# How natural language processing should serve LGBTQ people

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## Mental health

What **narrative concepts** expressed in online discussions can help counselors understand the needs of LGBTQ people?

r/lgbt

Need someone to talk to?
Welcome to 7 Cups

CRISIS TEXT LINE |

| topic model | HMM | clustering |

I Told My Parents I Was Gay and Happy..... They Kicked Me Out Of The House.
whisper

Coming out to my parents as transgender was possibly the best feeling ever. Now, they call me by my preferred name and pronouns.
whisper

Contribution

Impact

## DEPLOY

**Have conversation** with community, determine system **needs**.

**Design** NLP system to address human needs.

**Train, test** model with well-motivated data and objective.

Solicit **feedback** from community on **impact, perception** of system.

## Gender bias

Are **transgender** people represented fairly in systems such as machine translation?

**Nearest words**
Given a word, this demo shows a list of other words that are similar to it, i.e. nearby in the vector space.

woman | Show nearest | Case sensitive: | Top N: 10

man
girl
teenage_girl
teenager
lady
mother
policewoman
boy
Woman
she

**Nearest words**
Given a word, this demo shows a list of other words that are similar to it, i.e. nearby in the vector space.

transwoman | Show nearest | Case sensitive: | Top N: 10

drag_queen
transsexual
lesbian
transgendered
queer
transgender
transvestite
woman
transsexuals
prostitute

DETECT LANGUAGE | ENGLISH | SPANISH | ENGLISH | SPANISH | ARABIC

Candis Cayne is tall. She is an actress.

Candis Cayne es alto. Ella es una actriz.

Contribution

Impact

GENDER IDENTITY
Biological Gender

http://sitn.hms.harvard.edu/flash/2016/gender-lines-science-transgender-identity/

(all real tweets)
Sup
you are a lispy queer
don't be such a
https://www.youtube.com/watch?v=wK0p270gZs8&t=110s

you are a faggot
you are a lispy queer

## Online harassment

Why can't moderation systems capture **microaggressions** that target LGBTQ people online?

Perspective
What a faggot.
♦ May violate community guidelines 0.96

Perspective
What a lispy queer.
■ Unsure if this follows community guidelines 0.64

| a | lispy | voice |

| a | lispy | queer |