



REFUGEPPOINT

# 2021 second quarter report

689 Massachusetts Avenue  
Cambridge, MA 02139

A LIFELINE FOR FORGOTTEN REFUGEES

info@RefugePoint.org  
[www.RefugePoint.org](http://www.RefugePoint.org)



## Quarterly Highlight

May marked one year since the launch of the Self-Reliance Index (SRI), the first global tool to measure the progress of refugee households on their paths to self-reliance. RefugePoint and partners from the Refugee Self-Reliance Initiative (RSRI) co-developed the tool to support practitioners in designing and providing effective programs and services for refugees. The tool helps to build an evidence base of ‘what works,’ which will allow the humanitarian community to scale up the most successful, evidence-based approaches.

Since its launch, the SRI has received strong interest from practitioners and policymakers around the world. The tool has been adopted by 19 agencies working in 13 countries and has been used to assess the self-reliance status of over 5,000 households. RefugePoint is leading the provision of training and technical support on the SRI and has trained 431 practitioners from international, national and community-based NGOs, UN agencies, and refugee-led organizations in the past year.

The UN Refugee Agency (UNHCR) has been a key thought partner in the development of the SRI. In the past year they have introduced the tool to their regional bureaus through a series of dedicated webinars. In partnership with the Poverty Alleviation Coalition, a coalition of UNHCR, The World Bank Partnership for Economic Inclusion (PEI), and 13 NGOs, the RSRI has developed an adapted version of the SRI designed to support agencies implementing the Graduation Approach.

The SRI has also been recommended for use by several funders. Of note, Lives in Dignity, a newly-launched €24 million funding pool hosted by the EU and UN Office for Service Projects, has strongly recommended use of the tool to its potential grantees. The US State Department’s refugee bureau has also highlighted the SRI in several funding opportunities.

# Self-Reliance: Helping refugees improve their lives

## Direct Services

*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.*

The Urban Refugee Protection Program (URPP) continued to support vulnerable clients along the self-reliance runway. During the second quarter, we screened-in 180 new vulnerable clients. The URPP helped stabilize 106 clients by providing various support, including food, shelter, counseling, and health care. Over the quarter, 166 individuals graduated from the program after achieving a threshold of self-reliance.

The quarter was a challenging one for refugees. The Kenyan government implemented measures to contain a surge in COVID-19 infections that marked the country's third wave of transmission. Control measures such as movement restrictions in and out of Nairobi and its environs and longer curfew hours diminished opportunities for income generation. Overall, this further eroded the self-reliance of refugees in Nairobi. Additionally, during this period, the Kenyan government reasserted that both Dadaab and Kakuma refugee camps will close by June 2022 despite lobbying from refugee advocates, international pressure, and numerous court cases challenging the directive.

In spite of these challenges, some clients demonstrated incredible resilience and adaptability. Some reported increased incomes and others even acquired income-generating assets like motorcycles.

During Q2, RefugePoint had the opportunity to share our learnings and experiences with fellow practitioners who may be able to improve their own practices. We held a webinar on alternative childcare featuring an unaccompanied child, a child separated from her parents, and their guardians. Children from East, South, and Central Africa participated in the webinar to discuss the circumstances of unaccompanied and separated children and their options for alternative care. In a [Taroworks webinar](#), we shared how we use mobile and cloud technology to identify refugees in need, coordinate critical services through a case management approach, and ultimately help refugees gain long-term self-reliance.

URPP staff were able to return to the office at the end of the quarter and to meet with clients in-person again. For the first time since the pandemic began, the livelihoods team could mentor and coach clients directly at their business premises.

## RefugePoint's Urban Stabilization Path

### COMMUNITY HEALTH OUTREACH

**Q2 1,260**  
**YTD 2,970**

### EMPOWERMENT & STABILIZATION

#### Patients Receiving Medical Assistance

  
**Q2 307**  
**YTD 409**

#### Food Assistance

  
**Q2 697**  
**YTD 1,124**

#### Education Support

  
**Q2 240**  
**YTD 240**

#### Counseling

  
**Q2 122**  
**YTD 241**

#### Businesses Launched

  
**Q2 50**  
**YTD 71**

### GRADUATED CLIENTS TO SELF-RELIANCE

**Q2 166**  
**YTD 240**

## 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 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.*

The global roll-out of the Self-Reliance Index (SRI) continued in the second quarter of the year. From April through June, 130 staff members from 7 agencies participated in training sessions on the SRI. Some of the highlights included training sessions conducted for 61 staff and partners of the UNHCR Cameroon country office and for staff from the International Rescue Committee's Re:Build project in Kenya and Uganda.

In May, the Refugee Self-Reliance Initiative (RSRI) held a 'learning call' with its community of practice which drew 50 participants. The call featured presentations from two agencies on what they have learned from deploying the SRI in their programs. HIAS shared their experience using the SRI in its socio-economic support programs throughout Latin America and the Caribbean, and Sitti Social Enterprise shared their experience deploying the tool in Jerash Refugee Camp in Jordan.

A goal of RefugePoint's field-building work is to partner with and strengthen the capacity of community-based organizations (CBOs) and refugee-led organizations (RLOs) to implement self-reliance programs. To guide our efforts in this area, we conducted a survey among Nairobi-based CBOs and RLOs to understand what they require to strengthen their programs supporting refugees. Thirteen agencies responded to the survey, which asked them to self-assess their capacities and identify priority areas for support and training. Following the survey, our staff facilitated follow-up meetings with leaders from these organizations to discuss the results and identify opportunities for follow-up engagement and support.

# Resettlement & Other Pathways:

## Helping refugees relocate to safety



### Refugees Assisted in 2nd Quarter

- |                    |                           |
|--------------------|---------------------------|
| 1. BURUNDI - 139   | 14. PAPUA NEW GUINEA* - 1 |
| 2. CAMEROON - 22   | 15. RWANDA - 58           |
| 3. CHAD - 80       | 16. SOMALIA - 87          |
| 4. DJIBOUTI - 1    | 17. SUDAN - 100           |
| 5. EGYPT - 244     | 18. TANZANIA - 352        |
| 6. ETHIOPIA - 194  | 19. TONGA* - 1            |
| 7. GHANA - 50      | 20. TURKEY* - 34          |
| 8. IRAQ* - 113     | 21. UGANDA - 687          |
| 9. KENYA - 60      | 22. VANUATU* - 1          |
| 10. LEBANON* - 222 | 23. ZAMBIA - 186          |
| 11. LIBYA - 56     |                           |
| 12. MALAWI - 139   |                           |
| 13. NAURU* - 4     |                           |
- \*NOT SHOWN ON MAP

### 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 employment, education, and family reunification.*

This quarter, RefugePoint helped 2,934 refugees access pathways to relocate to safety, from 77 locations in 23 countries worldwide. This brings our lifetime totals to 98,384 refugees from 150 locations in 36 countries. RefugePoint prioritizes refugee children in all of our programs and we collaborate closely with partners to fill critical gaps in refugee child protection. This quarter, our staff conducted child protection assessments for 145 vulnerable refugee children in 21 locations and reviewed child protection assessments for an additional 247 children.

The COVID-19 pandemic continues to challenge our efforts to help refugees pursue safety and dignity and find long-term solutions. Outbreaks in camps have forced lockdowns that stall resettlement and other activities and, while remote interviewing has been successful for some of our Experts, many are still unable to complete casework. Despite these continued obstacles, Resettlement Experts have persisted in processing both new and long-stalled cases for resettlement. Experts in Tanzania, Zambia, and Ethiopia successfully met the available refugee resettlement quotas to Norway and Sweden. This ensured that no valuable resettlement opportunities were lost, even as the pandemic made casework so much more difficult.

Supported by our campaign with Focusing Philanthropy, RefugePoint began two privately-funded deployments to Burundi this quarter in response to the Biden Administration's expansion of US refugee admissions. *(Continued)*

*(Continued from page 5)* We're excited to be able to contribute so immediately and concretely to this historic rejuvenation of the US refugee resettlement program.

This quarter saw the first two candidates from the Economic Mobility Pathways Project (EMPP) depart from Kenya to Canada. The two female candidates are the first successful refugees to migrate from anywhere in Africa to Canada through this new economic migration pathway, marking a great achievement since RefugePoint's involvement with the EMPP began in 2018. The candidates arrived in Pictou County, Nova Scotia, where they will work as Continuing Care Assistants and contribute to the thriving community there. The success of this project has been realized through collaboration and support from many partners, including Immigration, Refugees and Citizenship Canada, UNHCR, the Pictou County Regional Enterprise Network, the Shapiro Foundation, and more. We also began working with our first employers and communities beyond Nova Scotia, an exciting example of compounding success leading to additional opportunities for economic mobility for refugees.

## Field Building and Systems Change

*In addition to helping refugees relocate to safety through direct services, RefugePoint also hosts trainings, develops tools, and makes policy recommendations to improve global systems related to resettlement and other pathways.*

This quarter, RefugePoint was invited to provide briefings and training to UNHCR operations in the East and Horn of Africa on refugees' access to economic mobility, gleaned from RefugePoint's experience implementing the EMPP. Following the success of the pilot and the subsequent scaling up of the project, UNHCR invited RefugePoint to share about the processing model and key learning with UNHCR operations that are interested in piloting similar programs. Beyond these sessions, RefugePoint offered to collaborate and support any office or NGO working on economic mobility, as capacity allows.

In addition, RefugePoint Experts have continued to advocate for resettlement and other pathways for refugees. Our Resettlement Experts in Ghana and Egypt have emphasized the need for increased attention and support for LGBTIQ refugees. Our US-based Complementary Pathways Expert and the President's Alliance co-led the establishment of the Initiative on US Education Pathways for Refugee Students and another Expert is beginning work on expanding educational pathways for refugees in Germany. Finally, RefugePoint Experts based in Europe, the Middle East, and Africa are all working with embassies and governments to make documentation requirements for refugees seeking family reunification more flexible. You can find one such instance of advocacy later in this report.

### Helping refugees relocate to safety



Quarterly: Q2 2021

**2,934**

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

Annually: 2021

**5,549**

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

Lifetime: Since 2005

**98,384**

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

# Cross-Cutting Protection Priorities

## Child Protection

This quarter, the Nairobi-based Child Protection team participated in a two-day Best Interest Procedures training, organized by UNHCR and partners. Participants discussed the protection of refugee children during the COVID-19 pandemic, including child protection case management, best practices for conducting Best Interest Determinations (BID), partnerships, and referral pathways.

RefugePoint presented four cases in a BID Panel convened by UNHCR and HIAS. The panelists made recommendations for various psychosocial services for the children. In addition, RefugePoint held a case conference with UNHCR, HIAS, and Refugee Consortium of Kenya, which deliberated two complex cases involving child neglect and abuse. We involved community-based mechanisms as part of the response to the children's needs. RefugePoint will continue with follow-ups and monitoring of the two cases and update partners.

Meanwhile, seven RefugePoint Child Protection Experts are collaborating with UNHCR and other partners to respond to the ever-changing contexts at their duty stations across Africa and the Middle East. One Expert in Uganda has successfully advocated with UNHCR to hire additional Child Protection staff who will travel around the country and provide much-needed support. Another Expert in Rwanda is working with 31 unaccompanied minors and child-headed households to ensure they are receiving crucial financial support.

## MHPSS

*Mental Health and Psychosocial Support (MHPSS) includes any support that people receive to protect or promote their mental health and psychosocial wellbeing (physical, economic, social, mental, emotional, cultural, and spiritual determinants of health). It is a key component of wellness for staff and crucial for self-reliance of clients.*

RefugePoint continues to transition towards becoming a trauma-informed organization:

- In April, 19 of our global Experts participated in “table talks” – small, voluntary, informal peer support groups where individuals going through similar circumstances were able to share their experiences and insights.
- In May, a new MHPSS program was rolled out to comprehensively support the psychological needs of RefugePoint Experts deployed to UNHCR offices. The program prepares staff for deployment and transition from deployment, supports and enhances socio-cultural intelligence, facilitates functioning effectively in intercultural contexts, builds upon existing resilience, as well as provides MHPSS training opportunities that utilize trauma-informed approaches with clients. As of June, 96% of Experts have been oriented on MHPSS programming and support.
- In June, Trauma Psychoeducation training (the second of a four-part series) was provided to staff in the URPP program with an attendance rate of approximately 83%.

Collectively, these MHPSS activities strengthen RefugePoint's ability to deliver impactful, refugee-centered programming.



## Client Story: Speda

Refugees seeking to reunite with their family members in other countries must navigate complex legal processes, including strict documentation requirements. Many governments require documents like birth certificates or passports, which refugees often don't have and are unable to retrieve from the countries they fled.

For Speda, a refugee seeking to reunite with her husband in Europe, her lack of a passport made it impossible to register for or attend a language test she needed to complete the application. Although Speda and her husband had already been working with a lawyer to apply for family reunification, her missing passport had kept their case at a standstill for over a year. Speda reached out to UNHCR for assistance and connected with one of RefugePoint's Complementary Pathways Experts.

After speaking with Speda, her husband, and their lawyer, our Expert navigated the complex web of governments, embassies, consulates, and international organizations in order to successfully advocate for Speda to use an alternative form of identification for the language exam.

Not long after the language exam, Speda ran into the same documentation-related obstacle while trying to take a tuberculosis test. Our Expert

again negotiated with the various medical and government bodies so that Speda could use alternative identification.

Finally, as Speda was about to complete her final application, the online system wouldn't let her submit the form without a passport. This required further conversation with the resettlement country's government to make the online process accessible for people missing important documentation, and Speda finally submitted her application to be reunited with her husband.

Because our Expert worked alongside the couple to advocate for alternative documentation requirements, they have moved one step closer towards being reunited. Speda and her husband were fortunately able to contract the services of a lawyer in the destination country and had our Expert's help in the sending country, but millions of refugees attempt family reunification without any legal representation or assistance to guide them through the complex process or advocate on their behalf. Cross-border collaborations like these, between refugees, lawyers, and staff like our Experts, set a precedent for building more accessible and equitable processes for refugees. Small changes can have lasting impacts on the global system.

# Staffing & Finances

## DEVELOPMENT UPDATE

Our annual spring appeal focused on World Refugee Day in June. Thank you to all of our donors who contributed!

## FINANCIAL UPDATE

RefugePoint ended the second quarter of 2021 with \$4,080,384 in revenue against expenses of \$3,567,702.

## STAFFING

Chris Jensen joined the Boston HQ team in June as our new Communications Associate.

Grace Ndirangu joined the Nairobi team in June as Livelihoods Manager.