

**Field Site**

I volunteered at the Community Action Development Commission (CADCOM) in Norristown, PA. CADCOM is the leading anti-poverty agency in Montgomery County. Among its programs are micro-enterprise classes, food resources, and income tax preparation.

**Field Work**

At CADCOM, I served as an IRS-certified tax preparer. My tasks included preparing the taxes of low-income taxpayers, answering volunteer questions, and handling drop-offs and pick-ups. I wanted to create a welcoming atmosphere where taxpayers felt empowered to understand their returns. In addition to tax preparation at CADCOM, I co-coordinated the Bryn Mawr volunteer side of the program.

**Nothing is Certain Except Taxes**

Volunteer Income Tax Assistance @ CADCOM

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**Thinking about...**

Adaptability and problem solving during a pandemic

- more returns and less volunteers
- hosting on-campus pop-up sessions
- incentivizing volunteers

Incorporating social justice into the program

- Creating a teach-in on campus
- developing fall training sessions

Equity in tax preparation services

- why is filing for free on your own so hard?!

What structure does a volunteer program need for volunteers to return?

**Personal Growth**

What does adaptability in a leadership role mean?

- confidence in making changes
- being open about needing support
- taking advantage of resources
- learning to pump gas

**Is the work enough?**

"You tell me that it's a cruel world and we're all just running around in circles. I know that. I've been on this earth just as many days as you. When I choose to see the good side of things, I'm not being naive. It is strategic and necessary. It's how I've learned to survive everything....In another life, I would have really liked doing laundry and taxes with you."

"This is the only way things are. You can't change nature."  
 "Change is nature, Dad. The part that we can influence. And it starts when we decide."