



# **Fiscal Year 2021 Annual Report to Congress**

U.S. Financial Literacy and  
Education Commission Report





## **Members of the Financial Literacy and Education Commission**

---

Department of the Treasury (Treasury), Chair

Consumer Financial Protection Bureau (CFPB), Vice Chair

Department of Agriculture (USDA)

Department of Education (ED)

Department of Defense (DoD)

Department of Health and Human Services (HHS)

Department of Housing and Urban Development (HUD)

Department of the Interior (DOI)

Department of Labor (DOL)

Department of Veterans Affairs (VA)

Board of Governors of the Federal Reserve System (FRB)

Commodity Futures Trading Commission (CFTC)

Federal Deposit Insurance Corporation (FDIC)

Federal Emergency Management Agency (FEMA)

Federal Trade Commission (FTC)

General Services Administration (GSA)

National Credit Union Administration (NCUA)

Office of the Comptroller of the Currency (OCC)

Office of Personnel Management (OPM)

Securities and Exchange Commission (SEC)

Small Business Administration (SBA)

Social Security Administration (SSA)

White House Domestic Policy Council (DPC)

# Table Of Contents

---

Introduction	04
Information Concerning the Implementation of the Duties of the Commission	04
Inter-Agency Efforts	19
Activities for the Next Year	21
Appendix: Summary of Public Meetings/Hearings and Data on Mymoney.gov and Phone Number	22

## Introduction

This report serves as the Financial Literacy and Education Commission's (FLEC) Strategy for Assuring Financial Empowerment (SAFE) report for FY 2021. Given the change in the Administration, FY 2021 was a time of transition and preparation for the future. The report summarizes FLEC members' financial education activities to meet consumer needs in response to the COVID-19 national emergency and other ongoing financial education activities. This report also describes the direction and activities taken by the FLEC as it continues to focus on the risks to household financial health. In addition, this report describes the FLEC's initial efforts to develop financial literacy and education guidance on cryptocurrencies and digital assets. In FY2022, the members of the FLEC intend to devote substantial time and effort on household financial health, digital assets, and climate risk as recommended by the Financial Stability Oversight Council (FSOC) 2021 [Report on Climate-Related Financial Risk](#).

## Information Concerning the Implementation of the Duties of the Commission

This section summarizes data and information reported by FLEC member agencies on the availability, utilization, and impact of federal financial literacy and education materials and assessment of resources and activities targeted to communities, including resources and activities available in languages other than English. FLEC member agencies not listed below did not submit information in time for this report.

In FY2021, and in response to President Biden's Executive Orders [14030](#) and [13985](#), the FLEC reiterated its vision of sustained financial health for all individuals and households in the U.S.<sup>1</sup> Furthermore, FLEC agencies began to focus more on the increasing adverse effects from climate change to households, communities, and businesses. Thus, in October 2021, the Treasury Under Secretary for Domestic Finance announced the launch of a new effort to study the impact of climate change on the financial resilience of households and communities.<sup>2</sup> FLEC member agencies were called upon to explore the financial challenges to households, especially those in low-income households and communities, stemming from climate change and climate transition.<sup>3</sup> In particular, the FLEC agencies will work to develop an understanding of:

- how households, communities, and the smallest businesses experience financial resilience in the face of climate change and climate transition, supported by financial-infrastructure-supporting environments;
- how to map climate-related financial risks, and identify which households and regions will be most impacted; and
- which tools and best practices could be effective at addressing risks and vulnerabilities.

---

1. U.S. Department of the Treasury. Financial Literacy and Education Commission. <https://home.treasury.gov/policy-issues/consumer-policy/financial-literacy-and-education-commission>

2. U.S. Department of the Treasury. Treasury Launches Effort to Study Impact of Climate Change on Households and Communities. (October 13, 2021). <https://home.treasury.gov/news/press-releases/jy0404>

3. U.S. Department of the Treasury. Financial Literacy and Education Commission (FLEC) Public Meeting October 13, 2021. Minutes. <https://home.treasury.gov/system/files/136/MINUTES-October-Financial-Literacy-and-Education-Commission-Public-Meeting.pdf>

## DEPARTMENT OF THE TREASURY (TREASURY)

- On January 26, 2021, Janet Yellen was sworn in as the 78<sup>th</sup> Secretary of the Treasury of the United States. Secretary Yellen is Chair of the FLEC.
- Following Executive Order 14030 and 13985, Secretary Yellen charged Treasury with focusing on the financial risks of climate change to households and communities, especially low-income and historically disadvantaged communities. Seeing an opportunity to explore this topic as a multi-agency initiative, Treasury's Office of Consumer Policy (OCP), which staffs the FLEC, proposed to the FLEC that it review climate-related financial risk and prepare a report. The FLEC supported the proposal and agreed to start a multi-agency review with the goal of publishing a report in FY2022.
- OCP also began examining cryptocurrencies and digital assets in preparation for a more concerted effort by the FLEC to identify risks, opportunities, and appropriate financial education to assist households and consumers in this area.

## COVID Response

- In total, Treasury managed over \$1 trillion in [American Rescue Plan](#) (ARP) programs and tax credits targeting support for the financial well-being of American households through direct and indirect mechanisms, including:
  - The [Emergency Rental Assistance Program](#) provided more than \$46 billion in funding to assist households that are unable to pay rent or utilities;
  - The [Homeowner's Assistance Fund](#) provided nearly \$10 billion for states, territories, and Tribes to provide relief for our country's most vulnerable homeowners;
  - The [Child Tax Credit](#) sent over \$92 billion in relief to more than 36 million households, home to more than 61 million children;
  - More than 16 million workers benefited from the ARP's expansion of the [Earned Income Tax Credit](#), including more than 8 million workers who would not have received any credit in the absence of the expansion;
  - The [Community Development Financial Institutions Fund \(CDFI Fund\)](#) awarded \$1.25 billion in COVID-19 relief funds to 863 community development financial institutions (CDFIs) and will provide a significant amount of flexible capital to help distressed and underserved communities across the country take meaningful steps towards recovery; and
  - The [Coronavirus State and Local Fiscal Recovery Funds](#) provided \$350 billion to state, local, and Tribal governments across the country to support struggling families and businesses by providing premium pay for essential workers, maintaining vital public services, and building a strong, resilient, and equitable recovery by making investments that support long-term growth and opportunity.

## INTERNAL REVENUE SERVICE

- In total in FY 2021, there were approximately 1.6 billion total visits to [IRS.gov](#) and 1.2 billion mobile visits. [IRS.gov](#) featured more than 30,000 web pages and more than 139,000 additional static files including tax forms, publications, and documents. In FY 2021, seven of the top 10 highest-traffic days in [IRS.gov](#) history occurred, peaking at the third highest traffic day with 46.4 million sessions on March 15, 2021.
- The [Get My Payment](#) (GMP) application, coupled with media coverage, drove taxpayers to [IRS.gov](#) and the GMP application in large numbers, with peaks of 34.1 million [IRS.gov](#) sessions in January 2021 and 46.4 million [IRS.gov](#) sessions in March 2021.
- Visits to the [Get My Payment](#) and [Where's My Refund](#) applications from mobile devices represented 70% of all applications in FY 2021, up from 64% in FY 2020. Additionally, 16.8 million people used the IRS2Go mobile application at least once during the year.



- Many pages of [IRS.gov](https://www.irs.gov) are available in Spanish, Vietnamese, Russian, Korean, Haitian Creole and Chinese (Simplified and Traditional), and basic tax information for filing is available on the website in 20 languages.
- During the FY 2021 filing season, the IRS made the Form 1040 accessible in Spanish for the first time. IRS allows taxpayers to select one of 20 languages in which to receive written communications. Through July 1, 2021, IRS received more than 291,000 Schedule LEPs (request for change in language preference to the IRA form 1040). In FY 2021, total traffic breakdown of IRS.gov page views by language included: Spanish: 79,272,961, Chinese: 3,698,330, Russian: 1,598,864, Korean: 1,444,744, Vietnamese: 1,1598,914, and Haitian Creole: 748,146.

## **CONSUMER FINANCIAL PROTECTION BUREAU (CFPB)**

- In FY 2021, seven million web users accessed CFPB resources and webpages created specifically to address COVID-19-related financial concerns. Eight million web users accessed existing educational tools and resources, an increase of 700,000 users over 2020. 6.3 million publications were distributed to consumers in FY 2021.
- The CFPB published more than 100 consumer resources to help people protect themselves financially during the pandemic. Resources were published in various formats, including blogs, web pages, reports, emails, physical and printable flyers, and videos. Topics included mortgage assistance, rental assistance, resources for landlords, accessing government benefits, credit reporting, debt collection, student loans, frauds and scams, and more. The CFPB's COVID-19 portal received regular updates as legal protections changed, key deadlines shifted, and user research highlighted ways CFPB could improve our offerings to consumers in need, ultimately creating their most visited web material.
- The CFPB continued to provide updated information on economic impact payments (EIP) authorized under the COVID-19 relief legislation passed in late 2020 and the American Recovery Plan Act passed in March of 2021. The primary focus was to engage in outreach to people who have very low incomes and may not be required to file tax returns but who were likely eligible to receive the EIP. The CFPB provided resources on steps they needed to take to provide information to the Internal Revenue Service so that they could receive the payments.
- The CFPB coordinated with the U.S. Department of Labor and other federal agencies to develop a video and consumer advisory on unemployment fraud related to 1099- G. This was in response to reports of victims of widespread fraud in state unemployment systems who received tax forms for unemployment benefits that they did not receive or apply for.
- The COVID-19 pandemic and economic downturn has caused financial disruptions for young people and students. The CFPB tracks data on the student loan market, borrower behavior, and experiences with student loans. The CFPB coordinated with other federal and state partners to inform borrowers about the availability of benefits through the Coronavirus Aid, Relief, and Economic Security Act (CARES Act). The CFPB also created materials to help borrowers avoid falling victim to scammers and identify the warning signs of a debt relief scam.
- In FY 2021, the Bureau reached a total of 41.7 million print publications and downloads, delivered over the life of their financial education publications distribution program, which covers financial education topics ranging from budgeting and bill paying to avoiding fraud against older adults.
- In FY 2021, 79,065 teachers accessed CFPB's [Building Blocks for Youth Financial Capability](#) web pages and activities for classroom use.

- In FY 2021, CFPB continued working with institutions of higher education, college access advisors, and high school counselors and other K-12 professionals to use the [Your financial path to graduation](#) web tool with their students.
- CFPB continued to work with service providers, financial institutions, law enforcement, and federal, state, and local government agencies that interact with older adults and their families. Major initiatives include age-friendly banking recommendations to banks and credit unions, assistance to local stakeholders creating elder fraud prevention and response networks, and work to ensure housing stability for older homeowners and renters (including issues involving aging in place such as reverse mortgages).
- Ask CFPB is an online educational tool that provides answers to common money questions. Since its launch in 2012, the Ask CFPB portal has provided answers to more than 33 million unique visitors.
- Going forward, the CFPB will focus on financial education that allows families to know how to spot risks, where to get help, and how to assert their rights when something goes wrong.

## **DEPARTMENT OF DEFENSE (DOD)**

### **Military Response**

- As part of the Financial Readiness Common Military Training in 2020-21, DoD tracked the impact of financial condition, behavior, and knowledge through Status of Forces Survey questions.
- DoD expanded its Sen\$e mobile app to include new tools for delivery of financial education. These include a financial health assessment tool, a credit quiz tool and a vehicle payment estimator tool to support DoD efforts to effectively deliver financial literacy training requirements.
- DoD expanded content on its [Office of Financial Readiness \(FINRED\)](#) and [MilSpouse Money Mission](#) websites to increase financial literacy education resources for Service members and military spouses. DoD added its [Money In Real Life](#) campaign, shining a spotlight on everyday money matters through personalized content, with tips and tools designed to fit real life situations to help Service members and their families achieve their real-life goals. DoD expanded the [MilCommunity](#) section of its [MilSpouse Money Mission](#) website to share real military spouse experiences and lessons learned. DoD also launched Money and Kids to promote and support discussions with kids about money.
- DoD held a Financial Readiness Network meeting in March 2021 to connect with federal departments and agencies and non-federal entities that provide direct and indirect support to Service members and their families. Discussion included COVID-19 scams and consumer protections, and the results of a DoD Thrift Savings Plan contributions pre-commitment pilot.
- DoD carried out a Financial Capability Month (April) digital campaign comprised of weekly themes to increase financial literacy. This year's focus was on "getting back to basics" and included topics such as budgeting, savings, and car buying. The campaign included social media messages, articles, and graphics to provide information.
- DoD held Service member and spouse focus groups/listening sessions in spring 2021. In these groups, DoD received feedback that Service members are interested in increasing their financial literacy and receiving vetted and reliable information that is easy to access.
- DoD continued to provide financial counseling services to members and families as specified in [IAW 10 U.S.C. § 992](#).

## COVID Response

- DoD provides COVID-19 support information and resources through its financial readiness and [MilSpouse Money Mission](#) websites.
- DoD continued flexibility in delivery of Personal Financial Counselor services through virtual or in-person support to Service members and their families as health protection conditions allowed.
- DoD continued to educate and inform Service members and families on the 2021 repayment period for the temporary Social Security Payroll Tax Deferral, flexibilities for Thrift Savings Plan loans, withdrawals under the CARES Act, and avoiding COVID-19-related scams and fraud through various DoD channels.
- DoD continued to maintain its [COVID-19 resource page](#) to share updates and timely information. Topics included DoD policies and flexibilities, information on avoiding scams and fraud, federal resources on mortgage assistance from the Federal Housing Finance Agency, student loan deferral information, and the availability of emergency assistance from the military aid societies.

## DEPARTMENT OF EDUCATION (ED)

- Coronavirus Aid, Relief, and Economic Security Act (CARES Act) provisions for student loan relief, along with subsequent extensions, resulted in loan payments being suspended, the interest rate on all ED held loans being set at 0%, and collections on defaulted loans being stopped for the duration of the payment pause.
- In FY 2021, ED disbursed \$26.7 billion in Pell Grants averaging approximately \$4,300 to approximately 6.2 million students. The maximum Pell Grant award was \$6,345 in the 2020–21 award year and increased to \$6,495 in the 2021–22 award year. Federal Pell Grants provide need-based funding to students that promote access to postsecondary education in order to expand economic mobility. Pell Grants are the single largest source of grant aid to low-income and middle-income undergraduate students, and they vary according to the financial circumstances of students and their families.
- The Office of Federal Student Aid (FSA), housed within ED, hosts [StudentAid.gov](#), the primary customer-facing digital front door to inform students, parents, and borrowers about how to apply for and manage their federal student aid. It received 241 million visits in FY 21.
- A dedicated page on StudentAid.gov provides information on the flexibilities currently offered to student loan borrowers. Approximately 13 million users accessed their information in FY 2021. In FY 2021, FSA sent over 200 million emails to its customers on topics such as filling out the [Free Application for Federal Student Aid® \(FAFSA®\)](#) form and describing the resources available on StudentAid.gov.
- In November 2020, FSA released a re-platformed [Public Service Loan Forgiveness \(PSLF\) Help Tool](#) with a new combined form and information about Temporarily Expanded PSLF.
- The December 2020 Federal Student Aid Training Conference hosted more than 15,000 participants nationwide in its first virtual session, covering all aspects of the federal student aid programs. The virtual format enabled broad-based participation at more than twice the highest levels ever attained previously.
- FSA hosted two-day virtual Financial Aid Bootcamps for students, parents, guidance counselors, college access professionals, and others to provide information about the financial aid process and how to complete the 2021–2022 FAFSA form, as well as how to use the College Scorecard and Loan Simulator tools.
- FSA engaged more than 500 media outlets, conducting outreach to specific states that need to provide additional assistance to high school seniors on FAFSA filing, posting more than 250 social media posts, and conducting email campaigns that reached over 41 million customers who had previously completed the FAFSA.



- FSA presents user-friendly information about federal student loan availability, access, and repayment.
- The [StudentAid.gov](https://studentaid.gov) website provides articles that address these topics as well as student loan repayment options and obligations such as:
  - [7 Things You Need to Know Before Filling Out the 2022-23 FAFSA Form](#)
  - [6 Ways to Prepare for Student Loan Repayment to Begin Again](#)
  - [6 Things to Know About Public Service Loan Forgiveness During COVID-19](#)
  - [5 Things to Know Before Consolidating Federal Student Loans](#)
  - The [College Scorecard](#) is an online tool for consumers to compare the cost and value of U.S. higher education institutions. Last year, the College Scorecard logged over 1.6 million visits.
- Through Project Success, FSA worked to improve student retention, graduation, and cohort default rates at more than 247 minority-serving institutions. Free of charge, these services included tools, programs, and other resources to help students increase their financial literacy and achieve their higher education goals. The Minority-Serving Under-Resourced Schools Division (MSURSD) within FSA also provides robust regulatory training and technical assistance to minority-serving institutions.

## DEPARTMENT OF HEALTH AND HUMAN SERVICES (HHS)

- The Office of Head Start in the Administration for Children and Families at HHS created [technical assistance materials for Head Start programs](#) for use with families as part of their [Building Foundations for Economic Mobility Initiative](#). The materials centered on economic mobility and financial assistance resources for use during emergencies, and more specifically throughout the pandemic. The Office of Head Start developed tip sheets on topics related to unemployment insurance, banking, and managing credit and debt. Social media toolkits were developed to promote tax credit information and information about other benefits that were expanded through the [American Rescue Plan](#).
- The Interagency Working Group on Youth Programs, chaired by HHS, created content on [Empowering Youth Through Financial Planning](#), which includes a blog and podcast and content from CFPB exploring how youth can get a head start on financial planning.

## DEPARTMENT OF HOUSING AND URBAN DEVELOPMENT (HUD)

### Housing Counseling Program

- In FY 2021, the HUD Housing Counseling Program provided approximately \$51 million in grants to approximately 1,571 housing counseling agencies to provide financial education on issues related to housing including homeownership, budgeting, managing credit, and understanding mortgage products.
- In FY 2021, HUD-approved Housing Counseling agencies served 1,002,851 clients. About 38% of the clients received group education, 27% pre-purchase housing counseling, 11% mortgage delinquency counseling, 9% rental counseling, and 8% reverse mortgage counseling. Outcomes by households served include
  - 451,913 developed a sustainable household budget through the provision of financial management and/or budget services
  - 328,130 received fair housing information
  - 145,626 improved their financial capacity (e.g., increased discretionary income, decreased debt load, increased savings, or increased credit score)
  - 36,657 received pre-purchase/homebuying counseling and purchased housing
  - 21,851 households received rental counseling and avoided eviction
  - 28,838 households received rental counseling and improved their living conditions
- Housing Counseling Agencies are strongly encouraged to provide services in the language of the client and brochures are available in 10 different languages. The income of 64% of

housing counseling clients is below the area median income. Also, HUD certified housing counselors serve a diverse population: 36% of housing counseling clients are Black; 31% White; 16% Hispanic; and 2% Asian.

- The HUD Housing Counseling 2021 Community Conference was held August 9 – 12, 2021. More than 1,200 counselors and industry stakeholders registered for the event, and every workshop averaged between 500 -700 participants. Overall, 14 workshops were conducted on topics such as racial equity, the mortgage industry, and the role of housing counseling agencies in advancing racial equity.

### **Consumer Financial Education**

- Webpage for [Federal Housing Administration \(FHA\)](#) borrowers: 90,634 views;
- [Disaster Relief Options](#) webpage on loan modification options Lenders may offer for victims of natural disasters: 17,275 views;
- [HUD Buying a Home](#) webpage: 1,684,485 views;
- [Fair Lending](#) webpage, which provides consumer information on how to address predatory and other fair lending complaints: 11,081 views;
- [Tips For Avoiding Foreclosure](#) webpage, for homebuyers: 14,849 views;
- [Are You Ready for Homeownership?](#) online consumer video: 9,665 views;
- [Is Housing Counseling Right for You?](#) online consumer video: 15,440 views.

### **COVID Response**

- [COVID Information and Resources](#) webpage: 623,203 views; across the entire coronavirus micro-site: 1,579,862 views;
- [COVID-19 Resources for renters](#) webpage: 421,215 views;

HUD brochures available in multiple languages include:

- [Renter's Guide](#): The Bottom Line on evaluating rental affordability, how credit affects renting, and other rental housing concerns: 552 downloads;
- [Renters: Guide: Renting 101](#) helps renters understand leases, agreements, and other kinds of rental housing concerns: 1,103 downloads;
- [Homeowner's Guide: Dealing with Default](#) encourages individuals to use a housing counselor when facing default: 369 downloads;
- [Homeowners Guide: Facing Foreclosure](#) encourages borrowers to reach out to a housing counselor when facing foreclosure: 480 downloads;
- [Keys to Successful Homeownership](#) explains how housing counselors can help existing homeowners maintain their homes, understand insurance policies, maintain household systems, and prepare for unexpected repairs: 496 downloads;
- [On The Money](#) provides general information regarding financial areas to consider when buying a home: 655 downloads;
- [Mortgage 101](#) provides general information on the homeownership process, including obtaining a mortgage: 1,006 downloads;
- [Housing Counseling and You](#) highlights the benefits of housing counseling: 2,035 downloads;
- [Credit 101](#) provides general information regarding the importance of managing credit: 3,147 downloads.

## **DEPARTMENT OF INTERIOR (DOI) / BUREAU OF TRUST FUNDS ADMINISTRATION (BTFA)**

- In 2021, BTFA hosted eight “Virtual Financial Literacy” classes, reaching a total of 300 American Indian and Alaska Native beneficiaries. Attendees rated overall satisfaction and content of the classes at 96.8%.
- In 2021, BTFA partnered with the University of Oklahoma College of Law to provide five will clinics. The clinics provided information to participants, including answering questions such as how payment is calculated, what to do after a will is completed, and the difference between conveyance and writing a will.

## **DEPARTMENT OF LABOR (DOL)**

- DOL Rapid Response sessions (webcasts) for Dislocated Workers on workplace-based retirement and health benefits: 710 sessions reached 13,569 dislocated workers in English and Spanish.
- DOL implemented the COBRA<sup>4</sup> premium subsidy provisions in the American Rescue Plan, issuing guidance for employers and plan service providers, along with education and outreach, to create awareness of the assistance so workers could take advantage before the subsidy ended in September 2021.
- DOL distributed approximately 190,000 printed publications on workplace retirement plans and saving for retirement (also available on website) for populations ranging from college seniors about to enter the workforce through all stages of an individual’s career, as well as employers with a retirement plan and small business owners without a retirement plan.
- DOL released the [Protecting Retirement and Health Care Benefits after Job Loss](#) publication for dislocated workers in five new languages (Arabic, French, Portuguese, Russian, and Tagalog). This is in addition to Spanish, Simplified and Traditional Chinese, Korean, Vietnamese, Polish, and Haitian Creole.
- DOL updated its publications, including those developed with the IRS addressing lifetime income and pooled employer plans under the [Setting Every Community Up for Retirement Enhancement Act of 2019 \(SECURE ACT\)](#), as well as cybersecurity guidance and tips.
- DOL responded to 102,442 inquiries related to workplace retirement plans and saving for retirement, recovered \$473.6 million in pension benefits for 70,267 individuals, and conducted 2,346 outreach events related to retirement benefits reaching 40,570 individuals.
- DOL posted a [Financial Toolkit for People with Disabilities](#), providing information, tools and additional resources to improve financial literacy through work events experienced over a career. DOL held a webcast with supporting guidance to create awareness of the new toolkit. DOL also held a national online dialogue to solicit feedback on the toolkit.
- DOL created webinars entitled Helping Women Near Retirement (targeted at older workers), with the SSA and HHS (Centers for Medicare & Medicaid Services and the Administration for Community Living); Your Financial Future Starts Now, with ED and Federal Trade Commission (FTC); and Helping Small Business Owners and their Employees Save for Retirement, targeted at small business owners with no retirement plan. Attendance at these three webinars was 360 with over 90% customer satisfaction.
- DOL hosted two Getting It Right – Know Your Fiduciary Responsibilities Campaign webinars, which received over 420 attendees and 86% customer satisfaction. These webinars are for employers, especially small business owners, to assist them in complying with the Employee Retirement Income Security Act (ERISA).

---

4. [Consolidated Omnibus Budget Reconciliation Act \(COBRA\)](#)

## DEPARTMENT OF VETERANS AFFAIRS (VA)

- Since April 2021, VA has hosted Financial Literacy classes including classes during the National Financial Capability Month of April as well as “Wellness Wednesday Financial Education” classes on the third Wednesday of every month. As of July 20, 2022, VA completed 343 classes reaching 12,849 registering Veterans. Attendees rated overall satisfaction and content of the classes at 96.4%.
- VA partnered with Prudential Insurance Company of America, Inc. to provide a comprehensive website that contains various financial literacy articles, white papers, calculators, and debt management tools. The website ([prudential.com/Veteran](http://prudential.com/Veteran)) is provided at no cost to Veterans.
- Since December 2019, VA has partnered with the [Association of Military Banks of America](#) (AMBA) to implement the [Veterans Benefits Banking Program](#) (VBBP). This program focuses on providing banking options, financial education, and credit counseling for Veterans and beneficiaries through financial institutions and organizations that address the unique challenges facing the Veteran community. The cornerstone of the program is the VBBP website, [veteransbenefitsbanking.org](http://veteransbenefitsbanking.org), which provides information on banks and credit unions offering low-cost or no-cost accounts for electronic funds transfer (EFT). In 2021, the website logged over 90,000 new visitors and, by the end of 2021, over 131,000 Veterans (who had previously been receiving payments via paper check or prepaid debit card) converted to a safer and more reliable direct deposit option for their compensation, pension, and education benefits.
- In FY2021, VA updated existing policy to assist Veteran borrowers navigate COVID-related financial hardship, including an expansion of loss-mitigation options for servicers to assist Veterans in retaining their homes throughout the pandemic.
- [VA Home Loan Buyer’s Guide](#) assists Veterans in understanding the homebuying process and how to make the most of the VA home loan benefit.
- [VA Guidance on Natural Disasters](#) provides information to Veteran borrowers and the mortgage industry on steps to take following a natural disaster and resources for assistance.
- [VA Help to Avoid Foreclosure](#) outlines actionable steps and resources available to Veteran borrowers who are having trouble making mortgage payments.
- [Coronavirus Frequently Asked Questions: What Veterans Need To Know | Veterans Affairs](#) ([va.gov](http://va.gov)) is a comprehensive resource intended to promote Veteran home loan benefit access during the COVID-19 pandemic.
- VA published the [Coronavirus Aid, Relief, and Economic Security \(CARES\) Act of 2020 Guidance for Borrowers with VA-guaranteed Home Loans](#).
- [CARES ACT Forbearance Fact Sheet for Mortgagees and Servicers of FHA, VA, or USDA Loans](#) is a joint-agency resource for servicers with loans insured or guaranteed by the Federal Housing Administration (FHA), the Department of Veterans Affairs (VA), or the Rural Housing Service (RHS).
- [VA Partial Claim Program](#) (VAPCP) is a home retention program created to assist Veteran borrowers specifically impacted by the COVID-19 pandemic to resume making their regular mortgage payments after exiting forbearance. VAPCP is available from July 27, 2021 through October 28, 2022.
- [COVID-19 Home Retention Waterfall and COVID-19 Refund Modification](#) option to assist Veterans who require a significant reduction in their monthly mortgage payments because of the COVID-19 pandemic. This temporary program, which includes [Loan Deferment as a COVID-19 Home Retention Option](#), is available from July 27, 2021 through June 30, 2023.

## FEDERAL DEPOSIT INSURANCE CORPORATION (FDIC)

- The FDIC’s [#GetBanked](#) public awareness campaign highlights the benefits of opening a bank account. Since its launch in the spring of 2020, the #GetBanked webpage and related coronavirus online resources received over 1.4 million visits. In 2021, the FDIC’s [#GetBanked](#) campaign launched a targeted pilot in the Houston and Atlanta areas, where research finds Black and Hispanic households are disproportionately unbanked. The goal of this effort is to support financial empowerment by encouraging consumers to consider opening a checking account to gain access to safer and lower-cost financial products.
- FDIC released [How Money Smart Are You?](#) on September 30, 2021. This suite of 14 self-paced games and related resources is available at [playmoneysmart.fdic.gov](#). It is optimized for use on smartphones, tablets, and computers. Individuals play games to learn more about everyday financial topics. How Money Smart Are You? complements FDIC’s other Money Smart products, and includes resources to engage K-12 students, adults, older adults, and small businesses.
- The FDIC recognizes organizations that contribute to the delivery of the [Money Smart](#) curriculum to consumers and small businesses through the [Money Smart Alliance Program](#). Over 150 organizations joined the Money Smart Alliance during 2021, bringing total members to 1,500.
- The FDIC has continued its support of [youth employment programs](#) that have a unique opportunity to help young people build financial capacity and develop banking relationships. In 2021, the FDIC partnered with federal agencies and other organizations to foster more collaborations between banks and youth workforce providers that resulted in youth receiving financial education and an opportunity to easily open a bank account. For example, the FDIC worked with banks and the City of Philadelphia to help facilitate the delivery of six financial empowerment sessions to over 2,000 youth. The banks also offered accounts to the participants.
- FDIC [Money Smart News](#) is the FDIC’s monthly newsletter to financial educators, featuring tips, updates, and success stories for financial educators and other relevant practitioners. FDIC Money Smart News, available in English and Spanish, is distributed to nearly 97,000 practitioners in the financial education community.
- FDIC [Consumer News](#) is the FDIC monthly newsletter to consumers, providing practical guidance on how to become a smarter, safer user of financial services, including helpful hints, quick tips, and common-sense strategies. FDIC Consumer News, available in English and Spanish, is distributed to over 148,000 consumers a month.

## FEDERAL EMERGENCY MANAGEMENT AGENCY (FEMA)

- In cooperation with [Operation HOPE](#), FEMA developed the [Emergency Financial First Aid Kit](#) (EFFAK), a tool which helps individuals and families organize critical financial, medical, and household information. It includes a checklist of important documents and forms for users to compile relevant information. The EFFAK provides guidance on how to safeguard documents and is considered part of the emergency planning process. A total of 220,369 copies of the EFFAK were distributed across the nation in 2021. This includes 177,354 print copies, of which 19% were Spanish versions, and 43,015 digital copies. The EFFAK is also offered in Chinese (Traditional), Chinese (Simplified), Vietnamese, Spanish, Korean, Large Print English, and Braille.
- FEMA supported a webinar event, “Three Unexpected Ways to Save and Prepare for Emergencies” for America Saves Week 2021. Out of 49 attendees, 100% reported that they had learned something useful to their financial preparedness efforts. 10% of attendees did not have an emergency savings fund at the beginning of the webinar and did not feel prepared for a financial emergency; by the end of the webinar, they all reported feeling more ready to prepare to save for an emergency.



- FEMA participated in National Financial Capability Month in April 2021 with the goal of encouraging individuals to download and complete the EFFAK. An EFFAK Community Webpage was developed, which includes links to download the EFFAK, an EFFAK Fact Sheet, and five short videos to learn how the EFFAK works

## **FEDERAL RESERVE BOARD (FRB)**

- Federal Reserve Board staff released the following research papers on financial education topics:
  - Lloro, Alicia (2021) “Childcare Disruptions and Mothers’ Availability to Work during the Pandemic: Evidence from the Survey of Household Economics and Decision making” Consumer and Community Context 3(1): 2–6. Board of Governors of the Federal Reserve System (U.S.) <https://www.federalreserve.gov/publications/files/consumer-community-context-20211105.pdf>
  - Dumont, Andrew (2021) “The Effects of COVID-19, as Reported by Local Communities” FEDS Notes 2021-02-12. <https://www.federalreserve.gov/econres/notes/feds-notes/the-effects-of-covid-19-as-reported-by-local-communities-20210212.html>
  - Greene, Claire, Ellen Merry, and Joanna Stavins (2021) “Has COVID Changed Consumer Payment Behavior?” Federal Reserve Bank of Boston Working Paper 21-12. <https://www.bostonfed.org/publications/research-department-working-paper/2021/has-covid-changed-consumer-payment-behavior.aspx>
  - Lim, Katherine, and Mike Zabek (2021) “Women’s Labor Force Exits during COVID-19: Differences by Motherhood, Race, and Ethnicity”. <https://www.federalreserve.gov/econres/feds/womens-labor-force-exits-during-covid-19-differences-by-motherhood-race-and-ethnicity.htm>
  - FEDS Working Paper 2021-067FRB released [COVID-19 Resources for Consumers and Protect Yourself from Fraud and Scams](#)

## **FEDERAL TRADE COMMISSION (FTC)**

- COVID-19 Social Media posts: published 167 posts in English and Spanish related to COVID scams, which generated 1,237,246 impressions, 18,612 engagements, and 4,279 post link clicks.
- COVID-19 consumer blogs: published 180 blog posts in English and Spanish related to treatment claims, financial impact, stimulus payments, scam alerts, privacy and online security: over 2.9 million views.
- COVID-19 page [ftc.gov/coronavirus](https://ftc.gov/coronavirus): a central source of information about COVID-19 for consumers, businesses, and enforcement: nearly 224,000 views.
- COVID-19 videos in English and Spanish helping consumers detect and avoid scams related to COVID-19 and economic impact payments: nearly 17,000 views.
- COVID-19 infographics in English and Spanish helping consumers learn about vaccine and contract tracing scams. These infographics are also shared with the [National Association of Attorneys General](#) (NAAG) consumer resources website and include COVID-related topics such as: Four Ways to Stay Ahead of COVID-19 Vaccine Certificate Scammers, How To Avoid COVID-19 Vaccine Scams, Contact Tracing Call? 5 Things to Know, Coronavirus Relief Checks Scams, and Keep Calm and Avoid Coronavirus Scams: over 9,130 downloads.
- COVID-19 business blogs for the business community about COVID-related topics, such as COVID scams aimed at businesses, unproven COVID claims, COVID fraud on social media platforms, student loan debt and COVID: nearly 136,000 views.
- During Military Consumer Month (July), FTC and DoD developed and executed a campaign focused on five key areas: earn, spend, borrow, save, and invest.

## GENERAL SERVICES ADMINISTRATION (GSA)

- [USA.gov](#) and [USA.gov/espanol](#) content
  - Content related to financial capability: USA.gov – 2,812,442 webpage visits and 12,994 phone calls/chats. USA.gov/espanol – 425,006 webpage visits and 1,146 phone calls/chats.
  - Content related to higher education: USA.gov – 210,463 webpage visits and 889 phone calls/chats. USA.gov/espanol – 75,157 webpage visits and 103 phone calls/chats.
  - Content related to housing counseling: USA.gov – 1,063,018 webpage visits and 2,045 phone calls/chats. USA.gov/espanol – 386,809 webpage visits and 174 phone calls/chats.
  - Content related to saving, investing, and retirement: USA.gov – 645,568 webpage visits and 2018 phone calls/chats. USA.gov/espanol – 267,247 webpage visits and 276 phone calls/chats.
  - Content related to COVID relief: USA.gov – 4,364,009 webpage visits and 8,389 phone calls/chats. USA.gov/espanol – 917,223 webpage visits and 48 phone calls/chats.

## NATIONAL CREDIT UNION ADMINISTRATION (NCUA)

- NCUA [Your Insured Funds & How Your Accounts Are Federally Insured](#): 25,003 print copies distributed; [NCUA.gov/Coronavirus](#): 39,182 page views; NCUA Financial Literacy Social Media Posts Facebook and LinkedIn: 328,885 reached.
- NCUA [MyCreditUnion.gov](#) and [Consumer Assistance Center](#): 1,287,107 page views in English, 132,733 in Spanish; NCUA Financial Literacy videos: 89,327 views.
- NCUA webinars/virtual meetings included resources for underserved and low- to moderate income consumers/communities and COVID-19 related topics: 6,709 total participants.
  - [Pathways to Consumer Financial Well-Being: The Importance of Financial Inclusion and Minority Depository Institutions \(NCUA and CFPB\)](#)
  - [Financial Readiness Resources and Information for Servicemembers, Veterans, and their Families \(NCUA and CFPB\)](#)
  - [Payday Alternative Loans and Short-Term Lending](#)
  - [Fair Lending and Consumer Compliance Regulatory Update](#)
  - [Tax Time Resources for Credit Unions and Consumers \(NCUA and IRS\)](#)
  - [Pandemic Related Credit Risks for Credit Unions](#)
  - [Account Access and Financial Education for Youth Participating in Employment Programs: Part 1 \(NCUA and FDIC\)](#)
  - [Financial Readiness and Fraud Prevention Resources for Service Members \(NCUA, CFPB, and FTC\)](#)
  - [CDFI Small Dollar Loan Program \(NCUA and Treasury\)](#)

## OFFICE OF THE COMPTROLLER OF THE CURRENCY (OCC)

- [HelpWithMyBank.gov](#) provides information and assistance for customers of national banks and federal savings associations and includes frequently asked questions, an online complaint form, and other information. In FY 2021 HelpWithMyBank.gov received 775,557 visits and the Frequently Asked Questions Regarding COVID-19 page on HelpWithMyBank.gov received 39,780 visits. The Frequently Asked Questions Regarding COVID-19 page on OCC.gov received 11,543 visits.
- The OCC published five issues of [Financial Literacy Update](#), a bimonthly newsletter that reports financial literacy events, initiatives, and resources of the OCC and other organizations. In FY 2021, [Financial Literacy Update received](#) 4,624 visits and the [Financial Literacy Resource Directory](#) on OCC.gov 4,898 visits.

- The High School Scholars Internship Program’s (HSSIP) Interagency Financial Literacy Workshop involved 93 high school students (83 HSSIP interns from the OCC, five HSSIP interns from the SEC, and five HSSIP interns from the NCUA).
- Project REACH (Roundtable for Economic Access and Change) was launched in 2020 to promote financial inclusion through greater access to credit and capital. The project brings together leaders from the banking industry, national civil rights organizations, business, and technology to reduce specific barriers that prevent full, equal, and fair participation in the nation’s economy. Nationally, Project REACH is working in four key areas: (i) affordable homeownership; (ii) inclusion for credit invisibles; (iii) revitalization of minority depository institutions; and (iv) access to credit and capital for small and minority-owned businesses. Local Project REACH initiatives were launched in Dallas, Detroit, and Milwaukee in 2022, in Washington, D.C., in 2021, and in Los Angeles in 2020.

## **OFFICE OF PERSONNEL MANAGEMENT (OPM)**

- OPM Training Events provide the federal HR community with tools to properly counsel and serve federal employees. The training program covers an array of benefits related topics, but also has components that increase financial literacy. Streamed videos can be accessed through OPM’s official [YouTube Channel](#).
- OPM provides Federal Benefits Training Events annually, covering topics on the basics of Retirement Programs, Thrift Savings Plan, Social Security Benefits, Flexible Spending Accounts, Federal Employees Group Life Insurance, and Long-Term Care Insurance. The event was held virtually on August 10 through September 2, 2021.
- Developed by OPM, Agency Financial Literacy Plans<sup>5</sup> requires all federal agencies to develop a retirement financial education plan based on the educational model in the strategy. The purpose of the plans is to develop programs to communicate information to employees so they can plan for retirement and make informed decisions. [Retirement Financial Literacy and Education Strategy](#) is available on the OPM website.
- [Retirement Savings Calculators](#) are available on the OPM website.

## **SECURITIES AND EXCHANGE COMMISSION (SEC)**

- SEC hosts [Investor.gov](#), which includes resources to inform investment decisions and avoid fraud: 19.7 million sessions, 75% of respondents surveyed indicated that they learned something that might impact their behavior.
- SEC produced the following [Investor Alerts](#) on investment frauds involving COVID-19 claims and other scams: Digital Assets and “Crypto” Investment Scams; Fraudsters Posing as Brokers or Investment Advisers; Investment Scam Complaints on the Rise; Frauds Targeting Main Street Investors; Look Out for Coronavirus Related Investment Scams; and COVID-19 Related Early Withdrawals from Retirement Accounts—Be Careful of Fraudsters and other Bad Actors Targeting Your Retirement Savings.
- [Investor.gov](#) also includes a page of materials and resources translated into Spanish; certain resources are translated into Chinese, Portuguese, Vietnamese, and Creole.

## **SMALL BUSINESS ADMINISTRATION (SBA)**

- The US Small Business Administration continues to share educational content on financial literacy and credit readiness through its 2,000 partner network, online tutorials and inter-agency collaborations.

---

5. U.S. Office of Personnel Management. Benefits Administration Letter. (June 3, 2019). <https://www.opm.gov/retirement-services/publications-forms/benefits-administration-letters/2019/19-104.pdf>

- SBA is proud to partner with FDIC on the Money Smart for Small Business curriculum offered through hundreds of economic development organizations and community institutions.
- SBA's recent expansion of technical assistance through its Community Navigators Pilot features financial coaches, specialized curricula and digital tools to reach underserved markets.
- SBA continues to promote business awareness of financial management, risk mitigation, cybersecurity hygiene and operational considerations related to oversight of Federal finance resources.

## **SOCIAL SECURITY ADMINISTRATION (SSA)**

- In February 2021, SSA participated in America Saves Week (ASW), the annual call to action for everyday Americans to commit to saving successfully. Along with thousands of participating organizations and agencies, SSA encouraged the public to review their finances, set savings goals, and create a financial plan. To assist with the theme, "Saving for Retirement", SSA provided materials on planning for retirement and updated its social media accounts with targeted messaging.
- In February 2021, SSA created a new website, [Information for People Helping Others](#), to provide easy and convenient information about its benefits and services in a central location for individuals and organizations looking to help others.
- SSA's Inspector General designated March 4, 2021, as "**National "Slam the Scam" Day**". This outreach campaign is a part of **National Consumer Protection Week** and has the goal to raise public awareness of government imposter telephone scams. SSA released messaging via multiple channels and other pertinent resources on how to protect yourself from scammers.
- On March 25, 2021, SSA hosted a national conference call inviting organizations to partner with SSA in delivering critical financial assistance to vulnerable populations during COVID-19. The conversation focused on efforts to raise awareness of the Supplemental Security Income (SSI) and Social Security Disability Insurance (SSDI) programs. SSA also discussed establishing local-level partnerships with organizations to assist with claims-taking and referrals to our local offices.
- In September 2021, SSA shared information with a targeted list of financial professionals on the [Taxpayer First Act](#), which allows the Internal Revenue Service (IRS) to lower the electronic threshold for filing W-2s. Additionally, SSA updated the employer section of its website to explain the Act and the tentative implementation schedule.
- In September 2021, SSA participated in a Department of Labor webcast focused on women and retirement planning. SSA provided a presentation on Social Security Retirement Benefits including relevant facts and statistics, what to know and how to prepare for a financially secure retirement, and general benefit information.
- In October 2021, SSA introduced supplemental fact sheets to accompany the Social Security Statement(Statement). The fact sheets are designed to provide clarity and useful information and are tailored to a person's age group and earnings situation. Go to the [Statement page](#) to see samples of the fact sheets (in English and Spanish).
- In FY 2021, SSA released eight Dear Colleague Letters to advocates, third-party organizations, and federal agencies on various financial topics. These communications provided information on areas such as Economic Impact Payments (EIP), the Child Tax Credit (CTC), the Taxpayer First Act, and the agency's rules related to pandemic-related financial assistance and Supplemental Security Income (SSI).
- In FY 2021, SSA facilitated a series of meetings to obtain feedback on the proposed changes to the Statement. The Statement is one of the most effective tools the public can use to learn about their earnings and future Social Security benefits. SSA received

feedback from representatives from areas such as the financial services community, Language Access Professionals, and disability advocates. SSA released the newly redesigned [Statement](#) in October 2021.

- During FY 2021, SSA published 14 blog post related to financial literacy on its Social Security Matters Blog. These blogs covered topics such as Economic Impact Payments, saving for retirement, Financial Literacy Month, and how our online services help plan for a secure financial future.
- In FY 2021, SSA created 29 [Facebook](#) and 32 [Twitter](#) posts on financial literacy. Our Facebook page has approximately 416,000 followers, while our Twitter account reaches approximately 99,000 individuals and organizations.



## Inter-Agency Efforts

- During Military Consumer Month (July), DoD, FTC, and CFPB developed and executed a campaign focused on increased financial preparedness in response to COVID-19, and education on how to protect against misleading consumer practices and scams.
- The CFPB, USDA, HUD, Treasury, VA, and FHFA launched a [Joint Mortgage and Housing Assistance Website](#) to create a unified, interagency housing website to be the one-stop-shop to provide information and resources for homeowners, renters, and landlords to navigate housing insecurity challenges brought on by COVID-19. The interagency housing website provides accurate, impartial information to let consumers know their options, connect to assistance available in their communities, and make the best decision for their situations.
- Starting in May 2020 and through 2021, the [interagency housing portal](#) provided assistance to over 5.5 million consumers. Many of the financial education materials published by the CFPB are available in six additional languages: Spanish, Traditional Chinese, Vietnamese, Korean, Tagalog, and Arabic. Nearly 350 original translations and updates to translated content were made to ensure those with limited English proficiency had equal access to valuable information.
- FDIC and the NCUA cohosted two webinars in 2021 focused on fostering collaborations between banks and credit unions with youth workforce practitioners to help set young people (ages 16–24) participating in youth employment programs on the road to financial stability. The series [Account Access and Financial Education for Youth Participating in Employment Programs](#) covered topics such as establishing good financial habits and how young people's first paycheck experiences can be used to integrate them into banking, saving, and credit-building.
- FDIC and SBA [Money Smart for Small Business](#) (MSSB) is a cobranded curriculum designed to be delivered to aspiring or existing small business owners. The FDIC regularly convened practitioners within the Money Smart for Small Business community to share promising practices and approaches. For example, in June 2021 the FDIC hosted a MSSB Town Hall call that featured speakers from a community bank in Connecticut and a community college Associate Professor in Texas, who both shared best practices on how to use the MSSB. Money Smart for Small Business is available in English and Spanish.

### FLEC Member Agency Housing Counseling Pilot Projects

- Tuscaloosa, Alabama, was selected by HUD as a pilot project to bring additional housing counseling services to the area and its surrounding counties. The goal is to build the financial capability of those living in the small towns and rural areas of west Alabama by (1) expanding the ability and capacity of Community Service Programs (CSP) of West Alabama, a HUD-approved housing counseling agency, to provide services and resources to clients living inside and outside the city of Tuscaloosa (2) developing and enhancing partnerships with community stakeholders, major employers, and anchor institutions to support and expand the impact of housing counseling offered by CSP and (3) expanding the number and type of financial institutions providing funding for housing counseling, financial assistance to first-time homebuyers, and banking services to CSP clients living in its ten-county coverage area.
- St. Louis metro area was selected by HUD as a pilot project to launch an initiative with the goal of reducing the minority homeownership gap over five years in the metro area. The pilot will leverage a variety of mechanisms to reach the goal, including leveraging strategies that focus on sustainable homeownership, developing focused marketing efforts to reach the target population, and addressing common obstacles to homeownership. The pilot will also measure progress and keep track of the most effective strategies during the pilot performance period.

### **Frequently Asked Questions on COVID Coverage**

- DOL, HHS and Treasury issued Frequently Asked Questions on the [Families First Coronavirus Response Act and the CARES Act](#) addressing coverage of COVID-19 diagnostic testing and vaccines. The agencies also developed Frequently Asked Questions on [rapid coverage of preventive services for COVID-19 and the Health Insurance Portability and Accountability Act of 1996 \(HIPAA\) nondiscrimination and wellness programs](#), which were then issued in early FY 2022. DOL and IRS both issued notices providing guidance on the continuation of COVID-19 relief.

## Activities for the Next Year

- In response to the Administration's [Executive Order 14008 on Tackling the Climate Crisis at Home and Abroad](#), the FLEC will undertake an analysis to consider how households, communities, and the smallest businesses experience financial resilience in the face of climate change and climate transition, supported by financial infrastructure supporting environments.
- The analysis will use existing government data and mapping of climate change and economic disruption risk to identify which households and places may be most impacted. The analysis will use a holistic framework that considers the various factors that contribute to resilience and vulnerability. These factors include impacts on small business, rural and agricultural economies, as well as household savings and assets, income, employment, housing quality, and availability of household funds for essential expenses and household and community resources to mitigate impacts. The FLEC will draw on expertise from across government and beyond to help households and communities understand, prepare for, and mitigate climate-related financial risk through financial education efforts. The FLEC will also leverage information on available programs and practices that can foster resiliency and mitigate risks at both household and community levels.
- In 2021, there was a growing interest in digital assets by FLEC's Retirement Savings and Investor Education Working Group, which includes Treasury, CFPB, DOD, DOL, FDIC, HHS, OPM, SSA, SEC, and FLEC member agencies overall. The working group focuses on helping Americans plan, save, and invest for retirement and for long-term needs, and avoid frauds and scams that can imperil their savings and investments. The working group began to discuss projects in the digital asset space, including appropriate education to avoid fraud and scams that can occur with digital assets. In 2022, the Retirement Savings and Investor Education Working Group created a sub group devoted specifically to digital assets. The goals of this sub group include: increasing the knowledge and understanding of FLEC member agencies and staff on this topic; assessing the needs and gaps of information based on input from FLEC agencies; and developing trustworthy tools and information that will empower people to understand and navigate these new financial products and enable informed decision making.

## Appendix: Summary of Public Meetings/Hearings and Summary Data on Mymoney.gov and Phone Number

### Summary of Public Meetings/Hearings

- October 13, 2021. [Virtual meeting](#) focused on the need for further collaboration as climate change becomes a more significant risk to the financial security of American families. Five initial goals include: understand financial health of households and communities, consider financial products landscape, understand local government, community, and financial architecture landscape, create a geography, or mapping, of vulnerabilities, and identify what FLEC and others can do to support better household financial resilience.
- May 26, 2021. [Virtual meeting](#) focused on quality financial education as an important tool to help address economic disparities. Financial experts discussed how financial education is used to expand opportunities, particular for marginalized communities.
- Additional information about [FLEC Public Meetings](#) is available on the [FLEC webpage](#).

### Summary Data on [www.Mymoney.gov](http://www.Mymoney.gov) and Phone Number

- In FY 21, [www.mymoney.gov](http://www.mymoney.gov) received a total of 589,403 views. [Mymoney.gov](http://Mymoney.gov) provided links to other government coronavirus response pages and provided information about FLEC public meetings and the National Strategy.
- In FY 2021 1-844-USA-GOV1 received 16,204 calls in English related to financial capability, saving, investing, higher education, and housing, and 5,638 calls in Spanish on these topics.



U.S. Financial Literacy and  
Education Commission

**MYMONEY.GOV**