



Paloma Reyes

Volunteer Since 2003
Uptown/Truman Tax Site



As an accounting student at Chicago's DePaul University, Paloma Reyes attended a presentation about volunteering at the Center for Economic Progress. Paloma started volunteering in 2003, and has served as Assistant Site Manager at the Center's Uptown location.

When she first started volunteering, Paloma noticed that the Center was different from the other places she had volunteered. "You feel like the staff really cares about what they're doing, and you don't find that everywhere. It's a great place to volunteer," she said.

Through her experience with the Center, Paloma has had the opportunity to meet many different people, and even improve her confidence and skills when dealing with clients.

The best thing about volunteering with the Center is the people, according to Paloma. "When I first started I prepared taxes for a woman who was very timid and had lots of questions. Now, every year, I see her come back."

The volunteers, like Paloma herself, often return year after year as well. What is it about the Center that keeps people coming back? Paloma believes it's the feeling that you really do make a difference. "People come in, and many don't speak English, are confused and have been paying [tax preparers] tons of money they can't afford. We help them and we really make a difference. Year after year you see the same people come back. [They] tell you what's going on with their kids, or their job. The people are truly special."