

2012 VITA Results Summary

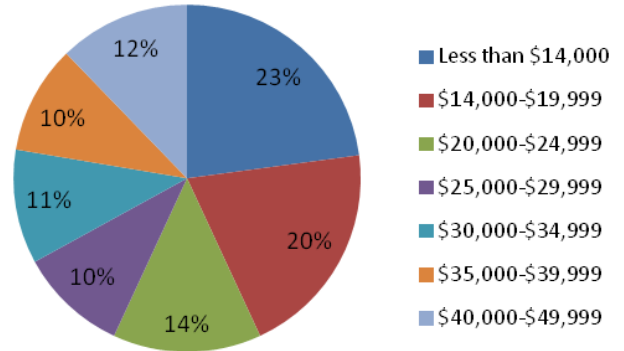
Year	Sites	Volunteers	Clients	Total Returns	EITC	Total Refunds	Tax Fees
2011	3	4	115	230	\$65,000	\$205,500	\$17,250
2012	5	30	203	403	\$83,000	\$350,000	\$29,700

- \$21,035 in Education credits
- \$14,197 in Child Tax Credits
- Maximum individual refund was \$10,421 due to federal and state EITC
- Approximately 305 volunteer hours
- Average AGI \$23,278
- 83% Single or Head of Household filers

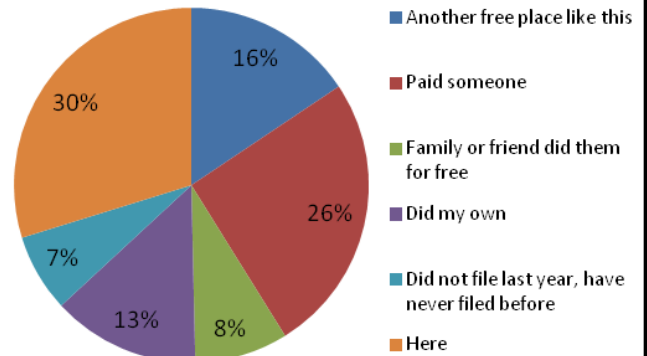
Survey Results:

- 78% of people had put money into savings, and 25% had put into a retirement account
- Almost 30% of people had used a money order to pay a bill but less than 10% had wired money to a friend, used a payday lender, or check cashing store
- 94% of people either had a checking/savings or both
- 98% surveyed found this service to be VERY beneficial, only 2% found it to be somewhat beneficial
- 64% said it would be a financial hardship if this program did not exist
- 100% of people felt their appointment was easy to schedule "Very easy: documents needed, directions, and schedule assistance provided" "Got in right when I asked"
- 88% felt their service and overall experience was excellent and 12% felt it was a good experience "organized, efficient, kind, collaborative, knowledgeable" "Thank you so much! The staff was excellent!" "They were wonderful! Explained everything!" "Very professional and helpful" "Would definitely use again!" "Keep it up!" "They did a wonderful job, They are really nice and respectful people." "Very professional. Great experience. Thanks!" "People very helpful and pleasant. Thanks Jennifer!" "I think this is an excellent program!" "Awesome, will be back next year"

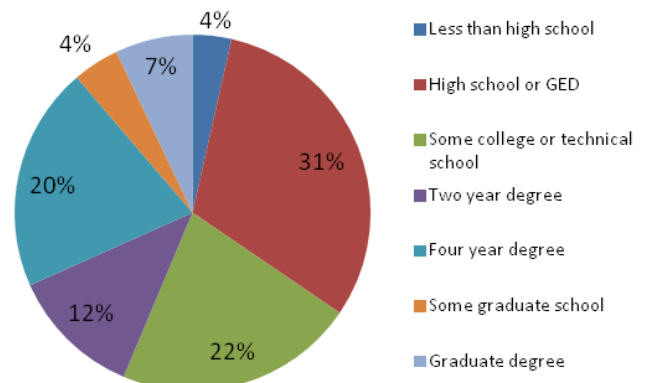
Clients By Income Level



Tax Service used in Prior Year



Clients by Education Level



Our 2012 Partners:

