

# Volunteer Tax Preparation Site Visitation Report



Site Name/Address \_\_\_\_\_ Date \_\_\_\_\_

Territory/Area \_\_\_\_\_ Site Type and Site Identification Number \_\_\_\_\_

Name of Reviewer \_\_\_\_\_ **P**   -   -

**Instructions:** This form is to be used by partners, IRS staff, and others performing administrative duties to help determine whether the site is operating properly.

Name of Volunteer Interviewed \_\_\_\_\_

QUESTIONS <small>(Indicate your answer by checking Yes, No, or N/A)</small>	Yes	No	N/A	QUESTIONS	Yes	No	N/A		
<b>Training and Development</b>				<b>Publicity</b>					
1 Did all volunteer tax preparers complete the VITA/TCE training modules and e-file course and pass the required VITA/TCE test? _ _ _ _ _				13 Are posters or other items identifying site and special emphasis information (such as Title VI, Civil Rights posters, Self Select PIN brochures, or other items with the necessary information) displayed/ distributed (when applicable) in prominent location? Discuss as needed for any other particulars. _ _ _ _ _					
2 Are technical and procedural updates provided to volunteers regularly? _ _ _									
3 Were training needs met to support the site? If no, please explain. _ _ _ _ _					14 Is site adequately publicized to each targeted population? How? _ _ _ _ _				
<b>Planning and Recruitment</b>				<b>Tax Forms and Supplies</b>					
4 Was site partner/sponsor involved in recruitment efforts? What process was used to recruit volunteers? _ _ _ _ _				15 Are sufficient tax forms and supplies available? _ _ _ _ _					
<b>Site Coordination</b>				<b>Procedures</b>					
5 Does site coordinator have a list of volunteers scheduled to work? _ _ _ _ _				16 Is the fact that all VITA/TCE tax assistance is "Free" being emphasized at the site?					
6 Has site coordinator been provided with names of local IRS management? _ _ _					17 Does site have new Site Identification Number that begins with the letter P? Is the number being placed in the Preparer's SSN or PTIN section of the Form(s) 1040, 1040A, or 1040EZ? _ _ _ _ _				
7 Is site open as scheduled? _ _ _ _ _						18 Are copies of returns, including those e-filed, being given to taxpayers for their records? If no, why not? _ _ _ _ _			
8 Is site coordinator or alternate present?							19 Are volunteers using the IRS toll-free numbers: 1-800-829-1040, 1-800-829-VITA, and 1-800-829-FORM for questions, forms, etc.?		
9 Is IRS communications with coordinator timely and applicable? How? _ _ _ _ _									
10 Is the site adequately staffed by volunteers? _ _ _ _ _				<b>Site Selection</b>					
<b>Site Selection</b>				<b>E-file Activities</b>					
11 Is site easily accessible to taxpayers and volunteers? _ _ _ _ _				20 Are the advantages of Direct Deposit explained to taxpayers? _ _ _ _ _					
12 Is adequate space and privacy available to taxpayers? _ _ _ _ _ _ _ _ _ _				21 Does site have a sufficient number of computers, printers, paper and ink cartridges, etc., available? _ _ _ _ _					

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E-file Activities (continued)				Security/Disclosure (continued)				
Yes	No	N/A	Yes	No	N/A	Yes	No	N/A
<b>22</b> Are the defaults set on all computers in order to minimize the time it takes to prepare returns and ensure that all mandatory information (i.e., site identification number, and address, etc.) is consistent? _ _ _ _ _			<b>31</b> How is data with taxpayer information disposed of? _ _ _ _ _					
			<b>32</b> Is the taxpayer always present when the return is prepared and completed? If a return can only be partially completed, is the information returned back to the taxpayer with a request that it be brought back at a later date when a complete return can be finalized?					
			<b>23</b> Are all returns e-filed? If no, why not?					
			<b>24</b> Are volunteers creating the e-file status before printing the return so that the taxpayer has a copy of the Form 8453 with the DCN on it?					
			<b>25</b> Are taxpayers advised that they will receive an e-file acknowledgement letter?					
<b>26</b> How are Forms 8453 maintained until they are forwarded to IRS? Are they forwarded to both the IRS Territory Office and correct Submission Processing Center? See Pub. 3189, Volunteer E-file Guide for correct process. _ _ _ _ _			<b>Quality Review</b>					
			<b>35</b> Has an on-site quality review system been established? _ _ _ _ _					
<b>27</b> Is there a provision to retain tax returns at a minimum, through December 31 of each year?			<b>Coordinator Reporting</b>					
			<b>36</b> Are completed Form 13206, Volunteer Assistance Summary Reports, forwarded to the IRS as required? _ _ _ _ _					
			<b>28</b> How are rejects worked? Are they worked timely? _ _ _ _ _					
<b>29</b> Have volunteers experienced any problems with existing reject handling procedures?			<b>37</b> Does site have sufficient pre-paid postage labels to send in reports to IRS? _ _ _ _ .					
			<b>Miscellaneous</b>					
<b>Security/Disclosure</b>								
<b>30</b> Have volunteers been instructed that all tax information that they receive from taxpayers in their volunteer capacity is strictly confidential and should not, under any circumstances, be disclosed to unauthorized individuals, including other volunteers not involved in the preparation or review of the return?			<b>38</b> Are volunteers wearing VITA/TCE badges?					
			<b>39</b> Does site offer any special services? Is the U.S. Census Bureau Language Identification material being used to assist with this effort? (e.g., for Limited English Proficient (LEP) taxpayers. This includes sign-language interpreters.) Please specify.					

**Remarks** .....

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