Annual Report for Fiscal Year 2008

GRANTS.GOV℠

FIND. APPLY. SUCCEED.℠

Letter from the PMO

The continued effort to maintain the highest quality of customer service for the grant community by facilitating the quality, coordination, effectiveness, and efficiency of operations for grantors and applicants is one of the main visions Grants.gov strived for in Fiscal Year 2008 under the guidance of the Program Management Office (PMO).

Grants.gov in Fiscal Year 2008 reached new heights in growth and productivity while tackling challenges along the way. The Grants.gov PMO continued to administer the transition of the Adobe System platform and yet again managed the increase of application submissions. There were many obstacles with the transition that were handled quickly and communicated to the community as efficiently as possible. As the PureEdge System expires in Fiscal Year 2009, Grants.gov will be able to provide applicants with a universally compatible service to apply for opportunities on Grants.gov without the concern of which operating system functions with PureEdge forms.

As we look into the future of Grants.gov, we seek to meet all new challenges and plan for system expansion through a collaborative environment with its partners, the 26 grant-making agencies, the Grants Executive Board, the applicant community, and the Grants Policy Committee. With this community support, Grants.gov can truly thrive in the mission to streamline the grants process to Find, Apply and Succeed.
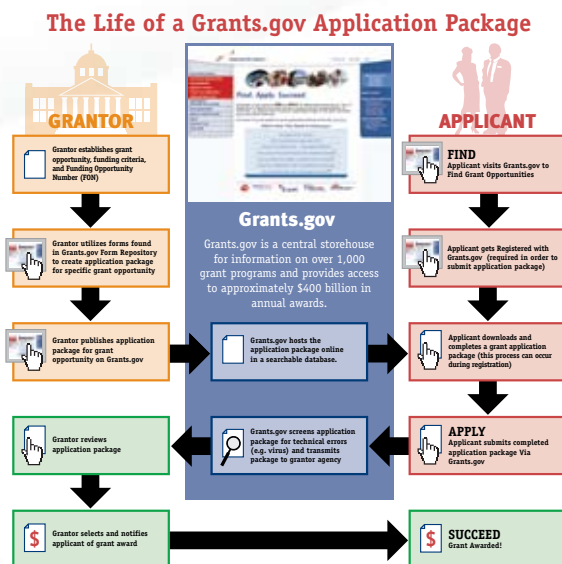
Program Management Office
Grants.gov

Overview

Grants.gov is the central storehouse for information on over 1,000 grant programs and provides access to approximately $500 billion in annual awards. Grants.gov empowers smaller agencies with limited resources to expand their grant-making capabilities and improve their outreach, while enhancing larger agencies with process standardization, cost savings, and increased visibility.

Given the government-wide scope of the initiative, costs are distributed among the 26 federal grant-making agencies, each providing support commensurate with its size. Oversight of the initiative is provided by the Grants Executive Board (GEB) which is comprised of one representative from each of the 26 contributing agencies and exercises oversight of Grants.gov.

The Board exercises executive sponsorship of the Grants.gov strategy and timetables, ensures agency consensus, provides oversight for the initiatives' outcomes in the agencies, and resolves inter-agency issues. The Board also oversees Grants.gov's budget and expenditures in conjunction with the Department of Health and Human Services (HHS), which serves as the managing partner for the Grants.gov initiative, providing operational and fiscal oversight.

Working with the Office of Management and Budget (OMB), federal grant-making agencies and the grant community, The President's Management Agenda and Public Law 106-107 (the Federal Financial Assistance Management Improvement Act of 1999) provided the mission for Grants.gov, which called for "…applicants for federal grants to apply for, and ultimately manage, grant funds online through a common web site, simplifying grants management and eliminating redundancies." Additionally, Public Law 106-107 called for the establishment of "…a common system, including electronic processes, wherein a non-Federal entity can apply for, manage, and report on the use of funding from multiple financial assistance programs…"

The Life of a Grants.gov Application Package

GRANTOR

- Grantor establishes grant opportunity, funding criteria, and Funding Opportunity Number (FON)
- Grantor utilizes forms found in Grants.gov Form Repository to create application package for specific grant opportunity
- Grantor publishes application package for grant opportunity on Grants.gov
- Grantor reviews application package
- Grantor selects and notifies applicant of grant award

Grants.gov

Grants.gov is a central storehouse for information on over 1,000 grant programs and provides access to approximately $400 billion in annual awards.

- Grants.gov hosts the application package online in a searchable database.
- Grants.gov screens application package for technical errors (e.g. virus) and transmits package to grantor agency

APPLICANT

- **FIND** Applicant visits Grants.gov to Find Grant Opportunities
- Applicant gets Registered with Grants.gov (required in order to submit application package)
- Applicant downloads and completes a grant application package (this process can occur during registration)
- **APPLY** Applicant submits completed application package Via Grants.gov
- **SUCCEED** Grant Awarded!

* Presented here is a snapshot of the life of an application package.
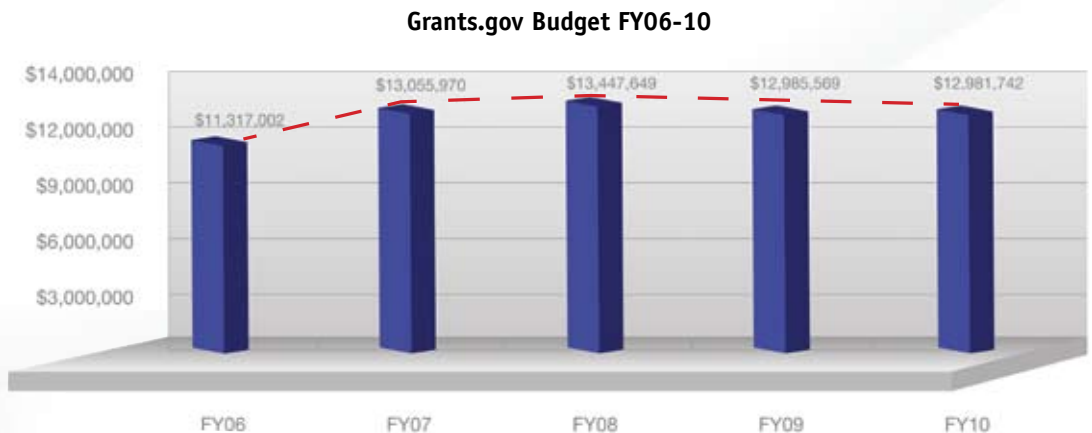
Mission Statement

Grants.gov is the Federal Government's single site for federal grants with a mission to provide a common website to simplify competitive discretionary grants management and eliminate redundancies. The Department of Health and Human Services is the managing partner for the Grants.gov initiative, one of the 24 E-Gov initiatives generated in response to The President's Management Agenda.

Strategic Goals

1. Institutionalize business practices guaranteeing customer satisfaction.
2. Promote optimal service delivery through comprehensive knowledge of grantor and grantee community needs.
3. Use technology effectively and with integrity.

Overall Budget

The government-wide scope of the Grants.gov initiative is funded by contributions from the 26 federal grant-making agencies.

Grants.gov Budget FY06-10

	FY06	FY07	FY08	FY09	FY10
	$11,317,002	$13,055,970	$13,447,649	$12,985,569	$12,981,742

FY2008 Grants Executive Board (GEB) Member Agencies

The Grants Executive Board (GEB) provides strategic direction/execution and oversight of Grants.gov. The GEB also ensures federal grant partner agency consensus on projects and funding.

Grants Executive Board Member Agencies:

- Agency for International Development
- Corporation for National and Community Service
- Department of Agriculture
- Department of Commerce
- Department of Defense
- Department of Education
- Department of Energy
- Department of Health and Human Services
- Department of Homeland Security
- Department of Housing and Urban Development
- Department of Justice
- Department of Labor
- Department of State
- Department of the Interior

- Department of the Treasury
- Department of Transportation
- Department of Veterans Affairs
- Environmental Protection Agency
- Institute of Museum and Library Services
- National Aeronautics and Space Administration
- National Archives and Records Administration
- National Endowment for the Arts
- National Endowment for the Humanities
- National Science Foundation
- Office of Management and Budget
- Small Business Administration
- Social Security Administration

FY2008 Agency POC, HHS Managing Partners, Program Management Office

Agency Point of Contact (POC)

Sebrina Robinson
Agency for International Development

Richard Friend
Corporation for National and Community Service

William Kenney
Department of Agriculture

Greg Coss
Department of Commerce

Evelyn Kent
Department of Defense

Khriss Howard
Department of Education

Ellen Colligan
Department of Energy

Deborah Burris
Department of Health and Human Services

Rosemary Springer
Department of Homeland Security

Barbara Dorf
Department of Housing and Urban Development

Amy Callaghan
Department of Justice

Bill Derrow
Department of Labor

Elizabeth Norris
Department of Labor

Greg Young
Department of State

Kate Oliver
Department of the Interior

Kim Deutsch (Technical Issues)
Department of the Treasury

Ron Swecker
Department of Transportation

Don Charapich
Department of Veterans Affairs

Dennis Finney
Environmental Protection Agency

Laura Mahoney
Institute of Museum and Library Services

Jamiel Commodore
National Aeronautics and Space Administration

David Davis
National Archives and Records Administration

Jillian Miller
National Endowment for the Arts

Beth Stewart
National Endowment for the Humanities

Jean Feldman (Policy)
National Science Foundation

Sharon Gurley
Small Business Administration

Gary R. Stammer
Social Security Administration

Bill Beard
Assistant Secretary for Resources and Technology

HHS Managing Partners

Charles Johnson
Assistant Secretary for Resources and Technology

Terry Hurst
Deputy Assistant Secretary for Office of Grants

John Etcheverry
Director, Grants Systems Modernization

Program Management Staff

Eben Trevino
Program Manager

Chris Zeleznik
Deputy Program Manager

Michael Pellegrino
Outreach Director

Vince Sprouls
Program Advisor

Mary Tutman
Program Advisor

Dima Smirnoff
Infrastructure, Systems Integration & Processes

Keenon James
Functional Program Advisor for Infrastructure, Processes & Training

FY2008 Highlights

October 2007
Adobe Reader 8.1.1 Software Released

November 2007
Website Navigation Updated

December 2007
System "Fix Build" Deployed to Production

January 2008
Grants.gov Applicant Updates Listserv Established

February 2008
Adobe Reader 8.1.2 Software Released and Approved with Grants.gov

March 2008
Revised Transition Timeline Developed

April 2008
System Build 2008-01 Deployed

May 2008
Form-In-Form (FiF) Adobe Version Error Preventionality Implemented

June 2008
Highest Contact Center Call Volume Reached (20,921)

New Applicant Resource Section Added to Website

July 2008
Contact Center Integrated Voice Response (IVR) System Script Updated

Adobe Reader 9.0 Released and Tested Compatible with Grants.gov

August 2008
Grants.gov Official Blog Launched

System Build 2008-02 Deployed

September 2008
200,000 Electronic Grant Applications Submitted

Future System Architecture - Cloud Computing Environment Proposed

Partners

Interoperability Partners

Grants.gov has many partners that contribute to improving the efficiency and value for the applicant and grantor. These community and interoperability partners are a fundamental key for the continued success of Grants.gov.

The federal government has adopted the use of DUNS Numbers to track how federal grant money is allocated. DUNS Numbers identify an organization. An applicant obtains a DUNS Number through the **Dunn and Bradstreet (D&B)** request service online.

The **Central Contractor Registration (CCR)**, part of the Integrated Acquisition Environment (IAE) E-Gov initiative managed by the U.S. General Services Administration (GSA), is a web-enabled government-wide application that collects, validates, stores, and disseminates business information about grant applicants. CCR validates the registrant information and electronically shares the secure and encrypted data with the federal agencies' finance offices to facilitate paperless payments through electronic funds transfer (EFT).

The **E-Authentication Program Management Office** provides secure standards-based authentication architecture to support federal E-Government applications and initiatives. E-Authentication provides a uniform process for establishing electronic identity and eliminates the need for each initiative to develop a redundant solution for the verification of identity and electronic signatures.

Grants.gov utilizes **ForeSee**, an online survey tool that quantifies the elements driving grantee satisfaction and predicts future user behaviors. In an effort to gauge customer satisfaction, the ForeSee tool employs a rigorous, scientific approach, helping Grants.gov understand how grant community usage of the website has a direct impact on the behavior of customers and prospects. ForeSee serves as a performance metric in addition to identifying improvements to the website that will have the most impact on end user satisfaction.

Community Partners

Grants.gov provides applicants with a **System-to-System (S2S)** web services interface for automated posting/submission of completed grants applications. The new web service was enhanced with increased functionality designed for better use for the grantor and applicant community.

The "S2S Listserv" is in place for the express purpose of providing a two-way communication link between Grants.gov and the applicant; applicant system-to-system; grantor system-to-system; as well as grantors. This electronic communication vehicle has been employed to disseminate information on a broad range of topics and provides a pathway for responses to questions regarding functionality and policy. The S2S community shares information via this listserv.

Working closely with the grant community is critical as Grants.gov depends on end users for communication assistance, functionality enhancement suggestions, and usability assessments.

The **Grants.gov Agency User Group** consists of representatives from the grant-making agencies that comprise the Grants Executive Board (GEB). The purpose of the group is to provide a mechanism for feedback and direction, suggesting modifications and functionality enhancements to better serve the grantor and grantee communities. Members of the user group also identify and recommend various "best practices" that can be shared with all Grants.gov users. The group provides feedback on all aspects of Grants.gov functionality.

Grants.gov has established a subset of this user group titled "**System-to-System User Group**." This group has been formed to discuss the S2S functionality. The focus of the group is to share information while addressing any potential issues. This group identifies potential S2S new technologies for Grants.gov consideration.

FY2008 Major Activities and Accomplishments
Adoption/Utilization

FY2008 Submissions

Grants.gov started Fiscal Year 2008 with the PureEdge System and the new Adobe System which utilized Adobe Reader forms. During Fiscal Year 2008 Grants.gov, in coordination with agencies, began the transition from the PureEdge System to the Adobe System. Grant opportunities were posted in both PureEdge and Adobe. During this transition the Grants.gov Program Management Office worked diligently with agencies to ensure the applicant community could continue to submit applications efficiently using both PureEdge and Adobe Reader. This effort resulted in 202,133 submissions in Fiscal Year 2008 which was a 16.2% increase over Fiscal Year 2007. Since the inception of Grants.gov in 2002 applicants have successfully submitted 492,997 applications.

Submissions
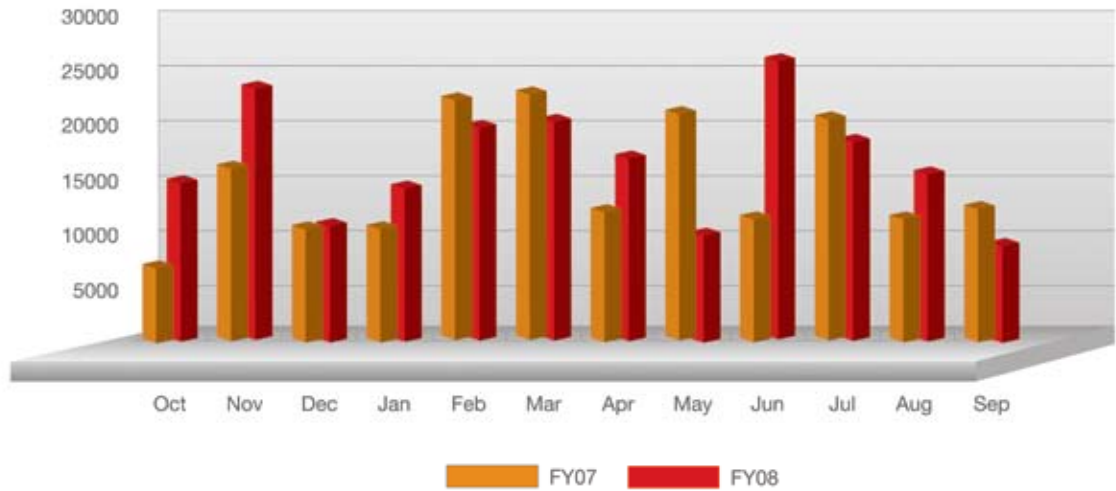**FY05** Electronic Submissions Received: **16,158**
FY06 Electronic Submissions Received: **90,045**
FY07 Electronic Submissions Received: **180,659**
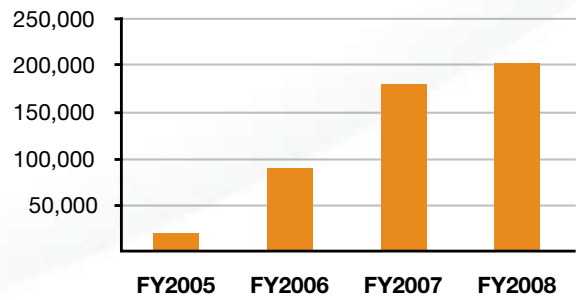**FY08** Electronic Submissions Received: **202,133**

Grant Submissions FY07-08
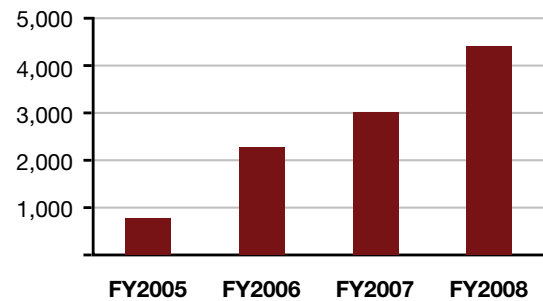

Highest Submission Week:

Week of July 25: 15,854

Application Submissions

| FY05	FY06	FY07	FY08
863	2,288	3,069	4,511

Grant Closings

FY08 Authorized Organization Representative (AOR) Growth

AORs are the individuals within organizations who have the authority to submit applications on behalf of the organization. At the end of Fiscal Year 2008, 102,463 organizations were registered with Grants.gov. The total number of AORs registered with Grants.gov is 158,978. This is a 62% growth over Fiscal Year 2007.

AORs Registered in FY05 – **17,652**
AORs Registered in FY06 – **57,047**
AORs Registered in FY07 – **91,267**
AORs Registered in FY08 – **130,027**

Registered AORs

	FY2005	FY2006	FY2007	FY2008
200,000				
150,000				
100,000				
50,000				
0				
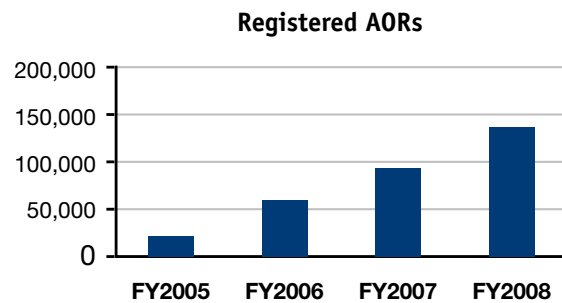
Policy

Forms Clearance – OMB Collections Process

The majority of the 4040 collections expired in April 2008. The collections were renewed for two or three year periods. This staggered renewal plan will help to standardize the renewal process in future years.

Changes included:
• Separated the "Project/Performance Site Location" form (SF- 4040-0010) from the SF-424 Research & Related (R&R) form. The Project/Performance Site Location form was developed as a stand-alone form that will be a required form with all of the 424 families, with the exception of the SF-424 Individual. This new form was approved by OMB in August 2008 and is in the process of being placed in the Grants.gov system.
• Requiring nine digits for the zip code field in all forms
• Revising the "county" field to "county/parish"
• Adding a "Descriptive Title of Applicant's Project" field to the SF-424 Mandatory

Grants.gov is implementing the above changes to the SF-424 form families during the Federal Register renewal process. The SF-424 R&R, SF-424 Mandatory, and SF-424 A, B, C, D have been renewed and approved by OMB. The SF-424 Mandatory and A, B, C, D will expire in 2010, while the SF-424 R&R will expire in 2011.

The SF-424 Short and the SF-424 Individual 30-day Federal Register Notices will be published in Fiscal Year 2009. The original SF-424 expires in January 2009 and is undergoing review by the Grant Policy Committee's (GPC) Mandatory, Post-Award, and R&R work groups. Any proposed changes from the GPC work groups will be reflected in the 60-day Federal Register Notice to be issued in October 2008.

Technical

Planning

Grants.gov launched two planning initiatives in Fiscal Year 2008. The first was the **2008 Delta Plan** to review system-to-system (S2S) connectivity, its effectiveness, shortfalls, and potential upgrades, with the grantor community. Grants.gov conducted extensive discussions with S2S customers asking them an array of questions to determine their S2S configurations and any potential issues. The 2008 Delta Plan demonstrated that S2S connectivity within the grantor community is sound and no upgrades were needed.

The second planning initiative was the **2008 Gap Requirements Plan**. Discussions were conducted with grantors and applicants on all aspects of Grants.gov functionality. The requirements plan incorporated feedback from the 2008 Delta Plan. The goal of the 2008 Gap Requirements Plan was to establish long-range priorities for future Grants.gov functionality. The plan addressed systems and process issues within Grants.gov as well as additional functionality requested by customers. This plan may impact future budgetary planning and priorities.

System Build 2008 – 01, 02

In order to continue the mission and function of Grants.gov, system enhancements and new functionality were continuously evaluated and executed. Grants.gov receives input from the grant community through requested system enhancements. Grants.gov has a formal process in place to review and approve these enhancements. The process is known as the Inventory Control Board. New functionality and system enhancements were implemented on April 12, 2008 and August 9, 2008. All enhancements performed during the System Builds were made to the Adobe System. Some highlights include a new RSS feed, Google search, added functionality to Adobe Reader forms, improved web services capabilities and enhanced flexibility for grantors.

Speed & Reliability Upgrade

The upgrade, which is the first major overhaul of the Grants.gov system since its inception, involves the deployment of three additional T-1000 servers with the latest software upgrades utilized by Grants.gov. The upgrade results in increased system performance, space, security, scalability, and utilization needed to meet the increasing usage of Grants.gov.

Monitoring Tools

In order to ensure all systems are running efficiently, Grants.gov procured monitoring tools for the system. The Performance Monitoring Suite will use two commercially available products to provide a detailed view of the performance of the Grants.gov system. The User Experience Monitor will perform the activities of a customer on the system and is an automated tool that will precisely measure the response time of the tasks it is performing and alert the system administrator whenever tasks are taking longer than average. The Application System Monitor provides the technical staff with the precise window into the inner workings of the Grants.gov system that has not been available. These tools will enable Grants.gov to continuously tweak system parameters to enhance performance for the customer.

LDAP Upgrade

The Lightweight Directory Access Protocol, or LDAP, is an application protocol for querying and modifying directory services running over Transmission Control Protocol/Internet Protocol (TCP/IP). The LDAP is the authentication directory that the client, grantor agencies, and applicants utilize to enter the Grants.gov system. Grants.gov is upgrading the LDAP. This upgrade is the first major overhaul of the directory since the inception of Grants.gov and will significantly increase the number of users simultaneously accessing Grants.gov.

Real Simple Syndication (RSS)

RSS is a family of web feed formats used to publish frequently updated content and in this case will allow for the timely dissemination of Grants.gov opportunities. At present the applicant community receives a daily email of the latest posted grant opportunities. The number of emails sent on a daily basis is approximately 700,000. With the inclusion of an RSS capability, now an applicant can, after downloading the RSS script, routinely receive timely updates of grant opportunities.

Adobe System Status

Grants.gov is transitioning from PureEdge forms to Adobe Reader forms. This transition began at the beginning of Fiscal Year 2008. Grants.gov is working with the federal agencies to transition all open PureEdge opportunities to the Adobe (2007) System. The PureEdge System will be retired in Fiscal Year 2009. The Adobe (2007) System solution deployed at the end of Fiscal Year 2007 included an Adobe Reader application system and the addition of a Google search appliance.

Adobe Reader Benefits

The Adobe System features improved cross-platform support and usability. It eliminates dependence on proprietary software framework for better maintainability. The goal of the Grants.gov Adobe System is to enhance the user experience.

The following are key components of the Adobe System:

- Google search functionality
- Platform Independence – elimination of Citrix
- MAC, Linux, Unix and Windows compatible
- Industry standard Internet forms tool
- Familiar PDF look and feel
- Reduced processing burden with increased throughput
- Architected for greater functionality
- Better throughput at peak times
- Remove processing bottlenecks
- Usability and true platform independence

System-to-System (S2S) Status
• FY2008 S2S Submissions: 12,622 (FY2007: 7,751)
• Over 166 distinct organizational users
• Over 40 agency users

Grants.gov applicant System-to-System (S2S) provides applicants with a high volume of application submissions, a web services interface for automated submission of completed grant applications, and related services. The system allows applicants who submit grant applications frequently, to save time and resources by eliminating the need to re-enter repetitious data into multiple individual application forms and therefore streamlines the application submission process. The system is designed for secure e-business transaction processing and provides a platform independent messaging service that follows the Simple Object Access Protocol (SOAP) with attachments specification. The Applicant S2S Interface provides:

• Platform Independent Messaging Service
• Security (Secure Socket Layer (SSL) and mutual authentication)
• Opportunity Schemas and Instructions
• Automated Grant Application Submission
• Validation (XML vs. Schema Check)
• Applicant Status Tracking

Also, in August of this year, Grants.gov made these enhancements to improve the S2S capabilities:

• Sorting Search Criteria – the basic and advanced search capability of applicant S2S has been enhanced to allow users to filter their search results by a Grants.gov tracking number.
• Accessing Agency Contact Information – grantor agency contact information has been added to the synopsis and grant opportunity listings accessed through applicant S2S services.

New PMO Staff

Eben Trevino
The Grants.gov Program Management Office (PMO) welcomed Eben Trevino as the new Grants.gov Program Manager on February 3, 2008. Mr. Trevino joins the PMO after a distinguished career with the United States Air Force.

Dima Smirnoff
Mr. Smirnoff is a published author and retired Air Force officer with over 20 years' experience with data integration projects. Prior to coming to Grants.gov, Mr. Smirnoff served as the IT Architect for the Department of Health and Human Services' Tracking Accountability in Government Grants System (TAGGS). Earlier in his career Mr. Smirnoff worked with the Department of Defense and Centers for Disease Control on a number of data integration projects.
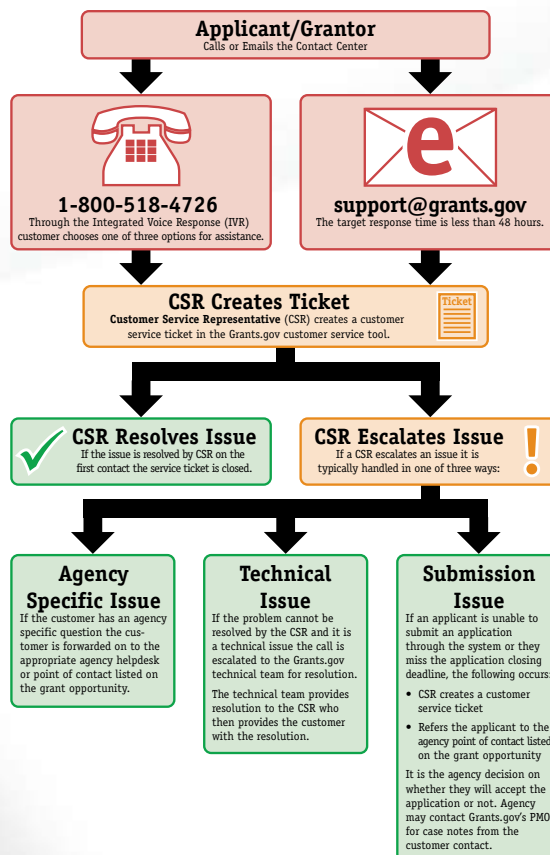
Customer Service

Contact Center Volume

The Contact Center is the Grants.gov helpdesk for the applicant community. The total number of customer contacts in Fiscal Year 2008 was 213,350, which was a 1% increase over Fiscal Year 2007. The call volume peaked in July 2008 (18,704). The Grants.gov Contact Center began Fiscal Year 2008 with 361 customer solutions built into the knowledge base to assist customers. Through the continuous interaction with customers, 123 solutions were added this fiscal year for a total of 484 solutions available for Customer Support Representatives (CSRs) to assist customers. The Contact Center modified 196 solutions throughout the year based on system enhancements or new business processes. The number one topic from customers is regarding financial assistance.

### Contact Center Integrated Voice Response (IVR) Change

To assist customers in a more efficient manner, the main script (IVR) used for the Contact Center was changed July 28, 2008. The change was made in response to call volume to improve the caller's experience. Three options are now available, including first-time caller information such as those people looking for financial assistance, NIH specific inquiries, and other questions including registration and submission. This script separates general informational calls from the operational calls.

GRANTS.GOV CUSTOMER SERVICE PROCESS

Applicant/Grantor
Calls or Emails the Contact Center

1-800-518-4726
Through the Integrated Voice Response (IVR) customer chooses one of three options for assistance.

support@grants.gov
The target response time is less than 48 hours.

CSR Creates Ticket
Customer Service Representative (CSR) creates a customer service ticket in the Grants.gov customer service tool.

CSR Resolves Issue
If the issue is resolved by CSR on the first contact the service ticket is closed.

CSR Escalates Issue
If a CSR escalates an issue it is typically handled in one of three ways:

Agency Specific Issue
If the customer has an agency specific question the customer is forwarded on to the appropriate agency helpdesk or point of contact listed on the grant opportunity.

Technical Issue
If the problem cannot be resolved by the CSR and it is a technical issue the call is escalated to the Grants.gov technical team for resolution.

The technical team provides resolution to the CSR who then provides the customer with the resolution.

Submission Issue
If an applicant is unable to submit an application through the system or they miss the application closing deadline, the following occurs:

- CSR creates a customer service ticket
- Refers the applicant to the agency point of contact listed on the grant opportunity

It is the agency decision on whether they will accept the application or not. Agency may contact Grants.gov's PMO for case notes from the customer contact.

Contact Center Customer Satisfaction Statistics

The Grants.gov Contact Center's mission is to provide accurate, timely customer resolutions to all of the grants community. In Fiscal Year 2008 the Contact Center's customer satisfaction averaged 93%.

Contact Center FY08
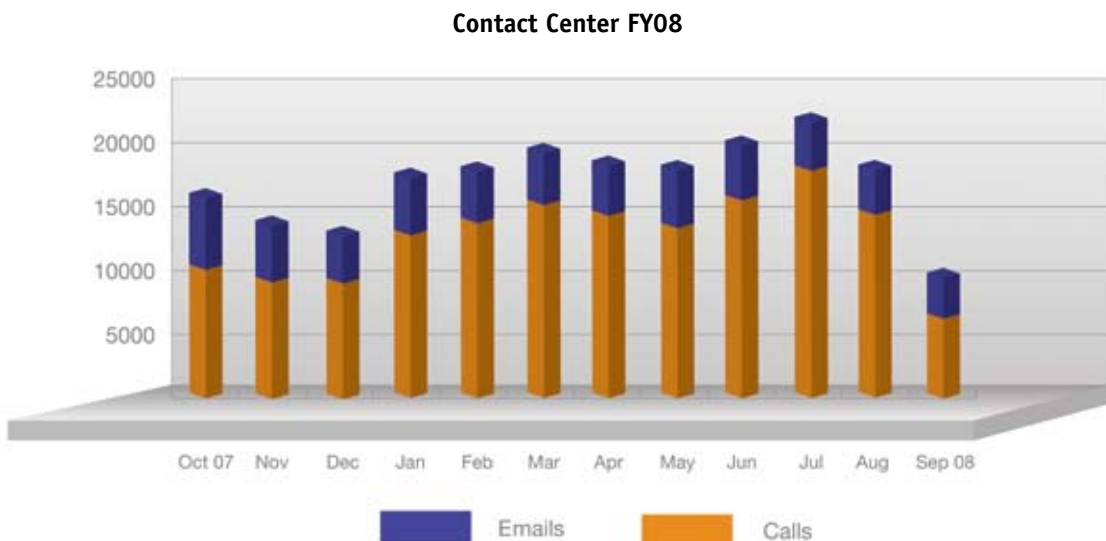
Website

Applicant Resources

To assist applicants with the Find and Apply process, Grants.gov created a new section on the homepage titled, Applicant Resources. This section has all the information applicants need to find and submit applications. There are applicant user guides, animated tutorials, detailed frequently asked questions (FAQs) and a variety of other sources of information that help the applicant community.

All About Grants

In addition to the Applicant Resources webpage, Grants.gov created a new section, All About Grants, under For Applicants on the website. Included in the All About Grants section is a webinar schedule, events, tips, and resources from grantors, articles, and related associations and organizations within the grant community.

Usability Update

In Fiscal Year 2007 Grants.gov conducted usability testing to further develop the process required to successfully find and apply for a grant, including registration and search functions. Results and lessons learned are now fully incorporated into the website and documents found on Grants.gov.

Communications/Outreach

CIO Weekly Reports

In Fiscal Year 2007, Grants.gov began providing agencies' weekly status and participation reports to CIOs, POCs and GEB members. Grants.gov continues to provide these CIO Reports to ensure consistency of communication, across the agencies, of the ongoing work of Grants.gov.

Stakeholder Webcasts

Stakeholder Webcasts are held quarterly. All Stakeholder Webcasts are archived on Grants.gov along with the presentations. Topics generally included updates on: System transition to Adobe Reader, website, communication, forms, and other timely related issues. In Fiscal Year 2008 Grants.gov held four webcasts which were broadcast via the Internet to 4,930 Internet connections. Grants.gov is not able to determine the number of people who viewed these sessions through these connections. On the July 16 webcast the Department of State participated to discuss their grant opportunities.

Succeed Quarterly Newsletter

Grants.gov provides information about the website quarterly through our "Succeed" Newsletter, which is a guide to the latest updates, handy tips, and useful articles on how to best use Grants.gov. At the time of this publication there were 42,245 people signed up to this listserv.

Listserv

"Grants.gov Updates" was established in Fiscal Year 2008 for the applicant community to provide updated information about critical issues, new tips for users, and other time sensitive updates as information became available. At the time of this publication there were 22,335 people signed up to this listserv.

Blog

The Grants.gov PMO instituted a blog site to allow for the rapid dissemination of information to the grant community. The blog also provides a daily and timely update of system status. Moreover, it allows for direct interaction with the grant community, enabling the opportunity to comment on specific issues.

Online Training and Conferences

The WebEx tool continued to be used in Fiscal Year 2008 for online training sessions for applicants and grantors. Twenty-one WebEx interactive training sessions occurred this past fiscal year.

Community Feedback

Web Conferencing Helps Applicants Navigate Federal Grant Process
Government Technology
September 8, 2008

"Before the WebEx tool, if I had contacted Grants.gov, the best I probably would have gotten would have been a conference call. The conference call would be somewhat limited in that there would be no visuals," *said a Conference attendee*. "You could do a 'follow along' over the phone, but you wouldn't really know if you were in the right place because the teacher wouldn't be able to see where the person who was lost was looking. Web conferencing adds a visual element to training from a distance."

Congressional Workshops
In Fiscal Year 2008 Grants.gov participated in 13 congressional grant workshops attended by 1,448 individuals.

Outreach Statistics
- Grants.gov distributed over 15,000 brochures on the Find and Apply process
- Grants.gov participated in 51 Events attended by 8,008 people

Event Highlights

Grants.gov Presents at Senator Biden (DE) Grant Workshop
August 23, 2008

Grants.gov attended the Grant Workshop held by Senator Biden for his constituency. In addition to the Grants.gov discussion, Housing and Urban Development (HUD) presented a variety of information on the federal grant process from start to finish. During this one day workshop, Senator Biden's Assistant Chief of Staff described federal appropriations guidelines and how bills become law, and other members of his office described how your congressional representative can assist you in the grant process. Grants.gov presented information on all you need to know about finding and applying for grants on Grants.gov, and the Office of Housing and Urban Development (HUD) offered valuable information on writing a grant proposal.

Grants.gov Presents at the Sixth Regional Leaders Issues Conference Hosted by Congressman Ruben Hinojosa
July 15, 2008

Grants.gov was presented on Capitol Hill in Washington D.C. at the Sixth Regional Leaders Issues Conference hosted by Congressman Ruben Hinojosa. Numerous distinguished speakers were invited to present at the event, including Speaker of the House, the

Honorable Nancy Pelosi. During the event Grants.gov presented information on all you need to know about finding and applying for grants on Grants.gov. The Grants.gov training session was interactive and offered information on getting started with Grants.gov, finding a grant opportunity, the registration process, guidelines to follow while submitting a grant application, as well as information on tracking a grant application and what occurs after a grant application package is submitted. The Grants.gov presentation emphasized the importance of registering and submitting a grant application package early to avoid complications associated with missing an agency submission deadline. The presentation also emphasized that all the information and services provided by Grants.gov are free of charge. Grants.gov fielded a number of questions from the audience.

2008 Grants and Non-Profits Workshop
July 21, 2008

Grants.gov presented the Find and Apply process at the "2008 Grants and Non-Profits Workshop" hosted by Congressman Jim Moran in Alexandria, Virginia. During the event, Grants.gov presented information on Finding and Applying for grants on Grants.gov. The Grants.gov training session was interactive and offered information on getting started with Grants.gov, finding a grant opportunity, the registration process, guidelines to follow while submitting a grant application, as well as information on tracking a grant application and what occurs after a grant application package is submitted.

Grants Executive Board
The Grants.gov PMO continued to serve as the administrator of the Grants Executive Board. Duties included creation of meeting documents, monthly minutes, contact list maintenance, meeting facilitation and archives management.

Grants.gov Agency User Group
Grants.gov holds a monthly meeting with representatives from the agencies to capture feedback and create necessary system enhancements. In addition to the monthly meetings, Grants.gov utilizes a listserv to push information to this group.

Benefits for Agencies and Applicants

Grants.gov continues to be the single source for federal government-wide competitive grant opportunities. Finding and applying for grants is faster, easier, and more cost effective for applicants that electronically interact with federal grant-making agencies.

Grants.gov Benefits for Agencies

- Federal grant-making agencies are able to inform the entire grant community about available opportunities through one easily accessed source.

- Federal agencies have a readily available means of interacting with the grant community from registration through application processing.

- Simplifying the grant application process decreases the agency's costs, time, confusion, and hassle.

- Agency information about federal grant opportunities can be found and researched much more easily.

- Website upgrades and enhancements have added functionality for grantor agencies.

- Electronic grant application processing is easier and more cost effective.

- System-to-System integration delivers seamless end-to-end grants processing.

Grants.gov Benefits for Applicants

- A single, centralized, secure, and reliable source is available to apply for all federal grants.

- Applicants and users throughout the entire grant community can learn about available federal grant opportunities through one easily accessed source.

- Applicants have a readily available means of interacting with all federal grantor agencies, from initial registration to application submission.

- Simplifying the grant application process saves the applicants time, resources, confusion, and hassle.

- The new search and RSS feeds now enable more efficient access to government information, which helps applicants find and use grant information.

- System-to-System integration delivers end-to-end grants processing.