Information for Volunteer Income Tax Assistance (VITA) Site Volunteers at UR Downtown

Thank you for volunteering with the VITA Site at UR Downtown. Below is information that may be helpful to you as you get started.

Site Operation Days, Hours, and Volunteer Shifts
The VITA Site at UR Downtown will run February 1 through April 15. The site will be open on Tuesdays and Thursdays (excluding March 11 and March 13) from 3:45-7 p.m. and select Saturdays from 10 a.m.-1:30 p.m.: February 1, February 15, March 1, March 29, and April 12. Volunteer shifts are 3:30-5:30 p.m. and 5:30-7:30 p.m. on Tuesdays and Thursdays and 9:45 a.m.-12 noon and 12 noon-2 p.m. on Saturdays. We ask that all volunteers sign up for at least four shifts.

To sign up, complete the online registration form.

Transportation to and parking at UR Downtown
UR Downtown is located at 626 East Broad Street, at the northwest corner of 7th & Broad Streets. There is some street parking in the vicinity of UR Downtown, as well as several parking decks and lots. UR Downtown is also accessible by GRTC. Volunteers coming from UR’s main campus are encouraged to utilize UR Downtown and VITA Volunteer shuttle services:

- UR Downtown Shuttle for Tuesday/Thursday volunteers: departs main campus at 3p and 5p; departs UR Downtown at 5:25 p.m.
- VITA Volunteer Shuttle for Tuesday/Thursday volunteers: departs UR Downtown at 7:30 p.m.
- VITA Volunteer Shuttle for Saturday volunteers: departs main campus at 9:15 a.m. and 11:30 a.m.; departs UR Downtown 12 noon and 2 p.m.
  All on campus departures and arrivals are at the Tyler Haynes Commons Transportation Hub.

Volunteer positions
Greeter/Screener
Do you want to ensure that everyone feels welcome in our tax sites? Become a greeter and set the stage for a pleasant experience. You are the first point of the contact and the only certification needed is a smiling face.* You will assist clients in getting their documents ready and point them in the right direction.

Tax Preparer
Do you already love tax preparation or are you just ready to learn? If so, why not help the many individuals who are not interested in this thrilling opportunity? Tax preparers assist taxpayers in preparing their tax returns at no cost to them, show off your skills, and feel great doing it. NO EXPERIENCE IS NECESSARY! You provide the time, we will provide the training! Advanced certification required.
Volunteer positions cont’d

**Tax Coach**
Would you rather help clients learn to do their own taxes instead of preparing the tax return for them? You would be a great addition to the site as a tax coach. Clients will prepare their own return, at no cost to them, and you will be there to help if needed. Clients will learn a new skill and be better equipped to prepare their own taxes next year. Basic certification is required.

**CASH Coach**
Would you like connect taxpayers to other financial literacy and support resources? CASH Coaches are NOT financial literacy experts, but instead connect clients to resources free credit report printing, debt solution organizations, alternative pay day loan companies, affordable healthcare application assistance, etc. No certification needed.*

*All volunteers are required to successfully pass the Volunteer Standards of Conduct test.

**Certification classes and tests**
Tax Preparers and Tax Coaches must successfully pass the Basic or Advanced Certification test by 80% or greater. Materials and the test are [online](http://downtown.richmond.edu/connect/VITA.html). First-time volunteers are also encouraged to attend the certification training class on Saturday, January 18 or Saturday, January 25. Email [urdvita@gmail.com](mailto:urdvita@gmail.com) to register.

Questions? Contact Site Coordinator Kishema Hodge at [urdvita@gmail.com](mailto:urdvita@gmail.com) or visit [http://downtown.richmond.edu/connect/VITA.html](http://downtown.richmond.edu/connect/VITA.html).