



2023

Plain Writing Implementation Plan

Social Security

Plain Writing Implementation Plan For 2023

GOAL 1. Maintain Compliance with the Plain Writing Act of 2010.

1. Identify Contacts

- Susan Camarena, Associate Commissioner in the Office of Public Inquiries and Communications Support, is the senior agency official for plain writing. She is responsible for implementing and executing Social Security's Plain Language Implementation Plan.
- Maintain list of Plain Language Compliance Board members and update as needed.
- Maintain plain language contacts on our internet, intranet, and www.plainlanguage.gov websites for public and employee feedback as needed.

2. Communicate

- Release agency-wide communications showcasing the agency's commitment to plain language implementation.
- Communicate requirements of the Plain Writing Act of 2010 and plain language best practices to all components.
- Strengthen our plain language commitment & awareness by implementing a Plain Language Communication Plan that highlights the significance of plain language, fostering a culture of clear and effective communication.
- Showcase the plain language program using emails, videos, posters desk aids, websites, and the agency's internal television network.
- Ongoing consultation with the Plain Language Compliance Board, to encourage the use of plain language in all components.
- Recruit volunteers for the Plain Language Implementation Team to encourage fresh ideas and perspectives on how to promote the use of plain language throughout the agency.
- Expand outreach and engagement efforts by creating an internal blog and sending periodic emails to highlight best practices and tips.
- Engage with outside plain writing experts, such as Center for Plain Language, Plain Language Action & Information Network (PLAIN) and the Plain Language Community of Practice.
- Maintain Membership with the Center for Plain Language.

3. Maintain a Website

- Update information and links on both our internet and intranet plain writing websites.
- Update and maintain public-facing and internal plain language webpages.
- Add media, such as videos and graphics, to our website to explain plain language to all visitors.
- Create a plain language knowledge resource center to highlight plain language resources.
- Maintain a direct link to the PLAIN website – www.plainlanguage.gov – from our intranet and internet homepages.

4. Provide Training

- Raise awareness of training opportunities.
- Seek and pursue new technology, such as modern editing software.
- Identify training needs across the agency and promote training opportunities.
- Expand accessibility to Acrolinx training videos to new designated Acrolinx license holders and others. Periodically recommend Acrolinx users to rewatch the videos.
- Recommend books and other resources to Plain Language Implementation Team and Compliance Board members to increase knowledge of plain language concepts.
- Maintain and create new connections with experts in plain language and with colleagues at other federal agencies that are plain language enthusiasts.

GOAL 2. Maintain Compliance with the Plain Writing Act of 2010 Through Support Activities

1. Monitor and Measure Compliance

- Plain Language Implementation Team members meet on a biweekly basis to monitor activities and compliance.
- Include information on our website about Plain Writing initiatives.
- Maintain the Commissioner's Writing Center webpage for easy access to Commissioner's writing preferences and plain writing guidelines.
- Use the ForeSee E-Government Satisfaction Index and Surveys to measure customer satisfaction with the clarity and readability of agency websites.
- Use existing software to provide consistent and uniform feedback on notices, letters, policies, and webpages.
- Track effectiveness of new and revised documents.
- Initiate annual agency-wide reviews and updates of the most frequently viewed public-facing documents and websites.
- Provide feedback to components on documents and websites.
- Monitor the agency's use of Acrolinx.
- Monitor email accounts to respond to inquiries from employees and the public about plain writing.
- Create and maintain a project plan to increase proactiveness.
- Investigate other tools to help with plain language.

2. Publish the Plain Writing Compliance Report & Implementation Plan

- Publish the 2022 Plain Writing Compliance Report describing our continuing compliance with the Plain Writing Act of 2010.
- Publish the 2023 Plain Writing Implementation Plan describing our ongoing activities related to the Plain Writing Act of 2010.