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

- **2025** season overview
- Check-in and screening
- Financial services + referrals
- Checkout
- Wrap-up

PREPARE + PROSPER

RENTER'S CREDIT UPDATES

RENTER'S CREDIT CHANGES

Renter's Credit in Prior Years	Changes for Tax Year 2024
Part of the M1PR (property taxes)	Part of the MN State Return
Deadline to file: August 15	Deadline to file: April 15
Standalone refund	Part of MN State refund
Refund arrives summer or fall	Refund comes soon after filing

PREPARE + PROSPER

Customers need to have all their CRPs before they can file!

MOST IMPORTANT INFO FOR TAXPAYERS

- Most will receive two refunds (Fed and MN) shortly after filing
- Those just filing the renter's rebate will get their refund shortly after filing
- They will need ALL of their CRPs when filing
  - OR will have to file an amended state return to claim renter's rebate

PREPARE + PROSPER

MISSING CRPS

- As much as possible we will advise customers to have all CRPs before filing
- If they forgot their form at home:
  - they should go get it or have someone text a photo to them
- If they haven’t received the CRP
  - they should wait to file until they have it

MISSING CRPS

If the customer does not know when they will get their CRP (or a corrected CRP) they have the option to:

1. File Fed & State and **amend MN later**
2. **File Fed and hold state** until they get the CRP
3. Or Hold everything and bring the CRP to a later appointment

The customer should know:

- amending involves mailing the paperwork and a much longer processing time

WHAT P+P IS DOING TO COMMUNICATE

- Mailing out info to all P+P customers
- Working with other organizations to help get the word out
- Spreading the word about state changes and updates broadly across the metro and the state
- Telling customers they must bring CRPs when scheduling online or by phone

RESOURCES ON SITE

- Laminated half-sheet at front desk and preparer stations
- Customer envelope points out combined refund on front and detailed explanation of changes on back
- Amendment request forms if needed
    - Homeowner/mobile homeowner forms still available for property tax refunds filed later

TAX SEASON 2025:

PREPARE + PROSPER

TAX SEASON 2025 SERVICES

- In-person tax preparation
  - 9 locations including 1 Spanish-speaking site
  - 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

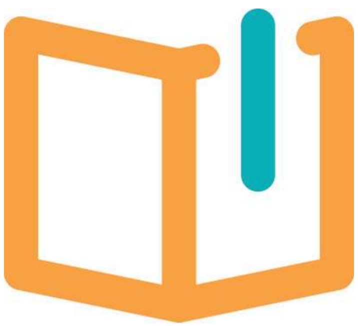
CSV PRIORITIES

- 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 Manual pg. 5

CSV TRAINING AND REFERENCE RESOURCES

- Updated CSV Manual
  - More process-oriented
  - Screening Tool
  - Reference documents
- 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.

1. Customer arrives for appointment
2. CSV completes a brief screening
3. Preparer does tax interview and prep
4. CSV checks in about financial services
5. Customer returns to waiting area during review
6. CSV provides the final return and gets signatures

PREPARE + PROSPER

TK0

SAME FINANCIAL SERVICES AND REFERRALS

Offered onsite

- CFR Focus prepaid debit card
- Save + Win savings contest
- Credit reports
  - Paper report requests or pulling a report online
- **No more savings bonds**

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

Slide 16

TK0 No more savings bond
Tara Kieffer, 2024-12-19T00:56:05.325

INTAKE AND SCREENING UPDATES AND REMINDERS

USEFUL HANDOUTS

P+P VOLUNTEER CHECKLISTS

Customer's preferred name: ______________ Appointment time and number: ____________

Tax year(s) needed: ____________________

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 <u>all people</u> on the tax return.
- ☐ **Income guidelines:** Total is within P+P limits:
  - $40k for single filers; $70k 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
  - 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.
- ☐ **Renter's credit:** If filing a renter's rebate, checked if taxpayer has all CRP forms.
- ☐ **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 parts of the IRS and P+P intake sheets completed.
- ☐ Correct filing status determined.
- ☐ Shaded dependency section completed.
- ☐ P+P consents answered and signed.
- ☐ Made notes in relevant parts of all intake sheets.

- ☐ **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.
- ☐ **Renter's credit:** Confirmed if all CRPs present or not and explained refund timeline changes.
- ☐ **ACTC payments:** Talked through options for advanced payments using handout.
- ☐ **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.
- ☐ **Follow up later:** Gave customer an Amendment Request form or Homeowner Info sheet, if needed.
- ☐ **Documentation:** Included source documents in the customer envelope.

Expected refund or (balance due):

Federal ____________ MN ____________

MN Property ____________

Notes from Screening or Preparation ________________________________

____

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.

CHECK IN PROCESS AT A GLANCE

CHECK-IN AND SCREENING PROCESS AT A GLANCE

Step 1: Sign in the customer

Resources	Actions
• Acuity Scheduling • Customer Sign-in Sheet	• Greet the customer in a welcoming tone • On the Customer Sign-in Sheet, write in the customer's

Step 2: Screen the customer

Resources	Actions
• Screening Tool (see the inside cover of this manual) • Volunteer Checklist • Customer Sign-in Sheet	• Write the customer's preferred name and Customer Number on the Volunteer Checklist • Use the Volunteer Checklist and Screening Tool to verify we are able to serve the customer • Check off items on the Volunteer Checklist and Customer Sign-in Sheet to track completion of the screening items

Step 3: Give the customer the Intake Paperwork

Resources	Actions
• Clipboard • Volunteer Checklist • Customer Envelope • IRS Form 13614-C • P+P Tax Intake Sheet • P+P Boost Your Money Form	• Write the customer name, Customer Number, and tax year to be prepared on the Customer Envelope(s) • If the customer already filled out the paperwork online, hand them their paperwork • If the customer still needs to complete the paperwork, briefly explain the Intake Paperwork to be filled out and hand it to the customer with a pen • Ask the customer to go to the waiting area. Let them know we can help answer any questions and we will come get them when a preparer is ready

Step 4: Set up the customer with a preparer

Resources	Actions
• IRS Form 13614-C • Volunteer Checklist • Customer Sign-in Sheet	• Determine if the customer has a basic or advanced return based on the answers on the IRS Form 13614-C and write it down on the Volunteer Checklist • Choose an available preparer based on their certification • Introduce the customer to the preparer and share any important notes that the customer has already shared with you as you hand them off • Write in the name of the preparer that the customer is

14

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 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

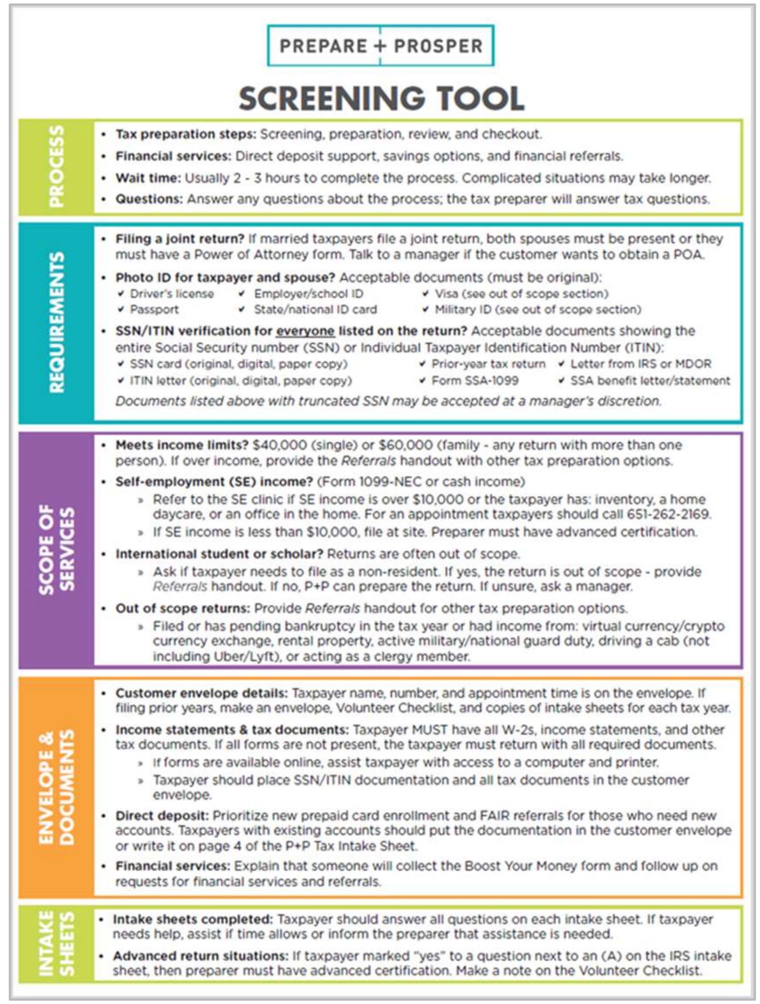
CUSTOMER SIGN-IN SHEET P + P

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		

CSV Manual inside cover (Step 2)

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.

PREPARE + PROSPER

CSV Manual pg. 19-20
(Step 3)

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

PRINTING OPTION FOR MISSING DOCUMENTS

- Many customers need to print a required form
- Option 1: 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
- Option 2: Use a P+P computer to access and print

Prepare + Prosper

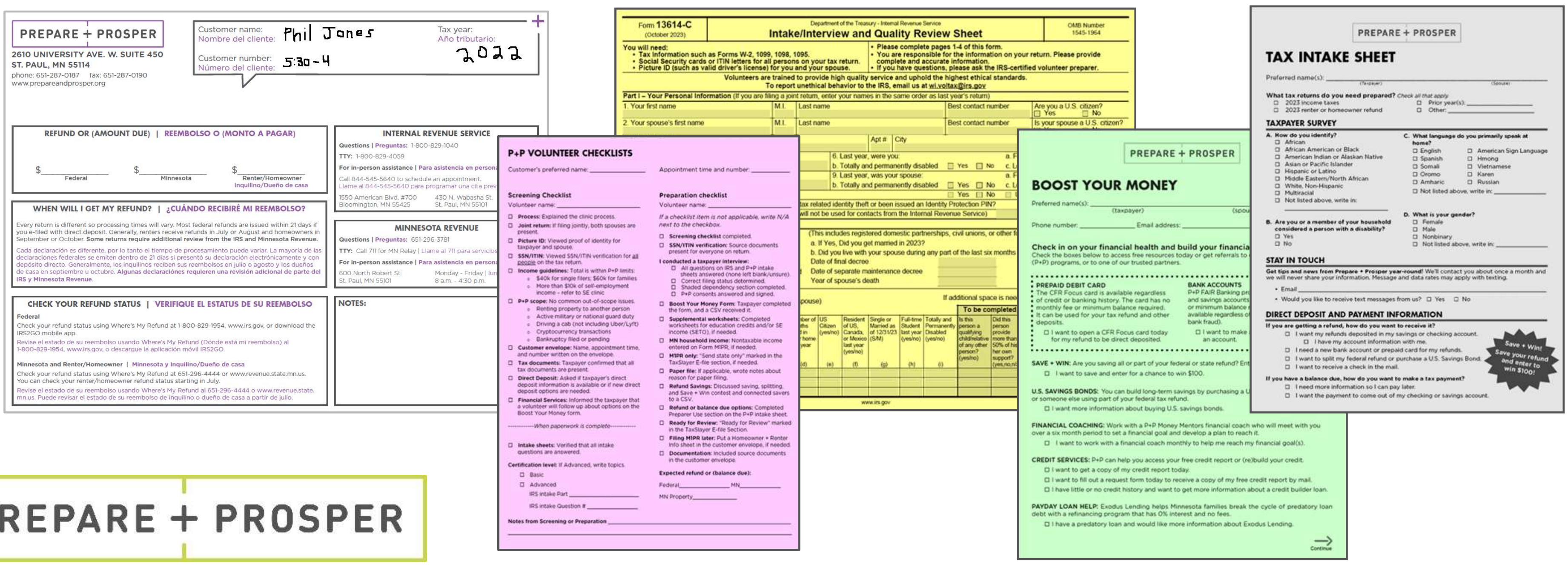
Main Office

Submit a document to print.

https://form.jotform.com/231205285465050

CSV Manual pg. 19 (Step 3) and 62-75

INTAKE PAPERWORK UPDATES AND REMINDERS



PREPARE + PROSPER

VOLUNTEER CHECKLISTS

- Minor updates to wording and order
- 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: ____________

Tax year(s) needed:________________________

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:
  - o $40k for single filers; $70k for families
  - o More than $10k of self-employment income – refer to SE clinic
- ☐ **P+P scope:** No common out-of-scope issues.
  - o Renting property to another person
  - o Active military or national guard duty
  - o Cryptocurrency transactions
  - o 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.
- ☐ **Renter's credit:** If filing a renter's rebate, checked if taxpayer has all CRP forms.
- ☐ **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 parts of the IRS and P+P intake sheets completed.
- ☐ Correct filing status determined.
- ☐ Shaded dependency section completed.
- ☐ P+P consents answered and signed.
- ☐ Made notes in relevant parts of all intake sheets.

- ☐ **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.
- ☐ **Renter's credit:** Confirmed if all CRPs present or not and explained refund timeline changes.
- ☐ **ACTC payments:** Talked through options for advanced payments using handout.
- ☐ **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.
- ☐ **Follow up later:** Gave customer an Amendment Request form or Homeowner Info sheet, if needed.
- ☐ **Documentation:** Included source documents in the customer envelope.

Expected refund or (balance due):

Federal______________ MN____________

MN Property____________

Notes from Screening or Preparation ____

____

PREPARE + PROSPER

P+P TAX INTAKE SHEET – PG 3

- Renter's credit change
- Homeowners stays the same
- Advanced Child Tax Credit option

RENTERS ONLY

Starting this year and going forward, the renter's credit is now part of your state tax return (Form M1). Here's what that means for you:

- You'll need all of your Certificate of Rent Paid (CRP) forms to file a complete return.
- The renter's credit amount will be combined with your state tax refund.
- The refund will arrive shortly after filing, instead of being sent separately in the summer.

Do you have all of your Certificate(s) of Rent Paid (CRP)?

☐ Yes ☐ No ☐ Not yet ☐ Not applicable

HOMEOWNERS/MOBILE HOME OWNERS ONLY

1. Did you or your spouse receive any nontaxable income not listed elsewhere such as MSA, SSI, MFIP, GA, emergency assistance (not energy assistance), workers' compensation, scholarships or grants, foster care benefits or another form of assistance? Do not include child support, SNAP/food stamps or support.

☐ Yes, indicate type and amount below ☐ No, I did not receive any additional income

Type of Income: ______________________ Yearly or Monthly Amount: __________

Type of Income: ______________________ Yearly or Monthly Amount: __________

2. Did you rent out part of your home or use it for business?

☐ Yes ☐ No ☐ Not applicable

3. Do you have your 2025 Property Tax Statement?

☐ Yes ☐ No ☐ Not yet

4. Did you live with someone who is not listed on your tax return?

☐ Yes ☐ No ☐ Not applicable

PARENTS/GUARDIANS/ANYONE CLAIMING DEPENDENTS UNDER 17 ONLY

If you qualify, the state of Minnesota is now offering the option of receiving Advanced Child Tax Credit payments. This would allow you to receive some of your future refund money in advance. This would be three payments: in July, September, and November. You will receive the same total refund but the refund you receive when filing next year would be reduced by any advanced payments received.

☐ I would like to learn more about Advanced Child Tax Credit payments
☐ I prefer to get all of my refund at once when filing my 2025 taxes

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
- Direct debit information

STOP HERE! THIS SECTION IS FOR TAX PREPARER USE!

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.

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

Bank Account 1 Amount $ ________________

☐ Same account for all refunds

Account 1 Routing number: ________________________ Account 1 type

Account 1 Account number: ________________________ ☐ Savings account ☐ Checking account

Bank Account 2 Amount $________________________

Account 2 Routing number: ________________________ Account 2 type

Account 2 Account number: ________________________ ☐ Savings account ☐ Checking account

Refund Notes:

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: ______________

IRS INTAKE – FORM 13614-C PG 1 (REQUIRED)

- 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 (This includes registered domestic partnerships, civil unions, or other formal relationships under state law)
   - ☐ Married
     - 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)

PREPARE + PROSPER

Slide 32

TK0 Need new callouts/updates for new form
Tara Kieffer, 2024-12-19T01:03:15.961

IRS INTAKE – FORM 13614-C PG 2-3 (REQUIRED)

- Income and life events
- Customers have 1 checkbox instead of yes/no/unsure
- Preparers must Verify checked AND unchecked boxes

Left side for customers

Right side for preparers

Page 2

Income: Answer the following questions on the left side of this page. Check only the boxes that apply to you and/or your spouse.

Received money from any of the following in 2024:	(To be completed by certified volunteer) Income to be included	Notes/Comments
☐ (B) Wages as a part-time or full-time employee How many jobs ______	☐ (B) W-2s # ______	
☐ (B/A) Tips	☐ (B/A) Tips (Basic when reported on W2)	
☐ (B/A) Retirement account, pension or annuity proceeds	☐ (B/A) 1099-R (Basic when taxable amount is reported) # ______ ☐ (A) Qualified Charitable Distribution From 1099-R $ ______	
☐ (B) Disability benefits (such as payments from insurance and worker's compensation)	☐ (B) Disability benefits on 1099-R or W-2 # ______	
☐ (B) Social Security or Railroad Retirement Benefits	☐ (B) SSA-1099, RRB-1099 # ______	
☐ (B) Unemployment benefits	☐ (B) 1099-G # ______	
☐ (B) Refund of state or local income tax	☐ (B) Refund $ ______ ☐ (B) Itemized last year ☐ Yes ☐ No	
☐ (B) Interest or dividends (bank account, bonds, etc.)	☐ (B) 1099-INT # ______ ☐ (B) 1099-DIV # ______	
☐ (A) Sale of stocks, bonds or real estate Did you report a loss on last year's return ☐ Yes ☐ No	☐ (A) 1099-B (include brokerage statement) # ______ ☐ Capital loss carryover ☐ Yes ☐ No	
☐ (B) Alimony	☐ (B) Alimony $ ______ Excluded from income ☐ Yes ☐ No	
☐ (A/M) Income from renting out your house or a room in your house If yes, did you use the dwelling unit as a personal residence and rent it for fewer than 15 days ☐ Yes ☐ No ☐ Income from renting personal property such as a vehicle	☐ (A/M) Rental income (Advanced when the dwelling is a personal residence and rented for fewer than 15 days) ☐ Rental expense $ ______	
☐ (B) Gambling winnings, including lottery	☐ (B) W-2G or other gambling winnings (list losses below if taxpayer can itemize deductions) # ______	
☐ (A) Payments for contract or self-employment work Did you report a loss on last year's return ☐ Yes ☐ No	☐ (A) Schedule C ☐ 1099-MISC # ______ ☐ 1099-NEC # ______ ☐ 1099-K # ______ ☐ Other income reported elsewhere ☐ Schedule C expenses $ ______	
☐ Any other money received during the year? (example: cash payments, jury duty, awards, digital assets, royalties, union strike benefits)	☐ Other income (see Pub 4012 for guidance on other income, i.e., scope of service chart)	

Catalog Number 52121E www.irs.gov Form **13614-C** (Rev. 11-2024)

IRS INTAKE – FORM 13614-C

Page 2-3

- Required for all taxpayers
- Collects income and life situation information
- Indicates Basic or Advanced tax certification
- Use the comments section on page 6 as needed

Page 2

Income: Answer the following questions on the left side of this page. Check only the boxes that apply to you and/or your spouse.

Received money from any of the following in 2024:	(To be completed by certified volunteer) Income to be included	Notes/Comments
☐ (B) W ges as a part-time or full-time employee How any jobs ____	☐ (B) W-2s # ____	
☐ (B/A) ips	☐ (B/A) Tips (Basic when reported on W2)	
☐ (B/A) etirement account, pension or annuity proceeds	☐ (B/A) 1099-R (Basic when taxable amount is reported) # ____ ☐ (A) Qualified Charitable Distribution From 1099-R $ ____	
☐ (B) D ability benefits (such as payments from insurance and w ker's compensation)	☐ (B) Disability benefits on 1099-R or W-2 # ____	
☐ (B) S ial Security or Railroad Retirement Benefits	☐ (B) SSA-1099, RRB-1099 # ____	
☐ (B) U employment benefits	☐ (B) 1099-G # ____	
☐ (B) R fund of state or local income tax	☐ (B) Refund $ ____ ☐ (B) Itemized last year ☐ Yes ☐ No	
☐ (B) In rest or dividends (bank account, bonds, etc.)	☐ (B) 1099-INT # ____ ☐ (B) 1099-DIV # ____	
☐ (A) S e of stocks, bonds or real estate Did y u report a loss on last year's return ☐ Yes ☐ No	☐ (A) 1099-B (include brokerage statement) # ____ ☐ Capital loss carryover ☐ Yes ☐ No	
☐ (B) A nony	☐ (B) Alimony $ ____ Excluded from income ☐ Yes ☐ No	
☐ (A/M) ncome from renting out your house or a room in your house If yes did you use the dwelling unit as a personal residence and rent i or fewer than 15 days ☐ Yes ☐ No	☐ (A/M) Rental income (Advanced when the dwelling is a personal residence and rented for fewer than 15 days) ☐ Rental expense $ ____	
☐ Incon from renting personal property such as a vehicle		
☐ (B) G mbling winnings, including lottery	☐ (B) W-2G or other gambling winnings (list losses below if taxpayer can itemize deductions) # ____	
☐ (A) P yments for contract or self-employment work Did you port a loss on last year's return ☐ Yes ☐ No	☐ (A) Schedule C ☐ 1099-MISC # ____ ☐ 1099-NEC # ____ ☐ 1099-K # ____ ☐ Other income reported elsewhere ☐ Schedule C expenses $ ____	
☐ Any c her money received during the year? (example: cash paym nts, jury duty, awards, digital assets, royalties, union strike bene s)	☐ Other income (see Pub 4012 for guidance on other income, i.e., scope of service chart)	

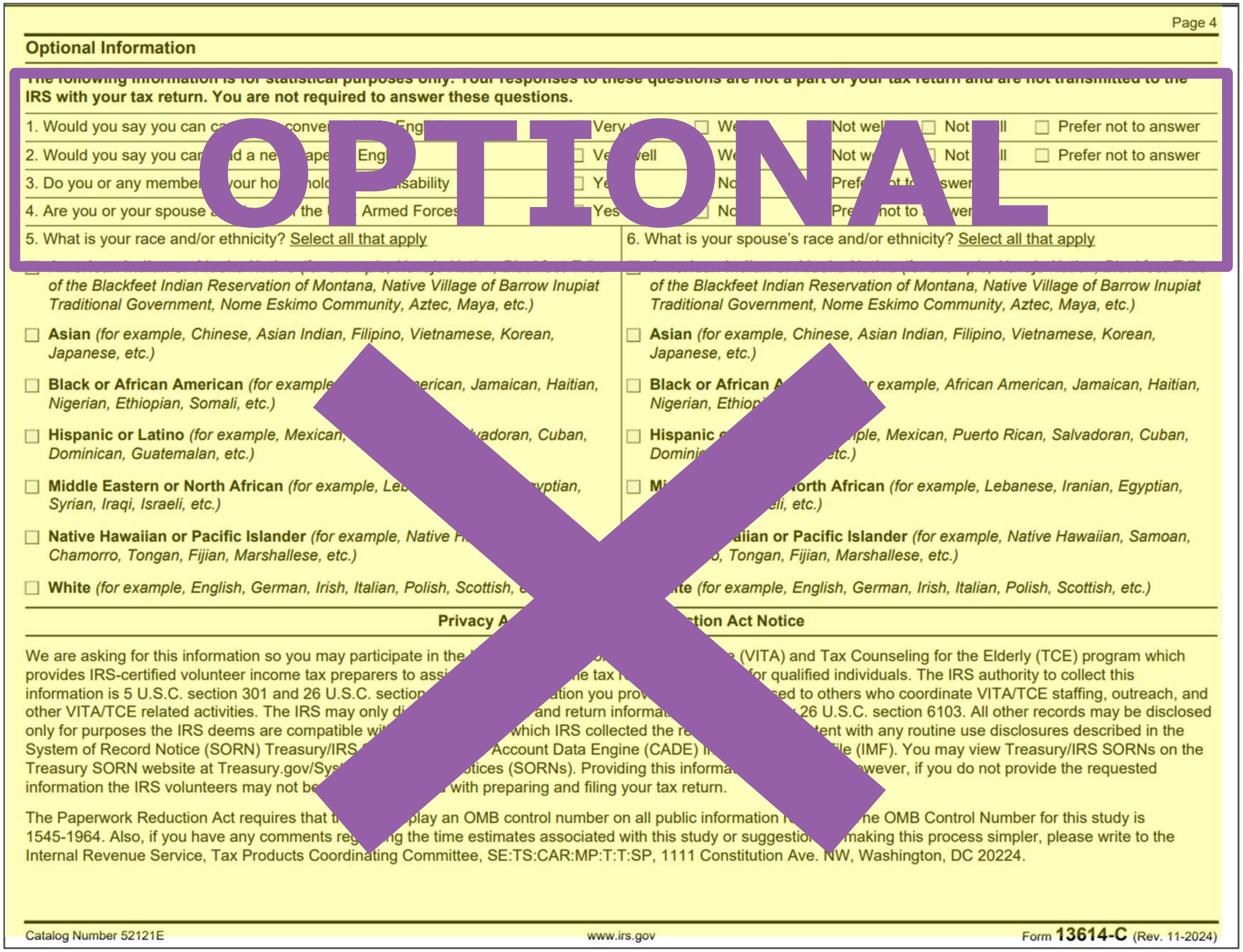
Catalog Nu ber 52121E www.irs.gov Form **13614-C** (Rev. 11-2024)

PREPARE + PROSPER

IRS INTAKE – FORM 13614-C

Page 4

- Page is not required
- Preparers look over optional section if completed
- P+P collects demographic data separately

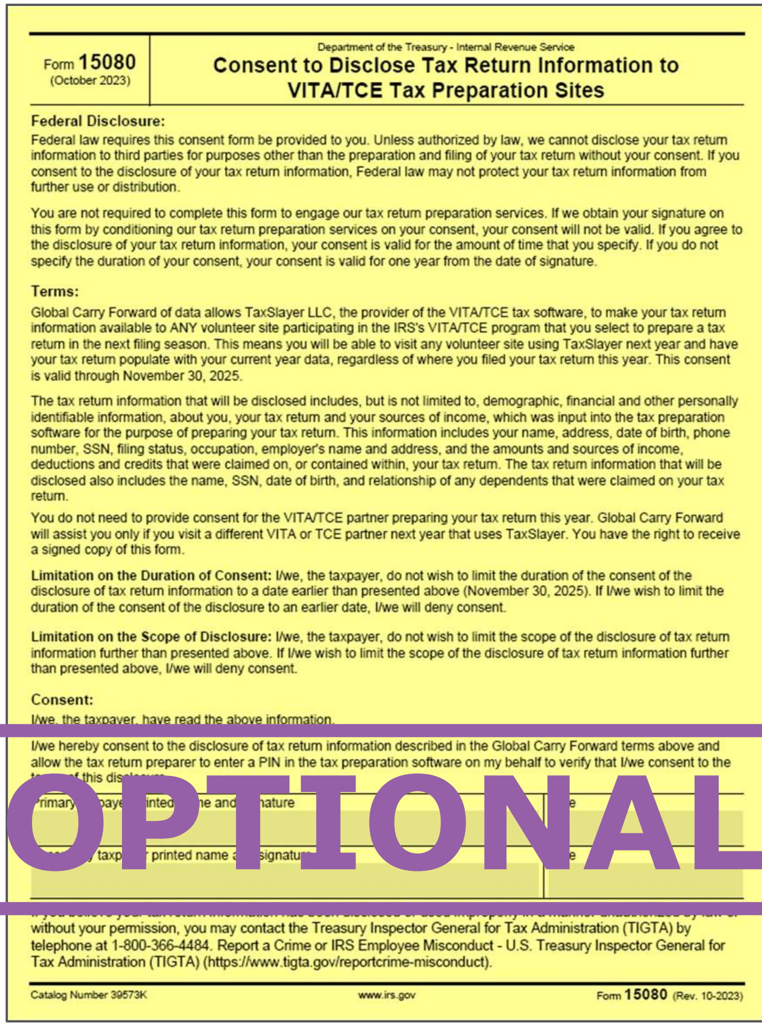


PREPARE + PROSPER

Slide 35

TK0	Need updated screenshot. Also need to add slide for page 5 - the Notes Tara Kieffer, 2024-12-19T01:05:41.365

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] this dis[illegible]

Primary [illegible]	[illegible]
[illegible] taxp[illegible] printed name a[illegible] signatu[illegible]	[illegible]

[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 6

- 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

PREPARE + PROSPER

GROUP DISCUSSION:

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

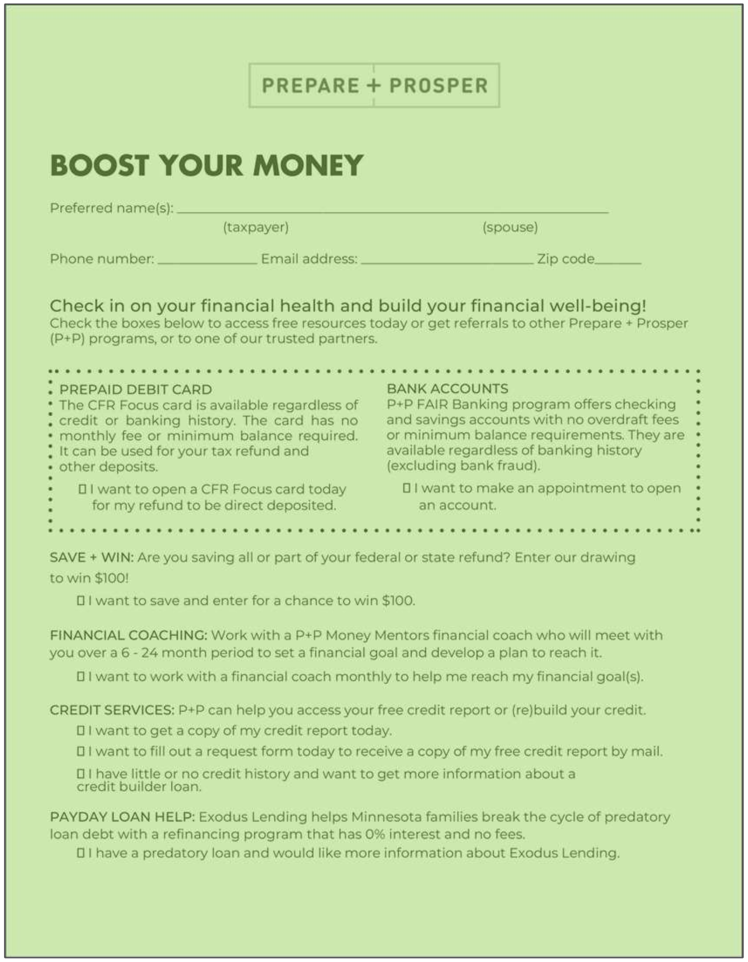
- Take a few minutes to review the updated screening checklist on page 74 in the CSV manual.
- What are your check-in best tips for other CSVs? Be prepared to share one tip with the large group.

BREAK TIME!

FINANCIAL SERVICES UPDATES AND REMINDERS

PREPARE + PROSPER

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.

FINANCIAL COACHING: Work with a P+P Money Mentors financial coach who will meet with you over a 6 - 24 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.

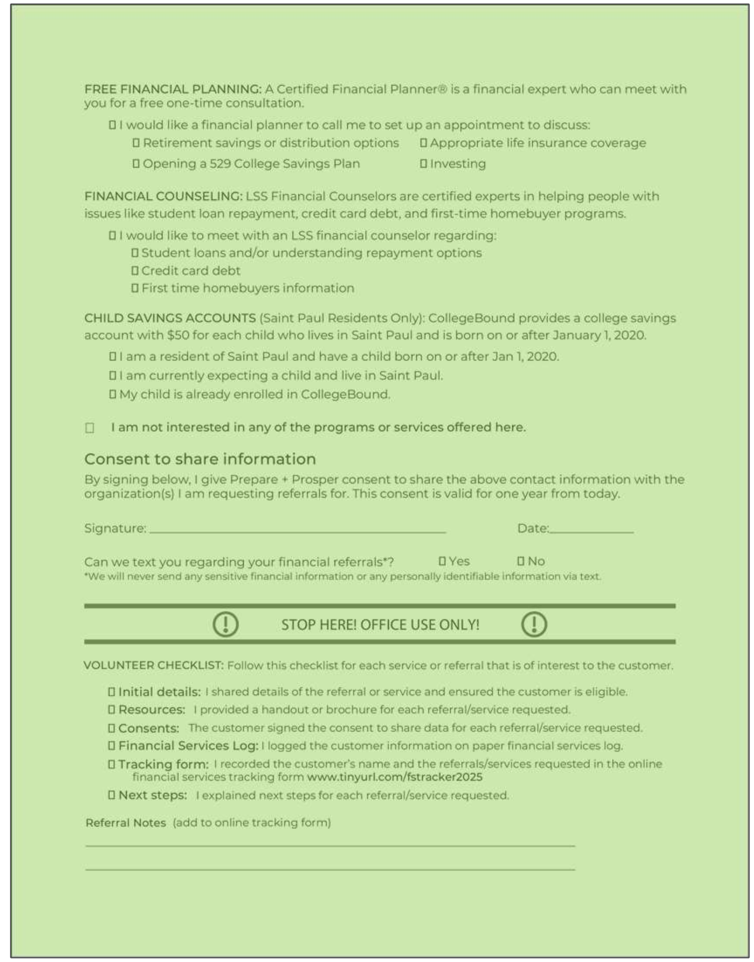
PAYDAY LOAN HELP: Exodus Lending helps Minnesota families break the cycle of predatory loan debt with a refinancing program that has 0% interest and no fees.
☐ I have a predatory loan and would like more information about Exodus Lending.

- 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/fstracker2025**
- ☐ **Next steps:** I explained next steps for each referral/service requested.

Referral Notes (add to online tracking form)

____

____

PREPARE + PROSPER

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

TK0

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

Slide 45

TK0 Not new. What do we want to say here to call people out? :-)

Tara Kieffer, 2024-12-19T01:10:30.177

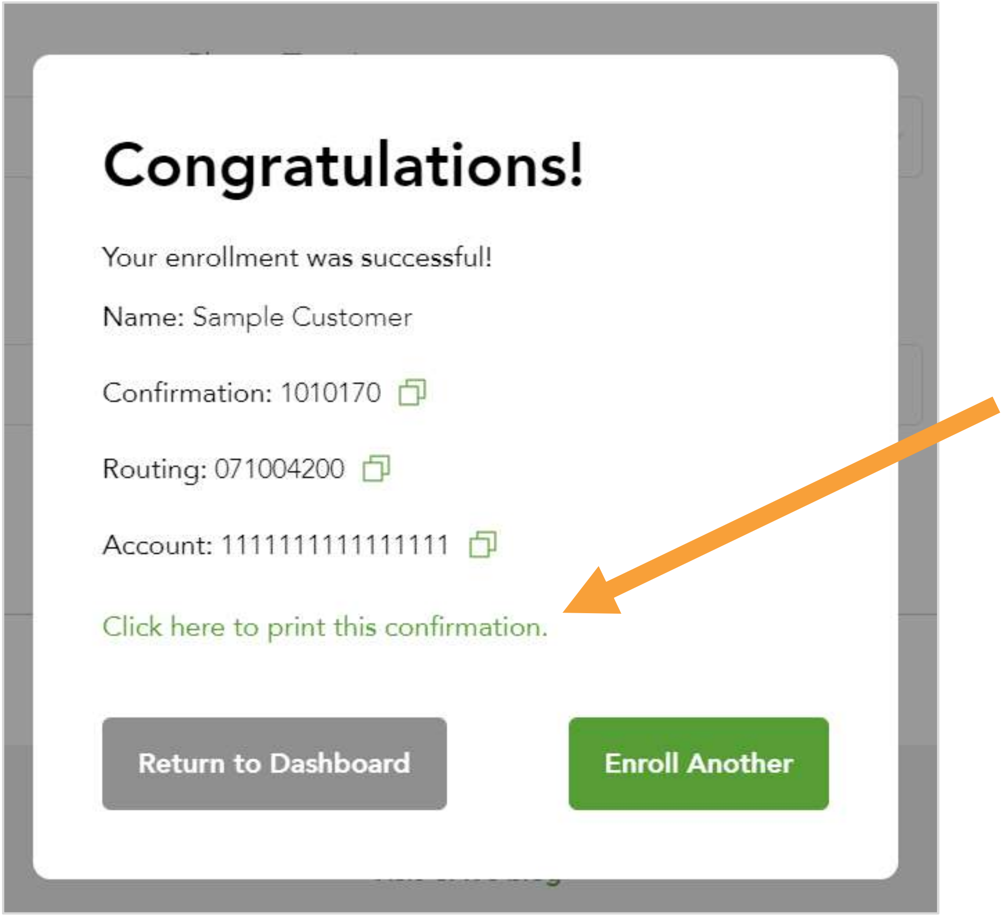
CFR FOCUS CARD ENROLLMENT

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.

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. 42

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

- New this year: Communicate with your manager to see if FAIR team is available for virtual enrollment in real-time
- If not, schedule a Priority FAIR Appointment
- Tax return will be held until the new account is open
- Inform your manager to hold the return

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 hand out the financial health challenge flyer to anyone interested in Money Mentors
  - 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:** Sign up for the Financial Health Challenge using the QR code on the flyer

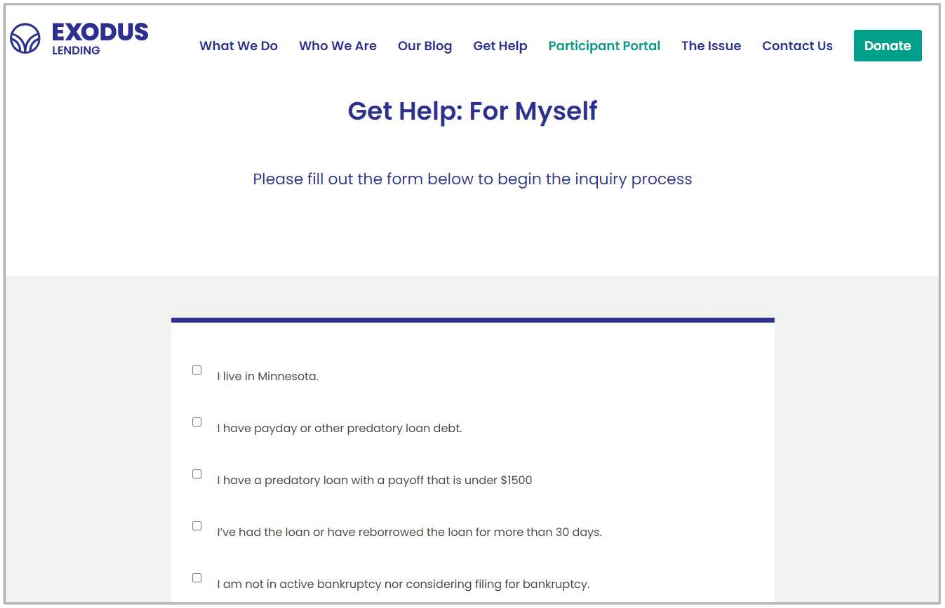
IMPORTANT REFERRAL TIPS: VOLUNTEER FINANCIAL PLANNERS

- 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

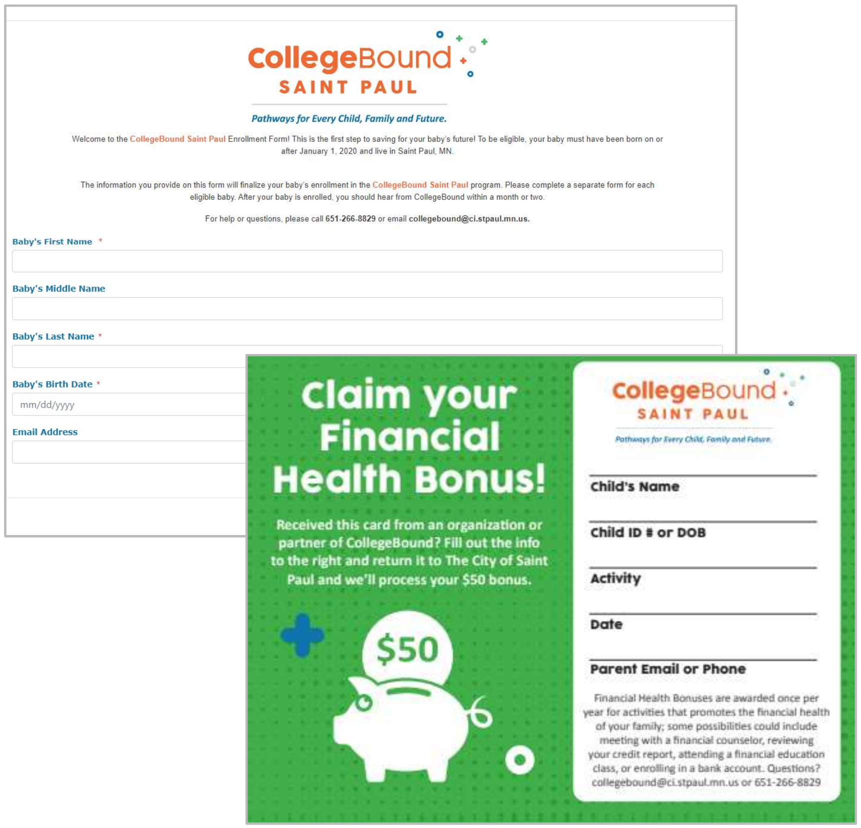
CSV Manual pg. 53-54

REFERRAL STEPS: EXODUS LENDING

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



REFERRAL STEPS: COLLEGEBOUND SAINT PAUL


CollegeBound
SAINT PAUL
Pathways for Every Child, Family and Future.

Welcome to the CollegeBound Saint Paul Enrollment Form! This is the first step to saving for your baby's future! To be eligible, your baby must have been born on or after January 1, 2020 and live in Saint Paul, MN.

The information you provide on this form will finalize your baby's enrollment in the CollegeBound Saint Paul program. Please complete a separate form for each eligible baby. After your baby is enrolled, you should hear from CollegeBound within a month or two.

For help or questions, please call 651-266-8829 or email collegebound@ci.stpaul.mn.us.

Baby's First Name *

Baby's Middle Name

Baby's Last Name *

Baby's Birth Date *

mm/dd/yyyy

Email Address

Claim your Financial Health Bonus!

Received this card from an organization or partner of CollegeBound? Fill out the info to the right and return it to The City of Saint Paul and we'll process your $50 bonus.

$50

CollegeBound
SAINT PAUL
Pathways for Every Child, Family and Future.

Child's Name

Child ID # or DOB

Activity

Date

Parent Email or Phone

Financial Health Bonuses are awarded once per year for activities that promotes the financial health of your family; some possibilities could include meeting with a financial counselor, reviewing your credit report, attending a financial education class, or enrolling in a bank account. Questions? collegebound@ci.stpaul.mn.us or 651-266-8829

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

CSV Manual pg. 57-59

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
  - 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?

CHECKOUT UPDATES AND REMINDERS

PREPARE + PROSPER

CSV Manual pg. 26-27

SAME CHECKOUT PROCESS

1. Quality review is complete
2. Confirm information on tax return
3. Finalize refund or payment details
4. Finalize financial services
5. Get signatures to paper and/or efile
6. Wrap up and keep intake paperwork

CHECKOUT PROCESS AT A GLANCE

CHECKOUT PROCESS AT A GLANCE

Tax returns will be ready for checkout after going through a quality review process. Reviewers will assemble the tax return and CSVs will walk the customer through the checkout process.

The Checkout process can look different from customer to customer depending on their situation, but each checkout will include the 5 Parts that are listed. For example, in Part 4 a customer may be e-filing their whole return so you will not need to follow the paper file instructions.

Remember to lean on your managers and reviewers as resources!

Part 1: Return Documents and Verify Summary Sheet

Resources	Actions
• Customer Envelope • Volunteer Checklist stapled to Intake Paperwork • Copy of return for customer's records	• Grab the return ready for checkout from the reviewer and look through the packet to prepare yourself • Find the customer in the waiting area • First return any SSN/ITIN or identification documentation • Share the final amounts for refund/balance due listed on the front of the Customer Envelope • Have the customer verify that the information on the Summary sheet is correct

Part 2: Confirm Refund/Balance Due Method

Resources	Paper Check
• Volunteer Checklist • Copy of return for customer's records Balance Due • Paying a Balance Due handout • Payment vouchers for each balance due	• If the customer chose a paper check verify this is correct and they can receive mail at the address listed Direct Deposit • If the customer chose direct deposit have them verify the routing and account information is correct Balance Due • If the customer chose direct debit have them verify the routing and account information is correct and the date for processing the payment • If the customer chose to pay later, ensure they have the payment voucher and point out the handout on Paying a Balance Due, which explains their options for payment

26

CHECKOUT PROCESS AT A GLANCE

Part 3: Finalize Financial Services

Resources	Actions
• Volunteer Checklist • P+P Boost Your Money Form • Saver Quotes	• Follow up on any loose ends with Financial Services • If the customer saved ask them to fill out the Saver Quote • If the customer is entering the Save + Win contest check that their Boost Your Money Form is signed

Part 4: Get Approval and Signature for E-file/Paper File

Resources	• Inform the tax payers of what they are agreeing to, before they sign 8879s or Paper File returns
• Volunteer Checklist • Copy of return for customer's records E-file • 8879 stapled to Intake Paperwork Paper file • 1 copy of each return to be mailed • Envelopes to mail returns	E-File • Have the taxpayers sign the 8879 form Paper File • Have the customer sign all the places with a Sign Here sticker and put each return to be mailed into the appropriate envelope • Confirm the customer understands they must mail in their paper filed returns • Ensure the customer has one copy for their records • Put all of the customer's documents back in the Customer Envelope for their records. Do not put the Intake Paperwork back in the envelope

Part 5: Wrap up and Keep Intake Paperwork on Site

Resources	Actions
• Volunteer Checklist • Customer Envelope • Intake Paperwork + 8879s • Customer Sign-in Sheet	• Point out how the customer can track the status of their return and refund using the information on the front of the Customer Envelope • Remind renters that the Renter's Credit is included on the state return and will not arrive as a separate payment • If customer opted into receive advance child tax credit payments, make sure they understand and agreed to the process. • Ask the customer if they have any final questions, thank them for coming, and send them off • Keep all the intake paperwork along with any signed 8879s and place it where your manager designates • Write the checkout time on the Customer Sign-In Sheet • Update Financial Services Log

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(Part 5)+
Back of Customer Envelope

NEW INFO FOR RENTERS

- New in 2025 the renter's credit is included in the MN State tax refund. Ensure customers who are renters understand the information on the back of the customer envelope.

IMPORTANT INFO FOR RENTERS!

Starting in 2025, when you file your 2024 taxes, you'll see changes to the Renter's Credit. It will be issued earlier because your Minnesota tax refund will include your Renter's Credit. This will mean:

- If you filed a Renter's Credit for 2024, the amount listed on the front for your Minnesota refund/balance due includes the Renter's Credit within that amount.
- The Minnesota refund will begin processing shortly after filing and can be sent out within weeks of filing.
- There will NOT be a separate refund sent in the summer!
- Going forward you will need to have all of your CRP forms when you file your Federal and State tax returns.

¡INFORMACIÓN IMPORTANTE PARA INQUILINOS!

A partir de 2025, cuando presente su declaración de impuestos de 2024, vera cambios en el Crédito para Inquilinos. Sera emitido antes porque su reembolso de impuestos estatales incluirá su Crédito para Inquilinos. Esto significará:

- Si presentó un Crédito para Inquilinos para 2024, el monto que figura en el otro lado de este sobre para su reembolso/saldo adeudado de Minnesota incluye el Crédito para Inquilinos dentro de ese monto.
- El reembolso de Minnesota comenzará a procesarse poco después de la presentación y se le puede enviar en cuestión de semanas.
- ¡NO se enviará un reembolso por separado en el verano!
- De ahora en adelante, deberá tener todos sus Certificados de Alquiler Pagado (CRP) cuando presente sus declaraciones de impuestos federales y estatales.

NEW ADVANCED CHILD TAX CREDIT (ACTC)

- New in 2025 taxpayers who receive the MN Child Tax Credit have the opportunity to opt-in to advanced payments of the credit. If the taxpayer opted-in, a signature sheet will be stapled to the front of the 8867/intake paperwork. Confirm the taxpayer understands they have opted-in and refer them to a manager if they have further questions.

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 ?

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GROUP SHARE-OUT

Going into Tax Season 2025, what’s one

- **Reminder**
- **Encouragement**
- **or your favorite tip**

to share with your fellow CSVs?

IRS CERTIFICATION TESTS

CSV Manual pg. 9-11

IRS CERTIFICATION TEST REQUIREMENTS

- IRS test website: https://linklearncertification.com/
- Click on BASIC to take the 2 required tests for CSVs:
  1. Volunteer Standards of Conduct AND
  2. 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

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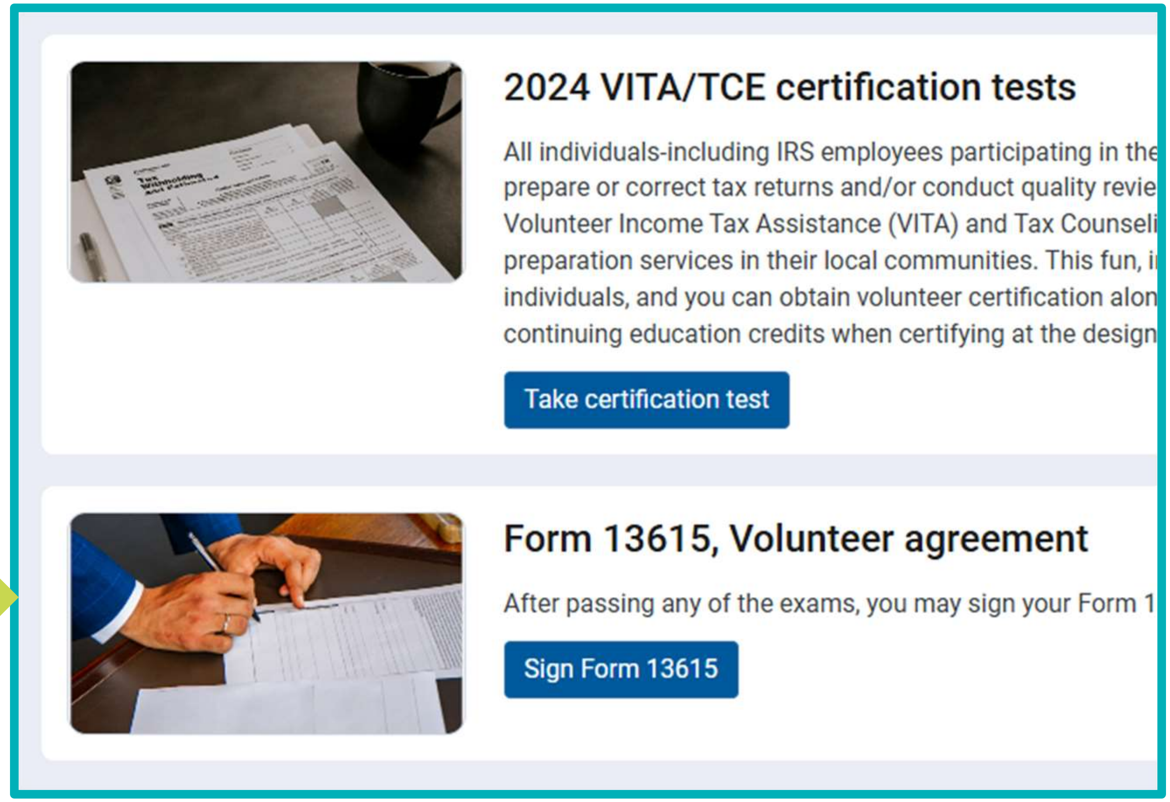
IRS TEST VERIFICATION

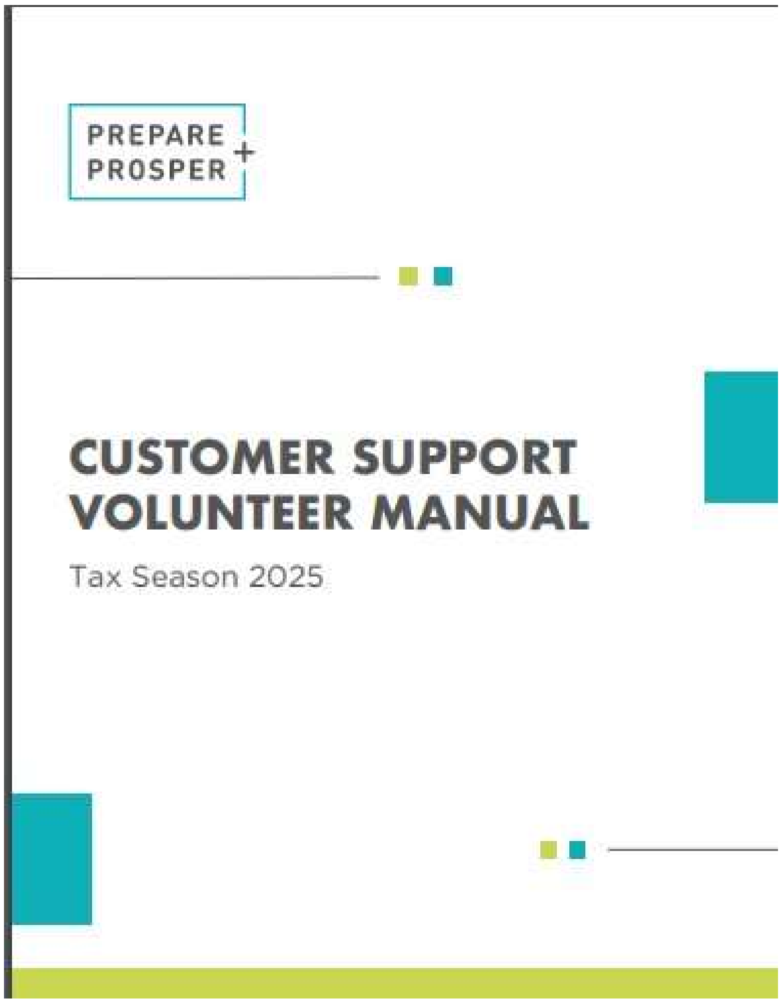
Sign Form 13615 to verify you finished the tests

1. Go back to https://linklearncertification.com/
2. Click the bottom option
3. Sign, download, and email to volunteer@prepareandprosper.org



WRAP UP

REMEMBER YOUR RESOURCES!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CUSTOMER SUPPORT VOLUNTEER MANUAL

Tax Season 2025

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

NEXT STEPS

- Do the IRS Certification tests
  - Click on BASIC to take the
    - Volunteer Standards of Conduct Test
    - Intake/Interview & Quality Review Test
- Email your Form 13615 to volunteer@prepareandprosper.org
- Tax Season services begin January 25!

THANK YOU!

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