2024

Plain Writing Implementation Plan

Social Security
Plain Writing Implementation Plan For 2024

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

1. Identify Contacts

- Susan Camarena, Associate Commissioner in the Office of Public Inquiries and Communications Support, is the senior agency official for plain writing. She is responsible for implementing and executing Social Security's Plain Language Implementation Plan.
- Maintain list of Plain Language Compliance Board members and update as needed.
- Maintain plain language contacts on our internet, intranet, and www.plainlanguage.gov websites for public and employee feedback as needed.

2. Communicate

- Release agency-wide communications showcasing the agency's commitment to plain language implementation.
- Communicate requirements of the Plain Writing Act of 2010 and plain language best practices to all components.
- Strengthen our plain language commitment & awareness by implementing a Plain Language Communication Plan that highlights the significance of plain language, fostering a culture of clear and effective communication.
- Showcase the plain language program using emails, quarterly newsletters, videos, posters, websites, and the agency's internal television network.
- Define and implement a Plain Language Compliance Board Charter that defines its mission, vision, roles and responsibilities and the basic operating principles of the Board.
- Recruit volunteers for the Plain Language Implementation Team to encourage fresh ideas and perspectives on how to promote the use of plain language throughout the agency.
- Maintain and update our new Plain Language Hub, a central internal website for employees where we will regularly share articles, tips, tools, and resources highlighting best practices, tips, and insights on effective communication.
- Engage with outside plain writing experts, such as Center for Plain Language, Plain Language Action & Information Network (PLAIN) and the Plain Language Community of Practice.
- Maintain Membership with the Center for Plain Language.

3. Maintain a Website

- Update information and links on both our internet and intranet plain writing websites.
- Update and maintain public-facing and internal plain language webpages.
- Add media, such as videos and graphics, to our website to explain plain language to all visitors.
- Create a plain language knowledge resource center to highlight plain language resources.
- Maintain a direct link to the PLAIN website – www.plainlanguage.gov – from our intranet and internet homepages.

4. Provide Training

- Raise awareness of training opportunities.
- Create a plain language training plan.
- Seek and pursue new technology, such as modern editing software.
- Identify training needs across the agency and promote training opportunities.
- Continue delivering plain language presentation across various components of our organization, providing an overview of its significance and the benefits of implementing plain language in our communications.
- Recommend books and other resources to Plain Language Implementation Team and Compliance Board members to increase knowledge of plain language concepts.
- Maintain and create new connections with experts in plain language and with colleagues at other federal agencies that are plain language enthusiasts.

GOAL 2. Maintain Compliance with the Plain Writing Act of 2010 Through Support Activities

1. Monitor and Measure Compliance

- Plain Language Implementation Team members meet on a biweekly basis to monitor activities and compliance.
- Include information on our external website about Plain Writing activities.
- Maintain the Commissioner's Writing Center webpage for easy access to Commissioner's writing preferences and plain writing guidelines.
- Use existing software and plain language subject matter experts to provide consistent and uniform feedback on notices, letters, policies, and webpages.
- Use our new Plain Language Program Tracker to monitor the effectiveness of our plain language reviews. Initiate annual agency-wide reviews and updates of the most frequently viewed public-facing written materials, such as websites.
- Provide feedback to components on documents and websites.
- Monitor the agency's use of Acrolinx.
- Monitor email accounts to respond to inquiries from employees and the public about plain writing.
- Create and maintain a project plan to increase proactiveness.
- Investigate other tools to help with plain language.

2. Publish the Plain Writing Compliance Report & Implementation Plan

- Publish the 2023 Plain Writing Compliance Report describing our continuing compliance with the Plain Writing Act of 2010.
- Publish the 2024 Plain Writing Implementation Plan describing our ongoing activities related to the Plain Writing Act of 2010.