
Grants QSMO

Grants QSMO Will Improve the Grants Experience

How the Grants QSMO will help reduce recipient burden and improve the grants experience

March 18, 2021

National Academy of Public Administration (NAPA) Grants Management Symposium

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- 2 Grants QSMO Early Term Priorities: Setting the Stage for a More Seamless Grants Experience
- 3 How Grantor Agencies and Grant Recipients Can Get Involved to Help Out

Overview of the Grants Quality Service Management Office (QSMO)



Grants Management

- HHS designated as the Grants QSMO January 2021
- Designated for entire grants management lifecycle
- Customers include Grantor agencies & external applicant/recipients



Financial Management

- Treasury designated as FM QSMO June 2020
- Initial focus on core financial management systems (SaaS and Cloud), professional services (e.g., Integration), and Treasury Centralized Services (e.g., E-Invoicing)



Cyber Security

- DHS CISA designated as Cyber QSMO April 2020
- Initial offerings include a Vulnerability Disclosure Platform and Protective Domain Name System (DNS) Resolver



Civilian HR

- GSA designated as Civilian HR QSMO June 2020
- Initial offering is NewPay shared service offering for payroll

Today's Federal Grants Ecosystem



State, local & tribal governments



Colleges & universities



Non-profit organizations



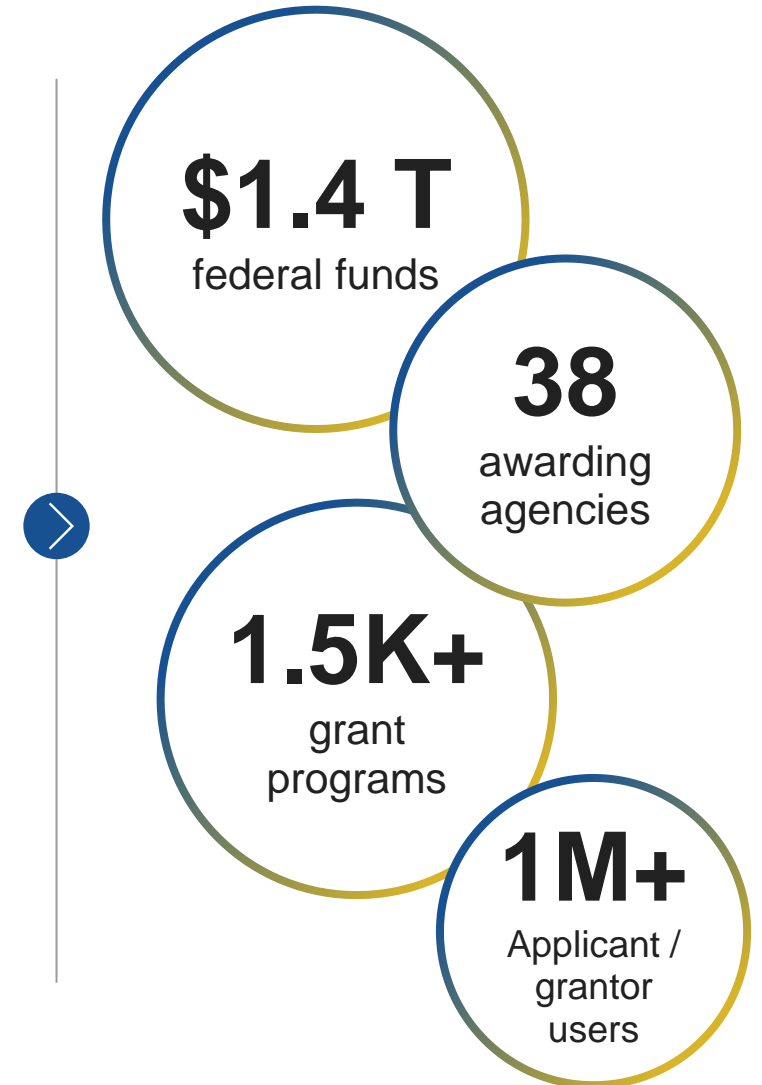
Scientific researchers



For-profit, small businesses & private institutions



Foreign entities



Source: USASpending.gov

Grants 2030 Vision

Empower and enable applicants, recipients, and federal awarding agencies to efficiently and effectively deliver on the mission

Pillars of 2030 Vision



EASE BURDEN AND DRIVE EFFICIENCIES



through standardization, modernization, and streamlining technology footprint



RESPOND TO CUSTOMER NEEDS



through continuous engagement and robust feedback loops



LEVERAGE DATA AS A STRATEGIC ASSET



through adoption of data standards and increased system connectivity

Enabled by the Grants QSMO

Grants QSMO Mission

Empower and enable applicants, recipients, and federal awarding agencies government-wide to maximize mission impact through facilitating development and adoption of customer-focused, innovative, and efficient solutions and services for grants management.

Driving Goals of the Grants QSMO

Manage a Marketplace of Solutions

Procure Interoperable Solutions and Services

Promote User Experience

Role and Responsibilities of the Grants QSMO



Market Coordinator

Execute responsibilities as outlined in OMB memo M-19-16



Establishing a marketplace for grants systems and designating high-quality services based on standards



Overseeing investments in grants systems and making recommendations to OMB's Investment Review Board



Solution Manager

Bring grants management solutions to the marketplace and oversee operations for QSMO-approved solutions and systems

Examples of potential solutions:



Risk
Management



Recipient
Seamless User
Experience



Community Builder

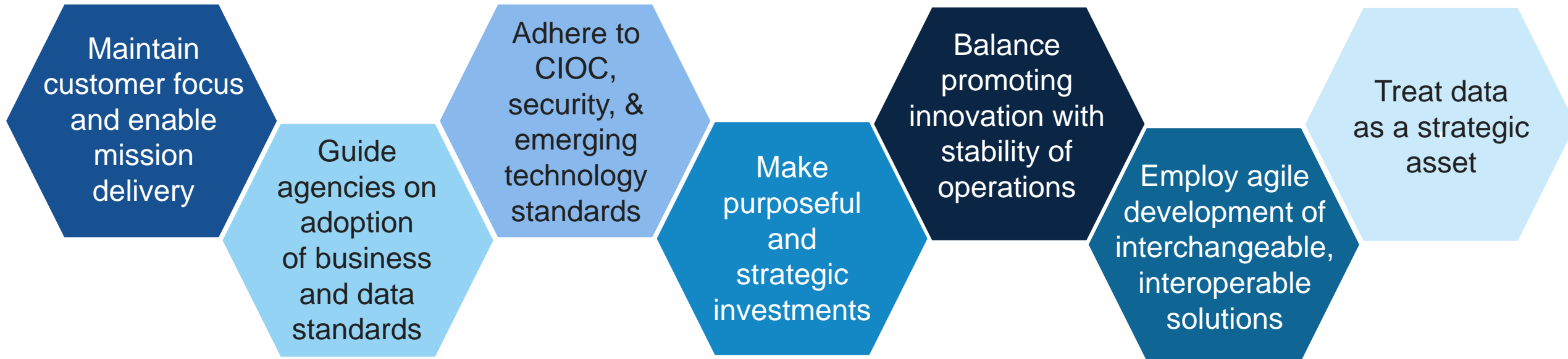
Establish and foster a community of practice for grant professionals, for example:



Creating a repository of training resources for grants professionals and recipients



Supporting the adoption of best practices by creating a central repository of forms, sharing forums, etc.



**RECIPIENT FOCUS &
DIRECT IMPACT ON
THE PUBLIC**



**INTERSECT BETWEEN
THE BUSINESS OF
GOVERNMENT &
MISSION DELIVERY**



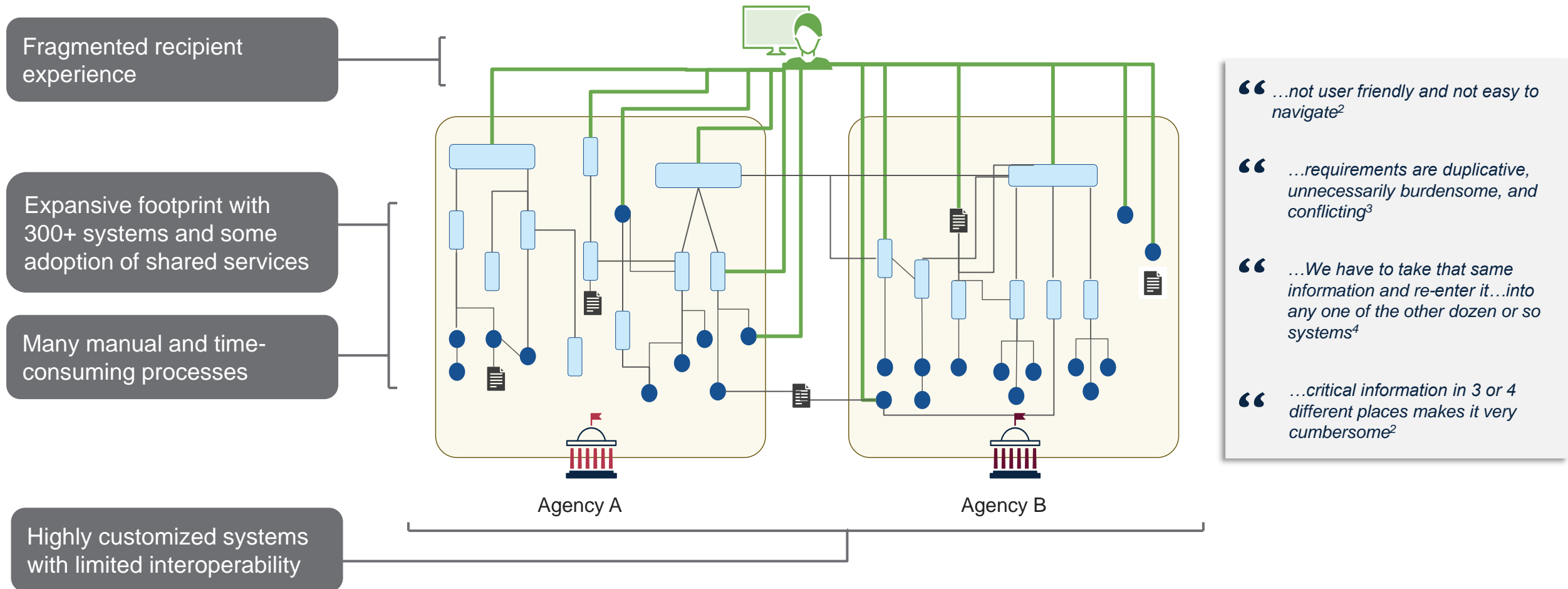
**FEDERAL GRANTS
MANAGEMENT
MATURITY CURVE**



**VENDOR
COMMUNITY
ENGAGEMENT**



Current Grants Systems: Fragmented, Customized, Aging Technology Landscape



1. 2019 NGMA, GWU, REI Annual Grants Management Survey Results and Analysis 2. Department of Education, Fiscal Year 2019 Grantee Satisfaction Survey 3. GAO Key Issues, "Federal Grants to State and Local Governments" 4. Jessica Hoban, Office of the Chief Information Officer of the State of Nevada, NGMA/REI/GW Grants Breakfast Forum (5/30/19)

Case Study:

Recipients Interact with Many Federal Systems Due to Fragmentation



State of Nevada

- FY19: \$5B received from 24 federal agencies
- 20+ departments within state gov't received funds

Illustrative - Further Evaluation Needed

Nevada interacts with 8+ distinct award management systems...

...and 4+ payments/financial systems

While Federal Audit Clearinghouse is mandatory for Report Intake, case management is highly manual

Register, Find & Apply

Primary award management system

Payments

Reporting

Single Audit

Award Agency ¹	SAM.gov	Grants.gov Find	Grants.gov Apply	Other Apply	Grant Solutions	eRA	Other/custom	PMS	ASAP	Other/custom	FSRS	FAC (Report Intake)	Custom Corrective Action System	Manual Processes
HHS														
DOT														
ED														
USDA														
DOL														
DOI														
VA														
EPA														

While Grants.gov "Find" function is mandatory, some programs post only award synopsis

Grants.gov "Apply" usage varies by program

Though select mandated systems, many financial and performance reporting capabilities are decentralized across grants lifecycle²

1. Awarding agencies listed in descending order by \$ awarded to recipient (Source: USASpending.gov FY19); list of awarding agencies is not exhaustive

2. Multiple systems include reporting modules/capabilities (e.g., GrantSolutions, eRA, PMS)

Long-Term Technology Target State to Achieve Grants QSMO Vision



Seamless user experience
for applicants / recipients

Enable a seamless user experience



Modular design by FIBF
service activities

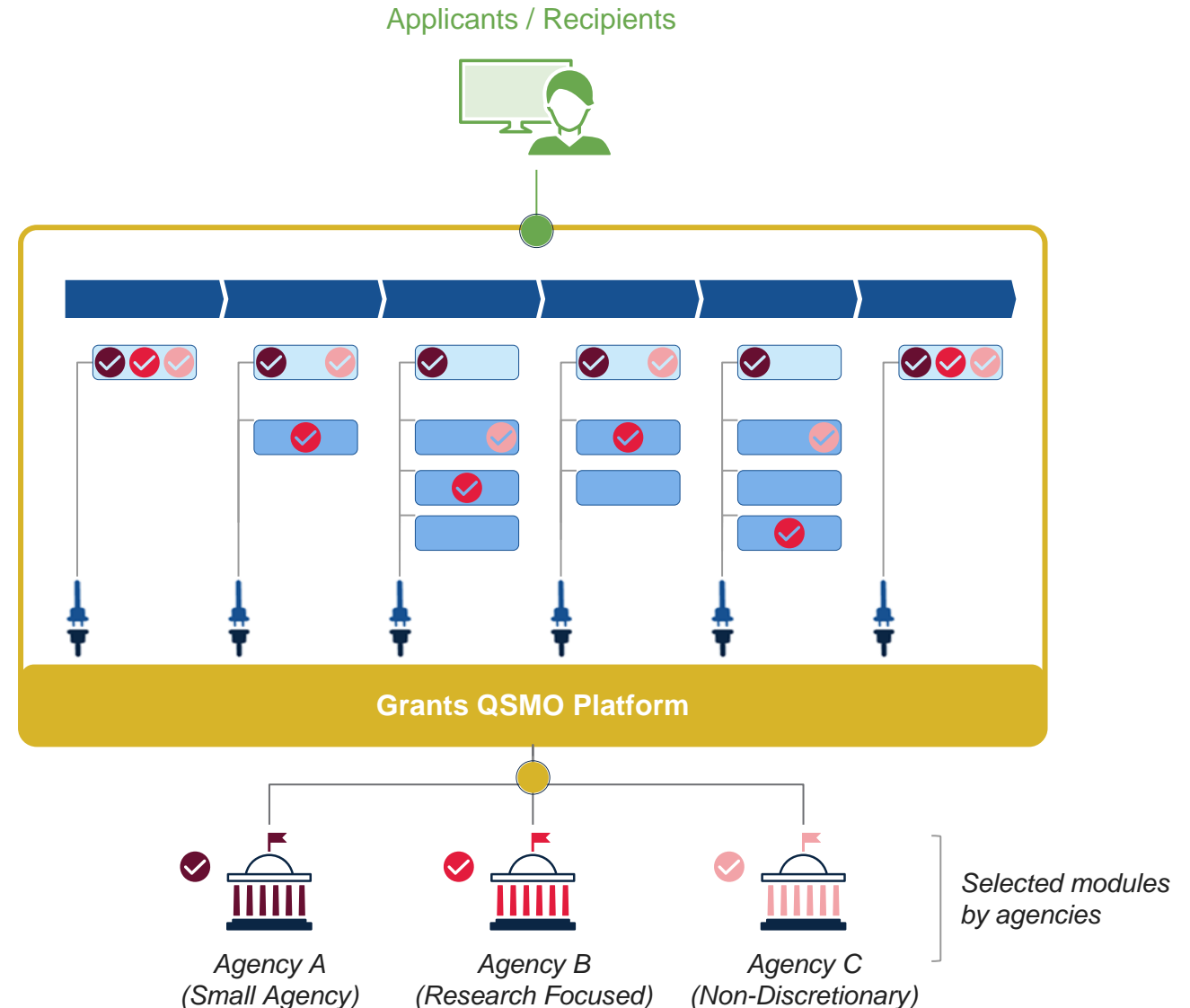
Mix of mandated, centralized, and
standardized systems available across
grants management lifecycle

For select functions, alternative systems
available with differentiated capabilities
to enable competition in the marketplace



Interoperability

Technology and data connectivity
through a common platform, e.g.,
technical design standards, API
management, data infrastructure



Grants QSMO Early Term Priorities: Setting the Stage for a More Seamless Grants Experience

How it is for Lisa

- Inefficient and time-consuming
- Needs to remember multiple logins and passwords
- Needs to interact with multiple grant systems
- Relies heavily on the Help Desk to troubleshoot login



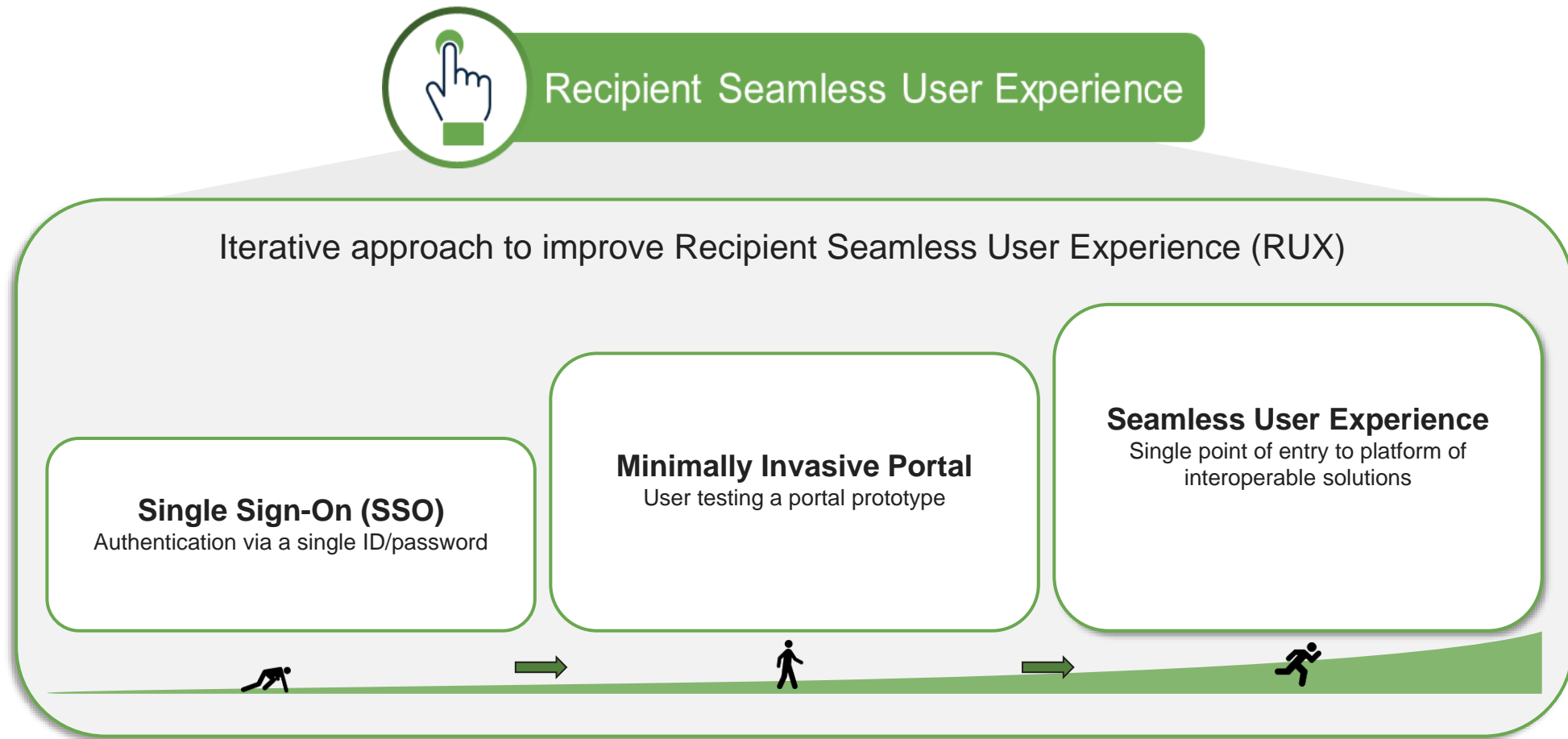
Recipients are invested.

Lisa Maher is the Director of Grants and Contracts at the Children's Aid Society of Alabama. She frequently searches for and applies for federal grants that are crucial to her organization's mission.

How it could be for Lisa

- Logs in once to access grants information
- Saves her time
- Saves her organization money
- Saves the federal government money





Initiatives Underway:

Improve Applicant/Recipient Experience and Reduce Burden

Single Sign-On (SSO)

Authentication via a single ID/password



Minimally Invasive Portal

User testing a portal prototype



US AI is using login.gov to allow you to sign in to your account safely and securely.

Email address

testuser@test.org

Password

••••••••••

☐ Show password

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DASHBOARD

JANE SMITH
 ORG ABC

ORG ABC'S GRANT APPLICATIONS

GRANT ID	AGENCY	STATUS	ACTION REQUIRED
PA-18-345 - PKG00235725	NIH	In Progress	Fill Out Forms
2345	NIH	In Progress	Submit
3456	EDU	Submitted	

ORG ABC'S ACTIVE GRANTS

Agency Filter

GRANT ID	AGENCY	PHASE	START	END
4567	NIH	Close Out	01/01/2020	01/01/2021
Manage Grant	REASURY	Awarded	02/01/2020	02/01/2021
Request Disbursement	DU	Awarded	03/01/2020	03/01/2021
Option 3	NCS	Awarded	04/01/2020	04/01/2021
Option 4				
8901	CNCS	Close Out	05/01/2020	05/01/2021
9012	CDC	Close Out	06/01/2020	06/01/2021
1234	HUD	Close Out	07/01/2020	07/01/2021

[Why Am I Not Seeing Some Of My Grants?](#)

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Implementation plan developed through extensive stakeholder engagement

>90%

Of total grant dollars and awards represented on Grants QSMO stakeholder groups across 17 federal awarding agencies

20+

Working Group meetings including Steering Committee, Federal Awarding Agencies, and Federal Service Providers Work Groups

1,000+

Comments from stakeholders on the draft implementation plan

The Grants QSMO is committed to continued engagement with the broad and diverse set of stakeholders



Applicants & Recipients

Thousands of grantees interact with and benefit from federal grants management



Federal Awarding Agencies

Customers of marketplace, engaged, including through a customer advisory board, to ensure marketplace solutions meet needs

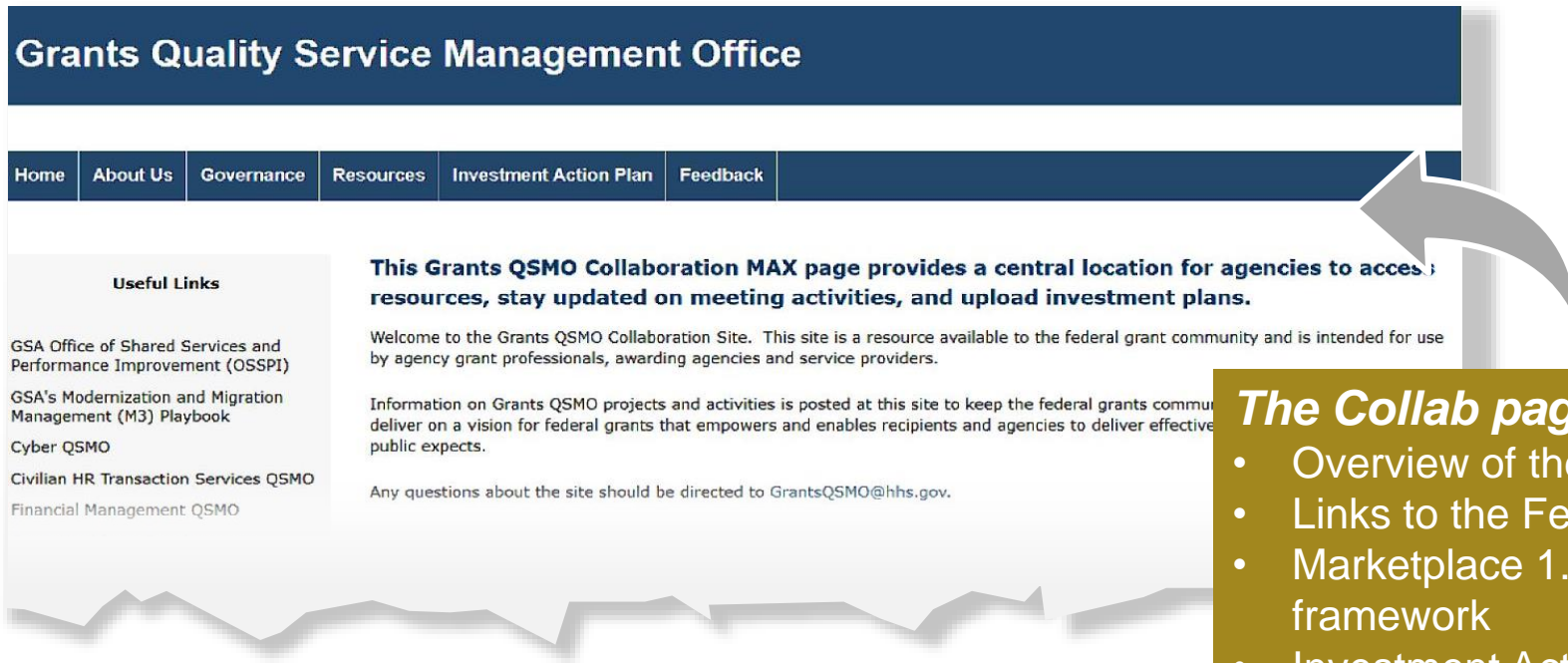


Federal Providers & Industry Advisors

Inform technical approach and allow the government to access best of private-sector

How Grantor Agencies and Grant Recipients Can Get Involved to Help Out

For Federal Grants Management Staff, we have the **Grants QSMO Collaboration Site** - the source of truth for the Grants QSMO Program



Federal employees: visit our Grants QSMO Collaboration site (<https://community.max.gov/x/xyikfw>)

The Collab page includes:

- Overview of the Grants QSMO and the Other QSMOs
- Links to the Federal Awarding Agencies
- Marketplace 1.0 - existing shared services aligned to FIBF framework
- Investment Action Plan Resources
- Resources from the QSMO working groups
- Feedback mechanisms
- Innovation Hub (*coming soon*)

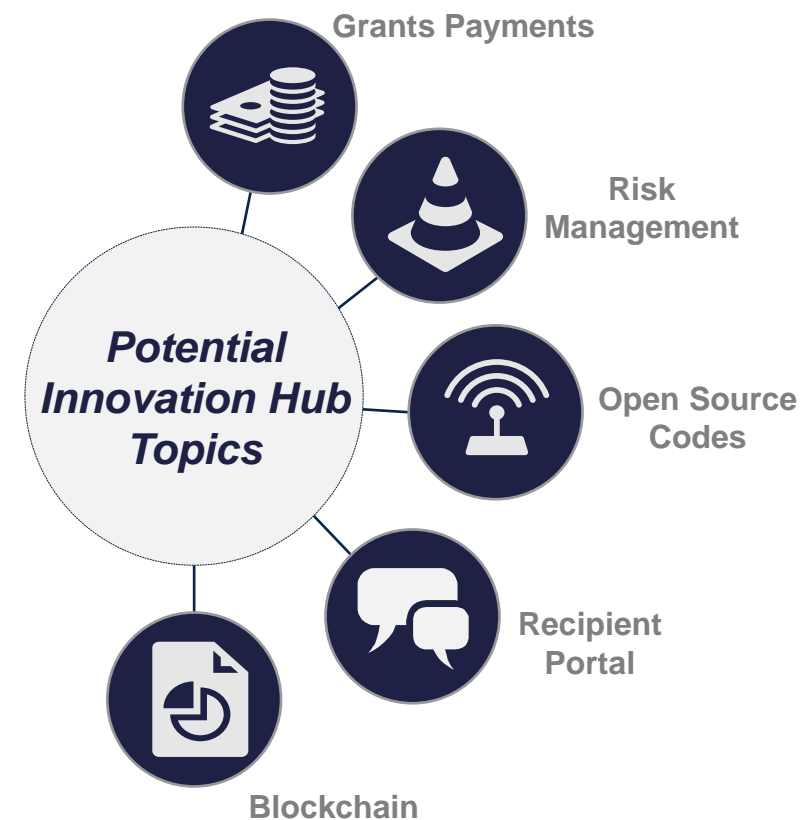
Future Initiatives: Connect Grant Recipients and Other Awarding Agencies

We are planning to build a forum for both federal and non-federal Grants grant recipients to connect with one another, gain best practices, and share tools and insights with the broader community.

The Innovation Hub

Pilot efforts of cross-collaboration to establish a forum to share innovations and build a culture of transparency and trust

Our goal is to connect other initiatives and innovations available in the market to the Grants QSMO community.



- **Applicants/Recipients:**

We are looking for volunteers to be a part of our Recipient Seamless User Experience user centered design testing. If you are interested, please reach out to us at GrantQSMO@hhs.gov.

- **Federal Awarding Agencies:**

Visit our Grants QSMO Collaboration site (<https://community.max.gov/x/xyikfw>), explore the available resources, and keep an eye on the site for updated content.

- **Everyone:**

Email us at GrantsQSMO@hhs.gov to ask us any questions you have on the Grants QSMO and marketplace of solution/service offerings, volunteer for user centered design sessions, provide feedback, and more!

Q&A