Agency name: Health and Human Services (HHS)

How well does the agency comply with the basic requirements of the Act?

Agency homepage	Agency pl page url, if any	Linked from the homepage?	Do they name a senior official?	Do they list other contacts? List contact info	Do they have an implementation plan (give URL).
http://www.hhs.gov/	http://www.hhs.gov/open/recordsandreports/plainwritingact/index.html	Yes	Yes, Oliver Potts	Names and titles, but not contact info	Yes, but completed in 2012 – which says: April 13, 2012, and annually thereafter. Oliver's last email to me on 7/21/13 said: "We are still updating our implementation plan and will share the update with you."
(no points, just for info)	10	10	10	5	5

Do they have a 2012 and 2013 compliance reports (give URL for 2013 report)	Does website provide a feedback mechanism?	Do they have a training program? Give a brief description. [2] REQUIREMENT IS ON THE DEPT – so talk to Oliver Potts	Did they respond to your email to their official contact address?[3]	Did they get you the information you asked for?
10: Links to both pdfs are here: http://www.hhs.gov/open/recordsandreports/plainwritingact/index.html 2012 http://www.hhs.gov/open/recordsandreports/plainwritingact/plain_writing_act_compliance_report.pdf 2013 http://www.hhs.gov/open/recordsandreports/plainwritingact/plain_writing_act_compliance_report_april_2013.pdf	**10**	**10:** They have a training program for general use in HHS, it was developed by the NIH, and our other component agencies develop training programs too. See the links to the general training and to the examples below. I went through the NIH online module, which goes over a variety of plain language topics. **	Yes: **25**	**20:** Everything was great except never heard more about their in-process implementation plan.
0, 5 (one report) or 10	0 or 10	varies 0-10[2]	0 or 25	up to 25

****Links to Training Programs**

NIH	NIH online plain language training.	http://plainlanguage.nih.gov/CBTs/PlainLanguage/login.asp

CDC	Health literacy online training.	http://www.cdc.gov/healthliteracy/training/
plainlanguage.gov	PowerPoint for Basic Plain Language training.	http://www.plainlanguage.gov

Total possible points 130 **Score for this agency: 115**