You all did a phenomenal job getting us through the peak of our season. To date, we have served over 1,500 clients, saving $375,000 in tax prep fees. Thank you for being flexible and adapting to process changes as we work through our new system. We will be actively encouraging eligible taxpayers to come in during the month of March to reduce any slowdown we normally see. Please read below for important updates.

**Prior Year Return Preparation**
We will only be preparing 2016 tax returns during the tax season since the last day for those to be submitted is April 15, 2020. All other years and requests for amendments will be by appointment over the summer. Client flyers with this information are available at the front desk and screener stations.

**Language Access**
In the process of formalizing a language access plan, we have learned that app-based or online services like google translate are not acceptable methods of translation. They are not accurate and can cause more confusion. Below are the only two methods Empire Justice Center - CASH is using for interpretation when requested.
- **Language Line** – Phone service available anytime for any language
- **In-Person Interpreter** – Arrangements made through CASH Admin, Susan.

**ESL Bank Accounts**
When clients are requesting an ESL savings or prepaid card account, we need to follow the steps provided in the CASH Advisor Bins. This will ensure we are not missing any information. All completed ESL applications need to be given to Susan, so she can process them, please do not leave them in the client folders.

**Screener Updates:**
1. **Pick Ups Appointments w/Interpretation Needs:**
   - In the appointment system: Check the appropriate box (in-person or phone) and write in the language. This includes ASL – American Sign Language.
   - Print out an extra copy of the appointment confirmation page and place in designated bin in the tax prep area. Susan will be checking the bin daily.
2. **2016 Returns** – Below are additional steps to follow:
   - Make sure they completed the correct intake paperwork; front desk has 2016 forms available.
   - Put 2016 label on QR sheet in the “Items To Keep In Envelope” section.
   - Pick Up will be done on a walk in basis from Apr 4-10th. We are not providing appointments.
   - Mark 4/4/20 on the QR sheet where it asks for pickup appt date/time.
3. **2017 & 2018**
   - Provide client with flyer that has information on how to make a summer appointment.

**Front Desk Updates:**
Make sure to ask what tax year clients need completed before providing them paperwork.
- **2016** – Provide client with 2016 intake paperwork; 2016 forms are wrapped in pink IRS intake sheet on top shelf of desk.
- **2017 & 2018** – provide client with blue flyer that provides summer appointment information.
**CASH Advisors Updates**

As mentioned in the last email, we are asking advisors to help with clerical work during slow times. We want to ensure volunteers are having a meaningful experience, so if you are not comfortable with this request, please contact with Lee Ana. She would be more than happy to find a shift with more demand, cancel a shift, or move you into a front desk shift if you are cross trained.

**Volunteer Reminders**

- **CASH Volunteer Info Webpage** –Previous weekly emails and IRS tax alerts are available.
- **Click here** to see shifts with an urgent need for volunteers.

Thank you for reading through our updates, please feel free to contact Lee Ana or I with any questions.

*Berta*

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