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Teeb Meem Cai Fab Cai Kev Sib Txuas Lus Los Ntawm Sign Language AI Thaum Kev Yuav Khoom Pej Xeem Khiav Ceev Dhau Cov Pov Thawj Kev Tshawb Fawb

Heather Grizzle · July 7, 2026

Governments are buying sign language AI before independent evidence exists. Why procurement is the checkpoint and what responsible buying looks like.

Cov Ntsiab Lus

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Tsoomfwv tab tom yuav cov kev siv lus qhia system ua ntej cov ntaub ntawv pov thawj tau loj hlob tag. Qhov no yog ib qho teeb meem kev lav phib xaub rau pej xeem uas tab tom tshwm sim qeeb qeeb.

Lub Sijhawm Yuav Khoom Siv

Cov chaw ua hauj lwm tsoomfwv tau raug thov kom tsim cov kev txiav txim yuav khoom loj txog cov txheej txheem AI kev qhia lus tes taw ua ntej cov ntaub ntawv pov thawj kev tshawb fawb loj hlob tag. Qhov no tsis yog lus nug seb thev naus laus zis puas yuav loj hlob mus rau yav tom ntej. Nws yog lus nug seb cov lus thov ntawm cov neeg muag khoom tam sim no puas raug suav tias yog qhov tseeb tau txheeb xyuas tseg thaum uas tseem tsis tau muaj kev txheeb xyuas kiag li. Qhov txawv ntawm ob yam no tseem ceeb, tshwj xeeb yog thaum nyiaj pej xeem thiab kev nkag mus ntawm cov zej zog Deaf tau raug muab tso rau hauv kev pheej hmoo.

Over the past eighteen months, accessibility officers, procurement teams, and IT departments across federal, state, and municipal governments have begun receiving vendor pitches for sign language AI systems. These pitches emphasize innovation, efficiency, and inclusion. They promise to expand access at scale, reduce costs, and modernize language services. The messaging is compelling, and it arrives at an institutional moment when public sector budgets are constrained and accessibility mandates are expanding. The question being asked by procurement officers is simple: "Why wouldn't we adopt this?"

The answer is equally simple, but less frequently voiced: "Because we do not yet have independent evidence that these systems work as claimed, and we have no agreed standards for what 'working' means in the context of language access."

Qhov no tsis yog kev cav tsis pom zoo txog thev naus laus zis. Nws yog kev cav txog kev tswj hwm. Nws yog lus nug seb cov chaw ua hauj lwm pej xeem puas yuav ua kom cov kev txiav txim yuav khoom uas tsis muaj tsev txheej txheem lav phib xaub tsim nyog los tiv thaiv cov neeg raug cuam tshuam ntau tshaj plaws los ntawm cov kev txiav txim ntawd.

Kev Txaus Siab Rau Kev Cog Lus Ntawm Thev Naus Laus Zis

Sign language AI muaj kev nyiam ntawm cov chaw ua hauj lwm pej xeem vim yog qhov laj thawj uas raug xam pom zoo rau hauv txoj kev xav ntawm kev yuav khoom hauv tsev haujlwm. Thev naus laus zis cog lus txog kev tsim tshiab hauv qhov chaw uas kev tsim tshiab tau raug txwv ib zaug zuj zus. Nws qhia txog kev loj hlob tau nyob rau hauv keeb kwm uas cov kev pab cuam lus xub thawj tau xav tau ib tug neeg txhais lus tib leeg rau ib tug neeg. Nws muaj kev txo nqi hauv cov txheej txheem uas raug kev nyiaj txiag txwv. Nws qhia nws tus kheej tias yog kev suav nrog thiab kev muaj hwj chim, sib haum xeeb nrog cov cai tib neeg xiam oob khab thiab cov cai kev nkag mus.

Cov no yog cov kev txhawb siab yuav khoom loj heev. Thaum ib lub koomhaum ntsib kev nyuaj sib txawv kom loj hlob kev nkag mus, txo tus nqi, thiab siv cov thev naus laus zis tshiab, ib qho kev daws teeb meem uas cog lus tias yuav ua tau peb yam no ua kev nyuaj heev rau lub sij hawm tshaj tawm.

Txawm li ntawd los, kev yooj yim rau kev yuav khoom tsis zoo ib yam li kev ua raws li cai kev sib npaug zos. Kev ua hauj lwm zoo ntawm lub koomhaum tsis zoo ib yam li qhov tseeb ntawm kev qhia lus. Kev txo nqi tsis zoo ib yam li kev nyab xeeb ntawm zej zog. Kev cog lus ntawm thev naus laus zis tau ntau zaus coj cov chaw ua hauj lwm pej xeem siv cov txheej txheem ua ntej lawv cov nyob hauv qhov muaj tseeb tau to taub tag nrho. Hauv kev nkag mus tau yooj yim, tus qauv no muaj kev phom sij tshwj xeeb vim cov neeg uas muaj feem yuav raug mob loj tshaj tsis muaj feem cuam tshuam txog kev txiav txim siv thev naus laus zis ntawd.

> Kev yooj yim rau kev yuav khoom tsis muaj feem xyuam nrog kev ua raws li cai kev sib npaug zos.

Teeb Meem Kev Tsis Muaj Ntaub Ntawv Pov Thawj Txaus

Many sign language AI systems are promoted with claims about accessibility, linguistic competence, inclusion, language access, and Deaf empowerment. These are claims that matter. They address real needs. But these claims are often not

accompanied by the evidence structures that would normally be required before a public institution normalizes a system affecting fundamental aspects of people′s lives.

Tshwj xeeb, cov txheej txheem no feem ntau raug tshaj tawm yam tsis muaj:

- kev txheeb xyuas ywj pheej los ntawm cov kws tshawb fawb uas tsis muaj feem cuam tshuam nrog lub koomhaum muag khoom;
- cov ntaub ntawv qhib rau pej xeem thiab qhia tseeb;
- kev txheeb xyuas kev yuam kev uas tau luam tawm, qhia txog qhov uas txheej txheem ua tsis tau thiab nyob hauv cov xwm txheej twg;
- cov ntaub ntawv pov thawj ntawm kev siv tiag tiag hauv keeb kwm ua hauj lwm ncaj qha; lossis
- kev soj ntsuam kev pheej hmoo uas tau ua nrog cov zej zog paub tab meej, ua nrog cov neeg Deaf hais lus tes taw thiab cov pej xeem uas cia siab ntau tshaj rau kev nkag mus lus.

Qhov no tsis yog hais tias txhua tus neeg muag khoom AI kev qhia lus tes taw tab tom hais lus tsis muaj hauv paus. Nws yog hais tias txawm cov lus hais yog qhov tseeb los, qhov tsis muaj kev txheeb xyuas ywj pheej txhais tau tias cov kev txiav txim tsoomfwv raug ua raws li kev sau ntawv zoo nkauj tsis yog raws li ntaub ntawv tshawb fawb. Ob yam no tsis zoo ib yam. Cov kev qhia ntawm cov neeg muag khoom, cov lus qhia los ntawm cov neeg siv sim, cov ntawv qhia zaj dab neeg, thiab cov ntaub ntawv lag luam txhua yam yeej zoo nkauj tab sis tag nrho tuaj yeem tsis tau txog qib ntaub ntawv pov thawj uas yuav tsum tau muaj rau kev yuav khoom pej xeem ua lav phib xaub.

The gap is not trivial. It is the space between "this technology shows promise" and "this technology is ready for public deployment." That space is where public policy should insist on accountability.

Vim Li Cas Sign Language AI Tsis Yog Tsuas Yog Ib Qho Cuab Yeej Kev Nkag Mus Ntau Li Ntau Ntxiv

Kev qhia lus tes taw yog ib hom lus tsim thaj tsiaj tag nrho, tsis yog ib qho feature, ntawv sau hauv qab video, lossis kev txhim kho kev pab cuam neeg siv khoom. Nws muaj tus qauv suab lus nyuaj, cov cai tsim kab lus, cov txheej txheem hloov ntsiab lus, thiab tus qauv siv raws xwm txheej. Nws yog hom lus xub thawj ntawm cov zej zog

Deaf thiab yog lub hauv paus rau kev kawm ntawv, kev ua hauj lwm, thiab kev koom tes hauv zej zog rau ntau lab tus neeg thoob ntiaj teb.

Qhov no tseem ceeb vim tias kev yuam kev hauv sign language AI tuaj yeem cuam tshuam ntau dua li kev yooj yim. Lawv tuaj yeem cuam tshuam txog kev to taub ntaub ntawv uas cuam tshuam txog kev noj qab haus huv, xam tsheej raws cai, kev nkag mus kawm ntawv, kev tsim nyog ua hauj lwm, kev teb xwm txheej ceev, thiab cov cai koom tes hauv zej zog. Ib lub txheej txheem sau ntawv hauv qab video uas tsis tau qhia tag nrho zaj lus yog ib qho feature kev nkag mus uas paub tias muaj kev txwv. Ib lub txheej txheem kev qhia lus tes taw uas qee zaus ua txhaum ntsiab lus yog ib txoj kev phom sij yuav coj mus rau kev raug mob.

Qib kev yuam kev uas peb kam txais rau sign language AI yog li ntawd txawv ntawm qib kev yuam kev rau cov thev naus laus zis uas tsis tseem ceeb npaum li lus. Ib lub txheej txheem uas ua hauj lwm raug 95 feem pua ntawm tag nrho sij hawm tej zaum yuav txais tau rau ib qho feature ntxiv. Nws tej zaum yuav tsis txais tau raws li tus cuab yeej kev nkag mus lus tseem ceeb tshaj plaws hauv kev txiav txim raws cai, kev sab laj kho mob, lossis chaw kawm ntawv. Cov koomhaum pej xeem yuav tsum to taub tsis yog nkaus xwb qhov txheej txheem ua tau zoo, tab sis kuj yog qhov nws ua tsis zoo thiab seb cov kev ua tsis tau ntawd puas kam txais tau nyob rau hauv qhov chaw tshwj xeeb uas txheej txheem yuav raug siv.

Kev Tshawb Fawb Raws Kev Tshawb Xyuas vs. Kev Sau Ntawv Zoo Nkauj

Qhov sib txawv ntawm kev tshawb fawb raws kev tshawb xyuas thiab kev sau ntawv zoo nkauj tsis yog kev kawm txuj xwb. Nws yog teeb meem kev lav phib xaub rau pej xeem.

Cov ntawv qhia ntawm cov neeg muag khoom, kev qhia khoom, cov lus qhia, cov ntawv qhia zaj dab neeg, thiab cov lus lag luam muaj lawv txoj hauj lwm tseem ceeb hauv kev sib txuas lus. Lawv qhia zaj dab neeg sib haum xeeb. Lawv hais txog cov txiaj ntsig. Lawv tsim kev txav mus rau ntej. Tab sis lawv yog cov cuab yeej sau ntawv zoo nkauj, tsis yog ntaub ntawv tshawb fawb. Ntaub ntawv tshawb fawb yog tsim los ntawm cov txheej txheem uas tsim los rau kev tshuaj xyuas, nug, ua rov qab, thiab sib cav. Nws muaj kev txheeb xyuas ywj pheej. Nws sau tseg txog qhov tsis paub tseeb

thiab cov txheej txheem ua tsis tiav, tsis yog nkaus xwb qhov ua tau zoo. Nws raug kev tshuaj xyuas los ntawm cov phooj ywg thiab kev tshuaj xyuas los ntawm pej xeem.

Thaum cov koomhaum pej xeem txiav txim yuav khoom, lawv tab tom txiav txim siab seb hom kev paub twg lawv ntseeg tau. Yog lawv ntseeg cov lus qhia ntawm cov neeg muag khoom ntau dua li ntaub ntawv pov thawj ywj pheej, lawv tab tom ua ib qho kev txiav txim kev tswj hwm uas muaj kev cuam tshuam. Lawv tab tom hais tias kev ua hauj lwm zoo ntawm lub koomhaum thiab kev txav mus rau ntej ntawm kev tsim tshiab tseem ceeb dua li kev txheeb xyuas ywj pheej ntawm cov lus hais uas cuam tshuam txog kev lav phib xaub rau pej xeem.

Qhov no tsis yog kev cav tsis pom zoo txog kev tsim tshiab. Nws yog kev cav txog kev tswj hwm uas yuav tsum nrog kev tsim tshiab mus ua ke hauv cov koomhaum pej xeem. Kev yuav khoom ntawm tsoomfwv muaj los pab pej xeem. Nws xav tau ntaub ntawv pov thawj, tsis yog tsuas yog kev cog lus xwb.

Kev Yuav Khoom Ua Ib Qho Chaw Tshuaj Xyuas Kev Tswj Hwm

Kev yuav khoom yog ib qho chaw tseem ceeb tshaj plaws hauv kev tswj hwm thev naus laus zis, thiab feem ntau raug xam ua ib qho kev sib pauv tsis yog ib qho kev txiav txim.

Once a system is purchased, integrated into institutional workflows, trained into staff processes, and normalized as standard operating procedure, changing course becomes difficult. The installed base creates inertia. The sunk costs create resistance to alternatives. The staff who have learned to work around the system's limitations develop workarounds rather than escalate problems. The system becomes infrastructure, and infrastructure is hard to change.

Yog li no yog vim li cas kev yuav khoom yuav tsum raug xam ua ib qho chaw tshuaj xyuas kev tswj hwm. Nws yog lub sij hawm uas lub koomhaum pej xeem muaj hwj chim thov kev lav phib xaub. Nws yog lub sij hawm uas cov neeg muag khoom teb rau qhov xav tau tshaj plaws thiab kam qhia ntaub ntawv pov thawj tshaj plaws. Nws yog lub sij hawm ua ntej txheej txheem ua qauv thiab nyuaj tshuaj xyuas raws kev txiav txim.

Responsible procurement should therefore require independent evidence before adoption, not require apologies after deployment. The question should not be "How do we make this system work?" but rather "Do we have sufficient evidence that this system is appropriate for this use case?" The burden of proof should rest with the vendor and the evidence, not with the institution and hope.

Yam Kev Tshuaj Xyuas Ua Lav Phib Xaub Yuav Tsum Nug

Cov koomhaum uas tab tom xav yuav sign language AI yuav tsum nug cov lus nug meej thiab tshwj xeeb ua ntej ua kev txiav txim yuav khoom. Cov lus nug no yuav tsum tsom rau ntaub ntawv pov thawj, kev qhib tseeb, kev koom tes hauv zej zog, kev soj ntsuam kev pheej hmoo, thiab kev tswj hwm.

- Leej twg ua kev tshuaj xyuas txheej txheem no, thiab lawv puas ywj pheej ntawm tus neeg muag khoom?
- Hom lus tes taw twg, cov lus hais txawv, cov qib lus, thiab pab pawg neeg siv twg tau raug sim, thiab pab pawg twg raug cais tawm ntawm kev sim?
- Cov neeg Deaf hais lus tes taw xub thawj puas tau koom nrog kev tshuaj xyuas, thiab nyob rau hauv luag hwj chim twg?
- Puas tau ntsuas tshwj xeeb rau cov neeg siv DeafBlind, cov neeg xiam oob qhab, thiab cov neeg raug ntiab tawm ntau qhov?
- Cov kev ua tsis tiav twg tau raug sau tseg, thiab hauv cov xwm txheej twg lub kaw lus ua tsis zoo?
- Yuav muaj dab tsi tshwm sim rau hauv cov xwm txheej muaj kev pheej hmoo siab xws li kev sib txuas lus ntawm kev kho mob, kev tsim txom raws cai, lossis kev kawm ntawv?
- Tus muag khoom puas nyob qhia tau meej meej seb lub kaw lus tsis tsim nyog siv rau qhov twg, raws li cov pov thawj?
- Lub kaw lus puas qhia nws txoj kev tsis paub tseeb, lossis nws puas nthuav tawm cov txiaj ntsig nrog kev tso siab cuav?
- Puas muaj ib txoj kev rau tib neeg los hloov lossis txhim kho thaum siv tau tsim nyog rau hauv kev siv?
- Lub koomhaum pej xeem puas tuaj yeem tshuaj xyuas kev ua haujlwm ntawm lub kaw lus tas li tom qab yuav tau, lossis kev soj ntsuam kev ua

> haujlwm tsuas yog txwv rau cov ntaub ntawv los ntawm tus muag khoom xwb?

Cov no tsis yog cov lus nug uas muaj kev cuam tshuam. Lawv yog cov lus nug uas cov koom haum muaj lub luag haujlwm yuav tsum nug ua ntej ua kev txiav txim siab uas cuam tshuam rau kev nkag mus rau kev sib txuas lus tseem ceeb rau cov zej zog Deaf.

Kev Pheej Hmoo Ntawm Kev Rov Ua Dua Hype Cycle

Cov koomhaum pej xeem tau siv cov thev naus laus zis tsis tag tsis nkag siab tag nrho txog cov kev cuam tshuam tom qab. Cov txheej txheem paub lus tau raug ua kom niaj hnub siv ua ntej cov qhov yuam kev rau lus hais nrog lwm haiv neeg tau raug sau tseg tag nrho. Cov algorithm tsim tawm yav tom ntej tau siv rau hauv kev txiav txim plaub ntug ua ntej kev tsis ncaj ncees hauv cov ntaub ntawv kev cob qhia tau raug tshawb fawb kom raws li txheej txheem. Cov txheej txheem sau lus tsis siv neeg tau raug siv ua ntej cov qhov txwv rau kev sib tham nyuaj thiab cov teb chaws tshwj xeeb tau raug faib tseg.

In accessibility specifically, this pattern is especially consequential. The people most affected by accessibility technology decisions are rarely the people making those decisions. Procurement officers, IT directors, budget officers, and executives make the purchasing call. Users from the affected community often discover the technology's limitations only after deployment, when the purchasing decision has already been locked in and alternatives are no longer being considered.

Kev pheej hmoo ntawm kev rov ua dua qauv no nrog AI lus taw tes muaj tseeb tiag. Lub zog tau tsim tawm loj zuj zus. Cov lus qhia los ntawm cov tus muag khoom tau zoo zuj zus. Lub zog kom siv tau tau nce mus zuj zus. Thiab cov pov thawj, txawm tias tab tom loj hlob, tseem tsis tau txaus rau qhov loj ntawm kev siv uas tab tom tau muab tawm txim rau tam sim no.

Lub Luag Haujlwm Ntawm Kev Tshuaj Xyuas Ywj Pheej thiab Kev Tswj Hwm

Novara Consulting Group tau raug tsim los daws qhov qhov chaw pom tau tseeb hauv kev coj noj coj ua ntawm kev yuav khoom. Cov koomhaum pej xeem tsis muaj ib txoj hauv kev muaj tsev kawm tseeb los ntsuas cov kaw lus AI lus taw tes ua ntej siv, thiab

qhov chaw ntawd tsim kev pheej hmoo rau ob leeg lub koomhaum thiab cov zej zog uas vam khom kev nkag mus rau kev sib txuas lus tshaj plaws.

Sign Language Access Trust (SLAT) Index yog ib txoj hauv kev tswj hwm-focused uas tau tsim los pab cov koomhaum nug cov lus zoo dua ua ntej yuav cov kaw lus AI lus taw tes. Nws tsis yog ib qho qauv thev naus laus zis, thiab nws tsis yog ib qho kev pom zoo. Nws yog ib txoj hauv kev ntsuas uas tau tsim tseg uas tsom mus rau kev pom tseeb ntawm cov pov thawj, kev tswj hwm, kev koom tes ntawm zej zog, kev ntsuas kev pheej hmoo hais lus, cov xwm txheej siv, thiab cov qauv lub luag haujlwm.

SLAT ntsuas cov kaw lus thoob plaws kaum txheej tswj hwm:

> **KAUM TXHEEJ TSWJ HWM NTAWM SLAT**
>
> kev pom tseeb ntawm khoom lag luam, kev tshuaj xyuas ywj pheej, cov ntaub ntawv sau tseg, kev tsom xam yuam kev, kev txheeb xyuas hauv lub ntiaj teb tiag, kev koom tes ntawm cov neeg siv, kev tiv thaiv kev siv, kev hloov thiab kev txhim kho, kev soj ntsuam kev ua haujlwm, thiab lub luag haujlwm zej zog

Rau txhua txheej, SLAT nug seb cov tus muag khoom puas muaj cov pov thawj uas ua tau raws li cov qauv, lossis seb puas tseem muaj qhov chaw tsis tau raug txheeb xyuas.

Lub hom phiaj tsis yog los thaiv kev tsim tshiab. Nws yog los ua kom paub tseeb tias cov lus nug uas tau nug ua ntej yuav yog cov lus nug uas raug, thiab tias cov lus teb tau raug muab tso rau hauv kev tshuaj xyuas ywj pheej.

Pov Thawj Ua Ntej Kev Siv

Yav tom ntej ntawm AI lus taw tes tsis yuav tsum txiav txim los ntawm kev txhawb nqa lag luam nkaus xwb. Yog tias cov koomhaum pej xeem yuav yuav cov kaw lus uas ua kev sib txuas lus rau cov zej zog Deaf, lawv yuav tsum yuav cov pov thawj ywj pheej ua ntej siv. Cov pov thawj ntawd yuav tsum raug tshuaj xyuas ua ntej txiav txim siab, tsis yog sib cav tom qab siv lawm. Lo lus nug tsis yog seb AI lus taw tes puas muaj cog lus zoo. Lo lus nug yog seb cov koomhaum pej xeem puas npaj txhij los tswj hwm txoj kev cog lus ntawd nrog lub luag haujlwm.

The distinction between innovation and accountability is not a constraint on progress. It is a prerequisite for progress that is safe. Public agencies that treat procurement as

a governance checkpoint, not a transaction, will find vendors and systems that are willing to meet that standard. The ones that do will set a precedent for the field. The ones that don't will bear the consequences.

TXOG TUS SAU

Heather M. Grizzle-Odland

Author Note: Heather M. Grizzle-Odland is Founder and CEO of Novara Consulting Group LLC, an AI governance and accessibility consulting firm. She is the developer of the Sign Language Access Trust (SLAT) Index and a doctoral student in Public Policy at Liberty University's Helms School of Government. She writes from inside the Deaf community and is a non-speaking ASL user based in Minnesota.

TIPS

Know something about a sign language AI system that the public should know? Send it to tips@novaracg.com. Every tip is read by me and kept confidential. If you work in the UK, writing to us is not by itself a protected disclosure under the Public Interest Disclosure Act 1998, so before you share employer information, check your options with Protect (protect-advice.org.uk), the free whistleblowing advice line.

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Yuav Hais Qhov Chaw Li Cas

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