Moderator:
Sonja Ruetzel
ICT4D Partnerships & Conference Manager
Catholic Relief Services (CRS)

Speakers:

John Green Otunga
East Africa Program Manager of Hagiga Wahid
The Sentinel Project

Andre Heller
Director of Signpost International Rescue Committee (IRC)

Victoria Welborn
Program Manager National Democratic Institute (NDI)
Discussion: Using Mobile Phones to Counter Harmful Misinformation in South Sudan and Uganda

John Green Otunga
East Africa Program Manager of Hagiga Wahid
The Sentinel Project
Assisting communities threatened by mass atrocities worldwide

Direct cooperation with communities

Innovative use of technology
Uncertainty + Fear = Rumours = Instability
• 170 people killed
• Many more wounded
• Tens of thousands displaced
• Heavy police and military presence
• Election seemed to escalate violence
“A Pokomo health worker has tried to inject Orma children with poison instead of vaccine.”

“Orma herders have intentionally grazed their cattle on Pokomo farms.”

“Someone has given the Orma 3,000 AK-47s to destroy the Pokomo and drive them off the land.”
Survey Results - Information Landscape

Percentage who feel "highly" well informed about events at own village, neighbouring village, county, and national levels

- **Own village**: 71%
- **Neighbouring villages**: 61%
- **County**: 49%
- **National**: 0%

71% strongly believe that rumours have contributed to violence

61% heard news they felt was not completely true in the previous 12 months

49% took no action to check if doubtful information was indeed true
3rd most trusted information source (after radio and television)

#1 most trusted locally-originating information source

13% increase in people who reported acting to verify rumours

93% increase in number of people who felt highly informed about neighbouring villages
Principles of Misinformation Management

- Responsive
- Targeted
- Sensitive
- Timely
How does it work...

...in new environments?

...with new tools?

...for new applications?

Disaster Response

Governance

Security

Public Health
South Sudan - Misinformation Management

• History of brutal conflict between government and rebels
• Delicate peace agreement being implemented
• Significant online role of diaspora and refugees exacerbates conflict
• Over 1,000,000 refugees in northern Uganda
• Transnational system engaging refugees and others to:
  – Reduce tensions in South Sudan
  – Reduce tensions within refugee camps
  – Prevent tensions with host communities
“A Tanzanian driver who tested positive for COVID-19 is stranded at the Vura customs checkpoint in Arua after being deported from the Democratic Republic of the Congo (DRC) ”

“Drinking black tea without sugar cures COVID 19”

“Children below the age of 10 cannot be affected by the coronavirus ”
RESPONSE TO COVID 19

• RUMOR MONITORING
• VERIFICATION
• COUNTERMESSAGING
Questions?

www.thesentinelproject.org

john@thesentinelproject.org
Discussion: Providing Life-Saving Information to Empower Refugees and Migrants in Crisis

Andre Heller
Director of Signpost
International Rescue Committee (IRC)
Information is aid. Information is power.
Old Problems + New challenges C-19 pandemic
Asylum seekers in EU

- Flagship site – Greece 2015
- >1M migrants and refugees into Europe in 2015; 141,472 in 2018 (UNHCR)
- Transitioned Bulgaria + Serbia to partners; transitioning some of Italy

Refugees in Jordan

- Jordan hosts second highest pro-capita rate of Syrian refugees in the world
- 83% of Syrian refugees live in urban areas; 17% in camps

Violence and Displacement

- 200-300K flee homes annually
- Average 3x displacement before fleeing the country
- Predominantly gang controlled
- Highly insecure environment
INFORMATION dissemination IN THE AID SECTOR
TECHNOLOGY scale, functionality

Website

Articles

Service Map
HOW WE DELIVER: SKILLS & STAFF
REACH and build TRUST
When face to face is limited or impossible

Reach
1.5M+
Individuals served

User Trust
88%
Of survey respondents said they trusted the information

Refugee Info reached 400,000 with articles related to COVID 19

Signpost methods informing RC/CE strategies and program design
Thank you + How to work with us

Most of the Questure are closed due to the lockdown, but you don't need to worry. Remember that if your permit has expired or will expire between January 31 and April 15, 2020, authorities will consider it valid until June 15.

Stay safe people 🖤... See More

I'm a bit worried cause my permit has expired, what can I do?
Discussion: Digital Tools Used Against Covid-19 Related Disinformation in Taiwan

Victoria Welborn
Program Manager National Democratic Institute (NDI)
Digital Tools Used Against COVID-19 Related Disinformation in Taiwan

Victoria Welborn
National Democratic Institute
NDI and Civic Tech (g0v)
Canary in a Digital Coal Mine
COVID-19
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Upcoming virtual events include:


Wednesday May 13: Tailoring Malaria Interventions During Covid-19

Tuesday May 19: Supporting Farmers Globally with Low-Cost Digital Tools During Covid-19

www.ict4dconference.org