

Impact Transformer

leveraging AI to automatically classify, annotate, and analyze feedback and complaints submitted by populations within areas in crisis to allow humanitarian organizations to take action and allocate resources



Context



70%

of countries are
receiving some sort
of humanitarian aid

72

countries face a
crisis situation

300M+

people are in need
of humanitarian
assistance or
protection

100M+

people are currently
forcefully displaced

48+ Billion USD

Resources allocated to help in 2024. It's not enough and those resources face some extra challenges



Resource
Misallocation and
Fraud



Disconnect from the
Communities being
helped

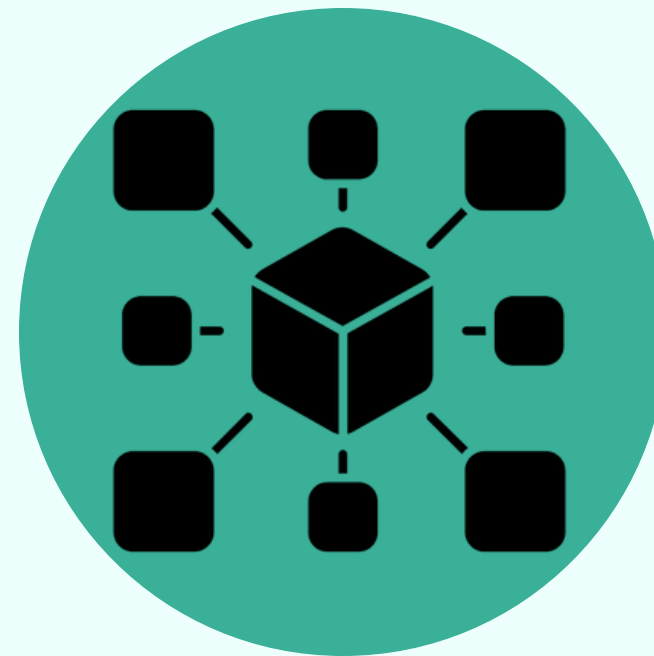


Archaic systems
with the sector

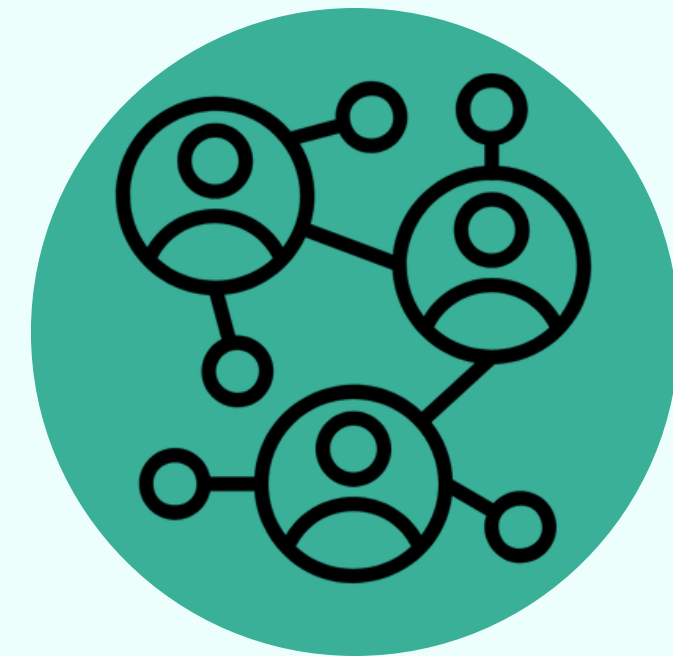
Challenges



Low connectivity
Low education
Niche languages



Data spread out
between different
organizations,
projects, and
systems



Unstructured data is
unfindable and
unactionable



Talk to Loop is a charity, registered in the Netherlands, operating in countries in crisis

We supply channels tailored for the affected population to submit their feedback and complaints

We enrich the data collected with classification, annotation, and safeguarding processes

We connect the humanitarian organizations with the authors of the feedback

We make the data actionable, helping organizations properly allocate their resources and projects

We do so while remaining independent, transparent, safe, and fair

Currently Loop operates within Somalia, supporting 4 of their local languages, and collaborating with over 750 organizations

Problem

Our processes are unscalable as it takes a large number of employees to classify and annotate the data

Our processes take a long time because there's so much data that real humans need to go through and process

Because some feedback and complaints submitted might put the authors at risk, privacy is a huge concern, so we cannot use the current commercial AI solutions such as OpenAI

Solution

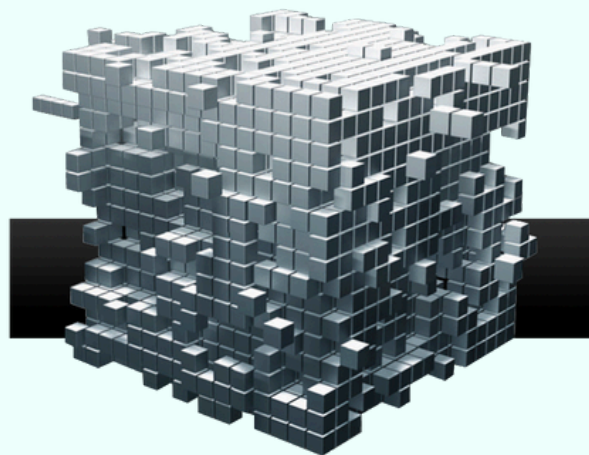
Talk to Loop has partnered with Think Evolve Labs to build a custom solution

We have fine tuned a Llama model using our current feedback data

We have built an agentic system that can classify the feedback as sensitive, determine the type of the feedback, the demographics of the author, and the metadata associated with the feedback (themes)

The system can integrate within our real world production system

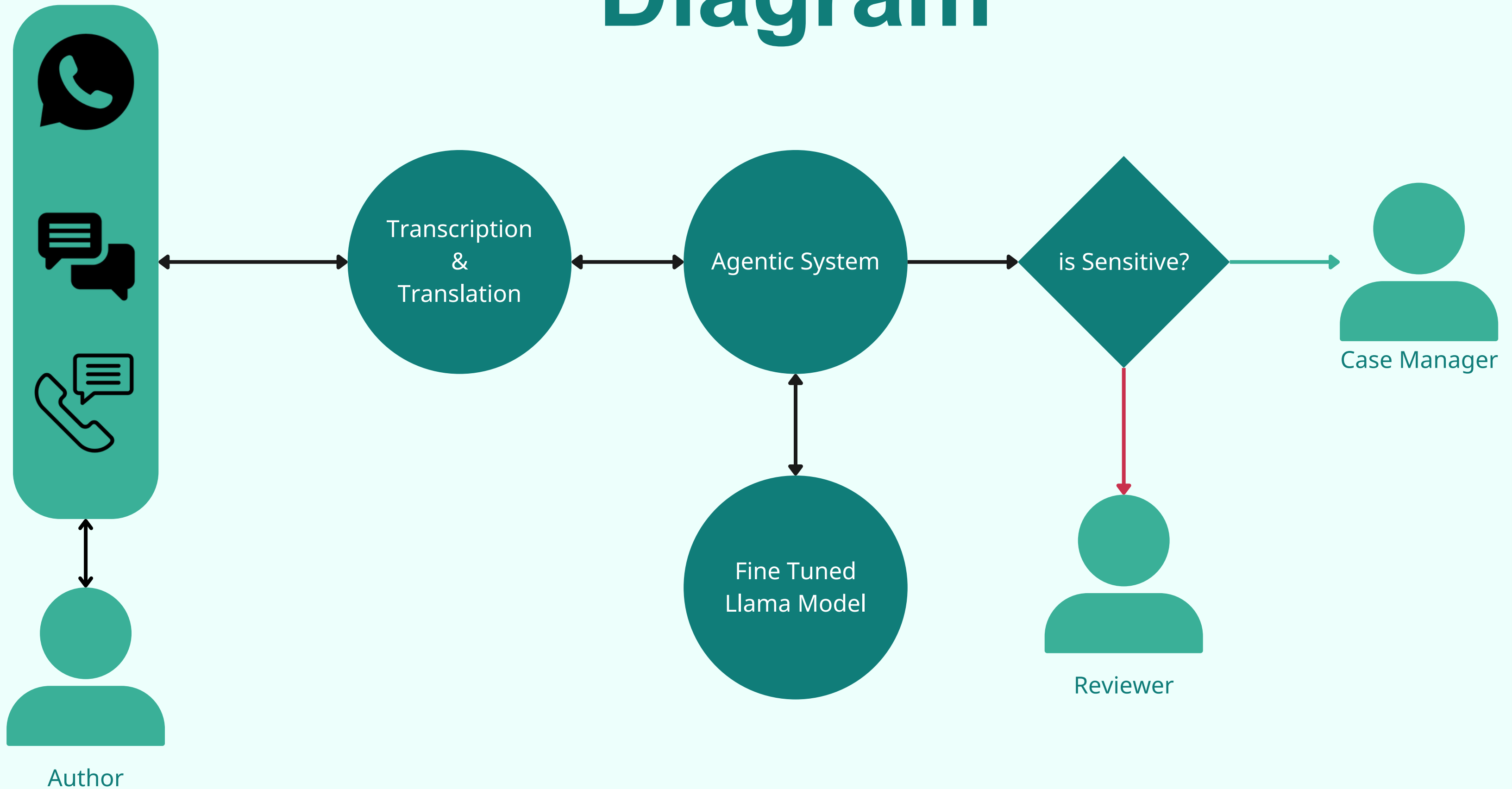
The system will be self hosted for maximum security and privacy



Think Evolve Labs
Building for the next billion users.



Diagram



Market

Currently each humanitarian organization hosts its own Feedback and Complaints mechanism to adhere to donor requirements

There are over 10 million non profits world wide that need a feedback and complaints system

Non-profits are lacking in tech resource and expertise, making them perfect customers of the system

Future Prospects

Since Talk to Loop works with marginalized populations, and since there is a lack of AI tooling to account for their niche languages the next step of the system would include training the model to understand those languages. More over there are languages that do not have a written form such as the Banadiri-Marka and Baajuuni languages within Somalia, making a perfect usecase for the multi-model Llama