



# Fourth Quarter Report 2023

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# Introduction

In December, the Global Refugee Forum (GRF) was hosted in Geneva, Switzerland. The GRF, which takes place every four years, is the main venue to drive and review progress towards the objectives of the [Global Compact on Refugees \(GCR\)](#), which was endorsed in 2018 by the United Nations General Assembly. The GRF brings together senior humanitarian stakeholders, including heads of state, ministers, non-profit and corporate executives, refugee leaders, researchers, and more.

In December and the months leading up to it, RefugePoint played a leadership role in four multistakeholder pledges relating to two of the four objectives of the GCR: refugee self-reliance and third-country solutions.

The [largest multistakeholder pledge](#) presented at the GRF was co-led by the [Refugee Self-Reliance Initiative \(RSRI\)](#). The Multistakeholder Pledge on Economic Inclusion and Social Protection [was announced](#) by RSRI Executive Director Kari Diener and consists of 234 partners, including 70+ governments, and over a billion dollars in funding. The pledge aims to build enabling environments and programs that allow refugees to [take control of their finances and futures](#).

Family Reunification was another highlight at the 2023 GRF: [The Multistakeholder Pledge on Family Reunification](#) aims to reunite 1 million families by 2030. This pledge was [announced by RefugePoint CEO Sasha Chanoff](#) during the plenary session and was greeted with spontaneous applause by those in attendance.

RefugePoint was also a co-chair with the Government of Australia and UNHCR for the [Multistakeholder Pledge on Resettlement](#) and was part of a small, core team of stakeholders leading efforts on labor mobility, including the [Multistakeholder Pledge on Refugee Labor Mobility](#). In addition to our involvement in all of these pledges, RefugePoint helped plan multiple high-level events in our key areas of involvement. RefugePoint's commitment to refugee-centeredness informed much of our involvement in the 2023 GRF. RefugePoint and the Refugee Self-Reliance Initiative were proud to have refugees and former refugees join our delegations to the GRF, and we also supported these colleagues as they assumed prominent roles at the GRF.







# Self-Reliance

For refugees who remain indefinitely in the country to which they've fled, we help them move from vulnerability towards self-reliance.

[Read more →](#)



**Direct Services**

**Providing lasting solutions for at-risk refugees remains at the core of our work. RefugePoint focuses on equipping urban refugees in Nairobi, Kenya to become self-reliant. We achieve this through stabilizing support services to ensure access to food, shelter, medical care, and empowerment through counseling, skill-building, and livelihoods assistance.**

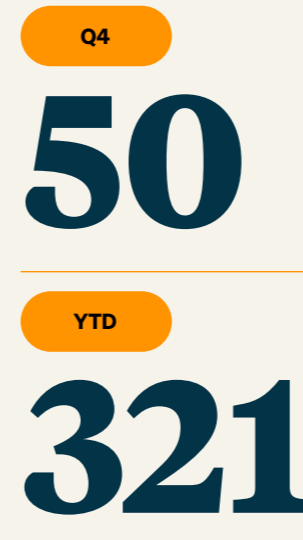
During Q4, RefugePoint’s Urban Refugee Protection Program (URPP) surpassed nearly all annual targets. In a harsh economic environment in Nairobi, Kenya, many refugees in the city sought assistance, hoping to enroll in the program. RefugePoint identified the individuals facing the most extreme vulnerabilities and partnered with them to reach stability, a first step in their path to self-reliance. To help families reach stability this quarter, we provided food assistance to 743 individuals and rent support to 433 clients. At each food distribution, clients received water purification tablets to treat drinking water and mitigate waterborne diseases during El Niño rains. RefugePoint attended to 302 clients at our medical clinic and referred some for secondary health care. 91 individuals received counseling services, helping them cope with past trauma and other stresses in life. Additionally, RefugePoint registered 98 individuals with the National Hospital Insurance Fund (NHIF), which helps people access healthcare, bringing the annual total to 1,703 individuals, 31% over our annual target.

While the holiday end-of-year season typically leads to better business, most clients reported that their sales remained low. This is likely due to the challenging economic situation in Nairobi at the moment and throughout 2023. Despite the difficult environment, over 80% of RefugePoint’s livelihoods clients met the goals they set for themselves after receiving a business grant. The Nairobi City County invited RefugePoint URPP staff to participate in a partner meeting to share insights as they draft a five-year strategic plan on refugee integration and support. RefugePoint is committed to remaining actively engaged with the government and this process until the final draft is concluded.

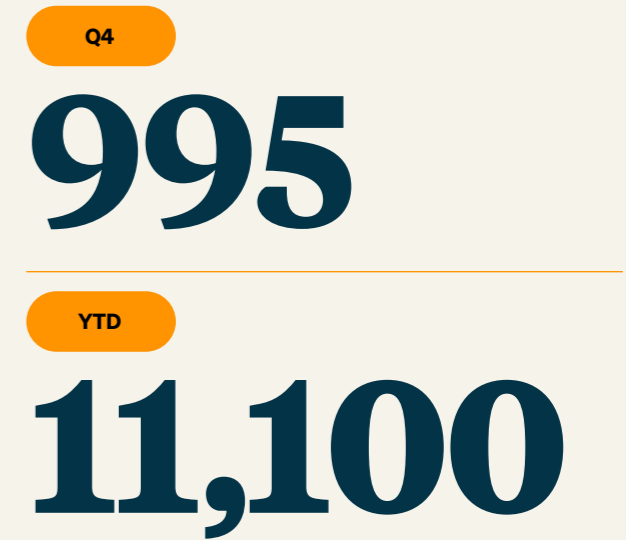
RefugePoint’s Livelihood team supported 62 clients in Q4 to start a business. One of the clients, Nyaremezo, opened a business selling shoes. The client reported that she made a profit of approximately Ksh 21000 (\$130 USD) in December 2023. As a result, the client and her husband were able to meet their household expenses with their earnings.

# RefugePoint’s Urban Stabilization Path

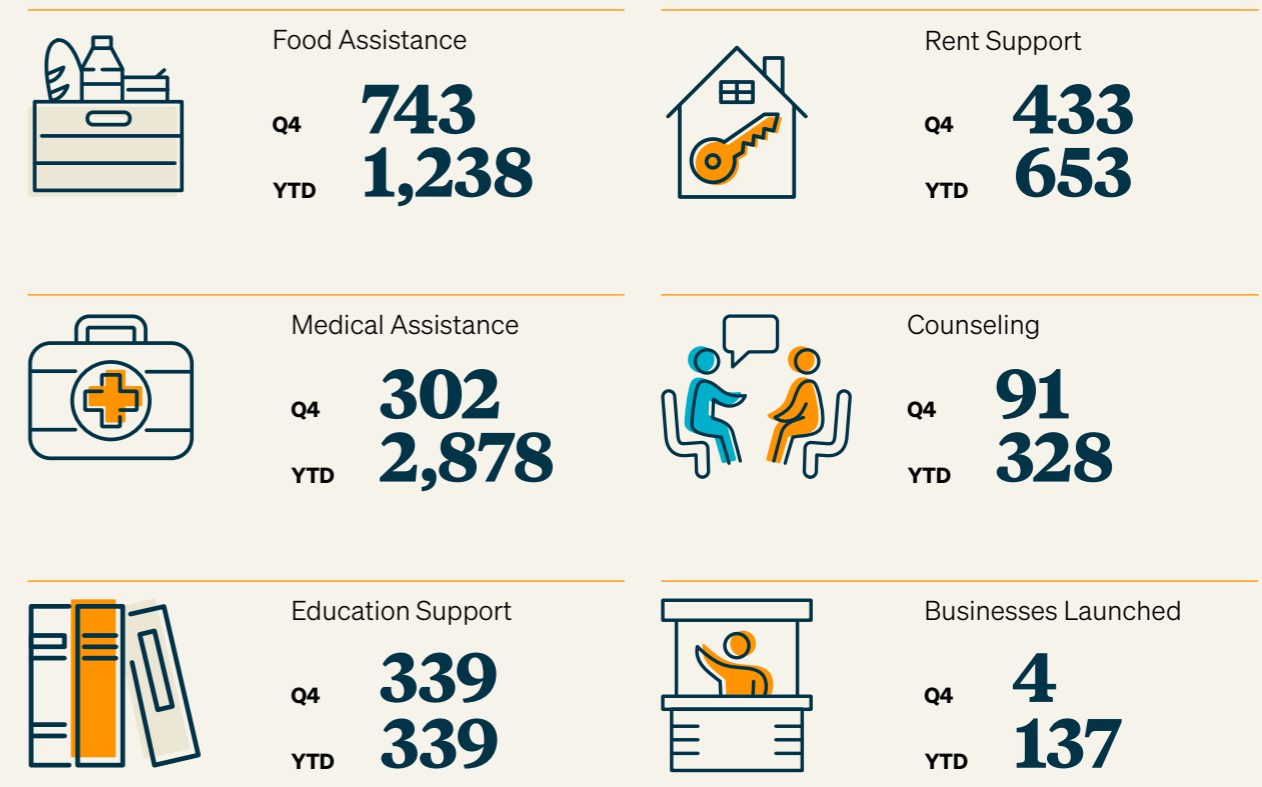
## Clients Graduated to Self-Reliance



## Community Health Outreach



## Empowerment and Stabilization





### Field Building & Systems Change

**In addition to the direct services that we provide to urban refugees in Nairobi, Kenya to achieve self-reliance, we also work to make 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), which promotes opportunities for refugees around the world to become self-reliant and achieve a better quality of life. The RSRI, co-founded by RefugePoint and the Women's Refugee Commission, 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 October, RefugePoint partnered with The International Council of Voluntary Agencies (ICVA) to organize a side-event during the UNHCR 74th Executive Committee Meeting entitled 'Holistic approaches to expanding third country solutions: Exploring refugee protection and self-reliance'. The discussion was moderated by Simar Singh, RefugePoint's Chief Program Officer and included perspectives from Bahati Manganjo, Labor Mobility Consultant for RefugePoint and former refugee.

RefugePoint completed a year-long capacity-strengthening program with a group of 22 community-based and refugee-led organizations (CBOs and RLOs) in Nairobi, Kenya. Now in its third year, the program brings together a cohort of CBOs and RLOs to network and build relationships, and to exchange knowledge, skills, learning and resources, all in support of strengthening the work these groups are doing to support self-reliance programming in refugee communities. The program includes bi-monthly sessions that include structured training led by RefugePoint staff and partners on topics identified by the group and peer-to-peer learning facilitated by members of the cohort.

In the lead-up to the 2023 Global Refugee Forum, the Refugee Self-Reliance Initiative (RSRI) co-led the development of the Multistakeholder Pledge on Economic Inclusion and Social Protection, alongside UNHCR, the United States, Kingdom of the Netherlands, the Intergovernmental Authority on Development (IGAD) in Eastern Africa, Denmark, Germany, and Mexico. Kari Diener, the RSRI Executive Director, formally announced the pledge at the forum. As of the end of December, the pledge has attracted over \$1 billion in investments by 239 actors, including via commitments from 82 states. As part of this pledge, RefugePoint and the RSRI, along with the Danish Refugee Council and the Norwegian Refugee Council, co-led the development of an NGO pledge which aims to expand holistic self-reliance programming and promote the role of local actors in realizing progress towards self-reliance outcomes.

#### Multistakeholder Pledge

# \$1B

**Our RSRI co-led pledge has attracted over \$1 billion in investments by 239 actors, including via commitments from 82 states.**





# Resettlement & Other Pathways to Safety

We help refugees who cannot remain safely where they are to permanently and legally relocate to a safe, new country through various visa channels and government programs.

[Read more →](#)



**Direct Services**

**In addition to equipping refugees to become self-reliant, we also work to relocate refugees to safety through resettlement and other legal migration pathways, such as visa programs for family reunification, employment, and education. This quarter, RefugePoint helped 4,409 refugees access pathways to relocate to safety, including resettlement, family reunification, employment, sponsorship, and other pathways, from 90 locations in 27 countries worldwide.**

During Q4, RefugePoint Resettlement and Child Protection Experts on deployment to UNHCR operations completed enough resettlement case submissions to fulfill 2023 quotas, maximizing opportunities for refugees to benefit from resettlement as a life-changing solution. In some locations, Experts surpassed their 2023 quotas and began interviewing refugees and preparing cases for 2024. Several Experts prepared urgent or emergency cases with heightened protection needs, including women at risk of domestic violence and individuals who required expedited resettlement processing due to serious threats to their safety.

Experts also responded to other needs at their UNHCR duty stations around the world. They counseled refugees about resettlement and advised individuals on case status. RefugePoint's Expert in Ethiopia held a town hall to address misinformation and manage expectations regarding resettlement. An Expert in East Chad met with refugees accepted for resettlement to provide information on medical exams and final preparations for travel to their destination countries.

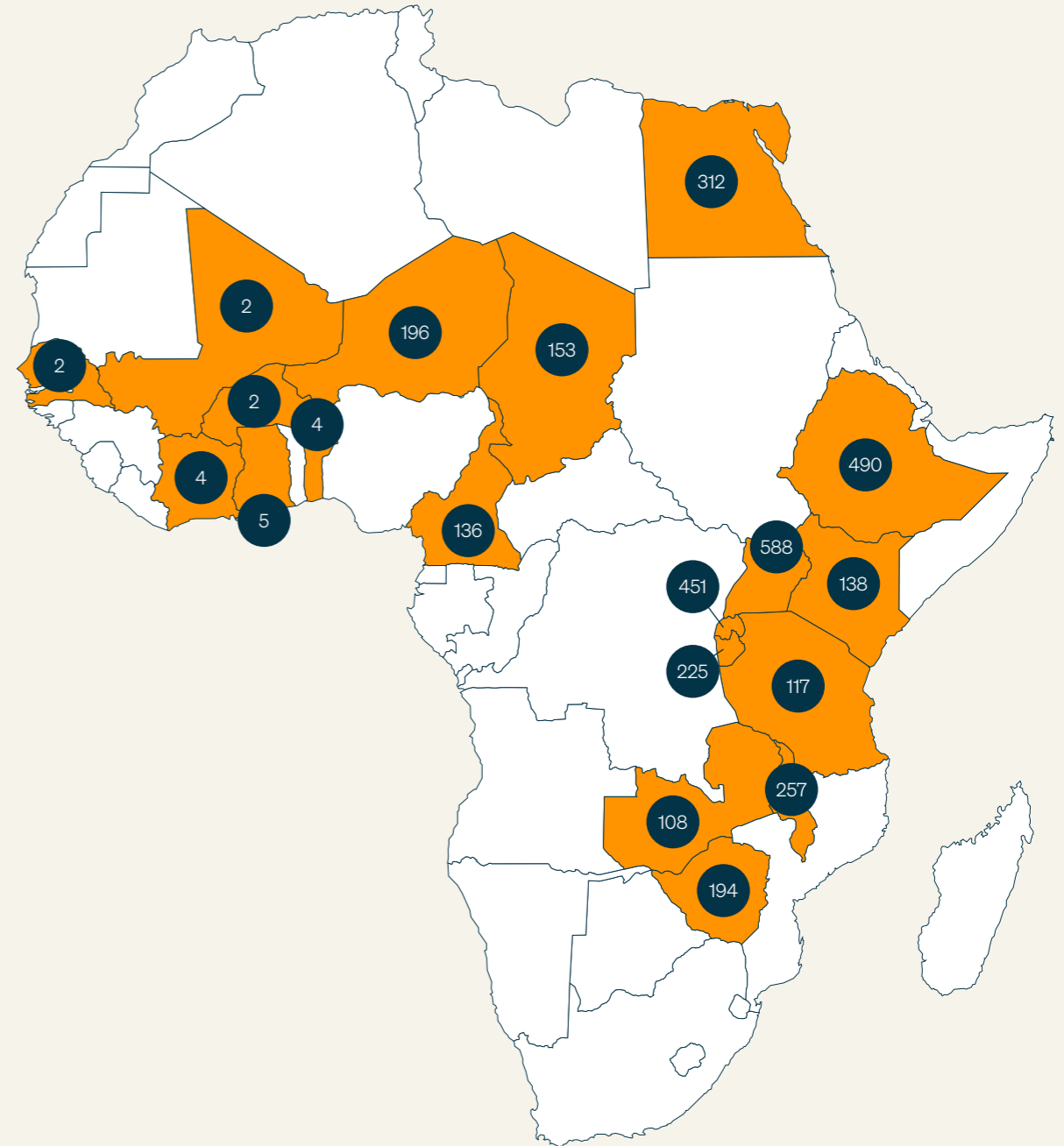
RefugePoint's Nairobi Resettlement unit submitted 87 individuals to Australia, Canada, and the U.S. In an effort to be more refugee-centered, RefugePoint is developing a resettlement client satisfaction survey. Feedback will inform improvements and enhance refugee participation in the program.

For the first time in Kenya, RefugePoint launched a program to identify and refer vulnerable children and adults for family reunification assistance. RefugePoint's new Nairobi-based Family Reunification Manager undertook mapping to identify related needs, systems, and actors. Insights from this exercise will shape RefugePoint's efforts to expand access to family reunification as a durable solution and a legal right.

The Labor Mobility Program continued to receive applications for healthcare, construction, and hospitality jobs. The team completed 139 CVs for employer matching in Q4, and celebrated 17 candidates' departures to Canada.

Refugees assisted in accessing resettlement and other pathways to safety since 2005

**141,997**



**Refugees Assisted in Q4**

**Countries where RefugePoint assisted refugees to access resettlement and other pathways to safety.**

1. Bangladesh*	<b>307</b>	13. Laos*	<b>1</b>	25. Vietnam*	<b>1</b>
2. Benin	<b>4</b>	14. Malawi	<b>257</b>	26. Zambia	<b>108</b>
3. Burkina Faso	<b>2</b>	15. Mali	<b>2</b>	27. Zimbabwe	<b>194</b>
4. Burundi	<b>225</b>	16. Niger	<b>196</b>		
5. Cameroon	<b>136</b>	17. Pakistan*	<b>97</b>		
6. Chad	<b>153</b>	18. Rwanda	<b>451</b>		
7. Cote d'Ivoire	<b>4</b>	19. Senegal	<b>2</b>		
8. Egypt	<b>312</b>	20. Tanzania	<b>117</b>		
9. Ethiopia	<b>490</b>	21. Thailand*	<b>68</b>		
10. Ghana	<b>5</b>	22. Trinidad & Tobago*	<b>20</b>		
11. Guatemala*	<b>116</b>	23. Turkey*	<b>108</b>		
12. Kenya	<b>138</b>	24. Uganda	<b>588</b>		

\* Country not shown on map



### Field Building & Systems Change

**In addition to helping refugees relocate to safety through direct services, RefugePoint also hosts trainings, develops and shares tools to enhance capacity across our partners, and makes policy recommendations to improve global systems related to resettlement and other pathways. During Q4, 2023, our staff trained 88 individuals from UNHCR and partner organizations on topics ranging from child protection to resettlement and other pathways.**

In November, the Nairobi Resettlement unit delivered joint training with HIAS for 25 partner agency participants. The training aimed to increase capacity for resettlement referrals by promoting awareness of durable solutions, resettlement criteria, processing steps, and anti-fraud measures.

The NGO Referrals Program, which aims to expand access to and increase equity in resettlement, concluded initial mapping to assess the feasibility of expanding resettlement referrals from NGOs in Sub-Saharan Africa. Local and regional actors were consulted in locations with highly vulnerable populations and strong prospective partners.

RefugePoint's Family Reunification Program engaged with RLOs to identify opportunities for mutual learning and capacity strengthening to improve family reunification services for refugees in Kenya. RefugePoint staff also shared best practices from prior experience implementing family reunification services elsewhere.

In October, Talent Beyond Boundaries joined RefugePoint in Kenya for a job fair and partnership engagement mission. Meetings with livelihood partners in Kakuma Refugee Camp and Nairobi highlighted the potential to increase access to labor mobility pathways through collaboration. Three refugees received job offers in Ontario, Canada following the job fair.

RefugePoint Experts stationed at UNHCR operations also engaged in field-building and systems change efforts. In Burundi, Rwanda, Malawi, and Uganda, Experts provided training, case reviews, and mentoring to bolster their colleagues' professional skills and reach more refugees. Our Child Protection Expert in Malawi trained UNHCR Zambia and members of the Zambian Government on Best Interests Procedures. Experts in West Africa established a remote quality assurance and feedback-sharing system, leading to increased resettlement submissions. In France, our Expert advocated for the Université pour les Réfugiés (UNIV'R) scholarship program and worked to streamline processes for refugees to access social security cards, residency permits, and banking. Several Experts contributed to the success of the Global Refugee Forum in December by mobilizing and coordinating actors around pledging, organizing multilateral stakeholder meetings, and liaising with UNHCR country operations on state advocacy for family reunification.



Samira (left) and her son Omer (right) reunited at the Vancouver Airport after seven years apart. The two were violently separated while fleeing civil war in Sudan in 2016, and Samira had been searching for her son ever since. RefugePoint Family Reunification staff working in Chad helped to reunite them in 2023. Photo: Aya Garcia



EMPP Candidates with Sylvia Kamencu, EMPP Manager (Left). Left from Sylvia are Mohamed, Saidon, and Shidiye. Photo: Diana Karua



# Cross-Cutting Protection Priorities

## Child Protection

**RefugePoint prioritizes refugee children in all of our programs and we collaborate closely with partners to fill gaps in refugee child protection. This quarter, our staff conducted and reviewed child protection assessments for 500 refugee children.**

By the end of Q4, RefugePoint Child Protection Experts had supported 1892 children with Best Interest Assessments and Determinations in 2023. Throughout Q4, Experts have been engaged in field-building and advocacy. In Uganda, as a reviewer of Child Protection casework in the country, RefugePoint's Child Protection Expert organized and chaired the Ugandan West Nile Child Protection Coordination Forum. RefugePoint's Expert in Turkey conducted a two-day training for UNHCR implementing partners on Best Interests Procedures (BIPs) case management and child-friendly interviewing techniques. RefugePoint's Nairobi Child Protection staff helped two unaccompanied children join their sister in Finland.

Throughout 2023, RefugePoint Child Protection Experts trained over 398 UNHCR and partner staff, primarily in Turkey and Bangladesh. RefugePoint's support for other UNHCR implementing partners extends to casework as Experts review draft documentation to improve the quality of case submissions. This collaboration between implementing partners is essential to ensuring quality casework and, ultimately, better outcomes for children and their families.



Photo: Chris Jensen

**A RefugePoint Child Protection Expert with a child refugee in Rwanda. The boy and his family have lived in the refugee camp in Rwanda for over 15 years after fleeing conflict in their home country. The family was interviewed for resettlement in 2023.**

## Mental Health and Psychosocial Support

During October, the Joint World Health Organization/Office of the United Nations High Commissioner for Human Rights guidance and practice on mental health, human rights, and legislation was launched. This has influenced creating considerations for how human rights are integrated into clinical learning modules at RefugePoint, as well as the mainstreaming of MHPSS (integrating MHPSS into other programs) being informed by a rights-based approach.

RefugePoint's Community Liaison, Ann-Marie Manishimwe, participated in peer-to-peer learning sessions and discussed general mental health conditions with Refugee Brotherhood, an RLO partner in Nairobi, Kenya.

Our annual virtual all-staff wellness day was successfully executed in October, which included community-building activities, training by the Depression and Bipolar Support Alliance, and psychoeducational sessions led by RefugePoint staff. In December, the first MHPSS podcast for UNCP staff, entitled "We Got This," was released, featuring board member Nasra Ismail. Ongoing conversations were held with 11 organizations with whom primary contact had been made during the Stavros Niarchos Foundation Conference, with an optimistic outlook for future operational partnership.

Children assisted in Q4

500



Child Protection staff trained this year

1,892



Staff trained

398





## Abisi's Story

Abisi, a former refugee from the Democratic Republic of Congo, is one of eleven refugees who departed from Nairobi for Canada in late 2023 to work as a Continuing Care Assistant. Before joining the Economic Mobility Pathways Pilot (EMPP), a program that helps skilled refugees relocate to a safe, new country, Abisi had lived in the Kalobeyei settlement in Kakuma, Turkana County. Although he trained as a nurse assistant, Abisi had been teaching history and Kiswahili at the Kalobeyei Secondary School.

"When I got to the Kakuma Refugee Camp, I began working as a community health worker. That is when I became curious to learn more about health sciences. So, I enrolled for nursing studies at the Kenya College of Commerce and Hospitality. Before my interest in nursing, I trained as a teacher at the university where I learned the skills to be a primary and high school teacher," Abisi said when he spoke to us.

In 2021, Abisi received a WhatsApp message from a friend with information about the EMPP. Although his application was successful, Abisi had to wait three years for this dream to come true. "I'm feeling so happy because this opportunity will change many things in my life and help my family, who are remaining behind," Abisi said. "When I get to Canada, I want to improve my skills to be a full nurse and help fellow refugees who are still in the camps. My hope is that I'm going to a multicultural country and environment, and I'm going to enjoy my freedom, which I did not have before," Abisi said.

RefugePoint's work on the Economic Mobility Pathways Pilot is funded in part by the Government of Canada.

“

**My hope is that I'm going to a multicultural country and environment, and I'm going to enjoy my freedom, which I did not have before.”**

Abisi at the IOM transit center in Nairobi, Kenya. Photo: Diana Karua





# Finances

RefugePoint's year-end revenue figures have not been audited and therefore should be considered estimates. As of this writing, we estimate a year-end revenue total of \$13,050,000 against a year-end expense total of \$11,850,000. The revenue surplus is a result of multi-year grants that were accrued in 2023 but will be expensed in future years.

# Development

Q4 is always one of the busiest times of year for raising funds from our general donors! This year, RefugePoint raised more than \$250,000 from donors who gave during Giving Tuesday or in response to our End of Year Appeal in November and December.

We were honored to receive a grant from Choose Love for our family reunification work in Chad. This grant was through Choose Love's Little Amal Fund, a fundraiser to provide urgently needed support for refugee children around the world. RefugePoint was thrilled to support Little Amal's tour earlier in 2023 and to be a recipient of funds raised.

Money raised during Giving Tuesday or in response to our End of Year Appeal

# \$250,000



# We would like to welcome:



**Effie Mumbi Mburu**

Family Reunification Manager



**Patrick Guyer**

Associate Director, Monitoring Evaluation, and Learning (MEL)

# Press and Publications



Their lives were torn apart by war in Africa. A family hopes a new US program will help them reunite, **by Jamie Stengle, AP News**

[Read more](#)



Pathway to Empowerment — Self-Reliance: A New Vision Toward Sustainable Solutions for Refugees, **by Kari Diener, RSRI Executive Director, Sang Saeng Magazine**

[Read more](#)



