**Plain Language Report Card for: Department of Homeland Security (DHS)**

**Agency Home Page:** [**www.dhs.gov**](http://www.dhs.gov) **Grade: Basic requirement: D (36)  
 Other activities: D (45)**

**Part 1: How well does the agency comply with the basic requirements of the Act**

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| --- | --- | --- |
| Criteria | Notes | Score |
| Agency plain language page URL | <http://www.dhs.gov/xutil/dhs-plain-language.shtm>  draft | **8** |
| Linked from the homepage? | No | **0** |
| Do they name a senior official? | Phil McNamara, Executive Secretary, Office of the Secretary  [phil.mcnamara@HQ.dhs.gov](mailto:phil.mcnamara@HQ.dhs.gov) | **10** |
| Do they list other contacts? | No | **0** |
| Is there contact info for the other contacts? |  | **0** |
| Do they have an implementation plan? | <http://www.dhs.gov/xutil/dhs-plain-language-summary.shtm>  This is only a draft. Did they ever finish it? | **8** |
| Do they have a 2012 compliance report? | No | **0** |
| Does the website provide feedback mechanism? | On-line form only | **10** |
| Are they using plain language in all new or substantially revised covered documents? | No info | **0** |
| How did they inform employees of requirement | No mention of how or if they told employees. | **0** |

**Total DHS score for basic compliance with Act: 36 (out of 100)**

**Part 2: Agency compliance with the Plain Writing Act – Supporting activities**

|  |  |  |
| --- | --- | --- |
| Criteria | Notes | Score |
| Implementation Plan |  | **26** |
| Does the plan list objectives | Develop train-train program. Components to report individual plain language success to DHS. Focus on updating webpages, forms, letters and job announcements. (but plan draft so don’t know if DHS is using it) | **13** |
| Do they identify specific actions to implement objectives | Establish a long-term, dept-wide training plan, component network of coordinators and reporting mechanism. (but plan draft so don’t know if DHS is using it) | **13** |
| Do they identify time frames |  | **0** |
| Compliance Report |  | **8** |
| Does agency list types of covered docs? | No | **0** |
| Does plan discuss sustaining change? |  | **0** |
| What docs are focus of pl work pl? | updating webpages, forms, letters and job announcements | **8** |
| Tracking documents created in or revised into pl? |  | **0** |
| Measurements |  | **0** |
| Testing pl quality of documents |  | **0** |
| Testing effectiveness of documents? |  | **0** |
| Is agency measuring effectiveness of program? |  | **0** |
| What else, if anything does agency measure | No points, just info | **0** |
| Other Supporting Info |  | **11** |
| Do they list contact info for the lead official on the pl page? | No (No points, just info) | **0** |
| What categories of employees must take training? | (plan draft, don’t know… But we know that USCIS has 3 different classes and has been teaching staff since 2008. 25 percent of agency has taken training. (points for UCIS) | **3** |
| How long is the training | 0 doesn’t say.  But we know that USCIS teaches half day overview course, 90 minute web writing and 90 minute document workshops.  2 (for USCIS) | **2** |
| How is training delivered? | 0 doesn’t say.  USCIS teaches in person and through video conference.  3 (for USCIS) | **3** |
| Who have they gotten trained so far? | 0, doesn’t say.  USCIS is training everyone with an emphasis on writers and people who interact directly with public. Since 2008, 25% of USCIS employees have taken class.  3 (for USCIS) | **3** |
| Did they respond to our email? |  | **0** |
| Did they provide all requested info? |  | **0** |
| Did they provide sample docs? |  | **0** |
| How well did docs score |  | **0** |

**Total DHS score for supporting activities 45 (out of 200)**