



The Digital Divide and Access to Justice

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Homeless
City Bar Justice Center*

Moderator: Lillian M. Moy

Legal Aid Society of Northeastern New York

🌐 When poll is active, respond at pollev.com/elkesorensen012

📱 Text **ELKESORENSEN012** to **22333** once to join

The Digital Divide is an urgent issue for:

Rural Communities

Black, brown , and indigenous communities

Non-dominant language users

Poor white people

People who read at third grade level

All of the above

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 **Poll locked.** Responses not accepted.

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The Digital Divide is NOT JUST a Rural Issue

According to the 2018 American Community Survey, across the US, more than three times as many urban households than rural households do not have access to broadband at home.



How are we responding to those who cannot access justice remotely: ex. website; presence in court; online intake, open doors (three words max; separate words with _)

#WIFI4HOMELESS CAMPAIGN

By Lisa Pearlstein
Director, Legal Clinic for the Homeless

NOVEMBER, 2021



Trainer: Lisa Pearlstein
Director, Legal Clinic for the Homeless
City Bar Justice Center
212-382-6709 | lpearlstein@nycbar.org

47,979

people slept in
NYC shelters,
August 2021

10,138

families

14,881

children in
families

MORE FACTS ABOUT HOMELESSNESS IN NYC*

- 86% of single adults and
- 93% of heads-of-household in family shelters
- Identify as Black or Hispanic – significantly higher than the 53% of NYC's population overall who identify as Black or Hispanic.

*<https://www.coalitionforthehomeless.org/wpcontent/uploads/2020/03/StateofTheHomeless2020.pdf>

City Bar Justice Center Legal Clinic for the Homeless

“Homeless Need Internet Access to Find a Home”, report issued May 2020, based on 2019 WiFi Access surveys.

- Only 6% able to access internet through their shelters
- 67% wanted but had no regular access to Wi-Fi
- 75% agreed that internet access would improve their living circumstances

If they had access to the internet, they would use it for the following:

- 70% - Find housing
- 60% - Find a job
- 63% - Find medical care
- 45% - Access public benefits
- 67% - Access email

Pandemic Conditions: worsened deep-rooted inequities for those who experience food, housing, and economic insecurity

Critical basic services and resources moved online:

- Welfare/SNAP/Medicaid/Social Security Offices Closed:
Applications for benefits
- Education
- Telehealth
- How to find food

#WIFI4HOMELESS ADVOCACY CAMPAIGN – BEGINS JUNE 2020



- Report endorsed by over 30 organizations
- NYC Bar Association engages as a partner
- Social media blitz
- Communication with stakeholders and other legal services organizations

City Bar President Sheila Boston's August 2020 letter to the Mayor:

"The pandemic has significantly exacerbated the barriers resulting from the digital divide, raising the stakes to literally life-or-death . . . the City must act quickly in order to meet its basic responsibilities to its unhoused residents. Ensuring internet access is also an issue of racial justice. New Yorkers of color are disproportionately represented among those experiencing homelessness."

October 26, 2020 – Following the hearing and months of work through the #Wifi4Homeless campaign, the Mayor's Office announced that City would provide Wi-Fi access in family and domestic violence shelters by summer 2021 to help ameliorate connectivity issues that impacted remote learning for school-aged children.

November 24, 2020 – Legal Aid files class action lawsuit to speed up installation of Wi-Fi in homeless shelters where school children reside. City's failure to provide adequate and reliable access to the internet violates students' rights under state and federal statutory and constitutional law to receive a sound basic education.



- Tanya Douglas
- Director of the Disability Advocacy Unit
- Manhattan Legal Services | Legal Services NYC

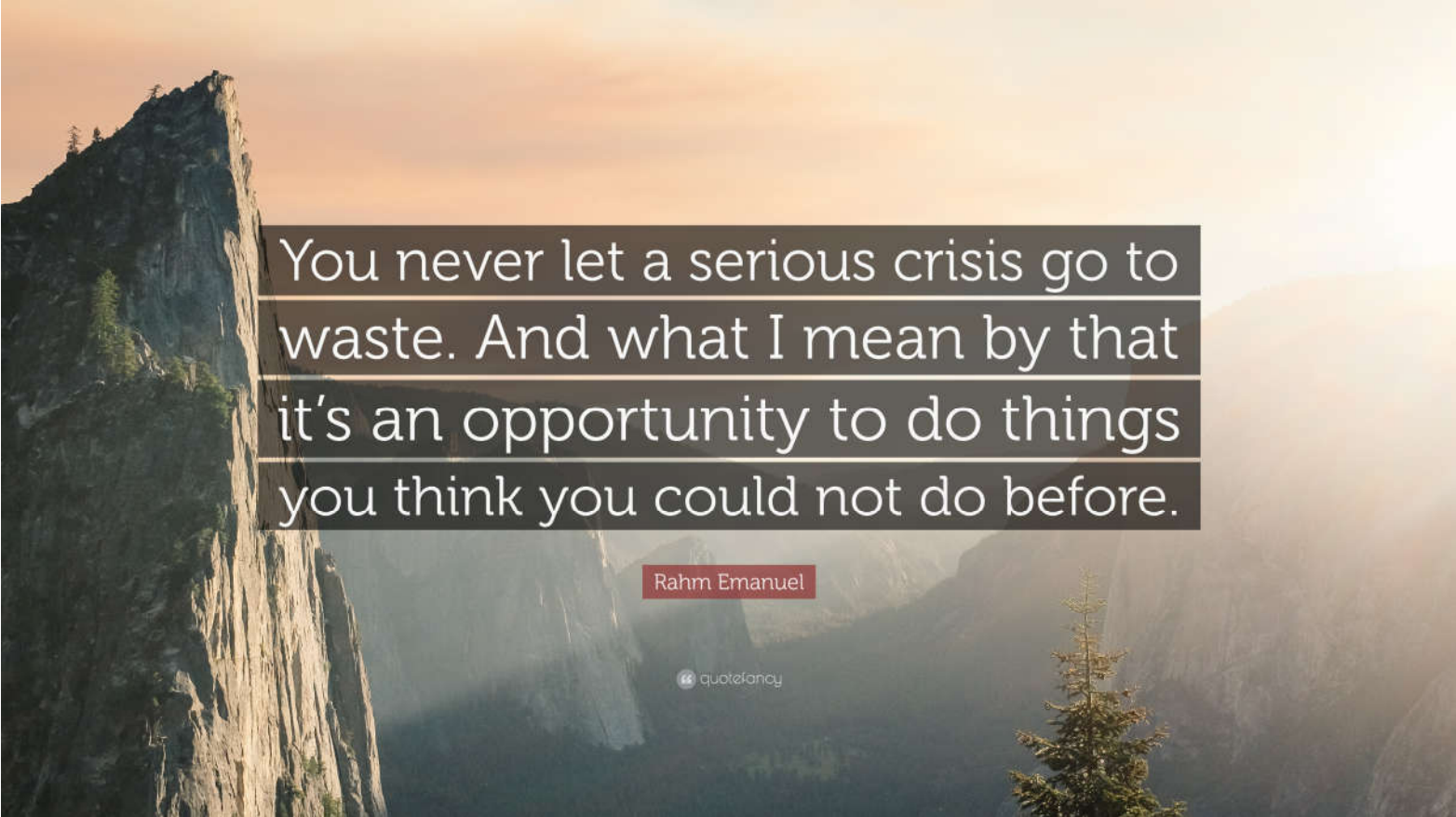
**Social security administration
march 2020**

**ALL OFFICES
CLOSED**



Never waste a
good crisis.

Hillary Clinton



You never let a serious crisis go to waste. And what I mean by that it's an opportunity to do things you think you could not do before.

Rahm Emanuel

quote fancy

Social security administration access

SSI

SSD

- Telephone-
National not Local
- Website

SSA PANDEMIC CHANGES



- FIELD OFFICE:
 - ✓ E-Faxes
 - ✓ Electronic Files
 - ✓ Limited In Person Appointments – 15 minutes

- HEARINGS:
 - ✓ Telephonic Hearings
 - ✓ Microsoft Hearings

Social security administration digital divide Challenges

Telephonic

- ✓ Limited minutes
- ✓ No smart phones or Obama phones
- ✓ No phones

Online

- ✓ Lack of internet
- ✓ Unreliable internet
- ✓ Unable to navigate (disabled, language)
- ✓ Forms not in every language

Language Justice includes...

- the right of all people to communicate, to understand and to be understood in our language(s);
- creating spaces where everyone can fully participate and no one language dominates over others;
- a commitment to equitable communication;
- respect for everyone's language rights.



Language Rights

The right:

- ▶ to be **free from discrimination** based on language
- ▶ to have **meaningful access** to public services and civic participation (often via interpreting, translation, and multilingual staff)
- ▶ to **maintain non-dominant languages** and pass them on to future generations
- ▶ for everyone's languages to be **valued and respected**



LANGUAGE OPPRESSION + TRAUMA



Deisy Garcia, Spanish Speaking Mom, And Daughters Stabbed To Death After Her NYPD Complaint Wasn't Translated

Language Barrier Continues to Thwart Victims of Crimes

Oklahoma City Police
Fatally Shoot Deaf
Man Despite Yells Of
'He Can't Hear'

México denuncia discriminación en EE.UU. por una indígena a quien le quitaron una hija

Un tribunal estadounidense consideró a la mujer no apta para cuidar a la niña por no saber hablar inglés, no tener recursos y ser indocumentada

Two Students Were Assaulted on a Train for Speaking Mandarin in Possible Hate Crime

NIÑOS HISPANOS SON USADOS COMO INTÉRPRETES EN CASOS DE CRIMEN EN MEMPHIS

Hospitals Have Left Many COVID-19 Patients Who Don't Speak English Alone, Confused and Without Proper Care

A TRANSLATION CRISIS AT THE BORDER

For migrants who speak Mayan languages, a grassroots group of interpreters is often their only hope for receiving asylum.



LAFLA

HHS Strips Gender Identity, Sex Stereotyping, Language Access Protections From ACA Anti-Discrimination Rule

Study Finds Gaps in Aid for Non-English Speakers in State Civil Courts

How does this impact our communities?

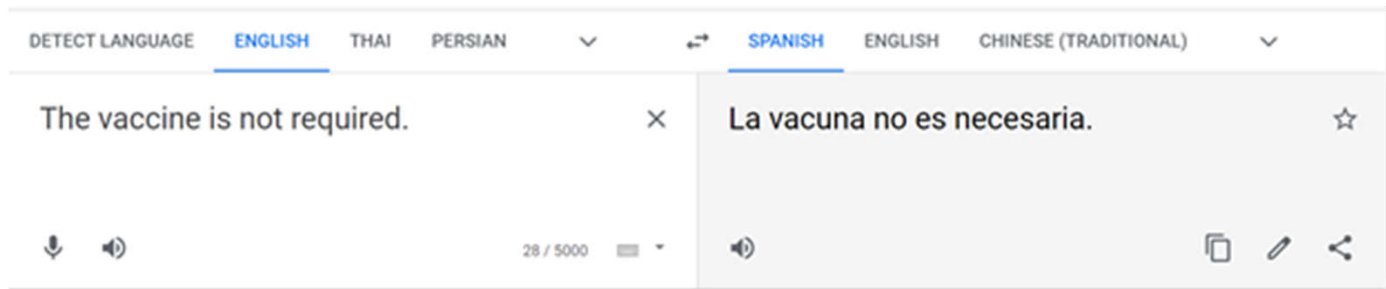
1. Nearly twice as many people with limited English **live in poverty** than people who are English proficient
2. Nearly half of adults with limited English **do not have a high school diploma**
3. Immigrants with limited English are more likely to **report poor health** than English speaking immigrants
4. Californians with LEP are 3 times as likely to **lack access to the internet**, and a quarter of this population has **no access to a computer**.

What is Machine Translation (MT)?

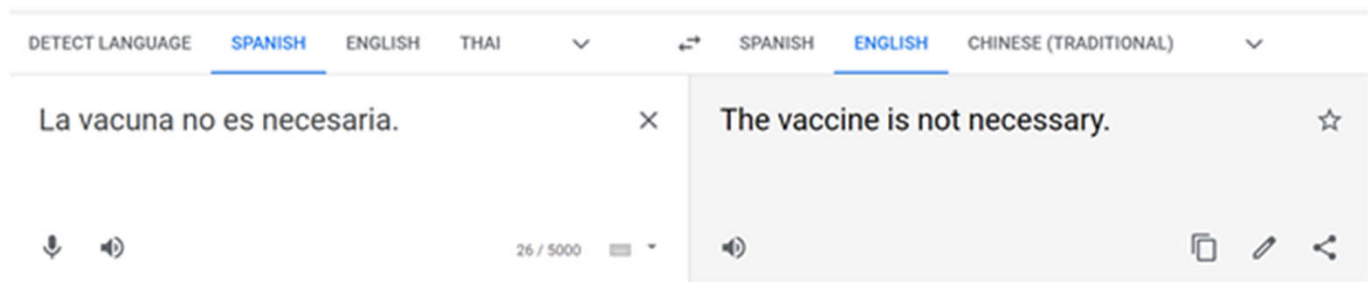
- Automated software that translates written information without human review.
 - Based on probability: detects patterns in hundreds of millions of translated documents and making logical guesses
 - Some programs learn and adjust based on human feedback
 - No understanding of meaning or context
 - Must be able to read and comprehend both languages to know if the translation is accurate
- Some professional translators do use machine translation appropriately as a starting point but engage in significant human review to ensure accuracy.

Example – Virginia Department of Health

In January 2021, in providing information on the COVID-19 vaccine, the Virginia Department of Health’s FAQ page, used Google Translate to translate “the vaccine is not required” to “*la vacuna no es necesaria*” — “the vaccine is not necessary.”

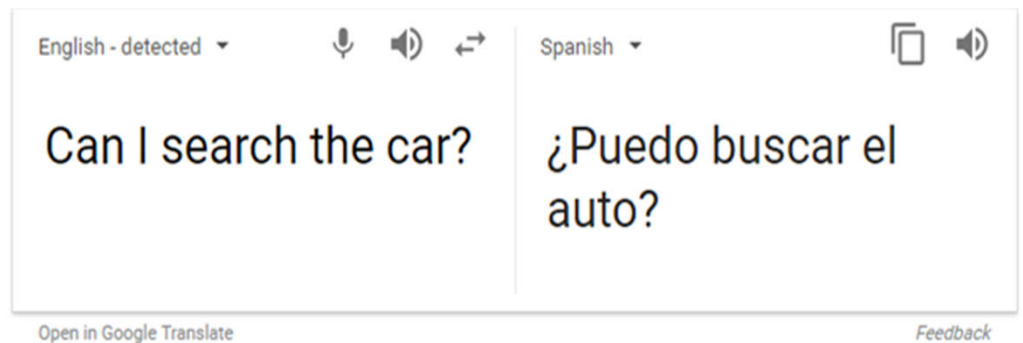
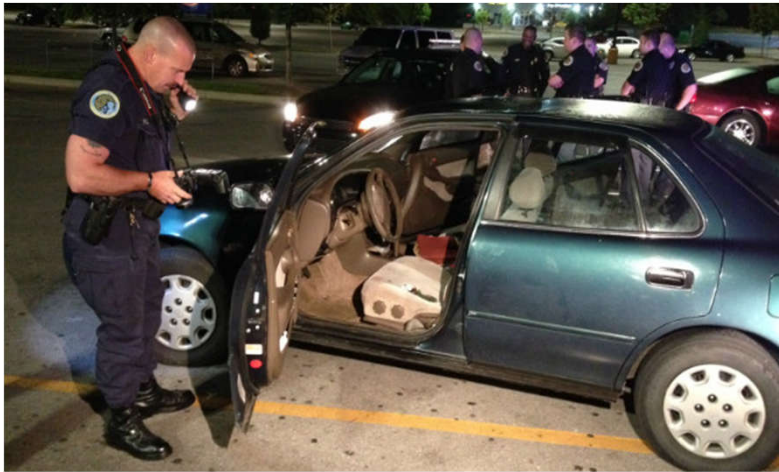


Back translated:



Google Translate & the Courts

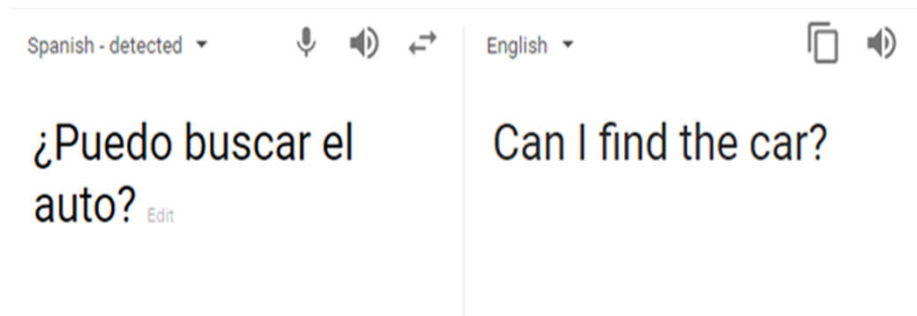
- *United States v. Cruz-Zamora*, 318 F. Supp. 3d 1264 (D. Kan. 2018).
- Is this consent?
 - No, motion to suppress granted.



[Open in Google Translate](#)

[Feedback](#)

Back translated:



Machine Translation Case Studies + Impact on Communities

- Can produce inaccurate and nonsensical translations.
- Fails to center the needs of community members who may have limited access to formal education, low literacy, and limited experience and/or access with and to technology.
- Negative impact on underserved marginalized communities who already mistrust nonprofit organizations in general due to pervasive discrimination.
 - Translation for some languages defaults to the masculine form of gendered words that refer to people.
 - Defaults and inconsistencies regarding formality and tone.



Quick Links

COVID-19

- [Oregon Wildfires](#)
- [American Rescue Plan \(ARP\)](#)
- [Glossary of Terms](#)
- [Helpful Tips](#)
- [ID Theft](#)
- [Online Claim System](#)
- [OED COVID-19 temporary rules](#)
- [Report ID Theft and UI Fraud](#)
- [Sign up for email updates](#)
- [Timeline of COVID-19 Events](#)
- [UI Fraud](#)

BEFORE APPLYING

- [FAQ](#)
- [Eligibility Quiz](#)
- [Other resources](#)

Please be advised that **all** pandemic-related, federal programs are ending Sept. 4, 2021. This includes Federal Pandemic Unemployment Compensation (FPUC), Pandemic Unemployment Assistance (PUA), Pandemic Emergency Unemployment Compensation (PEUC), and Mixed Earner Unemployment Compensation (MEUC). Claimants should still claim the week ending Sept. 4 in order to receive the final payment from these programs.

We encourage you to reach out to your [local WorkSource center](#) for job search assistance and other free resources, or visit our [resources](#) web page to find help with rent, food, healthcare, and more.

Work-search requirements

Certain [unemployment benefit requirements](#) were paused or changed during the pandemic, and were **phased back in this summer** for those receiving regular UI and PEUC. To learn more click [here](#).

Search through our FAQs by clicking "[Frequently Asked Questions](#)" in the main navigation of this site, or by clicking "FAQ" under the Quick Links.

Still need assistance? Submit a ticket using our Contact Us [form](#) to hear back from a specialist. **NOTE:** Response times may vary depending on the issue. Some can be solved very quickly, while others that are more complex can take more time.



Hawai'i State Judiciary & Office of Language Access

<https://www.courts.state.hi.us/covid-19-information-page>

<https://health.hawaii.gov/ola/covid19-multilingual/>

Hawai'i State Judiciary

Home » Access to Justice Initiatives » 한국어 / Korean

COVID-19 & THE COURTS: FOR UPDATES, CLICK HERE

한국어 / Korean

귀하는 귀하가 관련된 모든 사건에 관하여 무료로 법정 통역사를 제공 받을 수 있는 권리가 있습니다.
You have the right to an interpreter at no cost to you.

COVID-19

코로나바이러스 대응행에 관한 Hawai'i 주 사법부의 대응

Hawai'i State Judiciary Response to COVID-19

알아들 사항

What You Need to Know

COVID-19 집에 머무르기/집에서 일하기 자료표

COVID-19 Stay at Home/Work at Home Fact Sheet

- 보호 명령 (Protective Orders)
- 가정 법원 보호명령 요청 방법 (Requesting a Family Court Protective Order)
- 임시 접근금지명령 (TRO) 요청에 관한 정보 (About Filing for Your Temporary Restraining Order (TRO))
- 가정 법원에서 임시 접근금지명령 (TRO) 을 연장하는 방법 (Extending Your Temporary Restraining Order (TRO) in Family Court)
- 접근금지명령 (TRO) 의 송달 (Serving Your Temporary Restraining Order (TRO))
- 피해자를 위한 안전 계획 (Plan for Your Safety)

Office on Equality and Access to the Courts
426 Queen St. #B-17,
Honolulu, HI 96813
Phone: (808) 539-4860
Email: oeac@courts.hawaii.gov
www.courts.state.hi.us/services/language_assistan

[Language Access Services Home](#)

[廣東話 / 广东话 | Cantonese](#)

[Kapasen Chuuk | Chuukese](#)

[Ilokano | Ilokano](#)

[日本語 | Japanese](#)

[한국어 | Korean](#)

[Kosrae | Kosraean](#)

[國語 / 普通话 | Mandarin](#)

[Kajin Majöl | Marshallese](#)

[Pohnpei | Pohnpeian](#)

[Gagana Samoa | Samoan](#)

[Español | Spanish](#)

[Tagalog | Tagalog](#)

[Lea faka-Tonga | Tongan](#)

[Tiếng Việt | Vietnamese](#)

COVID-19 Multi-languages

日本語
한국어
Ilokano
Tagalog
தமிழ்
Tiếng Việt
Kajin Majel
Gagana Samoa
Kapasen Chuuk
简体中文 / 繁體中文

COVID-19 MULTI-LANGUAGE RESOURCES

Read More →

State of Hawaii
Office of Language Access

Home About DOH Neighbor Island Offices News Health Topics Employment Contact Us

Home » COVID19 Multilingual

COVID19 MULTILINGUAL

ENGLISH

!!! HRSA - NO HEALTH INSURANCE??

簡體中文 (CHINESE-SIMPLIFIED)	繁體中文 (CHINESE-TRADITIONAL)	KAPASEN CHUUK (CHUUKESE)	ILOKANO (ILOCANO)	日本語 (JAPANESE)
한국어 (KOREAN)	KOSRAE (KOSRAEAN)	KAJIN MAJEL (MARSHALLESE)	POHNPEI (POHNPEIAN)	GAGANA SAMOA (SAMOAN)
ESPAÑOL (SPANISH)	TAGALOG (TAGALOG)	ภาษาไทย (THAI)	LEA FAKA-TONGA (TONGAN)	TIẾNG VIỆT (VIETNAMESE)
YAPESE (YAPESE)	OTHER RESOURCES			

Find help in NYC with food, money, housing, work and more on ACCESS NYC.

What am I eligible for?

There are over 30 programs you or your family may be eligible for regardless of immigration status and even if you're already receiving benefits or have a job.

 [Am I eligible?](#)

Apply now for benefits.

Apply directly for SNAP, Cash Assistance and Medicaid renewal. Apply for all 3 at the same time through the Cash Assistance application. Log into your HRA account.

[Go to ACCESS HRA ▶](#)

Washington State Novel Coronavirus (COVID-19) Response Language Access Plan April 28, 2020

<https://coronavirus.wa.gov/sites/default/files/2020-05/LanguageAccessPlan.pdf>

From Gov. Inslee's Press Release:

The plan, which was developed in coordination with the state's COVID-19 Joint Information Center (JIC), provides a streamlined new process for agencies to translate vital information related to COVID-19 into the top 37 languages spoken in Washington state. These top languages are spoken by at least 5% of the state population or 1,000 people based on 2016 Office of Financial Management (OFM) data. The plan also provides guidance for state agencies to establish telephonic interpretation services which allows real-time translation over the phone.

Multilingual Social Media Outreach

3/19/21 - 코로나19 관련 세입자 권리 & 렌트보조 w/ Cindy Shin 변호사- Part 2

The Eviction Process
캘리포니아 퇴거 절차

절차가 생각보다 복잡하다.
변호사가 있는 세입자는
많은 권리를 찾거나 또는 성공률이
높다.

*성공= 이로운 합의
*성공= 좋은 판결

퇴거 알림장 3 Day Notice, 15 Day Notice, 30 Day Notice, 60 Day Notice, 90 Day 을 받는다

소송장 Summons and Complaint 을 받는다
Unlawful Detainer (Eviction Lawsuit)

5일 안에 답한다

5일 안에 답을 안한다

재판 날짜 통지서를 받는다.
(빠르면 20일 안에 재판이 이루어진다.)

집주인이 자동 판결 Request to Enter Default을 신청한다

판결 이긴다

판결 진다

판결 진다

렌트 내고 산다

Sheriff한테 5일안에 나가라는 통지서를 받는다

퇴거 당한다

#staystrongatlanta

3/2020-6/2021 사이 월전 현금을 보증금 (Security Deposits)에서 재하는 것
3/2020-6/2021 월전 현전에 불금을 더하는 것
7/1/2021 전에 3/2020-6/2021 월전 현금을 받기 위해 소송하는 것

LA COUNTY'S EVICTION MORATORIUM
www.dhsa.lacounty.gov

LA COUNTY 코로나 대유행 보복법에 의거해 퇴거를 시달수 없는 사유
코로나 관련 리스에 없는 부가적인 사항이나 약관
임대인이 아닌 퇴거 (임대인이 이사 들어오실 한하거나, 임대 기간이 만료될 경우)
코로나 때문에 임대인이 집에 들어오는 것을 막을 경우 (위험이 있거나 불합리한 상황에만 임대인이 들어올 수 있음)

What is considered landlord harassment?
임대인에 의한 행동들을 법적으로 금지하고 있음이요?
계속해서 나가라고 하는 등 진지 행동
24시간 전에 들어 오지 않는 불합당한 요구가 포함될 하는 것
법적 자문 없이 소송
임대인으로부터 경제적 형사
진짜로 퇴거 하는 것
기소, 불응, 부당 기소할 경우
*임대인, 부-나, 직원, 동등 이 포함됨

LEGAL AID FOUNDATION OF LOS ANGELES
Justice • Equity • Hope

Stay Housed L.A. County

33:31 / 59:00



KAFLA TV - 로스앤젤레스한인회

6.44K subscribers

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로스앤젤레스한인회 - W2 받으시는분들 BACKPAY 이렇...
2.9K views · 11 hours ago



로스앤젤레스한인회 - LA 카운티 행정명령 업데이트: 미...
1.7K views · 15 hours ago



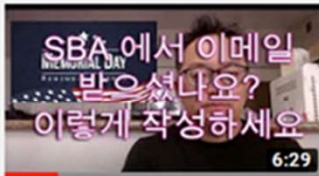
로스앤젤레스한인회 - 5.28.20 실업수당 UPDATE / Q&A
6.4K views · 1 day ago



로스앤젤레스한인회 - 5.26.20 - Safe at Home & 실업수당...
9.4K views · 3 days ago



로스앤젤레스한인회 - 구호기금 2차 신청 양식
3.7K views · 3 days ago



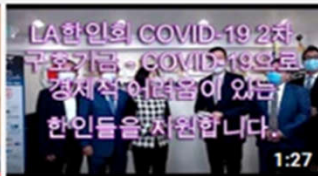
로스앤젤레스한인회 - SBA EIDL에서 이메일 받으셨나...
15K views · 5 days ago



실업수당 사기 전화 조심하세요
2.7K views · 1 week ago



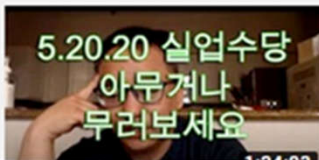
로스앤젤레스한인회 - 5.21.20 실업수당 Update and Q&A
11K views · 1 week ago



로스앤젤레스한인회 COVID-19 2차 구호기금 준비
540 views · 1 week ago



로스앤젤레스한인회 - 5.20.20 실업수당 UPDATE - EDD 전...
7.1K views · 1 week ago



Pilot Project | Remote Studio

- Safe space with computer, internet, printer
- Bilingual advocate for tech & other support
- Private area for hearing/meeting
- Separate space for children
- Avoids contact with opposing party
- Partnership with government entities + other nonprofits

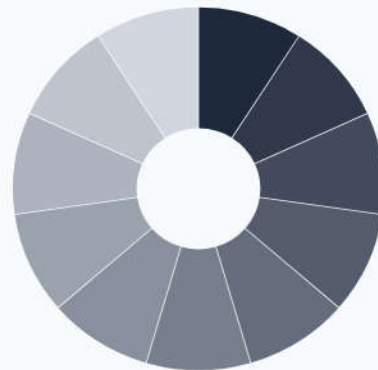


Who is at the table when we design a tech solution to the challenge:

Physical or mental disabilities	A
Low literacy	B
Non dominant language users	C
Black and brown people	D
Past or present clients	E
Community groups	F
Program staff	G
Technologists	H
Low computer literacy people	I
Fiscal staff	J
Elderly	K

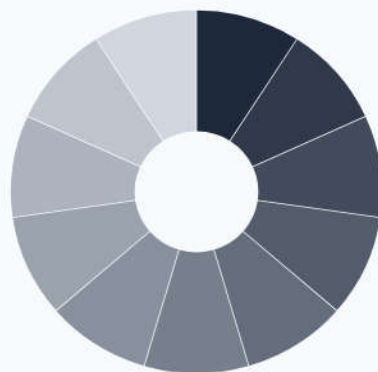
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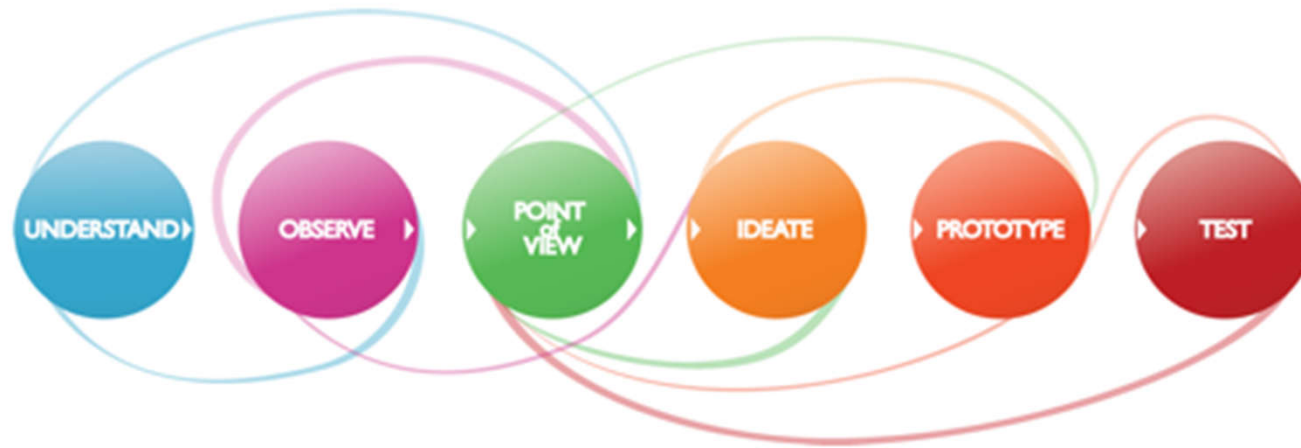
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‘Design Thinking’ and the ‘User-Centered Design’ process