

COVID-19 CWC Task Team - Minutes of Meeting on 4/05/2020

Main Points of Discussion	Action Points
<p>1. Rumour Tracker progress</p> <ul style="list-style-type: none"> • DRC: The Rumour Tracking Team has been established, and concept note has been updated. Need further discussion on how to set up the rumour tracker - suggestion to use CommCare or Kobo. Need to engage FRRM helpline agents. • Concerns about having community leaders use the rumour tracking tool, as this could create confusion between existing feedback mechanism and rumour tracking, and blur the line with / undermine existing feedback tools. Need clear distinction between rumours and feedback, to be reflected in the concept note. • Should there be focal points in each settlement to collect rumours, or staff to input in the tracker? • FRRM Coordinator: FRRM helpline agents are not well positioned to identify which calls are rumours, compared to other types of feedback / queries, as they do not have updated knowledge on sector service delivery. Sector leads are better able to identify what is true and what is not. Difficult to have that done at call center level. We would need to decentralize. • Staff should be the ones identifying the rumors, not the refugee community. It may be a good idea to identify focal points who can respond to the rumors. Tracker will help us with community sensitization, as refugee communities exchange a lot of information. • What kind of rumours should the tool capture? In addition to rumours about COVID-19 itself, recommended that it should cover provision / adjustments to services related to COVID-19. 	<ul style="list-style-type: none"> • Rumor Tracking Team to continue discussions on the issues raised (Who will collect rumours, focal points, centralized/ decentralized system, what tools to use, inclusion of refugee community or not, reactive / proactive data collection, etc.) and share recommendations with the CWC Task Team • Anna (DRC) to schedule a meeting of the Rumour Tracking Team this week.

<ul style="list-style-type: none"> • Should the data collection be reactive (anyone who hears about something that may be a rumor, include that in the tracking sheet) or proactive (actively asking about rumors in the community)? Important to make that distinction. • Suggested by DRC to draft one pager on how and why to report rumors that can be shared with field colleagues • Possibility to search existing rumours in the database, so that we can crosscheck if rumors have already been reported and check if they are reported in different settlements? 	
<p>2. CwC Mapping: findings and next steps</p> <ul style="list-style-type: none"> • IRC: Mapping has been completed with activities and mechanisms. The document will be a living document and will continue to be updated. Refer to the mapping summary for details. Questions for feedback from Task Team: Should the activities without confirmed funding remain or be removed? • Mapping shows that static public address systems are few, but this does not result in gaps as mobile public address systems are ongoing in all locations and these have wider outreach in the community. • The mapping shows gaps in two-way radio talk shows, as compared to one-way radio spot messages. Partners are encouraged to consider doing two-way radio shows. Some agencies have started radio shows / messaging (e.g. DRC, URCS). • Pictorial IEC materials: UNICEF presented some pictorial material to the MoH and the MoH Subcommittee on Risk Communication. • Bulk sms: UNHCR has been able to negotiate reduction in price, but still quite pricy. So far funding has been secured for 10 bulk messages for the entire refugee response, so there is need to be strategic about messages to send. If sectors wish to send messages for specific sector, it would be good if the concerned sector can contribute funds. 	<ul style="list-style-type: none"> • Inform Ann from IRC about updates to include in the mapping, by COB Thursday every week for continuous updating • FRRM team will compile a report on trends and share with the task team

<ul style="list-style-type: none">• FRRM helpline: Performance rates of partner referral and response has not improved, partners are encouraged to ensure that FRRM focal points close cases that are referred to them. Members requested to receive summary of COVID-19 related queries for April 2020. Dashboard on COVID-19 related queries to be launched by next week or week after.	
<p>3. Coordination National and District Level</p> <ul style="list-style-type: none">• Postponed to next week's meeting. Field colleagues have been asked to set up coordination mechanisms at settlement level.	
<p>4. AOB</p> <ul style="list-style-type: none">• Next Task Team meeting will be Monday, 11 May, at 11:30-12:30	