

# 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 Patent and Trademark 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 Funds 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/>

