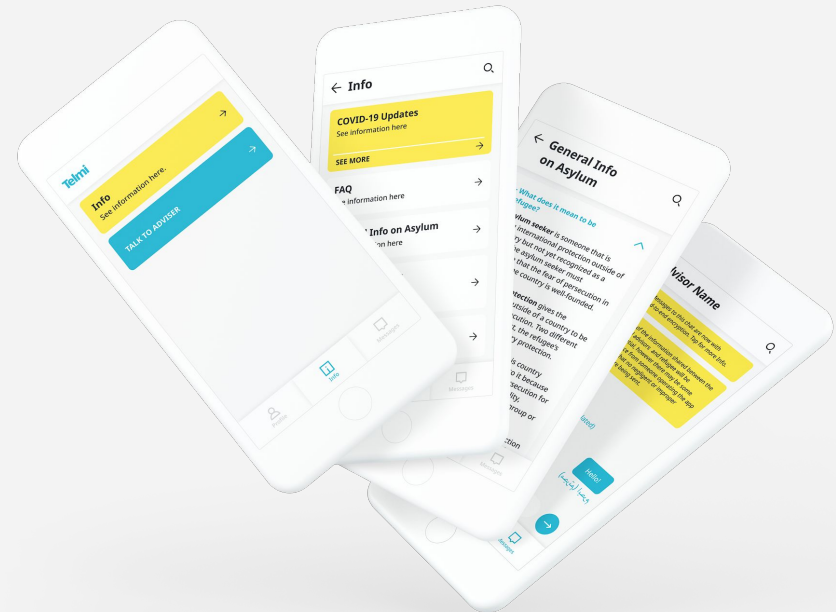




Telmi

Streamline the asylum procedure
Alleviate the burden for asylum
seekers and host states





UN Calls For 'Emergency Measures' to Improve Conditions in Greek Refugee Camps, Amid Overcrowding and Risk of Disease Outbreaks

MÉLISSA GODIN ON TIME.COM
FEBRUARY 11, 2020 12:16 PM EST

Greece hardens line on migrants as new flows heighten tension

KERIN HOPE ON FT.COM
MARCH 6, 2020



Financial Times <https://www.ft.com/content/801f4bd4-5ef5-11ea-b0ab-339c2307bcd4>
Financial Times <https://time.com/5781936/lesbos-greece-refugee-camps-dangerous/>
Human Rights Watch
*<https://www.hrw.org/news/2020/03/31/greece-nearly-2000-new-arrivals-detained-overcrowded-mainland-camps>

Content of the presentation

- 1 **What is Telmi?**
- 2 **Telmi's conceptual proposition**
- 3 **The Telmi solution**
- 4 **Benefits to 4 key stakeholders**
 - Asylum seekers
 - Advisers
 - Interpreters
 - Host states' governments
- 5 **Case Management**
- 6 **Security & Confidentiality**
- 7 **Taking Telmi forward**
- 8 **Global Team**

What is Telmi?



A comprehensive platform **connecting** asylum seekers, advisers and interpreters

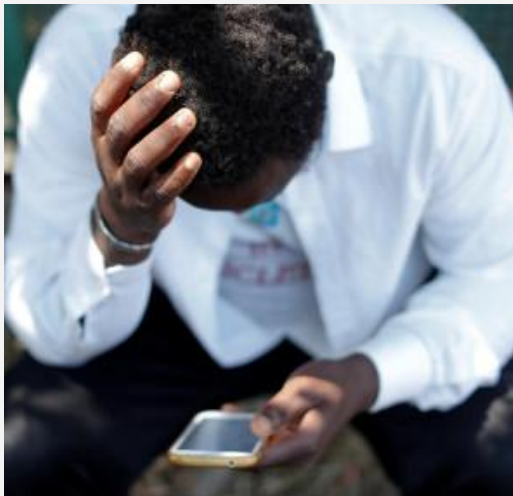
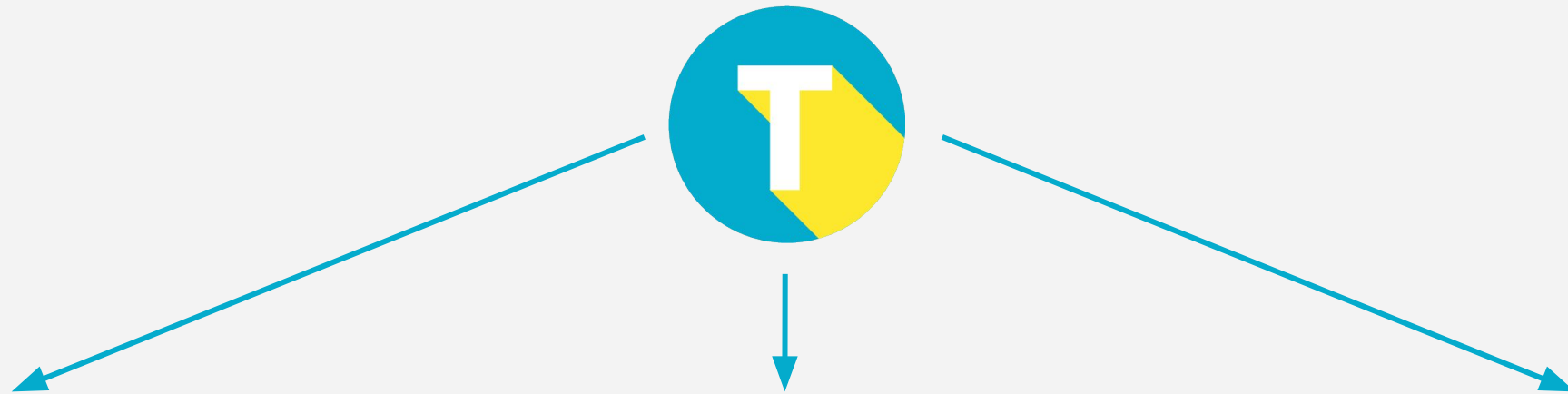
An **App** with smartphone and desktop interface

A **bespoke** case management system for advisers

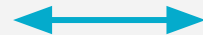
An internal **database**

Accessible and **up-to-date** information

A fully **cyber secure** execution environment



ASYLUM SEEKER



INTERPRETERS

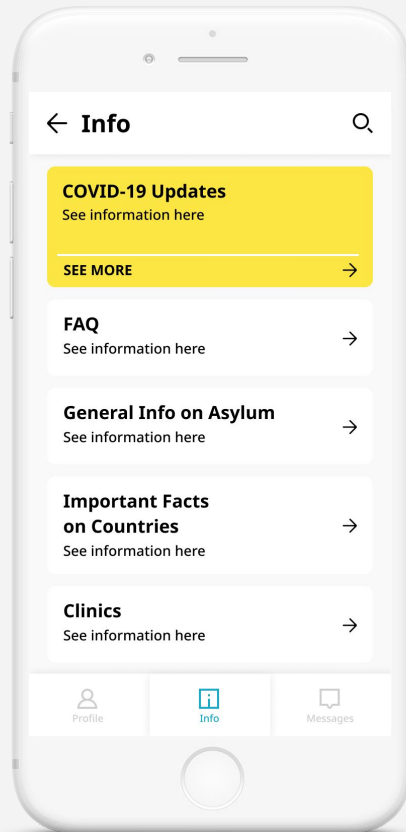


ADVISERS

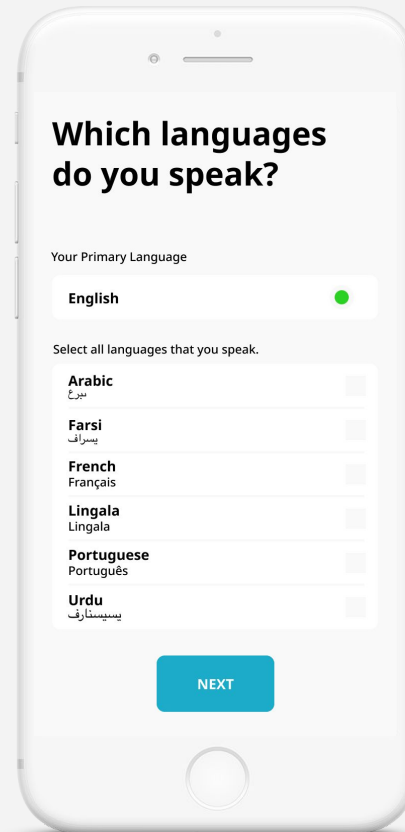
TELMI'S CONCEPTUAL PROPOSITION

Telmi offers easy access and useful features for Asylum Seekers

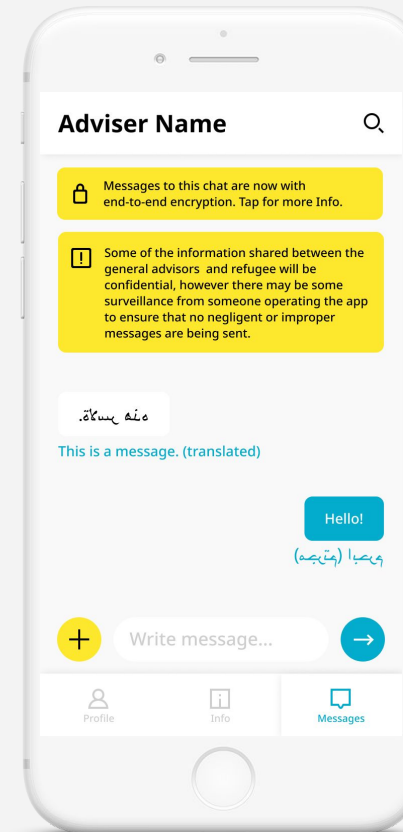
Info Pages



Multilingual menu

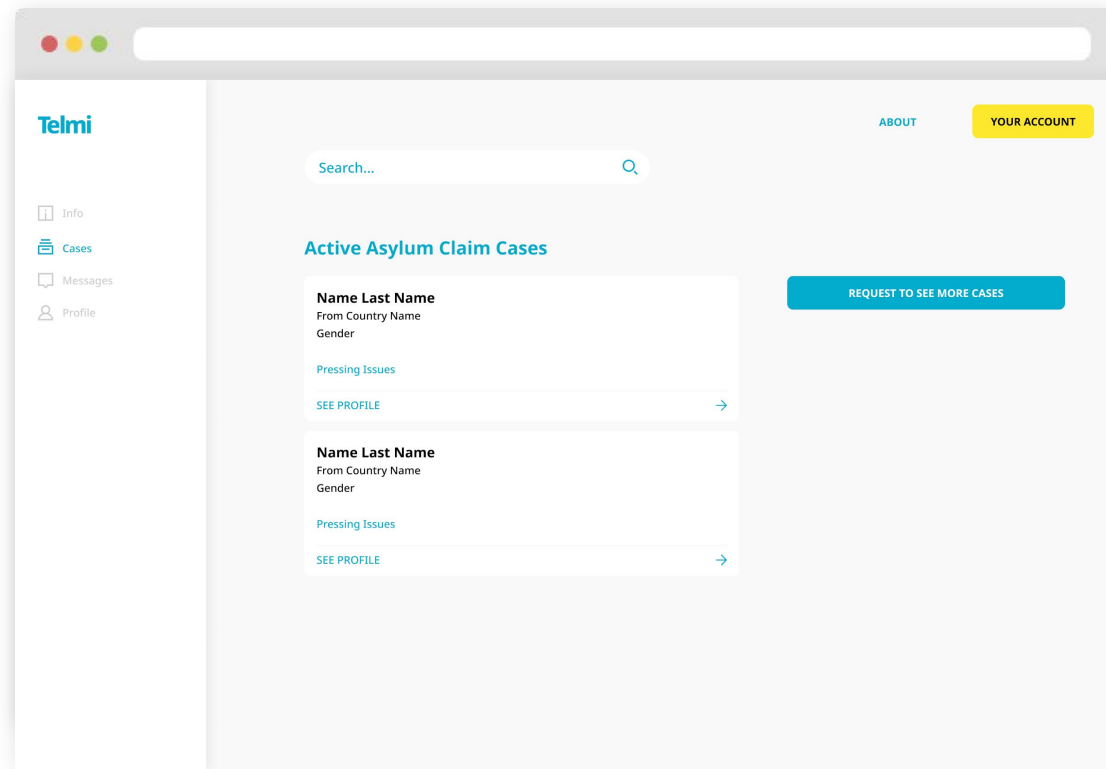


Instant Messaging

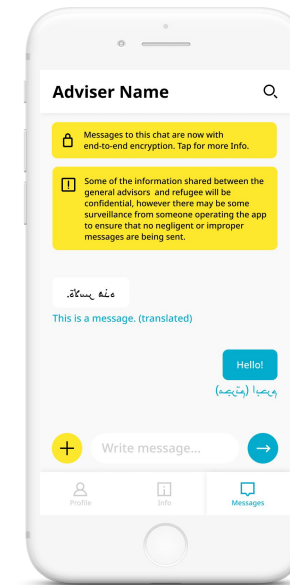


Access for advisers through both

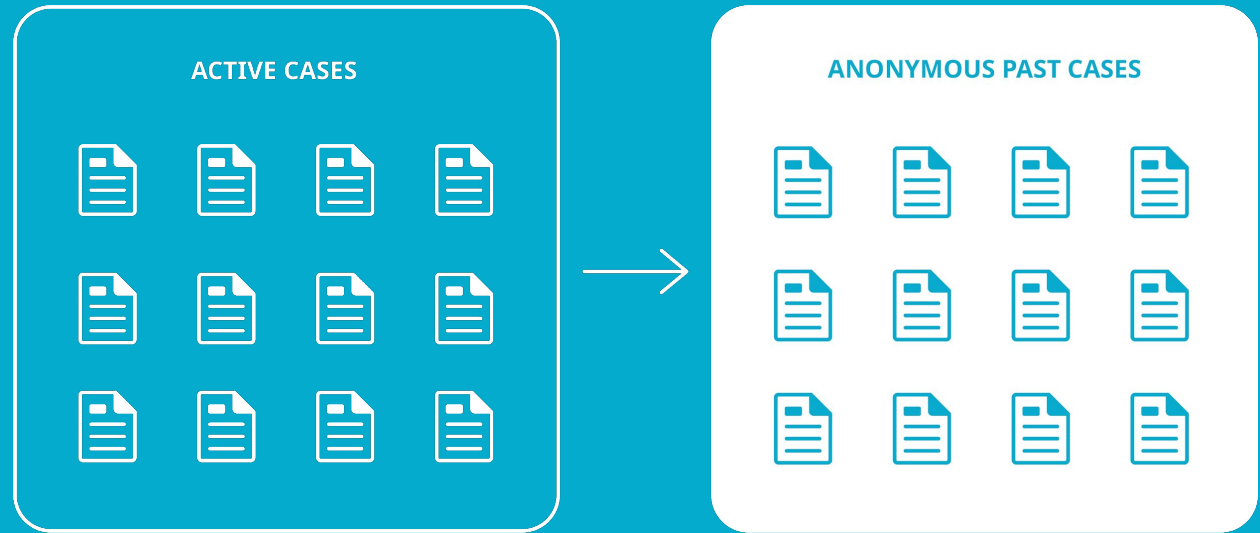
a web interface



an app



Telmi
continuously
builds its
internal
database



Jurisprudence of past cases and resources



Anonymisation of information

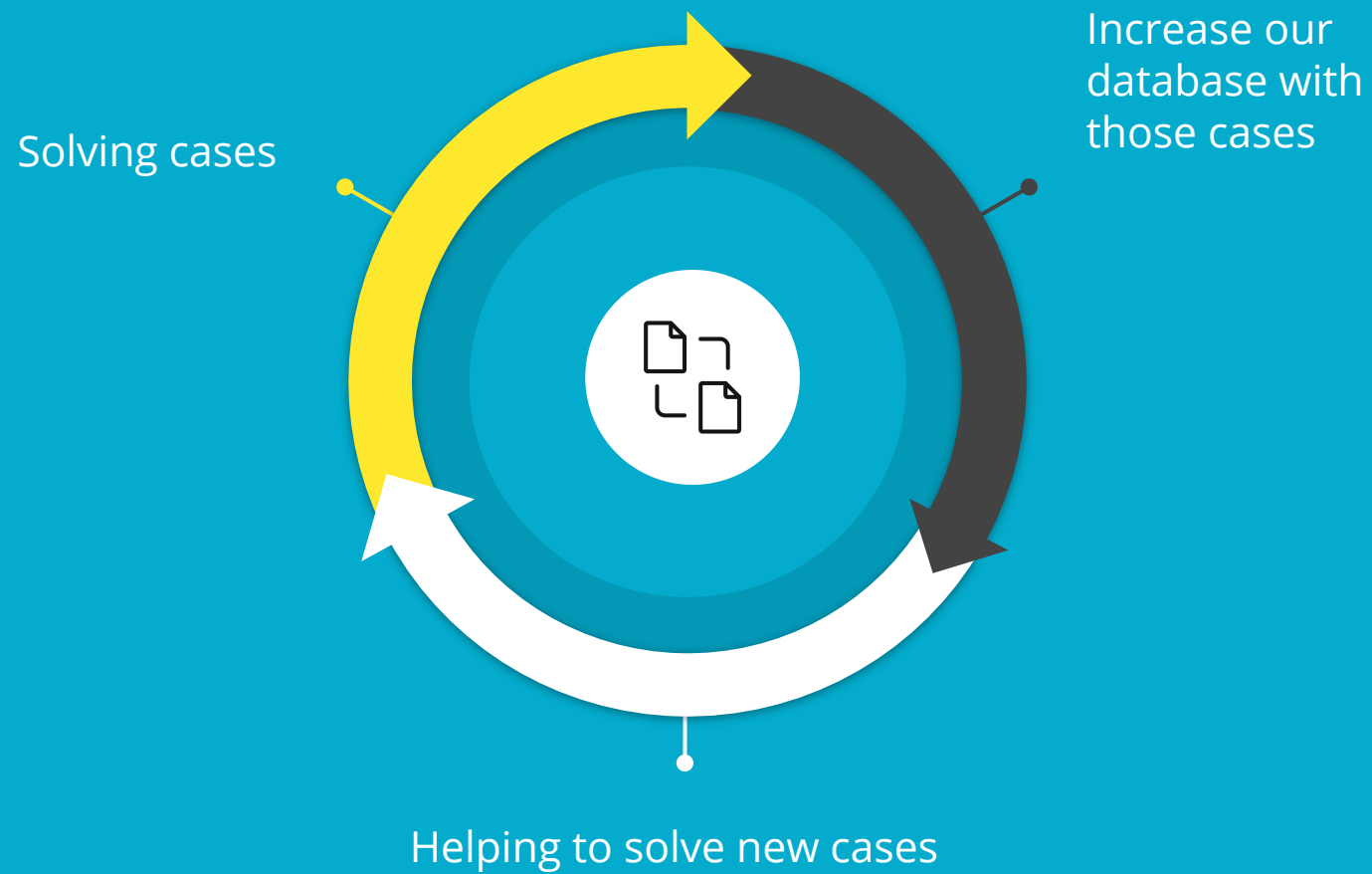


Important trend analysis



Valuable resource to inform law makers, organisations, institutions

Telmi's Internal Database



THE TELMI SOLUTION

What issues does Telmi solve?

PROBLEM

SOLUTION

Asylum service not prepared for the extremely **high demand**



Cases become **clearer** and **faster** asylum service to process

Lack of information to asylum seekers on procedure and changing legal frameworks



Free access to reliable information

Limited communication due to few interpreters & lack of means



Reliable system of interpretation
An up-to-date **database**

Discontinuous presence and small amount of professionals on site
Exacerbated by **Covid-19 social** distancing measures



Cases followed **until the end** through the app

Who does Telmi help?



ASYLUM SEEKERS

'You arrive and it's **no different** from your own country. Whether support is remote or in person, we need help.'



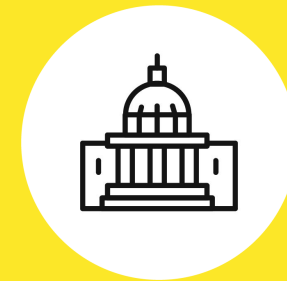
ADVISERS

'I've often thought about going back to volunteer on Lesvos.
But what can I really do in two weeks?'



INTERPRETERS

'Interpreters are usually refugees. They **aren't qualified**, and Clients aren't open to talking about their suffering to members of their own community.'



GOVERNMENTS

'The migrant flows **exceed the capacity** of our state infrastructure'



ASYLUM SEEKERS

Asylum seekers will benefit from Telmi

WITHOUT TELMI

Limited information on **asylum procedure** and **personal rights**



No **guidance** for interview preparation leading to omission of crucial details



No **Covid-19**-related information



Social distancing so less aid provided



WITH TELMI

Easy access to information
Tailored advice on their rights before, during and after the asylum interview

Possibility of guidance by an **adviser**

Direct access to Covid-19 **info pages** from WHO, UNHCR, on the different hotspots

Aid provided **remotely**

Telmi assist applicants in key aspects of the process

Greek Asylum Procedure

Tips for Asylum Interview

Supporting Documents

Personal rights in the EU

ASYLUM SEEKERS



Standbyme Lesvos
<https://www.google.fr/url?sa=i&url=https%3A%2F%2Fstandbymelesvos.org%2Fjoin-us%2F&psig=AOvVaw2Qla8fgvcHrWP8-Y8LvUCI&ust=1570744671454000&source=images&cd=vfe&ved=0CAIQjRxqFwoTCBQ2AggKegwIAAdAAAAABAD>



ADVISERS

Advisers benefit from Telmi

ADVISERS

Without Telmi

Travel at their own expense

Traumatising and **exhausting**
experience

Frequent **turnover** - have to take on
new cases and abandon old ones

Burdensome **case transfer**

No clear and uniform **training**,
research for cases burdensome

With Telmi

➔ **Remote** aid so no cost and easy to
combine with another job

➔ Stay at home near **mental health**
support and family

[Covid-19 friendly](#)

➔ **Continuous** aid throughout the case -
all handover (if any) is online

➔ **Direct access** on platform to legal
resources and updates
Training handbook

Training resources for advisers

Adviser **guidebook**

Personal **interview** guide

Updates on legal framework

Continuous professional training

Updates on situation of **countries of origins** of asylum seekers

Internal **database**



INTERPRETERS

Telmi ensures the quality of interpreters

Used **remotely**

Not done by refugees - no **re traumatisation**

Telmi constantly **verifies and vets** interpreters
proficiency in English and target language
training in ethics and professionalism of interpretation



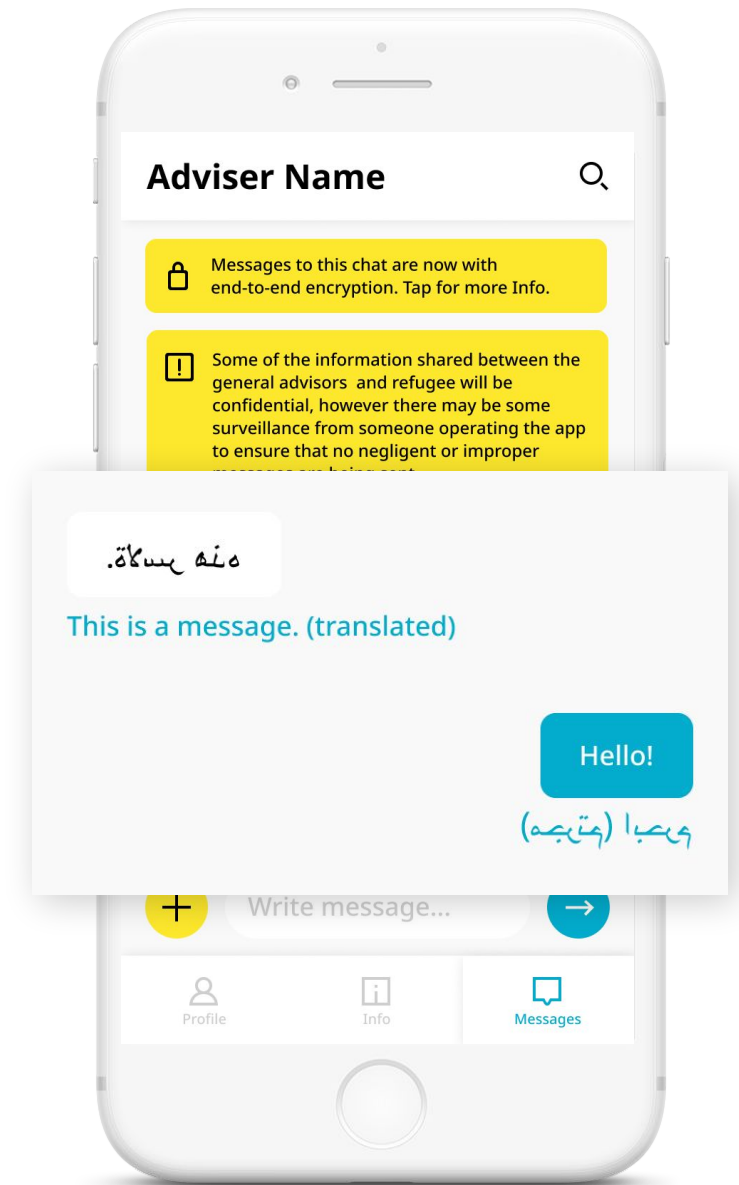
INTERPRETERS

Telmi is multilingual

In-app translation functions

Combines **automated & manual translation**

⇒ Interpreters are called upon advisers' requests



INTERPRETERS



HOST STATES' GOVERNMENTS

Governments will benefit from Telmi



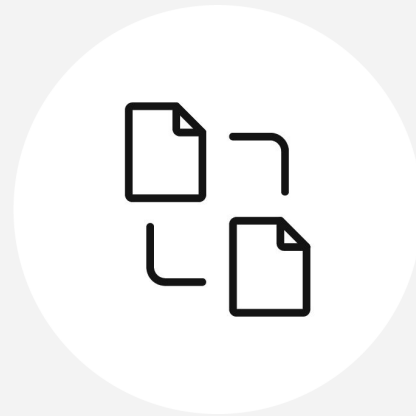
Less time wasted during interviews

Faster and better **organised** asylum applications

Overcrowding in camps reduced

Tensions decrease in society

HOST STATES' GOVERNMENTS



CASE MANAGEMENT

Telmi has a tailored case management system

Amount of cases assigned is tailored to advisers' **availability**

Advisers choose from **5 different cases** to work on

➡ This ensures they are comfortable and confident with case content

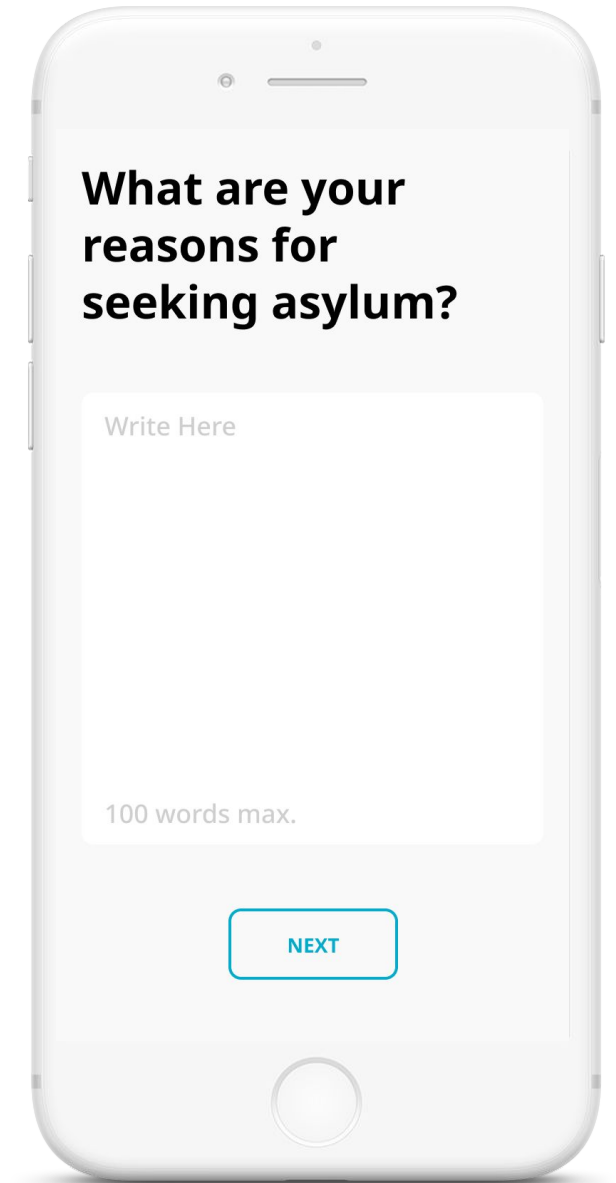
Natural Language Processing

Prioritising cases impartially

Analyse words used by applicants to identify keywords related to issues;

Identify cases requiring urgent assistance;

Prioritize cases depending upon counselors' availabilities



What are your reasons for seeking asylum?

Write Here

100 words max.

NEXT



SECURITY AND CONFIDENTIALITY

Quality, integrity & professionalism

Advisers must accept the **Terms and Conditions** of Telmi:

All communication via Telmi

Provide info only from training and approved resources

Encouragement of lawbreaking will result in de-registration from platform

Must not provide legal advice

Client confidentiality and Privacy respected

Highest level of Cyber Security

Ensured through:

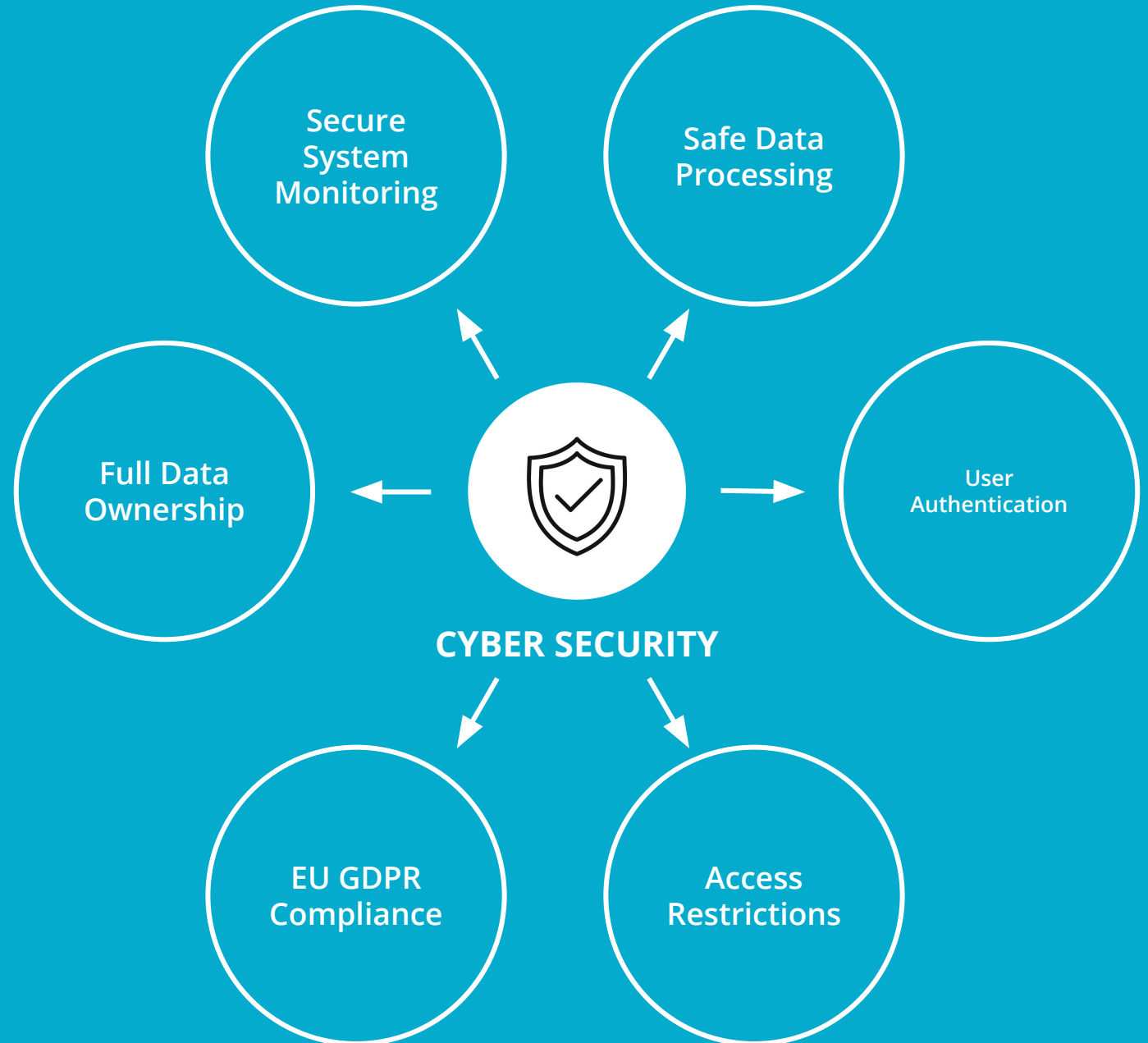
Encrypted cloud storage

End-to-end encryption for messaging

Best practice in user management and authentication system

Least privilege principle

Two-factor authentication

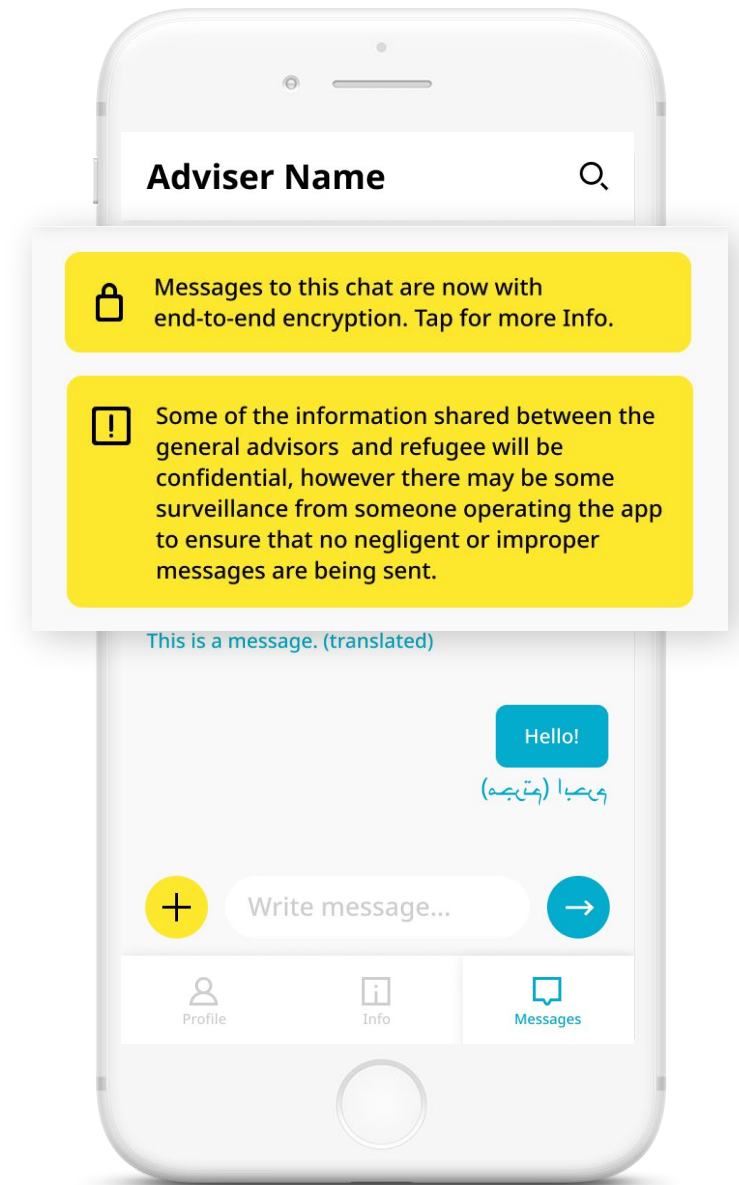


Confidentiality

Confidentiality
Agreements for all users

Data Protection
Compliance

Full encryption of all
data



TAKING TELMI FORWARD

Telmi is non-profit

Free service for all users

Telmi's operating costs will be very low

Telmi will benefit multiple stakeholders (host states, charities, municipalities...)

- who may become donors:



Pro Bono
services

Business
Incubators

Private
donors

Red Cross,
UNHCR

Public
donors

Natural partners for development

In the legal community

- Law Journals
- Pro-bono organizations
- UNHCR, WHO & COVID-19 Resources
- Social Media
- “Referred Posts” or “Ads”

In the refugee community

- Physical promotion in camps
- Partner with organizations in Lesvos
- Reach out to UNHCR

Telmi's potential developments

Potential roll-out
throughout **Europe...**

followed by an expansion
to other crisis **throughout
the globe**



Potential for internal
database to become
asset for NGOs and
governments

Add-on **career guidance**
for refugees granted
asylum

Adviser hours can count
towards law firms' **pro
bono** targets

Global Team



Claire



Pierre



Zoe, Founder



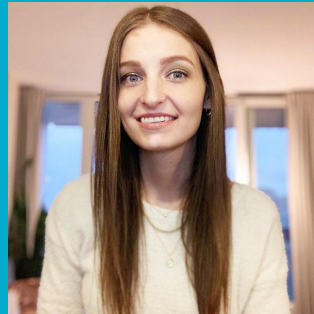
Joel



Bisi



Alicia



Tasha



Sara



Beatriz



For their
dignity, for
our humanity,
let's address
the crisis in
an efficient
way

Sources

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Financial Time <https://time.com/5781936/lesbos-greece-refugee-camps-dangerous/>

Human Right Watch <https://www.hrw.org/news/2020/03/31/greece-nearly-2000-new-arrivals-detained-overcrowded-mainland-camps>

2 : Financial Time <https://www.ft.com/content/801f4bd4-5ef5-11ea-b0ab-339c2307bcd4>

& <https://time.com/5781936/lesbos-greece-refugee-camps-dangerous/>

Human Right Watch

<https://www.hrw.org/news/2020/03/31/greece-nearly-2000-new-arrivals-detained-overcrowded-mainland-camps>

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<https://www.defenceweb.co.za/security/border-security/migrant-sea-deaths-rise-in-part-due-to-italian-ports-not-accepting-rescue-ships/>

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5: ABC News <https://www.abc.net.au/news/2013-07-21/labors-tough-asylum-stance-makes-waves-in-indonesia/4833526?nw=0>

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<https://www.google.fr/url?sa=i&url=https%3A%2F%2Fstandbymelesvos.gr%2Fjoin-us%2F&psig=AOvVaw2Ola8fgvcHrWP8-Y8LvUcI&ust=1590271971454000&source=images&cd=vfe&ved=0CAIOjRxqFwoTCLD9-fG-yOkCFOAAAAAdAAAAABAD>

7: Humanitarian Practice Network <https://odihpn.org/magazine/starfish-foundation-local-response-global-crisis/>

8: IStock Photo

<https://www.istockphoto.com/ch/fr/vectoriel/a-mis-en-%C3%A9vidence-de-28-etats-membres-de-lunion-europ%C3%A9enne-ue-carte-politique-de-gm938885910-256727908>

9 : Annenberg Photo <https://www.annenbergphotospace.org/exhibits/refugee/>