

# United Way



## United Way of King County

**Listening and tailoring services to specific needs.**  
**Alleviate stress in peoples' lives.**  
**Many people still need help.**

United Way strives to help all members of the community, a key concept of CEP. By engaging and helping those in need, United Way strengthens the community in a hands on approach, listening intently to the needs of the area.

The people I helped were mostly lower-income minorities. I learned through small talk that many of the clients were struggling in terms of finance and the economy, getting by on low or minimum wage jobs. I was able to personally help many families get food assistance and more, and the filers in the other room would frequently get them hundreds to a thousand dollars in tax returns.

## Care for Community

Course Concepts and Lessons Learned

# United Way Tax Campaign

Service Learning with Bryce Kolton at the Rainier Community Center



## My Role

Intake and Benefits

**Ensuring eligibility of clients.**  
**Preparing tax documents to expedite filing.**  
**Offering free services to those who request.**

As an intake and benefits specialist, I greeted clients and ensured their tax documents were in order. I served as a buffer to the filers who had additional training, and were often very busy. In addition, I also offered help such as food assistance, rent and utility help, and help signing up for health insurance. We had many people whose English was not their primary language, and I was the main translator for Spanish and Mandarin speakers.

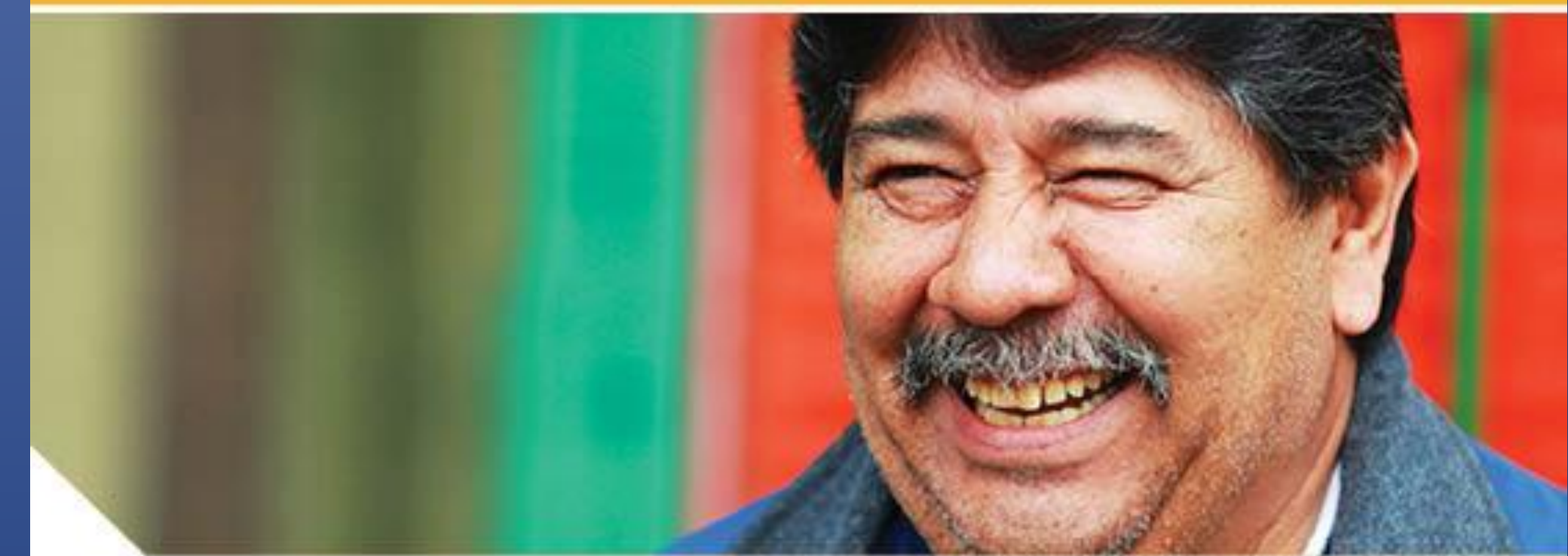
The biggest impact I felt was from those exiting after filing taxes. They were very thankful for the service offered, and I felt that I was able to help them with an important task. I usually take the approach of donating money or objects, rather than volunteering, because it "Isn't my thing." After the Tax Campaign I've changed my view, and think I'll be doing more hands-on volunteer work in the future.

## Mission

**To help meet peoples basic needs.**  
**To end homelessness in King County.**  
**To give all children an equal chance.**

United Way of King County is a part of the much larger United Way affiliation, which works as local based smaller organizations to identify and serve the needs of local communities.

The goal of the United Way of King County Tax Campaign is to help people who need extra assistance filing their taxes, and help get people who require additional help in other ways their aid. UWKC was able to help secure over \$22 million in tax refunds in 2013, and hopes to accomplish even more this year. All services are offered for free.



**GET YOUR TAXES DONE**  
**FOR FREE**

Starting January 14, 2014  
100% free and easy!  
No appointment needed.