

COMMUNITY PARTNER AWARD

Claudia Adams

IRS Stakeholder Partnerships, Education & Communication (SPEC)



Since 2007, OnTrack WNC's Volunteer Income Tax Assistance (VITA) site has prepared and filed 7,626 tax returns resulting in more than \$9.6 million in refunds for low-income taxpayers in our community.

It was our good fortune, in 2014, when Claudia Adams became our *IRS Stakeholder Relationship Tax Consultant*. We soon discovered her huge commitment to the VITA program's mission, tax prep volunteers and most importantly, the tax clients.

Claudia consistently shows that commitment, helping us prepare for each tax season and providing guidance throughout the year. Her supportive check-ins, regular encouragement, and remarkable responsiveness are legendary with both volunteers and staff. Her care for clients is evident as she works tirelessly on their behalf, intent on helping them get every credit, deduction, and refund that they are entitled to.

When Claudia discovers a community need, she invites us to be part of the solution. Examples include on-site tax prep for sight-impaired clients/staff at IFB Solutions (formerly Industries for the Blind) and at VA Veterans Standdown events. She even drives all the way from Charlotte to show up for the Standdowns, to help set up tables, get computers connected, greet veterans, and help with the tax returns in various ways. After events, Claudia's quality service continues by checking-in with all the veterans whose tax returns were completed at the event.

Claudia's passion, work ethic, and positive outlook are a vital part of our success. We're grateful she's on our team!

Congratulations Claudia and the IRS!