# ZoomGrants

**Application Planning and Grant Management Best Practices**

**Lauren Silver, Customer Relationship Manager**

**Lauren.Silver@ZoomGrants.com**

# ZoomGrants – Who we are

- ZoomGrants is a subscription-based, pre-built internet-based software platform with no hardware to purchase, install or download. Setup and training can all be done remotely with assistance from ZoomGrants onboarding and support staff.
- ZoomGrants has been assisting cities, counties, state agencies, foundations, and other organizations across the country since 2002 with accepting online grant and scholarship applications.
- Tracks the full application and grant management cycle for multiple grant programs and funding sources.

# ZoomGrants Grant Program Types

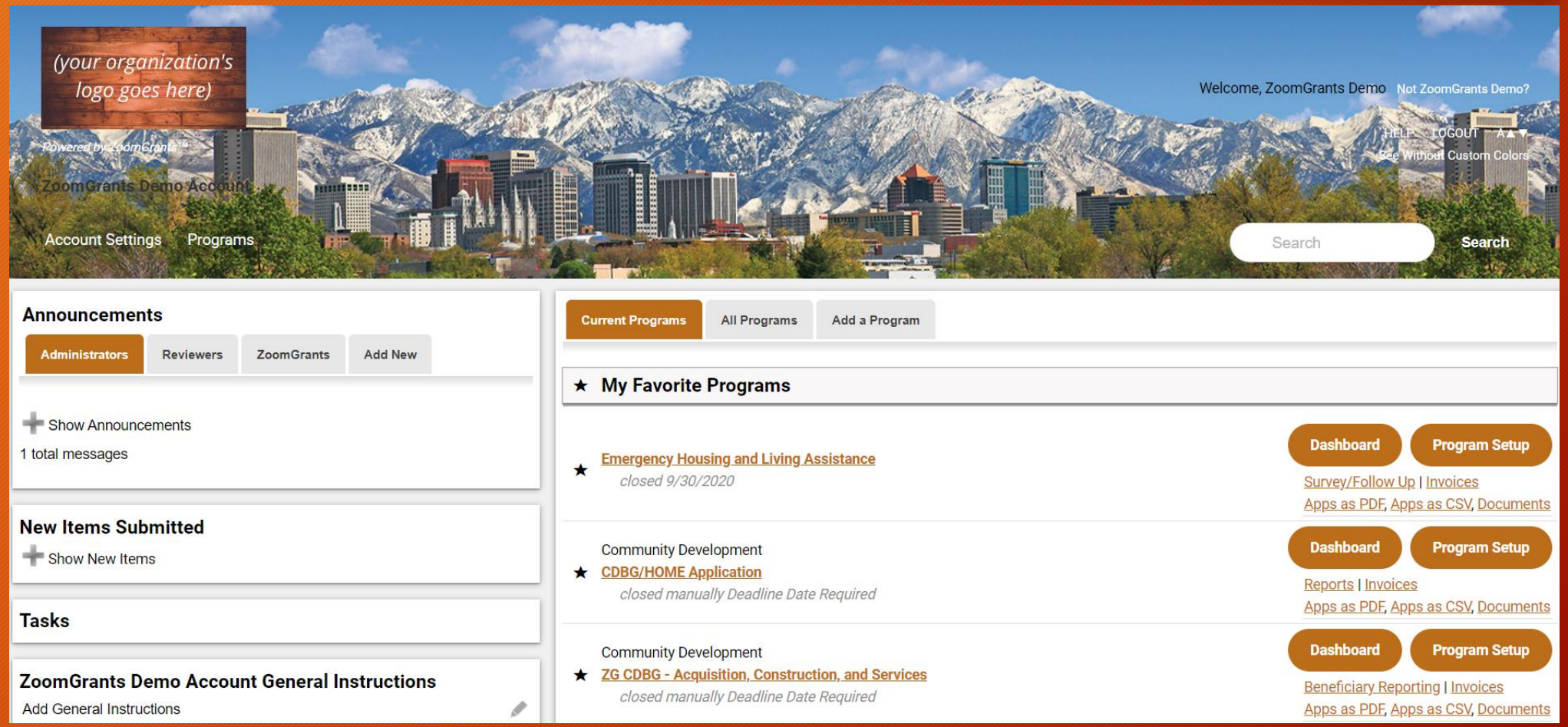
- CDBG
- HOME
- ESG
- HOPWA
- Continuum of Care
- City/County General Fund Grants

- ARP, CARES Act & CRF Funding for
  - CDBG-CV
  - ESG-CV
  - Small Business Assistance Grants
  - Economic Development
  - Microenterprise/ Workforce Investment

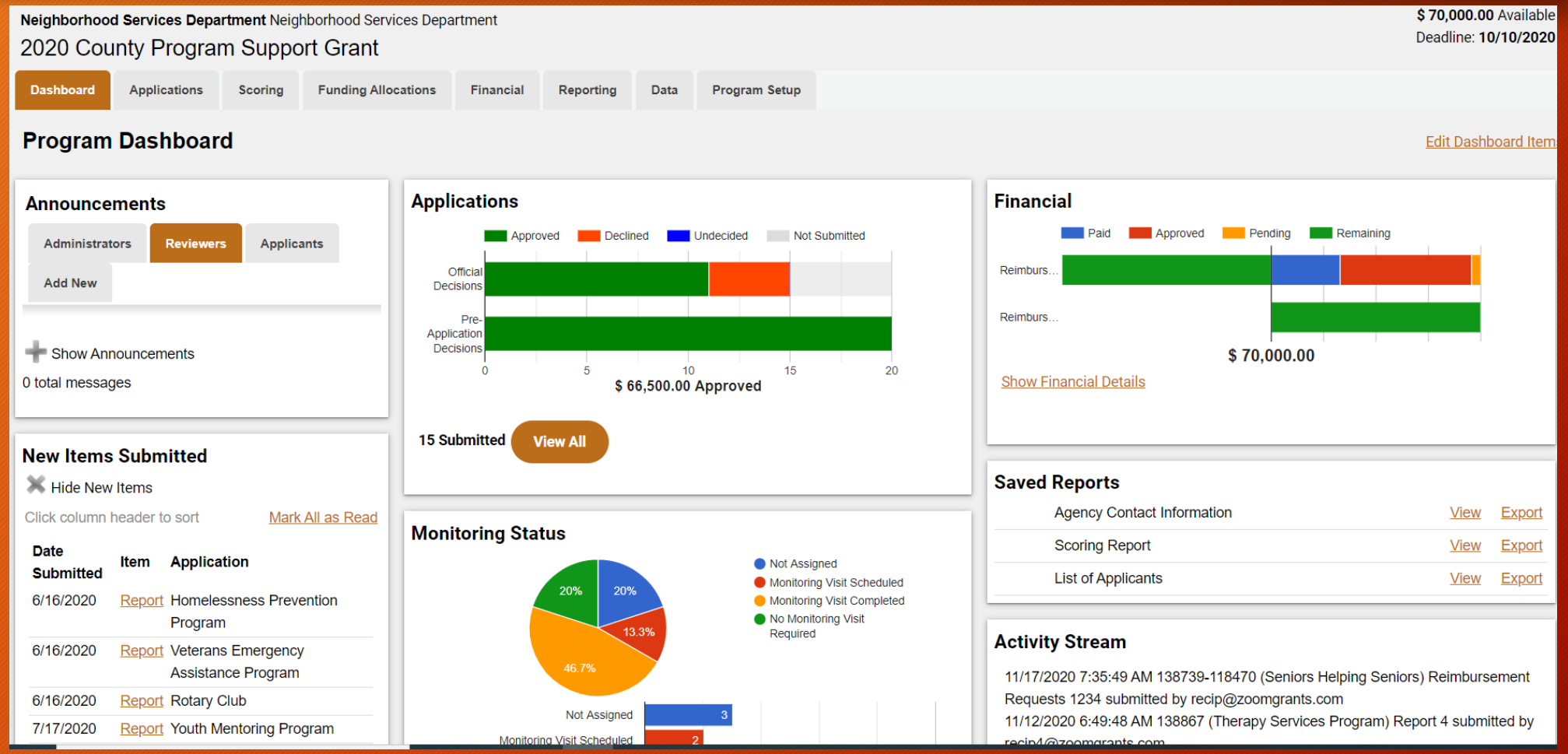
Foundation Arts & Cultural Grants

- Transit Grants
- Homeowner down payment and housing rehab
- Health, Education and research grants/scholarships
- Cultural & Heritage, Conservation grants
- Tourism and marketing grants

# ZoomGrants – What It Can Do



# ZoomGrants – What It Can Do



# ZoomGrants

# Top 10 Best Practices for Grant Administrators

# ZoomGrants' Top 10 Best Practices for Grant Administrators

#10

## 10. Rely on Community Partners

- **Instead of creating a new grant program, collaborate with local partners (non-profits, faith-based organizations, local chambers of commerce, etc.) to help disburse funding:**
  - Systems and staff capacity in place to provide assistance to applicants of direct assistance grant programs, perhaps which maintain existing waitlists for those eligible for services.
  - Established relationships with households in the community, including hard-to-reach and underserved low-income populations and small business owners.
  - Lead grant administrator provides application materials, training on procedure to create consistencies in the monitoring/oversight across agencies.

# ZoomGrants' Top 10 Best Practices for Grant Administrators

#9

## 9. Plan ahead

- For high-volume grant programs, do some research to get an estimate of how many applications you could receive, compared with how much funding there is to allocate.
- Create a hard limit of how many applications you will accept, how you will prioritize funding.
- Consider a pre-application or eligibility quiz before letting anyone officially apply.
- Make sure you capture EVERYTHING you need from the applicants. It is very hard to go back to them to get more information!

# ZoomGrants' Top 10 Best Practices for Grant Administrators

#8

## 8. Hire Consultants/Subcontractors if needed

- Consulting Agencies already have knowledgeable staff with technical expertise.
- More cost effective for temporary hiring needs and staff transition.
- Consultants can often be hired more quickly.

# ZoomGrants' Top 10 Best Practices for Grant Administrators

#7

## 7. Don't Try to Reinvent the Wheel

- Use a neighboring jurisdiction organization's successful grant program as a model or template for your own application and grant management process, which creates data consistencies.
- Saves administrators time by allowing Grant Funding Opportunities to launch more quickly and be processed more quickly.

# ZoomGrants' Top 10 Best Practices for Grant Administrators

#6

## 6. Communicate Clear Instructions to Applicants

- Although they may not all read them, be sure to include clear and redundant instructions to applicants about eligibility, required documents, deadlines, expected timeframes for decisions, etc.
- Create a 'Frequently Asked Questions' document, provide link on your website or within the online application.

# ZoomGrants' Top 10 Best Practices for Grant Administrators

#5

## 5. Set Realistic Timeframes for Review, Decisions and Disbursements

- Applications require extensive administrative review and time to verify the information presented by applicants – especially if additional information is required.
- Reviewers/Committees who evaluate and score applications may need ample time to review and/or score.
- Communicate these timeframes to Applicants.

# ZoomGrants' Top 10 Best Practices for Grant Administrators

#4

## 4. Use an Online Cloud-based Software to Manage Applications and Grant Compliance

- You will save an enormous amount of administrative staff time and costs.
- With more people working from home, paper-based applications and grant management monitoring responsibilities are more difficult without the proper application and grant management software.
- Assists in staff transition as all records are organized in one place.

# ZoomGrants' Top 10 Best Practices for Grant Administrators

#3

## 3. Procure from companies in the United States.

- In reviewing purchase of software options or evaluating consulting services and subcontractors to remotely assist, be sure that the vendor selected to provide services is **designed, built and supported in the United States**.
- Important to consider how and where your data will be stored, file types accepted, admin, applicant and reviewer technical support needs, and how your organization's funds will be invested.

# ZoomGrants' Top 10 Best Practices for Grant Administrators

#2

## 2. Keep it Simple

- Build questions and content which will be easy to understand and make sense to the applicant, the reviewer, and admins. Consider how data reports may be created easily by reviewers and administrators using that data.

- Ask only for the information that the admin and reviewer needs to evaluate the application for eligibility, or report on outcomes and beneficiary data.  As the saying goes, don't ask a question you don't want or need to know the answer to!

# ZoomGrants' Top 10 Best Practices for Grant Administrators

#1

## 1. Ask Questions

- Reach out to fellow members of Ohio Conference of Community Development (OCCD) and other associations you may belong to.
- Contact neighboring colleagues and organizations in the public and private sector operating similar programs nationally.
- Contact ZoomGrants staff to connect you with peers or to see if we have a best practice template programs with grant application and grant compliance monitoring content to help you get started.

# ZoomGrants Questions?

Visit the ZoomGrants website for more info:

www.zoomgrants.com

To request a demo, proposal with pricing, or help answer questions you may have, please email Sales@ZoomGrants.com or call (866) 323-5404 ext. 1.