

VITA Clients Stories of Impact

FY 21 July 1, 2020 - June 30, 2021



ABOUT VITA

\$1.42 million in total tax returns and credits returned in Washtenaw County
669 free tax returns filed



United Way of Washtenaw County's Volunteer Income Tax Assistance (VITA) program provides free tax preparation services to individuals and families with low incomes, helping them receive the maximum refund possible to meet their own financial needs or save for the future. This year our services helped people access COVID-19 stimulus payments.

STORIES OF IMPACT

We asked participants to share a success story related to their experiences participating in the VITA program this year. Below are their stories.

Zach, single adult, university graduate student, working on making it work in the middle class; VITA user of 7 years

Q: What about VITA is meaningful to you?

"Being financially stable has been so meaningful. I was pretty intimidated by taxes and it felt like something that rich people understand and maybe don't have to pay. It helped me feel, although I don't feel I could do them on my own yet, less intimidated by this.

The money I would get back from my return was really helpful to me. A lot of people use their taxes to go on vacation or buy fancy things. For me, it was used to pay bills and maybe get ahead on a bill instead of behind. Keeping myself above water. It gave me stability when I had no financial stability, for a little bit of time."

**“
Being financially
stable has been so
meaningful.
”**

VITA Clients Stories of Impact

FY 21 July 1, 2020 - June 30, 2021



STORIES OF IMPACT

Jennifer*, single person living in Ypsilanti, VITA user for seven years and counting

VITA helped me take care of myself. VITA isn't just taxes. It helped me get back on my feet, helped me feel safer. Every dollar counts and VITA has helped me get the most from my tax return.

*Name changed for privacy

Q: What is the impact of VITA for you?

"VITA has helped me get my finances in order and feel like an adult. Especially for people my age, it is hard to get past that milestone of feeling like an adult. It's a struggle to get out on your own and take care of yourself. I'm pretty good at taking care of myself and VITA has helped me take care of myself. Getting myself out of an unsafe situation has been huge. VITA is not just taxes. It has helped me get back on my feet. It has helped me become safer. Every dollar counts and VITA has helped me get the most from my tax return. Especially for people making under \$50K, every dollar is so important. \$50 is a phone bill."

To learn more about United Way of Washtenaw County's Volunteer Income Tax Assistance (VITA) Program, please view our [FY21 VITA Impact Report](#).

Visit uwwashtenaw.org/free-tax-preparation-help for the most updated information on tax-related needs. Email vita@micauw.org with questions.

Interested in volunteering with our VITA program? Register on [Volunteer Washtenaw](#) to get started!