

Welcome!

Member and Site Monitoring and Reporting



*We'll get started in just
a couple of minutes.*

*Please be sure to
access the Audio link in
Adobe Connect.*



AmeriCorps Member and Site Monitoring and Reporting Requirements

Thursday, August 23, 2018



Technology Check

- Check the Connect Web Links to access today's PPT and training evaluation.
- Today's presentation is being recorded, and it will be posted on the Knowledge Network:
www.nationalservice.gov/resources/americorps
- We will use the Chat box throughout today's presentation. Let's test the Chat feature; please type a short greeting to your colleagues now.

Purpose of the Staff Development Webinars

- In general, the 2018 AmeriCorps Staff Development Series is designed to build knowledge in core program and grant management areas to support strong service across the network.
- The webinars are intended to give commission and program staff a break from the day-to-day demands of grant management and focus on broader, longer-term issues.

AmeriCorps Staff Development Series

The 2018 webinar series includes:

- Continuity Planning
 - How to Review Data Collection Plans
- Orientations for New Commission and Program Staff
 - Financial Management
 - Criminal History Check Management
- AmeriCorps Member Orientation and Training
- ***Member and Site Monitoring and Reporting Requirements***
 - Submitting Grantee Progress Reports
 - Data Quality Monitoring

Today's Target Audience

- Staff of State Service Commissions and AmeriCorps national/multi-state and tribal programs who are new to their jobs and/or directly involved in monitoring and reporting on AmeriCorps member and program activities.

Today's CNCS Presenters

Kerry Lupher
Program Officer
klupher@cns.gov



Oksana Jensen
Program Officer
ojensen@cns.gov



Today's Agenda

- Monitoring Members and Sites: Oksana Jensen and Kerry Lupher
- Program and Commission Spotlights:
 - City Year: Erin Bennett
 - PennSERVE: Maureen K. Eccleston
- Resources and Closing Remarks

Monitoring AmeriCorps Members and Sites

- ***Guiding Questions:***

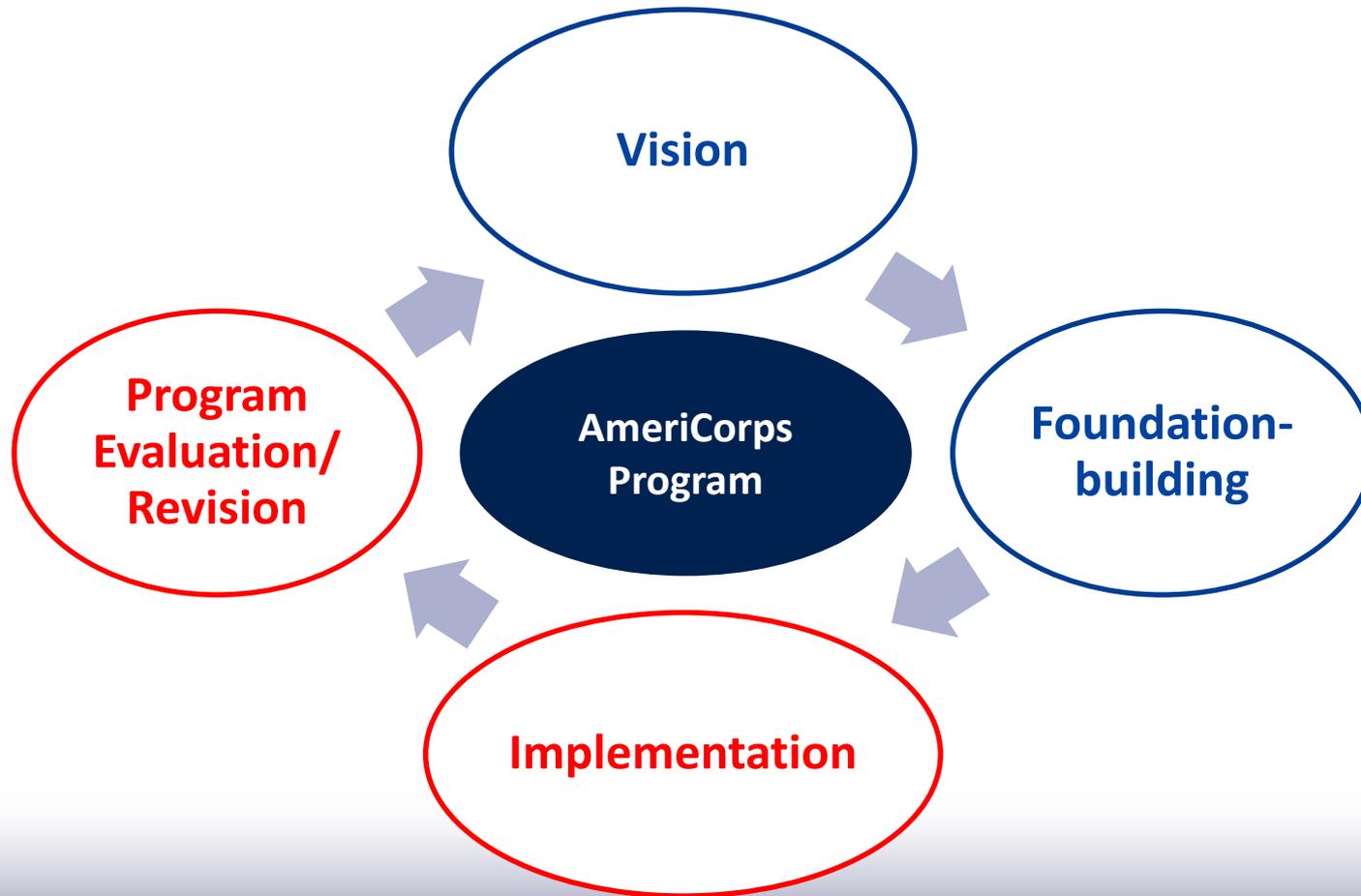
- What is monitoring in the context of AmeriCorps programs?
- What am I required to monitor and report?
- How should I go about doing it?
- What if I find something wrong?

Monitoring – Definition and Grant Requirements

45 CFR § 2541.400 Monitoring and reporting program performance.

(a) *Monitoring by grantees.* Grantees are responsible for managing the day-to-day operations of grant and subgrant supported activities. Grantees must **monitor grant and subgrant supported activities** to assure **compliance with applicable Federal requirements** and that **performance goals are being achieved**. Grantee monitoring must **cover each program, function or activity**.

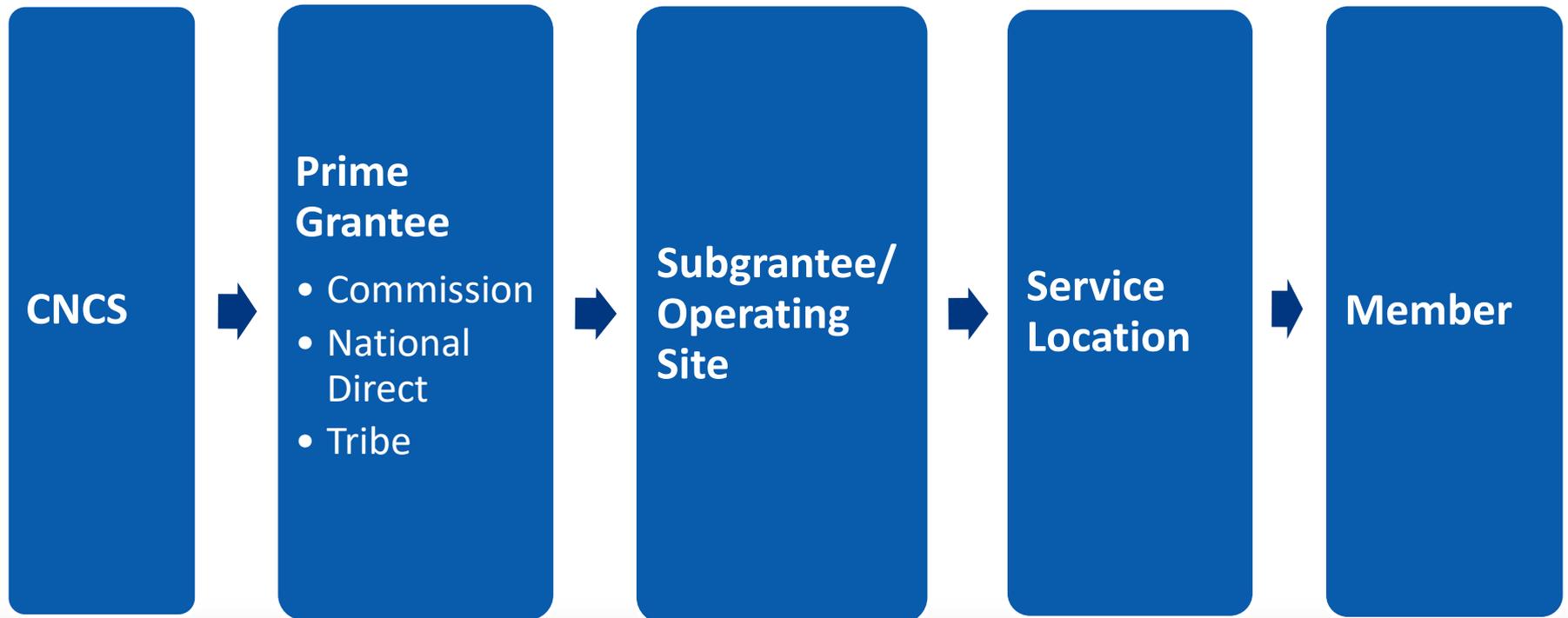
Cycle of an AmeriCorps Program



Goal of Monitoring



Monitoring and Reporting



Monitoring and Reporting

Monitoring



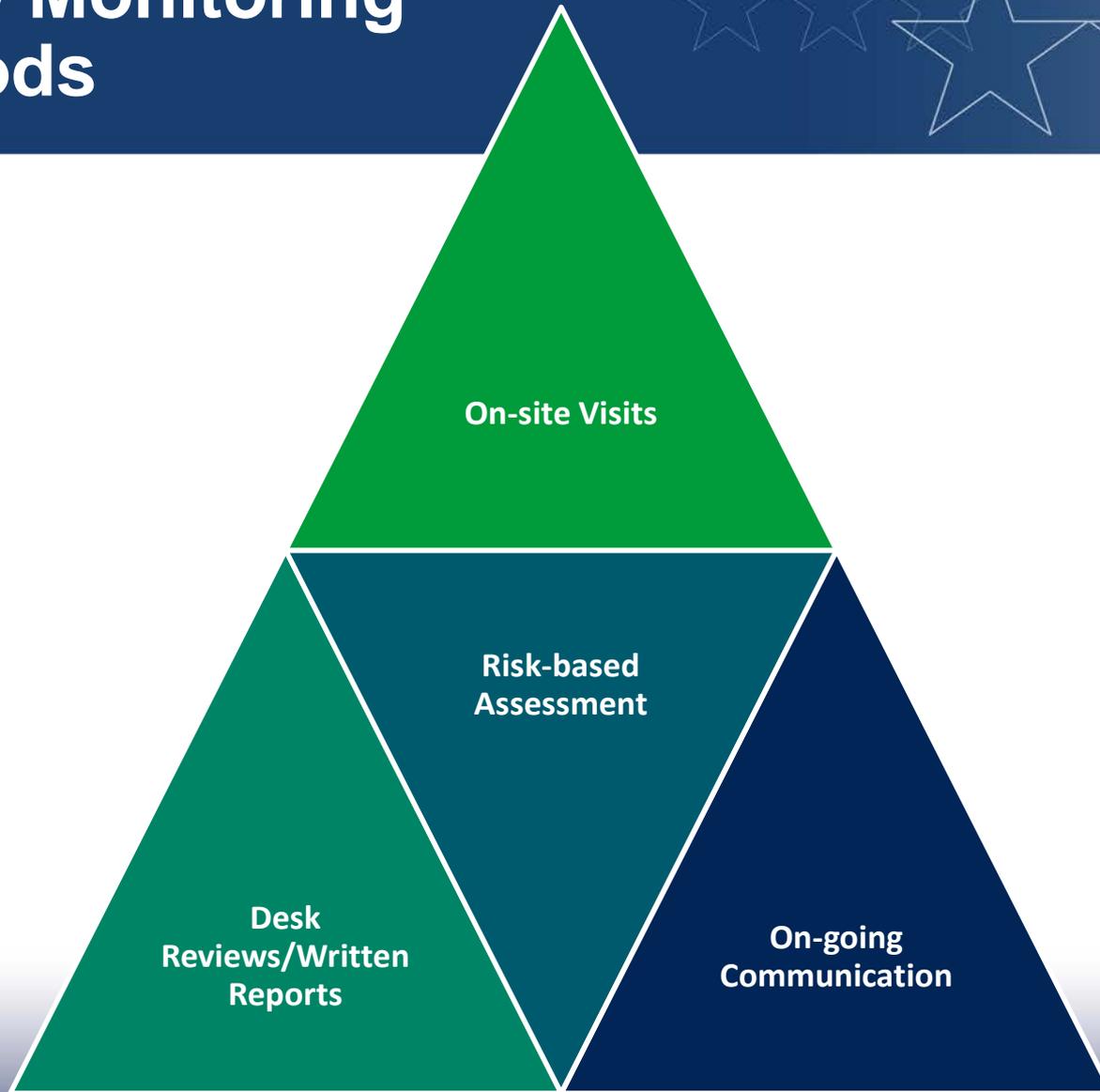
Reporting

Monitoring Plan



- Who? Program and finance staff
- What? All aspects of AmeriCorps-funded activity (budget, members, sites, performance data)
- When? Schedule of monitoring activities; align with AmeriCorps grant year deadlines
- Where? On-site and/or virtually
- How? Methods depend on program design, risk

A Few Monitoring Methods



Risk-based Assessment

- Purpose:
 - Comprehensive and consistent approach to monitoring
 - Smart allocation of staff time and resources
 - Inform selection of monitoring methods
- Logistics
 - Generally assessed at subgrantee/site level
 - Categories weighted by degree of risk
 - Completed at or before the start of the program year

Risk-based Assessment

Common risk “flags”

- Member service issues, particularly those that involve prohibited or unallowable activities
- Site staff turnover/poor member retention
- Excessive absences from training and/or required activities
- Low quality and/or late reporting
- Output/outcome data that deviates substantially from expected targets
- Unusually high or low expenditures
- Difficulties with meeting required match levels

Considerations for Selecting Monitoring Methods

- Degree and type(s) of risk posed by subgrantee/site
- Area(s) of focus for monitoring
- Budget and staff capacity
- Timing of monitoring activities

Best Practices for Site Visits

- Ask open-ended questions
- Observe member service in action
- Gather and cross-check information from personnel in multiple roles (members, site supervisors, program directors)
- Review key documents prior to visit: site agreement, member position descriptions, application budget
- Consider unannounced visits

Sample Member Position Description

Component	Description
AmeriCorps Member Name	Jeff A. Member
AmeriCorps Position Title	Emergency Response Crew Leader (ERCL)
Program	Helping Hands, 911 Safe Place, Waverly, PA 45678
Site Location	The member will be based at Helping Hands, 911 Safe Place, Waverly, PA 45678; deployments may occur at any location in the state
Purpose	Provide local response in the aftermath of natural disasters
Duties	Provide food, water, and shelter to people in need; lead a team of 8 first-year AmeriCorps members in emergency response; deployments last one week – multiple months
Qualifications	Able to lift and move 50 lbs of supplies multiple times each day; able to work in close contact with emergency responders and citizens during crises; demonstrated ability to lead effective teams, problem-solve, and resolve conflicts; pass all required criminal history and medical checks; excellent communication skills; able to remain calm in a crisis
Term of Service	November 1 – September 30
Time Requirements	40 hours/week; exact days of week and times will vary depending on response situation
Orientation and Training	25 hours pre-service; 50 hours in-service; topics include CPR, emergency response protocol, team management policies and procedures, AmeriCorps regulations and national network, and leadership
Benefits	Living allowance, post-service education award, health care; powerful service experience; able to see impact of service immediately
Evaluation and Reporting	Mid and final performance reviews; weekly reports to supervisor; quarterly debrief summits with crew members and program leadership
Supervisor	Jane S. Super, Executive Director, Helping Hands

Sample Site Agreement

The following Memorandum of Understanding (MOU) establishes an agreement and specific responsibilities for both the AmeriCorps program and the site. This agreement is in effect from November 1 – September 30, 20XX.

PROGRAM AND SITE PARTNERSHIP GOALS

ALL:

- The site staff and AmeriCorps member (ACM) agree to work together to achieve the program goals outlined in the site application and partnership negotiation correspondence.
- The site staff and ACM will work together to develop program goals and objectives and will review changes with program staff.

ROLES AND RESPONSIBILITIES

AMERICORPS PROGRAM:

- Train ACM and site staff in best practices of service program delivery.
- Give technical assistance and support to strengthen the site's program.
- Administer all AmeriCorps enrollment requirements.
- Lend marketing support to site and its service activities.

SITE:

- Recognize ACM and the AmeriCorps program and identify ACM by name and title in all program and marketing materials.
- Fully orient staff, current volunteers, and other important stakeholders to the AmeriCorps program agreement and requirements.
- Ensure adequate workspace including a phone, desk, and access to a computer and the Internet by the first day of the ACM's term of service.
- Provide the ACM with a thorough orientation and direct supervision (to include at least four hours per month).
- Participate in four training days with the AmeriCorps program over the course of the program year.
- Adhere to AmeriCorps regulations and the AmeriCorps Program Policies and Procedures.

Best Practices for Desk Audits

- In-depth reviews of member documentation: not just presence but also content
- Review criminal history check documentation for members AND staff
- Ensure appropriate tracking/verification of staff and member time
- Review financial transactions and match documentation
- Aim for representative samples
- Utilize secure file transfer systems

On-going Communication as Monitoring Tool

- Regularly scheduled check-ins (phone, in-person)
- Email correspondence
- Progress and financial reports
- Reimbursement requests
- Member training and reflection activities

**Building trusting relationships is key

Documenting Monitoring Activities

Compliant (y/n)		Initial Assessment	Type					
	N/A		Prevent	Detect	Enforce	good strategies	needs improvement	
		The Member Management section includes elements required for compliant systems, policies and processes related to member support, enrollment, recruitment and retention.						comments required if either "good strategies" or "needs improvement" is checked
Commissions and Directs:								
1		Verify member eligibility [45 CFR § 2522.200]						
		see the "Member Eligibility" tab for the regulation and the "Member Documents" Tab for a complete check list of required documents.						
2		Ensures that member eligibility documentation is reviewed and found satisfactory prior to enrollment. [AC IV]						
3		Ensures that records documenting satisfactory completion of program requirements are maintained as required. [AC IV]						
4		Ensures that criminal history checks conducted on members and staff listed in the budget (CNCS or match share). [45 CFR § 2522.205-207 and 45 CFR §2540.200-207]						
		see "Criminal History" tab in spreadsheet						
5		If the commission/direct uses an alternate search protocol to conduct criminal history checks, has it been approved by CNCS. [45 CFR § 2540.206]						
6		Ensures that AmeriCorps members are selected in a fair and non-discriminatory manner [45 CFR §2522.210 (a), 2522.100(g) & 2540.210, AC.V]						
7		Ensure member position descriptions provide for meaningful service activities and performance criteria that are appropriate to the skill level of members. [AC IV]						
		Ensures that members are aware of prohibited activities and that prohibited activities are not						

Handling Compliance Issues

- *What if I find a problem?*
 - Document the issue
 - Specify required corrective actions in writing
 - Notify CNCS if appropriate
 - Re-train staff and/or members
 - Follow-up within a reasonable period to confirm correction
 - Disallow hours and/or costs if needed

Q&A



Program and Commission Spotlights

Erin Bennett

City Year

Maureen K. Eccleston

PennSERVE

Program Spotlight - City Year, Inc.

- **Erin Bennett**

Vice-President, Federal Grants Management



- Team Based Program based full-time in Schools
- 3,000+ Full-Time Members
- 29 Operating Sites in 21 States
- 325+ Service Locations
- National Direct and 17 State Commissions



Setting Expectations: Service Level Agreements



Functional Oversight: Service Summary

AMERICORPS MEMBER MANAGEMENT

The AmeriCorps Member Management Shared Service (Government Relations supported by Benefits & Payroll team) manages and administers eGrants, compelling personal circumstances (CPC), corps and staff criminal history checks and monitor required AmeriCorps documents to ensure compliance with AmeriCorps regulations. Centralization of these processes improves City Year's funding position by reducing AmeriCorps risk and support growth to scale.

Main Responsibilities

A summary of the services provided by the AmeriCorps Member Management includes (full menu of services below):

- Timely completion of eGrants enrollments, exits, suspensions and reinstatements
- Communicate deadlines and expectations around eGrants to Site staff
- Update relevant policies and communicate updates to Site staff
- Respond to Priority 3 Service Desk requests regarding Compelling Personal Circumstances (CPCs) within 24 hrs and approve CPC requests in cyresource
- Send confirmed corps members & site staff FBI Fingerprint Instructions
- Track criminal history check activity for staff & corps and ensure initiation of process
- Collect, store and provide criminal history receipts when needed
- Triage audit requests and coordinate responses from HQ
- Create and Deliver AmeriCorps compliance trainings to site staff
- Support site in meeting additional local compliance needs
- Review and communicate any changes in background check policy or regulations

Type of Support Service

Center of Expertise
 Shared Service
 Functional Oversight

Compliance

- Must comply with most recent AmeriCorps regulations

Customer Feedback Mechanisms

- Leadership:** This support service is led by the Director, AmeriCorps Compliance and Operations and overseen by the Vice President, Government Relations who reports to the Chief Financial & Administrative Officer.

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Functional Oversight: Service Summary

Menu of Services

Service	Government Relations Team	City Year Sites
eGrants Enrollment	Communicate with Sites about timeline and everyone's role in the process via the BroServe newsletters, BroServe monthly calls, and direct emails to CSAs.	Communicate eGrants timeline & process to FIMs, train on troubleshooting.
	Update service location in eGrants Invite BCIMs	Ensure grant assignments per team are entered into cychannel as school contracts are confirmed. Assign members to schools/supervisory organizations in cyresource within 2 weeks of start date.
eGrants Exits	Invite all members to enroll in eGrants , using cyresource . Invitation report with cy email address within a week of service start date, includes late recruits.	Review cyresource reports to ensure grant assignments are correct.
	Provide resources for Staff to assist corps members to accept eGrant invitations and accessing My AmeriCorps. Work with CBA to resolve any invitation technical issues.	Work with members who still have pending invites within 1 week after the invitation was sent to resolve acceptance issues. Site conducts eGrants enrollment audit (review names, dates, service locations & grants as compared to cyresource for all members).
eGrants Exits	Certify enrollments for all members within 30 days of members service start date.	Encourage members to test MyAmeriCorps accounts during EDY review so that members are prepared to complete exit forms in My AmeriCorps.
	Communicate eGrants exit process and timeline to sites via the BroServe newsletters, BroServe monthly calls and direct emails to CSAs. Unlock exit forms for site 24-48 hours in advance of graduation. Run termination report from cyresource . Confirm all members completed exit form in My AmeriCorps.	Site terminates members in cyresource by graduation. Ensure members complete exit form on graduation day in My AmeriCorps- monitor eGrants workbook.

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Setting Expectations: Scorecards

SCORECARD: IMPACT MANAGER

MISSION OF POSITION: The Impact Manager leads a team (s) of AmeriCorps Members through a full-time in-school service program keeping students in school and on track to graduate, and developing the leadership potential of the AmeriCorps Members.



RANK NO.	KEY OUTCOME TITLE
1	Service Delivery & Impact Implement City Year's Who 2 interventions with a high right dosage, at assigned sites Implementing the WSWC A

SCORECARD: IMPACT DIRECTOR

Mission of Position: The Impact Director leads the creation and implementation of the site's service and AmeriCorps member development strategies, providing the tools and resources required for the site impact team to deliver high quality WSWC programs and develop corps members' leadership skills, keeping students in school and on track.



SCORECARD: Managing Director, Impact

Mission of Position: Leads the development and implementation of the site's service and AmeriCorps member development strategies, building district engagement and providing the tools and resources required for the site Impact team to deliver high quality WSWC services and develop corps members' leadership skills to help drive student and school achievement.



How will success be measured?)

Interim service implementation targets (including Quarterly enrollment /Focus Lists.
All sites reach site-level enrollment targets (#students enrolled each week)

100% of performance reviews are complete and accurate, and all member files are complete and accurate.
All Corps Member management policies outlined in CM Idealist Handbook
100% of occurrences, suspensions and exits documented
100% /EY teacher and principal/liaison survey and EY Student

<p>trainings (content, delivery modes, facilitation, logistics, etc.)</p> <p>Compliance with Government and Grant Obligations</p> <ul style="list-style-type: none"> Ensure Impact staff achieves AmeriCorps compliance goals Progress monitor towards AmeriCorps goals (if breakdown is different from site goal) Complete site progress monitoring reports Oversee communication and relationship development with state commission Oversee process for site yearly audit Work with HQ GR on background check compliance, e-grant enrollments/exits compliance and other state requirements 	<ul style="list-style-type: none"> By June ensure that 100% of performance reviews are complete and accurate and support the Director of Corps and Government Relations or corps site analyst) in ensuring all corps member files are complete and accurate. By September, support the Director of Corps and Government Relations in ensuring 100% enrollment of AmeriCorps Members Oversee implementation of Corps Member management policies outlined in CM AmeriCorps Contract and Idealist Handbook Track and document all occurrences, suspensions and exits 80% response rate for MY/EY teacher and principal/liaison survey and EY Student survey
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On-going Communications

Headquarters Provides:

Directors (site supervisors)

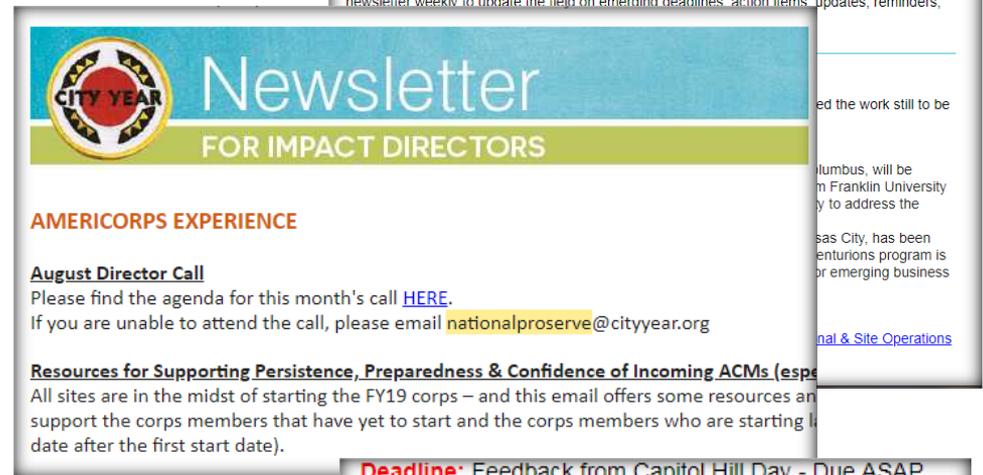
- Weekly Newsletters
- Monthly Network Conference Calls
- Conferences (3x per year)
- Site Specific Process Update Emails, as needed
- Site Specific T/TA Calls, as needed

Managers (member supervisors)

- Conferences (1-2x per year)
- Monthly Newsletter



Weekly ED Newsletter: Executive Directors, ED Support Staff, and HQ departments receive this newsletter weekly to update the field on emerging deadlines, action items, updates, reminders,



- Deadline:** Feedback from Capitol Hill Day - Due ASAP
- Deadline:** Opportunity for Planned Giving Program - Due M
- Budget Corner:** Updates, Tips, Reminders, and Deadlines
- Update:** Progress Toward Quarterly Revenue Goals
- Update:** Data Acquisition & Automation Resources
- Hot Jobs:** City Year Positions to Share with Your Network
- Reminder:** RJS Conference Dates Confirmed: November 1
- Reminder:** FY19 Update - People Management Modules (f
- Reminder:** Reaching our RACM Goals - What's Next?

Remote Monitoring

Headquarters Provides:

- Desk Audits
- Audit Reports
- Dashboards (goals to actuals, monthly or quarterly)
- Calendars
- Standardized Materials (member file documents, member training, service monitoring, etc.)
- Review of Site Materials
- Helpdesk

Impact Data Entry and Collection	Enterprise
July 9 - 11	Sun
July 18	cyso
August 1	cyso
August 13	SAN
August 27	cyso
August 29	Q1
Ongoing	Student Performance Data Entry - training 3 weeks or rec
Aug. - Oct.	SOY Math Inventory (MI) and Reading Inventory (RI) Adm
September 4	Aperture SEL Evo+ System Opens
Ongoing	DECCA - A Unit - 16 - SEL/Evo+ List - Stud

FY18 Q2 Corps Site Analyst Calendar
Below is a high-level overview CSA duties that fall in the second Quarter of FY18. Please use this to help plan your time accordingly.

OCTOBER	NOVEMBER	DECEMBER
<p>All members have completed Position Descriptions and Amendments in cyresource</p> <p>Hours Plan Audit</p> <ul style="list-style-type: none"> • Are members on track according to your site's hours plan? • Are the recording trainings hours in line with the site's training plan? • Are there any unexplained discrepancies between or within teams timesheets? 	<p>Registration Deadline of November 13th MY ACMS is Wednesday November 8th</p> <p>Monitor MYs in eGrants: All MY ACMS who started on the November 13th start date will be invited to egrants by November 17th, please ensure ACMS accept the egrants invitation before the Thanksgiving break.</p> <p>Move MYs into cyresource team: Use Move Worker to assign MYs to teams in cyresource as soon as possible, not later than Dec 1st.</p>	
<p>Promptly terminate Early Terminated ACMS in cyresource for accurate exits in egrants</p>		
<p>State Commission Site Visit As site visits are scheduled, please contact GR with site visit dates. Schedule a site visit prep call with Rachel & Katie to discuss site visit documentation at least one week prior to the visit.</p>		

FY19 AmeriCorps Compliance Monitoring

City Year utilizes a variety of monitoring processes and tools to conduct programmatic oversight of each City Year site. The processes listed below include the different programmatic monitoring options that Go Relations uses to monitor and support each site

	State Commission Desk Review or Site Visit Support (estimate based on FY18 schedule)	CY Site Compliance Visits/ Reports	Other Audit Support	AmeriCorps Compliance Trainin
Internal Desk Review/Audits				
Previous FY egrants exits audit	COLA Background Check Tracker (OCT)			Chicago Impact Staff training 6/12/18 Onboarding Partners/New Enro training 6/12/18
Current FY egrants enrollment audit (Full Year ACMS)	New Hampshire Site Visit (July)			Site Admissions New Enrollment Training 6/19/18
Position Description review (Full Year ACMS)	Columbia Site Visit (postponed to Feb)			eGrants Point Training 6/21/18
One-wide Amendments review (Full Year ACMS)	One Star File Requests (DAL) (DEC)			

On-site Monitoring



Site Visit Report

Site: _____ Date of Visit: _____ Report Date: _____

Site Staff: _____ Site Visit Completed by: _____

PURPOSE:

1. Learn about site operational systems and observe service
2. Check on compliance with AmeriCorps and City Year policy
3. Provide technical assistance

ACTIVITIES:

1. Site Visit to School
2. Site Visit to School
3. Review of AmeriCorps policies
4. Member file compliance check
5. Corps Member Interviews
6. Staff Interviews
7. Exit Conference

OVERALL:

Strengths:

•

	Risk Areas and Questions	1 - Does not meet expectations	3 - Needs Improvement
Question No./Themes	AmeriCorps		
1	Member can adequately describe their duties during a typical day, both in-school and during member development days.	Does not make reference to or cannot adequately explain any of the following: work in attendance, behavior and course performance; focus lists; ASP; team-based approach; CM only describes in-class work as providing direct instruction or whole-class support [document reasons provided]	CM only speaks to singular aspect of their work OR very broadly without specificity (e.g. supporting student academics, helping students succeed, creating a positive learning environment, etc.)
2	Member feels sufficiently trained to perform member activities during their in-class service	CM feels that trainings are not valuable and/or do not contribute to their professional development and/or support	CM feels that trainings have been useful, but that it's difficult to draw connections between their learning and actual practice in the classroom (e.g. "X was interesting and could be useful, but it doesn't really apply to my experience", "the best training is when I'm actually doing it")



CITY YEAR AFTER

IMPACT LEADERSHIP AFTER SCHOOL PROGRAM INSPECTION

School Name: _____

Date: _____

Purpose of Audit Document: The goal of this document is to collect information to improve procedures. If any procedures have gaps please include feedback in a follow up email Impact Manager along with deadlines around implementation. If you have any concerns would like additional support with reach out to Sam at spride2@cityyear.org.

OBSERVATIONS

Instructions: Please observe as much as possible an afternoon of after school program attention to safety procedures. Using the checklist below circle either Yes, No, Needs

Wrapping in the Risk-based Approach

Risk Indicators

- New Directors
- Sites without State Commission oversight
- Sites that miss deadlines
- Sites that miss monthly calls
- Sites that had missed expected metrics or had member issues in prior year
- Sites that do not ask questions



In Addition to standard practices we add:

- Start of Year grant review training
- End of year recap calls (particularly for exiting directors)
- One-on-one trainings
- Periodic email/call check-ins (aka unsolicited support)
- Recommend peer sharing/mentoring from highly performing directors
- Corrective action support

Q&A



Commission Spotlight: PennSERVE



PennSERVE

Maureen K. Eccleston
Executive Director, PennSERVE

PennSERVE



Pennsylvania's State Service Commission
21 operating programs + one planning grant
1,400 AmeriCorps members
45 (of 67) counties
5 staff



PennSERVE



At-A-Glance



Pre-Award Assessment
Questionnaire &
Key Document Reviews



Mid-Year Assessment
Questionnaire &
Desk Monitoring



Monthly Portal Reports,
Monthly Expenditure
Reports &
Quarterly Program
Reports



Beginning



Pre-award Assessment Questionnaire

- Staff downsize/turnover
- Accounting practices
- Organization and AmeriCorps P&P
- Financial capacity

Key Document Reviews

- NSCHC eCourse certifications
- Grievance Procedures
- Member Position Description
- Member Service Agreement
- NSCHC P&P
- Training Calendar

Organizational Assessment and Risk (Pre- and Post)

- Pre-enrollment
 - Application and screening process, portal enrollment
- NSCHC
- Member Service Agreement
- In-service Activities
 - Member training, timesheets, member evaluations
- Member Exit
 - Member evaluations, health and child care notification, portal exits

Site Visits



- Every three years
- Programmatic:
 - Member files
 - Program staff
 - AmeriCorps members
 - Site supervisors
- Fiscal:
 - Often remote
 - Review one month of grant and match expenditures

Mid-Year



- Mid-year Assessment Questionnaire
- Desk Monitoring
 - Member timesheets
 - Member files
 - Match documentation
- Risk Assessment

1. Moderate to high level of staff turnover
2. Overall programmatic progress
3. Late or inaccurate reporting
4. Major changes in project design or scope
5. History of Complaints from Members/Others
6. Has two or more satellite sites
7. New sub-grantee
8. Low enrollment/retention rate; high member turnover
9. Attendance on conference calls and trainings
10. Recent change in fiscal agent/staff
11. Fiscal Issues/Challenges
12. Required Match
13. Multiple AmeriCorps grants
14. Has one or more high costs
15. Fiscal Risk Posed by Applicant
16. Significant findings from previous site visits or desk monitoring
17. Failure to address previous issues

Q&A



Resources

- Managing AmeriCorps Grants webpage:
www.nationalservice.gov/build-your-capacity/grants/managing-amicorps-grants
 - CNCS Regulations
 - Grant Terms and Conditions
 - Policy FAQs
 - Reporting Requirements
- National Service Knowledge Network eCourses on site and member management:
www.nationalservice.gov/resources/online-courses

More Resources



- Start-up Materials/Program Development Outlines (the Big 5)
- CNCS Monitoring Tool
- Financial Management Resources Website: www.nationalservice.gov/resources/financial-management
- CNCS Program and Grants Officers
- AmeriCorps State and National Symposium workshops

Thank you!

Erin Bennett, EBennett@cityyear.org

Maureen K. Eccleston, mecleston@pa.gov



Wrap-up for Today

- Please share feedback on today's webinar:

www.surveymonkey.com/r/MonAug23

- The recording of today's presentation will be posted on the Knowledge Network:

www.nationalservice.gov/resources/americorps

Next Staff Development Webinar

- Next AmeriCorps Staff Development Webinar:

September 27, 3:00 – 4:30 pm Eastern

Topic:

Submitting the End-of-Year
and Final Grantee Progress Report

Thank you!

