The International Rescue Committee helps people whose lives and livelihoods are shattered by conflict and disaster to survive, recover and regain control of their future.

The Airbel Center is the innovation team at the International Rescue Committee, developing products, services, and systems to improve humanitarian response—creating lasting impact for people affected by conflict and crisis.
BACKGROUND
The Resettlement Process
UNHCR
apply
vetting & screening
refugee status granted
arrange travel

U.S. RESETTLED REFUGEES

- cultural adaption
- initial financial support
- employment
- health
- language
- education
- community
- raise children
- immigration procedures

ABROAD
U.S.

DAY 1
DAY 90
MONTH 9

SELF SUFFICIENT
THE PROCESS

Field Research

Agile Development

Testing and Improvement
THE PROCESS

HMW....

measure the comprehension of the messages received by clients?

reduce the possibilities of miscommunication and time invested in waiting for responses from different departments?

best solve the obstacles in translation?
THE OUTCOME

Minimum Viable Product
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<th>Time</th>
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<th>Mon 1/21</th>
<th>Tue 1/22</th>
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The Outcome

Minimum Viable Product
Sent from your Twilio trial account - Sent from your Twilio trial account - Hello, this is a message from the IRC. An IRC staff person will pick up you and your family tomorrow morning between 7:30 and 8:30 for your Intake Orientation.
Lunch will not be provided by the IRC. Please bring lunch for you and your family.
Plan to be at the IRC from 8am until 3pm.
Please be awake and ready to leave your home tomorrow between 7:30 and 8:30am.
Thank you! - Are you coming?
If yes: https://garesettelecom.rescue.org/50977.
If no: https://garesettelecom.rescue.org/51208.

Sent from your Twilio trial account - Sent from your Twilio trial account - مرحبًا ، هذه رسالة من IRC.
سيقوم أحد موظفي IRC بوصوله في الساعة 7:30 و 8:30 في مكتب الدخول الخاص بك،
لن يتم تقديم الطعام من قبل IRC.
يرجى إحضار الطعام لك ولعائلتك.
خطط لن تكون في IRC من 8:00 حتى 03:00.
يرجى أن تكون مستيقظًا ومستعدًا لمغادرة منزلك غداً من 7:30 صباحًا حتى 8:30 صباحًا.
شكرا لكم! - Hello Everyone!

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THE OUTCOME

Minimum Viable Product

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Sent from your Twilio trial account - مرحبًا ، هذه رسالة من IRC.
سيقوم أحد موظفي IRC باتصالك وحالتكم صباح الغد من الساعة 7:30 و8:30 في أتى الدخول الخاص بك.
لن يتم تقديم الغداء من قبل IRC.
يرجى إحضار الغذاء لك ولعائلتك.
خطط تكون في IRC من 8:00 حتى 8:30.
يرجى أن تكون مستيقظًا ومستعدًا لمغادرة منزلك غدا من 7:30 صبحًا حتى 8:30 صبحًا.
شكرا لكم! - Hello Everyone!
Sent from your Twilio trial account - Hello, this is a message from the IRC. An IRC staff person will pick you up and your family tomorrow morning between 7:30 and 8:30 for your Intake Orientation. Lunch will not be provided by the IRC. Please bring lunch for you and your family. Plan to be at the IRC from 8am until 3pm. Please be awake and ready to leave your home tomorrow between 7:30 and 8:30am. Thank you! - Are you coming? If yes: https://garesettlecom.rescue.org/50977. If no: https://garesettlecom.rescue.org/51208.

Sent from your Twilio trial account - مرحبا ، هذه رسالة من IRC، سيقوم أحد موظفي IRC بالاتصال بك والتحليق في الساعة 7:30 إلى 8:30 لأخذك وعائلتك. لا يتم تقديم الطعام من قبل IRC. يرجى أن تكون على استعداد ومستعدًا لمغادرة منزلك من 7:30 صباحًا إلى 8:30 صباحًا. شكرا لك! يرجى إحضار الطعام بك ولعائلتك. أبلغ IRC من 8:00 صباحًا حتى 8:30. يرجى أن تكون مستيقظًا ومستعدًا لمغادرة منزلك من 7:30 صباحًا إلى 8:30 صباحًا. شكرا لك!
Sent from your Twilio trial account - Hello, this is a message from the IRC.
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Lunch will not be provided by the IRC. Please bring lunch for you and your family.
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Please be awake and ready to leave your home tomorrow between 7:30 and 8:30am.
Thank you! - Are you coming?
If yes: https://garesettlecom.rescue.org/50977
If no: https://garesettlecom.rescue.org/51208

Sent from your Twilio trial account - مرحبًا ، هذه رسالة من IRC.
سيقوم أحد موظفي IRC باتصال بك وعائلتك صباح يوم الاثنين من الساعة 7:30 و 8:30 في أرجاء الدخول الخاص بك.
لن يتم تقديم الطعام من قبل IRC. يرجى إحضار الطعام لك وعائلتك.
يرجى إحضار الطعام من قبل IRC من الساعة 8:30 حتي 8:00.
يرجى أن تكون مستيقظًا ومستعدًا لمقابلة مزلك غدا من 7:30 صباحًا حتي 8:30 صباحًا.
شكرا لك! - Hello Everyone!
Sent from your Twilio trial account - Sent from your Twilio trial account - Hello, this is a message from the IRC.
An IRC staff person will pick you up and your family tomorrow morning between 7:30 and 8:30 for your Intake Orientation.
Lunch will not be provided by the IRC. Please bring lunch for you and your family.
Plan to be at the IRC from 8am until 3pm.
Please be awake and ready to leave your home tomorrow between 7:30 and 8:30am.

Thank you! - Are you coming?
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THE OUTCOME

Minimum Viable Product

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Thank you! - Are you coming?
If yes:
https://garesettlecom.rescue.org/50977
If no:
https://garesettlecom.rescue.org/51208

Sent from your Twilio trial account - Sent from your Twilio trial account - مرحبًا ، هذه رسالة من IRC.
سيقوم أحد موظفي IRC بصطحبكم وعائلتكم صباح الاثنين الساعة 7:30 و 8:30 في أتجاه الدخول الخاص بك.
لن يتم تقديم الغداء من قبل IRC، لذا يرجى إحضار الغداء لك ولعائلتك.
خطط تكون في IRC من 8:30 حتي 03:00.
يرجى أن تكون مستيقظًا ويستعدًا لمغادرة منزلك غداً من 7:30 صباحًا حتى 8:30 صباحًا.
شكرا لكم! - Hello Everyone!
Sent from your Twilio trial account - Sent from your Twilio trial account - Hello, this is a message from the IRC.
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Lunch will not be provided by the IRC. Please bring lunch for you and your family.
Plan to be at the IRC from 8am until 3pm.
Please be awake and ready to leave your home tomorrow between 7:30 and 8:30am.
Thank you! - Are you coming?
If yes: https://garesettle.com/rescue.org/50977
If no: https://garesettle.com/rescue.org/51208

Sent from your Twilio trial account - Sent from your Twilio trial account - مرحبًا، هذه رسالة من IRC.
سيقوم أحد موظفي IRC باصطحابك وعائلتك صباح الاثنين الساعة 7:30 و 8:30 في أرجاء الدخول الخاص بك.
لن يتم تقديم الغداء من قبل IRC، يرجى إحضار الغداء لك وعائلتك.
خطط نكون في IRC من 8:00 حتي 3:00.
يرجى أن تكون مستيقظًا ومستعدًا لمغادرة منزلك غذا من 7:30 صباحًا حتي 8:30 صباحًا.
شكرا لك! - Hello Everyone

Sent from your Twilio trial account - Sent from your Twilio trial account - 11:26 🕒
Hello Everyone! 🍊
Audio Message

Sent from your Twilio trial account - Sent from your Twilio trial account - Hello, this is a message from the IRC. An IRC staff person will pick you up and your family tomorrow morning between 7:30 and 8:30 for your Intake Orientation. Lunch will not be provided by the IRC. Please bring lunch for you and your family. Plan to be at the IRC from 8am until 3pm. Please be awake and ready to leave your home tomorrow between 7:30 and 8:30am.


Text Message

The Outcome
Minimum Viable Product
Sent from your Twilio trial account - Sent from your Twilio trial account - Hello, this is a message from the IRC. An IRC staff person will pick up you and your family tomorrow morning between 7:30 and 8:30 for your Intake Orientation. Lunch will not be provided by the IRC. Please bring lunch for you and your family. Plan to be at the IRC from 8am until 3pm. Please be awake and ready to leave your home tomorrow between 7:30 and 8:30am.

Thank you! - Are you coming? If yes: 

Sent from your Twilio trial account - Sent from your Twilio trial account - مرحبًا ، هذه رسالة من IRC. سيكون أحد موظفي IRC يتعبئك ويراجعك صباح النهار الساعة 7:30 و 8:30 في النافذة الخاصة بك. لن يتم تقديم الغداء من قبل IRC ، يرجى إحضار غداء لك ولعائلتك. خطط لكونك في IRC من 8:00 حتي 03:00 . يرجى أن تكون مستقبلاً ومستعداً لمغادرة منزلك نهارًا من 7:30 صباحًا حتي 8:30 صباحًا.

شكراً لكما! - Hello Everyone! 
The Outcome

Minimum Viable Product

Sent from your Twilio trial account - Sent from your Twilio trial account - Hello, this is a message from the IRC. An IRC staff person will pick you up and your family tomorrow morning between 7:30 and 8:30 for your intake Orientation. Lunch will not be provided by the IRC. Please bring lunch for you and your family. Plan to be at the IRC from 8am until 3pm. Please be awake and ready to leave your home tomorrow between 7:30 and 8:30am.

Thank you! - Are you coming? If yes: https://gresetlecom.rescue.org/50977 . If no: https://gresetlecom.rescue.org/51208

Sent from your Twilio trial account - Sent from your Twilio trial account - مرحبا، هذه رسالة من IRC.

سيقوم أحد موظفي IRC بصيانة الخاص بك والتالي صبح النهار 7:30 وأيام قبل إجراء الدخول الخاص بك.

لن يتم تقديم الغداء من قبل IRC. يرجى إحضار الغداء لك ولعائلتك.

خطف لتكون في IRC من 8:00 حتى 03:00

يرجى أن تكون مستيقظًا ومستعدًا لمغادرة منزلك هذا من 7:30 صباحًا حتى 8 صباحًا.

شكرا لك! - Hello Everyone
THE OUTCOME

Minimum Viable Product

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Audio Message

Sent from your Twilio trial account - Hello, this is a message from the IRC. An IRC staff person will pick you up and your family tomorrow morning between 7:30 and 8:30 for your intake orientation. Lunch will not be provided by the IRC. Please bring lunch for you and your family. Plan to be at the IRC from 8am until 3pm. Please be awake and ready to leave your home tomorrow between 7:30 and 8:30am.

Text Message

I thank you! - Are you coming?
If yes: https://garestsetlcom.rescue.org/50977
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Response Link

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Text Message

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Text Message

Thank you! - Are you coming?
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Audio Message

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Text Message

Thank you! - Are you coming?
If yes: https://garestsetlcom.rescue.org/50977
If no: https://garestsetlcom.rescue.org/51208
THANK YOU!

Yuxin Cheng | 02.07.2019