

Alternative Service Delivery Models

- A. Virtual Tax Prep (Get Your Refund)
 - B. Semi-Virtual Method (Drop off with Virtual Preparation)
 - C. In-person Preparation (Socially Distanced Prep Stations)
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A. Virtual Tax Prep (Get Your Refund)

VITA Virtual Web Link

- Participants will answer questions and will upload all required documents.

Code for America

- This is where you will find the participant's information from GetYourRefund web link, tax volunteer will verify any information missing with the participant.

VITA Tax Slayer

- Tax preparation program to process the GetYourRefund information from the participants.

DocuSign Software

- Site coordinator will quality review and send DocuSign via email to obtain participant's signature and submit the tax return via VITA Tax Slayer.

B. Semi-Virtual Method (Drop off with Virtual Preparation)

Drop Off Window

- Participants will drop off copies of all required documents at their local VITA site and sign consents.

VITA Virtual Web Link

- Participants will answer questions and will upload all required documents.

Code for America

- This is where you will find the participant's information from GetYourRefund web link, tax volunteer will verify any information missing with the participant.

VITA Tax Slayer

- Tax preparation program to process the GetYourRefund information from the participants.

DocuSign Software

- Site coordinator will quality review and send DocuSign via email to obtain participant's signature and submit the tax return via VITA Tax Slayer.

C. In-person Preparation (Socially Distanced Prep Stations)

Participant

- Participants will complete an intake, consent, and wait for their appointment to begin.

Volunteer

- Volunteer will obtain all required documents and ask any questions if needed, volunteer will take the documents to process in a separate space.

VITA Tax Slayer

- Tax volunteer program to process the tax return information from the participant.

Site Coordinator

- Site coordinator will quality review and present the tax return to the participant to obtain their approval signature and submit the tax return via VITA Tax Slayer.