Grants Quality Services Management Office (Grants QSMO): Working to Improve the Recipient Experience with Federal Grants Management Systems

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Agenda

(1) Role of the Grants Quality Services Management Office (Grants QSMO)

(2) Grants QSMO Marketplace

(3) Recipient Seamless User Experience (RUX)

(4) Improving Grants Management Through Customer Experience

(5) How the Grants Community Can Get Involved

Role of the Grants Quality Services Management Office (Grants QSMO)

Grants QSMO: Transforming the Grants Management Landscape

Grant Recipients

GRANTS QSMO

Awarding Agencies

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

GRANTS QSMO MARKETPLACE

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

Today's Federal Grants Ecosystem

State, local & tribal governments

Colleges & universities

Non-profit organizations

Scientific researchers

For-profit, small businesses & private institutions

Foreign entities

$1.3T
federal funds

2.2K+
grant programs*

470,257
grants awarded

1M+
applicant and grantor registered users**

Source: USASpending.gov for FY21 as of February 2022

*Number of grant programs based on CFDA programs in USASpending.gov
**Applicant and Grantor Registered Users" is based on the number of registered Grants.gov users

Grants QSMO Recent Accomplishments

FINAL STAGES OF MVP

To launch our Grants QSMO Marketplace which will be used by federal grants professionals and provide agency customers with information to support/inform decisions regarding adoption of validated shared solutions/services.

Began implementing the Grants QSMO's Investment Planning Reviews

with agencies such as Education, Treasury/IRS, and DOC in 2021.

MARKETPLACE RFI

Received 62 vendor responses. Launched to gather market research on commercial grants IT solutions & signal to the commercial sector the significant demand of the federal awarding agency customers.

IT Demand Surveys

In order to gain a better understanding of the current grants IT landscape, gaps in agency needs, and future areas of investment for the Grants QSMO Marketplace.

Finalist for AGA's 2021 Technology & Transformation Summit (TTS) Innovation Challenge

For the Recipient Seamless User Experience (RUX) Portal, which can dramatically improve federal grants management for recipients.

Engaged with 97%

Of Reportable Grants QSMO Federal Awarding Agencies to discuss their needs, ideas, IT investments, and future planning and received an 85% satisfaction rating.

Grants QSMO Marketplace

Grants QSMO Marketplace

Objective: Help federal awarding agencies find the best solutions to address their evolving grants needs

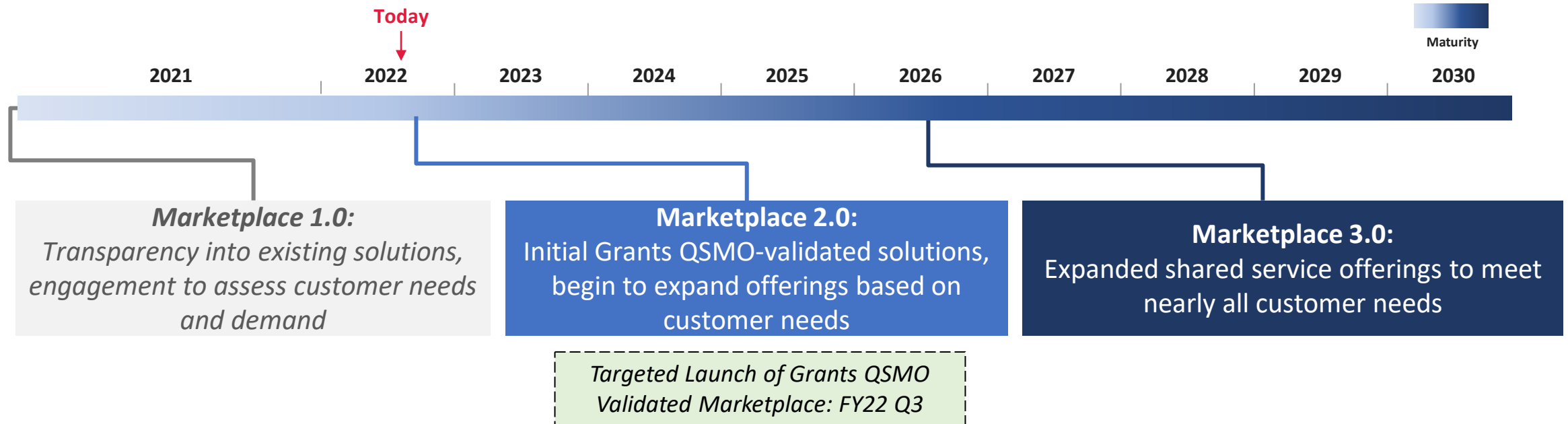**Create & manage a marketplace** of modern grants solutions

Bring transparency on solution performance, price methodology, and customer satisfaction

Designate high-quality shared solutions with modern functionality and based on government-wide standards

Advise customer agencies on marketplace offerings

Today

Maturity

2021　2022　2023　2024　2025　2026　2027　2028　2029　2030

Marketplace 1.0:
Transparency into existing solutions, engagement to assess customer needs and demand

Marketplace 2.0:
Initial Grants QSMO-validated solutions, begin to expand offerings based on customer needs

Marketplace 3.0:
Expanded shared service offerings to meet nearly all customer needs

Targeted Launch of Grants QSMO Validated Marketplace: FY22 Q3

The Need for Commercial Providers

1

Significant Demand for Expanded Marketplace

The Grants QSMO has identified significant demand for an expanded marketplace, providing federal awarding agencies with options for high-quality grants management systems and solutions.

2

Current Marketplace Gap for Small Agencies

Data has shown that there is a current unserved market for smaller agencies. By identifying and addressing this gap, the Grants QSMO can provide government agencies of all sizes with multiple tools that meet their specialized needs.

3

More Affordable Solutions

A comparative cost analysis confirms there are less costly solutions for smaller agencies that prioritize their constantly evolving needs while maintaining high-quality, customer-focused standards.

Grants QSMO Request for Information (RFI) Objectives

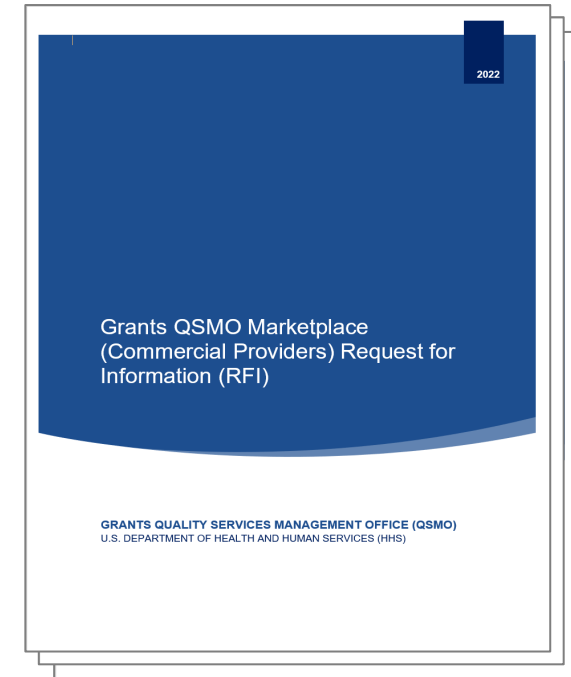The Grants QSMO released a Marketplace RFI on Monday, March 7th to:

Provide information about the current Federal grants management landscape

Identify commercial grants IT & related implementation costs and timelines

Collect recommendations to mature the Grants QSMO Marketplace

2022

Grants QSMO Marketplace (Commercial Providers) Request for Information (RFI)

GRANTS QUALITY SERVICES MANAGEMENT OFFICE (QSMO)
U.S. DEPARTMENT OF HEALTH AND HUMAN SERVICES (HHS)

Responses were submitted through the MRAS survey tool.

The Grants QSMO has assembled a **government-wide review team** of 20 reviewers across 10 agencies including cross-functional SMEs (Grant Program and System Owners, IT Officers, Data Officers, and Acquisition Officers).
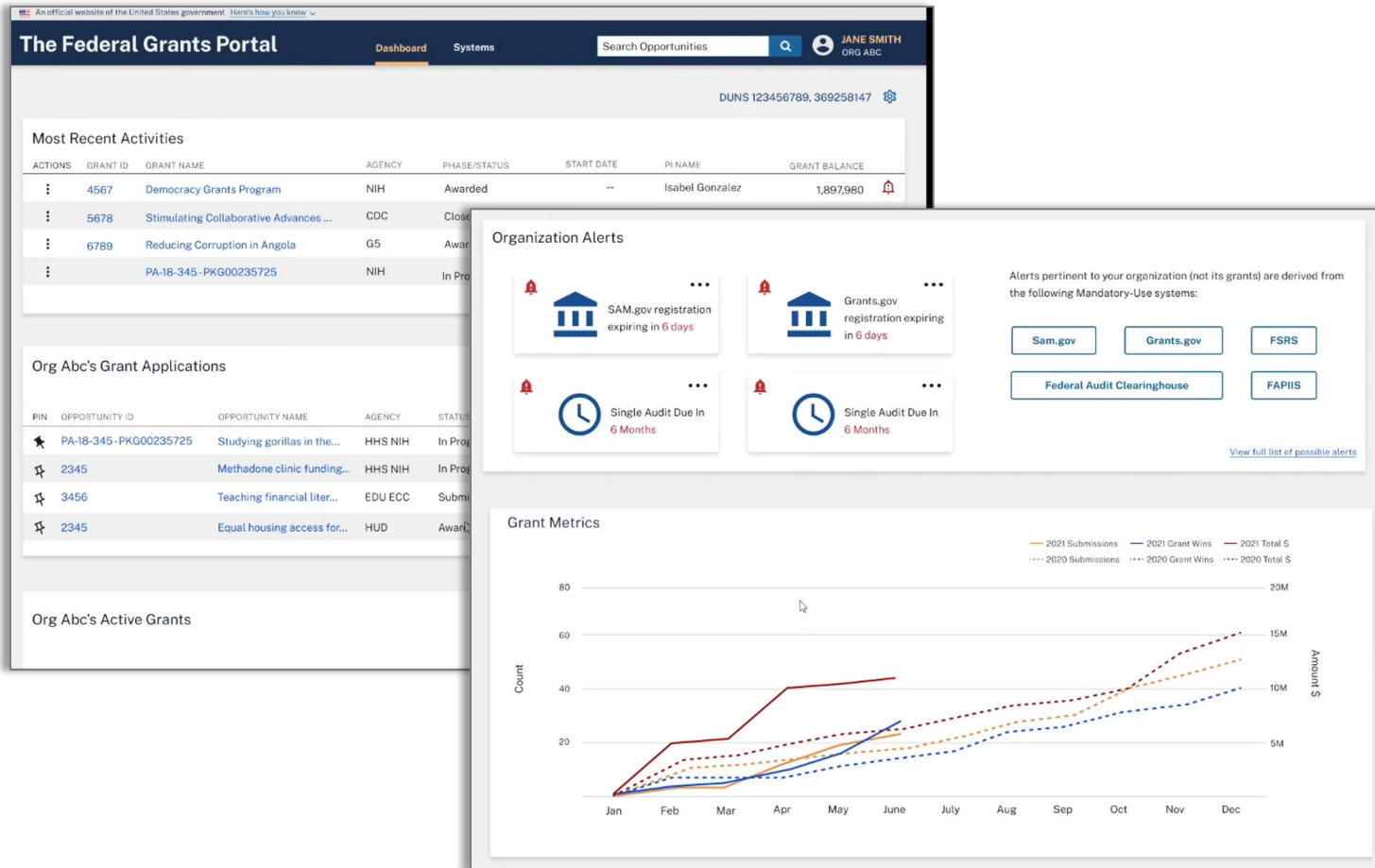
Recipient Seamless User Experience (RUX)

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
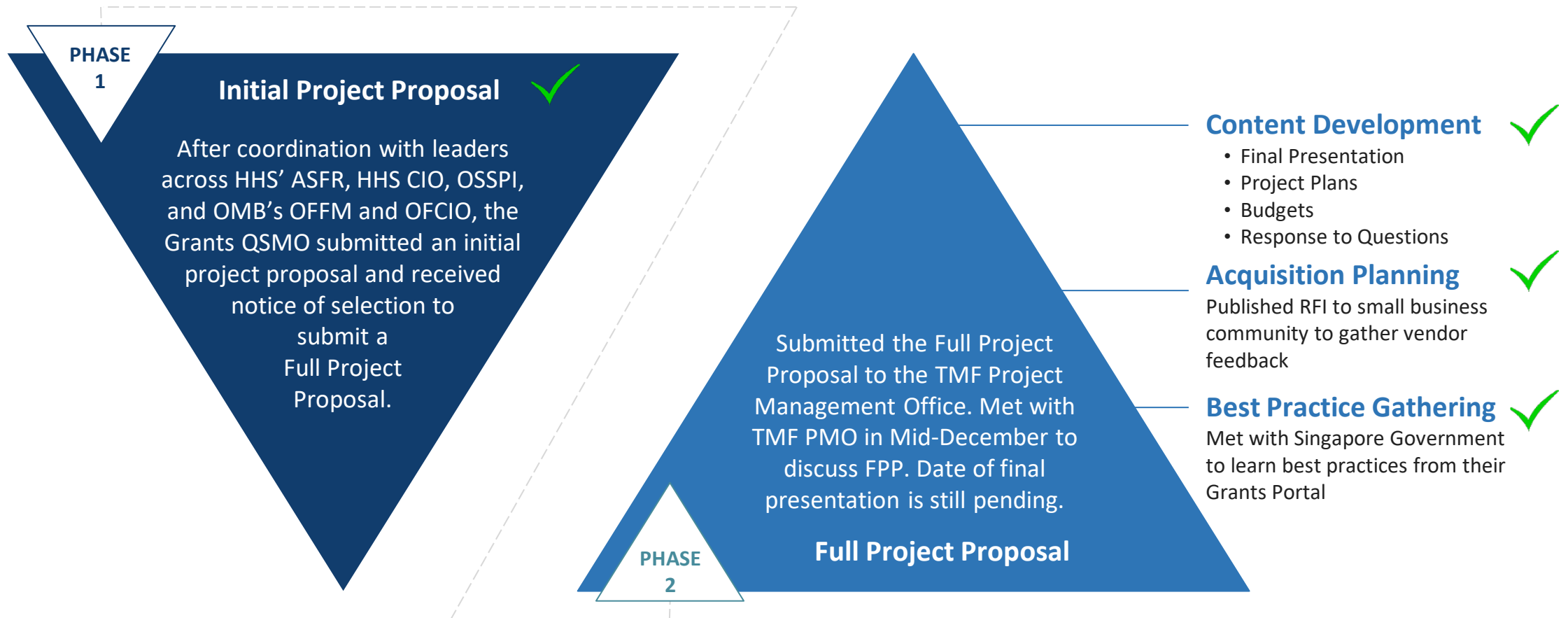
SEAMLESS ACCESS

Seamless access to the grant systems they need to use

ONE-STOP-SHOP

Convenes the complete footprint of an organization's Federal grants systems

RUX Update

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.

PHASE 1

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.

PHASE 2

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.

Full Project Proposal

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

Improving Grants Management Through Customer Experience

NGMA 2022 ANNUAL GRANTS TRAINING

Attend. Learn. Network.

Developing a Customer Experience Strategy

The Grants QSMO is developing a Customer Experience Strategy and Roadmap that identifies near + long-term strategic priorities to better serve our federal awarding agency, shared service provider, and grant applicant/recipient stakeholders.

Over the past four (4) months the team has completed the following:
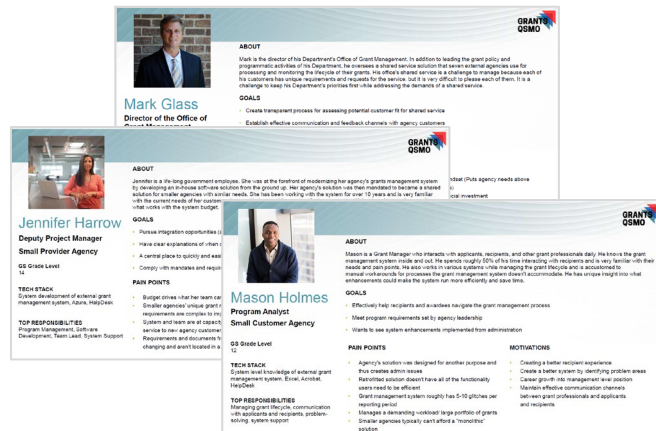
11 Stakeholder Interviews   **3 Internal CX Workshops**   **8 CX Materials Developed**

CX Workshop Outputs: Personas & Journey Maps

Personas

- Personas help us understand **what matters most** to customers and **create empathy** when we are designing processes and services.

- The team developed **six personas** involved in the management of and investment in grants management IT systems.

Journey Maps

- Journey maps are used to identify **customer needs, pain points, and opportunities** in a systematic way.

- The team developed **two journey maps** documenting the grants management lifecycle and process for grants IT investments.

Customer Experience Strategy: Next Steps

The Grants QSMO will leverage our customer experience work to:

Identify and model design opportunities for the Top 3 strategic customer priorities

Finalize and operationalize our Customer Experience Roadmap

Conduct design workshops and usability testing to evolve our Marketplace website

Grants QSMO Stakeholder Engagement

Stakeholder Engagement is Central to the Grants QSMO's Success

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

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

Applicants & Recipients
Thousands of grantees interact with and benefit from federal grants management

Federal Providers & Industry Advisors
Inform technical approach and allow the government to access best of private-sector

How to Get Involved

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

<u>Vendors/Industry</u>:
We are interested in understanding how to best engage with the community and obtaining feedback on the current grants management landscape. If you have insight or suggestions, please reach out to us at <u>GrantsQSMO@hhs.gov</u>.

<u>Applicants/Recipients</u>:
Email us at <u>GrantsQSMO@hhs.gov</u> 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!

Contact Us!

Grants Quality Service Management Office (QSMO)

GrantsQSMO@HHS.gov

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