

Case Studies: Government

eta EMPLOYMENT AND TRAINING ADMINISTRATION UNITED STATES DEPARTMENT OF LABOR

NEG eApplication Grant Application System

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► A Quarterly Performance Report (QPR) for MA-50 is due by 05/15/2006
► A Quarterly Performance Report (QPR) for MA-53 is due by 11/14/2005.
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New Grant Applications					
Application No.	Descriptive Title	Type	Applicant		Status
NEG-MA-ST-05-010.1	Trust Bank/First National	Regular	MASSACHUSETTS DEPARTMENT OF WORKFORCE SERVICES		Draft (05/24/2006)
NEG-MA-ST-05-012	Yoyodyne Layoffs Boston	Regular	MASSACHUSETTS DEPARTMENT OF LABOR AND WORKFORCE DEVELOPMENT		Draft (05/24/2006)

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Awarded Grants					
Project ID	Descriptive Title	Grant No.	Type	Grantee	Status
MA-50	Tunnel Layoff Project	EM-15279-06-60	Regular	MASSACHUSETTS DEPARTMENT OF LABOR AND WORKFORCE DEVELOPMENT	Active
MA-51	Trade Account	EM-15292-06-55	Trade Act Health Ins.	MASSACHUSETTS DEPARTMENT OF LABOR AND WORKFORCE DEVELOPMENT	Active
MA-52	Trust Bank/First National	EM-15305-06-55	Regular	MASSACHUSETTS DEPARTMENT OF WORKFORCE SERVICES	Active
MA-53	Trust Bank/First National	EM-15306-06-55	Regular	MASSACHUSETTS DEPARTMENT OF WORKFORCE SERVICES	Active
MA-54	Dual Application - 54	EM-15324-06-60	Dual Enrollment	MASSACHUSETTS DEPARTMENT OF LABOR AND WORKFORCE DEVELOPMENT	Active

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U.S. Department of Labor, National Emergency Grants (NEG)

The Challenge

National Emergency Grants (NEG) are discretionary awards that the Department of Labor issues to fund the retraining and re-employment of workers dislocated as the result of specific significant events such as mass layoffs, military realignments or disasters. NEGs are meant to provide emergency funding for these efforts when a state or local government's funds are not sufficient to resolve the crisis.

The Department of Labor, Office of National Response was mandated by the Government Accountability Office (GAO) to streamline their online application process, and to develop an internal review system that would greatly reduce the application-to-award time, and get the grant funds out to the people and organizations that needed them. The DOL Employment & Training Administration (ETA) contracted Keymind to design the user interface and lead the technical architecture and implementation of the Web-based, grant application system for processing NEG applications.

Our Strategy

The Keymind led team worked with the government customers to re-architect the entire application process, and develop a user-friendly, intuitive interface that was easy to understand, while still satisfying the government's strict data submission guidelines. The application process utilizes a complex three-tier system of edit checks to ensure that

applications are not submitted to the Department of Labor with incomplete or inconsistent data. Keymind also provided on-site training to users of the system across the country.

In parallel with this effort, an internal review application was built to review and process the submitted applications in a timely manner. The internal system utilizes a customized workflow process built around the GAO mandated 15 day clock, and allows the grant specialists reviewing the applications to collaborate online with other resources, and to cross-reference existing grant performance across geographic regions.

The Impact

In a recent audit, GAO has recognized the improvement in performance by the Office of National Response to review and award NEG applications in a timely manner, and has mentioned the NEG online systems as a contributor to this improvement. The system continues to experience high usage, whether it is for hurricane relief, Base Re-alignment and Closing, or large-scale wildfires – applicants are able to submit their applications quickly and easily, and are notified of their awards in a timely manner.

Keymind has been a part of three subsequent releases of the NEG system, and continues to support and enhance the application based on new requirements and enhancements.