

The Grants.gov Program Management Office (PMO) partnered with grantor agencies and concentrated on system adoption, utilization and customer satisfaction.

During FY2009 Grants.gov experienced unprecedented growth due to the American Recovery and Reinvestment Act of 2009 (ARRA) also known as the \$787 billion stimulus package, which created numerous federal grants. In FY2009 grant application submissions totaled 309,771 which was a 53 percent increase over FY2008 submissions (202,619). During the new influx of submissions Grants.gov was also in the midst of completing the transition from PureEdge to Adobe forms. The transition was completed on March 3, 2009 and took a great deal of effort and coordination between the Grants.gov PMO and grantor agencies.

At – A – Glance

- Submissions surpassed 300,000 for FY2009 on September 18, 2009
- Processed 64,409 submissions for the American Recovery and Reinvestment Act (ARRA)
- Processed 56,781 applications in April, the largest number in a given month
- April 27, 2009 was the largest number of submissions (8,392) on a single day
- Received 16.3 million visits to the Web site
- Largest Contact Center volume (36,287 calls) was on March 5, 2009
- Handled 285,042 Contact Center inquiries
- Presented 72 interactive sessions with a total of 6,930 participants
- Completed six system builds (enhancements) to improve functionality and reliability

System Growth and Accomplishments

September 2009 ⇨ September 30, 2009

Contact Center Call Volume Increase: The Contact Center is the Grants.gov help desk for the applicant community. The Contact Center handled a total of 285,042 customer inquiries, a 34 percent increase over FY2008.

⇨ September 30, 2009

Grants.gov Community Outreach: Throughout the year Grants.gov attends and hosts sessions directly relating to the find and apply process for federal grants. In FY2009 Grants.gov held 72 interactive presentations for the grant community with 6,930 participants, these included eight congressional grant workshops.

⇨ September 30, 2009

Technical Augmentation Design (Boost) Begins: Once complete, the “Boost” will facilitate and increase the processing capacity of the Grants.gov system. It will increase the accessibility and reliability of Grants.gov for applicants and grant-making agencies.

⇨ September 18, 2009

Grants.gov Surpassed 300,000 Submissions for FY2009: Submissions grew by 53 percent over FY2008 (202,619). The growth was attributed to the Recovery Act, which resulted in an overall increase of Web site traffic and application submissions.

August 2009 ⇨ August 9, 2009

System Build 2009-04 (August) Successfully Deployed:

- Registration was streamlined
- Improved look-and-feel and search query listings of Find Grant Opportunities
- Improved the Check Application Status feature
- Provided grantors quick access to view opportunity closing limits
- Provided grantors the ability to use Microsoft Office 2007 documents

For detailed information on system build enhancements, visit: <http://www.grants.gov/aboutgrants/buildreleases.jsp>

⇨ August 6, 2009

Adobe Reader Versions 8.1.6 and 9.1.2 Confirmed Compatible with Grants.gov

⇨ August 3, 2009

Recovery Act Feature Added to Grants.gov Home Page: The feature was added to the home page to help users find and apply for grant opportunities created by the American Recovery and Reinvestment Act (ARRA).

July 2009 ⇨ July 17, 2009

Internet Browser Compatibility Confirmed: Firefox and Internet Explorer browsers on Windows XP and Vista, Firefox and Safari on Mac as well as Google Chrome on Windows XP and Vista systems confirmed compatible with Grants.gov.

June 2009 ⇨ June 28, 2009

System Build 2009-03 (June) Successfully Deployed:

- Registration streamlined (Step 3 obtaining the Grants.gov username and password)
- Provided direct access to the applicant login
- Improved E-Business Point of Contact email notifications
- Added immediate Authorized Organization Registration (AOR) status updates
- Created clearer messaging on application tracking statuses

For detailed information on system build enhancements, visit: <http://www.grants.gov/aboutgrants/buildreleases.jsp>

May 2009 ⇨ May 30, 2009

System Build 2009-02 (May) Successfully Deployed:

- Upgraded virus scanning
- Updated error messages to be more clear and concise
- Upgraded the Iplanet LDAP server software
- Optimized submission and audit reports
- Updated the confirmation screen
- Improved infrastructures for applicant login, password retrieval, applicant registration and the applicant center

For detailed information on system build enhancements, visit: <http://www.grants.gov/aboutgrants/buildreleases.jsp>

⇨ May 18, 2009

Over 200,000 Submissions Received: Processed a total of 205,591 applications, surpassing the 202,619 applications processed in FY2008 with more than four months remaining in FY2009.

⇨ May 13, 2009

Office of Senator Mikulski Invited Grants.gov to Present “Find and Apply – Train the Trainer”: Presented the “Find and Apply” process, to include registration, to the staff of Senator Barbara Mikulski in Baltimore. The presentation was tailored to aid the Senator’s staff in assisting grant-seekers and callers with their search for federal funding.

April 2009 ⇨ April 27, 2009

Largest Number of Applications Processed: During the eight days prior, Grants.gov processed 30,287 applications. The largest number of applications processed occurred around several large closings

⇨ April 19, 2009

System Build 2009-01 (April) Successfully Deployed:

- Updated system configuration to improve processing of user identification data (ex. password changes)
- Provided a new "Track My Application," feature

For detailed information on system build enhancements, visit: <http://www.grants.gov/aboutgrants/buildreleases.jsp>

March 2009 ⇨ March 31 2009

National Grants Partnership Summit: A General Accounting Officer (GAO) auditor was present to speak on behalf of Grants.gov and the system capacity in regards to the Recovery Act, at which time Grants.gov anticipated a 60 percent increase in Web site traffic and application submissions as a result of Recovery Act.

⇨ March 27, 2009

Congressman John Tierney Grants Seminar: Grants.gov presented information on finding and applying for grants as well as updates and enhancements to the system, to include the update to the organization registration process. There were a total of 110 attendees.

⇨ March 20, 2009

Adobe Reader 8.1.4 Confirmed Compatible with Grants.gov

⇨ March 13, 2009

Adobe Reader 9.1 is Confirmed Compatible with Grants.gov

⇨ March 5, 2009

Highest Contact Center Call Volume Reached: Grants.gov expanded phone line capacity for the Contact Center due to extraordinarily high call volume. Beginning in February the Contact Center was inundated with inquiries related to finding Recovery Act opportunities. In March, call volume peaked at a record high of 36,287 calls.

⇨ March 3, 2009

Transition to Adobe System Successfully Completed: Through the combined efforts of Grants.gov and the 26 federal grant-making agencies, the transition to Adobe was successfully completed. This was a major effort which required the coordination of resources and extensive planning to migrate all funding opportunities from the PureEdge System to the Adobe System.

February 2009 ⇨ February 8, 2009

Speed and Reliability Build Successfully Completed:

- Increased the number of concurrent users to 2,000
- Updated applicant registration

For detailed information on system build enhancements, visit: <http://www.grants.gov/aboutgrants/buildreleases.jsp>

⇨ February 8, 2009

Recovery Act Opportunities Posted: Agencies began posting grant opportunities on Grants.gov under the specific "Recovery Act" category. The new category allowed applicants to focus their search for opportunities created as a part of the \$787 billion Recovery Act stimulus package.

January 2009 ⇨ January 12, 2009

Federal Demonstration Partnership (FDP) Meeting: Grants.gov presented program activities and status including the transition to Adobe and the proposed system architecture within a "cloud computing" environment to an audience of 125 members. The audience consisted of university scholars, federal agency representatives, and members of the general public. Grants.gov provides regular updates to the FDP.

December 2008 ⇨ December 12, 2008

AT07 Testing Environment System Update: Grants.gov testing environment (AT07) was upgraded. Upgrades were made to the system software including: Weblogic 10.0, Adobe lifecycle 8.2 update 1, and Java 1.5 Environment. These upgrades maximized the testing environment performance.

November 2008 ⇨ November 19, 2008

Senator Jim DeMint Hosted Grants.gov Federal Funding Workshop: The office of U.S. Senator Jim DeMint hosted a Grants.gov Federal Funding workshop. During the event Grants.gov presented information on finding and applying for federal grants.

⇨ November 6, 2008

Adobe Reader 8.1.3 Confirmed Compatible with Grants.gov

⇨ November 2-5, 2008

NCURA 50th Anniversary Meeting: Celebrating the Science, Supporting the Scientist: Grants.gov provided an informational session on federal initiatives, the transition to Adobe including estimated timelines for completion, Research and Related forms in production and the recent Request for Proposal (RFP) for future system architecture in a “cloud computing” environment. There were a total of 3,880 attendees.

October 2008 ⇨ October 22-25, 2008

10th Annual AAGP 2008 National Conference: Grants.gov hosted a booth to offer information on the “Find & Apply” process, current and future system enhancements and answered questions regarding the Grants.gov program. There were a total of 400 attendees.