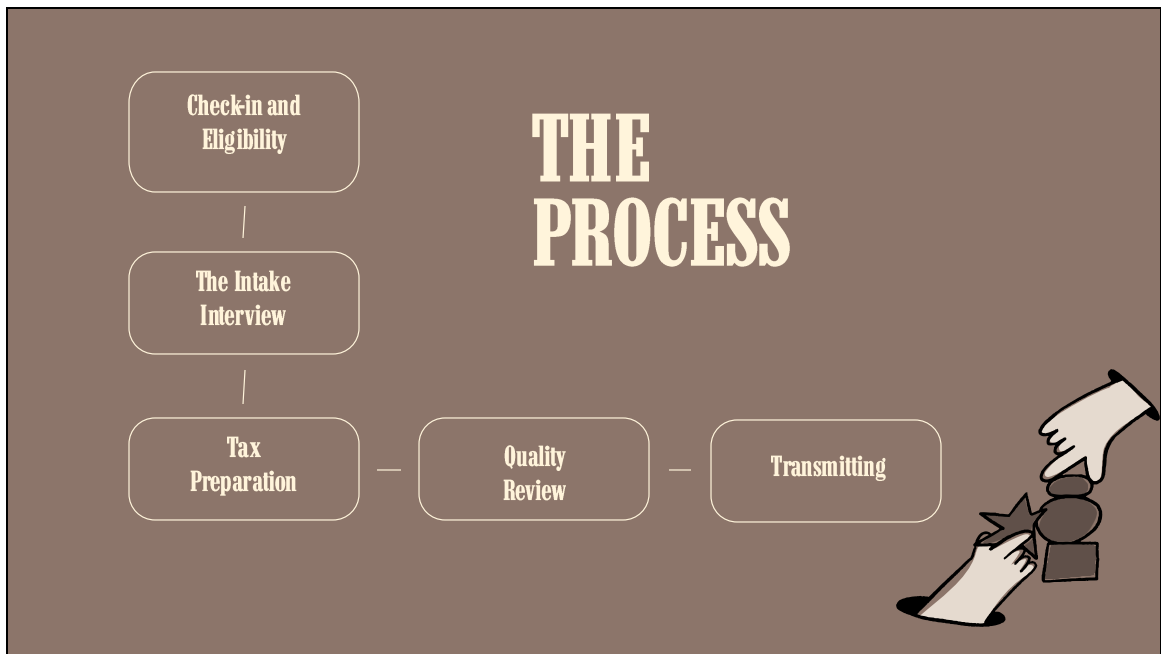




TAX HELP PROCESS

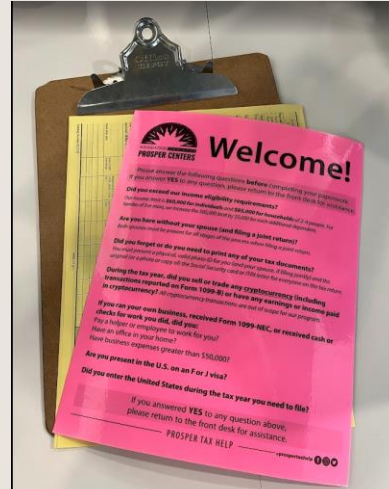
Presented by Leti V and Maria D



We will discuss the procedures that we have incorporated to streamline each phase of the process and create similarities across our 10 locations.

CHECK-IN AND ELIGIBILITY

- **PRE-SCREEN QUESTIONNAIRE**
 - **A CLIPBOARD WITH THE PRE-SCREEN TOOLS, THE INTAKE SHEET IS PROVIDED TO ALL WHO REQUEST TAX SERVICES**



In the check-in and eligibility phase, upon arrival to the tax site all are given the intake clipboard. The clipboard is topped with a prescreen questionnaire. We ask if any pre-screen questions are answered as a yes, that we discuss the situation with them to prevent any unnecessary wait times. The focus of the pre-screen is to capture individuals that meet our most common cut-off points such as identifying who may have forgotten an id, ssn or even their spouse. Completing the questionnaire accurately at the time of arrival will cut down on unnecessary wait times for the taxpayer and will provide staff the ability to serve more taxpayers in an efficient manner.

If no assistance is needed the client will remain in the waiting room to work on completing the intake sheet.

CHECK-IN AND ELIGIBILITY

- SIGN-IN SOFTWARE**

GUEST	NOTES	ESTIMATED TIME	ARRIVAL	WAIT	NOTIFY	ACTIONS
Mark Thomas (512) 555-4444		8:50 PM (7 mins)	Not checked in	0 mins	Check In	✓ ✗ ⚙
Pam Ford (512) 666-7777		9:00 PM (7 mins)	8:53 PM	0 mins	Check In	✓ ✗ ⚙
Dominic Moran (512) 555-2222	SP	9:00 PM (27 mins)	Not checked in	0 mins	Check In	✓ ✗ ⚙
Jess Roderick (512) 999-8888		9:05 PM (27 mins)	Not checked in	0 mins	Check In	✓ ✗ ⚙
Mabel Marks (512) 333-6666	ASL	10:00 PM (1 hr 7 mins)	Not checked in	0 mins	Check In	✓ ✗ ⚙

- COMPLETE THE INTAKE INTERVIEW WORKSHEET AND WAIT FOR YOU TURN WITH THE INTAKE VOLUNTEER**

We use a digital sign-in software across our sites. You will learn more about the sign-in process in another session today.

Once the Intake clipboard is issued the community is then asked to return to the waiting room to complete the Intake worksheet and wait for their turn with the Intake interview volunteer.

THE INTAKE INTERVIEW



- STAFF AND VOLUNTEERS ARE PROVIDED FOCUSED TRAINING ON CONDUCTING THE INTAKE INTERVIEW
- COMPLETE THE INTERVIEW - ESTABLISH CERTIFICATION - IDENTIFY ANY SPECIAL CIRCUMSTANCES
- COMPLETE THE PROCESSING AND CLIENT ENVELOPES
- PLACE THE PROCESSING ENVELOPES IN THE QUEUE FOR THE TAX PREPARATION PHASE

Our program model includes an opportunity for volunteers to work in the role of the Intake Interviewer, the Tax Preparer or as the Quality Reviewer

- We hire one staff member to work in the intake area across each of our sites. The benefit of having specialized intake staff and volunteers is the continuous learning of the intake process which allows us to reduce OOS tax returns making it through to the QR process. It is also helpful that managers are notified of complicated topics immediately after the interview and can request the assistance of an experienced volunteer. Specialized staff and volunteers can sharpen their skills and assist newer volunteers when helping at the intake stations.
- The Intake Interview is completed as normal and finally the
- Two envelopes are created

THE CLIENT ENVELOPE

IMPORTANT TAX RECORDS

KEEP IN A SAFE PLACE FOR AT LEAST THREE YEARS



PROSPER CENTERS
512-610-7374
ProsperTaxhelp.org

Taxpayer Name(s): _____

Tax Year: _____ Tax Center Name: _____

WHAT HAPPENS NEXT?

☐ **Your return has been filed electronically**
You do not need to do anything else. We will contact you if needed.

☐ **Your return has not been filed electronically!**

- ☐ **Your return is complete.** Sign, date and mail your return with supporting documents to the IRS by April 15. If filing with your spouse, make sure s/he also signs. Don't forget to add a stamp!
- ☐ **Your return is incomplete!** You must provide missing information to file by April 15, or apply for an extension to file. Return to us for assistance if needed.

☐ **You owe the IRS**

If you included your bank information on the tax return, the IRS will automatically withdraw what you owe.

If you didn't include your bank information on the tax return, mail a payment to the IRS by April 15 to avoid fees and penalties. See one of our volunteers or contact the IRS for instructions (1-800-829-1040).

We also offer health insurance enrollment, college support services, and one-on-one financial coaching.
Visit ProsperCenters.org to learn more or sign up.

FREQUENTLY ASKED QUESTIONS

Q: When will I get my refund?
A: Direct deposit into a bank account: 8 - 21 days
Refund check by mail: 4 - 6 weeks
*Refunds for ITIN applications and amended returns take longer for the IRS to process.

Q: What do I do if my refund is late?
A: Call the IRS at 1-800-829-1954 or visit "Where's My Refund?" on www.irs.gov to check the status of your refund.

Q: What if I see a mistake or have a complaint or concern?
A: Call us at 512-610-7374. To report unethical behavior to the IRS, email vol.volta@irs.gov or call 1-877-330-1205.

Q: Who do I contact if I need tax help after the filing deadline?
A: Call 512-610-7374 or 2-1-1, or visit ProsperTaxhelp.org.

Special Note:
Thank you for visiting the Tax Help program. As certified volunteers, it is our responsibility to provide education and apply federal income tax laws while preparing your tax return. However, the decision to submit or not to submit the return, along with the risks and responsibilities of such actions, is ultimately yours. We cannot provide advice on such matters.

- PROVIDED TO ALL CFOR SECURE STORAGE OF DOCUMENTS
- CONTACT INFORMATION TO THE IRS AND TO OUR MAIN OFFICE
 - CALLS ARE ANSWERED BY THE TAX HELP PROGRAM ALL YEAR
- BILINGUAL IN BOTH ENGLISH AND SPANISH

The client envelope is created at intake, and all tax documents are placed in the envelope; all personal documents are to always remain with the taxpayer while at the office. This ensures that no documents are left behind accidentally, A copy of the tax return will also be placed in the Client Envelope once the Quality Review has been completed.

THE PROCESSING ENVELOPE

• FOR INTERNAL USE ONLY

• IS COMPLETED ACROSS EACH PHASE

- INTAKE
- TAX PREPARATION
- QR
- TRANSMITTING

• REMAINS EMPTY UNTIL THE QUALITY REVIEW IS COMPLETED

The Processing Envelope is for internal use only and does not get issued to the taxpayer.

During the Intake phase

- ☐ The volunteer will complete the area above the solid line
 - The time the interview began
 - Any special circumstances such as use of a POA, if an ITIN application is needed, an Amendment etc.
 - Finally Add their volunteer id number

During the Tax Preparation phase

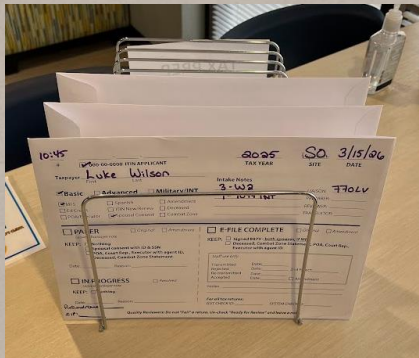
- ☐ The volunteer will
 - Confirm the name listed by the intake volunteer matches the name of the primary taxpayer listed in TaxSlayer
 - Will add the ssn/itin
 - Add their volunteer id number
 - Lastly add any notes that may be needed by the Quality Reviewer
 - During the Quality Review phase

☐ The Reviewer will

- Verify any updates made to the envelopes

- Complete the area below the solid line
- And return the completed envelope to the manager for the Transmitting phase

THE QUEUE



**THE TAX PREPARERS WILL LOCATE THE NEXT RETURN TO COMPLETE BY
REMOVING THE FIRST ENVELOPE IN THE QUEUE**

**THE VOLUNTEER WILL ENSURE THAT THEY ARE CERTIFIED TO THE
CORRECT CERTIFICATION LEVEL NEEDED**

**NO SKIPPING IS ALLOWED AND THE TIME LISTED ON THE ENVELOPE
HELPS US IDENTIFY IF ANYONE HAS BEEN SKIPPED OR IF WE ARE
RUNNING BEHIND SCHEDULE**

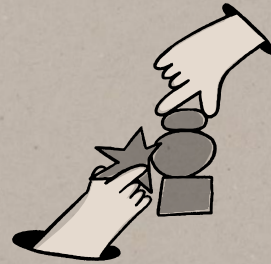
Once the intake interview is completed, the empty processing envelope is placed in the queue as a placeholder, and the taxpayer will return to the waiting room until called by the tax preparer.

When the tax preparer is ready for their next client, they visit the Queue and remove the first envelope in line. They will find the taxpayer in the waiting room and both will return to the workstation to begin the tax preparation.

The processing envelopes are placed in the queue based on the order they are to be prepared. Tax Preparer volunteers will work from the front of the queue, with no skipping, to ensure we are serving individuals by their scheduled appointment time. The time stamping also assists when those in the waiting room feel like they arrived before someone else and should have gone first.

TAX PREPARATION

- **PICK UP THE NEXT RETURN TO PREPARE FROM THE QUEUE**
- **PREPARE AND CLOSE OUT THE TAX RETURN AS NORMAL**
- **PROMOTE SAVING A PORTION OF THE REFUND**
- **SIGN UP FOR A QR**



The tax return is completed as normal with a heavy emphasis on saving a portion of your refund

THE QUALITY REVIEW

QUALITY REVIEW SIGN UP

Name on Return	Station	Cert (B or A)	Needs HEB gift card?	Language (E or S)	Preparer Name	Reviewer Name
			☐ Yes ☐ No ☐ Unsure			
			☐ Yes ☐ No ☐ Unsure			
			☐ Yes ☐ No ☐ Unsure			
			☐ Yes ☐ No ☐ Unsure			
			☐ Yes ☐ No ☐ Unsure			
			☐ Yes ☐ No ☐ Unsure			
			☐ Yes ☐ No ☐ Unsure			
			☐ Yes ☐ No ☐ Unsure			
			☐ Yes ☐ No ☐ Unsure			
			☐ Yes ☐ No ☐ Unsure			
			☐ Yes ☐ No ☐ Unsure			
			☐ Yes ☐ No ☐ Unsure			
			☐ Yes ☐ No ☐ Unsure			
			☐ Yes ☐ No ☐ Unsure			

Date: _____

Page _____ of _____

Updated 08/2026

- ALL COMPLETED TAX PREPARATIONS ARE LISTED ON THE QR SIGN UP
- PROMOTES FAIRNESS DURING BUSY TIMES
- ENCOURAGES THE SAVINGS PROGRAM AND PREVENTS UNISSUED CARDS

Once the tax preparer has completed the tax return and has set TaxSlayer to 'Ready For Review'. Complete the Quality Review Sign-up sheet, to identify which workstation, the certification, is a gift card needed and most importantly, who prepared the return.

THE FEEDBACK FORM

FEEDBACK FORM FOR PROSPER TAX HELP PROGRAM (Taxpayer ID)

Role: ☐ Client Liaison/Intake
☐ Tax Preparer
☐ Other _____

Date: _____

Tax Year: _____

Errors that were missing or incorrect:

☐ Name - spelling or configuration	☐ Education Credit
☐ SSN/ITIN	☐ ACA/Health Insurance
☐ Birth Date	☐ Consents
☐ Address/Email Address	☐ Banking Info
☐ Filing Status	☐ Demographic Questions
☐ W-7/ITIN	☐ Return Type
☐ Schedule C	☐ Other _____
☐ HSA	

Please provide details about the above:

Please share something that was well done:

Is there a specific resource or tool that may be helpful? Is there any other feedback?

Feedback provided by _____ (your name)

- **ALLOWS AN OPPORTUNITY TO PROVIDE INSTRUCTION ON ERRORS MADE OR COMPLIMENTS ON A JOB WELL DONE**
- **PRIVATE FEEDBACK**
- **RECIPIENTS CAN GET ADDITIONAL INSTRUCTION ON THE TAX SCENARIO**

Our program model weighs heavy on volunteer shadowing. All volunteers are asked if they would like to shadow a more experienced volunteer on their first day. But shadowing at the Quality Review phase is an ongoing training technique for all tax preparers.

When the volunteer is unable to shadow the quality review, we utilize a paper feedback form where the quality reviewer can prepare notes about the tax return and have them shared with the Tax Preparer.

TRANSMITTING



PROCESS IN PLACE TO DOUBLE CHECK THAT EACH RETURN PREPARED IS IN THE CORRECT TAXSLAYER STATUS. WE CALL THIS PROCESS THE GUT CHECK AND SYSTEM CHECK

1. PAPER RETURNS - MUST HAVE A TAXSLAYER NOTE EXPLAINING WHY THE RETURN MUST BE MAILED
2. EFILE RETURNS - ARE CHECKED FOR SIGNATURES, TAXSLAYER NOTES, THEN TRANSMITTED

CONFIRM THAT ALL ENVELOPES HAVE THE CORRECT PRIMARY NAME AND SSN, TRANSMITTING AND ACKNOWLEDGMENT DATES

Once the Quality Review is complete, the manager will begin the Gut Check and System Check. Both focus on ensuring that all required signatures and authorizations have been obtained. That all notes have been made in TaxSlayer and provides one more opportunity to double-check for common mistakes, such as a missing signature on the 8879

OUR SAFETY NET IN ACTION



- **PAPER SIGN-IN SHEETS ARE AVAILABLE ONSITE IN CASE THE DIGITAL SIGNIN SOFTWARE GOES DOWN**
- **OFFER THE DROP-OFF PROGRAM WHEN THERE IS A LOSS OF INTERNET OR LONGER THAN NORMAL WAIT TIMES**
- **WIFI PRINTERS ALLOW FOR PRINTING DOCUMENTS SAFELY FROM CLIENT CELL PHONES AND LAPTOPS.
CLIENT USB THUMB DRIVES ARE NOT ALLOWED**

As we all have experiences, things may not go as planned. Here are a few things we do in case things just don't go as planned, and we must move into our Plan B.

We always have access to paper sign-in sheets

Wifi printers are a secure way to gather the required documents; this also keeps folks onsite

OUR SAFETY-NET IN ACTION

THE RETURN VISIT SLIP

- COMPLETED IN ANY PHASE OF THE PROCESS
- LIST WHAT IS NEEDED FOR THE RETURN VISIT
- CLEARLY INSTRUCTS THE TAXPAYER IF AN APPOINTMENT IS NEEDED PRIOR TO THE RETURN TO THE SITE
- UPON THE CLIENTS RETURN THE VOLUNTEERS WILL USE THE RETURN VISIT SLIP TO PLACE THE TAXPAYER IN THE CORRECT PHASE OF THE PROCESS

RETURN VISIT SLIP TAX YEAR: _____ DATE: _____ SITE: _____ VOL ID: _____

Your tax return has NOT been completed. We have not sent it to the IRS.
To complete your tax return, you must return with the large, white envelope and all of your tax documents.

☐ Your tax return was not started. Please make an appointment for your return visit.
➤ UPON RETURNING: Please present this slip. You will need to start the process from the beginning.

☐ Your tax return has been started but is not complete or quality reviewed.
Please make an appointment for your return visit.
➤ UPON RETURNING: Present this slip to be expedited in the tax return preparation line.

☐ Your tax return is complete but still needs to be quality reviewed. No appointment is needed to return.
➤ UPON RETURNING: Present this slip to be expedited in the quality review line.

☐ Your tax return is complete and quality reviewed. You are ready to sign for or pick up the tax return.
No appointment is needed to return.
➤ UPON RETURNING: Present this slip to be placed in the tax return pick-up line.

Many times our services are interrupted and we need to stop right in the moment. The Return Visit Slip provides us a place to make notes on missing items and provides an easy-to-spot form so volunteers can quickly assist with placing them back in line. For Example if the return was stopped in the preparation phase and is not ready for the QR due to a missing income document. The taxpayer leaves the office with all of their documents in the client envelope and the bright green return visit slip.

When they return the intake staff should quickly notice the Return Visit Slip and return to the taxpayer to the needed phase. In this case since we must complete the tax preparation the processing folder will be placed at the front of the Intake queue. In the case the return was stopped prior to the QR phase the volunteers will complete the QR sign-up sheet to return them back to their place inline.

OUR SAFETY NET IN ACTION

- **THE LANGUAGE LINE – ACCESS TO OVER-THE-PHONE TRANSLATION SERVICES**
- **OUR RESOURCE PAGE, THE ONE LOCATION TO FIND A TRAINING DOCUMENT OR VIDEO, DOCUMENTS OUTLINING PROCESSES, EDITABLE DOCUMENTS FOR PRINTING**

The translator line is always helpful in ensuring that all understand the results of their tax return.

Our online resource page is available across all workstations and is the first place to look when volunteers have a question and need an answer quick.

HOW TO FIND US

PHONE: 512-610-7374

WEBSITE: www.ProspertaxHelp.org

