



**2022**

# **Plain Writing Implementation Plan**

# Social Security

## Plain Writing Implementation Plan for 2022

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

#### 1. Identify Contacts

- Designate 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 such methods as emails, 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.
- Add additional Plain Language Implementation Team members to refresh the team with new ideas on how to promote the use of plain language throughout the agency.
- Expand outreach and engagement efforts by creating an internal blog that highlights plain language best practices and tips.
- Engage with outside plain writing experts, such as Center for Plain Language and the Plain Language Action & Information Network (PLAIN).
- Join the Center for Plain Language to encourage widespread use of plain language principles agencywide.

#### 3. Maintain a Website

- Update information and links on both our internet and intranet Plain Writing websites.
- Update and maintain our public-facing and internal plain language webpages.

#### 4. Provide Training

- Raise awareness of plain writing, grammar, and infographics training opportunities.
- Review and recommend plain language editing tools and software to help ensure that plain language principles are being applied agencywide.
- Identify training needs across the agency and promote training opportunities online and in classroom settings.
- Provide plain language training on editing tools and software.
- Provide additional training materials on plain language, including reference guides and training slides.

## **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.
- Use existing software to provide consistent and uniform messaging 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.
- Review and provide expert guidance to components on documents and websites.
- Monitor the agency's use of software editing tools.
- Monitor our internet and intranet email accounts to respond to inquiries from employees and the public about plain writing.
- Create and maintain a project plan to help us be more proactive in our plain language activities.
- Investigate other training, tools, and best practices to help with plain language.

### **2. Publish the Plain Writing Compliance Report & Implementation Plan**

- Publish the 2021 Plain Writing Compliance Report describing our continuing compliance with the Plain Writing Act of 2010.
- Publish the 2022 Plain Writing Implementation Plan describing our ongoing activities related to the Plain Writing Act of 2010.