



Sustainable Models Initiative: Move Outside the Box

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Why Move Out of the Box?

- Act as an overflow location for the VITA sites
- Need is outpacing the VITA resources
- Sustain services for VITA programs
- Push the marketplace to behave differently
- Traditional VITA model is too expensive
- Remain competitive and relevant in the marketplace
- Increase VITA market share by providing services to a portion the 97% of EITC filers that do not use VITA



Sample of Programs Reported Cuts

Illinois – Decreased the number of tax sites from nearly 30 to 15 due to funding cuts (state and local Government). Decrease in federal returns prepared by nearly 15K.

Philadelphia – Decrease in state funding; decreased the number of sites.

Montana – Loss 100% of federal VITA funding.

Tulsa – Decreased # of tax sites in 2013 tax season and has no intentions to provide tax services in 2014.



Non-traditional Operational Models in Use

Facilitated Self Assistance (FSA)- coaching model, using fewer volunteers and assisting multiple taxpayers as once.

Self Assistance (SA) – Prepare your own return with lifeline support.

Virtual Tax Assistance – Tax site out of reach, not enough volunteers to go around, drop off/pick up services, video technology, scanning technology and screen share to assist the hard to reach.



Incubating Ideas: Policy

Policy Idea – Administrative Cost Recovery

Secure buy-in to allow VITA programs to charge up to \$25 per tax client to cover administrative costs and still allow the program to remain in VITA. Note that client is not being charged for tax preparation.



Incubating Ideas: Practice

Social Enterprise/Fee for Service Models

- Hybrid model – option for low- and moderate – income consumers without the high price tag.
- Above VITA income level or out of scope of services
- Targeted taxpayers (e.g. Small Business Owners)
- Targeted employers (fee for service to employers)



Incubating Ideas: Practice

Coming Soon

- Pop Up launch in 2014
- Feasibility study in 2014



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