

AARP Foundation Tax-Aide – Incident Reporting





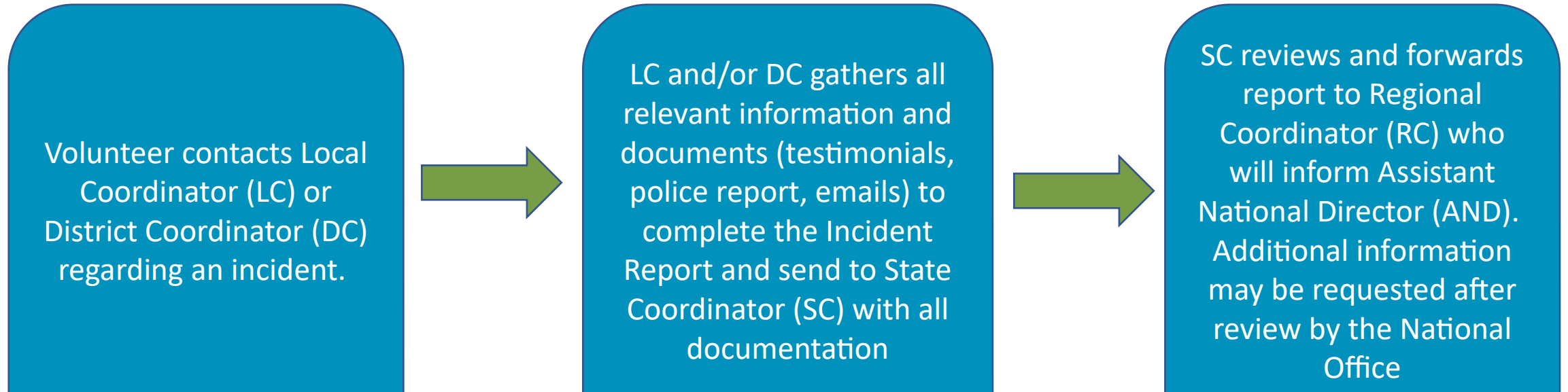
When To File an Incident Report

- Personal injury, property damage at a site or while on Tax-Aide business
- Data security concern and/or lost or stolen equipment
- Taxpayer or volunteer illness
- Taxpayer or volunteer complaints
- Taxpayer or volunteer misconduct (behavior, discrimination, out of scope, threats)
- Event at the site resulting in a 911 call or security assistance requests
- Threats to contact media, lawyer, IRS and/or AARP

★ Why File an Incident Report

- Informs National Office of situations that may require follow-up or assistance
- Advance notice of incidents that could have media or legal implications
- Timeliness is important - Social Media can spread very quickly
- Incidents could impact the AARP Foundation and Tax-Aide reputation
- Documentation can help protect volunteers
- Incident Report Form provides standardization of reporting
- Reporting used to identify trends across regions

How to Submit an Incident Report

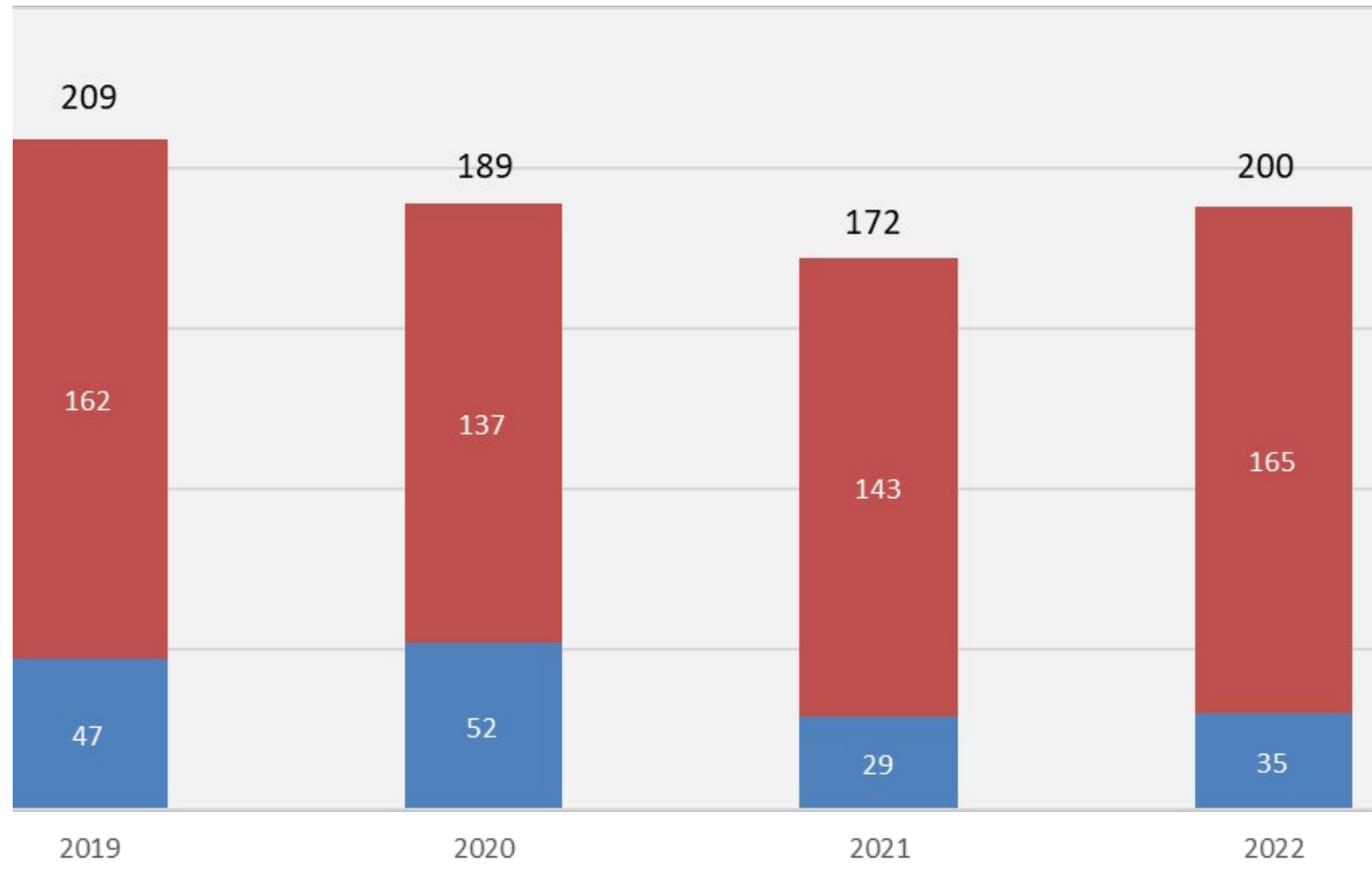


SECTION 2

Incident Report Analysis



Four-Year Chart of Action Needed & Advisory Incident Reports



-  Advisory
-  Action Needed

Four-Year Data Analysis

- ❑ 2019 was the last full season with in-person service offered at sites. It reflects the highest number of reported incidents.
- ❑ Increased services during 2022 with new service models. Reported incidents are now very close to 2019.
- ❑ 2022 Data is from 1/1/2022 to 9/21/22, so final numbers may exceed 2019.

Three-Year by Incident Type

Data as of 9/21/2022

Type of Incident	Year			Grand Total
	2020	2021	2022	
<i>Accident</i>	35	35	37	107
<i>Data Security/Equipment Loss</i>	16	30	25	71
<i>Illness (does not contain COVID-19 related reports, as these were handled outside of this process)</i>	12	5	5	22
<i>Other</i>	20	11	20	51
<i>Taxpayer Complaint</i>	51	33	61	145
<i>Taxpayer Misconduct</i>	24	42	41	107
<i>Volunteer Complaint</i>	5	3	3	11
<i>Volunteer Misconduct</i>	26	13	8	47
Grand Total	189	172	200	561

Three-Year Breakdown of Incident Types: Data Analysis

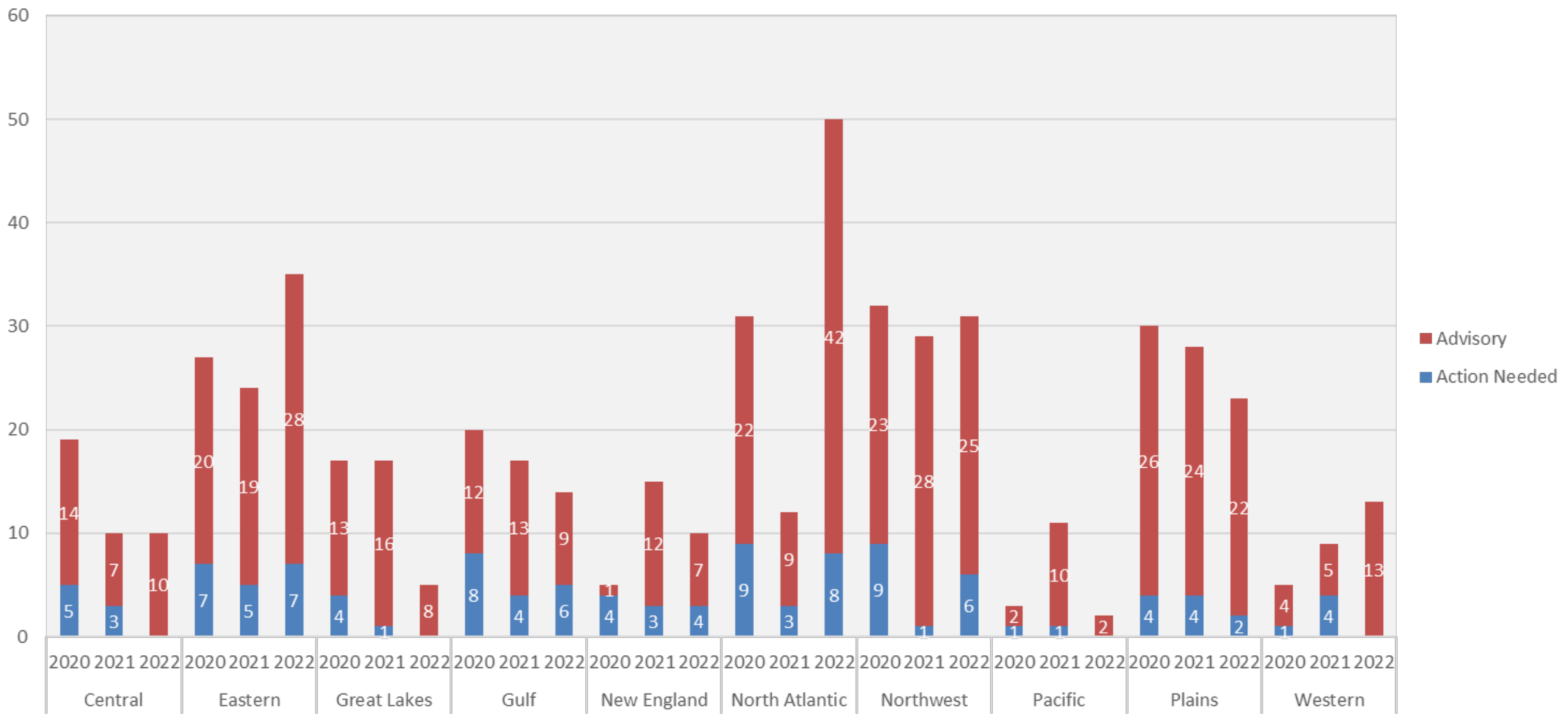
- Taxpayer Misconduct and Complaints have continued to increase. There was an increase in the amount of service provided this year, this trend is consistent with feedback received from the field of managing upset taxpayers.
 - Does Tax-Aide need to build greater volunteer awareness of best practices for de-escalation methods when encountering upset taxpayers at sites?
 - Should Tax-Aide promote taxpayer responsibilities for greater awareness?
 - The number of “Taxpayer Complaints” increased in 2022 due to taxpayers alleging an error was made due to a letter from the IRS.
 - Recovery Rebate errors were the largest cause for IRS letters.

★ **Three-Year Breakdown of Incident Report Types: Data Analysis**

- ❑ Data Security/Equipment Loss incidences are slightly down from last year.
 - ❑ This may be attributed to acclimation to the new service delivery models.
- ❑ There was an increase in “Other” incidences submitted.
 - ❑ During follow-up, the majority were related to alleged issues of errors caused by mixing up taxpayer information.



Region Breakdown Action Needed/Advisory Incident Reports



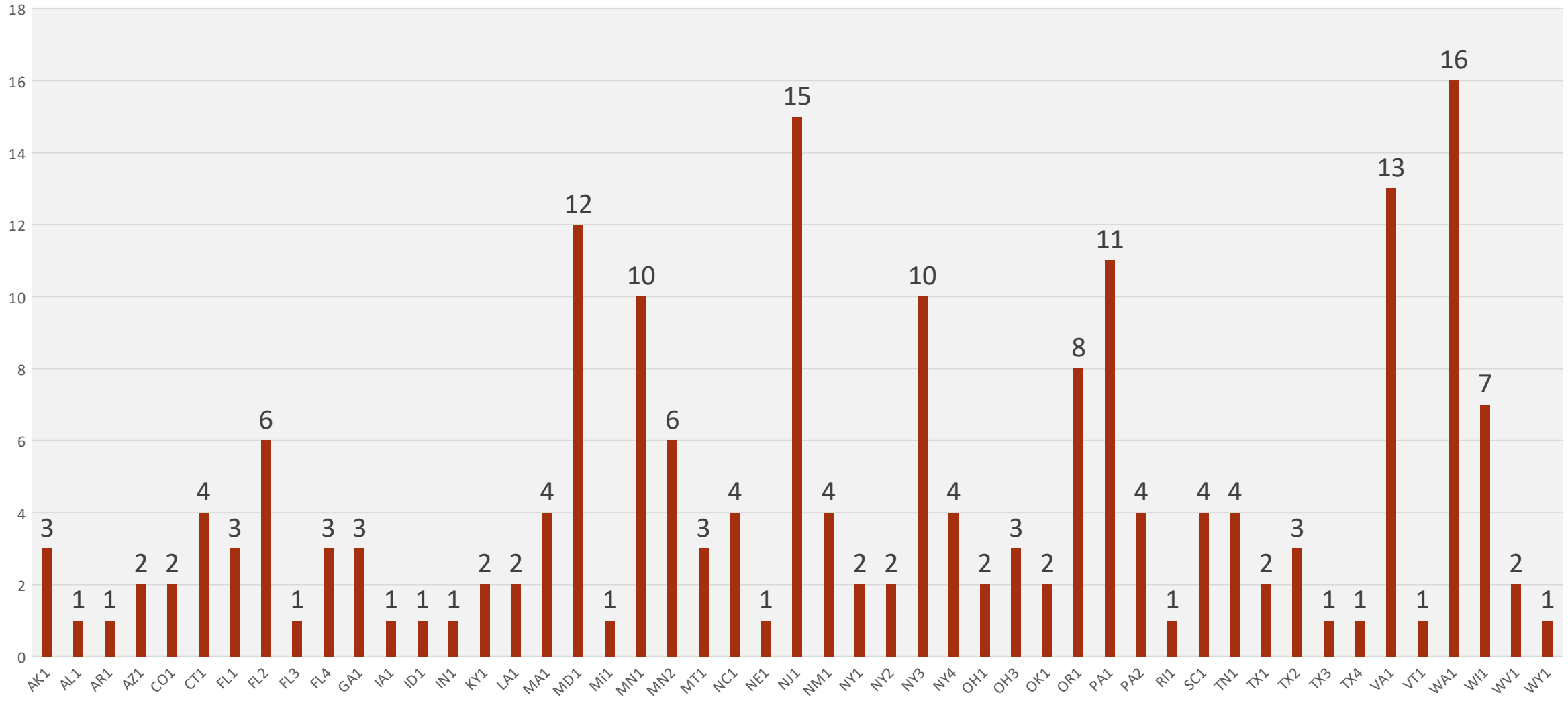
Region Breakdown Action Needed/Advisory: Data Analysis

- ❑ Variances in Regional data could be attributed to a multitude of factors.
 - ❑ An increase/decrease in the number of active sites, volunteers, and taxpayers served.
 - ❑ A change in the awareness of submitting incident reports.

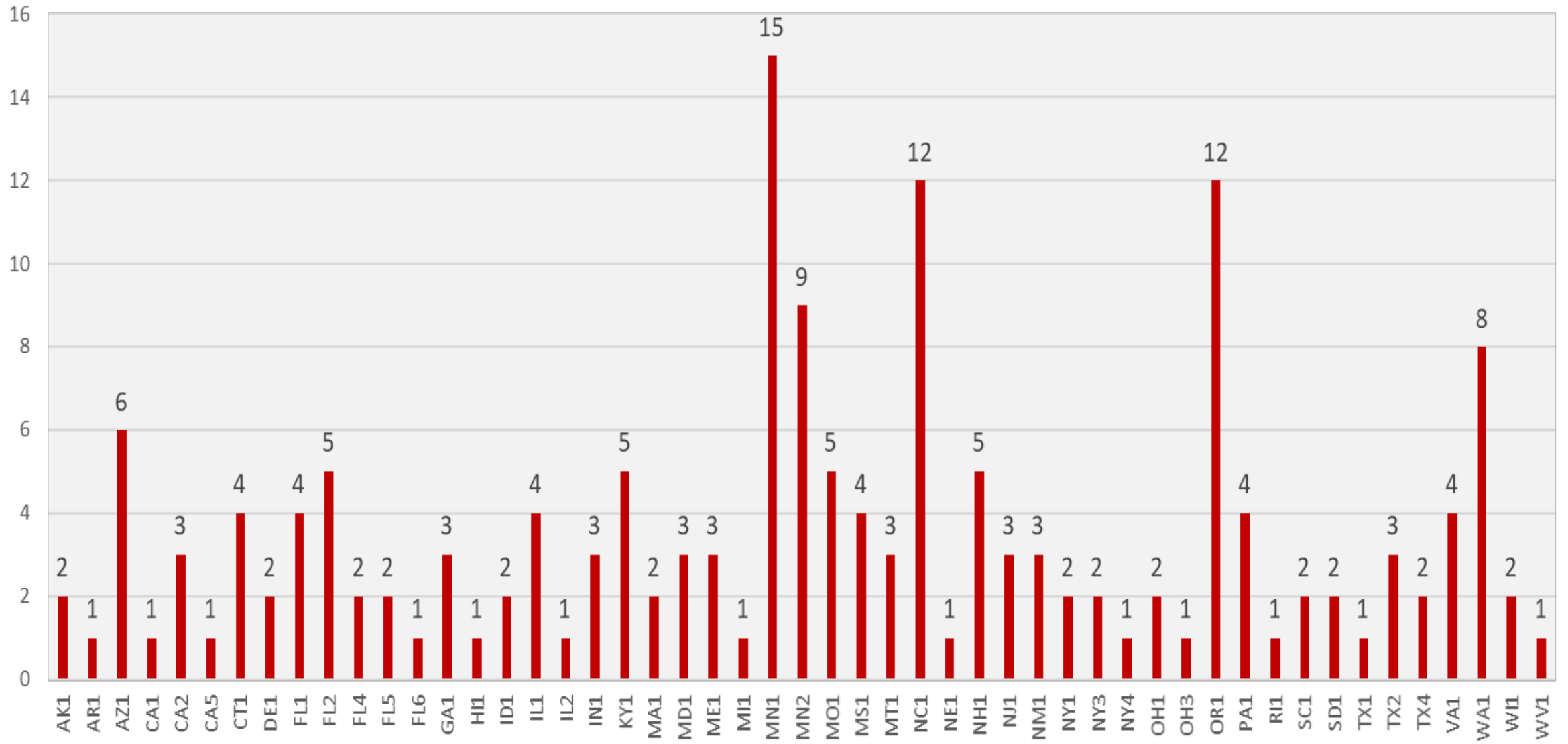
- ❑ This presentation increases awareness of the need for Incident Reports.



2022 Total Incident Reports Per State



2021 Total Incident Reports Per State for Comparison



2022 Total Incident Reports Per State: Data Analysis

- ❑ This report by state is used in evaluating trends across the regions.
- ❑ As previously mentioned with the regional data, it is important to take in consideration a variety of factors when evaluating the variance of data across states:
 - ❑ A change in reports could be impacted by the number of active sites, active volunteers, taxpayers served, and population density.
 - ❑ A high or low number of reports is not necessarily indicative of an issue but can be combined with other data to assist in further evaluation.
- ❑ NOTE: if a split-state is not listed, it is because we did not receive any Incident Reports from that split-state this year.





THE END