

SBA 2020 Plain Language Compliance Report

The Small Business Administration is committed to complying with “The Plain Writing Act of 2010” which requires Federal agencies to write "clear Government communication that the public can understand and use."

Our [plain writing webpage](#) includes an overview of the law, a summary of the Agency’s goals, an invitation to help us with our plain language goals, and SBA plain language contact information.

This report describes the Agency’s plain language activities and accomplishments in Fiscal Year (FY) 2020.

Agency Activities and Accomplishments

The Office of Communications and Public Liaison (OCPL) has the principal responsibility for developing and implementing effective external and internal communications strategies to ensure that SBA’s mission, programs, services, and initiatives are articulated clearly and consistently to the public and the small business community. In collaboration with the Executive Secretariat, OCPL works to maintain the website’s compliance with the Plain Language Act. In 2020, the SBA initiated or continued the following activities and programs:

- The Agency retooled quarterly meetings to include a plain language presentation.
- The Agency restarted a monthly plain language tip on the Agency’s SBA Daily.
- Executive Secretariat met regularly with OCPL to collaborate on incorporating Plain Language requirements for all public-facing documents
- Executive Secretariat incorporates Plain Language edits on all documents submitted to the Administrator for signature
- Executive Secretariat attended the Plain Language Summit.
- The Agency is revamping the plain language lunch & learn sessions for employees.

The Agency’s Executive Secretariat stands ready to assist any employee who wants help in improving their writing skills.

Evaluation

Each year, the Center for Plain Language evaluates federal agencies for compliance with the Plain Writing Act.

In 2020, the Center for Plain Language evaluated the following areas:

- Organizational Compliance (Agency plain writing page)
- Writing

- The Agency's main coronavirus page
- The Agency's main urgent help page

The evaluation scores include two categories. We received an F in organizational compliance, which consists of staffing, training, and annual reporting required by law. We received a C in writing quality, which focuses on how easy it is for the public to find, understand, and use the information it needs.