GRANTS.GOV℠

FIND.
APPLY.
SUCCEED.

ANNUAL REPORT 2009

FY2009
Managed by the U.S. Department of Health and Human Services

Letter from the PMO

As we began to reflect on fiscal year 2009, we naturally looked back to the beginning of Grants.gov to see how far we have come. What we found was very gratifying and reflects well on all participants, partners and stakeholders. Since Grants.gov began accepting application submissions in 2005 the submission rate of growth has exceeded everyone's expectations. This fiscal year brought new records for submissions, mainly due to the Recovery Act grant funding, which was predicted to increase submission volume by 60 percent.

Throughout 2009, Grants.gov constantly reviewed and reevaluated the system to judge current performance and enhance performance in anticipation of growing future system demands and the new challenges growth will certainly entail. Specifically, there were a total of six system builds implemented in FY2009 to increase system performance and add enhancements. The Speed and Reliability Upgrade was implemented in February to address many system issues associated with the increase in traffic and submissions to the Web site. Additional enhancements were also implemented to improve system capacity and the processing speed of application submissions.

One of the major milestones this year, in addition to the record submissions, was the Adobe transition, implemented when the PureEdge System expired in March. All agencies were successfully transitioned to the Adobe system and began accepting Adobe Reader application packages. Now Grants.gov is able to provide applicants with a universally compatible service to apply for opportunities without concern about which operating system functions with PureEdge forms.

As we look into the future of Grants.gov, our goal is to meet all new challenges and plan for system expansion through a collaborative environment with the wider community of Grants.gov's valued partners, the 26 grant-making agencies, the Grants Executive Board, the applicant community and the Grants Policy Committee. With this broad community support, Grants.gov can move forward with confidence in the core mission to streamline the grants process to Find, Apply and Succeed.

Program Management Office
Grants.gov

About Grants.gov

Grants.gov is the central repository and clearinghouse 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' capabilities to perform their missions with process standardization, cost savings and increased visibility.

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. This core mission 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..."

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 Grants.gov initiative is provided by the Grants Executive Board (GEB), comprised of one representative from each of the 26 contributing agencies.

The Board exercises executive sponsorship of the Grants.gov strategy and timetables, ensures agency consensus, provides oversight for the initiative's 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 both operational and fiscal oversight.
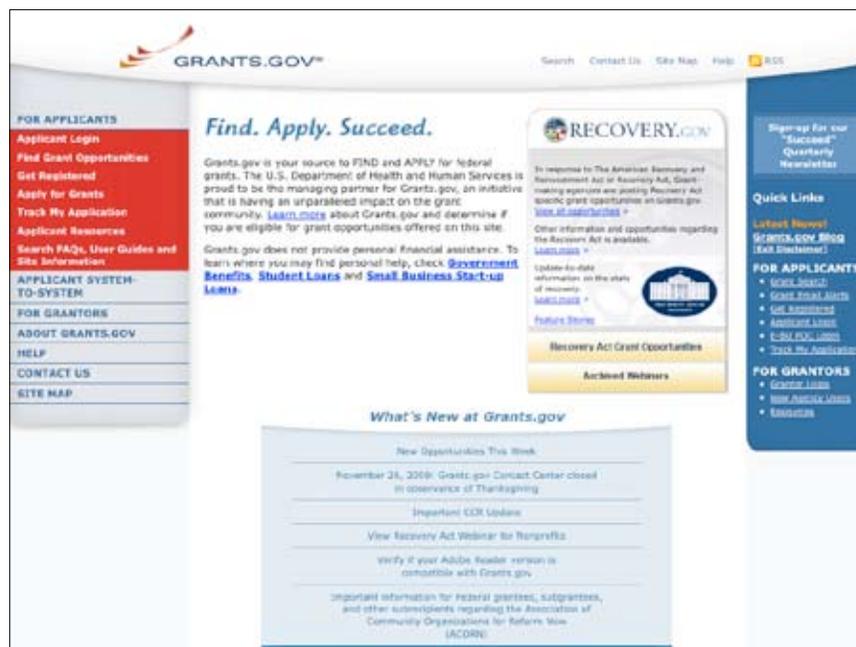
Mission Statement

Grants.gov is the federal government's single site for federal grants with a mission to provide a common Web site 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 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.

FY2009 Program Management Office

Program Management Staff

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Program Manager

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Deputy Program Manager

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Outreach Director

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Technical Augmentation Design (TAD) Project Manager Lead

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Functional Program Advisor for Infrastructure, Processes, & Training

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Program Advisor

Vincent Sprouls
Program Advisor

Janelle Kelley
Business Manager

HHS Managing Partner

Acting Associate Deputy Assistant Secretary for Grants, **Amy Haseltine**

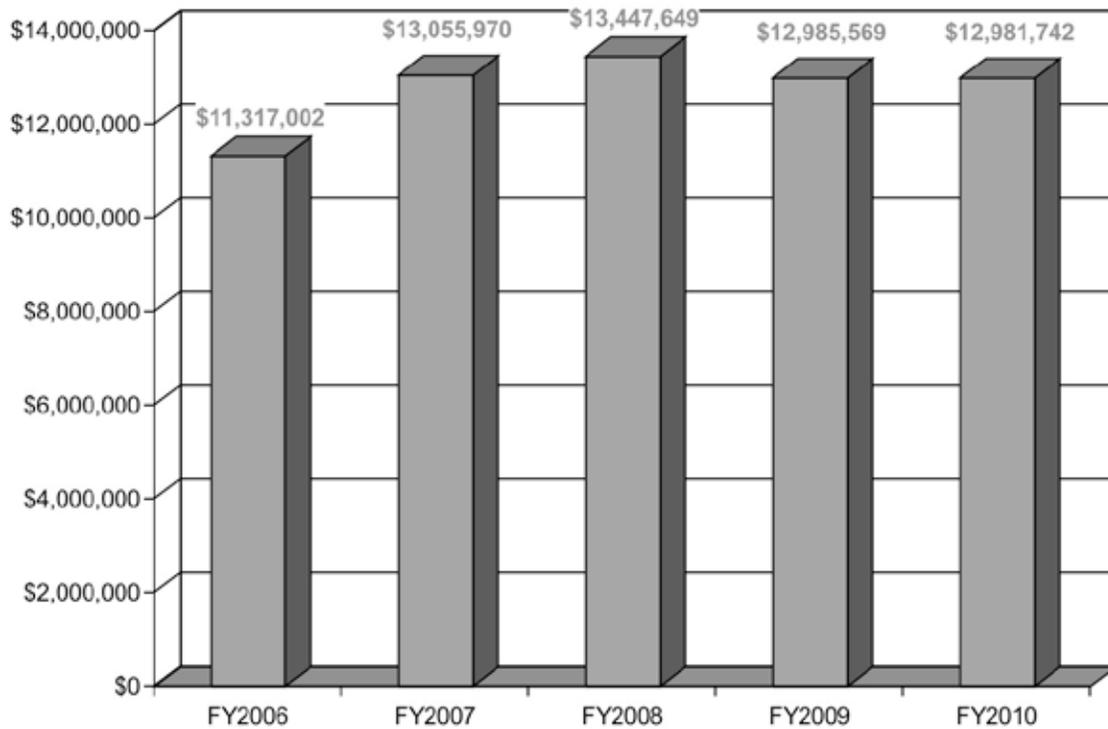*Office of Grants Systems Modernization Acting Director,* **Amy Haseltine**

FY2009 Highlights

- Application submissions surpassed 300,000 for FY2009 on September 18, 2009

- Processed 64,409 American Recovery and Reinvestment Act (ARRA) applications

- Processed 56,781 applications in April, the largest in a given month

- Received 8,392 applications April 27, the largest in a single day

- Web site received 16.3 million visitors

- Contact Center handled 280,028 customer inquiries for the entire fiscal year

- Contact Center largest monthly call volume, 36,287 in March

- Completed six system builds (enhancements) to improve functionality and reliability
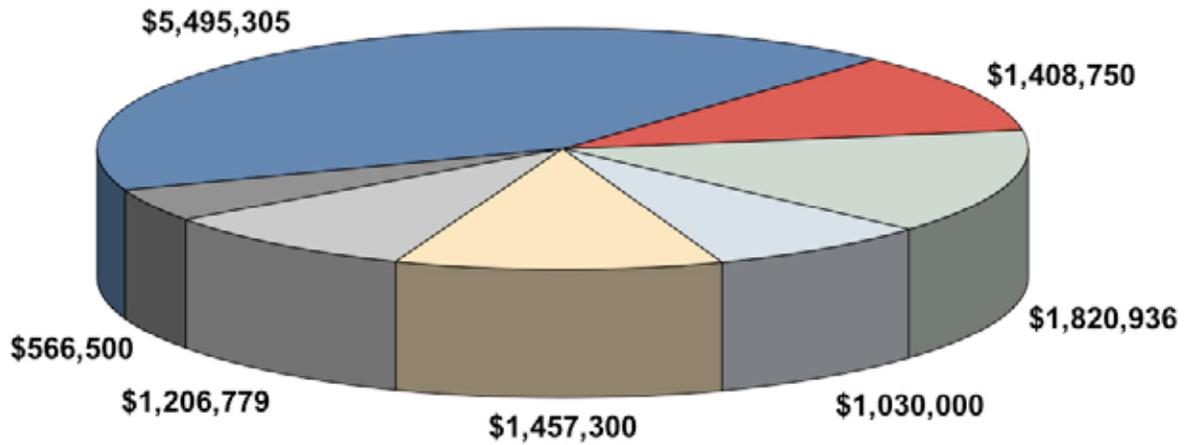
Overall Budget

The government-wide scope of the Grants.gov initiative is funded by contributions from the 26 federal grant-making agencies. The Grants.gov Budget FY2006 – 2010 graph below displays the budget for those fiscal years.

Grants.gov Budget FY2006 – 2010

Fiscal Year	Budget
FY2006	$11,317,002
FY2007	$13,055,970
FY2008	$13,447,649
FY2009	$12,985,569
FY2010	$12,981,742

FY2009 Budget

In FY2009, Grants.gov used funding across key support areas, including the System Integrator, Independent Verification and Validation (IV&V) and Communications and Outreach.

Legend:
- Operations and Maintenance (O&M)
- Development Modernization & Enhancements
- Federal Program Management Office
- Independent Verification and Validation
- Contact Center
- Communications Management
- Program Management Support

Pie chart values:
- $5,495,305
- $1,408,750
- $1,820,936
- $1,030,000
- $1,457,300
- $1,206,779
- $566,500

Grants.Gov Stakeholders and Community

FY2009 Grants Executive Board (GEB) Member Agencies

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

Grants Executive Board Member Agencies

Agency for International Development

Corporation for National and Community Services

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

FY2009 Agency Point of Contact

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Amy Callaghan
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Khriss Howard
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Environmental Protection Agency

Rosemary Springer
Department of Homeland Security

Deborah Burris
Department of Health and Human Services

Barbara Dorf
Department of Housing and Urban Development

Wayne Morlier
Institute of Museum and Library Services

FY2009 Agency Point of Contact (*continued*)

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Small Business Administration

Audrey Adams
Social Security Administration

Greg Young
Department of State

Bill Beard
Department of Treasury

Sebrina Robinson
Agency for International Development

William Kenney
United States Department of Agriculture

Tom Garin
Department of Veterans Affairs

Partners

Interoperable Collaborators

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

The federal government has adopted the use of DUNS Numbers, that identify a registered organization, to track how federal grant money is allocated. 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 federal agencies' finance offices to facilitate paperless payments through electronic funds transfer (EFT).

Grants.gov utilizes **ForeSee**, an online survey tool that quantifies the elements that drive grantee satisfaction and help predict 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 Web site has a direct impact on the behavior of customers and prospects. ForeSee serves as a performance metric in addition to identifying improvements to the Web site that are likely to have the most positive impact on end user satisfaction.

User Groups

Working closely with the grant community is critical because Grants.gov depends on end users for communication assistance and functionality enhancement suggestions, as well as usability assessments and much more. The **Grants.gov Agency User Group** consists of representatives from the 26 grant-making agencies that comprise the Grants Executive Board. The purpose of the group is to provide a mechanism for feedback and direction, specifically 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 valuable and much appreciated feedback on all aspects of Grants.gov functionality.

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 to improve the overall user experience for the grantor and applicant communities. Grants.gov has established a "System-to-System User Group" to discuss the S2S functionality. The focus of the group is to share information while addressing any potential issues and identifying potential new S2S technologies for Grants.gov consideration.

The "S2S Listserv" is the electronic means the entire S2S community uses to quickly and efficiently share a wide range of information. It was put in place for the express purpose of providing convenient two-way communications that link Grants.gov with applicants, the applicant system-to-system and the grantor system-to-system, as well as directly with grantors. This electronic communication vehicle also provides a reliable pathway for responses to questions regarding functionality and policy.

Community Partners

Grants Policy Committee (GPC)
The Grants Policy Committee, established by the CFO Council, consists of grants policy experts from across the federal government. Grants.gov continues to be a collaborative entity and maintains a non-voting presence on a number of the workgroups affiliated with GPC.

Grants Management Line of Business (GMLOB) Communications Committee
GMLOB, a Line of Business (LOB) identified by the President's Management Agenda (PMA), works toward developing a government-wide solution to support end-to-end grants management activities that promote citizen access, customer service and agency financial and technical stewardship. Grants.gov participates on the GMLOB communications committee and provides input and articles for the quarterly world bulletin.

Grants.gov was also in touch with large groups and associations. Throughout the year Grants.gov presented at, and attended annual meetings for the associations below. As a result of the outreach, community feedback is complied for consideration for changes and improvements to Grants.gov. The following group and associations are some of the key partners that helped Grants.gov communicate with the community.

Community Partners (*continued*)

The Federal Demonstration Partnership (FDP)

An association of federal agencies and academic research institutions, the Federal Demonstration Partnership, continued to receive regular updates from Grants.gov throughout the year regarding system enhancements and process changes.

Grants.gov also participates in the in-person FDP working sessions that are held throughout the year. From these meetings, follow-up discussions occur on various topics and the FDP members input is taken into consideration by the Grants.gov Program Management Office.

American Association of State Colleges and Universities (AASCU)

AASCU is an association of 430 public colleges and universities throughout the United States, and in Guam, Puerto Rico and the Virgin Islands formed in response to "The growing impact of the federal government on higher education, particularly as it related to research grants and other grants-in-aid, had made it absolutely necessary that a strong national association be formed to represent the interests of students in state colleges and universities." AASCU promotes appreciation and support for public higher education and the distinctive contributions of its members.

National Council of University Research Administrators (NCURA)

NCURA serves its members and advances the field of research administration through education and professional development programs, the sharing of knowledge and experience, and by fostering a professional, collegial and respected community.

National Grants Management Association (NGMA)

NGMA connects professionals in the grants field to improve and unify the grants delivery process by bringing together the professionals involved in this process so that they may learn from each other. NGMA supports the evolving process of grants management across all levels – from the grantmaker through the grant recipient – and everyone in between.

National Grants Partnership (NGP)

The mission of the National Grants Partnership is to foster a partnership among state, local, and tribal government and non-profit stakeholders and federal grant-making agencies to improve effectiveness of use of grant funds and reduce burdens associated with grants administration.

FY2009 Major Activities and Accomplishments

Adoption and Utilization

The Grants.gov system consists mainly of hardware acquired in 2005, and it has been maintained and enhanced on a regular basis through System Builds. The Speed and Reliability Upgrade and System Build 2008-03 (deployed to production on February 8, 2009) addressed many system issues associated with the increased traffic and submissions to the Web site. These two System Builds added enhancements to improve system capacity and the processing speed of application submissions. The Speed and Reliability Upgrade dealt with the volume of submissions that can be processed within a given amount of time and involved adding hardware (three new T-1000 servers) as well as updating software. Build 2008-03 enhanced the LDAP (Lightweight Directory Access Protocol), which controls the speed at which concurrent users are able to login to the system and thus submit their application packages.

Submissions

In FY2009, Grants.gov received a record 309,771 submissions, a 53 percent increase over FY2008.
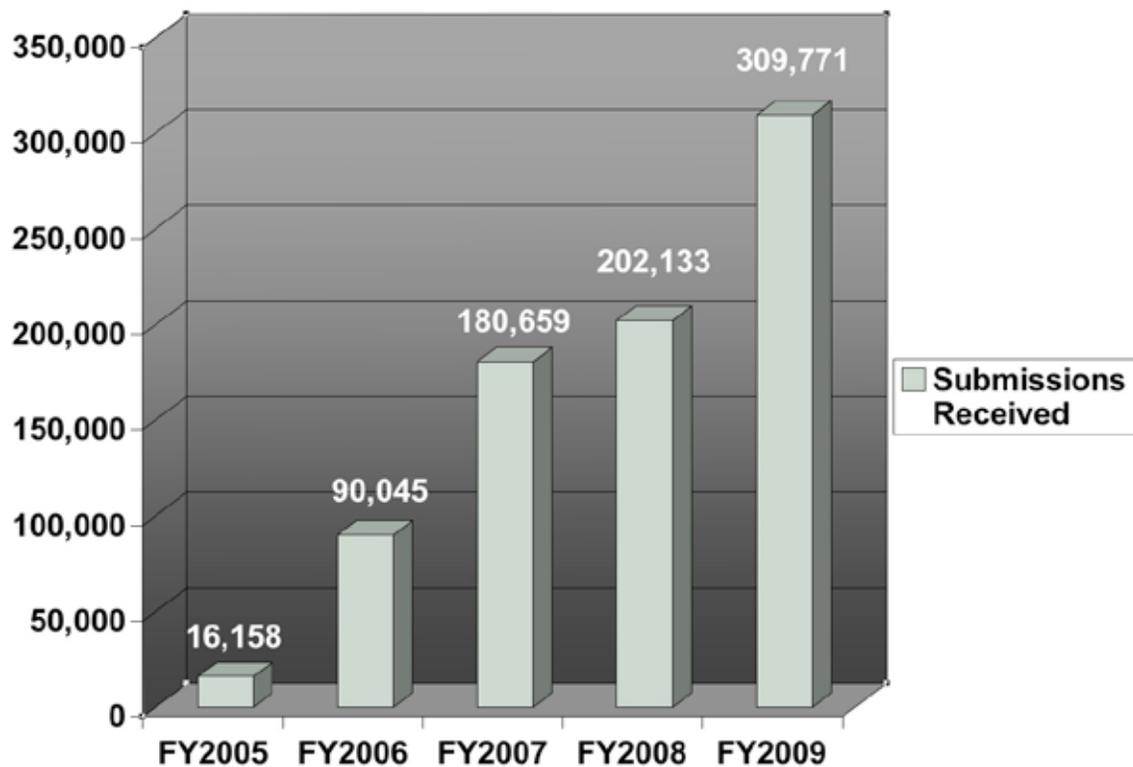
Submissions Received:
FY2005: 16,158
FY2006: 90,045
FY2007: 180,659
FY2008: 202,133
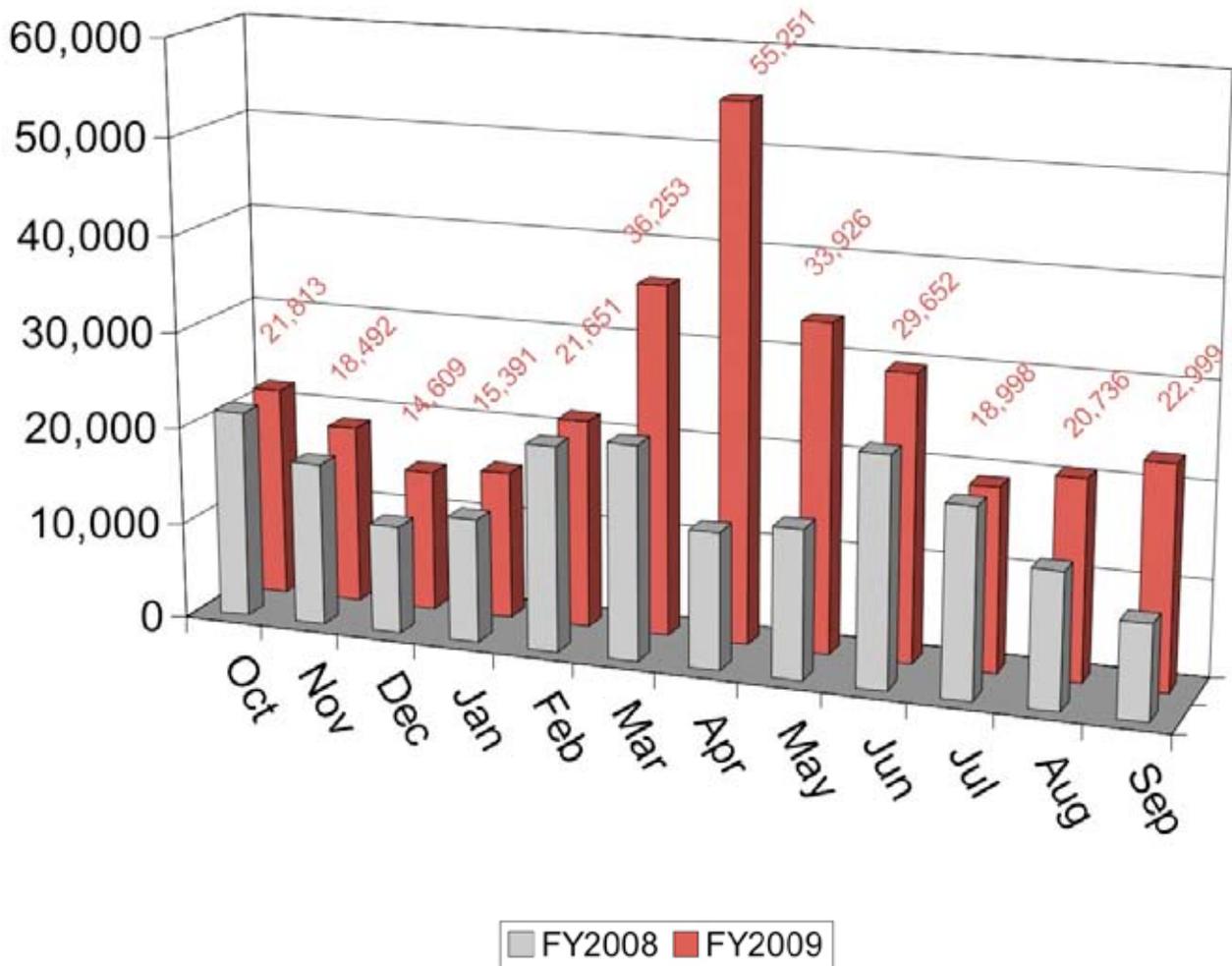**FY2009:** 309,771

Submissions for FY2008 and FY2009

Since the announcement of the American Reinvestment and Recovery Act of 2009 (the $787 billion economic stimulus package also known as the "stimulus package" and "Recovery Act"), 21 percent of the applications received were Recovery Act submissions. As demonstrated in the chart, the peak months of Recovery Act grants deadlines occurred in March, April and May and are the largest submission months for FY2009.

Highest Submission Week
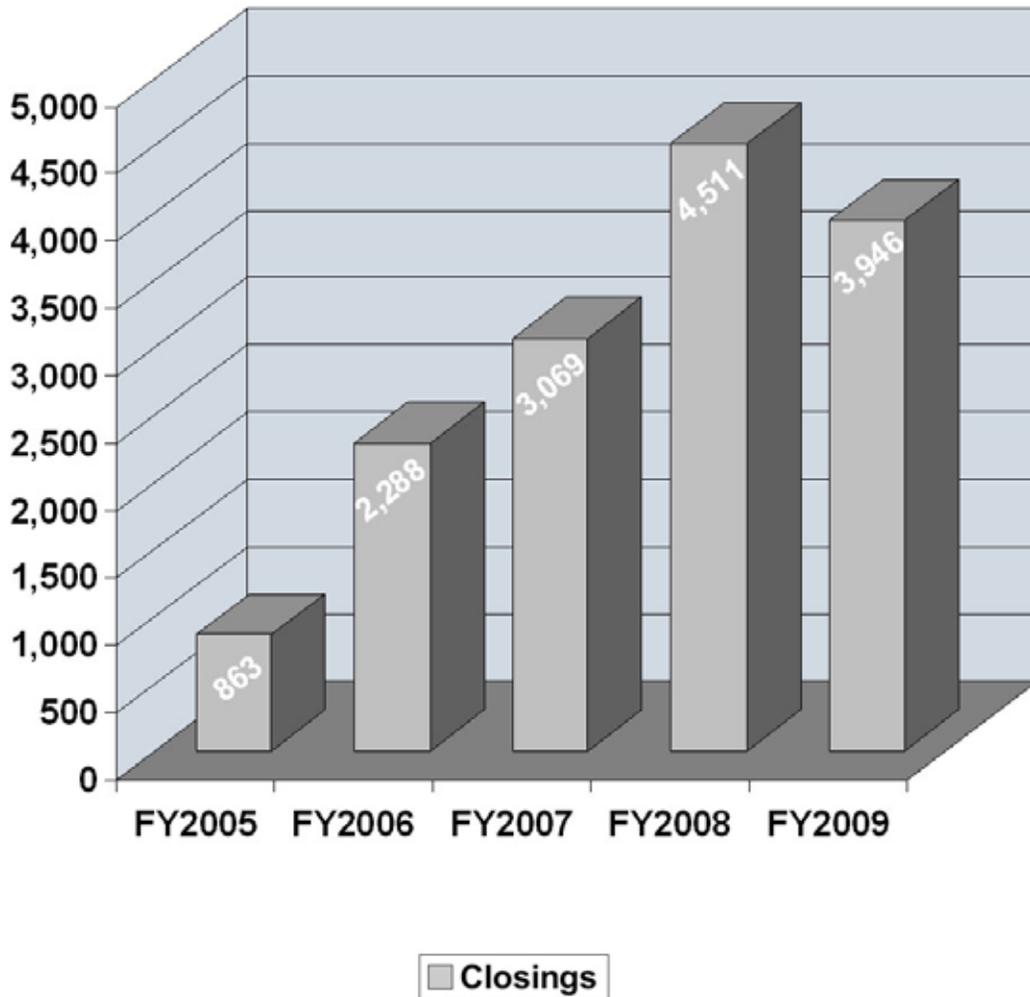April 20 – 26: 21,895 submissions*
*New Grants.gov record

Applicant Submissions FY2009

Chart data (FY2009, red bars): Oct 21,813; Nov 18,492; Dec 14,609; Jan 15,391; Feb 21,851; Mar 36,253; Apr 55,251; May 33,926; Jun 29,652; Jul 18,998; Aug 20,736; Sep 22,999
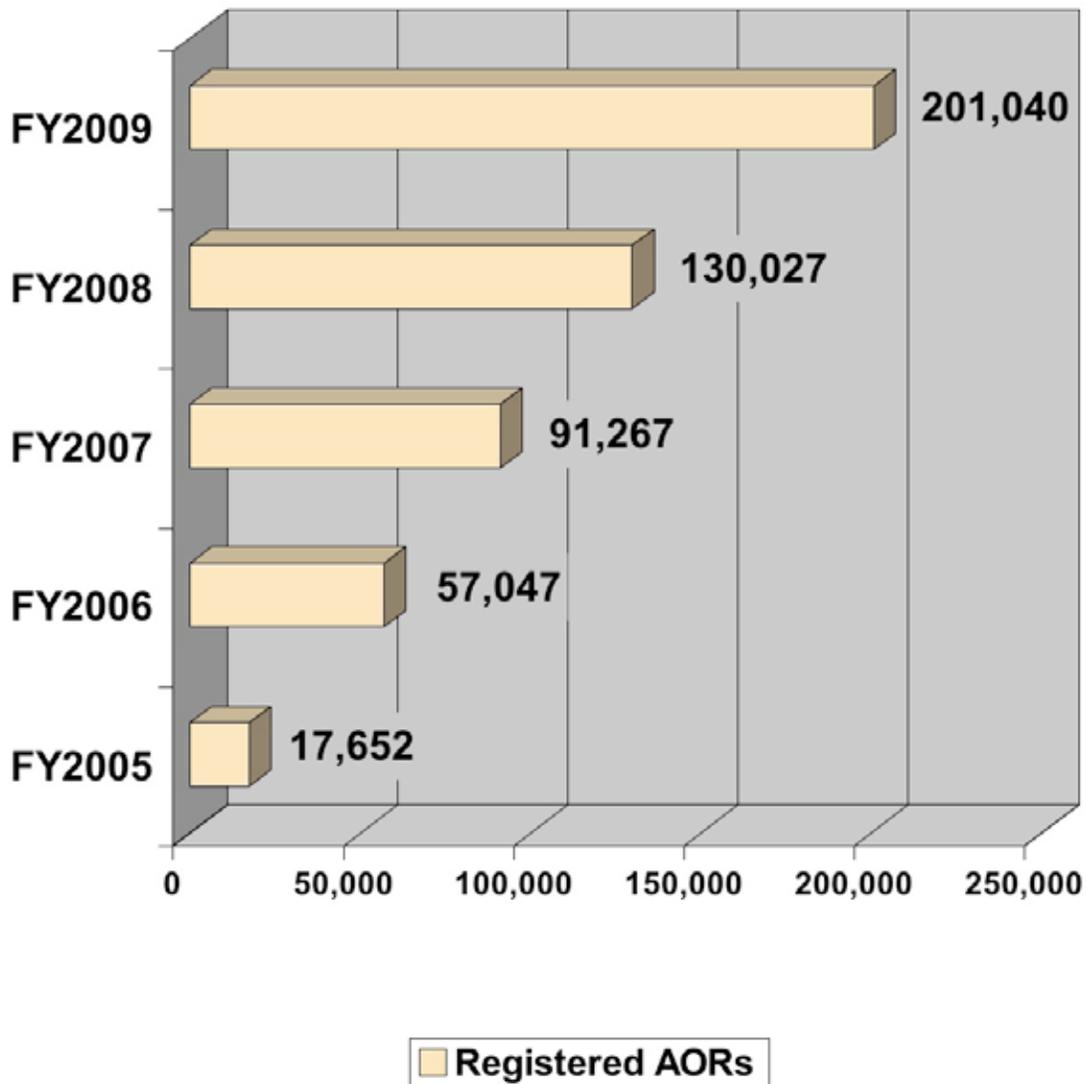
Legend: FY2008, FY2009

Closings

Because Grants.gov is an asset to the grant community, grant-making agencies are required to post a significant amount of their grant opportunities and application packages on Grants.gov. The chart below shows the number of grant opportunities posted to Grants.gov by fiscal year. Due to the expected increase in system activity resulting from the American Recovery and Reinvestment Act of 2009, the Office of Management and Budget (OMB) has authorized steps to alleviate system strain and quickly increase system capacity. As part of this strategy, some agencies chose to use alternate systems to process grant applications during this heightened period of demand.

Bar chart titled "Closings" showing grant opportunities posted by fiscal year:
- FY2005: 863
- FY2006: 2,288
- FY2007: 3,069
- FY2008: 4,511
- FY2009: 3,946

Authorized Organization Representatives (AOR)

In the beginning, Grants.gov was to be used as a portal for grant-seekers only to find grant opportunities. As interest in the initiative grew, a new use for Grants.gov was identified, namely applying for grants. The growth of registered users, Authorized Organization Representatives (AOR), showed a 55 percent increase in FY2009 over FY2008.

Fiscal Year	Registered AORs
FY2009	201,040
FY2008	130,027
FY2007	91,267
FY2006	57,047
FY2005	17,652

Registered AORs

System-to-System (S2S)

With more than 166 distinct organizational users and over 40 agency users, the System-to-System community is continuing to grow. Grants.gov applicant S2S provides applicants with a high volume of application submissions and a Web services interface for automated submission of completed grant applications, as well as 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. S2S is also 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. Specifically, 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

The total number of S2S submissions was 30,194, with a rejection rate of only 3.4 percent. This is a 118 percent increase in submissions in FY2009 over FY2008.
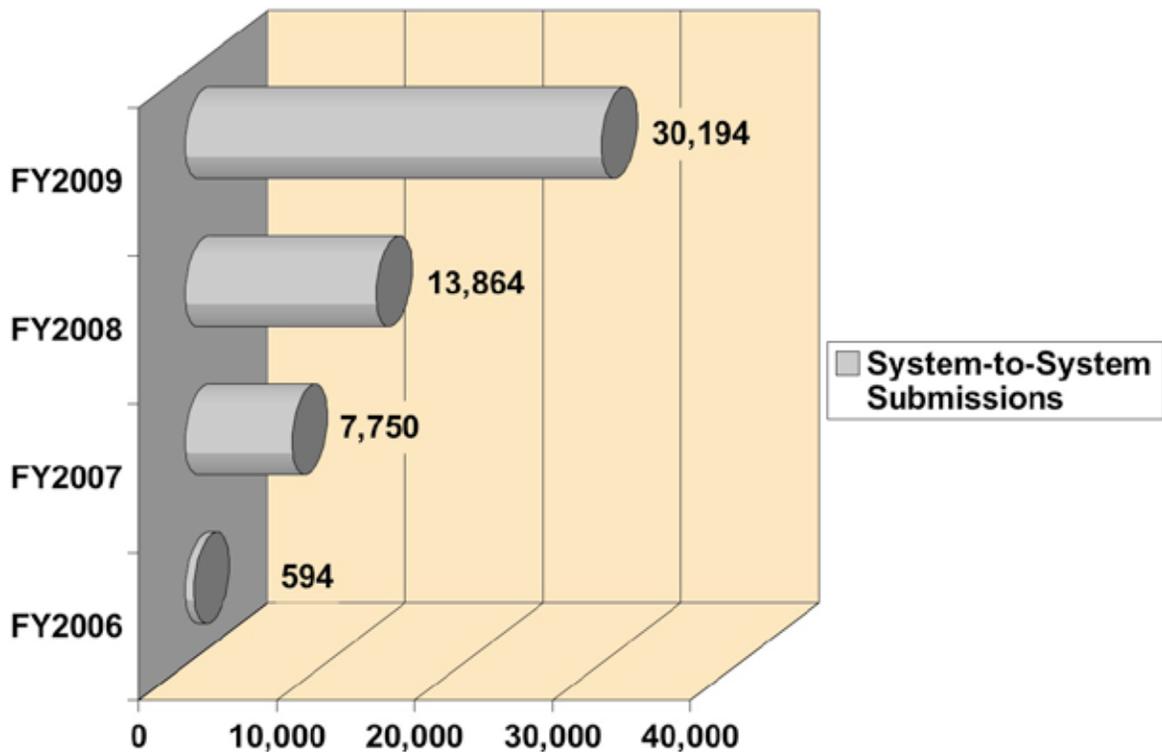
Adobe System Transition

Through the combined efforts of Grants.gov and the 26 federal grant-making agencies, the transition to Adobe was successfully completed on March 3, 2009. This was a major effort that required efficient coordination of resources and extensive planning to migrate all grant opportunities from the PureEdge System to the Adobe System. Applicants may now submit all applications using the Grants.gov-compatible version of Adobe Reader free of charge.

System Enhancements

Grants.gov continued throughout FY2009 to maintain the highest quality of customer service for the grant community by facilitating the quality, coordination, effectiveness and efficiency of operations for grant makers and grant applicants through the Grants.gov Program Management Office.

Goals include:
- Establish and strengthen grant community communications with Grants.gov
- Ensure quality of technical system conversion, development and deployment
- Maintain continuous and improved processing times via systems operations and maintenance
- Enhance Grants.gov program operations through standard operating procedures, communication management, earned value management and return on investment

In order to continue the mission and goals of Grants.gov, system enhancements and new functionality are constantly evaluated and executed.

Speed and Reliability Build

The "Speed and Reliability" upgrades in FY2009 have greatly improved system capacity for application submissions, taking the daily submission limit from 2,000 to 8,392 per day. The largest number of applications processed was 8,392 on April 27.

System Build 2009-01 (April)
This Build introduced the "Track My Application" feature, which reduced system strain from multiple login attempts by applicants checking the status of a submitted grant. This feature allows applicants to track the status of up to five Grants.gov Tracking Numbers (submissions) without logging in, which has led to a reduction in the number of users logged into the system and further improved the processing of grant submissions.

System Build 2009-02 (May)
The deployment of this Build involved upgrading virus scanning, making error messages more clear and concise, upgrading the Iplanet LDAP server software, optimizing submission and audit reports and updating the confirmation screen. Infrastructures for applicant login, password retrieval, applicant registration and the applicant center were also improved. The build dramatically improved the processing time to validate application packages.

System Build 2009-03 (June)

Step three of the registration process (to obtain a Grants.gov username and password) was streamlined by providing direct access to the applicant login. The Build also improved E-Business Point of Contact e-mail notifications, added immediate Authorized Organization Registration (AOR) status updates and presented clearer messaging on application tracking status.

System Build 2009-04 (August)

The look-and-feel and search query listings of Find Grant Opportunities were improved by this Build. The Check Application Status feature was also improved to allow applicants to view the application filing name and a listing of forms and files received by grantors. Applicant and grantor registration was also streamlined by reducing the amount of information collected for both. This Build also provided grantors quick access to view opportunity closing limits, as well as giving them the ability to use Microsoft Office 2007 documents to upload application instructions and synopsis attachments.

The Web site

Recovery Act Home page Feature

On August 3, 2009, Grants.gov introduced a new Recovery Act feature on the home page, which provides a central location to view all Recovery Act opportunities on Grants.gov and information related to finding Recovery Act funding. This includes links to a listing of all Recovery Act grant opportunities and the new "Recovery Act Money and You" page, which lists resources along with information on finding money for personal expenses, how to apply for business, organizational and community funding and other useful advice. Other resources included are, White House Recovery Act information and the Grants.gov Recovery Act webinar series.

The Web site's traffic of visitors during FY2009 peaked in March with 1,994,862 sessions. A "Web site session" begins when the visitor arrives at the site, and ends when the browser is closed or there is a period of inactivity. The chart below illustrates how many sessions per month occurred in FY2009. A total of 16.3 million sessions occurred on Grants.gov over the course of the year.

Web site sessions FY2009
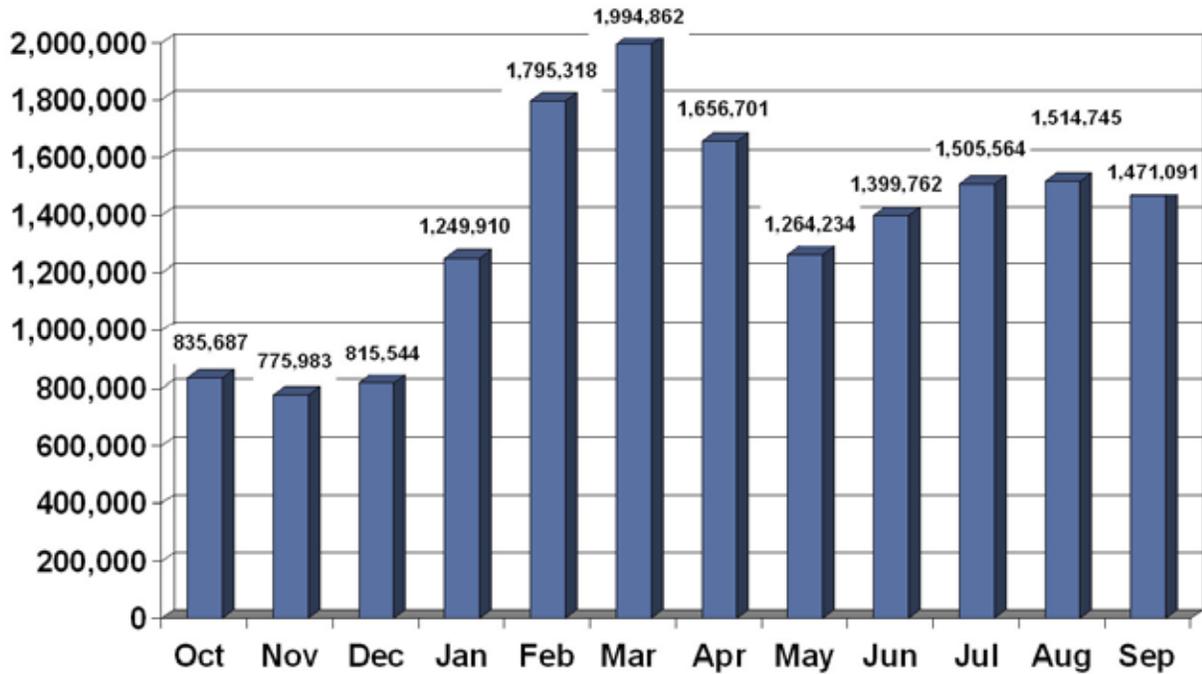
Planning FY2010

The Technical Augmentation and Design (Boost) is an investment in additional hardware and related software enhancements intended to further stabilize and increase reliability of the system at higher volume levels. The Boost is planned to be implemented in five phases to upgrade the Lightweight Directory Access Protocol (LDAP), Adobe, Web/application, database server tiers and the test and training environments.

The Boost will augment the existing system architecture, which was implemented in FY2005, to provide the fastest processing and most secure transfer of grant application submissions. Boost efforts are currently underway to increase processing capacity by 125 percent over FY2008 levels.

Moving forward, Grants.gov intends to continue the implementation of enhancements that improve overall system capacity, speed and user satisfaction.

Communications and Outreach

One of the ongoing efforts of Grants.gov is dedicated to reaching out to the grants community to update them on the progress of the program and help the applicant community find, apply and succeed. Grants.gov conducted 72 such events attended by 6,930 stakeholders in FY2009.

Stakeholder Webcasts

The Grants.gov Quarterly Stakeholder Webcast is a quarterly meeting during which applicants and grantors are provided information regarding the Grants.gov program. Topics covered in FY2009 addressed system enhancements and general tips for the applicant and grantor communities. Special guests, such as a representative from the Central Contractor Registration, made presentations to further explain their role and provide updates. There were four Stakeholder Webcasts with **2,411 attendees**.

Recovery Act Webinars

Grants.gov created a three-part Recovery Act webinar series focused on finding and applying for Recovery Act funds on Grants.gov, offering the community step-by-step demonstrations on locating Recovery Act grants. Series one, an introduction to Grants.gov and the Recovery Act, provided an overview of Grants.gov, the Recovery Act and eligibility information to apply for Recovery Act opportunities. Series two demonstrated the use of Grants.gov's "Advanced Search" as well as alternative information sources to locate Recovery Act grants. Information on formula and block grants was also presented in series two. During series three, viewers learned about the registration process and how to complete and submit a proper grant application. Grants.gov also partnered with FedBizOpps.gov to present the differences between opportunities listed on Grants.gov versus those on FedBizOpps.gov. Each of the webinars is archived on the Web site.

Succeed Newsletter

Grants.gov provides information about the program to **62,171 subscribers** in the quarterly "Succeed" Newsletter, a guide to the latest updates, handy tips and useful articles on how to best use Grants.gov.

Grants.gov Updates – Listserv

The **40,321 subscribers** to Grants.gov Updates receive notification and updated information about critical issues, new tips for users and other time-sensitive updates as information becomes available.

Online Training and Conferences "Find and Apply" Interactive Session

Grants.gov offers hour-long interactive sessions to present the Find and Apply process, including registration, as well as the role of Grants.gov in the Recovery Act. The sessions are adapted to the audience based on their needs and experience with Grants.gov. A total of **44 trainings** were conducted with **3,704 participants** in FY2009.

Congressional Workshops

In FY2009, Grants.gov participated in **eight congressional grant workshops** attended **by 899 individuals**.

Outreach Statistics

- Grants.gov conducted 48 interactive sessions, reaching 6,115 community stakeholders on the Find and Apply process
- Grants.gov participated in 24 events attended by 815 attendees
- Grants.gov distributed 24,198 brochures on the Find and Apply process

Customer Service

The Grants.gov Contact Center, which offers help desk support to the applicant community, experienced a significant increase in customer inquiries. The total number of customer contacts for FY2009 was 285,042, which represent a 34 percent increase over FY2008. In April, customer inquiries peaked at 36,041 contacts as a result of Recovery Act-related inquiries.
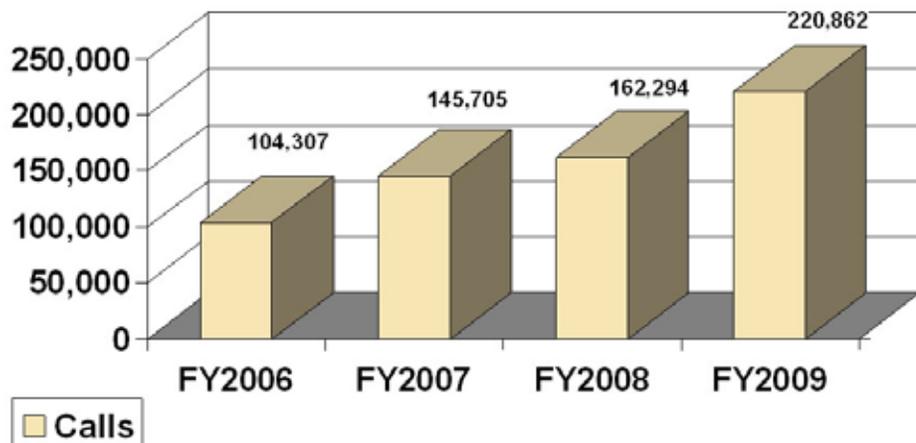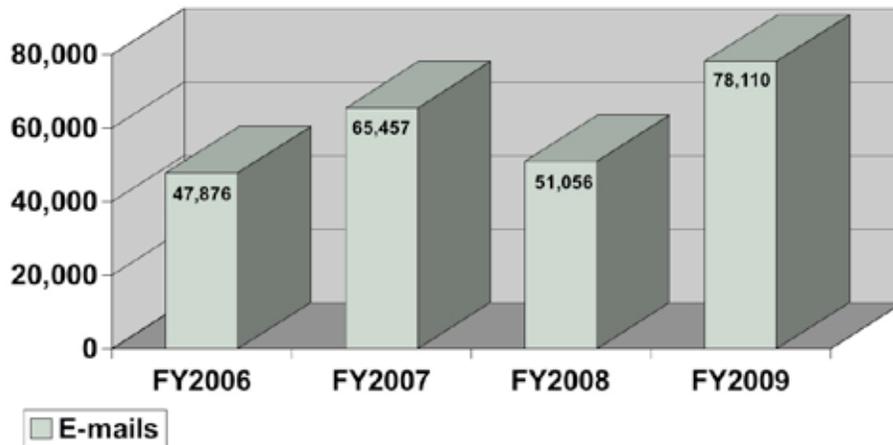
Contact Center Overall Volume FY2009
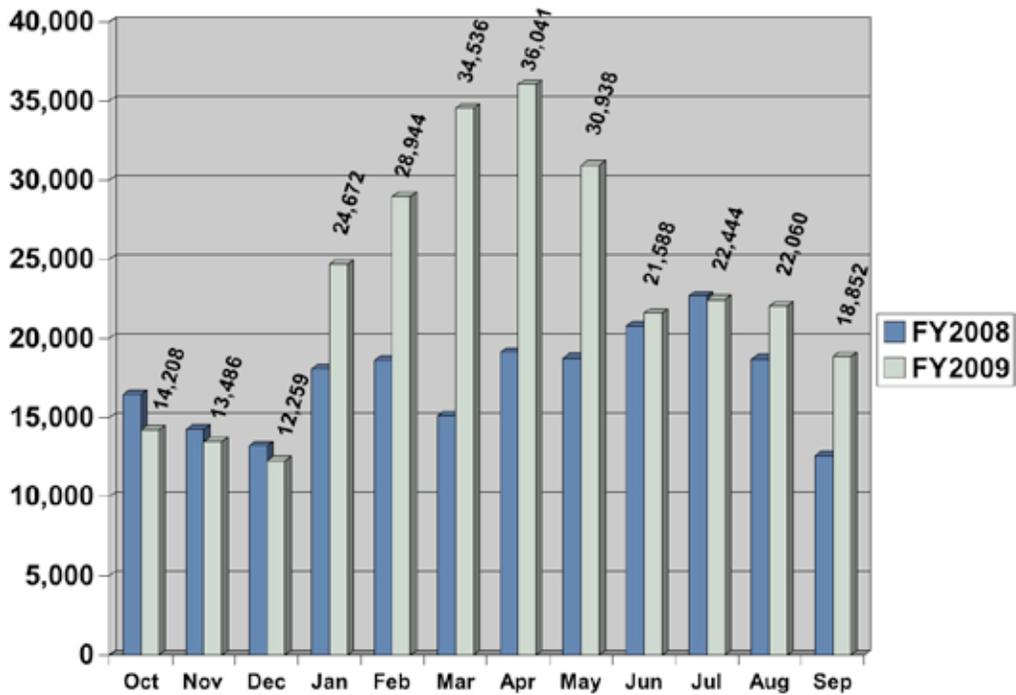
The Contact Center is staffed with a team of 81 customer service representatives (CSRs), available 24 hours a day and seven days a week. The CSRs are trained to handle applicant inquiries regarding the Web site, Grants.gov processes (such as registration) and technical issues. The Contact Center provides a knowledge base of over 300 customer solutions used by the CSR's to walk applicants step-by-step through Grants.gov processes and offer technical support. The customer solution database is updated and maintained through regular customer contact and feedback. The top customer inquiry remains the request for information about obtaining financial assistance.

Contact Center Survey Results for Customer Satisfaction FY2009
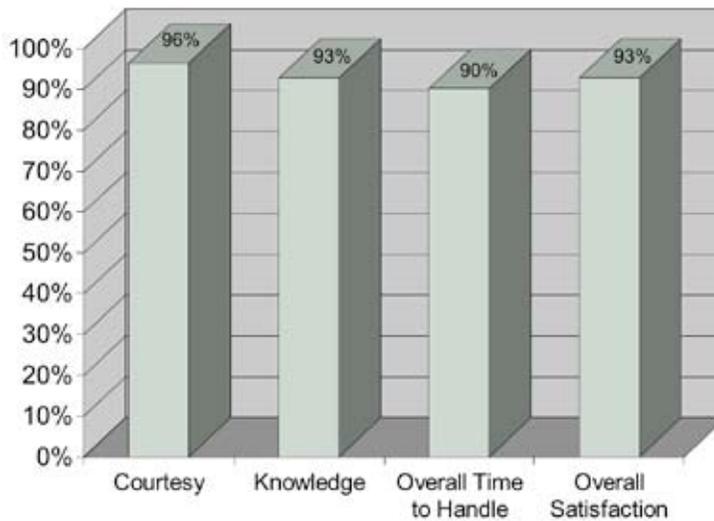
Community Feedback

The Puerto Rico Federal Affairs Administration (PRFAA) has been actively disseminating information about Grants.gov throughout Puerto Rico. As part of the agency's efforts, between March and October of 2009, PRFAA conducted 63 workshops around the island for the benefit of representatives of sister agencies, municipal governments and nonprofit organizations.

Throughout this period, PRFAA received support from the Grants.gov Program Management Office, who provided Grants.gov brochures and facilitated the delivery of the brochures to Puerto Rico. By using the brochures and the Grants. gov website during each workshop, PRFAA's workshop presenters had the opportunity to explain to participants the steps for getting started on Grants.gov, finding grant opportunities, applying for grants and learning how to track a grant application. So far, PRFAA has provided 209 hours of such training to more than 2,000 participants across the island.

"We are very appreciative of everything the Program Management Office at the U.S. Department of Health and Human Services has done to help make our outreach efforts so successful," said PRFAA Executive Director Nicole Guillemard. "We are going to continue working together to disseminate the Grants.gov information via our website www.prfaa.com and through future workshops, as well as by continuing to provide entities in Puerto Rico with technical assistance on the Grants.gov application process," Guillemard concluded.

Elsa Luis
Director Federal Proposals Division
Puerto Rico Federal Affairs Administration
Office of the Governor Hon. Luis Fortuño

In February 2009, I ran into a problem with a submission that indicated I had entered an invalid DUNS Number and it did not match the number listed with the Central Contractor Registration (CCR). I panicked, knowing that the DUNS Number I have used for years was, in fact, correct. When I spoke with the Grants.gov Contact Center we checked the DUNS Number and found that this was not the issue. My case was escalated and referred to a Content Research Analyst who quickly responded to the problem, assigned a case number, documented our conversation and assured me she would call once a report was completed. She not only did so, but escalated the issue to the Grants.gov Program Management Office, and resolved my problem by repro-cessing the submission on my behalf. Although it was a frustrating situation, the Contact Center and Grants.gov were not only helpful, but also efficient and unfailingly understanding of the predicament and a truly good "customer service" provider.

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Benefit of Grants.gov

As Grants.gov continues to develop, transition and progress, it remains a valuable resource to all those seeking grant funding. Grants.gov has managed to simplify the grant application process, centralize more than 1,000 different grant programs across all 26 federal grant-making agencies and provide a unified method to apply for all federal grants through a secure and reliable online connection. Grants.gov is also an essential means for providing access to Recovery Act and other federal funds.

For Applicants

- Applicants have a single, centralized, secure and reliable source 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 enable more efficient access to government information, which helps applicants find and use grant information.

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

For Grantors

- 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 an agency's costs, time, confusion and hassle.

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

- Web site 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 grant processing.