

# SSA Plain Writing Implementation Plan For 2018

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

### 1. Identify Contacts

- Designated a senior official responsible for overseeing our implementation of the Plain Writing Act of 2010.
- Designated points of contact for Plain Writing.
- Designated Plain Writing Compliance Board members.
- Published 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.
- Publish writing tools, such as desk aids on the Plain Writing website 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.

### 3. Create a Website

- Publish our commitment to Plain Writing on our Internet and Intranet sites.
- Update information on and links to to our Plain Writing website on existing Internet and Intranet sites.
- Maintain a direct link to the Plain Language Action & Information Network's (PLAIN) website - [www.plainlanguage.gov](http://www.plainlanguage.gov) - from our Intranet and Internet homepages.

### 4. Provide Training

- Raise awareness of Plain Writing, grammar, and Infographics training opportunities.
- Use Acrolinx software across the agency and training employees on how to use the software.
- Identify training needs across the agency and provide training on Plain Writing in classroom and video-on-demand settings.

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

### **1. Monitor and Measure Compliance**

- Identify and develop 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 ForeSee E-Government Satisfaction Index.
- Use editing 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 public-facing documents and websites.
- Monitor the agency's use of the editing software tool Acrolinx.
- Monitor our Internet and Intranet email accounts to respond to inquiries from the public and employees about Plain Writing.

### **2. Publish the Plain Writing Compliance Report**

- Published the 2017 Plain Writing Compliance Report that describes our continuing compliance with the 2010 Plain Writing Act.
- Publish the 2018 Plain Writing Compliance Report that describes our continuing compliance with the 2010 Plain Writing Act.