

Training the 2009 21st TSC Tax Team...

by Steve Smith

Let Us "Show You the Money!"

Competent tax assistance doesn't just happen; you have to make it happen. Each tax season, we spend much of the month of January assembling and training a team of tax preparers to work in the 21st TSC tax assistance centers in Kaiserslautern, Landstuhl, Mannheim, Stuttgart, and three locations in the Benelux: Mons and Brussels, Belgium, and Schinnen, the Netherlands. Training begins with four days of "VITA" (Volunteer Income Tax Assistance) training taught by specially-trained IRS instructors from the States. We follow that up with three days of Advanced Tax Training, covering foreign tax issues, state and Puerto Rico income tax, and intensive hands-on training in a computer lab using Tax-Wise software. Our tax preparers ("e-filers" for short) also work practice exercises and receive additional training on the job. All of them work under the supervision of licensed attorneys who attended the week-long USAREUR Tax Continuing Legal Education conference in December. By the time they see their first customers, our staff is thoroughly trained and raring to go. They are ready and waiting to "show you the money!"



Tax Program Coordinator Donald Davis conducting classroom training on how to set up a tax assistance center.



E-filers working practice exercises in the computer lab using TaxWise software, building competence and confidence.



IRS VITA Instructor Diane Puderer, from New Orleans, brought along Mardi Gras trinkets for her students.



21st TSC's 2009 Tax Team—trained, fired up, and ready to tackle taxes. Who says taxes have to be boring?