



MASSCAP

Massachusetts Association for Community Action
Creating Opportunity. Changing Lives. Ending Poverty.

Volunteer Income Tax Assistance Program (VITA) Site

Running a VITA site is like setting up a small business each year. It involves all the logistical, resource, staffing, equipment, communications, space, reporting and other considerations that successful small businesses encounter and address. The difference is that, because of limited funding, the agencies that host VITA sites must gear up and establish “small businesses” every year.



RETURN ON INVESTMENT

VITA sites offer impressive results with little funding. The average cost to run a VITA site is approximately \$25,000. CAA sites only receive on average \$3,500 and need to find other ways to fund the balance. However, the return on investment is extremely high at more than 60:1.



ADDITIONAL BENEFITS

In addition, taxpayers receive other benefits including:

 **\$300 saved by taxpayer for service, \$5.4M total**

 **\$2,400 Ave EITC payout**

 **Connections to other critical services**
(including fuel assistance, WIC, Head Start, etc.)

The community also benefits as dollars returned are spent or saved locally.

 **\$1.44 activity generated per \$1 accessed**

QUALITY AND EFFICIENCY

VITA sites are staffed by volunteers who are IRS-Certified and donate their time and expertise. Taxpayers are protected from fraud and less money is spent on combatting tax abuse.

 **+450 Volunteers**

 **+20,000 Volunteer Hours**

 **+\$1M Donated Tax Prep Services**