

VITA

VOLUNTEER INCOME TAX ASSISTANCE

2021 Program Results

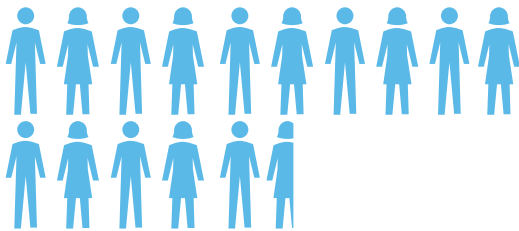
We continue to grow and serve our community, despite the challenges of the pandemic.

The passion that our volunteers have for our friends and family in Lancaster County propelled our mission forward as we were able to prepare 6,172 returns.

Not only did we find a way to continue safely serving clients in 2021, our team built new capabilities that allowed us to safely provide VITA services during COVID-19. We leveraged a virtual option through a partnership with GetYourRefund as well as a drop-off process that allowed volunteers to work from home, saving families across our community millions of dollars in tax preparation fees.

2021 Impact in Numbers

158 Volunteers
*Person Symbol = 10 Volunteers



\$1,685,000 Saved in Tax Prep Fees
*Cash Symbol = 100,000 Returns



6,172 Total Tax Returns Prepared
*Page Symbol = 1,000 Returns



\$11,604,000 Total Refunds to Clients
*Coin Symbol = \$1,000,000



\$1,880 Average Tax Refund

62% of Clients are
Prior VITA Clients

Average Income
of VITA Clients **\$26,099**

934 Clients claimed
the EITC

Making a Real Difference in Our Community

Our IRS-certified volunteers make tax preparation easy. We work with families to keep more money in their pockets and bring millions of dollars back into our local economy through refunds and tax credits, including the Earned Income Tax Credit (EITC).

VITA is a program of United Way
of Lancaster County.

United Way of
Lancaster County

