

## Agency name: Social Security Administration

### How well does the agency comply with the basic requirements of the Act?

| Agency homepage            | Agency pl page url, if any  | Linked from the homepage?  | Do they name a senior official?                                  | Do they list other contacts? List contact info   | Do they have an implementation plan (give URL).  |
|----------------------------|---|----------------------------|--|--|--|
| http://ssa.gov             | <a href="http://ssa.gov/plain-language/">http://ssa.gov/plain-language/</a> | Yes. Icon on the home page | Yes, Steven Patrick, Associate Commissioner for Public Inquiries | Yes – one for each Region<br><a href="http://ssa.gov/plain-language/contacts.html">http://ssa.gov/plain-language/contacts.html</a> | Yes<br><a href="http://ssa.gov/plain-language/PlainWritingActImplementationPlan.pdf">http://ssa.gov/plain-language/PlainWritingActImplementationPlan.pdf</a> |
| (no points, just for info) | 10  | 10                         | 10   | 10   | 10   |

| Do they have a 2012 and 2013 compliance reports (give URL for 2013 report)   | Does website provide a feedback mechanism? | Do they have a training program? Give a brief description. <sup>2</sup>  | Did they respond to your email to their official contact address? <sup>3</sup> | Did they get you the information you asked for? |
|--|--|--|--|---|
| <a href="http://ssa.gov/plain-language/PlainWritingActComplianceReportfor2012.pdf">http://ssa.gov/plain-language/PlainWritingActComplianceReportfor2012.pdf</a><br>This was published April 2013. The 2011 report was published April 2012 | Yes  | A wide variety of courses, from 15 minutes to 2 days. Tailored to the needs of the various employees using video on demand, on line courses and in person classroom training | Yes, same day  | Yes   |
| 10   | 10   | 9  | 25   | 25  |

Total possible points 130

Score for this agency 129

Notes:

1. You can get almost all of the information for this table from the agency's website.
2. You will have to get this information from the official contacts. If they don't answer you, or they don't know about their training programs, they get 0. Don't go to a lot of work trying to get the real answer. This analysis is about how well the **department** is doing what the Act tells it to do. If you get some answer, you will have to use your judgement about how many points to give. Did they give all writers a 3-day course? 10 points. Did they give everyone a 2 hour course? 5 points. Do they

have an on-line training program and they are tracking who takes it? Maybe 8 points. Did they give everyone a 15 minute course (one department did that) 0 points.

3. You have a separate file with a table to keep track of when you contacted them and when (if) they answered. This table is for tracking official contacts only. You will probably also be talking to unofficial contacts who will probably be more helpful; you don't need to track them.