



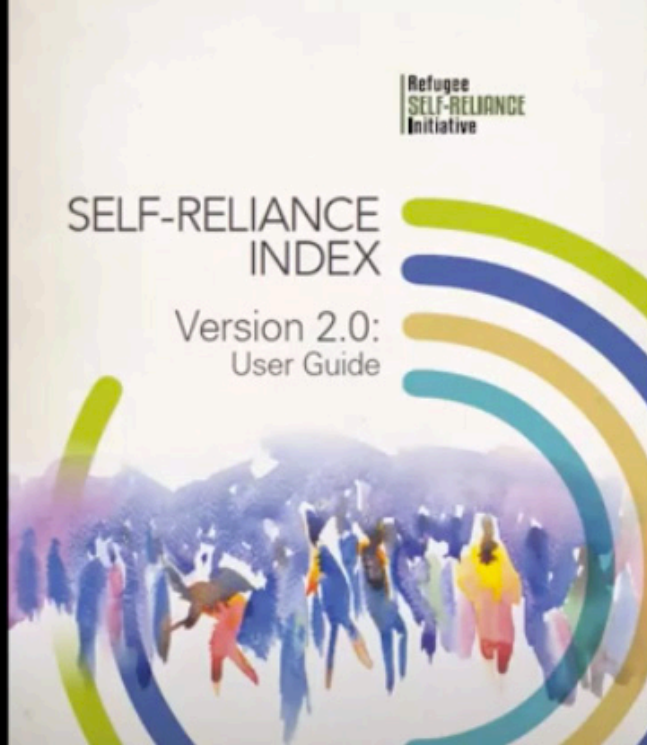
REFUGEPOINT

2020 second quarter report

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A LIFELINE FOR FORGOTTEN REFUGEES

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On May 20, 2020, the *Self-Reliance Index (SRI)* kick-off launch event on Zoom (see photo above) brought together leaders in the humanitarian community to introduce the SRI and discuss its application in contexts around the world. The event featured speakers from the *IKEA Foundation*, *RefugePoint*, *Danish Refugee Council*, *Women's Refugee Commission*, and the *Refugee Self-Reliance Initiative (RSRI)*.

Creating Lasting Solutions

In May, the [Refugee Self-Reliance Initiative \(RSRI\)](#), co-led by *RefugePoint* and the *Women's Refugee Commission*, launched the [Self-Reliance Index \(SRI\) tool](#). The SRI is the first global tool to measure the progress of refugee households on their paths to self-reliance. Its use supports practitioners in designing and providing effective programs and services for refugees. It will help build an evidence base of 'what works,' allowing the humanitarian community to scale up the most effective programs.

This effort builds on *RefugePoint's* 15 years of experience and learning about implementing self-reliance programming with urban refugees in Nairobi.

The SRI is not only unique but also uniquely important right now. Becoming self-reliant helps refugees to support themselves and their families. It also strengthens the resilience of refugee households to cope with and recover from shocks, such as a loss of income due to the impacts of the current global pandemic.

The Index was developed during a rigorous three-year process that included input from over 25 partner organizations, including UNHCR, international and national NGOs, research organizations, funders, and academics.

The SRI was field-tested by partners in Ecuador, Jordan, Kenya, and Mexico. The SRI is available in five languages: English, French, Arabic, Spanish, and Swahili, and across several different mobile data-gathering platforms: CommCare, KoBo, and ODK. A comprehensive user guide is also available to support the implementation of the Index.

"The SRI is a critical missing link in global refugee response," said Sasha Chanoff, founder and executive director of *RefugePoint* and co-chair of the RSRI. "Until now, practitioners, policymakers, and funders lacked an objective way of knowing whether our programs and aid added up to improved lives for refugees. The SRI aims to change this." *(Continued page 6)*

Lasting Solutions: Resettlement and Complementary Pathways

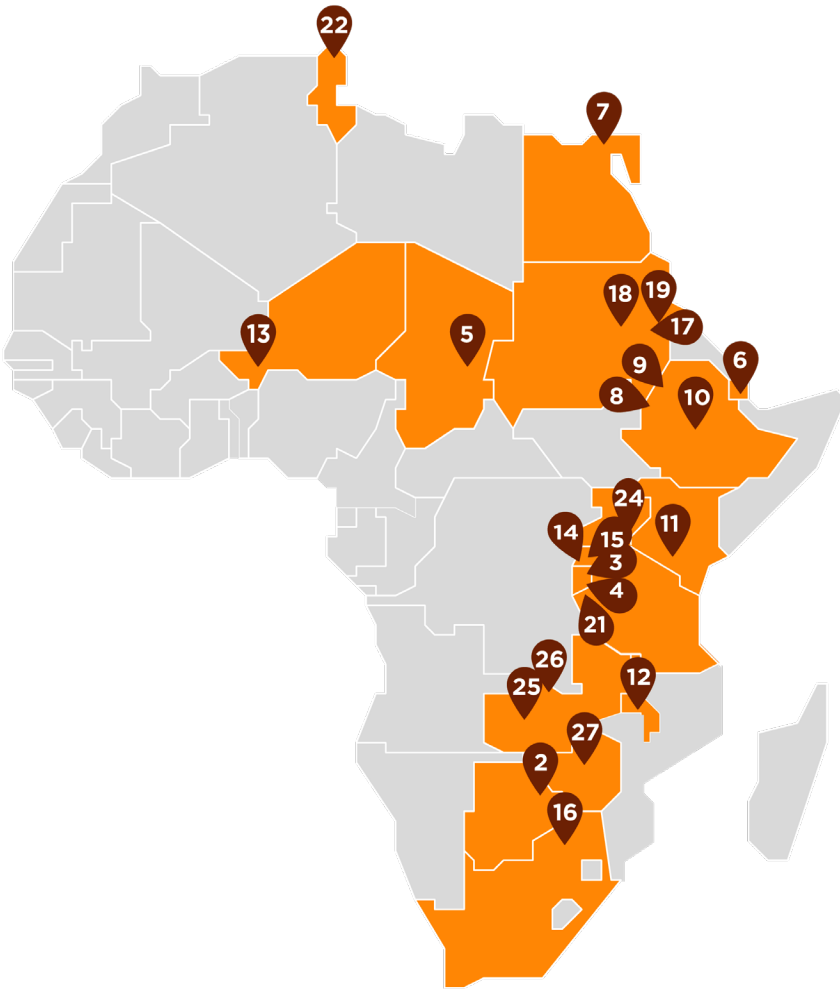
Identifying and resettling the most at-risk refugees to countries worldwide

Providing lasting solutions for the most at-risk refugees remains at the core of our work. This quarter, the RefugePoint-UNHCR Collaboration Project helped 1,507 refugees access resettlement, in 40 locations in 20 countries worldwide. This brings our annual totals to 3,317 refugees in 61 locations in 23 countries, and our lifetime totals to 86,208 refugees in 214 locations in 44 countries.

NOTEWORTHY EVENTS

The past three months have proven difficult for RefugePoint Resettlement and Child Protection Experts working around the world. The COVID-19 pandemic hit its peak between April and June for many of the countries in which our Experts work. However, they continued to operate with flexibility and creativity despite the halt on air travel and many Experts' inability to access the UNHCR offices where they work.

Many of our Experts are still contributing to their resettlement quotas and finding lasting solutions for refugees. *(Continued)*



2nd Quarter RefugePoint Programs Locations

- | | | |
|---------------------------|----------------------------|-------------------------|
| 1. CANBERRA, AUSTRALIA* | 11. NAIROBI, KENYA | 21. KASULU, TANZANIA |
| 2. DUKWI, BOTSWANA | 12. LILONGWE, MALAWI | 22. TUNIS, TUNISIA |
| 3. RUYIGI, BURUNDI | 13. NIAMEY, NIGER | 23. ANKARA, TURKEY* |
| 4. MUYINGA, BURUNDI | 14. HUYE, RWANDA | 24. KAMPALA, UGANDA |
| 5. ROVING (SOUTHERN) CHAD | 15. KIGALI, RWANDA | 25. KAOMA, ZAMBIA |
| 6. ALI SABIEH, DJIBOUTI | 16. PRETORIA, SOUTH AFRICA | 26. SOLWEZI, ZAMBIA |
| 7. CAIRO, EGYPT | 17. KHASHM EL GIRBA, SUDAN | 27. TONGOGARA, ZIMBABWE |
| 8. EMBAMADRE, ETHIOPIA | 18. KHARTOUM, SUDAN | |
| 9. ASSOSA, ETHIOPIA | 19. KASSALA, SUDAN | |
| 10. ADDIS ABABA, ETHIOPIA | 20. GENEVA, SWITZERLAND* | |

*NOT SHOWN

NOTEWORTHY EVENTS (CONTINUED)

In South Africa, our Expert's duty station managed to submit more cases for resettlement this quarter than they did in the first. Our Family Reunification Expert in Ethiopia supported over 70 unaccompanied minors and other refugees through interventions that protected their lives, such as assistance with obtaining travel documents; arranging transport to embassy to pick up visas; and making referrals to NGOs for assistance.

Several refugee protection issues have arisen in the face of the pandemic. Our Expert in Zimbabwe has found innovative ways to support the refugee community. He led a project to produce and distribute masks for persons of concern at his duty station and in the host community by organizing a partnership between refugee tailors and NGOs in the community. He also conducted a series of online focus group discussions with community leaders, refugee youth, university students, and persons living with disabilities to discuss resettlement and the current context.

The COVID-19 pandemic has forced already-vulnerable refugees into even more precarious positions, due to lack of access to income generating activities, and an increase in insecurity situations like theft and gender-based violence. It has halted resettlement operations and departures worldwide and has prevented families from reuniting with their loved ones.

One of our Family Reunification Experts shared how the pandemic has made her come to understand just how difficult that separation can be: "We do our work with dedication and passion. Yet, sometimes it is difficult to realize what it means to be separated from your family for years. During these months, I had no choice but to stay away from my family. It was a feeling that I will never forget. I will remember that feeling every time that I interview a child, or a parent, and every time I advocate for a case."

Access to Resettlement



Quarterly: Q2 2020

1,507

Refugees that RefugePoint helped to access resettlement this quarter.

Annually: 2020

3,317

Refugees that RefugePoint has helped to access resettlement this year.

Lifetime: Since 2005

86,208

Refugees that RefugePoint has helped to access resettlement since 2005.

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.

In the second quarter, clients experienced serious financial challenges. Measures introduced by the Kenyan government to slow the spread of COVID-19 affected businesses and income generation for most refugees and locals. With dwindling income from business, most entrepreneurs used their savings and business capital to meet household needs, and many shut their businesses. In May, markets began to re-open, and we worked with some clients to help them pivot to take advantage of emerging opportunities. Towards the end of the quarter, we observed a notable increase in insecurity in the areas where we work. Several clients reported the loss of business assets through theft amidst the growing economic challenges due to the widespread loss of jobs and businesses.

To support clients through this challenging quarter, we focused on four main strategies. First, we took steps to ensure that staff, who act as caregivers to clients, were safe by closing our physical office and transitioning to remote work. Second, we offered a safety net to those most affected through the provision of basic needs. Third, we shared information to help clients separate rumors from facts about the disease; know what steps to take to minimize the risk of infection; and how to maintain psychological well-being despite the unfolding events. Finally, we worked to identify emerging opportunities and supported willing clients to pivot into markets such as supplying disinfectants, soap, and face masks.

We helped to stabilize 1,134 clients by assisting them to meet basic needs such as food and rent during the quarter. We reached close to 8,000 individuals with important messaging about COVID-19. We offered counseling support to 53 vulnerable clients and gave out small grants to help 12 clients enter profitable markets. We also sent messages to clients about awareness, prevention, and reporting of gender-based violence (GBV) incidences as gender and age inequalities have placed women, girls, and vulnerable populations at greater risk of GBV and other harmful practices during the pandemic.

We continued to partner with other agencies supporting refugees in Nairobi, bolstering the overall response to the pandemic. In an effort to help connect refugee-led organizations to prospective donors, we publicly shared information they provided about how they are responding to the pandemic, the gaps they are filling, and the challenges they face.



RefugePoint's Urban Stabilization Path

COMMUNITY NAVIGATOR OUTREACH

Q2 **4,752**
YTD **9,377**

EMPOWERMENT & STABILIZATION



Health Services

Q2 **547**
YTD **1,013**



Food Assistance

Q2 **1,134**
YTD **1,350**



Education Support

Q2 **0**
YTD **579**



Counseling

Q2 **53**
YTD **140**



Businesses Launched

Q2 **12**
YTD **32**

GRADUATED CLIENTS TO SELF-RELIANCE

Q2 **0**
YTD **162**

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 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.

(Continued from page 2) The [RSRI](#) launched the [SRI](#) through a [series of events](#) from mid-May through World Refugee Day in mid-June. The series was designed to reach a diverse audience across the globe.

On May 20, 2020, the kick-off launch event brought together leaders in the humanitarian community to introduce the Self-Reliance Index and discuss its application in contexts around the world. The event featured speakers from the IKEA Foundation, RefugePoint, Danish Refugee Council, Women's Refugee Commission, and the RSRI. 291 people from 119 organizations, from 43 countries participated.

On May 28, 2020, the RSRI and Young African Refugees for Integral Development (YARID) co-hosted a discussion with refugee-led organizations (RLOs). This event introduced the SRI to RLOs and highlighted how the SRI could be implemented to support better programming and advocacy for refugee self-reliance. Participants included 34 people from 7 countries.

On June 10, 2020, the RSRI and Mercy Corps co-hosted an event to introduce the SRI to an audience based in the Middle East. The event featured speakers from the RSRI, Mercy Corps Jordan, Danish Refugee Council Jordan, Caritas Switzerland, and the Norwegian Refugee Council. They explored what it means to be self-reliant in Jordan and discussed the Graduation Approach model and its use in Jordan. Participants included 41 people from 14 countries.

On June 17, 2020, the RSRI hosted a Twitter Chat to engage partner organizations and others in a virtual discussion on refugee self-reliance during the COVID-19 pandemic. Organizations that participated included: RefugePoint, Women's Refugee Commission, Danish Refugee Council, YARID, and Mercy Corps.

On June 18, 2020, The RSRI, RefugePoint, and the Regional Durable Solutions Secretariat (ReDSS), co-hosted the East Africa Launch event. This event introduced the SRI to policymakers and practitioners working in East Africa. The event featured speakers from the International Rescue Committee, RefugePoint, ReDSS, the RSRI, and Village Enterprise. The speakers shared lessons learned from piloting the SRI and discussed the role of measurement in different program approaches to self-reliance. Participants included 88 people from 13 countries.

On June 24, 2020, the final launch event was an "SRI Deep Dive," which provided a technical, in-depth look at the Self-Reliance Index. This event was aimed at practitioners who intend to implement the tool. The session featured speakers from RefugePoint and the RSRI and highlighted practical tips for using the tool in different contexts. Participants included 54 people from 20 countries.

Since the launch, the SRI tool has been downloaded over 480 times. RefugePoint is currently leading the provision of training and technical support to partner agencies using the SRI in their programs.

Lasting Solutions: Mental Health & Psychosocial Support

Refugee psychosocial and mental health issues often go unaddressed due to the breakdown of existing traditional support structures, lack of access to and continuity of care, and stigmatism around mental illness. Mental Health and Psychosocial Support (MHPSS) is a key component of wellness and crucial for refugee self-reliance, allowing for the healing of psychological wounds and transforming victims into active survivors and thrivers.

This quarter, all staff working in Nairobi, Kenya, as part of the Urban Refugee Protection Program (URPP) completed a Johns Hopkins course on Psychological First Aid. The course aims to help all URPP staff better respond to the burgeoning need for basic counseling skills, particularly given the circumstances of the COVID pandemic, high levels of distress amongst clients, and limited counseling capacity. Our Resettlement and Child Protection Experts also had the opportunity to enroll in the course.

This quarter, we also finalized and shared the URPP Mental Health and Wellbeing Report, a comprehensive 42-page report based on interviews with all URPP staff. A committee within the URPP that is focused on culture and wellness will review the results and make recommendations on next steps.

A personal wellness and needs survey was conducted with staff working in the United Nations Collaboration Project (UNCP). The survey was conducted to acquire a basic programmatic understanding of requirements for comprehensive UNCP staff wellness programming, and the results were shared in a report. The survey and report will provide leadership with an increased understanding of Experts' acute wellness needs, which will be considered in program planning. Two UNCP Experts Mental Health and Wellbeing Newsletters were circulated, which provided ongoing support and resources to our Resettlement and Child Protection Experts.

As the COVID-19 pandemic continues, there has been ongoing development of a COVID-19 response and preparedness strategy, with collaboration and participation from non-governmental organizations and governments. RefugePoint has participated in working groups and discussions about the effects of COVID-19 on reproductive rights, protection against sexual exploitation and abuse, gender-based violence, and risk assessment and their incorporation into a mental health and psychosocial support response.

The counseling team in Nairobi has been diligent in finding ways to incorporate mental health and psychosocial support into the public health response in areas such as bulk SMS messages to clients. They have also identified several challenges and best practices in working with clients, which will serve as part of the preparedness and response strategy.

Given the gravity of the ongoing racism pandemic, RefugePoint organized an all-staff drop-in on racism, which had strong attendance, and RefugePoint began its very nascent steps to address issues related to racism organizationally.

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 116 vulnerable refugee children in 15 locations and reviewed child protection assessments for an additional 176 children.

Field Highlights

The COVID-19 pandemic has hit children particularly hard. Our Experts have noted increases in mental health issues among children, especially those who've been separated from their parents. It has been especially challenging to interview children without the ability to do in-person interviews.

Due to the fact that interviews cannot be conducted in person, Experts are using text messaging and video calls to check in on the children who have phones and finding other creative ways to provide services remotely. Experts are collaborating with their teams to conduct interviews and review panels remotely, continuing to move cases along. Experts are also leading training sessions to help build their coworkers' skills. Our Expert in Niger led a presentation on child protection in the context of COVID-19 for nearly 50 participants.

Collaboration is a common theme amongst our Experts, and the experience of one of our Child Protection Experts stationed in Egypt is a perfect example. One child needed urgent home care sessions and mental health support. When the clinic he typically turns to did not have the capacity, our Expert was able to reach out to local partners in the area that were able to provide the child with the care he needed. Our Expert and his partners have continued to conduct immediate assessments and provide financial assistance to any child who arrives in their area on the day they arrive.

Our Expert in Uganda shared just how important collaboration and flexibility are in the current context. The pandemic has caused new separations since caregivers and parents working away from the settlements have been forced to remain elsewhere during the lockdowns. Without the support of caregivers or an income of their own, children do not have access to basic necessities. All of these newly-separated children have required support to receive the food and cash assistance that their parents were initially registered to pick up. In addition to supporting urgent and complex cases, our Expert was able to lead workshops on child protection. Opportunities to build child protection capacity have, therefore, continued despite the pandemic.



COMPLEMENTARY PATHWAYS FOR ADMISSIONS TO THIRD COUNTRIES

Pre-ATCR Virtual Meeting 1
9th June 2020



Thought Leadership

This section focuses on our efforts to change the status quo and influence policy to make lasting solutions accessible to refugees around the world.

The second quarter is usually the season for the most significant refugee-related conferences each year. However, the global pandemic forced several postponements and other adaptations. The annual UNHCR-NGO Consultations will now take place in September, for example.

The Annual Tripartite Consultations on Resettlement (ATCR) were held as a series of virtual meetings throughout May and June. RefugePoint was among the leading voices in the discussions, and various RefugePoint staff played prominent presenting roles in five of the nine sessions.

Zack Gross, our Deployment Program Manager, presented on some of the many adaptations our staff have had to make to continue working impactfully despite the health and travel restrictions related to the pandemic. Janet Ouma, our Nairobi-based Senior Resettlement Coordinator, gave a presentation about the labor mobility program we've piloted in Kenya. Marty Anderson, our Geneva Representative, gave two different presentations on policy points related to complementary pathways. Complementary pathways is a topic RefugePoint is well-placed to lead, since we have been among the first organizations to pilot both labor mobility and family reunification. In another session, he presented the preliminary results of a RefugePoint research project to assess the degree to which resettlement reaches those refugees who have been identified as needing it most.

RefugePoint was a highly visible organization throughout the two-month-long series of working meetings, reflecting our leading role in implementing programs and in utilizing that expertise for the benefit of global policy conversations.



Rescuing Lives

A Long Journey to Safety

In 2016, Nanziza and her six children were forced to flee their home in the Democratic Republic of Congo when rebels attacked their neighborhood. Nanziza's husband was at church at the time of the attack, so Nanziza was forced to flee without him. After more than a month of traveling, Nanziza and her children arrived in Nairobi in February 2016. RefugePoint began working with Nanziza and her family eight months later, in October 2016. At that time, Nanziza was taking care of three unaccompanied minors in addition to her six children.

Nanziza ran a successful business selling oranges in Nairobi for many years. After receiving RefugePoint support for two years, including counseling, education assistance, food support, and livelihoods support, Nanziza became self-reliant and exited from social and livelihood services in September 2018. Despite being sick for more than a year, the family had been doing quite well.

During her illness, two of Nanziza's children worked to support the household expenses, and RefugePoint supported the family with a one-off food intervention and medical support.

Due to the pandemic, the two children who had been working were forced to stop due to a lack of employment opportunities. With no source of income for the household, Nanziza decided to approach her suppliers and negotiate with them for a line of credit for supplies to help her get back on her feet. Since Nanziza had built a strong relationship with the suppliers, they did not hesitate to advance \$80 worth of goods to Nanziza to help her restart her business. Nanziza now earns close to \$4 a day, which allows her to cover household needs and slowly repay her suppliers.

Nanziza demonstrates self-reliance through her ability to utilize social capital to get the necessary financial capital to revive her business. This is the resilience that RefugePoint is proud to see in clients after they've graduated from services.

Staffing & Finances

FINANCIAL UPDATE

RefugePoint ended the second quarter of 2020 with \$4,955,239 in revenue against expenses of \$3,759,731.

As RefugePoint ramped up its COVID-19 response in Q2, the Development department focused efforts on emergency appeals. The Josh and Angela Schawbel Charitable Fund provided a \$10,000 matching grant for our Giving Tuesday Now campaign. We also received a generous \$150,000 matching grant from G. Barrie Landry for our COVID-19 response. We were successful in meeting both campaign goals! In addition to those matching campaigns, RefugePoint celebrated World Refugee Day with its June appeal.

The Charitable Foundation, a long-time supporter of RefugePoint's Urban Refugee Protection Program in Nairobi, awarded a supplemental grant in April to support emergency response to the COVID-19 pandemic in Nairobi.

The Patrick J. McGovern Foundation, a significant supporter of RefugePoint over the last few years, granted an additional \$175,000 to support our resettlement database and self-reliance programs. We also received generous grants from the *5Together Foundation*, the Isabel Allende Foundation, and Seed the Dream Foundation.

Thank you to the Select Equity Group Foundation, as their lifetime giving to RefugePoint surpassed \$100,000 with their Q2 grant!

Lastly, in Q2, RefugePoint launched a new \$1,000,000 two-year matching campaign with Focusing Philanthropy, supporting our COVID-response and post-pandemic recovery.