

Office of Navajo and Hopi Indian Relocation Plain Writing

Act Compliance Report March 2020

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	What has changed by using Plain Writing
<p>Plain Writing WebPage</p> <p>Types of communication of documents or postings are those that pertain to the agency mission, programs, regulations, policies and relocation procedures and agency processes i.e. FOIA, Annual Budget, Human Resources, EEO policies, Open Initiative, Plain Writing Act, Records Management, and most of these documents or postings can be found on the agency website at www.onhir.gov or in respective agency branches.</p>	<p>Intended users in most cases are agency clients and or outside entities or vendors.</p> <p>Currently, the number of potential users whom are in regular communication with the agency are the 2 clients who are in the relocation process and communicate with ROB staff.</p> <p>Other potential users are those clients who have completed their relocation which can vary by number and are mostly related to communications on relocation issues, homesite lease information, eligibility, home repair, post warranty or requests for information (FOIA). Information is relayed in a format that is consistent with Plain Writing Guidelines.</p> <p>Other potential users are vendors and other government agencies or entities in relation to inquiries or requests for information. Information is relayed and provided in a format that is consistent with Plain Writing guidelines.</p>	<p>Agency employees are cognizant of documents, written materials, correspondence, and relaying information verbally with intended users.</p> <p>Various branches of the agency periodically review developed documents and webpages to update information related to the intended users in accordance with the Plain Writing Act.</p>

Specific Staff to contact – as shown on the webpage	Teresa Slater tslater@onhir.gov 928-779-2721	

I. Senior Agency Official for Plain Writing:

- a. Name of Senior Agency Official responsible for Plain Writing

Christopher J. Bavasi, Executive Director cjbavasi@onhir.gov

- b. Names of Plain Language coordinators within the agency.

- c. Teresa Slater tslater@onhir.gov 928-779-2721

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.

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

- a. Information on the Act is posted on the agency Forms/Info Folder.
- b. Distributed a memo to all Managers with the request to disburse the information.

IV. Training

- a. Agency provided the following trainings:

Type of Training	Number of employees trained	Date
In house (agency Staff or contractor) – live training.	9 Managers	8/30/2018
Online training	9 managers	8/30/2018

V. Ongoing compliance/ sustaining change

- a. Name of agency contact for compliance issues - Teresa Slater
- b. Documenting and reporting use of plain writing in agency communications
- c. Review by trained managers of any position on website initiated by their departments.

VI. Agency's plain writing website

- a. Website address - https://www.onhir.gov/Plain_Writing/Index.html
- b. Contact us page - https://www.onhir.gov/Contact_Us.html

VII. Customer Satisfaction Evaluation after Experiencing Plain Writing Communications

[provide documentation on how you have measured the effectiveness of your use of Plain Writing in your communication with the public both by hard copy and through posting information on your Agency's website. Provide feedback as to user experience in identifying any noticeable change in comprehension and improved level of service]

If the public contacts us, we will document the contact and provide the information here yearly.