



REFUGEPOINT

2019 first quarter report

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A LIFELINE FOR FORGOTTEN REFUGEES

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RefugePoint's Livelihoods team (left to right), Kenneth Karuri, Mary Wangui, Damaris Kibuthu, Titus Ayusa Ondieki, and Belinda Muya, celebrates 1,000 refugee businesses launched or expanded since the program began in 2013! On page 9, you will find Baati's story, a client who started a second-hand clothing business, and is now becoming financially established.

Creating Lasting Solutions

This quarter marked a major milestone for our livelihoods program in Nairobi, Kenya. Since it was launched in 2013, the livelihoods program has helped over 1,000 urban refugees in Nairobi, to launch or expand their own businesses!

Most refugees desperately want the opportunity to provide for themselves and their families – to work, use their skills, and make decisions about their finances, their lives, and their futures.

The livelihoods program helps urban refugees achieve greater self-sufficiency and a better quality of life by providing business skills trainings, supporting the development of business plans, and helping clients launch small businesses.

The RefugePoint team assesses the ability of a client to start a business. Based on results of the assessment, staff tailor their work as they walk clients through the process of creating a business plan and managing a successful business. For

many refugees, the biggest struggle in starting a small business is the lack of initial capital for investment. We have learned that the best way to help our clients is to provide a small cash grant, typically \$200, which is used to start or expand a business, serving as a pathway to self-reliance.

RefugePoint staff monitor and advise entrepreneurs throughout all phases of small business planning, start-up, and expansion. Some of the businesses that our clients have launched include hair salons, second-hand clothing shops, food stalls, and tailoring shops, among others.

Refugees report earning a profit within just two to four weeks of launching their businesses. This enables them to purchase food for their families, cover rent, pay for their children's school fees, and become more actively engaged in their communities.

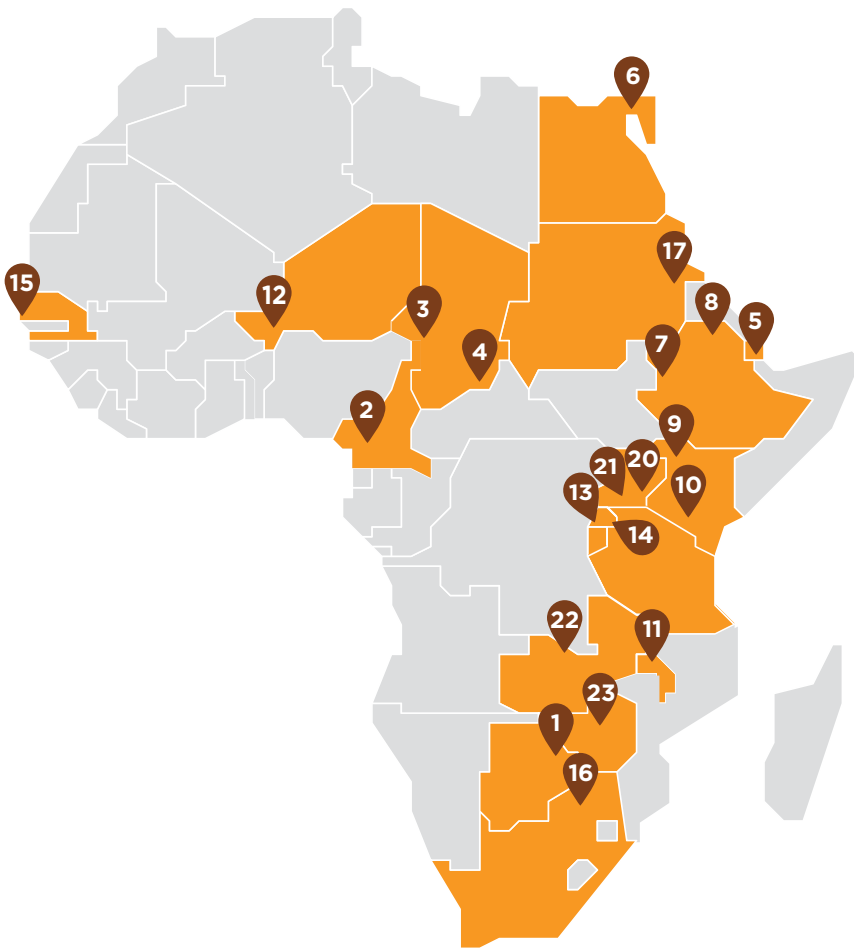
Lasting Solutions: Resettlement

Identifying and resettling the most at-risk refugees to countries worldwide

Providing lasting solutions for the most at-risk refugees remains at the core of our work. During this quarter, RefugePoint staff referred 808 refugees for resettlement from 23 locations. Our staff also contributed to additional resettlement efforts by leading identification exercises to find at-risk refugees, and completing quality review procedures for resettlement cases. Through these activities, we helped to facilitate the resettlement process for another 1,538 refugees this quarter.

NOTEWORTHY EVENTS

One of the most difficult challenges many of our Experts face in their operations is that resettlement and related casework can be heavily focused on quotas and numbers, which often forces caseworkers to do nothing but the simplest casework, in order to produce the greatest number of cases as quickly as possible. This means that a lot of other critical activities remain undone. For example, especially at-risk individuals, whose cases are usually far from simple and take a lot of time, are often delayed or overlooked entirely. In addition, it's hard for staff to find the time to work on non-casework activities, like developing tools and systems that ultimately would improve efficiency. *(Continued)*



1st Quarter RefugePoint Programs Locations

- | | | | |
|---------------------------|----------------------------|--------------------------|------------|
| 1. DUKWI, BOTSWANA | 9. KAKUMA, KENYA | 17. KASSALA, SUDAN | *NOT SHOWN |
| 2. YAOUNDE, CAMEROON | 10. NAIROBI, KENYA | 18. GENEVA, SWITZERLAND* | |
| 3. N'DJAMENA CHAD | 11. LILONGWE, MALAWI | 19. ANKARA, TURKEY | |
| 4. ROVING (SOUTHERN) CHAD | 12. NIAMEY, NIGER | 20. KAMPALA, UGANDA | |
| 5. ALI SABIEH, DJIBOUTI | 13. HUYE, RWANDA | 21. NAKIVALE, UGANDA | |
| 6. CAIRO, EGYPT | 14. KIBUYE, RWANDA | 22. SOLWEZI, ZAMBIA | |
| 7. ASSOSA, ETHIOPIA | 15. DAKAR, SENEGAL | 23. TONGOGARA, ZIMBABWE | |
| 8. SHIRE, ETHIOPIA | 16. PRETORIA, SOUTH AFRICA | | |

NOTEWORTHY EVENTS (CONTINUED)

RefugePoint and our Experts have become known for thinking beyond the limitations of quotas and instead adapting flexibly to emerging needs, ultimately leading to much greater longterm impact.

Highlighting this challenge, our Expert in Southern Chad reported that half of his referrals this quarter were complex cases that had been in process for many years, including refugees who had fled to Chad in 2003 and 2006, and have been living in the country for more than a decade in difficult conditions.

In addition, our Expert in Nakivale, Uganda, worked with a number of refugees who spent more than a decade in a refugee camp, in what he describes as “limbo.” Among these cases are children who were born in a camp and now have a chance to start another life elsewhere. The Experts’ ability to take on these cases is partly due to RefugePoint’s flexibility.

RefugePoint’s flexibility also allowed our Expert in Cairo, Egypt, to take on various roles as needed in his office. Despite joining the team as a case reviewer, he noted a need for more caseworkers and began temporarily filling that role. Not only will this allow the operation to reach its resettlement targets, but it will also allow for an increase in resettlement quotas in the future.

Once the gap is filled, the Expert will transition back to his role as a case reviewer.

Our Expert from Solwezi, Zambia, went on a two-week mission to Lusaka to identify refugees for resettlement.

There had not been a profiling mission to Lusaka since 2016 and most of the cases identified at that time had still not been referred for resettlement. The Expert reported that the mission was a success, as she and her colleagues were able to identify enough cases to meet projections for the second quarter of the year.

Our Expert in Cairo, Egypt, received photos and videos from a family she supported in their resettlement process. The family was resettled to Portugal, one of the newer resettlement countries. The videos included footage of the family’s airplane landing in Portugal, their first walk through their new neighborhood, and their child having a birthday party at his new school. The Expert was delighted to receive the update, and looks forward to hearing more about the family’s new beginning.

Since 2005, RefugePoint has referred

43,697

refugees for resettlement to:

AUSTRALIA

BELGIUM

CANADA

DENMARK

FINLAND

FRANCE

IRELAND

NETHERLANDS

NORWAY

PORTUGAL

SWEDEN

UNITED KINGDOM

UNITED STATES

Lasting Solutions: Self-Reliance

In addition to referring refugees for resettlement, RefugePoint focuses on equipping urban refugees in Nairobi to become self-reliant. We achieve this through stabilizing support services to ensure access to food, shelter and medical care, and empowerment through counseling, skill building, and livelihoods assistance.

This quarter, we commenced an initiative to support early childhood education (pre-school). The program reached 65 children this quarter and aims to support 100 children in 2019.

In February we participated in an interagency community meeting in Eastleigh, alongside the United Nations High Commissioner for Refugees, Refugee Affairs Secretariat, Danish Refugee Council, Health Social Economic Development Africa, and 313 community members. During the event, we conducted eye exams for 51 participants, checked blood pressure for 77 participants, and tested 67 participants for diabetes. Those requiring further treatment were referred to a health center.

This quarter, National Hospital Insurance Fund (NHIF) enrollment reached 51% of our annual target of 1,245 individuals. NHIF is a government insurance plan that allows individuals to access inpatient hospital benefits at government health facilities for \$5 a month, a cost covered by RefugePoint.

RefugePoint submitted six client referrals (five from Kakuma Refugee Camp, and one from Nairobi) to the Canadian High Commission for participation in the Economic Mobility Pathways Project (EMPP). The EMPP is a pilot project that aims to increase opportunities for refugees to participate in Canada’s economic immigration programs. The project aims to nominate refugees with skills and experience in high-demand occupations to access work-based opportunities in Canada, connecting them to Canadian employers and putting them on a path to permanent residency.

Through our partnership with the Resettlement Support Center (RSC), we provided a training opportunity for resettlement staff from the Africa Regional Deployment Program (ARDU). Five ARDU staff joined us throughout the month of March and conducted resettlement interviews at our offices. This quarter we also hosted several visitors including delegations from Focusing Philanthropy and Immigration, Refugees and Citizenship Canada (IRCC). Both delegations were introduced to RefugePoint’s work in Nairobi and had the opportunity to observe and engage with our programs in the field. The IRCC delegation also discussed the Economic Mobility Pathways Project (EMPP) pilot program.



RefugePoint’s Urban Stabilization Path

COMMUNITY NAVIGATOR OUTREACH

Q1 **3,680**
YTD **3,680**

EMPOWERMENT & STABILIZATION



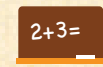
Health Services

Q1 **683**
YTD **683**



Food Assistance

Q1 **648**
YTD **648**



Education Support

Q1 **381**
YTD **381**



Group Counseling

Q1 **137**
YTD **137**



Businesses Launched

Q1 **41**
YTD **41**

GRADUATED CLIENTS TO SELF-RELIANCE

Q1 **50**
YTD **50**

Lasting Solutions: Self-Reliance Initiative

In addition to the direct services that we provide to urban refugees in Nairobi to achieve self-reliance, we also work to make larger scale impact through field building and systems change. One way that we aim to achieve that is through the Refugee Self-Reliance Initiative (RSRI), co-founded by RefugePoint and the Women's Refugee Commission, which promotes opportunities for refugees around the world to become self-reliant and achieve a better quality of life. The Initiative aims to collectively reach five million refugees with self-reliance programming in five years and, in the process, to identify the most effective models and measurements to aid global expansion of self-reliance opportunities.



Ilana Seff uses the Self-Reliance Index with a refugee mother in Nairobi.

In February, Marty Anderson, RefugePoint's Geneva Representative, and Kellie Leeson, lead consultant for the Refugee Self-Reliance Initiative (RSRI), participated in the inaugural meeting of the Global Coalition to Alleviate Poverty among Refugees and Host Communities in Geneva. The Coalition is facilitated by UNHCR and the World Bank's Partnership for Economic Inclusion, and includes several international NGOs, including development actors that had not previously worked with refugees.

The Coalition is adopting a poverty alleviation model known as 'the Graduation Approach' to work towards increasing self-reliance among refugees and host communities. As many Coalition partners are also members of the RSRI, the RSRI will continue to provide a platform to share learning from the Graduation Approach and other promising practices for facilitating self-reliance.

In March, Kellie Leeson and academic adviser Ilana Seff traveled to Nairobi, Kenya, to pilot the latest version of the Self-Reliance Index (SRI). The SRI is a tool that was co-created in 2017 by the RSRI Community of Practice to measure the progress of refugee households toward self-reliance over time. During the week-long visit, Kellie and Ilana worked with RefugePoint staff to meet with 16 households from five different refugee communities, as well as one Kenyan family in Nairobi. The Index was revised to incorporate feedback from RefugePoint staff and clients. As one example, in response to the "safety" question, households in Kenya reported persistent fear of harassment, extortion, and arrest. The Index was updated to account for contexts where refugees face a pervasive climate of insecurity, in addition to specific incidents. Following upcoming pilot testing in Mexico, the revised Index is expected to be ready for limited release to partners in July 2019, followed by a wider release in January 2020.

Advancing Refugee Child Protection

At RefugePoint, refugee children are prioritized in all of our programs, and we collaborate closely with partners to fill critical gaps in refugee child protection. During this quarter, our staff conducted child protection assessments for 157 vulnerable refugee children in 20 locations, and reviewed child protection assessments for an additional 294 children.

Field Highlight

The Assosa, Ethiopia, operation continues to benefit from the presence of RefugePoint's Child Protection Expert, as the Resettlement unit prepares to refer separated children for resettlement. Our Expert worked with one child who witnessed the murder of his mother. When our Expert first began interviewing the child, he could barely speak without breaking down. After counseling and referring the case, the Expert reported that the child's well-being improved dramatically when he learned that resettlement may be a possibility for him. The Expert also worked with an 11-year-old orphan who, in January, lost his 14-year-old sister to illness. During his first interview, the child expressed suicidal thoughts, and even shared his plans with the Expert. The child had also dropped out of school because, in his words, "life was meaningless." After counseling and referring the case, the boy returned to school and was overcome with emotion when he learned that his case was approved for resettlement.

Finally, RefugePoint's Expert in Assosa also worked with a 10-year-old girl who was no longer in school because she had to care for her three siblings, one of whom was eight months old. The children's mother experiences an alcohol use disorder and she often left the children alone all day. The children suffered from exposure to Chigoe fleas, parasitic insects, and would often go for days without food. With help from our Expert and community members, the children are now under stable care. In addition, the mother is now hospitalized and undergoing treatment for her addiction. She is steadily improving and talks often about her children. The older children have received new clothes and are enrolled in school, and the youngest child is receiving nutritional therapy. The family is being considered for resettlement. The last time the Expert saw the family, she noticed that the oldest child was playing outside for the first time, and that the "child is back to being a child."

Thought Leadership

RefugePoint has sustained success in mobilizing private funding that allows us to take risks, experiment and share our learning. As such, we are well positioned to be a thought leader in reimagining the future of refugee response. This section focuses on our efforts to change the status quo and influence policy to make lasting solutions accessible to refugees around the world.

Global Compact on Refugees

When the Global Compact on Refugees was affirmed by the United Nations General Assembly in December, it set off a series of follow-up activities to implement many of its key provisions. RefugePoint has been actively involved in a number of these.

For example, the Global Compact instructs UNHCR to lead a multistakeholder process to draft a new three-year strategy on resettlement and complementary pathways. To that end, UNHCR has convened a ‘reference group’ to meet regularly throughout the year and collectively agree on the most important goals, priorities, and tools to promote in the strategy document. RefugePoint has actively contributed to these discussions.

So far, we have seen a significant impact from our contributions. Early drafts of the strategy document were focused heavily on public relations messaging with receiving communities in countries of resettlement. Although those communities are an important piece of the resettlement process, a strong focus must be placed on the urgent, overwhelming needs of refugees in countries of asylum. After some strong advocacy from RefugePoint, we have started to see the document shift towards a better reflection of the reality that there are currently 1.4 million refugees in need of resettlement, only 50,000 of whom were able to benefit from resettlement in 2018.

The Global Compact has also tasked UNHCR with developing a set of indicators to measure progress towards implementing its overall objectives. RefugePoint has been actively involved in providing input to this process. For example, one of the objectives of the Global Compact is to ‘enhance refugee self-reliance’, and RefugePoint has urged UNHCR to incorporate indicators that truly get at the concept of self-reliance – like our Refugee Self-Reliance Index – rather than settling for easier proxy indicators. Another of the objectives of the Global Compact is to ‘expand resettlement and complementary pathways’. Here, we see early indications of great success for us, as UNHCR has incorporated a metric we have been utilizing and promoting for years: the proportion of refugees in need of resettlement who are actually referred for resettlement. We have long said that this is the most effective way to measure both the sheer size of the resettlement program and also how evenly or equitably it is available to different groups of refugees. The final list of indicators has not yet been circulated, but we have been told that this one is likely to be retained.

Complementary Pathways

Also this quarter, RefugePoint presented its work to two different high-level panels. At a “Working Group Meeting on Complementary Pathways,” we highlighted the lessons learned from our innovative labor mobility pilot project, in Nairobi, Kenya. Also, at a meeting of UNHCR’s Standing Committee (essentially, the governments that make up its board of directors), we presented on our self-reliance work more broadly, both for refugees to access these labor mobility opportunities, and also our core work to help refugees achieve self-reliance within their countries of asylum.



Baati, a single mother of three who now runs a successful second-hand clothing business, shared with us some of the things that her profits have allowed her to invest in, including beds for her children, electricity, food, and school fees.

Rescuing Lives

A Long Journey to Safety

Baati* is a single mother of three who fled from her home country with her three children in 2005, after Baati and her husband were repeatedly arrested and tortured. Baati's husband was a teacher and leader who was a very influential person in the community, and Baati worked as a businesswoman. Her husband's whereabouts is still unknown.

In July 2018, Baati was identified for assistance. At the time, she was living in a small room with her daughter and two sons. She was struggling to pay school fees for her children and often requested community support.

Despite all of this, Baati maintained a very positive attitude about life and expressed the desire to start a business of her own that would allow her to support her family. In August 2018, Baati was identified as a beneficiary for livelihoods support, and after attending a business training, she was granted \$200.

"I sell second-hand clothes, and RefugePoint taught me many skills about buying, selling, and pricing. They gave me a \$200 grant and also taught me about profits and losses. Each day, I work from 6 am to 6 pm. From my savings, I have been able to pay for my children's school

fees. From my business profits, I have been able to buy a gas cooker, a T.V., and a bunk bed. My children and I used to eat only one meal a day and would go to sleep hungry. Now, we eat three times a day, and we have a bed to sleep in. I used to use a kerosene lamp in my house for light, but my livelihoods caseworker advised me on how to save, and now we have electricity in the house.

Before the RefugePoint business training, I didn't know how to price my products properly. I used to make very little profit, but now I can price my products well and make a good profit. The thing that draws people to my business is how I talk to my customers. I bargain well with them, and I can advise them on which clothes make them look good based on the colors and the design and their body types. It doesn't matter that I'm a lady, that I'm a single mother, or that I'm a refugee. All that matters to my customers is that I have a good product and they want to buy it. I never thought in my life that I would be considered equal to other people. RefugePoint picked me up from a deep dark hole and gave me a sense of identity. RefugePoint is my family." *Name changed for protection

Staffing & Finances

FINANCIAL UPDATE

RefugePoint ended the first quarter of 2019 with \$3,372,238 in revenue against expenses of \$1,551,678.

RefugePoint is thrilled to be the recipient of a generous two-year grant of \$750,479 from our esteemed Board Director and long-term supporter, G. Barrie Landry. The donation proceeds come from the auction of a prestigious collection of Hudson River School paintings from the Collection of Kevin and G. Barrie Landry. One of the finest groupings of Hudson River School artists to appear on the market in decades, all sale proceeds from the Christie's auction were donated to philanthropies that support the global refugee crisis, including UNICEF, RefugePoint, and The Young Center for Immigrant Children's Rights.

The generous support of G. Barrie Landry and the Landry Family Foundation over the years has been vital in propelling RefugePoint to new levels of organizational impact and thought leadership. Particularly, investment in the Refugee Self-Reliance Initiative (RSRI) has been essential in establishing the organization as a leader in fostering the social and economic inclusion of refugees.

STAFFING UPDATE

We are happy to announce that Natalie Kazungu and Sylvia Kamencu joined the RefugePoint team as Senior Officers for Resettlement and Complementary Pathways in the Nairobi office. Natalie previously worked with UNHCR as a Resettlement Assistant and with The Office of the Minority Chief Whip as a Personal Secretary and a Senior Research Officer, while Sylvia previously worked with CWS/ RSC Africa as a Senior Caseworker and a Field Team Assistant and with The National Environment Management Authority (NEMA) as a volunteer and Environmental Consultant.

This most recent grant will be catalytic to taking the organization to the next level. This opportunity has given us the rare ability to dream and move faster towards our vision. The gift will help us to build innovative responses that shape humanitarian action so that at-risk children, families, and those in greatest need can find safety and solutions.

RefugePoint is pleased to partner with The ELMA Relief Foundation to help urban refugees stand on their own two feet through self-reliance programming. Rather than relying on long-term humanitarian aid, self-reliance programming gives refugees the opportunity to provide for themselves and their families and achieve a better quality of life. The partnership will support RefugePoint in providing holistic direct services that will guide more than 1,500 urban refugees in Nairobi, Kenya, towards achieving self-reliance and promote self-reliance programming around the world through the Refugee Self-Reliance Initiative.

Stephanie Musho joined the Kenya office as our Executive Assistant. Stephanie previously worked as a Resource Mobilization Officer with The Office of Woman Representative in the Nairobi County Government, an Associate with Fanaka Consulting, and as a Program Assistant with Global Health Strategies.