

Office of Navajo and Hopi Indian Relocation Plain Writing

Act Compliance Report March 2020

<p>Type of communications of document or posting. List how this is made available to the public</p> <p>Column 1</p>	<p>Who is the intended user and approximate number of potential users?</p> <p>Column 2</p>	<p>What has changed by using Plain Writing</p> <p>Column 3</p>
<p>Plain Writing WebPage</p> <p>The types of communication of documents or posting are electronic or paper documents for applicants or clients who are in the process of obtaining program benefits and will provide understandable instructions to ensure the documents are in compliance and written in accordance with the Plain Writing Act guidelines. These documents pertain to the agency mission, programs, regulations, policies and procedures. Most of these documents or postings can be found on the agency website at www.onhir.gov.</p>	<p>Intended users are agency clients who are seeking benefits from the program and contact is mostly related to those who are in the relocation process or have already relocated. The approximate number of users varies depending on the status of their case.</p> <p>Potential users are those clients who have completed the relocation process or other individuals. Communication is mostly related to issues related to eligibility, status of relocation, homesite lease information, home repair, post warranty or Freedom of Information Act requests. Information is disseminated in a format that is consistent with Plain Writing Act guidelines. Number of potential users varies depending on type of information that is requested.</p>	<p>Changes that have occurred are the updates to the agency website to improve user experience.</p> <p>Employees have been made aware of information relayed to clients to ensure that it is in accordance with Plain Writing Act requirements and guidelines.</p>

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

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.

1. How to File a FOIA Request
2. Plain Writing Act Annual Report
3. Agency File Documents
4. Management Manual Updates
5. Summary of Appeals Procedures

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.	7 Managers	2/1/2020
Online training	7 managers	2/1/2020

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

If the public contacts us to provide feedback with user experience we will document the contact and post the information on this website annually.