

Pursuant to Executive Order 14058 (December 13, 2021)
on *Transforming Federal Customer Experience and
Service Delivery to Rebuild Trust in Government*

2023 HISP CX Action Plan

Community Development Financial Institutions Fund

As a High Impact Service Provider (HISP), the CDFI Fund focuses on service assessments, collecting customer feedback, and making measured improvements for one designated service:

1) Accessing capital and financial products to serve communities in need: The CDFI Fund works to improve access to capital in low-income communities by providing lending capital, loan loss reserves, and funding for technical assistance to CDFIs, community development entities, and non-profit affordable housing developers.

What we delivered in 2023:

- **Increased use of automatically-populated data to reduce customer reporting and compliance burden**

The CDFI Fund expanded the number of data fields in standard reports that are automatically populated using publicly-available data sources, reducing the amount of time it takes for CDFIs to complete required reports. As many as 619 certified banks and credit unions benefit from these improvements.

- **Developed process for automating reporting data from Puerto Rican credit unions**

Information about Puerto Rican credit unions is not available through the regulated institution data, preventing the use of automatically-populated data fields in standard reports. To overcome these gaps in data to be able to reduce the reporting and compliance burden for approximately 250 Cooperativas, the CDFI Fund designed and implemented a data automation approach specifically for these Puerto Rican customers.

What we commit to deliver in 2024:

- **Embed customer feedback surveys into annual reporting system**

The CDFI Fund will launch customer feedback surveys at key moments during the required annual reporting process within the reporting system used to submit reporting data. These surveys will create more seamless and streamlined opportunities for the approximately 1,500 CDFI customers to share feedback that can inform process improvement and burden reduction. The survey data will be used to begin development of Action Plans to address issues identified in the survey(s).