



## City of Phoenix

# Volunteer's Frequently Asked Questions

### What is VITA?

- VITA is the Volunteer Income Tax Assistance Program
- VITA provides **free** tax preparation services to low- or limited-income individuals and families.
- VITA volunteers are certified by the IRS to prepare basic tax returns.

### How is the City of Phoenix Involved in VITA?

- The City of Phoenix partners with the Internal Revenue Service (IRS) and other community partners to support VITA sites within the City of Phoenix.
- Our goal is to increase public awareness of the Earned Income Tax Credit (EITC) and other available tax credits, provide free tax preparation services, and promote financial literacy.

### How does VITA help the community?

- Since the City of Phoenix has been offering VITA services, it has brought in over \$100 million in federal refunds. This represents dollars that go back into our community and work!

### How can I get involved?

#### Volunteer Job Descriptions:

**Do-It-Yourself Guide** – Assist taxpayers in completing their taxes using free VITA tax software.

**Greeter/Screenener** – Greet taxpayers and create a welcoming atmosphere. Perform a screening process before the client meeting with a tax preparer.

**Telephone Screenener** – Perform a phone screening process to determine the client's eligibility for free tax assistance.

**Interpreter** – Provide interpretation assistance to clients seeking tax preparation services.

**Instructor** – Teach tax law and use of tax preparation software to VITA volunteers.

**Tax Preparer** – Prepare basic 1040 tax returns and guide clients using the "Do It Yourself" software.

**Site Coordinator** – Coordinate, organize, and supervise VITA site and volunteers.

### What is expected from me as a volunteer?

1. Register and sign up for a New VITA Volunteer Information Session on the City of Phoenix's volunteer website: [volunteer.phoenix.gov](http://volunteer.phoenix.gov). Information sessions are held year-round.
2. After completing the New VITA Volunteer Information Session, register online to attend trainings for the volunteer position of your choice. All trainings is free!
  - Tax Preparer - 24 hours of IRS-sponsored in-classroom or self-paced online training to obtain IRS certification.
  - Site Coordinator and Instructor - the above training and certification plus 10 hours of site coordinator and instructor's instructor-specific training.
  - Greeter/Screenener - 8-hour in-classroom training.
3. Volunteer at least 4 hours per week during the tax season, mid-January through mid-April.

### What if I make a mistake on someone's tax return?

The Volunteer Protection Act protects all volunteers if they comply with IRS and City of Phoenix standards of conduct and use due diligence when preparing taxes. In addition, each tax return undergoes a quality review process before being transmitted.

For more information, contact [vita.taxhelp@phoenix.gov](mailto:vita.taxhelp@phoenix.gov) or call 602-534-8359 or visit our website at [www.phoenix.gov/taxhelp](http://www.phoenix.gov/taxhelp)