



# The CWF VITAmix

## 2023 TAX SEASON VOLUNTEER IMPACT

**16,576**  
Volunteer Hours



**441**  
Certified Volunteers

**42,540**  
Federal and State Returns

**\$32+ Million**  
Total Tax Refunds

Your hard work, passion, and unwavering dedication are the lifeblood of our organization. Thank you for making a profound difference in the lives of those we serve.

### VIRTUAL VOLUNTEERS NEEDED

The virtual returns are still rolling in at CWF. Want to help tax filers get their refunds? You can make your own schedule and volunteer from the comfort of your home. All you need is a computer and phone. [Click here to sign up for virtual volunteer shifts!](#) Have questions? Contact our Virtual Manager, Monica Pierson at [mpierson@cwphilly.org](mailto:mpierson@cwphilly.org).



### IN CASE YOU MISSED IT!



Dr. Nikia Owens, President and CEO of CWF was featured in The Metro as one of Philadelphia's Power Women of 2023. This list, which includes candidate for mayor, Cherelle Parker, and Congresswoman Mary Gay Scanlon, honors women making waves in their industries.

Dr. Owens also spoke exclusively with Fun Times Magazine about her success in completing this tax season and her plans for the organization's future. [Click here to read the full article!](#)



# STAFF SPOTLIGHT



Get to know the CWF staff! Each month in the off-season we will shine a light on different members of our amazing team, with faces both old and new!

## SHARON JEFFERSON

**Administrative Operations Specialist**

*Sharon joined CWF in 2020 as an Intake Specialist/Receptionist, but she was recently promoted to Administrative Operations Specialist. She's a Philadelphia native and attended Dobbins Vocational Technical High School and LaSalle University. Her pursuit of a B.S. in Business is still in progress.*



### **What did you do prior to coming to CWF?**

"I have over 30 years of experience in the non-profit sector. Previously I was the Manager of Volunteer Support Services with American Red Cross, SE PA Chapter."

### **What exactly does the Administrative Operations Assistant do?**

"I answer calls and voicemails, order supplies, maintain staff data bases, process mail, assist the Controller with accounting functions, and provide administrative support for the Board. I also assist with the Prison Project helping inmates receive missing stimulus payments."

### **What is your favorite thing about working here?**

"My desire to help others is what motivated my return to work after a (4 year) retirement hiatus. I believe that we all have a responsibility to do whatever we can do to motivate and help those in need."



## CICERO CADELL

**Call Center Manager**

*Cicero started working for CWF as a seasonal employee back in December 2022, but was recently promoted to a permanent, full-time team member role managing call center agents.*

### **What did you do prior to coming to CWF?**

"My background is in broadcast media where I spent 20 years as an executive in the television industry. After that, I started ADlingua, an international marketing company specializing in ethnic language media. In the mid 90's, I started working in the call center industry first as Sr. Sales & Service Agent and later as a Trainer, Supervisor and Manager."

### **What exactly does the Call Center Manager do?**

"My job as manager is to make sure the call center provides callers with timely and accurate information that is presented with courtesy and professionalism. This includes recruiting, training, and managing call center agents, and working closely with all other departments to make sure accurate information is provided to the general public"

### **What is your favorite thing about working here?**

"Working at CWF affords me the opportunity to be a part of an organization that is truly impactful in the community. I also work with a group of professionals that are really dedicated and committed to the service we provide. The work here is very gratifying."