

Annual Report

A World Without Language Barriers



**CLEAR
Global**

2022



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Message from the CEO

We started 2022 with a new direction of travel and excitement about the opportunities and challenges of fulfilling our CLEAR Global mission. With focused leadership and a strong commitment to well-being, we were well-placed to meet global challenges. This report tells the story of our year, highlighting what we achieved and the actions we took. Throughout the year, we worked to make the organization diverse and inclusive, knowing that our differences make us stronger. We also worked hard to set our direction, especially with our “4 Billion Conversations” initiative. At the same time, we built better connections with our community.

When the Ukraine crisis hit, we responded immediately. We had teams on the ground quickly to support field interpreters and rapid response translation teams. Our team in Poland helped local organizations too. We also made big strides in using language technology to help during crises. We created a place with trusted information in many languages to support people affected by the Ukraine conflict. We worked with NGOs and government agencies, to make sure everyone could access this important information.

Our hard work didn't go unnoticed. We were proud to be named “Nonprofit of the Year” by Think Global Awards. In October, we were recognized on the “Great Nonprofits Top-rated Nonprofits” list.

August was a tough month as we said goodbye to Sue who passed on, a dedicated volunteer for almost four years. We'll always remember her and her commitment to our mission.

This report captures our journey through 2022. It shines a light on our work. As we move forward, our dedication to our mission guides us every step of the way.

To a world without language barriers!

Aimee, CEO, CLEAR Global | Andrew, CEO, CLEAR Tech



Our Story

CLEAR Global is a US nonprofit helping people get vital information and be heard, whatever language they speak.

We're still Translators without Borders, but we've grown quickly over the last seven years and that name doesn't fully reflect all we do. So we're now CLEAR Global and TWB still exists as our largest team and the core of our operation.

Our approach is multifaceted

This is how we support partner organizations around the world.

Innovative Language Technology:

We employ innovative technology solutions to facilitate translation between languages and make communication smoother and more accessible. We create multilingual communication solutions and resources (such as chatbots, language maps, and open-access datasets for language apps) in marginalized languages.



In-Depth Research:

We conduct research to better understand how language functions and how people communicate. This research informs the development of our tools and solutions, ensuring they are effective and meet real-world needs. We research and test different communication methods, develop interactive language databases, and advocate for prioritizing language needs for effective humanitarian response.



Building a Global Community:

We are proud to have cultivated a diverse and passionate community of over 100,000 volunteers. These volunteers come together to support our mission, providing their language skills to help break down language barriers. Through this vibrant community, we provide translation, subtitling, revision, and voice-over services, as well as training on communication in humanitarian contexts.



Our vision is a world where language no longer hinders understanding and communication. We are dedicated to creating an environment where individuals from all corners of the globe can connect and share knowledge seamlessly, regardless of linguistic differences.



Key Highlights

100K+

Volunteers/community
members

20M+

Words of vital
information provided

2,310

Language support
projects

31

Research reports

11

Language technology
solutions

11

Language briefs

3

Language maps



Our work is **VALUED** & **VALUABLE**

An ODI report on *Inclusion and Exclusion in the Northeast Nigeria Crisis* said:

“The presence of Translators without Borders/CLEAR Global (TWB/CG) was repeatedly mentioned as an example of best practice for supporting more inclusive humanitarian action, along with inclusive participation in needs assessments and in feedback and complaint mechanisms.” (p. 9)

“

“We know the great work TWB has done in the past, with our Burma project which is already helping teachers and children there greatly from the initial reports.”

- *No Limit Generation*

“You have done a great job in NE Nigeria, changing the landscape on AAP with the resources developed and investment in language services. Well done to all your team.”

- *Ali Soyeyi, Senior Consortium Coordinator at the International Rescue Committee (IRC)*

“I started volunteering with Translators without Borders about 5 weeks ago, and it is such a rewarding activity, plus I get to work with a very dedicated group. I am happy to be part of it.”

- *A compliment from one of our newer volunteers*

“Thank you for your professionalism, creativity, and commitment. These two days have been a pleasure.”

- *Training Participant in Moldova*

“The great effort put into this service is highly appreciated. (...) There is something striking about [the data] you shared - the objectivity with which these respondents provided their feedback.”

- *From ACF in Nigeria – we translated their organization’s name into Hausa, Igbo, Kanuri and Yoruba*

“...A BIG THANKS to Translators without Borders for providing us with an excellent translation service...”

- *International Forum for Volunteering in Development (Forum)*

“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*



OUR IMPACT



Our impact reflects our unwavering commitment to breaking down language barriers and ensuring that essential information is accessible to all, regardless of the language they speak.

CATALYST FOR CHANGE

A key pillar in our strategy is to address the systemic power dynamic by supporting the most marginalized to have a voice - to be able to get information and speak their opinion in whatever language they speak. We do this in three ways: growing and supporting the Translators without Borders community, partnering equitably with like-minded organizations, and developing and deploying language technology appropriately.

Growing the Community

CLEAR Global harnesses the collective power of the 100,000 linguists in the Translators without Borders (TWB) community to provide crucial language services that bridge communication gaps through translation, subtitling, revision, and voice-over services.

In 2022, we:

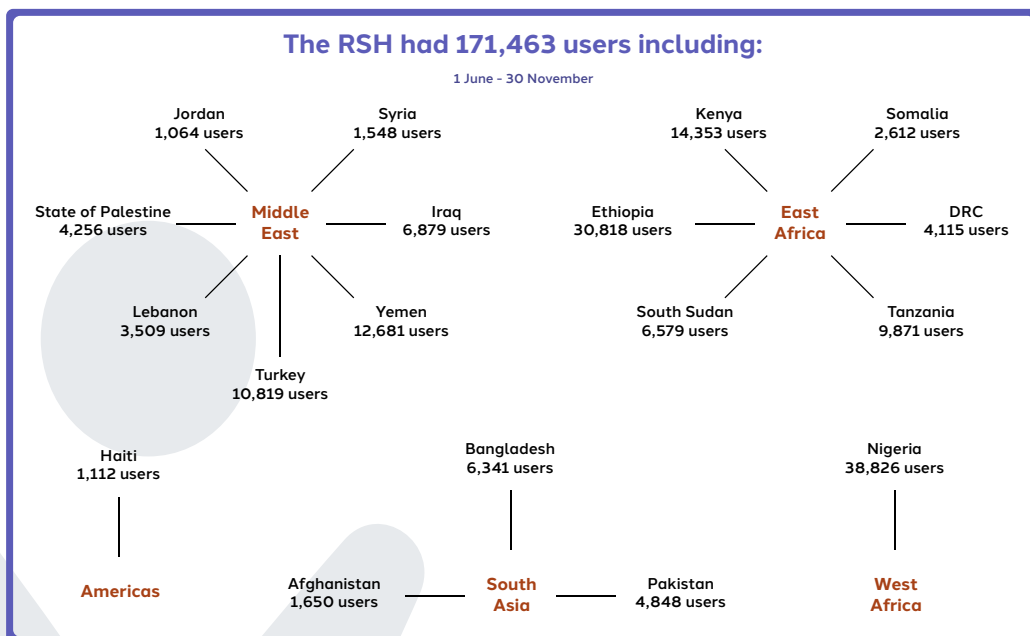
- Trained over 1,000 people on humanitarian translation and interpretation; our courses had a 98% satisfaction rate.
- Conducted our first community-driven terminology review meeting in Mbale, Uganda involving seven Lumasaaba community members. Together, they defined target terms for Catholic Relief Services in Uganda.
- Revamped the TWB Learning Center to include resources that empower translators with essential skills and tools for TWB projects and their professional development.

Partnering Equitably

CLEAR Global's programs seek to help speakers of marginalized languages and migrants get information about their rights, and to develop or support communication means to access and demand those rights in their preferred language, format and channel. To do this, we must form strong partnerships, particularly with organizations working with people who speak marginalized languages, including migrants. Our partnerships focus on bringing about systemic change to support people to voice their concerns, be heard, and access information.

Some examples of our partnerships include:

- **Multi-partner Resource and Support Hub (RSH) on PSEA**
80% of 400,000 unique users found the products CLEAR Global translated to be highly relevant. The Arabic training module engaged over 1,300 users, primarily from smaller community organizations.



- **‘Think’: Promoting Financial Inclusion: A Historic Milestone in AI-Powered Language Technology**
In collaboration with Think, a technology partner based in Kenya, we developed a bilingual chatbot named “Think.” This chatbot offers comprehensive support to entrepreneurs throughout the business registration process, in English and Swahili speakers, with options for both text and voice interactions.
- **The World Food Programme (WFP) and the International Organization for Migration (IOM)**
CLEAR Global conducted a comprehensive consultation process with 3,000 frontline mostly local humanitarian workers from across more than 80 countries. Based on this, we created over 700 outreach materials, available in 22 languages. A dedicated [landing page](#) was established, ensuring that these materials were readily available to those who needed them most.

Using (language) technology appropriately

Leveraging the power of machine learning and artificial intelligence, CLEAR Global has crafted language technology solutions tailored to support marginalized languages, enabling two-way communication for vulnerable people. Our expertise includes the creation of machine translation models and automated speech recognition (ASR) systems. Through natural language understanding, we implement these solutions for specific use cases, employing a human-centered design approach to ensure that what we do is appropriate and effective. We collaborate with local technology partners to extend our reach to communities worldwide, facilitating access to these vital communication tools.

CLEAR Global developed **11 cutting-edge language technology solutions** including:

- **‘Shehu’: Supporting access to information during the COVID-19 pandemic**

We reintroduced Shehu, a chatbot designed to disseminate accurate and reliable COVID-19 vaccination information in English, Hausa and Kanuri through Facebook Messenger and WhatsApp using natural language understanding.

*Shehu engaged in over **86,000 conversations with more than 6,000 individuals**, earning a remarkable **trust rating of 93.3%**. This is a relatively unconnected part of Nigeria, so we were pleasantly surprised by the number of users and the **90% satisfaction rate**.*

- **‘Yasno’: A search engine for refugees from Ukraine**

Yasno means clear in Ukrainian. We designed, developed, and deployed an intelligent search engine tailored to meet the urgent information needs of Ukrainian refugees. During the Ukraine crisis, particularly the first year, the problem was not the lack of information but too much information. Yasno significantly reduced the time spent accessing vital information, and has a relevancy score of over 70%.

How we worked with communities

In this special gathering, we were thrilled to have **24 community** members join us. It was a wonderful opportunity for volunteers to share their experiences and stories from their time spent volunteering with us. The resounding sentiment was clear: our community members are not just content but eager to continue volunteering with us. They expressed a desire for even more opportunities to contribute their skills and make a meaningful impact.

Terminology Review Meeting

CLEAR Global held a terminology review meeting in Mbale that was entirely community-driven and organized. Seven members of the Lumasaaba community met to review and agree to disaster risk reduction target terms that will be used by Catholic Relief Services in Uganda.



BUILDING THE EVIDENCE

Part of our mission is to provide crucial support to organizations, enabling them to craft programs and communication strategies that are informed by language data research and comprehensive analysis. Here are a few examples of our work in this pillar.

Influencing policies and practices

In Northeast Nigeria, our championing of inclusive humanitarian action is changing the practice of accountability to affected populations. An Overseas Development Institute report on [Inclusion and Exclusion in the Northeast Nigeria Crisis](#) said: “The presence of Translators without Borders/CLEAR Global (TWB/CG) was repeatedly mentioned as an example of best practice for supporting more inclusive humanitarian action, along with inclusive participation in needs assessments and in feedback and complaint mechanisms.”

Promoting Humanitarian Initiatives

We released the [Global Language Data Review](#), which provides a comprehensive overview of language data from 88 countries. This resource is designed to assist humanitarian organizations in comprehending and effectively applying language data in their strategic planning.

We were also featured in [“Lessons on Communication, Community Engagement and Accountability for the Pakistan Floods Response”](#)

Language Maps

CLEAR Global’s Language Data Initiative is making a transformative impact within the humanitarian and development sector by shedding light on the importance of language.

There exists a significant gap in our understanding of the languages spoken and comprehended by crisis-affected populations. Often, humanitarian efforts are devised without access to reliable data regarding literacy rates, prevalent languages, or the preferred modes of communication. Consequently, individuals enduring crises frequently encounter difficulty in effectively communicating their needs to humanitarian organizations, resulting in a critical disconnect. This disparity disproportionately affects vulnerable groups such as women, children, the elderly, and individuals with disabilities, who are less likely to be proficient in international languages and lingua franca.

INTERNATIONAL PROGRAMS

All of the above work comes to bear in our international programming. In 2022, CLEAR Global maintained our work in Nigeria and Bangladesh and responded to new crises in Ukraine, Pakistan and Somalia.

Ukraine

In addition to developing Yasno a search engine for refugees from Ukraine, CLEAR Global's work included:

- translated over 3 million words through 388 Ukraine response projects, enabling over 45 partners reach affected people with vital information.
- produced the [“The communication needs compounding Ukraine’s protection crisis”](#) advocacy brief, a [Language Survey report](#), and [Romani language factsheets](#).

Developed a PSEA (Prevention of Sexual Exploitation and Abuse glossary for Eastern Europe. The glossary played a crucial role in training the police and border force of Moldova.

- produced three tip sheets: [a plain language tipsheet and practical tips for community interpreters](#) and a longer guide for working with translators and interpreters.

Nigeria

- The Humanitarian Needs Overview in Nigeria included a number of references to language, ensuring that language became central to the humanitarian response strategy. Clear, accurate content and verbal mother-tongue communication are critical to reach everyone, particularly women and other less literate groups. Provision of humanitarian information, data collection and feedback mechanisms need to cater to a wider range of languages spoken by the affected population.
- Researched accountability to affected people (AAP) mechanisms to evaluate to enhance feedback systems in internally displaced persons (IDP) camps.

Bangladesh

- We conducted a raft of trainings on community engagement, interpersonal communication and language sensitization.
- We also produced [9 research briefs](#) to help better understand the sociolinguistic needs of the Rohingya people living in Bangladesh.
- We also developed a total of 65 community-oriented products for 18 different agencies.

Pakistan Floods

- We provided language services in Urdu, Punjabi, Pashto, and Sindhi. We were also mentioned in, '[Lessons on communication, community engagement and accountability for the Pakistan floods response](#)'. In response to the floods in Pakistan, we created additional materials in six languages for the Resource and Support Hub on PSEA.

Somalia

- We created a joint advocacy brief with REACH on "[Tackling language-based exclusion in the Horn of Africa hunger crisis](#)".

PEOPLE & CULTURE: ORGANIZATIONAL WELL-BEING

We pride ourselves in our organizational culture; we are committed to building an organization that we all want to work in, where people are trusted, respected, listened to and heard.

Investing in our team

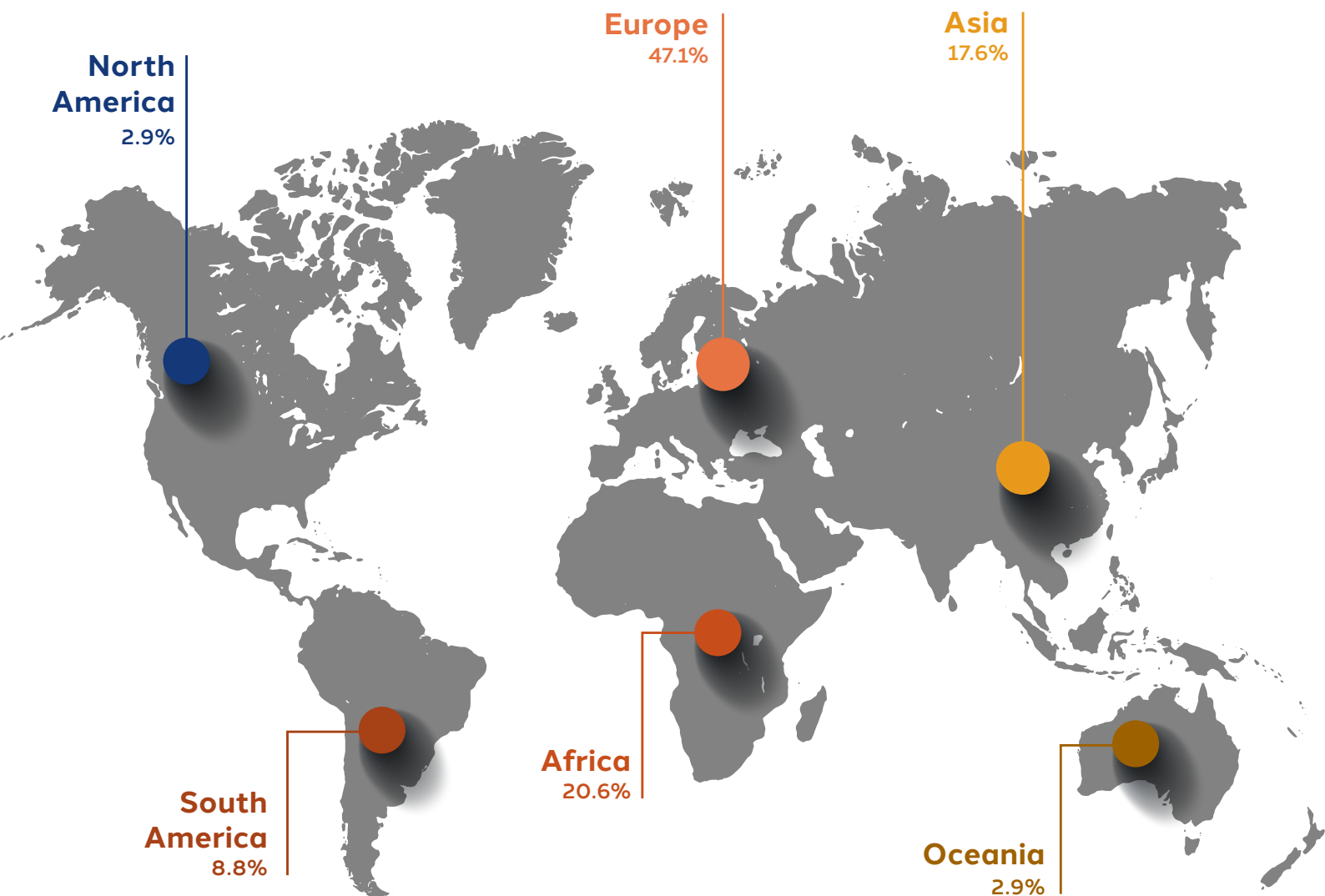
One of our big investments has been in our well-being platform. Our holistic approach to talent development underscored our commitment to nurturing and empowering the entire team. Here are some highlights:

- The well-being platform hosted over 383 chat therapy sessions, 45 video therapy sessions, 418 courses taken, and 193 meditation sessions followed by team members.
- 40 team members participated in a comprehensive management training program, aimed at enhancing their leadership and decision-making skills.
- All team members underwent a DiSC assessment, contributing to a more comprehensive understanding of their individual strengths and working styles.

Diversity, equity and inclusion

Diversity, equity and inclusion isn't just a slogan for CLEAR Global; it is critical if we are to achieve our mission.

- 38% of our managers now hail from Africa and Asia. This is up from 2020, when only 18% were.
- 52% of our team members are from Africa and Asia,
- In the pursuit of finding the best candidates, we dedicated a total of 34 hours to evaluating video tests as part of our comprehensive hiring process. In total, we conducted interviews with 129 individuals to identify the most suitable candidates to join our team.



Our DEI working group surveyed the team. They found:

- **93%** of the team were confident that, if discrimination or harassment were reported, it would be addressed appropriately. The reporting process was also known.
- **85%** feel that they can be their authentic self.
- **86%** think that their manager values their opinions and make decisions accordingly.

It wasn't all positive, of course. People with disabilities and those who identified as LGBT, in particular, felt less confident that they would be listened to or had access to promotion.

Financials

• 2022 was a year of building CLEAR Global’s vision. We expanded our language technology solutions and grew our teams to respond to the Ukraine crisis. We built on critical language research and invested in our TWB Community so we can continue to grow our impact.

• Overall income with in-kind donations increased by 45%

• Grant revenue (released from restrictions) decreased by 51%, income from individual donors and sponsorships increased by 11%

• Our level of reserves decreased. This is planned to be a short-term decrease, gradually replenishing over the coming three years.



4,936,554	Total
1,576,481	Grants - public sector
3,077,917	Language support to NGO partners
282,155	General donations & sponsorships



FY22 Income without in-kind donations

5,712,215	Total
4,958,971	Consulting and Human Ressources
123,945	Travel
301,369	Prof. fees
327,930	Other general administrative



FY22 Expenditure without in-kind donations

15,261,203	Total
10,767,520	Value of in-kind donations
1,054,906	Grants - public sector
3,000,723	Language support to NGO partners
438,054	General donations & sponsorships



FY22 Income with in-kind donations
\$15,261,203

16,479,735	Total
10,767,520	In-kind
4,958,971	Consulting and Human Ressources
123,945	Travel
301,369	Prof. fees
327,930	Other general administrative



FY22 Expenditure with in-kind donations

Your ongoing support makes a difference:

Please support directly or through your company at clearglobal.org/donate

Many of our supporters use their wills or living trusts to make their most generous gifts.

Thank you for remembering CLEAR Global when you choose to create yours.

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