

**TAFI End of Tax Season Report-IRS**

2008 2009 2010 2011

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Total Tax Returns Completed | 18,353 | 15,664 | 10,576 | 10,192 |
| Total Federal Refunds | $21,271,474 | $22,747,212 | $18,151,112 | $17,438,509 |
| Total EITC Filers | 4,545 | 5,233 | 3,777 | 3,647 |
| Total EITC Refunds | $7,144,295 | $7,811,628 | $6,182,856 | $6,154,433 |
| Money Saved in Tax Prep Fees ($150 average cost per return) | $2,752,950 | $2,349,600 | $1,586,400 | $1,528,800 |
| Total Calls to 2-1-1 | 26,500 | 27,035 | 21,851 | 17,671 |

\*In 2008, VITA prepared returns for individuals who would not ordinarily be required to file a tax return, but needed to do so in order to receive an Economic Stimulus Payment (ESP). Removing the ESP returns from 2008 totals, 2009 reflects a **22%** increase in TAFI’s total number of returns.

\*\* In 2011 our projected number of completed tax returns was 11,027 thus coming within 92% of our anticipated goal.

**2011 Season Highlights**

* With the IRS grant of $142,000, TAFI partnered with 5 regional coalitions representing 34 counties across Middle Tennessee and parts of East Tennessee. These 31 VITA sites along with their associated mobile sites, prepared 10,192 free tax returns saving families more than $1.5 million in tax preparation fees.
* TAFI was able to meet 92% of its anticipated goal of 11,027 by preparing 10,576 tax returns. Reasons for decline included loss of 8 VITA sites at start of tax season due largely to an unexpected IRS regulation of Casualty Loss tax returns being outside the scope of VITA.
* TAFI was able to expand mobile outreach into 4 additional Middle Tennessee counties.
* The Tennessee Department of Human Services provided a $ 372,272 grant for the 2011 tax season to fund several new projects for ten regional coalitions in Tennessee resulting in 20,498 tax returns filed claiming over $36.6 million in Federal refunds and over $12 million in EITC refunds.
* 589 clients who received a high-interest “rapid refund” last year saved that hard-earned money by visiting a VITA site this year!
* TAFI increased its service to the disabled community by serving 995 households with a disabled resident. This represents an increase of 37% increase over 2010.
* TAFI clients had a median AGI of $24,692.
* TAFI was able to assist 1703 tax filers claiming unemployment compensation. This represents an increase of 30% over 2010.

**2011 Season Goals and Outcomes**

|  |  |  |
| --- | --- | --- |
| GOAL | OUTCOME | EXPLANATION |
| **Prepare 11,027 tax returns, a 4% increase over 2010.** | Prepared 10,192 tax returns, reaching 92% of anticipated goal. | *Two TAFI coalitions reported a decrease in number of tax returns due to unexpected loss of VITA sites, personnel and TaxWise issues.* |
| **Increase Quality Assurance by:**   1. **Conducting 20 Secret Shopping Visits,** 2. **Requiring each Mobile Site Coordinator to complete the EITC Platform Quality Assurance Module,** 3. **Conducting a personal Site Review by the TAFI Manager,** 4. **Coalition Managers participating in training Webinar(s).** | 1. 12 Secret Shopping visits were conducted. IRS provided scenario focused on tax returns with a Schedule C form. 2. Secret Shoppers were at least IRS Basic Certified and were provided by documents and scenario. 3. 5 of the tax preparers who were “shopped” were able to accurately complete the scenario. 4. All Coalitions received a Site Review visit from the TAFI Manager early in the Tax Season and each Coalition Manager participated in training conference calls and either participated in and/or received the webinar presentation materials. | *The difference is attributed to the decrease in VITA sites and unavailable appointment dates for one site.* |
| **Increase statewide awareness of VITA services with at least a $100,000 airplay value through participation with Tennessee Association of Broadcasters.** | Radio spots featuring a VITA volunteer and a TV Public Service Announcement featuring Governor Bill Haslem was distributed via TAB for an airplay value of $112,431.50. | *This represents an 8-1 ratio of initial investment.* |
| **Utilize statewide 2-1-1 services to provide 22,000 VITA referrals.** | Total 2-1-1 VITA referral calls were 17,671. | *Decrease is attributed to use of 3-1-1 in one large urban area and 65% VITA site return rate.* |
| **Increase E-file of tax returns to at least 91%.** | 95.34% of returns were E-filed. |  |
| **Host an EITC Symposium with 11 regional VITA coalitions participating.** | 10 funded VITA coalitions attended. | *One unfunded site was invited and encouraged to participate but was unable to attend.* |

Statewide Coalition Reports   
(2008 totals include Economic Stimulus Returns)

Clarksville

United Way of the Greater Clarksville Region/Clarksville Regional Alliance for Financial Independence covering Montgomery, Houston and Stewart Counties

2008 2009 2010 2011 % change

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Total Tax Returns Completed | 1,263 | 1,313 | 1203 | 1378 | 13% |
| Total Federal Refunds | $987,546 | $1,566,776 | $1,653,583 | $1,847,493 | 10.5% |
| Total EITC Filers | 305 | 447 | 413 | 451 | 8.5% |
| Total EITC Refunds | $390,434 | $613,988 | $572,507 | $632.365 | 9.5% |
| Total VITA Sites | 2 | 3 | 2 | 2 |  |

Nashville

United Way of Metropolitan Nashville/Nashville Alliance for Financial Independence covering Davidson County

2008 2009 2010 2011 % change

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Total Tax Returns Completed | 7,249 | 7,008 | 6,982 | 5,615 | -20% |
| Total Federal Refunds | $8,997,069 | $11,409,298 | $12,825,293 | $10,792,147 | -16% |
| Total EITC Filers | 1,997 | 2,270 | 2,440 | 1,987 | -18.6% |
| Total EITC Refunds | $3,231,299 | $3,813,082 | $4,310,869 | $3,751,392 | -12.8% |
| Total VITA Sites | 15 | 16 | 18 | 10 |  |

Mid-Cumberland

Mid-Cumberland Community Action Agency covering Cannon, Cheatham, Macon, Robertson, Rutherford, Sumner, Trousdale, Williamson and Wilson Counties

2009 2010 2011 % change

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Total Tax Returns Completed | 740 | 769 | 649 | -15.7% |
| Total Federal Refunds | $994,127 | $1,229,320 | $988,015 | -19.7% |
| Total EITC Filers | 328 | 371 | 304 | -18.1% |
| Total EITC Refunds | $424,304 | $540,953 | $425,424 | -21.4% |
| Total VITA Sites | 7 | 6 | 6 |  |

South Central Tennessee

South Central Human Resource Agency covering Bedford, Benton, Coffee, Franklin, Giles, Hickman, Humphries, Lawrence, Lewis, Lincoln, Marshall, Maury, Moore, Perry, and Wayne Counties

2009 2010 2011 % Change

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Total Tax Returns Completed | 1,756 | 1,622 | 1,898 | 14.6% |
| Total Federal Refunds | $2,206,713 | $2,442,916 | $2,828,293 | 14% |
| Total EITC Filers | 526 | 553 | 608 | 9.5% |
| Total EITC Refunds | $681,365 | $758,527 | $899,630 | 15.7% |
| Total VITA Sites | 7 | 7 | 7 |  |

Douglas Cherokee Economic Authority

Douglas Cherokee Economic Authority covering Cocke, Grainger, Hamblen, Jefferson, Monroe and Sevier Counties

2009 \* 2010\* 2011 % of change

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Total Tax Returns Completed | 511 | 493 | 652 | 24.4% |
| Total Federal Refunds |  |  | $982,561 |  |
| Total EITC Filers |  |  | 297 |  |
| Total EITC Refunds |  |  | $445,622 |  |
| Total VITA Sites |  |  | 6 |  |

Did not participate with TAFI prior to the 2011 tax season (2010 tax year)

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **National Tax Assistance for Working Families 2010** | | | | |  |  |  | |  |
| **Performance Indicators Report v10.0** | |  | |  |  |  |  | |  |
|  | |  | |  |  |  |  | |  |
| TENNESSEE ALLIANCE FOR FINANCIAL INDEPENDENCE (TAFI)-IRS REPORT | | | |  |  |  | |  |  | | --- | --- | | Date of Report: | 6/15/2011 | | |  |
| |  | | --- | | DATE OF REPORT 6/23/2011 | | | Tax Year 2010 | |  |  |  |  | |  |
|  | |  | |  |  |  |  | |  |
| **Includes NAFI, Clarksville, DCEA, Mid Cumberland, SCHRA, Westwood, Tyson added** | | | | |  |  |  | |  |
|  |  | | |  |  |  |  | |  |
| **Performance Indicators** | **All Clients** | | | | **NAFI-TYSON 626688** | **NAFI Westwood 624573** | **TOTALS** | | |
|  | **Sites Users (Tax Information)** | | | | | | | | |
| # filing returns | 9,821 | |  | | 46 | 325 | **10,192** | 0.00% | |
| # federal returns filed (electronic) | 9,363 | | 95.34% | | 45 | 309 | **9,717** | 95.34% | |
| # federal returns filed (paper) [TWD only] | 453 | | 4.61% | | 1 | 16 | **470** | 4.61% | |
| # state returns filed (electronic) [TWD only] | 80 | | 27.97% | |  |  | **80** | 27.97% | |
| # state returns filed (paper) [TWD only] | 206 | | 72.03% | |  |  | **206** | 72.03% | |
| # filed as Single | 5,245 | | 53.41% | |  |  | **5,245** | 53.41% | |
| # filed as Married - Joint | 2,183 | | 22.23% | |  |  | **2,183** | 22.23% | |
| # filed as Married - Separate | 296 | | 3.01% | |  |  | **296** | 3.01% | |
| # filed as Head of Household | 2,072 | | 21.10% | |  |  | **2,072** | 21.10% | |
| # filed as Qualifying Widow(er) | 7 | | 0.07% | |  |  | **7** | 0.07% | |
| Total Child & dependent care credit | $99,275.00 | |  | |  |  | **$99,275** |  | |
| Total Child tax credit | $2,157,077.00 | |  | |  |  | **$2,157,077** |  | |
| Total Earned Income tax credit | $5,992,394.00 | |  | | $32,043.00 | $129,996.00 | **$6,154,433** |  | |
| Total Education credit | $609,425.00 | |  | |  |  | **$609,425** |  | |
| Total Saver's credit | $72,269.00 | |  | |  |  | **$72,269** |  | |
| # with positive tax amounts | 5,447 | | 55.46% | |  |  | **5,447** | 55.46% | |
| # claiming Child & dependent care credit | 244 | | 2.48% | |  |  | **244** | 2.48% | |
| # claiming Child tax credit | 1,765 | | 17.97% | |  |  | **1,765** | 17.97% | |
| # claiming Earned Income tax credit | 3,548 | | 36.13% | | 16 | 83 | **3,647** | 36.13% | |
| # claiming Education credit | 619 | | 6.30% | |  |  | **619** | 6.30% | |
| # claiming Savers' credit | 436 | | 4.44% | |  |  | **436** | 4.44% | |
| Median Adjusted gross income | $16,718.00 | |  | | $31,477.02 | $25,880.30 | **24,692** |  | |
| # with AGI > $48,362 | 448 | | 4.56% | |  |  | **448** | 4.56% | |
| # with 0 dependents | 6,708 | | 68.30% | |  |  | **6,708** | 68.30% | |
| # with 1 dependent | 1,749 | | 17.81% | |  |  | **1,749** | 17.81% | |
| # with 2 dependent | 923 | | 9.40% | |  |  | **923** | 9.40% | |
| # with 3+ dependent | 441 | | 4.49% | |  |  | **441** | 4.49% | |
| # claiming Unemployment compensation | 1,703 | | 17.34% | |  |  | **1,703** | 17.34% | |
| # reporting business income | 488 | | 4.97% | |  |  | **488** | 4.97% | |
| # reporting farm income | 9 | | 0.09% | |  |  | **9** | 0.09% | |
| Total federal refunds claimed | $16,823,607.00 | |  | | $110,625.00 | $504,277.00 | **$17,438,509** |  | |
| Total state refunds claimed | $18,959.00 | |  | |  |  | **$18,959** |  | |
| # with positive federal refund amounts | 8,254 | | 84.04% | |  |  | **8,254** | 84.04% | |
| # with positive state refund amounts | 103 | | 36.01% | |  |  | **103** | 36.01% | |
| # using direct deposit (federal tax) | 5,565 | | 67.42% | |  |  | **5,565** | 67.42% | |
| # depositing to 1 account | 3,442 | | 61.85% | |  |  | **3,442** | 61.85% | |
| # depositing to 2 accounts | 4 | | 0.07% | |  |  | **4** | 0.07% | |
| # depositing to 3 accounts | 0 | | 0.00% | |  |  | **0** | 0.00% | |
| # Savings Bonds Requests | 1 | | 0.01% | |  |  | **1** | 0.01% | |
| Total Savings Bonds Dollars Requested | $200.00 | |  | |  |  | **200** |  | |
| # returns w/ Schedule A | 865 | | 8.81% | |  |  | **865** | 8.81% | |
| # returns w/ Schedule B | 215 | | 2.19% | |  |  | **215** | 2.19% | |
| # returns w/ Schedule C | 512 | | 5.21% | |  |  | **512** | 5.21% | |
| # returns w/ Schedule CEZ | 188 | | 1.91% | |  |  | **188** | 1.91% | |
| # returns w/ Schedule EIC | 2,283 | | 23.25% | |  |  | **2,283** | 23.25% | |
| # returns w/ Schedule SE | 691 | | 7.04% | |  |  | **691** | 7.04% | |
| # <18 yrs old | 57 | | 0.58% | |  |  | **57** | 0.58% | |
| # 18-24 | 1,062 | | 10.81% | |  |  | **1,062** | 10.81% | |
| # 25-34 | 1,623 | | 16.53% | |  |  | **1,623** | 16.53% | |
| # 35-44 | 1,662 | | 16.92% | |  |  | **1,662** | 16.92% | |
| # 45-54 | 2,232 | | 22.73% | |  |  | **2,232** | 22.73% | |
| # 55+ | 3,163 | | 32.21% | |  |  | **3,163** | 32.21% | |
| # 65+ (either taxpayer or spouse, or both) | 1,439 | | 14.65% | |  |  | **1,439** | 14.65% | |
| Average age at tax preparation year | 46.34 | |  | |  |  | #DIV/0! |  | |
| **Sites Users (Standard Site Survey Questions included with the NTA Application Generic version)** | | | | | | | | | |
| # filling in Site Survey | 9,014 | | 91.78% | |  |  | **9,014** | 91.78% | |
| # African-American | 3,710 | | 41.27% | |  |  | **3,710** | 41.27% | |
| # Asian/Pacific Islander | 190 | | 2.11% | |  |  | **190** | 2.11% | |
| # Caucasian | 4,064 | | 45.21% | |  |  | **4,064** | 45.21% | |
| # Latino/Hispanic | 539 | | 6.00% | |  |  | **539** | 6.00% | |
| # Native American | 61 | | 0.68% | |  |  | **61** | 0.68% | |
| # Multi-racial | 151 | | 1.68% | |  |  | **151** | 1.68% | |
| # Other race | 275 | | 3.06% | |  |  | **275** | 3.06% | |
| # who did their taxes here | 3,954 | | 44.47% | |  |  | **3,954** | 44.47% | |
| # who did their taxes at another free place like this | 1,376 | | 15.48% | |  |  | **1,376** | 15.48% | |
| # who did their own tax preparation last year | 796 | | 8.95% | |  |  | **796** | 8.95% | |
| # who had family or friend file for free | 596 | | 6.70% | |  |  | **596** | 6.70% | |
| # who paid someone else last year and received instant refund | 589 | | 6.62% | |  |  | **589** | 6.62% | |
| # who paid someone else last year and did not received the instant refund | 867 | | 9.75% | |  |  | **867** | 9.75% | |
| # who did not file taxes last year | 516 | | 5.80% | |  |  | **516** | 5.80% | |
| # who never filed before | 197 | | 2.22% | |  |  | **197** | 2.22% | |
| # with checking account only | 3,561 | | 43.80% | |  |  | **3,561** | 43.80% | |
| # with savings account only | 358 | | 4.40% | |  |  | **358** | 4.40% | |
| # with both a checking and a savings account | 3,017 | | 37.11% | |  |  | **3,017** | 37.11% | |
| # without bank account and are interested | 203 | | 2.50% | |  |  | **203** | 2.50% | |
| # without bank account but not interested now | 991 | | 12.19% | |  |  | **991** | 12.19% | |
| # live with/support any children under the age of 18 | 0 | | 0.00% | |  |  | **0** | 0.00% | |
| # planning to put refund into savings | 3137 | | 36.06% | |  |  | **3137** | 36.06% | |
| # planning to not put refund into savings | 4865 | | 55.92% | |  |  | **4865** | 55.92% | |
| # without savings account | 0 | | 0.00% | |  |  | **0** | 0.00% | |
| # who expect no refund | 698 | | 8.02% | |  |  | **698** | 8.02% | |
| # owning a home with a mortgage | 2,306 | | 27.84% | |  |  | **2,306** | 27.84% | |
| # owning a home without a mortgage | 1,034 | | 12.48% | |  |  | **1,034** | 12.48% | |
| # renting home or apartment | 3,235 | | 39.06% | |  |  | **3,235** | 39.06% | |
| # living with family | 1,120 | | 13.52% | |  |  | **1,120** | 13.52% | |
| # living with someone else | 528 | | 6.37% | |  |  | **528** | 6.37% | |
| # homeless | 60 | | 0.72% | |  |  | **60** | 0.72% | |
| # who putted money into savings account last year | 2541 | | 40.82% | |  |  | **2541** | 40.82% | |
| # who putted money into retirement account last year | 807 | | 12.96% | |  |  | **807** | 12.96% | |
| # who saved money with someone else other than a bank or credit union | 118 | | 1.90% | |  |  | **118** | 1.90% | |
| # who used money orders to pay bills | 1796 | | 28.85% | |  |  | **1796** | 28.85% | |
| # who used check casher | 243 | | 3.90% | |  |  | **243** | 3.90% | |
| # who wired money to friend or family | 390 | | 6.27% | |  |  | **390** | 6.27% | |
| # who used a payday loan | 330 | | 5.30% | |  |  | **330** | 5.30% | |
| # only taxpayer has health coverage | 0 | | 0.00% | |  |  | **0** | 0.00% | |
| # only taxpayer's spouse has health coverage | 0 | | 0.00% | |  |  | **0** | 0.00% | |
| # only taxpayer's children have health coverage | 0 | | 0.00% | |  |  | **0** | 0.00% | |
| # only taxpayer and spouse have health coverage | 0 | | 0.00% | |  |  | **0** | 0.00% | |
| # only taxpayer and children have health coverage | 0 | | 0.00% | |  |  | **0** | 0.00% | |
| # only taxpayer's spouse and children have health coverage | 0 | | 0.00% | |  |  | **0** | 0.00% | |
| # everyone in family has health coverage | 0 | | 0.00% | |  |  | **0** | 0.00% | |
| # no one in family has health coverage | 0 | | 0.00% | |  |  | **0** | 0.00% | |
| # male | 2665 | | 30.98% | |  |  | **2665** | 30.98% | |
| # female | 4556 | | 52.96% | |  |  | **4556** | 52.96% | |
| # couple, filing jointly | 1382 | | 16.06% | |  |  | **1382** | 16.06% | |
| # speak Chinese at home | 10 | | 0.13% | |  |  | **10** | 0.13% | |
| # speak French at home | 13 | | 0.17% | |  |  | **13** | 0.17% | |
| # speak Italian at home | 3 | | 0.04% | |  |  | **3** | 0.04% | |
| # speak Japanese at home | 6 | | 0.08% | |  |  | **6** | 0.08% | |
| # speak Korean at home | 31 | | 0.40% | |  |  | **31** | 0.40% | |
| # speak Polish at home | 2 | | 0.03% | |  |  | **2** | 0.03% | |
| # speak Russian at home | 7 | | 0.09% | |  |  | **7** | 0.09% | |
| # speak Spanish at home | 579 | | 7.50% | |  |  | **579** | 7.50% | |
| # speak Vietnamese at home | 21 | | 0.27% | |  |  | **21** | 0.27% | |
| # speak Other language at home | 383 | | 4.96% | |  |  | **383** | 4.96% | |
| # speak only English at home (selected "None") | 6667 | | 86.34% | |  |  | **6667** | 86.34% | |
| # of households in which some member is considered to have a disability | 995 | | 11.04% | |  |  | **995** | 11.04% | |
| # who completed less than high school/GED | 1220 | | 13.93% | |  |  | **1220** | 13.93% | |
| # who completed high school/GED | 3222 | | 36.80% | |  |  | **3222** | 36.80% | |
| # who completed some college or tech school | 2230 | | 25.47% | |  |  | **2230** | 25.47% | |
| # who received 2-year degree (Associates) | 665 | | 7.59% | |  |  | **665** | 7.59% | |
| # who received 4-year degree (Bachelors) | 793 | | 9.06% | |  |  | **793** | 9.06% | |
| # who completed some graduate school | 271 | | 3.10% | |  |  | **271** | 3.10% | |
| # who received graduate degree | 355 | | 4.05% | |  |  | **355** | 4.05% | |
| # received public benefits | 2794 | | 34.54% | |  |  | **2794** | 34.54% | |
| # not received public benefits and are interested | 1287 | | 15.91% | |  |  | **1287** | 15.91% | |
| # not received public benefits and not interested now | 4009 | | 49.56% | |  |  | **4009** | 49.56% | |
|  |  | |  | |  |  |  |  | |