



2019

Plain Writing Implementation Plan

SSA Plain Writing Implementation Plan For 2019

GOAL 1. Maintain Compliance With The Plain Writing Act of 2010.

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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