Introduction to Grants Management at the King Baudouin Foundation: Implementing an Integrated Multilingual System



European Foundation Centre Annual Conference 25 May 2006 – Brussels, Belgium

Guido Knops Managing Director King Baudouin Foundation

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VB-Consult









Overview of King Baudouin Foundation (KBF)

Type: Public benefit foundation

Established: 1976

Location: Brussels, Belgium

Number of staff: 60

Mission: Helping to improve people's living conditions

Supported languages: French, Dutch, German, English

Grant programs (aka projects) per year: ~150

Applications received annually: 7500

Applications reviewed annually by external juries: 30000

Budget: 40 million Euros - 87% are allocated to projects

30% European - International

Funding sources: National lottery grant, KBF capital, donations from individuals, associations and companies





KBF Program Themes and Scope

Themes

- Migration and a multicultural society promoting integration and a multicultural society in Belgium and Europe
- o Poverty & social justice identifying new forms of social injustice and poverty; supporting projects that build greater solidarity between the generations
- Civil society & voluntary work encouraging social commitment; promoting democratic values among young people; supporting neighborhood and local projects
- o Health promoting a healthy way of life; helping to build an accessible and socially acceptable healthcare system
- o **Philanthropy** helping to make philanthropy more efficient in Belgium and Europe
- The Balkans protecting the rights of minorities and the victims of human trafficking; setting up a visa system for students
- o Central Africa supporting projects in the field of AIDS prevention and offering guidance to AIDS patients

Our Scope of Action

- o Belgium with attention for communities and regions
- o International focus on (South-East) Europe and transatlantic relations





KBF Grantmaking Operations Pre-2005

- Decentralized operation for each program area
- No standards or consistency in data entry, formatting or information collected
- Redundant data entry and high level of duplicate information in thousands of files

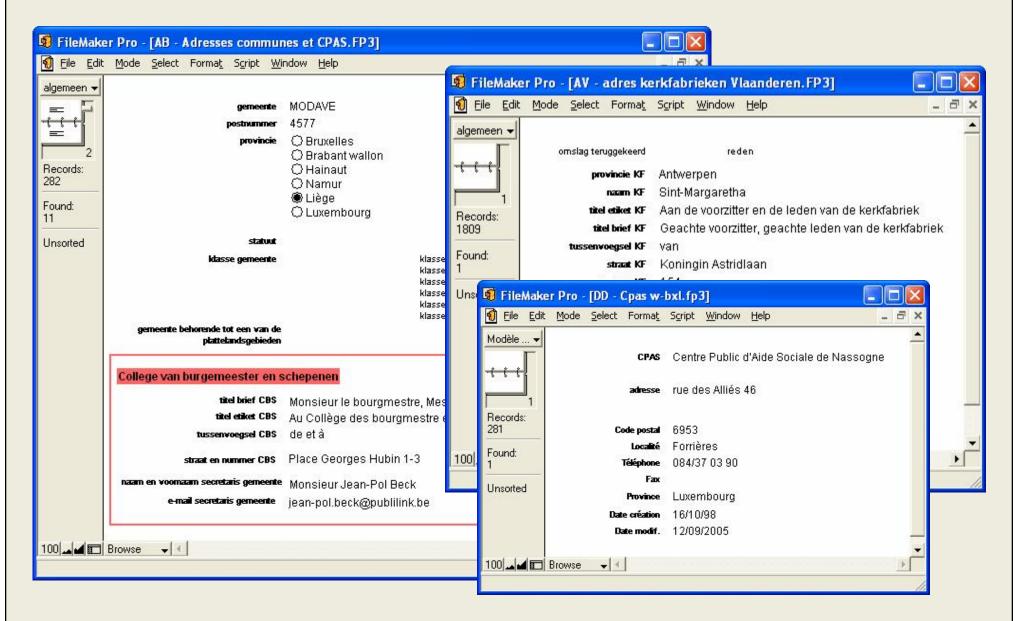


- Manual labor intensive operation to produce language specific versions of all correspondence and meting materials in Dutch, French, German and English.
- No common foundation-wide networked database
- Very limited searching and reporting capability
- Unable to get the "big picture" of the foundation's operation





2300 FileMaker Grant Databases Pre-2005







Key System Requirements

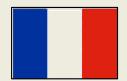
- Implement a single integrated foundation-wide grants management system
- Manage all contacts, applications, grants, payments, documents
- Simple and easy to use
- Maximum use of commercial packages don't reinvent the wheel
- Adapt and minimize customizations
- Establish and maintain standards
- Minimize data-input, maximize the re-use of data
- Don't have to use every feature of the tool
- Focus on process-oriented work and modify operations as needed
- Compatibility with Microsoft standards and applications
- In-house system, not a hosted solution
- Multilingual (Dutch, French, German and English) externally and English internally







KBF's Special Multilingual Requirements









Multilingual in French, Dutch, German and English

- o Database fully supports data in all four language character sets
- o Mailmerge correspondence automatically selects and produces language specific e-mail messages and printed correspondence in the contact's preferred language
- o Handles titles in all languages
- o Handles mailing addresses in all languages





KBF Hardware and Software Standards

Standardized on Microsoft Office 2003



- Established standard workstation configuration
 - o 60 Hewlett Packard desktop computers



- o Microsoft Windows XP operating system
- Multilingual support of French, Dutch,
 German and English



- Established standard server configuration
 - o Windows Server 2003
 - o Microsoft SQL Server 2000



- Provided secure remote access to KBF systems
 - o Microsoft Windows Terminal Server





Reviewed Foundation Operations, IT Systems and Made Recommendations

Organization: KBF — King Basedouis Foundation Contact persons: Phone: +32-2-511 65 40 Pers: +32-2-511 65 2	Marc Vander Bracht Title: IT-architect E-mel: VanderBracht Milli De Mill. be Marc. vanderBracht Milli De Million en inginess.com
Question	Response
A. Operational Overview	Board
Please describe the focus of your organization's grantmaking operation, (Please attack automation) for how we will be find.)	www.klarfeb.le
2. Number of Exact meetings arousely	Weakly meeting What about the Board of Governors, the Finance Committee and the Censers' Wat spot are they provided with? What level of deball? _OTo discuss in this hour.
B. Size of Board members hip	6
4. What board meterials are provided to board members prior to their meetings?	Зее ручения
5. Minimum amount of yearts that go to your Board fee approval	
Flocal year beginning date	18
 Nev all gends mode in Eurory? I there a current or finiter reset to back the salue of grants in other our modes? If no, which our mercies? 	A fluror only. QTo verify B. Yes Which different currenties? Specifically from in this to be backed? In this just a new field that the year was fore! XOO which at the time of the year! = \$COO. What if the colleg sale disagree; by the fine it stad payments are marke? Here to this adjuster? C. US Dollers Priy in US Dollars too, or also other currenties?
B. How do you wan back the foundation's operating budget and experient Will the wards	A Using the accompant cofficers
management system be used for this purpose?	R: Yes Writtype of Irik between the GM and Aut systems will be required? Manualcol/
List all of your searces of funding	Governance Companies Private partners OTo diseases with team/boss KBF report to any offices inclinitials concerning to progra and grant treating support? Else, how other north multithread, interfaces or dark justices something nore than publishing the ISE Jerusal Report?
10. List all currently funded grantimaking programs	des sedude
18. List all currently funded operating programs	Gee webuile
12. List all currently funded technical assistance programs	Gee web.alte
13. List all currently funded training programs	dee webate
14. List all other ourserfly funded programs	See webate
 Please discribe any additional programs that are likely to be supported in the foresenable future. 	OTo discuss with team
 Do you do "te-granting" (i.e. receive monies from other organizations and then make grants with those monies)? 	Yes, other
	omation Age Appointes, Inc. Page

KBF Integrated Grants Management Systems Recommendations and Key Issues

23 February 2005

Key Recommendations

- Establish a new role, recruit and train staff members to serve as the KBF Grants Managers:
 - To be <u>responsible</u> for the overall configuration and ongoing operation of the new grants management system.
 - To establish and lead an ongoing team to review system operation and to make process and technology recommendations (process improvements, quality, accuracy, completeness....) as appropriate.
 - c. Establish a grants manager and an assistant/backup grants manager position.
 - d. Ensure that the Grants Manager and the assistant/backup are provided with all required professional development so that they can develop all of the necessary skills and expertise to succeed in these important new jobs.

NOTE: See the attached job description.

KBF installed the Grant Making Team – GMT. Karin Lippert became the team leader. Guido Knops is the managing director. We still need to identify a backup. There was:

- general training Q4 2005,
- a specific training begin Feb. 2006
- · coaching program Q1 2006

for the team & the team leader & managing director.

Guido Knops is the process owner and Pascale Criekemans became responsible for the process-documentation and the coaching of the 4 key resources. These persons are in their turn responsible for all the project teams.

- Standardize system workflow, operational procedures, terminology and data formats to include but not be limited to:
 - <u>Develop, document, disseminate, teach staff</u> to use, and then provide <u>ongoing</u> <u>monitoring</u> of KBF-standard workflow, operational procedures, terminology and data formats

Documentation is in place and Pascale is responsible for further maintenance.

Operational documentation is in place and ICT-operations is responsible for further maintenance.

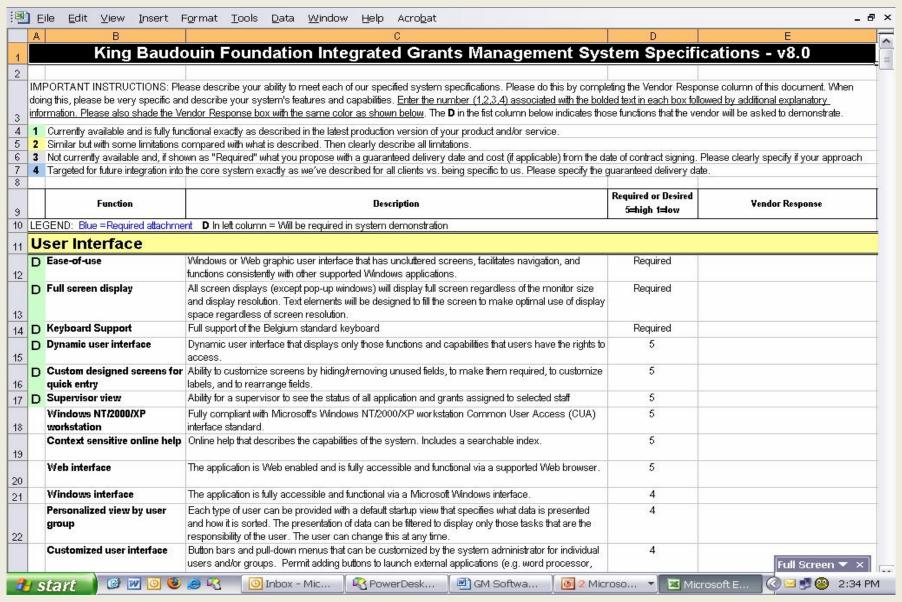
Teaching took place Q4 2006. However teaching is not enough. We will use the SDK to establish a better and structural monitoring.







Established Prioritized System Requirements







We Asked Vendors 10 Key Questions

- 1. Commercial off the shelf (COTS) vs. one-of-a-kind custom system?
- 2. How many international foundation clients do they have like us?
- 3. Is the <u>product available and supported by a European company or distributor?</u>
- 4. How many full time <u>staff support foundations</u> <u>in Europe</u>?
- 5. Does the company have <u>experience</u>, <u>expertise</u> and a long-term focus on foundation systems?
- 6. What is their <u>financial strength</u> and <u>likelihood</u> <u>of long term success</u> in this market?
- 7. What is the level of <u>integration with Microsoft</u> <u>Office, e-mail, Web and accounting systems</u>.
- 8. How much do they invest in ongoing system development?
- 9. Is there quality training and support available in Europe?
- 10. What do existing clients have to say about your products and services?







Grants Management Systems that KBF Considered and Invited to Respond to the Request for Proposal

Arlington Group – Easygrants (USA)

AK Consultancies (UK)

Bamboo Solutions - Grant Trak (USA – Swedish parent company)

Bromelkamp – Pearl (USA)

Collaborative Standards - (USA)

Eastisoft (Bulgaria)

KinderFonds (Germany)

MicroEdge/Buzzacott - GIFTS (USA & UK)

Serenic – Navision (Canada)

SystemGruppe (Germany)

Community Foundation Network (UK)





























Why KBF Selected MicroEdge/Buzzacott GIFTS

Established company. MicroEdge founded in 1985. First Windows based grants management system worldwide.

Financial strength. A successful public company traded on the USA NASDAQ stock exchange.







International experience and reach. 195 foundation clients in 24 countries outside of the USA. Buzzacott is based in London.

Large development and support staff. MicroEdge has 110 full-time staff in the USA and Buzzacott with 8 in the UK supporting Europe.

System capabilities. GIFTS met all of KBF's key requirements with strong capability for adaptation. Excellent documentation.

Language support. English is the language used by foundation staff. GIFTS data can be stored in all languages with Latin character sets.

Scalability and reliability. Track record of supporting high volumes of transactions using Microsoft SQL Server database.

Interoperability. Seamless integration with Microsoft Office. Availability of link to accounting packages and available Software Developer Kit (SDK).





Grants Management Software

KBF's Grants Management Team (GMT)







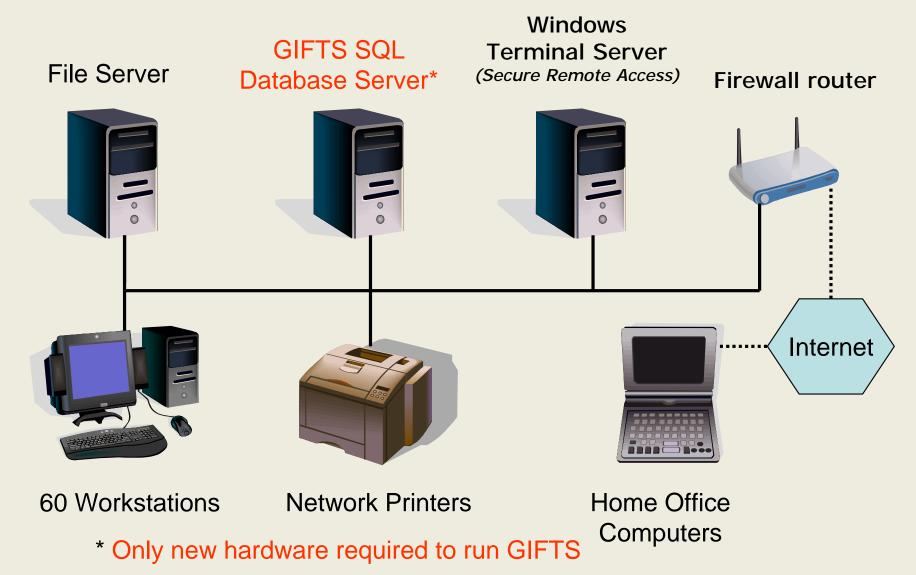








KBF's Network







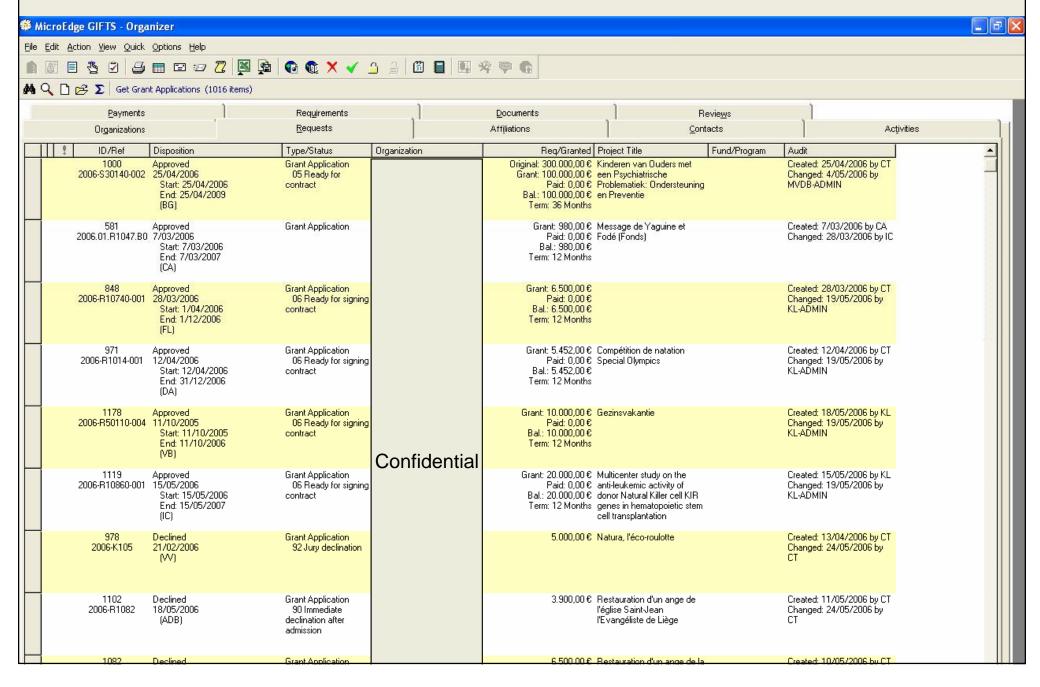
MicroEdge GIFTS Integrated Grants Management System Tour



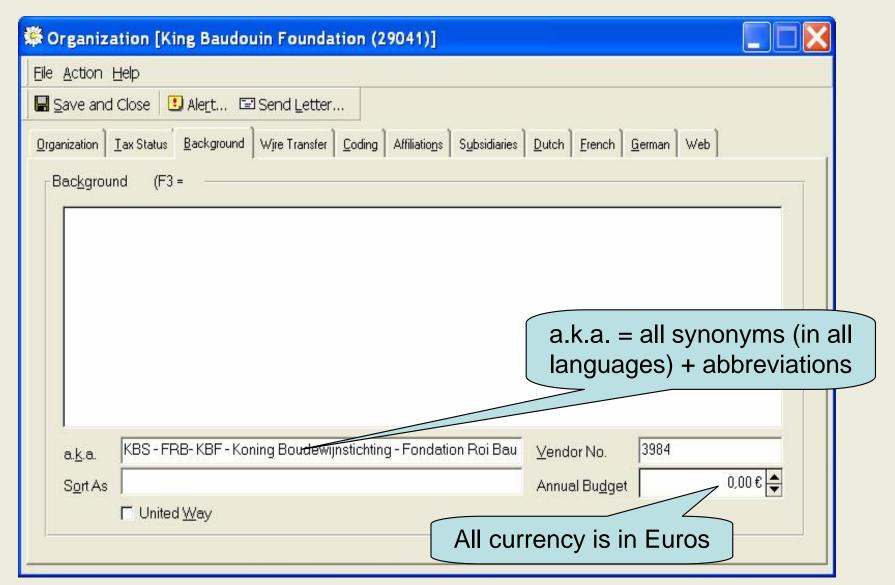




GIFTS Grants Management - NOW



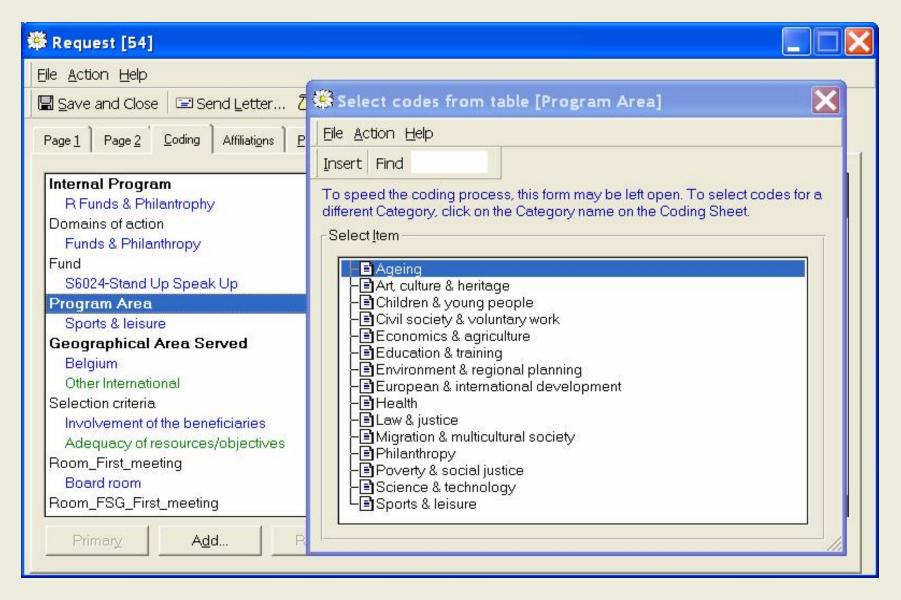
Explore the Organization







Request Coding Taxonomy







A New Project: Stand up Speak up

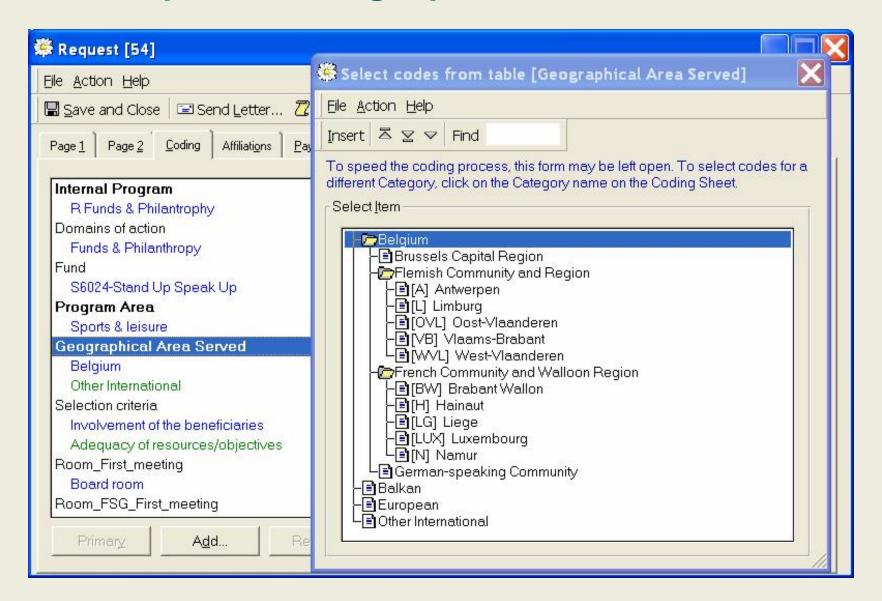








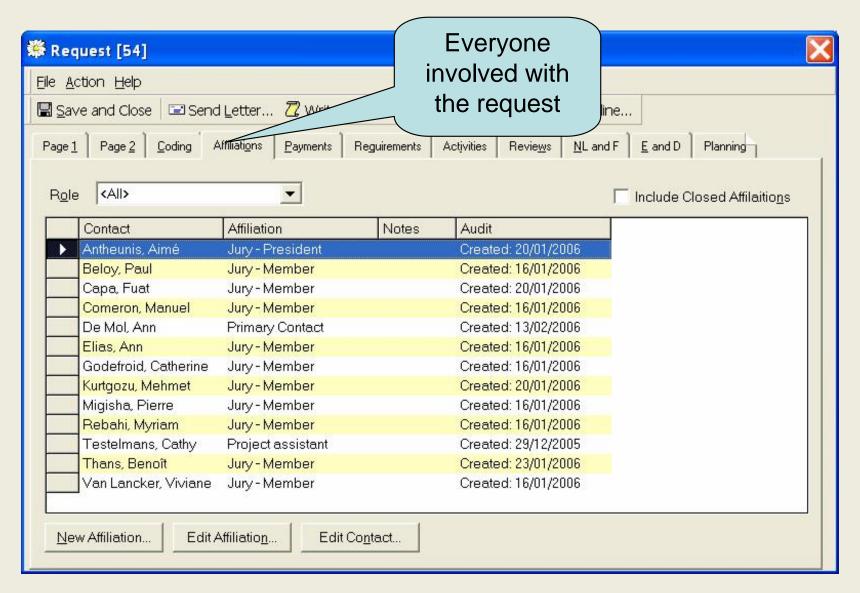
Request - Geographical Area Served







Explore the Project Management (Request)







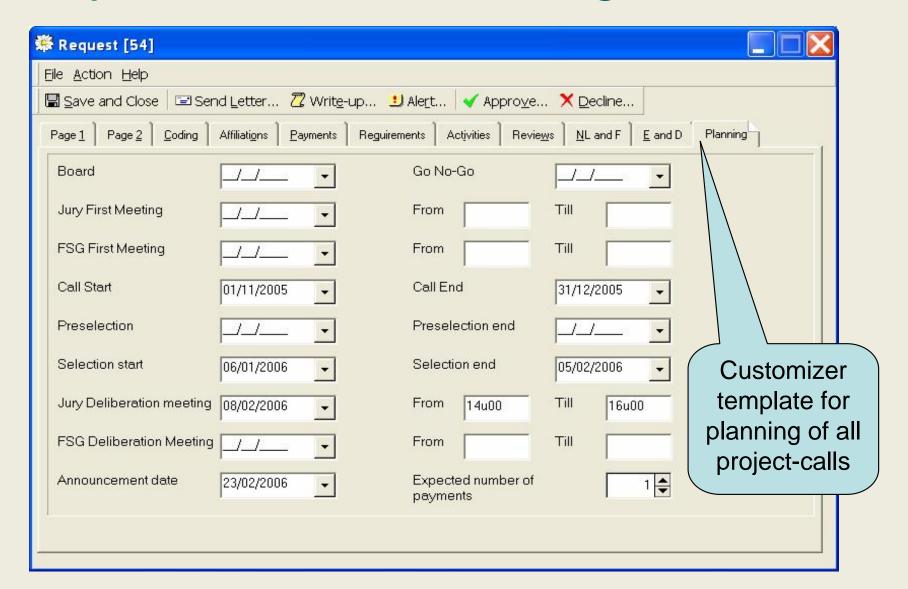
Essential Request Information in 4 Languages







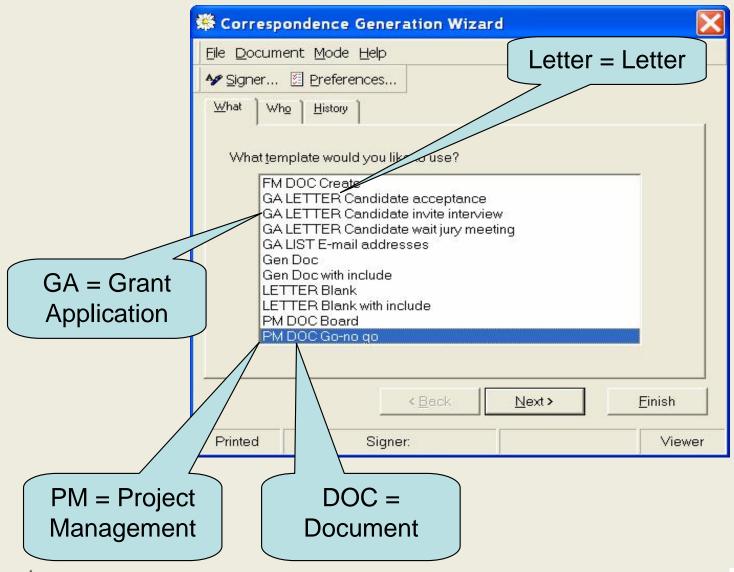
Request – Customizer Planning Information





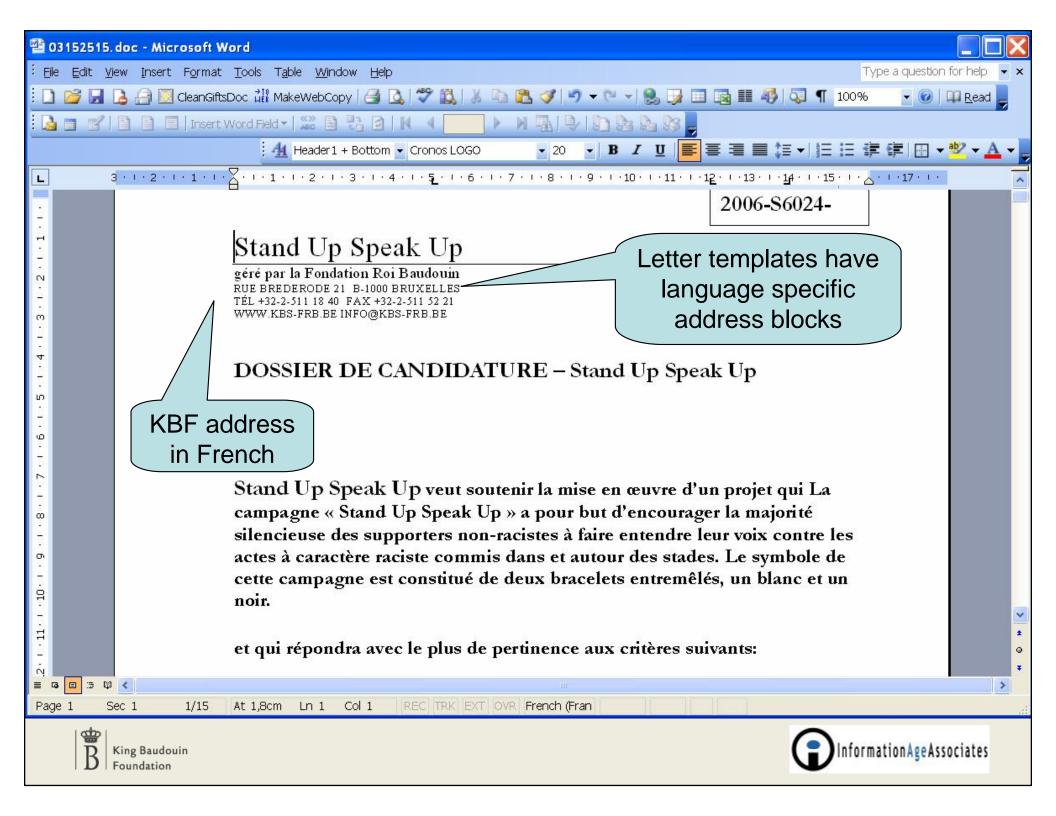


Standard Template Naming Conventions

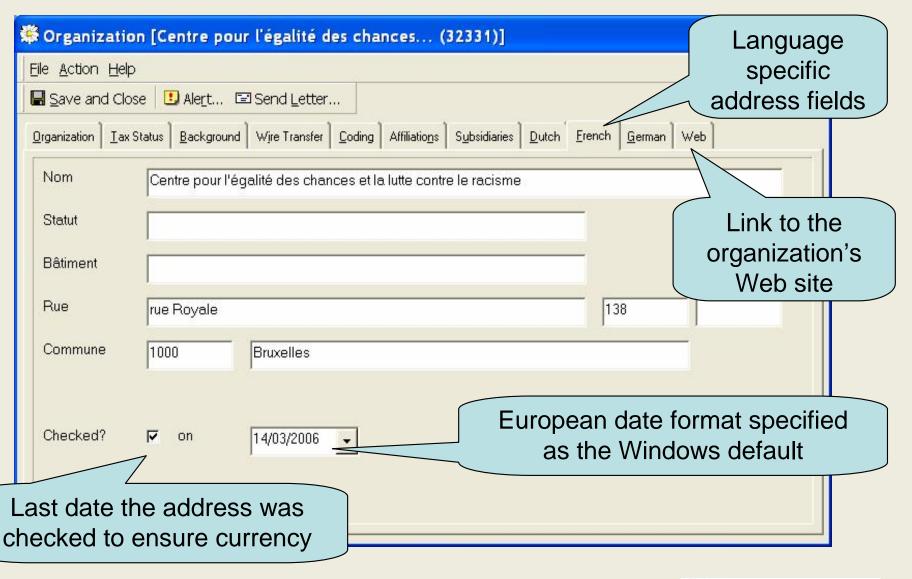


King Baudouin Foundation





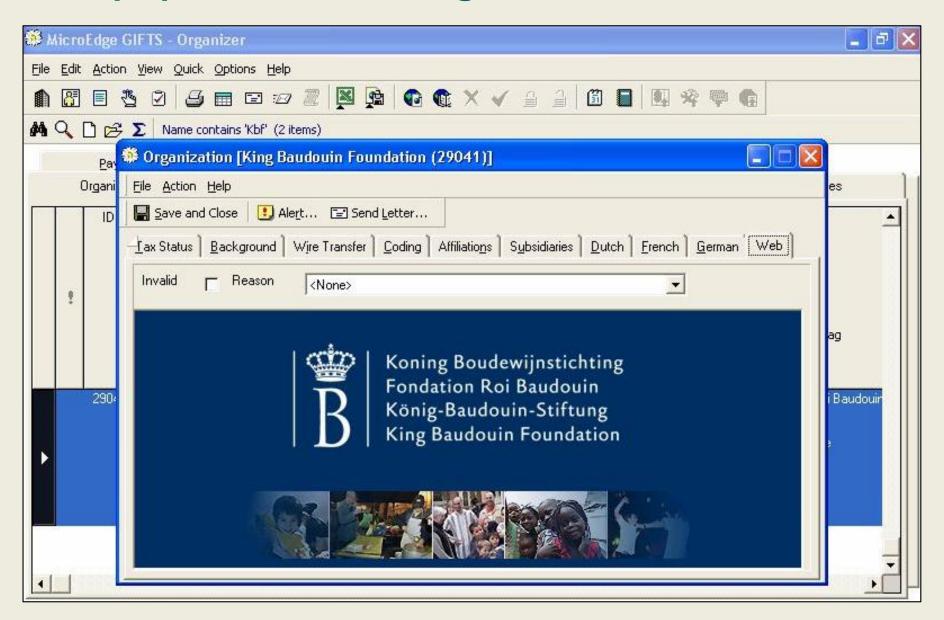
Explore the Organization - French







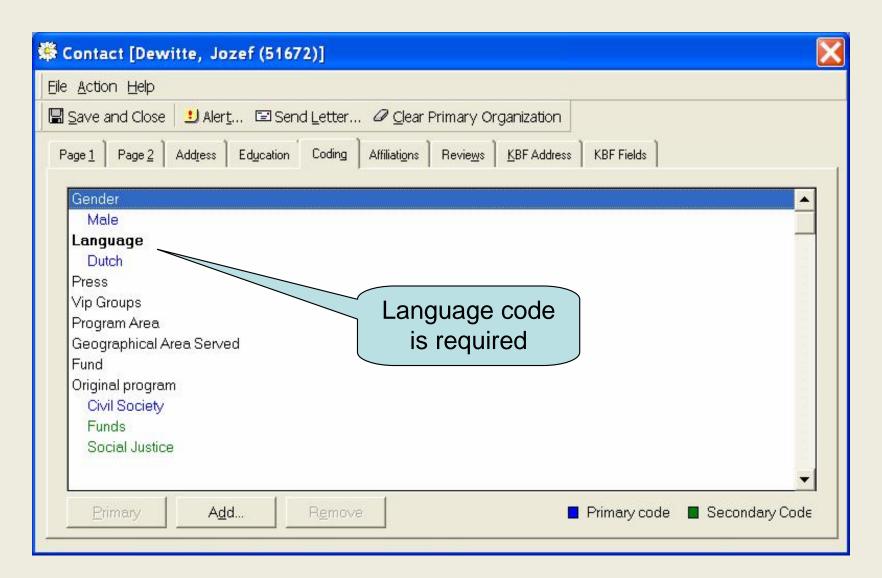
Popup Link to the Organization's Web Site







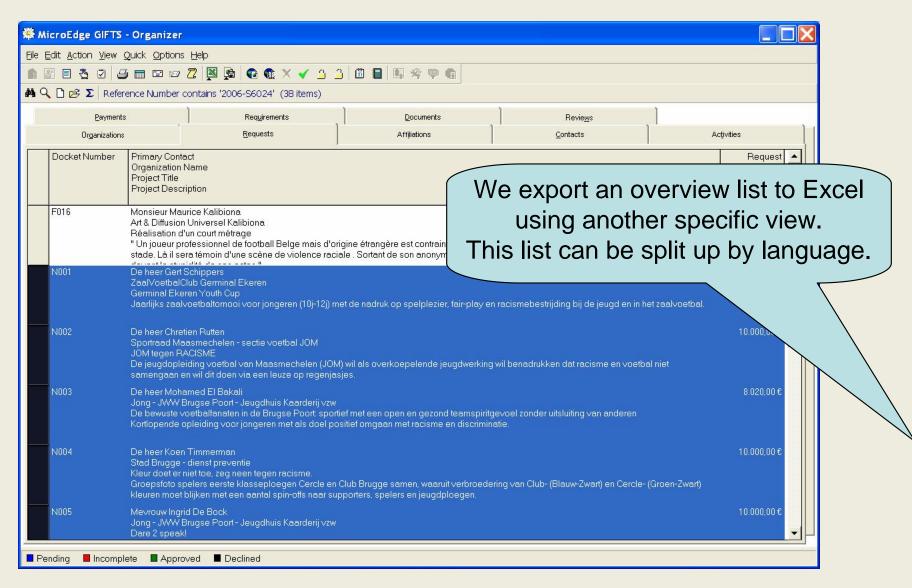
Explore the Organization's Primary Contact





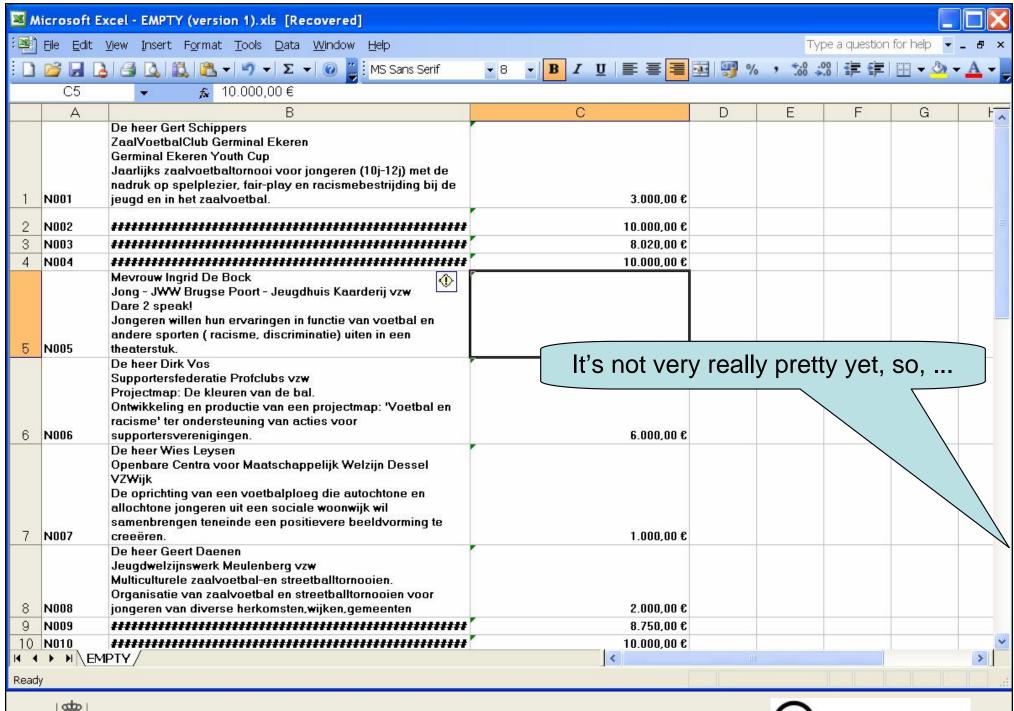


Exporting Data to Excel



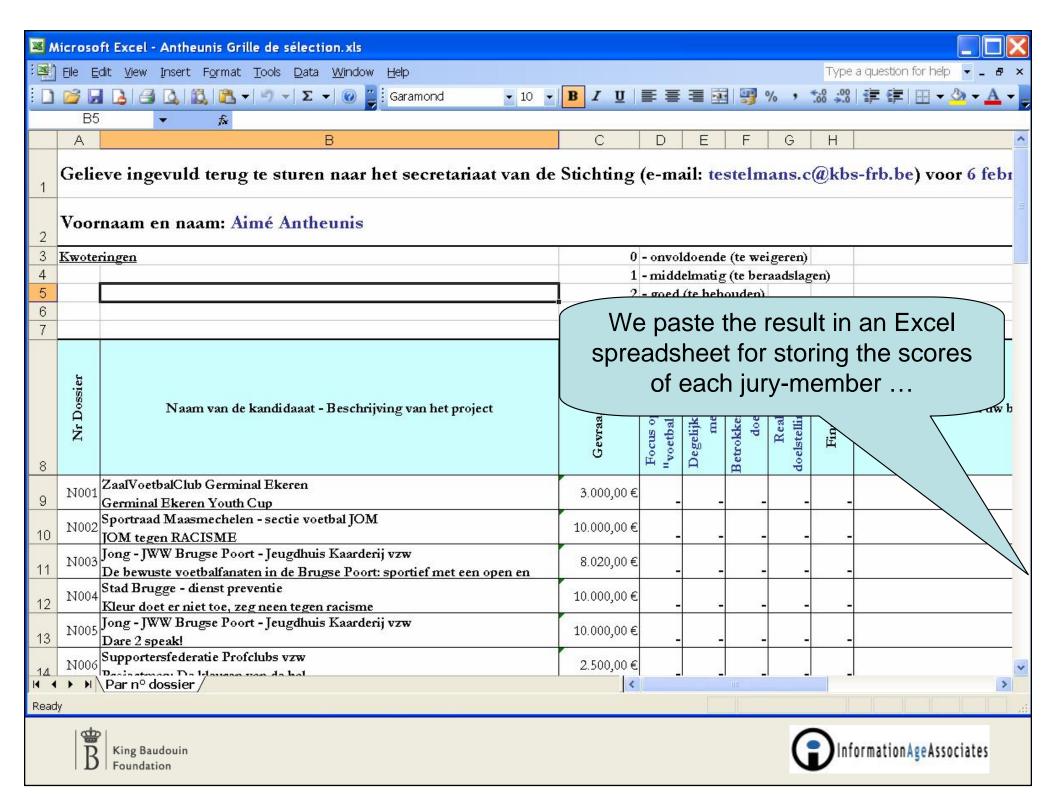


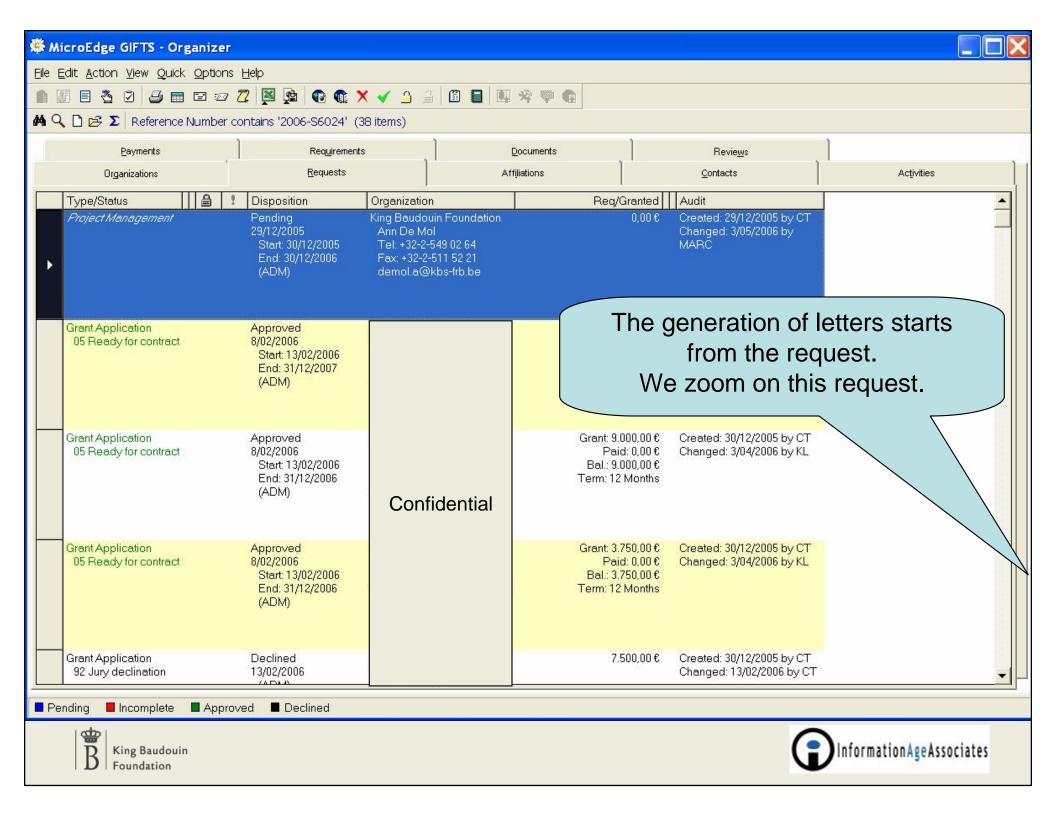




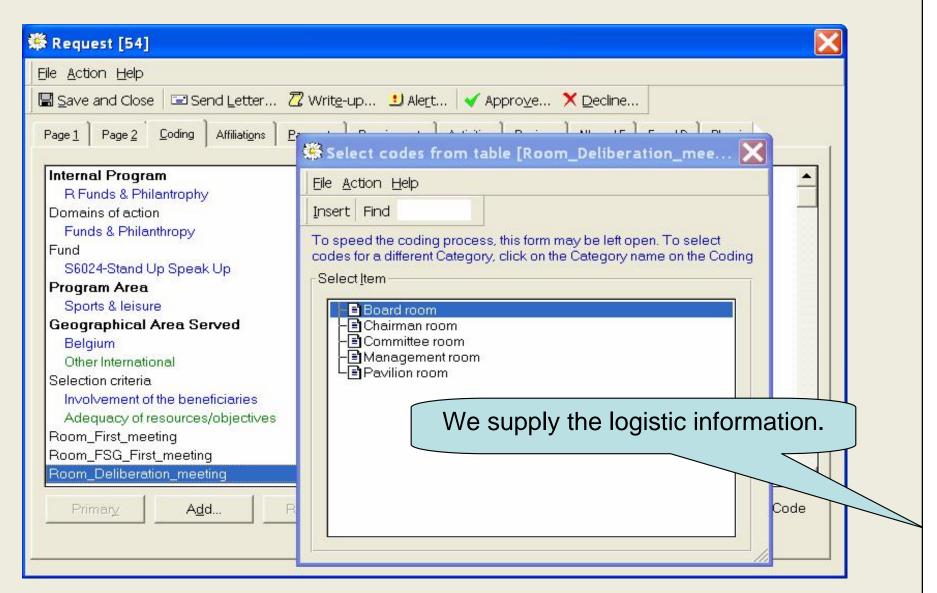








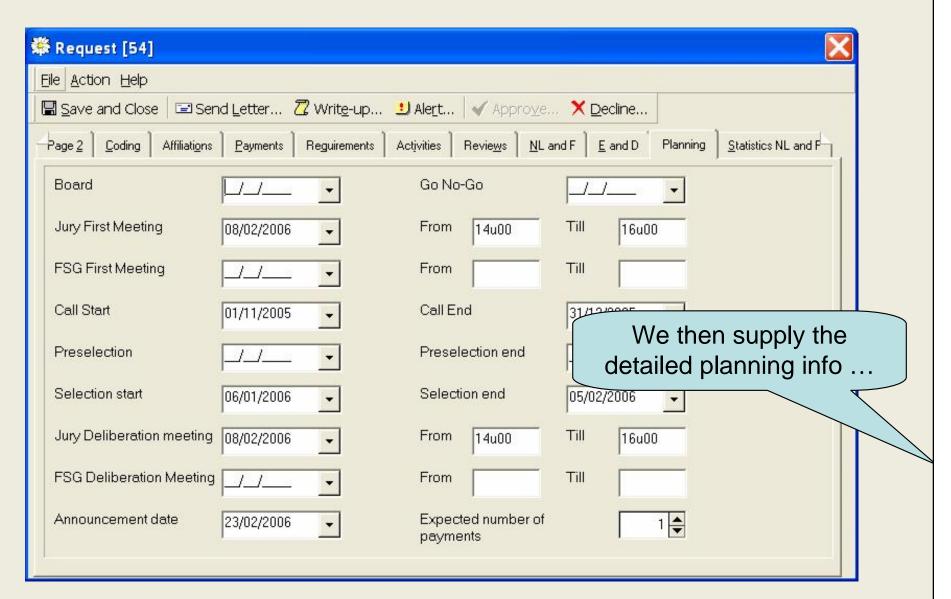
Complete the Project Management (Request)







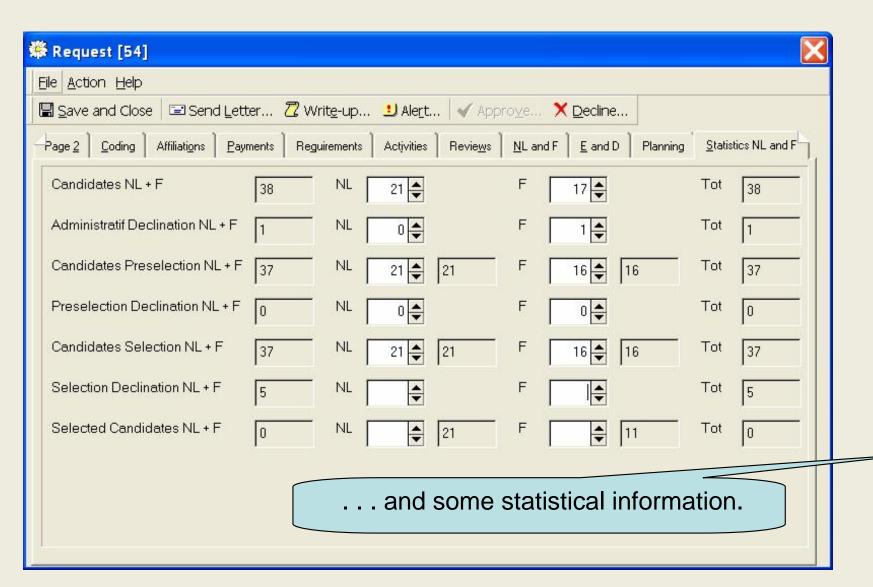
Complete the Project Management (Request)





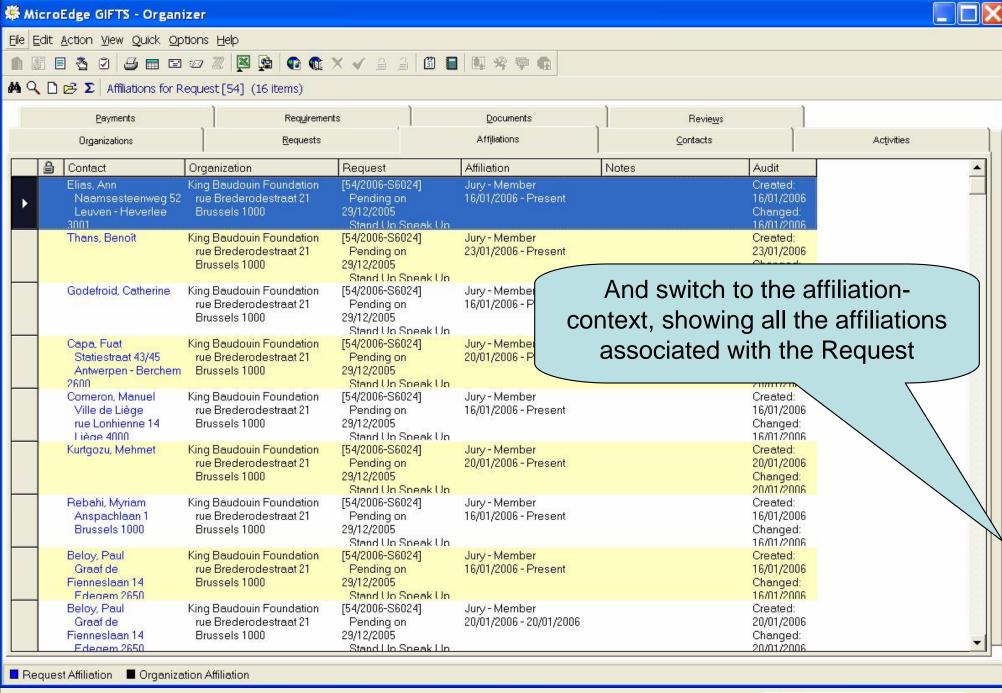


Complete the Project Management (Request)



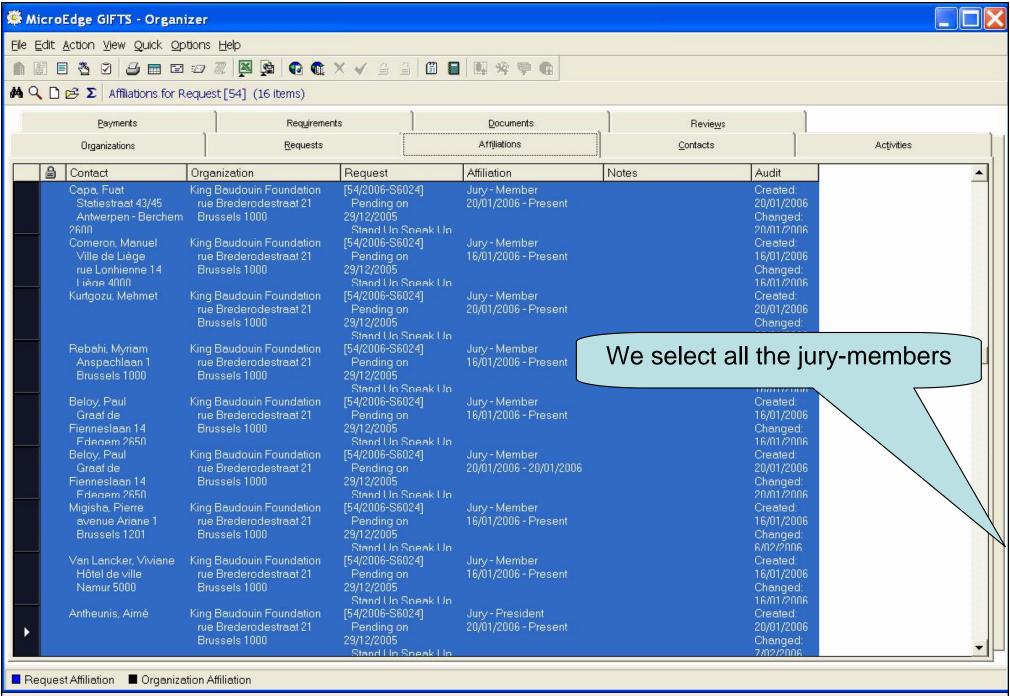






King Baudouin Foundation

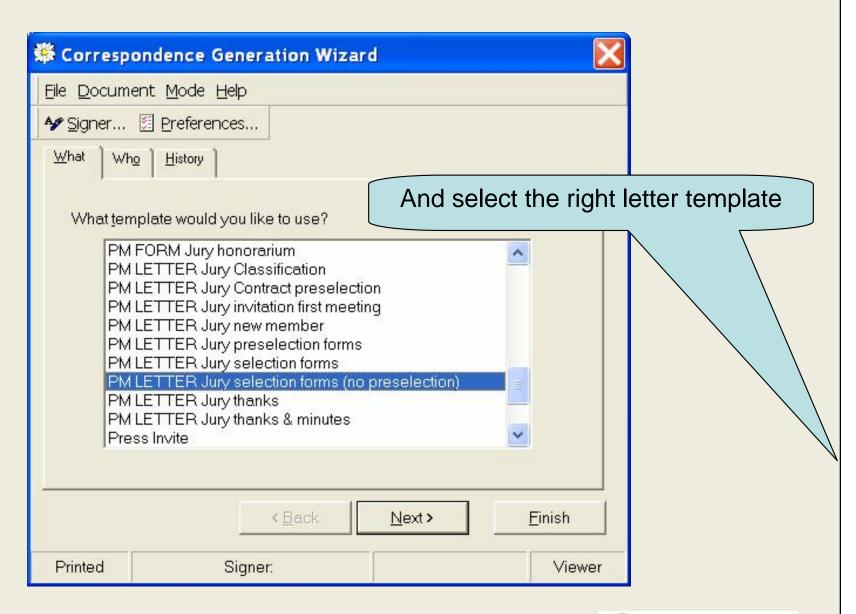








Generate Letters







The Logic Behind the Addresses

```
IF Use_personal_address_Flag = No
    IF OrganizationAddress.country = "BELGIUM"
        IF Contact.language = "Dutch"
                                           use Dutch address
        ELSEIF Contact.language = "French" use French address
        ELSEIF Contact.language = "German" use German address
        ELSEIF Contact.language = "English"
                                           use international address
        ELSE
                                           nothing
        FND
    ELSE
      use international address
    END
ELSE
    IF Contact.Address.country = "BELGIUM"
      use Belgium address
    FISF
      use international address
    FND
```





Use of WordBasic and GIFTS for Automated Mailmerges

" }

| §A| { DATABASE \d
"P:\\10GIFTS\\Data\\21db2 GiftsXT
Get_Address.odc" \q
"Provider=SQLOLEDB.1;Integrated
Security=SSPI;Initial Catalog=GiftsXT;Data
Source=21db2;" \s "SELECT \"AddrBlock\"
FROM \"Get_Address_\" WHERE ((\"ID\"
= '{ MERGEFIELD "Contact_ID" \})" \}|

IF (MERGEFIELD CON_CODES_LANGUAGE) = "FRENCH" 'NOS RÉFÉRENCES -{ IF (MERGEFIELD CON_CODES_LANGUAGE) = "DUTCH" 'ONZE REFERENTIE -{ IF (MERGEFIELD CON_CODES_LANGUAGE) = "GENAON" 'UN SERE ZEICHEN -{ IF (MERGEFIELD CON_CODES_LANGUAGE) = "ENGUSH" 'OUR REFERENCE CONTACT E-MAIL CONTACT TÉL. ***
CONTACT E-MAIL CONTACT TEL. ***
KONTAKT E-MAIL KONTAKT TEL. ***
CONTACT E-MAIL CONTACT TEL. ***

{ MERGEFIELD "Request_Reference_Number" }-{ MERGEFIELD "Request_Docket_Number" }-{ DATABASE \ d "P:\\10GIFTS\\Data\\21db2 GiftsXT Get_Title.odc" \ c "Provider=SQLOLEDB.1;Integrated Security=SSPI;Initial Catalog=GiftsXT;Data Source=21db2;" \s "SELECT \"Email\" FROM \"Get_Title.\" WHERE ((\"Name\" = "{ MERGEFIELD "Request_Staff_Person" }'))" } +32-2-{ DATABASE \ d "P:\\10GIFTS\\Data\\21db2 GiftsXT Get_Title.odc" \ c "Provider=SQLOLEDB.1;Integrated Security=SSPI;Initial Catalog=GiftsXT;Data Source=21db2;" \s "SELECT \"Tel\" FROM \"Get_Title.\" WHERE ((\"Name\" = "{ MERGEFIELD "Request_Staff_Person" }'))" }

{ IF { MERGEFIELD Con_Codes_Language } = "French" "Bruxelles, le " "" }{ IF { MERGEFIELD Con_Codes_Language } = "Dutch" "Brussel, " "" }{ IF { MERGEFIELD Con_Codes_Language } = "German" "Brüssel, " "" }{ IF { MERGEFIELD Con_Codes_Language } = "English" "Brussels, " "" }{ FRINTDATE \@ "dd/MM/yyyy" * MERGEFORMAT }

{ DATABASE \d"P:\\10GIFTS\\Data\\21db2 GIFTS Get_EmployeeData.odc" \c "Provider=SQLOLEDB.1;Integrated Security=SSPI;Persist Security Info=False;Initial Catalog=GIFTSXT;Data Source=21db2;Use Procedure for Prepare=1;Auto Translate=True;Packet Size=4096;Use Encryption for Data=False;Tag with column collation when possible=False" \s "SELECT \"Salutation_Formal\" FROM \"Get_EmployeeData\" WHERE ((\"Contact_ID\" = "{ MERGEFIELD "Contact_ID" }))" },

{ IF { MERGEFIELD Con_Codes_Language } = "French" "Votre dossier de candidature '{ MERGEFIELD "Request_Project_Title" }' nous est bien parvenu et nous vous remercions de l'intérêt que vous portez à cet appel à projets.

La sélection des dossiers sera confiée à un jury indépendant composé d'experts. Le résultat de cette sélection vous sera communiqué à l'issue des travaux du jury.

{ IF { MERGEFIELD Contact_Courtesy } <> "" "Veuillez agréer, { DATABASE \d "P:\\10GIFTS\\Data\\21db2 GIFTS Get_EmployeeData.odc" \c "Provider=SQLOLEDB.1,Integrated Security=SSPI,Persist Security Info=False,Initial Catalog=GIFTSXT;Data Source=21db2;Use Procedure for Prepare=1,Auto Translate=True,Packet Size=4096;Use Encryption for Data=False;Tag with column collation when possible=False" \s "SELECT \"Salutation_Formal\" FROM \"Get_EmployeeData\"

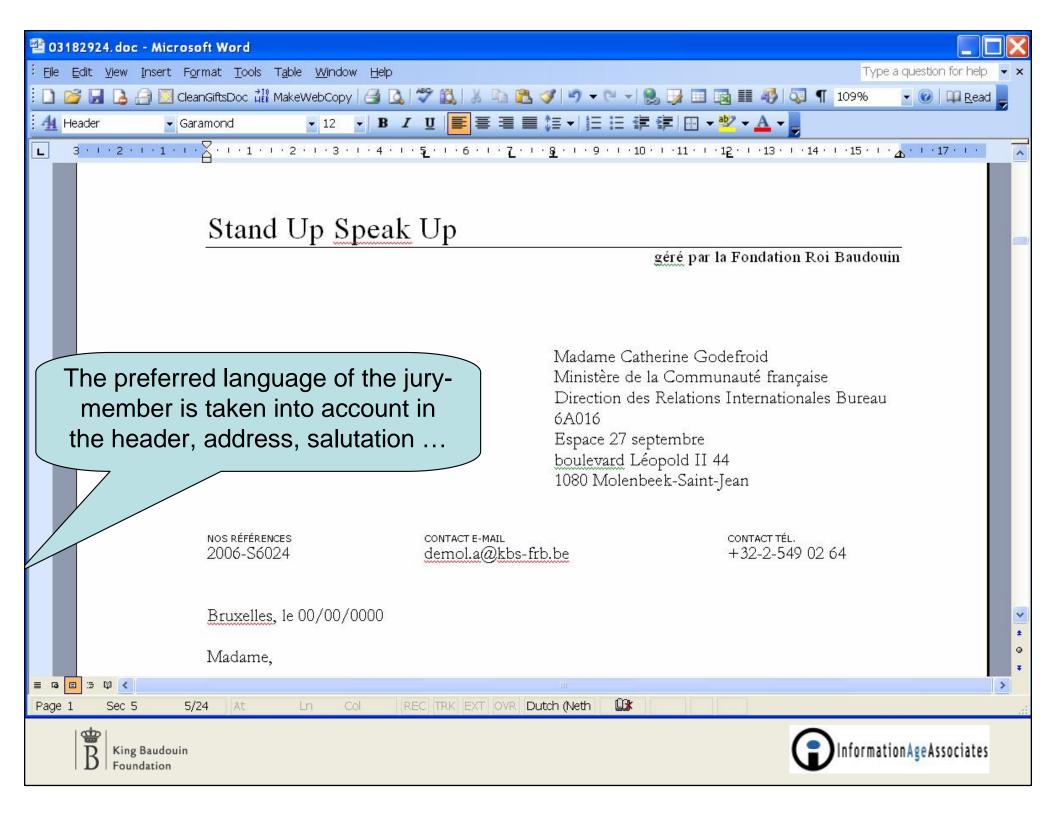
(DATABASE 14 "P. WIGGIFTSWD at M22 Gift.SAT Get Template.ode" 1c "Provider=SQLOLEDB 1 Integrated Security=SSPI Justi Catalog=Gift.SAT Data Source=21 db2;" 1c "SELECT "Foot Logo" FROM "Get Template" WHERE (("TD" = "Y MERGEFIELD Codes Fund Y MERGEFIELD Com. Codes Language "))" 1

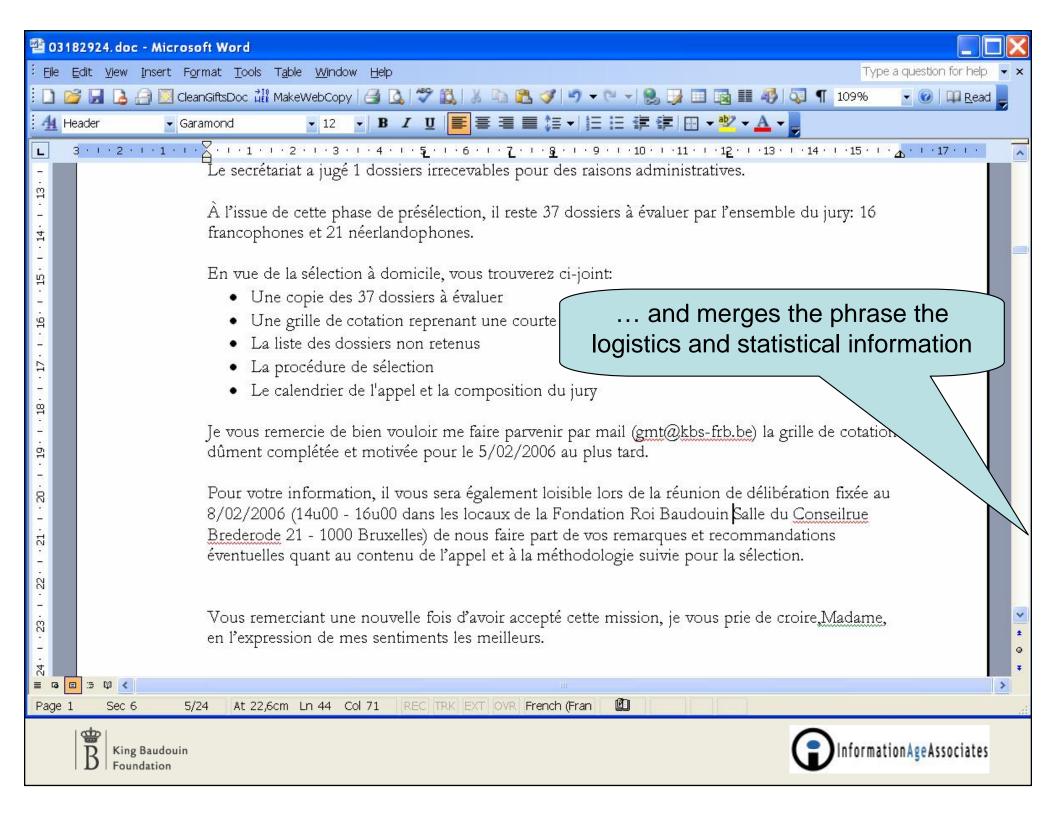
(DATABASE 'd "P.\U0GHTS\Dua\V1db2 Giffs\XT Get_Template.odc" \color=\partial P.\u0dfaceta\template.odc" \color=\partial P.\u0dfaceta\template.odc" \color=\partial P.\u0dfaceta\template.odc" \color=\partial P.\u0dfaceta\template.odc\u0dfaceta\template.odc\u0dfaceta\template.odc\u0dfaceta\template.odc\u0dfaceta\template.odc\u0dfaceta\template.odc\u0dfaceta\template.odc\u0dfaceta\template.odc\u0dfaceta\template.odc\u0dfaceta\template.odc\u0dfaceta\u0dfaceta\template.odc\u0dfaceta\u0df

... one of five pages of WordBasic instructions for a complex conditional mailmerge

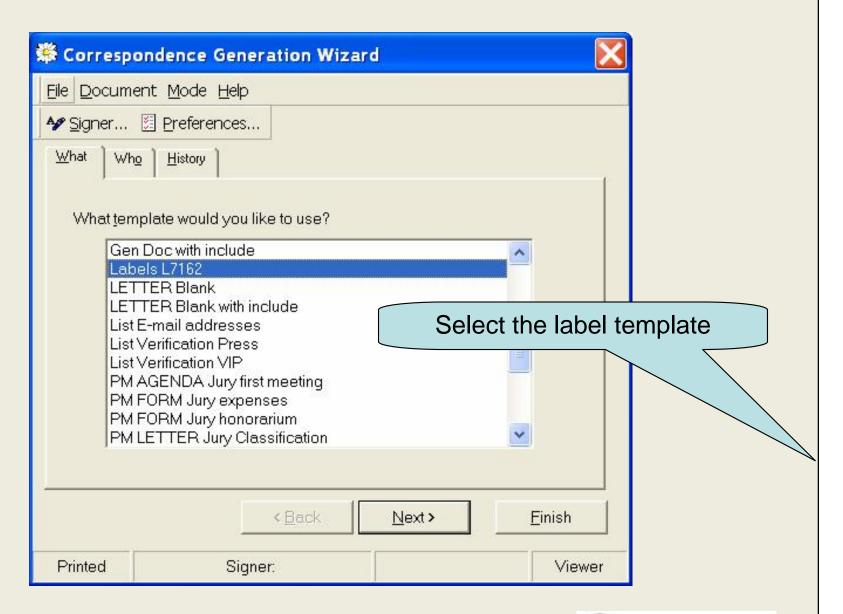






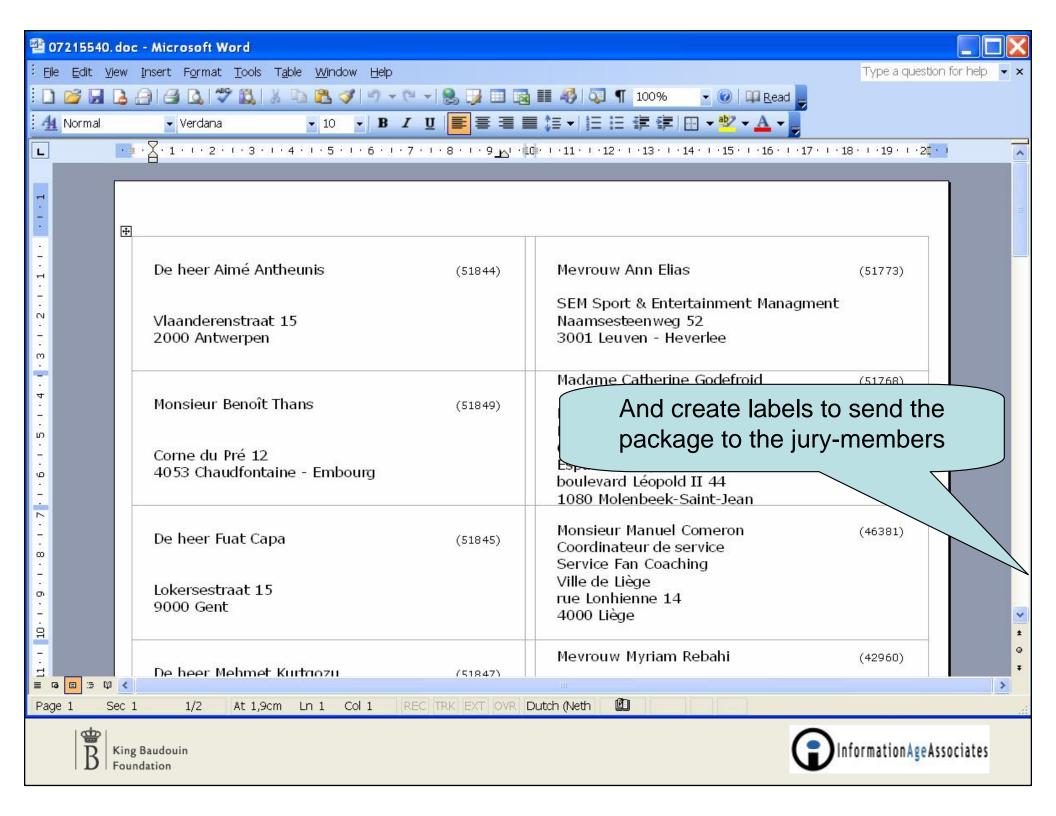


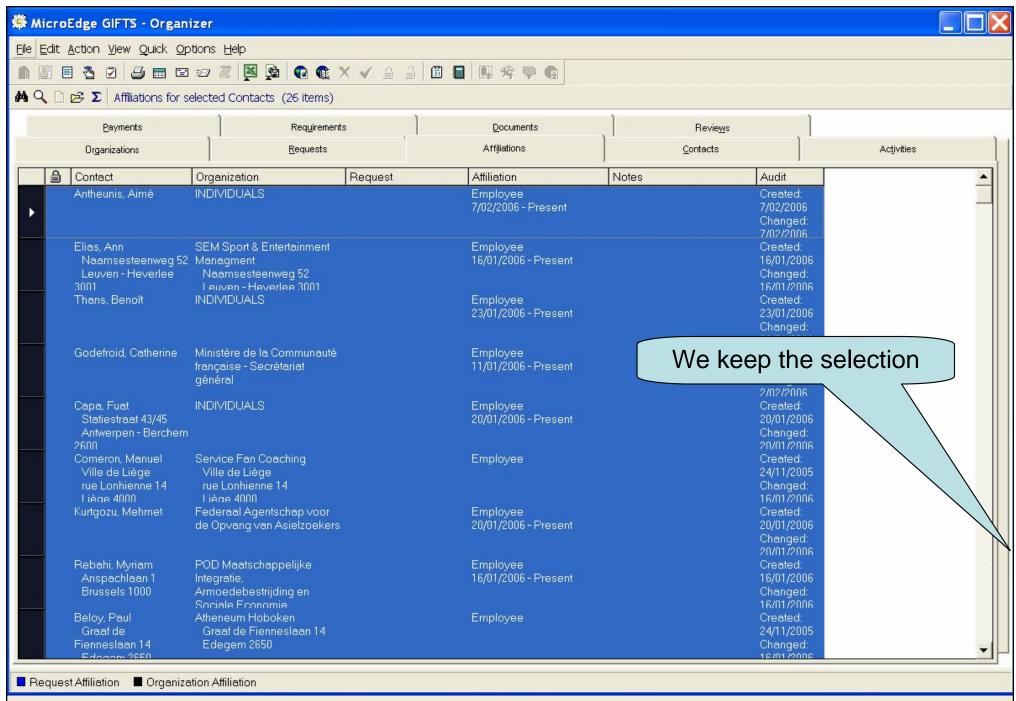
Generate Labels













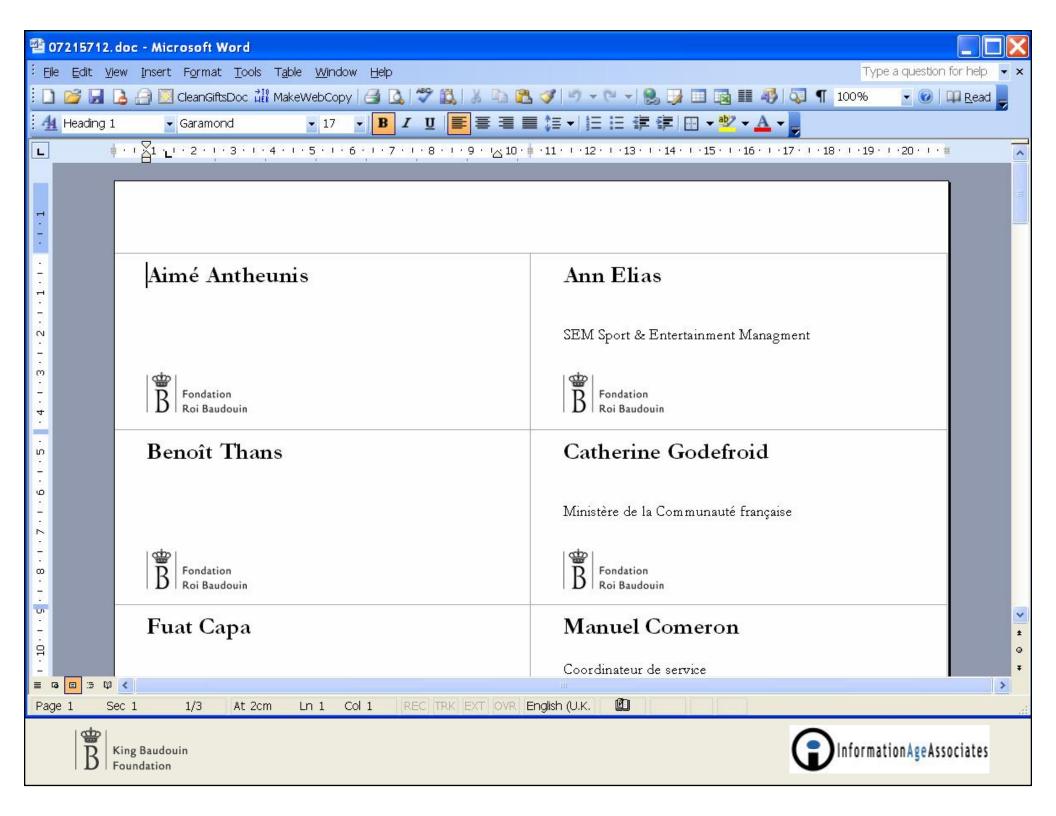


Generate Badges

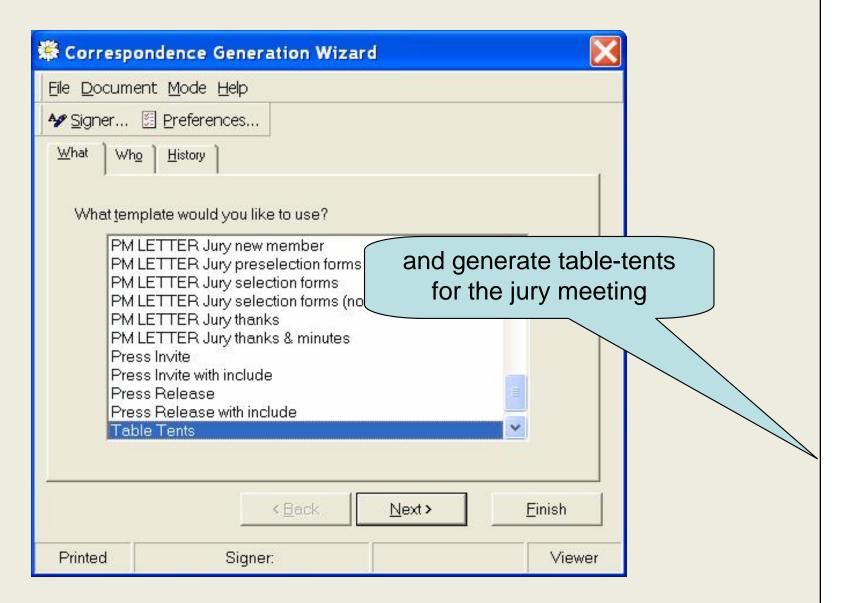






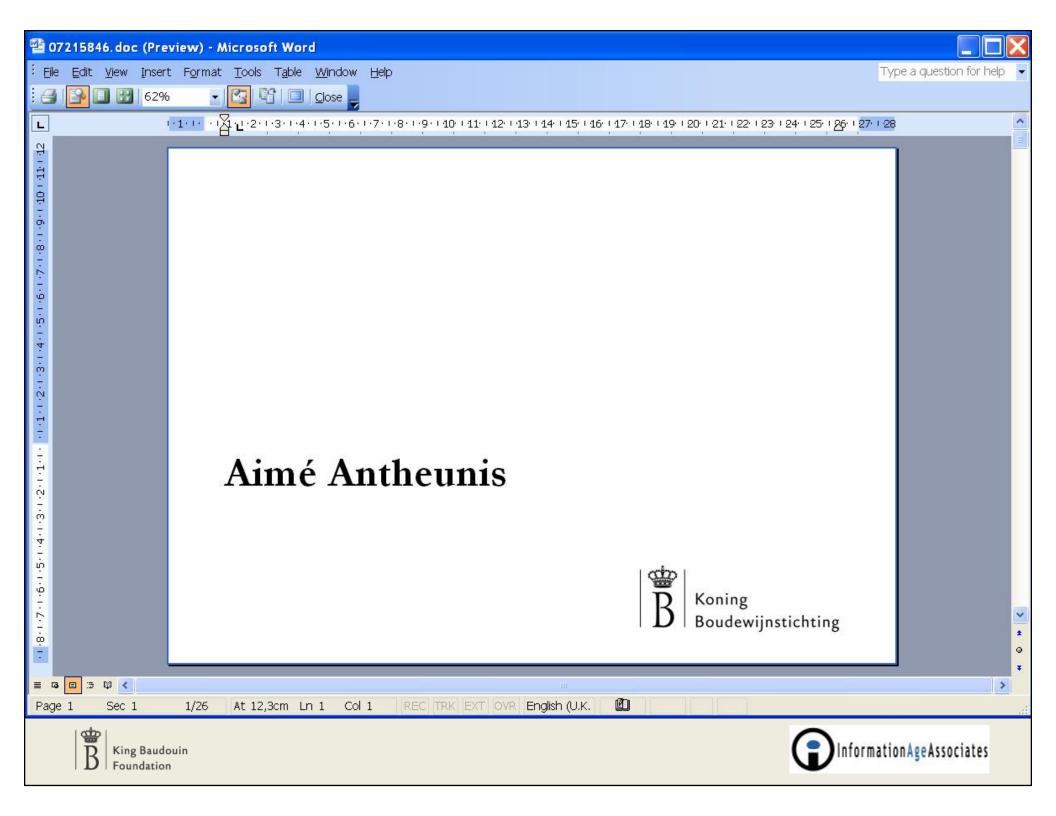


Generate Table-Tents

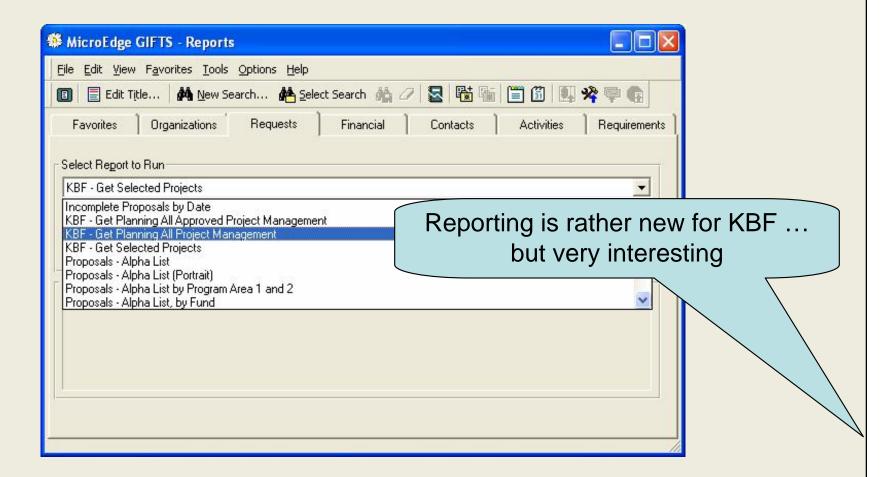








Reporting







KBF - Get Planning All Project Management

		-		_						
ID/Ref	Project Title Fund	Staff	Board Go NoGo	First Jury/FSG	Call from/to	Pre-select from/to	Select from/to	Deliberate Jury	Announce	Status
54 2006-S6024	Stand Up Speak Up S6024-Stand Up Speak Up	CT						8/02/2006		12 Ready for follow-up
752 2006-C32	Les personnes âgées dans la société digitale	SDE			28/02/2006		20/03/2006 14/04/2006	21/04/2006		11 Ready for contract
385 2006-C32	Ouderen in de digitale samenleving	SDE			28/02/2006		20/03/2006 14/04/2006	21/04/2006		11 Ready for contract
172 2006-G41	Hors-Pistes - Buiten Categorie (31.12.2005)	JBL		16/03/2006	31/12/2005	19/01/2006 2/02/2006	8/02/2006 28/02/2006	16/03/2006	20/03/2006	11 Ready for contract
42 2006-K105	Développement durable dans le secteur de la jeunesse	VVK			15/10/2005 27/01/2006			21/02/2006		11 Ready for contract
226 006-Q3120	Klavertje Drie - Trèfle R2016-prins Filip	FDV		7/02/2006	13/01/2006		23/01/2006 2/02/2006	7/02/2006		11 Ready for contract
174 006-R1034	Van Mierlo (Fonds Hugo) R1034-Van Mierlo	IC						29/03/2006	13/06/2006	11 Ready for contract
360 006-R1077	Ramos (Fonds Celina Ramos) R1077-Celina Ramos	FL				To	display	missi	ng dat	a and to
1024 006-R1096	Aubrac (Fonds Aubrac)	CDU					•	up the	_	
368 006-R5010	Streekfonds West-Vlaanderen	VB					mar	agem	ent lev	rel el
369 006-R5011	Streekfonds Een Hart voor Limburg	VB								contract
293 2006-S3029	ING (Mecenaatsfonds ING / Fonds de Mécénat ING)-aim3 S3029-ING	ADB			31/01/2006		14/02/2006 24/02/2006			ract
285 2006-S3029	ING (Mecenaatsfonds ING / Fonds de Mécénat ING)-aim1-NL S3029-ING	VB			31/01/2006		14/02/2006 24/02/2006			11 Ready for t





Challenges, Risks & Solutions











Challenges	Solution						
1. No KBF standard workflow or common system, each program operated independently.	Established a single standardized grant processing workflow and one system used by all programs.						
2. Over 2300 nonstandard databases created by individual staff using different formats.	Consolidated all FileMaker Pro databases into a single shared GIFTS SQL database.						
3. High volume of duplicate organizations and contacts.	Identified and removed duplicate organizations and contacts.						
4. No foundation-wide data entry standards and terminology.	Established, documented and enforcing data entry standards and use of common terminology.						
5. Needed to reassess and clarify staff roles and responsibilities.	Established clearly defined responsibilities for grants manager and team members.						





Risks	Solution						
6. We might not know all of the right questions to ask - we could end up selecting the wrong system.	Identified and hired consultants with expertise in selecting, designing and successfully implementing grants management systems.						
7. The system won't be fast enough to support all our users and data.	Checked references of finalists with more users and data than KBF.						
8. What if the company isn't financially strong?	Checked the finalists financial strength and survivability.						
9. The software will be too difficult for us to use.	Selected a system that has a good user interface and conducted appropriate training for all staff.						
10. Can a commercial grants management system be successfully adapted to meet the needs of a large multilingual European foundation?	Set prioritized requirements and researched 11 vendors worldwide. Selected finalist, attended training, built working prototype and conducted acceptance testing prior to purchase.						





Some Key Lessons We've Learned

- 1. Get the full <u>support of top</u> <u>management</u> and stakeholders.
- 2. <u>Involve all key staff</u> from the very beginning to get and maintain their support.











- 3. Empower a team to select the product, adapt the system and assume ongoing operational responsibility.
- 4. <u>Clearly define your prioritized requirements</u> before starting to evaluate systems.
- 5. Standardize, strengthen and test the hardware and network infrastructure to <u>build on a solid platform</u>.
- 6. Ask all staff for feedback. This will enable you to design a workflow and system that will meet everyone's needs. Listen, listen!





Some More Key Lessons We've Learned

- 7. <u>Just because you can do something doesn't mean that you should!</u>
- 8. Data cleanup and conversion is always more difficult and takes longer than you think.
- ALL staff must attend training and need specific coaching to how they will use the system.
- 10. Establish consensus and <u>document data</u> entry and coding standards then enforce them.
- 11. Be creative, flexible, and be prepared to adapt.
- 12. There is always a solution to every problem think
 outside of GIFTS for solutions. There is very little
 GIFTS can't do, especially with the aid of other programs.
- 13. Data integrity and accuracy is VERY important. Verify, verify, and verify again.







Even More Key Lessons We've Learned

- 14. <u>Training, user guides, system</u>
 <u>documentation and support are</u>
 <u>critical</u> to the success and continuity
 of the project.
- 15. MicroEdge's <u>GIFTS can be used very successfully by European foundations with multilingual requirements</u>.









Next Steps for 2006 and Beyond

- 1. Complete <u>data cleanup and duplicate</u> <u>consolidation</u>.
- 2. Formalize the other KBF activities (publications, events, ...)



- 3. Formalize the follow-up process of all contracts
 - GIFTS "payments" capabilities
 - GIFTS "grant requirements" capabilities
 - GIFTS "International Money Transfer" capabilities
 - GIFTS "reporting" capabilities
- 4. Integration of GIFTS with the new KBF Web site
 - Export the information about the Project call
 - Export the selected grant applications
 - Import data of the <u>online application forms</u>
 - à 2 steps: first manually later automated





Next Steps for 2006 and Beyond

5. Collaborate with MicroEdge on development of a multilingual version of Portico GRM (Grantee Relationship Management) to enable nonprofits to submit applications online and maintain up-to-date contact information.



- 6. Explore use of System Develop Kit (SDK) to
 - To automate data integrity
 - Integrate GIFTS with other KBF applications.





Glossary of Terms

- Adapted To use a flexible product's built-in capabilities to meet your particular needs.
- Application Programming Interface (API) A programming tool that facilitates making different software and databases to work together.
- Commercial off the Shelf Software (COTS) A full featured product that can be installed, adapted and used quickly without requiring new software development.
- Customized A system that has been modified in a special way that is unique to the client.
- Enhanced To add additional functionality to an existing product.
- Request for Proposal (RFP) An invitation sent to a vendor that clearly describes your requirements and scope of work.
- Microsoft SQL Server A brand name for Microsoft's relational database that can handle a high volume of transactions and data.
- Microsoft Windows Terminal Server A brand name for a software program that's built-in to Windows Server 2003 that that permits secure remote access of Windows applications via a Web browser.
- Template A document or file that specifies which data is used and how it is and presented.



