

## Down Time Projects for Volunteers

If you find yourself with some down time when there is a lull in tax returns to prepare, consider making the most of the time in one of the following ways.

### **If You Are Cross-Trained for Another Role, Offer to Assist in a Different**

**Role.** If you signed up as a Volunteer Tax Preparer but are also trained as a Client Liaison, ask if help is needed with Intake. Similarly, if you signed up as a Quality Reviewer, but are also trained as a Client Liaisons and/or Tax Preparer, ask if you can assist in those areas.

**Volunteer Your Administrative Support.** Ask tax staff if they can use your help. The Tax Program has administrative requirements for many stages of the tax return preparation process. Your Site Manager may welcome your help double-checking that client tickets are ready for the next step in the tax prep process. If you are a Client Liaison, ask the Intake staff if there are tasks you can assist with – for example, alphabetizing, filing or double-checking documents or Processing Envelopes.

**Review Your Training & Certify UP.** Log into [TalentLMS](#) and work to review and/or complete courses to further your knowledge and/or prepare you for another volunteer role. Verify which courses you haven't yet completed by consulting the [Volunteer Training Guide](#). To access these resources, look in the "Course Catalog" of your TalentLMS account.

Ready to consider adding an IRS certification level, such as **Military, International, or Foreign Student**? In early February, the **Military** course will be available on the TalentLMS platform. In addition, course content for Military, International, and Foreign Student certification is available via the [IRS Link & Learn Taxes e-learning](#) site.

If you are not yet eligible to serve as a Quality Reviewer, complete the FC Quality Review module in TalentLMS to prepare. Consult the Quality Review section on CTC Resources.

Review the **Education Credit** module in the **Tax Law Training** course on TalentLMS. Review the resources and instructional videos available on CTC Resources.

**Do a Deep Dive into CTC Resources.** Review the information about policies, processes, tax law, and other subjects on CTC Resources to reinforce what you know, learn new information, and solidify your growing tax expertise. Review IRS Publications and materials.

**Straighten Up & Supply the Tax Center Site.** Help tidy up workstations, wipe down the common areas, and check the break rooms or restrooms. Be sure to confirm with your Site Manager any sanitizing or cleaning protocols. Make sure the green bags are stocked. Check the supply of envelopes, pens, staplers, and any other tools. Notify your Site Manager if any are low in quantity.