

Year-End Program Narrative (Revision 2/2012)

In an effort to focus on the essential aspects of your project that directly relate to meeting the grant objective, we have revised the Year End Report's Narrative requirements. The Year End Report covers the period of July 1 through June 30 and consists of the following documents:

- Standard Form PPR (Performance Progress Report) – which requires the following documents;
 - Narrative
 - Final budget
 - Site listing
- Standard Form PPR-A – Performance Measures
- Standard Form PPR-B – Performance Indicators

We have removed the site listing from the narrative and you will present it as a separate document. The narrative should focus on how your organization was able to implement the VITA Grant Program and achieve the following VITA Grant Program objectives:

- Enable the VITA Program to extend services to the underserved populations in hardest to reach areas, both urban and non-urban;
- Increase the capacity to file returns electronically;
- Heighten quality control;
- Enhance training of volunteers; and
- Improve the accuracy rate of returns prepared at VITA sites.

The narrative is limited to five pages. Please type and double-space your submission, and use a 12-point font. Please label and limit examples and attachments submitted with the narrative.

Narrative Response:

1. Identify any issues that hindered you from serving the underserved population identified in your program plan. If you were unable to meet the minimum returns expected as outlined in your grant agreement, provide a detailed explanation as to why and be as specific as possible.
2. Identify efforts to increase electronic return preparation and any reasons that hindered your organization from increasing your e-file percentage over the previous year's results.
3. Identify the publicity methods used to reach your targeted populations. Provide a brief assessment as to whether the publicity methods used enabled you to reach your return goals.
4. Identify processes and procedures you had in place to heighten the quality of site operations.

5. Explain actions taken to enhance training of volunteers. Please include any additional training provided not mentioned in your original program plan.
6. Highlight steps taken to improve the accuracy of returns prepared at VITA sites.
7. Please provide any feedback on how IRS administered the VITA Grant Program.