



**GOVTECH CHALLENGE SERIES 2.0**

# **HOW TO IMPROVE ACCESS TO PUBLIC SERVICES FOR PEOPLE WITH HEARING DIFFICULTIES?**



**Ministry of Social Security and Labour**

**GOVTECH** LAB





# CONTEXT

## CURRENT SITUATION

- There are about 4.5 thousand people in Lithuania with hearing impairments;
- To contact someone, and especially to access public services over the phone, these people must book a sign language translator and wait;
- The deaf are no longer stigmatized, but they lack convenient tools.

## SCOPE

- 103 translators provide sign language translation services to 4,200 people each year.

## PROBLEM

- Today's world is dominated by communication, but it is not freely accessible to people with hearing impairments.

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# CHALLENGE

We seek to make it easier for people with hearing difficulties to access public services by automating translation ordering or translation services themselves.

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# SOLUTION

## KEY FUNCTIONS

- Innovative;
- Simple;
- User friendly.

## METRICS FOR SUCCESS

- Involvement of people with hearing difficulties in the project (%);
- Ability to export the solution.

## IMPORTANT ASPECTS

- Phase I: Development of a mobile application, solving the “communication triangle” (the requirement to manually order translation services in advance);
- Phase II: Application of artificial intelligence tool for real-time translation from / into sign language.

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# OPPORTUNITIES

## INSTITUTION

We will provide:

- Close contacts with the target group of potential users;
- Contacts with telecommunication providers in Lithuania;
- Administrative resources (legal frameworks, process development);
- Funding for product development (in case of success);
- Access to foreign best practices and know-how.

## MARKET

- Solution could be part of social responsibility strategy;
- An innovative solution could be exported to other markets.

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