



*Bear River Association of Governments
Community Action Services & Food Bank
Family Connection Center
Five County Association of Governments
Ogden-Weber Community Action Partnership
Salt Lake Community Action Program
Six County Association of Governments
Southeastern Utah Association of Governments
Uintah Basin Association of Governments
Utahns Against Hunger*

DATE: Feb. 6, 2014

TO: Social Services Appropriations Subcommittee, Utah State Legislature

Sen. Allen M. Christensen, Chair
Rep. Ronda Rudd Menlove, Chair
Rep. Daniel McCay, House Vice Chair

Sen. Deidre M. Henderson
Sen. Peter C. Knudson
Sen. Wayne L. Niederhauser, President
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Sen. Evan J. Vickers
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Rep. Tim M. Cosgrove
Rep. Brad L. Dee
Rep. Paul Ray
Rep. Edward H. Redd
Rep. Marc K. Roberts
Rep. Earl D. Tanner

SUBJECT: Appropriations Request

Request for an additional ongoing appropriation in the amount of \$395,000 to be allocated toward the Volunteer Income Tax Assistance (VITA) program, a statewide public-private partnership that provides income tax filing assistance to low- and moderate-income Utahns. This program is currently administered by Community Action Partnership of Utah through the Department of Workforce Services State Community Services Office. This allocation would increase capacity of the VITA program by funding a new FTE in eight regional offices throughout the state.

ATTACHMENTS:

Projected Regional Program Budget
Regional Performance Measures
Job Description of New FTEs
New FTEs Timeline of Duties & Responsibilities
VITA Program Fact Sheet

Projected Regional Program Budget

State Administration	\$3,000
Personnel Expenses	
Earn it. Keep it. Save it. Regional Coordinator	\$35,000
Benefits 30% of salary (FICA, Workers Comp, Benefits)	\$10,500
<i>Total</i>	\$45,500
Operations	
Space Costs (rent, utilities, communications etc.)	\$3,750
Insurance	\$100
Dues	\$100
Postage	\$150
Printing	\$750
Accounting/Professional Services	\$3,500
<i>Total</i>	\$8,350
Equipment and Supplies	
Laptop Purchase/Repairs	\$1,000
VITA Site Supplies (printers, paper, toner, pens, etc)	\$750
<i>Total</i>	\$1,750
Marketing and Outreach	
Volunteer Recruitment	\$750
Volunteer Recognition and support	\$500
Client Outreach	\$1,500
<i>Total</i>	\$2,750
Travel	
Lodging (instate) 4x nights at approx. \$50	\$250
Per Diem (instate) 5x days at approx. \$30	\$150
In-state Travel - approx 2250 miles	\$1,000
Lodging (out of state - yearly conference) 3x nights at approx. \$250	\$750
Per Diem (out of state - yearly conference) 5x days at approx. \$50	\$250
Conference Registration (yearly conference)	\$500
Out of State Travel (yearly conference)	\$750
<i>Total</i>	\$3,650
TOTAL EXPENSE	\$65,000

The attached budget reflects an estimated standard budget for the \$65,000 regional grants. This estimate is based on current costs for a full time regional coordinator based in Salt Lake City. The various line items will likely see some variances as the grants are incorporated into local agencies' existing budgets, with the largest variances expected in operational costs and personnel benefits. This would be due to individual agency policies and procedures and varying local costs.

Regional Performance Measures

Performance Measures & Projected Outcomes by Region					
Region		LMI Clients Served by VITA in TY2012 BASELINE	% of LMI Tax Filers served by VITA in TY2012	Estimated Number of clients to be served by VITA in TY 2014	Projected % increase from TY 2012
Bear River AOG					
UT	Box Elder, Cache and Rich Counties	1,312	3.27%	1,750	33%
Ogden-Weber CAP					
UT	Weber	2,490	4.07%	3,000	20%
Bountiful Food Pantry					
UT	Davis and Morgan Counties	1,297	1.91%	1,750	35%
CAP Utah					
UT	Salt Lake and Tooele Counties	6,044	2.09%	6,800	12.5%
United Way of Utah County					
UT	Summit, Wasatch and Utah Counties	4,011	3.14%	4,750	18%
Uintah Basin AOG					
UT	Daggett, Duchesne and Uintah Counties	18	0.17%	150	733%
Southeastern Utah AOG					
UT	Carbon, Emery, Grand and San Juan Counties	373	2.94%	600	61%
Six County AOG					
UT	Juab, Millard, Piute, Sanpete, Sevier and Wayne Counties	306	1.84%	600	96%
Five County AOG					
UT	Beaver, Iron, Garfield, Kane and Washington Counties	3,297	6.65%	3,800	15%

Regional Performance Measures

To measure performance, CAP Utah will rely upon IRS tax data to analyze increases in the number of clients filing their taxes for free at a VITA site. This number will then be used to calculate an estimated dollar amount of refunds coming back into the local community, tax preparation fees saved, and return on investment.

Projected outcomes are highest in areas where the most capacity will be built with this funding allocation. For example, a volunteer currently manages the VITA program in the Uintah Basin. As such, we expect to significantly increase capacity in the Uintah Basin with the addition of an FTE, with substantial increases in outcomes as a result. In contrast, Salt Lake City already has an FTE dedicated to managing the VITA program, so this allocation would not be used to increase support to Salt Lake & Tooele Counties.

Job Description of New FTEs

Basic Responsibilities:

Earn it. Keep it. Save it. is a statewide coalition that works with private, public and nonprofit leaders and organization throughout the state. Its purpose is to strengthen family financial stability through Earned Income Tax Credit (EITC) outreach, Volunteer Income Tax Assistance (VITA), and other asset formation programs. A Regional Coordinator will provide leadership, work with IRS and community partners, train volunteers, supervise all aspects of the Volunteer Income Tax Assistance (VITA) site locations in the region, develop new and maintain existing partnerships, build financial integration components, and administer training and technical assistance in the region for VITA. Ultimately this position is responsible for leading and facilitating the growth in the region for Earn it. Keep it. Save it. Year round work will focus on pursuing new partnerships and to develop/implement necessary changes to ensure that Earn it. Keep it. Save it. efforts in the region are addressing the needs of the community.

SPECIFIC DUTIES and RESPONSIBILITIES:

Partnership Development

- Maintain existing and develop new partnerships as necessary for the sustainability of the regional Earn it. Keep it. Save it. coalition.
- Seek partnerships to assist in programmatic growth in the region.

VITA Site Coordination

- Develop and maintain VITA site locations.
- Update the Scheduler with the correct appointment information as necessary for 2-1-1 to schedule appointment. Will include, open/close times and days and site locations.

- Liaise with 2-1-1 as necessary
- Ensure the VITA site coordinators have adequate volunteer coverage, supplies, and equipment at their site.
- Develop a communication plan with VITA site coordinators to ensure they receive updated information (i.e. IRS, the local coalition throughout the tax filing season).
- Promote and implement the Facilitated Self Assistance (FSA) program along side VITA.
- Train (and then ensure) the VITA site coordinators to prepare, gather, and/or compile all pertinent data throughout the filing season (e.g., volunteer hours, surveys, etc.).
- Gather the required information forms for the VITA sites and disseminate as needed.
- Maintain a close relationship with VITA site coordinators throughout the filing season and act as their main contact for information, supplies, and support.
- Make sure that all materials (printers, etc.) are safely stored at the end of tax season.
- Visit the VITA sites regularly to ensure all the volunteers preparing tax returns are certified at the correct level, Quality Review is being conducted, privacy is being maintained and no compensation is being accepted.
- Act as a back-up for the VITA site coordinators when coverage is needed.
- Prepare Quality Review for tax returns, when needed.
- Perform Quality Site Reviews to ensure IRS Quality standards are met.

Volunteer Recruitment and Management

- Develop recruitment methods to attract volunteers for example:
 - Lunch and Learns
 - Recruitment Fairs
 - Posting Flyers
 - Contacting the media
 - Contacting local businesses, state agencies etc.
- Work to retain volunteers.
- Present at organizations/businesses to recruit volunteers
- Recruit volunteers and identify potential roles for each volunteer e.g. individual site coordinators, electronic tax transmitters, tax preparers, greeters, and financial coaches.
- Plan and implement a volunteer recognition event at the end of tax season
- Plan and implement Financial Fitness Fairs to target disadvantaged and marginalized communities and communities (for example: people with disabilities, refugee communities, and communities where English is not the primary language spoken in the home)
- Provide timely updates and maintain constructive dialogue with all volunteers
- Manage statewide VITA volunteer database.

Training

- Certify Advanced in IRS tax law training (this training will be provided).
- Responsible for administering and organizing the VITA training which can include scheduling the classroom space, ordering supplies, facilitating the training.
- Responsible for becoming very knowledgeable in TaxWise software.
- Responsible for training volunteers on TaxWise software.

Other

- Participate in the statewide Earn it. Keep it. Save it. coalition efforts
- Lead and represent the local Earn it. Keep it. Save it. coalition and liaise as necessary
- Strengthen community support of Earn it. Keep it. Save it.
- Work with other non-profit agencies and organizations to ensure that tax filers are aware and have access to services/resources provided in the region (i.e. Utah Saves, USU Extension, IDA etc.)

New FTEs Timeline of Duties & Responsibilities

January

Complete IRS tax law training

Train VITA volunteers on tax law, train greeters Financial Integration volunteers

Check in with partners to ensure they are ready to host the site

Organize a soft opening for sites

Ensure the Scheduler has updated site information

Order TaxWise through your local IRS SPEC contact by January 31st

Begin recording volunteer certification information to be reported on Form 13206

Complete TaxWise Defaults

Host Earned Income Tax Credit Awareness Day event

Deliver surveys and other documents to each site

Complete or update Form 13715 and submit to your local IRS SPEC contact

February

Visit sites and ensure Quality Site Requirements are being followed

See that all items on Standards of Conduct Agreement are being observed

See that Site Coordinator has all Volunteer Agreements and that no volunteers without certification are volunteering

Check all e-file reports to see if return number goals are being met.

Forward e-file reports to Site Coordinators

Encourage volunteers to refer clients to needed resources and to ask clients for "success stories"

March

Continue to visit sites and ensure Quality Site Requirements are being followed.

Encourage volunteers to refer clients to needed resources and to ask clients for "success stories"

Ensure all sites are following the 10 Quality Site Requirements and 6 Volunteer Standards of Conduct.

April

Visit sites and ensure Quality Site Requirements are being followed.

Train Site Coordinators on closing out the tax site.

Attend final tax preparation sessions at each site

Collect name badges and Pub 4491 from Volunteers

May

- Complete end of year report
- Hold volunteer recognition
- Host a wrap-up meeting with local partners
- Determine year round sites (if applicable)
- Update website to reflect year-round sites (and the Scheduler)
- Advertise locally the final outcomes
- Write media advisory closing out the season

June

- Thank you notes to sites - mention outcomes
- If there are new sites for next year, apply for EFIN (Electronic Filing Identification Number) and SIDN (Site Identification Number)
- Set tax return goals for next year
- Begin designing new partnerships

July

- Design new partnerships: Identify business or agencies for volunteers/clients
- Create partner list
- Send newsletter to volunteers with accomplishments, review of past season, highlights and lowlights
- Update trainings on Scheduler, E-coordinator, E-services
- Connect with banks - develop strategies (Private and Public meeting)

August

- Receive statewide training on Scheduler, E-coordinator, E-Services and Financial Literacy
- Meet and set up improvement plans of those sites with under 100 returns
- Establish an advertising plan to recruit volunteers
- Send projected volunteer numbers to IRS SPEC August 30
- Create Marketing plan

September

- Reserve rooms for training and VITA Preparation
- Send email to past volunteers (using E-coordinator)
- Design and connect new partnerships
- Recruit for interns at universities and colleges
- Determine incentives (volunteer hours, savings bonds, most stories)
- Identify and secure instructors
- Set Response template on e-Coordinator for new volunteers
- Order IRS training Materials by September 15
- Make sure all EFIN/SIDNs are available
- Update E-services
- Finalize marketing plan
- Begin to develop training modules for tax certification classes

October

- Begin volunteer recruitment

With assistance from local IRS SPEC contact, order training materials.
Finalize site opening/closing dates and schedule
Update E-Coordinator response template to include classes for new volunteers and alert new volunteers with updated schedule.
Send newsletter with goals/changes/preview
Connect with past volunteers and see who is returning
Submit PSAs to news outlets

November

Continue volunteer recruitment
Have 80% of the roving locations planned and scheduled
Notify new volunteers as soon as the new tax year certification is available on Link & Learn
Prepare information sheet about how to access certification test materials and email to volunteers
Send personalized advertising information to all partners (Include VITA sites, banks etc.)
Make sure you have an appropriate site to host the EITC Awareness Day (In January)
Begin preparing Volunteer Site Information Sheet, Form 13715.
Begin Site Coordinator Training
Send VITA information to cities to put in their city newsletters or webpage
Begin first orientation and training classes

December

Begin marketing for VITA clients
Final updates to Scheduler
Begin training volunteers
Have completed advertising copy for both regular VITA and EITC Awareness Day ready to send it in late December/early Jan to news media
Start training classes for volunteers
Order supplies that will be used at VITA sites
With assistance from your local IRS SPEC contact, provide a list of site materials and list of contacts where site materials should be sent.
After training, secure completed Form 13615 - Volunteer Agreement, from each volunteer.
Host Lunch and Learns with area organizations - explain how VITA can help their employees and clients
Training Certification classes
Stock sites with supplies

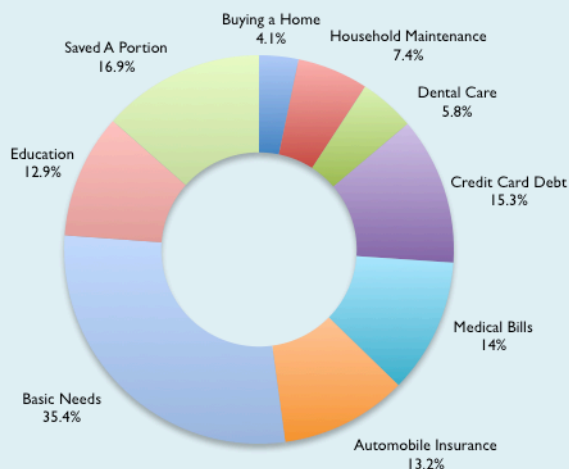
Earn it. Keep it. Save it.

Utah's Campaign to Strengthen Family Financial Stability

Earn it. Keep it. Save it. is Utah's statewide public-private partnership working to strengthen family financial stability through utilization of the Earned Income Tax Credit (EITC), Volunteer Income Tax Assistance (VITA), and asset formation programs. We are a coalition of partners from the public, private, and nonprofit sectors. Over the past several years, the Utah State Legislature has appropriated funds to support this effort. An investment of \$700,000 over the past six years to EITC outreach and VITA efforts has yielded a projected \$45 million in EITC refunds alone, and over \$130 million in estimated total tax refunds.



HOW WERE LAST YEAR'S REFUNDS SPENT?



WITH THEIR 2012 REFUNDS, VITA CLIENTS PLANNED TO:

33% pay for education costs

8.3% put toward starting a small business

8.5% put toward buying a home

Estimates suggest that as many as **1 in 4** Utah households qualify for the EITC, but are not receiving it. If these families were to claim the EITC, it could bring an additional \$70 million into our economy.

VITA Generates Millions for Utah's Economy

For every dollar the State invests in VITA, \$186 is returned to Utah's economy.

Research shows that when low-wage workers retain more of their earnings, they spend that money in their local communities, returning it to the economy.



- **801 volunteers** provided **28,931 hours** in free tax preparation assistance in 2013. That's an average of **36 hours per volunteer**.
- For every hour volunteered, an estimated **\$896** is brought back into the community.

In 2013, VITA helped **19,148** households to file their taxes.
On average, **49.7%** of VITA clients return for the following year.
Utah's VITA Program has grown by **48%** since it began in 2007.

FROM OUR CLIENTS & VOLUNTEERS...

"I've helped a single mother to file her tax return. She is a low-income earner, but with two kids. She told me that the tax refund would help her and her kids a lot. She appreciated my help and told me that she couldn't submit the documents without VITA because it is so complicated. She wants to thank all of us for providing this free service. I feel happy and blessed to get a chance to volunteer at VITA. It's a place that we learn and help the community to be better!"

~ Amy
VITA Volunteer, Cache County

"VITA has helped me the past 3 years to prepare my taxes and has been a great resource! Not only did [the volunteers] help me save a little money, but they helped me to be self-sufficient. The volunteers are always so kind and explain any questions or concerns. The money I receive from my tax refund will help me to pay off school loans, [and] some credit card debt, along with helping me to meet basic needs."

~ April
VITA Client, Salt Lake County



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