

FINANCIAL STABILITY PROGRAMS 2017 FACT SHEET

LIVE UNITED



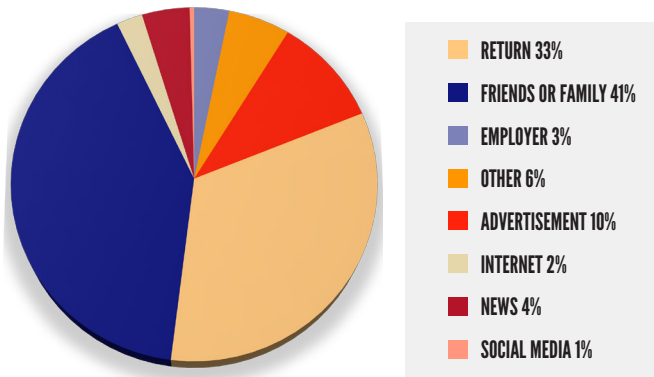
COMMUNITY IMPACT:

Through the efforts of the Volunteer Income Tax Assistance (VITA) Program and the MyFreeTaxes.com (MFT) Call Center in Escambia County, \$6,634,123 were leveraged for our community. 3,683 tax returns were completed, saving taxpayers over \$792,213 in tax preparation fees. With the VITA program, volunteers served a total of 5,053 hours equating to \$121,979 worth of volunteer labor. United Way of Escambia County is also home to one of six nationwide MFT Call Centers. Our call center took over 2,500 calls this tax season, assisting taxpayers with a variety of issues.

CLIENT DEMOGRAPHICS FOR VITA

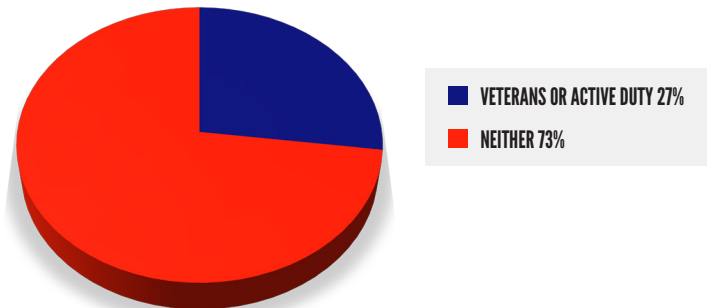
REFERRALS

Returning VITA clients totaled 33% of all referrals, proving just how important the program is to our community.



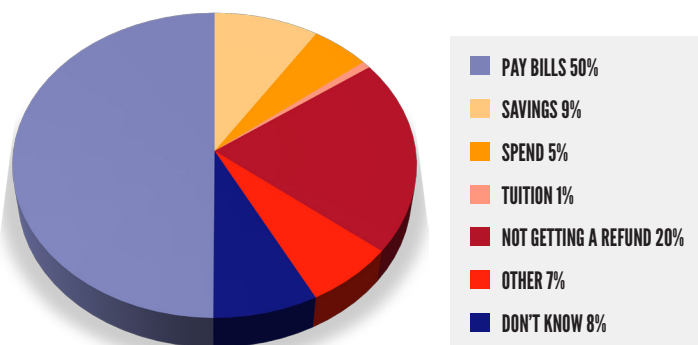
MILITARY SERVICE

United Way of Escambia County is very proud to support our troops through VITA. Among clients served, 27% are veterans or active duty.



REFUND PLANS

VITA is designed to support United Way's Financial Stability Initiative, and the numbers prove that it meets this goal. Half of all VITA clients plan to use their refund to pay bills, and 9% of taxpayers plan to put that money into savings.



EMPLOYMENT STATUS

Nearly half (48%) of VITA clients worked full-time jobs to support their families. An addition 16% have part-time jobs.

