

## Insights & Highlights

Here's what people wanted to know from the U.S. Government

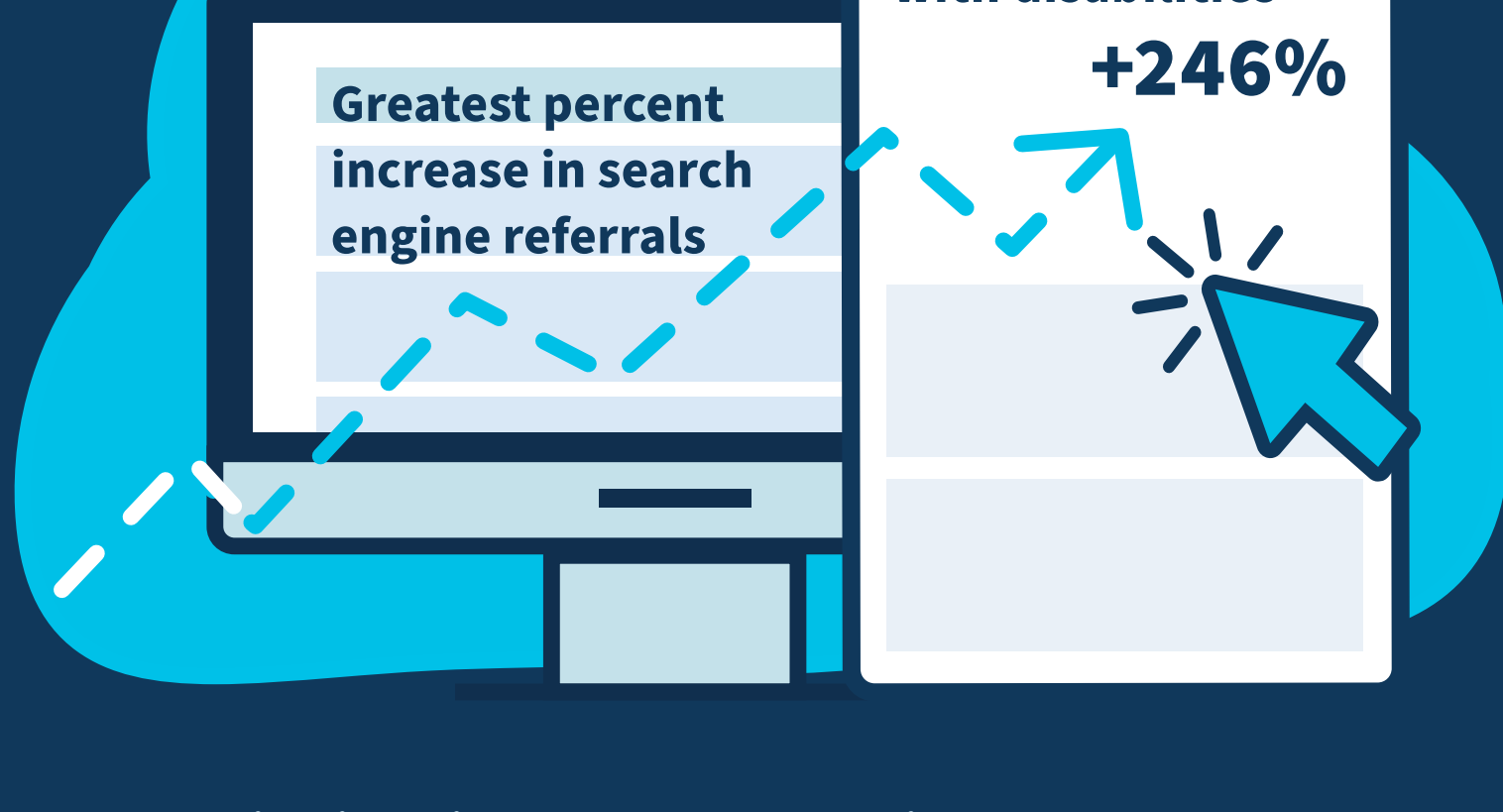
# 5,243,223

## Interactions with the public

### Highlight

In Quarter 4, USAGov en Español saw **the greatest percent increase in search engine referrals** compared to Quarter 3 (+246%) in searches pertaining to **“services for people with disabilities.”**

The bulk of these clicks (41%) came from searches related to “getting paid as a family caregiver.”

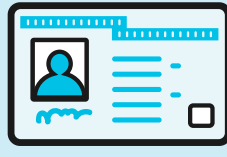


*Increases in this section are based on comparisons to FY2023 Q3.*

### Top 5 pages

These were the most frequently visited **USA.gov/es/** pages, excluding the homepage, between July and September 2023.

#### #1



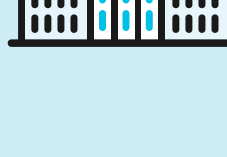
#### Cómo revisar el estatus de su caso de inmigración

How to check your immigration case status

373,002

unique pageviews

#### #2



#### Días festivos federales

Federal holidays

258,202

unique pageviews

#### #3



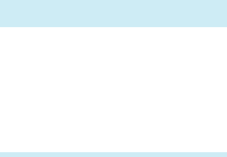
#### Formulario I-94: registro de entrada y salida de EE. UU.

U.S. arrival and departure record

238,718

unique pageviews

#### #4



#### Cómo solicitar o renovar una visa de turista para ir a EE. UU.

How to apply for or renew a tourist visa to the U.S.

211,641

unique pageviews

#### #5



#### Cómo averiguar el estatus de una solicitud de visa

How to find out the status of your visa application

175,412

unique pageviews



### Emails with the highest open rate



#### #1

¿Qué beneficios hay para las familias con niños con discapacidad y cómo solicitarlos?



58.2%

opened

What benefits are there for families with children with disabilities and how to apply for them?

#### #2

¿Te gustaría invertir en bonos de ahorro respaldados por el gobierno de Estados Unidos?



57.9%

opened

Would you like to invest in savings bonds backed by the United States government?

#### #3

¡Descubre cómo solicitar Medicaid y CHIP!



57.5%

opened

Find out how to apply for Medicaid and CHIP!

#### #4

Cómo congelar tu informe de crédito



57.1%

opened

How to freeze your credit report

#### #5

¿Deseas obtener la información de contacto de funcionarios electos y las agencias del Gobierno federal de EE. UU.?



56.6%

opened

Do you want to obtain contact information for elected officials and U.S. federal government agencies?

### Calls and chats to the Contact Center

USAGov's Contact Center agents handled **11,775 calls and chats in Spanish during the months of July, August, and September.** There were 13,659 calls handled by USAGov en Español's interactive voice response system. These were the topics with the most inquiries:



To view other USAGov data visit

<https://www.usa.gov/website-analytics/>