

Compliance Monitoring eGrants Step-by-Step Guide

All grantees of MOVA-administered awards will undergo a formal compliance monitoring process with MOVA, also known as a site visit. While the site visit itself will be performed in-person, the pre-visit and post-visit processes will be conducted via MOVA's electronic grants management system, eGrants. MOVA may also initiate this process if a compliance issue is identified outside of a site visit process.

Access to eGrants

The Website

Use [this link](#) to access the MOVA eGrants system. Additional technical information about logging onto the eGrants system can be found in the eGrants Subrecipient Manual on eGrants by clicking the book icon in the top right corner of your Dashboard or from the [eGrants webpage on MOVA's website](#).

Massachusetts Office For Victim Assistance
MOVA eGrants
Victim & Witness Assistance Board

Welcome to MOVA eGrants, the electronic system for managing grants administered by MOVA.

New System Users

- All new users must register with the system to get login Credentials. You will be notified when your registration is approved.
- Click [New User? Click Here!](#) link at the bottom of the login box to start your MOVA eGrants registration process.
- Click [here](#) for the MOVA eGrants registration tutorial.

Need Assistance?

- For technical questions on site navigation, contact Agate Software HelpDesk at 1-800-820-1890 or helpdesk@agatesoftware.com.
- For general questions about MOVA grants or grant program requirements, contact MOVA at 617-586-1340 or mova@mass.gov.
- For specific questions about your currently-funded grant, contact your MOVA grant manager.
- Users are MOVA approved within a 24 hour period.

Login

Username

Please enter your username

Password

Log In

[Login Assistance](#)
[New User? Click Here](#)

Registered Users

If a user has not yet been registered, visit the [Registration Tutorial](#) on [MOVA's eGrants webpage](#) or the eGrants Subrecipient Manual for instructions on registration.

Only the following users have permissions to complete and submit forms in the Compliance Monitoring Process:

- Agency Administrator
- Programmatic Contact
- Alternate Programmatic Contact
- Fiscal Contact
- Authorized Representative

Compliance Monitoring Report

Scheduling a Site Visit and Accessing the CMR (Compliance Monitoring Report)

A representative from MOVA will reach out to you via email to schedule the site visit. Once the site visit has been scheduled, the MOVA administrator will initiate a Compliance Monitoring Report (CMR) on eGrants. A notification email will be sent to the email addresses associated with the agency within eGrants to inform you that a compliance monitoring report has been initiated.

The Compliance Monitoring Report will be available on the Dashboard under My Tasks. See the example below:

The screenshot shows the eGrants Dashboard with a top navigation bar (Home, Administration, Searches) and a user profile (SubRecipient 5). The main content area is divided into two panels: 'My Tasks' and 'My Opportunities'.

My Tasks Panel: A table with columns: Name, Organization, Status, Due Date, Document Type, and Status Date. A yellow circle highlights the first row: 'CMR-2023-CFJ-34' (Organization: test mova test, Status: Pre-Visit Work Sheets, Due Date: 6/9/2022, Document Type: Compliance Monitoring Report, Status Date: 12:11:14 PM).

My Opportunities Panel: A table with columns: Name, Provider, Availability, and Description. It lists several opportunities, including 'FY23 SAFEPLAN OMT Period 2', 'FY23 SAFEPLAN OMT Period 3', and 'FY23 Subgrant Award Report'.

Open the Compliance Monitoring Report by clicking on the name (CMR-20XX-XXXX-XX) (example circled in yellow above).

Searching for a Compliance Monitoring Report

If the Compliance Monitoring Report does not appear on the Dashboard under My Tasks, it can also be searched for by selecting the Searches menu from the top of the Dashboard window, opening the dropdown menu, and selecting Compliance Monitoring. See example below:



Once the Compliance Monitoring search window appears, click the green Search button on the bottom right corner, or enter organization name into the Organization field and then click the Search button. All compliance monitoring processes that are available will appear below the Document Search box in the Documents section. To select the document, click on the name of the document to open. See example below:

Compliance Monitoring

• Search Documents

Document Search

Name <input type="text"/>	Sub Code <input type="text"/>
Type MOVA Compliance Monitoring Report FY24	Status <input type="text"/>
Organization test	Person <input type="text"/>

Clear

Search

Documents

Number of Results: 4

Name	Organization	Type	Status	Sub Code	Status Date
CMR-2024-CFJ-6	test mova test	MOVA Compliance Monitoring Report FY24	Monitoring in Process	2024	8/17/2023 6:32:10 PM
CMR-2024-CFJ-10	test mova test	MOVA Compliance Monitoring Report FY24	Pre-Visit Work Sheets	2024	8/14/2023 2:23:17 PM
CMR-2024-CFJ-10	test mova test	MOVA Compliance Monitoring Report FY24	Monitoring Follow-up Submitted	2024	8/14/2023 1:17:10 PM

Pre-Visit Worksheets

Once you have accessed the Compliance Monitoring Report, the first step in the process is for you to complete the pre-visit worksheets and submit them to MOVA

before the assigned deadline. The three pre-visit worksheets can be seen on the left-hand side menu. The Fiscal Monitoring Worksheet and Award Administration Monitoring Worksheet must be completed. The Programmatic Monitoring Worksheet should be reviewed and saved but completion is not required – except for SAFEPLAN programs. For SAFEPLAN, there are specific SAFEPLAN questions at the end of the Programmatic Monitoring Worksheet that must be completed. See example below:

Click on each worksheet (highlighted in yellow above) and fill out the Fiscal Monitoring Worksheet and the Award Administration Monitoring Worksheet completely. Save all work before exiting. The save button can be found on the upper right-hand corner. Worksheets can be saved while they are being worked on and you can revisit worksheets an unlimited number of times prior to submission (see Submitting Completed Monitoring Worksheets below).

All pre-visit worksheets will contain a due date, which is the date you must complete and submit the worksheets to MOVA via eGrants. The due date can be seen in the first field of each monitoring worksheet. See example below:

Correcting Errors

If attempting to save when there are errors, an exclamation point will appear in the upper right-hand corner along with a box titled “Attention”, which will explain where the errors are that need to be modified prior to submission. See example below:

The screenshot displays the MOVA web application interface. On the left is a navigation menu with sections: 'Forms' (containing 'CMR-2023-00001-35'), 'Compliance Monitoring' (with sub-items: 'Fiscal Monitoring Worksheet', 'Award Administration Monitoring Worksheet', and 'Programmatic Monitoring Worksheet' which has a yellow warning icon), and 'Tools' (with sub-items: 'Landing Page', 'Add/Edit People', and 'Status History'). The main content area shows a form titled 'b) Please submit examples of surveys or other tools used for evaluation.' with three questions: '40) a) Describe the program's progress made towards outcomes proposed in the program logic model(s).', 'b) How do you measure progress?', and 'c) Are any revisions to the model needed?'. Each question has a text input field. Below these is question '41) Provide 2-3 examples or stories that feel exemplary of the victim/survivor services the funded program(s) provide(s)' with a larger text area. In the top right corner, there is a user profile 'User One1' and buttons for 'New Note', 'Print', and 'Save'. An 'Attention' box is open, displaying a red exclamation point icon and the message 'Question 41 is required.'.

Worksheets can be saved with error messages but cannot be submitted until all error messages are resolved. Once a worksheet is completed with no errors, a check mark will appear next to the document title on the left-hand side of the window. When all three worksheets are successfully completed and saved with three checkmarks then they are ready to be submitted to MOVA.

Submitting Completed Monitoring Worksheets

To submit the completed worksheets, scroll down to “Status Options” in the menu on the left-hand side of the window. Click “Submit Pre-Visit Work Sheets”. See example below:

The screenshot displays the 'Document Landing Page' for a 'MOVA Compliance Monitoring Report P126'. The page is divided into a left-hand navigation menu and a main content area. The navigation menu includes sections like 'Forms', 'Compliance Monitoring', and 'Tools', with a 'Landing Page' option selected. The main content area shows document details: Template (MOVA Compliance Monitoring Report 2026), Instance (MOVA Compliance Monitoring Report P126), Document Name (CMR-2026-0029), and Organization (Agency Administrator). A progress bar at the bottom indicates the status of the document: Pre-Visit Work Sheets (checked), Monitoring in Process, Monitoring Follow up in Process, Monitoring Findings Acknowledgement Required, and Corrective Actions in Progress. The Period Date is 6/1/2025 12:00:00 AM.

The worksheets have now been submitted to the MOVA administrator. The MOVA administrator will review the completed worksheets. If the worksheets are error-free, there will be no further communication on eGrants until after the site visit has taken place. If there are any errors or modifications needed, the MOVA administrator may send the worksheets back to you for revisions by changing the status to “Pre-Visit Work Sheets Modifications Required.”

Pre-Visit Work Sheets Modifications Required

If there are any errors within the pre-visit worksheet or modifications needed, the MOVA administrator may send the worksheets back to you for revisions. When that happens, an email notification will be sent to the email addresses associated with the eGrants system stating that the status has been changed from “Pre-Visit Worksheets Submitted” to “Pre-Visit Worksheets Modifications Required.” After receiving this email notification, log in to eGrants and open the Compliance Monitoring Report. From the Document Landing Page, scroll down the menu on the left-hand side of the window to the Notes section. An exclamation point indicates that there is a note from the MOVA administrator. At this stage in the compliance monitoring process the note will explain what modifications are needed to the pre-visit worksheets. See example below:

The screenshot shows the MOVA Document Landing Page. The top navigation bar includes 'Home', 'Searches', and 'Reports'. The left sidebar contains a menu with items like 'Fiscal Monitoring Worksheet', 'Award Administration Monitoring Worksheet', 'Programmatic Monitoring Worksheet', 'Tools', 'Landing Page' (highlighted), 'Add/Edit People', 'Status History', 'Attachment Repository', 'Modification Summary', 'Document Validation', 'Notes' (highlighted in yellow), 'Print Document', 'Document Messages', 'Status Options', and 'Submit Pre-Visit Work Sheets Modifications'. The main content area is titled 'Document Landing Page' and displays document details for 'CMR-2026-28'. It includes fields for Template, Instance, Process, Document Name, Document Status, Organization, Your Role, and Period Date. A progress bar at the bottom shows the workflow stages: Pre-Visit Work Sheets (completed), Monitoring in Process, Monitoring Follow up in Process, Monitoring Findings Acknowledgement Required, and Corrective Actions in Progress.

Click on “Notes” (highlighted in yellow in the image above) to see the message from the MOVA administrator which will provide an explanation of why the pre-visit worksheets were sent back and what modifications are required.

The note can be responded to by clicking “New Note” on the upper right-hand corner (circled in red in the example below) or by typing in the text box below the received note (field highlighted in yellow in the example below). In order to ensure that the note is saved and sent, click the paper airplane icon in the bottom right-hand corner of the message window. See example below:

The screenshot displays the MOVA eGrants SHARED web application. The header includes the Massachusetts Office For Victim Assistance logo and the text "MOVA eGrants SHARED". The navigation bar shows "Home", "Administration", and "Searches". The user profile "User One11" is in the top right, with a "New Note" button circled in red. The left sidebar lists various options: "CMR-2023-p-50", "Landing Page", "Add/Edit People", "Status History", "Attachment Repository", "Modification Summary", "Document Validation", "Notes" (highlighted), "Print Document", "Document Messages", and "Status Options". The main content area is titled "Notes" and contains a text editor with a toolbar (Format, Bold, Italic, Underline, Link, Unlink, Bulleted List, Numbered List) and a search icon. A note by Madeleine Gorman, dated 9/20/2022, is displayed, detailing two questions for review. The bottom of the note editor has a yellow highlight and a "Save" button circled in red.

Once the note has been reviewed, make the required changes to the pre-visit worksheets. After making changes, remember to select the Save button in the upper right-hand corner of the screen. The Save button should be utilized after revisions are made to each individual pre-visit worksheet.

Pre-Visit Work Sheets Modifications Submitted

After making the required modifications, the worksheets will be ready to be resubmitted. Scroll down to Status Options in the menu on the left-hand side of the window and click "Submit Pre-Visit Work Sheets Modifications". This will send the modified worksheets back to the MOVA administrator for further review. If further revisions are required, then the process will be repeated. This process can occur as many times as MOVA requires until the Pre-Visit Worksheets are completed successfully. Once the Pre-Visit Worksheets are completed successfully, the MOVA administrator will change the status to "Monitoring in Process."

Monitoring in Process

When the status is changed to "Monitoring in Process" that means that the pre-visit worksheets have been completed and will be reviewed by MOVA. No action is required at this time. The next step in the compliance monitoring/site visit

process that will take place in eGrants will occur after the in-person or virtual site visit meeting takes place.

Monitoring Follow-up in Process

Following the in-person or virtual site visit meeting, you will receive an email notification indicating that the Compliance Monitoring Process has been changed to the status of “Monitoring Follow-up in Process”. This means that there are follow-up items from the site visit that need to be addressed to complete the compliance monitoring process. If there are no follow-up actions required from the site visit, this step will be skipped and the next step in the process will be Monitoring Finding Acknowledgement Required. See the Monitoring Finding Acknowledgement Required section below.

To address follow-up items, log in to eGrants to view the Monitoring Follow-up worksheet detailing what needs to be addressed during the follow-up process. To access the Monitoring Follow-up worksheet, navigate to the Compliance Monitoring Report.

Once the Compliance Monitoring Report has been found, open the document by clicking on the name (CMR-20XX-XXXX-XX). From the Document Landing Page, scroll down the menu on the left-hand side of the window and open the Monitoring Follow-up Worksheet. The Follow-up Title and Description of Request fields describe what follow-up action is needed to address the follow-up items.

To address the follow-up items, please complete the Follow-up Response and Follow-up Upload section of the Follow-up worksheet. Attachments can be uploaded and attached by selecting “Browse” and attaching a file. See example below:

CMR-2026-ASCN-14

Forms

Compliance Monitoring

Fiscal Monitoring Worksheet

Award Administration Monitoring Worksheet

Programmatic Monitoring Worksheet

Monitoring Follow-up

Monitoring Follow-up

Tools

Landing Page

Add/Edit People

Status History

Attachment Repository

Modification Summary

Document Validation

Notes

Print Document

Follow-up Title

Confidentiality Policy

Description of Request

Please submit your organization's confidentiality policy. Please see the attached sample policy.

Additional Information

Browse Drag Files Here

APPENDIX D.pdf 132.44 KB

Follow-up Response

Follow-up Upload

Browse Drag Files Here

APPENDIX D.pdf 132.44 KB

< Previous Form

New Note

Attention

Follow-up response is required

After completing all follow-up responses and follow-up uploads and saving successfully, navigate to “Status Options” on the left side of the page and change the status to “Submit Monitoring Follow up.” See example:

CMR-2026-29

Forms

Compliance Monitoring

Fiscal Monitoring Worksheet

Award Administration Monitoring Worksheet

Programmatic Monitoring Worksheet

Monitoring Follow-up

Monitoring Follow-up Worksheet

Tools

Landing Page

Add/Edit People

Status History

Attachment Repository

Modification Summary

Document Validation

Notes

Print Document

Document Messages

Status Options

Submit Monitoring Follow up

Related Documents

Initiate Related Doc

Follow-Up Title

Confidentiality Policy

Description of Request

Please submit your organization's confidentiality policy. Please see the attached sample policy.

Additional Information

Browse Drag Files Here

APPENDIX D.docx 21.12 KB

Grantee Follow-Up Response

Here is the updated confidentiality policy.

Follow-Up Attachments

Browse Drag Files Here

APPENDIX D.docx 21.12 KB

The MOVA administrator will then review the submitted follow-up. This process can be repeated as many times as needed until the follow up period is completed.

Monitoring Acknowledgement Form

Once the monitoring follow-up period has ended, a notification email will be sent to the email addresses associated with the eGrants platform to inform you that the status has been changed to “Monitoring Finding Acknowledgement Required.” This means that MOVA has completed the Site Visit Report and Acknowledgement Form and both forms are available for you to view and acknowledge on eGrants. To access the Site Visit Report and the Acknowledgment form, first log into eGrants. The Compliance Monitoring Report will be available on the Dashboard under My Tasks or can be searched for using the Search function found in the menu across the top of the window. See the previous section on Pre-Visit Worksheets for further instructions on how to utilize the search function to find a compliance monitoring report. The status of the report will be “Monitoring Findings Acknowledgement Required.”

Open the document by clicking on the name (CMR-2025-XXXX-XX). This will take you to the Document Landing Page. From the Document Landing Page, scroll down the menu on the left-hand side to see the Site Visit Report and the Acknowledgement Form. The Site Visit Report will be listed on the left side of the page with a check mark. The check mark appears next to the Site Visit Report because the Site Visit Report has been completed and is available for review. The Acknowledgement Form will be listed with an exclamation point to indicate that it needs to be completed. See example below:

MOVA eGrants SHARED

Home Administration Searches User One1

CMR-2023-33

Document Landing Page

View document details.

Template MOVA Compliance Monitoring Report 2023	Instance MOVA Compliance Monitoring Report 2023	Process Compliance Monitoring Report
Document Name CMR-2023-33	Document Status Monitoring Findings Acknowledgement Required	
Organization [Redacted]	Your Role Agency Administrator	Period Date 1/1/2020 12:00:00 AM Due Date 8/31/2022 12:00:00 PM

Site Visit Report

Click on the Site Visit Report to review the report and determine whether any findings were identified within the site visit process and, if so, if there are any findings that require corrective action to resolve. All identified findings will be listed within the Site Visit Report. There will be a description of the finding in the Finding Description field. If no findings were identified during the site visit process, that will be indicated in the findings section of the report. Findings will be separated into two sections: Programmatic Findings and Fiscal Findings.

If corrective action is required for any finding included in the site visit report that means that there are additional actions that you must take to resolve the identified finding. Any findings with associated corrective actions will have a Corrective Action Request field, which will outline the actions needed from the user to resolve the finding, and a Due Date field, which is the deadline for completion and submission of the needed corrective action response. See example below from a sample Site Visit Report:

Programmatic Findings

Finding Date:	Finding Title:	Finding Description:	Is Corrective Action Required?	Yes	No
10/6/2022	Equal Employment	As a condition for receiving Department of Justice funding authorized by the Omnibus Crime Control and Safe Streets Act of 1968, sub-recipients must complete and submit to		<input checked="" type="radio"/>	<input type="radio"/>

Corrective Action Request:	Due Date:
Within 30 days of receipt of this report, AGENCY should provide verification to Program Coordinator Name, Grants Manager, and me that AGENCY has completed all necessary steps	11/7/2022

Fiscal Findings

Finding Date:	Finding Title:	Finding Description:	Is Corrective Action Required?	Yes	No
10/6/2022	No findings	No fiscal findings identified		<input type="radio"/>	<input checked="" type="radio"/>

Acknowledgement Form

The Acknowledgement Form is a form the user must complete to acknowledge the findings identified during the site visit and, if required, submit responses to any corrective actions. Select the Acknowledgement Form from the left-hand menu to open it. The user should complete all fields within the Acknowledgement Form that require acknowledgement and response. In the upper right-hand corner of the form an Attention box will provide instruction as to what is required on the form. See example below of a Programmatic Issue for Resolution:

Home Administration Searches Reports

CMR-2023-45

Monitoring Worksheet

Programmatic Monitoring Worksheet

Site Visit Report

Site Visit Report

Site Visit

Acknowledgement

Acknowledgement Form

Tools

Landing Page

Add/Edit People

Status History

Attachment Repository

Programmatic Findings

Finding Date:	Finding Title:	Finding Description:
08/02/2022	EEOP	EEOP has not been submitted.

Is Corrective Action Required? (filled in by MOVA)	Yes	No
	<input checked="" type="radio"/>	<input type="radio"/>

Response Time or Due Date:	Corrective Action Request:
09/02/2022	Please submit EEOP.

Acknowledgement:

Corrective Action Response:

Corrective Action Upload:

Select Drag Files Here

Attention

- Programmatic acknowledgement is required.
- A programmatic corrective action response and upload are required.
- Fiscal finding acknowledgement is required.

If there are findings noted in the Site Visit Report, they will be listed and described on the Acknowledgment form. Use the Corrective Action Response field to describe the actions taken to resolve the finding and the Corrective Action Upload field to submit any requested materials. See example below:

If there are no findings, or if the findings do not require corrective action, the Acknowledgment Form must still be completed by clicking on the Acknowledgment radio button, saving, and submitting the form. If there are findings requiring corrective action, when the corrective action response(s) and corrective action upload(s) have been completed, click on the Acknowledgment radio button. Once the form has been completed, select the Save button in the upper right-hand corner of the window. If there are any incomplete fields, an error notification will be generated and in the upper right-hand corner of the form and an attention box will appear and provide instruction as to what is required on the form. Once the form is saved successfully without error, navigate to the Status Options on the left-hand side menu and change the status to “Submit Monitoring Findings Acknowledgment” then choose OK to submit. The Acknowledgement Form will then go to the MOVA administrator for review.

If further information is required by MOVA after the Acknowledgment Form has been submitted, users will receive a notification via email and the Compliance Monitoring process will return to Monitoring Findings Acknowledgment Required. This will require the user to log back in to eGrants. The Compliance Monitoring Report process will be available from the Dashboard under My Tasks. If it cannot

be found under My Tasks, the process can be searched for by selecting Searches from the menu across the top of the window. See the previous section on Pre-Visit Worksheets for further instructions on how to utilize the search function to find a compliance monitoring report process. Once the Compliance Monitoring Report has been found, open the document by clicking on the name (CMR-2025-XXXX-XX). From the Document Landing Page, scroll down the menu on the left-hand side of the window to the Notes section. An exclamation point indicates that there is a note from the MOVA administrator explaining what further steps are needed from the user to acknowledge and resolve any findings. After these steps have been completed, the user must re-save the Acknowledgement form and then navigate to the Status Options on the left-hand side menu and change the status to “Submit Monitoring Findings Acknowledgement” again. This process will be repeated until all findings have been acknowledged and corrective actions resolved successfully.

Monitoring Complete

When all findings have been acknowledged and resolved successfully, the status of the Compliance Monitoring Report process will change to Monitoring Complete. At this point, users will receive an email indicating that the status of the Compliance Monitoring Report process has been changed to “Monitoring Complete.” Once the status has been changed by the MOVA Administrator to Monitoring Complete, the site visit process has ended and there are no further actions required from the user.