



vision

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**

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



Innovation

Give the Community What They Want...

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