

# Rebuilding Citizenship for the 21st Century

Catherine Bracy

Director of Community Organizing

@cbracy

APPROVED

MAR 23 2010

Barack Obama

[Individuals & Families](#)[Small Businesses](#)[All Topics](#) ▾

Search

SEARCH

# Sorry, we can't find that page on HealthCare.gov

We've recently reorganized our site, and that may explain it.  
It's also possible that you typed the address incorrectly.

---

## Search HealthCare.gov

SEARCH

Please include the reference ID below if you wish to contact us at [1-800-318-2596](tel:1-800-318-2596) for support.

Error from:

# TIME

## CODE RED

Inside the nightmare launch of HealthCare.gov  
and the team that figured out how to fix it

BY STEVEN BRILL



“One privilege the insured and well-off have is to excuse the terrible quality of services the government routinely delivers to the poor. Too often, the press ignores...the pain and trouble of interfacing with government bureaucracies that the poor struggle with daily.”

-Ezra Klein, Washington Post

# Florida's Site Said to Delay Millions in Aid to Jobless

By LIZETTE ALVAREZ JAN. 10, 2014



Email



Share



Tweet



Save



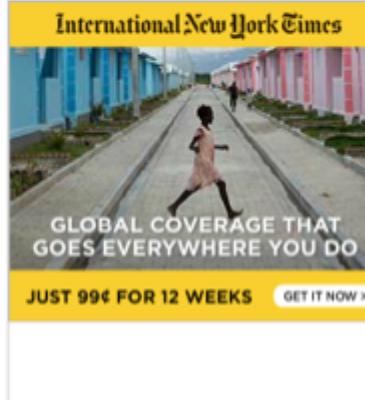
More



MIAMI — The botched rollout of Florida's online system for unemployment claims may have kept jobless Floridians from receiving \$20 million in benefits in October and November, according to an informal analysis by a workers' rights group.

State officials question whether the drop in benefits would have been that drastic. But three months after the introduction of a system that required applicants to sign up online for unemployment benefits, Florida officials are still scrambling to get it working effectively amid political jousting over what went wrong.

Florida rolled out its website on Oct. 15, a date that coincided with sharp declines in state unemployment claims, according to a two-page analysis by the workers' rights group, the [National Employment Law Project](#).



## \$63 million

# LAUSD's student information system becomes a technological disaster

## \$130 million

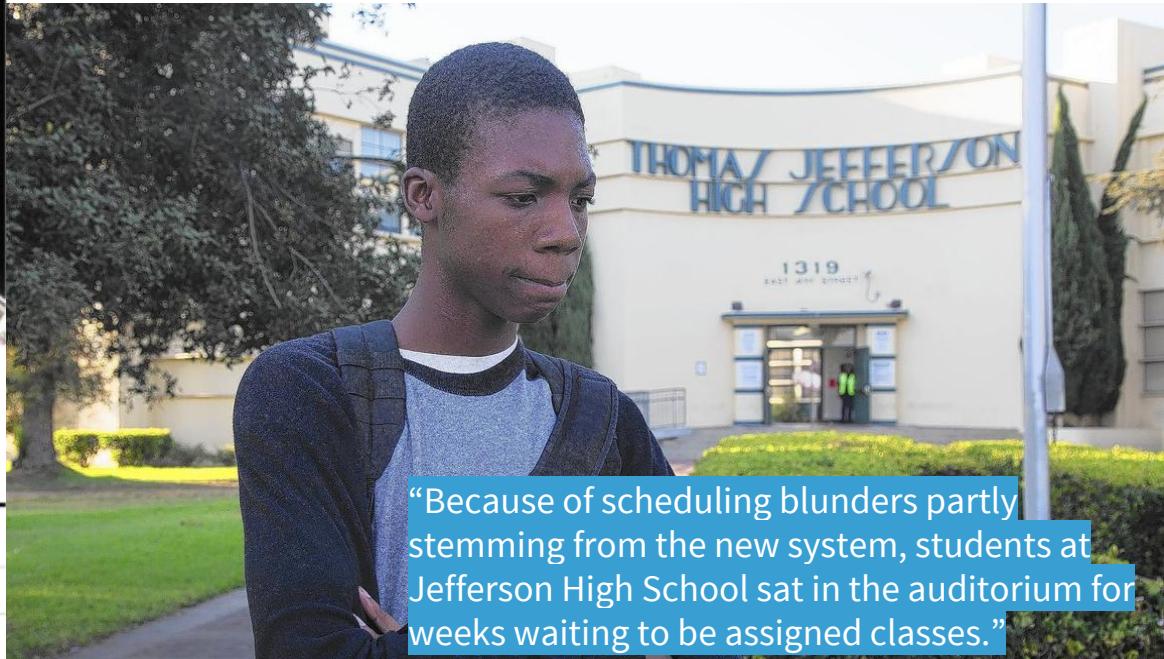


Schools Supt. John Deasy acknowledged that grades, assignments and even students have been disappearing from computer system records, and it could take a year to work out kinks in the system just to enter grades. (Al Seib / Los Angeles Times)

By [ABBY SEWELL](#)  
contact the reporter

### SHARELINES

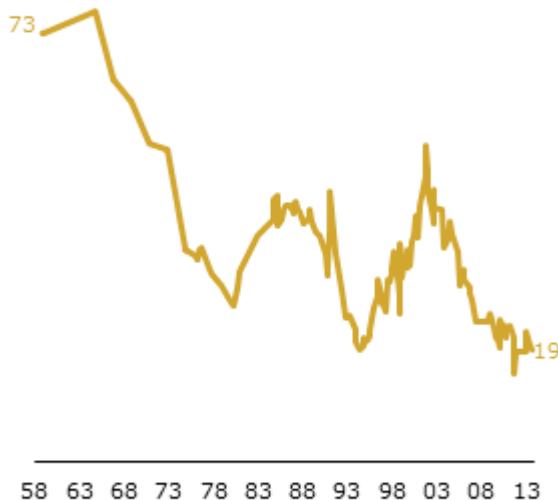
- LAUSD system was to contain a student's entire school history from kindergarten to high school graduation
- System made its debut this semester and promptly overloaded the district's database servers
- A quick fix to the problems plaguing LAUSD's student information system is unlikely



“Because of scheduling blunders partly stemming from the new system, students at Jefferson High School sat in the auditorium for weeks waiting to be assigned classes.”

## Trust in Government Again Near All-Time Low

*% saying they trust federal gov't to do what is right just about always/most of the time*



PEW RESEARCH CENTER Oct 9-13, 2013. Line represents a three-poll average. Data from Pew, Gallup, CNN, ABC/Washington Post, CBS/New York Times, and National Election Survey.

TOPICS > POLITICS > THE MORNING LINE

## 2014 midterm election turnout lowest in 70 years



5601



467



+1



EMAIL

BY DOMENICO MONTANARO, RACHEL WELLFORD AND SIMONE PATHÉ November 10, 2014 at 9:06 AM EST



Voters wait in line to enter a polling place in Jamestown, North Carolina, on Election Day last week, but turnout for these midterms was the lowest since 1942. Photo by Alex Wong/Getty Images



# Good governance and good policy are now inextricably linked to the digital.

Tom Steinberg

*Founder of mySociety*

**Government can work  
for the people  
by the people  
in the 21st century.**

# Early Days

Focused on:

- Show what's possible
- Create demand for change

# Now

Change:

- Tools and platforms
- Skills and practices
- People and culture

*...still showing what's possible*

# Future

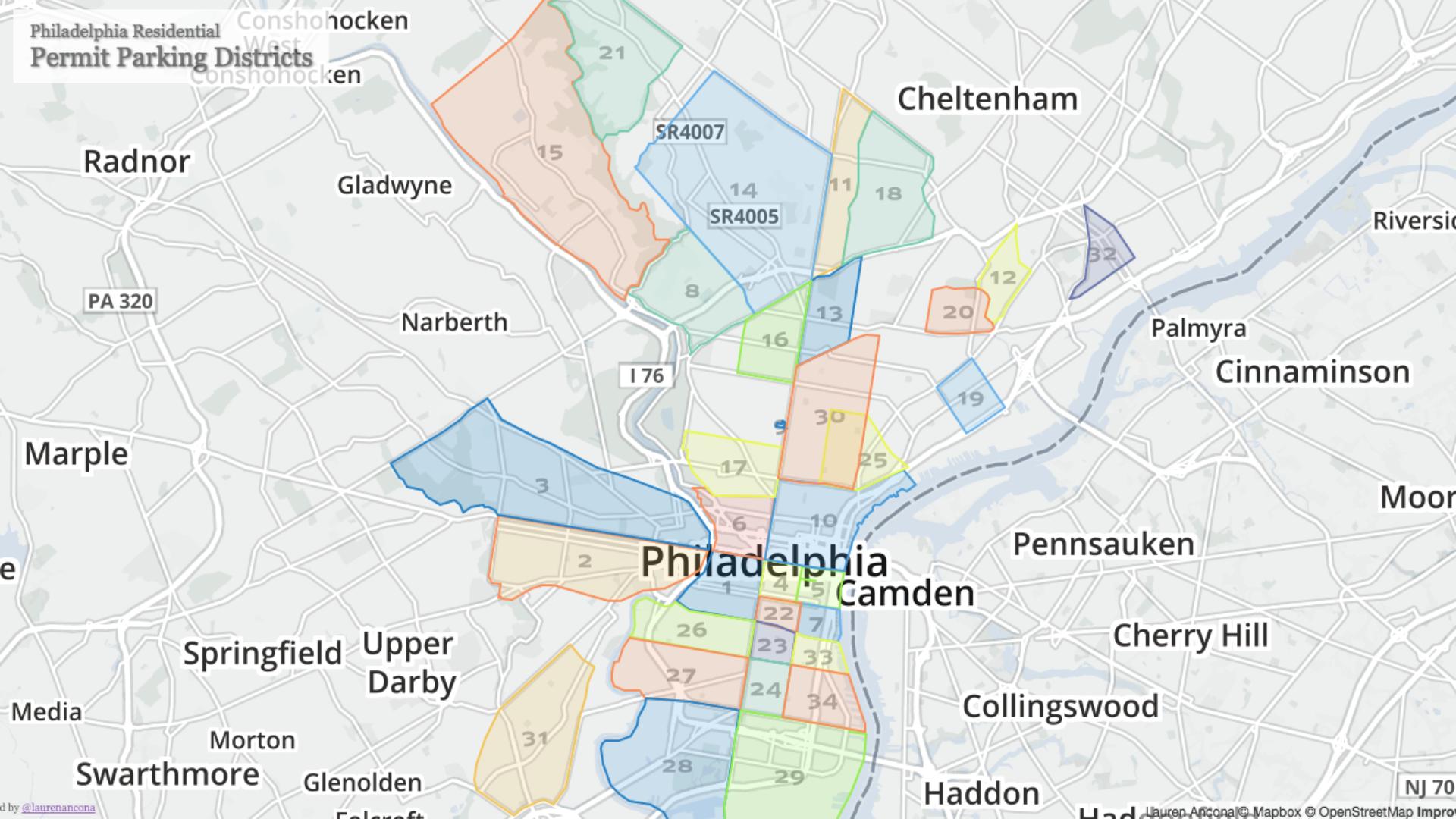
Government that works for the people, by the people, in the 21st century (ever-evolving)

# Stop Waiting for Permission



*How civic hacking changed the way I saw my city —and myself*

Philadelphia Residential  
Permit Parking Districts



Tiffani A. St. Louis  
detroitwaterpro





Tiffani Ashley Bell @tiffani · Jul 17

Is there a directory of any sort for where people in Detroit can go for water relief?



15



1



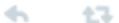
Kristy Tillman

@KristyT



Following

@tiffani I have been asking this too. I'd pay someone's water bill if I could pay directly.



RETWEETS

3

FAVORITES

4



5:47 PM - 17 Jul 2014

#### Related headlines

 You can now pay someone's delinquent Detroit water bill online  
Washington Post @washingtonpost

 In Detroit, Water Crisis Symbolizes Decline, and Hope  
National Geographic @NatGeo



Reply to @KristyT



Bianca L. St.Louis @beLaurie · Jul 17

@KristyT @tiffani hassss to be a way to mobilize the internet. something similar to this would be so clutch. pic.twitter.com/CYjwHl3DHf



1





Tiffani Ashley Bell

@tiffani

In any event, it wasn't enough to just sadly retweet Detroit water stories all day, so me and [@KristyT](#) decided to do something about it.



RETWEETS

9

FAVORITES

8



1:31 PM - 18 Jul 2014



Reply to [@KristyT](#)

### San Francisco Trends

Zito Tyga Valentine's Day Xbox #PancakeDay #HappyBirthdayEdSheeran Happy Fat Tuesday #RuinAMovieWithPancake #DarrenIsHedwig #JobsForISIS

# Water is a human right. Help turn it back on.

Detroit Water Project matches **8,000+ donors** across the globe with Detroit residents without running water in their homes.

Donors have given over **\$170,000** for water bills for over **900 families in Detroit**.

**I need help paying my bill**

If your water was shut off due to an unpaid bill, we'll try to help you get your account paid off.

[Get help paying your bill](#)

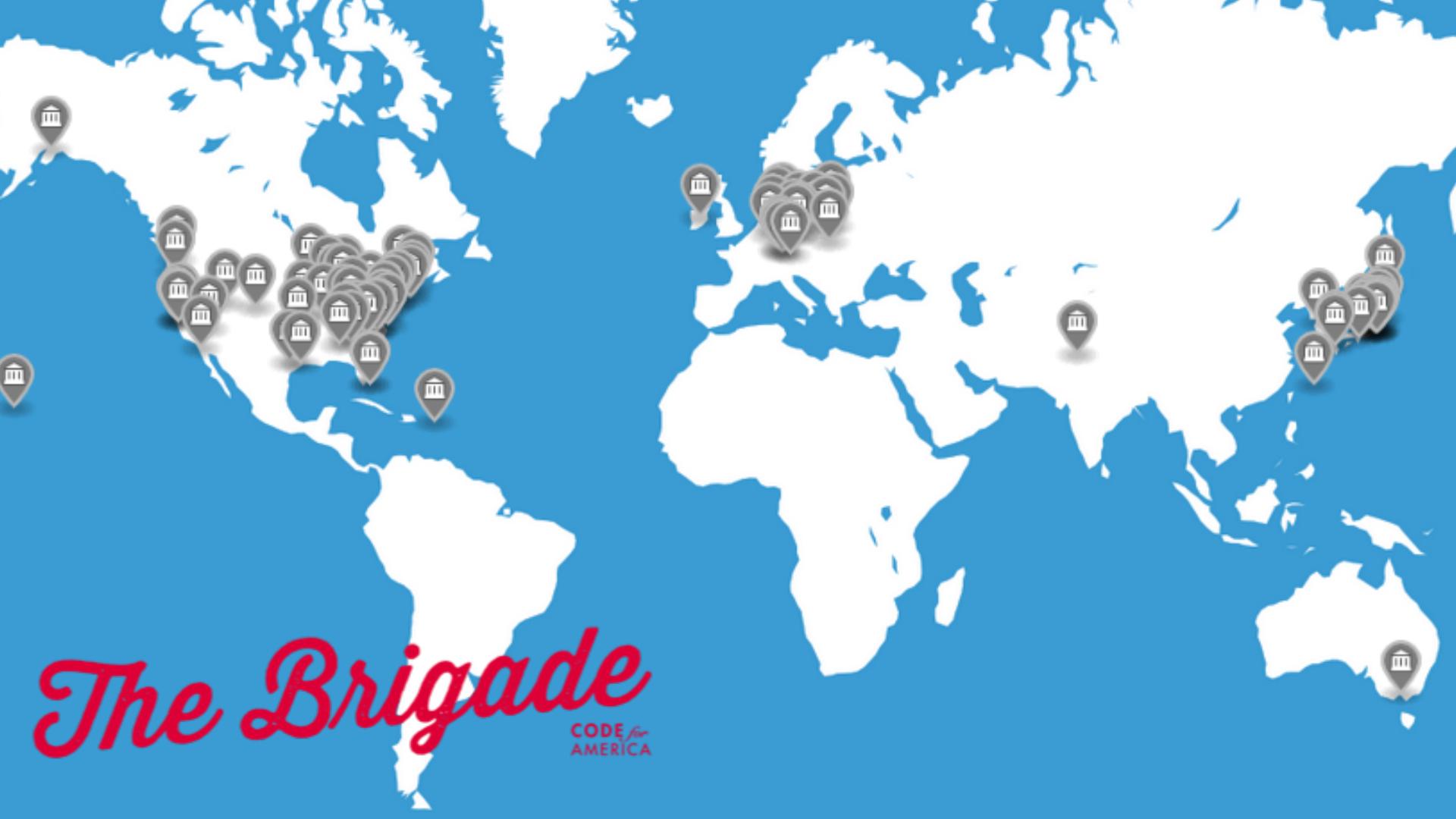
**I want to help pay a bill**

If you want to donate money to help with a water bill, we'll match you with a family in need. Give us some basic information to get started.

[Help someone pay a bill](#)

# The Brigade

CODE for  
AMERICA





LocalFreeWeb is a Code for San Francisco initiative that promotes internet enabled computers available to **EVERYONE**.

## How it works

Get access to a free internet enabled computer in 3 easy steps.

1

Text any MUNI bus Stop  
ID to  
**415-528-3226.**

2

Receive text message  
with information on  
computer  
locations near you.

3

Get **FREE** access to  
internet enabled  
computers.



# Adopt a Drain

Part of [Oakland Adopt a Spot](#)

Volunteer to keep a drain clear and report any problems!

Email address [✉](#)

- I haven't signed up yet  
 I've already signed up

Name (visible to others)

Organization (visible to others)

Home phone number [✉](#)

510-555-1212

Mobile phone number [✉](#)

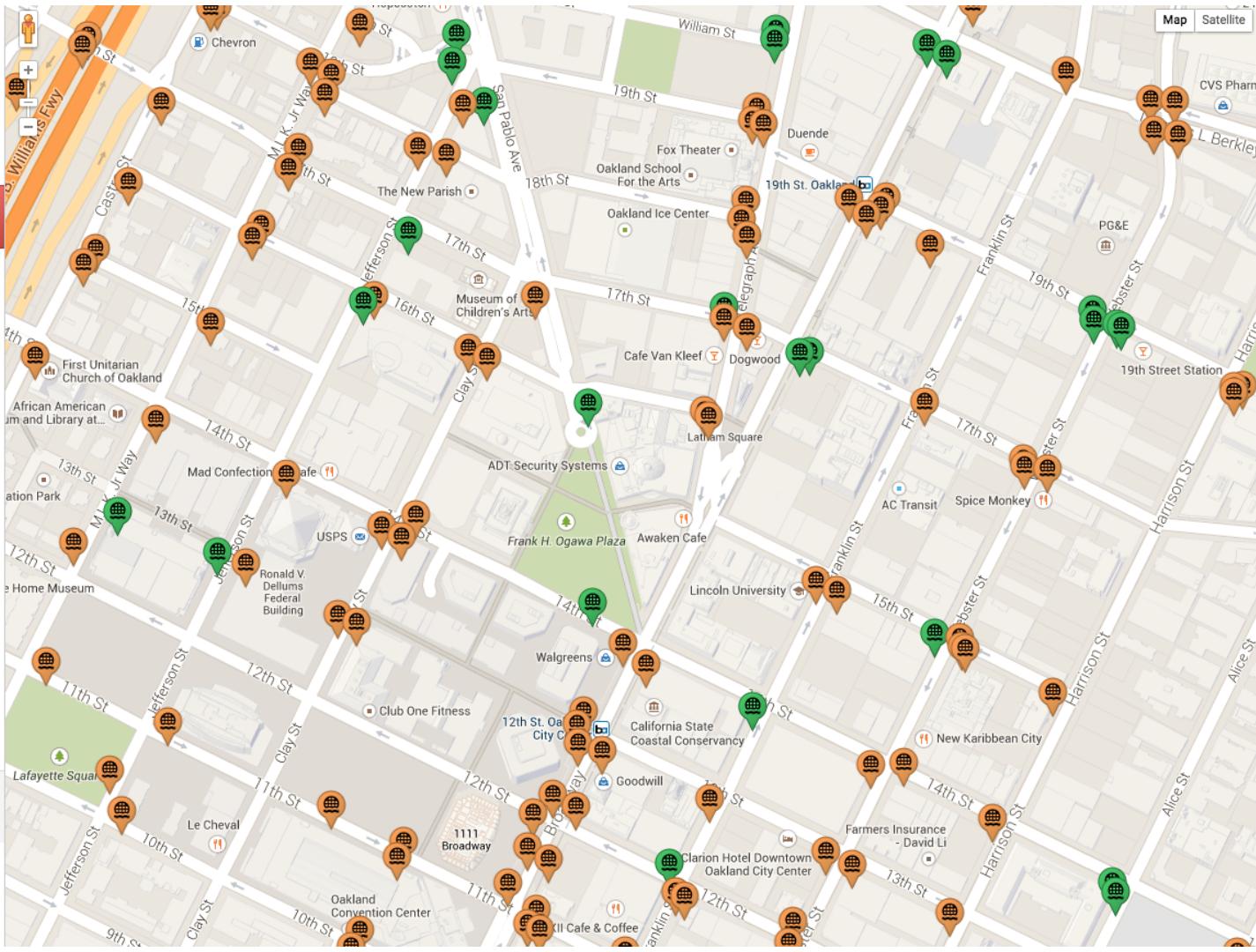
510-555-1212

Choose a password [✉](#)

By signing up you agree to the

[Terms of Service & Volunteer Guidelines](#)

[Sign up](#)



# Check your food stamp balance now.

Enter your cell phone number

[Text me my balance](#)



Hi! Your food  
stamp balance  
is \$133.57.

**Government can work  
for the people  
by the people  
in the 21st century**

**if we make it so.**

by the people



**CODE  
FOR ALL**



code

