

# City of Chattanooga

CUSTOMER SUCCESS STORY



**How the City of Chattanooga  
Built a Smarter Grant Process  
that Works Citywide**

**AmpliFund**   
A Euna Solutions Company

Like many cities, the City of Chattanooga found that when funding began increasing during the COVID-19 pandemic, including \$38.6 million in American Rescue Plan Act (ARPA) funds, its former grant management approach could not keep up.

After assessing their needs and identifying gaps, the city made strategic changes and equipped departments with tools to manage funding more effectively. Since implementing a centralized system, Chattanooga has managed more than \$133 million in local, state, and federal grants with greater consistency and visibility.

Their story offers valuable lessons other cities can leverage—particularly in today’s grant climate, where grant managers face increased requirements to prove program impact, justify expenses, and adapt to internal and external changes.

## Chattanooga Grants Management by the Numbers

**133** active grants (up from 58 in FY23)

**\$133M+** in grant funding currently managed

**\$31.3M** in new grant dollars received in FY24

**111** internal users

**64** external recipient organizations using AmpliFund



City of Chattanooga's Office of Grants and Opportunities Team

## The Challenge

Before implementing AmpliFund grant management software (GMS), the City of Chattanooga’s grant management was decentralized and inconsistent. Departments applied for funding independently, often without knowing what others had submitted or whether similar opportunities had already been pursued.

**“We didn’t know who was applying, for what, or how often. It made it difficult to spot trends, avoid duplication, or maintain compliance.”**

Shelby Glover, Grants Coordinator | Office of Grants and Opportunities,  
City of Chattanooga

A shared Google Drive was the city’s stopgap solution, but it wasn’t built to manage grant workflows or support reporting. Documents were unorganized and inconsistently stored, which created challenges when responding to audits, Freedom of Information Act (FOIA) requests, or their leadership’s questions. With a new mayoral administration pushing for data transparency and results tracking, the team realized they needed a system to support the entire grant lifecycle, not just simple file storage.





## Identifying the Solution

Chattanooga's Office of Grants and Opportunities, part of the city's Finance and Administration Division, worked closely with IT to identify a system that could support both internal grant tracking and external grant management. Key requirements included compatibility with Oracle Cloud, access for non-city users, and features to support the full lifecycle, including compliance, reporting, budgeting, and historical archiving.

After evaluating several platforms, AmpliFund emerged as the only solution that met their technical, functional, and usability needs.

**"We didn't want a cookie-cutter system. We wanted something that we could scale citywide without overwhelming our users."**

Chelsea Sadler, Director | Office of Grants and Opportunities, City of Chattanooga

The team began by piloting AmpliFund with their ARPA subrecipients. This allowed them to learn the platform, refine workflows, and demonstrate value well before rolling it out to other city departments. "That pilot helped us build confidence and trust," said Shelby. "When we transitioned to internal users, we already knew the system—and that made all the difference."

Kingdom Partners Mentoring Collective training. \$500,000 of City of Chattanooga ARPA funds were awarded to the mentoring program.





## A Well-Planned Rollout

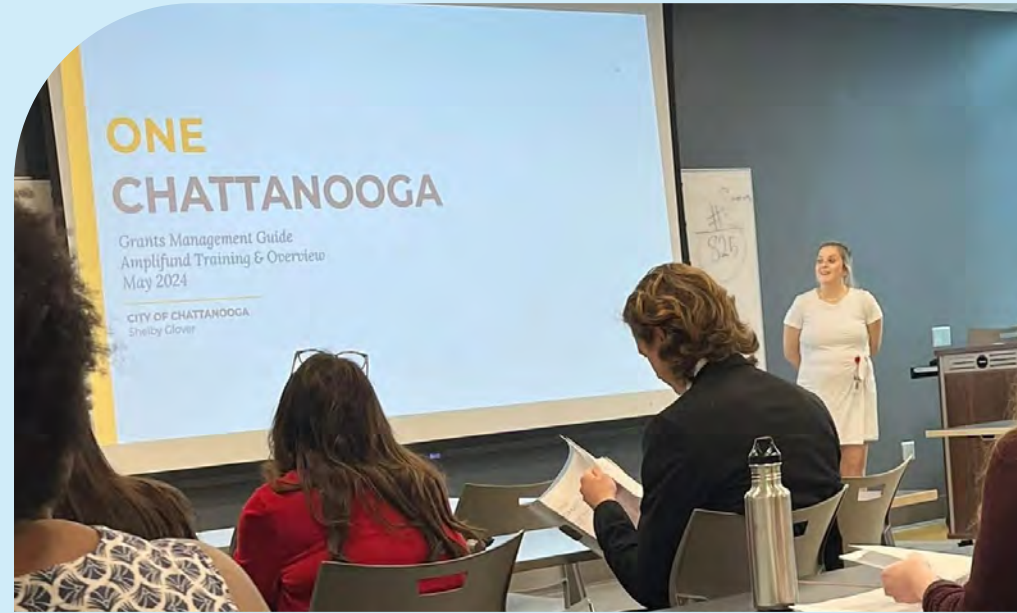
Recognizing that most city staff already work across multiple systems, the team designed the rollout with usability in mind. Trainings were spaced out and focused on one part of the process at a time. Early sessions introduced the system and explained why it was being adopted, followed by step-by-step guidance on grant search, application, reporting, and closeout.

“People retain more when they’re not overwhelmed,” Shelby said. “We leaned on change management best practices and gave staff time to absorb and apply each piece before moving to the next.”



**Resource:** Rolling out something new? The *Change Management 101 Guide* shares practical ways to adapt to change, build stakeholder buy-in, and keep your grant programs moving forward.

Today, more than 100 internal users and 64 external subrecipient organizations actively use the system to manage and report on grants. Live walk-throughs from the AmpliFund team, paired with follow-up support videos and hands-on sessions, helped users of all skill levels feel comfortable. Even subrecipients with limited tech experience could use the system with minimal guidance, a key proof point that helped the team build buy-in from internal departments.



Shelby Glover presents "Grants Management Guide, AmpliFund Training & Overview" to her Master of Public Administration capstone class.

**“AmpliFund was a great tool in helping us manage grant reporting. We went from hours of paperwork to *one hour with AmpliFund*. Once we loaded the information in the system, we knew exactly where we were with the budget and outcomes.”**

Oliver Richmond, Kingdom Partners | City of Chattanooga External Partner

## Internal & External Impact

With AmpliFund, the City of Chattanooga's grant process is better structured and easier to manage. Reports that once took hours can now be pulled together in minutes. FOIA responses and quarterly reporting no longer require digging through emails and shared folders. "It saves us time, taxpayer dollars, and lets us focus on the work that matters," Chelsea said.

The city's other departments have also responded well. Features such as subrecipient accounts, expense tracking, and department-specific customizations for reporting templates have made the system useful beyond its original scope. For example, the city's Parks and Outdoors Department now uses AmpliFund to manage a \$6 million urban forestry grant and oversee its subrecipients.

**"AmpliFund has become an essential part of our workflow. Tracking our grant programs used to mean juggling spreadsheets and scattered files. Now we have one place to go. It's easier to monitor progress, stay compliant, and complete reports on time."**

Kim Etheredge, Development Coordinator City of Chattanooga Parks & Outdoors

The implementation process also prompted the creation of a citywide grants manual. "Before, we had a few basic compliance policies. Now we have clear steps for every stage of the grant lifecycle," said Chelsea. "Much of that came from what we learned from the AmpliFund team as we implemented the system."



Chattanooga Tree Project tree and tree tag funded through \$6 million forestry grant.





## Future Growth and Advice for Others

The City of Chattanooga is still expanding its use of AmpliFund, particularly for department-led grantmaking and cross-functional visibility. The team sees the platform as a long-term asset supporting continued growth in funding, oversight requirements, and interdepartmental collaboration.

*Chelsea's advice for other municipalities?* "Start with a clear picture of what you actually need—not just a list of features, but how you want your process to work. We didn't start with all the answers, but AmpliFund helped us ask the right questions and build a system that works for us."

Chattanooga's experience shows what's possible when cities move from fragmented processes to a centralized system that supports consistency, visibility, and stronger coordination across departments and subrecipients.

If your team is looking for a more effective way to manage grants, AmpliFund can work with you to assess your current approach and build a centralized process that fits your goals and capacity.

[Talk with a Solutions Expert](#)



AmpliFund.com



## Bonus Resource

### The Local Government Guide to Managing Grants

Use this guide to discover best practices for improving oversight, creating strong internal controls, simplifying reporting, and supporting sustainable grant management.

[Download Guide](#)