

# CITY OF HIGH POINT

## AGENDA ITEM



<b>TITLE:</b> 2023-24 Volunteer Income Tax Assistance (VITA) Update	
<b>FROM:</b> Thanena Wilson, Director Community Development & Housing	<b>MEETING DATE:</b> May 7, 2024
<b>PUBLIC HEARING:</b> N/A	<b>ADVERTISED DATE/BY:</b> N/A
<b>ATTACHMENTS:</b> VITA Presentation	

**PURPOSE:** The Community & Neighborhood Development Division will provide an update on the results of the VITA tax season

**BACKGROUND:** VITA provides free assistance on basic tax returns for low to moderate income households. This is the City's 18<sup>th</sup> year hosting a VITA program. There were seven VITA sites open from January 22<sup>nd</sup> - April 15<sup>th</sup> operating six days per week. The High Point VITA Coalition served 1,434 clients between e-file and paper returns. The High Point VITA Coalition saved 1,434 taxpayers the average fee of \$250 for a tax return totaling \$358,500. Federal refunds issued totaled \$719,919 and state refunds were \$60,613. Earned income tax credits totaled \$228,308.

**BUDGET IMPACT:** None

**RECOMMENDATION / ACTION REQUESTED:** None

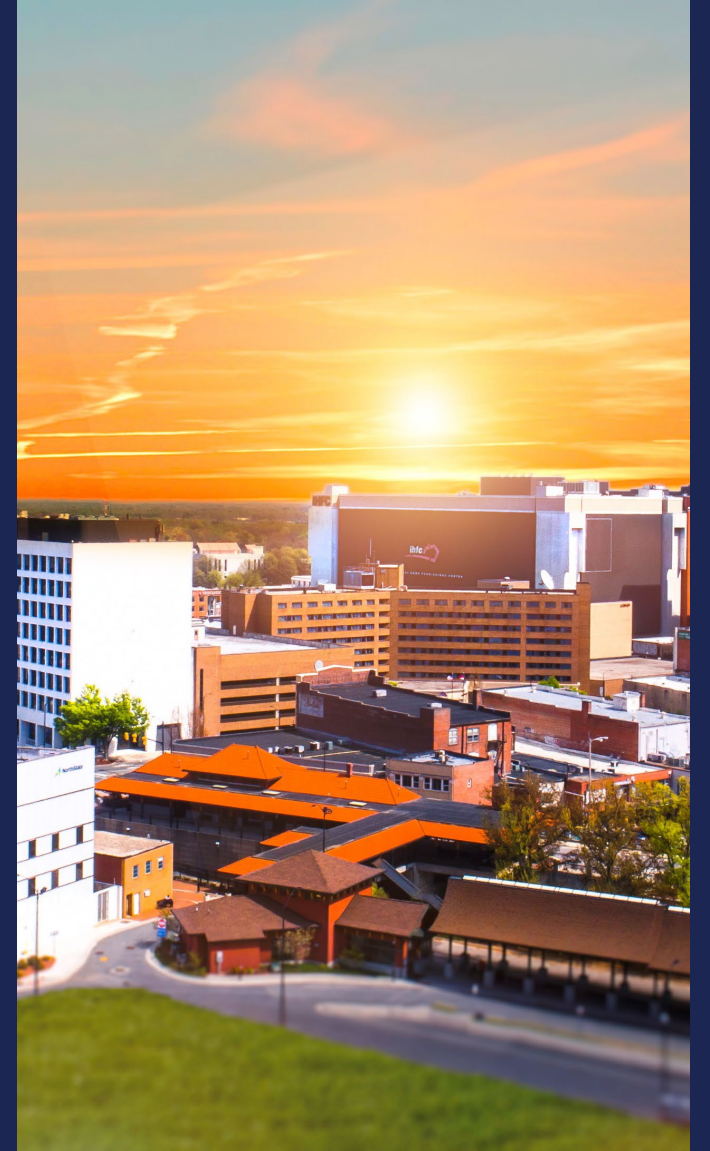




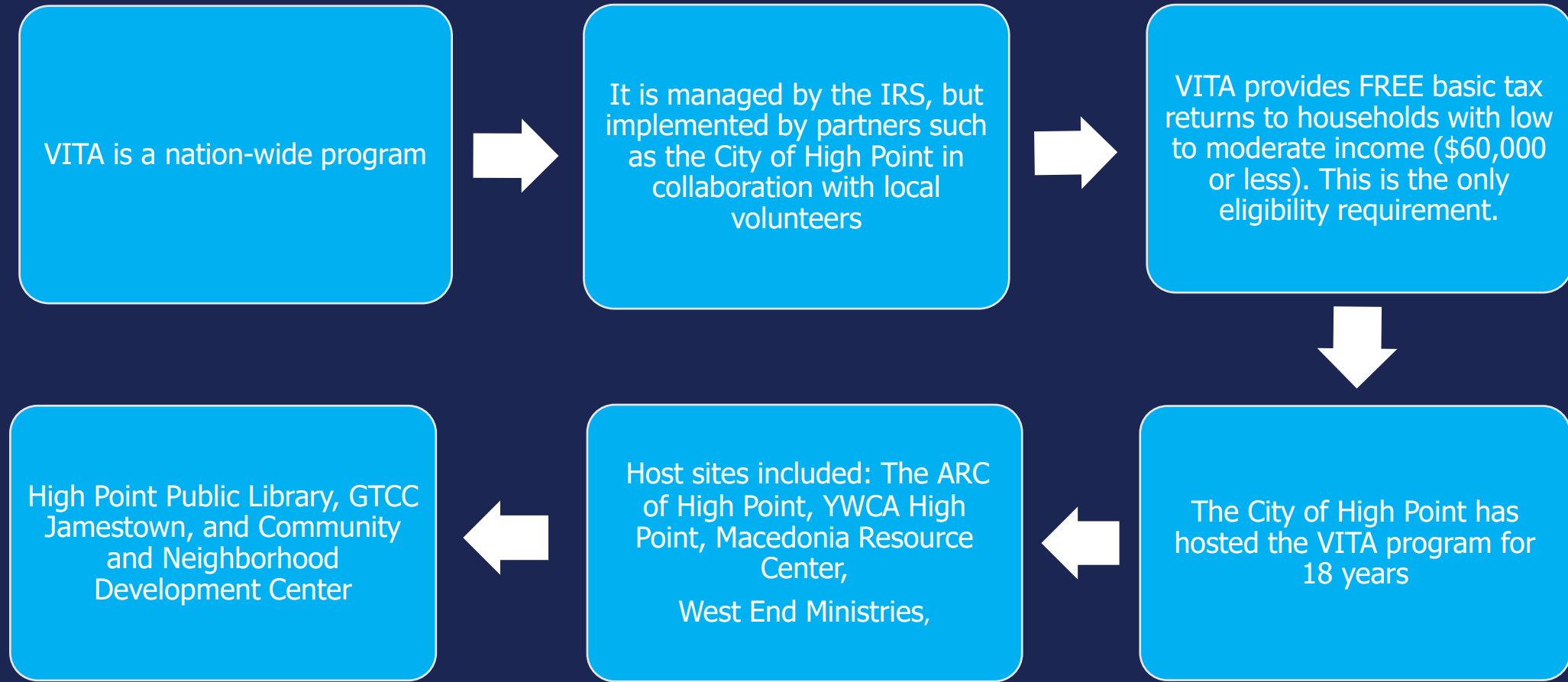
COMMUNITY DEVELOPMENT AND HOUSING

# VOLUNTEER INCOME TAX ASSISTANCE (VITA) 2023-2024 Tax Season

Community Development Committee  
May 7, 2024



# INTRODUCTION





# VITA MODEL

- 2 sites “drop-off”, 5 sites “in-person”
- All returns required an intake/interview
- Returns are reviewed with the taxpayer prior to filing
- Sites open 6 days a week Monday-Saturday from January 22-April 15
- Operated on an \$11,500 budget for staffing and operating expenses
- 5 out of 7 VITA sites are in the Core City. The two outside its boundaries are the ARC of High Point and GTCC Jamestown
- Site flow included:
  - A greeter managing the intake process,
  - Intake/interviewer to ensure correct information is used for the return, and
  - A tax preparer to complete the return and a quality reviewer for a second look at all returns.



# TAX SEASON RESULTS

- Total Volunteers:
  - **5** greeters
  - **2** schedulers
  - **33** tax preparers
  - **7** Site Supervisors
- Total Volunteer Hours: **1,514**
- Total Tax Preparation Hours: **1,186**
- VITA Hours of Operation: **306**
- Federal and State Tax Returns: **1434**
- Total Federal Refunds Issued: **\$719,919**
- Average Taxpayer AGI: **\$29,005.77**
- Primary or Secondary Taxpayer Age 60+: **438**
- Taxpayer retention: **744**
- Rural Taxpayers: **50**

# COST BENEFITS

\$250 Average cost of a tax return

\$980 Average taxpayer refund

1434 returns filed

$1434 \text{ tax returns} \times \$250 = \$358,500$

\$29,005 Average Gross Income

\$228,308 Earned Income Tax Credit (EITC)



# RETURN ON INVESTMENT



\$719,919 in federal refunds



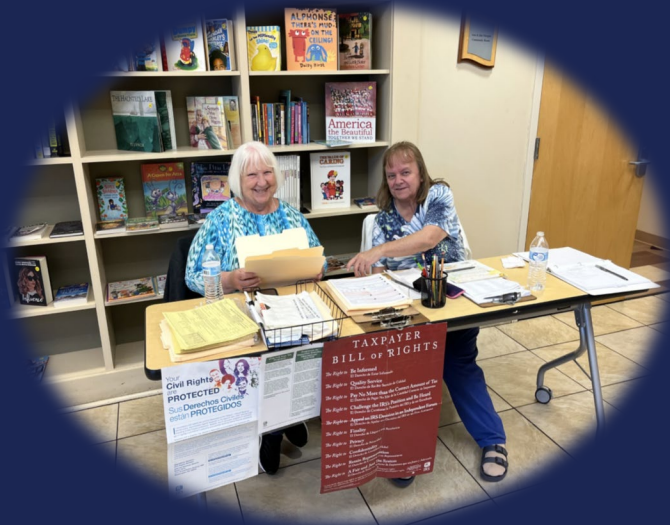
\$60,613 in state refunds



Total ROI: \$1,139,032



# VITA VOLUNTEERS IN ACTION







# THANK YOU

Pamela Ingram  
Community Resource Specialist  
Community Development and Housing  
City of High Point

[Pamela.Ingram@HighPointNC.gov](mailto:Pamela.Ingram@HighPointNC.gov)/336-883-3652