

Corporation for National and Community Service

Plain Writing Act Compliance Report

April 10, 2012

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 is the Agency Coordinator for Plain Writing. aolszewski@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.

The following documents were created and reviewed using plain writing best practices.

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
AmeriCorps State and National Notice of Federal Funding Opportunity Available on public website	AmeriCorps State and National applicants, 600-1000 users.
Notice of Proposed Rulemaking on Criminal Background Checks Available on public website and regulations.gov	General public, 600-1000 users
Policy on Transparency in the Grant Application Review Process Available on public website	General public, 600-1000 users
Senior Corps RSVP Grants Competition Notice of Federal Funding Opportunity Available on public website	Senior Corps RSVP applicants, 600-1000 users
Social Innovation Fund FY 2012 Competition for New Grantees Notice of Federal Funding Opportunity Available on public website	Social Innovation Fund applicants, 600-1000 users
September 11 th National Day of Service and Remembrance Grants FY 2012 Notice of Federal	September 11 th National Day of Service and

Funding Opportunity Available on public website	Remembrance Applicants, 600-1000 users
Report on Engaging Veterans with Disabilities Available on public website	General public, 600-1000 users
Serving Communities: Case Studies Available on public website	General public, 600-1000 users
AmeriCorps Annual Progress Report Available via eGrants	AmeriCorps grantees, 154 users
Martin Luther King, Jr. Day of Service Grant Application Instructions Available on public website	Martin Luther King, Jr. Day of Service applicants, 80 users
National Service Trust Forms Available via the My AmeriCorps portal	AmeriCorps members, 15,000 users
Current Population Survey for Volunteering in America Report Published for public comment in the <i>Federal Register</i> and regulations.gov	General public, 54,000 users (part of general census)
CNCS Universal Application Published for public comment in the <i>Federal Register</i> and regulations.gov	Grant applicants, 2,200 users
Day of Service Registration and Reporting form Published for public comment in the <i>Federal Register</i> and regulations.gov	General public, 16,000 users
Disaster Response Cooperative Agreements Published for public comment in the <i>Federal Register</i> and regulations.gov	General public, 200 users
Nonprofit Capacity Building Progress Report Published for public comment in the <i>Federal Register</i> and regulations.gov	General public, 10 users

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

- a. Posted information on the Act 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

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: plain@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. April 30, 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/index.asp#data>
- e. Links to OMB and PLAIN: <http://www.plainlanguage.gov/plLaw/law/index.cfm>

VII. Customer Satisfaction Evaluation after Experiencing Plain Writing Communications

Customer satisfaction is evaluated by tracking comments provided via telephone, e-mail, the agency Intranet, and the Plain Language page on the CNCS website. No comments have been received since the initial draft compliance report was published.