

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

## 2024 HISP CX Action Plan

# Community Development Financial Institutions Fund

As a High Impact Service Provider (HISP), the Community Development Financial Institutions (CDFI) Fund focuses on improving customer experience and delivery for the following services:

**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 will deliver in 2025:*

- **Collect and analyze customer feedback data about award reporting**

In 2024, the CDFI Fund launched a customer feedback survey to better understand award recipient reporting needs. Building on this work, the CDFI Fund will continue to collect and analyze customer feedback data received to monitor high-level satisfaction along with specifics of the recipient's reporting experience.

- **Develop reporting Action Plan that outlines approach for improving the reporting experience for award recipients**

Based on customer feedback data analysis, an Action Plan will be created to expand on areas of positive feedback, and to address and improve areas where the award recipients expressed dissatisfaction with the current reporting process.