

Designated High Impact Service Providers



Department of Agriculture

- 1 Farm Service Agency
- 2 Food and Nutrition Service
- 3 Forest Service
- 4 Natural Resources Conservation Service
- 5 Rural Development



General Services Administration

- 11 Public Experience Portfolio



Department of the Interior

- 19 Bureau of Indian Affairs
- 20 Bureau of Trust Funds Administration
- 21 Fish and Wildlife Service
- 22 National Park Service



Small Business Administration

- 30 Small Business Administration



Department of Veterans Affairs

- 36 Veterans Benefits Administration
- 37 Veterans Health Administration



Department of Commerce

- 6 Census
- 7 International Trade Administration
- 8 United States Patent and Trademark Office



Department of Health and Human Services

- 12 Centers for Medicare & Medicaid Services
- 13 Indian Health Service



Agency for International Development

- 23 Agency for International Development



Social Security Administration

- 31 Social Security Administration



Cross-Agency Coordination

- 38 Recreation.gov



Department of Defense

- 9 Defense Counterintelligence and Security Agency



Department of Homeland Security

- 14 Citizenship and Immigration Services
- 15 Customs and Border Protection
- 16 Federal Emergency Management Agency
- 17 Transportation Security Administration



Department of Labor

- 24 Employee Benefits Security Administration
- 25 Employment and Training Administration
- 26 Occupational Safety and Health Administration
- 27 Office of Workers' Compensation Programs



Department of State

- 32 Consular Affairs



Department of Education

- 10 Federal Student Aid



Department of Housing and Urban Development

- 18 Housing and Urban Development



Office of Personnel Management

- 28 Federal Employment Services
- 29 Retirement Services



Department of the Treasury

- 33 Bureau of the Fiscal Service
- 34 Community Development Financial Institutions Fund
- 35 Internal Revenue Service

The included entities are identified as High Impact Service Providers (HISPs) and are subject to OMB Circular A-11 Section 280 activities including an annual enterprise-wide CX capacity assessment and action planning, designation of at least two high impact services, improved performance management for designated services, customer feedback collection and public reporting.

<https://performance.gov/cx/>