SSA Plain Writing Implementation Plan
For 2015

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

1. Identify Contacts

- Designate a senior official responsible for overseeing our implementation of the Plain Writing Act of 2010.
- Designate points of contact for plain writing.
- Designate Plain Writing Compliance Board members.
- Post contact information to our Internet, Intranet, and plainlanguage.gov websites for public and employee feedback and questions.

2. Communicate

- Communicate requirements of the Plain Writing Act of 2010 to all components.
- Raise awareness of plain writing by using Commissioner Broadcasts, videos, posters, desk aids, the agency's internal television network, and various websites.
- Develop new tools (desk aids, checklists) that employees can use to apply plain language principles to their own writing.
- Consult with the Plain Writing Compliance Board regularly to address concerns and seek feedback on component-specific efforts to encourage plain writing.
- Request examples of plain writing from components for inclusion in our 2014 Plain Writing Compliance Report and submissions for the 2015 ClearMark Award.

3. Create a Website

- Publish our commitment to plain writing on our Internet and Intranet sites.
- Add links to our plain writing website on existing Internet and Intranet sites.
- Create a direct link to the Plain Language Action & Information Network's (PLAIN) website - www.plainlanguage.gov - from our Intranet and Internet homepages.

4. Provide Training

- Introduce Infographics training.
- Distribute StyleWriter software licenses to components and trained employees on how to use the software.
- Continue to identify training needs across the agency and provide training on plain writing in a classroom setting and as videos-on-demand.

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

1. Monitor and Measure Compliance

- Identify and developed a review process to ensure adherence to plain writing standards.
- Include information on our Internet website about plain writing initiatives and our commitment to plain writing.
- Maintain the Commissioner's Writing Center webpage for easy access to the Commissioner's writing preferences and plain writing principles.
- Measure online satisfaction with our plain writing websites via the American Customer Service Index (ACSI).
- Use editing software to provide consistent and uniform feedback on notices, letters, policies, and webpages.
- Track effectiveness of new and revised documents.
- Initiate an agency-wide review and update of the most frequently viewed public-facing documents and websites.
- Provide feedback to components on public-facing documents and websites.
- Beta-test the editing software Acrolinx and began a one-year pilot.
- Monitor our Internet and Intranet email accounts to respond to inquiries from the public and employees about plain writing.
- Establish internal awards to recognize the best examples of plain writing across the agency.

2. Publish the Plain Writing Report

- Publish the 2014 Plain Writing Compliance Report that describes our continuing compliance with the 2010 Plain Writing Act.