**Plain Language Report Card for: Veterans Administration (VA)**

**Agency Home Page:   
Grade: Basic requirement: F (10)  
 Other activities: 0 (10)**

**There is no report card for VA. They have named an official, so they get 10 points for that. That is apparently all they have done. Despite repeated calls to Greenberg, we received no information about any other activities. There is no website, apparently no plan or compliance report.**

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

|  |  |  |
| --- | --- | --- |
| Criteria | Notes | Score |
| Agency plain language page URL |  |  |
| Linked from the homepage? |  |  |
| Do they name a senior official? |  |  |
| Do they list other contacts? |  |  |
| Is there contact info for the other contacts? |  |  |
| Do they have an implementation plan? |  |  |
| Do they have a 2012 compliance report? |  |  |
| Does the website provide feedback mechanism? |  |  |
| Are they using plain language in all new or substantially revised covered documents? |  |  |
| How did they inform employees of requirement |  |  |

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

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

|  |  |  |
| --- | --- | --- |
| Criteria | Notes | Score |
| Implementation Plan |  |  |
| Does the plan list objectives |  |  |
| Do they identify specific actions to implement objectives |  |  |
| Do they identify time frames |  |  |
| Compliance Report |  |  |
| Does agency list types of covered docs? |  |  |
| Does plan discuss sustaining change? |  |  |
| What docs are focus of pl work pl? |  |  |
| Tracking documents created in or revised into pl? |  |  |
| Measurements |  |  |
| Testing pl quality of documents |  |  |
| Testing effectiveness of documents? |  |  |
| Is agency measuring effectiveness of program? |  |  |
| What else, if anything does agency measure |  |  |
| Other Supporting Info |  |  |
| Do they list contact info for the lead official on the pl page? |  |  |
| What categories of employees must take training? |  |  |
| How long is the training |  |  |
| How is training delivered? |  |  |
| Who have they gotten trained so far? |  |  |
| Did they respond to our email? |  |  |
| Did they provide all requested info? |  |  |
| Did they provide sample docs? |  |  |
| How well did docs score |  |  |

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