

U.S. DEPARTMENT OF JUSTICE



2022 Plain Writing Report



CHANGE HISTORY

Version	Date	Page(s) Changed	Comments
1.0	5/19/2023	JMD draft	Justice Management Division
1.1	5/29/2023	Component edits	DOJ Plain Language Community of Practice Edits (various components)
1.2	6/30/2023		Justice Management Division accepted component edits and finalized the report

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EXECUTIVE SUMMARY

The Plain Writing Act of 2010 (“Act”) was signed on October 13, 2010. The law requires that federal agencies use clear government communication that the public can understand and use.

The Department of Justice (“DOJ” or “Department”) is comprised of law enforcement bureaus, offices, boards, and divisions who vary considerably in their missions and structures. Therefore, the Department has continued to rely on each component’s leadership to determine which of their public-facing (and internal) documents comply with the Act, or need to be revised, as well as which employees need Plain Language training.

In 2022, various components of the Department continued to implement the requirements of the Plain Writing Act by writing and revising public-facing documents to be more clear, concise, meaningful, and well-organized. In a continued reflection of the diverse and decentralized process employed by the Department in implementing the Act, we provide a sample of Plain Language activities from several DOJ components during the 2022 calendar year.

JUSTICE MANAGEMENT DIVISION (JMD)

Under the leadership of the Assistant Attorney General for Administration, the Justice Management Division (JMD) serves as the management arm of the Department, advising the Attorney General and Deputy Attorney General on various issues related to the operation of the Department and its missions:

INTERNAL DOCUMENTS

- Controller components such as the Budget Staff continue to implement plain language principles in both their internal and public written products.
- The entire Financial Management Policy Group (FMPG) has been trained on plain language and instructed to write every document using plain language guidelines and in the spirit of the act.

PUBLIC-FACING DOCUMENTS OR ANNOUNCEMENTS

- Controller components are ensuring plain and concise language are used in public-facing documents.
- In fulfilling the objective of the law (Act), they strive to provide “clear, concise, and well-organized communication that is appropriate to the subject or field and intended audience and avoid jargon, redundancy, ambiguity, and obscurity.”
- The law is applied in annual documents such as the DOJ Annual Financial Report (AFR) which is produced by Finance Services. Additionally, Budget Staff ensure that final products comply with the Budget Staff Style Guide that specifies the use of plain and concise language. Nearly all the

Budget Staff's public documents go through a rigorous editing process to ensure that understandable language is used in the final product.

- In the spirit of the Act, the Strategic Planning and Performance Staff translated the Department's 2022-2026 Strategic Plan to Spanish, Chinese, Korean, Vietnamese, and Tagalog, which are the top 5 limited English proficiency (LEP) languages at the national level.

INTERNAL WEBSITES

- Controller intranet websites have not been reviewed for possible plain language improvements.
- The requirement to enhance the internal websites is referenced in the "Plans & Goals" section.

EXTERNAL WEBSITES

- N/A

INTERNAL TRAINING AND GUIDANCE

- Controller components have been trained on plain language (Plain Language Act) and strives to write every document using plain language guidelines.
- In 2018, component-wide training was initiated and facilitated. There are also plans to host plain language training in 2023.

EXTERNAL TRAINING AND GUIDANCE

- N/A

2023 PLANS AND GOALS

- The Controller staff will continue to support and fulfill the requirements along with providing refresher training to staff. There is a need to review internal website (DOJNet) pages for plain language improvements.
- Additionally, there is consideration for partnering with the Office of the Chief Information Officer (OCIO) Web Collaboration Team to create a standard for the intranet pages.
- The use of plain writing across the HRA staff offices is needed, so our goal for FY2023 is to identify a source of training for staff, as well as to track training completion for plain writing.
- We will sync our efforts with process and template reforms, which the Departmental Executive Secretariat (Exec Sec) is developing for correspondence, making outreach to each office staff within HRA before the end of FY2023.
- JMD continually evaluates where increased language access and adherence to Section 508 compliance can improve information dissemination to relevant audiences. At the request of the Office of the Deputy Assistant Attorney General for Policy, Management, and Procurement, all internal and external documents produced by the Justice Management Division must be 508 compliant prior to being released internally or externally. In addition, we started a project in

2022 that we believe will be completed in 2023 where all memorandum, policy statements, and guidance documents that were created and signed by the Attorney General are retroactively 508 compliant if they are publicly accessible.

- The Strategic Planning and Performance Staff is working closely with the Department's new Language Access Coordinator to consider translating the Department's 2022-2026 Strategic Plan to even more languages in 2023.

ANTITRUST DIVISION (ATR)

The mission of the Antitrust Division is to promote economic competition through enforcing and providing guidance on antitrust laws and principles.

INTERNAL DOCUMENTS

- To help promote a culture of Plain Writing, the ATR continues to review frequently used division directives, memos, and announcements for conversion to a Plain Language format.
- The following ATR documents have been reviewed, revised to incorporate Plain Writing, and posted internally: Internal Announcements (including Urgent System Messages, Cybersecurity Alerts, Security and Computer Alerts, and Weekly Maintenance Messages) and Standard Operating Procedures.

PUBLIC-FACING DOCUMENTS OR ANNOUNCEMENTS

- The ATR's Web Services Section reviewed five (5) Survey Monkey surveys and recommended edits to improve Plain Writing.

INTERNAL WEBSITES

- The following new, internal pages were reviewed and edited as needed, to a Plain Language format: Program Management Office; Technology Directorate Communications Team; ATRnet: Windows 10 Update; Positive COVID-19 Cases; and Microsoft OneDrive.

EXTERNAL WEBSITES

- The following new, public pages were reviewed and edited as needed, to incorporate a Plain Language format: *Spring 2022 Enforcers Summit*; *FTC/DOJ Merger Guidelines Forums*; and *Public Workshop on the Future of Pharmaceuticals: Examining the Analysis of Pharmaceutical Mergers*.

INTERNAL TRAINING AND GUIDANCE

- N/A

EXTERNAL TRAINING AND GUIDANCE

- The ATR strives to provide disabled employees and members of the public access to information that is comparable to the access available to others by providing 508 descriptions written in plain language. During 2022 the Antitrust Division had two DHS certified Trusted Testers (version 5.)

2023 PLANS AND GOALS

- In 2023, the ATR plans to identify PDF documents that can be reformatted to improve the use of Plain Language. Internally, the Antitrust Division plans to incorporate greater use of Plain Language in keywords and search term metadata, to help improve content searchability and findability.

OFFICE OF THE PARDON ATTORNEY (PARDON)

The Office of the Pardon Attorney reviews, investigates, and prepares the Department's recommendation on executive clemency applications. The Deputy Attorney General then reviews and signs each recommendation before submitting those recommendations to the President.

INTERNAL DOCUMENTS

- PARDON has worked to create training materials and SOPs for most tasks assigned to legal and support staff. The materials include many plain language principles but are tailored for the sophisticated legal audience that will review them.

PUBLIC-FACING DOCUMENTS OR ANNOUNCEMENTS

- After the President announced in October 2022 a proclamation pardoning some people who were convicted of simple possession of marijuana by a federal court, the Office launched an online webform, for our newest clemency application (petition), the *Application for Certificate of Pardon for Simple Possession of Marijuana*. The webform instructions and format fully comply with plain language requirements and include web-design principles meant to ensure readability and accessibility to the public.

INTERNAL WEBSITES

- N/A - The Office does not have an intranet site.

EXTERNAL WEBSITES

- In addition to the launch of a webform noted above, PARDON has also worked extensively to streamline and reorganize its public-facing website, including reducing redundant materials, reorganizing, and streamlining the content, and providing clear plain language instruction throughout.

INTERNAL TRAINING AND GUIDANCE

- N/A

EXTERNAL TRAINING AND GUIDANCE

- The Office of the Pardon Attorney has worked closely with the White House U.S. Digital Services to apply plain language principles to our online webform.

2023 PLANS AND GOALS

- The Office of the Pardon Attorney is working to revise our remaining application forms to conform to plain language principles that were used in the production of our webform application.
- Our office intends to rework our standard clemency forms, redesigning them for plain language, accessibility, and enhanced content.

PROFESSIONAL RESPONSIBILITY ADVISORY OFFICE (PRAO)

The mission of the Professional Responsibility Advisory Office (PRAO) is to ensure prompt, consistent advice to Department attorneys and Assistant United States Attorneys with respect to professional responsibility and choice-of-law issues.

INTERNAL DOCUMENTS

- N/A

PUBLIC-FACING DOCUMENTS OR ANNOUNCEMENTS

- N/A - PRAO does not write/produce/provide any public facing documents or announcement.

INTERNAL WEBSITES

- N/A

EXTERNAL WEBSITES

- Only PRAO's website falls under the requirements of the Plain Writing Act of 2010, though PRAO does contribute to documents intended for public release under the auspices of the Office of Legal Education.
- The rest of PRAO's work is written for the benefit of Department attorneys and is not intended for public distribution. In fact, by application of legal privilege or FOIA exemption, our advice is typically affirmatively excluded from public distribution or disclosure outside of the Department.
- PRAO has reviewed its public website and determined that it complies with the Act (no substantive changes have been made since last year's report).

INTERNAL TRAINING AND GUIDANCE

- N/A

EXTERNAL TRAINING AND GUIDANCE

- N/A

2023 PLANS AND GOALS

- N/A

EXECUTIVE OFFICE FOR IMMIGRATION REVIEW (EOIR)

The primary mission of the Executive Office for Immigration Review (EOIR) is to adjudicate immigration cases by fairly, expeditiously, and uniformly interpreting and administering the Nation's immigration laws. Under delegated authority from the Attorney General, EOIR conducts immigration court proceedings, appellate reviews, and administrative hearings.

INTERNAL DOCUMENTS

- To integrate plain language practices into its internal documents, EOIR leverages and promotes the use of the component (EOIR) style guide that outlines the Plain Writing Act of 2010, its guidelines, and principles. The EOIR Style Guide details how Plain Language can be used effectively in the development of agency documents and is available to all EOIR employees.

PUBLIC-FACING DOCUMENTS OR ANNOUNCEMENTS

- The Plain Language practices incorporated in the EOIR Style Guide extends to the creation of its external agency documents and is available for all EOIR employees.
- In addition, EOIR leverages the agency's Language Access Working Group (LAWG) comprised of representatives throughout the agency to promote the use of Plain Language and 508 compliant documents within the agency. LAWG sees to improve language access to EOIR's website, communication products, forms, and other EOIR resources.

INTERNAL WEBSITES

- EOIR's Communications and Legislative Affairs Division (CLAD) has oversight of the agency's internal SharePoint sites and adheres to Plain Language principles in the creation of content and SharePoint pages.

EXTERNAL WEBSITES

- EOIR adheres to Plain Language principles as it relates to content and forms on the public website. EOIR continually evaluates where increased language access and adherence to Section 508 compliance can improve information dissemination to relevant audiences.
- In addition, EOIR's Language Access Working Group maintains awareness of improved language access needs throughout EOIR's operations.

INTERNAL TRAINING AND GUIDANCE

- While some EOIR components have conducted their own training on the topic Plain Language, component-wide training has not occurred. EOIR components and supervisors promote Plain Language training that is available on the Department’s learning management tool (LearnDOJ).

EXTERNAL TRAINING AND GUIDANCE

- EOIR’s Communications and Legislative Affairs Division (CLAD) and Language Access Working Group (LAWG) share the availability of Plain Language training available to federal employees on an ongoing basis. This training is available from government agencies, associations, and list serves, and CLAD and LAWG encourage the dissemination of this training throughout the workforce.

2023 PLANS AND GOALS

- EOIR will continue to identify both internal and external training opportunities and resources for employees.
- In addition, EOIR will leverage the work of the Department’s newly reestablished Plain Language Working Group to identify "best practices" and uncover new initiatives to implement throughout the agency.

OFFICE OF VIOLENCE AGAINST WOMEN (OVW)

The Office on Violence Against Women (OVW) provides federal leadership in developing the national capacity to reduce violence against women and administer justice for and strengthen services to victims of domestic violence, dating violence, sexual assault, and stalking.

INTERNAL DOCUMENTS

- The OVW provides tips and suggestions regarding plain language to OVW staff at different times during the grant cycle process. For example, to convey the terms of cooperative agreements clearly and concisely, OVW’s Plain Writing Coordinator presents on plain writing to staff during award processing.

PUBLIC-FACING DOCUMENTS OR ANNOUNCEMENTS

- OVW annually reviews the solicitation template used for the OVW grant programs to convey information about the different funding opportunities in a clear and consistent manner.

INTERNAL WEBSITES

- N/A

EXTERNAL WEBSITES

- OVW's Policy, Communications and Evaluation Division recently updated OVW's website. The upgraded OVW website operates on a new platform that provides additional functionality and

design capabilities, including the opportunity for OVW to create customized grant program pages to promote funding opportunities and help grantees manage their awards.

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INTERNAL TRAINING AND GUIDANCE

- N/A

EXTERNAL TRAINING AND GUIDANCE

- N/A

2023 PLANS AND GOALS

- OVW's Plain Writing Coordinator plans to review and select an online Plain Writing training course for OVW staff. OVW is also considering developing a style guide for internal and external communications.

OFFICE OF PRIVACY AND CIVIL LIBERTIES (OPCL)

The Office of Privacy and Civil Liberties (OPCL) supports the Department's Chief Privacy and Civil Liberties Officer (CPCLO). The CPCLO is a member of the Office of the Deputy Attorney General and the principal advisor to the Attorney General, Department Leadership, and components on issues involving privacy and civil liberties policy and compliance.

INTERNAL DOCUMENTS

- OPCL recently drafted internal training guidance to assist with the onboarding of newly assigned personnel. The guidance consists of easy-to-understand instructions and weblinks to familiarize onboarding personnel with privacy policies and regulations pertaining to the mission and functions of OPCL.

PUBLIC-FACING DOCUMENTS OR ANNOUNCEMENTS

- OPCL's public-facing webpage now includes information relating to a newly established Data Protection Review Court (DPRC). The DPRC webpage and its associated weblinks include information that effectively describes the authority of this court and how its functions will be carried out.

INTERNAL WEBSITES

- OPCL has an internal DOJnet website. One of the webpages on this site has recently been revised to include updated Privacy Compliance information and documentation relating to Initial Privacy Assessment, Privacy Impact Assessment, and System of Records Notice procedures. Another webpage on this site includes newly revamped Privacy Risk Management & Framework information and resource materials. These updated materials were carefully developed with the intention of demonstrating clarity to the reader.

EXTERNAL WEBSITES

- OPCL’s public-facing webpage was recently migrated. During this process, the main page and associated secondary pages that OPCL manages were reviewed and revamped for ease of accessibility, comprehension, and function.

INTERNAL TRAINING AND GUIDANCE

- N/A

EXTERNAL TRAINING AND GUIDANCE

- OPCL recently developed and implemented several LearnDOJ privacy training sessions. The sessions were developed with an emphasis towards providing training to DOJ and its components that is effective, concise, and meets 508 compliance requirements.

2023 PLANS AND GOALS

- Over the next few months to a year, OPCL intends to apply plain writing principles to the development of the Data Protection Review Court (DPRC) policies and procedures guide and to its LearnDOJ privacy training development efforts.

CIVIL RIGHTS DIVISION (CRT)

The Civil Rights Division works to uphold the civil and constitutional rights of all persons in the United States, particularly some of the most vulnerable members of our society. The Division enforces federal statutes prohibiting discrimination based on race, color, sex (including pregnancy, sexual orientation, and gender identity), disability, religion, familial status, national origin, and citizenship status.

INTERNAL DOCUMENTS

- N/A

PUBLIC-FACING DOCUMENTS OR ANNOUNCEMENTS

User Testing and Feedback

- CRT regularly engages with stakeholders to obtain feedback on our website, reporting portal, guidance documents, and the process generated to create them.

Explanations of Settlement Agreements

- CRT designed and published user-friendly summaries of settlement agreements with schools/districts to address and remedy widespread sex-based, race-based, and disability-based discrimination. Using reader-centered plain language, the summaries distilled the agreements’ complex elements into concise language that highlighted key improvements to combat discrimination.

- San Jose State University – Summary of Agreement
- Davis School District – Summary of Agreement
- Frederick County Public Schools – Summary of Agreement
- Cedar Rapids Community School District – Summary of Agreement

Factsheets

- CRT’s plain writing efforts are demonstrated in three fact sheets that were developed and published with the Department of Education’s Office for Civil Rights. These fact sheets highlighted the rights of students nationwide, while summarizing actionable steps that parents may take when their children experience harassment or discrimination at school.
 - Fact Sheet: Confronting Discrimination Based on National Origin and Immigration Status
 - Fact Sheet: Confronting LGBTQI+ Harassment in Schools
 - Fact Sheet: Confronting COVID-19-Related Harassment in Schools

CRT also issued two public-facing guides related to voting rights:

- Guide to State Voting Rules That Apply After a Criminal Conviction and
- Know Your Rights: Your Guide to Federal Voting Rights Laws.

Reports

- CRT engaged a plain language expert on temporary detail from another federal agency to assist with our CRT at 65 Anniversary Report. The report showcases some of CRT’s recent accomplishments, and we issued it in January of 2023.
- CRT at 65: A Report on Recent Cases and Highlights
- CRT redesigned its annual Equal Credit Opportunity Act report to Congress using plain language principles; the report was issued in September 2022.
- The Attorney General's 2021 Annual Report to Congress on Fair Lending Enforcement

Language Access

- CRT’s Federal Coordination and Compliance Section (FCS) has posted a complaint form in five languages (i.e., English, Spanish, Vietnamese, Korean, and Chinese) on our website. Individuals can access the documents online and by mobile phone. Complaints can be emailed or mailed to us or submitted through the Civil Rights Reporting Portal. In addition, CRT accepts complaints in any language and responds to limited English proficient (LEP) individuals in their primary language. Complaints need not be submitted on a form to be considered and evaluated.
- CRT has translated fact sheets into multiple languages to help marginalized communities access information about their legal rights. For example, the National Origin factsheet and the COVID-19 Harassment fact sheets were translated into 7 and 12 languages, respectively. CRT also regularly translates press releases in its EEOA, and national origin matters into the Major Languages of the communities served in the relevant districts. Another example is an updated educational document for refugees and asylees that was translated into 19 languages.

Moreover, we translated another updated guidance for Temporary Protected Status beneficiaries into 10 languages.

- In September 2022, CRT posted its first-ever audio recording of a press release. This announcement marked a settlement agreement with a Massachusetts school district to ensure equal educational opportunities for all students, including speakers of K’iche,’ an Indigenous (and primarily oral) language from Latin America.

→ New Bedford Public Schools – Press Release

INTERNAL WEBSITES

- The Division is continuing to develop its internal intranet site, with a core organizing principle of writing clear and actionable content and linking to official policies, and more technical documents. We have created a style guide to help us keep our writing accessible, and we conduct user testing to verify that users understand the content and can find answers to common questions. We also use principles such as the Flesh Kincaid grade level to check our content.

EXTERNAL WEBSITES

Justice.gov/CRT

- In September 2022, CRT launched a user-friendly page informing the public about the improper seclusion of students with disabilities in public schools. Seclusion is the involuntary confinement of a student alone in any room or area in a public school.

Justice.gov/HateCrimes

- In the Spring of 2022, CRT partnered with the 18F team in GSA to review the website for, among other things, plain language and usability. The team overseeing the website continue to improve the accessibility of the content there based on 18F recommendations.

ADA.gov

- CRT employed a full-time detail position that was solely focused on rewriting content on the ADA.gov Web site in plain language. This individual also hosted several training sessions and provided plain language guidance tip sheets for others to follow. The re-designed ADA.gov, launched in 2022, provides up-to-date resources to empower users to voluntarily comply with the ADA or understand their ADA rights and the rights of others. To broaden ADA.gov’s user base we write clear, plain-language content based on contemporary user needs that empowers users to understand their ADA rights and obligations – see the eight ‘Featured Topics’ pages.
- All new ADA.gov content goes through a rigorous quality control process, which includes a review for plain language optimization.

Civilrights.justice.gov

- All new text that is published on www.civilrights.justice.gov is reviewed for plain language optimization. This includes a new voting resources page that was launched in conjunction with

the 2020 midterm elections, guidance around reporting human trafficking and hate crimes and several response letters that we send to the public after they submit a report.

INTERNAL TRAINING AND GUIDANCE

- Last year, the Division, working with content strategists and plain writing consultants in GSA's 18F, designed and launched a Division-wide public-communications style guide with a section devoted to how to write in plain language.
- The Division held a writing and editing training in 2022. Kelly Zusman, who was on detail to the National Advocacy Center from the District of Oregon, taught both trainings. Zusman has decades of experience teaching at law schools, overseas, and in DOJ. She also spent 14 years working for nine different judges in Oregon and on the Ninth Circuit. She focused on writing clearly and emphasized how clear writing supports your arguments.
- The Division also held a workshop to teach people how to edit for plain writing in May of 2022. Henry Wigglesworth trained our staff how to edit to root out complexity and legalese in our written work. Wigglesworth is a former trial attorney at the DOJ and specializes in writing, editing, and proofing. In conjunction with the program, we made a plain language training video available on-demand and released a new internal-to-CRT plain language review guide to help attendees put the training principles into practice. We also shared resources that could be found in CRT's Public Communications Guide, which focuses heavily on plain writing and producing clear, targeted, and useful content.
- The Division is continuing its work with 18F to develop additional training and resources for new attorneys and CRT staff to ensure that the Public Communications Guide, and other plain language strategies, are put into practice.

EXTERNAL TRAINING AND GUIDANCE

- N/A

2023 PLANS AND GOALS

- Plain Writing in public communications --- CRT intends to continue creating plain language documents that summarize and explain our findings letters and settlement agreements so that students and parents can better understand the civil rights issues we have identified in their schools and the steps their schools will take to correct them.
- Website modernization --- CRT's Servicemembers and Veterans Initiative is working on several projects to simplify information and complaint reporting on our website, create plain language guidance, and redesign outreach materials to be more accessible.

FOREIGN CLAIMS SETTLEMENT COMMISSION (FCSC)

The Foreign Claims Settlement Commission (FCSC) is a quasi-judicial, independent agency within the Department of Justice that adjudicates claims of U.S. nationals against foreign governments, under specific jurisdiction conferred by Congress, pursuant to international claims settlement agreements, or at the request of the Secretary of State.

INTERNAL DOCUMENTS

- N/A

PUBLIC-FACING DOCUMENTS OR ANNOUNCEMENTS

- The FCSC (or Commission) creates decision templates to support its adjudication of claims. These templates have been designed to provide a plainly written, consistent, and concise decision to each claimant. The Commission is reviewing its website to ensure the information is presented in clear terms understandable to the claimant community and the public.

INTERNAL WEBSITES

- N/A - The Commission does not have an internal website.

EXTERNAL WEBSITES

- The Commission is reviewing its website to ensure the information is presented in clear terms understandable to the claimant community and the public.

INTERNAL TRAINING AND GUIDANCE

- N/A

EXTERNAL TRAINING AND GUIDANCE

- N/A

2023 PLANS AND GOALS

- We will continue our efforts to update our public website.

BUREAU OF PRISONS (BOP)

The Bureau of Prisons (BOP) protects public safety by ensuring that federal offenders serve their sentences of imprisonment in facilities that are safe, humane, cost-efficient, and appropriately secure, and provide reentry programming to ensure their successful return to the community.

INTERNAL DOCUMENTS

- Internal documents were updated to conform to the requirements of the Plain Writing Act of 2010.

PUBLIC-FACING DOCUMENTS OR ANNOUNCEMENTS

- Internal documents were updated to conform to the requirements of the Plain Writing Act of 2010. In 2022, the National Institute of Corrections (NIC) updated publications pertaining to training participant travel. The documents now enhance user experience through plain language by providing more simplified instructions. A follow-up survey for staff gauging how the document revisions improved user experience in the long term is scheduled for 2023.

INTERNAL WEBSITES

- All internal websites and new webpages conform to the requirements of the Plain Writing Act of 2010.

EXTERNAL WEBSITES

- All external websites and new webpages conform to the requirements of the Plain Writing Act of 2010.

INTERNAL TRAINING AND GUIDANCE

- Ongoing, informal training is provided to agency staff. This includes regular reminders to staff to ensure that all deliverables received from vendors adhere to the Act.

EXTERNAL TRAINING AND GUIDANCE

- Vendors and awardees receive a copy of the updated NIC style guide, which references and provides instruction regarding the Plain Writing Act.

2023 PLANS AND GOALS

- Future goals include developing relevant, on-demand plain language training that can be required for vendors and awardees.

ENVIRONMENTAL AND NATURAL RESOURCES DIVISION (ENRD)

The Environment and Natural Resources Division (ENRD) enforce the Nation's civil and criminal environmental laws, including the Clean Air Act, Clean Water Act, and hazardous waste laws, which involves the protection of the Nation's natural resources and handling cases relating to tribal rights and resources.

INTERNAL DOCUMENTS

- The ENRD's Electronically Stored Information Management Policy used plain language.

PUBLIC-FACING DOCUMENTS OR ANNOUNCEMENTS

- ENRD improved the readability of its public-facing surveys by reworking them to improve their reading ease.

INTERNAL WEBSITES

- N/A

EXTERNAL WEBSITES

- N/A

INTERNAL TRAINING AND GUIDANCE

- ENRD facilitated a plain writing presentation to US Attorneys interested in drafting materials for the DOJ.net environmental justice toolkit.

EXTERNAL TRAINING AND GUIDANCE

- ENRD staff received training at the 2022 Federal Plain Language Summit in August 2022 and the Plain Language Community of Practice presentation: *Plain Language Team of One*.

2023 PLANS AND GOALS

- In 2023, ENRD will continue participating in the Department's Plain Language Community of Practice and the Federal Plain Language Summit. With the re-design of the justice.gov website, ENRD will use plain language best practices to the updated web content to improve its readability. The environmental justice toolkit on DOJ.net will be expanded in 2023 to increase readability. As ENRD's technical offices develop training materials for office and image editing software, they will include plain language education alongside technical training.

U.S. TRUSTEE PROGRAM (USTP)

The U.S. Trustee Program (USTP) is responsible for overseeing the administration of bankruptcy cases and private trustees. They are a national program with broad administrative, regulatory, and litigation/enforcement authorities whose mission is to promote the integrity and efficiency of the bankruptcy system for the benefit of all stakeholders—debtors, creditors, and the public.

INTERNAL DOCUMENTS

- Internal documents such as memos, manuals, policy documents, and guidance documents undergo a multi-tiered review for clarity and conciseness, considering the subject matter expertise of the intended audience, consistent with the Plain Writing Act of 2010.

PUBLIC-FACING DOCUMENTS OR ANNOUNCEMENTS

- Public-facing documents such as information sheets, manuals, handbooks, press releases, FAQs, and the Program's annual report are written such that they are accessible by a lay audience and have multiple levels of review to ensure clear and succinct wording.

INTERNAL WEBSITES

- Information available to staff on the Program’s internal portal, which serves as a centralized repository of information for all staff, is reviewed periodically for user-friendliness and has recently undergone a major reorganization to that end, in concert with Department-level efforts.

EXTERNAL WEBSITES

- Information available to the public on the Program’s external website is reviewed periodically to ensure accurate, clear, and timely information is available to the public. The USTP will ensure consistency with Department-level guidance in any future website changes.

INTERNAL TRAINING AND GUIDANCE

- The Program’s National Bankruptcy Training Institute (NBTI) offers a wide-range of in-person and distance learning services with a focus on developing skills, enhancing knowledge, and providing professional growth opportunities. While NBTI does not offer any separate plain writing courses, all courses offered at NBTI emphasize clear communication, considering the subject matter expertise of the intended audience, consistent with the Plain Writing Act of 2010.

EXTERNAL TRAINING AND GUIDANCE

- While not specific to external training, the USTP emphasizes the principles of plain writing in internal and external training materials to ensure effectiveness in communicating with broad groups of attendees with different background levels in the topics of interest.

2023 PLANS AND GOALS

- In 2023, the Program intends to continue its multi-tiered approach to reviewing internal and publicly available information for compliance with the Plain Writing Act of 2010.

OFFICE FOR ACCESS TO JUSTICE (ATJ)

The Office for Access to Justice (ATJ) mission is to help the justice system efficiently deliver outcomes that are fair and accessible to all, irrespective of wealth and status. ATJ is dedicated to improving the federal government’s understanding of and capacity to address the most urgent legal needs of communities across America.

INTERNAL DOCUMENTS

- N/A

PUBLIC-FACING DOCUMENTS OR ANNOUNCEMENTS

- The ATJ worked to incorporate principles of plain language into the 2022 Legal Aid Interagency Roundtable report, “*Access to Justice through Simplification, A Roadmap for People-Centered*

Simplification of Federal Government Forms, Processes and Language.” The report also focused on how federal agencies can simplify forms, language, and processes to improve access to programs and benefits. As part of this work, ATJ developed a Simplification Roadmap for federal agencies that includes implementing strategies like plain language.

INTERNAL WEBSITES

- N/A

EXTERNAL WEBSITES

- N/A

INTERNAL TRAINING AND GUIDANCE

- N/A

EXTERNAL TRAINING AND GUIDANCE

- Several ATJ staff have attended external workshops and webinars on plain language including:
 - The 2022 Federal Plain Language Summit
 - Digital.gov Plain Language Webinars

2023 PLANS AND GOALS

- In 2023, the Office for Access to Justice plans to develop standard operating procedures for the use of plain language in our office, host a virtual training on plain language for our staff through the Plain Language Action and Information Network (PLAIN), and re-write our internal and external facing website (www.justice.gov/atj) in plain language and translate into multiple languages.