



Capacity Assessment of Community-based Organizations in Nairobi

July 2021

Introduction

RefugePoint advances lasting solutions for at-risk refugees and supports the humanitarian community to do the same. Since 2005, RefugePoint has served the most vulnerable refugees in Nairobi through its Urban Refugees Protection Program by offering both stabilization and empowerment services. In addition, RefugePoint endeavors to advance opportunities for refugees to become self-reliant, through field building and systems change. We recognize the vital role that community-based organizations (CBOs) play as first responders and hope to exchange and share learning, knowledge and skills through more direct engagement with these organizations.

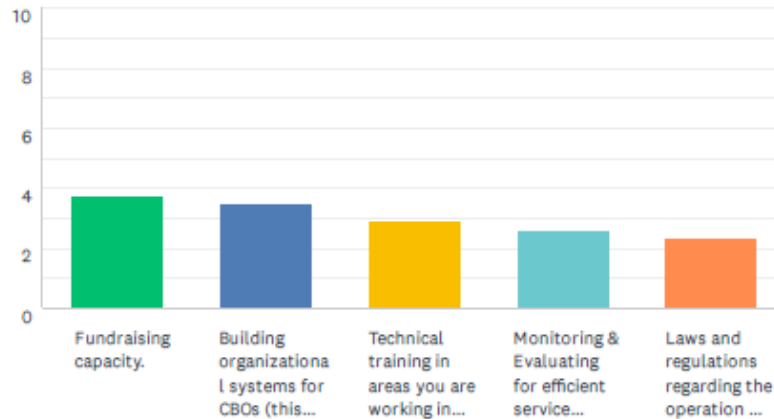
To guide RefugePoint's future work and priorities on field building and capacity sharing with CBOs, we invited Nairobi-based CBOs, many of whom are led by refugees and largely work with refugees to participate in a capacity self-assessment survey. The responses to the survey are compiled in the report below.

Survey Results

The survey was distributed to 15 agencies working in Nairobi and surrounding areas. 13 agencies responded to the survey. A summary of responses to the survey is presented below. The full list of survey questions is included in Annex B.

1. **Organizational Strengths**: CBOs were asked to describe their organisational strengths. Respondents highlighted their organizational approaches to service provision, community linkages and the services they provide to the community as their key strengths. Many organisations pointed out that their proximity to the communities they serve helped to identify emerging needs and respond to them promptly. The full list of services offered by the CBOs that responded to the survey can be provided upon request.
2. **Capacity strengthening needs**: CBOs were asked to rate areas where they most require capacity-building support within the categories of: technical training; laws and regulations concerning operating CBOs in Kenya; monitoring and evaluation for efficient service delivery; fundraising capacity; and building organizational systems for CBOs.

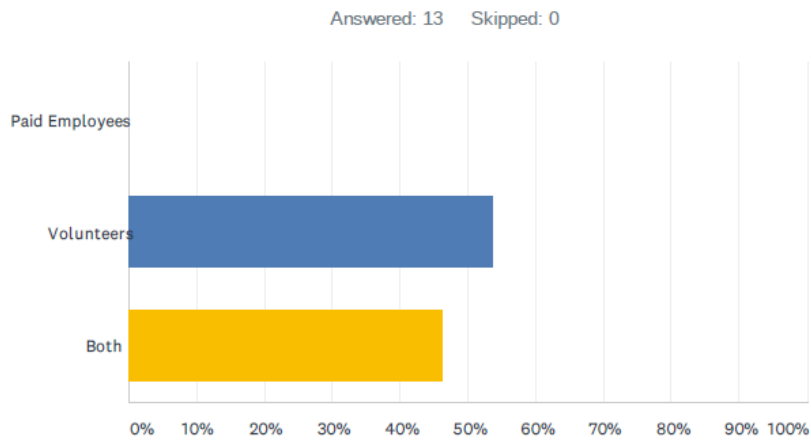
Most CBOs ranked fundraising, closely followed by building organizational systems for CBOs as their highest capacity building needs.



	1	2	3	4	5	TOTAL	SCORE
Fundraising capacity.	46.2% 6	15.4% 2	15.4% 2	15.4% 2	7.7% 1	13	3.77
Building organizational systems for CBOs (this includes training on leadership and developing internal structures such as budgeting/accounting, HR functions among others).	30.8% 4	23.1% 3	23.1% 3	7.7% 1	15.4% 2	13	3.46
Technical training in areas you are working in for example case management, Psychological First Aid, Child Protection etc.	15.4% 2	30.8% 4	7.7% 1	23.1% 3	23.1% 3	13	2.92
Monitoring & Evaluating for efficient service delivery.	0.0% 0	15.4% 2	38.5% 5	30.8% 4	15.4% 2	13	2.54
Laws and regulations regarding the operation of the CBOs in Kenya.	7.7% 1	15.4% 2	15.4% 2	23.1% 3	38.5% 5	13	2.31

3. **Staff profile:** CBOs were asked whether they were working with paid employees,volunteers, or both, as the staff composition may inform the structure & design of responses to the needs highlighted.

More than half the respondents only work with volunteers, with the remainder working with both paid employees and volunteers.



ANSWER CHOICES	RESPONSES	
Paid Employees	0.00%	0
Volunteers	53.85%	7
Both	46.15%	6
TOTAL		13

4. **Services provided:** Organizations were asked to list services that they are already providing in which they require additional capacity development. Respondents rated the following 3 service areas the highest:

- a. Livelihood training (8)
- b. Counseling support (7)
- c. Health Support (3)

5. **Other services:** Organizations were also asked to identify areas besides programming in which they require additional support. The respondents highlighted the following as their highest priorities:

- a. Budgeting and budget control (9)
- b. Monitoring and evaluation (6)
- c. Leadership and management (6)

6. **Additional feedback:** Respondents were also given space to provide general feedback, highlights of which are presented below:

- Respondents indicated they were willing to cooperate and learn from refugee agencies for the overall good of the communities that they serve.
- There was a general appeal to agencies working with refugees to support CBOs to serve the refugee community effectively and sustainably.
- Respondents indicated that in addition to technical support, funding support or funding referrals would be highly appreciated. In addition, support in finding donors who can support office rent and administration costs was also highlighted.

- One respondent requested organizations working with refugees to come up with a systematic action plan on supporting refugees living with HIV and TB.
- Respondents recognize and appreciate the support that RefugePoint has offered to refugees over the years. They also welcomed this initiative to work with CBOs, some of which are led by refugees and hope it will materialize as intended.

Annexes

- Annex A: List of survey respondents
- Annex B: Survey questions

Annex A : Respondents

Organisation

- Good Deeds CBO
- Umoja Refugee CBO
- Philadelphia Refugee Group CBO
- Kintsugi CBO
- Trust for Africa Rescue CBO
- Reality Tested Youth Programme CBO
- L'Afrikana CBO
- Bortopra Youth Group CBO
- Community Empowerment and self support Organisation CBO
- Christ' Victory Centre CBO
- Community Support Initiative For Refugees (COSIR)
- African Youth Initiative For Development (AYID)
- Refugee-Led Organisations Network of Kenya (RELON-KENYA)

Location in Nairobi

- Kamukunji
- Kawangware
- Githurai
- Kasarani-Maji Mazuri
- Embakasi
- Huruma
- Kawangware
- Kasarani and Kayole
- Kikuyu Gikambura
- Githurai 45
- Kasarani, Njiru and Chokaa
- Kasarani area
- Nasra Garden Estate, Spinal Road

Annex B : Full list of Survey Questions

* 1. General Information on the community based organisation.

Name of the organisation

* 2. Name of the contact person

* 3. Contact Phone number

* 4. The physical location of the CBO (Indicate the larger area e.g Kasarani, Rongai, Eastleigh e.t.c)

* 5. What services does your organization offer to the community? (In bullets or Numbers)

* 6. What strengths do you have as an organization/What are you good at?

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* 7. From the options provided below, rate areas where your organization would most require capacity-building support. (With 1 being of highest priority and 5 being of least priority).



Technical training in areas you are working in for example case management, Psychological First Aid, Child Protection etc.



Laws and regulations regarding the operation of the CBOs in Kenya.



Monitoring & Evaluating for efficient service delivery.



Fundraising capacity.



Building organizational systems for CBOs (this includes training on leadership and developing internal structures such as budgeting/accounting, HR functions among others).

* 8. Does your organization employ staff, work with volunteers or both?

Paid Employees

Volunteers

Both

Other (please specify)

* 9. Are there current services that your organization provides to refugees (eg. livelihoods support, counseling, health services) where your staff is actively seeking additional training and technical support? If so, please list the services below (maximum of three). Note: These must be services that your organization is currently providing."

* 10. Are there services that your organization would like to offer but is unable to due to a lack of technical capacity? If so, please list the services below (maximum of three)

* 11. Besides programming, are there other operational areas in which your organization needs technical support?
(Eg. Budgeting and budget controls, human resources/administration, monitoring & evaluation, communication skills, leadership & management, etc.

12. Any other comments or thoughts you would like to share?