

ADVANCING EQUITY
THROUGH PUBLIC ENGAGEMENT

LANGUAGE ACCESSIBILITY

A public engagement
practitioner resource guide



WHY WE CREATED THIS GUIDE

According to the US Council on Environmental Quality, around one-third of the United States population is considered to be in “distress.” With unprecedented attention and federal funding focused on addressing historic inequities, PublicInput is supporting governments and public engagement practitioners who are doing the important work of advancing equity in their home communities.

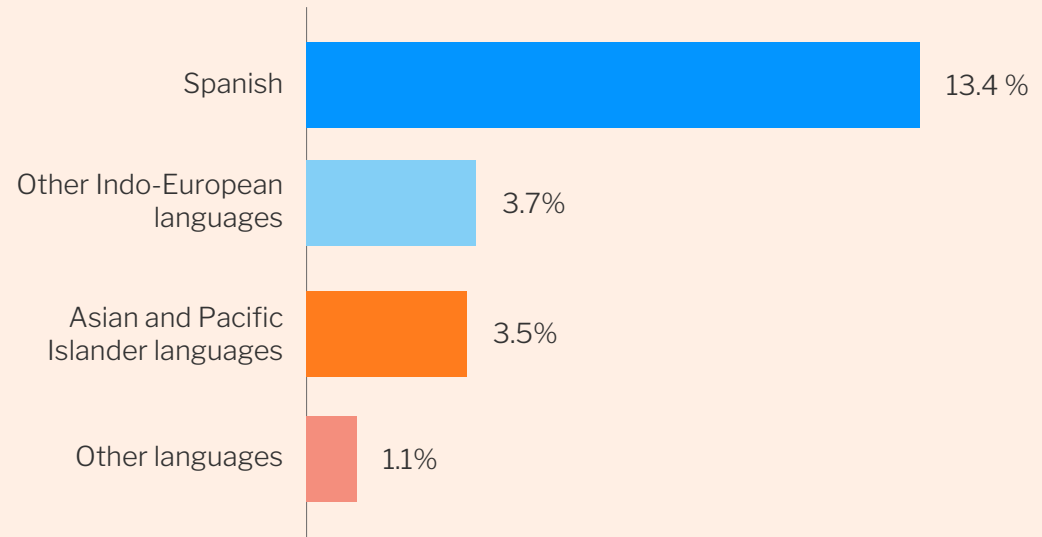
Lowering language barriers to public participation can be challenging. To facilitate more equitable engagement within these communities, we have assembled this straightforward language accessibility guide to support the sometimes complicated, time-consuming, and expensive undertaking of developing and implementing a comprehensive language assistance plan.

LANGUAGE ACCESSIBILITY

According to the US Census, over 20% of people in America report that they speak a language other than English at home.

For governments, public sector planners and engagement professionals that means developing and implementing an effective language assistance program is both necessary and oftentimes required.

PERCENT OF THE POPULATION SPEAKING A LANGUAGE OTHER THAN ENGLISH



LIMITED ENGLISH PROFICIENCY PLAN UPDATES

Frequently tied to federal funding compliance, Limited English Proficiency (LEP) plans are developed using community data like the US Census.

Each LEP plan is developed by analyzing the proportion of people experiencing linguistic isolation and incorporates a plan to ensure that those identified have meaningful access to federally funded programs and activities.



PRACTICAL APPROACHES TO LANGUAGE ACCESSIBILITY

The responsibility and challenge of developing language accessibility plans can be daunting.

Here are some standard resources many governments and public engagement practitioners rely on to increase the practice of language accessibility:

- [Translation Guides](#): Top 10 Best Practices for Multilingual Websites
- [I Speak Cards](#): National Register of Public Service Interpreters language identification
- [National Language Service Corps](#): congressionally authorized Department of Defense program that provides language and cultural support to US Government agencies.



ACCESSIBILITY RESILIENCY

A new era of public engagement that demands practical and accessible options for the community to engage has emerged.

With a shift away from exclusively in-person engagement tactics, this new model for effective engagement includes the need for practical and accessible language options for virtual or remote public meetings.

Here are few key considerations to think about when evaluating the language accessibility of your public meetings:

- Our public meetings support a broad array of real time on-demand language options.
- Meeting minutes and records can be transcribed and translated in a timely manner.
- Our process prioritizes the needs of people not internal process efficiency (check this box if you can respond “false” to all of the below).

TRUE | FALSE Unless planned in advance, real time and on-demand language support for our meetings is not an option.

TRUE | FALSE There is an additional waiting period associated with translated public meeting minutes

LANGUAGE ACCESSIBILITY MEETS TECHNOLOGY

An agile public engagement process that allows governments to “move” quickly and easily can help address barriers to language accessibility. With the PublicInput real-time [Multilingual Closed Captioning](#) for virtual public meetings language accommodation requests become a thing of the past.

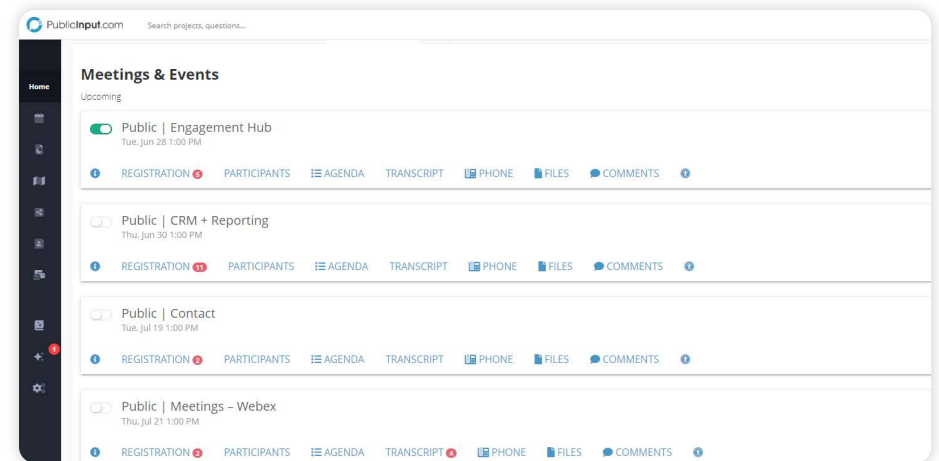
Built specifically to address the limitations inherent in tele-conferencing platforms, the Multilingual Closed Captioning feature provides an unmatched solution to many of the common restrictions by:

- Automatically supporting over 108 languages
- Does not require a live interpreter to transcribe
- No per meeting set up delays or special licensing fees required
- No lag during the live meeting to support captioning
- No separate streams required for multiple language support



PublicInput Dashboard: download, translate, and share meeting transcripts quickly and easily.

Once your public meeting adjourns, PublicInput closes the loop with an open and transparent process that seamlessly integrates with any language accessibility plan.



SMART TRANSCRIPTION

Work smarter, not harder.

The PublicInput Platform offers automated meeting transcription or public meetings hosted on our platform and a variety of others.



Replay

the full transcript or comments



Share

transcript links & files



Translate

with multi-lingual default options



Edit

transcript & speaker labels



Save

centralized storage & archiving



Compile

automated speaker, chat, SMS, voicemail, & email comments are captured live in the transcript



Download

transcripts & audio



Compatible with

Zoom, Google Meet, Teams, WebEx

COLLABORATIVE DEMOCRACY SUCCEEDS THROUGH TECHNOLOGY

The mission of PublicInput is to create a more collaborative democracy through technology. To do this, we enable local governments to manage the broader public engagement process, not just a singular aspect. That's why we've focused our efforts on creating an all-in-one platform that streamlines projects from beginning to end and builds public trust over time.

Want to learn more about how PublicInput can help increase agility and efficiency on your team while advancing equity and maximizing reach?

- Visit our website at publicinput.com
- Email us at engagement@publicinput.com
- Check out a case study at publicinput.com/wp/resource-library
- Schedule a demo or project discovery chat below:

BOOK A CALL



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