

INSTRUCTIONS

- Before you answer on the physical form, please consider answering on the online form/link below to avoid entering answers again later to officially submit them online.
- Use this form for all tax service models except the Alternative Tax Preparation (ATP). Note that certain questions apply to only certain models (listed by their acronym).
- Check boxes below as they apply – *Meets Standards (MS)*, *Needs Improvement (NI)*, or *Not Applicable (N/A)*.
- Enter answers into the survey using the link below by **April 30, 2024**:
 You may choose to use this form as guidance and enter findings directly into the survey.
- You can also refer to the Tax-Aide Internal Site Review Form Guide and Tax-Aide Internal Site Review Process Guide available in the Portal Library for a definition of terms, if needed.

1. State: _____ 2. Site SIDN & Site Name _____
 3. Name of Local Coordinator: _____
 4. Name of Reviewer: _____ 5. Title: _____
 6. Date of Review: _____

7. Please check tax preparation model being used (note their acronyms for later questions):

- | | |
|---|---|
| <input type="checkbox"/> Traditional In-Person (TI) | <input type="checkbox"/> Two Visit Scan (2VS) |
| <input type="checkbox"/> Drop-off (DO) | <input type="checkbox"/> One Visit Scan (1VS) |
| <input type="checkbox"/> FSA Fusion (FF) | <input type="checkbox"/> No Site Visit (NSV) |
| <input type="checkbox"/> FSA Stand Alone (FS) | |

Section 1—Privacy, Security, Confidentiality and Device Care

MS NI N/A

- | | | |
|--------------------------|--------------------------|--|
| <input type="checkbox"/> | <input type="checkbox"/> | 8. Only AARP Foundation Tax-Aide issued Chromebooks are being used for tax preparation. |
| <input type="checkbox"/> | <input type="checkbox"/> | 9. Chromebooks are either connected to the Wi-Fi signal via a Tax-Aide router, using a hotspot for Internet connectivity, or using a private network provided by the site host to which no one other than Tax-Aide has the password. |
| <input type="checkbox"/> | <input type="checkbox"/> | 10. Passwords for software and hardware are not posted or otherwise easily accessible. |

Enter answers in Survey Monkey by April 30 and discard form.
<https://www.surveymonkey.com/r/TaxAideSiteReviewsTY2023>

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|--------------------------|--------------------------|--------------------------|--|
| <input type="checkbox"/> | <input type="checkbox"/> | | 11. Volunteer workstations are set up to protect taxpayers' privacy and keep information confidential. |
| MS | NI | N/A | |
| <input type="checkbox"/> | <input type="checkbox"/> | | 12. The site has a cross-cut shredder (P3 or higher standard) available to destroy documents if needed. |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | 13. <i>(For DO)</i> Site storage for dropped-off taxpayer documents meets Tax-Aide's secure storage requirements. |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | 14. <i>(For 2VS, 1VS)</i> Scanned documents are erased from the TSO Scans folder on the Chromebook within 5 calendar days of their creation. |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | 15. <i>(For 1VS, NSV)</i> The preliminary and final tax returns are made available to the taxpayer electronically using only the TaxSlayer Customer Portal. |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | 16. <i>(For DO)</i> The site has an organization system in place to track the whereabouts and status of all taxpayer materials and all site volunteers are trained in its use. |

Section 2—Information and Resources

- | | | | |
|--------------------------|--------------------------|--|---|
| MS | NI | | |
| <input type="checkbox"/> | <input type="checkbox"/> | | 17. Counselors are appropriately certified. |
| <input type="checkbox"/> | <input type="checkbox"/> | | 18. Counselors completed all required LMS training courses. |
| <input type="checkbox"/> | <input type="checkbox"/> | | 19. AARP Foundation Tax-Aide D143 Poster (Free Tax Help/Civil Rights) is either posted at the taxpayer's first point of contact at the site or emailed to the taxpayer, as applicable to the service delivery model used. |
| <input type="checkbox"/> | <input type="checkbox"/> | | 20. AARP Foundation Tax-Aide Scope poster (C2467) is either posted at the taxpayer's first point of contact at the site or is emailed to the taxpayer, as applicable to the service delivery model used. |
| <input type="checkbox"/> | <input type="checkbox"/> | | 21. AARP Foundation Tax-Aide document "Taxpayer Information and Responsibilities" is either posted at the taxpayer's first point of contact at the site or emailed to the taxpayer, as applicable to the service delivery model used. |
| <input type="checkbox"/> | <input type="checkbox"/> | | 22. A copy of the site's current year VITA/TCE Security Plan (IRS Form 15272) is available at the site |

Section 3—Intake/Interview and Return Preparation

- | | | | |
|--------------------------|--------------------------|--------------------------|---|
| MS | NI | | |
| <input type="checkbox"/> | <input type="checkbox"/> | | 23. The Counselor/volunteer ID tag with first name and first initial of last name is visible to the taxpayer in every Google Meet video conference session or in-person meeting. |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | 24. <i>(For all models except FF and FS)</i> The Counselor asks the taxpayers to provide appropriate photo ID and SSN/ITIN documents. |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | 25. <i>(For all models except FF and FS)</i> The return is within Tax-Aide's Scope. |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | 26. <i>(For all models except FF and FS)</i> The Counselor asks taxpayers sufficient questions to clarify any issues and notes any comments, new or changed information on the Intake Booklet before return preparation is started. |

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27. (For all models except FF and FS) The Counselor enters taxpayer-supplied answers from the Intake Booklet, resolves all items marked “Not Sure,” and records the answers in the Intake Booklet.
- MS** **NI** **N/A**
28. (For all models except FF and FS) Taxpayers are advised that they are responsible for the accuracy and completeness of their return before they are asked to sign Form 8879.
29. (For all models except FF and FS) Tax return is e-filed within 24 hours after Form 8879 is signed.
30. (For NSV, 1VS, 2VS) IRS Form 14446 (Virtual VITA/TCE Taxpayer Consent) is signed by taxpayer(s) as required by the service model being used.
31. (For FF and FA only) Taxpayers are required to sign the Tax-Aide FSA Liability Waiver before accessing the self-preparation link.
32. (For DO) Documents are properly noted on the Document Inventory Checklist when received and secured in an envelope with Checklist attached.
33. Taxpayer information is added to the Site Activity Log upon receipt.
34. (For all models except FF and FS) Document Inventory Checklist is always used to check taxpayer documents in and out of secure storage.

Section 4—Quality Review

- MS** **NI**
35. (All models except FF and FS) Quality review includes a thorough review with the taxpayer of all Intake Booklet questions and all consent forms.
36. (All models except FF and FS) Any new or changed information learned during quality review is noted on the Intake Booklet.
37. (All models except FF and FS) The Quality Reviewer asks taxpayer, “Did you have any other income this year?”
38. (All models except FF and FS) If the 8879 is being signed virtually, a Counselor shares the form via the TaxSlayer Customer Portal and the taxpayer signs the Form 8879 electronically. If the 8879 is being signed in person, the taxpayer signs the form in the presence of a Counselor.
39. (All models except FF and FS) The taxpayer initials the bank routing and account information in the Federal and State tax forms after verifying the numbers are correct.

Section 5—Other Observations

- MS** **NI** **NA**
40. (For all models except NSV) Is site leadership aware of local ordinances for COVID safety, can they demonstrate how those are being tracked, how do they demonstrate those ordinances are being observed, and do they have any contingency plans in place

Section 6—Additional Information

41. Please use this section to note details for any box checked “Needs Improvement”.
