23,417,837 interactions with the public

Insights & Highlights
Here’s what people wanted to know from the U.S. Government

Top pages
Cover image shows frequently used USA.gov pages, excluding the homepage, between April and June 2022.

#1
Where’s My Refund? How to Check the Status of My Tax Return
1,609,264 unique pageviews

#2
Getting or Renewing a U.S. Passport
1,329,308 unique pageviews

#3
Unclaimed Money from the Government
621,344 unique pageviews

#4
Change Your Address and Other U.S. Post Office Services
310,552 unique pageviews

#5
Where’s My Refund? How to Check the Status of My Tax Return
1,609,264 unique pageviews

Emails with the highest open rate

#1
Be sure to renew your naturalization by August 28, 2022. For free citizenship tests, resources, and more, visit the Services area of citizen services.
72% opened

#2
Join the Disaster Emergency Chat!
68% opened

#3
Learn How You Can Offer Help After a Natural Disaster
53% opened

#4
Are You Suffering from Long COVID?
53% opened

#5
Sign Current Salary
53% opened

Calls and chats to the Contact Center

U.S. Government Contact Center agents handled 41,165 calls and chats in English during the months of April, May, and June. These were the top five resources agents used to answer questions:

1. Find a Lawyer and Affordable Legal Aid
2. Report Scams and Fraud
3. Steps to File a Complaint Against a Company
4. Discrimination and Harassment at Your Job
5. Social Security and How It Works

Data from BLS 2021 Q3

The U.S. unemployment rate in FY2022 Q3 was 3.6%, down from 5.9% at the same time last year. With that change, USA.gov's Google searches related to unemployment help decreased 70%.