

# Free Tax Preparation Program Impact, FY19



United Way  
of Washtenaw County

United Way of Washtenaw County provides free tax preparation services to individuals and families with low-incomes, allowing them to receive the maximum refund possible. The program trains volunteers to work with participants to prepare tax returns.

## 2019 VITA Season Results

UWWC Clinic Returns Prepared	535
Scan & Go Returns Prepared	132
EMU Clinic Returns Prepared	104
MyFreeTaxes.com Returns	410
<b>Total Returns Prepared</b>	<b>1,181</b>
Total Dollars Refunded	\$1,876,302
Preparation Fees Saved	\$295,250
<b>Total Volunteers</b>	<b>88</b>
<b>Hours Volunteered</b>	<b>1666</b>

## 2019 Participant Impact

- 98% of participants were satisfied with the services they received.
- 99% of participants would recommend our program to friends and family.

*“This service made tax preparations stress-free especially for my first time paying taxes in Michigan. The staff was very helpful.”*

*“Saved money and I received expert advice. You all are so kind, helpful & welcoming.”*

*“Time and ease of mind. There was some complicated items that would have taken forever to finish on my own. I can feel confident that it was done right without having to worry about any repercussions.”*

*“Knowledgeable people to help me with taxes. I could not afford to get help otherwise, and would not have gotten this refund money without these amazingly helpful volunteers.”*

*“With this service, I feel that my family is taken care of and welcomed. It helps me feel that I have people to look out for me.”*

If you are interested in volunteering with our VITA program, contact Andrew Johnson, [vita@uwwashtenaw.org](mailto:vita@uwwashtenaw.org) or visit [uwgive.org/volunteerforvita](http://uwgive.org/volunteerforvita) to learn more.