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)

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 require 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.