Social Security Administration

2013 Plain Writing Compliance Report

April 14, 2014

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Social Security Administration
2013 Plain Writing Act Compliance Report

The Plain Writing Act of 2010 (Act) requires Federal agencies to write clearly to ensure the public understands government information and services. We are pleased to share our *2013 Plain Writing Act Compliance Report*, which details our efforts to comply with the Act and, more importantly, to continue to improve our writing to provide the superior level of service the public deserves.

Our Commitment

Few government agencies touch the lives of as many people as we do. The programs we administer provide a financial safety net for millions of Americans. We recognize the responsibilities entrusted to us are immense. We also recognize communicating effectively is critical to our mission of providing world-class service. Therefore, we affirm our commitment to using plain writing standards. We will incorporate plain writing principles in our employees' training and in our overall business processes.

Our Accomplishments

We have complied with the Act by accomplishing the following basic requirements:

- Appointed a senior official to oversee plain writing compliance within the agency;
- Created an implementation plan to enforce the use of Plain Writing throughout the agency;
- Issued a *2013 Plain Writing Compliance Report*;
- Created a mechanism for public feedback and for providing responses to Plain Writing Center inquiries;
- Created a plain language page on our website that links from our home page;
- Trained our employees in plain language;
- Established supporting activities for plain writing; and
- Used plain language in our documents, letter, notices, and other written material.

Oversight

Our Senior Agency Official for Plain Writing Compliance is Steven Patrick, Ph.D., Associate Commissioner for the Office of Communication's Office of Public Inquiries. Dr. Patrick and his staff, and representatives from 12 deputy-level components and from the Office of the Commissioner developed our *2013 Plain Writing Implementation Plan*. The representatives of the deputy-level components make up our Plain Writing Compliance Board. In addition, Regional Communications Directors in our 10 regions serve as Plain Writing Coordinators. Appendix C provides links to our web pages listing our Compliance Board members and our regional Plain Writing Coordinators.

Implementation Plan

We strengthened the role of our Plain Writing Compliance Board through regularly scheduled meetings and including members in major implementation decisions, increased collaboration with the Compliance Board members on developing the Plain Writing Implementation Plan, and worked with the members to use StyleWriter as a shared way to evaluate our Plain Writing efforts. Our implementation plan details our 2013 plain writing activities.

Compliance Report

We are issuing this 2013 Plain Writing Compliance Report on April 14, 2014.

Mechanism for Public Feedback and Measurements of Performance

We maintain a mailbox to monitor comments and respond to plain writing emails from the public and our employees at PlainWriting@ssa.gov. We use this mechanism to gather information to improve our writing.

Measurement tools, such as the American Customer Satisfaction Index (ACSI), Google Analytics, and Foresee Results, Inc., helped us measure customer satisfaction with our website and electronic communications. The reports generated from these measurement tools provide us information on the satisfaction level with our documents. The reports also tell us how often the public seeks information about our programs and services on our Internet web pages. The primary tool we use to measure the effectiveness of our web pages is ACSI, which measures online satisfaction at hundreds of government websites and helps agencies interpret citizen feedback. Our website consistently receives high satisfaction scores from ACSI.

Website Access

We have promoted plain writing by giving employees easier access to our plain writing resources. Our plain writing web page on the Internet includes links to a list of our Plain Writing Board members, all annual Act compliance reports, and examples of documents in plain writing. We improved our internal website's home page by adding links to our Commissioner's Writing Center and to our plain writing web page.

Our Commissioner's Writing Center website is an important resource for our employees and offers guidelines for preparing various documents applying Plain Writing principles. The Writing Center directly links to the Commissioner's writing preferences, known as the *Quality Initiative for Commissioner's Correspondence* (QUICC). We also placed links to our plain writing and training web pages and the Plain Language website (http://www.plainlanguage.gov/) on the Writing Center's home page.

On our training website, we made a large selection of plain writing and grammar courses available for all employees. We address agency compliance for training in Table 5, beginning on page 13 of this report.

We are committed to ensuring our written materials and agency web services are accessible to all our employees and those we serve. We made sure our services meet Section 508 guidelines, which require Federal agencies to ensure that technology is accessible to people with disabilities and are compatible with assistive technologies.

Training Tools

In 2013, we purchased a software tool, StyleWriter, to standardize our approach to improving our writing to the public and our employees. We trained our components on the use of StyleWriter software, which helped employees edit their products to incorporate plain writing principles. We used StyleWriter to help review and update over 900 paragraphs in our internal language repository, the *Correspondence Guide Language* (CGL). This CGL update had a widespread impact because more than 25,000 employees use the online CGL to prepare responses to public inquiries.

We created several easy-to-use checklists to help staff incorporate plain writing principles in their documents and letters. One example is a *Plain Writing Checklist* that is part of a Plain Writing Techniques course available to all employees. Another checklist is part of a *Writer's Toolkit* for our policy writers. Both checklists are available on our Intranet website.

Supporting Activities

We worked with our internal and external customers to identify methods to improve our communications. We identified plain writing quality assurance best practices in use by the following agencies:

- Centers for Disease Control and Prevention;
- Department of Agriculture;
- Internal Revenue Service; and
- Department of Homeland Security

We incorporated some of the useful practices into our own quality reviews. For example, to assess clarity and responsiveness, we improved the method we use to perform random sampling reviews of written responses to inquiries (see Appendix A). We use these findings to determine staff training needs. This new review process ensures we adhere to plain writing principles.

As mentioned earlier in this report, we encouraged employees to use our Commissioner's Writing Center website. This website links to the QUICC, which provides general writing tips on grammar, sentence structure, and punctuation as well as our Commissioners writing style preferences. This website is important in promoting the use of plain language throughout our agency.

Using Plain Language in Our Documents

Employees now have several checklists to help them use plain language when creating or editing existing notices, documents, letters, and other written correspondence.

Table 1 provides eight examples of notices used in external communications and our efforts to improve these notices. Please see Appendix A for "before-and-after" samples.

Table 1 - Examples of Notices Using Plain Writing Principles		
Type & Method of Communication	**Audience**	**Improvements**
Office of Human Resources		
A "Fully Implement Order" or "Do Not Implement Order" delivered by mail	Equal Employment Opportunity Commission (EEOC) administrative judge, complainant, and complainant's attorney	We updated our "Fully Implement Order," "Do Not Implement Order," and appeal notice with clear and accurate information about EEOC complaint processing stages.
Appeal File Transmittal Notice delivered by mail	EEOC, complainant, and complainant's attorney	
Result: We used a quality review process to gather information to improve readability, clarity, tone, and format.		
Office of Operations		
Representative Payee Important Information Notice delivered by mail **For examples see Appendix A – Office of Operations**	Beneficiaries' representative payees	We increased the clarity of information for representative payees.
Result: StyleWriter before-and-after evaluations showed we improved the format, readability, and clarity of our Representative Payee Important Information Notice.		

Table 1 - Examples of Notices Using Plain Writing Principles		
Type & Method of Communication	**Audience**	**Improvements**
Office of Retirement and Disability Policy		
Returning representative payee accounting	General public	We increased the clarity and accuracy of information about paying fees to representatives and policy information for the public.
Medicare enrollment and Medicare cancellation dates **For examples see Appendix A – Office of Operations**	General public	
Subsequent disability application protective filing date	Disability applicants	We used plain language and promoted awareness about our work incentive programs, and the Ticket to Work call center and website information.
Ticket to Work progress reviews **For examples see Appendix B – Office of Retirement and Disability Policy**	Disability beneficiaries	
Result: StyleWriter before-and-after evaluations showed we improved readability, clarity, and tone.		
Office of Communications		
Advocate letter introducing the new process for expediting claims for disabled veterans **For examples see Appendix A – Office of Communications**	Federal/State/local government agencies, tribal leaders, advocacy groups, and intergovernmental organizations	We used plain language to ensure our advocate letter provided clear, concise, and accurate information about our expedited claims process.
Result: StyleWriter rated the letter high for readability, format, clarity, and tone.		

Table 2 provides six examples of improvements to our publications and forms for the public and other external stakeholders.

Table 2 - Examples of Publications and Forms Using Plain Writing Principles		
Type & Method of Communication	**Audience**	**Improvements**
Office of the Inspector General		
Semiannual Report to Congress	Congress, government agencies, and the general public	We provided clear, accurate, and easily accessible information regarding the Semiannual Report to Congress. We made our Cooperative Disability Investigations brochure compliant with the Act.
Cooperative Disability Investigations brochure	Local law enforcement agencies, and the general public	
Result: StyleWriter before-and-after evaluations showed we improved the format and readability.		
Office of Communications		
Schedule of Social Security Benefit Payments 2013 publication	General public and government agencies	We updated our forms and publications with clear and accurate information about our programs and services.
Review Of Your Eligibility For Extra Help With Medicare Prescription Drug Plan Costs: Some Things You Should Know publication www.ssa.gov/pubs/EN-05-10111.pdf		
Understanding The Benefits publication www.ssa.gov/pubs/EN-05-10024.pdf		
Result: StyleWriter before-and-after evaluations showed we improved readability and clarity in our forms and publications. StyleWriter also showed improvement when we converted our printed forms to web-based forms.		

Table 2 - Examples of Publications and Forms Using Plain Writing Principles		
Type & Method of Communication	**Audience**	**Improvements**
Office of the General Counsel		
Civil rights complaint form	General public	We prepared a Civil Rights Complaint form containing clear and accurate information regarding filing complaints of discrimination about our programs or activities.
Result: StyleWriter evaluation showed we used clear and concise language in the form.		

Table 3 provides nine examples of improvements to policy documents.

Table 3 - Examples of Policy Documents Using Plain Writing Principles		
Type & Method of Communication	**Audience**	**Improvements**
Office of Human Resources		
Federal Register Notice regarding self-evaluation under Section 504 on the Agency Proposed Business Process Vision Under the Rehabilitation Act of 1973 http://www.gpo.gov/fdsys/pkg/FR-2013-11-22/pdf/2013-28036.pdf	General public	We provided a clear and easily readable policy document for the public.
Result: StyleWriter before-and-after evaluations showed improved readability, clarity, tone, and format.		
Office of Disability Adjudication and Review		
The Hearings, Appeals, and Litigation Law Manual (HALLEX)	General public and employees	Our HALLEX procedure is concise and easy to understand. We organized the manual and added cross-references.
Result: StyleWriter confirmed we improved readability, clarity, tone, and format.		

Table 3 - Examples of Policy Documents Using Plain Writing Principles		
Type & Method of Communication	**Audience**	**Improvements**
Office of the Chief Actuary		
Old Age, Survivors, and Disability Insurance Trustees Report	Congress, the White House, the policy community, researchers, academics, press, and general public	We improved our reports by making them clear and easy to understand.
Supplemental Security Income Annual Report	Congress, the White House, the policy community, researchers, and academics	
Result: StyleWriter showed we improved clarity and conciseness.		
Office of Retirement and Disability Policy		
Administrative messages, emergency messages, and *Program Operations Manual System* new or revised subchapters	Employees and general public	We refined our policy instructions, policy information on the web, and policy questions and answers for clarity and accuracy.
Representing Social Security Claimants webpage	Beneficiaries' representative payees	
Frequently Asked Questions	General public	
Result: StyleWriter before-and-after evaluations showed improved readability and clarity of policy instructions.		
Office of Budget, Finance, Quality, and Management		
Insider Threat Program Policy	Employees and Federal partners	We amended our Insider Threat Program Policy and our Workplace and Domestic Violence Policy to improve clarity.
Workplace and Domestic Violence Policy	Employees and Federal partners	
Result: Our quality reviews process showed we created clear and concise policy.		

Table 4 provides six examples of responses to congressional and public inquiries. These external examples show improvements using plain language.

Table 4 - Examples of Congressional and Public Inquiries Using Plain Writing Principles		
Type & Method of Communication	**Audience**	**Improvements**
Office of Operations		
New York Region congressional inquiries delivered by mail	Congressional delegations from the region, White House officials, and the general public	We revised nearly 1,000 congressional replies to remove passive voice and other poor writing techniques.
Dallas Region congressional inquiries delivered by mail	Congressional delegations from the region, White House officials, and the public	We used plain language to make clear and concise responses to written inquiries.
Philadelphia Region congressional inquiries delivered by mail **See Appendix B – Office of Operations**	Congressional delegations from the region, White House officials, and the public	We applied plain writing principles to our responses.
Result: We used our quality review process to improve responses by removing passive voice and improving clarity.		

Table 4 - Examples of Congressional and Public Inquiries Using Plain Writing Principles		
Type & Method of Communication	**Audience**	**Improvements**
Office of Communications		
Advocate letter	General public	We removed jargon and improved overall readability of our response.
Letter to attorneys **For examples see Appendix A – Office of Communications**	Attorneys	We replaced complex words with simple ones to improve clarity.
Result: StyleWriter and our quality review process showed improved clarity and readability.		
Office of Legislative and Congressional Affairs		
Letter response to a congressional inquiry **For examples see Appendix A – Office of Legislative and Congressional Affairs**	White House and members of Congress	We improved overall readability of our response.
Result: The White House Executive Secretariat, the Members of Congress, and key Committee staff members provided guidance on ways to improve communication. Subsequent positive feedback from these individuals validated the effectiveness of plain language in our communications. The White House Executive Secretariat prepares a monthly casework report, which it sends to all agencies. According to the White House Executive Secretariat, we are among the top performing agencies in response to inquiries. The monthly casework reports reflect how well we communicate our programs and policies in our responses to letters sent to the White House.		

Training

In 2013, we continued to promote the value of plain writing to employees by enhancing our training efforts, including video on demand, online classes, and classroom instruction. Employees took web-based training from their workstations and participated in formal classroom training.

The total number of training instances is 14,252. Our Office of Learning provided agency-wide plain writing training for 3,730 employees. Our components presented training on communication and plain writing principles for 817 employees, and our regional components conducted plain writing courses for 9,705 employees.

Table 5 includes information about communications, grammar, and plain writing training we provided employees. This table shows courses offered involving plain writing, the number of employees trained, and the training duration for each course in 2013.

Table 5 - Training on Plain Writing Principles		
Training Course	**Number of Employees Trained**	**Training Duration**
Office of Human Resources/Office of Learning: Agency-wide Training		
Video on Demand		
Principles of Plain Language – Operations	720	30 minutes
Principles of Plain Language – Part 1	325	20 minutes
Principles of Plain Language – Part 2	259	30 minutes
Principles of Plain Language – Part 3	130	20 minutes
Online Courses - Grammar		
Business Grammar: Common Usage Errors	35	1 hour
Business Grammar: Parts of Speech	67	1 hour
Business Grammar: Punctuation	8	1 hour
Business Grammar: Sentence Construction	13	1 hour
Business Grammar: The Mechanics of Writing	51	1 hour
Business Grammar: Working with Words	35	1 hour

Table 5 - Training on Plain Writing Principles		
Training Course	**Number of Employees Trained**	**Training Duration**
Online Courses – Writing and General Knowledge		
Business Writing: Editing and Proofreading	22	1 hour
Business Writing: How to Write Clearly and Concisely	85	1 hour
Business Writing: Know Your Readers and Your Purpose	36	1 hour
The Plain Writing Act	1	1 hour
Writing for Business	16	6 minute practice
Writing for Technical Professionals: Effective Writing Techniques	3	2 hours
Writing for Technical Professionals: Preparation and Plan	2	1 hour
Writing Under Pressure: Preparing for Success	9	1 hour
Writing Under Pressure: The Writing Process	10	1 hour
Classroom Training		
Plain Writing	67	2 classes (2 days)
Business Writing and Grammar	660	30 classes (2-3 days)
Advanced Business Writing	396	18 classes (2 days)
Focus on Your Business Writing Primarily online with instructor feedback	390	15 classes (3 hour online lesson)
Intermediate Focus on Your Business Writing Primarily online with instructor feedback	390	15 classes (3 hour online lesson)

Table 5 - Training on Plain Writing Principles		
Training Course	**Number of Employees Trained**	**Training Duration**
<u>Headquarters Component Training</u> **(Any classroom training not sponsored by the Office of Learning)**		
Office of the Commissioner, Office of Executive Operations		
In May 2013, the Office of Executive Operations (OEO) updated the QUICC to include guidance on topics requested by agency components and those identified through questions to the online QUICC help mailbox. In December 2013, OEO provided guidance on addressing correspondence to members of same-sex couples.		
Standards of the QUICC (June 2013)	30	1 hour
Standards of the QUICC (June 2013)	10	1 hour
Standards of the QUICC (August 2013)	80	1 hour
Office of Budget, Finance, Quality, and Management		
Referral Writing	10	3 hours
Referral Writing Refresher	8	2 hours
Office of Communications		
StyleWriter	54	1 hour
QUICC	38	1 hour
Tips and Tricks of Grammar	22	4 hours
Office of the General Counsel		
2013 Review – Written Legal Work	75	2 hours
Writing Tips	93	1 ½ hours
Office of Operations		
Simply Grammar	58	2 days
Plain Writing Clinic	82	2 days
Business Writing	33	2 days
Advanced Business Writing	52	2 days

Table 5 - Training on Plain Writing Principles		
Training Course	**Number of Employees Trained**	**Training Duration**
Office of Retirement and Disability Policy		
Critical Thinking For Business Communication and Technical Writing	128	5 days
Plain Language for Policy Writers	44	1 day
Regional Training (Any classroom training not sponsored by the Office of Learning)		
Atlanta		
Leading People (TL 401) (4 classes)	120	15 minutes
Refresher Training for SSA-1774 (Request for Corrective Action)	70	1 to 1 ½ hours
Chicago		
Business Writing and Grammar Skills - Basic	7	1 day
Business Writing and Grammar Skills - Advanced	3	2 days
Business Writing for Professionals	3	2 days
Internal training quality reviewers to proofread, write, and edit.	29	3 hours
Dallas		
Techniques to Improve Presentations and Staff Work – (Online)	150	30 minutes
Plain Language Tips	162	1 ½ hours
The Writer's Block – Clear and Concise Writing	4,444	30 minutes
Dallas Regional Office Communications Guide (August 2013 Update)	4,430	30 minutes
Denver		
Office of the General Counsel –The Writing Process,1, 2, 3 and 4	100	2 hours each class (total of 8 hours)

Table 5 - Training on Plain Writing Principles		
Training Course	**Number of Employees Trained**	**Training Duration**
Kansas City		
Mod 7 Training – The objective was to write, proofread, and edit documents for the Office of Quality Review.	6	2 ½ days
New York		
Immediate Online Writing Course	70	3 hours/day 3 weeks
1 Mid-Level Manager and 2 Nuts and Bolts Courses	46	2 weeks
Advanced Business Writing	25	16 hours
Writing Skills	40	2 ½ hours

Component Activities and Accomplishments

Many of our components began compliance efforts to ensure our employees maintain a commitment to plain writing. One accomplishment resulting from these efforts was our receipt in May 2013 of the Association of Government Accountant's (AGA) Certificate of Excellence in Accountability Reporting (CEAR) award for the 15th consecutive year. Our Performance and Accountability Report (PAR) also received recognition for several "commendable practices" that included using plain writing principles in our Performance Section and four best practices for Accessibility, Readability, and Other Features.

Our components initiated other activities to help employees with plain writing practices. For example, they:

- Published a newsletter dedicated to plain writing topics;
- Established several internal review groups to monitor and provide feedback to employees on using plain writing in their documents and notices;
- Used feedback from the ACSI and Foresee Results, Inc. to improve our web pages; and
- Developed a video on demand for employees to help incorporate plain writing into their documents and correspondence.

Table 6 provides a list of our components' activities and accomplishments in ensuring our employees maintain a commitment to using plain writing.

Table 6 - Component Activities and Accomplishments for Plain Writing	
Office	**Activities**
Office of the Actuary	• Continued our global review of communications, including memos, letters, actuarial notes and studies, and formal reports • Used feedback from the public and other stakeholders to monitor the effectiveness of our communications • Continued to simplify the language in the *Old Age, Survivors, and Disability Trustees Report and the Supplemental Security Income Annual Report*
Office of Disability Adjudication and Review	• Reviewed our online storage of our notices, the *Document Generation System (DGS)* • Reviewed our notices for compliance with the Act • Formed a DGS Review Group to review all notices and add new notices as needed • Dedicated the employee development newsletter in August 2013 to plain writing topics and included a segment on plain writing for law
Office of Systems	• Continued to use the Act as one of the standards for our *Project Resource Guide* • Used this guide in planning and execution of lifecycle activities to ensure readability and cohesiveness of technical documentation
Office of the Chief Strategic Officer	• Provided editing and proofreading to ensure clear and concise documents • Used the QUICC as a guide for writing principles
Office of the Commissioner, Office of Executive Operations	Bought and tested StyleWriter software to help analysts improve editing and correspondence
Office of the General Counsel	Reviewed outgoing memos for clear writing principles as part of our quality control process

Table 6 - Component Activities and Accomplishments for Plain Writing	
Office	**Activities**
Office of Communications	• Bought the editing software tool, StyleWriter, and assigned the licenses to personnel responsible for preparing documents and communications to our internal and external customers • Continued to review the internal and external websites to ensure compliance with the Act • Reviewed new and revised publications to ensure compliance with the Act
Office of Human Resources	• Initiated discussions with the Office of Public Inquiries to learn about the editing software tool, StyleWriter • To ensure readability, clarity, and appropriate tone, sent all external communications through an established quality control process • Included plain writing feedback to staff as part of our quality control efforts
Office of the Inspector General	Continued to revise the language on our external website to improve readability
Office of Legislation and Congressional Affairs	• Developed an electronic repository and handbook for all writers to reference when responding to inquiries • Provided instructions to staff on identifying and handling new correspondence issues • Established a protocol for developing and storing new agency-approved language that complies with the Act • Reviewed all correspondence for accuracy, responsiveness, and plain writing compliance prior to release • Reviewed and revised staff correspondence procedures on an ongoing basis

Table 6 - Component Activities and Accomplishments for Plain Writing	
Office	**Activities**
Office of Budget, Finance, Quality, and Management	• Continued to improve our strategic planning documents that report our goals and performance to Congress • Received the CEAR award for our PAR in May 2013. The CEAR recognizes outstanding accountability reporting. It is the highest form of recognition in Federal government management reporting. The AGA recognized our PAR as comprehensive and informative, yet easy to read and understand. Our PAR also received recognition for commendable practices in the following areas: Two best practices for our Agency Head Letter Two best practices for our Management's Discussion and Analysis section Eight best practices for our Performance Section Two best practices for our Other Accompanying Information Four best practices for Accessibility, Readability, and Other Features • Provided writing tips, guidance, procedures, examples, and reference resources to help employees prepare documents that complied with plain writing principles • Used a variety of methods to share this information, including email, SharePoint sites, and informal meetings • Continued to conduct multiple reviews of our component's documents to ensure plain writing compliance, technical accuracy, and appropriate tone • Encouraged staff to attend training courses to improve writing skills and informed them of plain writing courses made available through the Office of Learning • Addressed plain writing expectations during employee performance discussions as needed
Office of Operations	• Trained new staff using the video on demand on plain language • Updated the *Congressional Inquiries Guide* for the Dallas Region • Used the QUICC handbook when preparing written documents

Table 6 - Component Activities and Accomplishments for Plain Writing	
Office	**Activities**
Office of Retirement and Disability Policy	• Collaborated with the Office of Learning to develop the *Plain Language and electronic Program Operations Manual System* video on demand, which: • Is a comprehensive in-depth training package presented in four video-on-demand segments • Incorporates plain writing techniques, best practices, and the Program Operations Manual System process for authors of policy and procedural instruction • Implemented the *Plain Language Review Checklist* • Issued a comprehensive writing guide for employee use, ensuring consistency with the agency's plain language initiative and standards

Moving Forward

In 2014, we plan to promote the use of desk guides, posters, and in-house television to enhance our plain writing compliance efforts. We will continue to train staff in the value and correct application of plain writing principles. We will expand the use of editing tools, such as StyleWriter software, to support the improvement of notices, policies, letters, and other documents. Through the expanded use of software tools, we will develop a common approach to bringing clarity and consistency to our correspondence and documents.

The annual ClearMark awards, developed by the Center for Plain Language, recognize the best communications across government, non-profits, and private companies. In our efforts to evaluate the effectiveness of our communications, we will continue to participate in the ClearMark awards. We will develop a process to recognize our best writing.

We will:

- Embrace the use of plain writing principles in 2014;
- Establish internal awards to recognize the best-written communication across the components of our agency;
- Work with our Plain Writing Compliance Board to ensure distribution of our Plain Writing Awards criteria to employees:
- Collaborate with other agencies to market and promote plain writing principles and to increase our efforts in quality control and metrics; and
- Increase the use of the ACSI and other metrics to gauge customer satisfaction with our letters, notices, and other documents.

Summary

Our 2013 Plain Writing Compliance Report documents our compliance and accomplishments under the Act. We achieved all of the goals outlined under "Moving Forward" in the 2012 Compliance Report. We also outline our plans for "Moving Forward" in 2014.

For 2013, Foresee Results, Inc. a company that measures customer experiences with public and private sector organizations noted we received a citizen satisfaction score of 90 out of 100 in three website areas. We will continue to improve our communication products and incorporate the principles of plain writing in every aspect of our daily business. Our Acting Commissioner Carolyn W. Colvin explains, "When we communicate in a way that people understand, we can better serve the public." We are committed to developing and enhancing our written communications, training our employees to use clear and concise language, and including plain writing standards in our business processes.

Appendix A: Plain Writing "Before-and-After" Samples

Appendix A includes before and after notices, forms, letters, and congressional responses. We used StyleWriter and plain writing checklists to improve the "before" document. The "after" documents show changes made.

Sample Type	Before	After
Office of Retirement and Disability Policy		
Medicare Enrollment (partial notice)	Enrollment Periods-Before	Enrollment Periods-After
Medicare Cancellation (partial notice)	Cancellation Dates-Before	Cancellation Dates-After
Office of Operations		
Representative Payee Notice	Notice-Before	Notice-After
Office of Communications		
Advocate Letter	Colleague-Before	Colleague-After
Public Inquiry	Inquiry Letter-Before	Inquiry Letter-After
Office Legislative and Congressional Affairs		
Congressional Inquiry	Congressional Letter-Before	Congressional Letter-After

Appendix B: Plain Writing "New Document" Samples Appendix B includes four notices and a letter from our component. We used StyleWriter and plain writing checklists before releasing the new document.	
Sample Type	**New Document**
Office of Retirement and Disability Policy	
Subsequent Disability Application (full notice)	Disability Application – NEW
Ticket To Work Initial Progress Review (full notice)	Ticket to Work – Review – NEW
Ticket To Work-Second Chance Notice (full notice)	Ticket to Work – 2nd Chance – NEW
Ticket To Work-Progress Failure Notice (full notice)	Ticket to Work – Progress Notice – NEW
Office of Operations	
Stakeholder Letter	Stake Holder Letter

Appendix C: Plain Writing Links Appendix C includes links to webpages and documents that support our compliance with the Act.	
Name	**Link**
Social Security Administration	www.ssa.gov
Plain Writing	http://ssa.gov/plain-language/
Plain Writing Compliance Board	http://ssa.gov/plain-language/complainceboard.html
Plain Writing Contacts	http://ssa.gov/plain-language/contacts.html
Plain Writing Feedback	http://ssa.gov/plain-language/
Plain Writing Act Initial Implementation Report	http://ssa.gov/plain-language/PlainWritingActImplementationPlan.pdf
Plain Writing Act Compliance Report/July 2011 – December 2011	http://ssa.gov/plain-language/PlainWritingActComplianceReport2011.pdf
2012 Plain Writing Act Compliance Report	http://ssa.gov/plain-language/PlainWritingActComplianceReportfor2012.pdf
2013 Social Security Administration Plain Writing Act Implementation Plan	Plain Writing Implementation Plan