2019
Plain Writing Implementation Plan

1. Identify Contacts.
   - Designated a senior official responsible for overseeing implementation of the Plain Writing Act of 2010.
   - Update Plain Writing Compliance Board members as needed.
   - Update contact information on our Internet, Intranet, and plainlanguage.gov websites for public and employee feedback as needed.

2. Communicate
   - Communicate requirements of the Plain Writing Act of 2010 to all components.
   - Raise awareness of Plain Writing through Commissioner Broadcasts, videos, posters, desk aids, websites, and the agency’s internal television network.
   - Consult with the Plain Writing Compliance Board regularly to encourage the use of Plain Writing in all components.

3. Maintain a Website
   - Update information and links on both our Internet and Intranet Plain Writing websites.
   - Maintain 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
   - Raise awareness of Plain Writing, grammar, and Infographics training opportunities.
   - Use Acrolinx software throughout the agency and train employees on its application.
   - Identify training needs across the agency and promote training opportunities online and in classroom settings.
### GOAL 2. Maintain Compliance with the Plain Writing Act of 2010 through Support Activities

#### 1. Monitor and Measure Compliance

- 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 guidelines.
- Use the ForeSee E-Government Satisfaction Index and Surveys to measure customer satisfaction with the clarity and readability of agency websites.
- Using 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 our Internet and Intranet email accounts to respond to inquiries from employees and the public about Plain Writing.

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

- Published the 2018 Plain Writing Compliance Report describing our continuing compliance with the 2010 Plain Writing Act.
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