

**Free Tax Prep Leads to Financial Stability**

Mark\* had always paid to file his taxes. Due to a recent illness, he was forced to take off work and found himself unable to pay to have his taxes prepared. A friend recommended that he call 2-1-1 and the Specialist connected Mark to United Way's free Volunteer Income Tax Assistance (VITA) program.

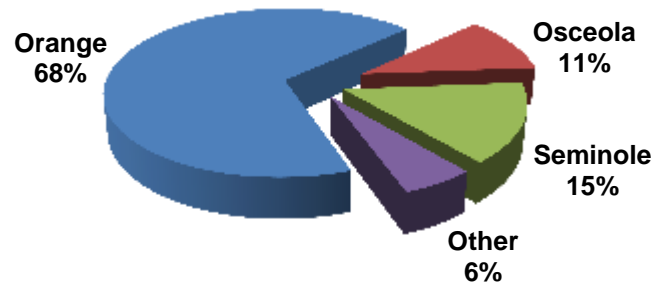
Mark had such a great experience with the VITA program he called 2-1-1 back to say that the United Way volunteer who filed his taxes was very kind and incredibly knowledgeable. The volunteer knew he was eligible for the Earned Income Tax Credit (EITC) and he was able to get a larger refund than he had ever received previously.

The volunteer also told Mark he could file amendments for past years. After following up on that suggestion, Mark received his EITC refund from the previous years. He used the extra money to pay all his medical bills and he was thankful he no longer needed to worry about the debt accumulation from his illness .

In the last year, 2-1-1 responded to 2,587 contacts seeking tax information or free tax preparation.

*\* Names and events were changed in order to protect client privacy.*

**Contacts by County**



Contacts by County	March 2017
Orange	4,777
Osceola	743
Seminole	1,047
Other	394
<b>Total</b>	<b>6,961</b>

**TOP SERVICE REQUESTS**

Housing Assistance	51%
Utility Assistance	9%
Food	8%
Mental Health & Addiction	6%
Free Tax Preparation	5%

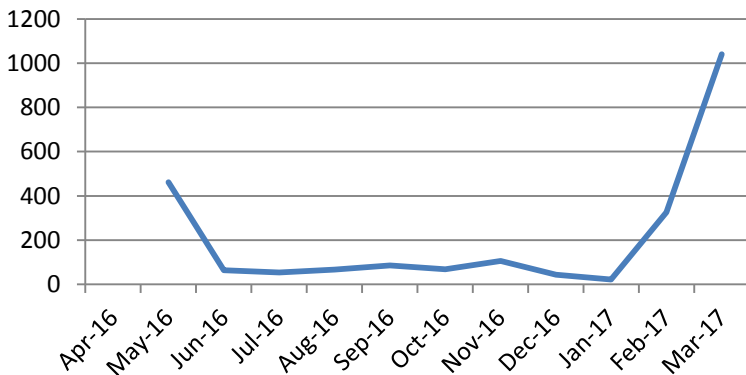
**CONTACT CENTER STATS**

Average wait time	120 sec
Average contact length	7 min 23 sec
Customer satisfaction	97%
Percentage who would contact again	94%
Crises de-escalated	80%

**QUICK STATS**

- Responded to 1,367 crisis and 175 suicide contacts
- Utilities and housing accounted for 60% of all requests
- 39% of callers sought 2-1-1 help for the first time
- 30% were unemployed and 33% lacked health benefits
- Responded to 220 chats, 361 texts and 53 emails

**2-1-1 Requests About Tax Prep**



**March TOTAL CONTACTS**

Heart of Florida United Way	6,961
United Way of Central Florida	1,089
United Way of North Central Florida	1,472
United Way of Pasco County	4,533
United Way of Marion County	1,723
United Way of Lake & Sumter	669
United Way of Citrus County	910
United Way of Metropolitan Nashville	3,614
United Way of the Blue Grass	116
Online Database Visitors	5,950
<b>Total</b>	<b>27,037</b>