Department of Health and Human Services
Plain Writing Act Compliance Report
May 2015

The Plain Writing Act of 2010 was enacted "to improve the effectiveness and accountability of Federal agencies to the public by promoting clear Government communication that the public can understand and use." For more than four years the Department of Health and Human Services has worked to implement the law by rewriting existing documents in plain writing, and writing new documents using plain writing principles.

The HHS divisions which contributed to this year's report include:

Administration for Children and Families (ACF)
Administration for Community Living (ACL)
Assistant Secretary for Administration (ASA)
Office of the Assistant Secretary for Public Affairs (ASPA)
Centers for Disease Control and Prevention (CDC)
Centers for Medicare & Medicaid Services (CMS)
Departmental Appeals Board (DAB)
Food & Drug Administration (FDA)
Health Resources and Services Administration (HRSA)
National Institutes of Health (NIH)
Office of the Assistant Secretary for Health (OASH)
Office of Inspector General (OIG)
Office of Medicare Hearings and Appeals (OMHA)
Substance Abuse and Mental Health Services Administration (SAMHSA)

Below are examples of the Department's continuing effort to fully implement the Plain Writing Act organized by HHS division.

ACF
ACF continues to work on its 5-year plan, first developed in 2012, to train all staff in plain language. It was initially developed for all ACF materials, with plans for training and implementation from 2012 to 2016, incorporating plain language into most public materials, such as website content, public talking points, and news releases. It now includes communications to all public audiences as well as stakeholders. The ACF plan identifies seven implementation goals:

Goal 1: Inform and raise awareness about plain language among ACF staff.
Action steps taken:
- Office of Public Affairs (OPA) worked with offices within ACF to provide senior staff regular updates about plain language.
- OPA coordinated an annual managers training on plain language.
- The Executive Secretary worked with other offices to develop monthly workshops on plain language.

Goal 2: Comprehensive rewriting and editing of all website content and key division talking points about program accomplishments.
Action Steps taken:
- OPA worked with program offices to establish a plain language version of their key accomplishments since January 2009.
- OPA worked with program offices to rewrite their landing page website content.
- OPA provided ongoing training for program office web liaisons and news team members to aid in ongoing use of plain language and continues to provide editing and oversight of content as it is developed.

Goal 3: Stronger use of plain language in all press materials, including press releases, op-eds, and guest blogs.
Action Steps taken:
- Incorporated routine use of readability tools in all OPA editing.
- Trained news team members and OPA staff in plain language editing.

Goal 4: Build plain language into personnel infrastructure of ACF, including orientation, training, and personnel evaluations.
Action Steps taken:
- Identified plain language training for use in orientation.
- Identified and implemented mandatory plain language training for all staff.
- Worked with ACF managers to incorporate plain language requirements in personnel evaluations.

Goal 5: Establish practices in Office of the Executive Secretary to ensure consistent use of plain language in routine organizational documents, including informational memorandums, presidential proclamations, correspondence, and all information and policy memos.
Action Steps Taken:
- Identified Office of the Executive Secretary staff/liaisons in each office and compiled a list of them for outreach and training purposes.
- Conducted plain writing workshops with ACF staff.
- Developed review processes and steps that ensure that plain language is preserved when edits and additions are made to documents.

Goal 6: Establish and implement plain language use in all Funding Opportunity Announcements (FOAs).
Action Steps Taken:
- Trained OA and Executive Secretary staff who review FOAs.
- Held a series of trainings for all FOA writers.
- Developed guidelines for FOA writers (using outlines, not burying leads, etc.).
- Developed a tool for applicants to use to help them write effective narratives.
- Developed a practice of returning FOAs for program-level rewrites to reinforce learning.

Goal 7: Implement plain language use in reports published by the Office of Planning, Research and Evaluation (OPRE).
Action Steps Taken:
- Trained OPRE staff.
- Developed guidelines/orientation for contractors.
- Focused on reports intended for the widest distribution.

ACL

Since March 2014, ACL sent subscribers 297 new e-mails written with plain language, as well as 31 new blog posts, 168 Facebook posts, 136 Administration on Aging (AoA) Facebook posts, 263 ACL tweets, and 146 AoA tweets. ACL is currently in the process of substantially revising all of its factsheets.

ACL produced and is producing new materials for different stakeholder groups. This includes information concerning brain health materials for the public, and eldercare.gov:
- PowerPoint Presentation
- Educator's Guide
- Fact Sheet
- Key Facts and Resources

For Older Americans Month in 2014, ACL produced for the public and ACL.gov:
- Activity Guide
- Sample article
- Sample proclamation
- Social media tip sheet
- Safety tip sheet

Also, in process is ACL's Oral Health Toolkit, which includes:
- PowerPoint Presentation
- Educator's Guide
- Dry Mouth Fact Sheet
- Brushing & Flossing Fact Sheet
- Finding Low-Cost Care Fact Sheet
- Pocket Guide for Caregivers

ASA

HHS has been expanding plain writing training for department employees. One example is the production and release of a Department-wide plain language training program offered through the Department's online Learning Management System (LMS). The training program is available to any HHS employee, and it is meant to be viewed by staff who review or otherwise work with documents meant for public viewing. This includes any document covered by the Plain Writing Act of 2010.

ASPA

ASPA has reinforced plain language standards among all ASPA reviewers and editors to ensure that all of its productions, from blog posts and a variety of social media production, to speeches from leadership within ASPA and HHS, conform to plain language standards and style.

ASPA produced more than 1,000 press releases in 2014, all written to meet plain language expectations and requirements.

CDC

Plain writing is part of CDC's strategic efforts in clear communication and health literacy. CDC has an internal Action Plan to Improve Health Literacy which is based on the HHS National Action Plan to Improve Health Literacy:

http://www.health.gov/communication/HLActionPlan/.

The first goal of the CDC internal Action Plan to Improve Health Literacy focuses on strategies for clear communication and staff training. As of January 2015, 4,330 staff members were identified with regular duties in writing, editing, designing and clearing documents for the public, as well as web developers. Between February 2014 and January 2015, CDC trained 689 staff who draft, edit, or review public health and safety information in plain writing. An additional 452 individuals were trained who do not have specific duties in public communication.

CMS

Within CMS, the Office of Communications is a longtime proponent of plain writing, and has tried to incorporate plain writing principles into every product created. Most of these products and content are available online at Medicare.gov, HealthCare.gov, and Marketplace.cms.gov and many are also available in print at Medicare.gov/publications. CMS also reaches out to consumers with plain language messaging through social media channels like Facebook, Twitter and YouTube. It uses a variety of e-mail campaigns to get plain language messages out about the Health Insurance Marketplace.

DAB

In 2014, the DAB staff attended the in-person three-hour plain writing training session conducted by an instructor from the Office of the Federal Register. DAB intends to incorporate the new training for their 2015 annual plain writing training exercise. All DAB employees will take the training because all employees may have occasion to communicate with the public.

DAB held in-person plain writing trainings in June and July 2014 for all DAB administrative staff, attorneys, and judges. The annual training reminds DAB staff that all new documents must follow plain writing principles. The Medicare Operations Division (MOD) attorneys continue to follow the Plain Writing Guidelines that were developed by the Administrative Appeals Judges in 2013 as further guidance on plain writing principles. Additionally, the Deputy Chair created a voluntary Writers' Workshop for MOD attorneys (with the intention of eventually offering the opportunity to attorneys in other divisions). The Writers' Workshop, among other things, implements plain writing skills through discussion and evaluation of Medicare Appeals Council decisions.

FDA

Since writing the plain language implementation plan, "A Roadmap to Clarity, Investing in Plain Language (PL) at FDA," FDA University's goal has been to focus on eight strategies outlined in the plan. These strategies essentially match the goals outlined in the Plain Writing Act of 2010 and the Office of Management and Budgets Plain Language Guidance:
- Ownership
- Agency

- Outreach & Awareness
- Training & Education
- Plain Language Web Pages
- Reporting, Compliance
- Incentives & Awards
- Public & Stakeholder Participation

Implementation Plan Accomplishments & Ongoing Activities:
- Weekly tips written and posted in the FDA/Employee News
- Plain Language Introduction at FDA's New Employee Orientation
- The Center for Food, Safety, and Applied Nutrition's quarterly plain language newsletter
- The Office of Regulatory Affairs' "ORA Communications Toolbox," which includes tips and guidance on plain writing
- Plain Language Workgroup Meetings
- Health Literacy Workgroup Meetings
- Continued employee plain language training
- FDA.gov Plain Language public web page
- Inside FDA.gov Plain Language Resource Center for FDA employees
- Plain language-specific questions on the ForeSee public survey

FDA regularly surveys class attendees to obtain feedback on class content, instructor delivery, and teaching methods and materials.

FDA recently added two plain language questions to its ForeSee public survey. If the respondent scores the question as a 5 or lower (1-10 Likert scale), they are asked to supply comments. One goal for the Plain Language Workgroup is to review and analyze those comments and identify strategies to clarify content. FDA's leadership supported plain writing requirements in the following ways:

- Selection of a Senior Advisor on Plain Language: hired July 2012.
- FDA Commissioner's e-mail (October 2012): Dr. Margaret Hamburg issued an e-mail to FDA employees recognizing the Plain Writing Act and the importance of using plain language and clear communication in public information.
- FDA Plain Writing Act Update April 9, 2015.
- Several Division Directors scheduled plain language training for their staff and attended the training themselves.

HRSA
Since March 2014, HRSA has focused plain writing efforts on documents that are widely read. For example, the website, press releases, consumer-oriented publications, and the speeches of senior leadership are all written in plain language.

HRSA's Writing Team also instituted a program called "Office Hours" that allowed staff to set up time with these agency writing professionals to get help with their own writing projects. In

addition, HRSA stepped up review of documents destined for the public-facing website to be sure all new web content is written in understandable language.

The HRSA Learning Institute launched the HRSA Writing Curriculum this year. The purpose of the HRSA Writing Program is to enhance the ability of HRSA employees to write documents that reflect HRSA writing standards and tailor communication to the level and experience of the targeted audience. As part of the curriculum, learners have an opportunity to work with a writing advisor who provides guidance on improving work products. Writing advisors were recruited from across HRSA.

HRSA's Executive Secretary works with all HRSA Bureaus and Offices to ensure adherence to the Plain Writing Act, with a focus on ensuring that readers will be able to comprehend the information in our documentation.

The Office of the Executive Secretary developed several resources that focus our writers and reviewers on plain writing, including guidelines related to writing and reviewing all documents. The Executive Secretary also noted a focus on plain writing as one of the top ten essentials of reports development. Regulations, by their nature, are complex documents dealing with complex legal and scientific subject matter. This fact makes it sometimes difficult to accurately describe the issues involved in HRSA's regulations in layperson's terms. However, since February 2013, each of HRSA's published eight regulations and each rule has been reviewed and revised (whenever possible) to comply with the Department's Plain Writing Program.

The HRSA Learning Institute offers three plain language courses:
- *Business Writing Principles*
- *Writing for Clarity*
- *Writing Complex Documents*

NIH
The Office of Federal Assistance Management developed a training forum for agency staff on writing FOAs that emphasized the need to focus on the use of language known to the audience. The Plain Writing Act of 2010 is noted as a requirement for FOA development, and the Federal Plain Language Guidelines are highlighted as a resource for staff.

NIH- National Human Genome Research Institute encourages the team that writes the Genome Advance of the Month to do the plain language modules NIH constructed.

Some NIH-National Cancer Institute offices provide communication coaching for their scientists, which includes:
- Media training
- Grant writing courses
- How to create more readable slides
- Improving presentation skills

Offices make the NIH online plain language course available by linking to it from their employee websites.

NIH- National Institute of Allergy and Infectious Diseases has online modules with tips and instructions on using plain language on the Institute's intranet site.

NIH- National Institute on Drug Abuse (NIDA) conducted an on-site Plain Language Training Workshop for all staff on September 11, 2013, and plans to have another in 2015. NIDA also established "Best Practices for Plain Language," which will soon be placed on the Institute's intranet as a resource for all staff. Finally, all members of NIDA's Office of Science Policy and Communication took the online NIH Plain Language Training and many also participated in an in-person training.

At NIH- National Institute of Neurological Disorders and Stroke, continues efforts that began several years ago to ensure plain language writing in all Office of Communications & Public Liaison (OCPL) materials. OCPL staff involved with writing and clearing documents are directed to the NIH Plain Language Online Training site to refresh their writing skills.

In 2012, NIH- National Institute on Deafness and Other Communication (NIDCD) developed an online training module based on information and guidance from NIH, HHS, the CDC, and other federal agencies to teach the basic principles of plain language writing. Materials were written to ensure relevance to and encompass training for both scientific and administrative staff of NIDCD. Eighty percent of NIDCD staff completed the training. The NIDCD intranet maintains information about plain language with links to NIH and HHS resources, and the intranet also includes an NIDCD Writing & Editorial Style Guide to help all staff become more familiar with plain language concepts and to offer a style guide for better consistency in NIDCD documents.

At NIH- National Institute of Nursing Research (NINR), the Plain Language Training was incorporated into Employee Orientation/Onboarding process, and it is on the NINR employee SharePoint Site. All new employees are required to take the Plain Language training within 30 days.

Members of NIH- National Center for Complementary and Integrative Health communications staff are trained or have received plain language training as appropriate for their positions or through individual training sought by staff members.

NIH-National Eye Institute senior leadership supported the development of the training module recently made available on its intranet and encouraged the appropriate staff to complete the training.

The NIH-National Institute of Child Health and Human Development(NICHD) Director frequently reminds staff of the importance of clear communication and encourages staff to learn more about plain writing through the training sessions provided. In addition, the NICHD Director models plain writing in his monthly internal electronic update and in his presentations to advisory councils and other groups.

The NIH- National Center for Complementary and Integrative Health (NCCIH) Director has consistently supported and encouraged staff to participate in plain language efforts. Over the years, NCCIH has provided all staff with plain language writing tips through various vehicles

such as e-mail reminders, in-house newsletters, and updates on intranet resources, and encouraged all individuals to take the available training modules.

NIH's National Institute of Neurological Disorders and Strokes continues ongoing efforts that began several years ago to ensure plain language writing in all Office of Communications & Public Liaison (OCPL) materials. OCPL staff is directed to the NIH Plain Language Online Training site to refresh their writing skills. The requirement to write "clearly and logically" for a variety of audiences is included as a critical element in the Employee Performance Plan for each NINDS OCPL writer-editor. OCPL writer-editor job announcements include assessment questions involving plain language such as: "Translate [medical or scientific] material into language that is more easily understood by target audience" and "Write medical [or scientific] papers such that non-technical audiences will be able to better understand the content."

NIH's National Eye Institute created more than 121 new documents since March 2014. The majority (98) were prepared as part of the National Eye Health Education Program. New documents include drop-in articles, flyers, infocards/infographics, public service announcements, and factsheets.

The National Human Genome Research Institute (NHGRI) has been updating all fact sheets in accordance with Plain Language guidelines (none of them are new documents). NHGRI's intranet contains tips for plain language and links to additional resources on NIH.gov.

At the last two intramural scientific symposia, investigators encouraged their post-docs to create scientific posters using plain language. They were judged as a separate category to help raise awareness of this approach. The Communication and Public Liaison Branch wrote a feature about this approach and posted on genome.gov. NHGRI began work on three infographics using plain language principles:
- An overview of genomics
- Applications of genomics
- Ancestry and genomics

NHGRI launched a monthly director's report called The Genomics Landscape written using plain language principles. NHGRI is finalizing work on a 28-page institute brochure using plain language principles. NHGRI is developing simple, easy-to-understand strategic messages for each extramural program.

In relation to Genome: "Unlocking Life's Code," the NHGRI exhibition at the Smithsonian National Museum of Natural History, NHGRI is developing exhibition interactives using plain language principles. They include:
- "What do you think?" (An over view of the ethical issues related to genomics)
- "In and beyond Africa"

NHGRI also conducted training of docents at museums and science centers hosting the exhibition using plain language principles. NHGRI is developing plain language guides to train health care providers to speak with patients and genomics. Using plain language principles, NHGRI staff has developed "The Drama of DNA: Theater and Genomics Workshop" as part of

an overall theater initiative led by Karen Rothenberg. The effort explores theater as a way to examine the ethical, legal, and social implications of genomics.

The National Institute of Child Health and Human Development (NICHD) has been incorporating plain writing in all its publications and web content intended for public distribution since before the 2010 Act was passed, in compliance with previous legislation and guidelines. The Institute has continued to do so since the Act was passed. Plain language is a basic and important tenet of all NICHD communications.

The Institute's website is a focal point for plain language information. Within the "Health & Research" section, the site includes 79 "A to Z Topics" that provide plain language information for lay audiences about various conditions and health issues. The consumer-focused section replies in a Q&A format that is among plain language best practices. Within the last year, the NICHD updated 75 existing and added 4 new topics to help describe the Institute's research portfolio. The updates included addition of headings/subheadings, bullets, and diagrams to help readers move through the content more easily.

A number of infographics were created to help share NICHD research information. By their nature, infographics are plain language because they are concise packages of information that are intended to be shared widely. The current library of 16 infographics has performed and continues to perform well through downloads and social media.

The Institute also hosted and participated in several Twitter chats about topics such as infertility and healthy pregnancy. With only 140 characters to work with, simpler messages perform better in such situations, and the platform lets us reach new audiences with research-based plain language information. Multiple materials for NICHD public health outreach campaigns and programs were also created in 2014, and they all employ the basics of plain language. Among those items are two that received ClearMark Awards.

The National Institute on Drug Abuse (NIDA) enhanced its easy-to-read website, created in February 2012. The site, which provides low literacy information (eighth-grade or below reading level) on neuroscience, drug abuse prevention and treatment, is also a resource for adult literacy educators. It has a simple design with a large default text size, motion graphic videos, and other features that make it easy to read and use. Since February 2013, 12 fact sheets on the site have been revised in both English and Spanish. The two videos created for the site "Why are Drugs So Hard to Quit" and "Anyone Can Become Addicted to Drugs," written in plain language, continue to be two of NIDA's most watched videos with several thousand views per month.

In addition, NIDA produced the following materials in plain writing: 38 revised English fact sheets, 20 revised Spanish fact sheets, seven revised English booklets, five revised Spanish booklets, four classroom guides, a blog for teens and a revised English/Spanish Awareness & Prevention website with four related fact sheets, two videos and five webisodes.

The National Institute on Deafness and other Communication Disorders (NIDCD) strives to write all materials intended for the public and non-scientific staff in plain language. Standard

procedures for clearances include multiple editorial reviews by staff trained in plain language principles. Materials include health information fact sheets and digital information, such as:

- Substantially revised and updated "Do You Need a Hearing Test?" bookmark and digital content (formerly "10 Ways to Recognize Hearing Loss") based on a standardized, validated assessment for adults (Hearing Health Inventory).
- Revised and updated 13 health information fact sheets in English.
- Revised and updated three health information fact sheets in Spanish.
- Updated descriptions of Spanish-language fact sheets on the publications order form.
- Published NIH News in Health feature story on noise-induced hearing loss.
- Developed, posted, and disseminated 13 news briefs or news releases on research findings conducted by NIDCD scientists or NIDCD grantees.
- Developed, posted, and disseminated short articles for International Stuttering Awareness Day, Better Hearing and Speech Month, and World Voice Day.
- Developed, posted, and disseminated two e-newsletters (*Inside*), which each include a feature article and news summaries.
- For non-scientific NIDCD staff, posted plain language profiles of scientific labs and other divisions and branches are posted.
- NIDCD conducts a public education campaign to increase awareness about noise-induced hearing loss, the only preventable form of hearing loss, "It's a Noisy Planet. Protect Their Hearing" (Noisy Planet). During the past year, NIDCD increased use of shareable graphics with health messages to expand our reach.
- Created 13 Noisy Planet shareable images with key prevention messages in English, and 10 in Spanish.
- Developed two new pop quiz questions for the Noisy Planet website.
- Published 10 Noisy Planet E-Bulletins to share program and research updates

The National Institute of Dental and Craniofacial Research (NIDCR) Office of Communications and Health Education continues to develop easy-to-understand, actionable oral health information that reflects best practices in clear communication for print and digital channels. Materials are available in English and Spanish and are culturally and linguistically appropriate for the intended audiences.

NIDCR pretests health education materials with the intended audience via focus groups and interviews. Additional audience feedback on readability is solicited via bounce-back cards on printed materials and website user surveys.

This year, NIDCR worked to lower the reading level of science briefs so they are understandable to patients and health care providers, in addition to researchers.

The National Institute of Environmental Health Sciences (NIEHS) Office of Communications & Public Liaison (OCPL) is the first source of news and information about NIEHS, and the Institute's important biomedical research and funding programs. The NIEHS OCPL team provides yearly communications and media training for NIEHS scientists, to teach them how to communicate their research results in plain language easily understood and valued by the general public.

The National Institute of General Medical Sciences (NIGMS) provides information to the general public about the results, impact, and value of basic research via its Biomedical Beat blog

as well as in its fact sheets, science education publications, and other products. The Institute provides information to the scientific community about its funding opportunities, trends, and plans via its Feedback Loop blog. NIGMS uses several approaches to ensure that those who write material for these outlets follow the guidelines of the Plain Writing Act. These methods include:

- The development of checklists with tips for writing in plain language, including using a conversational tone and avoiding acronyms, jargon, or unnecessary words.
- The use of peer editors, who review material for clarity and ease of understanding.
- The use of professional editors in the Office of Communications and Public Liaison, who review all material before publication.

The National Institute of Mental Health (NIMH) created a style guide for the development of health and education content. Also, NIMH leadership encourages all writers and editors to complete the formal NIH plain language training course offered online.

The National Institute of Nursing Research (NINR) rewrote several sections of its website in plain language, including the Division of Extramural Science Programs (DESP) section (approximately five pages including a new "When to Contact an NINR Program Officer" page); and our Office of End-of-Life and Palliative Care Research (OEPCR) page.
In addition, they added several new sections, keeping plain language in mind, including the Director's Message page. In 2014, NINR also redesigned the layout of their YouTube channel page to make it more user-friendly and readable using plain language. The Research Highlights page was redesigned to include shorter, plain language content and improved navigation.
For print materials, NINR followed plain language principles in developing flyers on the NINR Key Themes and Intramural and Extramural Training Opportunities, and updates to their Graduate Partnerships Program (GPP) and Summer Genetics Institute (SGI) flyers.

The National Center for Complementary and Integrative Health (NCCIH) developed or updated numerous science-based content items for consumers including:

- Eight new portal pages
- Three new fact sheets—melatonin, Co-enzyme Q10, and glucosamine and chondroitin
- A new module on Understanding Drug-Supplement Interactions
- Three new Herbs at a Glance fact sheets—pomegranate, rhodiola, and bromelain
- Updated the content of 16 existing fact sheets
- NCCIH developed and distributed monthly Clinical Digests on a range of topics written specifically for health care providers.

The National Library of Medicine (NLM) chartered a new NLM Style Group, composed of people from various offices and divisions, to develop a uniform style for digital and print information, and to reinforce plain language principles among all staff. The group began its deliberations in December 2014 and will issue final guidelines in 2015.

NLM also laid groundwork to welcome plain language expert Dr. Bruce Corsino as a guest speaker April 1, 2015. All NIH staff were invited. Dr. Corsino served as the plain language advisor to the Pentagon and is now the Plain Language Program Manager for the Federal Aviation Administration. His focus is to help agencies comply with Federal Plain Language

Law. He creates plain language versions of law, policy, news, and strategic plans for all types of media, print, and internet publications. To do that, he works closely with Congress, senior executives, presidential appointees, attorneys, and subject-matter experts to impose clarity on confusion.

NIH Office of Communications and Public Liaison (OCPL), within the Office of the Director is responsible for a wide range of programs and activities and serves a far broader range of audiences which includes trans-NIH efforts for the Institutes. OCPL serves as an agent of change at the NIH. OCPL advises NIH leadership, individual ICs, and others on trans-NIH communications efforts, both planned and unplanned for.

NIH-OCPL also produces a number of information vehicles, including "NIH News in Health," now in its tenth year. This publication, created at an eighth grade reading level and distributed by public health workers and community organizations as well as aging and parenting groups, makes complex information understandable and available to a wide, public audience. Stories are now being produced in Spanish at NIH and translated by organizations in other languages as a model of collaboration. OCPL also manages the NIH Clear Communication Program (which incorporates health literacy; the NIH plain language initiative; and cultural competency programs) and advises both internal and external audiences on strategies of plain language and clear communication.

OASH
The Office of Population Affairs (OPA) has been using the LMS Plain Writing training. All staff with responsibility for writing/document development are expected to take the training. OPA's communications staff hold monthly communication meetings to share analytics and lessons learned in web writing. Approximately 80 percent of OPA staff are trained, and staff indicated that training was easily accessible from the LMS website and helpful. All staff with responsibility for writing/document development are expected to take refresher training.

The Office for Human Research Protections has been using the LMS Plain Writing training. Staff voluntarily takes this training.

Some Office of Adolescent Health staff have taken the LMS Plain Language training. Managers and staff continue to be encouraged to take this training. At this time approximately 20 percent have completed the course. Those who have taken it indicate that it provides useful information that can be put to good use to develop content that is easy for the general public to understand.

Some National Vaccine Program Office (NVPO) staff took the LMS Plain Writing training. Those who did (25 percent of staff) are responsible for writing materials for outside audiences. All indicated it was helpful. The training will be required for any new staff.

OASH's Office on Women's Health (OWH) has been implementing low-literacy and plain language for its consumer writing projects (womenshealth.gov, girlshealth.gov, and all publications) since at least 2000. OWH uses the Frye readability formula to ensure that materials are at the 6th-8th grade reading level.

OPA website content is reviewed and revised on a regular basis to ensure plain writing. Its social media content is reviewed and revised on a regular basis to ensure plain writing; there are 22 tweets developed every week. OPA's weekly e-mail listserv is written in plain writing. OPA's STD and Reproductive Health Fact Sheets were revised in 2014 to ensure updated technical information in plain writing; these fact sheets are linked/syndicated to CDC's website.

Since March 2014, the OASH Office of Communications issued approximately 50 press releases, statements, videos, and blogs using plain writing. All new products, these are available at www.hhs.gov/ash/newsroom.

The Office of Adolescent Health (OAH) principally develops web text and technical assistance information for grantees. The following is a quantitative breakdown and description of documents produced by OAH in 2014:
- 10 new or updated grantee program guidance documents
- Nine new "our picks" e-updates
- Eight new grantee e-learning resources added to the website
- State and national fact sheets updated on the website
- Four evaluation briefs
- 13 webinars – resources (transcript, slides, etc., developed using plain language principles)
- Twitter chat hosted by the office – tweets developed keeping the plain language principles in mind
- New and updated resources for the Adolescent Health Library section on the website.

The Office of Disease Prevention and Health Promotion (ODPHP) has been using plain language in all of its documents. All materials developed within ODPHP are written with plan language and health literacy in mind. This includes all content on the websites they support, healthfinder.gov, and healthypeople.gov, as well as all outreach they do for the sites, including e-mail outreach, blogging, Twitter, and Facebook.

The President's Council of Fitness, Sports, and Nutrition developed web content, blogs, press releases, and fact sheets in plain writing. This includes 21 blogs, nine news articles and/or press releases and several pages that appear on the website.

Types of documents at the Office of the Surgeon General (OSG) that are written in plain language include:
- Daily OSG correspondence
- Surgeon General's Call to Action on Skin Cancer
- Office of Grants Management (OGM)

OGM's principal document is a template for programmatic FOAs. OGM created a template for Fiscal Year (FY) 2013 and improved it each year. As the document is used each year, staff maintain notes based on questions received from potential applicants to improve the template portion of the FOAs. Since March 2014, OGM published 23 FOAs using the FY 2014 or FY 2015 template.

OCR
Plain writing training for OCR headquarters staff and regional offices was provided in headquarters and by web training to the 10 regions on May 15, 2014, by the Plain Writing Committee Lead for the Federal Executive Secretariat Council. Approximately 80 percent of all OCR personnel to include all staff agencies and regional Program Information Management and Resource Analysts attended.

OIG
OIG fully implemented the Plain Writing Act in 2012. In 2014, it continued to ensure that in documents for the public, technical terms were explained in accessible language and short sentences are used when possible.

Almost all of the approximately 1,000 documents that OIG puts on its website each year are new. These include audit and evaluation reports, Web "Spotlights" that describe our work in plain writing, and podcasts by senior management that explain our work in a conversational way.

All OIG writers attend courses that emphasize clear and concise writing, such as "Write to the Point." The OIG-produced Plain Writing Training video, which explains how to comply with the law and why complying is important to our mission, is posted on the "Writing & Research" tab of the OIG Intranet.

OMHA
The OMHA portal, available nationally to all OMHA employees, has a designated communication link as well as the agency's Communication Plan explaining the necessity for writing plainly and clearly. Included is the link to the Plain Writing Act of 2010 as well as other links explaining the "how to" of writing plainly and clearly. Instructors were also brought onsite for a four-day course which covered how to write distinctly, precisely, and understandable to the intended audience.

SAMHSA
SAMHSA provides information to the general public about behavioral health programs, services, and statistics. These documents include, but are not limited to fact sheets, booklets, flyers, promotional materials (such as posters, public service announcements, brochures, and pamphlets), application forms, instruction sheets, questionnaires, newsletters, e-blasts, news bulletins, web pages, infographics, requests for proposals, and SAMHSA Store product descriptions. In addition to writing clearly and concisely, SAMHSA stresses the practice of writing for the intended audience. Since March 2014, approximately 64 documents have been cleared for publishing. All material must be compliant with plain writing guidelines before publication in print or online.

SAMHSA has been using the LMS Plain Writing training while they develop their own SAMHSA-specific curriculum.