

# Department of Veterans Affairs National Veterans Sports Programs & Special Events

Modernizing systems for grantees in support of the mission.

## OVERVIEW

The Department of Veterans Affairs has over 350,000 employees in the US and abroad. The Grants for Adaptive Sports Programs (ASG Program) provides grant funding to organizations that provide adaptive sports activities to Veterans and Servicemembers.

Programs are also provided for those with mental health issues within home communities, and more advanced Paralympic and adaptive sport programs at the regional and national levels.

The VA engaged with HigherEchelon to build an application for the Director's Office to manage grantee reporting, and a portal for grantees to submit key data.



VA

**For the first time**, program owners can produce on-time reporting sorted by grantees, and determine the efficacy of the overall solution as improvements are made.

## CHALLENGES

- Manual submission of required reporting from grantees.
- Variations in reporting formats increased manual processing in the Director's Office.
- Manual data calls and ad-hoc assembly of reports were needed to satisfy Congressional inquiries.
- No functional application of business rules or logic.
- Difficulty in providing analytics needed to drive the development of programs in underserved areas.

## SOLUTIONS

Leveraged "clicks not code" to the extent possible, and code where necessary, to automate field inputs, and developed screen flows for easier data entry in a grantee portal.



**Easy Data Entry**



**Automated Processes**



**Clear Visual Indicators**

1

### Standardized Tools in the Cloud

Completed electronic submission of grantee reporting metrics, including standardized formatting, data elements to the ease administrative burden for the Director's Office, and cloud-based storage of metrics for easier real-time reporting.

2

### Intelligent Analytics

Integrated reports and dashboards automatically update for metrics tracking, and a reporting tool checks for errors or variations based on business rules and logic.

3

### Automation to Support the Mission

System data is leveraged to make decisions about geographic distribution of funding, helping Director's Office staff to better direct resources to underserved areas.

  
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<https://www.hesfp.com>

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## RESULTS

1

### Fully Integrated System

Slipstreamed solution into a large integrated environment with significant re-use of institutional data across the VA.

2

### Standardized, Real-Time Reporting

Reduced the burden of compliance for grantees and provided consistent data across grantee populations.

3

### Minimizing Re-Work

The Director's Office saves countless hours due to not having to re-key data into systems; grantees can submit their own data.

4

### Dramatically Improved Reporting

Real-time data ensures that any report is accurate and complete at all times, simplifying reporting to Congressional inquiries.

5

### Proof Points for Similar Workloads

Based on the clear benefits of the solution, the program owners moved multiple additional workloads to Salesforce.



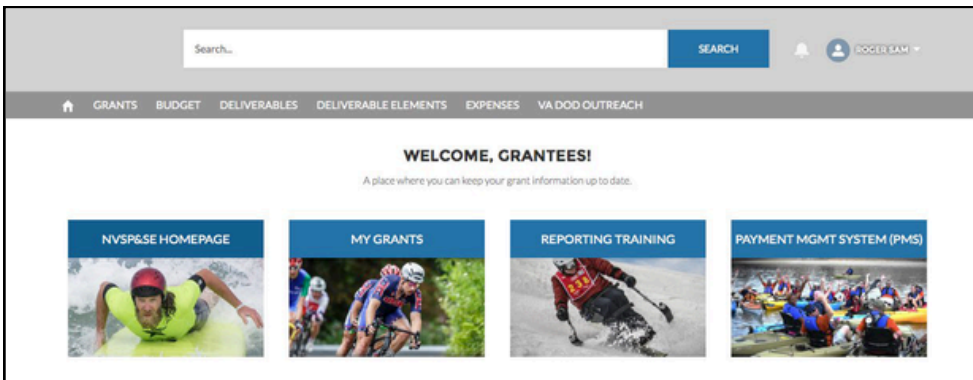
## Products Used

- Sales Cloud
- Experience Cloud with self service community and deployments
- Flow and automated approval processes
- Reports and dashboards
- Identity and SSO

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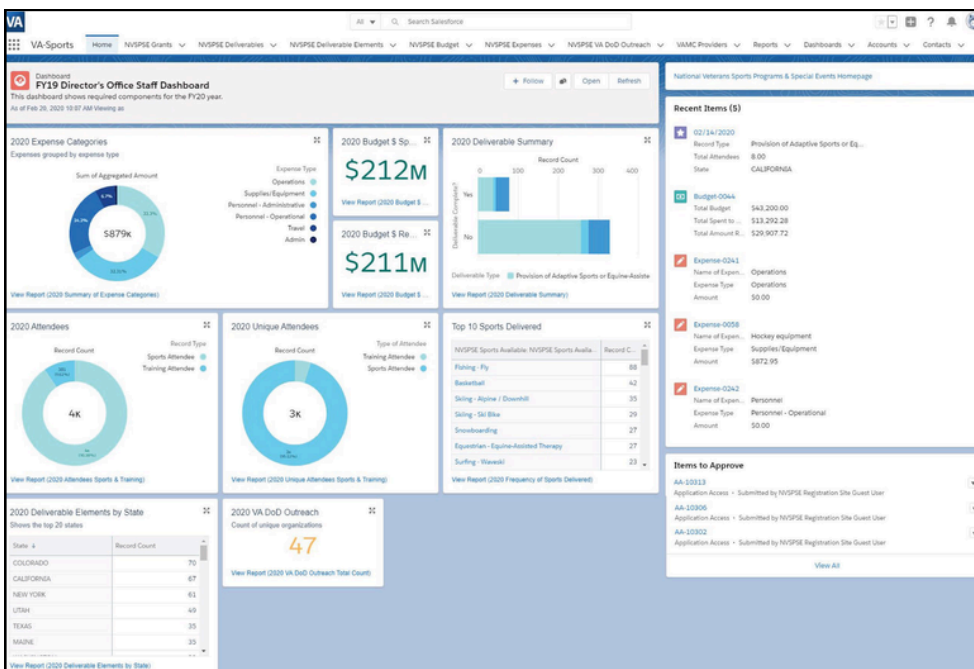
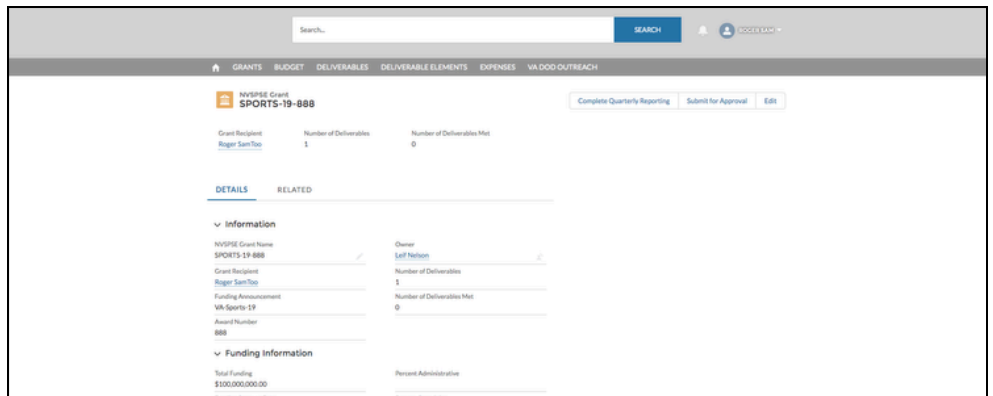
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## THE APPLICATIONS



The Grantee experience site for self-reporting key metrics and to house training materials.

Custom object record pages in the grantee community for grantees to fill out and submit for approval.



Salesforce custom app in the VA Salesforce org with a custom Director's Office dashboard.