

2020

# FILING SEASON SUMMARY

## Prosper Tax Help Program



We provided in-person tax preparation from mid-January to mid-March 2020. Due to COVID-19, we closed our in-person tax sites in mid-March. We launched a new online tax preparation option in early April and continued to provide online tax prep through the extended tax filing deadline on July 15, 2020 to ensure community members could access free, high-quality tax preparation safely.



Total returns:

**14,027**



Total refunds:

**\$27.9M**

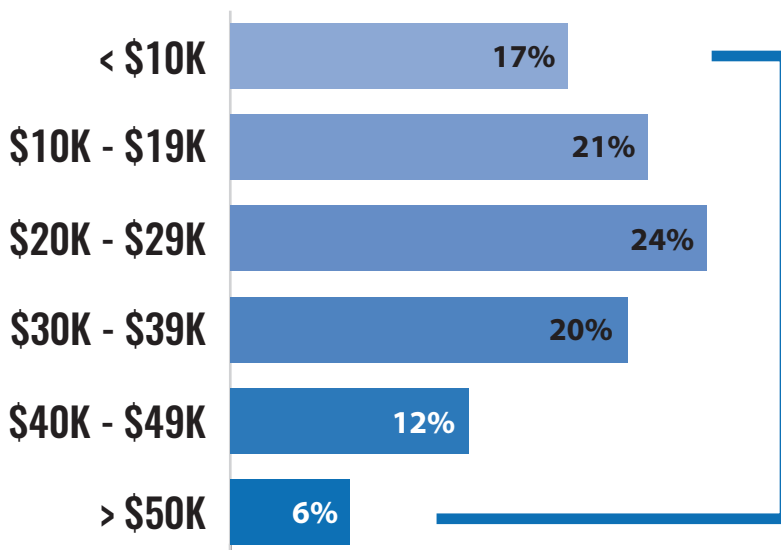


Average refund:

**\$1,992**

SITE	RETURNS	REFUND TOTAL
Prosper Center - North	3,716	\$ 7,707,708
Prosper Center - South	3,191	\$ 6,687,296
Drop-Off Program	2,419	\$ 4,275,549
Lifeworks	1,110	\$ 2,284,147
Southeast Health and Wellness Center	936	\$ 1,953,812
Round Rock Public Library	844	\$ 1,758,705
Asian American Resource Center	718	\$ 1,514,149
Self-preparation Program	730	\$ 1,228,074
Special Tax Services	363	\$ 537,059

### PERCENTAGE OF CLIENTS SERVED by ADJUSTED GROSS INCOME (AGI)



**575 VOLUNTEERS**

*dedicated*

**19,689+ HOURS**

*of service*

Average AGI:

**\$25,684**



The **Earned Income Tax Credit** accounted for approximately

**\$10.6 million**

of the refund total



The **Child Tax Credit**

accounted for an additional

**\$9.1 million**

in refunds

# HOW DID YOU HEAR ABOUT US?

## 1,467 CLIENTS



- Flyer/ad/sign (3%)
- Online/Google search (3%)
- Community organization (4%)
- Friend/family (19%)
- Returning client (68%)



placed a portion of their refund in a **savings account** or purchased a **Savings Bond**.

Our tax centers served clients from 334 zip codes.

**HALF OF ALL CLIENTS LIVED IN ONE OF THESE TEN:**



Nearly **65%** of clients identified as Latino or Hispanic

The average client:  
**single Hispanic female with 1 dependent**



737-717-4000  
ProsperCenters.org



Michael & Susan Dell  
FOUNDATION

