



**Reports &
Recordkeeping**

AmeriCorps Seniors: Project Progress Report

April 2025

Agenda

- Progress Report Overview & Resources
- AmeriCorps Data
 - Transforming Numbers Into Knowledge
 - Data Strengthening Session
- AmeriCorps Stories
 - Unlock the Magic of Your Words
 - Narratives Writing Workshops



AmeriCorps Seniors Grantee Resources



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[Region] Office of Regional Operations
AmeriCorps Seniors: Project Progress Report
April 2025

Reports & Recordkeeping

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AmeriCorps Seniors

Project Progress Report
eGrants Step-by-Step Instructions

Foster Grandparents Program (FGP)
Retired and Senior Volunteer Program (RSVP)
Senior Companion Program (SCP)
Senior Demonstration Program (SDP)

Download Resources



[Presentation Slides](#)



[eGrants Instructions](#)



Progress Report Overview

Key Info and Resources at a Glance



**AmeriCorps
Seniors**

Deadlines for Submission



Quarter	Programs	Period Covered	Due Date
Quarter 3	RSVP	April 1 – March 31	April 30
Quarter 4	Foster Grandparent Senior Companion Senior Demonstration	July 1 – June 30	July 30

Project Progress Report Purpose



The Project Progress Report is used to:

- ensure AmeriCorps Seniors grantees address and fulfill legislated program purposes;
- meet agency program management and grant requirements;
- track and measure your progress toward project goals and capture the contributions of the project to your community; and
- report challenges encountered, partnerships developed, non-federal share developed, volunteer stories, and other accomplishments.

**The Project Progress Report is the Best Tool You Have to
Tell Your Project's Story**

Telling the AmeriCorps Story



By harmonizing data with storytelling, we effectively communicate the full scope and significance of our contributions to the communities we serve.

EXAMPLE

NATIONAL SERVICE IN

DISTRICT OF COLUMBIA



400

local service sites



1,600

AmeriCorps Seniors and
AmeriCorps members



\$27.6

million AmeriCorps
and local funding



\$35.0

million AmeriCorps
scholarships earned
since 1994

Who and How Do We Tell Our Story



Who:

Congress

- Personal Offices (DC/District)
- Congressional Committees

State and Local Leaders

- Governors
- Mayors
- County Officials

How:

Meetings – DC and District

Site Visits/Roundtables

Special Events

- In Service Trainings
- Swearing In Events

Project Progress Report Resources



- [Project Progress Report - eGrants Step-by-Step Instructions](#): Includes progress report reminders, step-by-step instructions for entering content into eGrants, and how your portfolio manager will review your submitted report.
- Program Operations Handbook: ([FGP](#), [RSVP](#), [SCP](#), and [SDP](#)):
 - Chapter 11.1.2 Progress Reports; and
 - Appendix A.4: AmeriCorps Seniors Progress Report Tips.
- Your portfolio manager – review Staff Notes from the previous PPR.

Collecting High Quality Data



What is your data collection plan?

Are you prepared to collect high-quality output & outcome data?

Key Resource: [National Performance Measurement Core Curriculum](#)

- [Module 5: Collecting High Quality outcome Data, Part 1](#)
- [Module 6: Collecting High Quality outcome Data, Part 2](#)

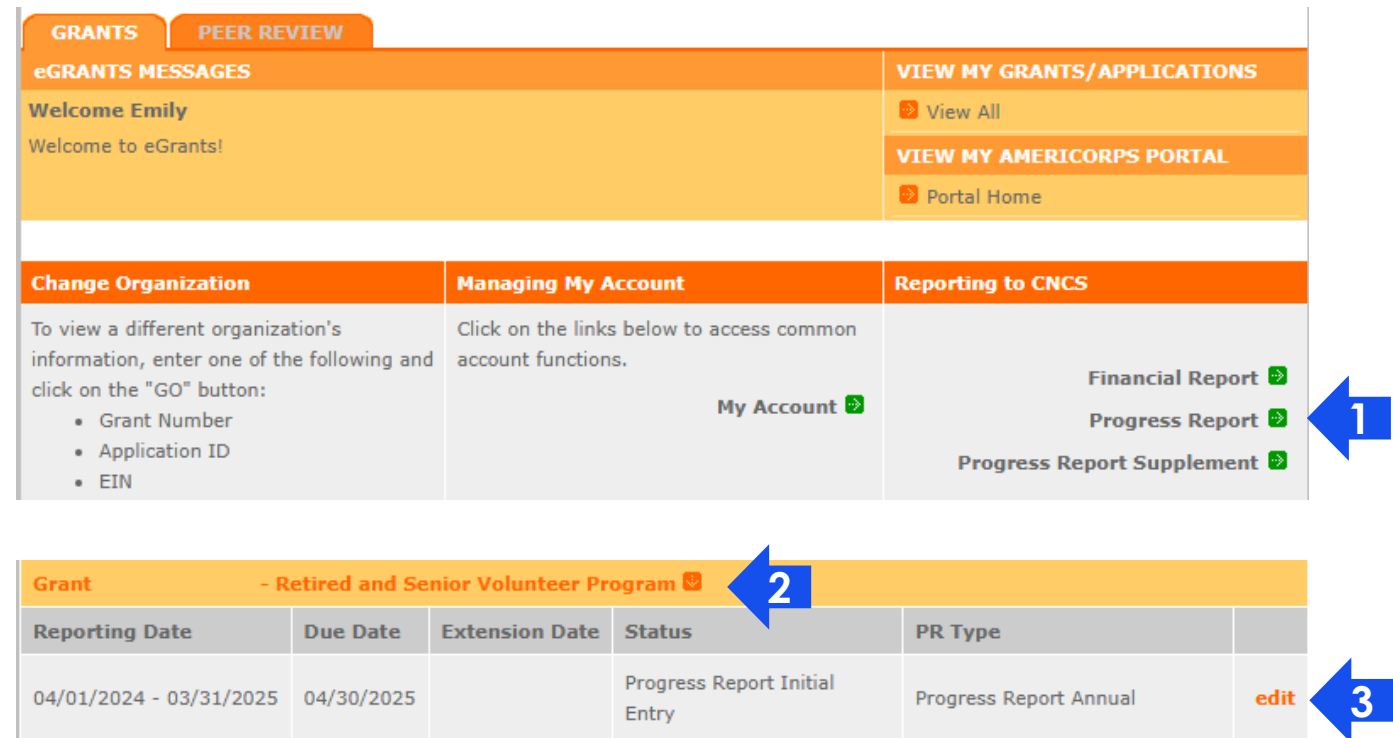
Key Questions – **for you and for your volunteer stations** – to Plan Ahead:

- Do I need to collect data for **different service activities** at **different times**?
- How long will I need to **collect** output and outcome data?
- How long will I need to **analyze** and **interpret** the data?
- How long will I need to put my **narratives** and **data** together and **write the report**?

How to Submit Your Report

Progress reports are prepared and submitted through [eGrants](#), which is the AmeriCorps grants management system.

1. Under “Reporting to CNCS”, click “Progress Report”
2. Click on your current Grant # to expand the drop down
3. Click “edit” to complete the report



The screenshot shows the eGrants interface with three numbered callouts:

- 1:** Points to the "Progress Report" link under the "Reporting to CNCS" section.
- 2:** Points to the "Grant" header for the "Retired and Senior Volunteer Program" in the table below.
- 3:** Points to the "edit" button in the table row.

Change Organization		Managing My Account		Reporting to CNCS	
To view a different organization's information, enter one of the following and click on the "GO" button:		Click on the links below to access common account functions.			
<ul style="list-style-type: none"> Grant Number Application ID EIN 		My Account		Financial Report Progress Report Progress Report Supplement	

Grant - Retired and Senior Volunteer Program					
Reporting Date	Due Date	Extension Date	Status	PR Type	
04/01/2024 - 03/31/2025	04/30/2025		Progress Report Initial Entry	Progress Report Annual	edit



AmeriCorps Data

Transforming Numbers Into Knowledge



**AmeriCorps
Seniors**

Defining Data

- Data is information collected to answer a measurement question
- Data should be collected through a planned process that involves recording information in a deliberate manner
- Well-designed instruments aid in collecting high quality data.



Reporting Outputs and Outcomes



Outputs

- Immediate results: how much service was provided
- Count of activities completed or services received
- Example: 500 meals delivered; 200 volunteers trained

Outcomes

- The change: What difference the service made
- Longer-term impact on people or communities
- Example: 85 seniors reported reduced feelings of isolation; 70 students improved reading skills

Ensuring Quality Data



Validity

Ability of a method or instrument to measure what it intends to measure.

Accuracy

Data are free from significant errors.

Completeness

Collecting enough information to fully represent an activity, population, and/or sample.

Consistency

Method yields the same results under the same conditions.

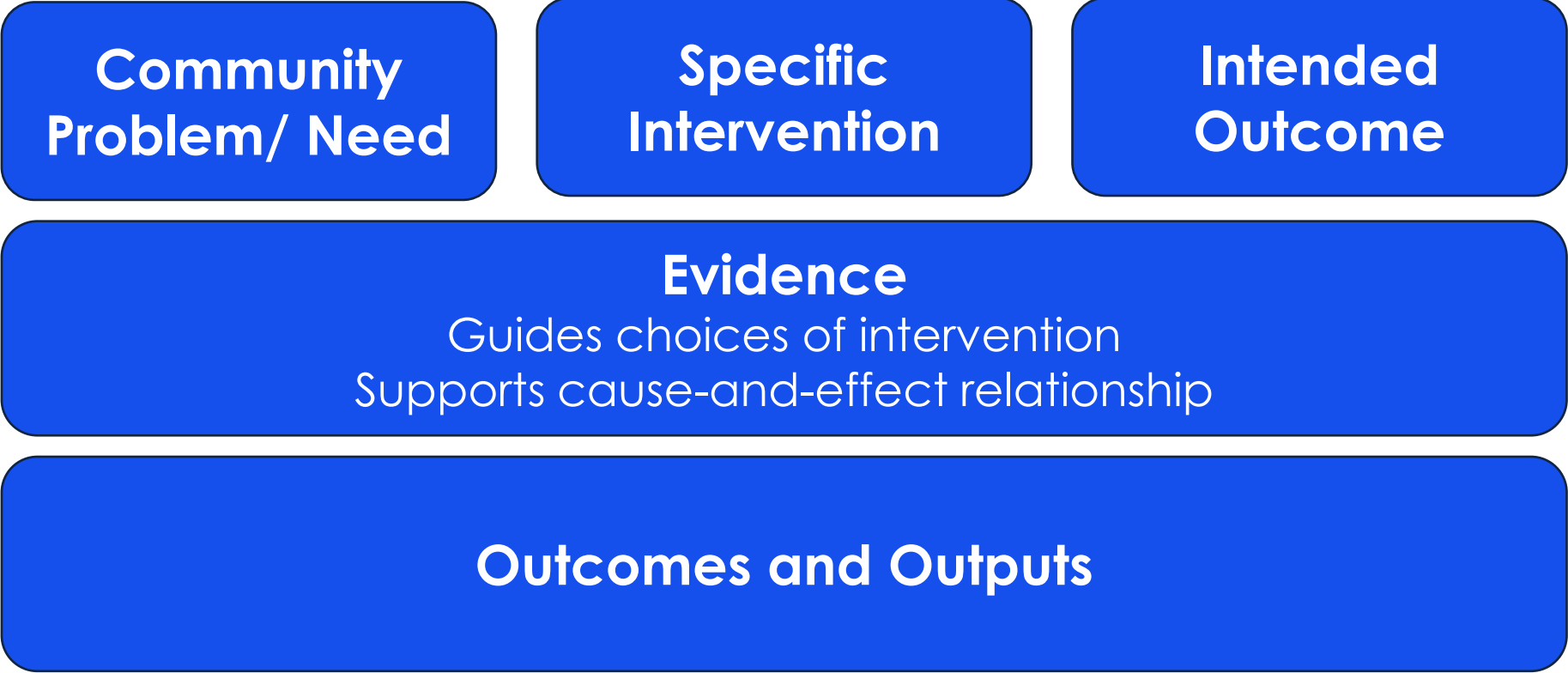
Verifiability

Backing up data with source documentation that enables checking for quality.

Bias

Systematic distortion of results stemming from how data are collected and how instruments are designed.

Theory of Change: Guiding Measurement



An appropriate outcome mitigates the community problem/need and occurs because of the specific intervention.

Demographics Tab (FGP/SCP ONLY)



General Info **Demographics** Narratives Progress Report Veterans Summary/Staff Review

Screen Instructions

Please provide the following information.

Senior Corps PPR Demographics Information

This section contains a list of demographic indicators of interest to CNCS and our stakeholders. Please provide cumulative totals.

	Demographic Information	Value
1	Vol Data Total Number of Cumulative Hours This Budget Period	* <input type="text" value="0"/>
2	Vol Data Total Number of Active Volunteers Serving This Budget Period	* <input type="text" value="0"/>
3	Total number of hours spent in supporting work plans meeting National Performance Measures reqs	* <input type="text" value="0"/>
4	Total number of volunteers in support of work plans meeting National Performance Measures reqs.	* <input type="text" value="0"/>

1. Total # of cumulative **volunteer hours** for this **budget period (12 months)**. Do not include hours served by *non-stipended volunteers*.
2. Total # of **active volunteers** – individuals, not VSUs. Include non-stipended volunteers.
3. Total # of **volunteer hours** in support of **work plans...** – Hours in service + orientation/training, travel between assignments, mealtime, other stipended time. Include non-stipended volunteer hours.
4. Total # of **volunteers** in **outcome-based work plans** – individuals, not VSUs. Include non-stipended volunteers.

Demographics Tab (FGP/SCP ONLY)



General Info **Demographics** Narratives Progress Report Veterans Summary/Staff Review

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3	Total number of hours spent in supporting work plans meeting National Performance Measures reqs	* <input type="text" value="0"/>
4	Total number of volunteers in support of work plans meeting National Performance Measures reqs.	* <input type="text" value="0"/>

Transaction Certification/Submit ?

Certification/Submit ?

Please provide cumulative totals. ?

Vol Data Total Number of Cumulative Hours This Budget Period:

Direct Benefit Ratio Requirement (FGP/SCP) Vols Expense(Federal) Cumulative Expenses To-Date:

Direct Benefit Ratio Requirement (FGP/SCP) Vols Expense(Non-Federal) Cumulative Expenses To-Date:

Info

Project Period 04/01/2022 - 03/31/2025

FFR #2

PPR

FFR Data and PPR Data must be consistent

Progress Report Tab

- Enter your progress on achieving the performance measure targets planned in your application.
- Use this screen to enter **actual** outputs, outcomes, unduplicated volunteers/VSYs, total volunteers, and volunteer stations for each work plan.
- There are two main sections in the Progress Report tab:
 - Progress Summary
 - Performance Measure Progress

Narratives
Progress Report
Veterans
Summary/Staff Review

Progress Summary

	Target	Actual	Progress
Unduplicated Volunteers	33	0	0.00 %
Cost per Volunteer	\$1,063.18	\$0.00	
Total Output	135	0	0.00 %
Primary Focus Area	0	0	0.00 %
% Unduplicated Volunteers in Outcomes	33	0	0.00 %
Community Priorities	0	0	0.00 %

Performance Measure Progress

✔ Done with Section box checked

▶
K-12 Success-1.1-Other-According to the scores r...-Tutoring

▶
School Readiness-2.1-Other-According to the Kids Count in...-Mentoring

Reporting VSUs vs. Volunteers (FGP/SCP ONLY)



▼ Aging in Place-1.1-Outcome Work Plans-The Area 3 Agency on Aging (A3...-Companionship

Community Need: The Area 3 Agency on Aging (A3AA) has extensively documented/reported that homebound and/or older adults and persons with disabilities face many

Measure Type or Resource Type	Measure #	Measure Desc	Target	Actual	Progress
Output	H4A	H4A: Number of individuals served	40	47	117.50 %
Outcome	H9A	H9A: Number of individuals who report having increased social support or improved capacity for inde	40	47	117.50 %
# of Unduplicated Vols			9	11	122.22 %
# of Total Vols Contributing			9	11	122.22 %
# of Vol Stations			3	3	100.00 %

Grantee Note

“Unduplicated Volunteers”
 =
Volunteer Service Years (VSUs)
 =
 # of hours served / 1,044

“# of Total Volunteers”
 =
of Individual Volunteers

Progress Report Tab



General Info | **Narratives** | **Progress Report** | Veterans | Summary/Staff Review

Screen Instructions

You will use this screen to enter actual outputs, outcomes, unduplicated volunteers, total volunteers, and volunteer stations for each work plan. Click on the small arrow next to a work plan description to open that work plan and report on your progress.

Progress Summary

	Target	Actual	Progress	Status
Unduplicated Volunteers	0	0	0.00 %	<input type="text"/>
Cost per Volunteer	\$0.00	\$0.00		
Total Output	0	0	0.00 %	<input type="text"/>
Primary Focus Area	0	0	0.00 %	<input type="text"/>
% Unduplicated Volunteers in Outcomes	0	0	0.00 %	
Community Priorities	0	0	0.00 %	

- “Needs Work” for unduplicated volunteers or VSY = less than 100%
- “Needs Work” for outputs or outcomes = ‘0’ output or outcome Actual for any individual work plan

Grantee Note - Data Collection Tool/Process

- Use the Grantee Note to provide additional context to the data. That could include:
 - **When** the data was collected
 - **Who** was responsible for collecting the data
 - **What** instrument was used for assessing/measuring the outcome
 - **How** the instrument was administered (e.g., in person, via telephone, mail, etc.)
- Details above should align with the details in the **work plan** in the application; if they don't, explain **why** you deviated from the original plan

Grantee Note - Explain Data “Red Flags”

- You must provide an explanation in the Grantee Note Section for the following instances:
 - If any **actual** outputs are “0” or targets are not on track to be achieved.
 - If you’ve double checked your data and any of the following are true:
 - any of your actuals **exceed 400%** of the target,
 - the actual **outcomes equal** the actual **outputs**, or
 - your **actual** numbers **equal** the **target** numbers.
- *(Stipend programs only)* If you include non-stipended hours, you must provide an explanation: indicate # of non-stipend volunteers and # of non-stipend volunteer hours

Grantee Note - Additional Information

- Additional information your portfolio manager will appreciate:
 - Restating the actual numbers entered (**helpful for checking your work!**);
 - If practical, identifying volunteer stations associated with the work plan;
 - Brief description or examples of service activities volunteers performed; and
 - Any other details (stories, testimonials) that demonstrate impact.

Grantee Note



Example 1A: Grantee Note

All planned activities were completed, but we did not meet our target outcome. Some clients have shared that they feel less isolated, but not as many as we expected. We will keep working on this and hope to see improvement next period.

Grantee Note



Example 1B: Grantee Note

We did not meet our target of **85 clients out of 120 served (or 70%)** reporting reduced social isolation this reporting period. Survey results from **110 clients** served across **8 stations** showed **72 clients (or 65%)** reported improvements. **Station staff and volunteers** collected surveys **quarterly**. Surveys are normally administered in person, but **due to COVID-19 restrictions** at two senior centers, we had to rely more on **phone calls for survey administration**, which reduced our response rate. We are working with those centers by **providing more personal protective equipment (PPE) and updating safety training** to **increase safe in-person visits** next quarter to strengthen this outcome.

Veterans Tab

- If you have data about veterans and military families, report it on the Veterans tab.
- If you do not have that information, simply enter zero in each field.
- There are two main sections in the Veterans tab:
 - Veterans Summary
 - Veterans Split

Progress Report | **Veterans** | Summary/Staff Review

Veterans Summary

Veterans Summary	Actual
Veterans Serving	0
Veterans Served	0
Veteran's Family Members Served	0
Active Duty Served	0
Active Duty Family Served	0

Veteran Split

Done with Section box checked
 Done with Section box not checked

- ▶ Obesity and Food-1.1-Primary Focus Area-Food insecurity is defined as ...-Nutrition/Food Support
- ▶ Access to Care-2.1-Primary Focus Area-Many Medicare/Medicaid benefic...-Counseling/Coaching
- ▶ Financial Literacy-8.1-Other Focus Areas-Low- to moderate-income senior...-Tax Preparation
- ▶ Other-9.1-Other Community Priorities-Many local non-profits struggl...-N/A
- ▶ Aging in Place-10.1-Primary Focus Area-With the population of those 6...-Nutrition/Food Support

Data Strengthening Session



- Do the numbers reported align with the performance measure instructions?
- Are there any data points that look unusually high or low compared to previous reports?
- Did you double-check for duplicates or data entry errors?
- Do your Grantee Notes explain the data well?
- What stands out, and how can you strengthen it next report?



AmeriCorps Stories

Unlock the Magic of Your Words



**AmeriCorps
Seniors**

Narratives Tab



Narratives Progress Report Veterans Summary/Staff Review

Senior Corps PPR Narratives

In this section, open each narrative and describe your activities during the reporting period in more detail.

Narrative entered Narrative not entered

* ? →	▶ Challenges
* ? →	▶ Partnership/Collaboration Development
* ? →	▶ Non-Federal Share Development
* ? →	▶ Other Accomplishments
* ? →	▶ Stories
* ? →	▶ List of Additional Documents Sent to CNCS State Office
* ? →	▶ Corrective Action Plan
* ? →	▶ Evidence-based program progress

Narratives: Challenges



- Share any challenges you or your volunteers experienced in the reporting period and how they were addressed.
- Describe any new challenges affecting your project during the reporting period. **Ideally, also discuss how you addressed the challenges.**
- You might consider highlighting:
 - Work Plans/Performance Measurement Challenges
 - Station Development
 - Volunteer Recruitment

*Remember, you don't need to wait for the progress report if you need support from your portfolio manager!

Narratives: Challenges



Example 2A: Recruitment

We continue to face challenges with recruiting new volunteers. We have tried some outreach, but the response has been lower than expected. Some people don't seem interested, and we are not sure why. We have shared flyers and posted on Facebook, but it hasn't made a big difference. We plan to continue doing more outreach in the future.

Narratives: Challenges



Example 2B: Recruitment

Recruiting new volunteers in our rural service area has been a significant challenge this reporting period, **particularly among individuals ages 55 to 65**. While we have conducted broad outreach efforts, **we have seen only a 5% increase** in volunteer inquiries compared to our goal of 15%. Feedback from existing volunteers and informal conversations in the community indicate that many potential volunteers are not familiar with the AmeriCorps Seniors program or are hesitant due to concerns about time commitments. To address this, **we hosted two community presentations** at senior centers and held two information sessions at the local library, **resulting in 12 new inquiries**. We also began promoting flexible scheduling options in our outreach messaging to address concerns about availability. In the upcoming quarter, **we plan to strengthen partnership, launch a radio campaign, and use volunteer testimonials**. We would **appreciate technical assistance with developing recruitment messaging** specifically tailored to rural communities and retirees who may be new to structured volunteer opportunities.

Narratives: Challenges



Example 3A: Travel/Transportation

Transportation is still a problem for some volunteers, especially those who live farther away. Some have said gas is expensive, and it makes it hard for them to participate. We have talked about ways to help with this but haven't started anything yet. We might look into reimbursement or other ideas in the future. We're open to suggestions from AmeriCorps on how to help volunteers with transportation, but we don't have a clear plan.

Narratives: Challenges



Example 3B: Travel/Transportation

Transportation remains a challenge for some of our volunteers, **particularly those in outlying rural areas who must travel long distances to reach service sites**. Several volunteers have expressed concerns about fuel costs and time spent commuting, which has impacted both retention and participation levels. During this reporting period, **we surveyed 30 volunteers and found that 40% reported transportation barriers** as a factor limiting their ability to serve regularly. In response, **we have begun exploring partnerships with local transit providers and carpooling networks and are piloting a mileage reimbursement program** for volunteers who travel more than 15 miles. Early feedback from participants in the pilot has been positive. Moving forward **we plan to formalize this program and promote it more widely**. We are seeking **technical assistance on best practices for managing mileage reimbursement programs**, including recommended rates, documentation procedures, and examples of how other AmeriCorps Seniors programs have successfully addressed rural travel barriers.

Narratives: Partnership/Collaboration Development



- Share news about how partnerships developed and will result in better serving your beneficiaries and reaching project goals.
- Describe efforts to develop or strengthen partnerships or collaborations with volunteer stations, including efforts to:
 - Develop new stations; and
 - Garner support (with data collection, volunteer training, etc.) from existing stations.
- You could also highlight:
 - Partnerships with other AmeriCorps programs or national service members;
 - Collaboration connected to National Days of Service or local events; and
 - Collaboration with philanthropic organizations, business leaders, other non-profits.

Narratives: Partnership/Collaboration Development



Example 4A: Partnership Development

We are always open to partnering with other organizations and hope to add more soon. Some places have shown interest, and we've talked to a few people, but nothing is official yet. We continue working with several partners, and they are doing a good job supporting our volunteers. Everyone seems happy, and we plan to keep working with them as we have been. We will continue to look for more ways to collaborate in the future.

Narratives: Partnership/Collaboration Development

Example 4B: Partnership Development

This reporting period, we identified **three potential partners: the county library system, the local Meals on Wheels program, and the community garden coalition**. These organizations align with our focus areas of Education, Healthy Futures, and Environmental Stewardship, respectively. **We have reached out via email and scheduled two in-person meetings** to explore formal partnership and volunteer opportunities that meet AmeriCorps Seniors guidelines.

For existing partners, **we currently work with five organizations, all of whom have active MOUs on file**. During our last **partner check-in calls**, none reported issues. Each partner has been included in **quarterly data reporting** through our shared reporting form, and they submit volunteer hours logs monthly. Moving forward, we will meet with each partner in the next quarter to review program goals, refresh training on prohibited activities, and identify additional volunteer placement opportunities.

Narratives: Non-Federal Share Development



- Describe efforts to meet the non-federal share requirement for your project.
- Include both cash and in-kind resource development that occurred during this reporting period.
- If you have received notices of funding awards for non-AmeriCorps grants, please describe the dollar value, name of funder, and purpose of the funding. Submit the award letter as an additional document.

Narratives Writing Workshop



Challenges

1. What's the challenge?
2. What data or feedback supports it?
3. What have you done so far?
4. What's next?
5. Do you need help?

Partnership & Collaboration

1. New: Have I named new partners, why they fit, and outreach conducted?
2. Existing: Have I named current partners, the support provided, and shared their status meeting reporting requirements?

Non-Federal Share

1. Am I on track to meet my match?
2. If not, have I explained the challenges and where I might pivot?
3. Have I identified other potential sources of funding or in-kind support?

Narratives: Other Accomplishments



- Highlight accomplishments other than those already reported in the Project Plan or previous narratives.
- You might consider highlighting:
 - Impact data not reported in the performance measurement work plan;
 - Volunteer recognition events and activities;
 - Advisory Board activities or events with public officials;
 - Social media outreach; and
 - Recruitment successes.

Narratives: Stories



- Share stories not reported in the project plan and other data, particularly those that demonstrate impact or results.
- Brief stories that communicate to the public how your program or volunteers “get things done” in your community are best.
- Recommended template for impact stories:
 - 75-200 words in length
 - Volunteer’s Name
 - Name of Sponsor, location (city/state) of project
 - Brief statement of accomplishment
 - Statistics, numbers, etc. that demonstrate impact

Narratives: Stories



Example 5: Tutoring Story

Mary Johnson, a volunteer with the **AmeriCorps Seniors RSVP program sponsored by Community Action Network in Springfield, Illinois**, has dedicated over 200 volunteer hours this year. Since joining in 2022, Mary has been tutoring adults through the Springfield Literacy Council, focusing on helping adult learners earn their **GED**.

One of her students, Carla, a single mother of two, recently passed her **GED exams after eight months of weekly tutoring**. She is now enrolled in Lincoln Community College. Mary's patience and encouragement have helped **more than 15 learners this year** improve their literacy and educational goals.

Mary shared, "I never imagined retirement could be so fulfilling. Seeing someone believe in themselves again is the greatest reward."

Her dedication reflects the mission of the Community Action Network and highlights the life-changing impact AmeriCorps Seniors volunteers have in Springfield and beyond.

Narratives: Submitting Additional Documents



- Additional documents cannot be attached or uploaded to eGrants. In the “List of Additional documents Sent to AmeriCorps Portfolio Manager” section, list any additional documents, links, etc. you have emailed to your portfolio manager.
- Additional documents might include:
 - Press clips (local media, news articles, newsletters, etc.);
 - Volunteer recognition event documents; or
 - Other documents to supplement the Progress Report.
- If you don’t have any additional documents, please enter “N/A”
- **Note: this section is *not* asking about documents related to Continuation/Renewal applications (common mistake)**

Narratives: Corrective Action Plan



- If your project is currently on a corrective action plan as a result of Monitoring, use the “Corrective Action Plan” narrative to describe efforts towards achieving corrective action goals.
- If you are not on a corrective action plan, please enter “N/A” in this narrative.

Narratives: Evidence-Based Programs



- If you are implementing an evidence-based program, use the “Evidence-based program progress” narrative to share any significant developments.
- If you are not implementing an evidence-based program, please enter “N/A” in this narrative.

Narratives Writing Workshop



Other Accomplishments

1. Have I shared successes beyond outputs and outcomes?
2. Did I include special events, new tools, recognition, or creative solutions that highlight my program's impact?

Stories

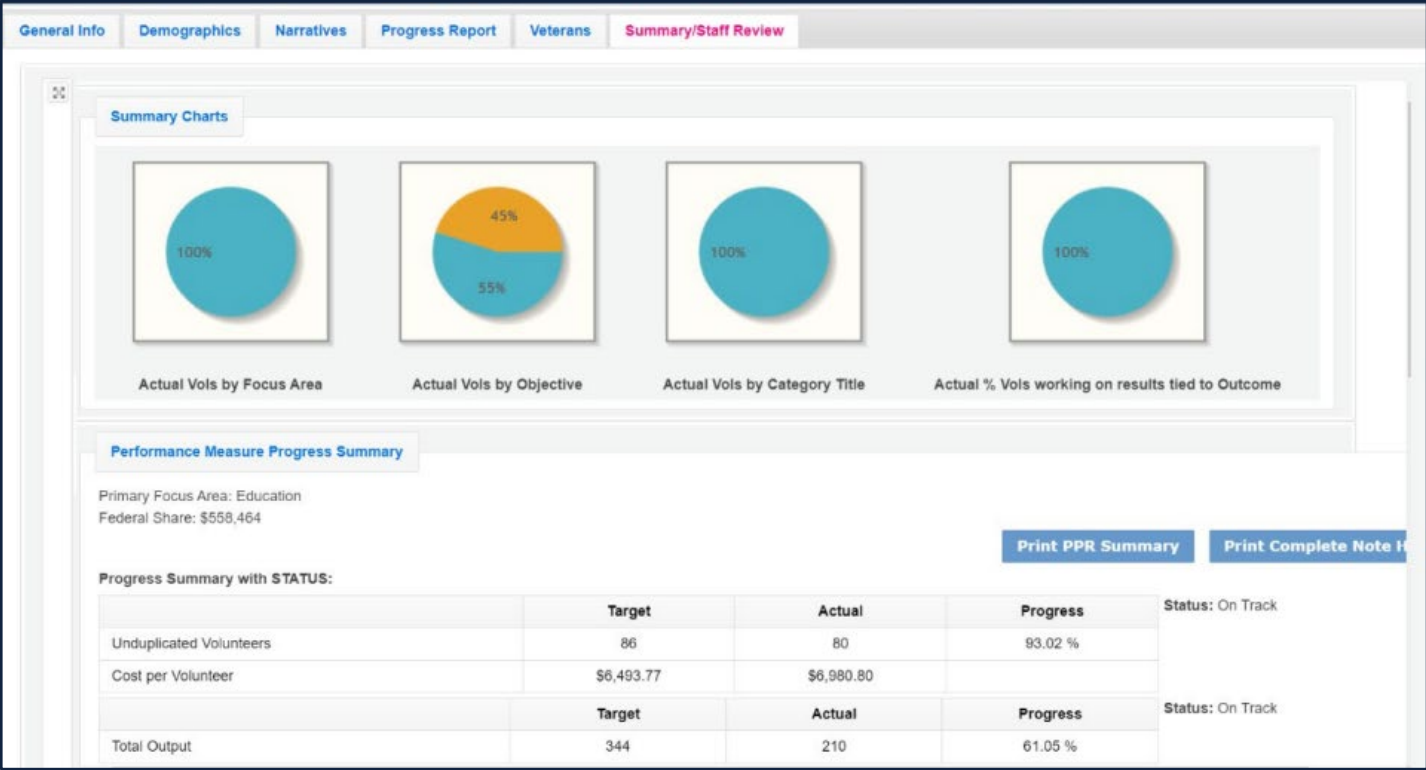
1. Is the narrative clear, engaging, and reflective of your program's mission?
2. Does it include concrete details such as names, locations, and measurable outcomes?

Additional Documents

1. Did you email your portfolio manager additional documents for your report?
2. Is the supplementary information presented in a clear and accessible manner?

Summary/Staff Review Tab

- Provides a summary of your progress report
- From this screen, you can print your Project Progress Report Summary, review your project’s progress, enter notes to your portfolio manager, and review comments that your portfolio manager provided to you in their review of your progress report.



Summary Charts

- Actual Vols by Focus Area: 100%
- Actual Vols by Objective: 45% (orange), 55% (blue)
- Actual Vols by Category Title: 100%
- Actual % Vols working on results tied to Outcome: 100%

Performance Measure Progress Summary

Primary Focus Area: Education
Federal Share: \$558,464

[Print PPR Summary](#) [Print Complete Note H](#)

Progress Summary with STATUS:				Status: On Track
	Target	Actual	Progress	
Unduplicated Volunteers	86	80	93.02 %	Status: On Track
Cost per Volunteer	\$6,493.77	\$6,980.80		
Progress Summary with STATUS:				Status: On Track
	Target	Actual	Progress	
Total Output	344	210	61.05 %	



Question & Answer

- *What questions do you still have?*





For More Information

[Project Progress Report - eGrants](#)
[Step-by-Step Instructions](#)

Program Operations Handbook:
([FGP](#), [RSVP](#), [SCP](#), and [SDP](#)):
Chapter 11.1.2 and Appendix A.4



AmeriCorps
Seniors