

Volunteers Needed for VITA Program

United Way of Hancock County is looking for volunteers who can serve in a number of roles to make the Volunteer Income Tax Assistance program (VITA) possible. VITA is a free income tax preparation program for individuals who live in Hancock County and have a household income of \$60,000 or less. Priority will be given to those who are age 60 or older, have a disability, or speak English as their second language. **Appointments will be available Feb. 1 – April 15.** Taxes will be prepared at Findlay Hancock Public Library and 50 North. **We need a lot of volunteers to make VITA a success! Please consider lending a hand in whatever way you can help.**

Volunteer Roles:

- **Income Tax Preparer** – About 20 volunteers are needed who would be available for multiple shifts between Feb. 1 – April 15. **No tax preparation experience necessary. The training will amply prepare volunteers to feel comfortable with the tax filing process.**
 - In January, tax volunteers will need to complete a 10-hour training, which is available in person or online and includes a test. Some tax volunteers will host a workshop or two at the library to guide clients through filing taxes themselves.
 - Morning and afternoon appointments will be scheduled, based on volunteer availability.
 - If you would like to volunteer as a tax preparer or have questions, please email Bridgit at accounting@uw Hancock.org.

- **Tax Appointment Scheduler at UWHC office** – Volunteers are needed **starting Jan. 9** throughout the month during office hours (8am-4pm M-F) to answer the phone at UWHC and schedule clients for their VITA appointment.
 - The volunteer will ask callers a series of questions, provide information about what the client will need for their appointment, and enter the person in the scheduling spreadsheet.
 - An information sheet, script, and any minor training for the role will be provided.
 - Volunteers can work any number of hours they are available. (The UWHC office is closed Jan. 16 and Feb. 20.) [Sign up to help in the office here.](#)

- **IT Assistance** – To make VITA possible, UWHC is running a technology drive for used laptops and printers. IT help related to the devices will be needed in two shifts in late January. Please email Sarah at sarah.mayle@uw Hancock.org if you can help.
 - **At UWHC office** - Prepare the donated devices for use. Volunteers will erase old information from the laptops and upload the tax preparation software needed for VITA.
 - **At Findlay-Hancock County Library** – Physically set devices up for VITA.

- **Tax Preparation Host / Hostess at Library and 50 North** - Shifts will be available Feb. 1 - April 15. Volunteers can work any number of hours they are available. Shifts will be scheduled in the morning and afternoon on weekdays.
 - Welcome clients as they arrive for appointments and check them in. Make sure clients have the necessary paperwork for tax preparation.

- Walk clients back to the tax preparation area when their volunteer is ready. Make calls to clients coming in the next day to remind them of their appointment, and take calls from people wishing to schedule appointments.
- If you can help, email Sarah at sarah.mayle@uwhancock.org. As planning comes along and specific times are available, a signup will be created.