



GRANTS.GOVSM

FIND. APPLY. SUCCEED.SM

Stakeholder Webcast

Transcript

April 16, 2008

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[MUSIC PLAYING]

>> : WELCOME TO THE DEPARTMENT OF HEALTH AND HUMAN SERVICES GRANTS.GOV QUARTERLY STAKE HOLDER MEETING.

I'M THE GRANTS.GOV OUTREACH COORDINATOR.

THANK YOU FOR JOINING US.

TODAY WE'RE GOING TO DISCUSS A FEW OF THE RECURRING ISSUES THAT OUR CONTACT CENTER RECEIVED AND PROVIDE YOU AN UPDATE ON TRANSITION TO ADOBE AND THE APRIL 12TH BILL AND PROVIDE INFORMATION ON NEW FORMS.

TODAY'S AGENDA IS QUARTERLY UPDATES, APPLICANT TOP TOPICS, UPDATE ON THE TRANSITION, SYSTEM ENHANCEMENT, FORMS UPDATE AND, OF COURSE, Q & A. LET'S GET STARTED.

JOINING ME TODAY IN THE STUDIO IS GRANTS.GOV INFORMATION TECHNOLOGY LEAD NEW TO THE GRANTS.GOV TEAM.

WELCOME.

WELCOME MR. KEENAN WHO IS OUR OPERATIONS ANALYST.

WELCOME.

>> : THANKS.

>> : WE WOULD LIKE TO REMIND YOU THAT YOU CAN E_MAIL QUESTIONS DURING THE BROADCAST.

THE E_MAIL ADDRESS IS GRANTS.GOV_WEBCAST@HHS.GOV.

WE WILL BE ANSWERING QUESTIONS AFTER THE PRESENTATION.

AFTER THE SESSION, WE WILL COMPILE ALL OF THE QUESTIONS THAT COME IN AND PLACE THEM WITH THE ANSWERS ON THE GRANTS.GOV SITE.

IF YOU LIKE, YOU CAN VIEW TODAY'S PRESENTATION DIRECTLY FROM OUR WEB SITE BY GOING TO THE HOME PAGE OF GRANTS.GOV UNDER "WHAT'S NEW THIS WEEK".

YOU CAN CLICK ON THE BULLET FOR THE WEBCAST WHICH TAKES YOU TO THE PAGE WHERE YOU CAN DOWN LOAD THE PRESENTATION IN PDF FORM.

DURING OUR LAST WEBCAST WE MENTIONED THE GRANTS.GOV PROGRAM MANAGER POSITION WAS BEING RECRUITED.

THE POSITION HAS BEEN FILLED BY MR. EVAN TRAVINO.

WE WELCOME MR. TRAVINO TO THE GRANTS.GOV TEAM.

HERE ARE A FEW OF OUR KEY STATISTICS THROUGH MARCH OF THIS FISCAL YEAR '08 WHICH REPRESENTS THE FIRST HALF OF THE FISCAL YEAR.

MISSIONS IN FISCAL YEAR '08 ARE 404, 778 WHICH IS A 23% GROWTH OVER FISCAL YEAR '07.

AUTHORIZED ORGANIZATION REPRESENTATIVES OTHERWISE KNOWN AS AOR'S REPRESENT A 57% GROWTH UP TO 111,085.

AORs ARE THOSE INDIVIDUALS ABLE TO SUBMIT APPLICATIONS.

WITH THIS GROWTH, THE CONTACT CENTER VOLUME REMAINS CONSISTENT OVER FISCAL YEAR '07 AT 1%.

THIS EXHIBITS THAT CUSTOMERS ARE BECOMING MORE FAMILIAR WITH THE FIND AND APPLY PROCESS.

DURING OUR JANUARY 16TH WEBCAST, THE LATEST COMPATIBLE VERSION OF ADOBE READER WAS 8.1.1.

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AFTER THAT WEBCAST, ADOBE RELEASED ADOBE READER VERSION 8.1.2. ON FEBRUARY 15TH, 2008, ADOBE READER 8.1.2 WAS VERIFIED AS TESTED AND COMPATIBLE WITH GRANTS.GOV.

WE ANTICIPATE THE RELEASE OF ADOBE READER 8.1.2 IN JUNE.

AND WE WILL TEST THE FUTURE ADOBE READER FOR COMPATIBILITY.

PLEASE CHECK FOR UPDATES ON THE "WHAT'S NEW" SECTION OF THE GRANTS.GOV HOME PAGE.

ON THE JANUARY 16TH WEBCAST, WE IDENTIFIED AN ISSUE THAT HAD JUST ARISEN REGARDING VERSION COMPATIBILITY.

IF AN APPLICANT DOWN LOADED AND SAVED AN ADOBE APPLICATION USING READER 8.1.1, AND ANOTHER USER IN THE ORGANIZATION WORKED ON THAT SAME APPLICATION USING AN INCOMPATIBLE VERSION SUCH AS 8.0, THEN THAT APPLICATION PACKAGE WAS CORRUPTED WITHOUT THE KNOWLEDGE OF THE APPLICANT.

THE CORRUPTION WAS IDENTIFIED ONCE THE PACKAGE WAS RECEIVED IN THE GRANTS.GOV DATABASE.

TO PREVENT THIS PROBLEM MOVING FORWARD, WE HAVE PLACED A TEST APPLICATION PACKAGE, WHICH YOU CAN ACCESS FROM OUR HOME PAGE UNDER "WHAT'S NEW THIS WEEK".

ONCE YOU CLICK ON THE "TEST APPLICATION PACKAGE", A SCRIPT WILL BE RUN ON YOUR COMPUTER TO VERIFY THAT YOU ARE USING A COMPATIBLE VERSION OF ADOBE READER, WHICH IS VERSION 8.1.1 OR 8.1.2.

IF YOU HAVE AN INCOMPATIBLE VERSION OF ADOBE READER ON YOUR COMPUTER, THIS DIALOGUE BOX WILL APPEAR.

IF THIS OCCURS, YOU NEED TO GO TO OUR DOWN LOAD SOFTWARE PAGE AND DOWN LOAD THE LATEST COMPATIBLE VERSION OF ADOBE READER 8.1.2.

YOU THEN MUST DOWN LOAD THE APPLICATION PACKAGE AGAIN.

AT THIS TIME, YOU CAN PROCEED WITH FILLING OUT THE APPLICATION PACKAGE.

JUST A REMINDER: YOU CAN E_MAIL QUESTIONS DURING THE BROADCAST.

THE ADDRESS IS GRANTS.GOV_WEBCAST@HSS.GOV.

YOU CAN VIEW TODAY'S PRESENTATION DIRECTLY FROM OUR WEB SITE BY GOING TO THE HOME PAGE OF GRANTS.GOV UNDER "WHAT'S NEW THIS WEEK".

YOU CLICK ON THE BULLET FOR THE WEBCAST WHICH TAKES YOU TO THE PAGE WHERE YOU CAN DOWN LOAD THE PRESENTATION.

FOR TODAY'S SESSION, WE WERE ASKED TO COVER A FEW OF THE RECURRING INQUIRIES INTO OUR CONTACT ARM.

WE ARE REPEATING OURSELVES BY DESIGN HERE SINCE THIS IS OBVIOUSLY A FREQUENT QUESTION.

THE LATEST COMPATIBLE VERSION OF ADOBE READER IS 8.1.2 WHICH YOU CAN DOWN LOAD FOR FREE FROM OUR "DOWN LOAD SOFTWARE" PAGE.

FROM THE VERSION OF THE ADOBE READER TO USE IS A COMMON QUESTION.

ADOBE ACK RA BOT PROFESSIONAL VERSION 8.1.2 IS ALSO COMPATIBLE FOR USE WITH GRANTS.GOV □□ ACROBAT.

FOR DETAILED INFORMATION ON ADOBE COMPATIBILITY WITH GRANTS.GOV PLEASE VISIT THIS LINK WHICH TAKES YOU TO A DEDICATED SECTION ON OUR FAQs AROUND ADOBE.

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WE DO NOT RECOMMEND THE USE OF EARLIER SOFTWARE VERSIONS.

WE ARE ASKED: WHY IS GRANTS.GOV TRANSITIONING FROM PURE EDGE TO ADOBE?

ADOBE FORMS PROVIDE INCREASED COMPATIBILITY WITH A WIDE RANGE OF OPERATING SYSTEMS SUCH AS WINDOWS, LINUX, UNIX, AND MACINTOSH.

VISTA AND OFFICE 2007 ARE ALSO COMPATIBLE WITH ADOBE WHERE AS THEY'RE NOT COMPATIBLE WITH PURE EDGE.

THE ADOBE SYSTEM WAS DESIGNED WITH THE LOOK AND FEEL OF THE PURE EDGE FORMS TO MINIMIZE THE IMPACT ON THE APPLICANT COMMUNITY.

IN A FEW MOMENTS, WE WILL DISCUSS THE AGENCY TRANSITION SCHEDULE TO ADOBE.

BUT UNTIL THE TRANSITION IS COMPLETELY, OPPORTUNITIES ARE POSTED IN PURE EDGE AND ADOBE.

THEREFORE, WE RECOMMEND YOU HAVE BOTH THE PURE EDGE SOFTWARE AND THE LATEST COMPATIBLE VERSION OF ADOBE READER 8.1.2 INSTALLED ON YOUR COMPUTER. BOTH ARE ACCESSIBLE FOR FREE FROM THE GRANTS.GOV "DOWN LOAD SOFTWARE" PAGE.

ONCE YOU DOWN LOAD AN APPLICATION PACKAGE, THERE SEVERAL WAYS TO DISTINGUISH IF THE PACKAGE IS IN ADOBE OR PURE EDGE.

ONE WAY IS THE FILE EXTENSION.

FOR PURE EDGE, THE EXTENSION IS.XFD.

FOR ADOBE IT'S.PDF.

ANOTHER WAY TO IDENTIFY IS BY THE MANDATORY FIELD.

MANDATORY FIELDS IN PURE EDGE ARE IN YELLOW, MANDATORY FIELDS IN ADOBE ARE YELLOW WITH A RED RECTANGLE AROUND IT.

FOR OUR MACINTOSH COMMUNITY, ADOBE IS COMPATIBLE WITH MACOPERATING SYSTEMS, MAC OSX VERSION 10.4.3 OR HIGHER; TIGER AND LEOPARD ARE COMPATIBLE WITH PURE EDGE THERE IS LIMITED COMPATIBILITY THROUGH THE USE OF BOOTCAMP FOR LEOPARD OR YOU CAN UTILIZE OUR CITRIX SERVER CONNECTION OR IBM WORKPLACE FORMS WHICH IS THE MAC VERSION OF PURE EDGE. WE ARE OFTEN ASKED ABOUT THE WEB BROWSERS GRANTS.GOV SUPPORTS FOR ADOBE. THEY ARE THE MOST CURRENT VERSIONS OF INTERNET EXPLORER, FIRE FOX, NETSCAPE AND SAFARI. THIS WEEK WE HAVE THE TOP FIVE INQUIRIES INTO OUR CONTACT CENTER UPDATED ON OUR WHAT'S NEW THIS WEEK SECTION OF OUR HOME PAGE.

18% OF OUR CONTACTS IN THE MONTH OF MARCH WERE FOR PEOPLE LOOKING FOR FINANCIAL ASSISTANCE.

THE CONTACT CENTER IS MANNED BY CUSTOMER CARE OPERATORS OTHERWISE KNOWN AS C COs.

ONCE OUR CCOs CLEARLY IDENTIFY THE CALLER IS LOOKING FOR FINANCIAL ASSISTANCE, WE EXPLAIN TO THEM GRANTS.GOV IS FOR FEDERAL GRANTS AND WE DIRECT THEM TO GOV BENEFITS.GOV FOR ADDITIONAL HELP.

7% OF THE CONTACTS WERE FOR APPLICANTS INQUIRING AS TO THE STATUS OF THEIR APPLICATION.

WHEN YOU SUBMIT AN APPLICATION YOU WILL RECEIVE AN E_MAIL CONFIRMING THAT GRANTS.GOV HAS RECEIVED YOUR APPLICATION.

IN THE E_MAIL YOU WILL RECEIVE A GRANTS.GOV TRACKING NUMBER.

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WITHIN 24_48 HOURS, YOU WILL THEN RECEIVE A VALIDATION E_MAIL WHICH MEANS YOUR APPLICATION HAS BEEN SUCCESSFULLY VALIDATED BY GRANTS.GOV. TO THEN TRACK THE STATUS, YOU GO TO THE LEFT_HAND SIDE NAVIGATION BAR AND LOG IN TO TRACK YOUR APPLICATION.

6% OF THE CONTACTS PERTAIN TO SPECIFIC QUESTIONS ABOUT THE GRANT OPPORTUNITY.

THOSE CALLS ARE DIRECTED TO THE AGENCY POINT OF CONTACT ON THE OPPORTUNITY.

SO PLEASE KEEP IN MIND WHEN APPLYING FOR A GRANT, SPECIFIC QUESTIONS ABOUT AN OPPORTUNITY GO TO THE AGENCY AND NOT GRANTS.GOV.

6% OF CONTACTS ARE ABOUT FINDING OPPORTUNITIES.

SO, WHAT HAPPENS HERE IS OUR C COs ASSIST PEOPLE BY WALKING THEM THROUGH THE FIND PROCESS TO INCLUDE THE ADVANCED SEARCH FUNCTION.

5% OF THE CALLS ARE PEOPLE TO LOOKING TO START A SMALL BUSINESS.

THEREFORE, WE DIRECT THEM TO THE SMALL BUSINESS ADMINISTRATION.

SINCE OUR LAST WEBCAST, WE HAVE UPDATED THE AGENCY TRANSITION DATE TO ADOBE.

IN COORDINATION WITH THE AGENCY.

UPON SUCCESSFUL TESTING OF ADOBE, AGENCIES WILL BEGIN POSTING OPPORTUNITIES IN THE ADOBE SYSTEM.

ONE OF OUR TARGET DATES IS FOR AGENCIES TO BE IN ADOBE BY THE END OF THIS FISCAL YEAR WHICH IS SEPTEMBER 30, 2008.

FOR THOSE AGENCIES UNABLE TO TRANSITION BY THE END OF THIS FISCAL YEAR, GRANTS.GOV WILL CONTINUE TO PROCESS PURE EDGE SUBMISSIONS THROUGH DECEMBER 31, 2008.

THE PURE EDGE SYSTEM IS SCHEDULED TO BE RETIRED JUNE 30, 2009.

THIS KEEPS WITH THE POLICY IN PLACE FOR GRANTS.GOV TO MAINTAIN A SIX MONTH ARCHIVE OF APPLICATIONS IN THE DATABASE.

13 AGENCIES ARE IN ADOBE TODAY.

TO DATE, 10,000 OF THE 104,000 SUBMISSIONS HAVE BEEN THROUGH ADOBE.

8 AGENCIES ARE SCHEDULED TO BE IN ADOBE BY SEPTEMBER 30, 2008.

WE ARE WORKING WITH THE REMAINING 5 ORGANIZATIONS AGENCIES ON THEIR TRANSITION TO ADOBE BY DECEMBER 2008.

ONE OF THE IMPACTS OF THE DECEMBER TRANSITION DATE ARE THE CHANGES BEING MADE WITH THE GOVERNMENT_WIDE RESEARCH AND RELATED FORMS WHICH ARE BEING UPDATED DUE TO THE TRANSPARENCY ACT AND A RENEWAL DUE TO THE EXPIRATION OF THESE FORMS.

THESE CHANGES TAKE TIME DO TO A PROCESS, THEREFORE, MANY OF THE RESEARCH AND RELATED AGENCIES ARE WAITING TO TRANSITION TO ADOBE AFTER ALL OF THESE CHANGES TO THE FORMS, ADOBE FORMS, HAVE BEEN TESTED AND IMPLEMENTED.

SO RIGHT NOW WE WOULD LIKE TO TURN THE DISCUSSION OVER TO DENNA WHO WOULD LIKE TO TALK ABOUT SYSTEM ENHANCEMENTS THAT OCCURRED ON APRIL 12TH, LAST WEEKEND.

>> : WELL, THANK YOU, MICHAEL.

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WE HAVE BEEN VERY BUSY ADDING FEATURES AND ENHANCEMENTS.

IN FACT, WE HAVE PUT A NEW BUILD THIS WEEKEND, BUILD 2008-1 AS REFERRED TO BY OUR TEAM WAS DEPLOYED ON APRIL 12TH, 2008.

DURING THE DEPLOYMENT OF THIS BUILD, THE FIND AND APPLY FUNCTIONALITY REMAIN ACTIVE.

THIS BUILD INCLUDED 20 DIFFERENT SYSTEM REQUESTS THAT WE CALL SCRs.

THEY'RE PART OF THE PROCESS WE USE TO UTILIZE THE FUNCTIONALTY OF OUR SYSTEM.

PRIOR TO THE BUILD WE DISTRIBUTED A DETAILED ENHANCEMENT VIA THE GRANTS.GOV UPDATE LIST SERVE WHICH YOU CAN SIGN UP BY GOING TO THE QUICK LINKS ON THE RIGHT_HAND SIDE OF THE GRANTS.GOV HOME PAGE.

THIS COMMUNICATION CAN ALSO BE ACCESSED VIA THE "WHAT'S NEW THIS WEEK" SECTION OF OUR HOME PAGE.

LET'S START OUT BY TAKING A LOOK AT A FEW OF THE HIGHER PRIORITY FIXES THAT USERS CAN SEE TODAY.

THIS SLIDE SHOWS PRIOR TO THE SYSTEM BUILD, THE SAVE AND SUBMIT BUTTON ON APPLICATION PACKAGES WAS BECOMING DISABLED AFTER A PACKAGE WAS REOPENED AS SHOWN IN FIGURE ONE.

AN APPLICATION PACKAGE THAT HAS BEEN COMPLETED, CHECKED FOR ERRORS AND SAVED WILL DISPLAY AN ACTIVE SAVE AND SUBMIT BUTTON AS SHOWN IN FIGURE TWO. NOW, REOPENING A SAVED APPLICATION PACKAGE WILL NOT DEACTIVATE THE SAVE AND SUBMIT BUTTON.

THE BUTTON WILL REMAIN ACTIVE UNLESS A PACKAGE HAS BEEN MODIFIED.

THIS ENHANCEMENT CALLED FOR A CHANGE IN THE TEXT OF THE SUBMISSION E_MAIL. THE TEXT IN THE E_MAIL WAS CHANGED TO PROVIDE A MORE PRECISE MESSAGE TO THE APPLICANT ABOUT THE STEPS OF THE PROCESS.

WE'RE TOLD THAT AN APPLICATION WAS READY FOR AN AGENCY TO RETRIEVE IT.

THE E_MAIL NOW TELLS THEN THAT THE APPLICATION IS ACTUALLY RETRIEVED BY THE AGENCY.

THIS CHANGE BRINGS THE APPLICANT AN ENHANCED ABILITY TO TRACK THEIR APPLICATION.

NOW ALL OF THE INFORMATION REGARDING THE PACKAGE IS INCLUDED IN ONE PLACE, INFORMATION ABOUT THE SUBMITTER WAS MISSING AND NOW THE SUBMITTER'S NAME AND THE NUMBER HAS BEEN ADDED TO THE CONFIRMATION PAGE THAT DISPLAYS IMMEDIATELY AFTER AN APPLICATION HAS BEEN SUBMITTED.

THIS CHANGE WILL AID THE APPLICANT AND THEIR ASSOCIATES TO TRACK THE STATUS OF A PARTICULAR PACKAGE.

THIS CHART SHOWS THAT THE GRANTS.GOV TRACKING NUMBER HAS BEEN RELOCATED TO THE BEGINNING OF THE SUBJECT LINE AS SHOWN IN FIGURE 2.

THE TRACKING NUMBER IS STRATEGICALLY PLACED FIRST IN THE SUBJECT LINE TO HELP THE APPLICANT EASILY SEARCH AND ORGANIZE MULTIPLE SUBMISSION E_MAILS.

THE OLD SUBMISSION E_MAILS SUBJECT LINE DISPLAYED THE GRANTS.GOV TRACKING NUMBER AT THE END OF THE SUBJECT LINE.

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THIS SLIDE SHOWS THE E_MAIL AND ERROR MESSAGE AN APPLICANT WILL RECEIVE IF THEY SUBMIT A PACKAGE FOR AN OPPORTUNITY THAT HAS BEEN DELETED BY THE GRANT OR AGENCY.

FIGURE 1 SHOWS THE AUTOMATED E_MAIL MESSAGE THE APPLICANT WILL RECEIVE VIA E_MAIL.

AND FIGURE 2 SHOWS THE ERROR MESSAGE THAT WILL DISPLAY WHEN THE APPLICANT TRIES TO CHECK THE STATUS OF THEIR SUBMISSION.

PRIOR TO THE SYSTEM BUILD, ALL GRANTS.GOV USER ID NAMES WERE CASE NEUTRAL EXCEPT WHEN SUBMITTING AN ADOBE READER PACKAGE.

FOR SOME REASON THE PACKAGE MADE THE ID SENSITIVE.

THE APPLICANT HAD TO REMEMBER THE LETTER CASE COMBINATION THEY USED WHILE SUBMITTING EACH PACKAGE.

FIGURE 1 SHOWS THE RESULT OF ENTERING THE WRONG CASE SETTING FOR A CASE SENSITIVE USER ID.

AS YOU CAN SEE, THE SYSTEM WAS UNABLE TO LOCATE ALL OF THE PACKAGES.

FIGURE 2 SHOWS ALL OF THE SUBMISSIONS LISTED FOR THE SAME USER ID WHICH IS NOW CASE NEUTRAL SO IT'S EASIER FOR THE APPLICANT TO KEEP TRACK OF ALL OF THE PACKAGES USING THEIR USER ID LOG_IN INFORMATION.

>> : THANKS.

ONE OF THE THINGS WE'RE TALKING ABOUT AND SHOWING SCREEN SHOTS OF THE IMPACT ON THE APPLICANTS WHO HAVE DONE NUMEROUS THINGS ON THE GRANTOR SIDE.

CAN YOU EXPLAIN THE ONE ENHANCEMENT AROUND E_MAIL NOTIFICATIONS THAT BENEFIT THE APPLICANT?

>> : WELL, ACTUALLY, THIS IS REALLY VERY IMPORTANT.

WHEN AN APPLICANT RECEIVING THAT E_MAIL, IT NOW INCLUDES ALL OF THE INFORMATION THAT THEY NEED TO HAVE IN ORDER TO SUCCESSFULLY TRACK AND KNOW WHETHER OR NOT THEIR APPLICATION IS READY FOR SUBMISSION TO AN AGENCY.

>> : SO THAT'S ACTUALLY IT'S A REALLY GOOD THING BECAUSE BEFORE SOMETIMES IF AN AGENCY MAY HAVE JUST UPDATED A TEXT SPELLING CHANGE OR SOMETHING LIKE THAT, WE WEREN'T NOTIFYING PEOPLE OR WHAT HAVE YOU WITH CLEAR DEFINITIONS OR WE WERE SUPPRESSING THE E_MAILS.

>> : THAT'S RIGHT.

I WANTED TO MAKE SURE THAT WE WERE NOTING ON I THINK THE VIEWERS CAN SEE THE SLIDE.

IT'S AN IMPORTANT FEATURE FOR OUR COMMUNICATIONS WITH APPLICANTS TO BE VERY COMPLETE.

AND I BELIEVE THAT WE HAVE GONE PRETTY FAR IN MEETING THAT REQUIREMENT.

>> : ONE OF THE OTHER THINGS IS WE'RE TALKING ABOUT THE BILL THAT WE JUST DID. WE DID 20SCRs, SYSTEM CHANGE REQUESTS.

THE UPCOMING BILL SCHEDULED FOR TENTATIVELY IN JULY, HOW MANY ARE WE LOOKING FOR THAT BUILD?

>> : THE NEW ONE HAS 40SCRs EARMARKED.

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HOWEVER THOSE ARE THE ONES THAT WE'RE MULLING OVER TO DECIDE HOW MANY WE CAN INCLUDE AND STILL MEET THE BUILD DEADLINE DATE OF JULY, MAYBE EARLY AUGUST TIME FRAME.

>> : WE HAD HAVE A CUSTOMER ENHANCEMENT FORM ON OUR WEB SITE BUT WE WORK WITH THE AGENCIES ON ENHANCEMENT AS WELL TO GET THEM INCLUDED INTO OUR SYSTEM CHANGE REQUESTS.

THANK YOU.

>> : THANKS.

>> : IF I CAN JUST ADD A LITTLE BIT MORE, THE CHANGE NOTIFICATION E_MAIL THAT APPLICANTS RECEIVE WHEN A GRANT OPPORTUNITY HAS BEEN CHANGED, THIS IS THE SLIDE THAT I WAS TALKING TO YOU.

THE SLIDE SHOWS THE NEW GRANTOR CONTROLLED CHANGE MODIFICATION E_MAIL. THIS IS THE EDITABLE SECTION WHERE GRANTORS MAY ADD COMMENTS.

FIGURE 1 IN THIS CHART SHOWS WHERE THE GRANTOR HAS ELECTED TO SEND AN E_MAIL NOTIFYING THE APPLICANT OF A CHANGE.

BEFORE THE COMMENT BOX APPEARS, THERE IS A CHECK BOX TO THE GRANTOR TO SELECT YES OR NO TO SEND AN E_MAIL.

PRIOR TO THE SYSTEM BUILD CHANGE WERE SENT AUTOMATICALLY.

FIGURE 2 SHOWS THE E_MAIL TO APPLICANT AND SPACE WHERE COMMENTS MADE BY THE GRANTOR WILL APPEAR.

THERE IS A 2,000 CHARACTER LIMIT ON THAT COMMENT SECTION.

LOOKING AHEAD, WE HAVE RECENTLY COMPLETED THE PROCESS OF SELECTING A LIST OF CANDIDATES.

SO, I THINK THAT WE HAVE GOT A VERY COMPREHENSIVE LIST COMING FOR FUTURE BUILDS.

>> : THANK YOU DEANA.

GOOD INFORMATION.

>> : AT THIS TIME WE WOULD LIKE TO TURN IT OVER TO KEENAN WHO IS GOING TO TALK ABOUT NEW FORMS.

>> : THANKS MIKE.

GRANTS.GOV FORMS DEVELOPMENT TEAM IS ACTIVELY WORKING TO ADDRESS ALL OF THE FORMS RELATED REQUESTS CURRENTLY IN OUR DEVELOPMENT CUE.

THIS INCLUDES NOT ONLY NEW FORMS BUT ALSO UPDATES AS WELL AS REVISIONS TO FORMS CURRENTLY AVAILABLE ON GRANTS.GOV.

FOR NEW FORMS, GRANTS.GOV IS MAKING PROGRESS AND NEARING DEPLOYMENT.

ON THE SCREEN YOU SEE THE NEW FORMS WHICH WE PLAN TO DEPLOY TO PRODUCTION.

SOME ARE IN THEIR FINAL STAGES OF TESTING AND WILL BE DEPLOYED NEXT WEEK WHILE OTHERS ARE COMPLETING DEVELOPMENT AND WILL BE AVAILABLE IN THE COMING WEEKS.

FOR THE LATEST INFORMATION REGARDING NEW FORMS AND DEVELOPMENT, PLEASE CHECK THE SECTION ON THE GRANTS.GOV WEB SITE UNDER THE "FORMS REPOSITORY" FOR FORMS DEVELOPMENT.

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LAST WEEK, WE DEPLOYED SEVERAL REDESIGNED ADOBE FORMS IN RESPONSE TO TESTING FEEDBACK.

THE ISSUE THAT WAS REPORTED INVOLVED THE + SIGN IMAGE THAT APPEARED IN DATA ENTRY FIELDS.

THE PLUS APPEARED THAT EXCEEDED THE VISUAL SPACE ALLOTTED FOR THE FORMS.

IT'S IMPORTANT TO NOTE THAT THE INTEGRITY OF THE DATA ENTERED WAS NEVER COMPROMISED AND WAS ALWAYS TRANSMITTED TO THE GRANT_MAKING AGENCY. THE MAJOR CONCERN WAS DURING PRINTING.

THE REDESIGNED FORM HAS A LARGER TEXT BOX THAT ACCOMMODATES THE TOTAL CHARACTER AMOUNT PERMITTED FOR THE FIELD.

THIS ENSURING BOTH THE APPLICANT AND THE AGENCY CAN PRODUCE PRINTED COPIES OF THE APPLICATION WITH ALL OF THE TEXT FIELD INFORMATION VIEWABLE.

ON THE SCREEN YOU SEE FIGURE 1.

IN THE RECTANGLE IS THE ZIP CODE BOX AS IT WAS BEFORE THE BILL WHICH OCCURRED LAST WEEKEND.

FIGURE 2 DEPICTS THE ZIP CODE BOX WHICH HAS BEEN EXPANDED THE ACCOMMODATE THE TOTAL CHARACTER COUNT PERMITTED IN THE FIELD.

WE ARE ALSO MAKING PROGRESS ON THE AGENCY_SPECIFIC MAINTENANCE REQUESTS AS WELL.

BUT TYPICALLY THE REQUESTS ARE NOT AS INVOLVED AS SOMETHING SUCH AS THE + SIGN REDESIGN.

THEY INCLUDE UPDATES TO TEXT.

GRANTS.GOV IS AWAITING COMMENTS FOR THE PROJECT PERFORMANCE, SITE LOCATION AND 424R & R FORMS.

ONCE APPROVED WE WILL GIVEN THE DEVELOPMENT FOR THE GOVERNMENT_WIDE USE FORMS.

ONCE IT IS FINALIZED, A NEW SCHEMA IS DEVELOPED, GRANTS.GOV WILL DEPLOY IT TO THE ACCEPTANCE TESTING 60 DAYS PRIOR TO THE DEPLOYMENT OF THE PRODUCTION. THIS WILL ALLOW SYSTEM USERS THE OPPORTUNITY TO INTEGRATE THE NEW FORM AND SCHEMA INTO THEIR SYSTEMS.

>> : THANKS.

BACK TO THE + SIGN ISSUE, HOW MANY FORMS WERE IMPLEMENTED.

>> : APPROXIMATELY 42 FORMS WERE AFFECTED BY THE + SIGN AND ALL OF THE FORMS ARE CORRECTED AND AVAILABLE IN PRODUCTION TODAY.

>> : ONE OTHER ONE I JUST THOUGHT OF TODAY IS THE PUBLIC COMMENT.

HOW DO PEOPLE GO ABOUT MAKING PUBLIC COMMENTS REGARDING THE FORMS?

>> : THE UPDATES AND REVISIONS ARE PLACED IN A FEDERAL REGISTER NOTICE.

SO IF APPLICANTS OR AGENCIES WOULD LIKE TO COMMENT, THEY CAN REFERENCE IT AND PROVIDE COMMENTS TO THE ADDRESS LISTED.

>> : THANK YOU.

FOR UPDATES REGARDING SYSTEM ENHANCEMENTS PLEASE SIGN UP FOR IT UNDER THE FIRST BULLET.

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WE ALSO DISTRIBUTE OUR QUARTERLY E NEWS LETTER IN THE FIRST TWO WEEKS OF EACH FISCAL QUARTER AND YOU CAN UTILIZE THIS LINK TO SIGN UP.

OUR LATEST NEWS LETTER WAS DISTRIBUTED YESTERDAY AFTERNOON.

IF YOU WOULD LIKE US TO PRESENT ON THE FIND AND APPLY PROCESS FOR YOUR ORGANIZATION, PLEASE FILL OUT THE OUTREACH REQUEST FORM AND SUBMIT IT TO SUPPORT AT GRANTS.GOV.

THESE PRESENTATIONS ARE A PERFECT FORUM FOR YOU TO ASK US ANY QUESTIONS THAT YOU OR YOUR ORGANIZATION MAY HAVE.

I'VE DONE A NUMBER OF THEM AND THE INFORMAL PART OF IT IS THE MOST VALUABLE TO PEOPLE.

THE OFFLINE QUESTIONS WE GET THE FEEDBACK THE ENHANCEMENTS. AS ALWAYS OUR CONTACT CENTER IS OPEN MONDAY_FRIDAY 7 A.M. TO 9 P.M. EASTERN TIME AT 1_800_518_4726 OR YOU CAN E_MAIL US AT SUPPORT@GRANTS.GOV.

OUR NEXT STAKE HOLDER WEBCAST WILL BE HELD ON JULY 16TH, 2008.

NOW WE WOULD LIKE TO OPEN UP THE FLOOR AND TAKE THE REMAINING TIME TO ANSWER ANY QUESTIONS THAT YOU MAY HAVE.

OKAY.

I WILL READ THE QUESTION: FOR CLARIFICATION, YOU DO NOT NEED ADOBE WRITER, ACK ROBOT TO FILL OUT THE FORMS.

IT WILL ALLOW THE APPLICANT TO FILL OUT AND SAVE THE APPLICATION?
THAT IS CORRECT.

YOU ONLY NEED ADOBE READER 8.1.2.

AND AS YOU CAN WELL IMAGINE, I THINK I SAID THAT NOW SEVEN OR EIGHT TIMES.

WHEN WE GIVE PRESENTATIONS WE ASK PEOPLE TO REGISTER EARLY.

WE'RE REPEATING OURSELVES FROM HABIT SO IT IS 8.1.2 AT THIS TIME.

WE HAVE ANOTHER ONE.

FOR THE SF424 ADOBE BUDGET FORMS, DO WE STILL HAVE TO REMOVE SENIOR KEY PERSONNEL ENTERED BY MISTAKE WITHOUT HAVING TO RESET ALL ENTRIES OR START OVER?

THE ANSWER TO THAT IS YOU CAN DELETE AN ENTRY WITHOUT HAVING TO RESET THE DATA THAT'S ENTERED.

HERE WE HAVE ANOTHER QUESTION.

AND WE'RE GOING TO MOVE THE QUESTIONS AROUND WITH MY COLLEAGUES HERE.

CAN I STILL USE ADOBE READER 8.1 I'M SORRY, I'M SAYING POINT.

8.1.1 TO FILL OUT THE GRANTS.GOV APPLICATION PACKAGE OR DO I HAVE TO USE VERSION 8.1.2 INSTEAD?

WHAT HAPPENS WHEN FUTURE RELEASES OF THE SOFTWARE ARE AVAILABLE?

WANT TO TAKE THIS ONE DAMON?

>> : YES, I WILL TAKE THIS ONE.

WE POSTED A SECURITY AND VULNERABILITY STATEMENT I SHOULD BY ADOBE ABOUT VERSION 8.1.1 AND I RECOMMEND THAT YOU DOWN LOAD VERSION 8.1.2 FOR FREE FROM OUR WEB SITE.

FUTURE RELEASES FROM THE SOFTWARE SHOULD BE COMPATIBLE WITH GRANTS.GOV.

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BUT WE CANNOT CONFIRM COMPATIBILITY UNTIL IT'S GONE THROUGH OUR RIGOROUS ROUNDS OF TESTING.

>> : THANKS DAMON.

HERE IS ONE MORE: WILL I GET SUBMISSION R_s IF I USE A DIFFERENT YET COMPATIBLE VERSION OF ADOBE READER THAN MY COWORKER TO COMPLETE A GRANT APPLICATION PACKAGE?

EXAMPLE, 8.1.1 AND 8.1.2.

KEENAN, HOW ABOUT YOUR TURN.

>> : YOU WON'T GET AN ERROR.

AGAIN, WE ARE RECOMMENDING ADOBE READER VERSION 8.1.2 FOR OUR USERS.

BUT YOU WOULD NOT EXPERIENCE AN ERROR.

YOUR APPLICATION WOULD NOT BE REJECTED.

>> : THANK YOU.

OKAY.

THIS ONE IS: CAN YOU PLEASE SPEAK ON THE NEW CONFIRMATION THAT APPLICANTS WILL SEE WHEN SUBMITTING ADOBE PACKAGES?

YOU KIND OF COVERED THIS ONE.

DO YOU WANT TO GO THROUGH IT AGAIN?

>> : CERTAINLY.

THE CONFIRMATION COMES IMMEDIATELY AFTER AN APPLICANT SUBMITS A PACKAGE. AND IT THANKS THAT APPLICANT FOR SUBMITTING A PACKAGE AND ACKNOWLEDGING THAT THEY HAVE NOW SUBMITTED A PACKAGE WITH GRANTS.GOV.

WITHIN 48 HOURS AND IT'S USUALLY MUCH FASTER THAN THAT, AN APPLICANT WILL RECEIVE TWO E-MAILS.

ONE OF THEM INCLUDES A TRACKING NUMBER.

AND THAT'S IMPORTANT BECAUSE IT ENABLES THEM TO KNOW EXACTLY THAT WE HAVE GOT A RECORD, THAT THEIR APPLICATION HAS BEEN SUBMITTED.

WE HAVE THE SAME NUMBER SO WE ALWAYS HAVE A WAY TO ACKNOWLEDGE TO AN APPLICANT THAT THEY HAVE SUBMITTED AN APPLICATION TO US.

THE SECOND E-MAIL HAS TO DO WITH WHETHER OR NOT THEIR APPLICATION HAS BEEN VERIFIED AND PASSED BY GRANTS.GOV.

NOW THAT'S A SCREENING PROCESS THAT IT GOES THROUGH, BEFORE IT GOES TO AN AGENCY.

EITHER IT WILL SAY APPLICANT, YOUR APPLICATION HAS BEEN VALIDATED AND IS NOW READY FOR AN AGENCY, OR IT WILL SAY, NO, IT CAN'T BE VERIFIED DUE TO SOME ERROR. AND THE ERROR WILL BE LISTED.

>> : JUST ADD ON A LITTLE BIT MORE TO WHAT DAMON WAS SAYING.

FIRST YOU WILL GET A CONFIRMATION E-MAIL.

AND SECONDLY, GET A VALIDATION E-MAIL.

AGAIN, WHEN WE DO THE PRESENTATIONS WE TELL EVERYONE TO SUBMIT EARLY.

BECAUSE THAT VALIDATION E-MAIL, ALTHOUGH IT HAS BEEN TIMELY, BUT IF WE'RE

EXPERIENCING A LARGE VOLUME OF CLOSINGS ON A FRIDAY, FOR EXAMPLE, IT MAY TAKE A LITTLE LONGER.

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BUT WITHIN THAT 24_48 HOURS, FOR EXAMPLE, REAL CASE SCENARIOS ARE YOU SUBMIT, YOU GO HOME FOR THE WEEKEND, YOU COME BACK ON MONDAY AND YOU RECEIVE VALIDATION ERRORS AND THE GRANT OPPORTUNITY HAS CLOSED.

THEN YOU NEED TO WORK WITH THE AGENCY TO TRY AND WORK THAT OUT.

YOU MAY GET A THIRD EMAIL, WHEN THE AGENCY PULLS YOUR APPLICATION PACKAGE FROM THE GRANTS.GOV DATABASE.

THAT'S UP TO THE AGENCY.

YOU ALSO MAY GET A 4TH E_MAIL IF THE AGENCY THEMSELVES PLACES A TRACKING NUMBER ON YOUR APPLICATION.

WE COVERED THIS DURING OUR LAST SESSION.

WE ACTUALLY HAD A CHART ON IT ON OUR JANUARY 16TH WEBCAST GOING THROUGH THE POTENTIAL SCENARIOS.

ANYTHING ELSE TO ADD, GENTLEMEN?

>> : NO, THANKS.

>> : OKAY.

WE'RE GOING TO HAVE ONE MORE HERE.

ON THE WEB SITE IT SEEMS TO INDICATE THAT COMPATIBLE VERSIONS OF STANDARD PROFESSIONAL HAVE MATCHING VERSION NUMBERS TO THE ADOBE READER VERSION. SO, IS IT JUST VERSION 8.1.2 STANDARD PROFESSIONAL THAT IS COMPATIBLE OR BOTH 8.1.1 AND 8.1.2 THAT ARE COMPATIBLE?

READING THROUGH THAT AGAIN, YOU GENTLEMEN CAN JUMP IN, BUT IT IS THE WAY □□ THE WAY IT IS IS THE ADOBE READER VERSION IS 8.1.2 AND THE LATEST COMPATIBLE IF YOU HAVE STANDARD PROFESSIONAL IS 8.1.2 BUT 8.1 □□ TO ANSWER THE SPECIFIC QUESTION 8.1.1 PROFESSIONAL WILL WORK AS WELL, CORRECT?

>> : CORRECT.

>> : THAT'S RIGHT.

>> : ONE MORE TIME, ADOBE PROFESSIONAL 8.1.1 AND 8.1.2 WILL WORK.

CAN YOU VERIFY THAT IS OKAY TO MIX AND MATCH BETWEEN VERSIONS OF ADOBE READER AND STANDARD PROFESSIONAL AND ON THE SAME AND DIFFERENT PLATFORMS AS LONG AS EVERYONE USES A SUPPORTED VERSION?

KEENAN, WANT TO TAKE THAT ONE?

>> : YES, THAT WILL BE FINE IF THERE WERE TWO DIFFERENT OPERATING SYSTEMS. THE COMPATIBILITY OF THE ADOBE SOFTWARE WOULD ALLOW SOMEONE TO MIX AND MATCH THE DIFFERENT VERSIONS AS WELL AS THE PLATFORM SYSTEMS.

IT'S THE SOFTWARE THAT'S SUPPORTING.

>> : THANKS KEENAN.

IF YOU GO TO THE FAQs THERE ARE DETAILED INSTRUCTIONS FOR HOW TO DO IT ON WINDOWS OPERATING SYSTEMS AND VISTA AND MACINTOSH.

HOW YOU CAN WORK THROUGH THAT.

FOR CLARIFICATION, THE JUNE 1ST DEADLINE TO POST IN PURE EDGE IS THE SAME REGARDLESS OF WHEN AN AGENCY WILL TRANSITION TO ADOBE.

WORKING WITH THE AGENCIES, OUR TARGET DATE FOR THEM TO NO LONGER POST NEW PURE EDGE OPPORTUNITIES IS JUNE 1ST.

BUT AS WE MENTIONED, SOME OF THE AGENCIES NEED A LITTLE MORE TIME.

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SO, THE TARGET IS □□ AND I HONESTLY FORGET WHAT I SAID.
BUT WHEN YOU GET BACK TO THE TABLE, THE NUMBER OF AGENCIES IN ADOBE NOW,
MANY IF NOT ALL OF THEM ARE COMPLETELY OFF OF PURE EDGE.
AS WE'RE SITTING HERE TODAY, WE'RE WORKING WITH THE AGENCIES TO PULL OFF □□ IF
THEY DO HAVE PURE EDGE OPPORTUNITIES OPEN LATER THAN JUNE 1ST.
SO WE'RE WORKING TO DO THAT.
BUT SYSTEMATIC_WISE, THERE IS NO MECHANISM THAT IS COMPLETELY SHUTTING OFF
THE POSTING OF PURE EDGE OPPORTUNITIES.
ANYTHING ELSE?

>> : NOTHING ELSE TO ADD TO THAT.

>> : CAN IT TAKE UP TO 48 HOURS FOR THE AGENCY TO GET AN APPLICATION IF THE
APPLICATION WAS SUBMITTED JUST PRIOR TO THE CLOSING TIME?

IT CAN □□ THE EXPERIENCES AND KEENAN AS A FORMER PROGRAM ADVICOR CAN CHIME
IN ON THIS ONE.

IT CAN TAKE UP TO 48 HOURS BUT IT HONESTLY DOESN'T.
TO MY KNOWLEDGE IT DOESN'T GO GREATER THAN THAT.

>> : TYPICALLY WE VALIDATE THE APPLICATION VERY QUICKLY.
BENEATH THE 48 HOURS.

BUT, AGAIN, IT'S UP TO THE AGENCY TO RETRIEVE THE APPLICATION FROM GRANTS.GOV.
SO WE CAN'T GUARANTEE THAT THEY WILL COME TO OUR SYSTEM WITHIN 48 HOURS.
BUT TYPICALLY AN AGENCY WHETHER THEY'RE USING SYSTEM TO SYSTEM MECHANISM
OR MANUALLY, THEY WILL TYPICALLY RETRIEVE THE APPLICATION WITHIN 48 HOURS.
AGAIN, IT CAN VARY BY PROGRAM AND THE OPPORTUNITY.

BUT GRANTS.GOV CONFIRMS THE APPLICATION SUBMISSION HAS BEEN VALIDATED
WITHIN THAT 48_HOUR WINDOW.

THE AGENCY HAS TO ACTUALLY COME AND RETRIEVE IT.

>> : DOES THE VALIDATION E_MAIL AFTER SUBMITTING THE APPLICATION TIME FRAME
INCLUDE THE WEEKEND?

THE ANSWER IS YES.

24_48 HOURS IS REALTIME AND IT INCLUDES THE WEEKEND.

IF AN S2S CERTIFICATE IS ABOUT TO EXPIRE, HOW FAR IN ADVANCE SHOULD THEY SEND
THEIR INFO REGARDING THE NEW CERTIFICATE TO THE PMO?

ANSWER TO THAT IS TWO WEEKS.

COMES INTO THE PMO, A GENTLEMAN BY THE NAME OF VINCE FOR TWO WEEKS.

WE HAVE ANOTHER ONE: DURING THE GRANTS.GOV WEBCAST ON 1/16/08, JANUARY 16TH,
'08, THE STATEMENT WAS MADE THAT A GRANT TRACKING NUMBER WOULD IN THE BE
RECEIVED UNTIL THE SECOND VALIDATION NOTIFICATION.

IS THIS CORRECT?

NO, IT'S NOT CORRECT.

YOU WILL RECEIVE A GRANTS.GOV TRACKING NUMBER IN THE FIRST E_MAIL.

OKAY.

IF EVERYBODY ELSE, IF YOU HAVE ANY OTHER QUESTIONS, THAT'S ALL WE HAVE AT THIS
POINT.

KEENAN AND DAMON, WOULD YOU LIKE TO ADD ANYTHING?

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>> : NO, MICHAEL, THANK YOU FOR HAVING ME.
>> : WELCOME TO THE TEAM, WE APPRECIATE YOUR INPUT.
ONE FINAL THING: AS WE WORK WITH THE AGENCIES, WE WORK WITH YOU.
WE'RE OPEN TO THE APPLICANT COMMUNITY.
WE TRY TO MAKE SHE'S SESSIONS AS INFORMATIONAL AS POSSIBLE.
TODAY WAS FROM INPUT FROM YOU.
FEEL FREE TO E_MAIL US AT SUPPORT@GRANTS.GOV.
AND PUT IN MICHAEL PELLEGRINO.
ANY CHANGES FOR THE NEXT WEBCAST LET US KNOW.
WE WILL TELL YOU, OF COURSE, OUR STATUS IN THE AGENCIES AND TRANSITION TO ADOBE.
WE'RE ALL OUT OF QUESTIONS, WE'RE ALL OUT OF TIME.
WE HOPE YOU FOUND THIS HELPFUL.
WE THANK YOU FOR JOINING US.
FOR CONTINUED UPDATES VISIT US AT GRANTS.GOV WEB SITE, THE HOME PAGE.
THANKS AGAIN.
WE WILL SEE YOU ON JULY 16TH.
[MUSIC PLAYING]