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Highlights

NetHope Venezuelan Migrant Response information is received from NetHope’s local members and staff operating within Colombia. Currently there is no restriction of mobility due to COVID-19 for telecommunications companies however, for the general population, it remains obligatory to remain home unless authorized to work and for emergencies. While the Colombian government is making attempts to gradually revive the economy by slowly allowing companies to reopen, NetHope continues to respond to the crisis through its partner Cisco which is providing remote assistance to active NetHope sites. NetHope is also receiving support from seconded member Mercy Corps, the IT manager on the ground. NetHope is currently providing connectivity to 75 sites within Colombia and Peru.

Colombia: 72 Sites

21,846 unique clients

15.54 TB data transfer

Peru: 3 Sites

135 unique clients

1.34 TB data transfer

Venezuela Migrant Crisis (Colombia & Peru) Network Installations					
Top Applications Used Peru	Usage	%Usage	Top Applications Used Colombia	Usage	%Usage
UDP	567.16 GB	35.37%	Miscellaneous secure web	5.7 TB	33.33%
Facebook	558.66 GB	34.84%	UDP	4.51 TB	26.41%
Miscellaneous secure web	228.11 GB	14.22%	Facebook	3.98 TB	23.28%
YouTube	80.65 GB	5.03%	Google HTTPS	866.25 GB	4.95%
Non-web TCP	76.33 GB	4.76%	YouTube	461.72 GB	2.64%
Google HTTPS	30.99 GB	1.93%	Miscellaneous web	318.98 GB	1.82%
Miscellaneous web	17.43 GB	1.09%	Mega	297.04 GB	1.70%
Google	7.45 GB	0.46%	Non-web TCP	223.36 GB	1.28%
			microsoft.com	105.05 GB	0.60%
			Google	75.47 GB	0.43%

NetHope/Facebook Grant (*supporting COVID-19 programs*) has been extended to members International Medical Corps (IMC), Norwegian Refugee Council (NRC), and the International Refugee Committee (IRC), to support their Communications with Community (CWC) efforts to increase access to information, raise awareness on COVID-19 related topics, and to support the provision of medical supplies such as PPE and hygiene materials.

The International Medical Corps (IMC) Cameroon supported by the NH/FB Grant is implementing activities aimed at preventing the spread of COVID-19) through hygiene promotion and training amongst the **58,096** refugees in four sites of the East region: Gado (**25,701 refugees**), Lolo (**12,275 refugees**), Mbilé (**13,165 refugees**) and Timangolo (**6,955 refugees**), as well as case management support at Mokolo District Hospital.

With the support of NetHope, International Medical Corps has started the procurement process and expects the first delivery of handwashing stations the week of June 1. NetHope will be supporting awareness-raising activities when the handwashing stations arrive training of community health workers.

IMC is also participating in coordination meetings to plan critical prevention and response actions for COVID-19 at the

national EOCs with the Ministry of Health, Department of Disease, Epidemics and Pandemics, and the Regional Center for the Prevention and Control of Epidemics. Since its first efforts in response to COVID-19 and during the reporting period (May 16 to 29, 2020), International Medical Corps has also supported the following:

- within the far north region, IMC has trained **28** health staff, **74** community health workers in infection and COVID-19 prevention
- in Eastern Cameroon, scaled up gender-based violence activities through women and girls' safe spaces (WGSS), including case management and psychosocial support.
- continues to deliver life-saving food distribution and child protection services, such as family tracing and reunification, to ensure the health and well-being of vulnerable refugees during the COVID-19 outbreak.
- through the support of other donors until the handwashing stations arrive from the support of NetHope, are conducting awareness-raising activities regarding preventive measures that can be taken for COVID-19 focusing on refugees and have respected key precautions, especially handwashing and mask-wearing. A total of **1,037** persons (**375 Males, 662 Females**) were reached through door-to-door outreach as described below:



Door to door sensitization on wearing masks and hand washing
Lolo site Bloc A, May 28, 2020 (Source, IMC)

Localities	# of sessions	Theme	# of participants				Total		
			Boys	Girls	Men	Women	Males	Females	Total
Lolo	1	<i>Preventive measures against COVID-19</i>	20	29	54	90	74	119	193
Timangolo	5		29	60	87	166	116	226	342
Mbilé	2		31	66	62	135	93	201	294
Gado	1		41	56	51	60	92	116	208
Total	9		121	211	254	451	375	662	1,037

The Norwegian Refugee Council (NRC) supported by the NH/FB Grant, is developing Omni Channel call centers integrating Telerivet and Twilio system software across Venezuela, Colombia, and Ecuador. The platform is used for sharing information on the prevention of COVID-19 and how to obtain hygiene kits and other needed resources such as clean water.

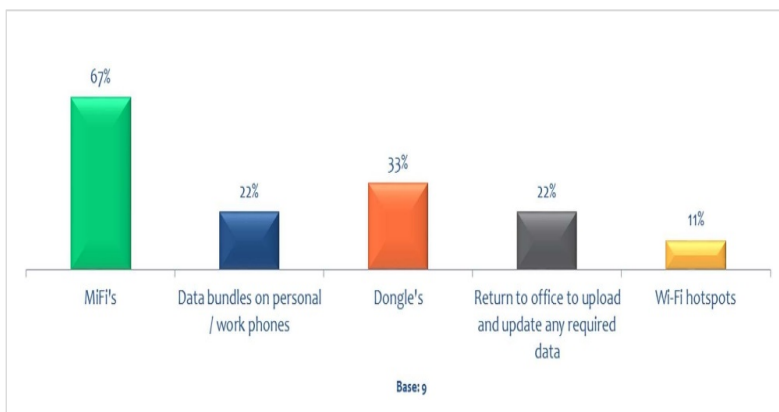
The call centers will be available within existing sites implemented by NetHope currently providing connectivity for Venezuelan migrants. The NRC has started offering education and legal aid remotely using radio messages, phone calls, and videos, targeting 30,000 vulnerable populations and migrants. The information provides access to health supplies and locations of help centers, international protection for counseling, and remote legal assistance services. The NRC is also updating the ipi.conse.co site with COVID-19 relevant information for people in need of international protection. The NRC Venezuelan team is also discussing potential systems to be used for sending key education messages for COVID-19 response.

The International Rescue Committee (IRC), Colombia supported by the NH/FB Grant, is currently developing the Signpost information sharing platform in response to the coronavirus (COVID-19) pandemic for digital access to vital information services. The website will be rolled out to the existing 71 NetHope sites across Colombia to provide access to vital information to over 150,000 Venezuelan migrants and affected communities.

The Africa Demand Aggregation Program is focused on utilizing economies of scale through Airtel Telecom services to improve connectivity initiatives for both NetHope members and Implementing Partners across Eastern Africa to improve quality of service, cost of bandwidth, and improve network coverage into the remote areas where many of the NGOs work.

- Year one roll-out within Uganda, supported by Airtel, NetHope members, and other NGOs benefitted from cost-cutting savings of over \$450K annually.
- The program was extended in the second year under the agreement between Airtel and NetHope spanning its growth and outreach to 14 countries: Uganda, Malawi, Zambia, DRC, Congo , Kenya, Tanzania, Rwanda, Chad, Gabon, Seychelles, Madagascar, Niger, and Nigeria.

Type of field connectivity used outside the office (e.g. Field staff communications during work hours/ data collection)



Bandwidth Utilization

	Before joining the Demand Aggregation program	After joining the Demand Aggregation program	Increase in Bandwidth utilization	Under NetHope Demand aggregation program
World Vision	0MB - different infrastructure	6MB	6MB	6MB
Save The Children	0MB	4MB	4MB	2MB
CARE	Used capped data	8MB	8MB	4MB
Community Technology Empowerment Network (CTEN)	0MB	2MB	2MB	2MB
Norwegian Refugee Council (NRC)	15MB	56MB	43MB	58MB
International Rescue Committee (IRC)	9MB	23MB	14MB	6MB
Medical Teams International (MTI)	0MB	2MB	2MB	2MB
Mercy corps	2MB	2MB	0MB	2MB
Danish Refugee Council (DRC)	4MB	6MB	2MB	6MB