



Tax Access: A tool to help make your VITA site more accessible to people with disabilities

What is Tax Access?

The **Tax Access** project is designed to provide a “**Safe Place**” where Volunteer Income Tax Assistance (VITA) site coordinators and volunteers can ask questions and find resources on how to serve people with disabilities more effectively. The Tax Access project focuses on disability issues related to VITA services including facility access, program accessibility, and customer service.

Tax Access is a collaborative effort of the Southeast ADA Center (a project of the Burton Blatt Institute (BBI) at Syracuse University that answers questions and provides training and materials about the Americans with Disabilities Act (ADA)), the Real Economic Impact (REI) Network of the National Disability Institute (NDI), and the Internal Revenue Service (IRS).

Who should use Tax Access?

- Tax Coalitions
- Site Coordinators
- VITA Volunteers

Why should VITA sites/volunteers use Tax Access?

It is a “safe and confidential place” for VITA Site Coordinators and volunteers to ask disability-related questions. This “safe place” includes:

- A dedicated online site at www.ADAsoutheast.org/taxaccess with an “**Ask Your Questions**” form which gets a priority response from trained ADA information specialists.
- Access to ADA Information Specialists via toll free hotline at 1-800-949-4232 [voice/tty].

It also includes resources and publications available online and for download. Examples include:

- [Frequently Asked Questions \(FAQs\)](#)



- [Publications](#) on such topics such as effective communication, including sign language interpreters and alternate formats, facility access, customer service, etc.
- [Training Resources](#) including links to free, self-paced online courses and other training materials for use with staff and volunteers, such as a “Welcoming Customers with Disabilities” web course, “Making VITA Sites Accessible” PowerPoint presentation, and much more.

How to use Tax Access

- Visit Tax Access at www.ADAsoutheast.org/taxaccess to access information and resources.
- For priority response to questions, use our online “[Ask Your Questions](#)” form.
- Call **1-800-949-4232** [voice/tty] to speak to a trained ADA Specialist. (When calling, please identify yourself as calling regarding the Tax Access project and/or from a VITA site.)