

**DEPARTMENT OF VETERANS AFFAIRS  
PLAIN WRITING ACT IMPLEMENTATION PLAN  
JUNE 2013**

<b>OBJECTIVE</b>	<b>ACTION</b>	<b>MILESTONES</b>	<b>OUTCOMES</b>
VA employees who draft, edit, or comment on documents receive plain language training.	Admins/staff offices identify training requirements for Correspondence staffs (those who have a primary responsibility for writing, editing, or commenting on documents) and require mandatory participation.	Ongoing within the Department.	Employees will improve their plain writing ability and develop confidence on how to write clearly and effectively.
Develop a plain language training course.	VA's Learning University (VALU) to develop a series of written communications courses. The courses are to offer a blended approach of both face-to-face and on line training.	July 2012. <b>Completed.</b>	The courses provide tools to assist employees in writing more accurate, concise, and well-organized documents.
Provide on line plain language training modules.	VALU to launch a Summer Learning Series on written communications to be available through computerized learning modules.	April 2013. <b>Completed.</b>	Course contents includes: addressing data calls; drafting memos; writing issue briefs; responding to Congressional inquiries; evaluating data and summarizing findings; writing strategic plans; writing grants; writing business cases; and writing position papers. Modules allow employees flexibility to select courses to address their individual needs.

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Responsibility for plain writing is at the Senior level.	Identify a Senior Department Official to lead the implementation of the Plain Writing Act requirements.	June 2013. <b>Completed.</b>	Responsibility is within the Office of the Secretary to show Department priority and commitment.
Provide public access to the Department's plain writing initiatives and commitment to clear writing.	Establish a Department Web site.	June 2013. <b>Completed.</b>	Provides the public access to the Department's commitment to plain writing.
Provide a method for the public to provide feedback.	Establish a generic mailbox to receive comments from the public.	May 2013. <b>Completed.</b>	Encourages public involvement and interaction with the Department. Provides a method for the public to report on VA's efforts, provide ideas, and/or report difficulty with a form, pamphlet, brochure, Web page, or notice.
Monitor public feedback provided to the generic mailbox and route to appropriate staff to prepare a response, if necessary.	Identify staff to monitor and ensure response to public feedback.	June 2013. <b>Completed.</b>	Provides public assurance that the Department is serious in its plain language efforts.
Communicate the Plain Writing Act requirements to leadership throughout the Department.	Publish a memorandum to Under Secretaries, Assistant Secretaries, and Other Key Officials providing guidance on roles and responsibilities for implementing the Plain Writing Act at VA.	June 2013. <b>On track for June 2013 issuance.</b>	Conveys a consistent message to leadership.

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Establish a Plain Language Working Group with representation from all VA Administrations and staff offices.	Officials appoint a primary and alternate member to serve on the Working Group.	June 2013. <b><i>On track for June 30, 2013 completion.</i></b>	Establishes a network of Department staff responsible for agency implementation. Group members are responsible for monitoring plain language compliance and providing information for the annual compliance report.
Develop/Update Communications Plan.	Working Group to promote the Act and training opportunities to employees.	August 2013	Continues VA sponsorship of the Act at all levels within the Department.
Make Plain Language a Departmental policy.	Working Group to draft the policy.	October 2013	Supports OMB guidance and enforces the Plain Writing Act.
Demonstrate Department compliance with the Plain Writing Act.	Publish a report describing VA's compliance with the Act.	June 2013. <b><i>On track for July 12, 2013 completion, and annually thereafter.</i></b>	Compliance activities are made public.