ENHANCING REFUGEE COMMUNICATIONS

CHALLENGE #1:
- To increase communications touch points with refugees during the resettlement timeframe in order to prevent refugees from becoming disengaged, believing false information, falling victim to fraud, and losing trust in the process.

SOLUTION #1:
CORE’s Virtual Waiting Room
- To augment current RSC communication with refugee applicants, CORE is developing an SMS campaign that will serve as a virtual waiting room and provide refugees with numerous touch points and communication opportunities during the gaps between face-to-face encounters at RSCs.

CHALLENGE #2:
- To harmonize USRAP and Cultural Orientation messaging so that refugees around the globe are receiving the same information.
- To increase the quality, quantity, and methods for delivery both on site at RSCs and during circuit rides to remote processing locations.

SOLUTION #2:
CORE’s Resources for Refugees
- In collaboration with RSC stakeholders, CORE is developing new resources that will harmonize messaging on USRAP and early Cultural Orientation.
- CORE will distribute these resources through the RSC websites, a new CORE refugee-facing website, and multiple interactive digital devices managed by RSC staff.

MULTIPLE MODES OF DELIVERY

Newly developed resources will be available on touchscreen learning kiosks and in listening stations giving refugees the opportunity to learn more about what to expect in the USRAP process as well as learn early Cultural Orientation information. CORE will also produce harmonized USRAP signage including pull-up banners for circuit rides.

PILOT AND SCALE-UP

Spring 2016
- CORE Launches Refugee-Facing Website
- CORE Conducts SMS Pilot with RSCs MENA and TuME
- Full SMS Rollout of RSCs MENA and TuME
- SMS Scale-Up to Additional RSCs

Summer 2016
- CORE Consults Stakeholders and Develops Refugee-Facing Content
- CORE Consults Refugees and Develops Refugee-Facing Content

Fall 2016
- CORE Launches Refugee-Facing Website
- CORE Conducts SMS Pilot with RSCs MENA and TuME
- Full SMS Rollout of RSCs MENA and TuME
- SMS Scale-Up to Additional RSCs

Winter 2017
- CORE Launches Refugee-Facing Website
- CORE Conducts SMS Pilot with RSCs MENA and TuME
- Full SMS Rollout of RSCs MENA and TuME
- SMS Scale-Up to Additional RSCs

Spring 2017
- CORE Launches Refugee-Facing Website
- CORE Conducts SMS Pilot with RSCs MENA and TuME
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Summer 2017
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Fall 2017 & Beyond
- Potential Future Projects:
  - Mobile App Development
  - R&P (Domestic)
  - Communications Focus

www.COREsourceExchange.org

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