

# We're working to transform the way government serves the public.

Despite some important strides to improve customer experience, many federal government services fail to meet the expectations of the public, creating unnecessary hassle and cost for citizens, businesses, and the government itself.

The Customer Experience Cross-Agency Priority Goal and OMB Circular A-11 Section 280 begin to raise the standard of service by first focusing on applying proven practices to **High Impact Service Providers (HISPs)**. These 25 services across the Federal Government have been identified due to the scale and impact of their public-facing services.

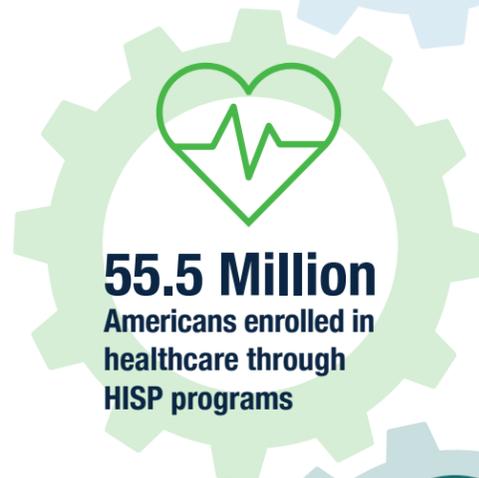
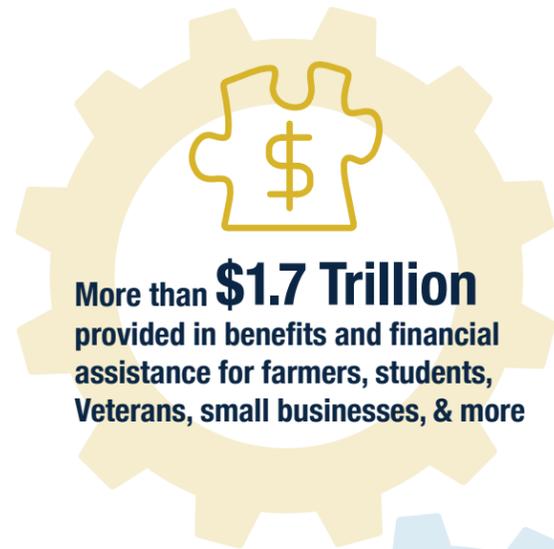


*At all levels of Government our public servants put our country and our people first. [Their work] creates an environment that allows individuals and companies to thrive.*

*President Donald J. Trump*



**PRESIDENT'S  
MANAGEMENT  
AGENDA**



## HISP HIGHLIGHTS

### INNOVATION

**US Patent & Trademark Office<sup>\*1&2</sup>**  
Handled over **800,000 calls** issuing over **707,000 trademarks and patents** to further American innovation.

**Small Business Administration Field Operations<sup>3</sup>**  
Lent more than **\$30 billion** to small businesses, supporting **600,000 jobs**.

### VETERANS

**Veterans Health Administration<sup>4</sup>**  
Schedules **91% of appointments within 30 days**, giving Veterans more timely access to healthcare.

**Veterans Benefits Administration<sup>5</sup>**  
Provide **5.2 million Veterans** and survivors with compensation or pension benefits.

### LAND

**Farm Service Agency<sup>6</sup>**  
Provided **\$39.9 billion** in credit to family operations, supporting Americans in agriculture.

**National Resources Conservation Service<sup>7</sup>**  
Awarded **158,000 landowners** contracts for conservation efforts.

**Trust Beneficiary Call Center Office of the Special Trustee for American Indians<sup>8</sup>**  
Appraised **717,062 acres of land** for Land Buy-Back Program.

### EMPLOYMENT

**Federal Employment Services<sup>9</sup>**  
More than **10 million job seekers** have created an account on USAJobs.

**Retirement Services<sup>10</sup>**  
Provide timely services and benefits for over **2.6 million Federal retirees**.

**Internal Revenue Service<sup>11</sup>**  
Issues over **\$400 billion** in tax refunds, putting money back into Americans' pockets.

**Office of Worker Compensation Programs<sup>12</sup>**  
Supports **227,000 beneficiaries** who became ill or injured on the job.

**Occupational Health & Safety Administration<sup>13</sup>**  
Supports the safety of **130 million workers** employed across **8 million worksites**.

### RECREATION & TRAVEL

**Bureau of Consular Affairs<sup>14</sup>**  
Issues more than **20 million passports** annually and enabled visitors to contribute **\$251 billion** to the US economy in 2017 alone.

**Transportation & Security Administration<sup>15</sup>**  
Improve safety for **2.6 million passengers** across **43,000 flights** each day.

**US Fish & Wildlife Services<sup>16</sup>**  
Supported **54 million visitors** across **556 National Wildlife Refuges** in 2017.

**Recreation.gov<sup>17</sup>**  
Makes it easier for Americans to plan visits to over **3,500 camp sites and tours** across the nation.

### HEALTH

**Centers for Medicare & Medicaid Services<sup>\*18 & 19</sup>**  
Improve access to healthcare with **11.4 million** marketplace enrollments and **34.4 million** Medicare members.

### HOUSING

**FHS Single Family Loans Resources Center<sup>20</sup>**  
Supported over **1.3 million** low-income families in securing housing.

### SECURITY & IMMIGRATION

**Federal Emergency Management Agency<sup>21</sup>**  
Provided over **\$100 billion** in financial assistance to help citizens, towns, and cities after natural disasters.

**US Customs & Border Protection<sup>22</sup>**  
Safeguard **7,000 miles** of land border with **328 ports of entry**.

**Citizenship & Immigration Services<sup>23</sup>**  
Adjudicate **26,000 requests** for resident, employment, and citizenship benefits daily.

### SOCIAL SECURITY

**Social Security Administration<sup>24</sup>**  
Provide over **\$1 trillion** in benefits to approximately **64 million** Americans.

### EDUCATION

**Federal Student Aid<sup>25</sup>**  
Provided **\$150 billion** in financial aid to assist nearly **13 million** students in furthering their education.

Learn more at [performance.gov/CX](https://performance.gov/CX)

# SOURCES

## 1 & 2. US Patent & Trademark Office\*

<https://www.uspto.gov/sites/default/files/documents/USPTOFY18PAR.pdf>

<https://www.uspto.gov/about-us/performance-and-planning/uspto-annual-reports>

## 3. Small Business Administration Field Operations

[https://www.sba.gov/sites/default/files/aboutsbaarticle/2018\\_SBA\\_PAR\\_FINAL\\_1218\\_508.pdf](https://www.sba.gov/sites/default/files/aboutsbaarticle/2018_SBA_PAR_FINAL_1218_508.pdf)

## 4. Veterans Health Administration

<https://www.va.gov/oei/docs/VA2018-2024strategicPlan.pdf>

## 5. Veterans Benefits Administration

<https://www.va.gov/oei/docs/VA2018-2024strategicPlan.pdf>

## 6. Farm Service Agency

<https://www.fsa.usda.gov/about-fsa/structure-and-organization/index>

[https://www.fsa.usda.gov/Assets/USDA-FSA-Public/usda-files/AboutFSA/Impact/pdfs/impacts\\_booklet\\_web\\_view\\_fy2016.pdf](https://www.fsa.usda.gov/Assets/USDA-FSA-Public/usda-files/AboutFSA/Impact/pdfs/impacts_booklet_web_view_fy2016.pdf)

## 7. National Resources Conservation Service

[https://www.nrcs.usda.gov/wps/PA\\_NRCSConsumption/download?cid=nrcseprd420806&ext=pdf](https://www.nrcs.usda.gov/wps/PA_NRCSConsumption/download?cid=nrcseprd420806&ext=pdf)

## 8. Trust Beneficiary Call Center Office of the Special Trustee for American Indians

<https://www.fws.gov/budget/2019/FY2019%20FWS%20Budget%20Justification.pdf>

## 9. Federal Employment Services

<https://www.usajobs.gov/Help/About/>

## 10. Retirement Services

<https://www.opm.gov/about-us/budget-performance/performance/2017-annual-performance-report.pdf>

<https://www.opm.gov/about-us/budget-performance/budgets/-congressional-budget-justification-fy2019.pdf>

## 11. Internal Revenue Service

<https://www.irs.gov/pub/irs-pdf/p3744.pdf>

## 12. Office of Worker Compensation Programs

<https://www.dol.gov/owcp/AnnualReportOWCP-FY201320142015.pdf>

## 13. Occupational Health & Safety Administration

[https://www.dol.gov/sites/dolgov/files/legacy-files/-FY2018BIB\\_0.pdf](https://www.dol.gov/sites/dolgov/files/legacy-files/-FY2018BIB_0.pdf)

<https://www.dol.gov/sites/dolgov/files/legacy-files/C-BJ-2018-V1-01.pdf>

## 14. Bureau of Consular Affairs

[https://travel.state.gov/content/dam/travel/-CA%20By%20the%20Numbers%202019\\_Q1.pdf](https://travel.state.gov/content/dam/travel/-CA%20By%20the%20Numbers%202019_Q1.pdf)

<https://travel.state.gov/content/travel/en/about-us/passports.html>

## 15. Transportation & Security Administration

[https://www.faa.gov/air\\_traffic/by\\_the\\_numbers/](https://www.faa.gov/air_traffic/by_the_numbers/)

## 16. US Fish & Wildlife Services

[https://www.doi.gov/ost/about\\_us/statistics-and-facts](https://www.doi.gov/ost/about_us/statistics-and-facts)

## 17. Recreation.gov

<https://www.recreation.gov/about-us>

<https://www.doi.gov/ocl/recreationgov>

## 18 & 19. Centers for Medicare & Medicaid Services\*

<https://www.cms.gov/About-CMS/Agency-Information/PerformanceBudget/Downloads/FY2019-CJ-Final.pdf>

<https://www.cms.gov/Research-Statistics-Data-and-Systems/Statistics-Trends-and-Reports/CMS-Fast-Facts/index.html>

## 20. FHS Single Family Loans Resources Center

<https://www.hud.gov/sites/dfiles/CFO/documents/1%20-%20FY19CJ%20-%20Dept.%20Summary%20-%20Introduction%20-%20Updated.pdf>

[https://www.hud.gov/sites/documents/FY18\\_APP.PDF](https://www.hud.gov/sites/documents/FY18_APP.PDF)

## 21. Federal Emergency Management Agency

<https://www.fema.gov/media-library-data/1539201906346-182cf937905ffcca02512f489f51b791/appendixa.pdf>

## 22. US Customs & Border Protection

<https://www.cbp.gov/sites/default/files/documents/CBP-Vision-Strategy-2020.pdf>

## 23. Citizenship & Immigration Services

<https://www.ice.gov/about>

<https://www.uscis.gov/aboutus>

## 24. Social Security Administration

<https://www.ssa.gov/agency/>

<https://www.ssa.gov/news/press/factsheets/basicfact-alt.pdf>

<https://www.ssa.gov/org/>

## 25. Federal Student Aid

<https://studentaid.ed.gov/sa/sites/default/files/fsawg/data-center/library/FY1519StrategicGoals12042015.pdf>

*\* This office contains two High Impact Service Providers*