

**GRANTS
QSMO**



Maryland Governor's Grant Office Conference

Grants Quality Service Management Office (Grants QSMO)

November 18, 2022



Agenda

- Grants QSMO Overview
- Grant Recipients & Grants QSMO
- Feedback Discussion

Today's Federal Grants Ecosystem



State, local & tribal governments



Colleges & universities



Non-profit organizations



Scientific researchers



For-profit, small businesses & private institutions



Foreign entities

\$5T
federal funds
FY17-21

4M
Grant
transactions



131,000
Recipient
orgs

50
Federal
Agencies

Establishment of Quality Service Management Offices



Quality Service Management Offices (QSMOs) were created by OMB Memo M-19-16 (April 2019) to improve agency mission delivery through the use of **efficient, effective, and modern shared services**.

OMB designated HHS as the Grants Quality Service Management Office (QSMO) in January 2021.

Challenges for Fed-wide Grants Management:

Complex

150+ grants management IT solutions, 50 awarding agencies, 1500+ grant programs

Expensive

\$1T+ grants awarded annually, impacting all sectors of the American economy

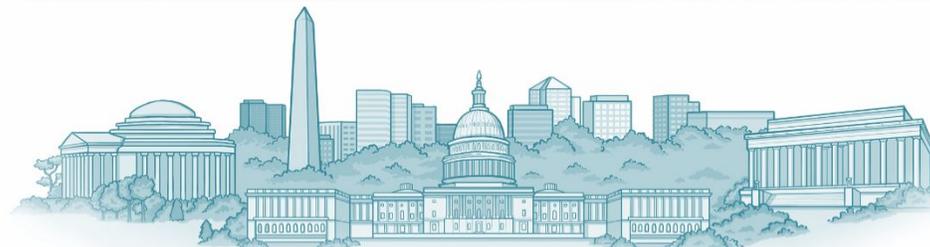
Aging

Fed-wide grants management systems landscape is large, aging, customized, and costly

The Grants QSMO offers federal awarding agencies shared IT solutions & services that empower agencies & grant recipients to efficiently & effectively deliver on the \$1T+ annual grants mission.



Grant Recipients



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

Grants QSMO: *Improved Mission Delivery via Modern Shared Services Marketplace*

Grants QSMO Responsibilities



Create and manage a **government-wide Marketplace**



Advise agencies and OMB on grants IT investments



Drive implementation of grants data standards

WHAT ROLE DOES GRANTS QSMO PLAY?

- ✓ Engage with agency customers
- ✓ Partner with service providers
- ✓ Increase collaboration
- ✓ Promote innovation



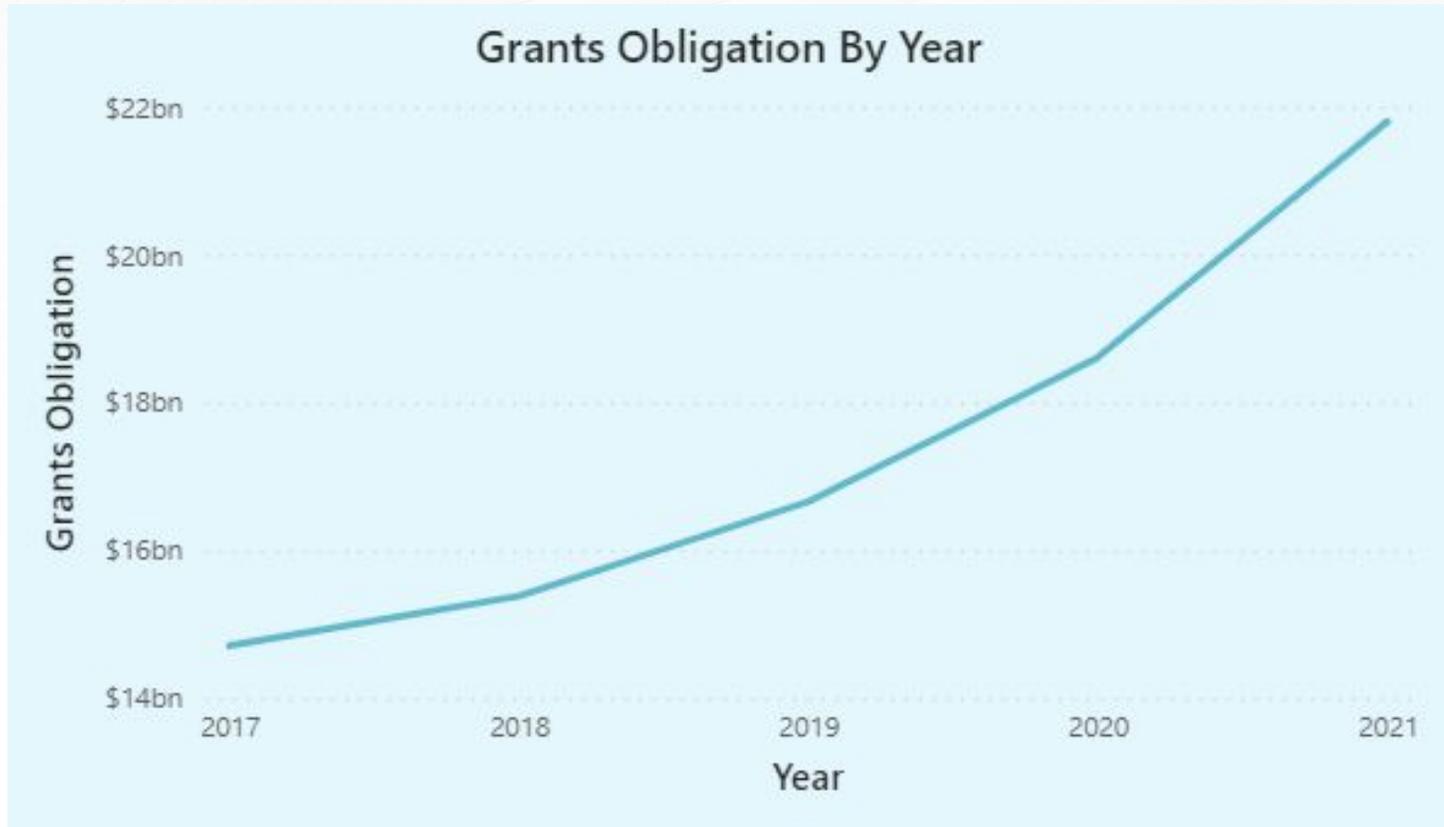
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Grant Recipients & Grants QSMO:

- Deep Dive in Federal Grants to Maryland Recipients
- Improve Applicant/Recipient Experience through SSO
- Innovation Exchange
- Grants QSMO Listserv & Newsletter

Federal Grants to Maryland Recipients

Source: USASpending.gov
*Per Grants QSMO systems inventory
(self-reported by awarding agencies).





Recipient Seamless User Experience

Iterative approach to improve Recipient Seamless User Experience (RUX)

Single Sign-On (SSO)

Authentication via a single ID/password

Ex. Use of Login.gov for SSO across federal grant recipient-facing solutions

Minimally Invasive Portal

User testing a portal prototype

Ex. A single point of entry for recipients to access active grants links via a dashboard

Seamless User Experience

Single point of entry to platform of interoperable solutions

Ex. Recipient portal linking standard solutions with highly interoperable data



Almost 1 Million grant transactions* go through Login.gov enabled systems annually



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)
- Institute of Museum and Library Services eGMS
- National Science Foundation (NSF) Research.gov
- National Education Association eGMS
- National Endowment for the Humanities eGMS
- National Historical Publications and Records Commission eGMS
- Treasury Salesforce – ORP (DO)

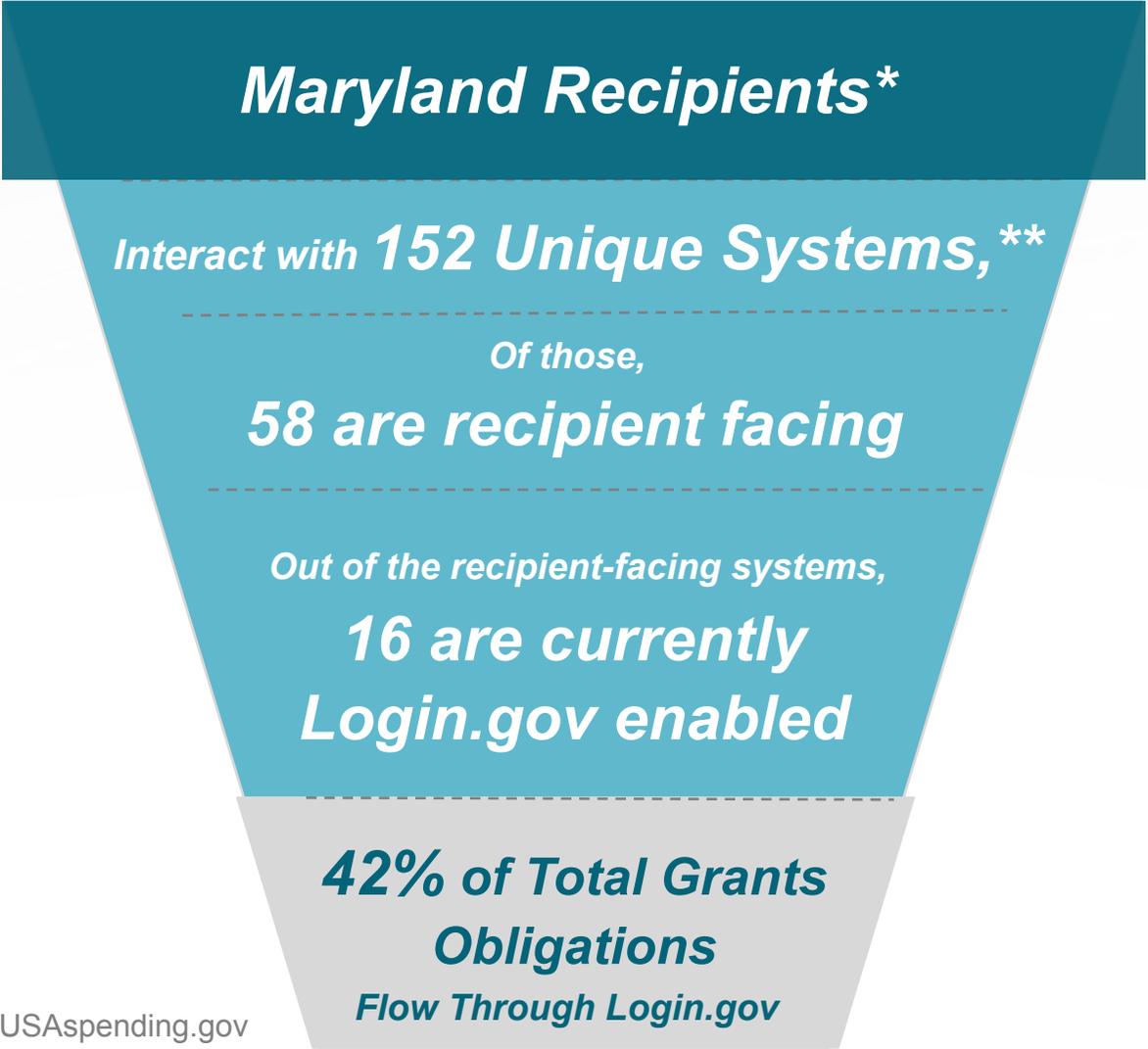
Login.gov Helpdesk Pilot:

Available **11am-3pm EST at (844)875-6446**

(Login.gov is targeting a 24/7 support line in 2023)

*Calculated based on the grants volume in FY21 given the systems using Login.gov as of 2022

Impact of Login.gov for Maryland Recipients



*Recipient State Name of Maryland, per USAspending.gov

**Per Grants QSMO System Inventory (self-reported by awarding agencies)

Source: USAspending.gov

Share Innovation!

What: Grants QSMO Innovation Exchange Series

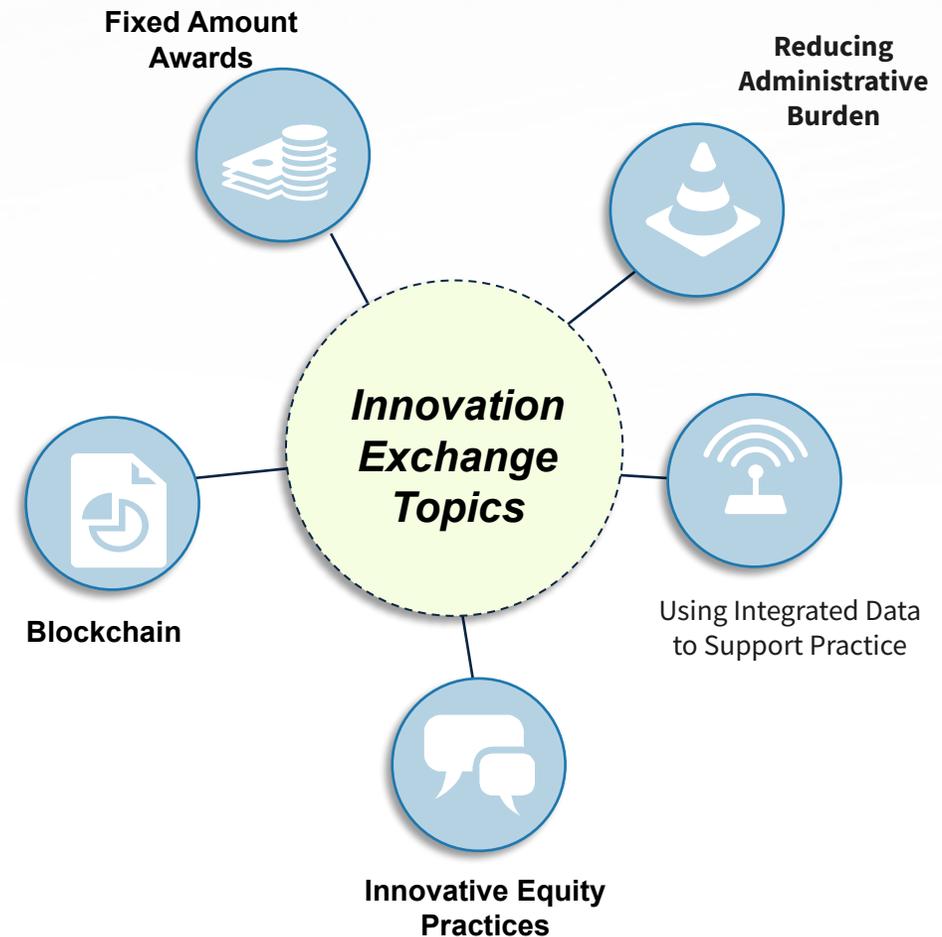
When: Quarterly for 1 hour over lunch (EST)

Where: Virtual Sessions, Free Attendance!

Who: Open to all public; presenters are recipients are Federal agencies sharing innovations

Resource: View previous Innovation Exchange presentations here:

<https://www.cfo.gov/financial-assistance/resources/innovation-exchanges.html>



Stay Connected: Grants QSMO Newsletter

The Grants QSMO Newsletter is the grants community's premiere resource for up-to-date news, important announcements, upcoming events, job postings, and more!



To subscribe, send an email to grantscommunity-subscribe-request@listserv.gsa.gov.



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Discussion

Grants Management Recipient Experience

- What has your experience been with Federal grants?
- What agencies do you feel operate the strongest?
- Which grants systems are the most difficult to operate?
- Has your organization started using Login.gov? If so, how would you describe the transition?

- Have you received any formal grants trainings? If so, what was the topic area and who hosted them?
- Have you encountered any staffing issues when attempting to hire grants professionals?
- How did you find your position as a grants management professional?