



EXECUTIVE OFFICE OF THE PRESIDENT
OFFICE OF MANAGEMENT AND BUDGET
WASHINGTON, D. C. 20503

THE DIRECTOR

March 30, 2016

M-16-08

MEMORANDUM FOR THE HEADS OF EXECUTIVE DEPARTMENTS AND AGENCIES

FROM: Shaun Donovan
Director

SUBJECT: Establishment of the Core Federal Services Council

Building a government that works smarter, better, and more efficiently to deliver results for the American people is a cornerstone of this Administration. As a part of this effort, this Administration is committed to delivering the world-class customer service the American people deserve.

Toward this end, OMB is launching the Core Federal Services Council (Council) as a government-wide governance vehicle to improve the public's experience with Federal services. The Council will bring together major Federal programs that provide transactional services directly to the public.

Launching the Council is a critical part of implementing this Administration's Customer Service Cross-Agency Priority (CS CAP) Goal. This goal was established as part of the President's Management Agenda to improve the public's experience with the Federal government. Public progress reports on this CS CAP goal and other goals are available at www.performance.gov.

The Core Federal Service Council

The Council will be composed of the major high-volume, high-impact Federal programs that provide transactional services directly to the public. The Council will identify challenges in improving customer service for their programs, share best practices to address these challenges, ensure use of customer feedback data, and identify strategies, including policy recommendations, to improve the customer experience for core Federal programs. The Council will improve the customer experience by using public and private sector management best practices, such as conducting self-assessments and journey mapping, collecting transactional feedback data, and sharing such data with frontline and other staff.

The Council will include senior representatives from each of the core Federal services programs identified in Appendix 1 by agency and interagency initiative. The Council will be convened by the Office of Management and Budget consistent with this Memorandum and will

be chaired by OMB's Deputy Director for Management or other individual designated by the OMB Director. The Council will meet quarterly. The Chair or the Chair's designee will convene and preside at the quarterly meetings, determine the Council's agenda, direct its work, and help establish workgroups, as appropriate, to address how best to improve the public's experience with these core Federal services.

Council members will include senior representative from each of the programs identified in Appendix 1, and should be part of the senior management team (such as a director of operations or chief operating officer) with direct operational responsibilities for program delivery to the public and general oversight of frontline employees. The Council may also include other Federal employees for each program or other programs. Membership will be reviewed and updated periodically by OMB. The Council may make recommendations through the Chair with input from the applicable Federal agency. All members of the Council must be Federal employees.

Next Steps

By cob, Friday April 8, 2016, the head of each agency shall submit the name, title, and contact information (phone number, address, and email) for the Council member who will represent each program identified in Appendix 1.

Please submit this information by email to Kala Shah (kala_shah@omb.eop.gov). Questions regarding this memorandum may be directed to Kala Shah (202-395-7850 or kala_shah@omb.eop.gov) or Mark Bussow (202-395-5670 or mark_bussow@omb.eop.gov).

Attachment:

Appendix 1 -List of Core Federal Services Programs

APPENDIX 1 - List of Core Federal Services Programs

A core Federal services program (program) is one that interacts with the public to provide a transactional service or perform a regulatory function in which individual and business taxpayers or other members of the public use time, money, or information to receive a good, service, or authorization. The Council, in this initial phase, generally will not include programs in which services are provided to the public through Federal funds (such as grants) that are administered by non-Federal entities. The programs represented on the Council are those that have a large customer base (high volume) or a high impact on those served by the program (high impact). Membership will be reviewed and updated periodically by OMB, as determined by the Chair with the advice of the Council. The initial programs represented on the Core Federal Services Council are identified below by agencies and interagency initiatives.

Programs by Agencies

Department of Agriculture (see also, programs by interagency initiatives below)

- U.S. Forest Service
- Farm Service Agency
- Natural Resources Conservation Service

Department of Commerce (see also, programs by interagency initiatives below)

- Patent Approvals, U.S. Patent and Trademark Office
- Trademark Registration, U.S. Patent and Trademark Office

Department of Education

- Student Financial Aid, Federal Student Aid

Department of Health & Human Services

- Health Insurance Marketplace, Centers for Medicare & Medicaid Services
- Medicare, Centers for Medicare & Medicaid Services

Department of Homeland Security

- Airport Security Screening, Transportation Security Administration
- Immigration and Customs Inspections, U.S. Customs and Border Protection
- Citizenship and Immigration Services
- Emergency and Disaster Relief, Federal Emergency Management Authority

Department of Housing and Urban Development (HUD)

- FHA Single Family Loans and Resource Center

Department of Interior (see also, programs by interagency initiatives below)

- Trust Beneficiary Call Center, Office of the Special Trustee for American Indians
- Visitor Services, U.S. Fish and Wildlife Service

Department of Labor

- Occupational Safety & Health Administration
- Workers' compensation programs, Office of Worker Compensation Programs

Department of State

- Passport Issuance & Processing, Passport Services Office, Bureau of Consular Affairs

Department of Treasury

- Online services, Internal Revenue Service

Department of Veterans Affairs

- Veterans Health Care Benefits, Veterans Health Administration
- Veterans Pension Benefits & Veterans Disability Benefits through the Veterans Benefits Administration and the Veterans' Experience

Office of Personnel and Management

- Federal Employment Services, USAJobs

Social Security Administration

- Social Security Card Issuance/Processing, Office of Operations
- Social Security Retirement Benefits, Office of Operations
- Social Security Disability Benefits, Office of Disability and Adjudication Services

Small Business Administration

- Field Operations, Small Business Administration

Programs by Interagency Initiatives

Federal Recreation Council - Partner agencies include:

- U.S. Forest Service
- National Park Service
- U.S. Fish and Wildlife Service
- Bureau of Land Management
- Bureau of Reclamation
- U.S. Army Corps of Engineers
- National Oceanic and Atmospheric Administration

Recreation.gov - Partner agencies include:

- U.S. Forest Service
- National Park Service
- U.S. Fish and Wildlife Service
- Bureau of Land Management
- Bureau of Reclamation
- U.S. Army Corps of Engineers
- National Archives