

# Grants.gov Quarterly Stakeholder Webcast

*July 16, 2008*

[support@grants.gov](mailto:support@grants.gov)

# Agenda

- Introduction
- Quarterly Update
- Contact Center Update
- “All About Grants”
- Update on the Adobe Transition
- Recent System Issues
- System Build 2008 – 02
- Department of State - Tips for Overseas Grant Applicants

## **Mr. Michael Pellegrino, Grants.gov**

- Grants.gov Quarterly Update
- Contact Center Update
- “All About Grants”

## **Mr. Vince Sprouls, Grants.gov**

- Update on the Adobe Transition

## **Mr. Vadim Smirnoff, Grants.gov**

- Recent System Issues
- System Build 2008-02

## **Mr. Greg Young, Department of State**

- Tips for Overseas Grant Applicants

**Michael Pellegrino**  
**Grants.gov**  
**Quarterly Update**

# Quarterly Update

	<b>FY 07</b>	<b>FY 08</b>	<b>% Diff</b>
Submissions	143,274	158,320	11%
AORs	82,303	121,896	48%
Contact Center	165,674	170,934	3%

\*Statistics thru June 2008

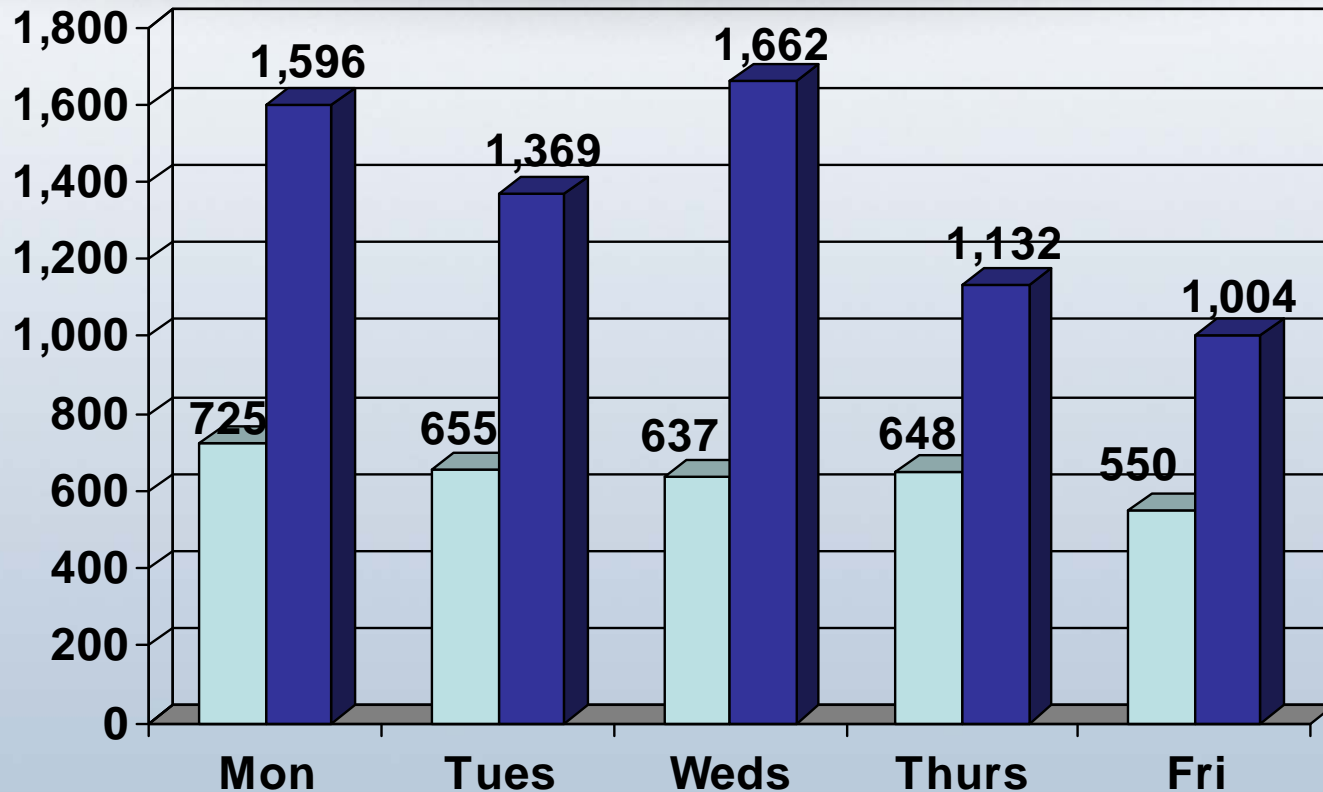
# Quarterly Update

- Adobe Reader 9.0 Released
  - Grants.gov Testing Complete
  - Adobe Reader 9.0 Compatible
- Grants.gov Adobe Reader Supported Versions
  - Adobe Reader 9.0
  - Adobe Reader 8.1.2
  - Adobe Reader 8.1.1
- Adobe Acrobat 9.0 Compatible

**Michael Pellegrino**  
**Grants.gov**  
**Contact Center Update**

# Contact Center System Issue Call Impact

Calls



□ April 21 - 25    ■ June 9 - 13

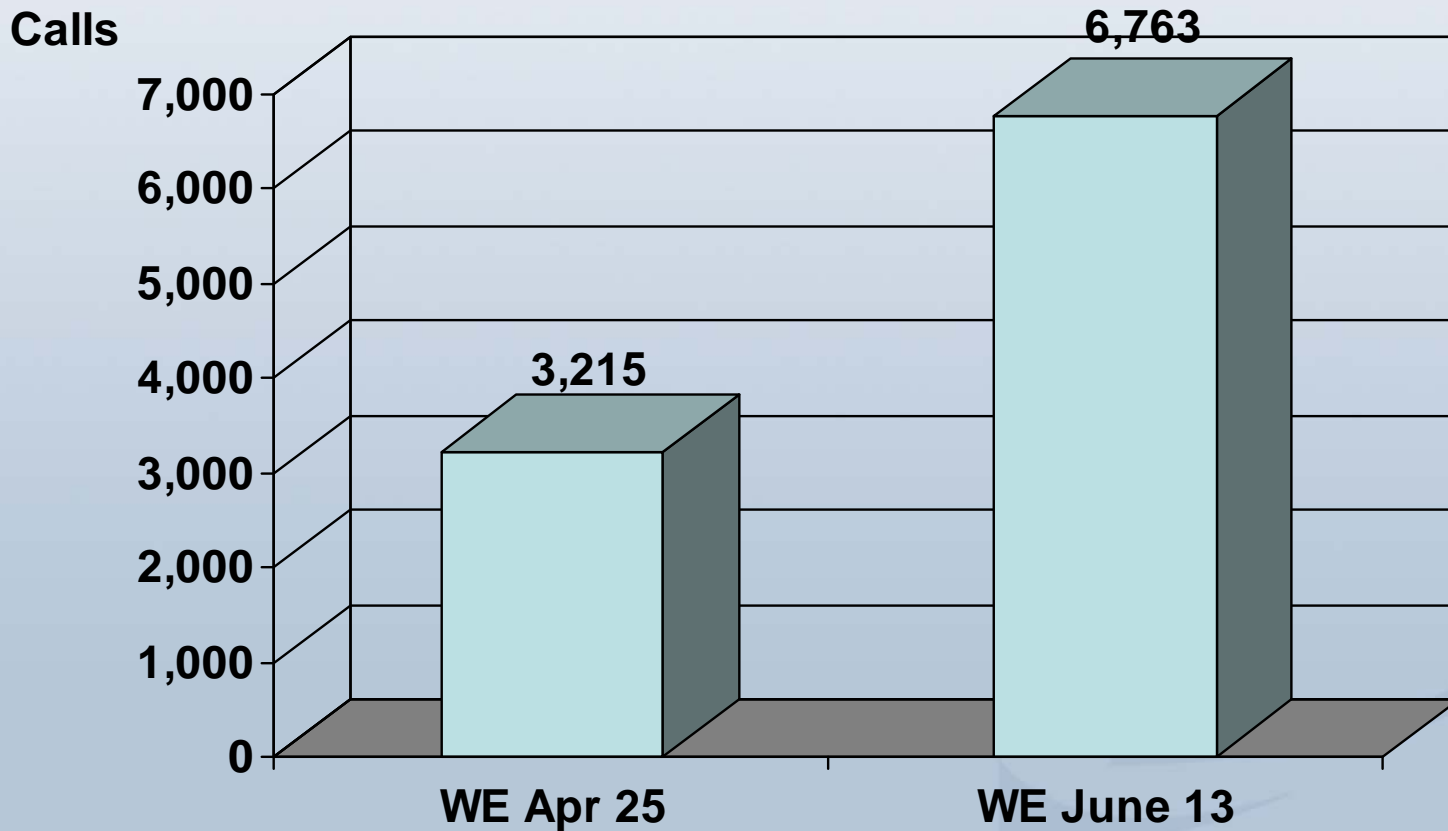
This chart depicts the increase in call volume when there are system issues. The June calls reflect June 9 – 13 versus a normal M-F operating period in April



# Contact Center Call Volume Comparison

Week of April 25 vs Week of June 13

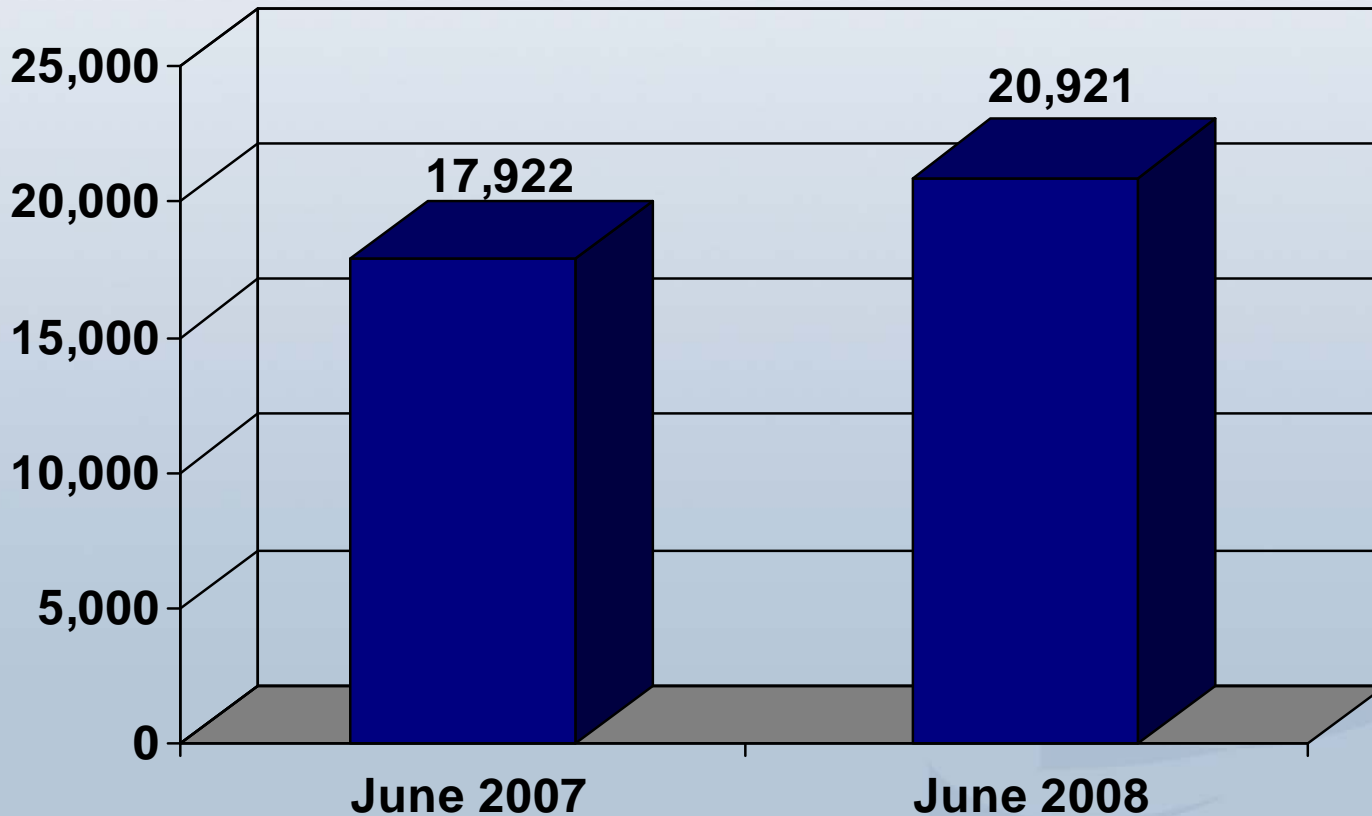
**53% Increase**



# Contact Center Call Volume Comparison

**17% Increase**

Calls



## Integrated Voice Response (IVR) Existing Options

**Grants.gov Introduction Script**



```
graph TD; A[Grants.gov Introduction Script] --> B[Individual Financial Assistance (Recording)]; B --> C[NIH Option 1]; B --> D[Registration/Submission Option 2]; B --> E[General Questions Option 3];
```

**Individual Financial  
Assistance  
(Recording)**

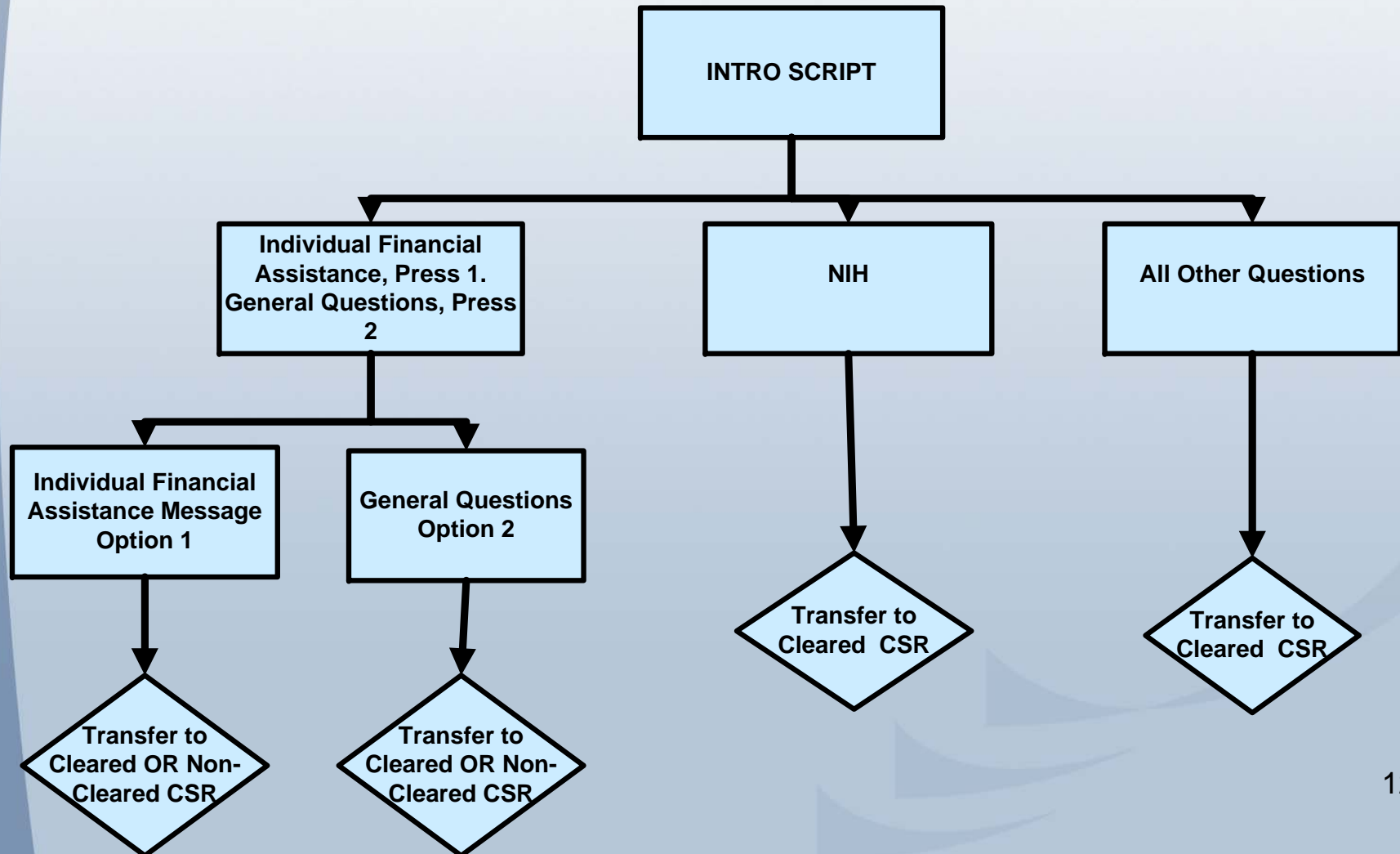
**NIH  
Option 1**

**Registration/Submission  
Option 2**

**General Questions  
Option 3**

# Contact Center

## IVR – New Options July 28, 2008



**Michael Pellegrino**  
**Grants.gov**  
**“All About Grants”**

# “All About Grants”

## FOR APPLICANTS

[Find Grant Opportunities](#)

[Get Registered](#)

[Apply for Grants](#)

[Track Your Application](#)

[Applicant Resources](#)

### ▶ All About Grants

[Webinar Schedule](#)

[Events](#)

[Tips & Resources From Grantors](#)

[Articles & Resources](#)

[Associations & Organizations](#)

[Applicant FAQs](#)

[Submit Application FAQs](#)

[APPLICANT SYSTEM-TO-SYSTEM](#)

[FOR GRANTORS](#)

[ABOUT GRANTS.GOV](#)

[HELP](#)

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[SITE MAP](#)

[Home](#) » [For Applicants](#) » [Applicant Resources](#) »

## ALL ABOUT GRANTS

The information provided below are resources from Grants.gov, related associations and grantors. Check back frequently for a listing of new webinars, both live and recorded, and events to help you with issues related to grants.

[Am I eligible for a grant?](#) - Before you attempt to secure a grant opportunity, make sure that you are eligible to apply for grants on Grants.gov.

### TIP OF THE MONTH FOR JULY:

Remember to update your Grants.gov account information. If your contact information changes and it is not updated in our system, you will not receive valuable information and updates. Login to your account and check your information here:

<https://apply07.grants.gov/apply/ApplicantLoginGetID>

[View Archived Tips](#)

Jump to the information quickly by clicking on the links below!

- ◉ [WEBINAR SCHEDULE](#)
- ◉ [EVENTS](#)
- ◉ [TIPS & RESOURCES FROM GRANTORS](#)
- ◉ [ARTICLES & RESOURCES](#)
- ◉ [ASSOCIATIONS & ORGANIZATIONS](#)

### Share your success with Grants.gov!

[Submit a Success Story](#) >>

If you would like to share your experience, please click on the "Submit a Success Story" button above and email us a brief overview of your success with Grants.gov.

### Do you have valuable information to share?

[Submit an Event](#) >>

Sign-up for our  
Quarterly  
"Succeed"  
Newsletter

### Quick Links

#### FOR APPLICANTS

- [Grant Search](#)
- [Grant Email Alerts](#)
- [Get Registered](#)
- [Applicant Login](#)
- [E-Biz POC Login](#)

#### FOR GRANTORS

- [Agency Login](#)
- [New Grantor Users](#)
- [Resources](#)

# “All About Grants”

## New Applicant Resource

- Find Agency Resources
- Read Tip of the Month
- Attend Training/ Q&A Session  
(Grants.gov/Agency)
- Submit Success Stories
- Provide Feedback / Share Resources

**Vince Sprouls**  
**Grants.gov**  
**Update on the Adobe Transition**



## Transition Dates

- June 30, 2008
  - Agencies No Longer Posting PE Opportunities
- September 30, 2008
  - Agencies No longer Receive PE Submissions
- *Agencies Requesting Exemption*
- December 31, 2008
  - Last Day for PE Submissions
- June 30, 2009 – PE System Retired

# Transition to Adobe

In Adobe 100% Today	Scheduled by Sept 30, 2008	Scheduled by December
<ul style="list-style-type: none"> <li>•Homeland Security</li> <li>•HUD</li> <li>•Transportation</li> <li>•NASA</li> <li>•Small Business Administration</li> <li>•Social Security Administration</li> <li>•Dept of Commerce</li> <li>•Dept of State</li> <li>•Environmental Protection Agency</li> <li>•National Archives and Records Administration</li> <li>•National Endowment for the Arts</li> <li>•National Endowment for the Humanities</li> <li>•Dept of Treasury</li> </ul>	<ul style="list-style-type: none"> <li>•Dept of Justice</li> <li>•Dept of Veteran Affairs</li> <li>•Dept of Education</li> <li>•US Agency for International Development</li> <li>•Institute of Museum and Library Services</li> <li>•Dept of Interior</li> <li>•Dept of Labor</li> </ul>	<ul style="list-style-type: none"> <li>•National Science Foundation</li> <li>•Corporation for National and Community Service</li> <li>•Health and Human Services</li> <li>•United States Dept of Agriculture</li> <li>•Dept of Energy</li> <li>•Dept of Defense</li> </ul>

NIH Posted 3 Pilot FOAs in Adobe w/ Oct Receipt Dates

# Transition to Adobe NIH

- NIH Recently Posted 3 Pilot Funding Opportunity Announcements (FOAs) with October Receipt Dates Requiring the Use of Adobe Forms
- Applicants Can Plan for all Other Receipt Dates through December to use the PureEdge Forms
- NIH Plans to Post the Majority of their FOAs with the Adobe Versions of the updated SF 424 (R&R) forms in December 2008

**Vadim Smirnoff**  
**Grants.gov**  
**Recent System Issues**

# Recent System Issues

## “500 Error” Incident

- Start Date/Time: April 30, 2008 8:00 a.m. ET
- Functional Area: Agency System Errors
- Incident Type: Heavy System Load and Increasing Errors from the Agency System
  - Resulted in Degradation or Performance to Unacceptable Levels

# Recent System Issues

## “500 Error” Incident

- Primary Cause: Defect in “2006 System” code carried into the “2007 System” code
- Resolution: Change Default Setting in JavaServer Page (JSP) Code
- End Date/Time: May 14, 2008 4:17 p.m. ET

# Recent System Issues

## “Unable to Submit”

- Start Date/Time: June 10, 2008 6:09 a.m. ET
- Functional Area: Submit – Applicants Experiencing Long Wait Times to Submit
- Incident Type: Submission of Applicant Grant Packages Slow Requiring Multiple Tries to Submit

# Recent System Issues

## “Unable to Submit”

- Primary Cause: Problem with Intake Servlet
- Resolution: Route Packages Past the Problem Code in Intake Servlet by Reconfiguring the Load Balancing Unit
- End Date/Time: June 14, 2008 4:40 p.m. ET



# Recent System Issues

## “Broken Pipe”

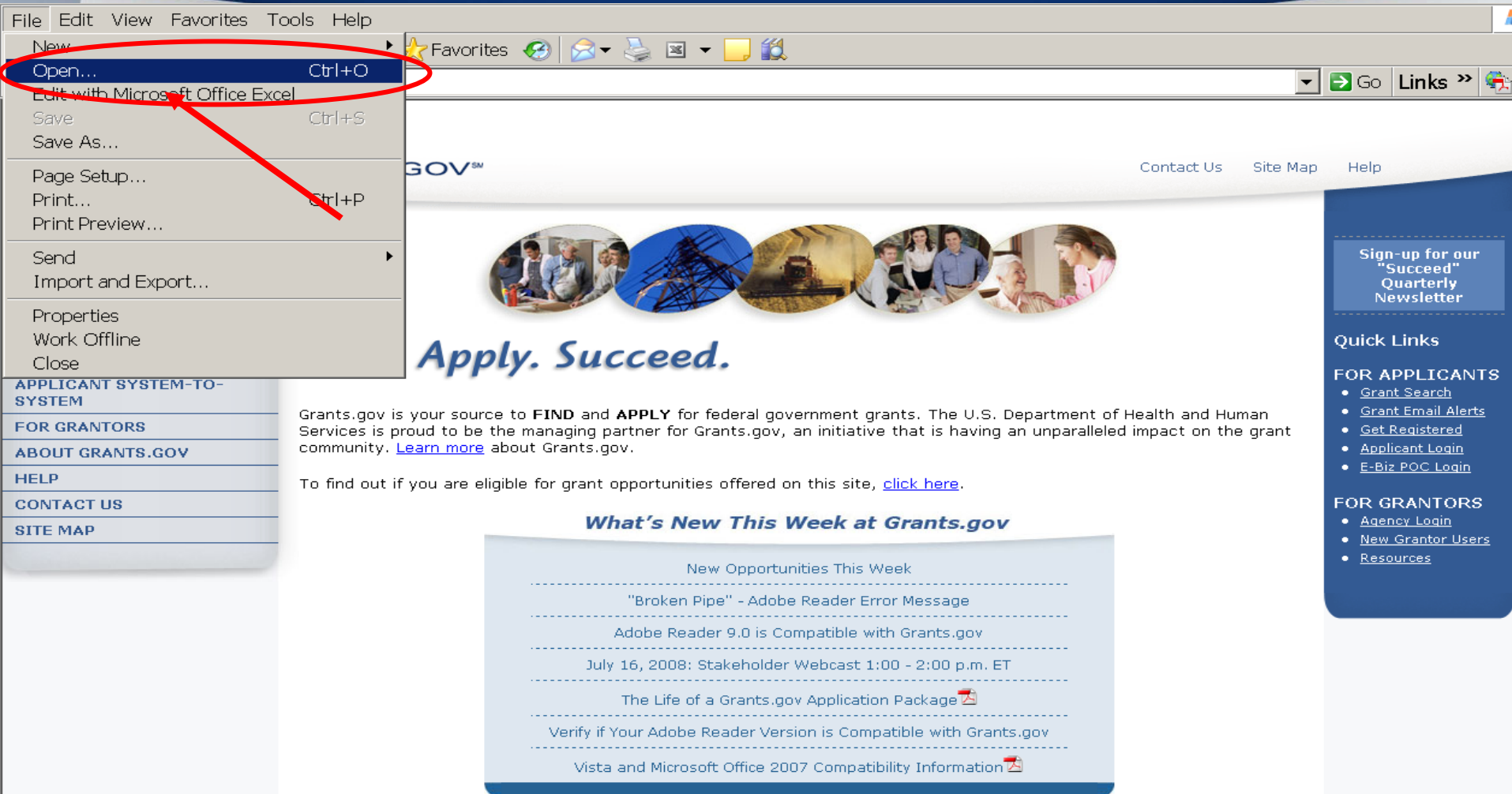
- Issue: Applicants Not Receiving Submission Confirmation Screen when Submitting Adobe Applications
- Primary Cause: Intermittent Interruptions During Submission

# Recent System Issues

## “Broken Pipe”

- Issue Not Resolved
- Work Around Identified
  - Open the Saved Application Package in a Internet Browser
    - Submit through the Browser
    - Solution on Grants.gov:  
[http://www.grants.gov/aboutgrants/program\\_status.jsp](http://www.grants.gov/aboutgrants/program_status.jsp)

# Recent System Issues “Broken Pipe” Work Around



The screenshot shows a web browser window with the Grants.gov website. A Microsoft Office Excel menu is open, with the 'Open...' option highlighted. A red arrow points from the 'Open...' option to the 'Apply. Succeed.' banner on the website. The website header includes 'GOV<sup>SM</sup>', 'Contact Us', 'Site Map', and 'Help'. The main banner features a row of five circular images: a group of people, a power line tower, a train, a group of people in a meeting, and an elderly couple. Below the banner is the text 'Apply. Succeed.' and a paragraph of text: 'Grants.gov is your source to **FIND** and **APPLY** for federal government grants. The U.S. Department of Health and Human Services is proud to be the managing partner for Grants.gov, an initiative that is having an unparalleled impact on the grant community. [Learn more](#) about Grants.gov.' Below this is a link: 'To find out if you are eligible for grant opportunities offered on this site, [click here](#).' A section titled 'What's New This Week at Grants.gov' contains a list of links: 'New Opportunities This Week', '"Broken Pipe" - Adobe Reader Error Message', 'Adobe Reader 9.0 is Compatible with Grants.gov', 'July 16, 2008: Stakeholder Webcast 1:00 - 2:00 p.m. ET', 'The Life of a Grants.gov Application Package', 'Verify if Your Adobe Reader Version is Compatible with Grants.gov', and 'Vista and Microsoft Office 2007 Compatibility Information'. On the right side, there is a 'Sign-up for our "Succeed" Quarterly Newsletter' box and a 'Quick Links' section with links for 'FOR APPLICANTS' (Grant Search, Grant Email Alerts, Get Registered, Applicant Login, E-Biz POC Login) and 'FOR GRANTORS' (Agency Login, New Grantor Users, Resources). A left sidebar contains links for 'APPLICANT SYSTEM-TO-SYSTEM', 'FOR GRANTORS', 'ABOUT GRANTS.GOV', 'HELP', 'CONTACT US', and 'SITE MAP'.

# Recent System Issues “Broken Pipe” Work Around

Open

Type the Internet address of a document or folder, and Internet Explorer will open it for you.

Open:

Open as Web Folder

OK Cancel Browse...

Microsoft Internet Explorer

Look in: Application Package

oppNNJ08ZSA001N-cfda00.000-cidRADSTEP2  
oppRG-09202007-SF424-TEST-cfda16.202-cidSF424-TESTC

File name:

Files of type: All Files

Open Cancel

FOR APPLICANTS

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Apply for Grants  
Track Your Application  
Applicant Resources

APPLICANT SYSTEM-TO-SYSTEM

FOR GRANTORS

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SITE MAP

Find.

Grants.gov is y  
Services is pro  
community. Le

To find out if y

of Health and Human  
bled impact on the grant

Contact Us Site Map Help

Sign-up for our "Succeed" Quarterly Newsletter

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"Broken Pipe" - Adobe Reader Error Message

Adobe Reader 9.0 is Compatible with Grants.gov

July 16, 2008: Stakeholder Webcast 1:00 - 2:00 p.m. ET

The Life of a Grants.gov Application Package

Verify if Your Adobe Reader Version is Compatible with Grants.gov

Vista and Microsoft Office 2007 Compatibility Information

# Recent System Issues "Broken Pipe" Work Around

File Edit Go To Favorites Help

Back Forward Stop Refresh Home Search Favorites


Address C:\Documents and Settings\mwallace\Desktop\Mya\Application Package\oppNNJ08ZSA001N-cfda00.000-cidRADSTEP2.pdf Go Links

1 / 1 129% Find

Please fill out the following form. You can save data typed into this form. Highlight Fields

Save & Submit Save Print Cancel Check Package for Errors

Save: Select to save.



## Grant Application Package

Opportunity Title:	GROUND-BASED STUDIES IN SPACE RADIOBIOLOGY
Offering Agency:	NASA Johnson Space Center
CFDA Number:	00.000
CFDA Description:	Not Elsewhere Classified
Opportunity Number:	NNJ08ZSA001N
Competition ID:	RADSTEP2
Opportunity Open Date:	02/14/2008
Opportunity Close Date:	04/16/2008
Agency Contact:	Scroll down for complete contact list  For technical assistance, contact: Grants.gov Contact Center Phone: 1-800-518-4726 E-mail: support@grants.gov

This electronic grants application is intended to be used to apply for the specific Federal funding opportunity referenced here.

If the Federal funding opportunity listed is not the opportunity for which you want to apply, close this application package by clicking on the "Cancel" button at the top of this screen. You will then need to locate the correct Federal funding opportunity, download its application and then apply.

This opportunity is only open to organizations, applicants who are submitting grant applications on behalf of a company, state, local or tribal government, academia, or other type of organization.

\* Application Filing Name:

<b>Mandatory Documents</b>	Move Form to Complete	<b>Mandatory Documents for Submission</b>
SF424 (R & R) Research & Related Other Project Information Research & Related Budget Research & Related Senior/Key Person Profile (E: NASA - PI and AOR NASA - Other Project Information	=> Move Form to Delete <=	

Open Form

Done Unknown Zone

**Vadim Smirnoff**  
**Grants.gov**  
**System Build 2008-02**

- Scheduled for Late August 2008
- Includes Enhancements
  - Applicants
  - System-to-System (S2S) Users

- Implement Search Capability on the “Static” Content of Grants.gov
  - Google Search Box on All Pages
  - Search FAQs, Registration Information
- Provide Consistent Screen Views and Labeling
  - Field Labels Added on Synopsis Page Screen



- Provide Web Services for Grantors
  - RSS Feed Notifying Applicants of Opportunity Modifications
  - “GetApplicationList” Filter

**Greg Young**  
**Dept of State**  
**Tips for Overseas Grant Applicants**

## Federal Government's Lead Foreign Affairs Agency

### Department of State's Purpose:

- Protecting and Assisting U.S. Citizens Abroad
- Assisting U.S. Businesses in the International Marketplace
- Coordinating and Providing Support for International Activities of U.S. Agencies and Other Diplomatic Efforts
- Keeping the Public Informed about U.S. Foreign Policy and Relations with Other Countries

## Estimated 5 Billion Dollars Annually

- Majority to Organizations Operating Overseas
- Organizations Primarily Non-Governmental Organizations (NGO's) and Universities
- Few Individual Grants; Both Foreign and Domestic
- Programs that Include;
  - Educational Exchanges
  - Middle East Partnership Initiative (MEPI)
  - Refugee Programs

# Department of State Resources



- Population, Refugees and Migration (PRM)
- Education and Cultural Affairs (ECA)
- Bureau of Democracy Human Rights and Labor (DRL)
- Middle East Partnership Initiative (MEPI)
- Trafficking in Persons (G/TIP)
- Bureau of Intelligence and Research (INR)
- Overseas Schools (OPR)
- Political and Military Affairs Office of Weapons Removal and Abatement (PM/WRA)
- International Narcotics and Law Enforcement Affairs (INL)
- Diplomatic Security (DS)
- Economic and Business Affairs/International Communications

- Foreign Grant Applicants follow the Same Process as Domestic Applicants Applying through Grants.gov
- Foreign Applicants Must Apply for Certain Applicant Qualifications Leading to Extended Processing Times

# Preparing to Apply via Grants.gov



- 3-Step Process:
  - Applicants' Organization Must Obtain a DUNS
  - Applicants' Organization Must Register with the Central Contractor Registry (CCR)
    - Annual Renewal Required
  - Applicants Must be Individually Authenticated through the Grants.gov Credential Provider
    - One Time Registration

# Requirements for Foreign Applicants

Requirement	Estimated Time To Receive
Obtain DUNS Number	Up to one month
NCAGE Number	NATO Countries: 1 week Non-NATO Countries: 2 months
CCR Registration	Up to 2 weeks
Register with Credential Provider and Grants.gov	24 hours

**\*These wait times are worst-case scenarios**



# General Guidelines

## Overseas Assistance

- Non-governmental Offices (NGOs) Yet to Receive U.S. Government Funding
  - Must Be Prepared to Demonstrate they Meet the Financial and Accounting Requirements of the U.S. Government
    - Provide the Most Recent External Financial Audit
    - Proof on Non-Profit Tax Status Included Under IRS 501 (c)(3) as Applicable
    - Data Universal Numbering System (DUNS)
    - Employer ID Number (EIN)/Federal Tax Identification Number

# General Guidelines

## Tips When Submitting

- Limit File Attachment Name to Under 50 Characters
- Use Numbers to Indicate Correct Sequence
- Do Not Use Any Special Characters (Ex. %, /, #) or Spacing in the File Name or for Word Separation
  - The Exception is Underscore ( \_ )

- Executive Summary
  - Limit to One Page
  - Include Budget Summary & Brief Project Description
- Problem Analysis
  - Rationale and Justification
- Program Description
  - Outline of Implementation Plan for Each Objective
- Program Goal and Objectives
  - Overall Statement of Intent

# All Steps in “Getting Started”



- Register With The Credential Provider
- Register With Grants.gov as an Authorized Organization Representative (AOR)
- E-biz POC Notified by E-mail
  - Visits Grants.gov to Grant the AOR Access
- PureEdge Viewer or Correct Adobe Reader Version
  - Free Programs to Open and Submit Application Forms
  - Adobe Reader 9.0 Latest Compatible Version
  - Allows Applicant to View, Complete and Submit Applications Electronically and Securely

# Confirmation Screen

- Upon Submission you Receive a Confirmation Page
  - Confirmation Page has Date/Time Stamp and Grants.gov Tracking #
- Print This Confirmation Screen for your Reference when Contacting Grants.gov or Dept of State

# Grants.gov PMO Support



- Grants.gov Updates
  - [http://www.grants.gov/applicants/email\\_subscription\\_signup.jsp](http://www.grants.gov/applicants/email_subscription_signup.jsp)
- Grants.gov E-newsletter
  - <http://www.grants.gov/help/subscribe.jsp>
- Outreach Request
  - <http://www.grants.gov/section910/OutreachRequestForm.doc>

- Contact Center M - F 7:00 a.m – 9:00 p.m. ET
  - 1-800-518-4726
  - E-mail: [support@grants.gov](mailto:support@grants.gov)

# **Next Stakeholder Webcast**

## **October 15, 2008**



# Q&A