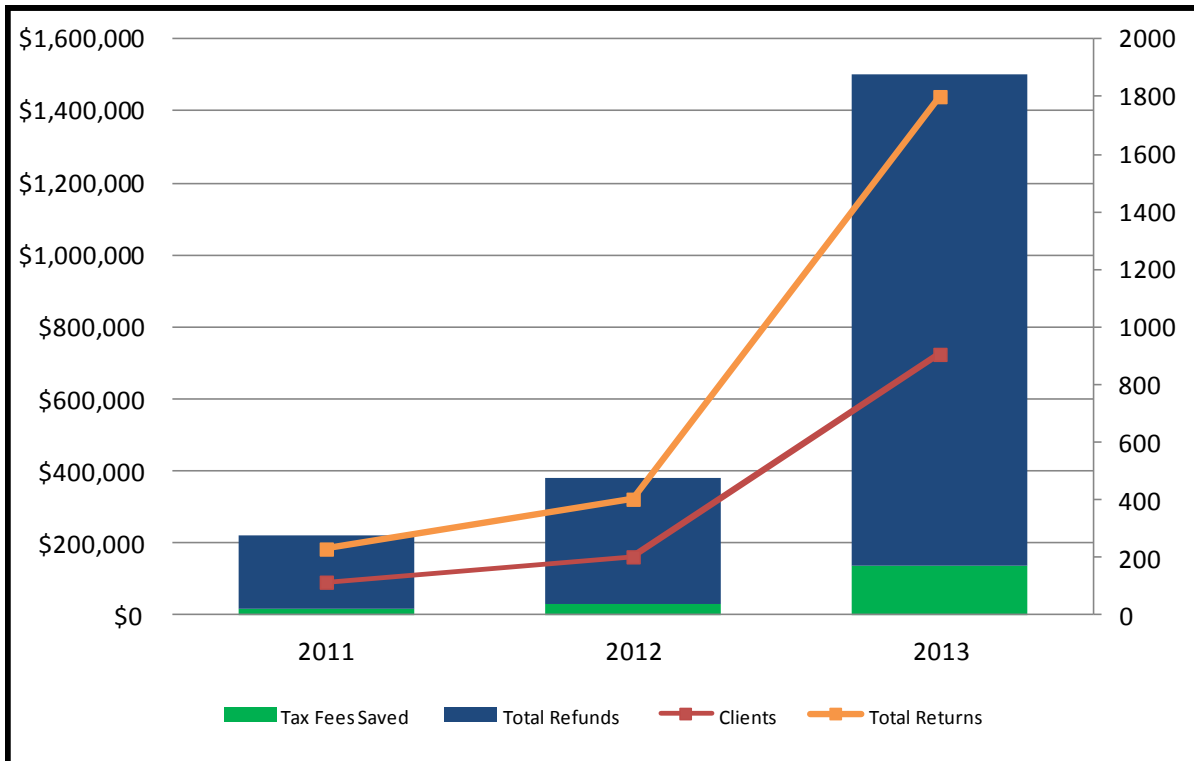


2013 VITA Results Summary

Year	Sites	Volunteers	Clients	Total Returns	EITC	Total Refunds	Tax Fees Saved
2011	3	4	115	230	\$65,000	\$205,500	\$17,250
2012	5	30	203	403	\$83,000	\$350,000	\$29,700
2013	4	46	906	1801	\$343,901	\$1,365,234	\$135,900

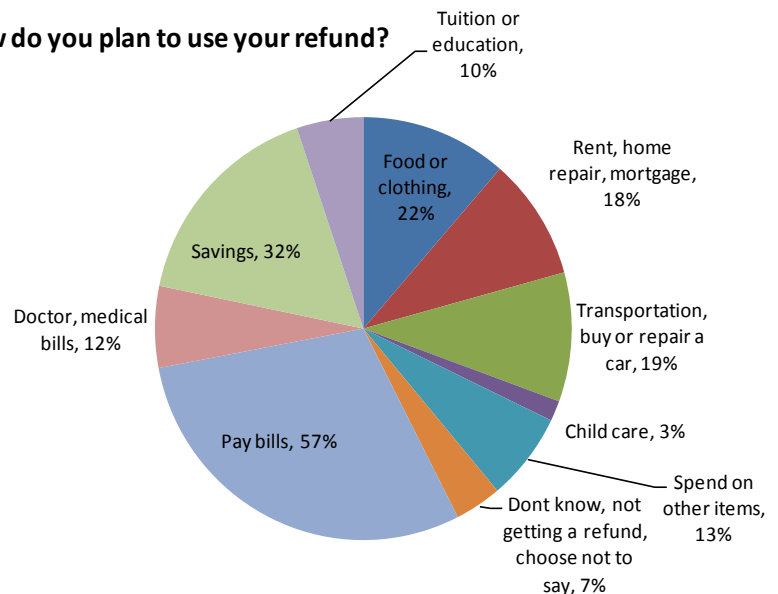


Why is VITA important?

- Through the efforts of community volunteers, VITA helps those who need it most keep their hard earned money.
- The average tax return costs a taxpayer \$200, money that can be used for rent or groceries.
- VITA brings money back to the community through refunds and tax credits.

- 2013 Volunteers: More than 45 active volunteers
- 2013 Sites: 4
- Average Tax refund: \$1418
- Average AGI: \$20,289
- More than 1000 volunteer hours

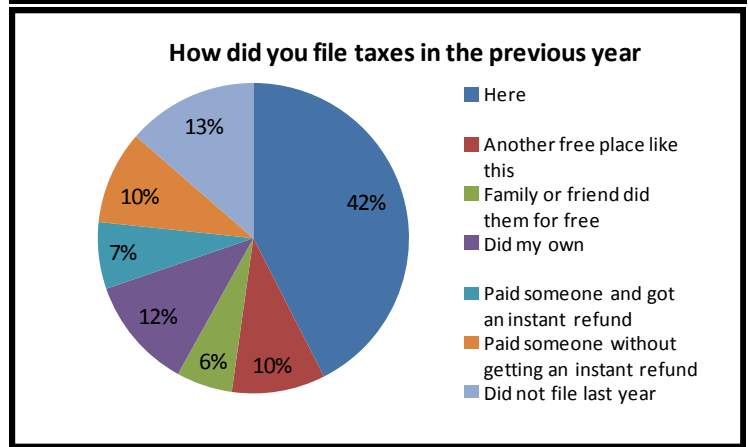
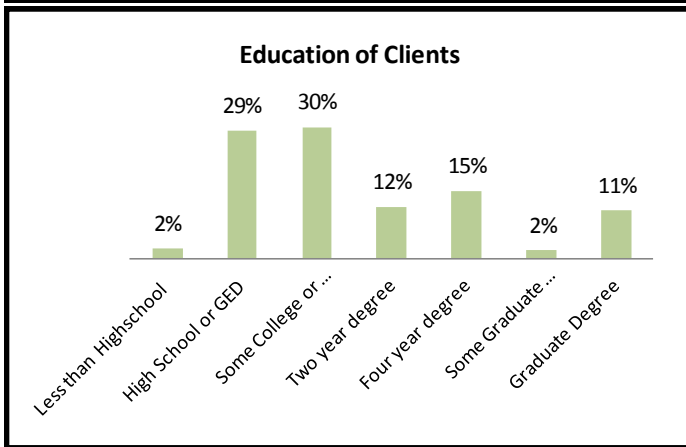
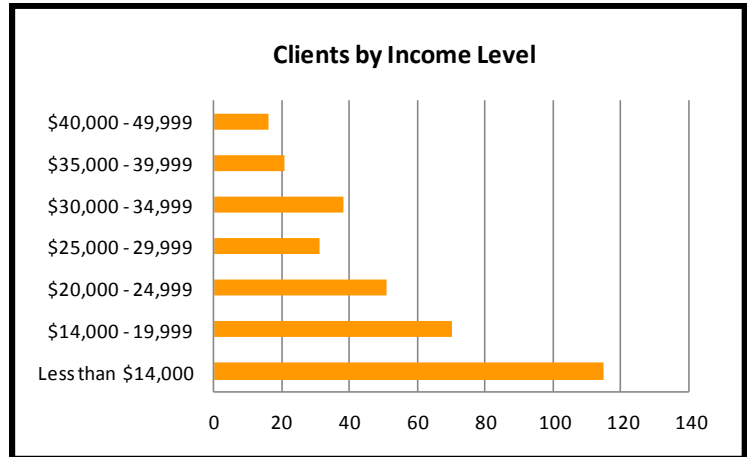
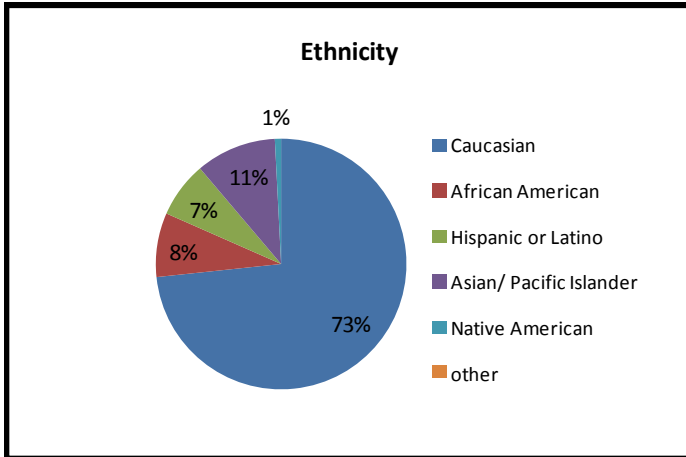
How do you plan to use your refund?



Our 2013 Partners:



2013 VITA Survey Summary



- 50% of people had put money into savings, and 14% had put into a retirement account
- 21% of people had used a money order to pay a bill, 11% had wired money to a friend, but less than 3% used a payday lender, or check cashing store
- 98% of people either had a checking/savings or both!
- 95% surveyed found this service to be VERY beneficial, and 3% found it to be somewhat beneficial
- 62% said it would be a financial hardship if this program did not exist
- 99% of people felt their appointment was easy to schedule
- 90% felt their experience with preparer and coordinators were excellent, with 10% feeling the experience was good. 90% felt their Overall experience was excellent and 9% felt it was a good experience .

Comments from our Clients:

"Could not be more pleased with the service - above and beyond "Every year is excellent" "People are super kind and helpful" "Everyone was nice and taxes were quick and easy to file" "EXCELLENT! SUPER NICE! VERY HELPFUL!" "LOVED HER - VERY WEL-COMING" "MADE SURE EVERYTHING WAS CORRECT AND VERY THOROUGH" "This is a wonderful" "This was incredibly helpful! Thank you!" "VERY FRIENDLY AND CONSIDERATE" "Very helpful and explained things I didn't understand" "Very nice and efficient tax specialists" "Everyone was very helpful nice and knowledgeable, fantastic!" "FIRST TIME USING AND AM GRATEFUL FOR THE SERVICE GREAT SERVICE!" "HAVE BEEN COMING HERE SINCE PROGRAM STARTED AND VERY PLEASED" "I will recommend this service to others" "I WOULD LOVE TO USE THEM AGAIN NEXT YEAR" "NICE, CONVENIENT AND NO WORRIES ABOUT PAYING FOR SERVICES" "PERFECT!" "Service was fantastic!" "Thank you both very much" "Very detail oriented great job!" "Very patient and friendly instructors" "Very polite and friendly" "VERY THANKFUL, WILL DEFINITELY REFER OTHERS" "WONDERFUL OUTSTANDING SERVICE!"