



REFUGEPOINT

2020 third quarter report

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A LIFELINE FOR FORGOTTEN REFUGEES

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Refugees and asylum-seekers board a bus at the Gathering and Departure Facility in Tripoli as their evacuation to Rwanda gets underway. November 2019. © UNHCR/Mohamed Alalem

Creating Lasting Solutions

In addition to referring at-risk refugees for resettlement, RefugePoint has also started to help refugees to relocate to safety through other legal pathways to migration. We have been among the first organizations to pilot both economic mobility and family reunification as lasting solutions for refugees. In 2019, we launched the Family Reunification Pilot Project, in collaboration with UNHCR and the International Refugee Assistance Project, to help reunite unaccompanied and separated children with their family members in safe third countries.

This quarter we celebrated a very noteworthy milestone—the Family Reunification Project referred its 1,000th child for safe, legal relocation with relatives in Europe.

Thousands of refugees fleeing persecution and war in Eritrea, Ethiopia, Somalia, South Sudan, Sudan, and elsewhere are trafficked on dangerous smuggling routes towards Europe. An unusually high percentage are unaccompanied children. Many get stuck along the way, often imprisoned by smugglers for ransom or indefinitely detained in Libyan detention centers.

Many thousands of refugee children along the central Mediterranean migration route are eligible for family reunification with relatives already in Europe and other destination countries, but they lack the support to complete the long and administratively burdensome immigration application process for family reunification to these countries. Our Experts play a crucial role in building the necessary infrastructure to identify, receive, and process cases for reunification. They connect with embassies, host country governments, international organizations, and community leaders to spread awareness about the project, and develop sustainable pathways for refugees to access family reunification services.

This quarter, Danielle Beasley, one of RefugePoint's Family Reunification and Child Protection Experts, [wrote a piece in UNHCR's 2021 Projected Global Resettlement Needs report](#) about her experience working as part of the Family Reunification program in Libya.

Danielle highlights the stories of 13-year-old Selam and 16-year-old Mikael*, two unaccompanied children from the Horn of Africa who arrived in Libya separately two years ago, both of whom have siblings in Europe with whom they hope to reunite.

Lasting Solutions: Helping refugees become self-reliant

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.

This quarter, some of our clients who had graduated from RefugePoint services slipped back into vulnerability as a result of the devastating financial effects of the COVID-19 pandemic. We helped to stabilize some of these clients by welcoming an additional 415 refugees into our program, increasing the total number of core clients served in 2020 to 1,803. Some of our clients began rebuilding their affected businesses while some ventured into launching new businesses. We increased our livelihoods support and facilitated the start-up of 77 client businesses.

When one of our clients unfortunately lost their battle with COVID-19 this quarter, we supported the rest of the family to access medical and quarantine facilities. Although Kenya reported reduced numbers in the spread of the virus, this was attributed to a lack of testing facilities. We continued to use bulk messaging to communicate with our clients about the importance of continuing to take measures to prevent the spread of COVID-19. We also sensitized our clients to avoid stigmatizing and discriminating against those who test positive for the virus.

Our counselors offered counseling support to 117 clients this quarter. They also launched a counseling group for female caregivers of children with chronic health conditions as well as a women's therapy group for survivors of sexual and gender-based violence (SGBV). Unfortunately, SGBV has been increasing at an alarming rate. We partnered with other refugee-serving organizations to address the increase in SGBV cases, child protection, mental health, and stigma and discrimination faced by those infected with COVID-19.

Some of our Nairobi team members engaged in tele-counseling training in order to improve their psychological support skills. Additionally, remote tele-counseling was assessed to ensure that we are retaining a high-quality standard of care.



RefugePoint's Urban Stabilization Path

COMMUNITY NAVIGATOR OUTREACH

Q3 **1,512**
YTD **10,889**

EMPOWERMENT & STABILIZATION



Health Services

Q3 **307**
YTD **1,177**



Food Assistance

Q3 **1,558**
YTD **1,774**



Education Support

Q3 **0**
YTD **579**



Counseling

Q3 **117**
YTD **213**



Businesses Launched

Q3 **77**
YTD **109**

GRADUATED CLIENTS TO SELF-RELIANCE

Q3 **85**
YTD **247**

Lasting Solutions: Self Reliance, 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.

Following the launch of the Self-Reliance Index tool in May 2020, there has been strong interest from refugee-serving organizations and agencies to learn more about the tool and how to use it to support self-reliance programs and research.

From July-September, the Refugee Self-Reliance Initiative (RSRI) presented the Self-Reliance Index to several key stakeholders. In partnership with UNHCR's Division of Resilience and Solutions, the RSRI held webinars for UNHCR's regional bureaus in Southern Africa, East and Horn of Africa and the Great Lakes, Western and Central Africa, and Europe. These webinars provided an opportunity for the RSRI team to explore how UNHCR and its implementing partners could use the tool to improve programming, enhance coordination, and identify the strengths and vulnerabilities of refugee communities.

At a quarterly meeting of the Regional Durable Solutions Secretariat, the RSRI team presented the Self-Reliance Index to organizations working in Kenya, Ethiopia, and Somalia. The RSRI team also presented the Index to the steering committee of the Intergovernmental Authority on Development (IGAD)'s new Support Platform for refugees. IGAD is a group of eight countries in the East and Horn of Africa, including Djibouti, Ethiopia, Eritrea, Kenya, Somalia, Sudan, South Sudan, and Uganda.

During the same period, RefugePoint's Senior Program Officer for Fieldbuilding, Ned Meerdink, conducted training and provided technical support to six organizations interested in using the tool in South Sudan, Turkey, Lebanon, Jordan, Colombia, and Kenya.

On September 29-30, RefugePoint's Kenya Country Director, Jacob Bonyo, and Senior Programs Manager, Simar Singh, participated in UNHCR's annual consultations with NGOs. The virtual event brought together 50 UNHCR staff with 200+ NGO participants, representing 117 different organizations, including refugee-led organizations. The focus of the meeting was on responding to pandemics. The RSRI was highlighted as a 'good practice' of multi-stakeholder collaboration during both the 'Resilience and Inclusion' session and the closing session.

Lasting Solutions: Helping refugees relocate to safety

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

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 RefugeePoint-UNHCR Collaboration Project helped 1,392 refugees access pathways to relocate to safety, in 41 locations in 16 countries worldwide. This brings our annual totals to 4,665 refugees in 70 locations in 23 countries, and our lifetime totals to 87,503 refugees in 213 locations in 44 countries. RefugeePoint prioritizes refugee children 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 136 vulnerable refugee children in 18 locations and reviewed child protection assessments for an additional 128 children.

NOTEWORTHY EVENTS

This quarter, COVID-19 restrictions on work and movement changed at different rates around the world. *(Continued)*



3rd Quarter RefugeePoint Programs Locations

- | | | |
|---------------------------|----------------------|----------------------------|
| 1. CANBERRA, AUSTRALIA* | 11. BERLIN, GERMANY* | 21. KASSALA, SUDAN |
| 2. RUYIGI, BURUNDI | 12. ACCRA, GHANA | 22. KHASHM EL GIRBA, SUDAN |
| 3. MUYINGA, BURUNDI | 13. ERBIL, IRAQ* | 23. KASULU, TANZANIA |
| 4. YAOUNDE, CAMEROON | 14. NAIROBI, KENYA | 24. TUNIS, TUNISIA |
| 5. ROVING (SOUTHERN) CHAD | 15. BEIRUT, LEBANON* | 25. ANKARA, TURKEY* |
| 6. N'DJAMENA, CHAD | 16. LILONGWE, MALAWI | 26. KAMPALA, UGANDA |
| 7. CAIRO, EGYPT | 17. NIAMEY, NIGER | 27. SOLWEZI, ZAMBIA |
| 8. ADDIS ABABA, ETHIOPIA | 18. KIGALI, RWANDA | 28. KAOMA, ZAMBIA |
| 9. SHIRE, ETHIOPIA | 19. DAKAR, SENEGAL | 29. TONGOGARA, ZIMBABWE |
| 10. ASSOSA, ETHIOPIA | 20. KHARTOUM, SUDAN | |

*NOT SHOWN

NOTEWORTHY EVENTS (CONTINUED)

Despite difficult working conditions, Experts continued to improve remote interviewing practices to promote health and safety and sustain programming for our refugee clients. They also worked to create safe in-person interview spaces for especially sensitive cases.

With global travel resuming, refugees who had been waiting in limbo throughout the pandemic were finally able to begin to relocate to safety, reunite with their families, and pursue education and careers in safe countries. In Zambia, our two Resettlement Experts worked together to submit 248 individuals for resettlement to Finland and Sweden, 211 of whom have already been approved by Finland. Resettlement Experts in Burundi and Cairo both worked with extremely vulnerable refugees, including individuals with urgent medical needs or who faced severe discrimination because of their gender or sexual identity.

Our Experts contributed to a range of exciting new programs to promote refugee access to visa pathways other than traditional resettlement, supporting UNHCR's Three Year Strategy on Resettlement & Complementary Pathways. Education visas, for example, provide an opportunity for refugees to start their lives anew. In Malawi and Ethiopia, two of our Experts have assisted refugees in applying for special scholarships that would send them to universities in Italy, Kenya, and Canada.

Three individuals have already departed from Ethiopia to Italy on education visas. Our Expert in Malawi facilitated 68 interviews with the Worldwide University Service of Canada, a program that provides a pathway to Canadian citizenship.

Canada has proven to be a global leader in these complementary pathways for refugees. In June, the Government of Canada made the major announcement that it would like to welcome 500 skilled refugees as permanent residents in Canada to fill significant and urgent gaps in their job market. In many ways, the new initiative is a validation of the success that Canada, RefugePoint, UNHCR, and other partners have had with our Economic Mobility Pathways Project (EMPP). The EMPP is one of the first programs in the world to test the concept of refugees accessing employment visas in other countries. Based on our initial success matching 13 refugee candidates from Kenya to job vacancies in Canada and on the Canadian Government's enthusiastic interest in continuing to grow the program, we have recently agreed to identify an additional 125 refugee candidates over the next two years, with generous support from The Shapiro Foundation.

In July, a Personal Wellness Interests and Needs Survey was disseminated to all of our Experts. The results of the survey were used to inform future mental health programming for Experts.

Helping refugees relocate to safety



Quarterly: Q3 2020

1,392

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

Annually: 2020

4,665

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

Lifetime: Since 2005

87,503

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

Rescuing Lives

A Long Journey to Safety

When Irakiza and Mugambo, two young brothers, were forced to flee their home in Congo, they became separated from their parents and three siblings. After the brothers arrived safely in Nairobi, Kenya, Irakiza, the eldest brother, who has a wife and three children, was unable to work due to the trauma and torture that he had endured while fleeing. Mugambo, the younger brother, found himself with the huge responsibility of supporting the entire family of six.

Before RefugePoint began working with the family, Mugambo worked as a casual motorbike rider and was paid on commission. Mugambo's daily income of \$0.50 to \$1.00 was insufficient to support the household. The family was four months behind on rent, and the children had dropped out of school due to their inability to cover school fees.



Mugambo's greatest desire was to be able to comfortably provide for his family without depending on others or going into debt.

We offered stabilization services to the family, which included food and rent support, as well as education support so that the children could re-enroll in school. We also ensured that Irakiza was able to obtain medication from our medical team. Lifting these burdens off of Mugambo's shoulders enabled him to focus on establishing a reliable source of income.

In just nine months, he managed to purchase a motorbike (worth \$950.00) through a combination of his own savings and a small capital boost from RefugePoint. Mugambo now earns \$5 to \$10 a day through his motorbike business. He is so happy to finally have the ability to take care of his family without going into debt.

Meanwhile, Irakiza's wife is working towards establishing a grocery business so that she can also contribute towards the household income. This family is now able to stand on its own, and they are hopeful about the future. They no longer worry about where their next meal will come from or how they will pay their rent and meet other basic needs.

Photo left: Mugambo on the motorbike that he was able to purchase after just nine months of saving and a small capital boost from RefugePoint.

Staffing & Finances

FINANCIAL UPDATE

RefugePoint ended the third quarter of 2020 with \$6,533,658 in revenue against expenses of \$5,291,435.

DEVELOPMENT UPDATE

This quarter, we were grateful to receive the third installment of a multi-year grant from The Shapiro Foundation to support our mission and strategic growth, as well as a generous grant from The Good Lie Fund.

STAFFING

In September, Amy Gray joined the headquarters team as our Senior Program Officer of Monitoring, Evaluation, and Learning.