



VOLUNTEER TAX PREP

Income tax filing is required of almost every individual or family in every community and city across the United States, but many families battle new challenges each day—ranging from the affordability of groceries and school supplies to the rising costs of bills and rent. Few can manage the added expense of a paid tax preparer to help file for each and every refund available to them.

That's where New York Cares comes in.

New York Cares offers Tax Prep to

- Low and moderate-income individuals and families
- Immigrants
- Non-English speakers
- Seniors
- Self-employed individuals

access to accurate, professional tax preparation services at **no cost**.

Running a Volunteer Income Tax Assistance (VITA) program has its challenges, but an organization like New York Cares allows us to have more capacity and serve more clients. They are truly incredible at what they do and I am thankful for their partnership.

Darren, Director of Program Innovation, Financial Clinic

HOW THE PROGRAM WORKS



New York Cares trains volunteers for free



Volunteers get connected with Community Partners



Volunteers file taxes for low income families



Low income families receive full tax refunds

IMPACT FROM 2017

308

volunteers engaged

14,432

tax returns filed

699

tax shifts

10,814

hours volunteered



\$6 million

saved by not hiring an accountant

5

Community Partners

29

locations

\$24 million

secured in tax refunds

Average Client Income

\$20,104



Average Refund

\$1,660



Tax Prep Perks

to Clients

Fulfillment: A tangible and powerful solution to a self-identified community need.

Accessible: Multiple tax assistance locations offered in 4 out of the 5 boroughs.

Affordable: Hardworking, low-income New Yorkers keep more of what they earn by not having to hire a CPA.

Fast: Most returns are filed electronically, resulting in quicker returns for clients.

Inclusive: Services are available in 30+ languages with help from volunteer interpreters and IRS-provided resources, removing age, income, and disability barriers.

Education: Clients increase their own financial literacy skills, while feeling empowered in the process.

to Volunteers

Empowerment: Financial literacy resources provided to families and thousands of dollars returned to the local economy.

Expertise: Firsthand knowledge of the IRS Tax Code and an understanding of tax preparation with *NO PREVIOUS EXPERIENCE NECESSARY*.

Certification: Free IRS Tax Certification and training provided for all volunteers.

Growth: One-on-one customer service experiences serving clients and families from diverse backgrounds.

Community: Part of a community of thousands of volunteers across the country who return millions to low-income individuals through refunds and valuable tax credits.

The most exciting part of Tax Prep is helping my Spanish and English community. I was able to prepare taxes in two languages!

Every return I prepared motivated me to do another.

Blanca,
Team Leader

I like a quantifiable project – one where I can clearly see the impact I'm making. Tax refunds are very good for that. Oh, and I really liked my team!

Joseph,
Team Leader

Learn more at newyorkcares.org/tax-prep
or contact us at tax.prep@newyorkcares.org