



FREQUENTLY ASKED QUESTIONS

WHY GIVE THROUGH UNITED WAY MONTEREY COUNTY?

United Way Monterey County (UWMC) is a locally governed organization that identifies and addresses the most critical issues and needs of the people within our community. What makes United Way so effective is that it helps our entire community (it is comprehensive giving), your dollars remain in the community (it is local) and payroll deductions make it easy to give!

WHAT IS UNITED WAY'S MISSION?

Our mission is connecting people, partners, and pathways to improve lives across Monterey County. We work collaboratively with local businesses, government and nonprofits to tackle critical issues in the community. Our work is spread throughout four Impact Areas.

HEALTHY COMMUNITIES

[The Hope and Help Network](#) at United Way Monterey County (UWMC) has streamlined the process for finding behavioral health resources by creating a keyword text program available in both Spanish and English. This program connects users to targeted resources on the 211 Monterey County website and builds stronger connections among service providers.

YOUTH OPPORTUNITY

[Family, Friends, and Neighbors \(FFN\)](#) operate as home based childcare program that develops a support network of trained care providers and early learning professionals. FFN caregivers provide low-cost, high quality child care to low-income households.

[Monterey County Preschool Service Corps program](#) recruits AmeriCorps members to serve in preschool classrooms throughout Monterey County. Members provide individualized language & literacy tutoring to children to support early learning and kindergarten readiness.

[Stuff the Bus](#) eases the financial burden on families, promotes learning, encourages self-esteem and helps children stay in school by providing new backpacks and school supplies to children who are experiencing homelessness or in great need.

[Preschool Spruce Up](#) upgrades play facilities at early care centers to ensure that learning environments are well equipped to support the social, emotional, and academic development of students.



FINANCIAL SECURITY

Volunteer Income Tax Assistance (VITA) provides **free** tax preparation services to low-to- moderate income households throughout Monterey County from February through Tax Day both in person and online through [MyFreeTaxes](#).

Financial Literacy Workshops teach residents how to manage, budget, understand and repair credit, and educate them about affordable child care and other subsidy programs.

COMMUNITY RESILIENCY

211 Information and Referral Service supports residents of Monterey County by connecting them to a wide variety of local health and human services. Dial 211, 24/7 for personal referrals from a trained call specialist or search our database online at 211MontereyCounty.org. Residents can also text their zip code to 898-211 and be connected via two-way text to Call Specialists in both English and Spanish.

Smart Referral Network (SRN) allows users to make “closed loop” referrals. Case managers, other front-line workers, and residents in need of services use the program to identify needed services in the County 211 health and human service database and more effectively enroll in them. Currently, 94 agencies participate in the SRN, referring clients to each other’s services.

HOW ARE DONATIONS INVESTED?

Donor contributions are used to support UWMC services as well as provide grants that support financial stability. In addition, United Way is taking the lead to change systems and help eliminate issues that prevent people from achieving financial stability.

HOW DO I KNOW THAT MY MONEY WILL BE WELL-SPENT?

United Way Monterey County is governed by a local Board of Directors. These community volunteers oversee the financial and programmatic policies of the organization. We adhere to strict quality and transparency standards from our United Worldwide Network. Financial statements are reviewed monthly, and an Independent Audit is performed annually. The Audit and Tax Return (Form 990) are available for public review on our website: www.UnitedWayMCCA.org.



CAN I DESIGNATE MY DONATION TO GO TO A PARTICULAR AGENCY?

Yes, designations are allowed to any 501(c) (3) organizations. To cover our costs, we deduct a 10% administrative fee, capped at a maximum of \$100 per designation.

WHAT ARE THE GUIDELINES IF I DONATE TO A PARTICULAR AGENCY?

One option to help a broad range of people is by giving to the United Way Community Fund. However, if you wish to give a portion or all of your gift to a favorite nonprofit 501(c) (3) organization, you may do so, just so long as the minimum donation per agency is \$100. Visit [GuideStar](#) to search for all 501 (c) (3) organizations.

HOW DO I TRACK MY CONTRIBUTIONS FOR TAX PURPOSES?

You will receive a written “thank you” for your pledge. If you donate through payroll deduction, your W-2 form will reflect the exact amount of your contribution for the calendar year and can be used for itemizing deductions.

HOW CAN I STOP MY CURRENT YEARLY DISTRIBUTION?

Please notify your Human Resources department.

WHAT STRATEGIES WILL UWMC IMPLEMENT TO ENSURE SUCCESS?

At the heart of UWMC’s mission is a commitment to delivering programs that create real, measurable change in people’s lives. Our Impact Areas are focused on refining and scaling programs with the highest return on investment, those that demonstrate both deep community impact and strong equity outcomes. Through stronger partnerships, increased volunteer engagement, and expanded digital access to services, we aim to deepen our reach and ensure that every initiative contributes meaningfully to a more resilient, equitable Monterey County.

HOW MUCH DOES IT COST TO DELIVER THESE SERVICES?

Thanks to the dedication of volunteers and the efficiency of payroll deduction, UWMC is able to keep costs low while maximizing community impact. In the most recent fiscal year, 79.3% of every dollar went directly to programs that strengthen families and build resilience across Monterey County. The remaining 20.7% supported essential operations, including administration (11%) and fundraising (9.7%)—ensuring that our programs are well-managed, sustainable, and able to grow.