Welcome to the start of tax season!

We are excited for you to join us this week during our soft opening. We invited a select number of clients to make an appointment this week and help us to work through our new drop off process with all volunteers. Click here to view volunteer needs for this week.

Last week, we invited staff and QR volunteers to host a 3 day tax event. This 3 day event allowed us to begin to familiarize ourselves with the new process and make immediate adjustments as necessary. We served around 30 clients and heard positive feedback about the reduction in wait time, especially during the pick-up process.

Below is important information to review as you begin your first shift this week.

**First Volunteer Shift**

1. Park in the South Avenue garage, when possible. Bring your parking stub with you, so we can validate it before you leave. *We want to make sure clients are able to park in the attached Court St. Garage, since we are only able to provide 2 hour parking vouchers to that garage.*

2. On 4th floor of Central Library, go to the CASH Volunteer Check in table to sign in *(left off the elevator).*

3. Required name badges will be given, as long as the following is provided:
   - Photo ID to verify identity
   - Volunteer Standards of Conduct (Form 13615) emailed to CASH before your first shift.  
     - If not emailed beforehand, you will be asked to do so from a designated computer.

4. Once you receive your name badge, you will be provided with next steps.

**Roc Your Refund (RYR)**

We are inviting eligible clients to learn more about this new pilot program via the CASH questionnaire. Those interested will be directed to an RYR Intake Specialist after the drop off is completed to learn more and engage if interested. We have a great team of 6 specialists who have stations near the CASH advisors, please feel free to introduce yourself during your shift!

**Language Access Services**

To better serve those that need interpreting services, clients will get the option to choose an in-person or over the phone interpreter. We will make special same day tax prep appointments for those that
require an in-person interpreter. For those who would like to use the phone, we are utilizing Language Line Solutions for both drop off and pickup. There is a designated station in the tax prep area that is setup for volunteer use with a dual headset, phone, laptop, and easy to follow instructions.

Front Desk – 2 volunteers/shift

To better serve clients coming in for drop off and pick up, we decided it would be preferable to have 2 front desk managers working at a time. We will be making the change in the Volunteer Hub within the next day or so, if you have availability, please add yourself to a shift.

Volunteer Reminders

- Complete Training and send form 13615 to Susan.
  - NYS Mandated Sexual Harassment training is available online.
- Sign up for shifts on the Volunteer Hub
  - Soft Opening: Mon, Feb 3- Sat, Feb 8; click here to view shifts where extra help is needed.
  - Site opens to public: Mon, Feb 10 – Sat, Apr 18

Thank you for reading through our updates, please feel free to Lee Ana or me with any questions. We look forward to seeing you soon.

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