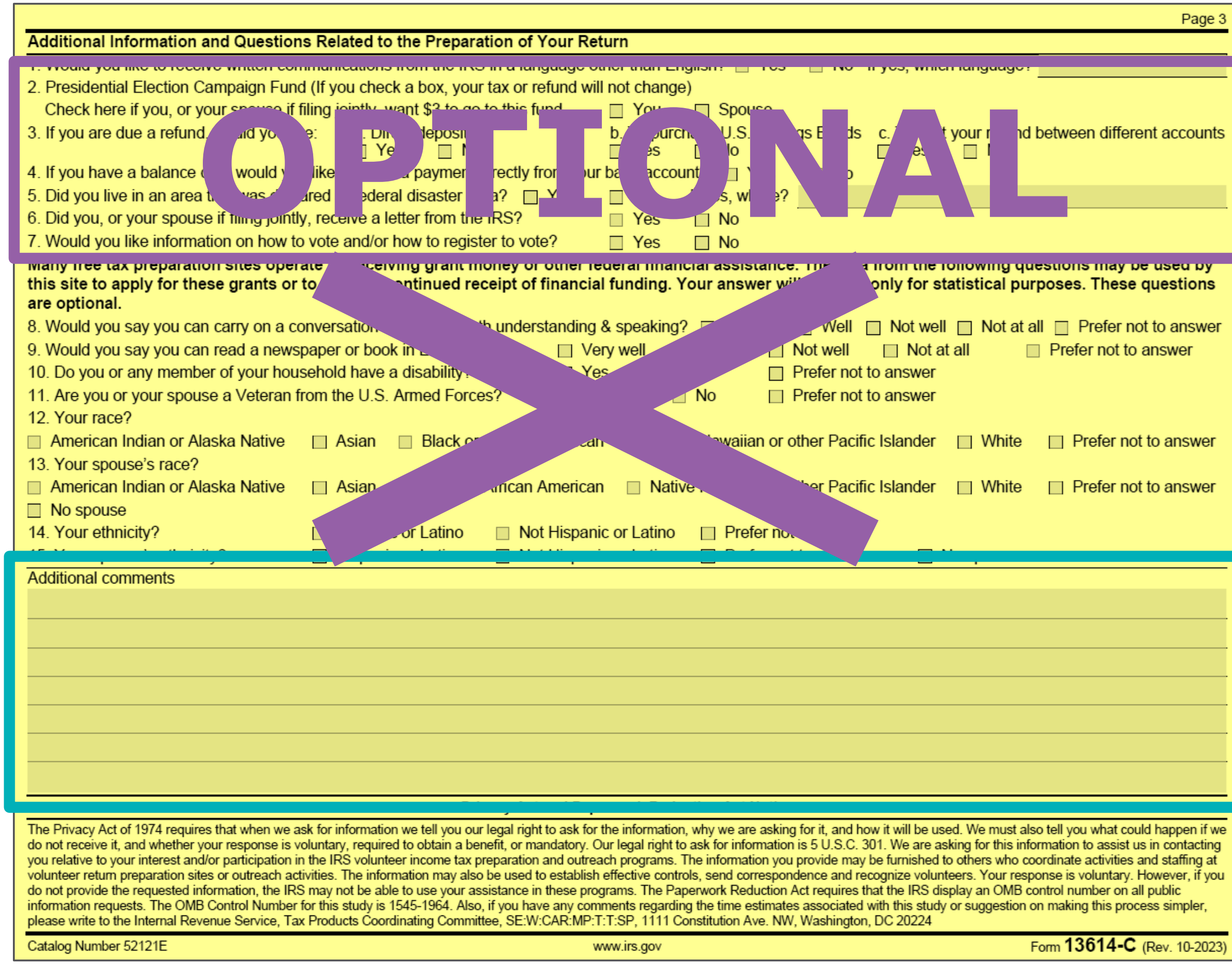
Yes	No	Unsure	Part V – Life Events – Last Year, Did You (or Your Spouse)
☐	☐	☐	1. (A) Have a Health Savings Account? (Forms 5498-SA, 1099-SA, W-2 with code W in box 12)
☐	☐	☐	2. (A) Have credit card, student loan or mortgage debt cancelled/forgiven by a lender or have a home foreclosure? (Forms 1099-C, 1099-A)
☐	☐	☐	3. (A) Adopt a child?
☐	☐	☐	4. (B) Have Earned Income Credit, Child Tax Credit or American Opportunity Credit disallowed in a prior year? If yes, for which tax year?
☐	☐	☐	5. (A) Purchase and install energy-efficient home items? (such as windows, furnace, insulation, etc.)
☐	☐	☐	6. (A) Receive the First Time Homebuyers Credit in 2008?
☐	☐	☐	7. (B) Make estimated tax payments or apply last year's refund to this year's tax? If so how much?
☐	☐	☐	8. (A) File a federal return last year containing a "capital loss carryover" on Form 1040 Schedule D?
☐	☐	☐	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)

IRS INTAKE – FORM 13614-C

Page 3

- Page is not required
- Preparers look over optional section if completed
- P+P collects demographic data separately
- Use the comments section as needed



Page 3

Additional Information and Questions Related to the Preparation of Your Return

2. Presidential Election Campaign Fund (If you check a box, your tax or refund will not change)

7. Would you like information on how to vote and/or how to register to vote? ☐ Yes ☐ No

11. Are you or your spouse a Veteran from the U.S. Armed Forces?

12. Your race?

13. Your spouse's race?

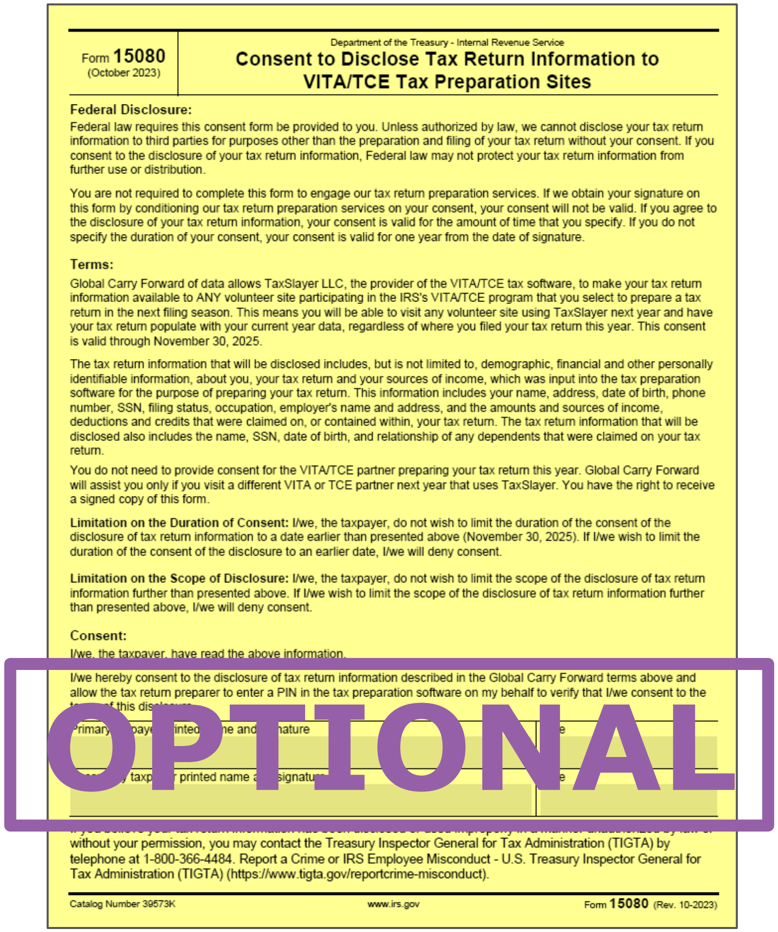
14. Your ethnicity?

Additional comments

The Privacy Act of 1974 requires that when we ask for information we tell you our legal right to ask for the information, why we are asking for it, and how it will be used. We must also tell you what could happen if we do not receive it, and whether your response is voluntary, required to obtain a benefit, or mandatory. Our legal right to ask for information is 5 U.S.C. 301. We are asking for this information to assist us in contacting you relative to your interest and/or participation in the IRS volunteer income tax preparation and outreach programs. The information you provide may be furnished to others who coordinate activities and staffing at volunteer return preparation sites or outreach activities. The information may also be used to establish effective controls, send correspondence and recognize volunteers. Your response is voluntary. However, if you do not provide the requested information, the IRS may not be able to use your assistance in these programs. The Paperwork Reduction Act requires that the IRS display an OMB control number on all public information requests. The OMB Control Number for this study is 1545-1964. Also, if you have any comments regarding the time estimates associated with this study or suggestion on making this process simpler, please write to the Internal Revenue Service, Tax Products Coordinating Committee, SE:W:CAR:MP:T:T:SP, 1111 Constitution Ave. NW, Washington, DC 20224

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

IRS INTAKE – FORM 13614-C



Form **15080** (October 2023)

Department of the Treasury - Internal Revenue Service

Consent to Disclose Tax Return Information to VITA/TCE Tax Preparation Sites

Federal Disclosure:

Federal law requires this consent form be provided to you. Unless authorized by law, we cannot disclose your tax return information to third parties for purposes other than the preparation and filing of your tax return without your consent. If you consent to the disclosure of your tax return information, Federal law may not protect your tax return information from further use or distribution.

You are not required to complete this form to engage our tax return preparation services. If we obtain your signature on this form by conditioning our tax return preparation services on your consent, your consent will not be valid. If you agree to the disclosure of your tax return information, your consent is valid for the amount of time that you specify. If you do not specify the duration of your consent, your consent is valid for one year from the date of signature.

Terms:

Global Carry Forward of data allows TaxSlayer LLC, the provider of the VITA/TCE tax software, to make your tax return information available to ANY volunteer site participating in the IRS's VITA/TCE program that you select to prepare a tax return in the next filing season. This means you will be able to visit any volunteer site using TaxSlayer next year and have your tax return populate with your current year data, regardless of where you filed your tax return this year. This consent is valid through November 30, 2025.

The tax return information that will be disclosed includes, but is not limited to, demographic, financial and other personally identifiable information, about you, your tax return and your sources of income, which was input into the tax preparation software for the purpose of preparing your tax return. This information includes your name, address, date of birth, phone number, SSN, filing status, occupation, employer's name and address, and the amounts and sources of income, deductions and credits that were claimed on, or contained within, your tax return. The tax return information that will be disclosed also includes the name, SSN, date of birth, and relationship of any dependents that were claimed on your tax return.

You do not need to provide consent for the VITA/TCE partner preparing your tax return this year. Global Carry Forward will assist you only if you visit a different VITA or TCE partner next year that uses TaxSlayer. You have the right to receive a signed copy of this form.

Limitation on the Duration of Consent: I/we, the taxpayer, do not wish to limit the duration of the consent of the disclosure of tax return information to a date earlier than presented above (November 30, 2025). If I/we wish to limit the duration of the consent of the disclosure to an earlier date, I/we will deny consent.

Limitation on the Scope of Disclosure: I/we, the taxpayer, do not wish to limit the scope of the disclosure of tax return information further than presented above. If I/we wish to limit the scope of the disclosure of tax return information further than presented above, I/we will deny consent.

Consent:

I/we, the taxpayer, have read the above information.

I/we hereby consent to the disclosure of tax return information described in the Global Carry Forward terms above and allow the tax return preparer to enter a PIN in the tax preparation software on my behalf to verify that I/we consent to the [illegible] of this dis[illegible]

Primary [illegible]paye[illegible]inted [illegible]e and [illegible]nature	[illegible]e
[illegible]y taxp[illegible]r printed name a[illegible]signatu[illegible]	[illegible]e

[illegible] without your permission, you may contact the Treasury Inspector General for Tax Administration (TIGTA) by telephone at 1-800-366-4484. Report a Crime or IRS Employee Misconduct - U.S. Treasury Inspector General for Tax Administration (TIGTA) (https://www.tigta.gov/reportcrime-misconduct).

Catalog Number 39573K www.irs.gov Form **15080** (Rev. 10-2023)

Page 4

- Optional consent for taxpayers to share data
- Consent allows basic taxpayer data to roll forward at any free tax preparation site nationwide
- Taxpayers do not need to fill this out to decline
- No signature is considered declining

GROUP DISCUSSION:

Find a group of 3-4 people and do the following:

- Take a few minutes to review the updated screening checklist on page 58 in the CSV manual.
- What are your check-in best tips for other CSVs? Be prepared to share one tip with the large group.

BREAK TIME!

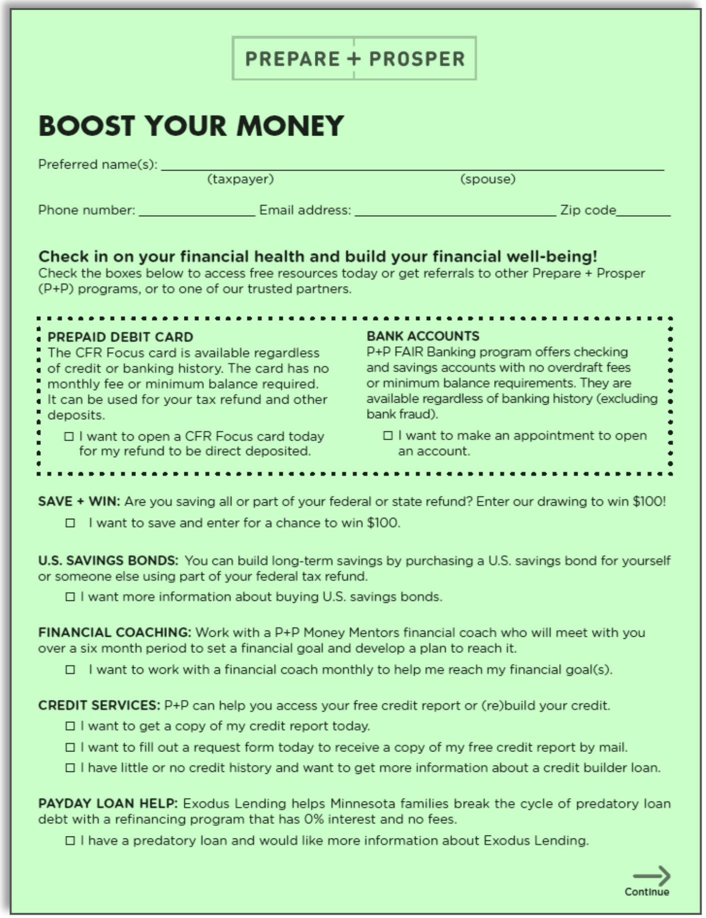
PREPARE + PROSPER

FINANCIAL SERVICES UPDATES AND REMINDERS

PREPARE + PROSPER

CSV Manual pg. 48-49

BOOST YOUR MONEY – PG 1


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.

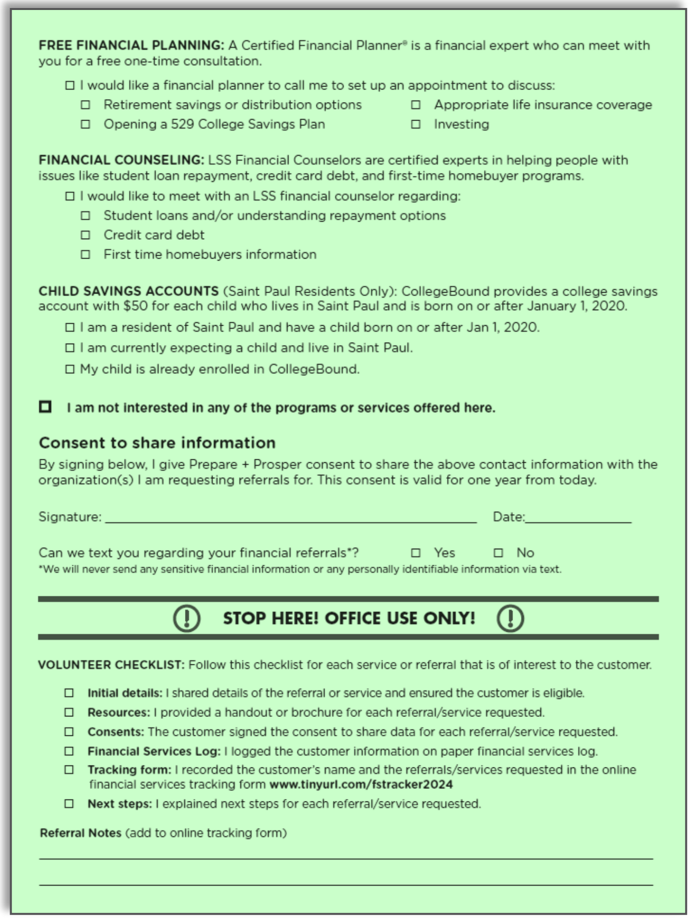
Continue

- Good way to start a conversation about financial services
- Collect the forms and keep them in a secure location
- First page collects interest in:
  - New direct deposit options
  - Savings options
  - Money Mentors financial coaching
  - Credit services
  - Payday loan help

PREPARE + PROSPER

BOOST YOUR MONEY – PG 2

- Second page collects interest in:
  - Financial planning
  - Financial counseling
  - Child savings accounts
- Data sharing consent
  - Approves P+P providing contact information to partners
  - Required because data is used beyond tax preparation
- Volunteer checklist
  - Use as reminders of each step for services and referrals



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)

BOOST YOUR MONEY FORM PICKUP

BEST PRACTICE:
Get the form from every customer

- Collect forms at any point in the process
  - At check-in if paperwork was done online or while customer waits for a preparer
  - During preparation if paperwork was not done before
  - During review or checkout if not collected earlier
- Prioritize following up on forms that indicate interest in a referral or service
  - Someone saying "not interested" can still lead to a good Money Conversation
- Keep forms in a secure location with the Financial Services Log

BOOST YOUR MONEY FORM CHECKLIST

Initial details → Resources → Consents → Financial Services Log → Tracking form → Next steps

DOCUMENTING SERVICES AND REFERRALS

Using tracking tools to finalize services and referrals is critical!

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		Exodus 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:

P+P Financial Services Tracking Form 2024

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. 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 on the Boost Your Money form.

1. Site

- ◯ P+P main office
- ◯ Self-Employment Clinic
- ◯ CAPI USA
- ◯ Hallie Brown Community Center
- ◯ Merrick Community Services

NEW CFR PREPAID CARD ENROLLMENT PORTAL

- All CSVs will have their own login
  - Invite to verify account and set a password will come before tax season
  - Will need to receive an authentication code by text message to log in
- Updated enrollment portal
- Enrollments are fast and straightforward
- Card enrollment requirements and card features are the same as previous years

CSV Manual pg. 26-27

CFR FOCUS CARD ENROLLMENT

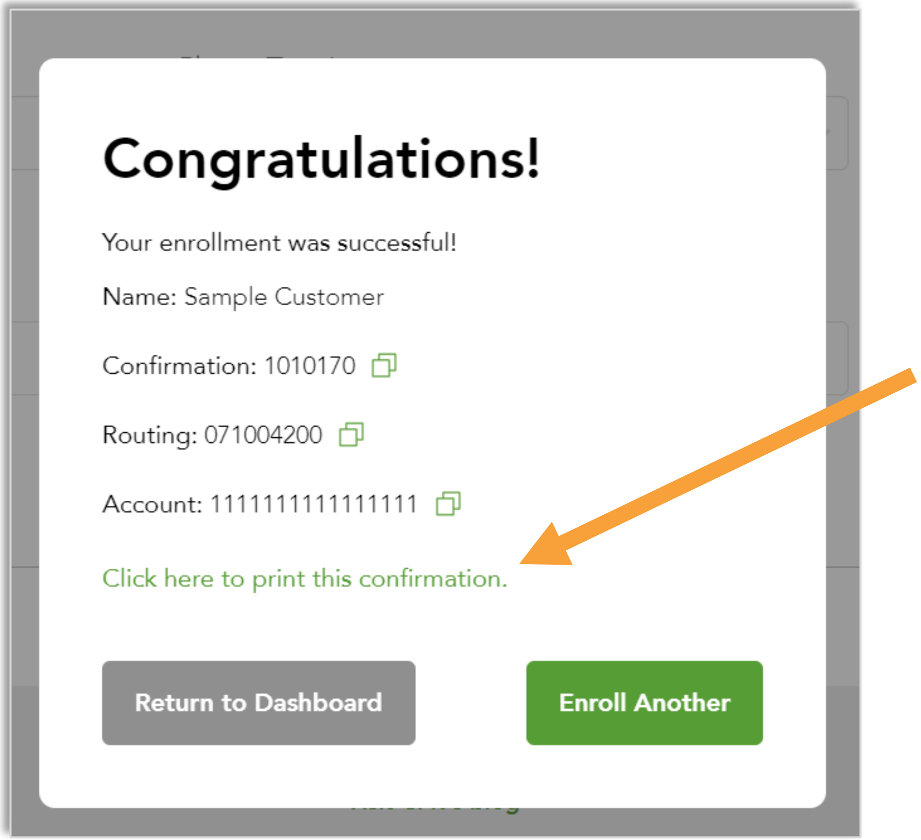
Enrollment Demonstration!

Want to follow along?
Go to the CFR card training portal. Get the website, username, and password on page 27 in the CSV manual.

PREPARE + PROSPER

PRINT THE CFR FOCUS CARD CONFIRMATION

- Preparer or reviewer need the new account information to enter it on the tax return
- Customer keeps this as a record of their new routing and account number



CSV Manual pg. 26

REMINDER: PREVIOUS YEAR CFR FOCUS CARD

- Can use same card year to year or open a new card
- Routing & account numbers for an old account may be on the previous year tax return
- Replacement cards can be ordered by calling the US Bank prepaid card customer service
- CSVs can look up an account number in the enrollment portal

REMINDER:
FAIR BANKING REFERRALS

Refund deposit

- Schedule a Priority FAIR Appointment
- Tax return will be held until the new account is open
- Communicate with your manager

No refund deposit

- Provide FAIR brochure
- Discuss FAIR products details
- Optional: Schedule a FAIR enrollment appointment
  - FAIR staff will reach out to schedule if an appointment is not set

REMINDER: FINANCIAL REFERRALS

FINANCIAL COUNSELING

- Focused on addressing a specific financial need
- Credit card debt, student loan debt, or homebuyer support
- Brief contact, limited follow-up

LSS Financial Counseling

FINANCIAL PLANNING

- Focused on long-term financial goals
- Investments, trusts, insurance, or retirement
- Typically ongoing, but our referrals are one-time

P+P Volunteer Financial Planners

FINANCIAL COACHING

- Focused on making behavior change
- Saving, spending, debt, or credit
- Long-term commitment; regular sessions; check-ins

P+P Money Mentors Coaching

MONEY MENTORS: FINANCIAL HEALTH CHALLENGE

- Promote financial spring cleaning with the Money Mentors Financial Health Challenge
- Eight weeks in March and April
  - New financial health task each week
  - Sign-up will be open in January through April
  - Customers can join anytime before or during the challenge
- CSVs add Financial Health Challenge flyer to all Money Mentors brochures given out
  - Customers are not required to do the challenge to sign up to work with a coach
  - Customers do not need to commit to working with a coach long-term to do the challenge
- **TO SIGN UP:** fill out the Money Mentors interest form and mark the box to be entered in the Financial Health Challenge

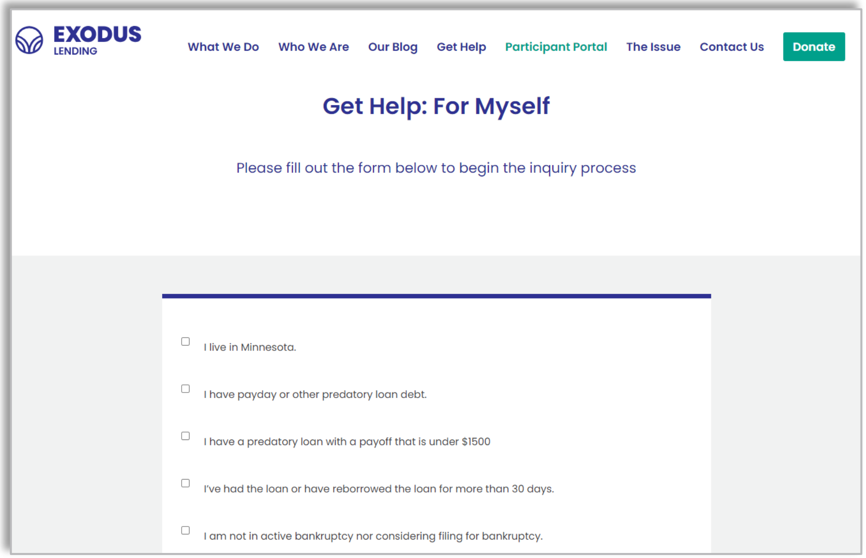
IMPORTANT REFERRAL TIPS: VOLUNTEER FINANCIAL PLANNERS

- Take notes about the specific topic the customer wants to discuss with a planner
  - Use the Boost Your Money form to take notes
  - Transfer your notes into the Financial Services Tracking Form
- Ensure that the customer wants a planner to reach out within the next few weeks
  - Last year, customers often did not expect a call or email from a planner after the tax clinic
  - Remember to share the "Next Steps" so customers know how the referral will be completed
- If a customer is interested but not ready for a planner to contact them now:
  - Share the Financial Planning handout
  - Customers can request a meeting later

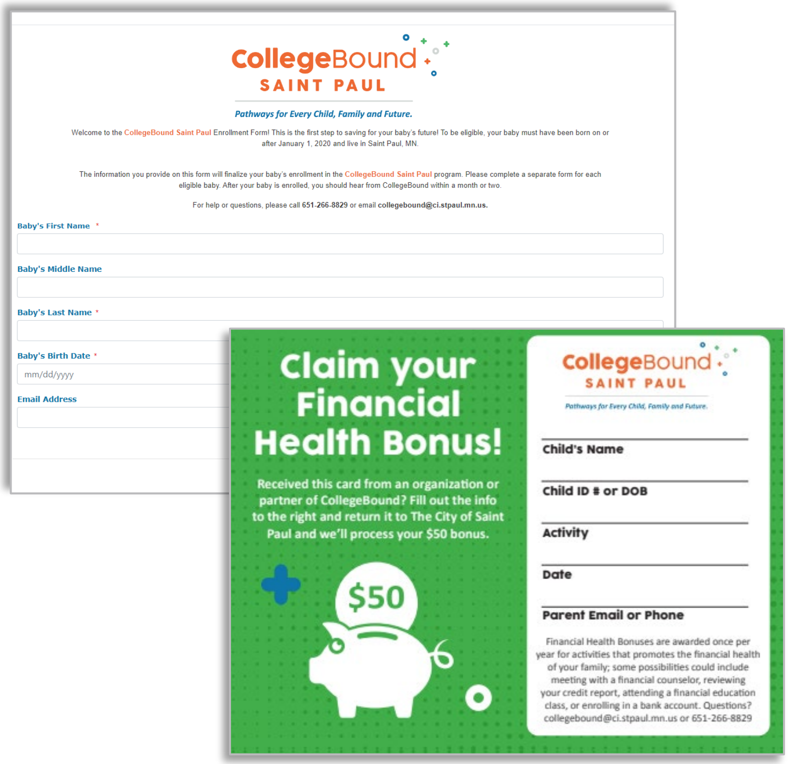
CSV Manual pg. 39-40

NEW REFERRAL STEPS: EXODUS LENDING

- New: Do a short referral form on the Exodus Lending website
- Provide a customer handout
- Collect customer contact information
- Exodus Lending reaches out



NEW REFERRAL STEPS: COLLEGEBOUND SAINT PAUL



- New: Do online enrollment or pre-registration for unenrolled families
- Continuing: Provide Financial Bonus cards to enrolled families

CSV Manual pg. 43-45

CREDIT REPORT REMINDERS

- Credit reports can be pulled onsite
  - Do this when time permits
  - Print a credit report from one credit bureau
- Paper credit report request form
  - Do this when an online report cannot be pulled
  - NEW: Keep the request form with the Financial Services Log – P+P will mail the form for the customer
- Use the Credit Reports and Scores handout and tips in the CSV manual to review credit issues with the customer

GROUP DISCUSSION:

Find a group of 3-4 people and answer these questions:

- What financial service or referral is easiest for you to promote? How do you engage customers?
- What financial service or referral is most difficult to promote? What makes it hard?

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CHECKOUT UPDATES AND REMINDERS

PREPARE + PROSPER

SAME CHECKOUT PROCESS

Quality review is complete → Confirm information on tax return → Finalize refund or payment details

→ Sign tax return documents → Receive copy of tax return → All done!

CHECKOUT REMINDERS

- **Don't rush the process** - a customer review can catch errors before the return is filed; a manager or reviewer can make corrections
- **Early season refund delays** – returns with Earned Income Credit and Additional Child Tax Credit are held by the IRS until mid-February
- **Follow the checklist** – use the checkout checklist as reminders of important process points

GROUP DISCUSSION:

Find a group of 3-4 people and do the following:

- Take a few minutes to review the updated checkout checklist on page 59 in the CSV manual.
- What are a few things that are not listed on the checklist that you always do during checkouts ?

IRS CERTIFICATION TESTS

NEW IRS CERTIFICATION TEST REQUIREMENTS

- New IRS test website: linklearntaxescertification.com
- Two required tests for CSVs:
  - Volunteer Standards of Conduct

    and
  - Intake/Interview & Quality Review
- 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

REMEMBER YOUR RESOURCES!

- P+P volunteer training site
- CSV Manual
- Checklists
- Screening Tool
- Customer handouts
- Managers and other volunteers

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NEXT STEPS

- Do the IRS Certification tests
  – Volunteer Standards of Conduct Test
  – Intake/Interview & Quality Review Test
  – Resources in the CSV manual
- Email your Form 13615 to volunteer@prepareandprosper.org
- Tax Season services begin January 23!

THANK YOU!

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