

## **AARP Foundation Tax-Aide Selected Message Points**

For over 50 years, AARP Foundation Tax-Aide has been helping low- to moderate-income taxpayers file their taxes for free. The volunteer-based program not only helps taxpayers with their taxes but also fosters community engagement.

### **AARP Foundation Tax-Aide is the largest free, volunteer-run tax assistance and preparation program in the United States.**

- Tax-Aide offers in-person tax preparation help to anyone, free of charge.
- The program is especially focused on taxpayers who are 50 or older and are of low to middle income or cannot afford paid tax preparation.

### **Tax-Aide connects volunteers to their communities by putting their skills to work while helping them regain a sense of purpose.**

- Each year, approximately 35,000 volunteers administer AARP Foundation Tax-Aide — from greeting taxpayers to preparing taxes.
- Volunteers show compassion during moments that matter — working directly with taxpayers, helping them gain peace of mind and providing a free and trusted service.
- On average, Tax-Aide volunteers spend six years in the same volunteer position. Many volunteers stay with the program for more than two decades, and over 100 volunteers have served for 30 years or more. One volunteer has been with the program for 48 years.

### **Tax-Aide helps taxpayers get the (tax) credit they deserve.**

- Because of the complexity of the U.S. tax code, many taxpayers overpay their taxes or turn to professional tax services they cannot afford. Some may forgo filing their taxes and miss out on the credits and deductions they've earned because they are unable to pay for assistance.
- In 2019, Tax-Aide volunteers helped over 2.5 million taxpayers claim \$1.4 billion in income tax refunds.

### **Tax-Aide offers peace of mind at tax time.**

- Refunds often serve as a lifeline for struggling older adults.
- Tax-Aide volunteers are trained and IRS-certified each year to ensure they know about and understand the latest changes and additions to the U.S. Tax Code.
- There's no fee and no sales pitch, and AARP membership is not required.
- The program goes where community residents are; assistance is provided at nearly 5,000 community and neighborhood centers, libraries, schools and other convenient locations.

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### **Tax-Aide Recruitment Outreach Message**

We're looking for compassionate and friendly people to join our team of local volunteers for the upcoming tax season. You will receive training and continued support in a welcoming environment. And, as our current volunteers tell us, you'll not only learn new skills but also get a great feeling from helping someone else.

Volunteers fill a variety of roles:

✓ **Counselors** work with taxpayers directly by filling out tax returns. If you have no previous experience, you'll get the training you need and will also receive IRS certification.

✓ **Client Facilitators** welcome taxpayers, help organize their paperwork, and manage the overall flow of service.

✓ **Technology Coordinators** manage computer equipment, ensure taxpayer data is secure, and provide technical assistance to volunteers.

✓ **Leadership and Administrative** volunteers make sure program operations run smoothly, manage volunteers, and maintain quality control.

✓ **Communications Coordinators** promote the program to prospective volunteers and taxpayers.

✓ **Speak a second language?** We have a big demand for bilingual speakers in all roles, especially dedicated interpreters who can assist other volunteers.

If you are interested in becoming a volunteer, go to [aarpfoundation.org/taxaidevolunteer](http://aarpfoundation.org/taxaidevolunteer) or call 1-888-AARP-NOW (1-888-227-7669).