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OUR MISSION

With the vision of creating an economy that works for everyone, Accounting Aid Society provides tax assistance and other services to promote the economic self-sufficiency of middle to low income families, seniors and others in need through programs, volunteerism and partnerships.

WHAT WE DO

With the dignity of choice and respect at the forefront of our mission, we provide tax and financial assistance and support in ways that bypass discrimination, exclusion and stigma, and put financial control into the hands of working families and small businesses so they can prioritize and allocate their own resources according to their needs and goals.

HOW WE WORK

We make the tax process less stressful and burdensome for families by providing volunteer-driven tax assistance and support that not only allows them to access and keep all of their hard-earned money, but empowers them as autonomous decision makers in investing in what they need.

A ladder is not secure unless it’s stable on the ground. In order to help small businesses climb the economic mobility ladder, we empower them with the tools, resources and knowledge to build a strong financial foundation that ultimately supports a pathway to financial independence, security and a brighter future.

WE USE TAXES TO BUILD RELATIONSHIPS, AND RELATIONSHIPS TO BUILD FUTURES.
A Message from our Leadership

Dear Friends, Partners, Supporters and Volunteers,

Every year comes with its own major events and defining moments. Some are uplifting while others are wearisome; some we want to remember while others we want to forget. Despite the uncertainty and turbulence brought on by the 2020 COVID-19 crisis, I am grateful to say that this year has not been defined by our hardships and challenges, but by how together, we’ve learned from them, grown, and moved forward. In mid-March, we were in the middle of what was shaping up to be a banner tax season when the pandemic hit, bringing everything to a pause – but not a stop. Within weeks, we turned crisis into opportunity and reinvented, retooled and redeployed our programs to serve our community residents not only better in their greatest time of need, but in the future.

As the health and economic fallout hit our neighborhoods and communities disproportionately hard, we were called upon to help in unique and expanded ways; tax refunds were more vital than ever – yet filing was more difficult than ever before. The 90-day extension meant we were facing a tax season that was twice as long, requiring twice as many resources, among a declining economy and social distancing. Fewer purchases and vanishing foot traffic tightened the budgets of our small businesses, who were struggling to survive. In a matter of weeks, together, we shifted our services to remote and virtual delivery and built new strategies to meet the immediate needs of tax filers and small businesses despite the challenges presented. As you’ll read in the coming pages, our programs are stronger than ever, in no small part to the power of collaboration, innovation and your support.

Both the pandemic and eruption of civil unrest shed light on the problems that we, along with many other organizations, have long been working to address. As millions of people lost their jobs, people of color died in disproportionate numbers and businesses shut down for good; the social, economic and racial inequalities that have plagued our communities were exposed. We took a moment to reflect on the role we play as community leaders in addressing the fundamental inequalities in our world, which also meant challenging ourselves and having meaningful conversations on what it truly takes to advance diversity, equity and inclusion both in our organization and in broader systems.

As always, we appreciate and are humbled by the generosity and support from you and our community. As you read this report, you’ll see that the power of Accounting Aid Society comes not from what we ourselves do, but from the passion of the people who live and breathe our mission every day. We hope you are proud of our work together, and that this impact report inspires you. We look forward to many more years of learning, growing and moving forward, together.

In good health and with the utmost gratitude,

Kathleen Hatke Aro
President

Robert Zalewski
Board Chair
Quantifying our work has never been a challenge, especially because we’re numbers people. We can easily count the number of tax returns we’ve prepared. We know how many hours we’ve spent helping small business owners organize their finances. We can add up all of the dollars in refunds and credits we’ve returned.

Your kindness, generosity and time in 2020 allowed Accounting Aid to complete tax returns for more than 12,000 taxpayers, but it’s impossible to know how many extra bags of groceries the $3.6 million saved in tax prep fees was able to buy.

We can’t quantify how much more peace of mind 120 Low Income Tax Clinic clients are now enjoying because of the legal representation that helped them achieve tax compliance or resolve their tax disputes, but we know that your support makes that peace of mind possible.

We can’t count how many fewer receipts and purchase orders are in a shoebox because close to 500 small business owners learned more about their financial operations through the Accounting Aid Academy.

We know your support helped to provide a better night’s sleep for the 30,775 taxpayers who called us with questions about tax preparation, the Economic Impact Payment, and other tax matters this year, but we don’t know precisely how many extra hours of sleep.
We can’t count everything here at Accounting Aid, but we count on your support to do the things that count for the people we serve.

And because we are numbers people, here is the 2020 year of service by the numbers:

- **135** business owners received tax assistance
- **120** small business workshop attendees
- **12,300** taxpayers filed at no cost, receiving over $14 million in tax refunds and credits.
- **$3.6 million** saved in commercial preparation fees and costs
- **65** taxpayers were brought into tax collection compliance through free legal representation
- **325** volunteers
- **9,510** volunteer hours
- **30,775** calls handled, 2,050 hours spent on the phone with taxpayers
- **$40,000** in refunds secured through the Low Income Taxpayer Clinic
- **$672,000** in liabilities, interest and penalties decreased
COVID-19: Impact

DRIVING IMPACT IN A TIME OF CATASTROPHE

“Oddly enough, the pandemic provided us the opportunity to accelerate and innovate in order to serve our clients better.” - Gabrielle Thomas, Chief Operating Officer

After the state-level shutdown in late March, we knew the COVID-19 crisis needed an immediate, innovative, and impactful response in order to meet both the new and ongoing needs of families and small business owners in our community, many for whom the pandemic only magnified the economic, social and health disparities and gaps in support that have always been a reality for them.

Thanks to the support from you and our community, thousands of families and small businesses across the region were able to access the financial help they needed. Millions of dollars in stimulus payments and tax refunds went into the pockets of working families, business owners were connected with critical resources, and we found new strengths and new ways of serving our communities that will help us to expand access to working families and small businesses.

The workhorse of Accounting Aid’s COVID-19 response has been VITA ACE, an accessible, convenient and electronic service designed to meet the tax filing needs of our community.

VITA ACE gives taxpayers a safe and secure way to have their tax returns prepared at no cost and without leaving their homes. After weeks of planning, build-out and testing, VITA ACE was up and running by mid-April, and by the federal tax filing deadline on July 15, 2020, millions in refunds and credits were returned.

While VITA ACE was an innovative way to meet the immediate filing needs of the community, it’s also a part of a long-term strategy. With VITA ACE, more filers will have access to volunteer-driven tax preparation and support, especially those who can’t access in-person services when they safely resume.

The support and impact that VITA ACE provided is best described in tax filers’ own words;

- “I have transportation barriers, and this was perfect.”
- “This is the best way to go, and you don’t have to wait or worry about how you feel that day, or find someone to come with you.”
- “I didn’t have to wait for an appointment and didn’t have to be in a crowd.”

1,700 tax returns $2.5 million in refunds
$14 million in Economic Impact Payments

100% of VITA ACE users would recommend to a family or friend
COVID-19: Timeline

MARCH
- IRS extends April 15 tax filing deadline by 90 days and Michigan’s stay-at-home order shuts down all in-person services
- $2.2 trillion CARES Act is passed, speeding up and creating filing requirements
- One-on-one business coaching pivots to virtual
- COVID-19 resource, information and news web pages created
- Call center staff capacity and tax helpline hours increase
- Identified alternative tax preparation strategies

APRIL
- IRS approves remote tax software and testing begins
- Online appointment scheduling system is developed
- Remote Paycheck Protection Program (PPP) assistance starts
- Weekly virtual webcasts for business owners begin
- Economic Impact Payment outreach, assistance and support increases
- VITA ACE is launched and in use

MAY
- VITA ACE is promoted through multiple channels, increasing appointment demand
- Select volunteers are trained in VITA ACE to support the rising demand

JUNE
- VITA ACE serves close to 200 taxpayers per week
- Business team gives virtual presentation in Spanish on COVID-19 tax changes to support bilingual entrepreneurs
- New business coach is onboarded to support more business owners
COVID-19: Support for Small Businesses

VITA ACE is only one of our many COVID-19 responses. The restrictions affected, and will continue to affect, our small businesses more than any other industry. We spent weeks assessing pivot points, retooling our offerings, and deploying additional technology to support small business owners in remaining active participants in the economy, with a positive economic outlook toward the future. With the help of subject matter experts, our partners and with insight from our very own clients, we incorporated new initiatives to address the needs of small businesses, including:

- Weekly webcasts sharing resources, information and opportunities about managing the impact of closures
- Paycheck Protection Program, grant and loan application assistance, while circulating timely grant and loan opportunities on our digital platforms
- Extensive and frequent updates to our COVID-19 response page with credible and timely information and resources
- Virtual business one-on-one coaching
- Bilingual grant workshops
In just a few short weeks, Nadia became an IRS-certified tax preparer and helped put nearly $70,000 in the pockets of her Detroit community members - before even graduating from high school.

Earlier this year, Nadia and 29 other Detroit students at Martin Luther King and Southeastern High Schools learned career skills using real-life experience as part of a pilot program that combined job and career readiness with economic mobility. The program connected students to their communities and brought valuable resources back into the neighborhoods they live in.

“There are a lot of people out here who are financially illiterate,” Nadia told the Detroit News. “I’m a student and I get to teach my parents and other adults how to become financially literate. That’s a huge deal for me.”

In partnership with Troy-based Flagstar Bank, Detroit Public School Community District (DPSCD) and United Way for Southeastern Michigan, Accounting Aid Society taught and trained the 30 students to prepare basic income tax returns - a skill which they can use for the rest of their lives and prepares them for the real world, while adding great value to their communities. After carefully completing training and receiving IRS-certification, Nadia and her peers spent several afternoons preparing and filing taxes for their community members - for free. The students also earned $9.50 an hour, so next year, they’ll be able to do their own income taxes.

Tonight’s Homework:
Prepare a Tax Return

In just a few short weeks, the students completed nearly 50 tax returns and brought approximately $70,000 in tax refunds and credits directly back to their communities. Your support made a huge impact on the students. Here is more in their own words:

“I learned something high school doesn’t usually teach. I also learned how to handle people and learned a new skill I can take long-term.”

“This program built my confidence and kept me busy after school hours.”

“Garylle made it fun to learn and I got better at talking to people.”

“It felt like a real job”

“I’d love to do this 100 times over”

“Thank you for giving us the opportunity to do something so impactful.”
As the small business branch of the agency, the Accounting Aid Academy (‘the Academy’) is invested in identifying, understanding and mitigating barriers to small business sustainability and growth, as well as the gaps in the current entrepreneurial ecosystem. Through culturally relevant, affordable and customized services and support, the Academy helps under-resourced small businesses put a solid financial foundation in place.

2020 was a tough year for small businesses, especially for those in impacted communities and operating at the grass roots level, who undertake more risk, burdens and responsibilities that can impact their personal financial health. Like many other organizations, the pandemic gave us a new perspective regarding the unique needs of our small business partners. We expanded our hours, increased bilingual support, added communication channels, and introduced new services, while expanding into new neighborhoods and communities.

In addition to improving and scaling our reach, we’re diving deep into strategies that further advance women and minority-owned business development. To amplify our efforts, we’re connecting with practitioners, philanthropists and investors through the Tapestry Project, a 3-year initiative that serves as a platform for participants to network, share information, engage in peer learning and collaborate on policies and plans that focus on the advancement of minority-owned business development. We’re additionally devoting resources to staffing, outreach and culturally relevant marketing to bridge the gap in trust and establish renewed connection.

Recognizing there are many different paths to financial prosperity, the Academy launched a business membership program designed to address the unique needs of every entrepreneur. The membership services respond to the complex finance, accounting, capital and cultural needs of each member, while offering a place for shared experiences and to build relationships. At the end of the very first year, we ended with 97 members ranging in talent, size and industry- from graphic designers to photographers, and from cosmetic shops to automotive repair shops:

- **1,080 hours spent** with **97 members**
- **90%** women
- **98%** minorities
- **12%** immigrants
- **10%** ESL or bilingual
- **95%** located in Detroit
Member Profile: UMI’S COMFORT

Umi’s Comfort was founded and launched in 2003 by Kecia Escoe, a six-generation quilter and seamstress with an inherited gift for preserving and telling stories and creating memories through her art. Umi’s Comfort specializes in custom, hand-stitched quilts and family heirlooms, as well as quilt restoration and washing. Umi, which means ‘my mother’ in Arabic, reflects and draws on the essence of comfort that the family-run business pours into their art.

Quilting came naturally to Kecia, who is self-taught. It wasn’t until after she had made nearly 50 quilts that she discovered why the skill came almost instinctively to her. She and her sister, who is also a seamstress, learned that quilting was much more than a hobby, but an ancestral tradition that spanned all the way back to her great-grandmother’s great, great grandmother.

Umi’s Comfort became an Accounting Aid Academy member in 2019. Prior to joining, Kecia had been active in other Detroit-based programs and initiatives that support small business owners in Detroit, such as ProsperUS Detroit, NEIdeas and MotorCity Match.

Organizing and preparing for tax filing season was the biggest challenge the Academy helped her overcome. “As a member, useful accounting knowledge has assisted with the organization of our finances,” says Kecia, who worked with Academy Small Business accountant Maria Mendez. “Having one-on-one sessions has been invaluable.” She says learning about bookkeeping technology and its usage and networking with other members have been the most valuable benefits to her so far.

Up next, Kecia says she’s hoping to expand to a physical location and provide online quilting and rope bowl workshops to teach others how to bind generations together through quilting. Shop and learn more about Kecia’s one-of-a-kind pieces at www.umiscomfort.com

“We’re serving almost as ‘business therapists.’ We all have personal therapists or counselors, so why not have a business therapist or counselor? This could be someone who identifies what that business needs, listens to what that owner is letting us know, what their deepest fear is for their business in this particular moment; and then tailors a strategic and tactical approach that aligns with their needs and goals. That’s what we do.”

- Ashley Mizzi, Managing Director of the Academy

“Entrepreneurship is, freedom to determine my own income and the opportunity to hire and train others on my own terms.”

- Kecia Escoe, Umi’s Comfort Owner & Quilt Designer

Kecia Escoe, owner and quilter (photo courtesy of the New Economy Initiative)
Stabilizing & Mobilizing
Neighborhoods and Communities

Earned Income Tax Credit

The Earned Income Tax Credit (EITC) is one of the federal government’s largest and most effective programs for reducing poverty—particularly for children—and promoting economic mobility among low-income families. Although paid out at tax time to bolster low-wages, its impact extends over a far wider timeframe and broader scale; by reducing poverty and increasing income, the EITC has been linked to positive health, educational, and social outcomes. Despite its critical importance, the EITC impact is limited by minimal awareness and understanding, which means it often gets overlooked. Moreover, complicated household situations and instructions make it difficult for families to access on their own. As a result, millions of EITC dollars go unclaimed each year.

City of Detroit’s Property Tax Exemption

The City of Detroit’s Property Tax Exemption (PTE) allows eligible Detroit homeowners to lower or eliminate their current year’s property taxes, which place a heavy burden on residents and when unpaid, often lead to foreclosure and eviction. Renters are equally as affected when a landlord’s property is foreclosed on. Similar to the EITC, the PTE is a powerful yet underutilized tool. Limited awareness, a complex and demanding application procedure, and tedious paperwork requirements are significant barriers to program access.

City Of Detroit
Mayor’s Earned Income Tax Credit Expansion Campaign

For the fourth consecutive year, we continued the annual push with the City of Detroit to put more flexible cash in the pockets of eligible, hard-working Detroiters by encouraging them to take advantage of the EITC and other credits that can substantially boost their income. By educating Detroiters about the credit and increasing access to volunteer-driven tax assistance, the citywide, cross-sector initiative has added more than 37,000 more Detroit claimants and returned $179 million more in EITC credits compared to the 2016 baseline year, when Detroiters were leaving an estimated $80 million in EITC refunds unclaimed annually.

Although the pandemic interrupted the 2020 tax season, which was on the same trajectory as prior years, VITA ACE provides immediate relief has the potential for an even bigger and lasting impact for working Detroiters. VITA ACE provided us with not only a way to increase access to those who could not get to in-person preparation previously because of barriers like transportation or work, but also to directly assist them in ways that increase their confidence working with computers and the Internet.

Prior to their appointment, almost 40% of VITA ACE users reported their level of comfort with technology as extremely low, but left without other alternatives, VITA ACE was a first and significant step for many filers in overcoming their discomfort. Throughout the process, users learned things like how to use their smartphone camera, how to create an email address, and how to maintain the security of their personal information when using technology. Afterwards, almost 70% of users revealed they were comfortable with technology after their experience with VITA ACE.

As a scalable model, the accessibility and hands-on technology practice that VITA ACE provides will be a vital strategy in taking the EITC initiative to the next level and reaching more working Detroiters.
Since its inception, the EITC initiative has evolved to include new partners and strategies that combine the EITC with other vital programs. The PTE and EITC work together in ways that bring stability into some of our hardest hit neighborhoods and communities; while the PTE can prevent foreclosure, the EITC addresses the root causes that may lead to foreclosure in the first place, such as a tax delinquency caused by poverty.

Working collaboratively with Quicken Loans, we used our existing EITC resources to identify and help qualifying Detroit homeowners complete the PTE application alongside their tax return. As a result, the number of Detroit homeowners that we helped eliminate their property bills increased by almost 70% in the last year.

Together, our work immediately impacts Detroiter on the edge of foreclosure, helps mitigate blight, and results in more Detroit homeowners and renters having safe and quality housing by:

1. Helping working families claim millions of dollars in the EITC - which are spent paying bills and securing essential services necessary to remain in their homes
2. Lowering or eliminating property taxes to prevent or reduce the risk of tax foreclosure through PTE application assistance
3. Protecting families from predatory lending and alternative financial services
4. Connecting taxfilers to housing stability resources through partner organizations
5. Helping families pay their heating expenses through state credits.

2020 RESULTS

3,600 families received
$596,481 to help pay their heating bills
3,600 families

540 Detroit Homeowners reduced or eliminated their property taxes through PTE application assistance
6,185 households

$4.5 million in state housing credits
$3.4 million in Earned Income Tax Credit dollars went into the pockets of working families
Looking back over my 39 years with Accounting Aid Society, I am proud of the accomplishments of my fellow volunteers and staff members. We touched many thousands of lives, added and improved services, and dealt with challenges as they arose. Looking forward I am confident that the team is in place to continue to meet the needs of the individuals and families we serve.” – Marshall J. Hunt

Our national and state tax systems, as they pertain to the poor and working classes, would simply not look the same without Marshall Hunt, who dedicated his life and career to creating just and equitable change and to helping those in poverty. Marshall retired in April 2020, after almost 4 decades of building futures with Accounting Aid Society as a tax volunteer, board member, staff member, tax instructor, and through his hands-on volunteerism in our neighborhoods. Today, even in retirement, Marshall is known as a “walking encyclopedia,” who people go to with questions and for tax help.

In 2001, Marshall’s career with Accounting Aid began after wrapping up a 34-year career with the IRS. Then a 20-year volunteer tax preparer for the agency, he was looking to retirement when he decided to take the open Tax Director position at the agency. He later transitioned to the role of Director of Tax Policy and Advocacy, where he acted as the subject matter expert and had an active role in protecting taxpayer rights and responsibilities through advocacy, education, and tax dispute resolution. With an insider’s keen subject matter expertise, he saw the unique and impactful role that tax policy and access to quality representation and preparation play in impacted communities. He has made it his life’s work when so few would take on such complicated issues.

Many of us know Marshall in different capacities – as a friend, colleague, mentor and professional of the highest caliber – but we all know him for his enormous heart and boundless enthusiasm to serve. Through his life’s work, Marshall has returned nearly a billion dollars to economies across the state of Michigan and directly into the hands of those who need it most. Thank you, Marshall, for paving the way for long-term impactful change, and for making our communities a better place to live, work and play.
Looking Forward: 2021 Vision

Thanks to your support, we were able to create opportunity from crisis, and together, we’re positioned to do so much more. In 2021, we are focused on building futures, re-defining systems and creating economic opportunity and equity for everyone by:

- Supporting women’s economic empowerment by positioning the Earned Income Tax Credit (EITC), innocent and injured spouse relief and other tax supports and assistance as financial empowerment and recovery tools that support lasting financial independence.

- Continuing to expand the work of the EITC initiative by looking at alternate service delivery models that improve accessibility, as well as undertaking targeted public education and advocacy campaigns.

- Centering the client voice and experience in our program design and delivery, and addressing cultural, language and technology barriers to expand services and programs.

- Addressing the racial leadership gap by developing leaders of color within our agency and working to create a more diverse board of directors.

- Increasing the number of financial and accounting services offered for underserved small businesses to fill existing and emerging gaps and barriers and support an inclusive entrepreneurial ecosystem.
Get Involved

Stay Connected
Add impact to your social media feeds and inbox
Facebook - facebook.com/accountingaidsociety
Linkedin - linkedin.com/company/accounting-aid-society
Instagram - instagram.com/accountingaidacademy
Web - accountingaidsociety.org

Volunteer
The pandemic and changes to our service delivery model prevent us from accepting most new volunteers this year. To help us be as impactful as possible in 2021, please ‘like’ us on social media and share our posts via your networks.
If you are interested in volunteering with us post-pandemic, please visit us at: accountingaidsociety.org/volunteers/

Donate
The CARES Act has made it easier than ever for supporters to invest in families and economic security across southeast Michigan. As part of the Act, taxpayers (even those who don’t itemize) can deduct up to $300 in charitable contributions made in 2020.
Donate or Join a Giving Society: accountingaidsociety.org/giving-societies/

Shop Our Small Business Clients
Even with recovery on the horizon, the future remains uncertain for our small businesses, who need us more than ever as they fight an uphill battle toward recovery.
Support Accounting Aid Academy Members: accountingaidacademy.org/who-we-serve
Financials

EXPENSE CATEGORIES BY PROGRAM
- Individual Tax Assistance Program: 53%
- Low Income Taxpayer Clinic: 12%
- Accounting Aid Academy: 17%
- Community Engagement: 18%

REVENUE
- Corporations: $668,650
- Foundations: $544,796
- Individuals: $88,591
- Government: $593,653
- Program Income: $187,936
- Investments: $6,059
- Donated goods and services: $446,215
- Total: $2,535,901
SINCE 1972

We use taxes to build relationships.
And relationships to build futures

Donors

This list reflects contributions as of June 30, 2020. Accounting Aid Society has made every attempt to record an accurate list of donors. If we have overlooked your name, or there is an inaccuracy, please accept our apology and let us know by emailing us at kmigliazzo@accountingaidsociety.org
Volunteers

Aysha Abdul Aysha
Chackuparambil Abraham
Jude Abreo
Hamzeh Abu-Ghazaleh
Luz Acosta
Dawn Aginian
Abdulnasser Ahmed
Noor Al-khafaji
Noor Alahmedi
Aladeen Alashmli
Shaima Alawdi
Saniya Ali
Lisa Amador
Tamann Arbani
Julia Bardhyli
Michael Bastien
Alan Baum
Frances Bayer
Lama Bazzi
Lois Beerbaum
Sarah Bendit
Abir Bidi
Wanda Black
Michael Blasko
Jeff Blowers
Sarah Bommarito
Brenda Bonilla-Martinez
David Boudreau
Kat Bounds
Catherine Boussie
Deirdre Bowie
Zuwenia Boyd
Iris Brauer
Connor Braun
Susanna Brennan
Cranstana Brown
Eric Brown
Richard Brown
Gary Bryner
Douglas Burton
Aleia Busby
Sarah Bussa
Marisol Bustillos Carreon
Tina Byles
Rosana Cabral
Susan Callahan
Catherine Campbell
Lisa Campbell
Kate-Hyun-Ji Carlin
William Chase

Brett Chasnick
Cynthia Churches
Rob Clary
Donna Clay
Gregory Collier
Carl Corman
Francis Costello
Brian Crabtree
Brad Cromwell
Diane Cromwell
Elaine Curtis
Roman D’Ambrosio
Jeanne David
Justin Davis
Rami Debouk
Thomas Deneau
Joseph Dennison
Joshua Denomie
John Dillon
Bryan Donahue
Luke Donald
Bruce Dziadzio
Richard Dziadzio
MiShawn Earl
Tracy Eck
Alexa Edwards
Janet Elbert
Lew Elbert
Donna England
Kaleb Ethridge
Richard Eusani
Andrew Ferguson
Ryan Ferguson
Jose Flores
Tony Flores-Padilla
Dennis Fogel
Paul Formosa
Brian Foster
Douglas Fournier
Robert Frame
Dominique Franklin
Steven Fuja
Susan Gainer
Colette Galayda
Seema Garg
Kimberly Giles
Denise Gilmore
Mackenzie Ginski
Meghan Godell
Kristy Godley

Ed Golick
Deshantis Graham
Barry Grant
Kevin Green
Jennifer Greenwell
Abigail Grube
Arsen Gulla
LaDeanna Guy
Ali Haidar
Courtney Hall
Nathan Hampton
Hadi Harp
Sa Harris
Catina Harvey
Lydia Hawkins
Beverly Haynes
Tanya Heaphy
Jacqueline Heard
Maris Hecht
Mary Hennessy
David Hennessy
Cathia Hernandez
Matt Hetherwick
Tom Hill
Katherine Holka
Dorothy Holmes
Doug Holmes
Donald Hourican
Marshall Hunt
Janet Huntoon
Md Islam
Ritu Daniela Jayakumar
Isabella Johnson
Maria Johnson
Michael Kalasinski
David Kalis
Elish Keating
Peter Keating
John Kehoe
Bruce Kennedy
Zachary Kennedy
Hafsa Khan
Sohyun Kim
Anthony Kirmia
Jay Kleiman
John Kloian
William Kobus
Abby Kokotovich
Michael Kovalchick
Carol Kranz
Volunteers

Mary Kriewall  
Ronald Krupitzer  
Sreelatha Kumar  
Thomas Lakocy  
Brianne Lambrecht  
Doris Leonard  
Ndeda Letson  
Bobby Lewis  
Rocio Lewis  
Patricia Liang  
George Linker  
Thomas Linn  
Cynthia Lo  
Haley Lovelace  
Fabiola Luevano  
Felicita Lugo  
Kaelyn Madery  
Robert Maguire  
Mark Maisonneuve  
Leslie Malcolmson  
Peter Malcolmson  
Paul Marcuz  
Josette Marquillero  
James Marrow  
Susan Martin  
Paul Mashni  
Alexander Matczak  
Charles McCarthy  
Lisa McCulloch  
Michael McGee  
Patrick McGow  
Megan McGuire  
Cathy McHarg  
Brendan McMahon  
Maria McPhail  
Matria Melvin  
Vince Mercuro  
Sadia Miah  
John Micallef  
Vincent Micallef  
Sandra Montes  
Phoenix Montie  
Jacob Moore  
Allen Morgan  
William Morris  
Marcus Mukarram  
Kevin Murphy  
Manu Naik  
Trevor Nelson  
Robert Nenninger  
Christina Nguyen  
Bud O’Brien  
James O’Neill  
Jon Oatley  
Julie Oldham  
Donna Opthoff  
Margarita Ovalle  
Tiara Owens  
Patricia Ozybko  
Kelly Pabst  
Rick Pacynski  
Linda Parvin  
Michael Pelc  
Kinga Perkowska  
Michael Pfennig  
Tra Pham  
Anna Phelan  
Joseph Pia  
Staci Pinkerton  
Paola Portillo  
Nicole Puckett  
Maysaa Rahal  
Dharam Ramachandran  
Mahalakshmi Ramachandran  
Venkat Raman  
Heidi Recor  
Michael Reichenbach  
Denise Reske  
Manuel Reyes  
Norma Reyes Perez  
Sandra Rideaux-Miller  
Jayla Rivers  
Joseph Robach  
Olga Romadan  
Beatriz Roman  
Mark Rothenhauser  
Ariadna Ruiz  
Shannon Ruthenberg  
Maria Rybachek  
Mac Saleh  
Djeneba Sall  
Robert Samples  
Iris Sanchez  
Rick Sanders  
Cynthia Sartori  
Claudia Saure Martinez  
Nancy Sauvage  
Vesna Savic  
John Savio  
Ronald Schmaeman  
Andrew Schwartz  
Katie Score  
Paul Secret  
Ramesh Sethu  
Kent Shafer  
Thresea Sharp  
Shah Siddiqi  
Michael Siegrist  
Yolanda Sierra Bernal  
Mireya Silva  
Garyle Smith  
Michael Sovran  
Ronald Spinner  
Kelly Stenli  
Karen Stewart  
Willena Stiles  
Shaunetta Stokes  
Jessica Storts  
DeAnn Stowe  
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