

CWC NATIONAL WORKING GROUP MEETING MINUTES

Meeting Subject	Communication With Communities National Working Group Meeting
Date, Time & place of meeting	03/05/2017, 14.00, UNHCR Athens Office
Meeting Chair	Alexandra Zavvos (Solidarity Now)
Minutes/notes prepared by	Rachel Maher (UNHCR)
Present organizations	UNHCR, Solidarity Now, DRC, HELP Refugees, Refugee Info, MSF, Salvation Army, Advocates Aboard, Translators Without Borders, HLHR, IRC

1. Review of previous meetings/matters arising

Point/details	Details/Going forward	Suggested Actions
	The Chair asked the attendees to provide their comments with respect to the minutes of the previous meeting. No comments were made. The minutes were approved.	

2. Cash and Catering transition update

	<p>On May 1, a transition period commenced for the discontinuation of food distributions in sites; an update was provided by UNHCR Cash Team about the transition in some mainland sites. The discontinuation of food distribution is tied to the increase to full MEB for beneficiaries of cash based assistance. CWC WG members reported that there have been some discrepancies between the distributions of the new cash amount and the discontinuation of catering in various sites. Furthermore some have reported a lack of coordination between different actors including SMS and cash actors in some sites especially regarding information needs concerning the aforementioned transition.</p> <p>Cash actors have been providing information to POC in the sites where they are responsible for cash distributions; and the CWG has requested that they share information on all sites first, <i>before</i> CWC agencies also share that information directly with POC. CWC actors are able to provide this online as and when required.</p> <p>Feedback was given, that there was confusion about what is perceived to be included in the MEB. It may also be useful to summarise the provisions made in MEB, with the general breakdown of what the cash assistance is expected to cover as some agencies have been providing such services with successful results.</p> <p>CWC working group members expressed concern that Cash and CWC actors were not adequately co-ordinated. CwC actors discussed gap in urban caseload living in informal settings, and the need to address their information needs specifically especially regarding cash. It has been rumoured that Care would provide cash assistance to these people; and CWC agencies receive many questions (every day) about this however, it is unclear how to respond to them. Suggestion to present these concerns directly to Cash Working Group, in an email with a request to attend a meeting in order to seek clarification.</p>	<p>Action points</p> <p>Seek confirmation that CWC agencies should now inform POC about cash assistance directly. Schedule of cash actors in sites to be made available. CWC working group to request presenting feedback and concerns to the Cash Working Group. Invite IFRC focal point on cash to CWC working group in north).</p>
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	<p>CWG are also working on transfers and new arrivals and access to cash assistance; specific information may need to be developed for those beneficiaries.</p>	
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3. Translators Without Borders Glossary App

	<p>TWB presented their new TWB Glossary App based on their TWB glossary intended to facilitate interpreters' job in the Greek humanitarian crisis.</p> <p>TWB has been maintaining a glossary in Arabic, Farsi/Dari, Kurmanji and Sorani of the terms most commonly used in the European Refugee Response through a collaborative effort with input from partners team leaders in each language. Each language glossary was edited by a team and a team leader at TWB.</p> <p>It is now available for interpreters in the field, through an app with glossaries divided in technical categories such as health, available in a trilingual format (Always Greek-English and Farsi/Arabic/Kurmanji or Sorani). The app is available for android or IOS free of charge. Not available in Istore, but links and instructions to acquire it are below.</p> <p>TWB encourages feedback from partners regarding how useful and user-friendly we perceive the app proves to be. Future developments include an audio addition/integration. Contact Project Manager Translation, Nurangiz Khodzharova, for more information about the app and its use in Greece at nurangiz@translatorswithoutborders.org.</p> <p>The App is free, and can be found:</p> <p>Farsi http://www.appsheets.com/newshortcut/f91310d4-ff36-4b6c-a473-093735cc0f76</p> <p>Arabic https://www.appsheets.com/newshortcut/c7cf8fe2-edce-4a28-bd30-1948c825e480</p> <p>Kurmanji https://www.appsheets.com/newshortcut/8798a58a-070e-4c31-896b-8dc407f510fe</p> <p>Sorani https://www.appsheets.com/newshortcut/4b0862ee-cb62-41da-9eda-9f4ded88e1b8</p>	<p>Action points</p> <p>Share TWB app with partners and interpreters in the field.</p>
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4. Communications With Communities Update

	<p>With respect the issue of other CWC matters, the discussion concerned:</p> <ul style="list-style-type: none"> • <u>Internews is closing its operation in Greece:</u> Thanked all partners for collaboration work. Before departure Internews is relying on their experience and lessons learnt to assist other partners in developing comprehensive feedback mechanisms, mainly in site management and urban programmes. Presentations are planned for the Protection wg and SMS wg. Using this opportunity to demonstrate that feedback mechanisms and CwC more generally is a crucial approach to 	
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	<p>protection and its lack thereof only backfires both on the PoC and humanitarian workers. Most Internews material production will most likely stop and be archived.</p> <ul style="list-style-type: none"> • <u>Connectivity update</u>: Connectivity throughout sites in Greece have improved. A list with increased quality of connectivity in all sites will be shared. Ritsona which did not have wifi for a whole year was connected and now has the best quality of connectivity. • UNHCR's main connectivity partner's funding is ending which may or may not have serious implications for connectivity as they either directly fund or manage most sites in Greece. • Steps in improving connectivity level in non-camp accommodation have been taken. 	<p><u>Action points</u></p> <p>Connectivity update list to be shared when ready.</p>
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