



Grant to Provide Volunteer Taxpayer Assistance Services and Tax Credit Outreach Grant

Application Workbook

FY24-25

Deadline to apply: July 31, 2023



Application for Grant to Provide Volunteer Taxpayer Assistance Services and Grant to Provide Tax Credit Outreach – Fiscal Year 2024-2025

Name of Organization		Date of Submission
FY24 Amount	FY25 Amount	VITA, AARP/TCE Program, Other Org
Total FY24 + FY25 Grant Amount Requested		Federal Tax ID #
Name of Contact Person		State ID #/Tax Exempt #
Email Address of Contact Person		Phone (include extension)
Street Address		
City	State	ZIP Code

By submitting a proposal in response to this Request for Proposals (RFP), the applicant declares that the organization is free of debt that could cause recapture or offset of grant funds. The applicant allows the Minnesota Department of Revenue to verify this information before awarding funds.

Name of Person Authorized to Sign Contracts	Title
Email of Person Authorized to Sign Contracts	Phone Number of Person Authorized to Sign Contracts
Signature of Person Authorized to Sign Contracts	Date

Digital signatures are allowed.

Names and email addresses of additional contacts to receive grant communication. Include anyone who prepares the grant proposal, reports, or reimbursement requests, or a backup in case of turnover

Instructions

General Information About the Workbook

Entry Required

Complete all boxes, when applicable.

Text Boxes

This workbook is a fillable PDF. Text boxes do not expand. If you need more space to answer these questions, attach additional pages.

Instructions for Completing the Workbook

Cover Page (required for all applicants)

Enter all required information.

Checklist Page (required for all applicants)

Use this page to ensure you have included all needed documentation with your proposal to have a complete application.

Site Data Pages (only complete if you are applying for Taxpayer Assistance Services grant funds)

Provide the Site Identification Number (SIDN), Electronic Filing Number (EFIN), Site Coordinator info, return data, volunteer data, site opening date, site closing date, and anticipated site hours for each tax site your organization is requesting grant funds to support. If this is your first year providing volunteer taxpayer assistance services, leave the Number of Returns Prepared in tax year 2022 and Number of Volunteers fields blank. **Important:** Only complete a site data table for tax sites your organization is requesting grant funds to support. Do not include data for tax sites not receiving part of the grant award.

Narrative Pages (complete the narrative questions based on the services you will provide)

Answer all the questions listed based on which grant you are applying for by providing detailed information about your organization.

Budget Pages (required for all applicants)

Provide an itemized budget for each year for your grant request. You must separate expense requests into four categories. Ensure all expenses requested are reasonable and necessary for successful program operation. You can find information on types of positions and reasonable salary amounts at www.bls.gov/oes.

Definitions

Low income: Households making less than \$60,000 annually - follows the Earned Income Tax Credit guidelines.

Elderly: Age 60 or older.

Disadvantaged: Individuals with limited English-speaking ability, disabilities, among many others identified in the Request for Proposals.

Checklist

Be sure to include the following items with your grant proposal. These items are not included in this Fiscal Year 2024-25 Grant Workbook.

- If requesting over \$25,000 in grant funds, include financial information depending on if your organization's:
 - **Annual income is under \$50,000:** Submit your most recent board-reviewed financial statement, IRS Form 990 or 990-EZ, or certified financial audit.
 - **Total annual revenue is \$50,000 to \$750,000:** Submit your most recent IRS Form 990 or 990-EZ or your most recent certified financial audit.
 - **Total annual revenue is over \$750,000:** Submit your most recent certified financial audit.

Note: If your nonprofit organization has not existed long enough to have a completed IRS Form 990 or 990-EZ or audit, include your most recent board-reviewed financial statement. If you are a for-profit business requesting over \$25,000 in grant funds, you must include your most recent federal and state tax returns, current financial statements, certification that the business is not under bankruptcy proceedings, and disclosure of any liens on its assets. If your for-profit business has not been in business long enough to have a tax return, you must demonstrate appropriate internal financial controls.
- One of these, based on the entity type:
 - IRS determination letter recognizing an organization described in Internal Revenue Code, section 501(c), and exempt from tax under I.R.C., section 501(c)
 - Letter of academic accreditation for college, university, or other institution of higher learning
 - Letter submitted by agency or government head on its official stationary indicating it is a government entity.
- If your organization operates under a Group Exemption Ruling, you must provide **both** of these:
 - A copy of the group exemption ruling letter listing the affiliated tax-exempt organization your organization operates under.
 - A copy of the IRS determination letter recognizing the affiliated organization qualifies under section 501(c)(3) of the Internal Revenue Code.
- If your organization is exempt from registering with the Minnesota Attorney General's Office, you must explain why.

Site Data — Taxpayer Assistance

Complete a site data table for each tax site your organization is requesting grant funds to support. Do not include data for tax sites that will not receive grant funding. If this is your first year providing volunteer taxpayer assistance services, leave the Number of Returns Prepared in tax year 2022 and Number of Volunteers fields blank.

The example below (in red) shows how to complete a site data table.

Site Name, Address, and County ABC Community Center, 123 Main Street, St. Paul, MN 55104 Ramsey Co.		
SIDN SXXXXXXXX	EFIN XX-XXXX	Is this a new tax site? YES
Site Coordinator Name Jane Doe	Site Coordinator Email janedoe@email.com	

Select the type of tax return preparation methods that will be provided at this site:

- Traditional Virtual Facilitated Self Assistance (FSA)

Number of Returns Prepared	Tax Year 2022	Tax Year 2023 Goal	Tax Year 2024 Goal
Federal	250	300	350
Minnesota State	240	300	350
Minnesota Property Tax	150	175	200
Previous Years	20	25	25
Total	660	800	925
Number of Volunteers	Tax Year 2022		
New	10		
Returning	20		
Total	30		

2024 Season Hours (Tax Year 2023)					
Opening Date	Closing Date	Days Open	Hours Open	Weeks Open	Total Hours
2/3/2024	4/14/2024	Wed/Fri	5 - 8 p.m.	11	66
2024 Off-Season Hours (After April 15, 2024)					
Opening Date	Closing Date	Days Open	Hours Open	Weeks Open	Total Hours
5/5/2024	8/11/2024	Wed	1 - 4 p.m.	14	42
2025 Season Hours (Tax Year 2024)					
Opening Date	Closing Date	Days Open	Hours Open	Weeks Open	Total Hours
2/3/2025	4/14/2025	Wed/Fri	5 - 8 p.m.	11	66
2025 Off-Season Hours (After April 15, 2025)					
Opening Date	Closing Date	Days Open	Hours Open	Weeks Open	Total Hours
5/5/2025	8/11/2025	Wed	1 - 4 p.m.	14	42
Total Weeks and Hours for Tax Season and Off-Season				50	216

Site Data, continued

Site Name, Address, and County

SIDN	EFIN	Is this a new tax site?
Site Coordinator Name	Site Coordinator Email	

Select the type of tax return preparation methods that will be provided at this site:

Traditional Virtual Facilitated Self Assistance (FSA)

Number of Returns Prepared	Tax Year 2022	Tax Year 2023 Goal	Tax Year 2024 Goal
Federal			
Minnesota State			
Minnesota Property Tax			
Previous Years			
Total			
Number of Volunteers	Tax Year 2022		
New			
Returning			
Total			

2024 Season Hours (Tax Year 2023)					
Opening Date	Closing Date	Days Open	Hours Open	Weeks Open	Total Hours
2024 Off-Season Hours (After April 15, 2024)					
Opening Date	Closing Date	Days Open	Hours Open	Weeks Open	Total Hours
2025 Season Hours (Tax Year 2024)					
Opening Date	Closing Date	Days Open	Hours Open	Weeks Open	Total Hours
2025 Off-Season Hours (After April 15, 2025)					
Opening Date	Closing Date	Days Open	Hours Open	Weeks Open	Total Hours
Total Weeks and Hours for Tax Season and Off-Season					

Site Data, continued

Site Name, Address, and County

SIDN	EFIN	Is this a new tax site?
Site Coordinator Name	Site Coordinator Email	

Select the type of tax return preparation methods that will be provided at this site:

- Traditional
 Virtual
 Facilitated Self Assistance (FSA)

Number of Returns Prepared	Tax Year 2022	Tax Year 2023 Goal	Tax Year 2024 Goal
Federal			
Minnesota State			
Minnesota Property Tax			
Previous Years			
Total			
Number of Volunteers	Tax Year 2022		
New			
Returning			
Total			

2024 Season Hours (Tax Year 2023)					
Opening Date	Closing Date	Days Open	Hours Open	Weeks Open	Total Hours
2024 Off-Season Hours (After April 15, 2024)					
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2025 Season Hours (Tax Year 2024)					
Opening Date	Closing Date	Days Open	Hours Open	Weeks Open	Total Hours
2025 Off-Season Hours (After April 15, 2025)					
Opening Date	Closing Date	Days Open	Hours Open	Weeks Open	Total Hours
Total Weeks and Hours for Tax Season and Off-Season					

Site Data, continued

Site Name, Address, and County

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Site Coordinator Name	Site Coordinator Email	

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Traditional
 Virtual
 Facilitated Self Assistance (FSA)

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Federal			
Minnesota State			
Minnesota Property Tax			
Previous Years			
Total			
Number of Volunteers	Tax Year 2022		
New			
Returning			
Total			

2024 Season Hours (Tax Year 2023)					
Opening Date	Closing Date	Days Open	Hours Open	Weeks Open	Total Hours
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Opening Date	Closing Date	Days Open	Hours Open	Weeks Open	Total Hours
2025 Off-Season Hours (After April 15, 2025)					
Opening Date	Closing Date	Days Open	Hours Open	Weeks Open	Total Hours
Total Weeks and Hours for Tax Season and Off-Season					

Site Data, continued

Site Name, Address, and County

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Number of Returns Prepared	Tax Year 2022	Tax Year 2023 Goal	Tax Year 2024 Goal
Federal			
Minnesota State			
Minnesota Property Tax			
Previous Years			
Total			
Number of Volunteers	Tax Year 2022		
New			
Returning			
Total			

2024 Season Hours (Tax Year 2023)					
Opening Date	Closing Date	Days Open	Hours Open	Weeks Open	Total Hours
2024 Off-Season Hours (After April 15, 2024)					
Opening Date	Closing Date	Days Open	Hours Open	Weeks Open	Total Hours
2025 Season Hours (Tax Year 2024)					
Opening Date	Closing Date	Days Open	Hours Open	Weeks Open	Total Hours
2025 Off-Season Hours (After April 15, 2025)					
Opening Date	Closing Date	Days Open	Hours Open	Weeks Open	Total Hours
Total Weeks and Hours for Tax Season and Off-Season					

Site Data, continued

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Federal			
Minnesota State			
Minnesota Property Tax			
Previous Years			
Total			
Number of Volunteers	Tax Year 2022		
New			
Returning			
Total			

2024 Season Hours (Tax Year 2023)					
Opening Date	Closing Date	Days Open	Hours Open	Weeks Open	Total Hours
2024 Off-Season Hours (After April 15, 2024)					
Opening Date	Closing Date	Days Open	Hours Open	Weeks Open	Total Hours
2025 Season Hours (Tax Year 2024)					
Opening Date	Closing Date	Days Open	Hours Open	Weeks Open	Total Hours
2025 Off-Season Hours (After April 15, 2025)					
Opening Date	Closing Date	Days Open	Hours Open	Weeks Open	Total Hours
Total Weeks and Hours for Tax Season and Off-Season					

Site Data, continued

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Federal			
Minnesota State			
Minnesota Property Tax			
Previous Years			
Total			
Number of Volunteers	Tax Year 2022		
New			
Returning			
Total			

2024 Season Hours (Tax Year 2023)					
Opening Date	Closing Date	Days Open	Hours Open	Weeks Open	Total Hours
2024 Off-Season Hours (After April 15, 2024)					
Opening Date	Closing Date	Days Open	Hours Open	Weeks Open	Total Hours
2025 Season Hours (Tax Year 2024)					
Opening Date	Closing Date	Days Open	Hours Open	Weeks Open	Total Hours
2025 Off-Season Hours (After April 15, 2025)					
Opening Date	Closing Date	Days Open	Hours Open	Weeks Open	Total Hours
Total Weeks and Hours for Tax Season and Off-Season					

Site Data, continued

Site Name, Address, and County

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Federal			
Minnesota State			
Minnesota Property Tax			
Previous Years			
Total			
Number of Volunteers	Tax Year 2022		
New			
Returning			
Total			

2024 Season Hours (Tax Year 2023)					
Opening Date	Closing Date	Days Open	Hours Open	Weeks Open	Total Hours
2024 Off-Season Hours (After April 15, 2024)					
Opening Date	Closing Date	Days Open	Hours Open	Weeks Open	Total Hours
2025 Season Hours (Tax Year 2024)					
Opening Date	Closing Date	Days Open	Hours Open	Weeks Open	Total Hours
2025 Off-Season Hours (After April 15, 2025)					
Opening Date	Closing Date	Days Open	Hours Open	Weeks Open	Total Hours
Total Weeks and Hours for Tax Season and Off-Season					

Site Data, continued

Site Name, Address, and County

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Federal			
Minnesota State			
Minnesota Property Tax			
Previous Years			
Total			
Number of Volunteers	Tax Year 2022		
New			
Returning			
Total			

2024 Season Hours (Tax Year 2023)					
Opening Date	Closing Date	Days Open	Hours Open	Weeks Open	Total Hours
2024 Off-Season Hours (After April 15, 2024)					
Opening Date	Closing Date	Days Open	Hours Open	Weeks Open	Total Hours
2025 Season Hours (Tax Year 2024)					
Opening Date	Closing Date	Days Open	Hours Open	Weeks Open	Total Hours
2025 Off-Season Hours (After April 15, 2025)					
Opening Date	Closing Date	Days Open	Hours Open	Weeks Open	Total Hours
Total Weeks and Hours for Tax Season and Off-Season					

Site Data, continued

Site Name, Address, and County

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Federal			
Minnesota State			
Minnesota Property Tax			
Previous Years			
Total			
Number of Volunteers	Tax Year 2022		
New			
Returning			
Total			

2024 Season Hours (Tax Year 2023)					
Opening Date	Closing Date	Days Open	Hours Open	Weeks Open	Total Hours
2024 Off-Season Hours (After April 15, 2024)					
Opening Date	Closing Date	Days Open	Hours Open	Weeks Open	Total Hours
2025 Season Hours (Tax Year 2024)					
Opening Date	Closing Date	Days Open	Hours Open	Weeks Open	Total Hours
2025 Off-Season Hours (After April 15, 2025)					
Opening Date	Closing Date	Days Open	Hours Open	Weeks Open	Total Hours
Total Weeks and Hours for Tax Season and Off-Season					

Narrative — Tax Credit Outreach

Answer each of the questions below if you are requesting grant funds to publicize and promote the availability of eligible tax credits. If you need more space to answer questions, attach additional pages.

Describe your plan for publicizing and promoting the availability of eligible credits to taxpayers. What languages will you be publicizing and promoting in? We give additional consideration to organizations that have experience serving demographic groups or geographic regions that have historically had low rates of participation in eligible credits, including immigrant communities, limited English-speaking communities, senior communities, low-income communities, Greater Minnesota, Brooklyn Park, Brooklyn Center, North Minneapolis, Northeast Minneapolis, and Tribal Reservations.

Explain how grant funding will help you to publicize and promote the availability of eligible credits to taxpayers. Include clearly stated goals, and how you will meet those goals over the next two years, to promote the availability of eligible credits (specifically the Child Tax Credit, the Renter's Income Tax Credit, the Working Family Credit, the Property Tax Refund, and the K-12 Education Credit) to taxpayers that have historically had low rates of participation claiming these eligible credits. This should include SMART goals (Specific, Measurable, Attainable, Realistic, Timely).

Narrative, continued

Describe your specific partnership efforts or plans to collaborate with other organizations (such as schools, government entities, and community-based non-profit or for-profit organizations) to promote the availability of eligible credits over the next two years. Explain the roles and responsibilities of each collaborating organization, such as equipment, training assistance, advertising, or supplies. Include specific contributions your organization has provided and plans to provide to reach taxpayers that have historically had low rates of participation in claiming eligible credits. We give additional consideration if the partnered organizations serve demographic groups or geographic regions that have historically had low rates of participation in eligible credits, including immigrant communities, limited English-speaking communities, senior communities, low-income communities, Greater Minnesota, Brooklyn Park, Brooklyn Center, North Minneapolis, Northeast Minneapolis, and Tribal Reservations.

Describe your plan to serve taxpayers who need materials in languages other than English, including but not limited to Spanish, Hmong, Oromo, and Somali. Include any details about translating needed materials, whether done internally or through contractors.

Narrative, continued

Identify the populations you plan to serve. We give additional consideration to organizations who serve individuals who speak limited or no English, have low income, are age 60 or older, or have historically low rates of participation in eligible credits.

Narrative — Taxpayer Assistance

Answer each of the questions below if you are requesting grant funds to provide volunteer taxpayer assistance services. If you need more space to answer questions, attach additional pages.

Are you opening a new free tax preparation site in Greater Minnesota, Brooklyn Park, Brooklyn Center, North Minneapolis, Northeast Minneapolis, or a Tribal Reservation? If you are not opening a new site in one of these areas, are you marketing any nearby sites to these communities or have any partnership efforts to reach these communities that are lacking free tax preparation services?

Explain how grant funding will improve (or provide, if this is your first year) volunteer taxpayer assistance services to immigrant, low-income, elderly, and disadvantaged Minnesotans. Include clearly stated goals, and how you will meet those goals over the next two years, to expand (or provide, if this is your first year) volunteer taxpayer assistance services. This should include SMART goals (Specific, Measurable, Attainable, Realistic, Timely).

Narrative, continued

Describe your specific partnership efforts or plans to collaborate with other organizations (such as schools, government entities, and community-based non-profit or for-profit organizations) to increase (or provide, if this is your first year) volunteer taxpayer assistance services over the next two years. Explain the roles and responsibilities of each collaborating organization, such as equipment, training assistance, advertising, or supplies. Include specific contributions your organization has provided and plans to provide to increase and expand volunteer taxpayer assistance services to immigrant, low-income, elderly, and disadvantaged Minnesotans.

Describe your plan for expanding services to any new populations identified in this workbook through collaboration and partnership with new organizations, especially those focused on historically disadvantaged populations. This may include expanding filing options to meet the needs of your community, such as virtual services, drop-off services, or Facilitated Self Assistance (FSA). We give additional consideration to organizations that foster diversity and inclusion and recruit volunteers from these populations.

Narrative, continued

Describe your plan for recruiting new volunteers and retaining past volunteers to provide volunteer taxpayer assistance services, and how grant funds will improve these plans. If this is your first year providing volunteer taxpayer assistance services, explain your goals for recruiting volunteers. We give additional consideration to organizations that detail recruitment of multilingual volunteers and work to recruit volunteers who represent the communities they serve.

Describe your plan to serve taxpayers who need service in languages other than English, including but not limited to Spanish, Hmong, Oromo, and Somali. Include any details about needed translation, whether done internally or through contractors.

Narrative, continued

Describe your plan for training volunteers to provide volunteer taxpayer assistance services this filing season, and how grant funds will improve training. Include a list of federal, Minnesota, and other topics covered during training, the hours spent on each topic, the delivery method of the training (such as Link & Learn, self-study, or classroom training), and the training materials used. We give additional consideration to organizations who provide extensive Minnesota tax training.

The State of Minnesota is committed to advancing diversity and inclusion in its own organization and in the volunteer programs that support Minnesota taxpayers. Demonstrating your commitment to diversity and inclusion is a vital part of the grant application process. Diversity is the mix of human differences and similarities that impact our interactions and access to opportunity. The concept of diversity extends to all facets of life, including but not limited to: age, color, education, ethnicity, gender identity and expression, language, marital status, race, religion, sexual orientation, socioeconomic status, and veteran status. Inclusion is welcoming individual differences and similarities, respecting others, treating people equitably, and forming meaningful connections. That way, every person's contributions are recognized, accepted, and incorporated.

Describe how you prepare your volunteers to work with people from different backgrounds (religions, culture, education, age, etc.). We give additional consideration to organizations that include cultural competency training and education for their volunteers and incorporate diversity and inclusion practices.

FY24 Budget Proposal — Tax Credit Outreach

A. Equipment and Accessories	Quantity	Cost	Total
Computers			
Printers			
Copiers			
Toner/Ink Cartridges			
Other:			
Subtotal			

B. Advertising	Quantity	Cost	Total
Flyers			
Print Advertisements			
Direct Mailings			
Digital Content			
Other:			
Subtotal			

C. Salaries	Hourly Wage	Number of Hours	Total
Outreach Coordinator			
Administrative Staff			
Translator			
Other:			
Go to https://www.bls.gov/oes/home.htm to determine if salaries are reasonable			
Subtotal			

D. Other Expenses	Quantity	Cost	Total
Outreach Fair Event Fees			
Supplies			
Promotional/Branded Products			
Other:			
Subtotal			
FY24 TOTAL			

FY24 Budget, Continued

Budget: Explain how you will spend grant funds and why you need these items to reach your goals for publicizing and promoting the availability of eligible credits to taxpayers.

- If you request advertising funds but do not plan to use print advertisements, provide a detailed description of your marketing plan
- If you request salary funds, you must specify job duties and the percentage of time devoted to publicizing and promoting the availability of eligible credits.

FY24 Budget Proposal — Taxpayer Assistance

A. Equipment and Accessories	Quantity	Cost	Total
Computers			
Printers			
Copiers			
Hotspots			
Toner/Ink Cartridges			
Software			
Other:			
Subtotal			

B. Advertising	Quantity	Cost	Total
Flyers			
Newspaper			
Volunteer Recruitment			
Other:			
Subtotal			

C. Salaries	Hourly Wage	Number of Hours	Total
Tax Site Coordinator			
Electronic Filing Coordinator			
Volunteer Coordinator			
Administrative Staff			
Translator			
Other:			
Go to https://www.bls.gov/oes/home.htm to determine if salaries are reasonable			
Subtotal			

D. Other Expenses	Quantity	Cost	Total
Volunteer Training			
Supplies			
Rental Space			
Food/Beverages (\$500 limit)			
Utilites			
Other:			
Subtotal			
FY24 TOTAL			

FY24 Budget, Continued

Budget: Explain how you will spend grant funds and why you need these items to reach your goals for providing volunteer taxpayer assistance services.

- If you request advertising funds but do not plan to use print advertisements, provide a detailed description of your marketing plan.
- If you request salary funds, you must specify job duties and the percentage of time devoted to the volunteer taxpayer assistance program.

FY25 Budget Proposal — Tax Credit Outreach

A. Equipment and Accessories	Quantity	Cost	Total
Computers			
Printers			
Copiers			
Toner/Ink Cartridges			
Other:			
Subtotal			

B. Advertising	Quantity	Cost	Total
Flyers			
Print Advertisements			
Direct Mailings			
Digital Content			
Other:			
Subtotal			

C. Salaries	Hourly Wage	Number of Hours	Total
Outreach Coordinator			
Administrative Staff			
Translator			
Other:			
Go to https://www.bls.gov/oes/home.htm to determine if salaries are reasonable		Subtotal	

D. Other Expenses	Quantity	Cost	Total
Outreach Fair Event Fees			
Supplies			
Promotional/Branded Products			
Other:			
Subtotal			
FY25 TOTAL			

FY25 Budget, Continued

Budget: Explain how you will spend grant funds and why you need these items to reach your goals for publicizing and promoting the availability of eligible credits to taxpayers.

- If you request advertising funds but do not plan to use print advertisements, provide a detailed description of your marketing plan
- If you request salary funds, you must specify job duties and the percentage of time devoted to publicizing and promoting the availability of eligible credits.

FY25 Budget Proposal — Taxpayer Assistance Grant

A. Equipment and Accessories	Quantity	Cost	Total
Computers			
Printers			
Copiers			
Hotspots			
Toner/Ink Cartridges			
Software			
Other:			
Subtotal			

B. Advertising	Quantity	Cost	Total
Flyers			
Newspaper			
Volunteer Recruitment			
Other:			
Subtotal			

C. Salaries	Hourly Wage	Number of Hours	Total
Tax Site Coordinator			
Electronic Filing Coordinator			
Volunteer Coordinator			
Administrative Staff			
Translator			
Other:			
Go to https://www.bls.gov/oes/home.htm to determine if salaries are reasonable			
Subtotal			

D. Other Expenses	Quantity	Cost	Total
Volunteer Training			
Supplies			
Rental Space			
Food/Beverages (\$500 limit)			
Utilites			
Other:			
Subtotal			
FY25 TOTAL			

FY25 Budget, Continued

Budget: Explain how you will spend grant funds and why you need these items to reach your goals for providing volunteer taxpayer assistance services.

- If you request advertising funds but do not plan to use print advertisements, provide a detailed description of your marketing plan.
- If you request salary funds, you must specify job duties and the percentage of time devoted to the volunteer taxpayer assistance program.