Consumer Financial Protection Bureau Tax-Time Saving Initiative: End of (insert year) Tax Season Online Survey for Site Leads

Thank you for participating in the Consumer Financial Protection Bureau (CFPB) Tax Time Saving Initiative this year. The Tax Time Saving project furthers our mandate to provide opportunities for consumers to access financial services during the preparation process to claim earned income tax credits and other benefits. We also recognize that your organization is committed to maximizing the benefit of the tax refund as part of your efforts to improve the financial literacy and capability of consumers, so we greatly appreciate the opportunity to collaborate with you on this effort.

As we described before the start of the tax season, we are seeking some information about the results you achieved during the recently ended tax season, and your feedback on some of the training and other support provided by the Bureau. Your response is strictly voluntary, but the information you provide would be extremely helpful to the Bureau in getting a better understanding about how organizations such as yours integrate saving promotion strategies in their Volunteer Income Tax Assistance (VITA) programs, and the value that the Bureau can provide in support of those efforts.

The information we receive from you will be analyzed along with survey responses from other Tax Time Savings Initiative participants to assess whether the training, tools and materials provided to you were beneficial, and to help us plan for future efforts in the tax time saving space. The Bureau plans to publish a report of the findings from this year's tax season, but will only use your information along with other pilot sites in an aggregated form and will not report on individual results or feedback from each organization.

The information we are seeking includes numerical outputs about tax time saving at your program, and answers to several narrative questions regarding your experience in partnering with the Bureau on this pilot. We estimate that your response will take no more than 60 minutes to complete, including the time it takes to download the necessary information from your system. We would appreciate your reply by **[*deadline*]**.

If you have any questions, please contact (name of contractor representative and contact email) or (phone number of contractor contact).

Privacy Act Statement

5 U.S.C. 552a(e)(3)

The information you provide through your responses to (name of contractor) will assist the study sponsor, the Consumer Financial Protection Bureau (CFPB), in getting a better understanding about how your organization integrates savings promotion strategies.

(Name of contractor) will access personally identifiable information (PII) such as your name, email address, number, and mailing address. The Bureau will only receive de-identified and aggregated data.

Information collected on behalf of the Bureau by (name of contractor) will be treated in accordance with the System of Records Notice ("SORN") Consumer Education and Engagement Records CFPB.021, 83 FR 23435.Although the Bureau does not anticipate further disclosing the information provided, it may be disclosed as indicated in the Routine Uses described in the SORN. Direct identifying information will only be used by (name of contractor) to facilitate the study and will be kept private except as required by law.

This collection of information is authorized by Pub. L. No. 111-203, Title X, Sections 1013 and 1022, codified at 12 U.S.C. §§ 5493 and 5512.

Participation in this study is voluntary, you are not required to participate or share any identifying information with (name of contractor) and you may withdraw participation at any time.

Paperwork Reduction Act Statement
According to the Paperwork Reduction Act of 1995, an agency may not conduct or sponsor, and not withstanding any other provision of law a person is not required to respond to, a collection of information unless it displays a valid OMB control number. The OMB control number for this collection is 3170-0036. It expires on xx/xx/xxxx. The time required to complete this information collection is estimated to average approximately 30 minutes per response. Comments regarding this collection of information, including the estimated response time, suggestions for improving the usefulness of the information, or suggestions for reducing the burden to respond to this collection should be submitted to the Consumer Financial Protection Bureau (Attention: PRA Office), 1700 G Street NW, Washington, DC 20552, or by email to PRA_Comments@cfpb.gov.

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End of Tax Season Numerical Results

Q1: How many Federal tax returns were prepared by your whole VITA program (including all sites, regardless of whether or not they participated in the Tax Time Saving Initiative)? _________

Q2: Please provide the following information about 2018 tax returns prepared through your program. Please consider only Federal tax returns.

a) Number of returns claiming the earned income tax credit (EITC) __________
b) Number of returns receiving a refund __________
c) Number of returns using direct deposit to receive their refund __________
d) Number of returns splitting their refund using IRS Form 8888 __________
e) Number of returns purchasing a U.S. Series I savings bond __________

Q3: Did all of your tax preparation sites use Tax Time Saving Initiative strategies, or only a subset of sites?

a) All of our sites used Tax Time Saving Initiative strategies
b) A subset of our sites used Tax Time Saving Initiative strategies

Q4: [*If Q3 = b*] Please provide the following information about 2018 tax returns, considering only Federal tax returns. **Please only include data from sites that used Tax Time Saving Initiative strategies (i.e., "participating sites").**

a) Total number of tax returns prepared at **participating sites**____________
b) Number of returns at **participating sites** claiming the earned income tax credit(EITC) __________
c) Number of returns at **participating sites** receiving a refund _________
d) Number of returns at **participating sites** using direct deposit to receive their refund __________
e) Number of returns at **participating sites** splitting their refund using IRS Form8888 __________
f) Number of returns at **participating sites** purchasing a U.S. Series I savings bond __________

Q4: Did your site record the additional information that the Bureau of Consumer Financial Protection recommended about whether taxpayers deposited in different types of accounts? [Yes/No]

Q5: [*If Q4 = Yes*] Please provide the following information about 2018 federal tax returns prepared through your program. If you did not collect a specific piece of information, please respond "N/A".

a) Number of taxpayers who directly deposited at least a portion of their Federal refund into a savings account in a bank or credit union, a 529 plan, or a retirement account __________
b) Total amount of Federal refund proceeds that taxpayers directly deposited into a savings account in a bank or credit union, a 529 plan, or a retirement account __________
c) Number of taxpayers who directly deposited at least a portion of their Federal refund into a prepaid card account __________
d) Total amount of Federal refund proceeds that taxpayers directly deposited into a prepaid card account _________

Q6: Did your program ask any taxpayers the Bureau's suggested question about whether they plan to save any of their refund? [Yes/No]

Q7: [*If Q6 = Yes*] How many taxpayers answered in each of the following ways?
a) Yes, for 6 months or longer ___________
b) Yes, but spend it all before 6 months ___________
c) No ___________
d) I don't expect a refund ___________

Q8: [*If Q7 = Yes*] Did you ask taxpayers who answered "Yes" to the previous question how much of their refund they were planning on saving? [Yes/No]

Q9: [*If Q8 = Yes*] What was the total dollar amount of all responses to this question combined?

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End of Tax Season Narrative Report

Please respond to the following questions about your experience participating with the Bureau in its Tax Time Saving Initiative. If you have participated in this initiative for multiple years, please note that the questions below are about your participation during this year only. **Do not include personal information in your responses.**

Q10: Did you participate in any Bureau-sponsored trainings or webinars about tax time saving before or during the 2018-19 tax season? [*Yes/No*]

Q11: How useful were the trainings or webinars in which you participated? [*Very useful/somewhat useful/Not at all useful*]

Q12: In what ways were the trainings or webinars most useful? *Open-ended responses*

Q13: How could the trainings or webinars be improved? *Open-ended responses*

Q14: Did you receive Bureau trainings and materials early enough for them to be useful in this year's campaign?

a) Yes
b) No
c) Not sure

Q15: [*If Q14 = No or Not Sure*] Please explain your answer to the previous question.

Q16: Did you provide training about tax time saving strategies to volunteers and staff at your organization? [*Yes/No*]

Q17: [*If Q16 =* Yes] How did you provide this training to volunteers and staff? Please check all that apply.

a) Live webinars provided by the Bureau
b) Recorded webinars provided by the Bureau
c) Written materials provided by the Bureau
d) Face-to-face presentations or trainings
e) Other (specify)

Q18: [*If Q16 =* Yes] Was the training that you provided to volunteers and staff connected to your regular tax prep training, or was it delivered separately?

a) Connected to regular tax prep training
b) Delivered separately

Q19: Has your program participated in the Bureau's Tax Time Saving Initiative in previous years?

a) Yes
b) No
c) Not sure

Q20: [*If Q19 = Yes*] Did you change the training about tax time saving strategies that you provided to volunteers and staff this year in any way? If so, how did you change the training and why? *Open-ended responses*

Q21: How did your tax customers respond to your efforts to inform them about opportunities to save a portion of their refund? Please provide your general impressions, rather than anecdotal evidence containing personal information, about the level of customer receptiveness and/or acceptance. *Open-ended responses*

Q22: Please provide any guidance you may have on how the Bureau could better support your program's efforts to promote saving at tax time in future years. *Open-ended responses*

THANK YOU VERY MUCH FOR PARTICIPATING IN THIS SURVEY!