



REFUGEPOINT

2021 first quarter report

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A LIFELINE FOR FORGOTTEN REFUGEES

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Photo left: John Kennedy (right), our Logistics Officer, issues a smartphone to one of our clients. Photo right: RefugePoint client, Mary, receives a smartphone at the RefugePoint office in January.

Quarterly Highlight

In January, our Urban Refugee Protection Program (URPP) in Nairobi, Kenya, distributed 208 smartphones to core clients as part of an effort to ensure that clients have equitable access to information and can connect with RefugePoint for remote support during the COVID-19 pandemic.

Often, the at-risk refugees we work with tend to rely on other community members who can afford smartphones to access data. Access to smartphones will allow our clients to have more equitable access to information, enhancing their dignity and further integration into the communities where they live.

The smartphones will help clients communicate with RefugePoint for remote services such as training, counseling sessions, business support, and telemedicine appointments, and will give case managers a chance to follow up with clients through video calls. Students also plan to use the phones to access online learning platforms.

As one client, Assumpta, shared with us, “Since COVID started, I haven’t been able to run my business well because I lost my phone. This phone will really help me to get in touch with my clients. It will also help us to keep in touch with my caseworker at RefugePoint.”

Distribution of the smartphones was made possible by a grant from Focusing Philanthropy. In 2020, Focusing Philanthropy supported RefugePoint’s emergency COVID response in Nairobi through a matching campaign. Seeing both RefugePoint’s success in protecting refugees and ongoing hardships, Focusing Philanthropy awarded an additional grant to address Nairobi’s specific opportunities and challenges.

We have already seen that some clients are using the phones as tools to market their businesses and improve communication with their customers. One client, Mary, is using her smartphone to market the peanut butter that she makes. Her son helped her create some ads that she posts on WhatsApp and shares widely with potential clients from her community and her church.

Self-Reliance: Helping refugees improve their lives

Direct Services

Providing lasting solutions for the most at-risk refugees remains at the core of our work. 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.

During the first quarter of the year, increasing fuel and food costs in Nairobi made it more challenging for clients to meet basic needs. They expressed frustrations and noted that small businesses' incomes had diminished significantly, compounding the situation.

In February, the country experienced a surge in COVID-19 transmission that quickly overwhelmed hospital capacity. Due to this spike, RefugePoint's Nairobi office suspended in-person interactions and switched to remote-only support. The government announced new measures to contain COVID-19 transmission, including the cessation of movement in and out of Nairobi and surrounding areas. These measures negatively impacted the household incomes of our clients as business sales fell.

Because of the mounting challenges that clients faced in Q1, program staff consistently checked in on clients and provided support. We continued to provide information to our clients on medical care availability and other health-related messaging through our bulk SMS platform.

In March, the government requested the United Nations High Commissioner for Refugees (UNHCR) office in Kenya to provide a roadmap for the closure of both refugee camps in the country—Kakuma and Dadaab. The unexpected nature of this announcement has caused a high amount of anxiety among refugees, refugee-serving agencies, and development partners. UNHCR continued to engage the government regarding this announcement, and we expect to get clarity on the way forward in the coming quarter.

In March, approximately 93% of URPP staff participated in the first of a four-part training curriculum in trauma-informed care. The training aimed to provide staff with an overview of trauma, the trauma-informed approach, and the trauma-informed organizational model. This is essential for the delivery of trauma-informed services to refugees.

This quarter, the first cohort of students to benefit from RefugePoints' education program completed their national exams. The cohort included 41 students—17 secondary school students and 24 primary school students.



RefugePoint's Urban Stabilization Path

COMMUNITY NAVIGATOR OUTREACH

Q1 **1,710**
YTD **1,710**

EMPOWERMENT & STABILIZATION



Health Services

Q1 **196**
YTD **196**



Food Assistance

Q1 **839**
YTD **839**



Education Support

Q1 **240**
YTD **240**



Counseling

Q1 **189**
YTD **189**



Businesses Launched

Q1 **21**
YTD **21**

GRADUATED CLIENTS TO SELF-RELIANCE

Q1 **44**
YTD **44**

Field Building and Systems Change

In addition to the direct services that we provide to urban refugees in Nairobi to achieve self-reliance, we also work to make a large-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 the global expansion of self-reliance opportunities.

In January and March, the Refugee Self-Reliance Initiative (RSRI) held 'learning calls' with its community of practice. These calls provided an opportunity for the RSRI and its partners to share updates and discuss collaborative efforts to advance self-reliance opportunities. Simar Singh, RefugePoint's Senior Program Manager, facilitated the meeting, which drew around 45-50 participants.

On the January call, Asylum Access and Urban Refugees presented their initiatives to support and amplify the efforts of refugee-led organizations. In March, the International Rescue Committee presented its partnership with the IKEA Foundation to advance urban refugee self-reliance in Kenya and Uganda. Also in March, the U.S. State Department's Bureau of Population, Refugees, and Migration (PRM) shared an update on funding opportunities for self-reliance projects. Of particular note, several of these PRM funding opportunities recommend the use of the Self-Reliance Index (SRI) to measure the impact of self-reliance programs.

The global roll-out of the SRI continued in the first quarter of the year. From January to March, 55 staff members from six agencies participated in training sessions on the SRI. Ned Meerdink, RefugePoint's Senior Program Officer for Field Building, led the trainings. As of the end of March, 17 agencies working in 12 different countries across Africa, the Middle East and Latin America, and the Caribbean have been using the SRI to assess the self-reliance status of refugee households.

Also this quarter, RefugePoint and Save the Children, Denmark, collaborated in the Seamless Cross Border Mental Health and Psychosocial Support Care Consultations, as part of an ongoing process to identify solutions and create a continuum of mental health and psychosocial support for children along migration routes.

Resettlement & Other Pathways:

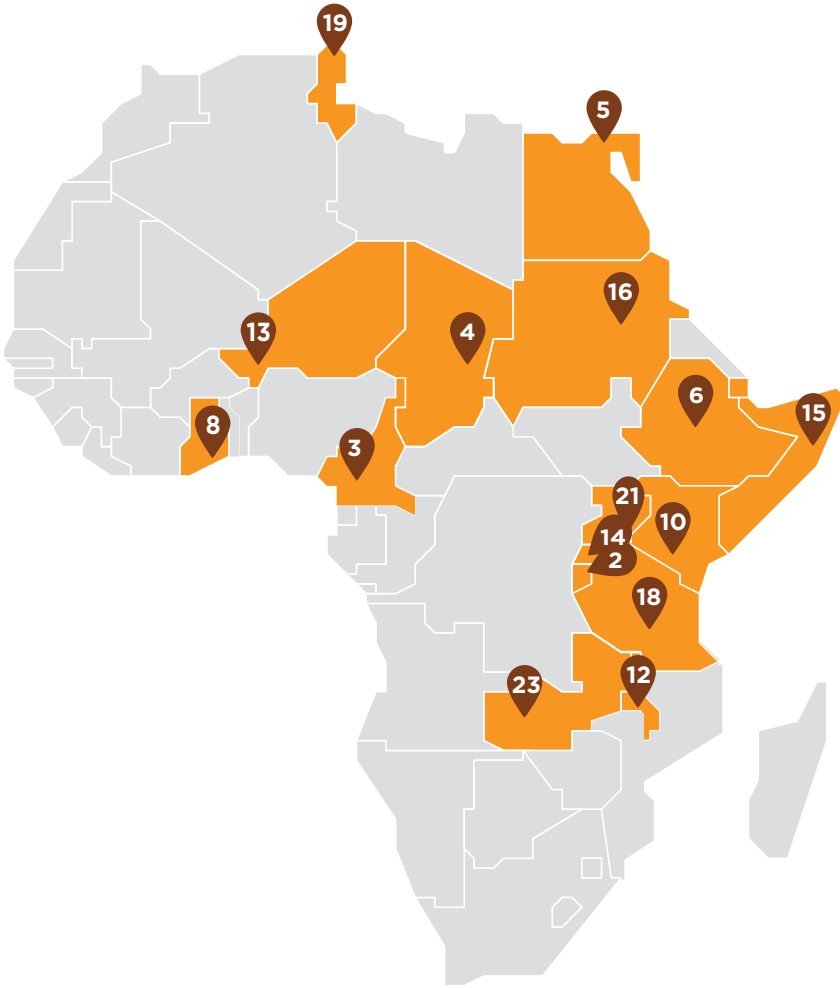
Helping refugees relocate to safety

Direct Services

In addition to equipping refugees to become self-reliant, we also work to relocate refugees to safety through resettlement and other legal pathways to migration, such as relocation for employment, education, and family reunification.

This quarter, the RefugePoint-UNHCR Collaboration Project helped 2,647 refugees access pathways to relocate to safety, in 73 locations in 20 countries worldwide. This brings our lifetime totals to 91,681 refugees in 230 locations in 47 countries. RefugePoint prioritizes refugee children in all of our programs, and we collaborate closely with partners to fill critical gaps in refugee child protection. This quarter, our staff conducted child protection assessments for 140 vulnerable refugee children in 21 locations and reviewed child protection assessments for an additional 276 children.

After a full year of restrictions and obstacles that prevented thousands of refugees from traveling to reunite with their loved ones or begin their lives anew in a safe country, our Experts started to report more departures this quarter as countries opened their borders and airports. *(Continued)*



1st Quarter RefugePoint Programs Locations

- | | | |
|---------------|------------------|--------------------|
| 1. AUSTRALIA* | 11. LEBANON* | 21. UGANDA |
| 2. BURUNDI | 12. MALAWI | 22. UNITED STATES* |
| 3. CAMEROON | 13. NIGER | 23. ZAMBIA |
| 4. CHAD | 14. RWANDA | *NOT SHOWN |
| 5. EGYPT | 15. SOMALIA | |
| 6. ETHIOPIA | 16. SUDAN | |
| 7. GERMANY* | 17. SWITZERLAND* | |
| 8. GHANA | 18. TANZANIA | |
| 9. IRAQ* | 19. TUNISIA | |
| 10. KENYA | 20. TURKEY* | |

(Continued from page 5) Our Expert based in Ghana identified nearly 200 individuals who are eligible for resettlement. An Expert in Malawi supported over 100 refugees who had been stuck in the process of resettling in the United States.

An Expert based in Niger celebrated the highest number of departures since the beginning of the pandemic in these last few months. She and other Experts were also able to resume travel to refugee camps for interviews and counseling. “Due to COVID and travel restrictions, they had waited for a year for [their resettlement] interview, and you could see the hope, anxiety, and excitement on their faces. This reminded me why we all do what we do and made all the web-based and phone casework interviews worth it,” the Expert shared.

This quarter marked the upscaling of economic mobility pathways to Canada. Working with partners including the Canadian government, the Shapiro Foundation, and UNHCR, RefugePoint’s Resettlement Unit in Nairobi, Kenya, identified candidates for potential job opportunities in the healthcare sector in Pictou County, Nova Scotia. By the end of the quarter, 33 candidates had progressed through the screening processes and were referred for employer matching in Canada through the Economic Mobility Pathways Project (EMPP). Additionally, we continued to work with 12 candidates who had already received job offers but were unable to travel due to the COVID-19 pandemic. The EMPP has unlocked solutions for not only the selected candidates but for their families as well. If all of the candidates are successful, more than 140 refugees from Nairobi, Kenya, Kakuma refugee camp, and Dadaab refugee camp could immigrate to Canada through this pathway.

Due to the COVID-19 pandemic, our Resettlement Unit in Nairobi, Kenya, adapted its processing model to expand access to resettlement opportunities by remotely interviewing clients with resettlement needs and submitting their cases to the U.S., Canada, and Australia.

Field Building and Systems Change

In addition to helping refugees relocate to safety through direct services, RefugePoint also hosts trainings, develops tools, and makes policy recommendations to improve global systems related to resettlement and other pathways.

Outside of individual casework with refugees, our Experts also built the capacity of their operations and collaborated with partner organizations and governments. For example, a Child Protection Expert in Uganda traveled to two field offices and had one-on-one training sessions with ten caseworkers and 11 supervisors on improving child protection casework practices. Two Family Reunification Experts—one based in Ethiopia and the other in Germany—worked to raise awareness in refugee communities about how to access family reunification support from UNHCR.

Helping refugees relocate to safety



Quarterly: Q1 2021

2,647

Refugees that RefugePoint helped to access pathways to relocate to safety this quarter.

Annually: 2021

2,647

Refugees that RefugePoint has helped to access pathways to relocate to safety this year.

Lifetime: Since 2005

91,681

Refugees that RefugePoint has helped to access pathways to relocate to safety since 2005.



Beti poses for a photo in her kitchen with some dry grain that she received as part of her RefugePoint food support.

Client Story: Beti

Before the COVID-19 pandemic rocked businesses worldwide, Beti, a refugee from Congo, was already struggling to support her family of four by selling fruit. Beti was recovering from injuries that she'd sustained when she fled to Nairobi, Kenya, from Congo, and was also dealing with the loss of her husband.

Beti's eldest child, a 15-year-old boy, began to sell melons to support the family, which meant that he could no longer pursue his education. Despite her son's efforts to help support the family, Beti and her children would often go to bed without a meal. In August 2020, RefugePoint began supporting Beti's family with food and rent assistance and also helped to enroll the family with the National Hospital Insurance Fund (NHIF) so that Beti could access the urgent medical treatment that she needed for her injuries.

Beti told us that since receiving RefugePoint support, her life has changed. Her family now eats three meals a day, and her children are happy. Her son was able to return to school and can now focus on his studies. Beti joined a support group to get help with coping with the loss of her husband. She also completed RefugePoint's Business Development Skills training and received a start-up grant to revive her business. “

Right now, I feel proud and honored, even when I'm with other people. I have a place I can call home that RefugePoint is helping me to pay for. I believe that in the future, our lives will change. I have hope that things will change every day; it won't ever be the same again,” Beti told us.

Staffing & Finances

DEVELOPMENT UPDATE

Thank you to one of our long-term supporters, the Isabel Allende Foundation, for awarding us a generous grant in Q1.

We are also excited to launch a new \$1.5M campaign with Focusing Philanthropy! Focusing Philanthropy will donate \$1 for each \$1 raised by RefugePoint donors towards the 2021 [campaign](#), providing up to \$750,000 in matching support towards the overall campaign goal.

FINANCIAL UPDATE

RefugePoint ended the first quarter of 2021 with \$3,837,203 in revenue against expenses of \$1,793,877.

STAFFING

In January, Valentine Ngari joined our team in Nairobi, Kenya, as the Economic Mobility Assistant. Also in January, Valentine Korir joined the RefugePoint-UNHCR Collaboration Project as a Senior Program Officer. In February, David Maina joined our team in Nairobi, Kenya, as the HR and Admin Officer.