#MoreThanCode

LINK: http://bit.ly/morethancode-gallery

Research Goals

1. **Ecosystem.** Define the field(s) and inventory the current ecosystem

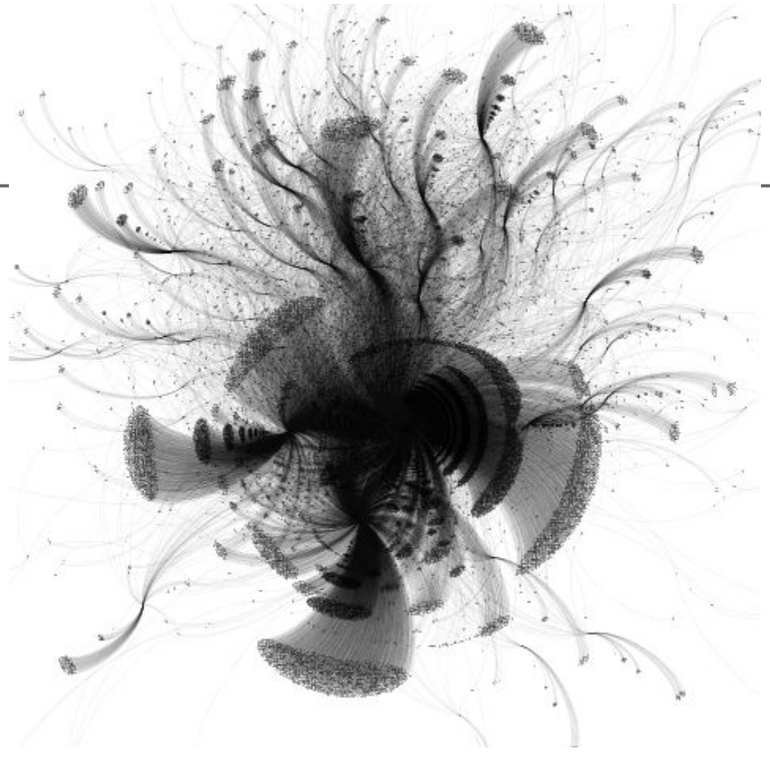
2. **Demographics.** Expand understanding of who is participating in field

3. **Practitioner experiences.** Establish a baseline understanding of practitioner experiences, how individuals came to this work (career path), barriers and opportunities practitioners (& their communities) face, and the support practitioners may need now.

4. **Visions & values.** Capture practitioner visions of what is needed to transform and build the field(s) in ways that are inclusive and aligned with the(ir) values of technology for social justice (social good, in the public interest, etc. as articulated by practitioners), as well as how to mitigate threats.

5. **Stories of success and failure.** Document and distinguish models and approaches to carrying out technology for social justice work and projects on the ground, identifying what works (what doesn't) and why.

Ecosystem



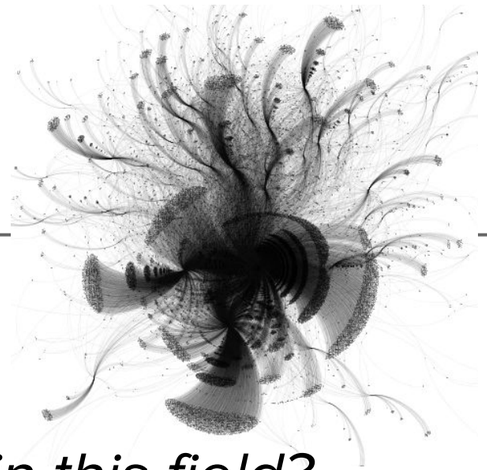
GALLERY WALK

PUT A RED DOT on data or themes that stand out as **compelling** or **resonates**

= PUT A YELLOW DOT on data you find **surprising**, **odd**, or that you have **questions** about

= USE STICKIES to write (1) Preliminary Findings - What is the data telling us? (2) What's missing, or still need to know?
Put them directly on the butcher paper in gallery!

understanding the current ecosystem

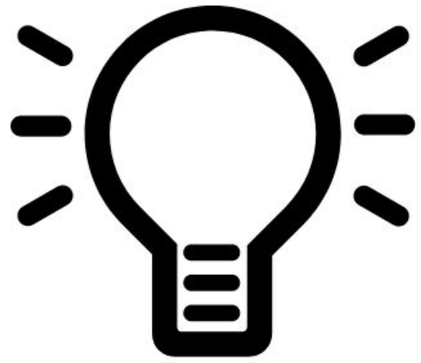


Who is currently participating in this field?

Who do people, projects, and orgs that do work with technology for social justice causes collaborate with?

What categories do these stakeholders, projects, etc fall into?

Preliminary Findings:



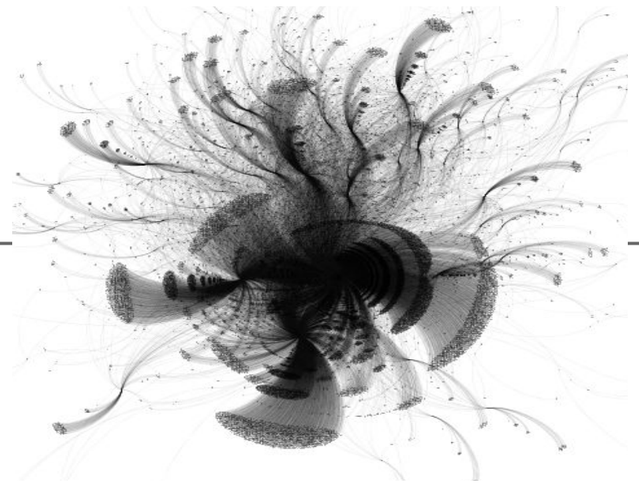
- **Technology roles within organizations are diverse, and span a spectrum of skills and issues -- it's not just, or even primarily, software developers.**
- **Government and private sector are beginning to understand the real benefit of authentic community engagement at all stages of design of tech projects.**

- **Key takeaway (Ileana): This participant argued that community colleges, as low-cost ways to gain computer science skills, often with financial aid available from the government, are critical pieces of the ecosystem.**

- **Key takeaway (Dan): He felt that the civic tech field has pushed volunteerism to its limit, and as a result, volunteers are getting burnt out.**

- **Key takeaway (Blair) This participant felt that the privacy field was gender and racially diverse, and that the tech industry in general has an “arrogance of youth” that results in discrimination against older people.**

definitions & framing

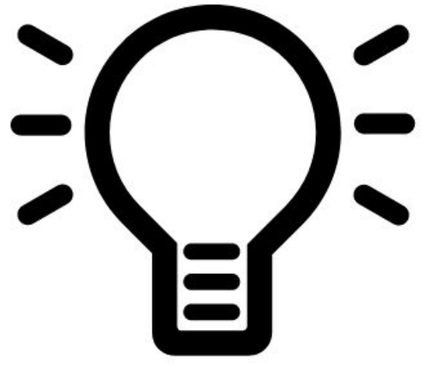


What terms are people using to describe their work and why?

What are the differences (perceived or otherwise) between these terms?

Who defines dominant framings of this work?

Preliminary Findings:

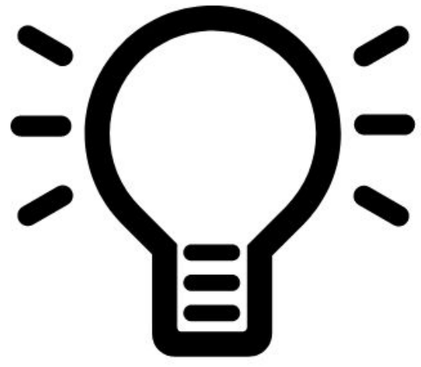


- **Terms, frames, and definitions of this work vary widely across the field.**

- **Interviewees associate “Public Interest Technology” with government, policy, and larger institutions.**

- **Many express not being recognized as a ‘technologist’ because of gender, race, class (education).**

Preliminary Findings:



- **Many expressed that those groups and practitioners who frame their work at the intersection of technology and social justice are the only places within the field that women, LGBTQ people, and People of Color feel comfortable.**

- **Key takeaway (Alda): Like many of the other women we interviewed, she does not consider herself a technologist because she has been around men who are programmers that have made it clear to her that she is not a technologist, even though her whole job involves technology.**

- **Key takeaway (Stevie): This participant struggled with terms like ‘technology for social good’ and ‘civic tech.’ For him, these terms put technology first rather than people, and anyone who’s doing good work would be more specific than that. He finds it hard to identify with civic tech because these spaces are very American, very white, very technocratic, and their work is not social justice.**

“In my mind public interest technology ... it's essentially facilitating the state to be more effective in providing government solutions ... when I hear public interest technology, I think big institutions developing tools that they realize publicly that other people can rip off of if they so choose.”

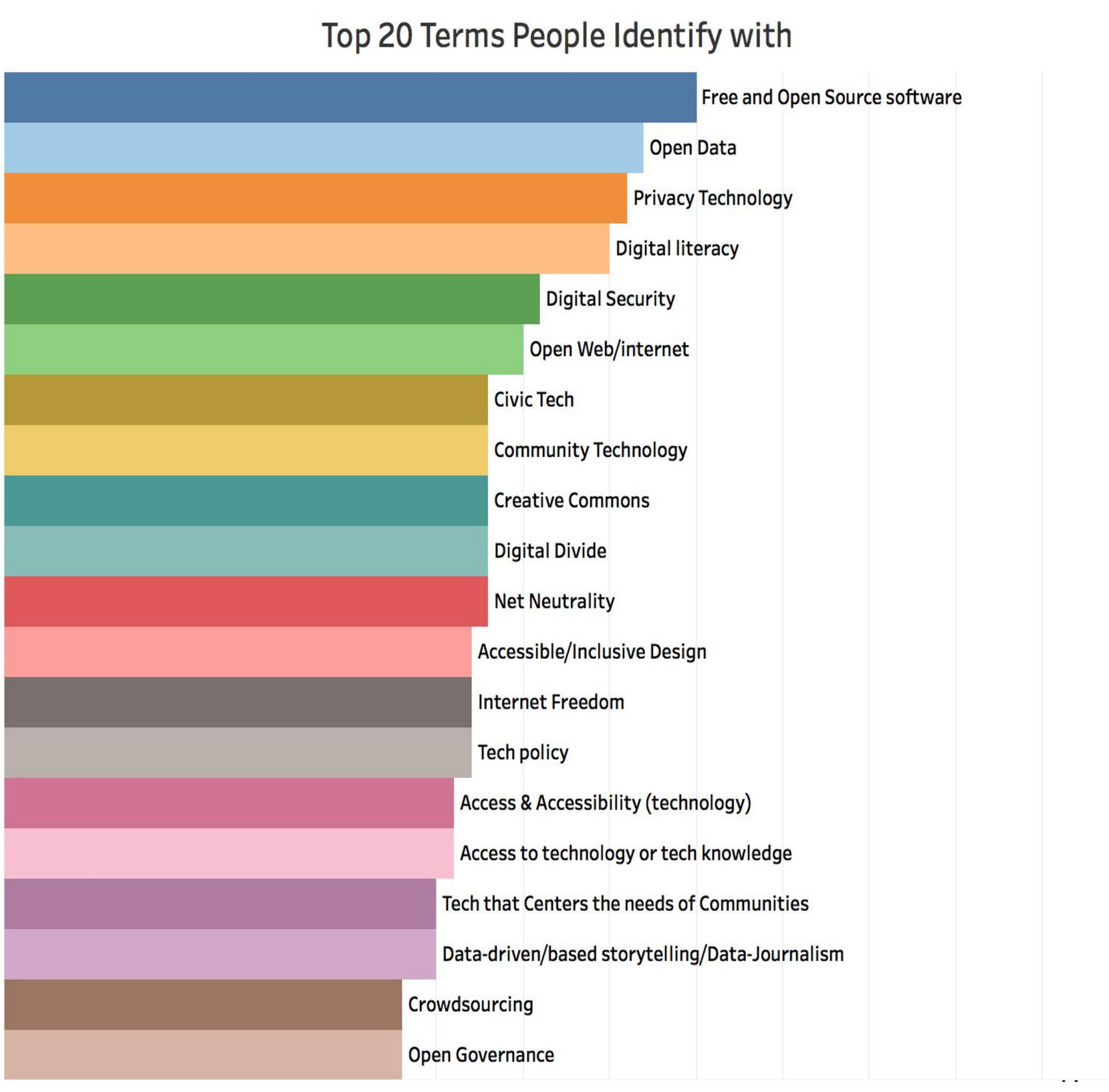
—Becca, Executive Director at International Data Tech Nonprofit

“The idea of consentful tech is, "What does it mean for consent to be freely given when it comes to technology?" ... maybe that's about choice ... about giving people the opportunity to chose ... offering a diversity of options. ... I'm really excited about the people who are working at the intersection of technology and social justice [...] so that we can act as this model for consentful technology.”

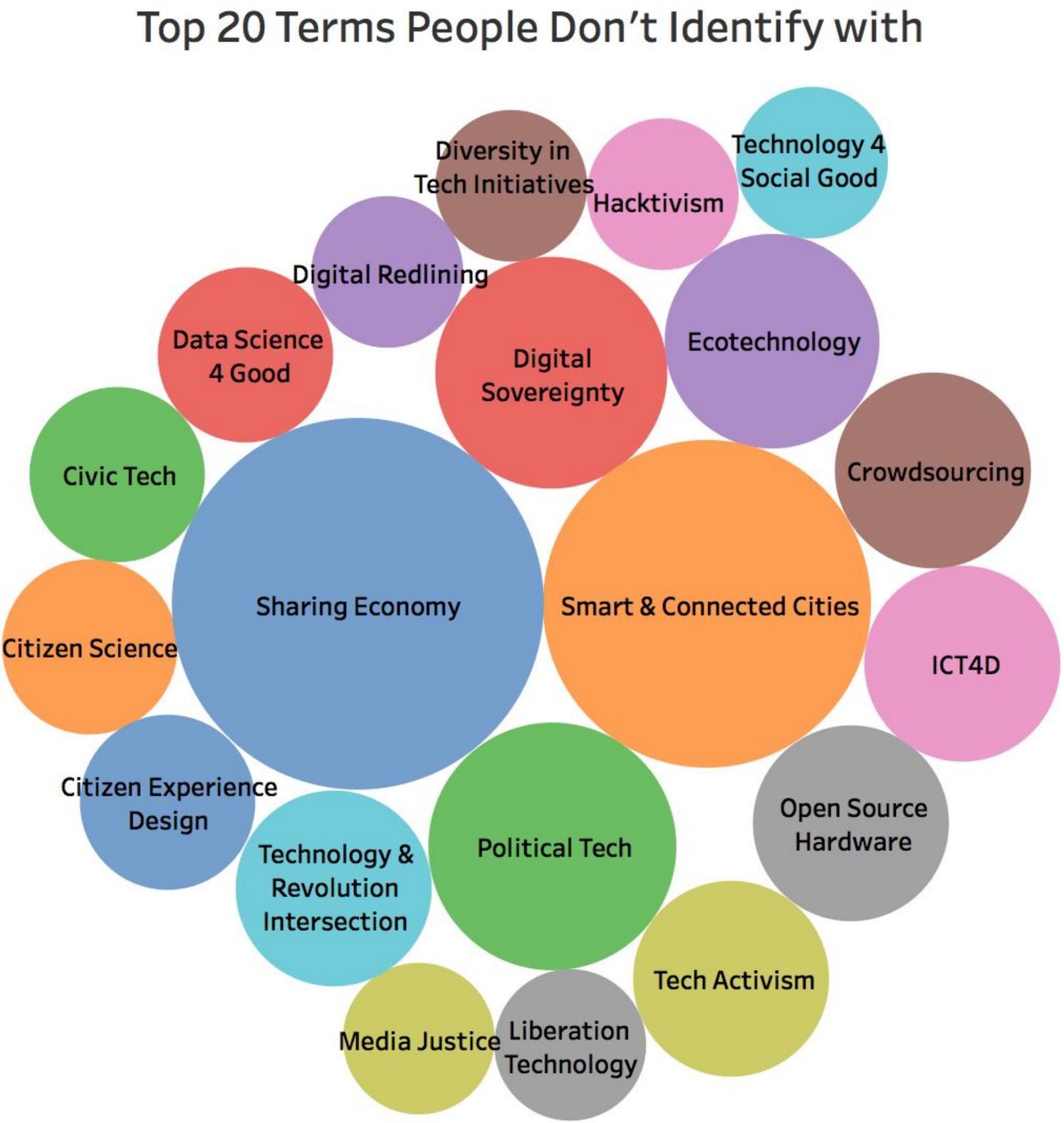
Aston, Founder and Creative Director of a Design Collaborative

We interviewed over 110 folks with diverse background and skills for the field scan.

We gave them a list of 53 terms and asked them to mark the ones they identify most strongly with and belong in the Tech for Social Justice Field



And asked them to mark those they are unfamiliar with



And asked them to mark those they don't identify with and/or do not belong in the Tech for Social Justice Field

➢ **Key takeaway (Katerina): This participant argues that "code switching," or the ability to translate concepts in different contexts with different audiences, is a core competency, and that an over reliance on specialized terminology can be ultimately classist.**

IRS990

Top Terms Foundations

1. FOSS 331
2. open <-> source 298
3. open <-> governance 113
4. universal <-> access 100
5. technology <-> access 78
6. creative <-> commons 74
7. civic <-> innovation 72
8. independent <-> media 68
9. media <-> justice 58
10. technology <-> policy 56
11. open <-> data 56
12. government <-> transparency 55
13. open <-> source <-> software 49
14. digital <-> divide 49
15. citizen <-> science 47
16. open <-> internet 42
17. community <-> tech 39
18. human <-> centered <-> design 38
19. digital <-> literacy 36
20. design <-> thinking 35

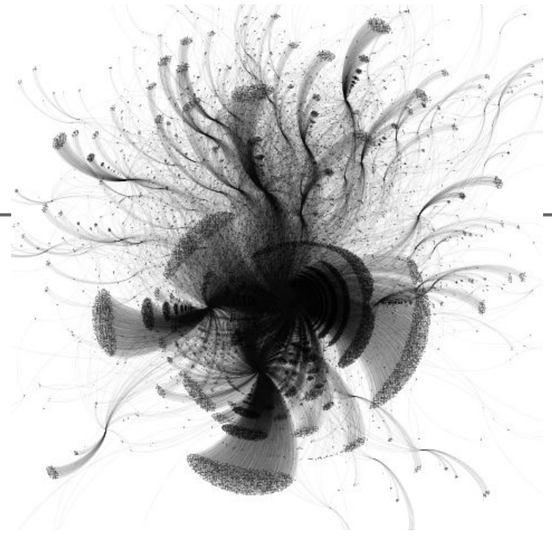
Top Terms Nonprofits

1. FOSS 388
2. open <-> source 310
3. government <-> transparency 237
4. universal <-> access 198
5. digital <-> divide 150
6. public <-> data 142
7. independent <-> media 116
8. digital <-> literacy 112
9. open <-> governance 110
10. open <-> source <-> software 100
11. community <-> technology 100
12. technology <-> access 96
13. technology <-> policy 86
14. citizen <-> science 74
15. universal <-> design 65
16. open <-> net 62
17. open <-> data 54
18. design <-> thinking 41
19. HCD 36
20. human <-> centered <-> design 36

Top Terms Nonprofits (Small)

1. FOSS 336
2. open <-> source 122
3. universal <-> access 44
4. design <-> thinking 36
5. open <-> source <-> software 35
6. citizen <-> science 28
7. open <-> governance 27
8. digital <-> divide 22
9. technology <-> access 20
10. digital <-> literacy 19
11. open <-> net 18
12. universal <-> design 17
13. community <-> technology 11
14. free <-> software 11
15. community <-> map 10
16. open <-> data 9
17. technology <-> policy 9
18. independent <-> media 9
19. media <-> justice 7
20. public <-> data 6

other (over/under-researched)



Who is being over-researched, who is being under-researched, and why?

- **Key takeaway (Vishnu): Libraries are critical sites for reaching communities that have been ignored by the infosec and digital security worlds, but who paradoxically live with the highest levels of risk: people of color, poor people, formerly incarcerated people.**

“I think there's a lot of small grassroots and community-based organizations that are doing really, really great work and hustling really, really hard, and because they're so small and because they work specifically with people of color, they definitely do not get the recognition that they deserve, and they don't have access to opportunities like other bigger NGOs.”

—Hibiki, Freelance Digital Security Trainer

Ecosystem

What is compelling, resonates, why?	***Anything surprising, odd, or have questions about?***	***What is this data tellings us (e.g. key findings)?***	***What's missing, or still need to know?***
-	-		-

Demographics

What are the race, gender, and other identity categories of workers in the field, including government employees, nonprofit employees, and the general tech sector?

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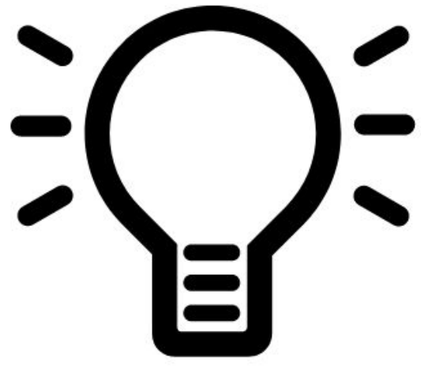
Preliminary Findings:



- **Despite extensive attention to race and gender disparity in the broader tech sector, this field lacks demographic data.**

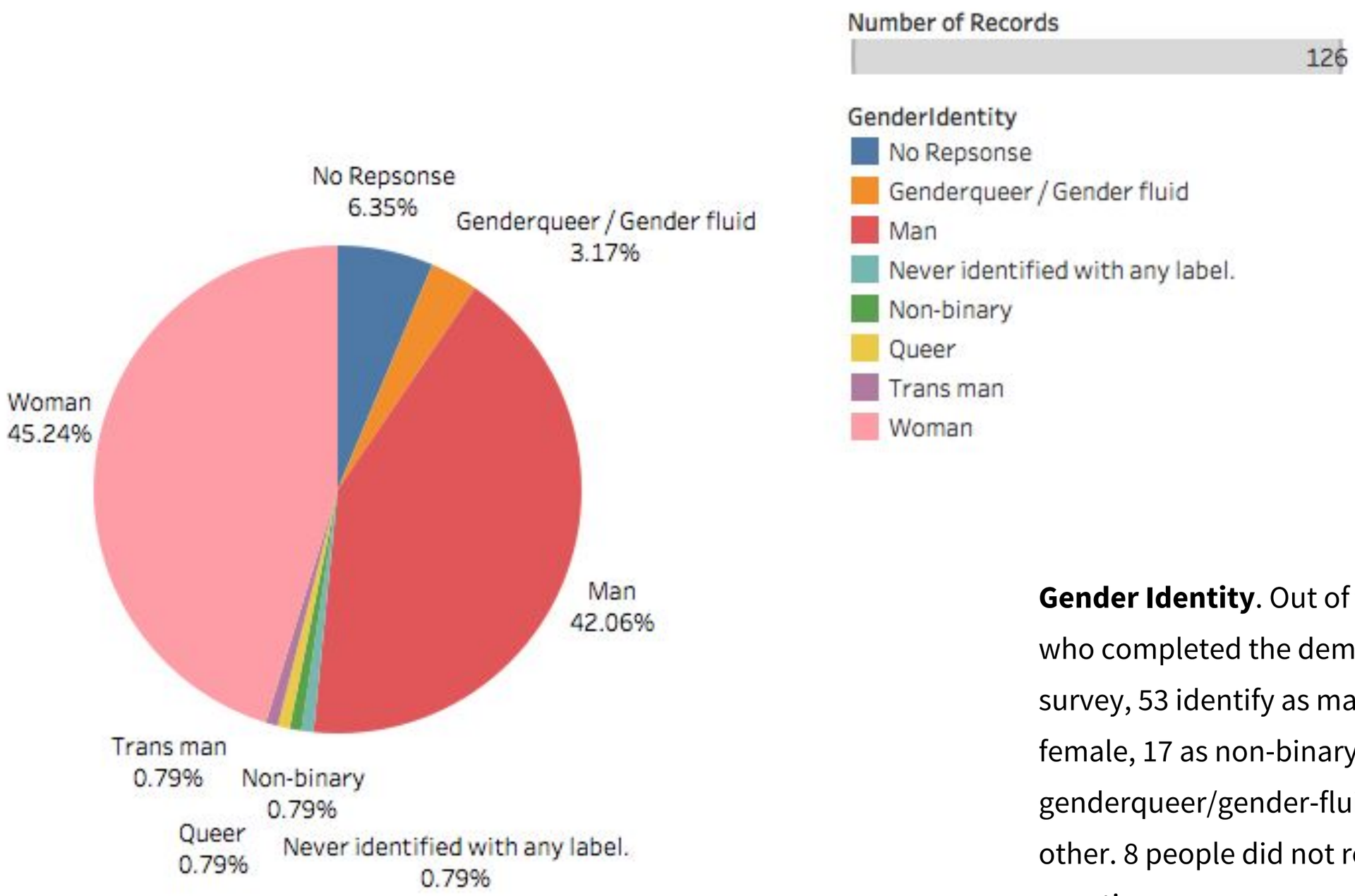
- **Women of Color specifically are being pushed out of the field, as are trans people.**

scope of participation

n= 100 respondents*

*phase 2

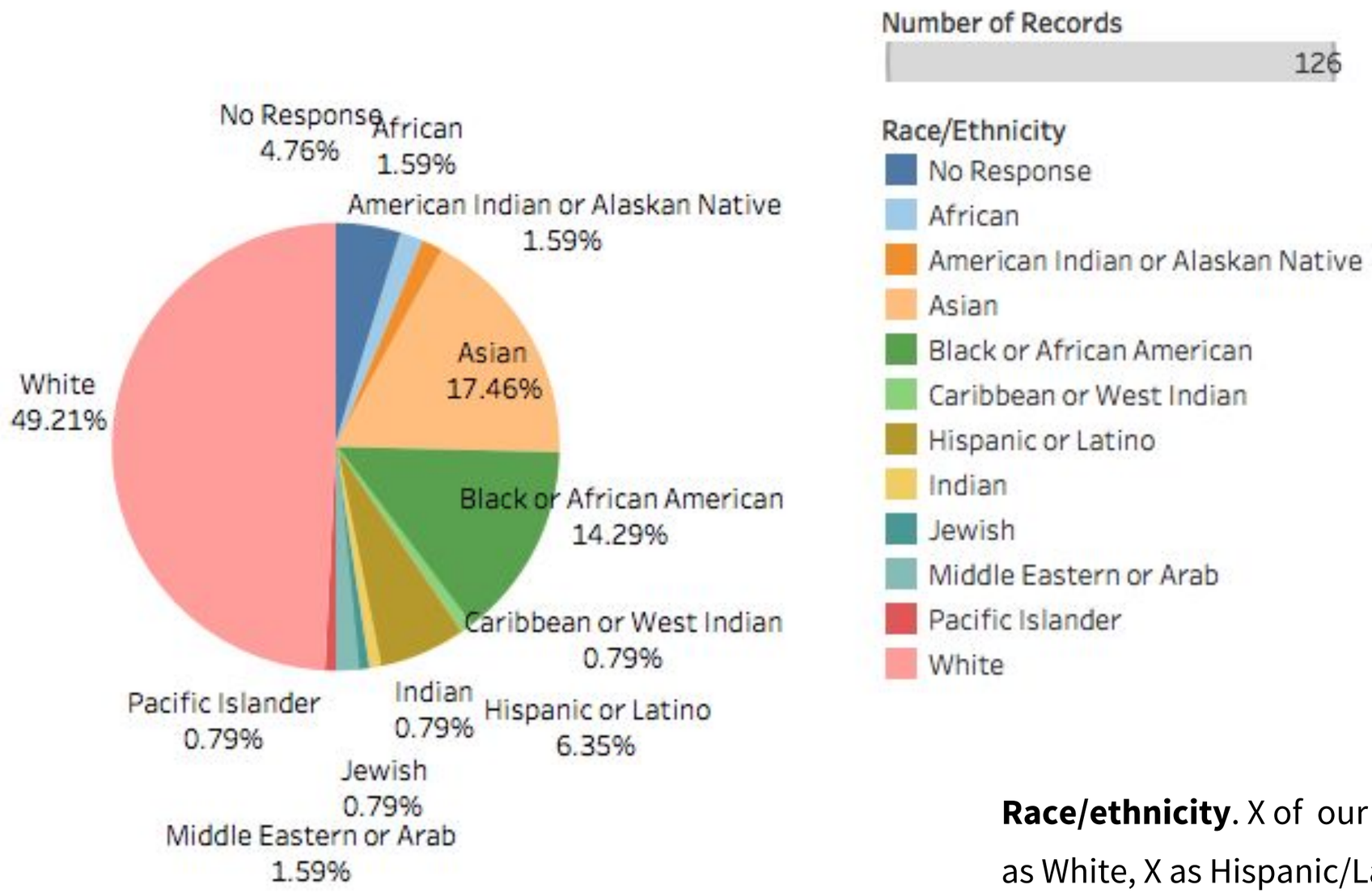
Gender Identity, Phase 1&2 Participants



GenderIdentity and % of Total Number of Records. Color shows details about GenderIdentity. Size shows sum of Number of Records. The marks are labeled by GenderIdentity and % of Total Number of Records.

Gender Identity. Out of the 126 people who completed the demographic survey, 53 identify as male, 56 as female, 17 as non-binary, genderqueer/gender-fluid, trans or other. 8 people did not respond to the question.

Race/Ethnicity, Participants Phase 1 & 2

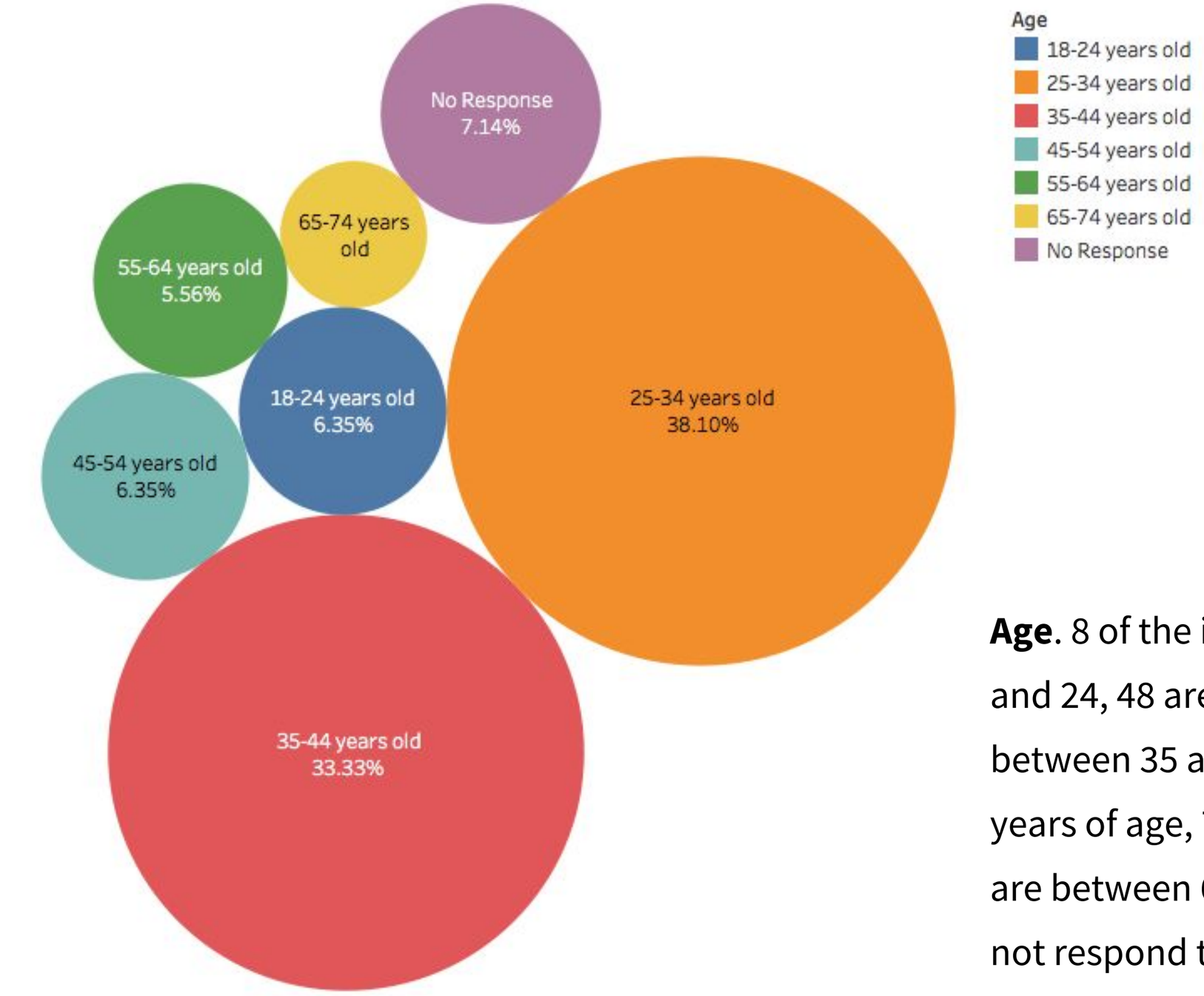


Race/Ethnicity and % of Total Number of Records. Color shows details about Race/Ethnicity. Size shows sum of Number of Records. The marks are labeled by Race/Ethnicity and % of Total Number of Records.

Race/ethnicity. X of our interviewees identify as White, X as Hispanic/Latino, X as Black or African-American, X as Asian, and X as Pacific Islander.[1] X individuals did not respond.

[1] These add up to more than twentythree because of mixed-race individuals, who identified as more than one racial and ethnic category.

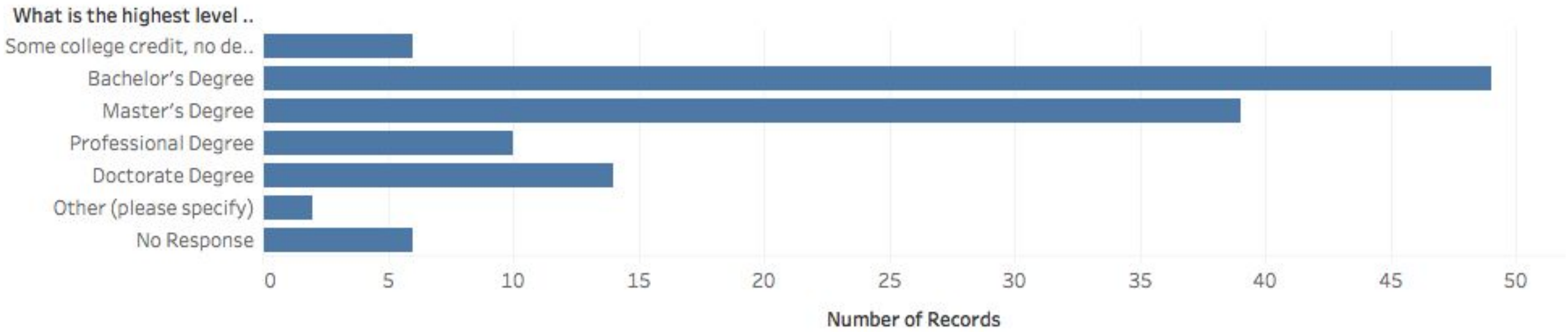
Age of Participants, Phase 1 & 2



Age and % of Total Number of Records. Color shows details about Age. Size shows sum of Number of Records. The marks are labeled by Age and % of Total Number of Records.

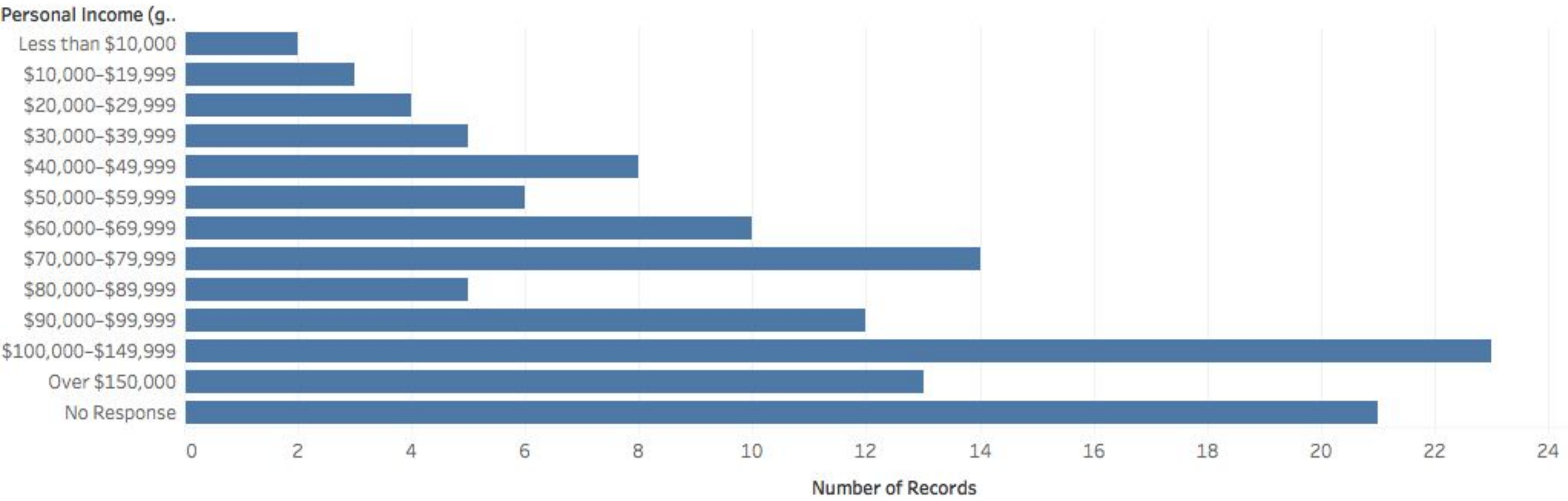
Age. 8 of the interviewees are between the age of 18 and 24, 48 are between 25 and 34 years of age, 42 between 35 and 44 years of age, 8 between 45 and 54 years of age, 7 between 55 and 64 years of age, and 4 are between 65 and 74 years of age. 9 individuals did not respond to this question.

Education, Phase 1 & 2 Participants



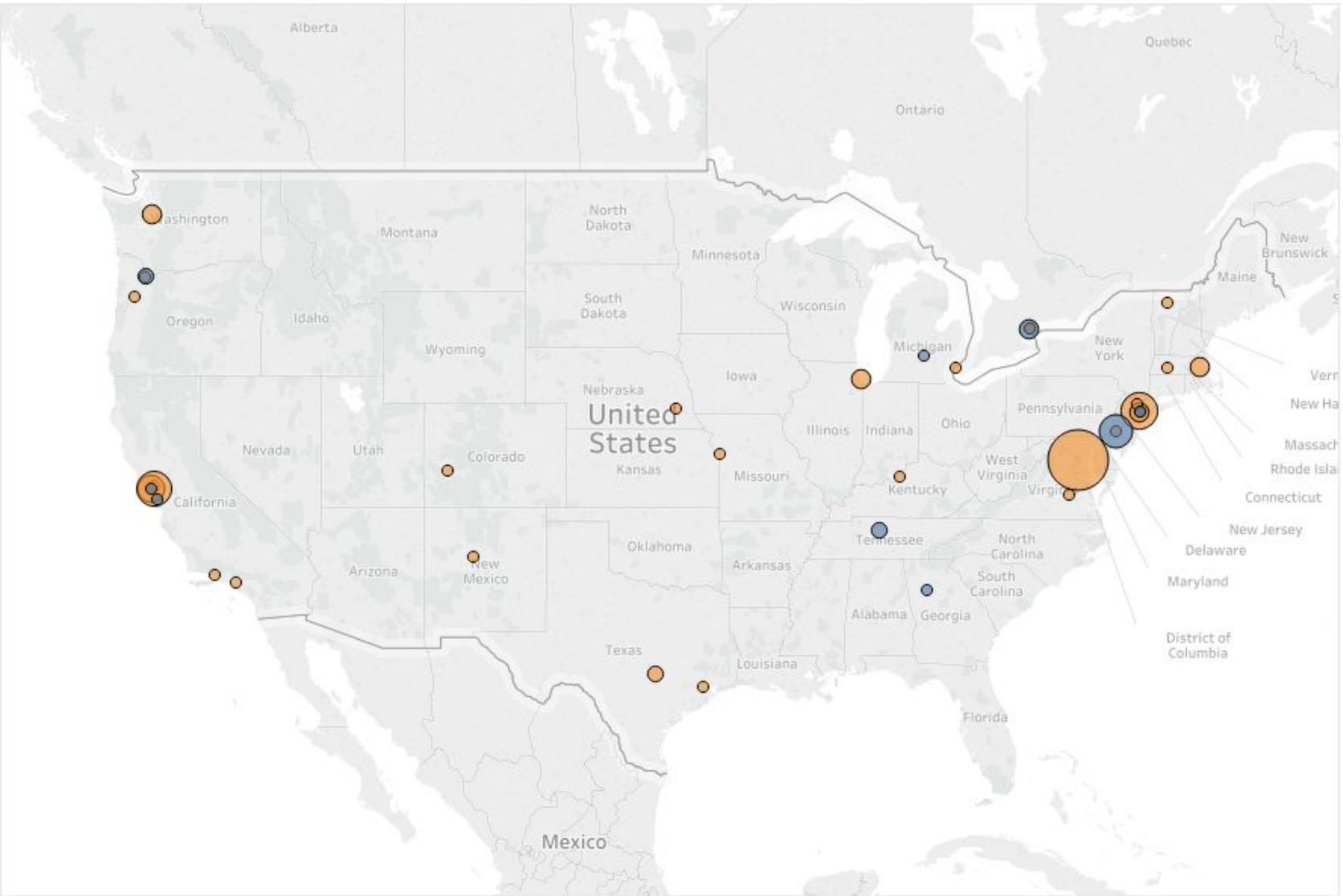
Sum of Number of Records for each What is the highest level of education you have completed? (group) 2.

Income, Participants Phase 1 & 2



Sum of Number of Records for each Personal Income (group).

Map of Participants, Phase 1 & 2



Map based on Longitude (generated) and Latitude (generated). Color shows details about Partipation Type. Size shows sum of Number of Records. Details are shown for Country, State and City.

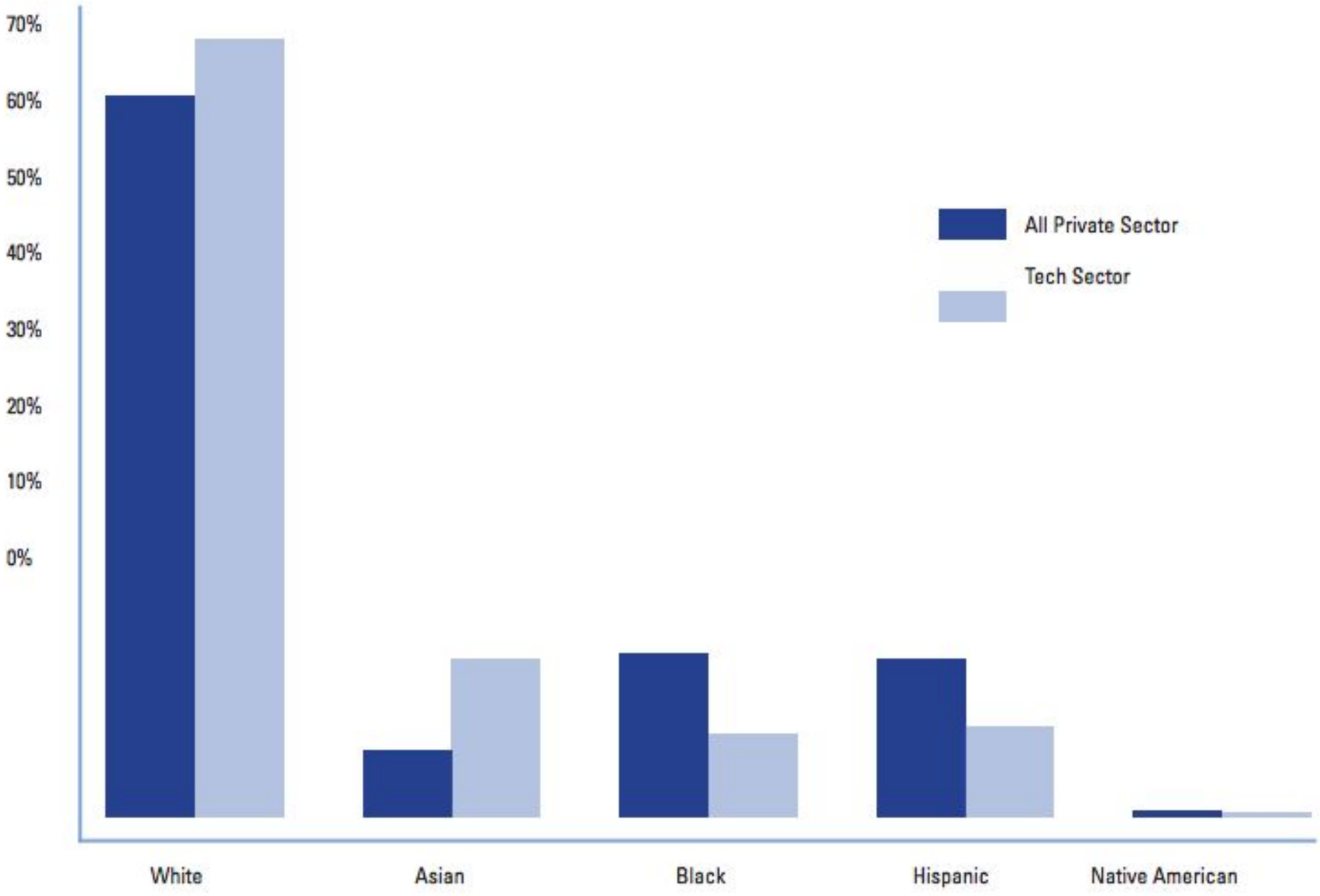
Geography. 37 Cities; 23 States;

10 Countries; 7 No response;

Urban - Rural :

• Urban	79	62.70%
• Both	28	22.22%
• Nationally	4	3.17%
• Rural	4	3.17%
• Other	2	1.59%
• Online	2	1.59%
• Global	1	0.79%
• Statewide	1	0.79%
• No Response	5	3.97%

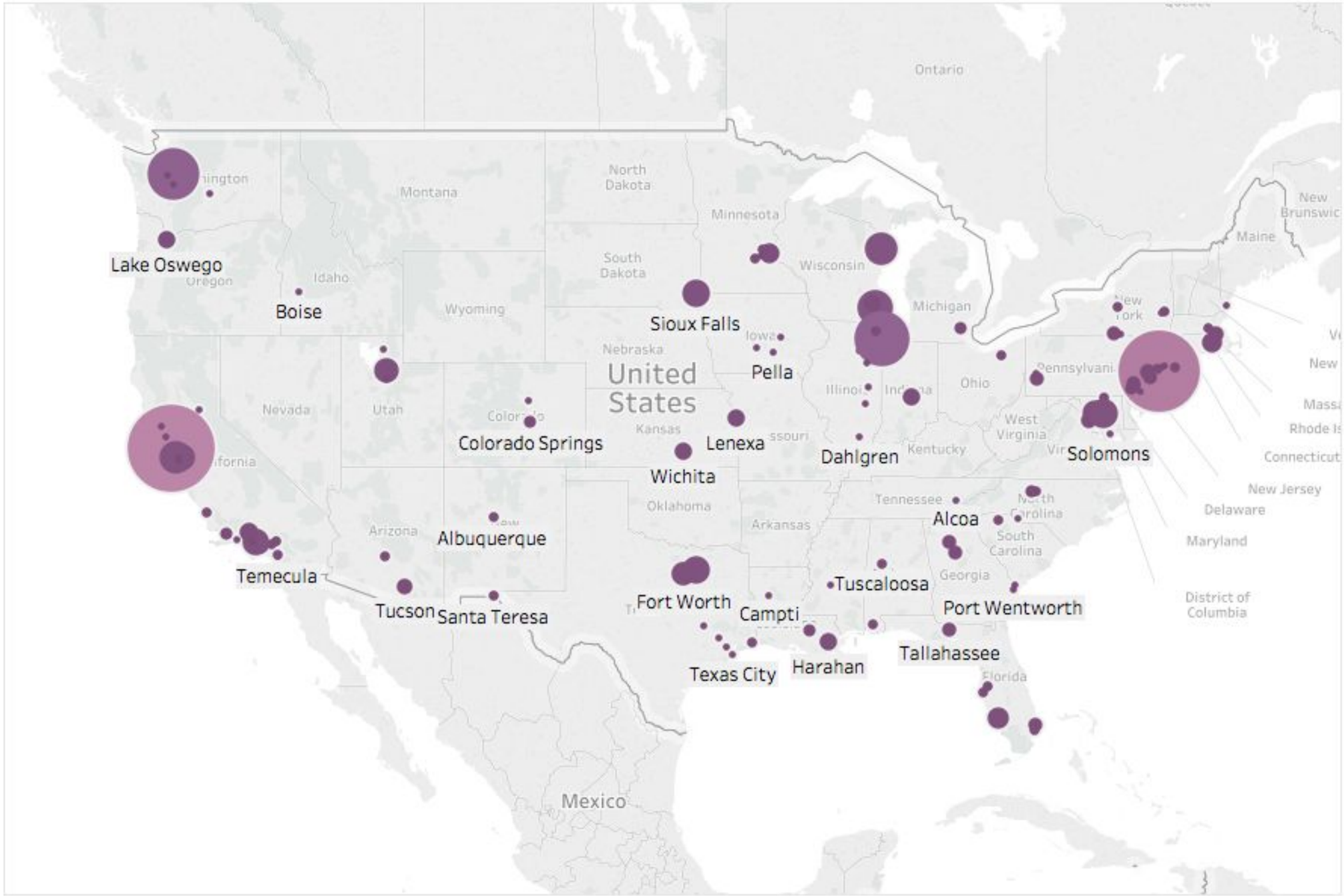
Workforce Diversity by Race:
U.S. Tech Sector versus All Private Sector Industries



Source: EEOC, 2014 Nationwide EEO-1 Data

http://breakingthemold.openmic.org

Indeed: Jobs, Cities, All Terms



Map based on Longitude (generated) and Latitude (generated). Color shows sum of Count. Size shows sum of Count. The marks are labeled by City.

Demographics

What is compelling, resonates, why?	***Anything surprising, odd, or have questions about?***	***What is this data tellings us (e.g. key findings)?***	***What's missing, or still need to know?***
-	-		-

Practitioner Experiences

GALLERY WALK

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pathways/education/career

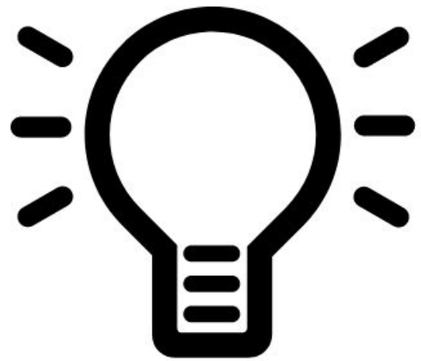
How do people enter this work?

What formal educational programs exist to train people for this field?

What alternative/informal programs and approaches to joining this field exist, and are successful?

What roles/tasks do technologists assume in social justice organizations?

Preliminary Findings:



- **Practitioners in field are often ‘accidental techies,’ self-taught, yet positions/jobs available mostly require degree or formal education.**

- **Interest in social justice, community, policy change drive people to enter the field.**

- **Key takeaway (Isaac): This participant, like many of his peers, was mobilized through political campaigning, then leveraged that energy to continue working on politically progressive technology projects.**

- **Key takeaway (Marie): Participants in this field are underpaid and overstressed, and if women, people of color, and gender non-conforming folks do not have safety nets, they are forced to go into the corporate sector.**

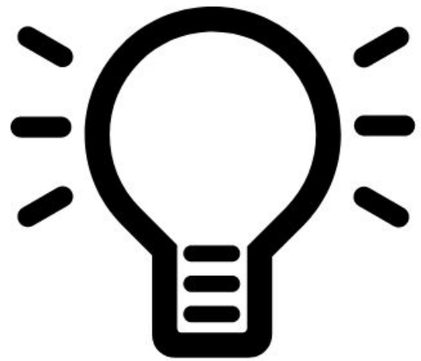
“The answer is self-taught, with the caveat that I don't really know what my tech skills are. Technologists I think are maybe part of the reason I have a flimsy relationship with this word technologist, is that I'm not a coder, I'm not a developer, I'm not an engineer. I can tinker, and I can do some stuff. [...] The level of technology skills that I've gotten to is getting really good at a couple of things. One is knowing what's possible and what's not.”
—Stevie, Tech Fellow at a Foundation

support & opportunity

What support do individuals from underrepresented backgrounds need to thrive in this field?

What professional opportunities are there for people to enter this field (for example, paid fellowships)?

Preliminary Findings:



- **Supportive relationships (mentorships, in workplace and educational spaces) provide critical career pathways**

- **Key takeaway (Hibiki): Noted that conferences are the main way to get connected with the field, but they’re prohibitively expensive, and even when they do offer diversity scholarships, the application process is long and they don’t cover accommodations or travel.**

- **Key takeaway (Manu): Considered majoring in computer science but was advised that it would not teach her how to do journalistic data visualization. She ultimately advanced primarily through a series of internships with great mentors.**

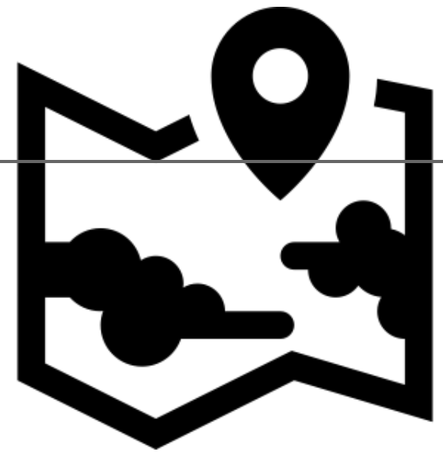
“When I first came in, I had no community. When I first started doing this work, there weren't many, there weren't even women. [...] It's changed a lot since I first started. I think we're starting to build a community.”

—Charley, Executive Director at a Nonprofit

“One thing that I think helped me advance, at least in the spirally, crooked path that I've had, has been taking on opportunities for community organizing, because putting in that work and showing up for the community you want to be a part of is a great way, I think, to build trust, to establish a network, to go really deep in a topic.”

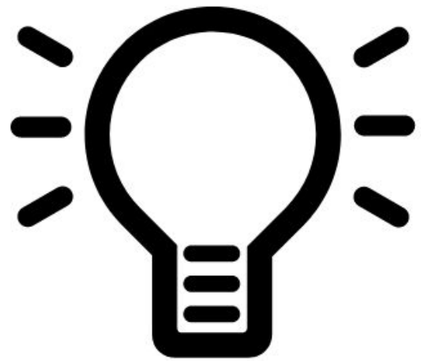
—Mel, Executive Director of a Nonprofit

barriers



What are the barriers/challenges do people face in entering this field? (For example, racism, sexism, discrimination based on class, gender, political ideology)

Preliminary Findings:



- **Racism, Sexism, and other forms of discrimination and oppression permeate the field, and are barriers to many.**

- **Key takeaway (Danna): This participant shared a horrid experience where she was catcalled on stage at a conference with over 1,700 people. She says being one of the only few women in tech spaces is something she had to learn to navigate.**

- **Key takeaway (Valeri): Overhauls of government services technology often serve to turn people with years of expertise and empathy into IT help.**

- **Key takeaway (Friedemann): Ageism was noticed as a bias against younger people in civil service, and against older people in the technology field.**

- **Key takeaway (Matthew): The biggest challenge right now for this participant is finding a client that will pay to develop and maintain an open source project. He says building a sustainable model around open source technology is laborious.**

“...there’s also the barrier of computer science classes not being offered in a lot of K through 12 schools. [...] Extending the idea about what technology is for. I think a lot of times computer science is taught in a way that’s like, “This is if you’re really interested in puzzles or if you just want to make a lot of money you can do this,” but also expanding that to include art and political action.”

—Chandra, Research Associate at a National Think Tank

“I think a big barrier is just, yeah, those kind of formal education barriers [...] None of us at [anonymous cooperative] have CS degrees. We all were interested in other things and we all still have the opportunity to have a tech-based career at this point and that's pretty neat, that we didn't get locked in from the beginning.”

—Matija, Worker/Owner at Tech Cooperative

“I would say being young, being a woman, not being seen as a technologist, even if I actually have had jobs where I'm writing code. Because most of my skills and the things that I enjoy more are the other side of technology, like using technology to an end versus building the technology, that also, I think, becomes a challenge, [...] It's so much easier to understand and conceptualize a discrete thing, like, "I build X." Versus, "I'm going to help socialize this idea to a group of people who could then use it to do this other thing." That's way too conceptual, I think, for people.”

—Mel, Executive Director of a Nonprofit

“We need to create environments so that we get women of color in spaces where they can thrive in the technology field. We need women period. We need men of color and the technology field is still overwhelmingly dominated by white men and the culture that exists [...] perpetuated by the white men is keep it an environment full of white men. I feel like I've been able to succeed because I was raised in a culture that I didn't realize it at the time but was incredibly white, and so I understand the language. [...] Even though I do “understand the language” I don’t think I have thrived in that environment. It is really difficult for someone not exposed to the way that white men work to thrive in an environment that is full of white men.’

—Ildefonso, Program Director at National Nonprofit

Practioner Experiences

What is compelling, resonates, why?	***Anything surprising, odd, or have questions about?***	***What is this data tellings us (e.g. key findings)?***	***What's missing, or still need to know?***
- No standard career path means no standard practice means immobile workforce/lower wages - Best people in the space don't have CS degrees - Relationship based & mentors - Conflict: CS degree not deeded, but if peopple want them need to make more accessible, e.g. community colleges - Informal pathways need luck, and also work better for privileged people - Add 'class' to race and gender as barriers - College degree barrier	- Imprtance of code-switching - Some conferences are great! NPDev for example - What % of people in the space have a CS degree? - Paid internships vs. unpaid - A 'technologist' does need to be able to do SOMETHING -	People who call themselves "technologist" is the only thing that defines what a "technologist" is Data viz of "accidental techies" Need to expand tech narrative to include 'good' Create our own ecosystems/firms? Be more methodical about diverse candidate pools	- Defined paths, skills, job describptions - Template job descriptions - Expected wage and pay transparency - Rec: intentionally support mentorship (colearning, not just mentor teaches mentee) - Rec: privilege conversations within orgs - 'People willing to mentor' not dependent on academics - Making alternative paths visible - Make 'good' conference spaces more visible (like NPDev) - Fous on skills more than degree - We should create clear roles for people in the field - How to care for people, deal with burnout, support people's wellbeing

Funding & Resourcing

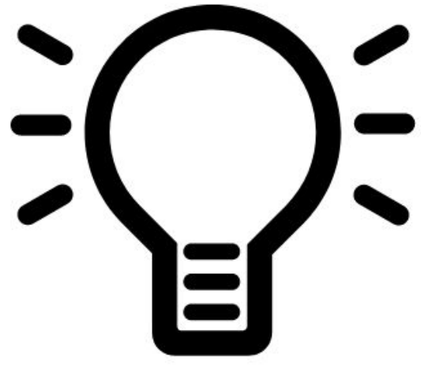
What urgent threats to communities are currently being tackled by tech practitioners?
What threats are currently not being tackled, but could benefit from tech knowledge?

How have threats changed over time?

What threats are there to the continued operations of each segment of the field? What are the common threats faced by tech for SJ organizations?

What needed funding streams are disappearing?

Preliminary Findings:



- **Access to funds and resources are limited for those who aren't white cismen, and for grassroots orgs, and smaller non-profits; either because they are 'unknown;' seen as a risk to funder, or have fundraising capacity issues.**

- **Traditional funding pathways, and the culture of funders, support traditional actors in the field.**

- **Key takeaway (Candide): Despite a track record of success, this participant, feels that as a “non-traditional founder” (i.e. a woman of color) she has struggled to get funding as easily as her white male peers in the startup space.**

- **Key takeaway (Mel): Funders have been focusing on “parachuting” technologists into organizations, or focusing on isolated social good technology projects, devoid of context, when the real need is capacity building in existing community based orgs.**

- **Key takeaway (Dishad): This participant feels that smaller, grassroots, and more radical organizations are discriminated against by funders, in favor of large, national nonprofits that more closely align with the interests of their corporate boards.**

- **Key takeaway (Judyta): There is a lot of funding for STEM projects within Universities if the projects have profit or capitalist motives, but not for projects that include critical questioning or feminist critical thinking.**

- **Key takeaway (Nessa): This participant noted that non-coastal areas are “funding deserts,” and it can be difficult to sustain critical work.**

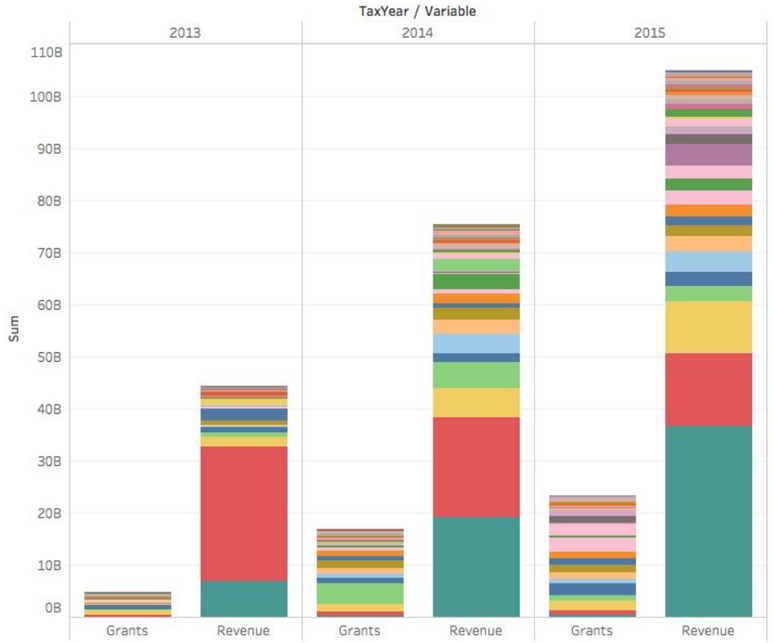
“In terms of just giving opportunities to people, I think more funding for non-traditional folks and breaking the cycles of funding that always go to straight white men who can program. Breaking these funding cycles and then giving more opportunities to newcomers or to people that are trying to access this field.[...] I think that a lot of people that could be here end up choosing a corporate career because it is more clear and there is more stability, which is a shame. I think a lot more people would wanting to work in this field right now, but can't, given how it's currently set up.”

—Hibiki, Freelance Digital Security Trainer

“To be honest I think that sometimes it's like it's either there's too much money or that the right organizations haven't figured out how to apply for it. There's a deficit, not in the resources available but people's ability to get it. Knowing how to write a grant proposal, knowing how to manage a grant proposal, thinking that it's harder than it actually is. [...] I think that it's often the problem is knowing how to access those resources versus a lack of those resources.”

—Gertruda, Fellow at a National Think Tank

IRS990: Revenue & Grants by Tax Year & Topic



Sum of Sum for each Variable broken down by TaxYear. Color shows details about topic. The view is filtered on TaxYear, which keeps 2013, 2014 and 2015.

topic
- tech <-> diversity
- tech <-> activism
- public <-> map
- open <-> gov
- technology <-> diversity
- ecotech
- digital <-> humanitarian
- tech <-> coop
- technology <-> for <-> social <-> good
- diversity <-> in <-> technology
- accessible <-> design
- ICT4D
- sharing <-> economy
- appropriate <-> tech
- e-government
- data <-> literacy
- access <-> to <-> tech
- civic <-> technology
- open <-> web
- civic <-> tech
- citizen <-> design
- free <-> and <-> open <-> source <-> software
- political <-> technology
- technology <-> activism
- women <-> in <-> tech
- public <-> interest <-> technology
- inclusive <-> design
- civic <-> design
- human <-> centered <-> design
- data <-> journalism
- HCD
- open <-> internet
- internet <-> freedom
- tech <-> policy
- community <-> centered <-> design
- net <-> neutrality
- public <-> science
- community <-> tech
- open <-> data
- free <-> software
- smart <-> cities
- smart <-> city
- civic <-> innovation
- community <-> map
- digital <-> literacy
- design <-> thinking
- connected <-> cities
- connected <-> city
- citizen <-> science
- universal <-> design
- tech <-> access
- open <-> source <-> software
- media <-> justice
- community <-> technology
- data <-> for <-> good
- creative <-> commons
- open <-> source
- independent <-> media
- technology <-> cooperative
- digital <-> divide
- universal <-> access
- open <-> net
- open <-> governance
- technology <-> access
- technology <-> policy
- FOSS
- government <-> transparency
- public <-> data

Grants from IRS990 data (revenue / grant contributions

partnerships

How can partnerships between tech companies, government, nonprofits, and/or SJ organizations work?

- **Key takeaway (Bartholomeus): This participant is leveraging technology and innovation in his rural community by organizing smart agriculture meetups, working toward municipal broadband, creating the broadband infrastructure necessary for telecommuting, and teaching technology and entrepreneurship in K-12 schools. He noted that there is a huge divide between urban and rural communities, and that rural communities are often looked down upon.**

- **Key takeaway (Tivoli): This participant makes a very conscious decision when it comes to who she does not work with. While part of an open science project funded by a venture capitalist, she was forced by the funders to do certain things that did not match with the vision of the project and as a result left her job. While working with civic techs, she noticed that they often do not want to make anyone uncomfortable and are apolitical. Due to this and many other reasons, she does not work with venture capitalits and civic techs.**

“We try and, through the course of relationships with organizations, not just help them do a technology project but at the end feel way more confident, way more powerful when they're talking to technologists, when they're talking to data people. They're bringing the political understanding, the contextual understanding, the fantastic ideas, they have something to contribute to those conversations when often times, historically, they felt like an idiot in those conversations. Trying to give people the language, the understanding, the feelings and confidence, that come along with having one successful project under your belt.”

—Becca, Executive Director at International Data Tech Nonprofit

“I think you're also beginning to see some real understanding even in the private sector [...companies like Rocket Fiber, Comcast], understanding that there's a benefit to authentic community engagement and legitimate pathways for participation for the local government and local agents. I think that we'll increasingly see innovative infrastructure companies understanding that benefit. [...you're seeing BK Fiber, Sky Packets in New York that have partnered with Red Hook initiative, Queensbridge project...] when they went to work in Queensbridge they knew that the right way to do it was to engage local residents, hire local residents and provide training if they needed to. [...] you'll increasingly see cities wanting to form those connections and those relationships and take that approach to building an infrastructure.

—Alun, Technology Advisor at City Government

Funding

What is compelling, resonates, why?	***Anything surprising, odd, or have questions about?***	***What is this data tellings us (e.g. key findings)?***	***What's missing, or still need to know?***
-	-		-

Visions & Values

GALLERY WALK

= PUT A RED DOT on data or themes that stand out as **compelling** or **resonates**

= PUT A YELLOW DOT on data you find **surprising**, **odd**, or that you have **questions** about

= USE STICKIES to write (1) Preliminary Findings - What is the data telling us? (2) What's missing, or still need to know?
Put them directly on the butcher paper in gallery!

threats

+/-

What urgent threats to communities are currently being tackled by tech practitioners?

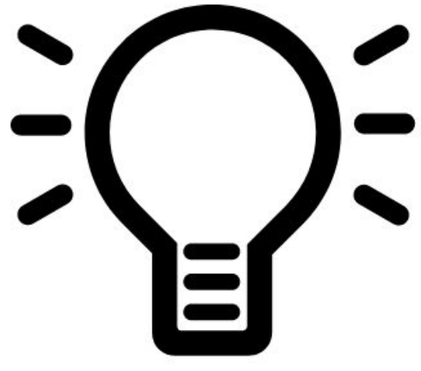
What threats are currently not being tackled, but could benefit from tech knowledge?

How have threats changed over time?

What threats are there to the continued operations of each segment of the field?
What are the common threats faced by tech for SJ organizations?

What needed funding streams are disappearing?

Preliminary Findings:



- **Government and well resourced nonprofits, let alone social justice and grassroots orgs, cannot compete with private sector for recruiting and retaining talent and those with tech skills.**

- **It's difficult to integrate people with technology skills into organizations with limited resources.**

- **Many feel that technologists need to be more humble when engaging with communities.**

- **Key takeaway (Garnett): The biggest threat to the tech for social justice community is the lack of volunteers who want to work on real issues that affect real people. This participant also identified a stark difference in how she's treated in the social justice community and the tech community. In the social justice community she says she is treated with respect and dignity while in the tech community, which is 90% men, she says there is sexism and her request to collaborate in social justice work is seen to be 'cute'.**

Key takeaway (Brook Freelance Digital Security Expert): Even tech spaces that call themselves radicals do not necessarily have conversations about privilege. Radical and progressive spaces often fail to talk about ableism and classism within their ranks.

Key takeaway (Jay): This participant noted the lack of digital security experts focused on the digital security issues of people who experience intimate partner violence.

“How do you get the NAACP to hire a technologist when they probably think that their most immediate issues are getting the police to stop shooting black people? That's a legitimate concern. How do you convince them that having a technologist is a force multiplier that makes all of their lawyers more effective and efficient?”

—Raimo, Technologist at National Legal Nonprofit

“A lot of people have been surveilled this entire time in this country. Native people have been surveilled [...]. Black people are always criminalized, none of this stuff is new. So I think that's the thing that is an error from the part of digital organizers sometimes. This idea that we're presenting these new things, when in reality there's new tools and new platforms, there's new ways of talking about it, but the issues are quite old. And the impacts have been already been happening.”

—Amardeep, Developer/Coder/Artist at a Progressive Nonprofit

“Just like Ingress, [...], most of the stops, most of the points, are in affluent neighborhoods. [Same with Open 311]. When you do Fix My Street or whatever, the people who have smartphones and other building that map. Because if those maps are now what we based nearly everything else on, if we’re not paying attention to the inequalities in that, it’s going to be even more entrenched when we’re doing resource allocation.”

—Hardy, Facilitator at Tech Capacity Builder

Visions & Values takeaways

What is compelling, resonates, why?	What is missing, odd, surprising, why?	What should we do? Recs & Suggestions for the research?
-	-	-

Stories of Success and Failure

+/-

GALLERY WALK

PUT A RED DOT on data or themes that stand out as **compelling** or **resonates**

= PUT A YELLOW DOT on data you find **surprising**, **odd**, or that you have **questions** about

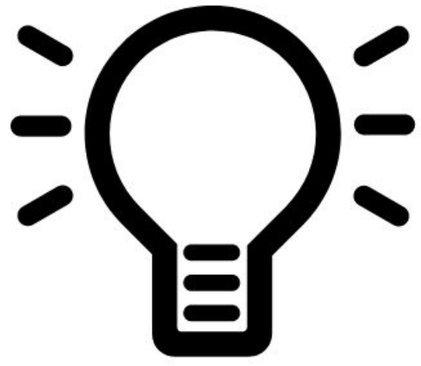
= USE STICKIES to write (1) Preliminary Findings - What is the data telling us? (2) What's missing, or still need to know?
Put them directly on the butcher paper in gallery!

models

+/-

What models exist (as defined by different actors in the field), work, and don’t work?

Preliminary Findings:



- **Success comes when community needs, experiences, and priorities drive technology design and development.**
- **ICT Infrastructure projects can have incredible power & leverage, and can tap significant sources of funds, especially when they draw together city governments, CBOs, policy folks, & technologists. Successful models from Detroit (DCTP), Philly (MMP), and NYC (Red Hook, Rise:NYC, public housing broadband, etc)**

- **Key takeaway (Heiner): In the public interest law and legal services fields, everything is very client oriented; lawyers doing this work are constantly interacting with people who need to navigate larger unequal systems. She would like to see this happen more in the tech space. She emphasized the importance of having people who are poor, are undocumented, are seeking housing, have dealt with the criminal justice system, involved in the creation of apps and technology systems that are supposed to be for them.**

“Rise: NYC [is] a great example of civic hacking because this was money that was part of Sandy recovery from the Community Development Block Branch for Disaster Recovery, that HUD distributes to the city for disaster recovery. People working within the city government had a brilliant idea to take a portion of that money and try and use it to catalyze new projects, new technologies [and new businesses].”

—Alun, Technology Advisor at City Government

“One of my early initiatives was to develop one-on-one relationships with the legal teams of all of the big tech and phone companies. I'm the direct point of contact for AT&T, Verizon, Google, Facebook, Twitter, Microsoft and all these other companies. Through that relationship, for example, we got AT&T to file a pro- privacy of EQUIS brief in one of our cell phone tracking cases last year, which was the first time a phone company had filed a pro-privacy brief since 1928.”

—Raimo, Technologist at National Legal Nonprofit

evaluation

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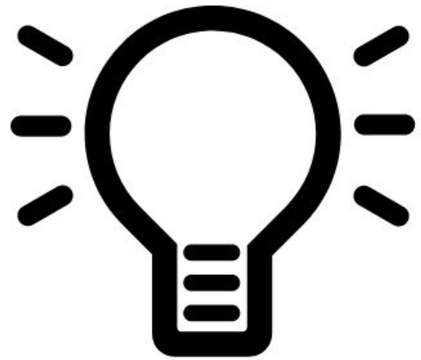
How do people evaluate “tech for SJ” projects?

How do people in the field define success?

What is missing from current evaluation rubrics?

How do we evaluate both the social and economic impact of Technology for Social Justice?

Preliminary Findings:



- **There is a need for specific, concrete mechanisms for evaluating community accountability.**

- **Key takeaway (Chandra): Although it’s important to provide access to spaces, the spaces technology creates must engage with real, political problems that affect people of color and address redistribution of power. If it fails to do that, then it become an elite space where knowldge and power are not shared.**

“The times in which I've experienced civic tech being really useful for people who are not technologists, it is often a result of the priorities around what the tech is look like, being set by people who are not technologists.”

Rashmi, Director of Tech a Civil Rights Org

what works

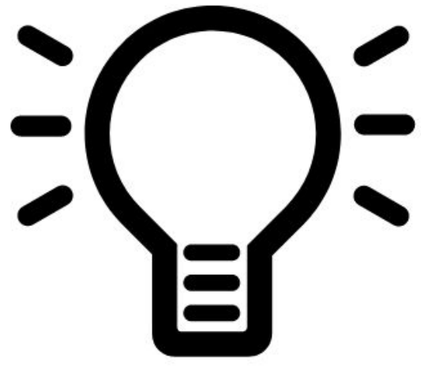
+/-

What kinds of projects, practices, and models work?

What are the factors that determine which projects/practices succeed and continue?

What are the best practices of involving communities in projects that affect them? How can communities own their own data? (Ask this to individuals who are within and outside our field)

Preliminary Findings:



- **Public pressure can can successfully make large instutions (governments, multinational firms) change (fix security flaws, open data)**

- **Technology is most useful when priorities are set by those who are not technologists.**

- **People from many different roles, in many different sectors and subfields, said that the design of tech projects must involve people from the communities they are meant to serve, early on and througout.**

- **Key takeaway (Gaufrid): Incremental culture change, at scale, over the long term, is the key to changing government practices. Additionally, he felt that the most successful technology projects are those that involve subject matter experts, individuals affected by the technology being built, and civil servants at every stage of the process.**

- **Key takeaway (Luna): This participant mentioned that her web development cooperative maintains a vocal political opinion, and that they get clients primarily because people know about their politics. She has ethical and political oppositions to most tech spaces, and prefers to stay in politically conscious, cooperative, and free software communities.**

- **Key takeaway (Turee): In this interviewee's web company, older users are the primary audience, so accessibility and ease of use must be prioritized. He enjoys doing data and technology work with nonprofits because there is constant low hanging fruit, so it's easy to make a major difference.**

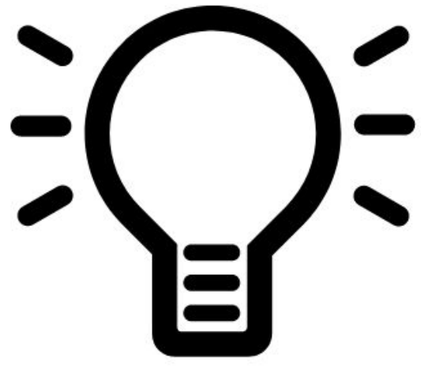
“When I was in grad school, I think in 2006 or 2007, I was doing a project where I found some small security vulnerability in a bunch of browser plug-ins but it's like the Google Chrome, the Google Search plug-in, the Yahoo search plug-in and a bunch of pretty widely-used plug-ins. I wrote a blog post about it. A few weeks later, the company fixed the issue. I think I learned then that you could find an issue, publicize it and then you could get companies to fix it. I think the feedback cycle of seeing that if you "named and shame," you could get these mega-corporations to change their activities. It was pretty cool.”

—Raimo, Technologist at National Legal Nonprofit

what fails +/-

What kinds of projects, practices, and models fail?

Preliminary Findings:



- **Implementing tech solutions often requires organizational cultural shifts.**
- **Jumping to technology-first solutions without understanding the problem, or having lived experience of needs on the ground, fails.**

- **Key takeaway (Hilary): Commercial providers of access-to-justice technology don’t often understand the statutory restrictions in each different jurisdiction, and so their products usually fail.**

“This one person really thought that this database, they liked it because it's sort of cool looking. They sort of kept pushing it through the organization, but it didn't meet their needs. They went through like a year of transition, and it was just horrific and it didn't meet their needs.”

—Charley, Executive Director at a Nonprofit

“A non-successful one would be any of the overly hyped gamification platforms that tried to get people engaged with civic planning without understanding that they had to be able to implement what people were talking about. You can’t just ask people for their opinion. You also have to act on their opinion.”

—Hardy, Facilitator at Tech Capacity Builder

use of technology & unmet tech needs

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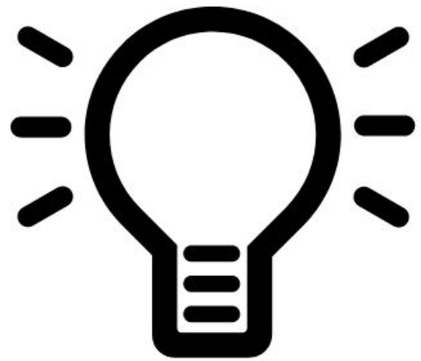
What are the most common ways orgs use tech to advance their goals?

What are the most common unmet tech needs of organizations? (for ex., ongoing maintenance & sysadmin work? New tools development?)

Preliminary Findings:



- **More resources are needed to maintain, update, and improve UX of technology, not just create new projects.**

- **Key takeaways (Tom): In government software development projects, accessibility for people with disabilities is seen as a priority in a way that it is not in private sector technology. [...]**

- **IT Governance and procurement are major barriers to government software acquisition.**

- **Key takeaway (Charley): Capacity building, especially the capacity of people of color in politicized organizations, is the most urgent need in this field.**

“Working in this field, we are exposed to a lot of harassment and a lot of hacking, and a lot of whatever, [...]. When these things occur, if you don't really know what to do if your servers have been attacked or if you experience a DDoS attack on your website, if you have to always constantly rely on having to call someone else who's not from your community, it ..takes that power and agency away from you. Being able to reclaim that power and agency so that you can be that person and you can do these things is really important, for sure.”

—Hibiki, Freelance Digital Security Trainer

concrete stories of success/failure

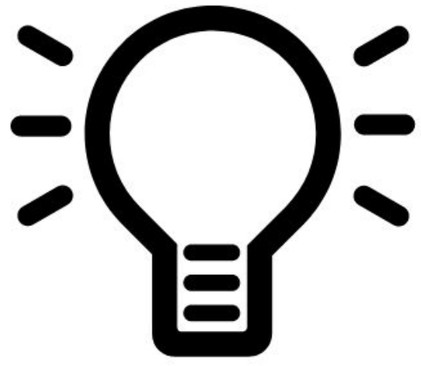
+/-

Examples of when tech ‘solutions’ have been harmful to specific communities.

Examples of when a technologist has provided truly valuable support to an existing organization or initiative.

Examples of failure (or success) of top-down approaches.

Preliminary Findings:



- **People from all sectors agree it's important to center community needs over tools.**
- **Too often, funders support parachuters for a quick fix, instead of capacity bulding within a community.**

➢ **Key takeaway (Zdravka): Problematically, technology is often deployed in schools without a strategy for how to use it, an assessment of what the community needs, and without using the expertise of community organizers.**

- **Key takeaway (Ivar): Technology can be a tool to provide greater access to civil legal services to underserved populations. Additionally, a fellowship model can be used to provide paid opportunities for students of color in one field, like law, to gain interdisciplinary skills, like design thinking and agile software development.**

“We worked with a women worker cooperative [...] We wanted to do the thing that a lot of tech teams do which is let’s build a whole new app to solve all of the problems of this organization. We ended up mostly just saying, “Here are some places where it could improve and technology could help out a lot and we don’t have to build it. Like, Google Calendar will solve your needs.” Being able to spend time with them to talk to them and find out what their needs are but then also what could be helpful from us made it a great collaborative project and impacted the organization. If more people are willing to do that, that would be cool.”

—Chandra, Research Associate at a National Think Tank

“There's an incredible maturity to an organization like Media Mobilizing Project that's been doing this for 10 years, that's been through the process of their city trying to do a wireless network and it not working. They've been through the Broadband Technology Opportunities Project. They've been through a franchising negotiation with the hometown behemoth and have maintained relationships and devised effective strategies and connected to national and even international efforts throughout. Likewise in Detroit [referring to DCTP, and in NYC].”

—Alun, Advisor at City Government

I guess another thing that stood out to me when I was looking at hospitals. This group tried to make this thing for elderly people, and it was this iPad thing. [...] It was a self assessment tool, and the idea was that it would be for patient activation, get people into the system. And it completely failed, because it was a technology solution. And, I don't remember if it was the same group that redid it or if it was a parallel project. Someone did a brochure and it was much more successful. [...] That just stuck in my mind, because technology isn't always the right solution. We don't have to always make an app for it.

—Tivoli, Freelancer and UX Research at a Tech Corporation

cultural transformation

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How can we make this field inclusive, diverse, and more representative of and accountable to the people it serves?

What sort of cultural change is needed in nonprofits and government agencies to best incorporate technology into their work?

➢ **Key takeaway (Maggie):**
Civic tech spaces are extremely white and male spaces, and their conception of justice stems from lived experience which does not consider those that are in dire need of justice.

We need to center particularly people of color, low income communities in the work. The work should be centered over the tools itself. Because I think what happens is that people are so quick, “oh I got a tool for that.” That's not what we do. We should be listening to the needs of the community. We should be centering the needs of the community over everything else, as our vision. That's sort of like, basic.”

—Charley, Executive Director at a Nonprofit

Stories of success & failure

What is compelling, resonates, why?	***Anything surprising, odd, or have questions about?***	***What is this data tellings us (e.g. key findings)?***	***What's missing, or still need to know?***
-	-		-