

Sponsorship impact report 2022

Thanks to your support, we've done so much to help people get vital information and be heard in 2022.

3

new language maps

5

language technology solutions*

11

new language briefs

2,310

language support projects

100k+

community members

18m+

words of vital information provided

*deployed in Kenya, India, Nigeria, Germany, and Ukraine

CLEAR Global has three main areas of focus:

- **Translate and train (TWB)** - We provide translation, subtitling, revision, and voice-over services, as well as training on communication in humanitarian contexts.
- **Design and build (CLEAR Tech)** - We create multilingual communication solutions and resources (chatbots, language maps, open-access datasets for language apps) in marginalized languages.
- **Research and advocate (CLEAR Insights)** - We research and test different communication methods, develop interactive language databases, and advocate prioritizing language needs for effective humanitarian response.

“ Our sponsors help us harness the power of the community to do more good. They make it possible for us to respond quickly when there's a crisis. ”
- Aimee Ansari, CEO

Ukraine response



- We have translated **over 3 million words** through 388 Ukraine response projects, helping **46+ partners** reach affected people with vital information.
- We produced the "[The communication needs compounding Ukraine's protection crisis](#)" advocacy brief, [a Language Survey report](#), and [Romani language factsheets](#).
- We finished **the initial setup of Yasno** - a repository of curated multilingual information that can be integrated or hosted on a website or in a bot. We are working with others, including NGOs and government information providers to identify trusted information, and ensure that it is in the right languages to better help people affected by the war in Ukraine.
- We conducted user needs assessments, and built **a demo app to help people who fled Ukraine to Munich** get information in their language.



Translators without Borders

Translate and Train



- Our Community has **grown to over 100,000 members**, passionate about helping provide vital information.
- We formed a mini-community to **support our Pakistan flood response**, and provided language services in Urdu, Punjabi, Pashto, and Sindhi.
- We increased our **language capacity to include more hard-to-source languages** and provide language support to more linguistically diverse communities.



Design and Build

- **COVID-19:** We relaunched Shehu, a chatbot providing COVID-19 vaccination information in three languages through Facebook Messenger and WhatsApp to ensure people in northeast Nigeria get accurate and reliable information. In its initial phase, Shehu has exchanged over 80,000 messages with 5,000+ people to earn a 93.3% trust rate.



- **Financial inclusion:** With Think, a Kenyan tech partner, we built a chatbot that supports entrepreneurs through the business registration process in English and Swahili, both in text and voice.

- **Climate change:** We built the initial version of TILES, the AI powered, voice-enabled information kiosk that will be deployed in the Bihar region in India to answer questions in Hindi on sustainable farming.

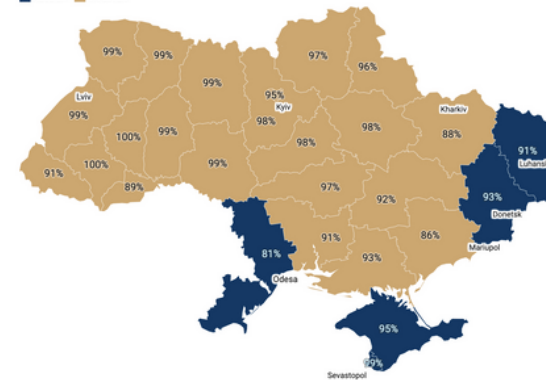


Research and Advocate

- **Our language datasets** were downloaded over 4,000 times between July and September 2022, which shows the global need for language data resources in various contexts.

Languages of Ukraine

% of population speaking the most common language of each oblast



- We published the **Global Language Data Review** - a key language data resource for inclusive program and service planners; 3 language maps; and a **multilingual language glossary on protection against sexual violence and abuse**.

- We created an advocacy brief, joint with REACH on "**Tackling language-based exclusion in the Horn of Africa hunger crisis**", and produced **9 research briefs** to help better understand the sociolinguistic needs of the Rohingya people living in Bangladesh.

All of this - and more - thanks to you!

If you'd like to support our work, please send an email to jennyfer.grigsby@clearglobal.org