



FREQUENTLY ASKED QUESTIONS

LIVE UNITED

What is United Way of San Antonio and Bexar County?

United Way of San Antonio and Bexar County is the largest and most respected private health and human care service organization in Bexar County.

United Way works to improve early care and education for our children, help students succeed in school, strengthen individuals and families, and provide safety net services.

Your gift ensures that help is there when it's needed the most.

Is United Way a local or national organization?

While it is affiliated with a national service and training center, United Way of San Antonio and Bexar County is a local organization and is independent and separate from all other United Ways in the country. United Way is governed by a volunteer Board of Trustees composed of key local business and community leaders.

How much of my money really goes to helping people? I don't want my money to be tied up in administrative costs.

United Way of San Antonio and Bexar County continues to lead the country with an overhead cost of 7.2 percent. This overhead is lower than the average overhead of other United Way communities and significantly lower than the nonprofit industry standard.

Is my contribution tax deductible?

If you itemize deductions on your annual taxes, then your contribution is tax deductible.

Since my spouse gives at work, I believe our family is already counted.

Your gift is just as important. The health and human care needs in this city are great and the community needs everyone's support to meet those demands. When we all come together, we make real, meaningful differences.

Our employees and their families are struggling. How can we ask them to give?

The need for help is increasing. When people see friends, family, neighbors and co-workers in need, they dig deeper into their own limited resources to make sure the needs are met. Time and again, some of the most generous givers are those who themselves have struggled and needed a helping hand from our community. When we all come together to help, everyone benefits.

How much influence do I have over how my gift is invested?

You have complete control over where your donation is invested: A) You can choose to make your donation to United Way where it will make real changes; B) You can designate to any of our focus areas: Ready Children, Successful Students, Strong Individuals and Families, and Safety Net (food, shelter, and emergency care); C) You can designate directly to our partner programs.

What happens once I donate to United Way? How do I know my money is really going to make a difference?

Many committed volunteers – business professionals, retirees, and other individuals – monitor United Way-funded programs before deciding where to invest your contribution. They, too, want to be convinced that your donation changes lives.

United Way is always looking for people to join the review process. Call 210.352.7000 to become an Accountability Review volunteer.

How is United Way held accountable?

There is nothing more important to United Way of San Antonio and Bexar County than upholding the trust of our donors, volunteers, and all other members of the community. For this reason we find it absolutely imperative to maintain the most stringent of operating and accounting procedures.

We diligently follow established accounting guidelines. Our standards for accounting for revenue and expenses are in compliance with those issued by the Financial Accounting Standards Board (FASB), an organization that sets recommended accounting standards for nonprofit and for-profit businesses.

We are audited annually to ensure that we are in compliance with FASB standards, the results of which are further reviewed by leading community volunteers who are our trustees and represent the full spectrum of the financial and accounting professions. Every audit report has been completely clean of recommendations to improve or make changes to the accounting system.

I always receive solicitations from other charities and organizations to give, so why should I give to United Way?

Your United Way gift allows you to accomplish more than you can alone or through a single charity. When you give to a specific charity, you support a cause. When you give to United Way, you help unite solutions that strategically improve people's lives and strengthen our entire community.

United Way invests your one donation in more well-managed programs that change lives and strengthen families than any other organization in this community. United Way also supports every member of the family – from children to teens to adults and grandparents.

I resent feeling like I have to give.

Absolutely no form of coercion is accepted when donating to United Way. Giving is a personal decision, and United Way prefers that donors give from the heart. Whether to give and how much is entirely up to you.

What other services does United Way offer?

The United Way Help Line/2-1-1 Texas is an information, referral, crisis intervention, and telephone counseling service. Callers receive information on alcohol and drug

rehabilitation, crisis intervention, suicide prevention, parenting, transportation, financial assistance and more. It's free. Call 227-HELP or simply dial 2-1-1, 24/7/365.

For military members, veterans, and their families, Mission United is proudly serving those who have served. 2-1-1 military call specialists and outreach coordinators can help with general resources and those unique to the military.

The Volunteer Center at United Way is the community's central clearinghouse for volunteer opportunities and connects people who want to help with nonprofit organizations that need their help.

How can I find out more about United Way?

Visit www.unitedwaysatx.org often for current information about the campaign or how United Way works in your community.

Who's Who for 2018?

Kim Lubel, former Chairman, President and CEO of CST Brands, is at the helm as Campaign Chair.

Mike Ciskowski, retired Valero Executive Vice President/CFO, presides as United Way's Chairman of the Board.

SEE WHERE YOUR MONEY GOES

To learn how your support matters, read stories about people whose lives your donation changes, or see a listing of the programs United Way funds, visit:

www.unitedwaysatx.org

Stay informed about how your gift helps through our monthly e-newsletter. Sign up on our home page or when you make your donation.



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and Bexar County