

PROGRAM OVERVIEW

In February 2020, El Centro Inc, launched VITA Latinx, the only Volunteer Income Tax Assistance Site dedicated solely to serving the Hispanic community within 90 miles of the Greater New Orleans Area. To bring the program to fruition we established partnerships with Iglesia Monte de Sion and the Hispanic Apostolate and received financial support from United Way of Southeast Louisiana and Hancock Whitney Bank. The program functioned as a hybrid site, providing in person tax preparation services on Saturdays at the churches and virtually or via drop-off during the weekdays due to the COVID 19 pandemic. The program timeframe was extended through the end of April to accommodate for extended filing season. The program leveraged 6 volunteers who complete various levels of certification and were willing and able to adapt to the changing program requirements needed to address the community needs.

PROGRAM GOAL

Under the VITA program, IRS-certified volunteers offer free tax assistance through electronic filing to those who speak limited English and who earn less than \$57,000 annually. Our goal was to increase the number of Spanish speaking VITA agents and to prepare 50 tax returns free of charge for qualified individuals.

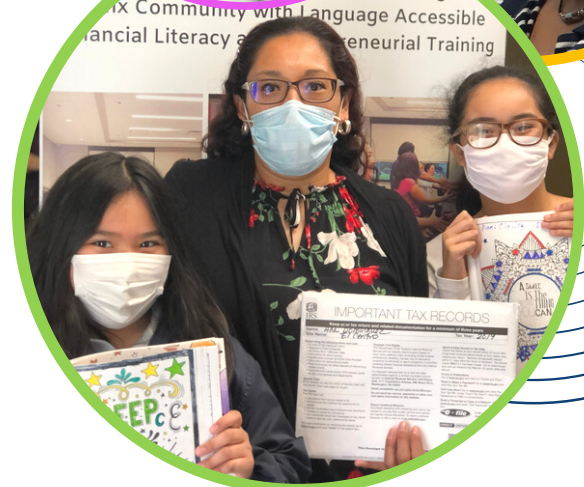
64% OF FILERS IDENTIFIED AS WOMEN

35% REPORTED AS FEMALE HEAD OF HOUSEHOLD

76% OF CUSTOMERS REPORTED HOUSEHOLD INCOME BELOW \$31,000 ANNUALLY



VITALatinx



Actual Customers

ABOUT OUR CUSTOMERS

Upon successful completion of service, program participants (36) completed an exit survey that enabled us to glean the following socio-economic data:

78% of tax filers reported having at least one dependent under 18 years of age

Residents:

62% in Jefferson Parish
26% in Orleans Parish

Country of Origin:

41% de Honduras
21% de México
15% de Nicaragua



Age:

65% between 30 and 60 years old
22% less than 50 years old

Education:

45% High School and Elementary School
52% Associates Degree and College Degree

21% OF FILERS SUBMITTED THEIR RETURNS WITH AN INDIVIDUAL TAX PAYER IDENTIFICATION NUMBER (ITIN)

18% filed their returns as independent contractors (using a 1099 NEC)

What are customers saying about us?

100% would use the program again.

100% would recommend our service to a friend or family member.

62% of those who used the program were filing for the first time using a VITA site.



IMPACT

42

FEDERAL AND STATE TAX RETURNS WERE FILED

\$42,000

IN TAX REFUNDS TO PROGRAM PARTICIPANTS

\$18,000

RECOVERY REBATE CREDIT (RRC)

15

TAXPAYERS QUALIFIED FOR EARNED INCOME CREDIT (EIC) TOTALING

\$15,000

211

INDIVIDUALS REQUESTED THIS SERVICE

31

RECEIVED TECHNICAL ASSISTANCE IN RECORDING EXPENSES

EL CENTRO CREATED AN INCOME AND EXPENSE TRACKER FOR CUSTOMERS TO USE IN THE FUTURE