

SBA 2022 Plain Language Compliance Report

The Small Business Administration is committed to complying with “The Plain Writing Act of 2010” which requires Federal Government 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) 2022.

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 (OES), OCPL works to maintain the website’s compliance with the Plain Language Act. In FY2022, the SBA continued the following activities and programs:

- OES conducted quarterly enterprise-wide meetings that included plain language presentations.
- OES uploaded a monthly plain language tip to the Agency’s SBA Daily intranet site.
- OES worked with OCPL to incorporate Plain Language requirements for all public-facing documents.
- OES incorporated Plain Language edits on all documents submitted to the SBA Administrator for signature.
- OES attended the 2022 Plain Language Summit.
- OES hosted quarterly forums to plain language and other writing-related topics for employees.
- OES attended several plain language and writing seminars to increase and maintain relevant skillsets.

The Agency’s Executive Secretariat (OES) stands ready to assist any employee who wants to improve their writing skills.

Evaluation

Each year, the [Center for Plain Language](#) evaluates federal agencies for compliance with the Plain Writing Act.

In 2021, the Center for Plain Language evaluated the following areas:

- Organizational Compliance {Agency plain writing page}
- Writing
 - The Agency's 2021 Coronavirus page
 - The Agency's main FOIA request 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 as our compliance report was not submitted on time. We received an A in writing quality, which focuses on how easy it is for the public to find, understand, and use the information it needs.