

Site name	SIDN	Reviewer name or SEID
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A. Review conducted by <input type="checkbox"/> QSS Reviewer <input type="checkbox"/> TC <input type="checkbox"/> Other <input type="checkbox"/> SPEC Shopper <input type="checkbox"/> Partner	B. Type of review <input type="checkbox"/> QSS Review <input type="checkbox"/> Field Site Visit <input type="checkbox"/> Remote Site Review <input type="checkbox"/> SPEC Shopping <input type="checkbox"/> Partner Review <input type="checkbox"/> Other	C. Advanced notice <input type="checkbox"/> Announced <input type="checkbox"/> Unannounced
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Instructions: This form is used to measure the site's adherence to the Quality Site Requirements (QSR), Volunteer Standards of Conduct (VSC), and to monitor site operations for Volunteer Income Tax Assistance/Tax Counseling for the Elderly Programs. Do not enter any information that identifies a specific person in the comments box. NOTE: The term "coordinator" includes both site coordinators and local coordinators. Questions used to determine how to answer the measurement question are in *italics*. Comments are required for answer options which are underlined. The measurement questions for determining if a site review is adhering to a QSR are in **bold**. **Note:** Each met measurement question is valued at 10%. If all ten measurement questions are met, the site is rated at 100%.

QSR # 1: Certification	Comments
1 <i>Are all volunteers certified in Volunteer Standards of Conduct?</i> <input type="checkbox"/> Yes <input type="checkbox"/> <u>No-not certified</u> <input type="checkbox"/> <u>No-unable to verify</u>	
2 <i>Is there a process to confirm volunteers completed the Intake/Interview and Quality Review Training, when required?</i> <input type="checkbox"/> Yes <input type="checkbox"/> <u>No</u> <input type="checkbox"/> <u>N/A-FSA Only Site</u>	
3 <i>Are all volunteers who address tax law issues certified in tax law?</i> <input type="checkbox"/> Yes <input type="checkbox"/> <u>No-not certified</u> <input type="checkbox"/> <u>No-unable to verify</u>	
4 Did the site meet the components for QSR #1? <input type="checkbox"/> Yes <input type="checkbox"/> No	
5 <i>Did the coordinator complete site/local coordinator training?</i> <input type="checkbox"/> Yes <input type="checkbox"/> <u>No</u> <input type="checkbox"/> <u>N/A-FSA Only Site</u>	

QSR # 2: Intake and Interview Process	Comments
6 <i>Are out of scope returns prepared at the site?</i> <input type="checkbox"/> <u>Yes</u> <input type="checkbox"/> <u>No</u> <input type="checkbox"/> <u>N/A-FSA Only Site</u>	
7 <i>Are all volunteers using a correct intake and interview process for every return?</i> <input type="checkbox"/> Yes <input type="checkbox"/> <u>No-Not verifying taxpayer (or spouse) identity</u> <input type="checkbox"/> <u>No-Not using Form 13614-C</u> <input type="checkbox"/> <u>No-Not verifying taxpayer/dependent TINs</u> <input type="checkbox"/> <u>No-Not interviewing the taxpayer</u> <input type="checkbox"/> <u>No-Not using Form 14446 (FSA Site)</u> <input type="checkbox"/> <u>No-Not reviewing Form 13614-C</u> <input type="checkbox"/> <u>No-Other</u> <input type="checkbox"/> <u>N/A-FSA Only Site</u>	
8 Did the site meet the components for QSR #2? <input type="checkbox"/> Yes <input type="checkbox"/> No	
9 <i>Is there a process which ensures returns are within scope and volunteer preparers are assigned returns at their certification level?</i> <input type="checkbox"/> Yes <input type="checkbox"/> <u>No-Not identifying out of scope issues</u> <input type="checkbox"/> <u>No-Not identifying volunteer/return certification levels</u> <input type="checkbox"/> <u>No-Other</u> <input type="checkbox"/> <u>N/A-FSA Only Site</u>	

QSR # 3: Quality Review Process		Comments
10	<p>Are quality reviewers using a correct quality review process for every return?</p> <p> <input type="checkbox"/> Yes <input type="checkbox"/> No-Using an unapproved method <input type="checkbox"/> No-Does not quality review all returns <input type="checkbox"/> No-Other <input type="checkbox"/> No-Incomplete quality review process <input type="checkbox"/> N/A-FSA Only Site </p>	
11	<p>Are volunteers advising taxpayers of their responsibility for the information listed on their return?</p> <p> <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A-FSA Only Site </p>	
12	<p>Did the site meet the components for QSR #3?</p> <p> <input type="checkbox"/> Yes <input type="checkbox"/> No </p>	
13	<p>Is there a process which ensures returns are within scope and quality reviewers are assigned returns at their certification level?</p> <p> <input type="checkbox"/> Yes <input type="checkbox"/> No-Other <input type="checkbox"/> No-Not identifying out of scope issues <input type="checkbox"/> N/A-FSA Only Site <input type="checkbox"/> No-Not identifying reviewer/return certification level </p>	
QSR # 4: Reference Materials		Comments
14	<p>Are all required reference materials available at the site?</p> <p> <input type="checkbox"/> Yes <input type="checkbox"/> No-Publication 17 not available <input type="checkbox"/> No-Publication 4012 not available <input type="checkbox"/> No-Other </p>	
15	<p>Is there a process which ensures all volunteer alerts are reviewed by all tax law certified volunteers?</p> <p> <input type="checkbox"/> Yes <input type="checkbox"/> No </p>	
QSR # 5: Volunteer Agreement		Comments
16	<p>Are all Forms 13615 signed and dated by the volunteer and approving official?</p> <p> <input type="checkbox"/> Yes <input type="checkbox"/> No-Not signed/dated by approving official <input type="checkbox"/> No-Not signed/dated by volunteer <input type="checkbox"/> No-Unable to verify </p>	
17	<p>Were any violations to the Volunteer Standards of Conduct identified?</p> <p> <input type="checkbox"/> No violations identified <input type="checkbox"/> Yes-Violation to VSC 4 <input type="checkbox"/> Yes-Violation to VSC 1 <input type="checkbox"/> Yes-Violation to VSC 5 <input type="checkbox"/> Yes-Violation to VSC 2 <input type="checkbox"/> Yes-Violation to VSC 6 <input type="checkbox"/> Yes-Violation to VSC 3 </p>	
18	<p>Is VolTax information displayed at the site?</p> <p> <input type="checkbox"/> Yes <input type="checkbox"/> No </p>	
19	<p>Did the site meet the components for QSR #5?</p> <p> <input type="checkbox"/> Yes <input type="checkbox"/> No </p>	
QSR # 6: Timely Filing		Comments
20	<p>Are timely filing requirements met?</p> <p> <input type="checkbox"/> Yes <input type="checkbox"/> No-Form 8879 not signed, if applicable <input type="checkbox"/> No-Not transmitting timely <input type="checkbox"/> No-Other <input type="checkbox"/> No-Not retrieving acknowledgments timely <input type="checkbox"/> N/A-FSA Only Site <input type="checkbox"/> No-Not notifying taxpayers of rejects timely </p>	

QSR # 7: Civil Rights		Comments
21	Is the current Civil Rights poster displayed at the first point of contact? <input type="checkbox"/> Yes <input type="checkbox"/> No	
QSR # 8: Site Identification Number		Comments
22	Is the site using the correct SIDN? <input type="checkbox"/> Yes <input type="checkbox"/> No	
QSR # 9: Electronic Filing Identification Number		Comments
23	Is the site using the correct EFIN? <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A-FSA Only Site	
QSR # 10: Security, Privacy and Confidentiality		Comments
24	Is there a process which identifies every volunteer who prepares, corrects, or changes a tax return? <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A	
25	Are adequate security measures taken to protect electronic equipment? <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A	
26	Is taxpayer information safeguarded and properly disposed? <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> No-Not clearing cache timely (FSA Only Site)	
27	If Section 7216 is applicable, are consent notices properly secured and maintained? <input type="checkbox"/> Yes-Consent notices properly secured <input type="checkbox"/> N/A-Consent notices are not required <input type="checkbox"/> No-Consent notices not properly secured <input type="checkbox"/> N/A-FSA Only Site	
28	Did the site meet the components for QSR #10? <input type="checkbox"/> Yes <input type="checkbox"/> No	
29	Are all volunteers wearing or displaying their name to taxpayers they assist? <input type="checkbox"/> Yes <input type="checkbox"/> No	
Site Operations		Comments
30	Is the site operating information correct in SPECTRM? <input type="checkbox"/> Yes <input type="checkbox"/> No	
Adherence to Quality Site Requirements		Comments
31	What is the overall Quality Site Requirement Adherence Rating?	Measurement of this question is based on the answers to questions 4, 8, 12, 14, 19-23, and 28.

Remarks