

Corporation for National and Community Service

Plain Writing Act Compliance Report

September 7, 2011

I. Senior Agency Official for Plain Writing:

- a. Amy Borgstrom, Associate Director of Policy, is Senior Official for Plain Writing. aborgstrom@cns.gov, (202) 606-6930.
- b. Aaron Olszewski, Office of General Counsel and Shenell Shepherd, Executive Secretariat, are Agency Coordinators for Plain Writing. aolszewski@cns.gov and sshepherd@cns.gov.

II. Explain what specific types of agency communications you have released by making them available in a format that is consistent with the Plain Writing guidelines.

Type of communications of document or posting. List how this is made available to the public	Who is the intended user and approximate number of potential users	What has changed by using Plain Writing
AmeriCorps State and National Notice of Federal Funding Opportunity Available on public website	General public, 600-1000 users.	Three documents were edited and extensive revisions occurred to reflect plain writing best practice.
Notice of Proposed Rulemaking Available on public website and regulations.gov	General public, 600-1000 users.	This document was edited and revised to reflect plain writing best practice.
Policy on Transparency in the Grant Application Review Process Available on public website	General public, 600-1000 users	This document was created using plain writing best practice.

III. Inform agency staff of Plain Writing Act's requirements:

- a. Information on the Act is posted on the agency Intranet.

- b. Sent an article on the Act and its requirements to all staff.
- c. Notified all staff of the Plain Language page on the CNCS external website.

IV. Training

- a. Agency provided the following trainings:

Type of Training	Number of employees trained	Date
In house (agency Staff or contractor) – live	38	9/29/2011
PLAIN provided training – live	40	1/17/2012
Webinars		
Online training		

V. Ongoing compliance/sustaining change

- a. Name of agency contact for compliance issues: Amy Borgstrom, Associate Director of Policy, aborgstrom@cns.gov (202) 606-6930.
- b. Documenting and reporting use of plain writing in agency communications: The Senior Official for Plain Writing and the Plain Writing Coordinator will engage agency leadership in building a culture of Plain Writing. Incentives and training opportunities will be developed. Staff involved in writing covered documents will be convened twice each year to review compliance and collect examples of success and best practice.
- c. Clearance process: The Senior Official for Plain Writing reviews all agency policy documents for Plain Writing. The Senior Official for Plain Writing will also be consulted in the development of web content and publications.

VI. Agency’s plain writing website

- a. Website address:
<http://www.nationalservice.gov/about/open//plainwriting/index.asp>
- b. Contact us page plainwriting@cns.gov
- c. Implementation of the Act

- i. Documents covered by the Act: policies, procedures, Notices of Federal Funding, publications, web content.
- ii. Timeline:
 - 1. September 29, 2011: Agency-wide training.
 - 2. November 1, 2011: Compliance report completed. Website live on external and internal websites.
 - 3. January 17, 2012: Training by PLAIN.
 - 4. March 1, 2012: Agency writers working group convened. Second compliance report published.
 - 5. June 1, 2012: Incentives feasibility report.
- d. Links to Compliance reports:
<http://www.nationalservice.gov/about/open//plainwriting/compliancereport1.pdf>
- e. Links to OMB and PLAIN:
<http://www.nationalservice.gov/about/open//plainwriting/index.asp>

VII. Customer Satisfaction Evaluation after Experiencing Plain Writing Communications

Customer satisfaction will be evaluated by tracking comments provided via telephone, e-mail, the agency Intranet, and the Plain Language page on the CNCS website.