

## RefugePoint's URPP Healthcare Highlights

2005 - 2019 Highlights from the Urban Refugee Protection Program (URPP)

2005

**2005:** RefugePoint was founded in 2005 to assist refugees who fall through the cracks of humanitarian aid. Initially, RefugePoint provided life-saving care to about 160 HIV+ refugees in Nairobi, Kenya, through its small in-house medical clinic. At the time, refugees in Nairobi did not have adequate access to primary health care systems. They were charged "foreigner" prices, largely out of the reach of the very vulnerable.



2011

**2011:** RefugePoint found that refugees in Nairobi were having trouble accessing health services at government facilities due to language barriers and socio-cultural differences. In 2011, RefugePoint began a Community Navigator (CN) program that recruited directly from the refugee community, since CNs are best placed to talk with their own communities about sensitive health issues that intersect with cultural practices (such as family planning). **The primary goal was to improve the general health and well-being of the refugee population in Nairobi.**

2015

**2015:** RefugePoint began partnering with the Kenya based NGO Health Systems Support (HSO) and the U.S. based NGO African Mission Healthcare Foundation (AMHF) to link clients requiring expensive surgeries to donors via Watsi, a crowd-sourced medical funding scheme. RefugePoint supports refugees with the outpatient consultation fee, which is not otherwise covered. So far, we have assisted eight clients to access surgeries.

2017

**2017:** RefugePoint began partnering with VisionSpring to **supply clients with reader glasses at a cost of \$1.60 per pair.** The partnership is important because it addresses a major gap for refugees with vision issues, most of whom were previously unable to access affordable vision care, which significantly hindered their daily activities.



2008

**2008:** RefugePoint began providing structured individual counseling (cognitive therapy) and group therapy services for refugee clients in Nairobi. These are essential services for the most traumatized of our clients. RefugePoint also began partnering with the local government on public health and vaccination campaigns - a partnership that continues to date. We also initiated support groups and life skills trainings in 2015. Support groups are designed to enhance coping skills and to support refugees to integrate into the community. Life skills groups are designed to equip children and youth with psychosocial skills for dealing with the challenges of day to day life.

2014

**2014:** After three years of advocacy, RefugePoint brokered an agreement with Kenya's National Hospital Insurance Fund (NHIF), allowing refugees to access the same inpatient hospital insurance benefits as Kenyans, for just \$5 a month (a cost covered by RefugePoint for 600 of our core clients). For the first time, all refugees in Nairobi were able to access free inpatient health services.



2015

**2015:** Since 2015, RefugePoint has **reached over 52,000 refugees and locals with health education messages.** We also conduct diabetes and hypertension testing, and update the community about current health issues, like cholera outbreaks and TB testing, through outreach and bulk SMS messages.

2019

**2019:** RefugePoint continues to operate a medical clinic for a limited number of clients while encouraging the use of community medical services. The clinical nurse concentrates on providing prescription drugs (where they are not available or are too expensive in the community) and participating in Community Health Education sessions while working with our pool of refugee **Community Navigators (CNs), who provide health education and information to approximately 10,000 refugees per year.** The CNs refer cases to local clinics, and any cases needing special attention are referred to our RefugePoint in-house clinic. RefugePoint also works with at-risk groups such as survivors of sexual and gender-based violence (SGBV), and LGBTQ refugees.