

# Grants.gov | Annual Report for Fiscal Year 2007



FIND. APPLY. SUCCEED.<sup>SM</sup>

## **FY 2007 Annual Report**

Managed by the U.S. Department of Health and Human Services  
Fulfilling the President's Management Agenda



**Grants.gov is the Federal Government's single site** for federal grants with a mission to provide a common website to simplify competitive discretionary grants management and eliminate redundancies. The Department of Health and Human Services is the managing partner for the Grants.gov initiative, one of the 24 E-Gov initiatives generated in response to the President's Management Agenda.

**As Fiscal Year 2007 (FY 2007) has drawn to a close,** Grants.gov is looking back at a year that was both challenging and highly productive. With over 185,000 submissions, a 100% increase over the FY 2006 volume of 90,000, the Grants.gov Program Management Office (PMO) effectively managed the increased number of applications while overseeing development of a new system platform and the conversion of over 147 government pre-award forms.

FY 2007 brought continued collaboration with the Office of Management and Budget (OMB) and the Grants Policy Committee (GPC). In special presentations made to the Grants Executive Board (GEB), OMB provided information and insights on the Federal Financial Accountability and Transparency Act (FFATA), the Integrated Acquisition Environment (IAE) impact on Central Contractor Registration (CCR) and the E-Authentication initiative's relationship to grants management.

As Grants.gov seeks to meet the many challenges of everchanging technical environments in the coming year, fostering a cooperative environment where creative solutions for data standardization, business process improvements and policies are developed will be critical. Over the course of the upcoming year, Grants.gov, with its 26 grant making agency partners, will operate, as it has in previous years, keeping to the spirit of Public Law 106-107, the Federal Financial Assistance Management Improvement Act of 1999, which embodies the core mission of Grants.gov.

Thank you to my colleagues on the Board and to the grant community for their public service and continued support of grants streamlining.



Michael Burke  
Chairman  
Grants Executive Board FY 2007

**Grants.gov is a single website that allows the grant community to find and apply for federal discretionary grants electronically.**

Prior to this initiative, grant processes varied widely across agencies and programs. As a result, the process of finding and applying for federal grant opportunities was complicated, burdensome and costly. Grants.gov, mandated by the 2002 President's Management Agenda (PMA) and Public Law 106-107, has transformed the federal grants environment by streamlining and standardizing public-facing grant processes, thus facilitating an easier grants application submission process, simplifying grants management and eliminating redundancies.

Grants.gov enables the grant community to search for grant opportunities and electronically submit applications for over \$450 billion of grant awards distributed annually by 26 federal agencies. Grants.gov empowers smaller agencies with limited resources to expand their grant making capabilities and improve their outreach, while enhancing larger agencies with process standardization, cost savings and increased visibility. Given the government-wide scope of the initiative, costs are distributed among the 26 federal grant making agencies, each providing support commensurate with its size.

Grants.gov is a mixed lifecycle program, steadily progressing towards steady state service. Enhancements to the system over the next several years will include the creation of new grants related forms and improvements in system-to-system functionality for agencies and applicants. These enhancements, building upon the existing service of Grants.gov, will ensure that the program continues to advance the objectives of Public Law 106-107 and the PMA, promote the goals of the agencies and programs, and champion the public as they seek to find and apply for federal discretionary grants.

## FY 2007 Grants Executive Board Members

### Chairman of the Board FY 2007

Michael Burke

Chief Information Officer

National Endowment for the Arts

Marlene Zakai

Director

Office of Grants Policy and Operations

Corporation for National and Community Service

Chris Niedermayer

Associate Chief Information Officer, Enterprise Planning

Project & Information Management

Department of Agriculture

Dr. Danny A. Harris

Deputy Chief Financial Officer

Department of Education

Michael S. Sade

Director for Acquisition Management and Procurement

Executive

Department of Commerce

Dr. William O. Berry, Ph.D.

Director for Basic Research

Department of Defense

Michael Fischetti

Director of the Office of Policy in the Office of Procurement  
and Assistance Management

Department of Energy

Terry Hurst

Co-Chair, Grants Management Line of Business

Deputy Assistant Secretary for Office of Grants

Department of Health and Human Services

Van Pace

Director Grant Policy & Oversight Office

Department of Homeland Security

Keith Nelson

Assistant Secretary for Administration

Department of Housing and Urban Development

E. Melodee Stith

Associate Director, Acquisition and Financial Assistance

Department of Interior

Douglas Small

Deputy Assistant Secretary for Employment and Training

Acquisition

Department of Labor

Corey Rindner

Procurement Executive

Department of State

Michael Walsh

Director (Sr. Procurement Executive), Office of Acquisition  
and Assistance

Agency for International Development

David J. Litman

Senior Procurement Executive

Department of Transportation

Larry Gross

Associate Chief Information Officer for Electronic  
Government

Department of Treasury

Donald Charapich

Department of Veterans Affairs

Howard Corcoran

Director, Office of Grants and Debarment

Environmental Protection Agency

Derek Scarbrough

Chief Information Officer

Institute for Museum and Library Services

Rebecca Danvers, PhD (partial year service)

Director of Office of Research and Technology

Institute for Museum and Library Services

Jamiel Commodore

Office of Procurement

National Aeronautics and Space Administration

Max Evans

Executive Director, National Historical Publications and

Records Commission

National Archives and Records Administration

Brett Bobley

Chief Information Officer

National Endowment for the Humanities

Mary Santonastasso

Co-Chair, Grants Management Line of Business

Director, Division of Institution and Award Support

National Science Foundation

Sharon Gurley

Director of the Office of Procurement and

Grants Management

Small Business Administration

Stanley March

Associate Commissioner for Acquisition and Grants

Social Security Administration

### Ex Officio Members

Rebecca Ferguson

Government-to-Government Portfolio Manager

Office of Management and Budget

Tom Cooley

Co-Chair, Grants Policy Committee

Chief Financial Officer

National Science Foundation

Terry Nicolosi

Program Manager

Grants.gov

**Program Management Staff**

Terry Nicolosi  
Program Manager

Chris Zeleznik  
Operations Lead

Michael Pellegrino  
Outreach Lead

Vince Sprouls  
Program Advisor — System to System/Policy Lead

Keenon James  
Program Advisor — Program Advisor/Forms

Mary Tutman  
Program Advisor — Forms/Forms Policy

**HHS Managing Partners**

Charles Johnson  
Assistant Secretary for Resources and Technology

Terry Hurst  
Deputy Assistant Secretary for Office of Grants

John Etcheverry  
Director, Grants Systems Modernization

**Detailees serving at Grants.gov during FY 2007**

Anne Lopez-Buitrago  
National Endowment for the Humanities

Jen Flach  
National Institutes of Health  
Department of Health and Human Services

**Agency Point of Contact (POC)**

George Roehm  
Corporation for National and Community Service

Greg Coss  
Department of Commerce

Evelyn Kent  
Department of Defense

Ellen Colligan  
Department of Energy

Kate Oliver  
Department of Interior

Renee Cooper  
Department of Justice

Bill Derrow  
Department of Labor

Ron Swecker  
Department of Transportation

Khriss Howard  
Department of Education

Dennis Finney  
Environmental Protection Agency

Bruce Edwards  
Department of Homeland Security

Barbara Dorf  
Department of Housing and Urban Development

Rebecca Danvers  
Institute of Museum and Library Services

Joseph Bond  
Department of Veterans Affairs

David Davis  
National Archives and Records Administration

Jamiel Commodore  
National Aeronautics and Space Administration

Jillian Miller  
National Endowment for the Arts

Brett Boblely  
National Endowment for the Humanities

Kim Deutsch (Technical Issues)  
National Science Foundation

Jean Feldman (Policy)  
National Science Foundation

Sharon Gurley  
Small Business Administration

Gary R. Stammer  
Social Security Administration

Greg Young  
Department of State

Larry Gross  
Department of Treasury

Sebrina Robinson  
Agency for International Development

William Kenney  
United States Department of Agriculture

Vadim Smirnoff  
Department of Health and Human Services

## Grants.gov operates in concert with a variety of functional partners

### Interoperability Partners

Interoperability partners are critical to the functionalities provided by Grants.gov, maximizing its efficiency and effectiveness for the grant community.

The **Central Contractor Registry (CCR)**, part of the Integrated Acquisition Environment (IAE) E-Gov initiative managed by the U.S. General Services Administration (GSA), is a web-enabled government-wide application that collects, validates, stores, and disseminates business information about grant applicants.

CCR validates the registrant information and electronically shares the secure and encrypted data with the federal agencies' finance offices to facilitate paperless payments through electronic funds transfer (EFT).

The **E-Authentication Program Management Office** provides a secure standards-based authentication architecture to support federal E-Government applications and initiatives. E-Authentication provides a uniform process for establishing electronic identity and eliminates the need for each initiative to develop a redundant solution for the verification of identity and electronic signatures.

Grants.gov provides applicants with a **System-to-System** web services interface for automated submission of completed grants applications. The system is designed for secure e-business transaction processing among multiple trading partners and was implemented by Grants.gov to facilitate an electronic business network.

As a result of feedback from the grants community, Grants.gov created a **Listserv** for the express purpose of providing a two-way communication link between Grants.gov and applicant institutions. This electronic communication vehicle has been employed to disseminate information on a broad range of topics and provides a pathway for responses to questions regarding functionality and policy.

In an effort to gauge customer satisfaction, Grants.gov utilizes **ForeSee**, an online survey tool that quantifies the elements driving grantee satisfaction and predicts future user behaviors. The ForeSee tool employs a rigorous, scientific approach, helping Grants.gov understand how grant community usage of the website has a direct impact on the behavior of customers and prospects. ForeSee serves as a performance metric in addition to identifying improvements to the website that will have the most impact on end user satisfaction.

## Critical Community Partners

Working closely with the grants community is crucial as Grants.gov depends on its end users for communication assistance, functionality enhancement suggestions and usability assessments.

The **Grants.gov User Group** consists of representatives from the grant making agencies that comprise the GEB. The purpose of the group is to provide a mechanism for feedback and direction, suggesting modifications and functionality enhancements to better serve the grantor and grantee communities. Members of the User Group also identify and recommend various “best practices” that can be shared with all Grants.gov users.

To ensure functionalities service agencies and applicants effectively, a team of **Agency Testers** is assembled to test changes to the Grants.gov system before deploying them into the production environment. Agency testers are end user representatives from applicant organizations and agencies who test posting activities in an internal test system without jeopardizing the primary functions of Grants.gov.

Grants.gov recruited current and prospective grant community users, from colleges and universities, research and nonprofit organizations, to participate in an ongoing series of **Usability Studies**. Among the areas these studies are structured to gauge:

- ◆ Top-of-mind response to the Grants.gov homepage
- ◆ Effectiveness of the registration process and ways users identify, apply and track federal grants applications
- ◆ Areas in need of adjustments including navigation, functionality, content, layout and design

As this is an ongoing process, study results will be published, with recommendations for functionality improvements, over the course of FY 2008.



## Technical

### System Integrator Transition

The operation of the Grants.gov system was fully transitioned to the new System Integrator contractor, General Dynamics, in the fall of 2006.

### Macintosh Viewer Update

IBM released provided the Special Edition Mac Viewer on December 21, 2006.

### 2007 System Implementation

The 2007 System Solution deployed included an Adobe-based application system and the addition of a Google search appliance.

### Adobe Forms Solution

Grants.gov announced in early September 2007 that all 147 Adobe forms had been deployed.

### Government-wide Forms Clearance

Grants.gov technically deploys approved forms as per OMB, Office of Federal Financial Management (OFFM)/Office of Information and Regulatory Policy (OIRA).

### System-to-System (S2S) Status

- ◆ FY 2007 S2S Submissions: 7,751 (FY 2006: 695)
- ◆ Over 166 distinct organizational users
- ◆ Over 40 agency users

## Website

### Usability Studies

Extensive usability testing was completed during FY 2007 and will continue into FY 2008. Participants in the usability program are end users from different backgrounds, representing grantor and applicant communities. The goal of the user testing is to further develop the processes required to successfully find and apply for a grant, in particular, the registration and search functions. Results and lessons learned from the testing will be incorporated into the site in early FY 2008.

## Website Updates

Grants.gov is continuously improving our website to provide the most efficient user experience. In FY 2007, the PMO conducted 472 updates to the website. These updates ranged from the changing of text to streamlining some of our processes.

### Highlights:

- ◆ Improved navigation bar on the left hand side of the homepage
- ◆ Created a “What’s new this week at Grants.gov” section on the homepage
- ◆ Updated online self-paced user guides
- ◆ Restructured online FAQs
- ◆ Updated animated overview

## Policy

### Inspector General Fraud Task Force

Grants.gov met with the Inspector General Fraud Task Force in July 2007 to provide an overview of the initiative and discuss the potential role of Grants.gov in assisting with grant fraud. The meeting included discussions on Grants.gov establishing an ongoing relationship with the Task Force and how it could utilize the site for the posting of fraud alerts and information on task force activities. To view the presentation, go to <http://www.grants.gov/assets/GrantFraud.pdf>.

### Forms Clearance - OMB Collections Process

The majority of the 4040 collections expire in April 2008. As these collections are renewed, the renewal periods will be staggered within the three-year maximum period allowed in order to regularize the renewal process for future years. OMB OFFM/OIRA is establishing, through the GPC, a formal streamlined clearance process of requested changes to government-wide and agency specific forms in the Grants.gov repository.

## Communications/Outreach

### CIO Weekly Reports

In FY 2007, Grants.gov began providing agencies weekly status and participation to CIOs, POCs and GEB members. These CIO Reports provide consistency of communication, across the agencies, of the ongoing work of Grants.gov.

### Congressional Workshops

The HHS Office of Congressional Affairs arranged for Congressional staff to receive a briefing by the Grants.gov PMO on July 13th. Over 90 staffers came to the presentation and requested additional information. The briefing included an overview of the Grants.gov initiative, how staffers can use the site for Congressional research and how to search for competitive, discretionary grants offered by federal agencies.

### Stakeholder Webcasts

In an effort to address stakeholder suggestions for increased accessibility and to establish a permanent record of PMO activities, Grants.gov changed the format of its quarterly Stakeholder meetings, moving them out of HHS and onto the Internet. During FY 2007, Grants.gov conducted four Stakeholder Meetings via webcast. Participation increased markedly over the year, going from 400 in January to over 2,000 in October. Topics included:

- ◆ Quarterly Grants.gov Statistics
- ◆ Technical updates on system deployment including briefing by Adobe Systems Engineer
- ◆ A panel discussion of the grantee benefits and usability of Grants.gov featuring NIH and Congressional staff
- ◆ Website updates including ongoing outreach and training
- ◆ Updates on FFATA, the GEB and grants policy

Webcasts and presentations available at:

[http://www.grants.gov/resources/stakeholder\\_communications.jsp](http://www.grants.gov/resources/stakeholder_communications.jsp)

### Grants.gov was a 2007 Intergovernmental Solutions Awards Nominee

Every year, the American Council for Technology (ACT) recognizes IT projects that demonstrate how a government agency is using innovative technology. The award recognized those entities that help the United States lead the world with new ideas, knowledge and help the government move from an “information society” to an “innovation society.”

### Listserv

In response to applicant feedback on improving communication, Grants.gov created a listserv for communications between Grants.gov and applicant institutions interested in S2S information. The National Institutes of Health (NIH) is hosting the listserv which is managed by Grants.gov, and was set up to allow anyone within the listserv community to send and receive messages.

### Online Training and Conferences

Grants.gov began utilizing Webex to conduct online training sessions for applicants and grantors. This tool provides the forum in which PMO staff can conduct training and participative conferences online. Grants.gov’s first conference using the Webex tool was conducted to address processing issues related to S2S; fifty users participated.

### Grants Executive Board

The Grants.gov PMO continued to serve as the administrator of the Grants Executive Board. Duties include creation of meeting documents, monthly minutes, contact list maintenance, meeting facilitation and archives management.

### Outreach Statistics

- ◆ Over 20,000 Grants.gov Overview and Registration brochures were distributed during FY 2007
- ◆ Program Advisors trained and made presentations to over 11,100 people
- ◆ Outreach events ranged in size from five to over one thousand people. Outreach activities included, in part:
  - National Grants Management Association National Conference — 300 attendees
  - The Performance Institute Grants Workshop — 26 attendees
  - HRSA/Bureau of Primary Healthcare’s Consolidated Health Center Program Project Officer Briefing — 850 attendees
  - Maryland Governor’s Grants Conference — 75 attendees
  - Training for the Federal Demonstration Partnership (FDP) — 300 attendees
  - Congressional Workshop — 90 attendees

## Staff

### **Outreach Staff Addition—Michael Pellegrino**

Michael Pellegrino joined the Grants.gov PMO in the fall of 2006, coming from the Defense Logistics Agency, where he was a Management Program Analyst with experience as a change management officer. Leveraging his experience with CRM, Michael manages the Contact Center and Outreach contracts.

### **Policy Staff Addition—Mary Tutman**

Mary Tutman joined the Grants.gov PMO on February 20th as a Federal Assistance Policy Specialist. Mary has been a Grants Policy Analyst at the State Department for the last 12 years and has experience with IG policies and grants administration. In addition, Mary has represented the State Department in P.L. 106-107 Work Group meetings. Mary is a Grants Program Advisor, government-wide policy coordinator and will assist in establishing clearance procedures for our Grants.gov government-wide forms and other streamlining activities. Mary will be also work with the PMO to establish government-wide standards and outreach to the IG and Audit Community.

### **Operations Staff Addition—Chris Zeleznik**

Chris Zeleznik joined the Grants.gov PMO in August 2006 to serve as the Business and Operations Lead. Chris provides acquisition and information technology expertise and program management assistance to the Program Manager. His duties include managing the PMO budget, establishing inter-agency contract agreements, monitoring contractor performance and performing quality assurance of contractor products and services. Prior to his arrival at Grants.gov, Mr. Zeleznik served in various Acquisition Management and Information Technology roles for the federal government agencies including DOT, HUD and DOC.

## Adoption/Utilization

### **Highest Submission Week**

February 13th through February 20th: 7,783

### **Second Highest Submission Week**

February 26th through March 2nd: 7,623

### **Submission Milestone**

As of April 9, 2007, Grants.gov received more submissions in the first 6 months of FY 2007 than were received in all of FY 2006. Submission totals for FY 2006 came in at 90,045 and by the end of the fiscal year, Grants.gov had received 180,659.

### **Grants.gov Registered Users Reached 100,000**

The number of organizations registered with Grants.gov reached 100,000 during the week ending July 23rd. During FY 2006, the number of people registered at the same time of year was 57,047, giving Grants.gov an increase of almost 75% in registrations.

### **150,000 Submissions as July 6, 2007**

Grants.gov received its 150,000th electronic grant application, far exceeding a program milestone for the fiscal year. OMB established operational objectives for the program, including that federal agencies make electronic grant applications available for all discretionary grant opportunities on the Grants.gov website.

Given the government-wide scope of the initiative, Grants.gov is funded by contributions from the 26 federal grant-making agencies.

The GEB's goal in developing the FY 2007 funding approach encompasses agencies' grant award dollars in determining the amount of their agency contribution. Using natural break points in the Federal Assistance Award Data System (FAADS) award data, the grant-making agencies are categorized in funding bands as Extra Large, Large, Medium, Small, and Extra Small.

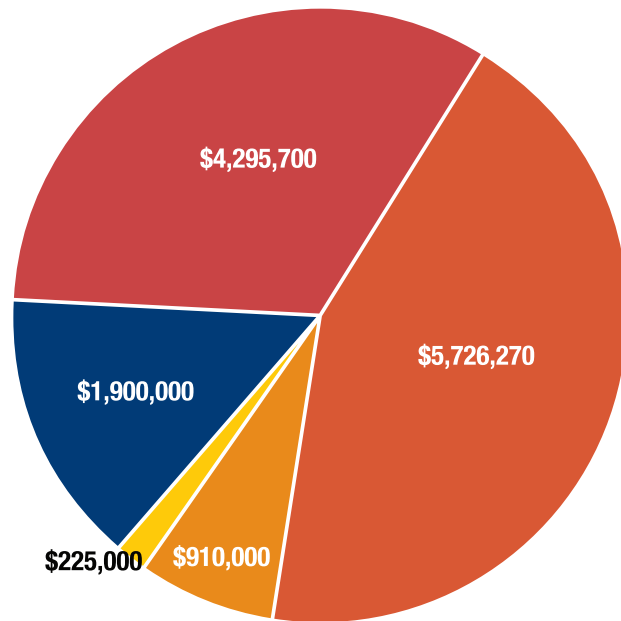
<b>Extra Large Agency Subtotal</b> \$1,900,000 per Agency
HHS

<b>Large Agency Subtotal</b> \$1,073,675 per Agency	
DoT	HUD
DoED	USDA

<b>Medium Agency Subtotal</b> \$520,570 per Agency	
DoL	DoJ
USAID	DoE
DHS	DoC
NSF	NASA
EPA	DoI
DoD	

<b>Small Agency Subtotal</b> \$130,000 per Agency	
CNCS	SBA
VA	NEH
IMLS	NEA
State	

<b>Extra Small Agency Subtotal</b> \$75,000 per Agency	
SSA	NARA
Treasury	



- Extra Large Agency Subtotal
- Large Agency Subtotal
- Medium Agency Subtotal
- Small Agency Subtotal
- Extra Small Agency Subtotal

\* The GEB approved the FY07 funding algorithm and budget on August 25, 2005.

Figure 1: Contribution Source Breakdown

## Each contributing agency signs a Memorandum of Understanding with the Grants.gov PMO.

As part of this agreement the Grants.gov PMO provides the following services:

- ◆ Assists agencies in using Grants.gov's Find and Apply functionality, including technical support
- ◆ Conducts hosting, operations and maintenance, and customer support for the Grants.gov system, including the operation of a Contact Center that is available work days by phone between the hours of 7am – 9pm Eastern Time and by email 24-7
- ◆ Designates a liaison to serve as a point-of-contact for all the contributing agencies for all issues related to the adoption and utilization of Grants.gov
- ◆ Deploys enhancements to Grants.gov's Find and Apply functionality
- ◆ Awards and manages contracts to provide support and services for Grants.gov operations.
- ◆ Provides program progress, status reports, and financial updates
- ◆ Provides project management documentation, including Exhibit 300 utilization of Grants.gov work breakdown structure, project plans, and statements of work
- ◆ Provides support for activities associated with testing, certification, verification and validation of Grants.gov system
- ◆ Develop and manage OMB-cleared forms meeting government-wide criteria

### Grants.gov FY 2007 Budget

<b>Systems Integrator</b>	<b>\$6,239,600</b>
Hosting, Forms Maintenance, Forms Development, System Merge, Functional Enhancements, Systems, Architecture Scaling, Hardware/ Licenses, Operations & Maintenance	
<b>E-Authentication</b>	<b>\$452,270</b>
Full Authentication and Credential Management Services for System Users	
<b>Hardware &amp; License</b>	<b>\$1,065,377</b>
Equipment, Operating Systems and System Critical Applications	
<b>PMO</b>	<b>\$1,215,514</b>
Project Management Office Operating Expenses	
<b>IV&amp;V</b>	<b>\$1,599,350</b>
Testing Activities, Technical Analysis and Compliance	
<b>Contact Center</b>	<b>\$857,454</b>
Help Desk Support - Phone and Email	
<b>Content &amp; Marketing</b>	<b>\$783,703</b>
Training, Marketing, Outreach, Content Mangement	
<b>PM Support</b>	<b>\$842,676</b>
Capital Planning, Functional Management, Program Management Support	
	<b>\$13,055,970</b>

Agency adoption and utilization grew by 100% during FY 2007. The Grants.gov Program Management Office worked hand in hand with agencies and concentrated on system adoption, utilization, and customer satisfaction.

- ◆ By the end of FY 2007, 2,908 opportunities were available for electronic application through Grants.gov.
- ◆ 92% of the descriptive synopses posted on Grants.gov had an accompanying package available for submission. The remaining 8% of synopses without packages were approved exemptions. These were agency announcements, not requiring an application package, requests for information, fellowships, or collaborative opportunities requiring government-wide approval processing that does not currently exist or the posting of an accompanying application package was in another quarter.
- ◆ 3,144 discretionary synopses were posted in FY 2007, with 8,201 posted since the launch of the Grants.gov website.

### Submissions

FY05 Electronic Submissions Received	FY06 Electronic Submissions Received	FY07 Electronic Submissions Received
<b>16,158</b>	<b>90,045</b>	<b>180,659</b>

### Discretionary Synopses with Matching Packages Posted

FY06 Number of Synopses with matching Packages	FY06 Percentage of Synopses with matching Packages	FY07 Number of Synopses with matching Packages	FY07 Percentage of Synopses with matching Packages
<b>2,117</b>	<b>76%</b>	<b>2,908</b>	<b>92%</b>

### Discretionary Synopses and Packages Posted

FY05 Total Synopses	FY06 Total Synopses	FY07 Total Synopses	FY05 Total Packages	FY06 Total Packages	FY07 Total Packages
<b>2,259</b>	<b>2,789</b>	<b>3,114</b>	<b>1,005</b>	<b>2,297</b>	<b>3,199</b>

The applicant community submitted over 180,681 applications with 286,886 submissions received since the beginning of the Grants.gov initiative.

For FY 2007, the number of submissions more than doubled the total of the previous year.

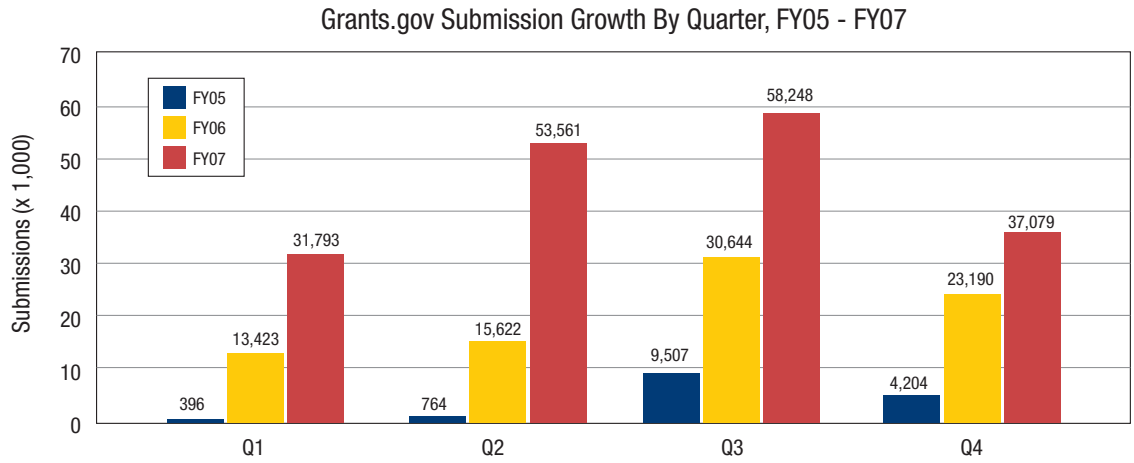


Figure 2: Submission Growth

91,858 Authorized Organization Representatives (AOR), an individual authorized to submit grant applications for an organization, were registered to submit applications online at the end of FY 2007.

This is a 76% increase over FY 2007.

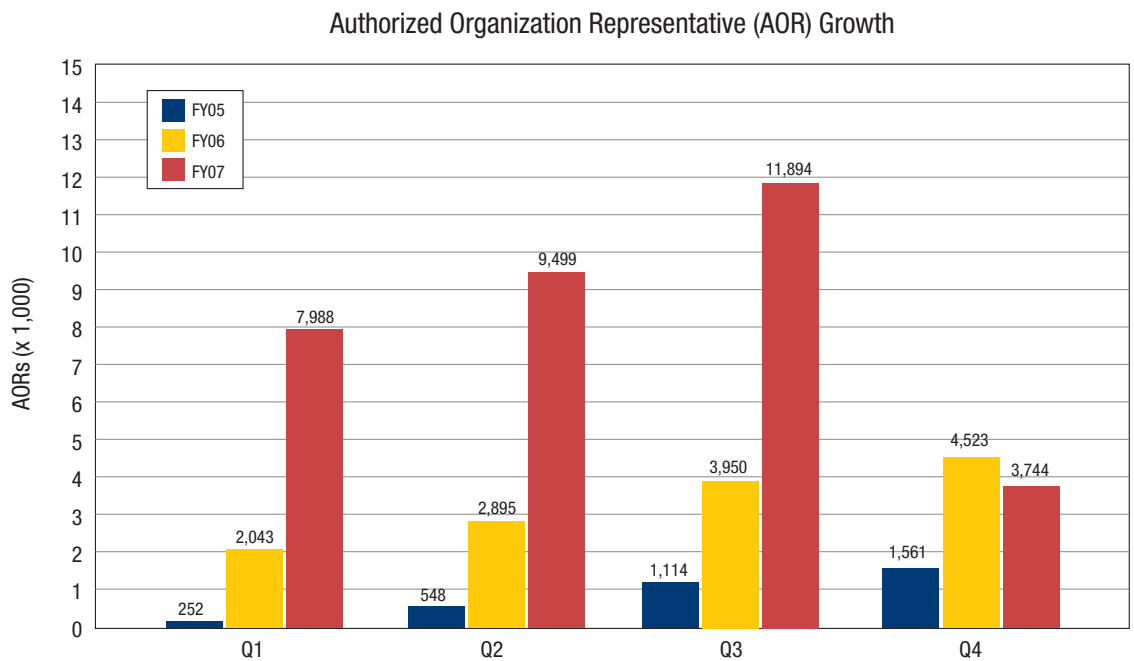


Figure 3: AOR Growth

**Grantor agencies have two options for doing business with Grants.gov: person-to-system and system-to-system. Person-to-system usage involves a user interacting directly with the site, while the S2S interface allows for agencies to interface their system directly with the Grants.gov system.**

- ◆ Federal grant making agencies are able to inform the entire grant community about available opportunities through one easily accessed source
- ◆ Federal agencies have a readily available means of interacting with the grant community from registration through application processing
- ◆ Simplifying the grant application process saves applicants and agencies costs, time, confusion and hassle
- ◆ Agency information about federal grant opportunities can be found and researched by the public at one site
- ◆ Website upgrades and enhancements have added functionality for grantor agencies
- ◆ Electronic grant application processing is easier and more cost effective
- ◆ S2S integration delivers seamless end-to-end grants processing
- ◆ A single, centralized, secure and reliable source is available to apply for all federal grants
- ◆ Dedicated Program Advisors responsible for working with the federal grant making agencies to resolve any issues surrounding the posting of opportunities and submission of application packages
- ◆ Agency POCs within each agency who act as liaison for their agency with Grants.gov, fielding questions about their agency's participation with Grants.gov, resolving issues and forwarding productive feedback
- ◆ Grants.gov has established a variety of input vehicles to facilitate communication with agency users. Several groups meet regularly to discuss issues and work towards agreeable system enhancements
  - The GEB which consists of one senior executive from the 26 funding, federal grant making agencies with ex-officios from OMB, GPC, Grants.gov and Grants Management Line of Business (GMLOB)
  - The User Group where users the agencies who meet to identifies and agrees upon potential system enhancements
  - The Collaborative Work Group and Fellowship Work Group meet to discuss the issues and possible solutions for these two unique types of grant opportunities



**As the single source for federal government-wide competitive grant opportunities, Grants.gov makes it faster, easier and more cost effective for grant applicants to electronically interact with federal grant-making agencies.**

- ◆ A single, centralized, secure and reliable source is available to apply for all federal grants
- ◆ Applicants and users throughout the grant community can learn about available grant opportunities through one easily-accessed source
- ◆ Applicants have a custom designed and readily available means of interacting with all federal grantor agencies, from initial registration to application submission
- ◆ Simplifying the grant application process saves the applicants time, resources, confusion and hassle
- ◆ The redesigned website improves navigation, enabling more efficient access to government information which helps applicants find and use grant information
- ◆ Customer Care Operators available from to answer real time customer questions from 7am - 9pm Eastern Time
- ◆ 24/7 support via e-mail for customer inquiries outside normal Contact Center hours of operation
- ◆ Hands on training on the system provided by Grants.gov Program Advisors
- ◆ Online, self-paced User Guides, updated regularly to reflect functionality and policy changes
- ◆ Online apply tutorial provides comprehensive instructions for submitting grant applications

### Customer Satisfaction - 94%

**To ensure world class customer service, the Contact Center began conducting a random sample survey on customers beginning in April.**

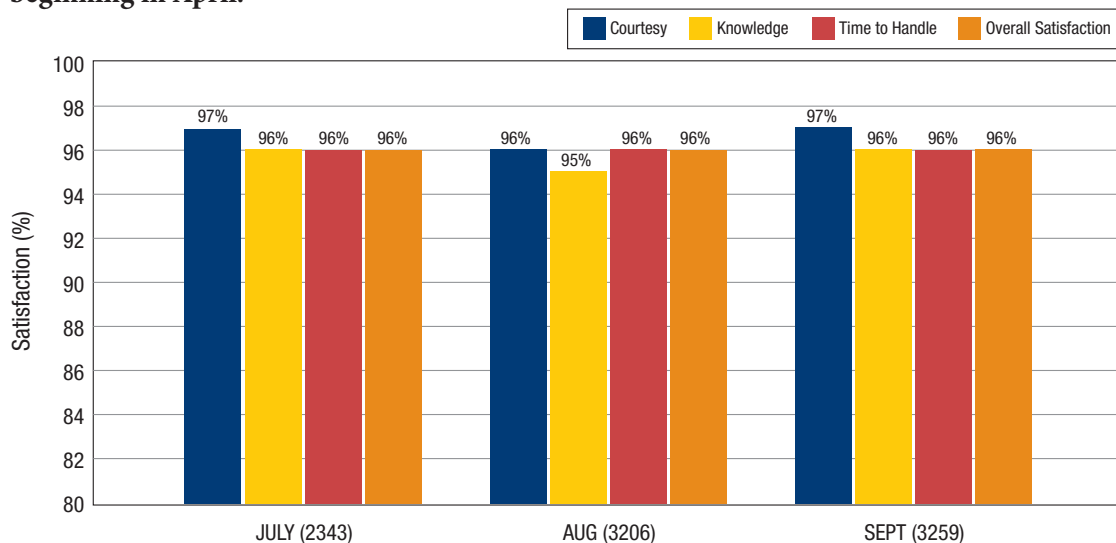


Figure 4: Customer Satisfaction Rates

## The Grants.gov Contact Center provided service to 216,664 customer in FY 2007.

The Grants.gov Customer Care Operators are trained to address a broad spectrum of Grants.gov related questions. The number of Customer Care Operators fielding incoming calls and emails ranges from 10 to 30 depending on the number of opportunities closing on any given day. Issues surrounding website functionality are immediately communicated to the PMO and System Integrator team for resolution.

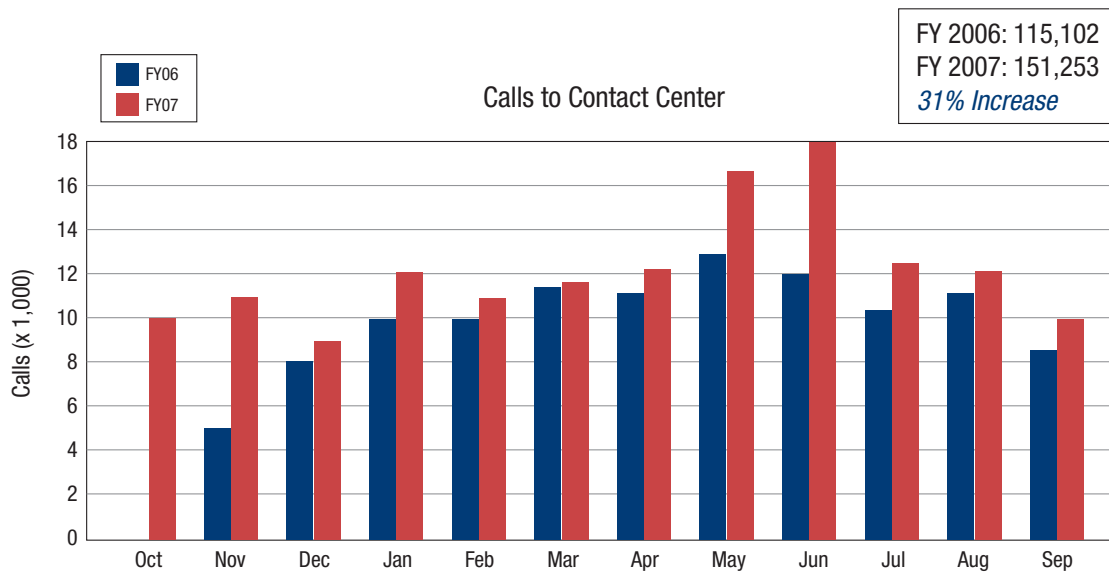


Figure 5: Calls to Contact Center

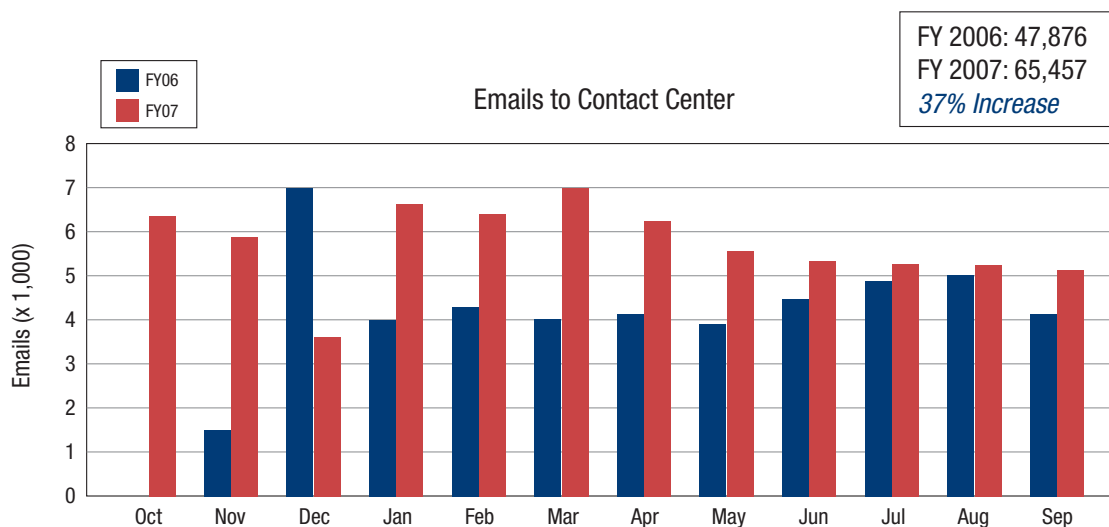


Figure 6: Emails to Contact Center

## Grants.gov Vision for FY 2008

Grants.gov will continue to maintain the highest quality of customer service for the grant community by facilitating the quality, coordination, effectiveness and efficiency of operations for grant makers and grant applicants through the Grants.gov PMO.

## FY 2008 Mission

- ◆ Establish and strengthen grant community communications with Grants.gov
- ◆ Ensure quality of technical system conversion, development, and deployment
- ◆ Implement data standardization, conversion, development and clearance of forms with OMB, GPC and GEB
- ◆ Maintain continuous and improved processing times via systems operations and maintenance
- ◆ Enhance Grants.gov program operations through standard operating procedures, communication management, earned value management and return on investment



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