



LEND A HAND, LIFT A LIFE

Support your community this tax season

Volunteer with United Way's RealSense VITA (Volunteer Income Tax Assistance) program to help low-to-moderate income families navigate tax season with confidence.

Every year, neighbors pay hundreds of dollars in tax-prep fees, miss out on refunds and credits they've earned, or fall victim to dishonest preparers. **That's where you can help.**

VOLUNTEERS NEEDED

No tax experience? No problem! We have a role for everyone:

- **Tax Site Greeter:** Help clients organize documents and get ready for their appointments.
- **Tax Return Quality Reviewer:** Double-check returns before submission to ensure accuracy.
- **Tax Preparer:** Prepare tax returns and help people claim all the tax credits they've earned.
- **Appointment Scheduler:** Keep things running smoothly by coordinating appointments.



REALSENSE



All roles are essential,
and training is provided.
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FAQs

Q: What is a VITA program?

VITA (Volunteer Income Tax Assistance) is an IRS-sponsored program offering free tax help to eligible individuals, including low-to-moderate income families. RealSense has served Northeast Florida as a VITA program for over 20 years.

Q: Why should I volunteer with RealSense?

You'll help neighbors save money and build assets, grow your skills, boost your résumé, earn continuing professional education credits, receive a United Way recommendation letter and have fun!

Q: What training and time commitment is required?

Volunteers complete about 24 hours of IRS certification training, available as in-person sessions or self-paced online. Once certified, RealSense asks for a 30-hour volunteer commitment completed anytime from January to April, with flexible shifts to fit your schedule.

Q: Do I have to prepare tax returns?

No! Many roles don't involve filing returns – helping clients check in, scheduling appointments or reviewing completed returns are all critical to the program.

Q: Where will I volunteer?

RealSense has multiple tax sites across Duval, Baker, Clay and Nassau counties. When you sign up, you can pick the site that's most convenient for you.



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