

Virtual VITA/TCE Taxpayer Consent

This form is required whenever the taxpayer's tax return is completed and/or quality reviewed in a non-face-to-face environment. The site must explain to the taxpayer the process this site will use to prepare the taxpayer's return. If applicable, taxpayers must also be advised of all procedures and the associated risk if their data will be transferred from one site location to another site location.

YOU KEEP THIS PAGE

Part I - To be completed by the VITA/TCE site:

Site name: Community Action Agency Cincinnati | Hamilton County

Site address (street, city, state, zip code): 1740 Langdon Farm Rd, Cincinnati, OH 45247

Site identification number (SIDN): S43011222

Site coordinator name: Hardrie Diggs

Site contact name: Hardrie Diggs

Site contact telephone number: 513-569-1840

This site is using the following Virtual VITA/TCE method(s) to prepare your tax return:

E. 100% Virtual VITA/TCE Process: This method includes non face-to-face interactions with the taxpayer and any of the VITA/ TCE volunteers during the intake, interview, return preparation, quality review, and signing the tax return. The taxpayer will be explained the full process and is required to consent to step-by-step process used by the site. This includes the virtual procedures to send required documents (social security numbers, Form W-2 and other documents) through a secured file sharing system to a designated volunteer for review.

Part II: The Sites Process:

Explain how each process will be followed to assist taxpayers remotely. How will the site manage:

1. Scheduling the appointment

There are no appointments. Copies of tax documents and identification (photo ids and social security cards) are either dropped off or uploaded to eitc@cincy-caa.org. Upload links are given to the taxpayers, when they contact by phone the CAA receptionist.

2. Securing Taxpayer Consent Agreement

The taxpayer signs the consents when he/she drops-off the tax documents. Or an Interviewer will call the taxpayer and request an email or text message saying they agree to the consents, which are included in the taxpayer's return packet.

3. Performing the Intake Process (secure all documents)

For drop-offs, the receptionists scan and securely email the file to the Site Coordinator. The envelopes are placed in a locked office until the end of the tax season. The envelopes are then placed in locked shred bins. If tax documents are uploaded using the company's secure FTP links, the tax documents remain in the FTP system 14 days, and are auto-deleted.

The Site Coordinator uploads all tax documents to the Microsoft Teams platform, provided by the United Way.

4. Validating taxpayer's authentication (Reviewing photo identification & Social Security Cards/ITINS)

The Interviewer calls the taxpayer. The interviewer, where possible, uses Zoom or Microsoft Teams, to have a video call with the client to ensure the photo ids match the person.

5. Performing the interview with the taxpayer(s)

The Interviewer calls the taxpayer to review their documents. If documents are missing, the taxpayer can upload or drop them off.

6. Preparing the tax return

The Site Coordinator assigns returns to be prepared to the Preparers. When the returns are prepared, the Preparers notify the Site Coordinator by email or text and mark the return ready to review in TaxSlayer. The Site Coordinator moves the files to the Ready for Review folder.

7. Performing the quality review

The Site Coordinator assigns the returns to a Reviewer to complete the quality review and also sends an encrypted copy of the return to the taxpayer by email or mail. Zoom or Microsoft Teams is used to meet with the taxpayer, where possible.

8. Sharing the completed return

If there are changes to the tax return, resulting from the quality review, the Site Coordinator sends an encrypted copy of the return to the client by email or mail.

9. Signing the return

If at the end of the quality review, the taxpayer approves the return for e-filing, the taxpayer sends a message to eitc@cincy-caa.org stating the return is approved for e-filing. The Quality Reviewer sets the return to Complete in TaxSlayer and notifies the Site Coordinator.

10. E-filing the tax return

The Site Coordinator e-files the tax returns at the end of the business day.

Part III: Taxpayer Consents:

Request to Review your Tax Return for Accuracy:

To ensure you are receiving quality services and an accurately prepared tax return at the volunteer site, IRS employees randomly select free tax preparation sites for review. If errors are identified, the site will make the necessary corrections. IRS does not keep any personal information from your reviewed tax return and this allows them to rate our VITA/TCE return preparation programs for accurately prepared tax returns. If you do not wish to have your return included as part of the review process, it will not affect the services provided to you at this site. If the site preparing this return is selected, do you consent to having your return reviewed for accuracy, by an IRS employee?

Yes No

Virtual Consent Disclosure:

If you agree to have your tax return prepared and your tax documents handled in the above manner, your signature and/or agreement is required on this document. Signing this document means that you are agreeing to the procedures stated above for preparing a tax return for you. (If this is a Married Filing Joint return both spouses must sign and date this document.) If you chose not to sign this form, we may not be able to prepare your tax return using this process. Since we are preparing your tax return virtually, we have to secure your consent agreeing to this process. If you consent to use these non-IRS virtual systems to disclose or use your tax return information, Federal law may not protect your tax return information from further use or distribution in the event these systems are hacked or breached without our knowledge. 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. If you believe your tax return information has been disclosed or used improperly in a manner unauthorized by law or without your permission, you may contact the Treasury Inspector General for Tax Administration (TIGTA) by telephone at 1-800-366-4484, or by e-mail at complaints@tigta.treas.gov. While the IRS is responsible for providing oversight requirements to Volunteer Income Tax Assistance (VITA) and Tax Counseling for the Elderly (TCE) programs, these sites are operated by IRS sponsored partners who manage IRS site operations requirements and volunteer ethical standards. In addition, the locations of these sites may not be in or on federal Property.

I am agreeing to use this site's Virtual VITA/TCE Process Yes No

Printed name		Printed name <i>(spouse if married filing joint)</i>	
Date of birth	Last four digits Social Security/ITIN number	Date of birth	Last four digits Social Security/ITIN number
Date	Telephone number	Date	Telephone number
Email address		Email address	
Signature <i>(electronic)</i>		Signature <i>(electronic)</i>	
OR		OR	
Signature <i>(type/print)</i>		Signature <i>(type/print)</i>	

Place this signed sheet in the envelope.