**Plain Language Report Card for: Department of Labor (DOL)**

**Agency Home Page:** [**www.dol.gov**](http://www.dol.gov)

**Grade: Basic requirement: B (80)  
 Other activities: D (46)**

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

|  |  |  |
| --- | --- | --- |
| Criteria | Notes | Score |
| Agency plain language page URL | <http://www.dol.gov/dol/PlainWriting/> | **10** |
| Linked from the homepage? | Yes | **10** |
| Do they name a senior official? | William E. Spriggs, Assistant Secretary for Policy, Senior Official for Plain Language | **10** |
| Do they list other contacts? | One other. They say they have bureau reps but I couldn’t find a list. | **10** |
| Is there contact info for the other contacts? |  | **0** |
| Do they have an implementation plan? | They call it a compliance report, it mixes “what we did” with “what we will do”  <http://www.dol.gov/dol/plainwriting/20110713report.htm> | **10** |
| Do they have a 2012 compliance report? | <http://www.dol.gov/dol/plainwriting/20120412report.htm> | **10** |
| Does the website provide feedback mechanism? | Yes, but just a general address | **10** |
| Are they using plain language in all new or substantially revised covered documents? | No info | **0** |
| How did they inform employees of requirement | The Deputy Secretary issued a memo to all staff explaining requirements. Working to also include information in upcoming editions of our Department Newsletter and on our intranet. did they? Working on an elevator poster campaign | **10** |

**Total score for basic compliance with Act: 80 (out of 100)**

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

|  |  |  |
| --- | --- | --- |
| Criteria | Notes | Score |
| Implementation Plan |  | **9** |
| Does the plan list objectives | Only in a very general way – train, appoint coordinators, etc. | **3** |
| Do they identify specific actions to implement objectives | No | **0** |
| Do they identify time frames | In a general way. Train all staff by Sept. 11, for example. | **6** |
| Compliance Report |  | **9** |
| Does agency list types of covered docs? | They say in the 2012 compliance report that the website lists docs covered, but it doesn’t. | **0** |
| Does plan discuss sustaining change? | They say they will appoint bureau coordinators and incorporate PL review into clearance process, and do training. | **9** |
| What docs are focus of pl work pl? | No info | **0** |
| Tracking documents created in or revised into pl? | No | **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 |  | **0** |
| Other Supporting Info |  | **11** |
| Do they list contact info for the lead official on the pl page? | No. I had to call someone in the Dept. to get contact info. |  |
| What categories of employees must take training? | A couple of the smaller agencies have “effective writing” training. But no evidence of dept-wide training or of pl training. | **2** |
| How long is the training | The 2 agencies mentioned offer a 2 day effective writing class. | **3** |
| How is training delivered? | effective writing training seems to be delivered in class, not clear. | **2** |
| Who have they gotten trained so far? | Not clear. Obviously, folks from the 2 named agencies. | **4** |
| Did they respond to our email? | No | **0** |
| Did they provide all requested info? |  | **0** |
| Did they provide sample docs? |  | **0** |
| How well did docs score |  | **0** |

**Total score for supporting activities 29 (out of 200)**