



DEPARTMENT OF JUSTICE | OFFICE OF THE INSPECTOR GENERAL

## ISSUE ALERT | 21-069

### **JustGrants Transition Impacting DOJ Awardees' Ability to Access Funds and Manage Award Activities**

The U.S. Department of Justice (DOJ) Office of the Inspector General (OIG) is releasing this alert to ensure awareness of issues associated with DOJ's transition to JustGrants. The DOJ has discontinued its Grants Management System, NexGen, and the Grants Payment Request System, and DOJ award recipients are required to register with JustGrants to manage all award activities. Award recipients must also separately register with the Department of the Treasury's Automated Standard Application for Payments (ASAP) in order to access DOJ funding.

On October 15, 2020, the Office of Community Oriented Policing Services (COPS Office), the Office of Justice Programs (OJP), and the Office on Violence Against Women (OVW) launched a new grants management system, JustGrants, as part of a significant information technology modernization effort to develop and implement a consolidated grants management system for all three DOJ grant-making components. OJP has administered the creation of and transition to JustGrants. Prior to the launch, OJP invited all active award recipients, totaling over 6,000 organizations representing 19,600 users, to register in JustGrants and ASAP, and provided guidance to assist recipients with transitioning to the new systems. At the end of March 2021, 82 percent of award recipients were fully registered in JustGrants and ASAP, which includes assigning required roles within its organization. OJP does not have an estimated timeframe when award recipients will be fully registered.

#### ***JustGrants Transition Issues***

As of April 2021, 6 months after the launch of JustGrants, OJP acknowledges that certain award recipients continue to experience issues registering for JustGrants, assigning roles, and accepting awards, which prevents award recipients from accessing DOJ funds. Through ongoing audits, the OIG is observing the challenges award recipients are experiencing in registering for and using JustGrants. The challenges have been caused by: (1) consolidating multiple systems that require properly registering with multiple systems; (2) new security protocols preventing migration of award recipient information; (3) educating and training award recipients on how to use the system; and (4) initial system anomalies, such as missing functions and incorrect hyperlinks. Once registered, award recipients have experienced issues submitting required documentation (e.g., Performance Reports, Federal Financial Reports, award modification requests, and required award closeout information). We also observed indications of a problem with the transition of expired grants to JustGrants, which could prevent award recipients from closing out expired awards. These potential

transition problems, most significantly access to awards funds, can impact award recipients' ability to achieve program missions, goals, and objectives. Further, the OIG has experienced delays and difficulties obtaining accounts for JustGrants, hampering our access to data and information that limits our oversight efforts.

### ***Completing the JustGrants Transition***

To complete the transition, OJP has implemented multiple efforts such as early onboarding, outreach, training, targeted technical assistance, and system improvements which has led to greater system adoption and user satisfaction. OJP also continues to resolve other system issues related to award recipients' ability to submit required documentation and drawdown DOJ funds. OJP, COPS, and OVW leadership have extended submission deadlines to mitigate any issues that would lead to suspension of funds, impede application submissions, or result in other penalties. All reported issues by award recipients and internal users and staff are tracked and managed until they are fully addressed. Based on these actions to address the access issues, the OIG is not issuing a recommendation to OJP at this time. The OIG will continue monitoring the implementation of JustGrants to determine any additional oversight on this matter.

DOJ award recipients who are experiencing trouble with JustGrants and have not been contacted by the OJP helpdesk team can email OJP at [JustGrants.Support@usdoj.gov](mailto:JustGrants.Support@usdoj.gov), call 833-872-5175, or visit the [JustGrants User Support page](#) or [OJP's News & Updates page](#) for additional information. OVW has also established an additional JustGrants helpdesk for OVW award recipients and can be reached at [OVW.JustGrantsSupport@usdoj.gov](mailto:OVW.JustGrantsSupport@usdoj.gov) or 866-655-4482. DOJ award recipients may also contact the OIG with concerns or information through the [OIG Hotline](#).