

# SSA Plain Writing Implementation Plan For 2014

## **GOAL 1. Establish 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
- Posted contact information to our Internet, Intranet, and plainlanguage.gov websites for public and employee feedback and questions

### **2. Communicate**

- Communicated requirements of the Plain Writing Act of 2010
- Used videos and website links to promote plain writing
- Facilitated plain writing awareness through the efforts of our Plain Writing Compliance Board members

### **3. Create a Website**

- Provided access to view our commitment to plain writing on our Internet and Intranet sites
- Created direct links to our Plain Writing website from our Intranet and Internet homepages
- Created a direct link to plainlanguage.gov from our Intranet and Internet homepages

### **4. Provide Training**

- Provided a variety of training options on plain writing principles to our employees
- Obtained StyleWriter software and provided training
- Determined which employees required training
- Determined the length and method of training

Continued

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

### **5. Monitor and Measure Compliance**

- Identified and developed a review process to ensure adherence to plain writing standards
- Maintained public access on our Internet website to our plain writing initiatives and commitment
- Maintained the Commissioner's Writing Center webpage for easy access to the Commissioner's writing preferences and plain writing principles
- Used the American Customer Service Index (ACSI) to measure online satisfaction of our Plain Writing websites
- Used editing software tools to provide consistency on how we measure plain writing improvements for our notices, letters, policies, and webpages
- Provided feedback to public and employee inquiries to our Internet and Intranet email boxes
- Reviewed analytical reports to track effectiveness of new and revised documents

### **6. Publish the Plain Writing Report**

- Created the Plain Writing Compliance Report
- Published the 2014 Plain Writing Compliance Report that describes our continuing compliance with the 2010 Plain Writing Act