CFI Group helps public-sector organizations understand citizen and employee perspective by measuring experience, analyzing results, and recommending key areas of improvement to maximize agency effectiveness.

WHAT YOU GET

EXPERT TEAMS
A dedicated team of experienced consultants and research analysts help answer questions about citizen experience data and identify opportunities for improvement. As one of the first CX measurement companies in the U.S., our experts have been monitoring the customer experience for over 30 years.

PATENTED TECHNOLOGY
Technology that offers a science-backed, superior approach to citizen and employee experience measurement using the American Customer Satisfaction Index® (ACSI) methodology, selected in 1999 to be the standard metric for measuring citizen satisfaction.

UNPARALLELED INSIGHTS
Advanced analytics become experience insights that help you understand citizen and employee expectations, enabling your agency to make meaningful improvements that fulfill your agency’s mission.

LEADERSHIP BRIEFINGS
Guidance to help you interpret findings, prepare reports, present results, answer executive questions, and understand the implications of future operational improvement efforts.

WHY CHOOSE US
As the only U.S. company licensed to apply our patented customization of the ACSI in both the public and private sectors, we have proudly serviced 100% of U.S. Executive Branch Departments.

CFI GROUP SOLUTIONS
- Citizen Satisfaction
- Employee Engagement
- Website Satisfaction
- Contact Center Satisfaction
- Qualitative Research
- Custom Research

CFI Group’s services are available through the GSA MOBIS schedule or through an interagency agreement facilitated by Federal Consulting Group (FCG) out of the Department of the Interior which has negotiated a Blanket Purchase Agreement (BPA).

For more information, email AskUs@cfigroup.com, call 734.930.9090, or visit cfigroup.com
Among the Federal Departments that CFI Group has worked with:

**Department of Veterans Affairs**
- National Cemetery Administration
- Veterans Benefit Administration - Life Insurance Service Center
- Veterans Health Administration
  - National Center for Health Promotions and Disease Prevention (MOVE!)
  - Civilian Health and Medical Program (CHAMP)
  - Spina Bifida Beneficiaries
  - Foreign Medical Program (FMP)
  - Inpatient / Outpatient Survey
- Office of Information Technology
  - ACSI Qualitative and Quantitative Analytics – HQ Support
  - Organization Development & Engagement

**Department of Education**
- Free Application for Student Assistance (on the web)
- Multiple Servicers Study
- Borrowers and Partners
- Ombudsman Group
- Borrowers In School, In Grace, In Delinquency, and In Default
- School Partners
- Debt Management Collection System (DMCS)
- Income Driven Repayment (IDR)
- National Center for Educational Statistics
- Office of the CFI, grant program evaluations

**Department of Health and Human Services**
- Centers for Medicare and Medicaid
- Health Resources and Services Administration
- National Institutes of Health/National Cancer Institute

**Department of Defense**
- TRICARE
- Army Air Force Exchange Service
- DoD MWR Annual Survey (Army, Airforce, Marine, Navy)

**Department of Homeland Security**
- Federal Emergency Management Administration
- Citizenship and Immigration Service (eVerify)

**Department of the Treasury**
- United States Mint
- Internal Revenue Service
- Financial Crimes Enforcement Network

**Department of State**
- Bureau of Consular Affairs

**Department of Transportation**
- Federal Aviation Administration

**Department of Agriculture**
- Forest Service
- Farm Service Agency
- Natural Resources Conservation Service
- Economic Research Service
- Agricultural Marketing Service
- Food Safety Inspection Service
- Rural Development

**Department of the Interior**
- National Recreation Reservation Service
- Federal Consulting Group
- National Parks Service

**Department of Housing and Urban Development**

Among the Federal Independent Agencies that CFI Group has worked with:

- Small Business Administration
- Pension Benefit Guaranty Corporation
- Securities and Exchange Commission
- Federal Trade Commission
- National Atmospheric and Space Administration
- Corporation for Community and National Service
- Railroad Retirement Board