

Delivering on the Promise

Grantee Reporting for Veteran Sports and Special Events

COMPANY OVERVIEW

The Department of Veterans Affairs is the second largest Federal Agency (similar in size to a Fortune 10 company) with over 350,000 employees in the US and abroad. The Grants for Adaptive Sports Programs for (ASG Program) provides grant funding to organizations that provide adaptive sports activities to Veterans and Servicemembers. The overall goal is to increase and expand the quantity and quality of sustainable adaptive sport activities available to Veterans and Servicemembers with disabilities. ASG Program provides adaptive sports programs for those with mental health issues within their home communities, as well as more advanced Paralympic and adaptive sport programs at the regional and national levels.

COMPANY PROFILE

LOCATION	Washington, DC
EMPLOYEES	350,000
INDUSTRY	Public Sector
COMPETITOR	Not Applicable
SOLUTION(S)	Salesforce Platform
GO LIVE DATE:	12/19/2019



CHALLENGE

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

SOLUTION

- Complete electronic submission of grantee reporting metrics and cloud-based storage of metrics for easier reporting in real-time.
- Standardized formatting, data elements to ease administrative burden for Director's Office.
- Integrated reports and dashboards automatically updated for metrics tracking.
- Reporting tool checks for errors or variations based on business rules and logic.
- System data leveraged to make decisions about geographic distribution of funding, helping Director's Office staff to better direct resources to underserved areas.
- Salesforce Lightning Flow used to automate the approval process for application access, Reports and Dashboards, Lightning Components.

RESULTS

- Slipstreamed solution into a large integrated environment with significant re-use of institutional data.
- Reduced burden of compliance for grantees.
- Consistent data across grantee populations.
- Significant reduction of rekeying of data.
- Dramatically improved reporting abilities.
- Enablement of on-time reporting KPIs and other metrics over time.

More Detailed Info and Quantitative Results

NOTES

- Applications for grants are evaluated and awarded based on multiple criteria. Once a grantee application is funded, that grantee has a responsibility to report back key metrics about the type, location, and frequency of programs. Other critical elements such as number of veterans served, equipment purchases, and administrative expenses are also captured.
- The VAPM org services a wide variety of application requirements for the Department of Veterans Affairs. Numerous applications, App Exchange Integrations, Federal and Agency specific rules (e.g., retention, privacy, etc.), integrations with other VA systems (e.g. Single Sign On) means additional steps and considerations before implementing even simple applications.

QUANTITATIVE RESULTS IF AVAILABLE

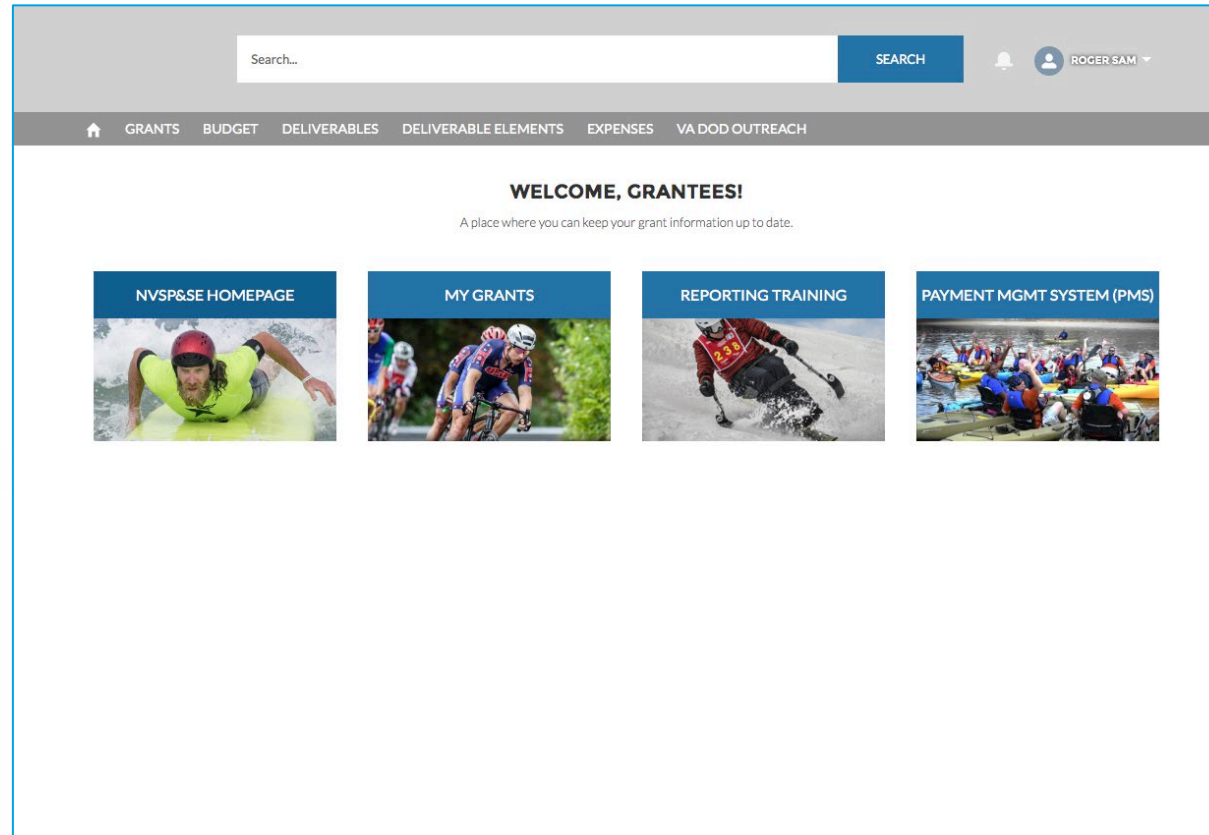
- This project included specific requirements to provide customer success metrics. To enable the collection of specific key performance metric data, customizations were made in the solution to capture dates of events. For the first time, the program owners will be able to report on-time reporting by grantees and will be able to determine the efficacy of the overall solution as improvements are made.
 - Based on the early and obvious benefits of digitizing this solution, the program owners are coming to HigherEchelon and Salesforce to take on other, similar workloads that are paper-based today.
- Please provide quantitative results (% increase in sales productivity, % increase in revenue, % decrease in # of inbound calls, etc.)

Solution Detail

MORE DETAILS

Competitors of Salesforce engaged in sales cycle:	<i>None – Awarded on VA Enterprise Case Management Solutions Contract</i>
Previous technology replaced by Salesforce:	<i>Manual Processes</i>
Salesforce products deployed:	<i>Salesforce Sales Cloud, Salesforce Community Cloud</i>
Customer Business Model (B2B, B2C, or Both)	<i>Federal Government (B2C)</i>
Salesforce Product features:	<i>Lightning Flow Designer, Reports and Dashboards, Approval Queues, Workflow, Lightning Community Deployment, Self-Service Community (B2C/B2B), Sales Cloud Lightning Deployment, Community Cloud Lightning Deployment , Lightning Platform, Identity and SSO.</i>
If using Service Cloud, list use case (e.g. customer support, call center, field service, telesales, etc.)	<i>N/A</i>
Integrations:	<i>Single Sign On, SAML 2.0 Federated Authentication</i>
AppExchange Apps/Partners	<i>None</i>
Solution 'Go Live' date:	<i>12/19/2019</i>

Screenshots of app (if available)



Screenshots of app (if available)

The screenshot displays a Salesforce application interface. At the top, there is a search bar with the text "Search..." and a "SEARCH" button. To the right of the search bar, there is a notification bell icon and a user profile icon labeled "ROGER SAM". Below the search bar is a navigation menu with the following items: GRANTS (selected), BUDGET, DELIVERABLES, DELIVERABLE ELEMENTS, EXPENSES, and VA DOD OUTREACH. The main content area shows a section titled "NVSPSE Grants" with a sub-section "Recently Viewed". Below this, there is a table with the following data:

	<input type="checkbox"/> NVSPSE Grant Name	<input type="checkbox"/> Grant Recipient	<input type="checkbox"/> Number of Deliverables	<input type="checkbox"/> Number of Deliverables Met	
1	<input type="checkbox"/> SPORTS-19-888	Roger SamToo	1	0	<input type="checkbox"/>

Screenshots of app (if available)

The screenshot displays a Salesforce application interface for an NVSPSE Grant. At the top, there is a search bar with the text "Search..." and a "SEARCH" button. To the right of the search bar, there is a notification bell icon and a user profile icon labeled "ROGER SAM". Below the search bar is a navigation menu with the following items: GRANTS, BUDGET, DELIVERABLES, DELIVERABLE ELEMENTS, EXPENSES, and VA DOD OUTREACH. The main content area features a header for the grant: "NVSPSE Grant SPORTS-19-888". To the right of the header are three buttons: "Complete Quarterly Reporting", "Submit for Approval", and "Edit". Below the header, there is a table with three columns: "Grant Recipient", "Number of Deliverables", and "Number of Deliverables Met". The table contains one row with the following data: "Roger SamToo", "1", and "0". Below the table, there are two tabs: "DETAILS" (selected) and "RELATED". Under the "DETAILS" tab, there are three sections: "Information", "Funding Information", and "Provision of Sports Details". The "Information" section contains the following fields: "NVSPSE Grant Name" (SPORTS-19-888), "Grant Recipient" (Roger SamToo), "Funding Announcement" (VA-Sports-19), "Award Number" (888), "Owner" (Leif Nelson), "Number of Deliverables" (1), and "Number of Deliverables Met" (0). The "Funding Information" section contains the following fields: "Total Funding" (\$100,000,000.00), "Funding Spent to Date" (\$0.00), "Percent Administrative", and "Percent Remaining" (100.00%). The "Provision of Sports Details" section contains the following field: "Number of Provision of Sports Elements" (1).

Grant Recipient	Number of Deliverables	Number of Deliverables Met
Roger SamToo	1	0

DETAILS RELATED

Information

NVSPSE Grant Name SPORTS-19-888	Owner Leif Nelson
Grant Recipient Roger SamToo	Number of Deliverables 1
Funding Announcement VA-Sports-19	Number of Deliverables Met 0
Award Number 888	

Funding Information

Total Funding \$100,000,000.00	Percent Administrative
Funding Spent to Date \$0.00	Percent Remaining 100.00%

Provision of Sports Details

Number of Provision of Sports Elements 1

Screenshots of app (if available)

VA | All | Search Salesforce

VA-Sports | Home | NVSPSE Grants | NVSPSE Deliverables | NVSPSE Deliverable Elements | NVSPSE Budget | NVSPSE Expenses | NVSPSE VA DoD Outreach | VAMC Providers | Reports | Dashboards | Accounts | Contacts

Dashboard: FY19 Director's Office Staff Dashboard

This dashboard shows required components for the FY20 year. As of Feb 20, 2020 10:07 AM Viewing as

2020 Expense Categories

Expenses grouped by expense type

Sum of Aggregated Amount: **\$879k**

Expense Type	Percentage
Operations	33.3%
Supplies/Equipment	32.31%
Personnel - Administrative	26.2%
Personnel - Operational	6.7%
Travel	
Admin	

View Report (2020 Summary of Expense Categories)

2020 Budget \$ Sp...

\$212M

View Report (2020 Budget \$...)

2020 Budget \$ Re...

\$211M

View Report (2020 Budget \$...)

2020 Deliverable Summary

Record Count

Deliverable Complete?	Record Count
Yes	~100
No	~300

Deliverable Type: Provision of Adaptive Sports or Equine-Assiste

View Report (2020 Deliverable Summary)

2020 Attendees

Record Count: **4k**

Record Type	Count	Percentage
Sports Attendee	381	95.2%
Training Attendee	64	10.38%

View Report (2020 Attendees Sports & Training)

2020 Unique Attendees

Record Count: **3k**

Type of Attendee	Count	Percentage
Training Attendee	2k	66.12%
Sports Attendee	1k	33.88%

View Report (2020 Unique Attendees Sports & Training)

Top 10 Sports Delivered

NVSPSE Sports Available: NVSPSE Sports Availa...	Record C...
Fishing - Fly	88
Basketball	42
Skiing - Alpine / Downhill	35
Skiing - Ski Bike	29
Snowboarding	27
Equestrian - Equine-Assisted Therapy	27
Surfing - Waveski	23

View Report (2020 Frequency of Sports Delivered)

2020 Deliverable Elements by State

Shows the top 20 states

State	Record Count
COLORADO	70
CALIFORNIA	67
NEW YORK	61
UTAH	49
TEXAS	35
MAINE	35

View Report (2020 Deliverable Elements by State)

2020 VA DoD Outreach

Count of unique organizations: **47**

View Report (2020 VA DoD Outreach Total Count)

Recent Items (5)

- 02/14/2020
Record Type: Provision of Adaptive Sports or Eq...
Total Attendees: 8.00
State: CALIFORNIA
- Budget-0044
Total Budget: \$43,200.00
Total Spent to ...: \$13,292.28
Total Amount R...: \$29,907.72
- Expense-0241
Name of Expen...: Operations
Expense Type: Operations
Amount: \$0.00
- Expense-0058
Name of Expen...: Hockey equipment
Expense Type: Supplies/Equipment
Amount: \$872.95
- Expense-0242
Name of Expen...: Personnel
Expense Type: Personnel - Operational
Amount: \$0.00

Items to Approve

- AA-10313
Application Access · Submitted by NVSPSE Registration Site Guest User
- AA-10306
Application Access · Submitted by NVSPSE Registration Site Guest User
- AA-10302
Application Access · Submitted by NVSPSE Registration Site Guest User

View All

Sharing Guidelines

These questions are required in order for your story submission to be accepted. Please answer these questions to the best of your ability.

We will not contact the customer without reaching out to you first.

SHARING USE CASE/SCENARIO:

Can Salesforce AEs share this story and overview slide in sales settings?	Y
Can Salesforce AEs mention the customer name in sales settings?	Y
Is this customer willing to act as a reference customer for prospects?	Y
Would the customer be willing to speak at Dreamforce or other events?	Y

PARTNER INFORMATION

Name of reference approver:	Tim Pash
Title of reference approver:	SVP, Salesforce Services
Email of reference approver:	tim.pash@higherechelon.com

