

# OES **Timely Reporting** Intervention Packs

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*Low-cost interventions to increase timely reporting by local governments*

# Introduction

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In 2022, OES conducted three randomized evaluations of **behaviorally-informed direct communications to increase timely reporting on federal spending**. These evaluations tested different communications between the Department of the Treasury (Treasury) and thousands of small cities and towns located across the U.S. who received funding under the American Rescue Plan State and Local Fiscal Recovery Funds (SLFRF) program.

SLFRF recipients must submit reports on their use of funds in order to promote transparency, responsibility, and equity in the use of funds. OES tested variations of Treasury's email communications to SLFRF recipients across three randomized evaluations. The emails randomly varied whether recipients received 1) action-oriented to-do lists and subject lines, 2) messages with peer comparisons or information on the ease of submission, and 3) an additional reminder email.

OES found that adding action-oriented to-do lists and subject lines of email communication led to significant increases in early sign up for reporting. Exploratory evidence shows that action-oriented to-do list summaries and subject lines also increased the likelihood of submission of a spending report, even when sent approximately one month before the report submission deadline. In contrast, OES found no statistically significant evidence for the effectiveness of peer comparisons or reminders. This pattern of results is consistent with the idea that overly complex communication, rather than a lack of motivation or salience, was the key barrier to inducing early reporting.

In this document, we share more details on each of these interventions and capture the behavioral insights that were incorporated, with the hope that agencies can continue learning from previous efforts. More on the evaluations and results are available at [oes.gsa.gov](https://oes.gsa.gov).

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# Insights from the Behavioral and Social Sciences

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**Effective Communications Elements<sup>1</sup>:** Incorporating insights and formatting practices such as “keep it simple”, “make it easy”, “make it personal”, and “make it timely”.

*Insight applied in:* [Increasing Timely Reporting by Local Governments through To-Do Lists](#)

**Social Norms<sup>2</sup>:** Influencing behavior through rules or expectations set by others (either descriptive or normative e.g., via peer comparisons).

*Insight applied in:* [Increasing Timely Reporting by Local Governments through Peer Comparison and Encouragements](#)

**Reminders<sup>3</sup>:** Using a specific cue via a mode of communication to remind the recipient to take an action.

*Insight applied in:* [Increasing Timely Reporting by Local Governments through Reminders](#)

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<sup>1</sup>Office of Evaluation Sciences. *How to design effective communications: What has OES learned?* PDF file. November 3, 2022. <https://oes.gsa.gov/assets/abstracts/OES%20Learnings%20on%20Writing%20Better%20Communications%202018.pdf>

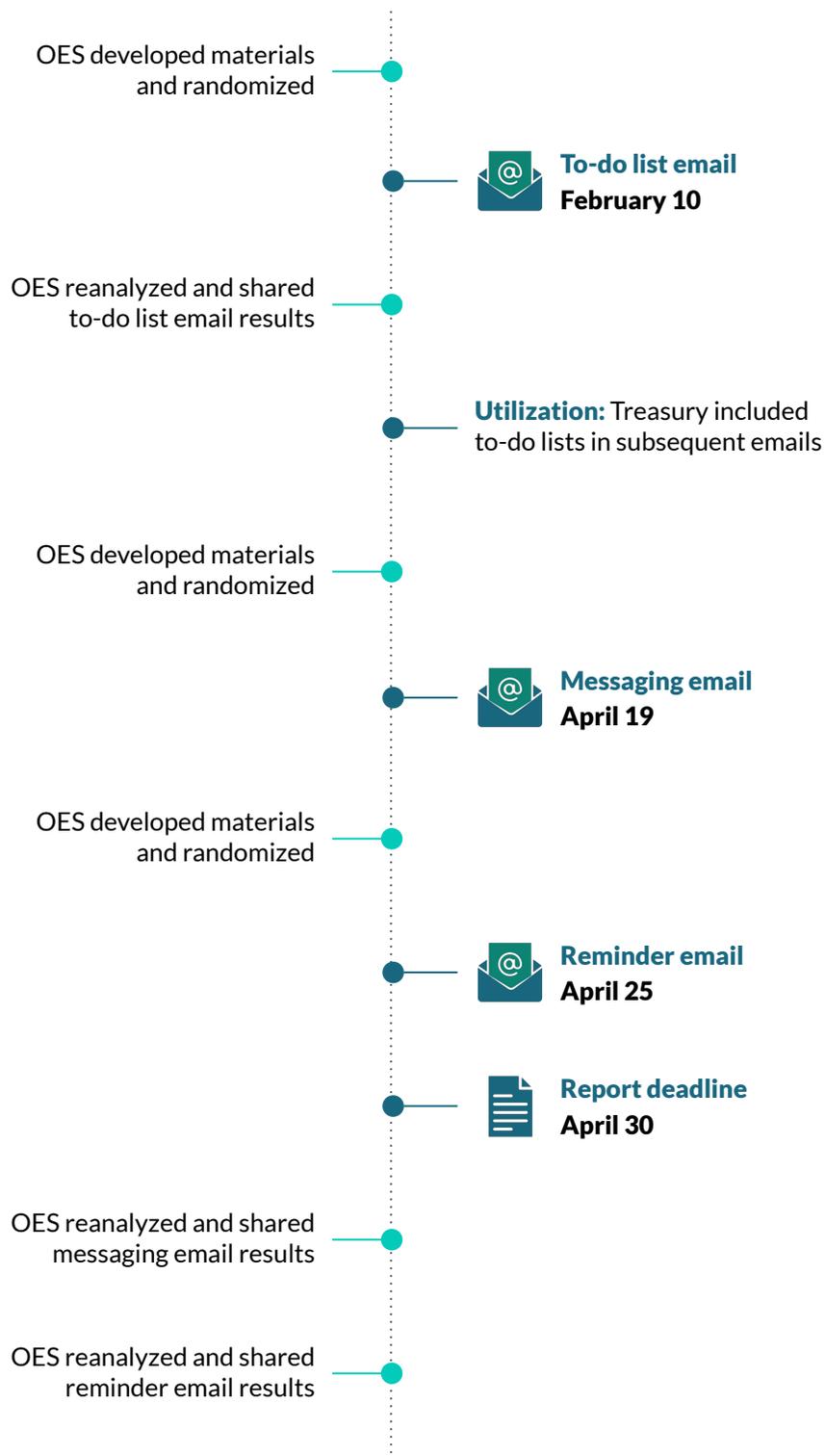
<sup>2</sup> Ayres, Ian, Sophie Raseman, and Alice Shih. "Evidence from two large field experiments that peer comparison feedback can reduce residential energy usage." *The Journal of Law, Economics, and Organization* 29.5 (2013): 992-1022.

<sup>3</sup> Research in the domain of vaccines found evidence on the effectiveness of reminders. Loretta Au, L., Ady Oster, G. Yeh, et al. "Utilizing an Electronic Health Record System to Improve Vaccination Coverage in Children." *Appl Clin Inform* 1, no. 3 (2010): 221-231

# Timeline

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## Three email experiments completed in three months





# Increasing Timely Reporting by Local Governments through To-Do Lists

A collaboration with the U.S. Department of the Treasury | 2022

## Project Summary:

As part of the American Rescue Plan (ARP), the Department of the Treasury (“Treasury”) is administering the State and Local Fiscal Recovery Funds (SLFRF) program, which provides \$350 billion in funding for eligible state, local, territorial, and Tribal governments to support their response to and recovery from the COVID-19 public health emergency. Approximately 27,000 small cities and towns – referred to as non-entitlement units of local government (NEUs) – were allocated \$19.5 billion of this funding. Treasury seeks to support NEUs to meet their reporting requirements in order to promote transparency, responsibility, and equity in the use of funds. In order to submit the required spending reports, recipients must first register (“sign up”) on Treasury’s American Rescue Plan (ARP) Reporting and Compliance Portal.

## Intervention Description:

Administrative staff in small towns and cities may experience pandemic-related challenges such as staff shortages, overburden with new programs, and stress due to health issues or lack of childcare experienced more broadly during the pandemic. In this context, Treasury communications should clearly and concisely lay out the steps NEUs need to take.<sup>1</sup> The Office of Evaluation Sciences (OES) and Treasury collaborated to redesign emails to encourage signing up on Treasury’s portal. OES made two changes to the email: 1) including step-by-step instructions at the beginning of the email (“to-do list”); and 2) including a “call to action” in the subject lines (“call to action”). These additions quickly educate recipients on the necessary actions they need to undertake and the required steps.

## What did we learn?

This evaluation found that simplifying instructions through a bulleted to-do list increased responsiveness to actions requested by a federal agency, by 13% relative to control. We estimate that this small change, which came at no additional cost to the agency, could have increased signups by hundreds of NEUs if included in all emails. Furthermore, while the estimated impact of a call to action in the subject line of the emails is weaker, it is still important to note that the subject line of an email matters.

The OES project page for this project can be accessed [here](#).

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# Increasing Timely Reporting by Local Governments through To-Do Lists

A collaboration with the U.S. Department of the Treasury | 2022

## Overview of Treatment emails 1-4, sent February 10, 2022

### Email 1: **Control** subject line and **control** content

Action Required: Coronavirus State and Local Fiscal Recovery Funds - NEU Portal Open [Inbox x](#)

Dear State and Local Fiscal Recovery Funds Non-Entitlement Unit of Local Government Recipient:

The Coronavirus State and Local Fiscal Recovery Funds (SLFRF), established by the American Rescue Plan Act of 2021, provides \$350 billion in emergency funding for eligible state, local, territorial, and Tribal governments. Almost \$20 billion of these funds were allocated to support non-entitlement units of local government (NEUs), which are local governments typically serving a population under 50,000. These funds are being delivered to eligible NEUs by states and territories in accordance with the guidelines established by Treasury.

**This is a reminder that Treasury released the Treasury Portal that NEUs who have requested funding from their state will use for reporting and compliance.** You are receiving this email to remind you of your government's requirements to use this portal to confirm its accounts, designate reporting roles, and submit the required agreements and supporting documentation to Treasury for reporting and compliance. This email also provides additional information about reporting requirements and what to expect from the SLFRF program.

If you believe you have received this email by mistake, in particular if you are a NEU that has confirmed its account and has already submitted the required documents, has declined funding or have not coordinated with your state in regard to your funding, please email us at [SLFRF@treasury.gov](mailto:SLFRF@treasury.gov). In such cases, you are not required to take action on confirming your reporting roles and providing the additional documentation.

**Online System Access**  
As a first step, you must set up your online account. To access Treasury's Portal for the first time and be designated for any reporting roles, new users must first register with Login.gov. New users should use the following link: <https://portal.treasury.gov/compliance/>.

Users who have previously registered through ID.me may continue to access Treasury's Portal through that method. The following link should be used if you have already registered through ID.me <https://portal.treasury.gov/cares/s/slt>. **[Note: use of ID.me is not required for reporting]**

### Email 2: **Treatment** subject line and **control** content

Action Required: Log into Treasury's State, Local, and Tribal Support NEU Portal [Inbox x](#)

The Coronavirus State and Local Fiscal Recovery Funds (SLFRF), established by the American Rescue Plan Act of 2021, provides \$350 billion in emergency funding for eligible state, local, territorial, and Tribal governments. Almost \$20 billion of these funds were allocated to support non-entitlement units of local government (NEUs), which are local governments typically serving a population under 50,000. These funds are being delivered to eligible NEUs by states and territories in accordance with the guidelines established by Treasury.

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If you have not previously registered with ID.me, you should register through Login.gov. The following link provide additional information for [Login.gov](https://login.gov) registration.

Second, after your account has been created and verified, you will be redirected to Treasury's State, Local, and Tribal Support portal to log in, confirm your roles and provide your SLFRF information. For best site performance, it is recommended that you use Google Chrome.

### Insights incorporated:

Used "action-oriented" in the subject lines and incorporated "action oriented" to-do lists in the body of the email.

### Email 3: **Control** subject line and **treatment** content

Action Required: Coronavirus State and Local Fiscal Recovery Funds - NEU Portal Open [Inbox x](#)

As a NEU, there are two tasks for you requiring **immediate action** to meet the Coronavirus State and Local Fiscal Recovery Funds (SLFRF) requirements:

- (1) Register and sign up for Treasury's portal**
  - (a) New users** should register for Treasury's portal and sign up here <https://portal.treasury.gov/compliance/>.
  - (b) Users who have already registered through ID.me** can sign up here <https://portal.treasury.gov/cares/s/slt>. **[Note: use of ID.me is not required for reporting]**
- (2) All users** should log into the portal, confirm their roles, and provide their SLFRF information.

More detailed information is provided below - please review this carefully. However, the two tasks above represent the most urgent short-run tasks required of you.

The Coronavirus State and Local Fiscal Recovery Funds (SLFRF), established by the American Rescue Plan Act of 2021, provides \$350 billion in emergency funding for eligible state, local, territorial, and Tribal governments. Almost \$20 billion of these funds were allocated to support non-entitlement units of local government (NEUs), which are local governments typically serving a population under 50,000. These funds are being delivered to eligible NEUs by states and territories in accordance with the guidelines established by Treasury.

**This is a reminder that Treasury released the Treasury Portal that NEUs who have requested funding from their state will use for reporting and compliance.** You are receiving this email to remind you of your government's requirements to use this portal to confirm its accounts, designate reporting roles, and submit the required agreements and supporting documentation to Treasury for reporting and compliance. This email also provides additional information about reporting requirements and what to expect from the SLFRF program.

If you believe to you have received this email by mistake, in particular if you are a NEU that has confirmed its account and has already submitted the required documents, has declined funding or have not coordinated with

### Email 4: **Treatment** subject line and **treatment** content

Action Required: Log into Treasury's State, Local, and Tribal Support NEU Portal [Inbox x](#)

Dear State and Local Fiscal Recovery Funds Recipient,

As a NEU, there are two tasks for you requiring **immediate action** to meet the Coronavirus State and Local Fiscal Recovery Funds (SLFRF) requirements:

- (1) Register and sign up for Treasury's portal**
  - (a) New users** should register for Treasury's portal and sign up here <https://portal.treasury.gov/compliance/>.
  - (b) Users who have already registered through ID.me** can sign up here <https://portal.treasury.gov/cares/s/slt>. **[Note: use of ID.me is not required for reporting]**
- (2) All users** should log into the portal, confirm their roles, and provide their SLFRF information.

More detailed information is provided below - please review this carefully. However, the two tasks above represent the most urgent short-run tasks required of you.

The Coronavirus State and Local Fiscal Recovery Funds (SLFRF), established by the American Rescue Plan Act of 2021, provides \$350 billion in emergency funding for eligible state, local, territorial, and Tribal governments. Almost \$20 billion of these funds were allocated to support non-entitlement units of local government (NEUs), which are local governments typically serving a population under 50,000. These funds are being delivered to eligible NEUs by states and territories in accordance with the guidelines established by Treasury.

**This is a reminder that Treasury released the Treasury Portal that NEUs who have requested funding from their state will use for reporting and compliance.** You are receiving this email to remind you of your government's requirements to use this portal to confirm its accounts, designate reporting roles, and submit the required agreements and supporting documentation to Treasury for reporting and compliance. This email also provides additional information about reporting requirements and what to expect from the SLFRF program.

# Increasing Timely Reporting by Local Governments through To-Do Lists

A collaboration with the U.S. Department of the Treasury | 2022

## February 10, 2022 email 1 full text: Control subject line and control content

### Action Required: Coronavirus State and Local Fiscal Recovery Funds - NEU Portal Open

Dear State and Local Fiscal Recovery Funds Non-Entitlement Unit of Local Government Recipient:

The Coronavirus State and Local Fiscal Recovery Funds (SLFRF), established by the American Rescue Plan Act of 2021, provides \$350 billion in emergency funding for eligible state, local, territorial, and Tribal governments. Almost \$20 billion of these funds were allocated to support non-entitlement units of local government (NEUs), which are local governments typically serving a population under 50,000. These funds are being delivered to eligible NEUs by states and territories in accordance with the guidelines established by Treasury.

This is a reminder that Treasury released the Treasury Portal that NEUs who have requested funding from their state will use for reporting and compliance. You are receiving this email to remind you of your government's requirements to use this portal to confirm its accounts, designate reporting roles, and submit the required agreements and supporting documentation to Treasury for reporting and compliance. This email also provides additional information about reporting requirements and what to expect from the SLFRF program.

If you believe you have received this email by mistake, in particular if you are a NEU that has confirmed its account and has already submitted the required documents, has declined funding or have not coordinated with your state in regard to your funding, please email us at [SLFRP@treasury.gov](mailto:SLFRP@treasury.gov). In such cases, you are not required to take action on confirming your reporting roles and providing the additional documentation.

#### Online System Access

As a first step, you must set up your online account. To access Treasury's Portal for the first time and be designated for any reporting roles, new users must first register with Login.gov. New users should use the following link: <https://portal.treasury.gov/compliance/s/>.

Users who have previously registered through ID.me may continue to access Treasury's Portal through that method. The following link should be used if you have already registered through ID.me <https://portal.treasury.gov/cares/s/slt>. [Note: use of ID.me is not required for reporting]

If you have not previously registered with ID.me, you should register through Login.gov. The following link provide additional information for [Login.gov](https://login.gov) registration.

Second, after your account has been created and verified, you will be redirected to Treasury's State, Local, and Tribal Support portal to log in, confirm your roles and provide your SLFRF information. For best site performance, it is recommended that you use Google Chrome.

Third, as part of SLFRF award administration, each SLFRF recipient must designate individuals to serve as its official points of contact for SLFRF reporting to Treasury. As a recipient you will need to designate individual(s) in your organization for each of the following three roles:

1. Account Administrator;
2. Point of Contact for Reporting;
3. Authorized Representative for Reporting.

Section II of the User Guide (described below) provides additional details as to how to designate roles.

#### Reporting Deadline

As an NEU, you are required to submit Project and Expenditure reports, which includes project, obligation, and expenditure data, project demographics, subaward data, required programmatic data, and Civil Right compliance information.

The first reporting deadline for NEUs to submit the Project and Expenditure Report is April 30, 2022 and will cover the period between March 3, 2021 and March 31, 2022.

## February 10, 2022 email 1 full text (continued): Control subject line and control content

You can start taking steps to prepare for the first Project and Expenditure Report now. Treasury encourages all NEU recipients to access the Treasury Portal as soon as possible in order to confirm their accounts, designate SLFRF reporting roles, and submit the required agreements and supporting documentation to Treasury prior to the submission of the first Project and Expenditure Report (see additional details on how to do this above).

### User Guide

To assist recipients with login into Treasury's Portal, an [NEU User Guide](#) is posted to assist NEUs to confirm their reporting roles and provide the required documentation to Treasury.

### Additional Resources

Below is a list of the most up to date resources that are available for your review:

- [Compliance and Reporting Guidance](#): The guidance explains all the required reports in detail and is the best resource for any reporting questions.
- [Reporting guidance technical assistance webinars](#): These webinars covered broad reporting requirements, beyond the items required of NUEs. These webinars provide a good overview of the basic reporting requirements. Please note that these webinars are in the process of being updated based on the recently released Reporting Guidance.
- General [FAQs](#) and [NEU-specific FAQs](#): The FAQs are the best resource for any policy related questions related to eligible uses of State and Local Fiscal Recovery Funds.

Treasury recently adopted the final rule of the Coronavirus State and Local Fiscal Recovery Funds program. Recipients should review the final rule and the Overview of the Final Rule, which provides a summary of major provisions of the final rule in a brief, simplified user guide. The final rule takes effect on April 1, 2022, though recipients can choose to take advantage of its flexibilities and simplifications now. Recipients should also review the Statement Regarding Compliance with the SLFRF Interim Final Rule and Final Rule to understand how the final rule and interim final rule apply during this transition period.

- [Final Rule](#)
- [Overview of the Final Rule](#)
- [Interim Final Rule](#)
- [Statement Regarding Compliance with the SLFRF Interim Final Rule and Final Rule](#)

In addition to these resources listed above, Treasury intends to hold NEU specific webinars later in the spring that will go over the basics of managing SLFRF funds, including reporting requirements. Invitations will be provided to all NEU recipients and no previous knowledge or expertise will be necessary to join.

Recipients may send any questions that are not answered in these materials to [SLFRP@treasury.gov](mailto:SLFRP@treasury.gov).

### For more information

To access the Reporting Guidance and learn more about the Coronavirus State and Local Fiscal Recovery Funds, authorized by the American Rescue Plan Act, please visit Treasury's [Coronavirus State and Local Fiscal Recovery Funds website](#).

Treasury looks forward to working with you to ensure the continued success of the program.

If you have questions or need additional information, please send an email via [SLFRP@treasury.gov](mailto:SLFRP@treasury.gov).

Office of Recovery Programs  
U.S. Department of the Treasury

# Increasing Timely Reporting by Local Governments through To-Do Lists

A collaboration with the U.S. Department of the Treasury | 2022

## February 10, 2022 email 2 full text: Treatment subject line and control content

### Action Required: Log into Treasury's State, Local, and Tribal Support NEU Portal

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#### Online System Access

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If you have not previously registered with ID.me, you should register through Login.gov. The following link provide additional information for [Login.gov](#) registration.

Second, after your account has been created and verified, you will be redirected to Treasury's State, Local, and Tribal Support portal to log in, confirm your roles and provide your SLFRF information. For best site performance, it is recommended that you use Google Chrome.

Third, as part of SLFRF award administration, each SLFRF recipient must designate individuals to serve as its official points of contact for SLFRF reporting to Treasury. As a recipient you will need to designate individual(s) in your organization for each of the following three roles:

1. Account Administrator;
2. Point of Contact for Reporting;
3. Authorized Representative for Reporting.

Section II of the User Guide (described below) provides additional details as to how to designate roles.

#### Reporting Deadline

As an NEU, once a year, you are required to submit Project and Expenditure reports, which includes project, obligation, and expenditure data, project demographics, subaward data, required programmatic data, and Civil Right compliance information.

The first reporting deadline for NEUs to submit the Project and Expenditure Report is **April 30, 2022** and will cover the period between March 3, 2021 and March 31, 2022.

## February 10, 2022 email 2 full text (continued): Treatment subject line and control content

You can start taking steps to prepare for the first Project and Expenditure Report now. Treasury encourages all NEU recipients to access the Treasury Portal as soon as possible in order to confirm their accounts, designate SLFRF reporting roles, and submit the required agreements and supporting documentation to Treasury prior to the submission of the first Project and Expenditure Report (see additional details on how to do this above).

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Treasury looks forward to working with you to ensure the continued success of the program.

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**Office of Recovery Programs**  
**U.S. Department of the Treasury**

# Increasing Timely Reporting by Local Governments through To-Do Lists

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## February 10, 2022 email 3 full text: Control subject line and treatment content

### Action Required: Coronavirus State and Local Fiscal Recovery Funds - NEU Portal Open

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## February 10, 2022 email 3 (continued): Control subject line and treatment content

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3. Authorized Representative for Reporting.

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- [Reporting guidance technical assistance webinars](#): These webinars covered broad reporting requirements, beyond the items required of NUEs. These webinars provide a good overview of the basic reporting requirements. Please note that these webinars are in the process of being updated based on the recently released Reporting Guidance.
- General [FAQs](#) and [NEU-specific FAQs](#): The FAQs are the best resource for any policy related questions related to eligible uses of State and Local Fiscal Recovery Funds.

Treasury recently adopted the final rule of the Coronavirus State and Local Fiscal Recovery Funds program. Recipients should review the final rule and the Overview of the Final Rule, which provides a summary of major provisions of the final rule in a brief, simplified user guide. The final rule takes effect on April 1, 2022, though recipients can choose to take advantage of its flexibilities and simplifications now. Recipients should also review the Statement Regarding Compliance with the SLFRF Interim Final Rule and Final Rule to understand how the final rule and interim final rule apply during this transition period.

- [Final Rule](#)
- [Overview of the Final Rule](#)
- [Interim Final Rule](#)
- [Statement Regarding Compliance with the SLFRF Interim Final Rule and Final Rule](#)

In addition to these resources listed above, Treasury intends to hold NEU specific webinars later in the spring that will go over the basics of managing SLFRF funds, including reporting requirements. Invitations will be provided to all NEU recipients and no previous knowledge or expertise will be necessary to join.

Recipients may send any questions that are not answered in these materials to [SLFRP@treasury.gov](mailto:SLFRP@treasury.gov).

### For more information

To access the Reporting Guidance and learn more about the Coronavirus State and Local Fiscal Recovery Funds, authorized by the American Rescue Plan Act, please visit Treasury's [Coronavirus State and Local Fiscal Recovery Funds website](#).

Treasury looks forward to working with you to ensure the continued success of the program.

If you have questions or need additional information, please send an email via [SLFRP@treasury.gov](mailto:SLFRP@treasury.gov).

**Office of Recovery Programs**  
**U.S. Department of the Treasury**

# Increasing Timely Reporting by Local Governments through To-Do Lists

A collaboration with the U.S. Department of the Treasury | 2022

## February 10, 2022 email 4 full text: Treatment subject line and treatment content

### Action Required: Log into Treasury's State, Local, and Tribal Support NEU Portal

Dear State and Local Fiscal Recovery Funds Recipient,

As a NEU, there are two tasks for you requiring **immediate action** to meet the Coronavirus State and Local Fiscal Recovery Funds (SLFRF) requirements:

**(1) Register and sign up for Treasury's portal**

(a) New users should register for Treasury's portal and sign up here <https://portal.treasury.gov/compliance/sl/>.

(b) Users who have already registered through ID.me can sign up here <https://portal.treasury.gov/cares/sl/>. [Note: use of ID.me is not required for reporting]

**(2) All users** should log into the portal, confirm their roles, and provide their SLFRF information.

More detailed information is provided below - please review this carefully. However, the two tasks above represent the most urgent short-run tasks required of you.

The Coronavirus State and Local Fiscal Recovery Funds (SLFRF), established by the American Rescue Plan Act of 2021, provides \$350 billion in emergency funding for eligible state, local, territorial, and Tribal governments. Almost \$20 billion of these funds were allocated to support non-entitlement units of local government (NEUs), which are local governments typically serving a population under 50,000. These funds are being delivered to eligible NEUs by states and territories in accordance with the guidelines established by Treasury.

**This is a reminder that Treasury released the Treasury Portal that NEUs who have requested funding from their state will use for reporting and compliance.** You are receiving this email to remind you of your government's requirements to use this portal to confirm its accounts, designate reporting roles, and submit the required agreements and supporting documentation to Treasury for reporting and compliance. This email also provides additional information about reporting requirements and what to expect from the SLFRF program.

If you believe to you have received this email by mistake, in particular if you are a NEU that has confirmed its account and has already submitted the required documents, has declined funding or have not coordinated with your state in regard to your funding, please email us at [SLFRP@treasury.gov](mailto:SLFRP@treasury.gov). In such cases, you are not required to take action on confirming your reporting roles and providing the additional documentation.

#### Online System Access

As a first step, you must set up your online account. To access Treasury's Portal for the first time and be designated for any reporting roles, new users must first register with Login.gov. New users should use the following link: <https://portal.treasury.gov/compliance/sl/>.

Users who have previously registered through ID.me may continue to access Treasury's Portal through that method. The following link should be used if you have already registered through ID.me <https://portal.treasury.gov/cares/sl/>.

If you have not previously registered with ID.me, you should register through Login.gov. The following link provide additional information for [Login.gov](https://login.gov) registration.

Second, after your account has been created and verified, you will be redirected to Treasury's State, Local, and Tribal Support portal to log in, confirm your roles and provide your SLFRF information. For best site performance, it is recommended that you use Google Chrome.

Third, as part of SLFRF award administration, each SLFRF recipient must designate individuals to serve as its official points of contact for SLFRF reporting to Treasury. As a recipient you will need to designate individual(s) in your organization for each of the following three roles:

## February 10, 2022 email 4 (continued): Treatment subject line and treatment content

1. Account Administrator;
2. Point of Contact for Reporting;
3. Authorized Representative for Reporting.

Section II of the User Guide (described below) provides additional details as to how to designate roles.

### Reporting Deadline

As an NEU, once a year, you are required to submit Project and Expenditure reports, which includes project, obligation, and expenditure data, project demographics, subaward data, required programmatic data, and Civil Right compliance information.

The first reporting deadline for NEUs to submit the Project and Expenditure Report is **April 30, 2022** and will cover the period between March 3, 2021 and March 31, 2022.

You can start taking steps to prepare for the first Project and Expenditure Report now. Treasury encourages all NEU recipients to access the Treasury Portal as soon as possible in order to confirm their accounts, designate SLFRF reporting roles, and submit the required agreements and supporting documentation to Treasury prior to the submission of the first Project and Expenditure Report (see additional details on how to do this above).

### User Guide

To assist recipients with login into Treasury's Portal, an [NEU User Guide](#) is posted to assist NEUs to confirm their reporting roles and provide the required documentation to Treasury.

### Additional Resources

Below is a list of the most up to date resources that are available for your review:

- [Compliance and Reporting Guidance](#): The guidance explains all the required reports in detail and is the best resource for any reporting questions.
- [Reporting guidance technical assistance webinars](#): These webinars covered broad reporting requirements, beyond the items required of NUEs. These webinars provide a good overview of the basic reporting requirements. Please note that these webinars are in the process of being updated based on the recently released Reporting Guidance.
- General [FAQs](#) and [NEU-specific FAQs](#): The FAQs are the best resource for any policy related questions related to eligible uses of State and Local Fiscal Recovery Funds.

Treasury recently adopted the final rule of the Coronavirus State and Local Fiscal Recovery Funds program. Recipients should review the final rule and the Overview of the Final Rule, which provides a summary of major provisions of the final rule in a brief, simplified user guide. The final rule takes effect on April 1, 2022, though recipients can choose to take advantage of its flexibilities and simplifications now. Recipients should also review the Statement Regarding Compliance with the SLFRF Interim Final Rule and Final Rule to understand how the final rule and interim final rule apply during this transition period.

- [Final Rule](#)
- [Overview of the Final Rule](#)
- [Interim Final Rule](#)
- [Statement Regarding Compliance with the SLFRF Interim Final Rule and Final Rule](#)

In addition to these resources listed above, Treasury intends to hold NEU specific webinars later in the spring that will go over the basics of managing SLFRF funds, including reporting requirements. Invitations will be provided to all NEU recipients and no previous knowledge or expertise will be necessary to join.

Recipients may send any questions that are not answered in these materials to [SLFRP@treasury.gov](mailto:SLFRP@treasury.gov).

### For more information

To access the Reporting Guidance and learn more about the Coronavirus State and Local Fiscal Recovery Funds, authorized by the American Rescue Plan Act, please visit Treasury's [Coronavirus State and Local Fiscal Recovery Funds website](#).

Treasury looks forward to working with you to ensure the continued success of the program.

If you have questions or need additional information, please send an email via [SLFRP@treasury.gov](mailto:SLFRP@treasury.gov).

**Office of Recovery Programs**  
**U.S. Department of the Treasury**



# Increasing Timely Reporting by Local Governments through Peer Comparison and Encouragements

A collaboration with the U.S. Department of the Treasury | 2022

## Project Summary:

As part of the American Rescue Plan (ARP), the Department of the Treasury (“Treasury”) is administering the State and Local Fiscal Recovery Funds (SLFRF) program, which provides \$350 billion in funding for eligible state, local, territorial, and Tribal governments to support their response to and recovery from the COVID-19 public health emergency. Approximately 27,000 small cities and towns – referred to as non-entitlement units of local government (NEUs) – were allocated \$19.5 billion of this funding.

NEUs must submit their Project & Expenditure reports (“spending reports”) on Treasury’s American Rescue Plan (ARP) Reporting and Compliance Portal. Treasury seeks to support NEUs to meet their reporting requirements in order to promote transparency, responsibility, and equity in the use of funds. A major question for Treasury is how to best incentivize NEUs to comply with reporting requirements, given the sheer number of NEUs and their infrequent contact with federal agencies.

## Intervention Description:

The Office of Evaluation Sciences (OES) and Treasury collaborated to redesign emails to encourage NEUs to submit their spending reports. In addition to the business-as-usual email, OES created two alternative email versions: 1) including an emphasis on peer comparisons in the email body and subject line (the “peer comparison” message)<sup>1</sup>; 2) including information on how submitting spending reports is quick and easy (the “quick and easy” message)<sup>2</sup>. The peer comparison message noted that 97% of SLFRF recipients with a prior reporting deadline submitted their reports on time. The quick and easy message stated that submitting should take less than 30 minutes and that there are resources available to help them.

## What did we learn?

We find no evidence that the alternative messaging increased timely report submissions. One week after the email was sent, the estimated effect of the peer comparison treatment was small, negative, and statistically insignificant. For the quick and easy treatment, the estimated effect was negative 1.2 percentage points, which is statistically significant. Two weeks later (one day after the deadline), we found no statistically significant effect for either treatment.

The OES project page for this project can be accessed [here](#).

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<sup>1</sup>Office of Evaluation Sciences. *How to design effective communications: What has OES learned?* PDF file. November 3, 2022. <https://oes.gsa.gov/assets/abstracts/OES%20Learnings%20on%20Writing%20Better%20Communications%202018.pdf>

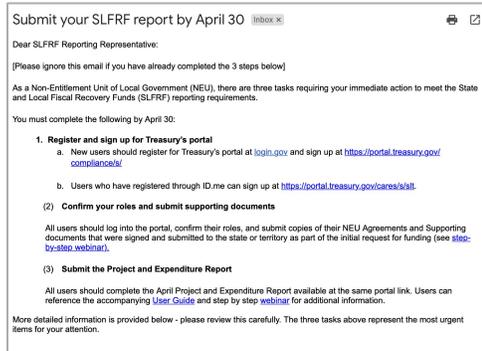
<sup>2</sup>Ayres, Ian, Sophie Raseman, and Alice Shih. "Evidence from two large field experiments that peer comparison feedback can reduce residential energy usage." *The Journal of Law, Economics, and Organization* 29.5 (2013): 992-1022.

# Increasing Timely Reporting by Local Governments through Peer Comparison and Encouragements

A collaboration with the U.S. Department of the Treasury | 2022

## Overview of Treatment emails 1-3, sent April 18, 2022

### Email 1: Control subject line and control content



Submit your SLFRF report by April 30 Inbox x 📧 🔗

Dear SLFRF Reporting Representative:

[Please ignore this email if you have already completed the 3 steps below]

As a Non-Entitlement Unit of Local Government (NEU), there are three tasks requiring your immediate action to meet the State and Local Fiscal Recovery Funds (SLFRF) reporting requirements.

You must complete the following by April 30:

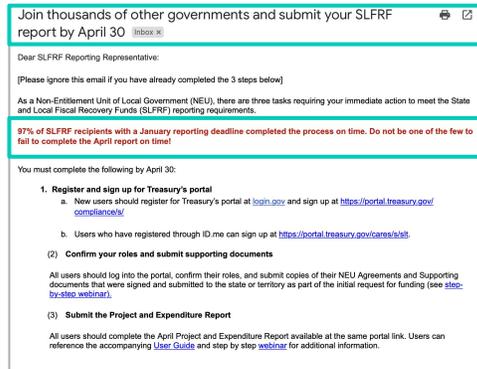
- 1. Register and sign up for Treasury's portal**
  - a. New users should register for Treasury's portal at [login.gov](https://login.gov) and sign up at <https://portal.treasury.gov/compliance/>
  - b. Users who have registered through ID.me can sign up at <https://portal.treasury.gov/cares/isl/>
- (2) Confirm your roles and submit supporting documents**
- (3) Submit the Project and Expenditure Report**

All users should log into the portal, confirm their roles, and submit copies of their NEU Agreements and Supporting documents that were signed and submitted to the state or territory as part of the initial request for funding (see [step-by-step webinar](#)).

All users should complete the April Project and Expenditure Report available at the same portal link. Users can reference the accompanying [User Guide](#) and step by step [webinar](#) for additional information.

More detailed information is provided below - please review this carefully. The three tasks above represent the most urgent items for your attention.

### Email 2: Peer comparison treatment subject line and treatment content



Join thousands of other governments and submit your SLFRF report by April 30 Inbox x 📧 🔗

Dear SLFRF Reporting Representative:

[Please ignore this email if you have already completed the 3 steps below]

As a Non-Entitlement Unit of Local Government (NEU), there are three tasks requiring your immediate action to meet the State and Local Fiscal Recovery Funds (SLFRF) reporting requirements.

**97% of SLFRF recipients with a January reporting deadline completed the process on time. Do not be one of the few to fail to complete the April report on time!**

You must complete the following by April 30:

- 1. Register and sign up for Treasury's portal**
  - a. New users should register for Treasury's portal at [login.gov](https://login.gov) and sign up at <https://portal.treasury.gov/compliance/>
  - b. Users who have registered through ID.me can sign up at <https://portal.treasury.gov/cares/isl/>
- (2) Confirm your roles and submit supporting documents**
- (3) Submit the Project and Expenditure Report**

All users should log into the portal, confirm their roles, and submit copies of their NEU Agreements and Supporting documents that were signed and submitted to the state or territory as part of the initial request for funding (see [step-by-step webinar](#)).

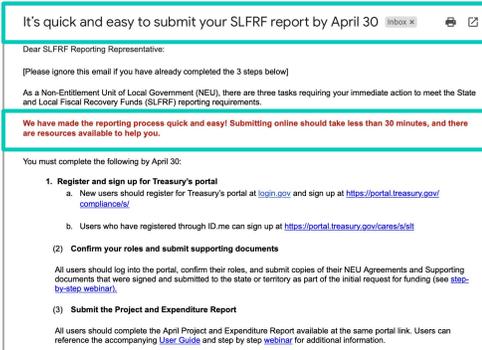
All users should complete the April Project and Expenditure Report available at the same portal link. Users can reference the accompanying [User Guide](#) and step by step [webinar](#) for additional information.

### Insights incorporated:

Incorporated peer comparison messaging in the subject line and body of the email.

Incorporated "quick and easy" messaging in the subject line and body of the email.

### Email 3: Quick and easy treatment subject line and treatment content



It's quick and easy to submit your SLFRF report by April 30 Inbox x 📧 🔗

Dear SLFRF Reporting Representative:

[Please ignore this email if you have already completed the 3 steps below]

As a Non-Entitlement Unit of Local Government (NEU), there are three tasks requiring your immediate action to meet the State and Local Fiscal Recovery Funds (SLFRF) reporting requirements.

**We have made the reporting process quick and easy! Submitting online should take less than 30 minutes, and there are resources available to help you.**

You must complete the following by April 30:

- 1. Register and sign up for Treasury's portal**
  - a. New users should register for Treasury's portal at [login.gov](https://login.gov) and sign up at <https://portal.treasury.gov/compliance/>
  - b. Users who have registered through ID.me can sign up at <https://portal.treasury.gov/cares/isl/>
- (2) Confirm your roles and submit supporting documents**
- (3) Submit the Project and Expenditure Report**

All users should log into the portal, confirm their roles, and submit copies of their NEU Agreements and Supporting documents that were signed and submitted to the state or territory as part of the initial request for funding (see [step-by-step webinar](#)).

All users should complete the April Project and Expenditure Report available at the same portal link. Users can reference the accompanying [User Guide](#) and step by step [webinar](#) for additional information.

# Increasing Timely Reporting by Local Governments through Peer Comparison and Encouragements

A collaboration with the U.S. Department of the Treasury | 2022

## April 18, 2022 email 1 full text: Control subject line and control content

### Submit your SLFRF report by April 30

Dear SLFRF Reporting Representative:

[Please ignore this email if you have already completed the 3 steps below]

As a Non-Entitlement Unit of Local Government (NEU), there are three tasks requiring your immediate action to meet the State and Local Fiscal Recovery Funds (SLFRF) reporting requirements.

You must complete the following by April 30:

**(1) Register and sign up for Treasury's portal**

- (a) New users should register for Treasury's portal at login.gov and sign up at <https://portal.treasury.gov/compliance/s/>
- (b) Users who have registered through ID.me can sign up at <https://portal.treasury.gov/cares/s/slt>.

**(2) Confirm your roles and submit supporting documents**

All users should log into the portal, confirm their roles, and submit copies of their NEU Agreements and Supporting documents that were signed and submitted to the state or territory as part of the initial request for funding (see [step-by-step webinar](#)).

**(3) Submit the Project and Expenditure Report**

All users should complete the April Project and Expenditure Report available at the same portal link. Users can reference the accompanying [User Guide](#) and step by step [webinar](#) for additional information.

More detailed information is provided below - please review this carefully. The three tasks above represent the most urgent items for your attention.

As noted above, this email is a reminder of your current reporting requirements.

**You are required to submit copies of both the NEU Agreement and Supporting Documents and Project and Expenditure Report (Compliance Reports) by April 30, 2022.** Your jurisdiction is highly encouraged to begin completing this compliance reporting as early as possible to avoid delays and address any technical challenges in advance of the reporting deadline. As noted in the [User Guide](#), submissions received after the reporting deadline will be considered as late and a record of late reporting could lead to a finding of non-compliance.

If you believe you have received this email by mistake, in particular if you are a **NEU that has declined funding or have not coordinated with your state in regard to your funding**, please email us at [SLFRP@treasury.gov](mailto:SLFRP@treasury.gov). In such cases, you are not required to take action on confirming your reporting roles and providing the additional documentation.

**What to do to submit your reports:** There are certain steps that you need to perform prior to submitting your compliance reports.

**1) Register and sign up for Treasury's portal**

To access Treasury's portal for the first time and be designated for any reporting roles, new users must first register with Login.gov. New users should use the following link: <https://portal.treasury.gov/compliance/s/>

Users who have previously registered through ID.me may continue to access Treasury's Portal through that method. The following link should be used if you have already registered through ID.me <https://portal.treasury.gov/cares/s/slt>. Note, using ID.me is **NOT** a requirement for reporting.

If you have not previously registered with ID.me, you should [register](#) through Login.gov.

**2) Confirm your roles.**

After your account has been created and verified, you will be redirected to Treasury's reporting portal to log in and confirm your roles. For best site performance, it is recommended that you use Google Chrome. As part of the SLFRF award administration, each SLFRF recipient must designate individuals to serve as its official points of contact for SLFRF reporting to Treasury.

## April 18, 2022 email 1 full text (continued): Control subject line and control content

As a recipient you will need to designate individual(s) in your organization for each of the following three roles:

1. Account Administrator;
2. Point of Contact for Reporting;
3. Authorized Representative for Reporting.

Section I of the [User Guide](#) provides additional details as to how to designate roles. Please note that the Account Administrator for the NEU will be the point of contact provided by your state or territory.

### 3) **Submit required materials**

You should submit copies of your NEU Agreements and Supporting Documents report and Project and Expenditure Report by the reporting deadline of **April 30, 2022**.

All reports must be submitted through the reporting portal via the following link:

- If using Login.gov- <https://portal.treasury.gov/compliance>
- If using ID.me- <https://portal.treasury.gov/cares/s/slt> [Note: ID.me is NOT required]

The best sources of information on how to submit compliance reports are:

- [NEU Agreements and Supporting Documents User Guide](#) (NEU Guide) with step-by-step instructions on setting accounts, assigning reporting roles, and providing required documentation to Treasury.
- [Project and Expenditure Report User Guide](#) (P&E User Guide) with step-by-step instructions for submitting the report. This user guide also includes a frequently asked questions section to address common reporting concerns.

### **Step-by-Step Recorded Webinars:**

Treasury also posted a series of webinars to assist with reporting:

- [NEU Intro to Reporting](#): Account Creation, Roles, and Agreements/Supporting Docs Submission (NEU specific)
- [Project and Expenditure Report: Reporting under Revenue Replacement](#)
- [Account Creation and Login](#): Creation of account in Treasury's Portal through ID.me or Login.gov
- [User Roles](#): Assignment and updates of user roles in Treasury's Portal
- [Bulk Uploads](#): Overview of submitting bulk uploads in Treasury's Portal

**Additional Resources:** Below is a list of the most up to date resources:

- [Compliance and Reporting Guidance](#): explains all the required reports in detail and is the best resource for any reporting questions.
- [Project and Expenditure Report User Guide](#)
- NEU Reporting Overview - [presentation](#) and [webinar](#)
- [Final Rule](#)
- [Overview of the Final Rule](#)
- [Interim Final Rule](#)
- [Statement Regarding Compliance with the SLFRF Interim Final Rule and Final Rule](#)

### **April Project and Expenditure Report: What to do if you have no projects to report:**

If your jurisdiction has not yet identified any projects to report, please know that Treasury encourages recipients to identify projects as soon as possible for your jurisdiction's uses of SLFRF funds. For the Project and Expenditure Report due April 30, 2022 Treasury will be offering an option to select "No Projects to Report" at this time. Selecting this option will require providing a written explanation and may result in additional follow-up from Treasury.

Please see the [User Guide](#) for additional guidance; information will also be provided in the Project Overview module of the Project and Expenditure Report.

### **For more information**

To access reporting materials and learn more about the SLFRF program, authorized by the American Rescue Plan Act of 2021, please visit Treasury's [State and Local Fiscal Recovery Funds website](#).

Treasury looks forward to working with you to ensure the continued success of the program. If you have questions or need additional information, please send an email to [SLFRP@treasury.gov](mailto:SLFRP@treasury.gov).

**Office of Recovery Programs  
U.S. Department of the Treasury**

# Increasing Timely Reporting by Local Governments through Peer Comparison and Encouragements

A collaboration with the U.S. Department of the Treasury | 2022

## April 18, 2022 email 2 full text: Peer comparison treatment subject line and treatment content

### Join thousands of other governments and submit your SLFRF report by April 30

Dear SLFRF Reporting Representative:

[Please ignore this email if you have already completed the 3 steps below]

As a Non-Entitlement Unit of Local Government (NEU), there are three tasks requiring your immediate action to meet the State and Local Fiscal Recovery Funds (SLFRF) reporting requirements.

**97% of SLFRF recipients with a January reporting deadline completed the process on time. Do not be one of the few to fail to complete the April report on time!**

You must complete the following by April 30:

**(1) Register and sign up for Treasury's portal**

(a) New users should register for Treasury's portal at login.gov and sign up at <https://portal.treasury.gov/compliance/s/>

(b) Users who have registered through ID.me can sign up at <https://portal.treasury.gov/cares/s/slf/>.

**(2) Confirm your roles and submit supporting documents**

All users should log into the portal, confirm their roles, and submit copies of their NEU Agreements and Supporting documents that were signed and submitted to the state or territory as part of the initial request for funding (see [step-by-step webinar](#)).

**(3) Submit the Project and Expenditure Report**

All users should complete the April Project and Expenditure Report available at the same portal link. Users can reference the accompanying [User Guide](#) and step by step [webinar](#) for additional information.

More detailed information is provided below - please review this carefully. The three tasks above represent the most urgent items for your attention.

As noted above, this email is a reminder of your current reporting requirements.

**You are required to submit copies of both the NEU Agreement and Supporting Documents and Project and Expenditure Report (Compliance Reports) by April 30, 2022.** Your jurisdiction is highly encouraged to begin completing this compliance reporting as early as possible to avoid delays and address any technical challenges in advance of the reporting deadline. As noted in the [User Guide](#), submissions received after the reporting deadline will be considered as late and a record of late reporting could lead to a finding of non-compliance.

If you believe you have received this email by mistake, in particular if you are a **NEU that has declined funding or have not coordinated with your state in regard to your funding**, please email us at [SLFRP@treasury.gov](mailto:SLFRP@treasury.gov). In such cases, you are not required to take action on confirming your reporting roles and providing the additional documentation.

**What to do to submit your reports:** There are certain steps that you need to perform prior to submitting your compliance reports.

**1) Register and sign up for Treasury's portal**

To access Treasury's portal for the first time and be designated for any reporting roles, new users must first register with Login.gov. New users should use the following link: <https://portal.treasury.gov/compliance/s/>

Users who have previously registered through ID.me may continue to access Treasury's Portal through that method. The following link should be used if you have already registered through ID.me <https://portal.treasury.gov/cares/s/slf/>. Note, using ID.me is **NOT** a requirement for reporting.

If you have not previously registered with ID.me, you should [register](#) through Login.gov.

**2) Confirm your roles.**

After your account has been created and verified, you will be redirected to Treasury's reporting portal to log in and confirm your roles. For best site performance, it is recommended that you use Google Chrome.

## April 18, 2022 email 2 full text (continued): Peer comparison treatment subject line and treatment content

As part of the SLFRF award administration, each SLFRF recipient must designate individuals to serve as its official points of contact for SLFRF reporting to Treasury. As a recipient you will need to designate individual(s) in your organization for each of the following three roles:

1. Account Administrator;
2. Point of Contact for Reporting;
3. Authorized Representative for Reporting.

Section I of the [User Guide](#) provides additional details as to how to designate roles. Please note that the Account Administrator for the NEU will be the point of contact provided by your state or territory.

### 3) **Submit required materials**

You should submit copies of your NEU Agreements and Supporting Documents report and Project and Expenditure Report by the reporting deadline of **April 30, 2022**.

All reports must be submitted through the reporting portal via the following link:

- If using Login.gov- <https://portal.treasury.gov/compliance>
- If using ID.me- <https://portal.treasury.gov/cares/s/slt> [Note: ID.me is NOT required]

The best sources of information on how to submit compliance reports are:

- [NEU Agreements and Supporting Documents User Guide](#) (NEU Guide) with step-by-step instructions on setting accounts, assigning reporting roles, and providing required documentation to Treasury.
- [Project and Expenditure Report User Guide](#) (P&E User Guide) with step-by-step instructions for submitting the report. This user guide also includes a frequently asked questions section to address common reporting concerns.

**Step-by-Step Recorded Webinars:** Treasury also posted a series of webinars to assist with reporting:

- [NEU Intro to Reporting](#): Account Creation, Roles, and Agreements/Supporting Docs Submission (NEU specific)
- [Project and Expenditure Report: Reporting under Revenue Replacement](#)
- [Account Creation and Login](#): Creation of account in Treasury's Portal through ID.me or Login.gov
- [User Roles](#): Assignment and updates of user roles in Treasury's Portal
- [Bulk Uploads](#): Overview of submitting bulk uploads in Treasury's Portal

**Additional Resources:** Below is a list of the most up to date resources:

- [Compliance and Reporting Guidance](#): explains all the required reports in detail and is the best resource for any reporting questions.
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- NEU Reporting Overview - [presentation](#) and [webinar](#)
- [Final Rule](#)
- [Overview of the Final Rule](#)
- [Interim Final Rule](#)
- [Statement Regarding Compliance with the SLFRF Interim Final Rule and Final Rule](#)

### **April Project and Expenditure Report: What to do if you have no projects to report:**

If your jurisdiction has not yet identified any projects to report, please know that Treasury encourages recipients to identify projects as soon as possible for your jurisdiction's uses of SLFRF funds. For the Project and Expenditure Report due April 30, 2022 Treasury will be offering an option to select "No Projects to Report" at this time. Selecting this option will require providing a written explanation and may result in additional follow-up from Treasury.

Please see the [User Guide](#) for additional guidance; information will also be provided in the Project Overview module of the Project and Expenditure Report.

### **For more information**

To access reporting materials and learn more about the SLFRF program, authorized by the American Rescue Plan Act of 2021, please visit Treasury's [State and Local Fiscal Recovery Funds website](#).

Treasury looks forward to working with you to ensure the continued success of the program. If you have questions or need additional information, please send an email to [SLFRP@treasury.gov](mailto:SLFRP@treasury.gov).

**Office of Recovery Programs  
U.S. Department of the Treasury**

# Increasing Timely Reporting by Local Governments through Peer Comparison and Encouragements

A collaboration with the U.S. Department of the Treasury | 2022

## April 18, 2022 email 3 full text: Quick and easy treatment subject line and treatment content

### It's quick and easy to submit your SLFRF report by April 30

Dear SLFRF Reporting Representative:

[Please ignore this email if you have already completed the 3 steps below]

As a Non-Entitlement Unit of Local Government (NEU), there are three tasks requiring your immediate action to meet the State and Local Fiscal Recovery Funds (SLFRF) reporting requirements.

**We have made the reporting process quick and easy! Submitting online should take less than 30 minutes, and there are resources available to help you.**

You must complete the following by April 30:

**(1) Register and sign up for Treasury's portal**

- (a) New users should register for Treasury's portal at login.gov and sign up at <https://portal.treasury.gov/compliance/s/>
- (b) Users who have registered through ID.me can sign up at <https://portal.treasury.gov/cares/s/slf>

**(2) Confirm your roles and submit supporting documents**

All users should log into the portal, confirm their roles, and submit copies of their NEU Agreements and Supporting documents that were signed and submitted to the state or territory as part of the initial request for funding (see [step-by-step webinar](#)).

**(3) Submit the Project and Expenditure Report**

All users should complete the April Project and Expenditure Report available at the same portal link. Users can reference the accompanying [User Guide](#) and step by step [webinar](#) for additional information.

More detailed information is provided below - please review this carefully. The three tasks above represent the most urgent items for your attention.

As noted above, this email is a reminder of your current reporting requirements.

**You are required to submit copies of both the NEU Agreement and Supporting Documents and Project and Expenditure Report (Compliance Reports) by April 30, 2022.** Your jurisdiction is highly encouraged to begin completing this compliance reporting as early as possible to avoid delays and address any technical challenges in advance of the reporting deadline. As noted in the [User Guide](#), submissions received after the reporting deadline will be considered as late and a record of late reporting could lead to a finding of non-compliance.

If you believe you have received this email by mistake, in particular if you are a **NEU that has declined funding or have not coordinated with your state in regard to your funding**, please email us at [SLFRP@treasury.gov](mailto:SLFRP@treasury.gov). In such cases, you are not required to take action on confirming your reporting roles and providing the additional documentation.

**What to do to submit your reports:** There are certain steps that you need to perform prior to submitting your compliance reports.

**1) Register and sign up for Treasury's portal**

To access Treasury's portal for the first time and be designated for any reporting roles, new users must first register with Login.gov. New users should use the following link: <https://portal.treasury.gov/compliance/s/>

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If you have not previously registered with ID.me, you should [register](#) through Login.gov.

**2) Confirm your roles.**

After your account has been created and verified, you will be redirected to Treasury's reporting portal to log in and confirm your roles. For best site performance, it is recommended that you use Google Chrome.

As part of the SLFRF award administration, each SLFRF recipient must designate individuals to serve as its official points of contact for SLFRF reporting to Treasury. As a recipient you will need to designate individual(s) in your organization for each of the following three roles:

## April 18, 2022 email 3 full text (continued): Quick and easy treatment subject line and treatment content

1. Account Administrator;
2. Point of Contact for Reporting;
3. Authorized Representative for Reporting.

Section I of the [User Guide](#) provides additional details as to how to designate roles. Please note that the Account Administrator for the NEU will be the point of contact provided by your state or territory.

### 3) **Submit required materials**

You should submit copies of your NEU Agreements and Supporting Documents report and Project and Expenditure Report by the reporting deadline of **April 30, 2022**.

All reports must be submitted through the reporting portal via the following link:

- If using Login.gov- <https://portal.treasury.gov/compliance>
- If using ID.me- <https://portal.treasury.gov/cares/s/slt> [Note: ID.me is NOT required]

The best sources of information on how to submit compliance reports are:

- [NEU Agreements and Supporting Documents User Guide](#) (NEU Guide) with step-by-step instructions on setting accounts, assigning reporting roles, and providing required documentation to Treasury.
- [Project and Expenditure Report User Guide](#) (P&E User Guide) with step-by-step instructions for submitting the report. This user guide also includes a frequently asked questions section to address common reporting concerns.

**Step-by-Step Recorded Webinars:** Treasury also posted a series of webinars to assist with reporting:

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- [Final Rule](#)
- [Overview of the Final Rule](#)
- [Interim Final Rule](#)
- [Statement Regarding Compliance with the SLFRF Interim Final Rule and Final Rule](#)

### **April Project and Expenditure Report: What to do if you have no projects to report:**

If your jurisdiction has not yet identified any projects to report, please know that Treasury encourages recipients to identify projects as soon as possible for your jurisdiction's uses of SLFRF funds. For the Project and Expenditure Report due April 30, 2022 Treasury will be offering an option to select "No Projects to Report" at this time. Selecting this option will require providing a written explanation and may result in additional follow-up from Treasury.

Please see the [User Guide](#) for additional guidance; information will also be provided in the Project Overview module of the Project and Expenditure Report.

### **For more information**

To access reporting materials and learn more about the SLFRF program, authorized by the American Rescue Plan Act of 2021, please visit Treasury's [State and Local Fiscal Recovery Funds website](#).

Treasury looks forward to working with you to ensure the continued success of the program. If you have questions or need additional information, please send an email to [SLFRP@treasury.gov](mailto:SLFRP@treasury.gov).

**Office of Recovery Programs  
U.S. Department of the Treasury**



# Increasing Timely Reporting by Local Governments through Reminders

A collaboration with the U.S. Department of the Treasury | 2022

## Project Summary:

As part of the American Rescue Plan (ARP), the Department of the Treasury (“Treasury”) is administering the State and Local Fiscal Recovery Funds (SLFRF) program, which provides \$350 billion in funding for eligible state, local, territorial, and Tribal governments to support their response to and recovery from the COVID-19 public health emergency. Approximately 27,000 small cities and towns – referred to as non-entitlement units of local government (NEUs) – were allocated \$19.5 billion of this funding. Treasury seeks to support NEUs to meet their reporting requirements in order to promote transparency, responsibility, and equity in the use of funds.

NEUs must submit their Project & Expenditure reports (“spending reports”) on Treasury’s American Rescue Plan (ARP) Reporting and Compliance Portal. To ensure that NEUs submit spending reports on time, Treasury sent out multiple emails to NEUs to remind them of their reporting obligations. Sending reminders can make top-of-mind an action that busy individuals should take, but otherwise would forget. However, sending too many reminders may have the unintended effect of decreasing the saliency of the desired action by making the information redundant.

## Intervention Description:

The Office of Evaluation Sciences (OES) and Treasury collaborated to test the effectiveness of reminders that encourage NEUs to submit their spending reports.<sup>1</sup> OES randomly assigned half of NEUs to receive an additional reminder email the week that their spending reports were due. The email included the same content and subject line that NEUs received the prior week, with just the addition of the words “only 4 days left”.

## What did we learn?

This evaluation finds that receiving an additional reminder email did not have a statistically significant effect on NEUs’ report submission.

The OES project page for this project can be accessed [here](#).

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<sup>1</sup>Research in the domain of vaccines found evidence on the effectiveness of reminders. Loretta Au, L., Ady Oster, G. Yeh, et al. “Utilizing an Electronic Health Record System to Improve Vaccination Coverage in Children.” *Appl Clin Inform* 1, no. 3 (2010): 221–231

# Increasing Timely Reporting by Local Governments through Reminders

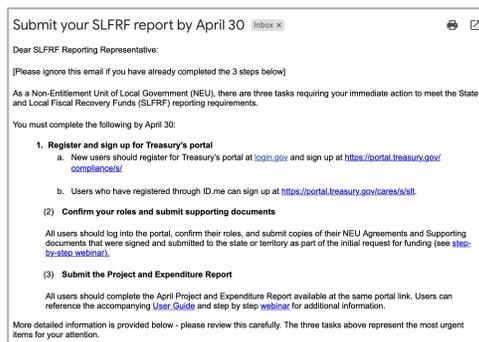
A collaboration with the U.S. Department of the Treasury | 2022

**Overview of treatments and emails 1-3, sent April 25, 2022. The treatment group was randomized into receiving one additional reminder email with the same content from the week prior.**

**Control: No email**

**Treatment: Additional send of April 18 email**

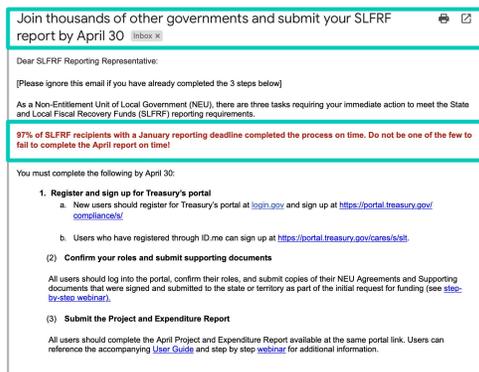
**Treatment 1: Additional control email**



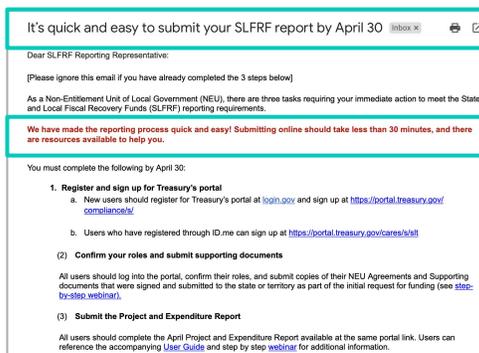
**Insights incorporated:**

Incorporated reminders in the subject line and within the body of the email.

**Treatment 2: Additional peer comparison email**



**Treatment 3: Additional quick and easy email**



# Increasing Timely Reporting by Local Governments through Reminders

A collaboration with the U.S. Department of the Treasury | 2022

## Treatment 1: Additional control email

### ONLY 4 DAYS LEFT! Submit your SLFRF report by April 30

Dear SLFRF Reporting Representative:

[Please ignore this email if you have already completed the 3 steps below]

As a Non-Entitlement Unit of Local Government (NEU), there are three tasks requiring your immediate action to meet the State and Local Fiscal Recovery Funds (SLFRF) reporting requirements.

You must complete the following by April 30:

**(1) Register and sign up for Treasury's portal**

- (a) New users should register for Treasury's portal at login.gov and sign up at <https://portal.treasury.gov/compliance/s/>
- (b) Users who have registered through ID.me can sign up at <https://portal.treasury.gov/cares/s/slt>.

**(2) Confirm your roles and submit supporting documents**

All users should log into the portal, confirm their roles, and submit copies of their NEU Agreements and Supporting documents that were signed and submitted to the state or territory as part of the initial request for funding (see [step-by-step webinar](#)).

**(3) Submit the Project and Expenditure Report**

All users should complete the April Project and Expenditure Report available at the same portal link. Users can reference the accompanying [User Guide](#) and step by step [webinar](#) for additional information.

More detailed information is provided below - please review this carefully. The three tasks above represent the most urgent items for your attention.

As noted above, this email is a reminder of your current reporting requirements.

**You are required to submit copies of both the NEU Agreement and Supporting Documents and Project and Expenditure Report (Compliance Reports) by April 30, 2022.** Your jurisdiction is highly encouraged to begin completing this compliance reporting as early as possible to avoid delays and address any technical challenges in advance of the reporting deadline. As noted in the [User Guide](#), submissions received after the reporting deadline will be considered as late and a record of late reporting could lead to a finding of non-compliance.

If you believe you have received this email by mistake, in particular if you are a **NEU that has declined funding or have not coordinated with your state in regard to your funding**, please email us at [SLFRP@treasury.gov](mailto:SLFRP@treasury.gov). In such cases, you are not required to take action on confirming your reporting roles and providing the additional documentation.

#### What to do to submit your reports:

There are certain steps that you need to perform prior to submitting your compliance reports.

**1) Register and sign up for Treasury's portal**

To access Treasury's portal for the first time and be designated for any reporting roles, new users must first register with Login.gov. New users should use the following link: <https://portal.treasury.gov/compliance/s/>

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**2) Confirm your roles.**

After your account has been created and verified, you will be redirected to Treasury's reporting portal to log in and confirm your roles. For best site performance, it is recommended that you use Google Chrome. As part of the SLFRF award administration, each SLFRF recipient must designate individuals to serve as its official points of contact for SLFRF reporting to Treasury. As a recipient you will need to designate individual(s) in your organization for each of the following three roles:

- 1. Account Administrator;
- 2. Point of Contact for Reporting;
- 3. Authorized Representative for Reporting.

## Treatment 1 (continued): Additional control email

Section I of the [User Guide](#) provides additional details as to how to designate roles. Please note that the Account Administrator for the NEU will be the point of contact provided by your state or territory.

### 3) **Submit required materials**

You should submit copies of your NEU Agreements and Supporting Documents report and Project and Expenditure Report by the reporting deadline of **April 30, 2022**.

All reports must be submitted through the reporting portal via the following link:

- If using Login.gov- <https://portal.treasury.gov/compliance>
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The best sources of information on how to submit compliance reports are:

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### **Step-by-Step Recorded Webinars:**

Treasury also posted a series of webinars to assist with reporting:

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### **Additional Resources:**

Below is a list of the most up to date resources:

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### **April Project and Expenditure Report: What to do if you have no projects to report:**

If your jurisdiction has not yet identified any projects to report, please know that Treasury encourages recipients to identify projects as soon as possible for your jurisdiction's uses of SLFRF funds. For the Project and Expenditure Report due April 30, 2022 Treasury will be offering an option to select "No Projects to Report" at this time. Selecting this option will require providing a written explanation and may result in additional follow-up from Treasury.

Please see the [User Guide](#) for additional guidance; information will also be provided in the Project Overview module of the Project and Expenditure Report.

### **For more information**

To access reporting materials and learn more about the SLFRF program, authorized by the American Rescue Plan Act of 2021, please visit Treasury's [State and Local Fiscal Recovery Funds website](#).

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**Office of Recovery Programs  
U.S. Department of the Treasury**

# Increasing Timely Reporting by Local Governments through Reminders

A collaboration with the U.S. Department of the Treasury | 2022

## Treatment 2: Additional peer comparison email

**ONLY 4 DAYS LEFT! Join thousands of other governments and submit your SLFRF report by April 30**

Dear SLFRF Reporting Representative:

[Please ignore this email if you have already completed the 3 steps below]

As a Non-Entitlement Unit of Local Government (NEU), there are three tasks requiring your immediate action to meet the State and Local Fiscal Recovery Funds (SLFRF) reporting requirements.

**97% of SLFRF recipients with a January reporting deadline completed the process on time. Do not be one of the few to fail to complete the April report on time!**

You must complete the following by April 30:

**(1) Register and sign up for Treasury's portal**

- (a) New users should register for Treasury's portal at login.gov and sign up at <https://portal.treasury.gov/compliance/s/>
- (b) Users who have registered through ID.me can sign up at <https://portal.treasury.gov/cares/s/slt>.

**(2) Confirm your roles and submit supporting documents**

All users should log into the portal, confirm their roles, and submit copies of their NEU Agreements and Supporting documents that were signed and submitted to the state or territory as part of the initial request for funding (see [step-by-step webinar](#)).

**(3) Submit the Project and Expenditure Report**

All users should complete the April Project and Expenditure Report available at the same portal link. Users can reference the accompanying [User Guide](#) and step by step [webinar](#) for additional information.

More detailed information is provided below - please review this carefully. The three tasks above represent the most urgent items for your attention.

As noted above, this email is a reminder of your current reporting requirements.

**You are required to submit copies of both the NEU Agreement and Supporting Documents and Project and Expenditure Report (Compliance Reports) by April 30, 2022.** Your jurisdiction is highly encouraged to begin completing this compliance reporting as early as possible to avoid delays and address any technical challenges in advance of the reporting deadline. As noted in the [User Guide](#), submissions received after the reporting deadline will be considered as late and a record of late reporting could lead to a finding of non-compliance.

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**What to do to submit your reports:** There are certain steps that you need to perform prior to submitting your compliance reports.

**1) Register and sign up for Treasury's portal**

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## Treatment 2 (continued): Additional peer comparison email

1. Account Administrator;
2. Point of Contact for Reporting;
3. Authorized Representative for Reporting.

Section I of the [User Guide](#) provides additional details as to how to designate roles. Please note that the Account Administrator for the NEU will be the point of contact provided by your state or territory.

### 3) **Submit required materials**

You should submit copies of your NEU Agreements and Supporting Documents report and Project and Expenditure Report by the reporting deadline of **April 30, 2022**.

All reports must be submitted through the reporting portal via the following link:

- If using Login.gov- <https://portal.treasury.gov/compliance>
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The best sources of information on how to submit compliance reports are:

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### **Step-by-Step Recorded Webinars:**

Treasury also posted a series of webinars to assist with reporting:

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### **April Project and Expenditure Report: What to do if you have no projects to report:**

If your jurisdiction has not yet identified any projects to report, please know that Treasury encourages recipients to identify projects as soon as possible for your jurisdiction's uses of SLFRF funds. For the Project and Expenditure Report due April 30, 2022 Treasury will be offering an option to select "No Projects to Report" at this time. Selecting this option will require providing a written explanation and may result in additional follow-up from Treasury.

Please see the [User Guide](#) for additional guidance; information will also be provided in the Project Overview module of the Project and Expenditure Report.

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**Office of Recovery Programs  
U.S. Department of the Treasury**

# Increasing Timely Reporting by Local Governments through Peer Comparison and Encouragements

A collaboration with the U.S. Department of the Treasury | 2022

## Treatment 3: Additional quick and easy email

### It's quick and easy to submit your SLFRF report by April 30

Dear SLFRF Reporting Representative:

[Please ignore this email if you have already completed the 3 steps below]

As a Non-Entitlement Unit of Local Government (NEU), there are three tasks requiring your immediate action to meet the State and Local Fiscal Recovery Funds (SLFRF) reporting requirements.

**We have made the reporting process quick and easy! Submitting online should take less than 30 minutes, and there are resources available to help you.**

You must complete the following by April 30:

**(1) Register and sign up for Treasury's portal**

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- (b) Users who have registered through ID.me can sign up at <https://portal.treasury.gov/cares/s/slf/>

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All users should log into the portal, confirm their roles, and submit copies of their NEU Agreements and Supporting documents that were signed and submitted to the state or territory as part of the initial request for funding (see [step-by-step webinar](#)).

**(3) Submit the Project and Expenditure Report**

All users should complete the April Project and Expenditure Report available at the same portal link. Users can reference the accompanying [User Guide](#) and step by step [webinar](#) for additional information.

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## Treatment 3 (continued): Additional quick and easy email

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### **April Project and Expenditure Report: What to do if you have no projects to report:**

If your jurisdiction has not yet identified any projects to report, please know that Treasury encourages recipients to identify projects as soon as possible for your jurisdiction's uses of SLFRF funds. For the Project and Expenditure Report due April 30, 2022 Treasury will be offering an option to select "No Projects to Report" at this time. Selecting this option will require providing a written explanation and may result in additional follow-up from Treasury.

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