

February 1, 2014

To: AARP Foundation Tax-Aide Volunteers

From: Bonnie Speedy, Vice President and National Director, AARP Foundation Tax-Aide

Subject: CyberTax TY2013-02: And we're off!

After another flurry of training, certification, site and volunteer organization, along with so much more, we've begun the 47th season of Tax-Aide! There are 35,000 volunteers like you, who are nervous and excited for another season of helping individuals in your community. Thank you for your past service if you are returning and for this coming year whether you're new to the program (Welcome!) or seasoned. You make a difference! And you make serving more than 2.6 million people possible.

I know you're well trained; AARP Foundation Tax-Aide volunteers always lead the way for IRS volunteers. As one final reminder, attached to this message are two PowerPoint presentations that summarize the information that all volunteers need to know regarding the Intake and Interview process, and the Quality Review process. We know that you have already received this information through your training and certification process, but a quick review through these presentations will provide one final reminder of the key points from your training.

We have heard such positive feedback about the laminated resource tool being helpful in training and I am sure it will be even more helpful during the season. Hopefully, you also know where to ask for help. Your mentor, your volunteer supervisor, the volunteer hierarchy, and the National Office (taxaide@aarp.org or TaxAideTrain@aarp.org for tax law questions) are ready to assist you if you have questions.

Year in and year out, Tax-Aide volunteers make this program great. With your attention to detail, respect for quality, security and confidentiality, and all the people involved, I know this year will be no exception.

Thanks for all that you do!

Attachments:

02 Screening and Interviewing TY13 V2p.df (On the ShareNet in TaxLaw Training>Training Plans)

31 Quality Review TY13 V2.pdf (On the ShareNet in TaxLaw Training>Tax law)