



U.S. Department of Treasury

Public Law 115-336, "21st Century Integrated Digital Experience Act"

December 2020 Report

Prepared for the Office of Management and Budget and the public per the requirements of section 3(d) of Public Law 115-336.

The Department of Treasury's Progress to Implement the 21st Century Integrated Digital Experience Act

2020 Annual Report

Background

Section 3(d) of the [21st Century Integrated Digital Experience Act](#) (21st Century IDEA)¹ requires the head of each Federal executive branch agency to report annually (through 2023) to the Director of the Office of Management and Budget (OMB) and the public on the agency's progress to implement the requirements of the Act, and modernize their websites and digital services. The information below details the efforts of the U.S. Department of the Treasury (Treasury or the Department) to modernize the agency's websites and digital services in 2020.

Treasury Efforts to Date

Treasury is leveraging the 21st Century IDEA to streamline our digital footprint and deliver an easy online experience to customers and partners. Building on [the work we began in 2019](#), our focus in 2020 was to continue improving user experience by redesigning major sites and exploring technologies to make operations more efficient. Efforts to deliver against IDEA requirements directly align to Treasury Strategic Plan Objective 5.3, Customer Value and Experience. Treasury aims to enhance the experience of interacting with the Department and improve customer service by providing high quality, modernized web properties that deliver a common user experience.

Major accomplishments for 2020 include continued progress in design standardization, bureau website and application modernization, and IDEA compliance for economic recovery efforts.

Accomplishment #1: Standardization & Usability

Treasury continues to apply a standards-based approach in the design and development of sites and applications across the enterprise. In 2020, significant updates were applied to the Treasury Digital Design System (TDDS), a Treasury-specific US Web Design System (USWDS) published to [GitHub](#) delivering standards and guidance for agency-wide website creation, products and services. Use of TDDS is exemplified with the reusable design theme applied to [Treasury.gov/CARES](#) and adjacent sites such as the Special Inspector General for Pandemic Recovery site [SIGPR.gov](#) currently hosted on [Treasury.gov](#). The Internal Revenue Service (IRS) also customized USWDS to develop the IRS Online Design Guide (ODG) standards as a means to deliver efficient solutions and provide a consistent experience across IRS digital products.

Usability improvements are illustrated by Mint's flagship e-commerce site [catalog.usmint.gov](#), built to emphasize customer experience on all mobile, tablet, and desktop site views. Additionally, the Financial Crimes Enforcement Network (FinCEN) developed a document review process through a dual Section 508 Intranet Compliance Page making content accessible to people with disabilities.

¹ Public Law 115-336, 132 Stat. 5025-5028.

Accomplishment #2: Website Modernization & Solution Enhancements

In 2020 Treasury made demonstrable progress modernizing its websites and enhancing its solutions to better serve the American public. Accomplishments span the Department and are aligned to key websites and services Treasury prioritized in 2019.

- The IRS updated [IRS.gov](https://www.irs.gov) to include multilingual homepages, mobile menu functionality, and IRS ODG themes; Improved the taxpayer experience by removing redundant content from the IRS Free File application, redesigned the Tax Withholder Estimator sourcing user feedback, and added languages revised Earned Income Tax Credit Assistant content; in line with Treasury Strategic Objective 1.1, Tax Law Implementation.
- The Alcohol and Tobacco Tax and Trade Bureau (TTB), updated [TTBonline.gov](https://www.ttbonline.gov) to provide a more consistent user experience across its digital platforms.
- The Bureau of the Fiscal Service (Fiscal) redesigned fiscal.treasury.gov using USWDS theming and plain language; Provided an easy to use Treasury Financial Manual guidance site (tfx.treasury.gov); and centralized datasets into fiscaldata.treasury.gov.
- The Office of the Comptroller of the Currency (OCC) redesigned [Helpwithmybank.gov](https://helpwithmybank.gov) drastically improving search functionality, and reorganized content for ease of use.
- The FinCEN team modernized [Fincen.gov](https://www.fincen.gov) by developing a self-service support page with searchable common issues and questions and a more user-friendly interface.

Accomplishment #3: Economic Recovery Efforts

Immediately following passage of the Coronavirus Aid, Relief, and Economic Security (CARES) Act, Treasury led multiple response efforts including rapid deployment of the primary CARES Act website and the [Get My Payment](https://www.getmypayment.gov) tool. [Treasury.gov/CARES](https://www.treasury.gov/CARES) was publicly viewable within two-weeks of the Act being passed. During the month of April, the site received daily page views exceeding 600 thousand. Furthermore, the IRS Get My Payment application provided taxpayers an online means to obtain status of Economic Impact Payments and was used 200 million times. Over 14 million people successfully submitted their banking information to receive payments more quickly via direct deposit. Additionally, [fincen.gov/coronavirus](https://www.fincen.gov/coronavirus) disseminated information to the public regarding fraud, cybercrime, and other COVID-19 financial crime related activities. The Fiscal Service published COVID-19 data to [USAspending.gov](https://www.usaspending.gov) to offer transparency on CARES Act federal spending to the public. Collectively, Treasury launched a coordinated approach, including Fiscal's [Useful Links for COVID site](https://www.fiscal.treasury.gov/useful-links-for-covid), to publish targeted CARES-related information as a part of a wayfinding system designed to provide guidance where needed.

Digitization of Forms

As required in Section 4(d), Treasury continues to digitize all paper-based forms related to serving the public and centralize access to these forms. All digitized forms can be found in Appendix A.

Treasury continues modernization efforts across the enterprise and in parallel will promote an integrated approach to enhance public-facing websites and services.

/s/ Eric Olson

Deputy Assistant Secretary, Information Systems and Chief Information Officer

Appendix A: Digitized Forms

Key Treasury public-facing forms have been digitized including the BEP Mutilated Currency and CARES Act forms. The BEP Mutilated Currency form has been completely digitized, vastly improving the experience of over 22,000 customers per year who submit an estimated \$35 million in annual requests. The digitization of this form not only improves the user experience but also expedites the processing time and realizes labor efficiencies. Treasury rapidly developed and deployed the CARES forms needed to collect, review, and approve/deny submissions from various entities. Specialized forms were accessed by 10,000 users and include the CARES Act forms for the Airline Loan Application, the National Security Loan Application, the Payment Information form for State, Local, and Tribe Recipients; the Supplemental Tribal Payment Information form; the CARES Communities application; and the general Payroll Assistance Web Intake form for small businesses.

While IRS, OCC, and BFS maintain central repositories of their forms and FinCEN utilizes the Bank Secrecy Act (BSA) E-Filing System, Treasury as an agency continues to coordinate efforts to better organize its forms across bureaus and establish one central location for all Treasury forms.

Bureau	Form Name/Description	Link
BEP	Request for Examination of Mutilated Currency for Possible Redemption	https://www.bep.govsubmitarequest.html
BFS	Central Receivable Services Agency Pre-Onboarding Questionnaire	https://fiscal.treasury.gov/crs/resources-for-agencies.html
	Do Not Pay Enrollment	https://fiscal.treasury.gov/dnp/getting-started.html
	Cross-Servicing Debt Collection System: Incident Report	https://fiscal.treasury.gov/cross-servicing/resources/servicing-incident-form.html
	United States General Ledger Issue Reporting	https://fiscal.treasury.gov/ussgl/report-an-issue.html
	Bureau of the Fiscal Service Commonly Requested Forms	https://fiscal.treasury.gov/forms.html
	TreasuryDirect.gov Form Index	https://treasurydirect.gov/forms.html
	ARC Website Form Index	https://arc.fiscal.treasury.gov/fshome.htm (Password protected by customer page)
DO	CARES Administration Hub	Temporary form – no longer active
	Airline Loan Application	Temporary form – no longer active
	National Security Loan Application	Temporary form – no longer active
	Payment Information for State, Local, and Tribe Recipients	Temporary form – no longer active
	Supplemental Tribal Payment	Temporary form – no longer active
	CARES Communities Application	Temporary form – no longer active
	Payroll Assistance	Temporary form – no longer active
FinCEN	FinCEN Currency Transaction Report	https://www.fincen.gov/resources/filing-information
	FinCEN Designation of Exempt Person	https://www.fincen.gov/resources/filing-information
	FinCEN Suspicious Activity Report	https://www.fincen.gov/resources/filing-information

	FinCEN Registration of Money Services Business	https://www.fincen.gov/resources/filing-information
	Report of Foreign Bank and Financial Accounts	https://www.fincen.gov/resources/filing-information
	Report of Cash Payments Over \$10,000 Received in a Trade or Business	https://www.fincen.gov/resources/filing-information
IRS	IRS Forms, Instructions & Publications	https://www.irs.gov/forms-instructions
Mint	Mint for Kids Activities for Educators	https://www.usmint.gov/learn/kids
	Mint Certificate of Non-Receipt	https://catalog.usmint.gov/customer-service/shipping.html
OCC	OCC Forms Index	https://occ.gov/publications-and-resources/forms/index-forms.html
	OCC Licensing Form Index	https://www.occ.gov/publications-and-resources/publications/comptrollers-licensing-manual/files/licensing-filing-forms.html