

Letter from the President and Chair

At the start of 2020, we could not have predicted what was about to befall our country. The COVID-19 pandemic and many months of recovery left no doubt: We need to build a better government for a stronger democracy.

At the Partnership for Public Service, we see a path forward for our government and our nation. Next month, we will celebrate the 20th anniversary of the Partnership's founding. For two decades, we have promoted service to our country, advocated for critically needed system reforms, and supported federal leaders and institutions as they responded to the challenges of our time.

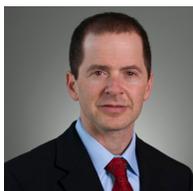
While the pandemic laid bare some of government's most longstanding shortcomings, there were many instances where our government adapted and kept delivering, often in new and better ways. This unexpected grand experiment led to innovative responses to a wide array of urgent problems – from processing loan applications for small businesses to expanding telemedicine to veterans to distributing millions of vaccines to the public. Federal leaders across government also rose to the occasion and engaged and supported the workforce in new and creative ways. This included greater collaboration within agencies and across the government and providing employees with the technology necessary to do their jobs in remote settings and the flexibility to meet their personal needs.

Our government has emerged from the pandemic stronger, smarter and nimbler, and there is no turning back. This experience provides a tremendous opportunity for President Joe Biden and his administration—a-*once-in-a-generation* opportunity—to continue the advances and build a more modern and effective government. Agencies need to build on improvements they made, sort through what worked and what did not, and set the government on a sustained path to revitalization. They need to envision more possibilities for government and work toward making them a reality. To seize the opportunity, we believe there are four key issues the president and his team must prioritize:

- **Leadership and Stewardship:** Federal leaders must understand their responsibilities to the institutions and the workforces they lead, commit to leaving their agencies better than they found them and be stewards of the public trust.
- **Talent:** Government needs to attract new and diverse talent at all levels and improve the federal hiring process.
- **Innovation and Tech Modernization:** Government must improve its ability to meet the demands of the interconnected, technology-driven world by investing in modern technology and becoming more innovative.
- **Collaboration:** Federal leaders need to build communities within and outside of government to solve problems and deliver services more effectively.

In this Impact Report, we share the results of the Partnership's programs and activities in 2020 and our plans for the coming year. Our accomplishments would not be possible without the generous support of our donors and partners, whom we thank for supporting our work.

Together, we can build a better government. [Join us.](#)



A handwritten signature in black ink that reads "Max Stier".

Max Stier
President and CEO



A handwritten signature in black ink that reads "Tom A. Bernstein".

Tom A. Bernstein
Chairman