

MCRC VITA SITE

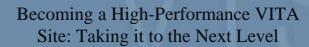
Manchester, NH Population: 107,000

Becoming a High-Performance VITA Site: Taking it to the Next Level



Summary

- Manchester Community Resource Center
- Weed and Seed Safe Haven
- Greater Manchester Asset Building Coalition
- VITA Site for 7 years

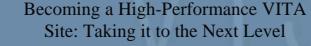






Stats

- Walk-In Site
- 15 Volunteers
- 513 Returns Prepared & Filed
- \$838,863 in Total Refund Dollars
- Average Refund: \$1,698
- Average Income: \$20,495







Keys to Success

- Schedule/Location
- Diverse Volunteers/Training*
- SPEC Relationship/Partnerships
- Make the Experience Pleasant
- Know the Needs of Your Community
- Innovation
- Outreach & Marketing

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Innovation

Give the Community What They Want...

- Refund Anticipation Loan Project*
- Asset Building Menu
- 2nd Chance Tax Day
- Financial Literacy Case Mgmt Model