

Pursuant to Executive Order 14058 (December 13, 2021)
on *Transforming Federal Customer Experience and
Service Delivery to Rebuild Trust in Government*

2023 HISP CX Action Plan

United States Agency for International Development

As a High Impact Service Provider (HISP), USAID focuses on service assessments, collecting customer feedback, and making measured improvements for two designated services:

- 1) *Simplifying the USAID Partnership Process through the WorkwithUSAID Platform:*** USAID's website currently serves more than 5,000 entities on its Partner Directory, of which over 3,000 identify as local organizations. USAID continues to diversify this partner base and help new local and underrepresented organizations prepare to work with USAID.
- 2) *Improving the Experience of Partnering with USAID for U.S. Businesses and Industry:*** USAID had nearly 4,000 business and industry (i.e., private sector) partners contributing over \$32 billion in commitments in FY22. USAID is strengthening engagement with the private sector to bring resources and capabilities to partner nations.

What we delivered in 2023:

- **Launched improved the WorkwithUSAID website and platform**
USAID translated the top 20 resources from the platform into French, Spanish, and Arabic, making information more accessible to local organizations. In addition, USAID will soon launch a live-feed of funding opportunities from SAM.gov and Grants.gov, and a sub-opportunities portal to make it easier for partners to find funding opportunities.
- **Simplified pre-award requirements for local organizations**
USAID simplified and reduced its onerous pre-award risk survey for local organizations seeking USAID funding. In addition, USAID lowered the barrier to entry by allowing applicants to submit an initial concept paper (about five pages) before they are invited to submit a full application (typically 30 pages or more). Implementing the initial concept paper step reduces costs for local partners.
- **Streamlined the pathway to partnership for private sector partners**
USAID used feedback from private sector partners to update its flagship [private sector collaboration tool](#) to reduce burdens, improve the collaboration experience with USAID, and streamline pathways to partnership for USAID's growing network of 4,000+ partners.
- **Established a network to improve relations with private sector partners**
USAID launched a network of 40+ staff who are proactively establishing and deepening trusted relationships with private sector entities and philanthropic foundations.

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What we commit to deliver in 2024:

- **Translate WorkwithUSAID.gov into three additional languages**
Develop fully-translated versions of WorkwithUSAID.gov in French, Spanish, and Arabic to improve customer experience and relationships with those customer groups.
- **Pilot an automated process for responding to unsolicited proposals and applications**
USAID will launch a pilot to simplify and automate the management of unsolicited proposals and applications, providing greater transparency and quicker responses to strategic partners.
- **Launch Agency-wide CRM tool and processes to improve partnership coordination**
The global launch of a CRM tool will help USAID to streamline the management of global relationships with strategic external partners, including private sector entities and philanthropic foundations. USAID will also introduce Agency-wide partner relationship management doctrine, approach, tools, and training resources based in customer experience principles and methodologies.
- **Simplify the digital experience for private sector partners**
USAID will launch a subsite on WorkwithUSAID.gov designed to meet the needs of private sector partners and to make it easier for business leaders to understand how to collaborate with USAID. This subpage, along with a streamlined internal process for responding to private sector collaboration inquiries, will be designed to save time for partners and staff.