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News Release

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Minnesota Department of Revenue receives award for plain language

ST. PAUL – Last week, the Minnesota Department of Revenue accepted a State Innovation Award for its work on plain language. The award, presented by the University of Minnesota's Humphrey School of Public Affairs, recognizes the agency's work to provide information that is easy to find, understand, and use, through plain language writing techniques.

In an awards ceremony held at the Minnesota History Center, Revenue Commissioner Myron Frans remarked, "Plain language at the department saves our customers time, energy, and headaches while at the same time making us more efficient." He continued, "These opportunities for plain language are there all across state government and it's encouraging to see other state agencies training their employees, rewriting their materials, and making it a priority to provide plain, understandable information."

The awards ceremony highlighted the department's plain language successes including improved call center wait times, simplified and understandable letters, and streamlined webpages based on usability testing. The department was one of ten winners presented with awards during the ceremony.

"This great honor and reflects the hard work of many talented workers at Revenue, but this award also serves as a reminder that our work to make state government more user-friendly and understandable has only just begun," concluded Commissioner Frans.

Watch a video overview of the Department of Revenue's plain language effort.

To learn more about the State Innovation Awards as well as the individual award winners and their innovations, visit sgia.umn.edu.

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Photo Caption: Revenue Commissioner Myron Frans (right) receives the State Innovation Award from Senior Fellow Jay Kierdrowski of the Public and Nonprofit Leadership Center at University of Minnesota Humphrey School.

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