Grants.gov Quarterly Stakeholder Webcast

July 16, 2008
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

Presenters

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

|	**FY 07**	**FY 08**	**% Diff**
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
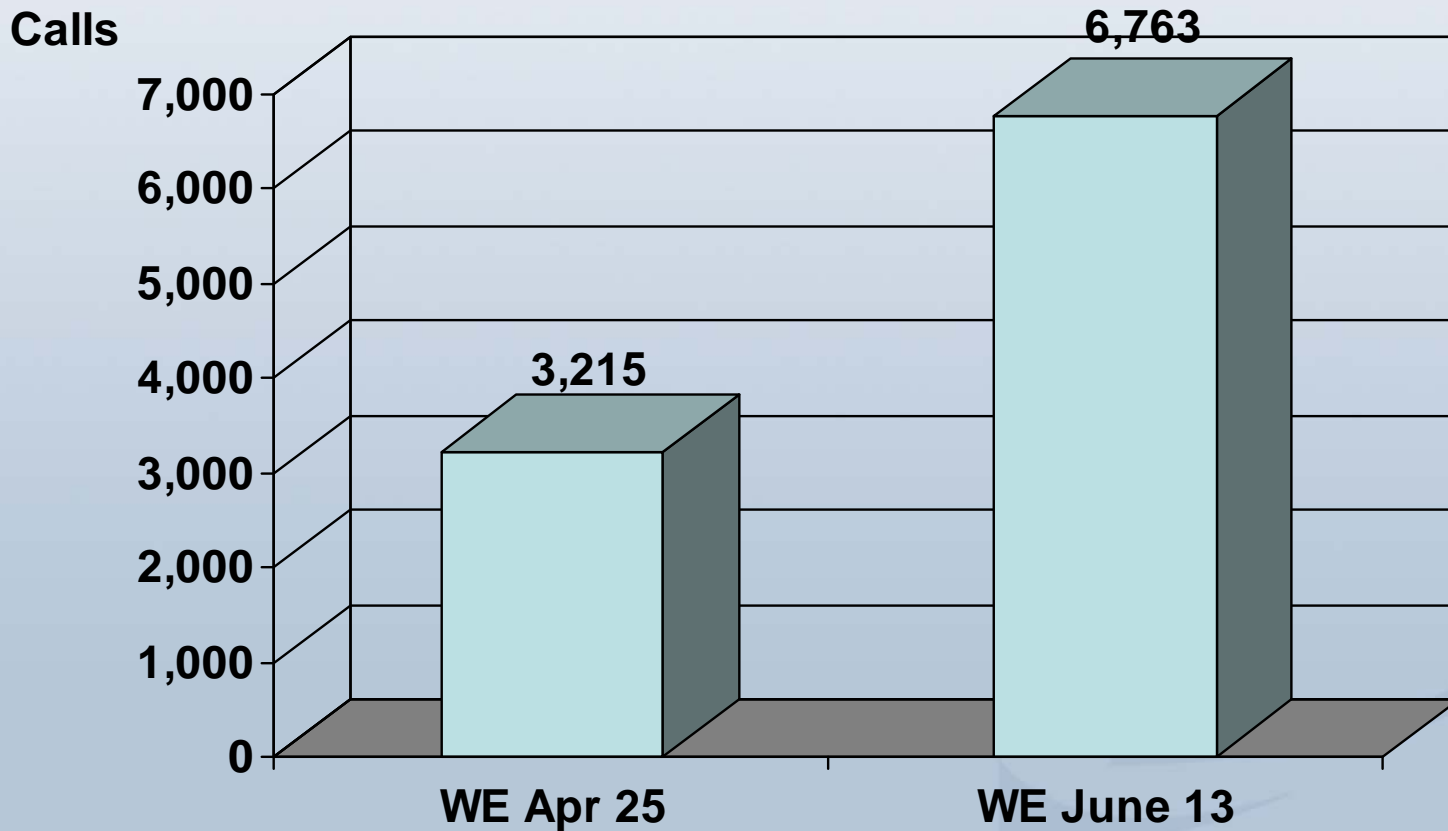
Contact Center
System Issue Call Impact
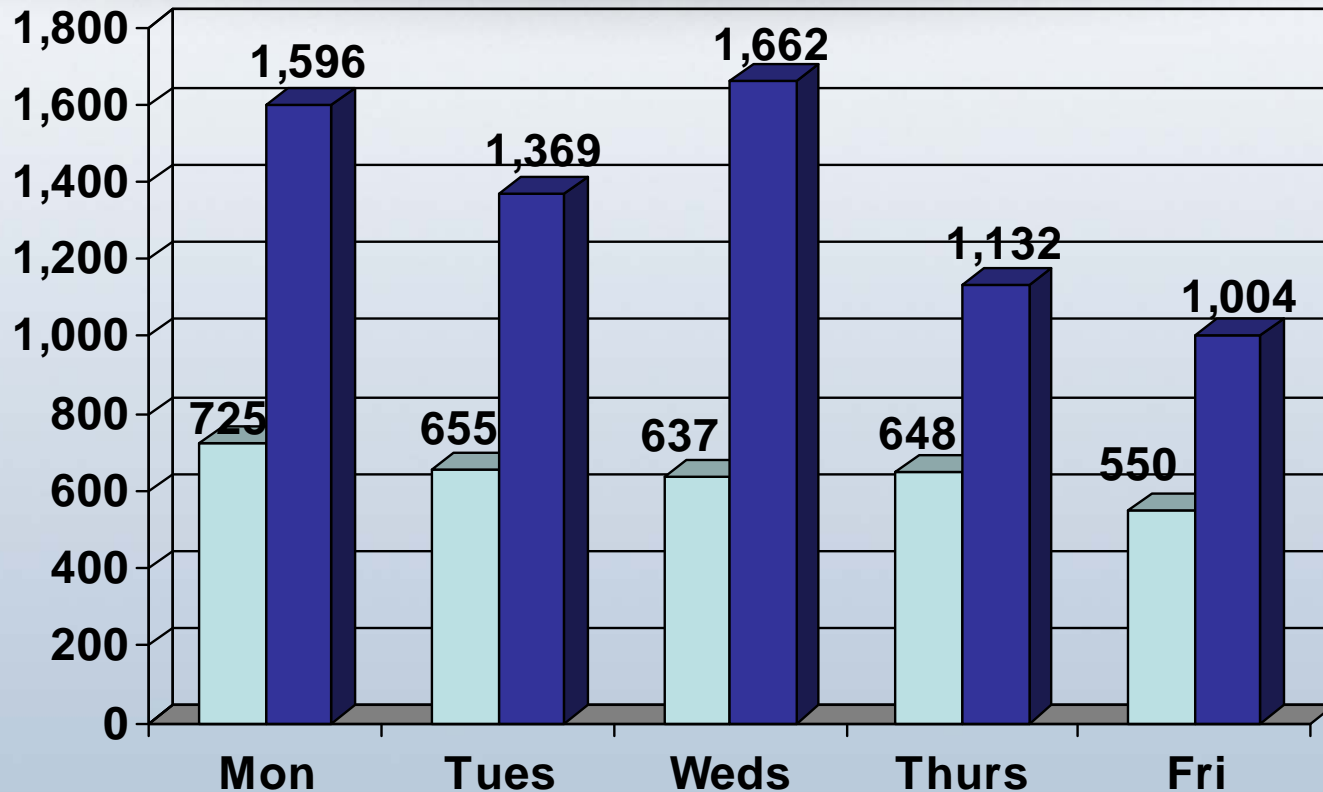
This chart depicts the increase in call volume when there are system issues. The June calls reflect June 9 – 13 versus a normal M-F operating period in April
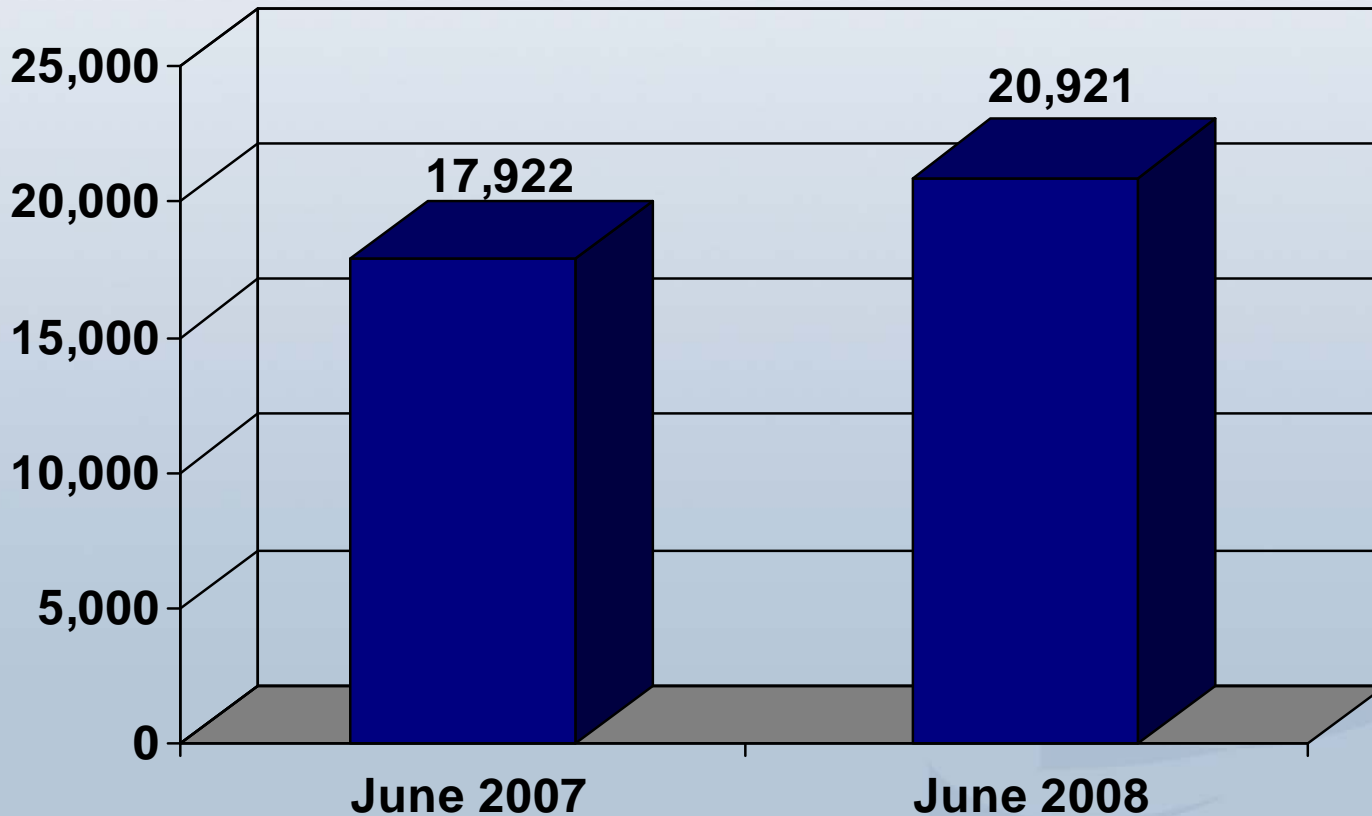
Contact Center
Call Volume Comparison

GRANTS.GOV℠
FIND. APPLY. SUCCEED.℠

53% Increase

Week of April 25 vs Week of June 13

Calls

6,763

3,215

| | 7,000 | 6,000 | 5,000 | 4,000 | 3,000 | 2,000 | 1,000 | 0 |

WE Apr 25   **WE June 13**

Contact Center
Call Volume Comparison

GRANTS.GOV℠
FIND. APPLY. SUCCEED.℠

17% Increase

Calls

Value
25,000
20,000
15,000
10,000
5,000
0

17,922 (June 2007)

20,921 (June 2008)

June 2007   June 2008

Contact Center

Integrated Voice Response (IVR) Existing Options

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┌──────────────────────────────────────────────────────┐
│            Grants.gov Introduction Script             │
└──────────────────────────────────────────────────────┘
                           │
              ┌────────────────────────┐
              │  Individual Financial  │
              │       Assistance       │
              │      (Recording)       │
              └────────────────────────┘
                           │
        ┌──────────────────┼──────────────────┐
┌───────────────┐  ┌───────────────────┐  ┌──────────────────┐
│      NIH      │  │ Registration/     │  │ General Questions│
│   Option 1    │  │ Submission        │  │    Option 3      │
│               │  │ Option 2          │  │                  │
└───────────────┘  └───────────────────┘  └──────────────────┘
```

Contact Center

IVR – New Options July 28, 2008
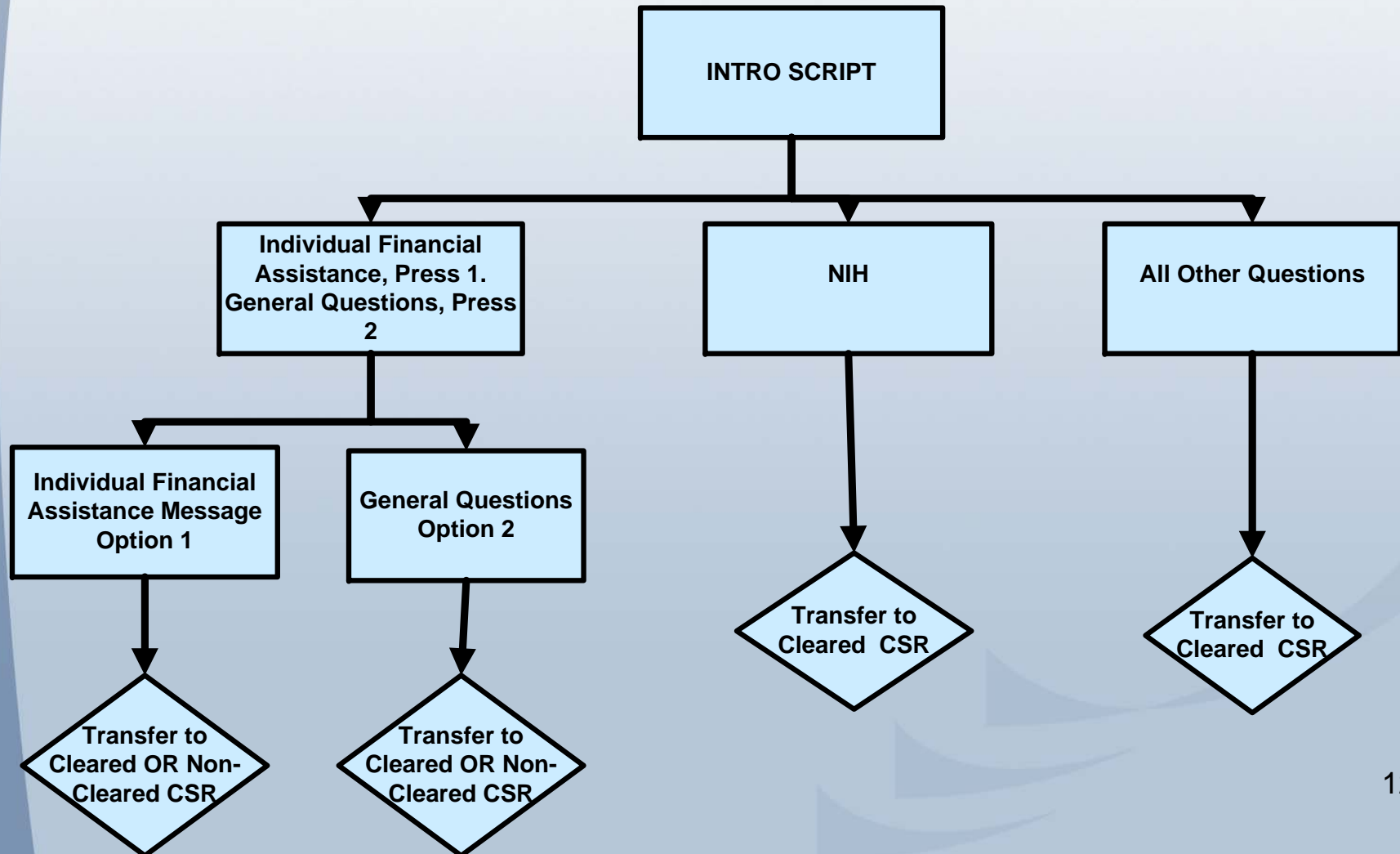
Michael Pellegrino
Grants.gov
"All About Grants"

"All About Grants"

GRANTS.GOV℠

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**
- **CONTACT US**
- **SITE MAP**

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 infomation 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 >>]

"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 to Adobe

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
• Homeland Security	• Dept of Justice	• National Science Foundation
• HUD	• Dept of Veteran Affairs	• Corporation for National and Community Service
• Transportation	• Dept of Education	• Health and Human Services
• NASA	• US Agency for International Development	• United States Dept of Agriculture
• Small Business Administration	• Institute of Museum and Library Services	• Dept of Energy
• Social Security Administration	• Dept of Interior	• Dept of Defense
• Dept of Commerce	• Dept of Labor	
• Dept of State		
• Environmental Protection Agency		
• National Archives and Records Administration		
• National Endowment for the Arts		
• National Endowment for the Humanities		
• Dept of Treasury		

> 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"
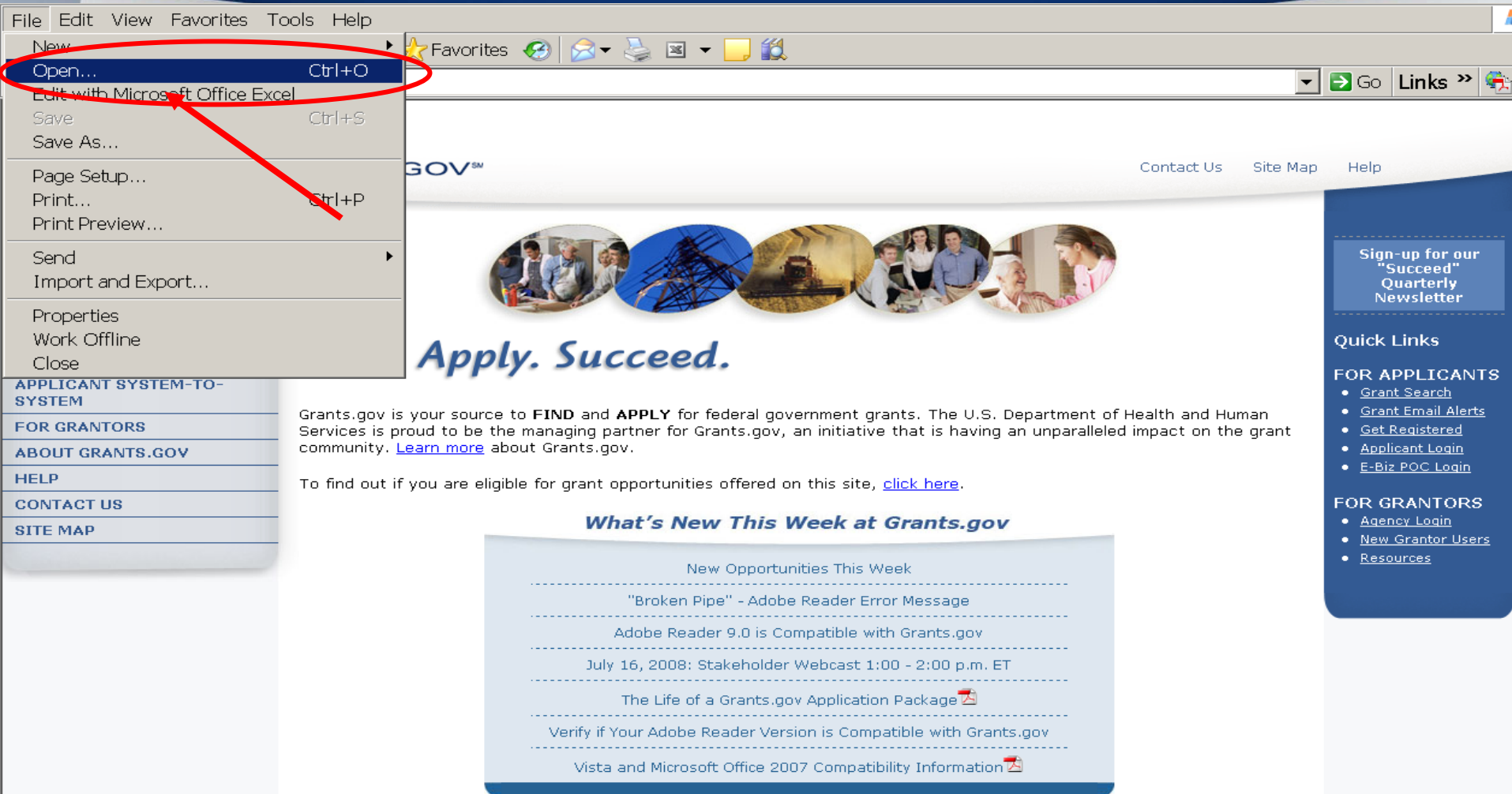
- Issue: Applicants Not Receiving Submission Confirmation Screen when Submitting Adobe Applications

- 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

Recent System Issues
"Broken Pipe" Work Around

Recent System Issues
"Broken Pipe" Work Around

Recent System Issues
"Broken Pipe" Work Around

Vadim Smirnoff
Grants.gov
System Build 2008-02

System Build 2008-02

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

System Build 2008-02

- 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

System Build 2008-02

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

Greg Young

Dept of State

Tips for Overseas Grant Applicants

Department of State…

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

Department of State Grants

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

Department of State and Grants.gov

- 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 (_)

General Guidelines

- 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

- Grants.gov E-newsletter
  - http://www.grants.gov/help/subscribe.jsp

- Outreach Request
  - http://www.grants.gov/section910/OutreachRequestForm.doc

Grants.gov PMO Support

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

Next Stakeholder Webcast
October 15, 2008

Q&A