



**Volunteer Income Tax Assistance Program
York County, Pennsylvania**

FAQ for 2012 VITA Program Volunteers

Do I have to be a tax expert to be a VITA volunteer?

No, volunteer tax preparers complete *free* training and pass the IRS certification examination. Other VITA volunteers schedule appointments at the call center and greet taxpayers at sites. No prior experience is required.

What styles of tax preparation training are offered?

Volunteers may attend in-person training sessions, complete their training online, or both. New tax preparation volunteers are strongly encouraged to complete at least some of their training in-person.

When will training occur?

Training will be held at multiple locations in York County from October 2011 – January 2012.

Is there an age or academic requirement to volunteer?

No, we welcome volunteers of all ages and educational backgrounds.

How are tax returns actually prepared?

Tax returns are completed using *TaxWise*, an online software product provided by the IRS. This program is similar to other popular tax preparation packages.

When and where will VITA sites be operating in 2012?

There will be daytime, evening and Saturday hours at sites throughout York County. Current plans include sites in York City, Red Lion, Shrewsbury, Hanover, Dover and Dillsburg.

What time commitment is required of VITA volunteers?

Volunteers are asked to complete at least one shift (usually 3-4 hours) per week during the 12-week filing season. Days and hours vary by sites, and some volunteers work more than one shift. Special schedules can be accommodated.

When will detailed program information be available?

The VITA Volunteer Application is available online and the training schedule will be available in October.

How do I get more information?

If you have any questions or would like to volunteer please contact: Elyshia Menkin (717-817-5286 and emenkin@lutheranscp.org) or click on *VITA Information* at www.fspyork.org