

**SUBMITTAL TO THE BOARD OF SUPERVISORS  
COUNTY OF RIVERSIDE, STATE OF CALIFORNIA**

427 A



**FROM:** Community Action Partnership of Riverside County

**SUBMITTAL DATE:**  
September 22, 2011

**SUBJECT:** Resolution 2011-253 - Internal Revenue Service, Department of Treasury Grant Application for the 2011-2012 Volunteer Income Tax Assistance Program

**RECOMMENDED MOTION:** That the Board of Supervisors:

1. Adopt the attached Resolution 2011-253 approving the 2011-2012 Internal Revenue Service Department of Treasury (IRS) Grant Application for the Volunteer Income Tax Assistance Program (VITA).

Continued (3 pages total)

Maria Y. Juarez, CCAP, Executive Director

**FINANCIAL  
DATA**

Current F.Y. Total Cost:	\$ 0	In Current Year Budget:	Yes
Current F.Y. Net County Cost:	\$ 0	Budget Adjustment:	No
Annual Net County Cost:	\$ 0	For Fiscal Year:	11/12

**SOURCE OF FUNDS:** 100% Department of Treasury – Internal Revenue Service

Positions To Be Deleted Per A-30

☐

Requires 4/5 Vote

☐

**C.E.O. RECOMMENDATION:**

APPROVE

BY: *Debra Cournoyer*  
Debra Cournoyer

**County Executive Office Signature**

Policy

Policy

☒ Consent

☒ Consent

Dep't Recomm.:

Per Exec. Off.

ATTACHMENTS FILED  
WITH THE CLERK OF THE BOARD

**Prev. Agn. Ref.:** 11/24/09 (#3.41)  
11/9/10 (#3.3)

**District:** All

**Agenda Number:**

ATTACHMENTS FILED  
WITH THE CLERK OF THE BOARD

2.5

**FROM:** Community Action Partnership  
of Riverside County

**DATE:** 9/22/11

**SUBJECT:** Resolution 2011-253  
2011-2012 Internal Revenue Service,  
Department of Treasury Grant Application

**PAGE:** 2 of 3

**BACKGROUND:**

The IRS estimates that 25% of California's eligible Earned Income Tax Credit (EITC) funds go unclaimed each year. EITC is recognized nationally as one of the most effective means to move low-income people out of poverty. Since 2005, Community Action Partnership of Riverside County (CAP Riverside) has coordinated with the IRS to open VITA sites throughout Riverside County. Trained volunteer tax preparers at the VITA sites completed over 11,632 income tax returns, generating over \$15.7 million in tax refunds for low-income residents of Riverside County.

The IRS funding will support CAP Riverside's Earned Income Tax Credit Program by providing marketing/outreach materials, training for volunteer tax preparers, and administrative support at twelve (12) VITA sites during the upcoming tax season.

**FINANCIAL IMPACT:** No County General Funds will be required.

**CONCURE/EXECUTE:**

MYJ/KS:jb



**Application for Federal Assistance SF-424**

Version 02

**\*1. Type of Submission:**

- ☐ Preapplication  
☒ Application  
☐ Changed/Corrected Application

**\*2. Type of Application**

\* If Revision, select appropriate letter(s)

- ☒ New  
☐ Continuation  
☐ Revision
- \*Other (Specify) \_\_\_\_\_

3. Date Received:

4. Applicant Identifier:

5a. Federal Entity Identifier:

\*5b. Federal Award Identifier:

**State Use Only:**

6. Date Received by State:

7. State Application Identifier:

**8. APPLICANT INFORMATION:**

\*a. Legal Name: Community Action Partnership of Riverside County

\*b. Employer/Taxpayer Identification Number (EIN/TIN):  
95-6000930\*c. Organizational DUNS:  
105920057**d. Address:**

\*Street 1: 2038 Iowa Avenue, Suite B-102  
Street 2: \_\_\_\_\_  
\*City: Riverside  
County: Riverside  
\*State: CA  
Province: \_\_\_\_\_  
\*Country: USA  
\*Zip / Postal Code 92507

**e. Organizational Unit:**

Department Name:

Division Name:

**f. Name and contact information of person to be contacted on matters involving this application:**

Prefix: Ms. \*First Name: Maria  
Middle Name: Y.  
\*Last Name: Juarez  
Suffix: CCAP

Title: Executive Director

Organizational Affiliation:  
Community Action Partnership of Riverside County

\*Telephone Number: (951)955-4900

Fax Number: (951)955-6494

\*Email: MJuarez@capriverside.org

Application for Federal Assistance SF-424	Version 02
<b>*9. Type of Applicant 1: Select Applicant Type:</b> B.County Government  Type of Applicant 2: Select Applicant Type:  Type of Applicant 3: Select Applicant Type:  *Other (Specify)	
<b>*10 Name of Federal Agency:</b> Internal Revenue Service	
<b>11. Catalog of Federal Domestic Assistance Number:</b> 21.009  CFDA Title: VITA Matching Grant Program	
<b>*12 Funding Opportunity Number:</b> VITA 2012  *Title: VITA 2012	
<b>13. Competition Identification Number:</b>  Title:	
<b>14. Areas Affected by Project (Cities, Counties, States, etc.):</b> Riverside County, California	
<b>*15. Descriptive Title of Applicant's Project:</b> Riverside County VITA Program	

**Application for Federal Assistance SF-424**

Version 02

**16. Congressional Districts Of:**

\*a. Applicant: CA-41, CA-44, CA-45, CA-49

\*b. Program/Project: same

**17. Proposed Project:**

\*a. Start Date: 7/1/2011

\*b. End Date: 6/30/2012

**18. Estimated Funding (\$):**

*a. Federal	<u>\$201,819</u>
*b. Applicant	<u>\$492,117</u>
*c. State	<u>                    </u>
*d. Local	<u>                    </u>
*e. Other	<u>                    </u>
*f. Program Income	<u>                    </u>
*g. TOTAL	<u>\$693,936</u>

**\*19. Is Application Subject to Review By State Under Executive Order 12372 Process?**

- ☐ a. This application was made available to the State under the Executive Order 12372 Process for review on \_\_\_\_\_
- ☐ b. Program is subject to E.O. 12372 but has not been selected by the State for review.
- ☒ c. Program is not covered by E. O. 12372

**\*20. Is the Applicant Delinquent On Any Federal Debt? (If "Yes", provide explanation.)**

☐ Yes ☒ No

21. \*By signing this application, I certify (1) to the statements contained in the list of certifications\*\* and (2) that the statements herein are true, complete and accurate to the best of my knowledge. I also provide the required assurances\*\* and agree to comply with any resulting terms if I accept an award. I am aware that any false, fictitious, or fraudulent statements or claims may subject me to criminal, civil, or administrative penalties. (U. S. Code, Title 218, Section 1001)

☒ \*\* I AGREE

\*\* The list of certifications and assurances, or an internet site where you may obtain this list, is contained in the announcement or agency specific instructions

**Authorized Representative:**

Prefix: Ms. \*First Name: Maria

Middle Name: Y.

\*Last Name: Juarez

Suffix: CCAP

\*Title: Executive Director

\*Telephone Number: (951)955-4900

Fax Number: (951)955-6494

\* Email: MJuarez@capriverside.org

\*Signature of Authorized Representative:

\*Date Signed: 06/23/2011

**Application for Federal Assistance SF-424**

Version 02

**\*Applicant Federal Debt Delinquency Explanation**

The following should contain an explanation if the Applicant organization is delinquent of any Federal Debt.

NONE

## Program Plan Narrative: Return Preparation Performance (Item A.3.)

Tax Return Year	Total Federal Returns Prepared	% E-filed	Number of Volunteers
2010	2569	96	142
2009	1937	94	112
2008	2011	96	137

Note: This template can be copied and pasted into your narrative or submitted as a separate attachment.

### Instructions:

<b>Tax Return Year</b>	Record the tax year of the returns prepared.
<b>Total Federal Returns Prepared</b>	This is the actual number of federal returns filed either electronically or through the mail.
<b>% E-file</b>	Provide the percent of returns identified in the previous column.
<b>Number of Volunteers</b>	Provide the number of volunteers that served in your program.

**Note:** If the information populated in the table shows a reduction in service from one year to the subsequent year, please explain in your narrative the reason for the reduction.



**Program Plan Narrative: VITA Target Audience (Items C. 1-4 Summary)**

Reference to Program Plan Narrative Section						
Options:		Category	Focus Proposed	Returns Proposed by Focus	Comments	
C. VITA Target Audience: 1. Focus	Low income	Primary Focus	Low income	1890		
	Elderly					
	Rural					
	Persons with disabilities	Secondary Focus	Limited English proficient	1260		
	Limited English proficient					
Native American						
C. VITA Target Audience: 2. Sites Proposed	Method		Additional VITA Proposed	Computer Kiosk Proposed		Sites
	Existing		11			If any of these sites share an EFIN, how many?
	New		1			If any of these sites share an EFIN, how many?
	Total		12		0	If any of these sites share an EFIN, how many?
C. VITA Target Audience: 3. Returns Prepared	Method		Returns Proposed	Returns Proposed		
	E-file		3000			
	Paper		150			
	Total		3150		0	
C. VITA Target Audience: 4. Volunteers			Total Proposed	Total Proposed		
	Program Volunteers		175			

**Program Plan Narrative: VITA Target Audience (Item C.2 Detailed Site Information)**

Existing or New	Name of Site	Site Address (City, State, and County)	EFIN	SIDN	Hours of Operations	Special focus or needs (e.g., rural, deaf, disabled, computer kiosk, etc.)
Existing	Blythe Community Center	445 N. Broadway, Blythe, CA 92225	339868	S72-01-3344	Monday - Thursday 9 a.m. - 1 p.m. Thursday 11 am - 6 pm; Saturday 10 am - 5 pm	rural
Existing	Casa Blanca Library	2985 Madison St., Riverside, CA 92504	337740	S72-01-3980	Thursday 10 am - 4 pm; Friday 12 pm - 8 pm; Saturday 10 am - 2 pm	Limited English Proficiency & ITIN application assistance
Existing	Center for Employment Training	49-111 Hwy. 111, Ste. 5, Coachella, CA 92236	339341	S72-01-3746	Friday 2 pm - 8 pm; Saturday 10 am - 4 pm	Limited English Proficiency & ITIN application assistance
Existing	DHS - Tedesco Park	12800 Arroyo St., Desert Hot Springs, CA 92240	338783	S72-01-3509	Thursday, 10 am - 4 pm; Friday 10 am - 4 pm; Saturday 10 am - 4 pm	Limited English Proficiency & ITIN application assistance
Existing	Perris - SWW/BRC	227 N. D Street, Ste. C, Perris, CA 92570	330013	S72-01-6067	Thursday 11 am - 6 pm; Saturday 10 am - 5 pm	rural
Existing	Aranza Library	9267 Philbin Ave., Riverside, CA 92503	339256	S72-01-7229	Thursday 11 am - 6 pm; Saturday 10 am - 5 pm	Limited English Proficiency & ITIN application assistance
Existing	Riverside City College	4800 Magnolia Ave., Riverside, CA 92506	338784	S72-01-9354	Saturday 10 am - 4 pm	
Existing	Glen Avon Library	9244 Galena St., Riverside, CA 92509	333780	S72-01-8716	Thursday 11 am - 4 pm; Saturday 10 am - 2 pm	rural
Existing	Ms. San Jacinto College	1499 N. State St., San Jacinto, CA 92583	336361	S72-01-5614	Saturday 10 am - 4 pm	rural
Existing	Lake Elsinore Senior Center	420 E. Lakeshore Dr., Lake Elsinore, CA 92530	335865	S72-01-0342	Monday - Friday 9 a.m. - 3 p.m.	rural
Existing	Wesleyan Christian Fellowship	13300 Indian St., Moreno Valley, CA 92555	303587	S72-01-1733	Friday 10 am - 4 pm; Saturday 10 am - 4 p.m	
New	Center for Employment Training - Temecula	27941 Jefferson Ave. Ste. A, Temecula, CA 92590	332796	S72-01-1644	Wednesday 2pm - 8 pm; Friday 2pm - 8pm	Limited English Proficiency & ITIN application assistance
Note: You may use your own template for providing this information as long as it includes all the fields requested.						

## 2. PROGRAM PLAN NARRATIVE

### A. Experience with Low Income and/or Return Preparation

***A.1 Describe your experience working with underserved low-income populations. Include any efforts your organization has taken to provide financial education and asset building to these same populations.***

Community Action Partnership of Riverside County (CAP Riverside) has been Riverside County's official anti-poverty agency since 1979. CAP Riverside's mission is, "...with the community, will end poverty by offering opportunities to the poor through education, wealth building, advocacy, and community organizing." In 2005, CAP Riverside received the national Award for Excellence in Community Action - - an award modeled after the famed Malcolm Baldrige award for exceptional practices in a specific industry.

As a public (county government) community action agency, CAP Riverside is provided direction by two statutory bodies: 1) the Riverside County Board of Supervisors, the final authority, responsible for policy decisions, and 2) the Community Action Commission, responsible for program oversight and is composed of public, private, and low-income representation from the community. The Executive Director serves as the agent for both bodies.

CAP Riverside provides direct and delegated services and community referrals to low-income residents, particularly vulnerable populations such as the elderly, the disabled, families with children under 5 years of age and the working-poor, defined as households with income less than 200% of the federal poverty guideline based upon household size. This is done with the support of over 200 public, business, academic, and community and faith-based partners. CAP Riverside identifies all of its programs as

high, medium, or low-impact, recognizing that some programs can move people directly out of poverty, some assist families to move out of the poverty cycle and some provide safety-net support creating an entry point for low-income residents to become aware of high-impact programs.

CAP Riverside administers three programs that are wealth-building and high-impact: Individual Development Account (IDA); Earned Income Tax Credit / Free Tax Preparation (EITC), and Project B.L.I.S.S. (Building Links Impacts Self-sufficiency).

IDA, a matched-savings incentive program for working poor families, has been a part of the asset-building arsenal at CAP Riverside since 1999. The first 5-year grant provided twenty-eight savings spaces. CAP Riverside subsequently secured four additional 5-year grants resulting in 591 additional savings spaces and the successful administration of over \$1.4 million dollars in federal matched-funds. One grant round was a mentoring partnership between CAP Riverside and CAP San Bernardino County to mentor the agency to expand savings spaces in the Inland Empire. CAP Riverside also mentored and provided training and technical assistance to CAP Kern County. CAP Riverside's mentoring of these two community action agencies resulted in those agencies securing their own IDA grants for their counties.

In 2004, CAP Riverside formed the California statewide EITC partner network called the "Community Action Sharing Hope" (CASH) Campaign by successfully securing a 3-year EITC grant from the U.S. Department of Health and Human Services. The network grew from six core members to over thirty at the end of the contract term. CAP Riverside supported the network through: oversight of member recruitment,

training, and participation; presentation of EITC program development workshops at local, state and national conferences; oversight of the development of network handbooks on EITC program development and bridging EITC programs to other asset-building programs; provision of training and technical assistance to network staff and partners on procedures, policies, and outcome data/collecting and reporting; and development and implementation of a statewide electronic reporting system for member agencies.

Project B.L.I.S.S. is a national Circles™ project that matches a family in poverty with social allies (friends) who help the family identify and implement goals to move out of poverty. CAP Riverside has been extremely successful in cross-enrolling working-poor families in all three programs. This strategy maximizes these families' access to financial self-sufficiency.

***A2. Describe your prior experience coordinating and operating an IRS volunteer return preparation program for low-income taxpayers. Tell us the number of years your organization (or sub-recipient organization) has participated in the VITA program.***

CAP Riverside has directly administered Riverside County's EITC program for seven years (2005-2011), which included volunteer recruitment, training, deployment, supervision and recognition; return filing and quality control monitoring; and securing cash and non-cash resources and new partners to support yearly EITC program goals. Between 2005 and 2011 over 11,242 returns were filed, of which more than 95% were e-filed. It is projected that in 2012, twelve (12) sites will provide free tax-preparation services to over 3,150 low-income residents.

In 2008, 2009, 2010, and 2011 United Way of the Inland Valleys and Bank of America Foundation presented CAP Riverside with \$14,200, \$12,500, \$10,000 and \$10,000 respectively, to continue outreach efforts to increase the number of eligible taxpayers that learn about and claim the EITC. In 2009, CAP Riverside received a \$1,000 award from the Real Economic Impact (REI) Tour to increase outreach to the disabled community within the City of Riverside. These funds were leveraged with CAP Riverside's 2009, 2010 and 2011 VITA Grant awards as a cash match to reach and assist residents in isolated and underserved communities.

**A.3 Provide an itemized list of the following for the three most recent years that your organization has been involved in the volunteer return preparation program. Include source of your information. Please use the format (available in the VITA Grant 2012 Workbook) shown below. Be sure to only report production for the activities that will be covered by the VITA Grant. For example, adjust production for the overall coalition by subtracting the returns ad sites operated by AARP Tax-Aide or by organizations that will not be funded by this request. Please explain any reductions in service from year-to-year. If submitting on behalf of a coalition of partners, summarize the information overall and do not provide information for each partner here. You can attach individual performance information by partner if you wish.**

Data Sources: CAP Riverside's internal quarterly program progress reports and volunteer in-kind service reports; President's Volunteer Service Award reports and orders; IRS EFIN and SIDN assignment list (see page 2 - VITA Grant Workbook – Item C.2); and the IRS Non-Profit Adhoc Report that shows filing performance.

Tax Return Year	Total federal returns prepared	% e-filed	# of volunteers
2008	2,011	96%	137
2009	1,937	94%	112
2010	2,569	96%	142

## **B. Strength of Program**

**B.1 Describe the qualifications of the program coordinator(s) and financial administrator(s) whether funded or unfunded, that will support the VITA program. Cover their:**

- ***Education, volunteer return preparation program experience, relevant training, and cultural competency as it relates to the target population;***
- ***Roles, responsibilities and anticipated time the individuals will work with the VITA Program.***

Staff who are assigned to support the VITA grant are permanent full-time (FTE) CAP Riverside employees. Their support of the VITA grant is provided through the grant via indirect costs. The VITA Program Manager, VITA Program Administrator, VITA Program Evaluator, VITA Marketing Specialist, and VITA Fiscal Administrator are Certified Community Action Professionals (CCAP), a national credential awarded by the National Community Action Partnership (NCAP) to community action agency personnel recognized as leaders on anti-poverty issues and programs in the United States.

*Cultural Competency:* CAP Riverside's staff and volunteers are reflective of the county's diverse cultures, languages, races, and faiths. Staff and volunteer development is provided in cultural awareness and customer service. Program Managers are trained to develop multi-lingual and culturally sensitive program materials. Relevant Training: The Program Manager and Program Administrator will participate in the 2011-12 VITA Grant Orientation teleconference calls described by the grant instructions.

*Program Manager* (Kathrine Latta, CCAP, IDA/EITC Community Program Specialist, hired 2000): Time: 25%; Education: Master's – Public Administration, Master's – Leadership and Management; VITA Experience: Implemented CAP Riverside's EITC program (7 years); served as liaison with California statewide EITC CASH Campaign;

Asset program mentor and coach to Community Action Partnership San Bernardino and Kern Counties; IRS certified tax preparer and Advance Level Trainer Relevant Training: IRS tax preparation and advanced level training, 2008 IRS training conference, San Diego; Program Roles/Responsibilities: supervise Program Coordinator; develop volunteer training curriculum and materials; train volunteers; supervise quality control site visits; review programmatic and fiscal reports.

Program Coordinator (Angelica Villanueva, EITC Administrative Assistant, Riverside County Temporary Assignment Program, hired 2009): Time: 80%; Education: Bachelor's – Economics, Master's – Public Administration; VITA Experience: Coordinated CAP Riverside's East County EITC program for the 2009 and 2010 tax seasons; Relevant Training: IRS tax preparation and advanced level training; 2010 IRS VITA Grant Orientation teleconferences; volunteer recruitment and retention training; program development training; Program Roles/Responsibilities: serve as designated liaison with the IRS grant office and local IRS representative; recruit, train, deploy and supervise program volunteers in following the principles listed in their signed Volunteer Agreements, IRS established protocols, CAP Riverside's requirements, and the site requirements; prepare programmatic reports.

Program Evaluator (Debra P. Jackson, CCAP, Planning Division Manager, hired 2000): Time: 03% (charged to grant indirect costs); Education: Master's – Leadership and Management; VITA Experience: Evaluator for all CAP Riverside programs; developed evaluation tool for in-house EITC; served on evaluation committee of the California statewide EITC taskforce; over 10 years experience in program planning, monitoring, and evaluation. Relevant Training: Results-Oriented Management and Accountability

(ROMA); Program Roles/Responsibilities: assist in data collection (site activity, error rates, customer surveys, etc.); review and analyze data; provide recommendations for program modifications, as appropriate; disseminate reports.

Program Administrator (Maria Y. Juarez, CCAP, Executive Director, hired 1994): Time: 03% (charged to grant indirect costs); Education: Bachelors – Sociology with advanced study at the A. Gary Anderson Graduate School of Management, University of California, Riverside. VITA Experience: over twenty-five years experience in human resource management, fiscal administration, program planning, development and evaluation, policy development, contract development and negotiation; extensive experience working directly with the public and private sectors in the implementation of programs designed to benefit low-income individuals and the elderly; supervised contractual implementation of EITC program and development of the statewide EITC network; over five years experience requesting financial payments through the Department of Health and Human Services (HHS) Payment Management System (PMS); Relevant Training: HHS-PMS training and 2008 IRS grant required training; Program Roles/Responsibilities: responsible for oversight of all divisions and programs; supervises Program Manager; approves purchases and invoices; reviews and approves programmatic and fiscal reports.

Marketing/Outreach (Richard Lemire, CCAP, Senior Public Information Specialist, hired 2007): Time: 03% (charged to grant indirect costs); Education: Bachelor's – Political Science; VITA Experience: designed and placed ads for EITC 2007, 2008, 2009 and 2010 tax season campaigns; developed marketing flyers and posters for EITC 2007, 2008, 2009, and 2010 tax season campaigns; Relevant Training: on-the-job training in



public relations and media; Program Roles/ Responsibilities: develop and implement marketing/outreach plan; develop all EITC-related public relations materials; secure media exposure for special events, volunteer recognition and partner recognitions; and secure print placement for press releases.

Contract Compliance (Jeanette Bates, Contracts/Purchasing Community Program Specialist, hired 2001): Time: 03% (charged to grant indirect costs); Education: Bachelor's – Business Administration (in progress); VITA Experience: monitored local and federal EITC contracts since 2005; six years experience requesting financial payments through the HHS-PMS; Relevant Training: County of Riverside Purchasing and Contract Training; HHS-PMS training; Program Roles/ Responsibilities: monitor contract compliance and reporting responsibilities.

Accounts Payable (Rebecca Cuellar, Senior Accounting Assistant, hired 2008): Time: 03% (charged to grant indirect costs); Education: Bachelor's – Business Administration/Accounting; VITA Experience: completed CAP Riverside tax preparation course; Relevant Training: certificate in Accounting for Government and Non-Profit Organizations; Program Roles/Responsibilities: review and process billings for payment; track program expenses.

Fiscal Administration (Kathryn Snyder, CCAP, Supervising Senior Accountant, hired 2007): Time: 03% (charged to grant indirect costs); Education: Master's – Leadership and Organizational Studies; VITA Experience: provided fiscal oversight for the 2007, 2008, 2009 and 2010 Tax Year EITC Campaigns. Relevant Training: Certificate in Accounting for Government and Non-Profit Organizations; attended 2008 IRS VITA

grantee conference. Program Roles/ Responsibilities: approve billings for payment; track program income; reconcile program expenses; generate fiscal reports and request financial payment from grantor.

Program Assistants: (East County, Mid-County, and West County regions) (Three Community Service Assistants – positions are currently vacant): Time: 100%, Education: High School Diploma; VITA Experience: tax preparation with advanced level certification. Relevant Training: Completion of CAP Riverside tax training course; Program Roles/Responsibilities: assist with volunteer recruitment, training and retention; assist with site set-up and monitoring; conduct additional volunteer training sessions as required during operation of tax sites.

**B.2 *Describe your volunteer training plan. Plan should include, but not limited to:***

- **Estimate of the total training hours per volunteer;**
- **Qualifications of instructors with regards to tax law and/or e-file processes;**
- **Method that you will use to train the volunteers; and**
- **Any unique training curriculum you have developed or identified that is not provided by IRS. It could be training based on position held, such as tax return preparers, site coordinators, electronic return originators, screeners, quality reviewers, IT support or other.**

Hours: Each VITA volunteer receives a minimum of forty-eight hours in tax law, tax preparation, confidentiality, customer service, and site training. CAP Riverside will only deploy certified volunteers to the free tax preparation sites throughout Riverside County. These are individuals who have successfully trained and passed an IRS electronic test with a score of 80% or higher.

Instructors' Qualifications: All instructors are IRS certified through the Advanced level of tax preparation training and have at least one year of prior tax preparation and training experience, either professionally or as a volunteer. Instructors re-certify each year, receiving up-to-date information on tax laws and e-filing procedures. As an IRS certified trainer, the Program Manager supervises all instructors for consistency, accuracy and quality of instruction. Memoranda of Participation are provided in the attachments. Instructors are recognized with an Appreciation Plaque.

Training Delivery Method: Volunteer training is delivered utilizing an integrated training model which includes process-based classroom instruction, hands-on TaxWise software training, as well as the IRS Link and Learn website. Classroom and one-on-one training are provided by trained, experienced returning volunteers as well as program staff. Link and Learn Taxes provides enhanced tax law training in specific problems/exercises utilizing a variety of adult learning strategies including graphics, real world scenarios, and interview practice. Classroom training includes role-playing and helpful hints. Volunteers, staff and trainers have internet training access via the computer training room located at each training site. Volunteers receive a Volunteer Orientation Packet that includes helpful resources and information such as, the VITA Ethics and Code of Conduct, safety, security, privacy / confidentiality issues, and the 2011/2012 training schedule. A Site Binder containing tax information is provided to each site to assist staff and volunteers.

Curricula: Volunteer training curricula has been revised to include additional hands on training, including Tax Wise software, role playing exercises and site specific position training. Outlines describing specific training topics by volunteer position are

distributed to volunteers as they register for training. Volunteers are required to certify at the Basic and Intermediate levels. Volunteer meetings will be held monthly and a volunteer newsletter will be distributed monthly to keep volunteers abreast of tax law changes, program policy and procedure changes, site performance, and volunteer recognition activities. All training materials and outlines will be maintained for inclusion in the VITA grant year-end program narrative.

**B.3 *Discuss your publicity plan. Be sure to address:***

- **The timeline for marketing your tax preparation program to the underserved community.**
- **The messages, methods, materials, and channels (media, posters, web site, etc.) to be used to reach the underserved populations and hard to reach areas you will target.**
- **Any services being provided for special populations, e.g. interpreters for individuals hard of hearing.**

*Timeline:* Prior to 10/2011: develop outreach strategy and plan; update CAP website, outreach flyers, print ads, press releases, and public service announcements (PSAs). 10/2011 – 12/2011: finalize advertising/outreach strategies; issue updates for partner website postings; plan and finalize mobile unit “special event” calendar; begin community outreach (radio, local cable TV, press releases, flyers, resource/community education bags); finalize kick-off event; advertize in CAP Riverside’s quarterly newsletter Action Gram. 1/2012-3/2012: begin kick-off events (refreshments will be served); distribute sandwich-board signs, distribute outreach flyers and resource bags to site partners, other service providers, faith-based organizations, public outlets, and

via e-mail to all county employees; issue website updates; follow-up outreach (radio, local access cable TV, press releases, flyers, resource/community education bags); open VITA sites; advertize in CAP Riverside's quarterly newsletter Action Gram . 4/2012-5/2012: follow-up outreach (radio, local TV, press releases, flyers, resource/community education bags); close out VITA sites; publish volunteer recognition advertisements; event coverage in CAP Riverside's quarterly newsletter Action Gram. All information is presented in English and Spanish.

Media channels: All publicity will stipulate that tax assistance is free of charge. Tax preparation messages will be posted countywide. Public Service Announcements on radio and television (mainstream and public access channel) spots will be broadcast in English and Spanish; advertisements will be displayed on local movie theater screens; multi-lingual outreach flyers will be posted to websites and distributed to: tax preparation sites; faith-based organizations; community centers; community social services organizations; libraries; Head Start programs; First 5 Riverside and Riverside County Child Care Consortium (who service over 5,000 child care providers); youth programs such as Boys & Girls Clubs, Youth Opportunity Centers, and YMCA/YWCA's; CAP Riverside programs, including over 15,000/year served by the Energy Program; Parents and Teachers Association (PTA's); senior centers; nutrition centers; low-income housing complexes; county offices (unemployment, welfare, food stamps, health clinics, Women and Infants Centers (WIC), etc.). Flyers will be sent via CAP Riverside "poverty pockets" mailing list, which is updated through programs and services involvement, community surveys, focus group meetings, community events, etc. VITA site information will be provided to the County's "211" information telephone line.

Resource/Community Education Bags: In addition to the various media channels utilized for publicizing free tax preparation, CAP Riverside will prepare resource/community education bags to be given out at all outreach events promoting tax preparation services as well as to all taxpayers visiting VITA site locations. Outreach events include, but are not limited to, community resource fairs, energy clinics, program workshops, and partner networking. Resource/community education bags will include information on free tax preparation and the EITC credits, additional CAP Riverside programs (utility assistance, weatherization, cool/warm centers, dispute resolution, and Project B.L.I.S.S.), partner resources, and financial literacy. CAP Riverside will print 15,000 copies (English and Spanish) of the “How Am I Going to Pay My Bills” booklet for distribution in all resource/community education bags. This financial literacy piece has been created by Springboard Nonprofit Consumer Credit Management, Inc. and will be utilized to help create interest in and motivation towards financial health and increased financial skills for Riverside County residents. Resource/financial education bags will also be used as a volunteer recruitment tool, sparking program interest for potential community volunteers.

Special services: All sites will comply with the American Disability Act (ADA) and are located along public bus lines. Recruitment for multi/bi-lingual volunteers will be implemented at California Baptist University (Cal Baptist), the University of California - Riverside (UCR) campus, Mt. San Jacinto College, Riverside City College and the College of the Desert to ensure support for limited-English speaking taxpayers. CAP Riverside maintains a TTY line and will continue to develop a new partnership with the California School for the Deaf to provide interpreter services for the hearing-impaired.

Language and hearing-impaired interpreters are assigned to tax preparation appointments when requested. "Special Event" days will be scheduled for the mobile unit as appointments are made from special outreach efforts, including: targeted mailers; distribution of flyers through local service providers; and via phone and e-mail contact.

**B.4 *Describe your access to technology. Be sure to:***

- **Document your organization's current access to resources to e-file returns, including the availability of computers, printers, space, supplies, and the internet.**
- **Address whether you are dependent on IRS computer resources or whether you have identified resources in the community.**
- **Estimate the number of IRS computers and printers you or your coalition members anticipate using.**

Current computer access: All VITA sites have been selected based on their capacity to provide adequate space, secure storage, availability of computers, printers, photocopiers, and internet access. CAP Riverside currently maintains fifteen (15) desktop computers, thirty-nine (39) laptops, and twenty (20) printers at its office from prior seasons designated for e-filing tax returns and does not anticipate the need to access IRS computer resources to provide services to the community.

The Program Coordinator's laptop and printer will also serve as loaners to eliminate down-time if site equipment fails. Each site will have access to storage bins to secure equipment and supplies during tax season. The storage bins will be accessible

only to the site coordinator, the Program Coordinator and Program Manager. Electronic equipment purchased for the VITA program is stored during the off-season at CAP Riverside in a locked, environmentally controlled, asset closet. Access is limited to authorized CAP Riverside staff.

**B.5 *Document your strategy for recruiting and retaining volunteers.***

CAP Riverside anticipates operating twelve (12) VITA tax sites in Riverside County for the 2011 tax season (2012). Sites have been selected based on their proximity to a large number of low-income tax filers, willingness to participate as a VITA site, easy access for low-income taxpayers, and performance during previous tax seasons. CAP Riverside anticipates that 175 volunteers are needed for the upcoming 2011 tax season (2012): CAP Riverside Mobile Unit for ad-hoc special events (5); Casa Blanca – Riverside (25); Arlanza Library – Riverside (15); Center for Employment Training (CET - Coachella) (20); Perris (15); Desert Hot Springs (10); Glen Avon Library (10); Riverside City College (RCC) (15); Hemet/San Jacinto (15); Moreno Valley (15); Temecula (15); Blythe (5), and Lake Elsinore (10). In-kind value of support is provided in the Matching Funds Summary chart; Memorandum of Participation and commitment letters are being collected from each site partner and will be available by the grant's January deadline. Volunteers will receive mileage reimbursement as a retention incentive.

Volunteer recruitment flyers will be distributed to: past volunteers, county employees, University of California - Riverside Accounting Society, California Baptist University Accounting Society, other community college and university departments, site



partners, American Association of Retired Persons (AARP), senior centers, churches, PTA Boards, Head Start Policy Council, libraries, community centers, news media, etc.

Each volunteer who expresses interest will receive a follow-up phone call or e-mail from the Program Coordinator and a volunteer recruitment packet within two business days. The packet includes: EITC/VITA Volunteer Application (Standards of Conduct,) Volunteer Process Frequently Asked Questions Sheet, Site Location Listing, Job Descriptions, Sexual Harassment Information, Code of Conduct, Program Expectations, Suggestion Form, Time Sheet and instructions so the prospective volunteer is able to register with Volunteer HUB Data Base Management System. Once registered with Volunteer HUB, the prospective volunteer will be interviewed by the Program Coordinator to determine the level of experience and is scheduled for orientation and training appropriate for their volunteer position. Returning volunteers may be asked to participate as site coordinators, trainers, and mentors for new volunteers.

CAP Riverside has learned from experience that retention of volunteers is a multi-faceted process which includes: providing quality, accessible training; follow-up support and feedback from staff; providing clear, open channels of communication between volunteers and staff; providing volunteers with support resources and keeping them informed of policy/procedural changes; treating volunteers with respect, dignity, and appreciation - - praising them for good work and coaching them privately for improvements and recognizing volunteers' achievements throughout and after their term of service. All volunteers received a monthly mileage incentive as a means of defraying the cost of commuting to sites throughout Riverside County. Accounting students who

are members of the University of California - Riverside's Accounting Society and the California Baptist University's Accounting Society receive credit for community service hours, acquire new skills to showcase on their resumes, and receive Letters of Reference from the Executive Director of CAP Riverside. These incentives encourage repeat participation and word-of-mouth recruitment amongst college students. All volunteers are recognized at an annual recognition ceremony where CAP Riverside board members, partners, elected officials and the press participate. Volunteers serving qualifying hours are further recognized with a prestigious bronze, silver, or gold national President's Volunteer Service Award pin and plaque. All volunteer names are included in a full-page "Thank You" advertisement published county-wide in a major regional newspaper.

### **C. VITA Target Audience**

#### **C.1 *Describe your plans to focus on extending services to underserved populations (urban and non-urban) and hard to reach areas. Be sure to:***

- **Indicate a primary and secondary focus. Please provide relevant rationale and demographic data, citing source, for your primary and secondary focus. Classify your primary and secondary focus as either low income, elderly, rural, persons with disabilities, limited English proficient, or Native American. You can describe any other subsets of these populations in your narrative. Indicate the number of individuals you propose to reach with your primary and secondary focus on the VITA Grant 2012 Workbook.**
- **Discuss the underserved population, underserved geographic area, and/or hard to reach area of your program will target.**

Riverside County is the second poorest of a six-county Southland, which includes Riverside, Los Angeles, Orange, Imperial, San Bernardino and San Diego Counties. Approximately 475,154 (9.2%) families in Riverside County live in poverty; 275,284 (12.9%) of these families have children under 18 years of age (U.S. Census Bureau American FactFinder, 2005-2009 American Community Survey 5-Year Estimates). Additionally, the number of families living with incomes slightly over the poverty guidelines has increased substantially. These families are identified as “working-poor” – people who are one economic emergency away from needing public assistance. CAP Riverside’s primary focus is to provide free tax preparation to low-income and working-poor individuals and families; secondary focus is to provide free tax preparation services to taxpayers with limited-English proficiency within Riverside County.

Riverside County’s rapid growth, coupled with high unemployment (14.1%) and loss of housing, has placed a heavy burden economically, socially, and financially on its residents. Presenters for The California Budget Project, in an April 2008 presentation, stated that California residents need to earn \$59,832 annually to meet a basic family budget. While the overall average income for Riverside County is \$55,000 (January 2009 Quarterly Economic Report) only 11 regions in the 24 region county meet or exceed that average; 13 regions fall substantially below average.

The current poverty rate in Riverside County is 12.3%; 7 cities within Riverside County Limits have poverty rates above 15%. These 7 cities have been identified as “poverty pockets” – communities in which a majority of residents have incomes at or below the federal low-income poverty guidelines.

### **Riverside County Poverty Pockets**

<b>City</b>	<b>Percentage of Population Below Poverty Level</b>
Coachella	29.1%
Desert Hot Springs	22.4%
Blythe	19.0%
Perris	18.1%
Beaumont	17.8%
Indio	16.8%
San Jacinto	15.2%

Permanent VITA sites have been established in the “poverty pocket” communities of Coachella, Blythe, Perris, Indio, Desert Hot Springs and San Jacinto. Communities identified as “poverty pockets” without partnerships sufficient to support a permanent site, such as Beaumont, are supported by pre-scheduled EITC special event days.

CAP Riverside plans to reach approximately 3,150 families with tax services during the 2012 tax season. IRS-sponsored VITA sites are positioned to outreach in all

underserved areas and/or isolated communities within Riverside County, such as rural and remote desert communities with limited transportation. Evening and weekend VITA sites hours are provided to support the various work and family schedules of working-poor taxpayers and their families.

CAP Riverside's secondary focus is taxpayers with limited English proficiency. Of Riverside County's 1,875,782 individuals age 5 and over, 723,012 (38.5%) speak a language other than English in their home, and 317,237 (16.9%) speak English "less than very well" (U.S. Census Bureau American FactFinder, 2005-2009 American Community Survey 5-Year Estimates). Riverside County has experienced an increased need for services to be offered in a bi-lingual format and CAP Riverside will continue to make necessary program adjustments to meet these needs. CAP Riverside provides bi-lingual outreach (flyers, posters, Public Service Announcements, press releases, etc.) throughout Riverside County, as well as bi-lingual translators at all VITA locations. The primary language need in Riverside County is bi-lingual Spanish, however, members of CAP Riverside's VITA volunteer base speak several different languages, including Chinese, Korean, Vietnamese, Tagalog, and Arabic, further increasing the agency's capacity to serve all taxpayers visiting VITA locations.

Included within the primary and secondary target audiences are those low-income taxpayers who have limited access to services, such as the disabled, seniors, and tribal members. CAP Riverside has been extremely successful over the past three years outreaching to Riverside County's disabled residents through special events at community centers that serve the disabled community. CAP Riverside has recently developed an extensive community referral program with the Riverside County Office on

Aging to increase outreach to seniors about available tax preparation services. A partnership was formed with the American Association of Retired Persons (AARP) in Riverside County to provide VITA site information for the Tax Care for the Elderly (TCE) services provided by AARP. CAP Riverside is also collaborating with the Foundation for Economic Stability (FES) to provide volunteer recruitment and training to expand outreach and direct services to the senior and disabled population within poverty pockets in Eastern Riverside County. CAP Riverside continues to develop relationships with local tribes to provide free tax preparation services to low-income tribal members and hotel/casino employees located on tribal lands in Riverside County. CAP Riverside will continue to bring services directly to local tribes through special events utilizing the CAP Mobile Unit.

***C.2 Provide the following information in an Excel attachment. The VITA Grant 2012 Workbook is recommended for your use to ensure all requested information is provided. Please insure that the attachment is saved as an Excel file and that it is included in the application package, is clearly labeled, and referenced in the narrative.***

- **New sites proposed for 2012. A general location is all that is required (city, state, county).**
- **Established sites from 2011**
  - **Name of site**
  - **Site Address (city, state, county)**
  - **Hours of operations**
  - **Electronic filing identification number (EFIN)**
  - **Site identification number (SIDN)**
  - **Computer kiosk services offered**

- **Identify the sites that serve rural areas or special needs (LEP, persons with disability, etc.)**

Attachment identifies all proposed and established sites along with return preparation projections for the 2011 (2012) tax season (see page - VITA Grant Workbook – Item C.2).

***C.3 Provide the number of federal tax returns you propose to prepare and e-file and your strategy for achieving this goal.***

CAP Riverside proposes to operate twelve (12) sites throughout Riverside County; total projected return preparation is 3,150, e-file target is 95% (see page 2 - VITA Grant Workbook – Items C.1-4 Summary). CAP Riverside plans to operate the same sites as during the 2011 season and there are plans to re-activate one dormant EFIN to provide services in the underserved region located in the southwestern Riverside County community of Temecula. The Program Manager and Program Coordinator will monitor return production numbers from all sites during the first two weeks of tax season to evaluate whether adequate volunteers are assigned to each site to handle the volume of taxpayers seeking services at each site. Volunteers will be re-assigned, as needed, to ensure that taxpayers are served as quickly and efficiently as possible at each site. Error rates will be analyzed at each site and additional training will be provided as determined by continued analysis. Outreach efforts will be adjusted to increase focus on sites with lower production numbers to ensure that goal is achieved. The strategy is to continue streamlining the management process of all sites with an increased focus on return production and quality control. Experienced site coordinators will be present at each site to oversee the flow of operations, increasing return capacity and ensuring quality tax preparation. The volunteer training curriculum

was revised in 2010 to include site specific information and the use of TaxWise software; the training curriculum is reviewed annually to determine efficacy and need for updates/changes. Many of the 2011 tax season volunteers plan to return, bringing with them a broader knowledge base and prior year experience, resulting in a cadre of volunteers sharing deep knowledge (see page 2 - VITA Grant Workbook – Items C.1-4 Summary).

***C.4 Provide the total number of volunteers you anticipate serving in the program.***

Total projected number of volunteers completing training is 175. Experienced, reliable volunteers with low error rates from the previous tax seasons are actively recruited as trainers, site coordinators, and mentors for new volunteers. Many volunteers from 2011 tax season have expressed interest in returning for the 2012 season. CAP Riverside's goal is to maintain a volunteer pool that is comprised of 50% or more of returning experienced volunteers. CAP Riverside will continue to recruit accounting student volunteers from the University of California at Riverside and California Baptist University. CAP Riverside is also working to develop a similar partnership to include student volunteers from Riverside City College, Mt. San Jacinto College and College of the Desert. Additional volunteer recruitment is currently being conducted through Welfare-to-Work offices throughout Riverside County, with financial partners and job training programs.

***C.5 Discuss what you will do to handle overflow and how you will ensure the taxpayer receives service when they request.***

Most CAP Riverside's VITA sites operate on a first come/first served basis which can potentially create customer overflow. CAP Riverside has taken proactive steps



such as increasing tax preparation equipment and volunteers deployed to sites in an effort to minimize this possibility. Volunteers are trained to estimate a site's daily return preparation capacity given the number of volunteers on hand. They are trained to identify which returns are beyond the scope of the VITA program and should be referred to other resources. CAP Riverside's volunteer training format will give tax preparers more practical knowledge of Tax Wise software and relevant site training will increase volunteers' confidence to efficiently carry out their responsibilities. Should a site experience an overflow of taxpayers, the site coordinator will assess available resources and determine a plan of action which could include, but is not be limited to: requesting additional volunteers; contacting nearby site coordinators for potential reassignment of volunteers to highly impacted sites; or referring taxpayers to nearby partner AARP sites. While waiting for the next available volunteer tax preparer, taxpayers are engaged by a resource/referral volunteer who is trained to provide financial literacy and additional resource referral information.

CAP Riverside will also operate several appointment only sites as deemed necessary. Appointment-schedulers will be trained to schedule adequate time for appointments to prevent a backlog of taxpayers. Should a site experience a backlog of taxpayers, the site coordinator will assess available resources and determine a plan of action which could include, but is not be limited to: requesting additional volunteers; and offering a referral to a nearby site or partner AARP site.

***C6. Identify other service delivery methods, such as mobile; ad-hoc; computer kiosk sites; alternative rural strategy sites, and tell us why and to what degree you are planning to use this as a service delivery method.***

CAP Riverside has furnished a mobile office in order to provide tax preparation services to underserved populations in remote areas of the county. The CAP Mobile Unit is utilized on an ad-hoc basis, with the schedule being developed in advance to allow for adequate notice to the community, utilizing local partner organizations, print media, local radio and television outlets. On those rare occasions when regular, fixed sites are unavailable, CAP Riverside continues to work with alternative sites to sponsor ad-hoc special events so that the community has sustained access to free tax preparation services. This strategy was implemented in 2008 and continues to be utilized to meet the needs of the remote and underserved communities of Riverside County.

#### **D. Ability to Partner or Collaborate with Multiple Organizations**

***D.1 Describe your organization's mission as it relates to low-income individuals and families. In addition, include a full explanation of your agency's affiliation with organizations such as schools, governmental bodies, or other non-profit community based organizations.***

The agency mission statement is, "CAP Riverside, with the community, will end poverty by offering opportunities to the poor through education, wealth building, advocacy, and community organizing." CAP Riverside has an extensive network of over 450 partners from the public, private, education, business, financial, health, and community and faith-based sectors. Over 173 partners have a contract, Memorandum of Understanding (MOU) or Participation (MOP) with CAP Riverside to provide services and programs to low-income residents throughout the County. Since CAP Riverside is a county agency it collaborates with many other county agencies to ensure services are accessible to low-income residents, including: Public Health, Mental Health, Department of Public Social Services, Office on Aging, Economic Development Agency, Housing

Authority, etc. Support from the County Board of Supervisors is another way that CAP Riverside recruits and maintains its many partnerships. New partnerships are developed through referrals, community events (such as EITC, health fairs, county forums, etc.), task forces, collaboratives, and invitation. CAP Riverside's partners are committed to leveraging and sharing resources for the common cause of helping the poor.

**D.2 Describe your role if you are a lead organization filing this application on behalf of a coalition; list all coalition partners' names.**

Not a coalition-based proposal.

**D.3 Describe the roles and responsibilities of each collaborating organization.**

PARTNER	ROLE/RESPONSIBILITY
California Baptist University (CBU)	training (trainer) and volunteers
Center for Employment Training (CET)	office space for East County administrative staff, training site, tax preparation site and volunteer recruitment
Coachella Valley Women's Business Center (CVWBC)	office space for desert administration
United Way of the Inland Valleys	marketing funds, volunteer recruitment, distribution of program information to employees and clients
Bank of America (B of A)	marketing funds, volunteer recruitment, distribution of program information to employees and clients
American Association of Retired Persons (AARP)	assistance with East County training, volunteer development, referrals for complex returns and overflow
University of California -Riverside (UCR)	volunteers
Wesleyan Christian Fellowship	tax prep site

Blythe Community Center	tax prep site
Lake Elsinore Senior Center	tax prep site, training location, staff for appointment setting and screening
Select Riverside City and County Libraries	tax prep sites
Mount San Jacinto College	tax prep site and volunteer recruitment
Riverside City College	tax prep site and volunteer recruitment
Southwest Veterans' Business Resource Center	tax prep site

CAP Riverside actively engages in maximum feasible participation - - a forum through which all stakeholders, especially low-income, have a voice in the decision-making process addressing community needs. Each partnership established through a Memorandum of Understanding (MOU), Memorandum of Participation (MOP), a sub-contract, or other agreement with CAP Riverside, opens channels of communication that enable referrals, outreach, and other support to take place. Site orientation meetings are scheduled before the start of tax season with each site to address questions and concerns. During tax season the Program Manager, Program Coordinator, Site Coordinator and other staff are available to partners to address arising concerns or questions. Site partners submit monthly evaluations to provide the program with feedback. Evaluations are reviewed by program staff, and if appropriate, action is immediately taken to modify or adjust activities. Partners are kept informed through the volunteer newsletter, website updates and emails from staff.

**E. Sustainability and Growth Strategy - Document your organization's plans for sustaining and growing your program long term. Describe how you will use the grant funds requested to grow and sustain your VITA Program long term. Include your strategy for:**

- **Increasing e-file capacity**
- **Securing additional funding sources**
- **Targeting of underserved populations**
- **Recruitment of volunteers**
- **Expansion of collaborative efforts among community organizations**

CAP Riverside proposes to operate twelve (12) sites throughout Riverside County. All of the 2011 sites will remain active and one previously inactive EFIN will be reactivated in the Southwestern Riverside County area, to provide services to Temecula, Murrieta, Lake Elsinore and Menifee communities. The strategy is to continue streamlining the management process of all sites and to encourage a larger role for collaborative partners. CAP Riverside will continue to focus on increasing return production and improved quality control measures. Experienced site coordinators will be present at each site to oversee the flow of operations, increasing return capacity and ensuring quality tax preparation. The volunteer training curriculum was revised in 2009 and 2010 to include site specific information and the use of TaxWise software. Many of the 2011 tax season volunteers plan to return, bringing with them a broader knowledge base and prior year experience, resulting in a cadre of volunteers sharing deep knowledge.

CAP Riverside also has expanded the number of program staff conducting outreach within the primary and secondary target populations to increase community awareness of services provided. Outreach sessions include financial education training and advocacy information concerning the use of refund anticipation loans, check cashers

and payday lenders, traditional banking services and asset building programs administered by CAP Riverside.

#### **F. Quality Control Process**

***Describe the processes and procedures you have in place to ensure adherence to the IRS Quality Site Requirements, page 5, for the ten requirements. If any are addressed under another section of the plan, please make reference as to where addressed. In addition to addressing your program's adherence with the quality site requirements provide any additional procedures or processes implemented to ensure quality of return preparation that is not required by IRS. Also include the results of documented reviews by your program participants, not IRS, and the actions taken or planned to overcome any identified deficiencies.***

CAP Riverside employs a four-tier approach to ensuring and maximizing EITC program quality control: 1) Volunteer Management; 2) Site Management; 3) Tax Return Quality Control Checks; and 4) Customer Service. Quality Control will be heavily emphasized in training. Site Operations training has been revised to include a more in-depth, working knowledge of site operations, Tax Wise software and quality assurance procedures. Site operations will be streamlined to include a tax return "cover sheet" for the taxpayers and a return processing summary to be completed by the volunteer preparer for each return. Additional training on software will help to decrease the most common mistakes at the site. The IRS Form 6729 will be referenced for on-site visits throughout the program term.

1) Volunteer Management: Experienced, reliable volunteers with low error rates from the previous tax seasons are actively recruited as trainers, site coordinators, and mentors for new volunteers. Each volunteer receives a clear, detailed, written job description during orientation. CAP Riverside provides over forty-eight hours of tax

preparation training to each volunteer through its Community Action Academy. Training includes: IRS-approved tax preparation curriculum; role-playing various scenarios volunteers might experience at a VITA site; changes in tax law for current season; avoiding common errors from previous year; customer service; and specialty workshops for site management, transmitting, and reporting.

2) Site Management: Each site hosts one Site Coordinator, one Assistant Site Coordinator, Tax Preparers, Screener/Interviewers, a Quality Reviewer, and Interpreters (as needed.) EITC program staff conducts weekly and monthly site visits based on sites' needs and return volumes. Site Coordinators provide weekly site reports that include: return volume per site, customer or volunteer issues; site operations; site safety - - incident and injury reports; and special issues that require EITC staff's involvement. EITC program staff members also conduct random unannounced site visits to ensure a quality program.

3) Tax Return Quality Control Checks: A site's Quality Reviewer uses a daily report to track the frequency and type of errors generated by tax preparers. Site managers and program staff use these reports to provide immediate feedback to tax preparers on errors and resolution of IRS rejection rates. Each week, program staff will review each site's error and rejection rates to determine if additional group or one-to-one training is necessary. Error rate analysis is also discussed with CAP Riverside's senior management team to develop corrective action plans to ensure rates are kept at an IRS acceptable/reasonable level.

4) Customer Service: Each taxpayer receives an EITC Customer Satisfaction Survey to complete. The survey captures data related to the quality of site services: accessibility (hours and location); convenience of site hours; perceived knowledge of tax preparer; demeanor of site volunteers (courtesy, friendliness, etc.); and overall experience. Taxpayers are encouraged to complete the survey as well as an informational questionnaire that includes demographic questions on household size, income, highest level of education, etc. These documents are used to address taxpayer concerns, with regard to the quality of service received at sites and to paint a picture of the type of client our sites are serving. Comment sections are available for taxpayers to include additional information not listed on the forms. Taxpayer calls into CAP Riverside are documented by the clerical staff. Knowing the flow of calls and the information most often requested helps staff to provide quality service to all taxpayers and volunteers alike. Volunteers will have direct access to the Program Manager and Program Coordinator regarding customer complaints. Should a volunteer call in regarding a complaint at the sites or an issue, the call is forwarded to the Program Coordinator and documented in a database containing customer concerns. The Program Coordinator and Program Manager review this information daily/weekly as needed to resolve any outstanding issues or to develop training for volunteers or sites. The information is also used during the debrief sessions scheduled for the conclusion of the season to address the need for changes in customer service. The EITC Program and CAP Riverside Planning staff review aggregated results twice a month to determine what, if any, corrective action is required.



## **G. Program Measures**

**The VITA Grant Program objectives are:**

- ***Extend services;***
- ***Increase E-file;***
- ***Heighten quality control;***
- ***Enhance training of volunteers; and***
- ***Improve accuracy of returns.***

**Explain the process and procedures in place to measure the overall effectiveness of your VITA program and the results achieved.**

- ***Identify your program goals and objectives for the award year. Your program goals are those that are over and above the VITA Grant objectives, as stated above. Goals should be specific and measurable. Some examples may include goals for an EITC day, a Super Saturday, a customer survey on level of service, or an offering of financial education/asset building programs.***
- ***Explain how you plan to measure the success of your program goals and the VITA Grant Program objectives.***
- ***Describe the infrastructure you have in place to capture the data, measure results, and provide reports.***

### **Program goals and Objectives for award year:**

Volunteer retention – CAP Riverside's goal is to maintain a volunteer pool that is comprised of 50% or more of returning experienced volunteers;

Enhanced training - CAP Riverside's goal is to streamline site operations and improve quality assurance resulting in an overall rejection rate of 8% or less;

Increased number of returns – CAP Riverside’s goal is to increase the number of tax returns prepared by approximately 21% (3,150) over the total number of returns prepared during the previous year;

95% or higher e-file rate – CAP Riverside's goal is to reduce the number of paper filed tax returns by increasing the number of e-filed tax returns to 95% of the total number of returns prepared.

**Plan to measure success of program goals and grant objectives:**

Volunteer retention – CAP Riverside maintains past and current year volunteer databases which will be used to monitor volunteer retention. Volunteers are encouraged to provide regular feedback regarding training, site operations and outreach. Survey responses are aggregated and reviewed by Program staff and the Program Evaluator. Volunteer service hours are tracked via database and recognized at the conclusion of tax season with a full-page “Thank You” advertisement in the local newspaper; circulation was county-wide. Service is also recognized at an East County and West County Volunteer Recognition Ceremony, where volunteers are presented with a national President’s Volunteer Service Award pin and certificate. Refreshments will be served at both events. The number of awards and their levels are tracked.

Enhanced training and knowledge of volunteers – Volunteers will be asked for feedback on enhanced training modules and asked to submit their ideas for improvement. The largest single indicator of success in this area will be reflected in a reduction in the overall error rate at the sites. Secondary indicators include the level of certification of volunteers achieving Intermediate or Advanced certification as well as their ability to

perform more efficiently at the sites. Other measures of success will include the number of returns completed at sites and reduced waiting time of taxpayers at the sites.

Increased number of returns – TaxWise is the central information resource for this goal. Taxpayer sign in sheets will also indicate type of returns being completed and length of time taxpayers spend at the site. Site Coordinators will be asked to complete a daily log of returns at the site, level of difficulty, and number of requests to prepare complex returns at the sites.

95% or higher e-file rate – TaxWise is a primary indicator for this goal. Preparers will be encouraged to advise taxpayers that all returns are electronically filed unless there are extenuating circumstances for the return to be paper filed, i.e. new Individual Taxpayer Identification Number (ITIN) applications. Taxpayers will also be encouraged to utilize direct deposit services when receiving tax refunds.

### **Infrastructure in place to capture data, measurable results, and provide reports**

CAP Riverside programs (VITA included) start their contract year with evaluation tools that identify baselines (beginning points) for each program or service and a projection of results for both programmatic and financial reports. Participants are evaluated periodically throughout the contract term to assess the impact of the program on them. These evaluations create benchmarks that show progress toward reaching the program outcome (end results). Some evaluation tools are administered at the end of specific events and activities such as training workshops and customer satisfaction surveys.

CAP Riverside uses TaxWise, IRS provided ad hoc reports and Excel spreadsheets to monitor results and to compile weekly reports. The CAP Riverside Planning Division and Contracts Division both monitor on a monthly basis the development, analysis, and distribution of scheduled reports. A Report Log is maintained by the Contracts Division to ensure that scheduled reports are distributed by deadline.

Program managers are required to submit monthly Program Progress Reports (PPRs) to CAP Riverside's Planning Division. Data collected for these reports come from various sources: 1) Volunteer Certification; 2) Site Coordinator Weekly Report; 3) Tax Wise Rejection and Production Reports; and 4) Volunteer Post-Season Survey.

Volunteer Certification: All volunteers must submit certifications prior to start of service at tax sites (this documents that training and tax competency has been achieved). Site Coordinator Weekly Report: Site Coordinators submit a report each week detailing issues encountered at the sites, materials needed, complex return issues, number of returns completed, and noticeable trends. Tax Wise Rejection and Production Reports: TaxWise reports are used to capture information regarding reject rates and the number of returns filed. Information is released to Site Coordinators on a weekly basis. If reject rates are too high or site numbers are too low, a meeting is held with the Site Coordinator to determine a plan of action and to correct any issues preventing the site from having successful rates. Volunteer Post-Season Survey: Volunteers are encouraged to complete an end of season survey concerning their time in the program. The survey allows volunteers to share their positive experiences, what is working, as well as to alert Program Staff to training and processes that could be improved. Program Staff, Site Coordinators and Site Partners hold debrief meetings at the end of

season to discuss what worked, what did not, and changes they would like to see for the upcoming tax year.

The Program Evaluator reviews all reports and meets monthly with Program Staff to assess outcome achievement. The Program Evaluator makes written reports identifying which outcomes are on target and how to strengthen areas that are not meeting goal. CAP Riverside's senior management reviews all program progress reports to ensure contract compliance. These programmatic reports provide a desk audit of activity and are supplemented by semi-annual reviews. Planning Division staff prepare and submit semi-annual and annual reports to the CAP Riverside Executive Director for approval. Approved reports are then submitted to the Commission for review and approval. This data collection and evaluation process provides an opportunity for CAP Riverside to obtain feedback from all agency stakeholders.

Additionally, CAP Riverside utilizes various mechanisms for the collection and measurement of customer feedback, including:

- Customer Satisfaction Survey -- measures level of satisfaction regarding service delivery, accessibility and location of services, etc;
- Workshop and training evaluation -- provides feedback on curriculum content, presentation, etc;
- One-to-one feedback and written testimonial from customers -- documented and shared at weekly staff meetings;
- Special events/Focus groups -- e.g. open house, community dialogues, etc. offer opportunities for feedback from a diverse group of stakeholder;

- Customer complaint log -- provides nature of complaint, response time, and resolution; and
- Quality Assurance Review -- conducted by Senior Management and Planning to ensure compliance with established policies, procedures, goals, and outcomes.

**BUDGET INFORMATION - Non-Construction Programs**

SECTION A - BUDGET SUMMARY						
Grant Program Function or Activity (a)	Catalog of Federal Domestic Assistance Number (b)	Estimated Unobligated Funds		New or Revised Budget		
		Federal (c)	Non-Federal (d)	Federal (e)	Non-Federal (f)	Total (g)
1. VITA 2012	21.009	\$	\$	\$	\$ 201,819.00	\$ 693,936.00
2.						0.00
3.						0.00
4.						0.00
5. Totals		\$	\$ 0.00	\$ 0.00	\$ 201,819.00	\$ 693,936.00
SECTION B - BUDGET CATEGORIES						
6. Object Class Categories	GRANT PROGRAM, FUNCTION OR ACTIVITY					
	(1)	(2)	(3)	Total (5)		
a. Personnel	\$	\$ 97,237.00	\$	\$	\$	\$ 97,237.00
b. Fringe Benefits		15,233.00				15,233.00
c. Travel		30,431.00				30,431.00
d. Equipment		0.00				0.00
e. Supplies		14,310.00				14,310.00
f. Contractual		1,400.00				1,400.00
g. Construction		0.00				0.00
h. Other		23,137.00				23,137.00
i. Total Direct Charges (sum of 6a-6h)		181,748.00	0.00	0.00	0.00	181,748.00
j. Indirect Charges		20,071.00				20,071.00
k. TOTALS (sum of 6i and 6j)	\$	201,819.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 201,819.00
7. Program Income						
	\$	\$	\$	\$	\$	0.00

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SECTION C - NON-FEDERAL RESOURCES					
(a) Grant Program	(b) Applicant	(c) State	(d) Other Sources	(e) TOTALS	
8. VITA 2012	\$	\$	\$ 492,117.00	\$ 492,117.00	
9.				0.00	
10.				0.00	
11.				0.00	
12. TOTAL (sum of lines 8-11)	\$	0.00 \$	\$ 492,117.00	\$ 492,117.00	
SECTION D - FORECASTED CASH NEEDS					
	Total for 1st Year	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter
13. Federal	\$ 201,819.00	\$ 23,282.00	\$ 64,119.00	\$ 69,599.00	\$ 44,819.00
14. Non-Federal	492,117.00	20,390.00	94,455.00	363,492.00	13,780.00
15. TOTAL (sum of lines 13 and 14)	\$ 693,936.00	\$ 43,672.00	\$ 158,574.00	\$ 433,091.00	\$ 58,599.00
SECTION E - BUDGET ESTIMATES OF FEDERAL FUNDS NEEDED FOR BALANCE OF THE PROJECT					
(a) Grant Program	FUTURE FUNDING PERIODS (Years)				
	(b) First	(c) Second	(d) Third	(e) Fourth	
16.VITA 2012	\$ 201,819.00	\$ 201,819.00	\$	\$	
17.					
18.					
19.					
20. TOTAL (sum of lines 16-19)	\$ 201,819.00	\$ 201,819.00	\$ 0.00	\$ 0.00	
SECTION F - OTHER BUDGET INFORMATION					
21. Direct Charges:		22. Indirect Charges:			
23. Remarks:					



# Community Action Partnership of Riverside County

## Policy: Allocation of Costs to States/Federal Awards

Effective: 01/01/09

Revised 02/24/09

In conformance with The Office of Management and Budget Circular # A-87 the following procedures will be followed when allocating costs across State/Federal Contracts:

- A. Allocable Costs: A cost is allocable to a particular cost objective if the goods or services involved are chargeable or assignable to such cost objective in accordance with relative benefits received. Any cost is allocable to a particular Federal award may not be charged to other Federal awards to overcome fund deficiencies. A cost is an allocable costs if it:
  - a. Is incurred specifically for the award,
  - b. Benefits both the award and other work and can be distributed in reasonable proportion to the benefits received, or
  - c. Is necessary to the overall operation of the organization, although a direct relationship to any particular cost objective cannot be shown.
- B. Direct Costs: Direct costs are those that can be identified specifically to a particular award, project, service, or other direct activity of an organization.
  - 1. CAP-Riverside will insure direct costs meet contract requirements and are allocated to the appropriate contract.
  - 2. All claims for reimbursement of these expenditures will be supported by the agency's accounting records and be adequately documented.
  - 3. Any direct cost of a minor amount may be treated as an indirect cost for reasons of practicality where the accounting treatment for such cost is consistently applied to all final cost objectives.
- C. Indirect Costs: Indirect costs are those that have been incurred for common or joint objectives and cannot be readily identified with a particular final cost objective.
  - 1. CAP-Riverside will insure that indirect costs, such as administration and general expenses, are to be charged and distributed equitably to all programs and/or functions of the agency.
  - 2. All claims for reimbursement of these expenditures will be supported by the agency's accounting records and be adequately documented.

### 3. FINANCIAL PLAN NARRATIVE

- 1. State whether you have received federal funding in the last five years? If no, continue to question 2. If yes, answer a. below.**

CAP Riverside has received federal funding from various funding sources over the past five years.

- a. In any of the last five years, did your organization expend \$500,000 in federal funds? If yes, continue to b.**

CAP Riverside has expended more than \$500,000 in federal funds during each of the past five years.

- b. Did you have an A-133 audit conducted?**

CAP Riverside has completed an A-133 audit.

- c. What were the results?**

A-133 audit resulted in "No Findings" for CAP Riverside.

- d. If any unfavorable findings (significant deficiencies), describe the corrective action planned and the status of implementation.**

Not applicable.

- e. If a copy of the audit results available on [harvester.census.gov](http://harvester.census.gov)? Provide a copy with the application if it is not available.**

2010 Single Audit Attached

- 2. Who in your organization is responsible for your organization's tax matters? Please include full contact information including phone and email.**

Not applicable.

- 3. State whether your organization has documented policies and procedures for maintaining good internal controls. An operations manual is a record of the policies and procedures for handling administrative and financial transactions. The manual can be a simple description of how financial functions are handled (e.g. paying bills, depositing cash, and transferring money between funds) and who is responsible for what, ensuring that the**

project manager and staff have a reasonable plan of action for carrying out each approved activity. A copy of your entire operations and procedures manual is not required to be submitted with your application; however, it may be requested if you are awarded a grant. For the application discuss how your organization:

- a. **Allocates allowable expenses and matching funds between qualifying and non-qualifying activities. Be sure to address separation of funds and activity if your organization receives Tax Counseling for the Elderly and/or Low Income Taxpayer Clinic funds.**

In accordance with accounting standards and requirements of the Office of Management and Budget (OMB) Circulars, CAP Riverside utilizes a cost allocation plan to ensure equitable distribution of expenditures across all Federal/State Grants. Direct expenditures are identified by individual program codes and are tracked accordingly.

- b. **Accounts for in-kind contributions and valuation of contributions; include specific information on accounting for and valuing volunteer services if your organization proposes to use such services as matching funds. Include a sample of the time sheet used for volunteers.**

CAP Riverside utilizes an In-Kind Contribution form to value all program contributions used in the matching funds calculation portion of the grant application. The contribution of tax preparation space is calculated based upon when room access is provided, using the standard room rental rate as authorized by the Riverside County Auditor Controller's Office. Evening and weekend usage is valued at \$82 per hour; daytime weekday hours are valued at \$53 per hour. Value for volunteer hours served at tax preparation sites is valued according to information listed on the Bureau of Labor Statistics website <http://www.bls.gov/oes/home/htm>. Volunteers are

required to record hours served at the tax preparation sites by signing in when they arrive at the site, and signing out prior to leaving the site. Site coordinators provide the Program Administrator with a weekly spreadsheet showing a recap of volunteer hours served at the site.



## Community Action Partnership of Riverside County IN-KIND GIFT / VOLUNTEER REPORT

**Instruction:** Complete form as each service rendered or donation received. Program Manager maintains form on file until requested by Management. [ROMA GOAL 4: Partnerships among supporters and providers of service to low-income people are achieved.]

<b>Donating Agency/Institution/Individual:</b>			
<b>Address:</b>			
<b>Contact Person:</b>		<b>Title:</b>	
<b>Phone:</b>	<b>Fax:</b>	<b>E-mail Address:</b>	
<b>Program/Purpose</b> (Identify Program service/donation is being utilized)			
<b>Item/Service Description</b> (i.e. Volunteer hours, office space, cash donation)			
<b>Date(s) Received/Rendered:</b>			
<b>SERVICE</b>		<b>ITEM</b>	
Total Number of Days _____ or Hours _____		Quantity _____	
<b>Fair Market Value:</b> Hourly Rate: \$ _____ Daily Rate: \$ _____ Flat Rate: \$ _____		<b>Fair Market Value Per Unit:</b> \$ _____	
Total Fair Market Value: \$ _____		Total Fair Market Value: \$ _____	

\_\_\_\_\_  
**Authorized Signature**

\_\_\_\_\_  
**Date**

\_\_\_\_\_  
**Name (please print)**

\_\_\_\_\_  
**Title**

Return this Form to:  
Community Action Partnership of Riverside County  
2038 Iowa Avenue, Suite B-102  
Riverside, CA 92507

- c. **Funds other supporting organizations if applicable. Will you have sub-grantees? If you have sub-grantees, provide an example of the instrument used to provide funding to sub-grantees (a contract, memorandum of understanding, or other). If an organization chooses to sub-grant part of the funds they have been granted, they are responsible to ensure compliance of all their sub-grantees. It is essential that sub-grantees are aware of the rules and regulations and that there is monitoring in place to ensure compliance. Please discuss your plan for monitoring sub-grantee adherence to the VITA grant agreement and requirements.**

Not applicable.

4. **What is the accounting system used? The accounting system must meet generally accepted accounting principles. Organizations need to ensure that they can track both grant funds and match by budget line item. This might entail amending the chart of accounts to accommodate unique accounts, such as member or volunteer training. The reporting system should fairly and accurately document the spending of grant funds. Confirm that your system meets this expectation.**

As a county agency, CAP Riverside abides by Riverside County's Standard Practice Manual. County departments are required to use the Online Accounting Software Information System (OASIS). The OASIS Financial Management Module contains an account code structure of Fund numbers, Department Identification Numbers, and Revenue and Expense account codes. In addition, CAP Riverside exercises the use of program codes to ensure accountability and transparency of all revenue and expenditures received for each grant.

5. **State whether your organization is applying for a multi-year grant. Refer to the Multi-Year Grant section for eligibility requirements. Only applicants**

meeting all multi-year eligibility requirements are considered for this opportunity.

CAP Riverside is applying for multi-year grant consideration in this application.

6. **State whether your organization will use a fiscal agent for managing the funds awarded under this grant. Provide the organization name, address, DUNS number, and Employer Identification Number. Include a contact name for the organization for questions. Their information should not be shown on the SF424. If your organization is awarded a grant, additional information will be requested at the time of award.**

CAP Riverside is the sole applicant for this grant. All program funds will be utilized directly by CAP Riverside to carry out the program.

7. **If your organization uses a post office box for mail delivery, please provide the address here. Remember the address on the SF424 should be your physical address and not a post office box.**

Not applicable

## Financial Plan Information: Budget Detail Explanation

### A. Personnel (Salary)

Under Item, list the person's name for which salary is requested or that will be used as matching funds. If the position is not filled, record "To Hire." If more than one position exists, record the number of positions under Item as well. Be sure to show under Computation, the annual salary for persons already funded and the percentage of time devoted to the program. Remember, only time spent on the VITA program is allowable. Examples are provided in the Publication 4671.

Item	Computation	Federal Funds	Matching Funds
Program Manager	.25 FTE total hours 520 @ \$27.90/hr	\$14,508	
Administrative Services Assistant	.80 FTE total hours 1664 @ \$16.21/hr plus bi-lingual pay \$.50/hr	\$27,805	
Community Svc. Asst. (TAP - East)	1.0 FTE 11/1/11 - 6/30/12 total hours 1387 @ \$13.20/hr	\$18,308	
Community Svc. Asst. (TAP - Mid)	1.0 FTE 11/1/11 - 6/30/12 total hours 1387 @ \$13.20/hr	\$18,308	
Community Svc. Asst. (TAP - West)	1.0 FTE 11/1/11 - 6/30/12 total hours 1387 @ \$13.20/hr	\$18,308	
Donated services - volunteer trainers	15 volunteer trainers x 48 hours ea x \$75/hr		\$54,000
Donated services - tax preparers	142 volunteers contributed 7,970 hours x \$18.56/hr		\$147,923
<b>Personnel (Salary) Subtotal</b>		\$97,237	\$201,923
<b>Personnel (Salary) Total</b> Record on SF 424A, line 6a		<b>\$299,160</b>	

### B. Fringe Benefits

Only include fringe benefits for individuals paid. These should not be included in the salary calculations covered under category A. Under Item, list the person's name for which fringe benefits are requested or that will be used as matching funds. If the position is not filled, record "To Hire." If more than one position exists, record the number of positions under Item as well.

Item	Computation	Federal Funds	Matching Funds
Program Manager	fringe benefits (\$14,508 x 36%)	\$5,223	
Administrative Service Asst.	fringe benefits (\$27,805 x 36%)	\$10,010	
no fringe benefits allocated to temporary staff listed above			
<b>Fringe Benefits Subtotal</b>		\$15,233	\$0
<b>Fringe Benefits Total</b> Record on SF 424A, line 6b		<b>\$15,233</b>	



### Financial Plan Information: Budget Detail Explanation

G Travel			
Under Item, indicate the type of travel requested or that will be used as matching funds. Include the number of individuals if known. Show under computation how amount determined.			
Item	Computation	Federal Funds	Matching Funds
Site monitoring & planning mileage	14,472 miles @ \$.51/ea	\$7,381	
Mobile office cost for special events	1 event /mo x 10 mo x \$555	\$5,550	
Volunteer mileage incentive	175 volunteers x \$25/mo x 4 months	\$17,500	
Travel Subtotal		\$30,431	0
Travel Total	Record on SF 424A, line 6c	\$30,431	

D. Equipment			
Under Item, indicate the type of equipment to be purchased or that will be used as matching funds. Include the quantity or number of items. Show under computation how determined.			
Item	Computation	Federal Funds	Matching Funds
Donated equipment - resource room	12 computer @ \$10 ea/wk x 12 weeks - Coachella		\$1,440
Donated equipment - training room	50 computers @ \$10 ea/wk x 6 weeks - Coachella		\$3,000
Donated equipment - Casa Blanca	18 computers @ \$10 ea/wk x 18 weeks - tax prep & training		\$3,240
Donated equipment - Arlanza	20 computers @ \$10 ea/wk x 18 weeks - tax prep & training		\$3,600
Donated equipment - Perris	15 computers @ \$10 ea/wk x 18 weeks - tax prep & training		\$2,700
Donated equipment - Lake Elsinore	3 computers @ \$10 ea/wk x 14 weeks - tax prep		\$420
Donated equipment - Temecula	20 computers @ \$10 ea/wk x 18 weeks - tax prep & training		\$3,600
Donated equipment - MSJC	15 computers @ \$10 ea/wk x 18 weeks - tax prep & training		\$2,700
<b>Equipment Subtotal</b>		\$0	\$20,700
<b>Equipment Total</b>	Record on SF 424A, line 16d		<b>\$20,700</b>

## Financial Plan Information: Budget Detail Explanation

<b>E: Supplies</b>			
Under Item, indicate the supplies to be purchased or that will be used as matching funds. Include the quantity or number of items. Show under computation how determined.			
Item	Computation	Federal Funds	Matching Funds
Site supplies	paper, printer cartridges, pens, etc. @ \$180/site for 12 sites	\$2,160	
Financial Literacy Booklets	15,000 @ .81 English & Spanish	\$12,150	
Site Location Flyers - West Cnty	15,000 @ .08 double-sided English & Spanish		\$1,200
Site Location Flyers - East Cnty	4,000 @ .08 double-sided English & Spanish		\$320
<b>Supplies Subtotal</b>		\$14,310	\$1,520
<b>Supplies Total - Record on SF 424A, line 6e</b>		<b>\$15,830</b>	

<b>F: Contractual</b>			
Under Item, indicate the contracts planned or that will be used as matching funds. Include the quantity or number of items. Show under computation how determined.			
Item	Computation	Federal Funds	Matching Funds
Donated office space - Coachella	\$265/wk x 52 weeks		\$13,780
Donated office space - Perris	\$265/wk x 52 weeks		\$13,780
Donated office space - CVWBC	\$265/wk x 26 weeks		\$6,890
Space rental - special events	EITC awareness & recognition events; 2 events @ \$700 ea	\$1,400	
Donated facility use - CAP Riverside	84 Saturday & evening hours x \$82/hr		\$6,888
Donated facility use - Casa Blanca	224 Saturday & evening hours x \$82/hr		\$18,368
Donated facility use - CET	392 Saturday & evening hours x \$82/hr		\$32,144
Donated facility use - SWVBRC	408 Saturday & evening hours x \$82/hr		\$33,456
Donated facility use - DHS	196 Saturday & evening hours x \$82/hr		\$16,072
Donated facility use - Aranza	196 Saturday & evening hours x \$82/hr		\$16,072
Donated facility use - RCC	112 Saturday hours x \$82/hr		\$9,184
Donated facility use - MSJC	112 Saturday hours x \$82/hr		\$9,184
Donated facility use - MV	224 Saturday & evening hours x \$82/hr		\$18,368
Donated facility use - Blythe	224 weekday hours x \$53/hr		\$11,872
Donated facility use - Lake Elsinore	336 weekday hours x \$53/hr		\$17,808
Donated facility use - Glen Avon	126 Saturday & evening hours x \$82/hr		\$10,332
Donated facility use - Temecula	168 Saturday & evening hours x \$82/hr		\$13,776
<b>Contractual Subtotal</b>		\$1,400	\$247,974
<b>Contractual Total - Record on SF 424A, line 6f</b>		<b>\$249,374</b>	

## Financial Plan Information: Budget Detail Explanation

H. Other			
Under Item, indicate the expenses not covered in the categories above or resources that will be used as matching funds. Show under computation how determined.			
Item	Computation	Federal Funds	Matching Funds
Volunteer HUB database management	175 volunteers: \$75/mo x 6 mo	\$450	
Internet service - remote wireless	1 site: start up cost \$125 plus \$50/mo x 6 mo	\$425	
EITC awareness day	2 events x \$300 ea	\$600	
Volunteer recognition	175 volunteers x \$10 ea	\$1,750	
Print ads - Penny Saver	\$1,350 ea x 6 wks	\$8,100	
Thank you ad	1 major all-County publication - full page	\$2,000	
Refreshments - Water	137 cases @ 3.65/case ( 11 cases per site for the volunteers)	\$500	
Pre-Season Movie Theater Ads	7 theaters @ \$289 each for 4 weeks	\$8,092	
Website outreach information updates	Riverside County Information Technology services 10 hrs @ \$122/hr	\$1,220	
Public Service Announcement (PSA)	Volunteer Recruitment - Various air times		\$10,000
Outreach & advertising	\$10,000 Award- Outreach & Advertising United Way		\$10,000
Other Subtotal		\$23,137	\$20,000
Other Total - Record on SF 424A, line 6h			\$43,137
I. Total Direct Charges			
Total Direct Charges Subtotal		\$181,748	\$492,117
Direct Charges Total - Record on SF 424A, line 6i			\$673,865
J. Total Indirect Charges			
Total Indirect Charges Subtotal	See Attached - Agency's Indirect Cost Allocation Policy per OMB # 87	\$20,071	
Indirect Charges Total - Record on SF 424A, line 6j			\$20,071
K. Total Charges			
Total Charges		\$201,819	\$492,117
Total - Record on SF 424A, line 6k			\$693,936

## Financial Plan: Matching Funds Summary Chart

### Matching Funds Summary Chart

#	Source Name	Type	Amount In-Hand or Committed	Amount to be Raised	Date	Comments
A6	Volunteer trainers	trainers		\$54,000	6/20/2011	in-kind forms pending signatures
A7	volunteer tax preparers	tax preparers	\$147,923			based on actual volunteer hours for 2010 tax season concluded 4/16/2011
D1	Donated equipment	equipment		\$1,440	6/20/2011	signature pending on in-kind form
D2	Donated equipment	equipment		\$3,000	6/20/2011	signature pending on in-kind form
D3	Donated equipment - Casa Blanca	equipment		\$3,240	6/20/2011	signature pending on in-kind form
D4	Donated equipment - Arlanza	equipment		\$3,600	6/20/2011	signature pending on in-kind form
D5	Donated equipment - Perris	equipment		\$2,700	6/20/2011	signature pending on in-kind form
D6	Donated equipment - Lake Elsinore	equipment		\$420	6/20/2011	signature pending on in-kind form
D7	Donated equipment - Temecula	equipment		\$3,600	6/20/2011	signature pending on in-kind form
D8	Donated equipment - MSJC	equipment		\$2,700	6/20/2011	signature pending on in-kind form
E4	Site location flyers	outreach		\$1,200	6/20/2011	United Way/Bank of America grant application pending
	Site location flyers	outreach		\$320	6/20/2011	United Way/Bank of America grant application pending
F1	Donated office space - Coachella	facility use		\$13,780	6/20/2011	signature pending on in-kind form
F2	Donated office space - Perris	facility use		\$13,780	6/20/2011	signature pending on in-kind form
F3	Donated office space - CVWBC	facility use		\$6,890	6/20/2011	signature pending on in-kind form
F5	Donated facility use - CAP	facility use		\$6,888	6/20/2011	signature pending on in-kind form
F6	Donated facility use - Casa Blanca	facility use		\$18,368	6/20/2011	signature pending on in-kind form
F7	Donated facility use - CET	facility use		\$32,144	6/20/2011	signature pending on in-kind form

#	Source Name	Type	Amount In-Hand or Committed	Amount to be Raised	Date	Comments
F8	Donated facility use - SWVBRC	facility use		\$33,456	6/20/2011	signature pending on in-kind form
F9	Donated facility use - DHS	facility use		\$16,072	6/20/2011	signature pending on in-kind form
F10	Donated facility use - Arlanza	facility use		\$16,072	6/20/2011	signature pending on in-kind form
F11	Donated facility use - RCC	facility use		\$9,184	6/20/2011	signature pending on in-kind form
F12	Donated facility use - MSJC	facility use		\$9,184	6/20/2011	signature pending on in-kind form
F13	Donated facility use - MV	facility use		\$18,368	6/20/2011	signature pending on in-kind form
F14	Donated facility use - Blythe	facility use		\$11,872	6/20/2011	signature pending on in-kind form
F15	Donated facility use - Lake Elsinore	facility use		\$17,808	6/20/2011	signature pending on in-kind form
F16	Donated facility use - Glen Avon	facility use		\$10,332	6/20/2011	signature pending on in-kind form
F17	Donated facility use - Temecula	facility use		\$13,776	6/20/2011	signature pending on in-kind form
H10	Public Service Announcement (PSA)	outreach		\$10,000	6/20/2011	signature pending on in-kind form
H11	Outreach & Advertising	outreach		\$10,000	6/20/2011	United Way/Bank of America grant application pending
<b>Total</b>			<b>\$147,923</b>	<b>\$344,194</b>		

#### **4. CIVIL RIGHTS NARRATIVE**

##### **1. List of Active Lawsuits or Complaints**

There are no active lawsuits or complaints naming Community Action Partnership of Riverside County (CAP Riverside) alleging discrimination on the basis of race, color, national origin, age, sex, or disability with respect to service or benefits being provided.

##### **2. Federal Financial Assistance**

Below is a chart of all current and pending applications for other federal financial assistance:

Agreement#	Agreement Name	Funding	Term Start	Term End
10F-4034	2010 CSBG	\$2,011,228.00	1/1/2010	3/31/2011
10F-4081	2010 CSBG Discretionary EITC Year Round Program	\$133,584.00	4/1/2010	3/31/2011
10F-4109	2010 CSBG Discretionary Food Security Project	\$100,000.00	6/30/2010	6/30/2011
11F-4282	2011 CSBG Discretionary Disaster Relief	\$55,000.00	12/22/2010	6/30/2011
90EI0414/01	DHHS IDA Round 4	\$352,000.00	9/30/2006	9/29/2011
10B-5631	2010 LIHEAP	\$4,505,523.00	1/1/2010	12/31/2011
11F-4234	2011 CSBG	\$2,011,228.00	1/1/2011	12/31/2011
09C-1830	DOE ARRA	\$4,803,748.00	6/30/2009	3/30/2012
11B-5731	2011 LIHEAP	\$4,753,882.00	1/1/2011	3/31/2012
09C-1778	2009 DOE	\$725,562.00	6/30/2010	6/30/2012
11F-4309	2011 CSBG Discretionary GREEN TEAMWorks	\$70,000.00	6/1/2011	6/30/2012
90EI0584/01	DHHS IDA Round 5	\$352,000.00	6/1/2009	5/31/2014



### **3. Civil Rights Compliance Review Activities**

No civil rights compliance review activities have been conducted in the past three years for Community Action Partnership of Riverside County.

### **4. Statement of Assurance Concerning Civil Rights Compliance**

See SF 424, block 21. Certification is provided by box checked for "I agree".

### **5. Title VI Posting Information**

Title VI of the Civil Rights Act of 1964 information is made available to all taxpayers accessing Volunteer Income Tax Assistance (VITA) free tax preparation sites sponsored by CAP Riverside by:

1. Publication 4053, *Your Civil Rights are Protected* poster is prominently displayed at or near the taxpayer registration table in both English and Spanish languages ,
2. Publication 730, *Important Tax Records*, envelope is provided to each taxpayer once the return is complete,
3. Publication 4481, *Your Civil Rights are Protected*, stuffers are available at the registration table.

Publication 4053, *Your Civil Rights are Protected* poster includes information that persons who believe they have been discriminated against on the basis of race, color, national origin, sex, age or disability, in the distribution of services and benefits resulting from the VITA grant program may file a complaint at the following address:

Office of Equity, Diversity and Inclusion  
Civil Rights Division  
1111 Constitution Ave., NW, Room 2413  
Washington, DC 20224

All Title VI of the Civil Rights Act of 1964 information as well as sexual harassment compliance information is included in Volunteer Training Curriculum created for the VITA program.

#### **Additional Notes: Civil Rights Compliance**

The Community Action Partnership of Riverside County complies with County of Riverside Policy 21-203 titled *Client Complaints of Discriminatory Treatment*, issued 06-15-01 and County of Riverside Board of Supervisor's Policy C-25 titled *Harassment Policy and Complaint Procedure*. Policy statement:

*"In accordance with the provisions of The Civil Rights Act of 1964 Titles VI and VII, The Americans with Disability Act of 1992 (ADA), as amended, the Age of Discrimination Act of 1975, Title IX of the Education Amendments of 1972 , as amended and §504 of the Rehabilitation Act of 1973, as amended, state that no person shall be discriminated against because of race, color, national origin, political affiliation, religion, marital status, sex, age, or disability, in any program or activity that receives federal financial assistance. It is the policy of the Community Action Partnership of Riverside County (CAP Riverside) that all applicants and recipients of services shall be treated in a humane, courteous, and fair manner."*



Department of the Treasury – Internal Revenue Service  
**Statement of Assurance Concerning  
Civil Rights Compliance for Internal  
Revenue Service SPEC Partnerships**

Area \_\_\_\_\_  
If Headquarters (P&PD), leave blank

**SPEC/ECRU Partner Tracking Number #**

We, Community Action Partnership of Riverside County shall fulfill the obligations set  
**(Name of Organizational Authorized Official)**

forth in this assurance in consideration of and for the purpose of obtaining  
Federal property or other Federal financial assistance from the Internal Revenue  
Service. The "Partner" will agree:

1. To conduct its activities and its sub-recipients' activities so that no person is excluded from participation in, is denied the benefits of, or is subject to discrimination, as prohibited by the statutes identified in paragraph 2, in the distribution of services and/or benefits provided under this financial assistance program.
2. To compile and submit information to the Internal Revenue Service (IRS) External Civil Rights Unit concerning its compliance with Title VI of the Civil Rights Act of 1964 (Pub L. 88-352), as amended, Section 504 of the Rehabilitation Act of 1973 (Pub L. 93-112), as amended, Title IX of the Education Amendments of 1972 (Pub L. 92-318), as amended, and the Age Discrimination Act of 1975 (Pub L. 94-135), as amended, in accordance with those laws and the implementing regulations. All Civil Rights Assurances signed by sub-recipients will be compiled and maintained by its "Partner" and submitted to the IRS External Civil Rights Unit upon request.
3. Within 30 days of any finding issued by a Federal or State court or by a Federal or State administrative agency that the "Partner" has discriminated on the basis of race, color, national origin, sex, age, or disability in the delivery of its service or benefits, a copy of such finding shall be forwarded to the IRS External Civil Rights Unit at the following address:  
  
**NHQ: EEO:D  
Attn: William H. Williams  
Director, External Civil Rights Unit  
1111 Constitution Avenue N.W. Room 2422  
Washington, DC 20224**
4. To inform the public that persons who believe they have been discriminated against on the basis of race, color, national origin, sex, age, or disability, in the distribution of services and benefits resulting from this financial assistance program may file a complaint with the Director, External Civil Rights Unit, U.S. Department of Treasury. Civil rights posters indicating the process for filing complaints of discrimination

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from the public must be conspicuously displayed at all times at each "Partner's" location, as well as by its sub-recipients.

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5. To investigate all complaints of discrimination filed by the public against the "Partner" that is directly related to the service and/or benefit provided by this IRS financial assistance program. The "Partner" will be responsible for compiling and maintaining a record of these complaints at their location and also the resulting investigative report conducted by the "Partner" or any investigatory agency. The "Partner" shall notify the IRS External Civil Rights Unit, within 30 days after receipt of the complaint regarding any potential complaint investigation that is or will be conducted by the "Partner" or its "Sub-recipient".
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Partners or sub-recipients receiving Federal financial assistance in the form of personal property or real property or interest therein shall be obligated to comply with this assurance for the period during which the property is used for a purpose for which the Federal financial assistance is extended. Partners and sub-recipients receiving Federal financial assistance in a form other than personal property or real property or interest therein shall be obligated to comply with this assurance for a period of one filing season. If the authorized official has changed during the effective one year filing season, another signed and dated assurance will be required by the new authorized official and submitted to the IRS External Civil Rights Unit at the above address.

The organizational official whose signature appears below is authorized to sign this assurance and commit the "Partner" to the above provisions.

Maria Y. Juarez, CCAP, Executive Director

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**NAME AND TITLE OF AUTHORIZED ORGANIZATIONAL OFFICIAL**  
(Please Print)

  
\_\_\_\_\_  
**SIGNATURE OF AUTHORIZED ORGANIZATIONAL OFFICIAL**

06/23/2011

\_\_\_\_\_  
**DATE**

**ASSURANCES - NON-CONSTRUCTION PROGRAMS**

Public reporting burden for this collection of information is estimated to average 15 minutes per response, including time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Send comments regarding the burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to the Office of Management and Budget, Paperwork Reduction Project (0348-0040), Washington, DC 20503.


**PLEASE DO NOT RETURN YOUR COMPLETED FORM TO THE OFFICE OF MANAGEMENT AND BUDGET. SEND IT TO THE ADDRESS PROVIDED BY THE SPONSORING AGENCY.**

**NOTE:** Certain of these assurances may not be applicable to your project or program. If you have questions, please contact the awarding agency. Further, certain Federal awarding agencies may require applicants to certify to additional assurances. If such is the case, you will be notified.

As the duly authorized representative of the applicant, I certify that the applicant:

1. Has the legal authority to apply for Federal assistance and the institutional, managerial and financial capability (including funds sufficient to pay the non-Federal share of project cost) to ensure proper planning, management and completion of the project described in this application.
2. Will give the awarding agency, the Comptroller General of the United States and, if appropriate, the State, through any authorized representative, access to and the right to examine all records, books, papers, or documents related to the award; and will establish a proper accounting system in accordance with generally accepted accounting standards or agency directives.
3. Will establish safeguards to prohibit employees from using their positions for a purpose that constitutes or presents the appearance of personal or organizational conflict of interest, or personal gain.
4. Will initiate and complete the work within the applicable time frame after receipt of approval of the awarding agency.
5. Will comply with the Intergovernmental Personnel Act of 1970 (42 U.S.C. §§4728-4763) relating to prescribed standards for merit systems for programs funded under one of the 19 statutes or regulations specified in Appendix A of OPM's Standards for a Merit System of Personnel Administration (5 C.F.R. 900, Subpart F).
6. Will comply with all Federal statutes relating to nondiscrimination. These include but are not limited to: (a) Title VI of the Civil Rights Act of 1964 (P.L. 88-352) which prohibits discrimination on the basis of race, color or national origin; (b) Title IX of the Education Amendments of 1972, as amended (20 U.S.C. §§1681-1683, and 1685-1686), which prohibits discrimination on the basis of sex; (c) Section 504 of the Rehabilitation Act of 1973, as amended (29 U.S.C. §794), which prohibits discrimination on the basis of handicaps; (d) the Age Discrimination Act of 1975, as amended (42 U.S.C. §§6101-6107), which prohibits discrimination on the basis of age; (e) the Drug Abuse Office and Treatment Act of 1972 (P.L. 92-255), as amended, relating to nondiscrimination on the basis of drug abuse; (f) the Comprehensive Alcohol Abuse and Alcoholism Prevention, Treatment and Rehabilitation Act of 1970 (P.L. 91-616), as amended, relating to nondiscrimination on the basis of alcohol abuse or alcoholism; (g) §§523 and 527 of the Public Health Service Act of 1912 (42 U.S.C. §§290 dd-3 and 290 ee-3), as amended, relating to confidentiality of alcohol and drug abuse patient records; (h) Title VIII of the Civil Rights Act of 1968 (42 U.S.C. §§3601 et seq.), as amended, relating to nondiscrimination in the sale, rental or financing of housing; (i) any other nondiscrimination provisions in the specific statute(s) under which application for Federal assistance is being made; and, (j) the requirements of any other nondiscrimination statute(s) which may apply to the application.
7. Will comply, or has already complied, with the requirements of Titles II and III of the Uniform Relocation Assistance and Real Property Acquisition Policies Act of 1970 (P.L. 91-646) which provide for fair and equitable treatment of persons displaced or whose property is acquired as a result of Federal or federally-assisted programs. These requirements apply to all interests in real property acquired for project purposes regardless of Federal participation in purchases.
8. Will comply, as applicable, with provisions of the Hatch Act (5 U.S.C. §§1501-1508 and 7324-7328) which limit the political activities of employees whose principal employment activities are funded in whole or in part with Federal funds.

9. Will comply, as applicable, with the provisions of the Davis-Bacon Act (40 U.S.C. §§276a to 276a-7), the Copeland Act (40 U.S.C. §276c and 18 U.S.C. §874), and the Contract Work Hours and Safety Standards Act (40 U.S.C. §§327-333), regarding labor standards for federally-assisted construction subagreements.
10. Will comply, if applicable, with flood insurance purchase requirements of Section 102(a) of the Flood Disaster Protection Act of 1973 (P.L. 93-234) which requires recipients in a special flood hazard area to participate in the program and to purchase flood insurance if the total cost of insurable construction and acquisition is \$10,000 or more.
11. Will comply with environmental standards which may be prescribed pursuant to the following: (a) institution of environmental quality control measures under the National Environmental Policy Act of 1969 (P.L. 91-190) and Executive Order (EO) 11514; (b) notification of violating facilities pursuant to EO 11738; (c) protection of wetlands pursuant to EO 11990; (d) evaluation of flood hazards in floodplains in accordance with EO 11988; (e) assurance of project consistency with the approved State management program developed under the Coastal Zone Management Act of 1972 (16 U.S.C. §§1451 et seq.); (f) conformity of Federal actions to State (Clean Air) Implementation Plans under Section 176(c) of the Clean Air Act of 1955, as amended (42 U.S.C. §§7401 et seq.); (g) protection of underground sources of drinking water under the Safe Drinking Water Act of 1974, as amended (P.L. 93-523); and, (h) protection of endangered species under the Endangered Species Act of 1973, as amended (P.L. 93-205).
12. Will comply with the Wild and Scenic Rivers Act of 1968 (16 U.S.C. §§1271 et seq.) related to protecting components or potential components of the national wild and scenic rivers system.
13. Will assist the awarding agency in assuring compliance with Section 106 of the National Historic Preservation Act of 1966, as amended (16 U.S.C. §470), EO 11593 (identification and protection of historic properties), and the Archaeological and Historic Preservation Act of 1974 (16 U.S.C. §§469a-1 et seq.).
14. Will comply with P.L. 93-348 regarding the protection of human subjects involved in research, development, and related activities supported by this award of assistance.
15. Will comply with the Laboratory Animal Welfare Act of 1966 (P.L. 89-544, as amended, 7 U.S.C. §2131 et seq.) pertaining to the care, handling, and treatment of warm blooded animals held for research, teaching, or other activities supported by this award of assistance.
16. Will comply with the Lead-Based Paint Poisoning Prevention Act (42 U.S.C. §§4801 et seq.) which prohibits the use of lead-based paint in construction or rehabilitation of residence structures.
17. Will cause to be performed the required financial and compliance audits in accordance with the Single Audit Act Amendments of 1996 and OMB Circular No. A-133, "Audits of States, Local Governments, and Non-Profit Organizations."
18. Will comply with all applicable requirements of all other Federal laws, executive orders, regulations, and policies governing this program.

SIGNATURE OF AUTHORIZED CERTIFYING OFFICIAL 	TITLE Executive Director	
APPLICANT ORGANIZATION Community Action Partnership of Riverside County		DATE SUBMITTED June 23, 2011

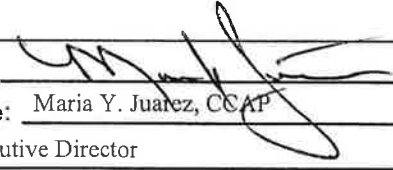
# DISCLOSURE OF LOBBYING ACTIVITIES

Complete this form to disclose lobbying activities pursuant to 31 U.S.C. 1352

Approved by OMB

0348-0046

(See reverse for public burden disclosure.)

<b>1. Type of Federal Action:</b> <input checked="checked" type="checkbox"/> a. contract <input type="checkbox"/> b. grant <input type="checkbox"/> c. cooperative agreement <input type="checkbox"/> d. loan <input type="checkbox"/> e. loan guarantee <input type="checkbox"/> f. loan insurance		<b>2. Status of Federal Action:</b> <input checked="checked" type="checkbox"/> a. bid/offer/application <input type="checkbox"/> b. initial award <input type="checkbox"/> c. post-award		<b>3. Report Type:</b> <input checked="checked" type="checkbox"/> a. initial filing <input type="checkbox"/> b. material change <b>For Material Change Only:</b> year _____ quarter _____ date of last report _____	
<b>4. Name and Address of Reporting Entity:</b> <input checked="checked" type="checkbox"/> Prime <input type="checkbox"/> Subawardee Tier _____, if known:  Congressional District, if known: CA41,,44,45,49			<b>5. If Reporting Entity in No. 4 is a Subawardee, Enter Name and Address of Prime:</b>  Congressional District, if known:		
<b>6. Federal Department/Agency:</b> Internal Revenue Service			<b>7. Federal Program Name/Description:</b> VITA Matching Grant Program CFDA Number, if applicable: 21.009		
<b>8. Federal Action Number, if known:</b>			<b>9. Award Amount, if known:</b> \$		
<b>10. a. Name and Address of Lobbying Registrant</b> (if individual, last name, first name, MI): None - no lobbying conducted			<b>b. Individuals Performing Services</b> (including address if different from No. 10a) (last name, first name, MI): None - no lobbying conducted		
<b>11.</b> Information requested through this form is authorized by title 31 U.S.C. section 1352. This disclosure of lobbying activities is a material representation of fact upon which reliance was placed by the tier above when this transaction was made or entered into. This disclosure is required pursuant to 31 U.S.C. 1352. This information will be available for public inspection. Any person who fails to file the required disclosure shall be subject to a civil penalty of not less than \$10,000 and not more than \$100,000 for each such failure.			Signature:  Print Name: Maria Y. Juarez, CCAP Title: Executive Director Telephone No.: 951-955-4900      Date: 6/23/2011		
<b>Federal Use Only:</b>				Authorized for Local Reproduction Standard Form LLL (Rev. 7-97)	