

VITA

VOLUNTEER INCOME TAX ASSISTANCE PROGRAM York County, Pennsylvania

2011 Filing Season Results

VITA volunteers in York County prepared federal, state and local income tax returns **free of charge** for taxpayers whose household income was \$49,000 or less in 2010. They also prepared property tax/rent rebate applications for seniors and other eligible taxpayers. To ensure accuracy, a quality review was completed for each return prior to filing. **Nearly \$4.4 million** was returned to York County as a result of VITA tax preparation services.

TAXPAYERS SERVED

Federal tax returns filed	2,710
State tax returns filed	2,743

FINANCIAL IMPACT

Federal refunds	\$4,142,094
State refunds	<u>\$ 238,468</u>
TOTAL DOLLARS REFUNDED	\$4,380,562

TAXPAYER DEMOGRAPHICS

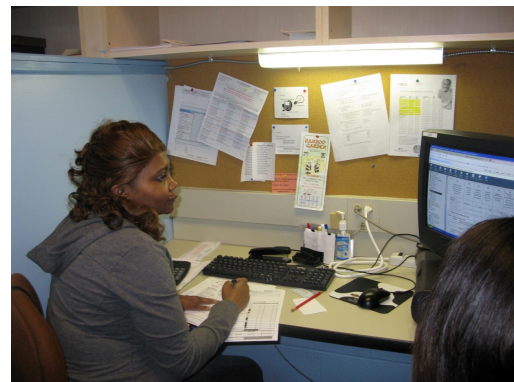
Federal filers qualifying for the Earned Income Tax Credit	35%
Federal filers qualifying for the Education Tax Credit	6%
Taxpayers selecting direct deposit	62%

VOLUNTEER SERVICE

Community members including business people, homemakers, educators, students and retirees volunteered for the 2011 VITA Program.

All tax preparation volunteers completed an in-depth study of tax law, learned the TaxWise online software program and passed an IRS certification examination.

Phone volunteers staffed the central call center in York to schedule appointments at VITA sites throughout the county.



- Certified tax preparers – 64 volunteers
- Phone schedulers – 11 volunteers
- Estimated hours of volunteer service – 6,875

COMMUNITY SUPPORT

The 2011 York County VITA Program received generous support from our community partners:

- Affordable Computers, Inc.
- Community Progress Council, Inc.
- Dentsply International
- Dover Area School District
- Glatfelter
- Jefferson Community Center
- Lutheran Social Services of South Central Pennsylvania
- New Hope Ministries
- Penn State York
- The Phillips Group
- PNC Foundation
- Southern Community Services
- United Way of York County
- White Rose Credit Union
- York Benevolent Association
- York College of Pennsylvania
- York Educational Federal Credit Union

SITE OPERATIONS

The 2011 VITA Program served taxpayers at 11 sites throughout the county with daytime, evening and Saturday hours. Sites were open more than 125 hours each week for the convenience of taxpayers.

New Sites

- 120 Frederick Street – Hanover
- Dover Area High School – Dover
- York Benevolent Association – York

Established Sites

- Community Progress Council – York
- Jefferson Community Center – York
- Southern Community Services – Shrewsbury
- New Hope Ministries – Dillsburg
- United Way of York County – York
- White Rose Credit Union branches – East York, Red Lion and Rodney Road



**VOLUNTEER INCOME
TAX ASSISTANCE**

FINANCIAL PRODUCTS and SERVICES

- White Rose Credit Union and PNC Bank offered pre-paid VISA debit cards at no cost to VITA filers.
- Each VITA site offered information on a variety of financial literacy topics.