

Date of Approval: 01/22/2025
Questionnaire Number: 1838

Basic Information/Executive Summary

What is the name of your project (system, database, pilot, product, survey, social media site, etc.)?

VITA/TCE Volunteer and Partner Recruitment

Business Unit

Taxpayer Services

Preparer

For Official Use Only

Subject Matter Expert

For Official Use Only

Program Manager

For Official Use Only

Designated Executive Representative

For Official Use Only

Executive Sponsor

For Official Use Only

Executive Summary: Provide a clear and concise description of your project and how it will allow the IRS to achieve its mission.

Potential volunteers and partners interested in supporting our Volunteer Income Tax Assistance/Tax Credits for the Elderly (VITA/TCE) return preparation programs sign up on IRS.gov. This allows Stakeholder Partnerships, Education & Communication (SPEC) to contact the individuals to assign them to sites, which is critical for program growth. The Prospective Volunteer intake form provides a means for individuals to express interest in supporting the Stakeholder Partnerships, Education & Communication (SPEC) mission and assisting low to moderate income individuals with tax preparation. When submitted, the volunteer information becomes a prospective Volunteer Lead record in SPECforce (our data management tool), which Stakeholder Partnerships, Education & Communication (SPEC) territory managers and relationship managers can access and manage. The data entered can be searched and compiled in reports and dashboards to help make data-driven volunteer matching decisions.

Personally Identifiable Information (PII)

Will this project use, collect, receive, display, store, maintain, or disseminate any type of Sensitive but Unclassified (SBU), Personally Identifiable Information (PII), or Federal Tax Information (FTI)?

Yes

Please explain in detail how this project uses sensitive data from inception to destruction (data lifecycle).

Potential volunteers and partners interested in supporting our VITA/TCE return preparation programs voluntarily sign up on IRS.gov by filling out a survey. This survey data is extracted to contact the individuals to assign them to the volunteer sites, and the data is stored in the record for the volunteer site. Data is eliminated as per IRM 1.15.57-1(1) General Records Schedule (GRS) for Electronic Records and IRM 1.15.3.2.1 Disposition of Records. All forms and documents may be retained for a period of 3 years. RCS 29 Item 440-SPEC (Stakeholder Partnerships, Education and Communication) Grant Application Files and Cooperative Agreements-(a) SPEC-rejected applications-Destroy 3 years after cutoff. (b) SPEC-accepted applications-Destroy 6 years, 3 months after cutoff. GRS 5.1 Item 020-Non-recordkeeping copies of electronic records-Destroy immediately after copying to a recordkeeping system or otherwise preserving, but longer retention is authorized if required for business use.

Please select all types of Sensitive but Unclassified data (SBU)/Personally Identifiable Information (PII)/Federal Tax Information (FTI) that this project uses.

Email Address
Employment Information
Name
Telephone Numbers

Cite the authority for collecting SBU/PII/FTI (including SSN if relevant).

PII for personnel administration - 5 USC

Product Information (Questions)

1.1 Is this survey a result of the Inflation Reduction Act (IRA)?

No

1.13 What is your research method(s) used (i.e., survey, telephone interview, focus group, etc.)?

Survey

1.14 Is this a new survey, telephone interview, focus group, or usability testing?
Throughout the rest of this questionnaire, we will use the term "survey" to include all of these.

No

1.15 Is there a Privacy and Civil Liberties Impact Assessment (PCLIA) for this survey?

Yes

1.16 Enter the full name of the most recent PCLIA.

VITA/TCE Volunteer and Partner Recruitment, SU-7538.

1.17 Enter the PCLIA number of the most recent PCLIA.

7538

1.18 What are the reasons for the change?

New host software platform for survey.

1.19 Which Business Unit (BU) is requesting this survey?

Taxpayer Services

1.21 Who will the survey be administered to?

Taxpayers/Prospective Volunteers

1.22 Is this a reoccurring survey?

Yes

1.22 Will the survey be administered annually (3-year expiration)?

Yes

1.22 What is the start date?

2/17/2025

1.23 What is the end date?

02/17/2028

2.11 Will the survey capture any type of PII or is PII (names, addresses, email addresses, etc.) used to select participants?

Yes

2.12 If any PII data is collected, disclosed, or studied on individuals who choose not to participate, please describe the data.

Since this is a voluntary survey, PII data is not collected, disclosed, or studied on individuals who choose not to participate.

2.14 Explain how the participants are selected. Include a detailed description. Please provide your research plan as supporting documentation.

Participants are not selected. Individuals can voluntarily fill out this survey if they are interested in participating in the Volunteer Income Tax Assistance/Tax Credits for the Elderly (VITA/TCE) program. If the individual is researching the program, and decide that they want to volunteer, they will find a link to the survey on IRS.gov and they can choose to fill it out.

2.15 How are the participants notified (letter, postcard, email, etc.) of the survey, and if the survey is voluntary/optional, how is notice given? If it is not voluntary, please explain why it is mandatory.

The participants/potential volunteers access the volunteer recruitment form from the IRS.gov website. Participants are not notified of the survey. If they are interested in participating, they will find the link to the survey when they are researching on IRS.gov.

3.11 What tool(s) is/are used to conduct the survey? Please indicate if the anonymous feature has been set for the survey, if applicable.

Salesforce software platform/User Interface

3.12 Will the survey be audio-recorded or video-recorded?

No

4.11 Does this survey retrieve information by any personal identifier for an individual who is a U.S. citizen, or an alien lawfully admitted for permanent residence? If the answer is Yes, you must have at least one SORN name and number selected in the SORNs section.

Yes

4.12 The Privacy Act of 1974 (5 USC § 552a(e)(3)) requires each agency that maintains a system of records to inform each individual requested to supply information about themselves. Do survey participants provide information about themselves?

Yes

4.13 Please provide the Privacy Act Statement.

We are asking for this information to assist us in contacting you relative to your interest and/or participation in the IRS volunteer income tax preparation and outreach programs. The information you provide may be furnished to others who coordinate activities and staffing at volunteer return preparation sites or outreach activities. The information may also be used to establish effective controls, send correspondence and recognize volunteers. Your response is voluntary. However, if you do not provide all or part of the requested information, the IRS may not be able to use your assistance in these programs. Our legal authority to collect this information is 5 U.S.C. 301.

4.14 Does the IRS administer (conduct) the survey?

Yes

4.15 Provide the name of the IRS office administering the survey.

Human Capital Office (HCO)

4.18 Does the IRS perform analysis of the survey results?

Yes

4.19 Provide the name of the IRS office performing the analysis of the survey.

Stakeholder Partnership-Education & Communication (SPEC)

4.27 Identify the roles and their access level to the PII data.

Growth Group Relationship Managers - Full access to the data
SPEC Admins - Full access to the data

4.28 Explain the precautions taken to ensure the survey results will not be used for any other purpose not listed in the Detailed Business Purpose and Need section and to ensure that employees or taxpayers who participate in the survey cannot be identified or re-identified under any circumstances and no adverse actions taken.

Information voluntarily submitted by prospective volunteers is only shared and used by SPEC employees to contact these interested persons for the purpose of matching them with VITA/TCE sites in their geographic area of interest. Information is not used for any other purpose or used outside of SPEC. There is no employee or taxpayer data that is collected. The data is only accessible by approved SPEC users who have been granted access to the system through BEARS entitlements. No unaggregated information is shared.

4.29 Does the administrator of the survey have access to information identifying participants?

Yes

5.13 Does the individual about whom the information was collected or maintained expressly authorize its collection/maintenance?

Yes

Interfaces

Interface Type

IRS Systems, file, or database

Agency Name

SPECforce

Incoming/Outgoing
 Incoming (Receiving)
Transfer Method
 Secured channel via HTTPS

Systems of Records Notices (SORNs)

SORN Number & Name

IRS 10.555- Volunteer Records

Describe the IRS use and relevance of this SORN.

Potential volunteers and partners interested in supporting our VITA/TCE return preparation programs sign up on IRS.gov by completing a form. This allows SPEC to contact the individuals to assign them to VITA/TCE sites, which is critical for program growth.

SORN Number & Name

IRS 00.001 - Correspondence Files and Correspondence Control Files

Describe the IRS use and relevance of this SORN.

Electronic correspondence, either by email or telephone call, could be conducted between SPEC employees who are working with the volunteer data, and the prospective volunteer while trying to determine their eligibility to volunteer, and to determine which VITA/TCE location would be a match for them.

Records Retention

What is the Record Schedule System?

General Record Schedule (GRS)

What is the retention series title?

IRM 1.15.57-1(1) GRS for Electronic Records and IRM 1.15.3.2.1
Disposition of Records

What is the GRS/RCS Item Number?

IRM 1.15.57-1(1)

What type of Records is this for?

Electronic

Please provide a brief description of the chosen GRS or RCS item.

The administrator will ensure that survey information is appropriately destroyed/deleted when no longer needed for reference. Data is eliminated as per IRM 1.15.57-1(1) General

Records Schedule (GRS) for Electronic Records and IRM
1.15.3.2.1 Disposition of Records.

What is the disposition schedule?

All forms and documents may be retained for a period of 3 years. RCS 29 Item 440-SPEC (Stakeholder Partnerships, Education and Communication) Grant Application Files and Cooperative Agreements-(a) SPEC-rejected applications-Destroy 3 years after cutoff. (b) SPEC-accepted applications-Destroy 6 years, 3 months after cutoff. GRS 5.1 Item 020-Non-recordkeeping copies of electronic records-Destroy immediately after copying to a recordkeeping system or otherwise preserving, but longer retention is authorized if required for business use.

What is the Record Schedule System?

Record Control Schedule (RCS)

What is the retention series title?

Records Control Schedule (RCS) 29, published in IRS Document 12990

What is the GRS/RCS Item Number?

29

What type of Records is this for?

Electronic

Please provide a brief description of the chosen GRS or RCS item.

The administrator will ensure that survey information is appropriately destroyed/deleted when no longer needed for reference. Official recordkeeping copies of SPEC records are maintained in accordance with Records Control Schedule (RCS) 29, published in IRS Document 12990. Data is eliminated as per IRM 1.15.57-1(1) General Records Schedule (GRS) for Electronic Records and IRM 1.15.3.2.1 Disposition of Records. All forms and documents may be retained for a period of 3 years. RCS 29 Item 440-SPEC (Stakeholder Partnerships, Education and Communication) Grant Application Files and Cooperative Agreements-(a) SPEC-rejected applications-Destroy 3 years after cutoff. (b) SPEC-accepted applications-Destroy 6 years, 3 months after cutoff. GRS 5.1 Item 020-Non-recordkeeping copies of electronic records-Destroy immediately after copying to a recordkeeping system or otherwise preserving, but longer retention is authorized if required for business use.

What is the disposition schedule?

The administrator will ensure that survey information is appropriately destroyed/deleted when no longer needed for reference. Official recordkeeping copies of SPEC records are maintained in accordance with Records Control Schedule (RCS) 29, published in IRS Document 12990. Data is eliminated as per IRM 1.15.57-1(1) General Records Schedule (GRS) for Electronic

Records and IRM 1.15.3.2.1 Disposition of Records. All forms and documents may be retained for a period of 3 years. RCS 29 Item 440-SPEC (Stakeholder Partnerships, Education and Communication) Grant Application Files and Cooperative Agreements-(a) SPEC-rejected applications-Destroy 3 years after cutoff. (b) SPEC-accepted applications-Destroy 6 years, 3 months after cutoff. GRS 5.1 Item 020-Non-recordkeeping copies of electronic records-Destroy immediately after copying to a recordkeeping system or otherwise preserving, but longer retention is authorized if required for business use.

What is the Record Schedule System?

General Record Schedule (GRS)

What is the retention series title?

6.5 - Public Customer Service Records

What is the GRS/RCS Item Number?

10

What type of Records is this for?

Electronic

Please provide a brief description of the chosen GRS or RCS item.

Public Service Operations Records, temporary

What is the disposition schedule?

Destroy 1 year after resolved or when no longer needed or business use case, whichever is appropriate.

Data Locations

What type of site is this?

Environment

What is the name of the Environment?

(Stakeholder Partnership, Education & Communication)
SPECForce

What is the sensitivity of the Environment?

Personally Identifiable Information (PII) including Linkable Data

What is the URL of the item, if applicable?

<https://freetaxassistance.for.irs.gov/s/sign-up-form>

Please provide a brief description of the Environment.

Potential volunteers and partners interested in supporting our Volunteer Income Tax Assistance/Tax Counseling for the Elderly (VITA/TCE) return preparation programs sign up by completing a form via a link on IRS.gov. This data is extracted by IRS to contact the individuals to assign them to sites in their desired geographic area of interest.