



# **2020**

# **Plain Writing Implementation Plan**

# SSA Plain Writing Implementation Plan For 2020

## 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](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 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 and upgrade to newer version.
- 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 2019 Plain Writing Compliance Report describing our continuing compliance with the 2010 Plain Writing Act.
- Publish the 2020 Plain Writing Compliance Report describing our continuing compliance with the 2010 Plain Writing Act.