



Report on the 2010 Tax Season

NEIGHBORHOOD CENTERS INC.

Underwriters

 **HELPING FAMILIES THRIVE**

HOUSTON ENDOWMENT INC.
A PHILANTHROPY ENDOWED BY MR. AND MRS. JESSE H. JONES

Sponsors

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2010 Tax Season

Tax returns prepared: 22,079

Gross Refunds: \$35,326,191

Net Refund Total: \$32,240,728

Earned Income Credit: \$11,732,571

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Cumulative Impact: Returns

2010 Tax Season: 22,079

2009 Year-Round: 2,111

2009 Tax Season: 16,821

Returns prepared over past 15 months 41,011

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Cumulative Impact: Refunds

2010 Tax Season: \$35,326,191

2009 Year-Round: \$ 1,951,601

2009 Tax Season: \$23,280,676

Economic Impact over 15 months \$60,558,468

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2010 Tax Season

Earned Income Credit: \$11,732,571

Average EIC: \$1,820


% eligible for EIC: 32%


14% self-reported that they did not file a tax return in 2009.


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Who We Serve

 **49% Single Adults**
Avg AGI \$15,708
Avg Net Rfd \$536

 **29% Married Households**
Avg AGI \$30,041
Avg Net Refund \$2,396

 **22% Single Parents**
Avg AGI \$19,969
Avg Net Rfd \$3,215

Hispanic/Latino 50% ~ African-American 31% ~ Asian 8% ~ Caucasian 7%

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Individual Impact

37,657
men, women and children
in 13 weeks

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How You Heard

- 24% Saw a banner or sign outside
- 17% Television
- 11% Received a flier
- 10% Received a postcard in the mail
- 8% Radio / Newspaper / IRS


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TAX CENTERS

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Basic Services

- Current and prior year returns and amendments back to 2005 (to 2001 at select locations)
- State returns
- Tax preparation for self-employed

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Expanded Services

- Refund Express Loan with NCI Community Development Credit Union
- Financial Coaching in partnership with Family Services
- Taxpayer Assistance Services in partnership with IRS


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ITIN Acceptance Agent Services

Sept – Dec 2009:	76 applications
<u>Jan – April 2010:</u>	<u>754</u>
Total for 8 months	830

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Customer Satisfaction

Score of 4.81

On a scale of 1 (poor) to 5 (great) based on 9,670 exit surveys

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VOLUNTEERS


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Volunteers


- 511 active volunteers
 - ✓ 446 IRS-certified (63% *Intermediate or higher*)
 - ✓ 65 translators & intake specialists
- 16,586 volunteer hours (avg 32.5 hrs/wk)

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Tax Season continues...

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Year-Round Tax Services

- 2001 – 2009 returns and amendments
- Casualty Loss for Hurricane Ike
- IRS Acceptance Agent services for ITINs
- Assistance with IRS notices and letters

According to the IRS, Neighborhood Centers Inc. is the only provider of free year-round tax assistance in the Houston area.

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