

# Down Time?

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The tax centers may have a lull at various points in the season. If you find yourself with some time down, and you are a student, you need to keep yourself busy with one or more of these suggestions:

**Certify UP.** The Health Savings Account certification takes an hour or so to both review the materials and take the test. You can also try military. Both of these trainings/tests are available through Link & Learn.

**Help tidy up your site.** The sites can always use sprucing up and disinfecting. Neaten up the piles of chaos and the workstations, wipe down the common areas, check the break rooms or restrooms.

**Check the supplies.** Make sure the green bags are stocked. See if we have enough envelopes, pens, staplers, and all the other necessities. Let the manager know if we need any supplies.

**Help the manager.** Review envelope contents, alphabetize, file, or match up documents or help with exit survey data entry. Just ask the manager on duty what needs doing.

**Offer the intake person a break.** That can be the most thankless of tasks and he or she may appreciate a few minutes of fresh air.

**Backwards QR.** Go over the returns you've prepared that day for anything that seems awry. Triple check i.d.'s, numbers, signatures, problematic names, dates, spellings, income, child tax credit, EIC, and anything else you can think of.

**Take additional training on the Affordable Care Act.** The Center on Budget and Policy Priorities is offering a six-part ACA training course especially for VITA volunteers which is intended to supplement classroom training. It gives step-by-step advice on completing ACA-related questions in TaxWise and then quizzes users on their knowledge. You can register for and take the course here: <https://cbpp.eleapcourses.com/>

**Learn from the rejects.** Ask your manager for information about your site's rejected returns. Learn why they were rejected and how it could have been avoided.

**Go back to your resources.** Now that you've been doing taxes a while, things that you read in the beginning of the season will make a lot more sense. Look over your manuals to reinforce what you know and spruce up on what you don't know.