

Designated High Impact Service Providers



Department of Agriculture

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



Department of Health and Human Services

- 10 Centers for Medicaid and Medicare Services



Agency for International Development

- 20 Agency for International Development



Social Security Administration

- 28 Social Security Administration



Department of Veterans Affairs

- 33 Veterans Benefits Administration
- 34 Veterans Health Administration



Department of Commerce

- 6 Census
- 7 United States Patents and Trademarks Office




Department of Homeland Security

- 11 Citizenship and Immigration Services
- 12 Customs and Border Protection
- 13 Federal Emergency Management Agency
- 14 Transportation Security Administration




Department of Labor

- 21 Employment and Training Administration
- 22 Employee Benefits Security Administration
- 23 Occupational Safety and Health Administration
- 24 Office of Workers' Compensation Programs



Department of State

- 29 Passport Services



Cross-Agency Coordination

- 35 Recreation.gov



Department of Education

- 8 Federal Student Aid




Department of Housing & Urban Development

- 15 Housing and Urban Development



Office of Personnel Management


- 25 Federal Employment Services
- 26 Retirement Services



Department of Transportation

- 30 Build America Bureau

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.




General Services Administration

- 9 USA.gov



Department of the Interior

- 16 Bureau of Indian Affairs
- 17 Bureau of Trust Fund Administration
- 18 Fish and Wildlife Service
- 19 National Park Service



Small Business Administration

- 27 Small Business Administration



Department of the Treasury

- 31 Treasury Department
- 32 Internal Revenue Service

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

