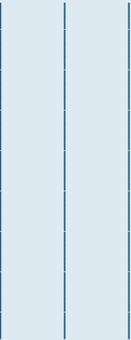




PUBLIC EDUCATION TEAM  
 FRANCHISE TAX BOARD  
 PO BOX 651  
 SACRAMENTO CA 95812-0651



Place  
 Postcard  
 Stamp  
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**[WHAT IS A VOLUNTEER?]**

A VITA/TCE volunteer  
 answers basic tax questions  
 and helps taxpayers  
 complete federal and state  
 income tax returns.

**Who Do I Call For More Information About Being a Sponsor or Volunteer?**

To get more information on becoming a sponsor or volunteer for the VITA/TCE program, contact the Public Education Team at 800.522.5665 or via email at: [volunteercoordinator@ftb.ca.gov](mailto:volunteercoordinator@ftb.ca.gov).

**Contacts**

Franchise Tax Board Volunteer Program  
 800.522.5665 *(For Volunteers Only)*

Franchise Tax Board General Information  
 800.852.5711

Internal Revenue Service Volunteer Hotline  
 800.829.8482

Internal Revenue Service Hotline  
 800.829.1040

e-file Information (Franchise Tax Board)  
 916.845.0353

Automated Toll-Free Phone Service  
 800.338.0505

Assistance for persons with disabilities: We comply with the Americans with Disabilities Act. Persons with hearing or speech impairments, please call TTY/TDD 800.822.6268.



**[VITA & TCE]**  
 VOLUNTEER INCOME TAX ASSISTANCE  
 TAX COUNSELING FOR THE ELDERLY

## What is the volunteer program?

Volunteer programs that help individuals with low income and/or over the age of 60 prepare their state and federal income tax returns. Assistance is available from February 1 to April 15.

VITA program helps taxpayers with basic tax returns. They specialize in assisting disabled taxpayers, those with low to limited income, and non-English speaking taxpayers.

TCE program provides free income tax assistance for middle or low-income taxpayers, giving special attention to those age 60 and older.

## Can I be a volunteer?

You can be a volunteer if you:

- Enjoy meeting and helping a variety of people.
- Have experience or enjoy learning about income tax preparation.
- Have some administrative or publicity experience.
- Feel comfortable using a personal computer.
- Take pride in complete and accurate work.
- Are willing to complete the IRS and state training programs.
- Can volunteer some hours from February 1 through April 15.

## Is there volunteer training?

FTB and IRS provide free volunteer training. The training includes instructions for simple income tax return preparation, volunteer procedures, and volunteer report completion. Training is approximately 40 hours (32 hours of federal law and procedures, divided into four eight-hour sessions, and one eight-hour state law and procedures session). Many classes offer e-file training in conjunction with the tax law training.

We offer experienced volunteers a condensed version of the class. We also offer online self-study training.

## What is a sponsor?

A group or organization recruited to organize and manage a VITA/TCE site within their community. This is a very valuable service.

Some sponsor organization examples are:

- Community Centers
- Libraries
- Churches
- Recreation Organizations
- Schools
- Cultural Centers
- Senior Centers

Sponsor's responsibilities are to:

- Recruit volunteers.
- Schedule training.
- Provide a site location.
- Schedule volunteer work hours.
- Publicize your program.
- Order supplies.
- Gather volunteer statistics.

## What is a site?

A service location is where taxpayers can go to ask questions or receive free trained volunteer assistance to complete their federal and state income tax returns.

## What is a site list?

A list of all sites that provide VITA/TCE assistance in California. We distribute the site list to legislative and congressional offices, social security offices, FTB and IRS information centers, state and locally funded information and referral centers, and other referral organizations. These organizations use the list to refer individuals who need assistance to the volunteer sites.

The site list is also available at [www.ftb.ca.gov](http://www.ftb.ca.gov).



**[ ALL ASSISTANCE IS FREE OF CHARGE. ]**

## Volunteer Program Interest Card

I am interested in more information regarding the following:

- Becoming a Sponsor     Becoming a Volunteer  
 Providing a Site     Receiving the Site List

Name

Email Address

Street

Organization's Name (if applicable)

City

State

ZIP Code

Home Phone

Business Phone