



GRANTS.GOVSM

FIND. APPLY. SUCCEED.SM

Stakeholder Webcast

Transcript

October 21, 2009

STAKEHOLDER WEBCAST TRANSCRIPT

>> WELCOME TO THE DEPARTMENT OF HEALTH AND HUMAN SERVICES, GRANTS.GOV QUARTERLY STAKEHOLDER MEETING.

I'M MICHAEL PELLEGRINO, GRANTS.GOV OUTREACH DIRECTOR. THANK YOU FOR JOINING US TODAY. WE HAVE A FULL AGENDA FOR THIS WEB CAST.

FIRST I WILL GIVE YOU AN UPDATE ON GRANTS.GOV AND THEN BRIEFLY REVIEW FISCAL YEAR '09.

WE WILL THEN DISCUSS THE TECHNICAL AUGMENTATION DESIGN OTHER WISE KNOWN AS BOOST AND THE SECURITY ASSESSMENT.

NEXT WE'LL TALK ABOUT GRANTS.GOV TIPS TO ENSURE SUCCESSFUL SUBMISSION.

WE WILL THEN DISCUSS USE OF GRANTS.GOV FROM THE APPLICANT'S PERSPECTIVE.

LET'S GET STARTED.

JOINING ME TODAY IN THE STUDIO ARE KENAN JANE AND BOB BEATTIE. WELCOME.

>> THANK YOU.

>> THE ADDRESS IS GRANTS.GOV-WEB CAST@HHS.GOV.

WE WILL BE ANSWERING QUESTIONS AFTER THE PRESENTATION.

AFTER THE SESSION, WE WILL COMPILE ALL THE QUESTIONS THAT COME IN AND PLACE THEM WITH THE ANSWERS ON THE GRANTS.GOV SITE. REMEMBER TO E-MAIL YOUR QUESTIONS.

THE ADDRESS IS GRANTS.GOV-WEB CAST@HHS.GOV.

FIRST AND FOREMOST, WEEN WANT TO SHOW YOU SOME NUMBERS.

AS YOU CAN SEE, THESE NUMBERS ARE THROUGH FISCAL YEAR '09D. FOR THOSE OF YOU WHO AREN'T

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AWARE, FISCAL YEAR FOR THE GOVERNMENT BEGINS ON OCTOBER 1ST AND ENDS ON SEPTEMBER 30TH. WITHIN THE FISCAL CALENDER WE HAVE QUARTERS.

THE FIRST QUARTER WOULD BE OCTOBER, NOVEMBER, DECEMBER. SECOND QUARTER, JANUARY, FEBRUARY, AND MARCH AROUND SO FORTH.

SO IN FISCAL YEAR '09 WE RECEIVED 309,771 SUBMISSIONS/APPLICATIONS. AS YOU CAN SEE THAT IS A 54% GROWTH OVER FISCAL YEAR '08. 64,000 OF THOSE APPLICATIONS WERE SPECIFICALLY RELATED TO THE AMERICAN REINVESTMENT AND RECOVERY ACT.

21%. AORs ARE THE AUTHORIZED ORGANIZATION REPRESENTATIVES THOSE WHO HAVE THE AUTHORITY TO SUBMIT THE APPLICATIONS.

THIS IS A CUMULATIVE NUMBER. AS YOU CAN SEE IT GROWS AS WELL UP 55% OVER LAST YEAR. OUR CONTACT CENTER CONTINUES TO GROW AS WELL.

LAST YEAR WE ANSWERED 280,028 INQUIRIES WHICH IS A 31% INCREASE OVER FISCAL YEAR '08. HERE ARE SOME NUMBERS ON THE WEB SITE HITS TO GRANTS.GOV FOR FISCAL YEAR '09.

OVERALL FOR THE ENTIRE YEAR, 16.7 MILLION HITS ON THE SITE. 70% OF VISITORS TO THE SITE ARE UNIQUE MEANING FIRST-TIME VISITORS.

YOU CAN SEE BY THIS BAR CHART, THE LARGEST HITS ON THE SITE WAS IN MARCH WHEN THE RECOVERY ACT INFORMATION WAS FIRST RELEASED

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AND POSTED ON THE SITE.

IN MARCH, IT WAS 1.9 MILLION
HITS.

SOME OTHER INFORMATION ON
GRANTS.GOV; FOR THOSE OF YOU WHO
ARE SIGNED UP FOR OUR GRANT
UPDATE LIST SERVE WHICH WE'LL
SHOW YOU AT THE END OF TODAY'S
PRESENTATION.

YOU'LL RECEIVE NOTICE THIS WEEK
THAT WE'VE EXPANDED THE HOURS OF
OPERATION FOR OUR CONTACT CENTER
TO GO 24/7.

SO WE'RE OPEN AROUND THE CLOCK
TO BETTER SERVE THE COMMUNITY.

ONE POINT THOUGH IS ON FEDERAL
HOLIDAYS, WE WILL BE CLOSED.

THE CONTACT CENTER AS WELL AS
THE FEDERAL GOVERNMENT, SO THE
CONTACT CENTER WILL BE CLOSED AS
WELL.

ADOBE READER VERSION, RECENT
VERSIONS HAVE BEEN RELEASED.

THIS INFORMATION IS REAL TIME.

THE LATEST VERSIONS ARE ADOBE
READER #.1.7 AND A 9.2.

OUR TESTING TEAM IS TESTING FOR
COMPATIBILITY.

8.1.7 AND 9.2 HAVE PASSED ALL
TESTING WITH ONE EXCEPTION AT
THIS POINT.

FIRST 8.1.7 FOR MACINTOSH
PROCOMPUTERS, WE'RE EXPERIENCING
PROBLEMS THAT WE'RE WORKING
THROUGH.

WHAT WILL HAPPEN EITHER WAY OR
FRIDAY'S UPDATE, WE'LL POST
UPDATED INFORMATION AROUND THE
VERSION RELEASED AND WE'LL PUSH
OUT AN E-MAIL MESSAGE VIA THAT
GRANT UPDATE LIST SERVE THAT I
MENTIONED.

OKAY.

SO FISCAL YEAR '09 IN REVIEW,

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SOME OTHER IE LIGHTS.

WE COMPLETED THE TRANSITION TO
ADOBE MARCH 3rd OF 2009.

FOR THOSE REGULAR VIEWERS, YOU
RECALL WE TRANSITIONS FROM PURE
EDGE SOFTWARE TO ADOBE.

THAT WAS OFFICIALLY COMPLETED ON
MARCH 3rd.

ON APRIL 27TH OF 2009, WE
RECEIVED THE LARGEST
APPLICATIONS WE PROCESSED IN ONE
DAY.

8,792.

IN THE EIGHT DAYS UP TO AND
PRECEDING APRIL 27TH T SYSTEM
PROCESSED OVER 30,000
APPLICATIONS.

THE MAIN BUSINESS T MAIN VIE IN
FOR THAT WAS A NATIONAL
INSTITUTE HEALTH GRANT CALLED
THE CHALLENGE, IT WAS FOR
RECOVERY ACT.

ALSO IN FISCAL YEAR 09 WE
ACCOMPLISHED SIX SYSTEM BUILDS,
THAT'S WHEN WE MAKE ENHANCEMENTS
TO THE SYSTEM.

PREVIOUSLY IN '08 WE WOULD DO
QUARTERLY BUILDS AND IN THE
BEGINNING OF 09.

WHAT WE DID IS EXECUTED MONTHLY
SYSTEM BUILDS TO INCREASIVE
PROVED PERFORMANCE.

SO WE ACCOMPLISHED SIX BUILDS IN
MARCH, APRIL, MAY, JUNE, AND
AUGUST.

IN THOSE BUILDS, WE HAD 67
SYSTEM ENHANCEMENTS WHICH WERE
IMPROVEMENTS TO THE SYSTEM.

SOME OF THOSE YOU SAW ON THE
FRANT ENDO.

SOME OF THOSE WERE BEHIND THE
SCENES, SOME UPGRADED SOFTWARE
WHICH IMPROVED PERFORMANCE.

THE BENEFIT OF THAT IS THE TIME

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TO VALIDATE THE APPLICATION.
THE TIME TO VALIDATE THE
APPLICATION, THE SERVICE LEVEL
IS 48 HOURS.

RECENTLY, DUE TO THE
ENHANCEMENTS OUR SYSTEM IS NOW
VALIDATING IN LESS THAN THREE
MINUTES.

SO FOR THOSE REGULAR SUBMITTERS
OF APPLICATIONS, YOU'VE SEEN THE
DRA TICK IMPROVEMENT IN
PERFORMANCE.

SESSIONS SUCH AS THESE, WE
CONDUCTED 72 INTERACTIVE
SESSIONS WITH THE COMMUNITY IN
FISCAL YEAR 09 REACHING OUT TO 6
THOUSAND 9 HUNDRED 350 PEOPLE IN
THE COMMUNITY.

WE HAVE INFORMATION ON OUR WEB
SITE, WHICH AGAIN YOU'LL SEE IN
THE LAST CHART, WHICH IF YOU
WANT TO HAVE A FIND AND APPRISE
PRESENTATION FOR OUR
ORGANIZATION WHICH INCLUDES
REGISTRATION, WE SCHEDULE THE
SESSIONS VIA WEB EX TOOL ONLINE
AND THEY'RE INTERACTIVE SO WE
CAN ANSWER ANY QUESTIONS YOU MAY
HAVE.

SO PLEASE FEEL FREE TO SEND THAT
TO US AND WE'LL SCHEDULE WITH
OUR ORGANIZATION.

ANOTHER EFFORT IS THE TECHNICAL
AUGMENTATION DESIGN OTHERWISE
KNOWN AS BOOST.

TALK ABOUT THAT IN A SECOND.
THE LAST EVERY TIME IS SECURITY
ASSESSMENT WHICH WE'LL ALSO TALK
ABOUT.

SO THE TECHNICAL AUGMENTATION
DESIGN, KNOWN AS THE BOOST, SOME
OF THE BENEFITS FOR THAT ARE TO
INCREASE THE CAPACITY OF THE
SYSTEM.

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BE ABLE TO PROCESS, RECEIVE LARGER NUMBERS OF APPLICATIONS. AS I MENTIONED OUR HIGHLIGHT WAS 8,392 ON APRIL 27TH, SO WE LOOKING TO INCREASE THAT FURTHER BY INCREASING THE NETWORK CAPACITY AS WELL. FURTHER INCREASING CAPACITY AND SPEEDING UP THE TIME WITH WHICH YOU CAN SUBMIT. WE'RE UPDATING HARDWARE AND SOFTWARE AND UPDATING SYSTEM MONITORING TOOLS THAT WILL BE ABLE TO REPORT OUT ON PERFORMANCE METRICS. WHEN I MENTIONED THAT THE SYSTEM IS NOW VALIDATING APPLICATIONS IN LESS THAN THREE MINUTES, WE WOULD LIKE TO PUT THAT ON THE SITE REALTIME BUT WE DO NOT HAVE THAT FUNCTIONALITY TODAY WITH THE BOOST WE'LL BE LOOKING TO IMPLEMENT SUCH PERFORMANCE MEASURES. THE SCHEDULE ITSELF FOR THE BOOST, THERE ARE FIVE PHASES. THE BOOST EFFORT ITSELF HAS BEGUN. IT STARTED ON SEPTEMBER 3RD, OFFICIALLY, WITH THE CONTRACT MODIFICATION. THE SCHEDULE PHASE 1-4 IS DUE TO BE COMPLETED IN THE SECOND QUARTER OF FISCAL YEAR 2010. PHASE FIVE WILL BE COMPLETED IN THE THIRD QUARTER OF FISCAL YEAR 2010. PHASE FIVE WILL BE THE IMPUTATION OF A SEPARATE ROBUST TESTING ENVIRONMENT AS WELL AS A TRAINING ENVIRONMENT. SO FOR THOSE REGULAR VIEWERS AND PARTICIPANTS LIKE BOB, WE HAVE WHAT'S CALLED A TESTING

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ENVIRONMENT RIGHT NOW, ATO 7 SO
WE'RE LOOKING AT REDOING THAT
AND HAVING A COMPLETELY SEPARATE
TESTING ENVIRONMENT.

AS PART OF THE BOOST, WHAT MUST
HAPPEN IS THIS TOPIC RIGHT HERE,
WHICH IS THE SECURITY
ASSESSMENT.

HHS IS THE PARTNERING AGENCY FOR
GRANTS.GOV.

SYSTEMS WITHIN HHS AND ANY
SYSTEM WITHIN THE GOVERNMENT,
MUST HAVE WHAT'S CALLED AN
AUTHORITY TO OPERATE.

TO HAVE THAT AUTHORITY TO
OPERATE, YOU MUST SUCCESSFULLY
PASS A CERTIFICATION AND
ASSESSMENT.

THIS MUST BE DONE EVERY THREE
YEARS UNLESS YOU ARE DOING MAJOR
CHANGES TO THE SYSTEM SUCH AS
OUR BOOST EFFORT.

SO WHAT IS GOING TO HAPPEN IN
THE SECOND QUARTER OF FISCAL
YEAR '10 AS PART OF THE BOOST
EFFORT, A CERTIFICATION AND
ASSESSMENT CNA, MUST BE DONE.

SO WHAT WE'VE DONE IS WE'VE DONE
A PRELIMINARY ASSESSMENT
OURSELVES AT GRANTS.GOV.

WE'VE IDENTIFIED TEN AREAS THAT
NEED TO BE CHANGED IN ORDER TO
MAKE THE CNA, IN ORDER TO PASS
THE CNA, IN ORDER TO RECEIVE OUR
ATO TO CONTINUE TO OPERATE.

THOSE TEN THINGS ARE CAPTURED AT
A HIGH LEVEL ON OUR WEB SITE
WHERE THE WEB CAST INFORMATION
IS RIGHT NOW, SO YOU CAN READ
THOSE.

AS WE MOVE FORWARD, WE WILL
BEGIN TO COMMUNICATE IN MORE AND
MORE DETAIL WHAT THOSE TEN
THINGS ARE.

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BUT IT'S VERY IMPORTANT TO NOTE THESE THINGS MUST BE DONE. THESE ARE NOT ENHANCEMENTS TO THE SYSTEM, THESE ARE THINGS THAT MUST BE DONE. SO FOR EXAMPLE, TODAY, YOUR PASSWORD DOES NOT EXPIRE. MOVING FORWARD, ONCE WE IMPLEMENT THIS BILL TARGETED FOR THE SECOND QUARTER OF TEN, YOU WILL HAVE TO UPDATE YOUR PASSWORD EVERY 90 DAYS. SO ONCE WE IMPLEMENT THIS SYSTEM BUILD, YOU WILL HAVE 90 DAYS AS WHICH TIME TO UPDATE YOUR PASSWORD, CHANGE YOUR PASSWORD. WHAT WILL HAPPEN, LIKE WE HAVE IN THE FEDERAL GOVERNMENT, AT LEAST AT HHS, IS IN THE SYSTEM WHAT WILL HAPPEN IS 15 DAYS PRIOR TO YOUR PASSWORD EXPIRING, A MESSAGE WILL POP UP ON YOUR SCREEN ONCE YOU LOG IN TO GRANTS.GOV AND IT'LL SAY 15 AND THEN THE COUNTDOWN EACH DAY. SO IT'S VERY IMPORTANT TO KEEP LOGGING INTO THE SYSTEM. THE ACTUAL PASSWORDS THEMSELVES -- THIS IS FOR -- I'M SORRY, THIS IS FOR THE GRAPHICAL USER INTERFACE ONLY, NOT RELATED TO SYSTEM-TO HMM SYSTEM. SO SYSTEM-TO-SYSTEM IS NOT PART OF THE SECURITY ASSESSMENT, NO IMPACT. TODAY PASSWORDS ARE ALPHANUMERIC. WHAT HAPPENED ONCE THE PASSWORD CHANGE IS IN PLACE YOU MUST HAVE AN UPPER CASE A LOWER CASE AND MUST BE EIGHT CHARACTERS. ONE OTHER MAJOR CHANGE IS FOR THOSE WHO DO NOT SUBMIT ON A REGULAR BASIS, SAY YOU ONLY

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SUBMIT EVERY 14, 18 MONTHS OR SO, YOU MUST KEEP YOUR USER NAME AND PASSWORD ACTIVE BY LOGGING INTO THE SYSTEM.

IF YOU DO NOT LOG IN, YOUR ACCOUNT WILL BE DEACTIVATED AFTER ONE YEAR.

NOW WHAT HAPPENS IF THAT OCCURS, WHICH YOU WILL DO IS YOU WILL GO IN AND CHANGE YOUR PASSWORD AND THEN YOU HAVE TO GO BACK THROUGH THE APPROVAL PROCESS FROM THE eBUSINESS POINT OF CONTACT.

TO YOU STILL NEED TO GET AUTHORIZED AS AN AOR.

SOME OF THE OTHER FUNCTIONALITY. TODAY YOU CAN -- YOU CAN CHANGE YOUR PASSWORD, BUT NOW YOU WILL BE ABLE TO GO ONLINE AND XHANG CHANGE YOUR PASSWORD.

ONCE YOU CHANGE YOUR PASSWORD, YOU'LL HAVE THE FUNCTIONALITY TO CHANGE IT AGAIN WITHOUT GOING INTO THE SYSTEM AND GENERATING A CHANGE YOUR PASSWORD.

YOU'LL BE ABLE TO GO INTO THE APPLICANT CENTER TO DO SUCH. YOU'LL ALSO BE ABLE TO UPDATE YOUR SECRET QUESTION AND ANSWER.

ONE OF THE OTHER MAJOR FUNCTIONALITY, ONCE AGAIN FOR THE REGULAR VIEWERS IS THE AOR. TODAY, YOU HAVE AN eBUSINESS TOC AND AOR.

THE AORs, IF THEY KNOW THE M-PEN FROM THE eBUSINESS POINT OF CONTACT, ONCE THE AOR LOGS INTO THE SYSTEM, YOU WOULD HAVE THE FUNCTIONALITY TO PLACE YOUR M-PEN IN A FIELD.

THAT A WOULD GIVE YOU THE AUTHORITY, JUST FOR THAT LOG-INCISION TO BE THE eBUSINESS.

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WHAT THAT MEANS IS YOU COULD SEE ALL THE APPLICATIONS SUBMITTED BY YOUR ORGANIZATION.

YOU WOULD ALSO BE ABLE TO DELETE AORs IF YOU SO DEEM SO.

THOSE ARE THE MAJOR SECURITY ASSESSMENT CHANGES THAT MUST BE MADE.

SO WE'RE INTRODUCING IT TO YOU TODAY.

THERE'S A RECAP A SUMMARY ON THE WEB SITE, AND THEN AS WE MOVE FORWARD.

SO WE'LL TALK TO YOU AGAIN IN JANUARY, WE'LL GET INTO A LITTLE MORE DETAIL.

SO REMEMBER TO E-MAIL YOUR QUESTIONS.

THE ADDRESS IS

GRANTS.GOV-WEBCAST@HHS.GOV.

AT THIS POINT I'D LIKE TO TURN IT OVER THE KENAN TO TALK ABOUT TIPS.

>> THANKS MIKE.

AHELPED OVER 280,000 CONTACTS IN 09.

AS WE PREPARE FOR THU FISCAL YEAR WE'D LIKE TO PROVIDE APPLICANTS WITH TIPS.

SOME OF THE COMMON ERRORS ARE REJECTIONS.

THOSE MAY BE INCORRECT DUNS ON ANY COVER SHEET THAT MAY BE USED BY THE APPLICANT.

APPLICANTS ARE URGED TO INSURE THAT THE DUNs NUMBER ON OUR APPLICATION CORRELATES WITH THE DUNs NUMBER OF YOUR REGISTRATION.

THAT IS YOUR AOR APPROVAL ORGANIZATION NEEDS TO CORRELATE TO THE DUNs NUMBER THAT IS IN THE APPLICATION PACKAGE.

IF THEY DO NOT MATCH DURING THE

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VALIDATION PROCESS TSHG APPLICATION WILL BE REJECTED P. AORs, ENSURE THAT YOU EVER BEEN APPROVE BID THE eBUSINESS POINT OF CONTACT TO SUBMIT ON BEHALF OF THE ORGANIZATION. YOU MAY LOG INTO THE SYSTEM AND CHECK YOUR AOR STATUS AT ANY TIME. IF THERE IS ANY QUESTION REGARDING YOUR STATUS, YOU SHOULD CONTACT YOUR eBUSINESS POINT OF CONTACT OR CONTACT THE GRANTS.GOV HELP DESK WHICH WILL DIRECT YOU. ANOTHER REJECTION REASON ARE ATTACHMENTS THAT HAVE SPECIAL CHARACTERS OR SPACES IN THE NAME. ATTACHMENT FILE NAMES SHOULD NOT CONTAIN SPECIAL CHARACTERS OR SPACES. THIS TOO WILL RESULT IN A REJECTION DURING SUBMISSION PROCESS. ADDITIONALLY, SPECIAL CHARACTERS SHOULD NOT BE USED ON THE APPLICATION FORMS. AGAIN, SPECIAL CHARACTERS SHOULD NOT BE USED ON THE APPLICATION FORMS OR ON ATTACHMENT FILE NAMES. THIS WILL CERTAINLY RESULT IN A REJECTION. ENSURE THAT OUR REGISTRATION IS COMPLETE. AORs, AS I INDICATED EARLIER, MAKE SURE THAT YOU HAVE BEEN APPROVED BY YOUR eBUSINESS POINT OF CONTACT BEFORE SUBMITTING YOUR APPLICATIONS. AORs THAT HAVE NOT REGISTERED REGISTRANTS WHO ARE NOT APPROVED AORs WILL BE REJECTED.

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APPLICANTS YOU'RE ENCOURAGED TO
SUBMIT YOUR APPLICATIONS BUT
ONLY ONCE.

MULTIPLE SUBMISSIONS MAY OCCUR
IN IF SYSTEM AND YOU SHOULD
CONTACT ANY AGENCY
REPRESENTATIVE IF YOU NEED TO
MAKE A CORRECTION.

THAT IS, IF YOU SUBMIT AN
APPLICATION AND AFTER FURTHER
REVIEW YOU DISCOVER AN ERROR AND
DECIDE TO RESUBMIT, CONTACT THE
CONTACT TO FIND OUT WHAT
PROTOCOL YOU SHOULD FOLLOW WHEN
RESUBMITTING.

FOR APPLICATION CRITERIA, MAKE
SURE THAT YOUR ORGANIZATION
MEETS THE SOLICITATION CRITERIA.
IF YOU WOULD LIKE TO SUBMIT AN
UNSOLICITED PROPOSAL, IDENTIFY
ANY AGENCY THAT MAY BE ACCEPTING
THOSE PROPOSALS AND SUBMIT TO
THAT PARTICULAR STUDENT.

APPLICATIONS THAT ARE SUBMITTED
TO A SPECIFIES GRANT PROGRAMS
THAT ARE NOT RELATED TO THAT
WILL BE REJECTED BY THE AGENCY.
WHILE THEY MAY GO THROUGH AT
GRANTS.GOV, IF THEY DON'T MEET
THE AGENCY'S CRITERIA, IT COULD
BE ALL FOR NAUGHT.

SO PLEASE, REVIEW THE CRITERIA
YEAH FOR THE OPPORTUNITY WHICH
YOU WILL APPLY TO MAKE TO MAKE
SURE YOUR ELIGIBLE AND MEET THE
CRITERIA.

AS ALWAYS, SUBMIT EARLY.
IT IS IMPORTANT THAT YOU SUBMIT
EARLY SO THAT YOU CAN ENSURE
THAT YOUR APP ADDITION IS
PROCESSED AND VALIDATED IN A
TIMELY MANNER.

FEEL FREE TO SUBMIT BEFORE THE
DUE DATE OF THE APPLICATION

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BEFORE THE DUE TIME SO THAT ALL VALIDATIONS MAY OCCUR BEFORE THE CUTOFF.

AGAIN, SUBMIT EARLY, APPLICANTS, TO ENSURE THAT YOUR APPLICATION IS PROCESSED SUCCESSFULLY BEFORE THE CLOSING DATE AND TIME.

THERE ARE SOME NEW FORMS ON GRANTS.GOV WHICH WILL BE COLLECTING ADDITIONAL CRITERIA. IDENTIFY YOUR NINE-DIGIT ZIP CODE.

PREVIOUSLY WE ONLY COLLECTED THE FIVE-DIGIT ZIP CODE FOR U.S. ADDRESS.

WE WILL NOW COLLECT THE NINE-DIGIT ZIP CODE.

SO PLEASE CONFIRM AND VERIFY YOUR NINE-DIGIT ZIP CODE.

ALSO THE SITE PERFORMANCE APPLICATION FORM WILL BE USE BY ALL AGENCIES.

YOU SHOULD IDENTIFY THE INFORMATION THAT WILL BE NECESSARY FOR THE FORM BEFORE BEGINNING YOUR APPLICATION PROCESS.

THAT WILL ENSURE THAT YOU WILL ALL THE INFORMATION READILY AVAILABLE BEFORE YOU SUBMIT.

FOR OUR APPLICANT SYSTEM-TO-SYSTEM COMMUNITY. CERTIFICATE REQUESTS SHOULD BE SUBMITTED TO THE GRANTS.GOV PMO AT LEAST TWO WEEKS IN ADVANCE. THE FORM IS AVAILABLE ON OUR WEB SITE.

PLEASE COMPLETE THE FORM IN ITS ENTIRETY AND SUBMIT IT TO THE PMO.

IF YOU ARE AN AGENCY WISHING TO TEST IN THE GRANTS.GOV ATO SEVEN TEST ENVIRONMENT, PLEASE CONFIRM WITH YOUR CERTIFICATE

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INSTALLATION REQUEST WHETHER YOU WILL NEED A TEST AGENCY OR WHETHER YOUR TEST AGENCY NEEDS TO BE SET UP FOR YOUR ORGANIZATION.

THIS WILL ENSURE THAT WE SET YOU UP ACCURATELY IN THE TEST ENVIRONMENT SO YOU MAY TEST END-TO END WITH OH GOVERNMENT AGENCIES.

APPLICANT ORGANIZATION THAT ALREADY HAVE ONE INSTALL AND YOU'RE NEARING EXPIRATION DATE PLEASE CONTACT PMO AT LEAST TWO WEEKS IN ADVANCE.

THIS ENSURE THAT THE NEW CERTIFICATE IS INSTALLED AND WORKING PROPERLY BEFORE EXPIRATION.

THIS IS CRITICAL TO THE OPERATION OF YOUR ORGANIZATION.

TO PLEASE SUBMIT YOUR CERTIFICATE AT LEAST TWO WEEKS IN ADVANCE TO ENSURE THAT IT IS INSTALLED AND WORKING PROPERLY BEFORE YOUR EXISTING CERTIFICATE EXPIRES.

YOSHGS YOU'RE MENTIONING SEND YOUR CERTIFICATE IN THE PMO, WHO SHOULD THAT GO TO?

>> IT WILL COME DIRECTLY TO ME OR IF YOU HAVE ANY QUESTIONS, YOU CAN SEND THOSE DIRECTLY TO ME.

I E-MAIL AS DRESS IS KENAN.JEAN@HHS.GOV.

>> HOW ABOUT FORMS THEMSELVES IF SOMEONE HAS A PROBLEM.

>> APPLICANTS SHOULD CONTACT OUR HELP DESK.

IF THEIR QUESTION RELATES TO SPECIFIC INFORMATION COLLECTED WITHIN A FORM, THEY SHOULD CONTACT THAT AGENCY FOR

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CLARIFICATION.

>> THANKS.

SO PLEASE REMEMBER TO E-MAIL
YOUR QUESTIONS.

ONCE AGAIN THE ADDRESS IS
GRANTS.GOV-WEBCAST@HHS.GOV.

AT THIS TIME, WE'D LIKE TO TAKE
OR SHOW APPRECIATION FOR BOB
COMING IN OUT OF HIS BUSY
SCHEDULE TO GIVE YOU SOME
APPLICANT PERSPECTIVE.

HE'S GOING TO GIVE YOU TIPS AS
WELL.

WELCOME BOB.

>> THANK YOU.

I'M PLEASED TO BE HERE P AS THE
FIRST NONPARTICIPANT GUEST IT'S
A HIGHLIGHT TO BE HERE IN THIS
STUDIO WORKING ON THIS IMPORTANT
PROJECT.

YOU AND I HAVE OVER THE YEARS
HAVE SHARED A NUMBER OF PODIA
AROUND THE COUNTRY AS WE MADE
PRESENTATION ABOUT GRANTS.GOV
YOU DESCRIBING THINGS AND ME
BRINGING UP PROBLEMS AND YOU IN
THE PAST HAVE BEEN VERY
FACILITATIVE IN HELPING SOLVE
THE PROBLEMS WE HAVE.

WHEY HOPE TO DO HERE TODAY IS TO
GIVE LITTLE BACKGROUND OF MYSELF
AND WHAT WE'VE DONE IN MICHIGAN
AND ISSUES THAT GROUPS HAVE
BROUGHT UP FOR SOLUTION BY THE
ORGANIZATION.

I'VE WATCHED ALL THE PREVIOUS
WEB CASTS AND HAVE ALWAYS SENT
IN DWHAES YOU AND OTHERS HAVE
ANSWERED, TRIED TO ANSWER, AND I
HOPE OTHERS WILL SEND IN THEIR
QUESTIONS.

IF YOU HAVE ANY QUESTIONS FOR ME
PARTICULARLY BASED ON WHAT I'VE
SAID, SEND THEM TO THE REGULAR

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WEB CAST ADDRESS AND THE FOLKS WILL PASS THEM ON TO ME. YOU TWO FWIES ARE NEW TO THIS GRANT PROCESS, RELATIVELY NEW. I CAN TELL BY HOW YOUNG YOU ARE. I'VE BEEN IN THE GRANTS BUSINESS 40 YEARS AT THE UNIVERSITY OF MICHIGAN AND I FEEL LIKE, UM I'M SORT OF LIKE A FOREST GUMP OF GRANTS MANAGEMENT BECAUSE I'VE BEEN AROUND SO MANY DIFFERENT ACTIVITIES THAT HAVE OCCURRED. IN THE LATE 80s, WE WERE INVOLVED IN AN NSF PROJECT CALLED EXPRESS PROJECT WHICH LATER BECAME FAST LINK AND THEN LATER IN THE 90s, WE WORKED WITH THE GAM CONSORTIUM WHICH WAS ONE OF THE FIRST ATTEMPTS TO DO INTERNAL GRANTS MANAGEMENT WITHIN A UNIVERSITY AND WE WORKED WITH PEOPLESOFT COMPANY TO DEVELOP PEOPLESOFT GRANTS BUT MICHIGAN HAS VERY UNIQUE PROBLEMS WITH WHICH HOW IT DEALS WITH GRANTS MANAGEMENT. THIS YEAR WE HAD \$1.6 BILLION OF GRANTS AND CONTRACTS, SPONSORED PROGRAMS IN GENERAL. AND SO, MANY DEPARTMENTS ARE INVOLVED AND SO ROUTDING AN APPROVAL BECOMES A VERY CRUCIAL ISSUE FOR US AND WE HAD TO GET THAT RIGHT. I STARTED TO ATTEND THE FEDERAL DEMONSTRATION PARTNERSHIP MEETINGS IN THE LAST YEARS OF THE # 0s AND I WAS IMPRESSED WITH CHARLIE HAVACOST CAME UP AND STARTED TALKING ABOUT THE eGRANTS SYSTEM HE WAS GOING TO DEVELOP OR LATER BECOMING GRANTS.GOV. THIS I THOUGHT WAS WONDERFUL, AT

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LEAST A SINGLE PORTAL WHERE ALL GRANT APPLICATIONS CAN BE SUBMITTED.

I WENT BACK TO THE CAMPUS AND WROTE ARTICLES FOR THE CAMPUS NEWSPAPER PREPARING PEOPLE FOR THIS GREAT SYSTEM TO COME, WHICH AT THAT TIME, I BELIEVE WOULD BE ALL SYSTEM-TO-SYSTEM WHEN THE ORIGINAL PRESENTATIONS WERE MADE TSHG FORMS COMPONENT WAS ONLY A SMALL PART OF IT FOR THOSE AGENCIES THAT WOULD NOT HAVE MANY GRANTS IN A GIVEN YEAR OR WHAT CHARLIE CALLED THE HOSPICE IN THE DESERT WHICH WOULD DO ONE GRANT EVERY COUPLE OF YEARS.

WE WERE EXPECTING A SYSTEM-TO-SYSTEM AND SO WAS CHARLIE BUT THE PROBLEM WAS ONLY TWO UNIVERSITY FATS TIME ACTUALLY HAD INTERNAL GRANTS MANAGEMENT SYSTEMS THAT COULD CONNECT, SO FORMS BECAME THE MAJOR, AS YOU SAY, REGULAR BAYWAY TO SUBMIT.

AND SO I WAS -- BUT I WAS STILL LOOKING FORWARD TO A SINGLE PORTAL, STANDARD FORM. ONE OF THE ACTIVE PERSONS IN THE FEDERAL DEMONSTRATION PARTNERSHIP ONCE COMMENTED THAT EVERY AGENCY BECAME CAME UP WITH NEW ROGUE SYSTEMS AND WE WANTED TO HAVE ONE SINGLE SYSTEM.

WHEN CHARLIE ANNOUNCED THAT WAS FINALLY READY EVERYBODY WAS EXCITED AND THEN HE SAID, IT DIDN'T WORK WITH MACINTOSH AND WE WERE MAC-BASED SO I BECAME VERY DISILLUSIONED WITH THE SYSTEM, DIDN'T THINK WE COULD USE IT.

EVEN THEN AND STILL SO THIS DAY,

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ONE PART OF GRANTS.GOV THAT GETS ALMOST NO PUBLICITY IS THE FIND COMPONENT, AND THAT IS ONE OF THE BEST FEATURES OF THE WHOLE SYSTEM.

EVERYBODY LIKES IT, YOU NEVER HEAR ANYBODY COMPLAIN ABOUT THE FIND AND I WANTED TO ADD THAT INTO MY COMMENTS.

IN FASHTH WE WERE SO DISILLUSIONS THAT GRANTS.GOV WOULDN'T CATCH ON THAT WE BECAME A PILOT PROJECT WITH NIH WHO WAS GOING TO DEVELOP ITS OWN SYSTEM CALLED THE EC-GAP PROJECT AND WE WORKED WITH A COMPANY TO DEVELOP THAT.

THAT WAS IN THE LATE 04, EARLY 2005.

THEN WE HAD A BLOCKBUSTER HIT US.

I CALL THIS THE RED-LETTER DAY OF ELECTRONIC GRANTS MANAGEMENT.

AUGUST '05, THE DIRECTOR OF NIH SAID, NI SHSHGS NOW GOING TO USE GRANTS.GOV FOR ALL OF ITS GRANT SUBMISSIONS INTO THE FUTURE.

WE'RE GOING TO START IN JANUARY WITH SOME AND ERE WE'RE GOING TO CONTINUE TO ADD THEM ON OVER TIME.

WHEN NIH SPEAKS, EVERYBODY LISTENS, AND WE THEN NEEDED TO MOBILIZE OUR GRANTS DEPARTMENT TO DEAL WITH GRANTS.GOV.

UP UNTIL THIS TIME, IF PEOPLE HAD GRANTS APPLICATIONS AND THEY WANTED TO USE GRANTS.GOV, WE WOULD SAY WELL WOULDN'T YOU RATHER USE PAPER?

WE DON'T WANT TO USE GRANTS.GOV BECAUSE IT DOESN'T WORK WITH MACES, BUT NIH SAYs YOU HAVE TO USE IT, WE'LL USE IT.

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TO THAT END, WE INVESTIGATED A SYSTEM CALLED CITRIX WHICH ALLOWED US TO MAKE A MAC LOOK LIKE A NON-MAC MACHINE. WE SET UP PROCEDURES FOR DEALING WITH GRANTS.GOV. MICHIGAN DOES HUNDREDS OF GRANT APPLICATIONS EVERY DEADLINE PERIOD FOR NIH, THOUSANDS OVER THE COURSE OF A YEAR AND THEREFORE IT WAS IMPORTANT THAT WE TEACH THE CAMPUS HOW TO DO IT. SOY WENT AROUND CAMPUS AND MADE 60-SOME PRESENTATION AS TO THE FACULTY, TO STAFF. TAUGHT THEM HOW TO USE GRANTS.GOV AND AS I STUDIED THE SYSTEM I REALIZED THERE WERE FLAWS. IT DAWNED ON ME THAT WHEN THE SYSTEM WAS ORIGINALLY DEVELOPED, THERE WERE NO GRANT USERS MAKING ANY INPUT, IT WAS TOTALLY DESIGNED AT THE TOP BY CHARLIE HAVACOST AND HIS CONTRACTORS. LUCKILY, THERE'S NOBODY HERE NOW IN THE GRANTS.GOV ORGANIZATION THAT WAS THERE THEN SO WE COULD BE CRITICAL OF THOSE GUYS BECAUSE THE GUYS HERE TODAY WORKING ON THE SYSTEM ARE VERY HELPFUL, AND SO, I MADE PRESENTATIONS AT ORGANIZATIONAL MEETINGS AROUND THE COUNTRY TO BRING TO ATTENTION THE PROBLEMS AND FIND OTHERS WHO HAD SIMILAR PROBLEMS. I MADE A PRESENTATION AT AN INCURA MEETING AND WE BRAINSTORMS AND CAME UP WITH 22 MAJOR PROBLEMS WE WANTED FIXED. PROPERLY, TEN OF THOSE THINGS HAD BEEN FIXED.

STAKEHOLDER WEBCAST TRANSCRIPT

MANY OF THEM WERE IN THE COMMUNICATION ISSUES THAT MICHAEL'S HAD SOME THINGS TO FIX, AND THEN WE LEARNED THAT GRANTS.GOV COULDN'T DEAL WITH FIXING OUR PROBLEMS BECAUSE ADOBE WAS BEING USED NOW INSTEAD OF THE OLD PURE EDGE AND WE HAD TO WAIT A LONG TIME FOR ADOBE TO BE EMPTIED.

ADOBE SOLVED A NUMBER OF THE PROBLEMS THAT THE PURE EDGE APPLICATIONS HAD BUT IT BROUGHT UP NEW ONES.

WE THOUGHT ONCE ADOBE GETS IN PLACE OF THE EARLY MONTHS OF 2009, WE'LL GET OUR ISSUES RESOLVED.

THEN CAME THE FLOOD OF ARRA APPLICATIONS AND THE OMB SAID, DIRECTOR SAID, WE'LL HELP OUT THESE POOR GRANT SEEKERS, WE'LL LET AGENCIES DROP OUT OF GRANTS.GOV AND USE THEIR OWN SYSTEMS OR USE E-MAIL OR PAPER, WHATEVER TO GET THESE GRANT APPLICATIONS IN.

THAT'S WHEN THE FTP AGAIN BECAME VERY CONCERNED BECAUSE MANY UNIVERSITIES HAD INVESTED MILLIONS OF DOLLARS IN DEVELOPING THEIR SYSTEM-TO-SYSTEM APPLICATIONS. THERE WERE MANY UNIVERSITIES WHO HAD INTERNAL AND SYSTEM-TO-SYSTEM APPLICATIONS. WE DID NOT WANT AGENCIES TO GO BACK TO THEIR ROGUE SYSTEMS, AND SO THE FTP PUT TOGETHER A TEAM OF PEOPLE TO WORK WITH GRANTS.GOV, WE'RE CALLING IT THE JOINT APPLICATION DESIGN TEAM, TO TRY TO BRING FORTH TO GRANTS.GOV THE ISSUES THAT WE'VE

STAKEHOLDER WEBCAST TRANSCRIPT

HAD, AND TO TRY TO MAKE IT KNOWN TO THE AGENCIES AND TO OMB THAT WE WANT A SINGLE PORTAL, A SINGLE SET OF FORMS FOR ALL APPLICATIONS.

NOW, I'M GOING TALK A LITTLE BIT ABOUT WHAT ARE THOSE THINGS THAT WE WANT WITH FORMS, AND THEN I'M GOING TO TALK A LITTLE BIT ABOUT HOW MICHIGAN WENT TO S 2 S AND SOME OF THOSE ISSUES.

ON THE SCREEN, YOU'LL SEE A LIST OF THE ISSUES THAT WE'VE BEEN TRACKING FOR A NUMBER OF YEARS ON THE FORMS PART OF GRANTS.GOV. SOME OF THESE GO BACK TO THE BEGINNING, SOME ARE NEW WITH ADOBE.

THE FIRST ONE, TO VIEW AND PRINT THE ENTIRE APPLICATION IS SOMETHING THAT WHENEVER I GO TO A MEETING AND SAY HOW MANY PEOPLE WANT THAT, EVERYONE PUTS THEIR HANDS UP.

NO ONE CAN UNDERSTAND WHY IT CAN'T BE DONE.

WHY CAN'T THE ENTIRE APPLICATION A, ALL THE BUDGET YEARS, ALL OF THE ATTACHMENTS BE PRINTED AND VIEWED?

THAT A WOULD BE HELPFUL TO CUT DOWN ON ERROR MESSAGES FROM GRANTS.GOV AND AGENCIES SO PEOPLE COULD SEE THEM IN ADVANCE.

WE ALSO WANT UNDERSTANDABLE ERROR MESSAGES.

ONE OF THE PROBLEMS FOR HAVING SO IN CONTACTS WITH THE HELP DESK, I'M NOT SURE THAT'S A GOOD STATISTIC BECAUSE IT REPRESENTS PEOPLE HAVING TROUBLE.

SOME OF THOSE TROUBLES THEY DIDN'T UNDERSTAND WHAT WAS GOING

STAKEHOLDER WEBCAST TRANSCRIPT

ON, BUT SOME OF THOSE CALLS ARE DUE TO THE FACT THAT THE ERROR MESSAGES THAT ARE COMING OUT OF THE SYSTEM CANNOT BE UNDERSTOOD BY THE PERSON WHO GETS THE ERROR MESSAGE, AND SOMETIMES NOT BY THE CONTACT PEOPLE EITHER BECAUSE THEY'RE VERY CRYPTIC. THAT'S SOMETHING THAT NEEDS TO GET FIXED.

WE ALSO WANT THE SYSTEM TO CHECK FOR ERRORS BEFORE WE MAKE THE SUBMISSION.

CURRENTLY, EVERYONE KNOWS IF YOU DO A CHECK FOR ERRORS, ALL YOU DO IS FIND THE FIELDS THAT ARE NOT FILLED IN WHICH YOU ALREADY KNOW ARE WRONG BECAUSE THEY'RE YELLOW AND CIRCLED IN RED AND YOU CAN'T GET OUT OF THE BOX UNLESS YOU FIX THEM AND HIT RETURN.

SO GIVE US MORE INTERNAL ERROR CHECKING THAT WILL CUT DOWN ON THE NEED TO HAVE 24/7 HELP DESK AND CUT DOWN ON COST.

SOME OTHER ITEMS, PEOPLE WANT TO AUTO FILL BUDGETS FROM ONE YEAR TO THE NEXT AND THEY WANT PEOPLE TO WORK ON ONE PART OF A BUDGET YEAR WHILE ANOTHER KEY PERSON WORKS ON A KEY PERSON TWO DIFFERENT PARTS OF THE SAME PERSON WILL WORK ON MULTIPLE PEOPLE AT THE SAME TIME.

SO THAT FUNCTIONALITY WILL WORK ON ANY BUDGET YEAR OR ANY PERSON IS IMPORTANT.

DOUBLE CLICKING TO OPEN THE FORMS, ISN'T THAT A STRANGE THING?

WE COULD UNDERSTOOD WITH PURE EDGE BECAUSE THAT WAS DEVELOP BID A COMPANY THAT WASN'T THAT

STAKEHOLDER WEBCAST TRANSCRIPT

BIG AND WELL-KNOWN, BUT ADOBE FORMS YOU CANNOT CLICK ON THEM TO OPEN THEM, YOU HAVE TO MOVE THEM FROM LEFT TO RIGHT TO OPEN THEM.

THAT'S A HASSLE.

IT'S A LITTLE BIT OF WORK ONE TIME BUT WHEN YOU'RE DOING THOUSANDS OF APPLICATIONS, IT ADDS UP.

THE REST OF THEM, YOU FOLKS CAN READ.

WE WANT BETTER INFORMATION ON ERROR MESSAGES, USERS TO BE ABLE TO ADD INSTITUTIONAL DATA FROM A CENTRAL LOCATION, SIMULTANEOUS MULTIPLE USERS, AND WE WANT ANY NUMBER OF BUDGET PERIODS TO BE ALLOWED.

WE WANT A WORK-AROUND OR A FIX FOR THAT TERRIBLE BUG THAT DOESN'T LET YOU GET RID OF THE LAST KEY PERSON.

YOU HAVE TO REDO THE APPLICATION IF YOU HAVE ONE KEY PERSON AND THAT PERSON DOESN'T WANT TO BE ON THE PROJECT ANYMORE, YOU HAVE TO START OVER.

THERE SHOULD BE A RESET BUTTON. MOST OF AUSHLGS EVERYBODY, I THINK, JUST LIKE THEY WANT PRINTING, THEY WANT ALL AGENCIES TO USE ALL THE FORMS IN THE SAME WAY SO WE DON'T HAVE TO FIGURE OUT WHAT DOES ONE AGENCY WANT VERSUS ANOTHER.

WE ALSO WANT ALL AGENCIES TO USE GRANTS.GOV.

WE DON'T WANT AGENCIES CREATING THEIR OWN SYSTEMS.

WE DON'T WANT AGENCIES PROMOTING THEIR OWN SYSTEMS.

WE WANT AGENCIES TO CHANGE THEIR INTERNAL BUSINESS RULES TO

STAKEHOLDER WEBCAST TRANSCRIPT

FACILITATE THEIR GRANT-SEEKING
USERS SO THAT EVERYBODY CAN USE
GRANTS.GOV.

NOW S 2 S MEANS
SYSTEM-TO-SYSTEM.

THAT MEANS YOU DON'T DOWNLOAD
THE FORMS AND FILL THEM OUT BUT
RATHER AN INTERNAL MANAGEMENT
SYSTEM THAT ALLOWS YOU TO CREATE
AN APPLICATION AND THEN PUSH IT
THROUGH TO GRANTS.GOV.

THIS IS NOT AN EASY PROCESS.
THIS IS SOMETHING THAT EVERY
MAJOR UNIVERSITY SHOULD END UP
DOING BECAUSE IT MAKES LIFE MUCH
EASIER FOR THE FACULTY AND
USERS.

WE STARTED IN THE FALL OF 2005
WHEN OUR ASSOCIATE VICE
PRESIDENT FOR RESEARCH SAID,
OKAY, WE'RE GOING TO DO THIS,
LET'S GET TO WORK ON IT.
WE PUT TOGETHER TEAMS THAT WENT
OUT AND TALKED TO PEOPLE AROUND
THE CAMPUS, AS I MENTIONED
EARLIER.

WE HAD A VERY COMPLICATED
ROUTING AND APPROVAL SYSTEM.
FINALLY IN 2006, WE GOT THE GO
AHEAD.

OUR INTERNAL COMPUTING SYSTEM
WAS GOING CREATE THE SYSTEM
USING TOOLS FROM A COMPANY
CALLED CLICK COMMERCE.
WE WOULD USE THEM FOR THE
APPLICATION FORMS.

WE WORKED ON THAT UNTIL NOVEMBER
OF 2008 WHEN WE WERE FINALLY
ABLE TO DO A PILOT.

IN MARCH OF 2009, WE HAD LIMITED
CAMPUS USE AND IN JULY 2009, WE
WENT CAMPUS-WIDE.

EVERYONE HAS TO USE THE INTERNAL
MANAGEMENT SYSTEM.

STAKEHOLDER WEBCAST TRANSCRIPT

EVERYONE DOESN'T HAVE TO USE THE SYSTEM-TO-SYSTEM SUBMISSION PART BUT WE'RE GETTING MORE AND MORE PEOPLE WHO REALIZE THAT THAT IS THE BETTER WAY TO GO.

WE HAVE TO GET SOME AGENCIES THAT ARE NOT CURRENTLY SUPPORTING GRANTS.GOV TO GET MORE ON BOARD WITH THAT.

THE SYSTEM-TO-SYSTEM DEVELOPERS ALSO HAVE PROBLEMS THAT THEY WOULD LIKE RESOLVED.

THIS FEDERAL DEMONSTRATION PARTNERSHIP GROUP IS DIVIDED INTO TWO PARTS; ONE PART THAT WILL WORK WITH FORMS WITH THE GRANTS.GOV STAFF, ONE PART THAT WILL WORK WITH THE SYSTEM-TO-SYSTEM AND THAT INVOLVED VENDORS AS WELL.

SO WE HAVE A NICE MIX OF IN-HOUSE CREATED SYSTEMS AND VENDOR-CREATED SYSTEMS, AND WE ALL WILL WORK TOGETHER TO CREATE SYSTEMS THAT WILL WORK FOR US ALL.

NOW I'M JUST GOING TO SHOW YOU THESE SLIDES, SO REASON TO READ THEM ALL.

THESE WILL BE ARCHIVED AND IF YOU ARE DEVELOPING A SYSTEM-TO-SYSTEM AT YOUR CAMPUS OR THINKING ABOUT IT, YOU SHOULD CONTACT ME THROUGH THE GRANTS.GOV E-MAIL LIST AND I'LL PUT YOU IN TOUCH WITH THE COORDINATOR FOR THE FTP GROUP. THAT WOULD BE NIXON AT DUKE UNIVERSITY.

I WON'T GIVE YOU A PARTICULAR VENDOR, BUT I WILL SEND YOU TO THE FTP REPRESENTATIVE.

THEY WANT ERROR MESSAGES CLEARLY DEFINE.

STAKEHOLDER WEBCAST TRANSCRIPT

THEY WANT SYSTEM PERFORMANCE METRICS MADE REALTIME AVAILABLE. THEY HAVE A LOT OF SPECIALIZED ISSUES THEY'RE DEALING WITH AND WE HOPE THE NEW COOPERATION WE HAVE DOWN THE GRANTS.GOV STAFF AND THE UNIVERSITIES AND ANYONE ELSE THAT WANTS TO GET INVOLVED WILL LEAD TO A MUCH BETTER USER INTERFACE.

WE WANT ONE PORTAL AS I MENTIONED HOW MUCH TIMES? I'VE WRITTEN AND SPOKEN IN FAVOR OF THIS FOR ALL THESE YEARS, AND I HOPE TO CONTINUE, I HOPE THAT BEFORE I RETIRE WE'LL AT LEAST BE ABLE TO PRINT APPLICATIONS AND THAT WE MAY EVEN GO TO A WHOLE NEW WAY OF DEALING WITH THEM AND NOT USING FORMS. SO THANK YOU FOR LETTING ME PRESENT THAT MATERIAL TO THE USERS, AND I WELCOME QUESTIONS AND COMMENTS NOW OR LATER. THANK YOU.

>> THANKS, BOB.

WE APPRECIATE YOU COVERING A LOT OF INFORMATION.

FOR AN APPLICANT WHO'S WATCHING FOR THE FIRST TIME WHO HAS USED OUR WONDERFUL FIND PROCESS AND FOUND AN OPPORTUNITY AND THEY'RE READY TO START, WHAT WOULD YOU GIVE THEM AS A BEST TIP?

>> A GREAT QUESTION AND LITTLE DO YOU KNOW THAT THE PRIMARY ANSWER IS, WHO IS AN APPLICANT? THAT IS A BIG ISSUE BECAUSE CURRENTLY MUCH OF THE DOCUMENTATION ON THE WEB SITE AND FROM THE AGENCY IMPLIES THAT ANYBODY WHO WANTS TO GET A GRANT MUST BE -- MUST APPLY AS AN AOR THOROUGH GRANTS.GOV, WHEN, IN

STAKEHOLDER WEBCAST TRANSCRIPT

FACT, ALL UNIVERSITIES, MANY STATE AND LOCAL GOVERNMENTS AND OTHER ORGANIZATIONS ARE THE APPLICANTS, NOT THE INDIVIDUAL PERSON.

THE PERSON FILLS OUT THE APPLICATION AND SENDS IT TO THEIR GRANTS OFFICE, AND THE GRANTS OFFICE HAS PEOPLE WHO ARE THE AORs AND THEY DO THE SUBMISSIONS.

SO IF A PERSON FINDS A GRANT AND THEY ARE IN AN ORGANIZATION AND THEY WANT TO SUBMIT AN APPLICATION, THEY SHOULD GO TO THE GRANTS OFFICE OF THAT ORGANIZATION TO FIND OUT WHAT THEY NEED TO DO TO SUBMIT THE APPLICATION.

IF THEY'RE A BRAND NEW ORGANIZATION LIKE A SMALL BUSINESS WHO WANTS TO GET A GRAND GRANT THEN THEY NEED TO GET A DUNS NUMBER AND REGISTER IN CCR AND NUMBER OF OTHER THINGS.

I RECOMMEND THAT ANY NEW ORGANIZATION CONTACT THE HELP DESK, BUT SOMETIMES YOU MAY WANT TO HAVE A LITTLE CLOSER PERSON TO TALK TO, I SUGGEST THAT YOU CONTACT THE GRANTS OFFICE OF YOUR LOCAL UNIVERSITY.

ALMOST EVERY UNIVERSITY IS INVOLVED IN GRANTS.GOV AND WOULD BE HAPPY TO HELP NEW FOLKS UNDERSTAND THE PROCESS, AND YOU COULD GO TO THAT OFFICE AND SIT DOWN AND HAVE HANDS-ON EXPERIENCE WATCHING WITH THEM ON THE COMPUTER AND YOU COULD REALLY LEARN A LOT.

I'VE DONE THIS FOR MANY ORGANIZATIONS IN THE STATE OF

STAKEHOLDER WEBCAST TRANSCRIPT

MICHIGAN.

THAT'S THE SECOND ISSUE.

ARE YOU SUPPOSED TO BE AN APPLICANT OR YOU SHOULD FIND THE PERSON, THE ORGANIZATION THAT IS, AND IF YOU ARE COMPLETELY NEW, GET SOME HELP.

LET ME FOLLOW UP ON ONE THING THAT KENAN SAID EARLIER, LEAVE SOME TIME.

MOST OF THE PROBLEMS WE FIND WITH THESE PROBLEMS WITH REGISTRATION ARE REALLY THE PERSON TRIED TO REGISTER THE DAY THE GRANT IS DUE.

SO LOOK AT THE DEADLINE, AND DO WHATEVER YOU HAVE TO DO WEEKS IN ADVANCE.

BE A LITTLE AHEAD OF SCHEDULE SO THAT WHEN IT COMES TIME TO SUBMIT YOU'RE WELCOME HAVE LEAD TIME TO HELP YOURSELF.

>> THANKS, BOB, AND THAT'S A GOOD POINT.

WE ALWAYS TELL PEOPLE TO REGISTER EARLY AND SUBMIT EARLY AND IT'S GREAT THAT OUR SYSTEM IS NOW VALIDATING QUICKLER, YOU KNOW, THREE MINUTES, SO IF YOU HAVE ANY ERRORS WE CAN WORK WITH YOU AND YOU CAN WORK WITH THE AGENCY, BUT IT'S IMPORTANT TO SUBMIT EARLY.

THE LIST OF THINGS LIKE PRINTING ALL THE APPLICATIONS.

ONE OF THE THINGS WITH THE BOOST EFFORT ITSELF, THE TECHNICAL AUGMENTATION DESIGN, THE ONLY SYSTEM BUILD THAT WE WILL BE ABLE TO ACCOMPLISH DURING THAT EFFORT THROUGH THE SECOND QUARTER IS THE SECURITY ASSESSMENT BUILD.

SO ANY ENHANCEMENTS SUCH AS

STAKEHOLDER WEBCAST TRANSCRIPT

TRYING TO PRINT THE APPLICATIONS
WILL HAVE TO BE DONE IN THE
FUTURE.

THERE WON'T BE ANY SYSTEM
ENHANCEMENTS IN THE FUTURE
BECAUSE WE MUST DO THAT SECURITY
ASSESSMENT, SO PLEASE KEEP THAT
IN MIND.

YOU CAN REACH OUT TO
UNIVERSITIES NEARBY, BUT PLEASE
KEEP IN MIND, ON THE WEB SITE WE
SO DO HAVE AN OUTREACH REQUEST
PRESENTATION FORM.

FILL THAT OUT, WHAT HAPPENS IS
THAT COMES TO ME AND IF IT'S IN
D.C. EKD SHOW UP, WE DID ONE IN
HAWAII.

WE HAVE WEB EX AND WE HAVE AN
INTERACTIVE SESSION WHERE WE
WALK THROUGH THE PROCESS,
REGISTRATION, ANSWER ANY
QUESTIONS YOU MAY WITH HAVE.
ALSO IMPORTANT TO SIGN UP OUR
NEWSLETTER WHICH GOES OUT TO
OVER 62,000 PEOPLE.

THAT'S WHEN YOU GET THE REMINDER
OF TODAY'S WEB CAST AND THE
GRANT UPDATE LISTER.

THAT'S IMPORTANT AS WELL WHEN
VERSIONS OF ADOBE IS RELEASED
AND TESTED.

WE PUSH THAT OUT AS WELL TO
ABOUT 41,000 PEOPLE.

SO YOU'LL SEE A MESSAGE COMING
OUT ON FRIDAY.

>> MICHAEL, WILL YOU DO THOSE
WEB EXPRESENTATION TO AS FEW AS
ONE PERSON.

>> I'VE ACTUALLY DONE THAT.
IF IT'S ONE PERSON, THEY COULD
JUST CALL ME AND WHAT I'VE DONE
IN THE PAST BECAUSE WE GET ALL
KINDS OF CALLS.

ONE PERSON WE WALK THEM THROUGH

STAKEHOLDER WEBCAST TRANSCRIPT

ON THE PHONE, BUT IF IT'S LIKE FIVE OR SEVEN, MINIMUM, BUT IF THREE PEOPLE CALL IN THE CONFERENCE ROOM, I HAVE THEM PULL UP THE WEB SITE AND WALK THEM THROUGH.

THE LARGEST ONE WAS 800 PEOPLE, SO WHAT WE DO IS HAVE A VIDEO CAM, I SHOW MY FACE AND THEN WE WALK THROUGH SCREEN SHOT AND THIS PARTICULAR AUDIENCE WAS IN A BIG AUDITORIUM, WE WALKED THEM THROUGH, ANSWERED QUESTIONS THAEND WE GO LIVE INTO THE SITE. WHAT HAPPENS IS LITTLE THINGS SUCH AS FISCAL YEAR, A LOT OF PEOPLE DON'T KNOW IT'S OCTOBER 1st THROUGH SEPTEMBER 30th, IF PEOPLE DON'T KNEE WE TELL THE THEM.

OUR CONTACT CENTER RIGHT NOW IS 24/7 EXCEPT FOR FEDERAL HOLIDAYS.

NUMBERS THE SAME, 1-800-51 #-4726 OR YOU CAN E-MAIL US FOR QUESTIONS TO SUPPORT AT GRANTS.GOV.

WE'LL ANSWER ANY QUESTIONS YOU MAY HAVE FOR THE REMAINDER OF TODAY.

REMEMBER TO E-MAIL YOUR QUESTIONS.

THE ADDRESS IS.GOV-WEBCAST@HHS.GOV.

WE'D LIKE TO TAKE THE REMAINING TIME TO ANSWER ANY QUESTIONS YOU MAY HAVE.

HERE IS A QUESTION.

I WAS NOT CLEAR ON THE CERTIFICATE WHICH MAY EXPIRE AND THEN NEED TO RENEW IT.

WHAT IS THIS CERTIFICATE AND IT'S IMPORTANCE IN THE GRANT APPLICATION PROCESS?

STAKEHOLDER WEBCAST TRANSCRIPT

IT IS A -- I'M SORRY, IS THAT A CERTIFICATION THAT ALL APPLICANTS MUST HAVE? IF NOT, HOW DO LEARN THIS IS REQUIRED OF MY AGENCY.

>> I CAN TELL YOU THAT MIKE. THE CERTIFICATE IS IN REFERENCE TO SYSTEM-TO-SYSTEM USERS. THIS WOULD BE ON THE AGENCY OR APPLICANT SIDE. SO THOSE AGENCY WHO HAVE SET UP SYSTEM-TO-SYSTEM WITH GRANTS.GOV, THE STAFF MEMBER WOULD BE WELL AWARE OF THE CERTIFICATE. THAT'S WHAT IT SPECIFICALLY REFERENCES. NOT EVERY APPLICANT ORGANIZATION WILL HAVE A CERTIFICATE TO INSTALL BUT IT'S ONLY FOR THOSE WHO HAVE SET UP SYSTEM-TO-SYSTEM.GOV.

>> HOW WILL THE SECURITY UPDATE AFFECT ME IF I ALREADY HAVE A GRANTS.GOV ACCOUNT? DO I NEED TO REREGISTER? NO, IF YOU'RE ALREADY REGISTERED, HAVE A USER NAME AND PASSWORD, SAY WE IMPLEMENTED THIS SYSTEM BUILD TODAY, 90 DAYS FROM NOW, YOU WOULD NEED TO -- BEFORE 90 DAYS, YOU WOULD NEED TO UPDATE, CHANGE YOUR PASSWORD. THAT'S THE ONLY IMPACT, IF YOU ARE ALREADY REGISTERED. SO EVERY 90 DAYS, YOU WILL NEED TO UPDATE YOUR PASSWORD, CHANGE YOUR PASSWORD. THERE'S ANOTHER ONE? DO I NEED TO UPDATE MY SOFTWARE TO THE LATEST ADOBE READER VERSION? WE RECOMMEND THAT BUT WHAT WE DO ON OUR WEB SITE IS HAVE A HANDY

STAKEHOLDER WEBCAST TRANSCRIPT

FABLE THAT LIST COMPATIBLE
VERSIONS OF ADOBE READER WHICH
ARE 8.1.1-8.1.7 AND 9.0-9.2.

>> CAN I MAKE A COMMENT ON THAT?

>> SURE.

>> ONE OF THE PROBLEMS WE HAD
WHEN WE FIRST STARTED ADOPTING
ADOBE WAS THE IT DEPARTMENTS IN
MANY UNIVERSITIES AND STATE AND
LOCAL GOVERNMENTS WANT TO MANAGE
EACH PERSON'S COMPUTER AND THEY
DIDN'T WANT TO KEEP ADDING NEW
VERSIONS OF ADOBE READER SO THEY
SORT OF SET STANDARDS.

SO IT'S IMPORTANT IF YOU'RE IN
AN ORGANIZATION WHERE YOU CANNOT
ADD YOUR OWN PROMS THAT YOU GO
TO OUR IT DEPARTMENT AND WORK
THROUGH THEM TO UPDATE.

YOU DON'T ALWAYS NEED TO UPDATE
TO THE THE LATEST VERSION
BECAUSE THE OLDER VERSIONS WORK.
GRANTS.GOV STAFF HAVE BEEN VERY
GOOD ABOUT KEEPING THOSE UP TO
DATE.

SO YOU DON'T ALWAYS HAVE TO HAVE
THE NEWEST AND BEST VERSION OF
READER, IT'S FREE, YOU COULD GET
IT IN OUR SYSTEM, BUT THE IT
DEPARTMENTS LIKE TO MANAGE THAT
SO YOU SHOULD BE SURE TO WORK
THROUGH THEM.

>> GOOD POINT.

HOW WILL THE BOOST MAKE THE
SYSTEM BETTER IN TERMS OF MY
APPLICATION SUBMISSION?

SO ALTHOUGH I MENTIONED THAT THE
SYSTEM IS VALIDATING
APPLICATIONS IN LESS THAN THREE
MINUTES, TODAY, WHAT WILL HAPPEN
IS SOME OF THE AGENCIES ARE
STILL NOT UTILIZING GRANTS.GOV.
SO AS THOSE AGENCIES COME BACK
ON BOARD AND AS WE REACH LARGE

STAKEHOLDER WEBCAST TRANSCRIPT

SUBMISSION DAYS SUCH AS THE 8,300 ON APRIL 27TH, WE'LL HAVE THE CAPACITY.

IT WILL ALSO IMPLEMENT AS I MENTIONED BEFORE KEY PERFORMANCE INDICATORS THAT WE WILL BE ABLE TO PUT ON THE SITE SO THAT YOU CAN SEE REALTIME PERFORMANCE METRICS.

HERE'S A QUESTION: WHAT ACTIONS HAVE YOU TAKEN TOWARD THE GAO AUDIT RECOMMENDATION?

THIS QUESTION WE PRESENTED YESTERDAY AT THE NATIONAL GRANT PARTNERSHIP.

WE ARE WORKING WITH OMB, OFFICE OF MANAGEMENT AND BUDGET AS WELL AS HHA CHIEF INFORMATION OFFICE. SO WE'RE WORKING ON THOSE RECOMMENDATIONS AND ACTION ITEMS.

WE DON'T HAVE THE DETAILS TO GET INTO ALL THOSE RECOMMENDATIONS AT THIS POINT BUT WE CAN COVER THEM AT A LATER TIME.

HOW DO WE CONTACT BOB BEATTIE TO FIND OUT THE FTP CONTACT FOR SYSTEM-TO-SYSTEM.

YOU CAN SEND AN E-MAIL -- WE'LL HAVE THIS E-MAIL, BUT YOU CAN SEND AN E-MAIL TO THE GRANTS.GOV-WEB CAST@HHS.

JUST PUT MR. BEATTIE NAME IN THE SUBJECT LINE AND I'LL ENSURE THAT BOB GETS IT.

>> MY E-MAIL IS BEATTIE@UMICH.EDU.

>> THANKS, BOB.

AGAIN IF YOU DIDN'T CATCH THAT, WE'LL GET YOU BOB'S E-MAIL.

HERE'S ANOTHER ONE: WHAT PROGRESS HAS BEEN MADE IN KEEPING THE SYSTEM STATUS SHOWN ON THE WEB IN SYNC WITH REALITY?

STAKEHOLDER WEBCAST TRANSCRIPT

I GUESS THIS IS REFERRING TO THE BLOG?
THE BLOG, ITSELF, THESE DAYS IS PRETTY QUIET.
WHAT WE DO IS HAVE RED AND GREEN ON THERE.
THE SYSTEM IS PRETTY MUCH GREEN. THESE DAYS KENAN MAINTAINS THAT. IT'S BEEN GREEN FOR THE LAST, I DON'T KNOW, SIX --
>> IT PRETTY MUCH STAYS GREEN. THERE ARE INSTANCES WHERE SOMETHING MAY HAPPEN AND WE CAN GO UPDATE THE BLOG BUT SOMETIMES THAT'S NOT IN SYNC. IT'S SOMETHING THAT'S MANUALLY COMPLETED.
WE'RE WORKING WITH THE BOOST TO PUT IN MECHANISMS THAT HAVE REALTIME SYSTEM STATUS REPORTING.
>> SO LIKE WHEN WE DO A SYSTEM -- WE DID TAKE THE SYSTEM DOWN SEVERAL WEEKS AGO AS PART OF THE BOOST EFFORT, SO WE'LL ENSURE THAT WE CHANGE IT FROM GREEN TO RED.
OKAY.
HERE'S A LONGER ONE.
HOW DOES FED CONNECT WORK WITH GRANTS.GOV?
WHAT ARE THE DIFFERENCES IN THE SITE?
ARE THEY REDUNDANT?
IF I AM LOOKING FOR GRANT STUDENTS SHOULD I GO TO GRANTS.GOV FIRST AND THEN FED CONNECT IF I CAN'T FIND IT?
IT'S A SHAME VINCE SPROULS IS NOT WITH US TODAY.
BUT FROM WHAT I KNOW -- KENAN PLEASE FEEL FREE TOED A.
FED CONNECT ITSELF IS DEPARTMENT OF ENERGY SYSTEM.

STAKEHOLDER WEBCAST TRANSCRIPT

I'M NOT SURE WHAT THE REDUNDANCIES ARE, THEY DO HAVE A SEPARATE REGISTRATION PROCESS. TO MY KNOWLEDGE, ENERGY IS BACK POSTING ON GOV, GRANTS.GOV. SO I'M NOT SURE IF THEY'RE USING FRED CONNECT TODAY OR USING US AND FRED CONNECT, BUT ONE OF THE THINGS IS THE GRANT OPPORTUNITIES, THEY ARE ON GRANTS.GOV SITE.

>> RIGHT, I THINK A CRUCIAL DIFFERENCE BETWEEN GRANTS.GOV AND FED CONNECT, THEY WERE TAKING APPLICATIONS THROUGH FED CONNECT, WHICH KI SAY THESE GENTLEMAN CAN'T, BUT KI SAY IT'S A REAL NIGHTMARE FWUSHGS CRUCIAL THING IS CONTRACTS ARE IN FED CONNECT.

SO YOU WOULD HAVE TO LOOK IN FRED FED CONNECT TO FIND DEPARTMENT OF ENERGY CONTRACT IF YOU'RE NOT FINDING THEM ON FEDBUSINESSOPS.

FED CONNECT IS SUPPOSED TO BE A GRANT MANAGEMENT SYSTEM FOR POST SUBMISSION ACTIVITIES, AND WE'VE BEEN TOLD BY HIGH-LEVEL PEOPLE IN THAT AGENCY THAT THEY WILL NOT BE TAKING APPLICATIONS FOR GRANTS THROUGH THAT SYSTEM, AND THEY WILL BE POSTING, AS MICHAEL SAYS, THE GRANT OPPORTUNITIES, BUT IF YOU'RE DOING CONTRACTS, YOU'LL HAVE TO DEAL WITH THEM.

>> THANKS, BOB.

HERE'S ANOTHER ONE.

I AM FROM A SMALL NONPROFIT, WILL WE NEED S 2 S, COULD YOU EXPLAIN MORE WHAT IT IS AND WHY YOU NEED IT.

GRANTS.GOV IS DESIGNED FOR UNIVERSITIES TO SMALL NONPROFIT

STAKEHOLDER WEBCAST TRANSCRIPT

ORGANIZATIONS.

SO IT'S UP TO THE ORGANIZATION.

IF YOU'RE A SMALL NONPROFIT
WHO'S ONLY SUBMITTING ONE OR TWO
APPLICATIONS A YEAR, IT'S
PROBABLY NOT VALUABLE, RIGHT
BOB?

>> RIGHT.

>> UNLESS YOU HAVE AN IT PERSON
WHO'S SHARP AND CAN IF I CAN IT
OUT, MAYBE YOU TO WANT TO DO
THAT.

>> ALSO IT'S SOMETHING THAT
NEEDS TO BE MAINTAINED.
THERE'S AN UP FRONT COST BUT
THERE'S ALSO A MAINTENANCE COST
THAT GOES WHEN THERE ARE UPDATES
ON GRANTS.GOV YOU HAVE TO MAKE
UPDATES.

FOR A SMALL ORGANIZATION IT MAY
NOT BE WORTH THE INVESTMENT
RIGHT NOW.

IF THEY'RE DOING MULTIPLE GRANT
OPPORTUNITIES DURING THE YEAR
THEY MAY WANT TO INVESTIGATE
MORE.

>> I'D SAY 100, THAT WAS MY
CUTOFF POINT WHEN PEOPLE ASKS ME
THAT.

>> WE'LL GO WITH THAT.
IF YOU SUBMIT OVER 100
APPLICATIONS A YEAR, YOU MAY
WANT TO LOOK INTO THAT.

QUESTION: WHAT HAPPENS IF MY
PASSWORD EXPIRES, WILL BY ABLE
TO LOG IN AND CHANGE IT?

IF YOU PASSWORD EXPIRES, IF IT'S
THE 91st DAY, YES, YOU'LL BE
ABLE TO GO IN AND CHANGE YOUR
PASSWORD.

IF IT IS PASSED A YEAR OF
INACTIVITY AND YOUR ACCOUNT IS
DEACTIVATED, YOU GO IN AND
CHANGE YOUR PASSWORD BUT THEN

STAKEHOLDER WEBCAST TRANSCRIPT

YOU MUST HAVE THE eBUSINESS POINT OF CONTACT AUTHORIZE YOU AGAIN.
SO YOU MUST BE AN AUTHORIZED AOR TO SUBMIT.
HERE'S A LONGER ONE: I HAVE RECEIVED CONFLICTING INFORMATION ON WHETHER EVERYONE TOUCHING A PROPOSAL NEEDS TO BE USING THE SAME VERSION OF ADOBE.
CAN DIFFERENT VERSIONS OF ADOBE BE USED AS LONG AS THEY'RE XATTY AND SUBMISSIONS OF GRANTS.GOV BE SUCCESSFUL?
YES.
WHEN WE WERE FIRST TRANSITIONS TO ADOBE AND WE HAS VERSIONS LOWER THAN 8, THEN YOU CAN'T USE DIFFERENT VERSIONS, BUT AS LONG AS YOU FOLLOW WHAT'S ON OUR WEB SITE THE TABLE I MENTIONED, DIFFERENT PEOPLE CAN USE DIFFERENT VERSIONS.
>> IT'S POSSIBLE, LET ME MENTION THIS BECAUSE WE HAD AN ANSWER FROM THE CONTACT DESK THE OTHER DAY THAT THAT WAS A PROBLEM THAT WE HAD.
SO BE CAREFUL.
SOMETIMES THE FOLKS ON THE HELP DESK ARE NOT ALWAYS UP TO DATE SO THAT MAY BE WHY YOU HAD CONFLICTING INFORMATION.
THAT IS ONE POINT THAT MICHAEL HAS STRESSED WITH THEM AND I'M SURE HE'LL GO BACK TODAY AND RESTRESS WITH THEM THAT YOU CAN USE MULTIPLE VERSIONS OF ACCEPTABLE ADOBE SYSTEMS.
>> I'D LIKE TO ADD TO THAT THAT APPLICANTS NEED TO KNOW WHAT VERSION OF ADOBE THEY'RE USING.
SOMEONE CALLS AND HAVING AN ISSUE BUT THEY'RE NOT ABLE TO

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IDENTIFY, SO IF THEY'RE ABLE TO IDENTIFY THE VERSION, THEY HELP THE CONTACT.

>> THAT'S WONDERFUL EXCEPT MANY LARGE UNIVERSITY, THREE OR FOUR DIFFERENT COMPUTERS HAVE TOUCHED IT AND YOU NEVER KNOW WHAT THE ORIGINAL MIDDLE VERSIONS WERE, BUT IT'S GOOD TO KNOW THE LAST VERSION T LAST SUBMITTER.

>> ONE OF THE THINGS SINCE WE INTERACT WITH BOB ALL THE TIME, IN THE CONTACT CENTER RIGHT NOW WE HAVE APPROXIMATELY 80 CUSTOMER SUPPORT REPS. WE HAVE 80 PEOPLE ANSWERING CALLS AND ALTHOUGH THEY HAVE SCRIPTS SOMETIMES MISINFORMATION MAY BE GIVEN OUT.

IF THAT HAPPENS JUST SEND IT TO ME AND WE WORK WITH OUR STAFF TO ENSURE THAT WE CORRECT IT AND GIVE UT PROPER INFORMATION.

THE QUESTION: WHAT ARE THE PRIMARY AGENCIES THAT ARE NOT USING GRANTS.GOV AT THIS TIME? THOSE AGENCIES ARE EPA, JUSTICE, NSF, AS WELL AS NASA.

HOW DO KNOW IF MY APPLICATION IS SUCCESSFULLY PROCESSED LABD GET GRANT AWARD?

THAT'S TRICKY PART.

WHEN WE DO THE PRESENTATIONS ON FIND AND APPLY, MY ONE STANDARD JOKE IS WHEN I START IN 2006, DO I TRACK MY APPLICATION.

I THOUGHT THAT WAS GREAT, CLICK ON TRACK MY APPLICATION, IT TELLS ME IF I RECEIVE MY AWARD.

THAT'S NOT THE CASE.

TRACK MY APPLICATION IS JUST TRACKING IT IN THE GRAV SYSTEM. IT TRACKS TO MAKE SURE IT'S VALIDATED.

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IF THERE ARE ANY ERRORS YOU'LL
GET AN E-MAIL.

BUT THE KEY IS -- THE NEXT ONE
YOU WANT IS THE VALIDATION
E-MAIL.

ONCE YOU GET AN E-MAIL THAT SAYS
YOUR APPLICATION HAS BEEN
VERIFIED AND SUCCESSFUL
SUBMISSION AND VALIDATED, IT'S
VALIDATED IN OUR SYSTEM.

THE AGENCIES THEN RETRIEVE THEM.
ONCE YOU GET THE E-MAIL SAYING
AGENCY HAS RETRIEVED YOUR
APPLICATION, THEN THAT'S WHEN
THE AWARD PROCESS BEGINS FROM
THE AGENCY SIDE AND THAT'S WHEN
YOU WOULD WORK WITH THE AGENCY
TO FIND OUT IF YOU'VE IN FACT
BEEN AWARDING THE OPPORTUNITY.
UNFORTUNATELY, WE'RE OUT OF
TIME.

I WOULD LIKE TO THANK KENA JEAN
AND BOB BEATTIE FOR BEING WITH
US HERE TODAY.

IF YOU HAVE ADDITIONAL
QUESTIONS, WE MENTION BOB, HE
GAVE OUT HIS E-MAIL ADDRESS.

IF YOU HAVE ANY ADDITIONAL
QUESTIONS FOR BOB AS WELL AS
GRANTS.GOV, E-MAIL

GRANTS.GOV-WEBCAST@HHS.GOV.

WE HOPE YOU FOUND THIS
DISCUSSION HELPFUL AND WE'D LIKE
TO THANK YOU FOR JOINING US.

NEXT WEB CAST WOULD BE JANUARY 20th, 200. FOR CONTINUED UPDATES PLEASE VISIT OUR
WEB SITE AT GRANTS.GOV. IF YOU'D LIKE TO VIEW THIS AGAIN, PLEASE GO TO OUR HOME
PAGE AND CLICK ON WEB CAST. THE WEB CAST ARCHIVE SHOULD BE UP NEXT WEEK.

THANKS AGAIN.

WE'LL SEE YOU NEXT YEAR ON
JANUARY 20TH.

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