



EXTEND A HAND, LIFT A LIFE

UNITED WAY OF NORTHEAST FLORIDA JOIN OUR VOLUNTEER TAX PROGRAM

United Way's VITA (Volunteer Income Tax Assistance) program needs your hand this coming tax season to support our clients. **250,000 households (40%) across Northeast Florida are in poverty or are working but struggle to make ends meet.** These households are often targeted by fraudulent tax preparers or miss out on tax credits they qualify for.

Our program provides free, professional, and reliable tax preparation. All volunteers are trained and certified under IRS standards.

Volunteer Positions Available

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- **IRS Certified Tax Preparer** (prepares customer's tax return)
- **Tax Return Quality Reviewer** (checks tax returns before submission)
- **Tax Site Screener** (prepares customer's documents before filing)
- **Tax Appointment Scheduler** (helps set customer's tax appointments)



Volunteer Program Frequently Asked Questions (FAQs)

How many hours of training is required for volunteers?

- The IRS requires a minimum of **24 hours of training** for all program volunteers.
- A minimum commitment of 40 volunteer hours for the tax season.

Where does United Way offer the free tax services?

- United Way has over **23 tax sites** across Northeast Florida concentrated in **Baker, Clay, Duval, and Nassau Counties**.

How are the schedules for volunteers determined?

- Volunteer schedules are solely determined based on the volunteer's availability.

When are the trainings held?

- Trainings are conducted in person, as a self-study option or customized training options are available.

Who are the clients the program aims to serve?

- We focus on those with low to moderate income, persons with disabilities, seniors, military, and those in rural communities.

Do I have to complete tax returns to volunteer with the program?

- No. There are other volunteer opportunities such as screeners, appointment schedulers or quality reviewers.

What do volunteers gain from participating in the program?

- Volunteers gain skills in teamwork, customer service, tax services, and financial literacy.



**Sign Up to Volunteer with United
Way's RealSense Program**
unitedwaynefl.org/realsense

