

**VA****U.S. Department  
of Veterans Affairs**

# News Release

Office of Public Affairs  
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[www.va.gov](http://www.va.gov)FOR IMMEDIATE RELEASE  
Nov. 13, 2020

## **VA recognized for clear, consistent communication to Veterans**

**WASHINGTON** — The U.S. Department of Veterans Affairs (VA) announced today, that for the second consecutive year, the organization received a top grade from the Center for Plain Language in its annual [Federal Report Card](#).

The 2020 Federal Plain Language Report Card awarded VA an “A-” score in the category of “writing quality.”

In 2019, VA received an “A” grade in the same category and drew specific praise from the center for VA’s [suicide prevention](#) resource page.

“This recognition highlights the ongoing efforts VA makes to clearly communicate critical information to our Veterans, their families and their caregivers,” said VA Secretary Robert Wilkie. “As we continue prioritizing timely delivery of health care and other important services, it is incumbent upon us to continue ensuring the information we’re providing is not only accurate, but easy to locate and accessible to all.”

In the 2020 Federal Plain Language Report Card, only two other federal agencies, the Department of Health and Human Services and the Consumer Financial Protection Bureau, joined VA in receiving the highest score of excellence — an “A” level grade for writing quality.

The Center for Plain Language, a nonpartisan accountability organization, evaluates federal agencies’ communication to the public. Since 2012, the center has issued a yearly report card evaluating how well agencies follow the Plain Language Act approved by Congress in 2010.

Visit [VA.gov](http://VA.gov) to learn more about VA’s online communication and product portals where Veterans and family members can easily access the benefits and services they have earned.

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