2021 WSFR National Virtual Federal Aid Coordinators Meeting Questions and Answers (Q&A)

Topic/Speaker: GrantSolutions: Common Issues/Solutions, Updates to Resolve System Glitches (timeline for corrections), and Training Materials Available – Scott Knight and Debbie Unbehagen, WSFR Training Branch

1. **Adam Brooks: Is there any possibility that States will be able to assign/manage Grant Solutions access for staff at some point rather than Grant Solutions making that determination?**

   GrantSolutions doesn't determine which staff are assigned to specific awards. The WSFR Regional office staff assigns the recipient users to each award. The Program Officer assigns the program roles, and the grants management specialist assigns the grants role. If you are referring to the actual role assignments, those are given based on the recipient completing the user access form and selecting the specific roles for each user. The form must be signed by the organizations authorizing official and emailed to GrantSolutions. Here is the link to the user form which is used to request access for new users or to change roles.

2. **Paul Dwyer: Is it possible for grant solutions to give support staff more rights?**

   GrantSolutions won't change the functionality for each role for FWS. The roles are standardized across all Federal agencies that use the system. We are hoping in time to make some changes through the enhancement process. We have submitted more than 100 enhancements to date. GrantSolutions and DOI are currently working on the top 10.

   Would one of the following roles work for your support staff?
   - Authorizing Official/Authorizing Representative: The Grantee Authorizing Official (ADO) is responsible for the oversight of activities performed by the Grantee Security Monitor. Listed as the Authorizing Official on the Notice of Award.
   - Financial Officer: The Grantee Financial Official (FO) is responsible for the oversight of activities performed by the Grantee Financial Support Staff.
   - Financial Officer Support: The Grantee Financial Support Staff (FSS) role is to assist the Grantee Financial Official in the grantee organization.
   - Program Director/Principal Investigator: The Principal Investigator/Program Director (PI/PD) is responsible for the oversight of activities performed by Support Staff.
   - Support Staff: The Grantee Support Staff's role is to assist the Principal Investigator or Program Director in the grantee organization.

3. **Melanie Cofrin: I so appreciate this! I feel better just knowing that WSFR understands how frustrating GrantSolutions has been.**

   FWS is continually working with GrantSolutions and DOI to improve the quality of the help desk. Two additional staff were recently added to assist DOI. We have also submitted enhancements to make improvements to the system. All DOI Bureaus and DOI meet with GrantSolutions weekly to continue to make improvements.