



REFUGEPOINT

2016

ANNUAL REPORT

# Our Mission

At RefugePoint, our mission is to find lasting solutions for the world's most at-risk refugees. We identify and protect refugees who have no other options for survival. To accomplish this mission, we focus on two main pillars of work: resettlement and self-reliance.

**1** **Resettlement**  
Resettlement involves permanently relocating refugees to a safe country where they can rebuild their lives.

**2** **Self-Reliance**  
Self-reliance involves stabilizing refugees in the countries to which they have fled and helping them regain the social and economic ability to meet their essential needs and transition off of assistance.

**Underpinning both our resettlement and self-reliance work is a focus on protecting children and improving global refugee policy and practice through field building.**

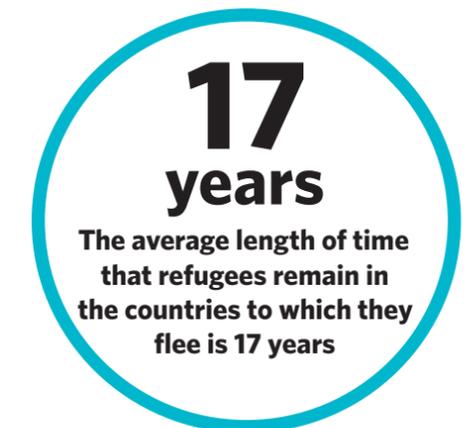
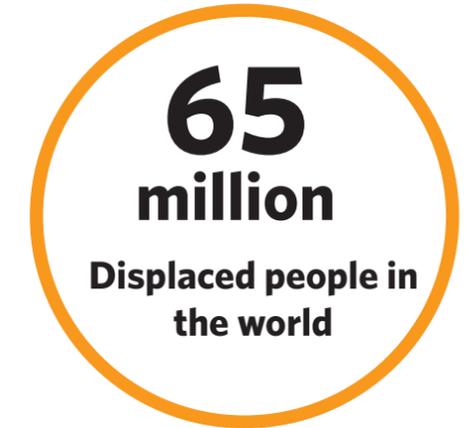


## Message from RefugePoint's Executive Director

The refugee landscape continues to change rapidly. Conflict and persecution have forced more than 65 million people from their homes, including 21 million refugees who have crossed an international border. They are often stranded in dangerous situations for extended periods of time. The average length of time that refugees remain in the countries to which they flee is 17 years. A growing number are losing hope and risking their lives in dangerous onward journeys. Refugee camps are becoming less relevant and the majority of refugees now try to eke out an existence in urban areas. Xenophobia has created new dangers and obstacles to safety for those who flee.

How do we respond to these new dimensions of displacement? What are our responsibilities as a global community? RefugePoint's strengths include innovation, a collaborative orientation, and grassroots responsiveness to the needs we see. For those in peril, including unaccompanied children, women at risk, and others, resettlement is sometimes the only life-saving solution, and we continue to help refugees resettle to countries around the world. But in the wake of U.S. government policy changes, which reduce resettlement opportunities, our efforts to enable refugees to stabilize and "graduate" from humanitarian assistance highlights a new frontier of humanitarian response. It is a global responsibility to protect refugees and to create pathways to self-reliance for those forced to flee their homes. This report showcases our innovative approaches to address gaps in the humanitarian response system and to reach more refugees than in any previous year.

*Sasha Chanoff, Founder and Executive Director*



# FIELD BUILDING

In addition to the important work of improving the lives of individual refugees, RefugePoint works strategically to influence and improve refugee resettlement and protection systems, in order to assist exponentially more refugees. This includes influencing global policies and practices; developing new approaches and tools and training others to use them; promoting accountability and equity in refugee solutions; securing new financial resources for refugee solutions and influencing how the system deploys its resources; and opening up space for more nongovernmental organizations (NGOs) to join the refugee solutions effort, leading to greater capacity in the system. To accomplish this, we partner closely with the United Nations High Commissioner for Refugees (UNHCR), governments, NGOs, and community-based organizations to build capacity and improve systems related to refugee resettlement and self-reliance.

## RefugePoint's Tactics for Strengthening Resettlement Systems



# 2016 FIELD BUILDING HIGHLIGHTS

## Geneva Office Establishment

In September we established a new office in Geneva, Switzerland, where Mr. Martin Anderson serves as RefugePoint's Geneva Representative. Marty promotes RefugePoint's mission and programs with the UN and other agencies, actively identifying strategic opportunities and strengthening partnerships. Marty has become an active member of the International Council of Voluntary Agencies, in particular the Forced Displacement Working Group. This allows RefugePoint to contribute to the UN's forthcoming Global Compact on Refugees, which will shape refugee policy for decades.

**54**  
 We provided technical assistance to 54 organizations in 3 countries (Kenya, Malaysia, and Zambia)

## Community of Practice

RefugePoint has acted as a leader in developing new methodologies to facilitate self-reliance for refugees and has begun disseminating successful approaches and tools. In June, RefugePoint and Women's Refugee Commission invited stakeholders from the NGO, UN, government, academia, and donor sectors to join a Community of Practice to share learning related to self-reliance. The initial focus of the group was defining and measuring self-reliance. A set of self-reliance indicators is critical for measuring progress and establishing global accountability. RefugePoint ultimately aims to promote the expansion of self-reliance opportunities in partnership with organizational collaborators. The Community of Practice now includes 15 entities.

**572**  
 We hosted 35 trainings attended by 572 UNHCR and partner staff in 2016

## Special Missions: Zambia & Malaysia

RefugePoint embarked on two special missions in 2016 in Zambia and Malaysia. In September, one of our Experts began working with UNHCR in Zambia to design a first-ever livelihoods program for urban refugees in Lusaka to help them achieve self-reliance. He launched a successful pilot program and helped to identify and capacitate a new partner agency to continue and expand the work indefinitely. Many of the tools and methods RefugePoint developed in Kenya will now be used by the partner in Zambia. In Kuala Lumpur, Malaysia, another one of our Experts worked on building capacity among NGO partners for identifying, assessing, and directly referring refugees with heightened risks to UNHCR for services including protection, registration, livelihoods, and resettlement. With RefugePoint's presence, the network of collaborators has increased from 26 to 42 organizations, and more than 2,300 individuals were referred to UNHCR for urgently needed interventions.

# RESETTLEMENT

*Resettlement involves permanently relocating refugees to a safe country where they can rebuild their lives.*

2016 was our most successful year to date in terms of the volume of resettlement submissions, with staff referring 5,283 of the most vulnerable refugees for resettlement from 33 locations in 21 countries.

Resettlement is often the best option for refugees who cannot return home and are not able to reside safely in the country to which they have fled. We deploy Resettlement and Child Protection Experts across Africa to meet with refugees in remote and often dangerous locations. Our staff works to expand opportunities for resettlement to locations and populations that are chronically overlooked and/or underserved.

More than half of all refugees are children, and each refugee child must go through a Best Interest Assessment or a Best Interest Determination (BIA/D) in order to determine whether or not resettlement is the best pathway forward for these especially vulnerable children. Our Child Protection Experts conducted 1,227 BIA/Ds for children in 2016.

Aiming to improve the whole field, we also work to catalyze partnerships between the UNHCR, NGOs and governments to strengthen resettlement systems and policies.

**5,283**

Resettlement referrals completed by RefugePoint staff in 2016

**43,978**

Total system-wide resettlement referrals from Africa in 2016

**4,171**

Resettlement referrals that RefugePoint assisted with in 2016



**“I have no more worries, no more stress, and no more fear. Here, I am a very happy person. Here, there is no threat against my life, and I am looking forward to starting my Ph.D. very soon.”**

“My name is Yadasa, and I am a former refugee who was resettled to Australia through RefugePoint. I am from the Ethiopian Oromo community, and I left Ethiopia after facing a lot of political persecution. In 2001, when I fled to Nairobi, Kenya, I was a young university student. In 2003, I got a scholarship and joined a university in Kenya. I got my degree, but I didn't get the chance to work in Kenya as refugees are not allowed by law to take proper jobs. In 2010, I started working as an interpreter with RefugePoint, and later on RefugePoint helped me to resettle to Australia in 2013.

Here in Australia, I went to university and studied for a Masters in Nursing. I recently graduated from one of the best Australian universities (Monash University) and I am now working for Alfred Hospital in the cardiac unit, which is a highly complex ward. My message is simple. Thank you for helping me. I have no more worries, no more stress, and no more fear. Here, I am a very happy person. Here, there is no threat against my life, and I am looking forward to starting my Ph.D. very soon. I always want to remain a friend of RefugePoint. Keep me in the circle of people who have made helping other people their life.”

## 2016 RESETTLEMENT HIGHLIGHTS

**In an effort to promote equitable access to lasting solutions for refugees, regardless of where they have fled, RefugePoint expanded access to resettlement to 15 new locations and to nine new countries in 2016. We expanded our work to Angola, Burkina Faso, Cameroon, Djibouti, Guinea, Malaysia, Niger, Senegal, and Togo. 2016 Resettlement highlights include:**

### Angola

We placed a Resettlement Expert in Luanda, Angola, as the first, long-term presence in the country. Our Expert led a resettlement program for Congolese refugees who fled violence and persecution more than 30 years ago. We identified more than 100 Somali women and children who were previously unknown to UNHCR and required immediate assistance. As they are unable to return home or integrate into local communities, RefugePoint staff processed the most vulnerable among them for resettlement to a safe country.

### Guinea and Togo

We placed Resettlement Experts in Guinea and Togo to support the processing of already-identified refugees who have waited decades for resettlement. Despite efforts to encourage repatriation to countries of origin and local integration where refugees are living currently, many refugees from the Central African Republic, Cote d'Ivoire, Liberia, and Sierra Leone can't return home, and can't establish safe and sustainable livelihoods in the country to which they have fled. Working closely with the UNHCR/West Africa Regional Office in Dakar, Senegal, RefugePoint staff has bolstered limited resettlement activities in the region and initiated resettlement for refugees who would otherwise not have access for years to come.

### Niger

We placed a Resettlement Expert in Niger, who was the first to be placed in the country in several years. As the only resettlement staff in the country, he had nationwide responsibilities. Though based in the capital, Niamey, he traveled to five other locations throughout the country. As a result of this program design, he was able to extend resettlement opportunities to a number of populations that had lacked access in the past, including refugees from neighboring Chad, Mali, and Nigeria.

### Senegal

In Dakar, Senegal, our Expert was based at the UNHCR Regional Office for West Africa, which oversees refugee processing across the region. Acting as a liaison between UNHCR Country Offices and the Regional Office, our Expert reviewed cases processed from across the entire region and submitted them to governments for consideration. Many referrals were of Darfuri refugees living in Chad, many of whom fled in 2003 and are still unable to return home.

33

We worked in 33 locations and 21 countries in 2016

37,720

Total number of RefugePoint resettlement referrals from 2005 to 2016

30

Resettlement Experts working for RefugePoint in 2016

## 2016 CHILD PROTECTION HIGHLIGHTS

We prioritize refugee children in all of our programs, and we collaborate with partners to build systems capacity to protect refugee children and find solutions for them. 2016 Child Protection highlights include:

**Best Interest Assessments and Determinations (BIA/Ds): intensive, required assessments that guide decisions around solutions for vulnerable refugee children**



**1,227**

Best Interest Determinations and Assessments (BID/As) completed by our Experts in 2016

### Egypt

RefugePoint has maintained child protection staff in Cairo, Egypt since 2011 in response to the ongoing need. With nearly 130,000 Syrian refugees seeking asylum in Egypt, African refugees struggle to access social services and are not receiving priority consideration for resettlement. In 2016, RefugePoint had two staff working with Ethiopian, Eritrean, and Somali refugees in Egypt, including more than 1,000 unaccompanied and separated children. In collaboration with UNHCR/Middle East and North Africa (MENA) Region, our Child Protection Expert in Cairo successfully reunited children and families who had been separated for years.

### Ethiopia

In Melkadida, Ethiopia, RefugePoint's Child Protection Expert worked closely with Save the Children and UNHCR to develop a case referral system for children at risk, to ensure consistent and up-to-date reports on the status of children and families.

In collaboration with UNHCR, our Child Protection Officer from our Nairobi office conducted a short-term mission to Assosa, Ethiopia to process a backlog of resettlement cases that required BIDs for children to proceed with resettlement. Located near the border between Sudan and South Sudan, Assosa is home to Sudanese refugees who fled violence and persecution in the early 1990s. Since then, they have experienced multiple displacements after returning home and again fleeing to escape violence in recent years. For children separated from their families, we make special considerations to reunite them with relatives, seek safe and long-term caregivers, and determine if resettlement is the best solution for the child. RefugePoint pays particular attention to the protection needs of children, regardless of whether they are members of families, unaccompanied, or separated.

### Rwanda

In Rwanda, two Child Protection Experts worked with refugee children who fled alone or with their families from the Democratic Republic of Congo and Burundi. Based in UNHCR field offices in Byumba and Kibuye, our Experts specialized in processing BIDs for Unaccompanied and Separated Children (UASC) and other vulnerable refugee youth. Working closely with UNHCR and other implementing partners, they developed and strengthened systems ranging from the identification and registration of UASC and vulnerable children, to the continued monitoring and follow-up of at-risk children.

### Zambia

Two Child Protection Experts stationed in Solwezi, Zambia, bolstered ongoing efforts to find solutions for refugees from the Democratic Republic of Congo.

The Child Protection Experts in Zambia worked to increase capacity in areas where a lack of child protection staff led to a bottleneck in the process, stalling resettlement for many at-risk refugee children. Of the more than 26,400 refugees living in Zambia, just over half are children, and more than 500 are unaccompanied or separated from their families. The Experts also organized a training with participation from more than 20 key stakeholders, including UNHCR staff and implementing partners. The training addressed gaps in current child protection procedures, aligning partners to collaborate effectively on identifying children at risk, interagency referrals, and the best interests process. The Experts plan to host a follow-up conversation with the Government of Zambia to solidify national policies and procedures and thereby ensure that best practices are extended throughout the country.



## SELF-RELIANCE

*Self-reliance involves stabilizing refugees in the countries to which they have fled, and providing opportunities for them to sustainably meet their essential needs.*

Most refugees won't have the opportunity to resettle or return to their homes. However, given the right supports, many refugees are able to rebuild their lives in the host country to which they have fled. We work to achieve long-term stabilization through our Urban Refugee Protection Program (URPP) in Nairobi, Kenya. The program provides a range of holistic supports, including food and housing assistance, small business grants, access to health care, education, and counseling services. The URPP uses a case management approach to enhance coordination and match available services with the needs of each refugee household. The URPP helps refugee children to access education, and provides critical health and psychological services to many who have experienced trauma.

Through this work, we envision a future in which refugees can move from social and economic exclusion to inclusion, and from dependence to self-reliance. In this vision, when forced to flee their countries, refugees will be able to access needed supports immediately to transition quickly back to lives of self-reliance, safety, and inclusion.

In February 2016, Amy Slaughter, RefugePoint's Chief Strategy Officer, traveled to The Solutions Alliance Roundtable in Brussels to present RefugePoint's model for supporting refugees to regain lives of dignity and self-reliance and managing the process for responsible disengagement of humanitarian aid. Key to those efforts is the Self-Reliance Measurement Tool (SRMT), developed by RefugePoint to monitor clients' progress toward achieving self-reliance. Indefinite aid was once the norm, but the need for newly developed exit strategies that focus on the self-reliance and well-being of refugee households is now understood. RefugePoint provides leadership in implementing new strategies, and we help to shape new opportunities for refugees.

457

Clients graduated from the Urban Refugee Protection Program in 2016

**“Braiding is my gift. When I went for the RefugePoint business training, I knew that I wanted to own a salon.”**

Rose is a refugee from the Congo who has lived in Nairobi, with her three children, for two-and-a-half years.

“Initially, my life was quite difficult. I would wake up in the morning, and I did not know where I would get a single cent for the day, or how to get food, or how I could ever send my children to school. It was very difficult for me. But, nowadays, I can say that life is not perfect, but it is not as difficult as before. My kids are now in school. Even if I don’t have the cash right now, I can go and talk to the teacher and tell him that within one week, I will be able to bring the school fees. All of that is because of the business.”

Rose has made remarkable progress in developing her business since completing a RefugePoint business training and receiving her initial grant of \$200 USD in August 2016. In November 2016, just months after Rose set up her salon using the RefugePoint grant, the salon was robbed and Rose lost all of her equipment. However, Rose had saved \$50 USD. This small amount of savings, along with her determination to succeed, allowed Rose to build a new salon from scratch.

Since reestablishing the salon, Rose has learned a few things from her customers, and has adjusted her business approach accordingly. The salon business could not fully support Rose’s needs, so she recently decided to diversify and now also sells second-hand shoes.

“My hope for the future is to grow this business. I would like to have a bigger space where I can stock rings, earrings, chains, bangles, and hair pieces. I also need to buy some good mirrors for the walls and some good drawers to make my business more attractive. There are so many things that I need. But again, I need to restrict my budget, especially my household expenses. Sometimes the kids will ask me for clothing, but I cannot buy it for them because I also need to invest a lot of money so that I can grow my business,” says Rose.

Before receiving the RefugePoint business grant, Rose marketed her hair dressing services informally and made an average of \$15 USD per week. Now, with the fixed location and a diversified range of products, she makes an average of \$30 USD per week and can provide for her children and send them to school.

“I want to say a special thank you to RefugePoint. They have helped me with food, rent, and to start a business. There was a time that I had felt that the world was ending for me because I had no assistance. But, RefugePoint stepped in to help me, and for that I say a special thank you,” Rose tells us.

**238**

**Businesses started by  
RefugePoint clients, like Rose, in  
2016**



## 2016 SELF-RELIANCE HIGHLIGHTS

**In recent years, fewer than 2% of refugees worldwide have been able to return home or resettle to a safe country. That leaves 98% of refugees to face indefinite exile in host countries where they are often deprived of basic rights and largely depend on international aid. Humanitarian budgets cannot keep pace with today's unprecedented scale of displacement. New realities require new approaches. Our holistic approach focuses on stabilizing our clients' immediate needs, with a longer-term goal of helping them to achieve self-reliance. Here are some highlights of our self-reliance work in 2016:**

### Business Development

Throughout the year, our clients launched 238 businesses after they successfully completed RefugePoint's business skills training. Despite an increasingly difficult environment for refugees in Nairobi, our clients demonstrated that self-employment is a significant step toward achieving household self-reliance. Even seemingly minor income-generating activities can make a difference, influencing a family's level of safety and security, community integration, and hope for a better future.

### Counseling

We introduced networking groups this year, providing an opportunity for clients who have graduated from RefugePoint services to support others in need by leading peer-support networks. To launch the groups, trained counselors facilitate three sessions. After this introduction, refugee leaders within the community facilitate meetings for graduated clients to benefit from remaining connected and offering peer supports.

### Education

In 2016, the URPP collaborated with other organizations in Nairobi to improve access to education, especially secondary education, for urban refugee youth. With targeted grant support, RefugePoint now sponsors 29 refugees to attend secondary school. Throughout the year, RefugePoint worked with partners to collect information related to policies and guidelines affecting refugee education and established relationships with urban partners and the Ministry of Education. Now an active member in this new network, information sharing among partners enables us to target services most effectively and avoid duplication.

### Health Outreach

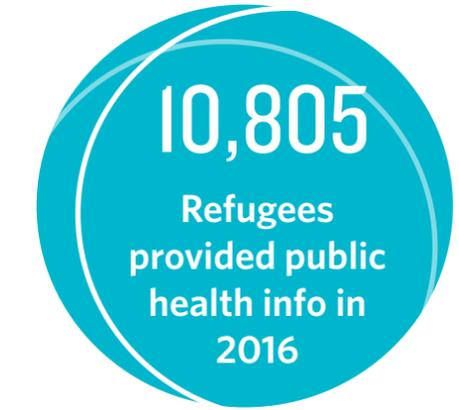
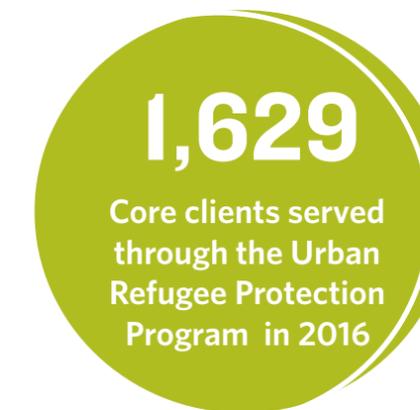
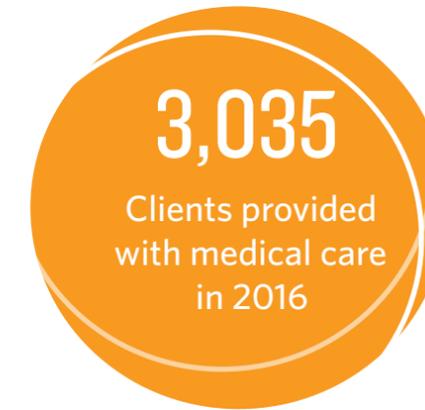
In 2016, we partnered with the Kenyan Ministry of Health and the National Council of Churches of Kenya to host three health outreach events for refugees. Before the events, RefugePoint staff conducted community assessments to identify needs and tailor events in each community. More than 400 refugees participated, and all were screened for diseases (such as diabetes, high blood pressure, hepatitis, and tuberculosis), and referred for follow-up as needed. Led by our staff, discussion topics included myths and misconceptions about HIV/AIDs, advantages and disadvantages of family planning, and reproductive health for men, women, and young adults.

### Life Skills

In 2016 we hosted our first-ever life skills workshop for youth ages 13 to 17, run by RefugePoint counselors and Community Navigators (CNs). More than 80 refugee youth from Somalia, Ethiopia, and countries from the Great Lakes Region attended the workshop to discuss healthy relationships, healthy coping strategies, effective communication skills, and other life skills. Risk-reduction strategies such as these are especially important for refugee youth.

### Community Navigators

RefugePoint engages 25 CNs to identify new clients, provide public health information, and monitor clients' progress. Many CNs are former clients who graduated from our program. CNs have been trained to assist with day-to-day program operations in the communities that they represent, and serve as overall community liaisons, frequently interpreting and translating for staff as needed. Living and working in the communities where our clients live allows CNs to have a keen and accurate sense of needs, obstacles, and resources in refugee neighborhoods. In 2016, our CNs reached 10,805 refugees.



# The Lifeline

Every RefugePoint donor is a valued member of a global community, working with us to create a safer and brighter future for refugees. We are grateful for all of your generous gifts. The following donors provided outstanding support (\$1,000-\$9,999) in 2016.

Alexander Family Trust  
Howard Anby  
Anonymous (3)  
The Apatow-Mann Family Foundation, Inc.  
Stephen and Elena Arthur  
Jonathan and Monique Bamel  
John Barker  
Ken and Auli Batts  
Carl and Suzie Byers  
Campbell Foundation Fund  
Castilleja School  
Sasha and Marni Chanoff  
Denise Chilow Giving Fund  
Coro Allegro  
Vilas Dhar and Julia Fetherston  
Lauren Dias and Peter Kochansky  
Melissa and Tom DiTosto  
Deborah Smith Douglas  
Daniel and Colleen Draper  
Kitty and Michael Dukakis  
Ross and Jeanne Edmundson  
Philipp Engelhorn  
Robert and Griff Fairbairn  
Richard and Toni Feinbloom  
John and Stacey Fisk  
The Matthew & Sarah Forti Charitable Fund  
Laurie T. Franz Fund  
Gregory Freeman  
FThree Foundation  
Go Jane Give  
Ross and Janice Goodman

Bonnie Gossels  
Grambrindi Davies Fund  
The Gussack-Stein Charitable Fund  
Richard and Debra Hagar  
Caitlin Heising  
Adam and Jules Janovic  
The Barbara Jones Charitable Fund  
Ken and Jean Jones  
Robert and Joyce Kleiner  
SirKKu Konttinen  
Hendrik Kranenburg  
The Kresge Foundation  
Evan Kushner  
Rebecca Laes-Kushner  
Stefan Lanfer  
John and Randi Lapidus Fund  
The Lehner Fund  
Dylan Leiner  
Linowitz Family Fund  
Lynne and Jesse Lipcon  
Teresa Luchsinger Giving Fund  
Gina Maya  
The Meadowbrook School of Weston  
The Morrison & Foerster Foundation  
Emily and Bob Morrison  
Anna Mudd and Ben Allen  
David Noon  
Kenneth O'Connor and Dorothy Rowe  
Paluszek Family Foundation  
Civie and Earl Pertnoy Family Foundation  
Plym Foundation  
Sue and Bernie Pucker  
The Cottle Radziner Trust  
Joseph Rice  
Luly and Maurice Samuels  
The Scharpf Family Foundation  
Doug and Andi Shaw  
Karen Kehela Sherwood and Ben Sherwood  
Mary Speiser  
Elizabeth and Oliver Stanton Foundation  
The Susan Sarandon Charitable Foundation  
Christopher Trost  
Sofie Vandeputte  
Rick and Patti Wayne  
Herbert and Eleanore Weiss Family Fund

Mary and Ted Wendell  
Janet Wheeler  
Tyler Whitmer  
William Sloane Jelin Foundation

With very special thanks to the following donors who showed extraordinary support (\$10,000+) for our mission in 2016.

AJG Foundation  
Alchemy Foundation  
Anonymous (2)  
Arlene Foundation  
Anna and Dean Backer  
Bush Family Trust  
Matt Chanoff and Lisa Kleiner Chanoff  
The Charitable Foundation  
CLAWS Foundation  
Dodson Family Charitable Fund  
The William H. Donner Foundation, Inc.  
Elmo Foundation  
English Family Foundation  
The Ettinger Foundation, Inc.  
Elizabeth Floor  
The Horace W. Goldsmith Foundation  
The Greenbaum Foundation  
Julian Hayward  
Mike and Sara Henry  
Holzer Family Foundation  
Jessica Houssian  
Houssian Family Foundation  
IKEA Foundation  
Imago Dei Fund  
Infusion  
Integrated Archive Systems, Inc.  
The Isabel Allende Foundation  
Jasmine Social Investments  
G. Barrie Landry, Trustee, Landry Family Foundation  
Susan Lowenberg and Joyce Newstat  
May & Walt Family Charitable Fund  
William Mayer and Diane Currier  
The Moriah Fund, Inc.  
Newman's Own Foundation

Edward Roche and Denise Nicoli-Roche  
Schawbel Family Fund  
Seed the Dream Foundation  
Select Equity Group Foundation  
Stephanie & Fred Shuman Family Foundation  
Christopher and Carol Siege  
Edward Stern and Stephanie Rein  
Tent Foundation  
UNHCR

We also thank our monthly sustainers for their consistent support and recognition that serving the needs of refugees is a complex and ongoing process.

Howard Anby  
Christina Bohnstengel  
Andrea Edge  
Elika Fierro  
Carmelita Franco  
Elizabeth Gray  
Ann Lees  
Tina Li  
Maria Maldonado  
Leah Mendelson  
Brenda Peluso  
Kelly Pierce  
Ken Pruitt  
Jenna Schofer  
Desiree Trujillo

# Financial Statement

Condensed Audited Statement of Activities for the years ended Dec. 31, 2016 and Dec. 31, 2015 (in thousands)

	2016	2015
<b>Operating Revenues</b>		
Contributions & Grants	4,365	2,840
Contributed Goods & Services	23	77
Cooperative Agreements & Contracts	1,686	1,240
Interest Income & Other	152	7
<b>Total Operating Revenues</b>	<b>6,226</b>	<b>4,164</b>

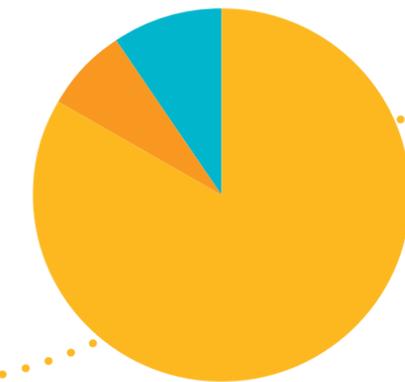
<b>Operating Expenses</b>		
<b>Program Services</b>		
Africa-Wide Refugee Protection Programs	1,896	1,896
Nairobi Urban Refugee Program	1,161	1,161
<b>Total Program Services</b>	<b>3,541</b>	<b>3,057</b>

<b>Supporting Services</b>		
General & Administrative	392	390
Fundraising	314	233
<b>Total Supporting Services</b>	<b>706</b>	<b>623</b>

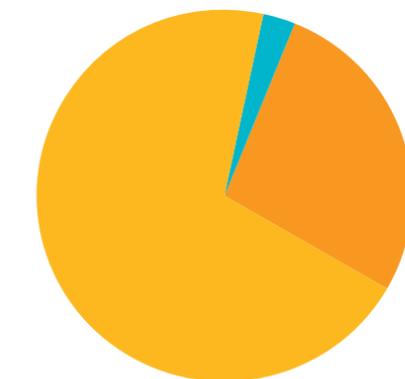
<b>Excess (Deficiency) of Operating Revenues Over Operating Expenses</b>		
Excess (Deficiency) Related to Unrestricted Funds	200	23
Excess (Deficiency) Related to Temporarily Restricted Funds*	1,778	461
Non-Operating Activities (Net)	18	21
Increase (Decrease) in Net Assets	1,996	505
Net Assets at Beginning of Year	3,081	2,576
<b>NET ASSETS AT END OF YEAR</b>	<b>5,077</b>	<b>3,081</b>

\*Complete financial statements, audited by Alexander, Aronson, Finning & Co., P.C., available upon request.

## EXPENSE RATIOS



## REVENUE SOURCES





# REFUGEP<sup>POINT</sup> INT

A LIFELINE FOR FORGOTTEN REFUGEES

689 Massachusetts Avenue | Cambridge, MA 02139 | Email: [info@RefugePoint.org](mailto:info@RefugePoint.org) | Tel: 617-864-7800

[www.refugepoint.org](http://www.refugepoint.org)

Photos: Nancy Farese on behalf of RefugePoint (front cover, pages: 2, 10, 11, back cover), Alexis Felder (pages: 5, 12, 15), and Monash University (page 7). Design: Alexis Felder.