Grants Quality Service Management Office (Grants QSMO):
Current Federal Initiatives in Support of Reducing Administrative Burden

Federal Demonstration Partnership Virtual Meeting

May 12, 2022
Agenda

• Overview of the Grants Quality Service Management Office (Grants QSMO)

• IT Demand Survey

• Grants QSMO Current Initiatives
  • Login.gov
  • Recipient Seamless User Experience (RUX) Portal
  • Grants System Directory

• Audience Feedback
Overview of the Grants Quality Services Management Office (Grants QSMO)
Grants QSMO works across the grants ecosystem to empower and enable applicants, recipients, and federal awarding agencies to efficiently and effectively deliver on the grants mission.

**EASE BURDEN AND DRIVE EFFICIENCIES**

**RESPOND TO CUSTOMER NEEDS**

**LEVERAGE DATA AS A STRATEGIC ASSET**

**WE ARE NOT**
- A policy-making office
- The standards lead for grants management
- An HHS exclusive initiative or public organization
TRUE OR FALSE?

The Grants QSMO owns and operates a grants management solution

BUSTED!

The Grants QSMO is the standards lead for federal grants management

BUSTED!
What We Do as the Grants QSMO

PARTNER WITH AWARDING AGENCIES

We collaborate with 49 Federal Awarding Agencies to:
• Understand their needs, challenges, and objectives
• Advise on grants IT investments
• Identify opportunities for collaboration across the federal government

PARTNER WITH SERVICE PROVIDERS

We work with Marketplace shared service providers to:
• Identify areas for improvement in customer experience and performance
• Promote adoption of grants standards through QSMO-validation
• Collaborate on strategies for grants system modernization

INCREASE COLLABORATION

We engage with all stakeholders in the grants community to:
• Increase transparency by sharing information
• Serve as a community builder
• Improve the overall grants experience for stakeholders including recipients

PROMOTE INNOVATION

We are employing the Grants QSMO Marketplace to:
• Respond to evolving awarding agency needs
• Encourage shared service adoption
• Collect feedback to inform strategic priorities
Alignment to the President’s Management Agenda

OMB’s Deputy Controller recently spoke publicly about how QSMOs and Shared Services are crucial for delivering on the President’s Management Agenda.

**PRIORITY 1**

Strengthening and empowering the Federal workforce by understanding their business needs and giving them better tools to deliver on the grants mission.

**PRIORITY 2**

Delivering excellent, equitable, and secure Federal services and customer experience through shared services that reduce burden and deliver simple, seamless, and secure customer experience.

**PRIORITY 3**

Managing the business of government to build back better, including building federal grants capacity to drive Administration priorities.
Last fall, the Grants QSMO sent the Grants IT Demand Survey to federal awarding agencies requesting that agencies validate information about their current grants management systems, and provide additional information about any gaps, and future IT investment plans. We did it for three reasons:

- **Assess Awarding Agency Needs**
- **Understand the Current State**
- **Support Investment Planning Guidance**
Ice Breaker Question

How many core award management systems have the word “grant” in their name?
Initial analysis shows 150 (and counting) unique systems with some systems shared across the FIBF grants lifecycle and others only associated with one phase. Some agencies reported manual processes (e.g., email, MS Office) which are not included in this analysis.

- Systems are defined as a tool or software that an agency uses to manage grants (does not include manual processes, Financial Management systems, or websites).
- Phases are based on the Federal Integrated Business Framework (FIBF) for Grants Management.
- System counts are based on agency responses to the Grants QSMO IT Demand Survey as of 1/10/22 in which agencies identified which phase(s) of the grants lifecycle their system addressed (many systems were noted to address more than one phase of the lifecycle).
Of the estimated 56 Grants Core Award Management Systems*, two shared solutions (eRA and GrantSolutions) manage 60% of the federal government’s total grants obligations for FY21.

54 of 56 Core Award Management Systems account for 40% of the total gov't-wide grants obligations

System consolidation reduces recipient burden.**

53% GrantSolutions

40% Other Core Award Mgmt. Systems

7% eRA

Shared services works within the grants ecosystem.

Additional capacity is a concern as the grants landscape continues to evolve with new legislation.

** Based on responses to the Grants QSMO IT Demand Survey, 66% of Core Award Management Systems are recipient-facing.
(Source: USA Spending FY21 data and Grants QSMO IT Demand Survey Analysis November 2022. See Appendix for full details.)
Grants QSMO Current Initiatives
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Login.gov
GSA’s Login.gov Improving the Recipient Experience

The Grants QSMO partnership and adoption of Login.gov as the shared authentication provider for recipient-facing systems continues to grow, further improving the recipient experience.

Recipient single ID and password: fast, secure, seamless

- Reduces cyber criminal attack surface
- Lower cost for development and O&M by eliminating duplicative functionality
- Reduces application/helpdesk support overhead
- Opens door to cohesive user experience by blurring application boundaries
- Reduced time to access resources
- Reduced cognitive load in maintaining username/passwords

Grantor Benefits

Estimated recipient cost avoidance

- $6.5M* annually in reduced login time
- $1.4M** annually in reduced password reset time

Coverage in the Grants Market

For Grants Management, a majority of grants volume is authenticated through Login.gov:

- GSA Sam.gov
- GSA FSRS
- HHS Grants.gov
- HHS GrantSolutions
- HHS eRA
- HHS Payment Management System (PMS)
- National Science Foundation (NSF) Research.gov
- Treasury Salesforce – ORP (DO)

*Reduced login time: FY2020 Grant Volume (417,133) x Monthly reduction in logins (3) x 12 months x Average recipient salary ($50,000/year) x Time saved per login (1 minute)

**Reduce password reset time: FY 2020 Grant Volume (417,133) x Number of saved password resets per year (3) x Average recipient salary ($50,000/year) x Time saved per automated reset (4 minutes) Note: Times for login and automated reset are based on current Login.gov functionality
1. Have you noticed increased usage of Login.gov in Federal Grants Systems?

2. How can we improve the login experience?
Recipient Seamless User Experience (RUX) Portal
Recipient Seamless User Experience (RUX) Portal

Improving the Recipient Experience

**SINGLE POINT OF ENTRY**
Convenient launchpad into various systems that are required to manage grants

**SEAMLESS ACCESS**
Seamless access to the grant systems they need to use

**ONE-STOP-SHOP**
Convenes the complete footprint of an organization’s Federal grants systems
The Grants QSMO is awaiting feedback from the TMF Board on our final project proposal to support the development, implementation, and adoption of the Recipient Seamless User Experience (RUX) Portal.

**Initial Project Proposal**

After coordination with leaders across HHS’ ASFR, HHS CIO, OSSPI, and OMB’s OFFM and OFCIO, the Grants QSMO submitted an initial project proposal and received notice of selection to submit a Full Project Proposal.

**Full Project Proposal**

Submitted the Full Project Proposal to the TMF Project Management Office. Met with TMF PMO in Mid-December to discuss FPP. Date of final presentation is still pending.

**Content Development**
- Final Presentation
- Project Plans
- Budgets
- Response to Questions

**Acquisition Planning**
Published RFI to small business community to gather vendor feedback

**Best Practice Gathering**
Met with Singapore Government to learn best practices from their Grants Portal
Grants QSMO Current Initiatives

Grants System Directory
Grants QSMO Resources on OMB MAX

Visit our **Grants QSMO Collaboration site** to explore these new resources:

### Federal Grants System Inventory
Listing of internal and external grant systems currently in use by federal awarding agencies, including:
- Definitions and assumptions
- System count by agency
- Alignment to FIBF* phases

### USASpending Grants Repository
FY 12-21 USASpending data for federal awarding agencies, including:
- Grant Volume
- Dollar Amount
- Recipient Organizations

### Grants System Directory (Coming Soon)
Directory of recipient-facing grant systems currently in use by federal awarding agencies, including:
- Agency-level systems
- Direct system links (where applicable)
- Help desk links

Audience Feedback
Would having a single repository of training and technical assistance be helpful, if so, for what parts of the process?
How To Get Involved

Scan the QR code to the left or follow the link below to provide us feedback on today’s session:


Email us at GrantsQSMO@hhs.gov to ask us any questions you have on the Grants QSMO, provide feedback, and more!