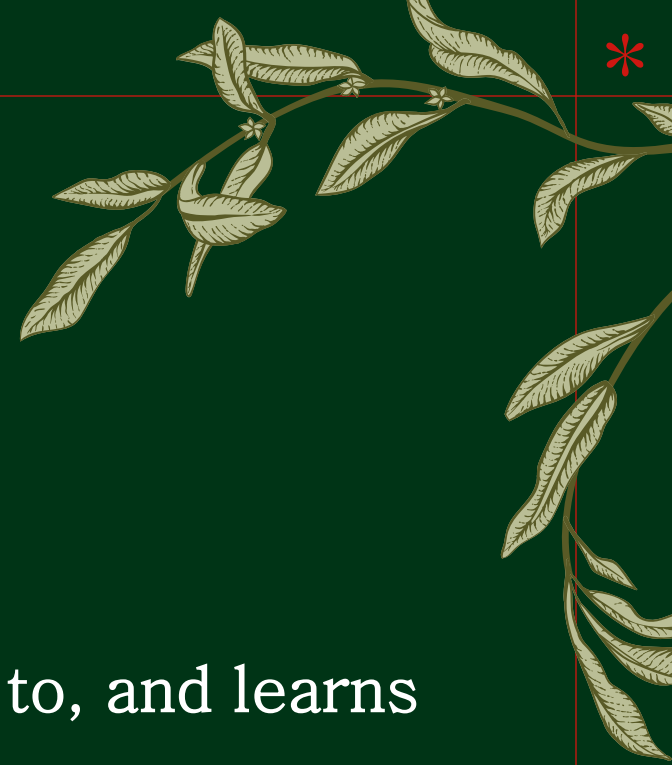


Building Civic Health Through Language Justice

Redesigning how government reaches, listens to, and learns
from communities.

Mayor Satya Rhodes-Conway
City of Madison, WI



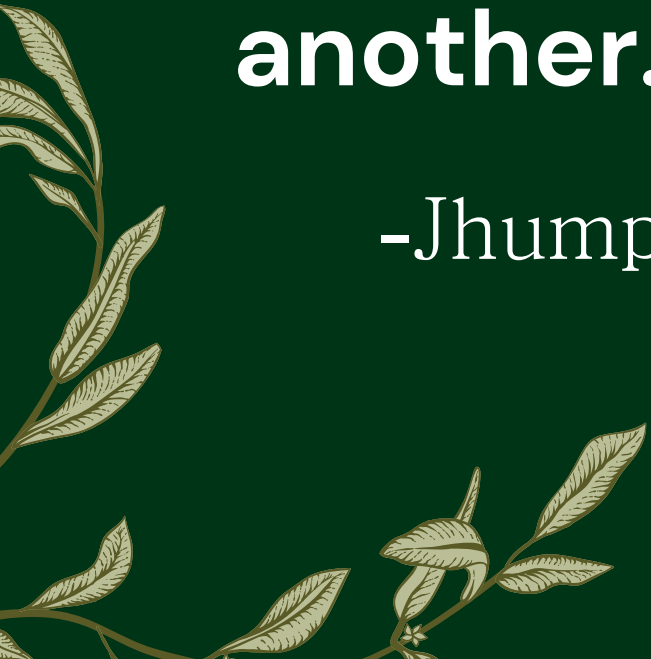
Language Rights Continuum



“ No one
language
[should] have
power over
another.

-Jhumpa Lahiri

”





The Connector Model

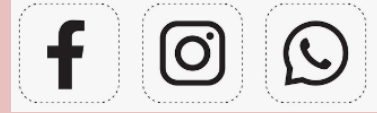
Our Community Connectors engage residents in Madison's three most-spoken languages by:

- **Sharing** City information through trusted-relationships and culturally relevant communication channels
- **Listening** to community experiences, ideas, and barriers through on-going conversations
- **Connecting** community feedback with City departments to help shape government.



Practical take-aways

Use communication channels people already trust and use.



Build language access into your emergency communications before you need it.

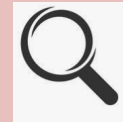
Create opportunities for in-language connections.



Build signed languages into your language access infrastructure.



Treat community feedback as data for improving government.



Less focus groups, more field trips!



Include culturally-relevant food!





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