



REFUGEPOINT

2019 third quarter report

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A LIFELINE FOR FORGOTTEN REFUGEES

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The view from RefugePoint's place at the Annual Tripartite Consultations on Resettlement (ATCR) in Geneva, Switzerland.

Creating Lasting Solutions

During the first week of July, RefugePoint participated in two of the largest and most significant events on our annual calendar: the Annual Tripartite Consultations on Resettlement (ATCR), and the Annual NGO Consultations, both held in Geneva, Switzerland.

This year's ATCR was a challenging one, as global resettlement numbers continue to dwindle, due in large part to a reduction in the size of the United States' program during each successive year of the Trump Administration. With this context as a backdrop, RefugePoint was able to play an important role in the ATCR meetings.

Among the highlights, RefugePoint led a session regarding the urgent resettlement needs of unaccompanied refugee children. During the conversation, much attention was given to RefugePoint's new family reunification program, currently being piloted in four countries in Africa and the Middle East.

Also during the ATCR, multiple speakers highlighted RefugePoint's leading role in testing ways in which refugees may be able to take advantage of employment visas to access work opportunities in safe countries, a program we are piloting with support from the Government of Canada. *(Continued page 8)*

Lasting Solutions: Resettlement and Complementary Pathways

Identifying and resettling the most at-risk refugees to countries worldwide

Providing lasting solutions for the most at-risk refugees remains at the core of our work. During this quarter, RefugePoint staff referred 906 refugees for resettlement from 20 locations across Africa. Our staff also contributed to additional resettlement efforts by leading identification exercises to find at-risk refugees, and completing quality review procedures for resettlement cases. Through these activities, we helped to facilitate the resettlement process for another 712 refugees this quarter.

NOTEWORTHY EVENTS

This quarter, our Expert in Lilongwe, Malawi, submitted the case of a single mother of five for resettlement. As a teenager, the young woman had been kidnapped and forced into sex work by military soldiers in her country of origin. She was then taken as a “bush wife” by two soldiers. During her time in captivity, she gave birth to three children. After escaping these horrific conditions and widespread violence in the country, she fled to Malawi. *(Continued)*



3rd Quarter RefugePoint Programs Locations

- | | | |
|---------------------------|----------------------------|-------------------------|
| 1. DUKWI, BOTSWANA | 10. NAIROBI, KENYA | 19. KASULU, TANZANIA |
| 2. YAOUNDE, CAMEROON | 11. LILONGWE, MALAWI | 20. TUNIS, TUNISIA |
| 3. ROVING (SOUTHERN) CHAD | 12. NIAMEY, NIGER | 21. ZARZIS, TUNISIA |
| 4. ALI SABIEH, DJIBOUTI | 13. HUYE, RWANDA | 22. ANKARA, TURKEY* |
| 5. CAIRO, EGYPT | 14. KIBUYE, RWANDA | 23. KAMPALA, UGANDA |
| 6. ADDIS ABABA, ETHIOPIA | 15. DAKAR, SENEGAL | 24. SOLWEZI, ZAMBIA |
| 7. ASSOSA, ETHIOPIA | 16. PRETORIA, SOUTH AFRICA | 25. TONGOGARA, ZIMBABWE |
| 8. EMBAMADRE, ETHIOPIA | 17. KASSALA, SUDAN | |
| 9. SHIRE, ETHIOPIA | 18. GENEVA, SWITZERLAND* | |

*NOT SHOWN

NOTEWORTHY EVENTS (CONTINUED)

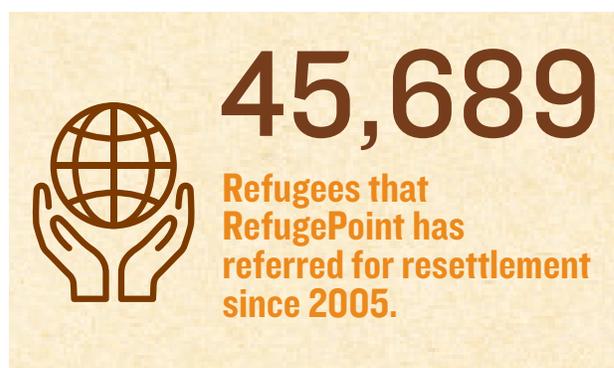
Despite the difficulties that she experienced, she was resilient, and her story is a testament to her strength. Our Expert expressed gratitude for being able to play a small role in her story. We are still awaiting feedback from the resettlement country about her case.

A case such as this is an example of the continued need for RefugePoint's work in the resettlement field. The RefugePoint Expert observed that this case had previously fallen through the cracks due to its many complexities. However, because of RefugePoint's flexibility and ability to focus on the most at-risk cases, regardless of how time-consuming they may be, our Expert was able to provide the needed attention to process the case for resettlement.

Technology came to the rescue this quarter for our Expert in Assosa, Ethiopia. In September, a family of ten was scheduled for interviews by a mission from the Norwegian government. However, the family was unable to travel to Addis Ababa for interviews since the mother was in her last month of pregnancy. After negotiating with the Norway mission and the United Nations High Commissioner for Refugees (UNHCR) office in Addis Ababa, our Expert decided to use Skype to conduct the interviews. Over the course of two days, the family was able to complete all necessary interviews. Two weeks later, the expectant mother delivered a healthy baby boy.

Another Expert in Assosa, Ethiopia, worked through a tough case this quarter involving an international blood feud, which included five cases and 22 refugees. After a murder in South Sudan, the family of the victim wanted revenge. Usually, the perpetrator would be the target of retaliation. However, as he had managed to evade capture, the family of the victim began to target members of the perpetrator's extended family, who were living in Assosa, Ethiopia. The tradition of the blood feud meant that the perpetrator's family members would not be safe until one had been killed. As a result, 22 refugees were under imminent threat and were traumatized by the experience. Resettlement was the only way to protect the family. After completing a difficult series of interviews and demonstrating the interdependency of the cases, our Expert learned that Canada had accepted the entire family for resettlement.

The cases of several Eritrean footballers were handled this quarter by our Expert in Dukwi, Botswana. They had first been identified in 2015 but their cases hadn't been processed since then. They are now happily resettled in Canada and have reached out to RefugePoint staff to express their gratitude and share updates about their new home.



Lasting Solutions: Self-Reliance

In addition to referring refugees for resettlement, 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.

This quarter we developed our partnership with the Foundation for Health and Social Economic Development Africa (HESED Africa). After identifying a need to implement a livelihoods initiative to promote self-reliance among their clients in Nairobi, HESED Africa requested RefugePoint support to establish that initiative. Following extensive discussions that began in 2018, RefugePoint supported HESED Africa through a pilot program from August to December 2019. As part of our field-building efforts, the aim is to enhance HESED's capacity to operate and learn from the pilot and to implement a more extensive and sustainable livelihoods program.

In August, we conducted a four-day life-skills training for 30 youth ages 13-17 from Kabiria, Waithaka, Kawangware, and the surrounding areas. The youth represented diverse nationalities, including Congolese, Rwandese, South Sudanese, Burundians, Ethiopians, and Eritreans. Life-skills trainings are forums where children and young adults have the opportunity to learn new ways of thinking and problem-solving, build confidence, collaborate in groups, and practice cooperation. Life-skills trainings are typically conducted within the communities in which the participants live and mostly target individuals who are not RefugePoint clients (though in some cases a mixture of both clients and non-clients are invited). The training was the third joint initiative conducted by RefugePoint's child protection and counseling units.

In August, RefugePoint participated in and supported the Refugee Peace Marathon, which was organized by a consortium of refugee-led community-based organizations led by Kinstsungi (formerly Save World Trust). Over 1,000 refugees and locals participated in the marathon. Other agencies who participated in the event included UNHCR, Hebrew Immigrant Aid Society, Deutsche Gesellschaft für Internationale Zusammenarbeit, and RefuSHE. The main message of the marathon was to thank Kenyans and the Kenyan government for hosting and supporting refugees.

In September, a record high of 807 individuals received food support. 50 individuals were exited from the food program, while 292 individuals joined.



RefugePoint's Urban Stabilization Path

COMMUNITY NAVIGATOR OUTREACH

Q3 2,025
YTD 11,505

EMPOWERMENT & STABILIZATION



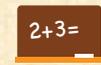
Health Services

Q3 627
YTD 1,522



Food Assistance

Q3 1,026
YTD 1,237



Education Support

Q3 14
YTD 460



Group Counseling

Q3 156
YTD 405



Businesses Launched

Q3 65
YTD 158

GRADUATED CLIENTS TO SELF-RELIANCE

Q3 117
YTD 328

Lasting Solutions: Self-Reliance Initiative

In addition to the direct services that we provide to urban refugees in Nairobi to achieve self-reliance, we also work to make a 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), co-founded by RefugePoint and the Women's Refugee Commission, which promotes opportunities for refugees around the world to become self-reliant and achieve a better quality of life. The Initiative 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 September, RefugePoint participated in the UNHCR Africa Consultations with NGOs and Multi-Stakeholders. Mary Wangui (Training Manager) and Ned Meerdink (Senior Fieldbuilding Officer) participated in the two-day event in Johannesburg, South Africa. The event marked UNHCR's first-ever regional NGO and Multi-Stakeholder Consultations in Africa and was organized by the newly established UNHCR Regional Bureau for Southern Africa. The meeting brought together NGOs, civil society, academics, and refugees from 16 countries to explore how multi-partnerships at the regional and national levels can contribute to the implementation of the Global Compact on Refugees.



In July, Simar Singh (Senior Programs Officer), Mary Wangui (Training Manager) and Walter Gitau (Senior Officer for Monitoring, Evaluation and Reporting) undertook a five-day field visit to Lusaka, Zambia, to monitor the progress of RefugePoint's self-reliance partnership with Caritas Czech Republic and to explore opportunities for further engagement in the urban context.

During the visit, the RefugePoint team also met with UNHCR Zambia, the Zambian Commissioner on Refugees, and implementing partners of the Lusaka Urban Refugee Program (including Care International and WorldVision). Key stakeholders, including UNHCR Zambia, the Zambian Commissioner on Refugees, and Caritas Czech Republic, recognized and expressed appreciation for the significant role RefugePoint's support has played in shaping self-reliance programming for refugees and other persons of concern in Lusaka.

Photo left: In September, Mary Wangui (Training Manager) and Ned Meerdink (Senior Fieldbuilding Officer) attended the UNHCR Africa Consultations with NGOs and Multi-Stakeholders.

Advancing Refugee Child Protection

At RefugePoint, refugee children are prioritized in all of our programs, and we collaborate closely with partners to fill critical gaps in refugee child protection. During this quarter, our staff conducted child protection assessments for 249 vulnerable refugee children in 18 locations and reviewed child protection assessments for an additional 199 children.

Field Highlights

Our Expert in Huye, Rwanda, observed that her field office rarely conducted detention monitoring, even though there were imprisoned children. One boy, who was imprisoned for nine months in Muhanga prison, was never visited by protection agency staff or his family. Another boy, who was detained at Gikonko transit center for two months, was only released as the result of illness. No one from the camp had been aware of his detainment until he arrived at the camp health center for treatment. Our Expert advocated for more structured detention monitoring and was subsequently added to a list of people authorized to conduct detention monitoring in Huye. In August 2019, UNHCR, together with Legal Aid Forum, was able to successfully advocate for the release of a refugee boy detained at Gikonko transit center.

This quarter, our Expert in Tunis, Tunisia, supported the reunification of a 17-year-old boy with his family in Switzerland. He had previously been held in a Libyan detention facility. In June 2017, the young man arrived in Libya after being subjected to mistreatment and torture at the hands of smugglers and traffickers en route from Eritrea. After attempting to travel by sea, he was detained by the Libyan Directorate for Combatting Illegal Migration and held for a year. During registration with UNHCR in Libya, he reported having a half-brother in Switzerland. Through the family reunification pilot, he was able to secure a Humanitarian Visa from the Swiss embassy. After transiting through Tunis, he was reunited in Geneva, Switzerland, with his half-brother, whom he had not seen in 10 years.



In August, Representatives from RefugePoint and the Foundation for Health and Social Economic Development Africa (HESED Africa) participated in the first livelihoods field-building planning meeting (read more about this on page 5).

Thought Leadership

RefugePoint has sustained success in mobilizing private funding that allows us to take risks, experiment, and share our learning. As such, we are well-positioned to be a thought leader in reimagining the future of refugee response. This section focuses on our efforts to change the status quo and influence policy to make lasting solutions accessible to refugees around the world.

(Continued from page 1) At the NGO Consultations, the single largest annual gathering of NGOs working with refugees, RefugePoint was well represented. Through the Refugee Self-Reliance Initiative, we co-hosted a keystone session of the Consultations, promoting the concept that refugees can and should be supported to live productive lives wherever they are, rather than being forced to languish in camps, dependent on aid. The session was four hours long and standing room only, arguably the single most significant conversation during the Consultations. Also, at the NGO Consultations, we moderated a discussion highlighting best practices in pursuit of solutions for refugees, focusing in particular on voluntary repatriation, resettlement and complementary pathways, and highlighting the role that NGOs can play in implementing these programs.

Lastly, during the closing plenary, Amy Slaughter, RefugePoint's Chief Strategy Officer, was invited to speak to the entire audience of over 500. Amy highlighted RefugePoint's work on solutions and how we envision that work contributing to the upcoming Global Refugee Forum (GRF), to be held in Geneva in December.

To that end, RefugePoint has remained heavily engaged in planning for the GRF. We have committed to being co-sponsors for the theme of refugee solutions, and in our role as co-sponsors have engaged with UNHCR, other NGOs, and several governments to help plan related conversations, activities, and pledges for the Forum.



Matisse holds up his phone to show how he markets the clothes and shoes that he sells using WhatsApp and social media.*

Rescuing Lives

A Long Journey to Safety

Matisse* is a refugee from the Democratic Republic of Congo (DRC) living with albinism. Matisse was a third-year student at the University of Economics in Congo. However, in 2015, he was forced to flee his home due to discrimination and threats he received as a result of his albinism. Matisse witnessed the murders of other people living with albinism, who are often killed for organ harvesting. He initially fled to Uganda but moved to Kenya in 2016 to escape Uganda's harsh climate.

Matisse always had an interest in business and was able to identify a unique way to connect with customers through social media. Matisse exclusively markets and sells his products, including shoes and clothes, through WhatsApp and Facebook.

“I love to sing. When I came to Kenya, I joined the nearest church and began singing in the choir. The choir members became my first clients. When I arrived in Kenya, I had no capital. I spoke with a friend and shared with him that I had potential clients, but no products to sell. My friend assisted me with a small amount of capital to start. I noticed that many of my friends communicated through WhatsApp, and I decided to begin using that as the main source of marketing for my products. I purchased clothes, took photos of them, and shared them within different groups on WhatsApp. Slowly, I began receiving orders.”

In August 2019, Matisse received a livelihoods grant of \$365 (36,500 KSH), which he has used to increase his stock. **Name changed for protection*

Staffing & Finances

FINANCIAL UPDATE

RefugePoint ended the third quarter of 2019 with \$4,331,647 in revenue against expenses of \$5,158,367.

In the third quarter of 2019, RefugePoint was honored to receive an initial grant from the Conrad N. Hilton Foundation to support our self-reliance work in Nairobi, as well as globally through the Refugee Self-Reliance Initiative.

We were also thrilled to be supported for the second year by the Patrick J. McGovern Foundation. The Patrick J. McGovern Foundation supports RefugePoint's technological advancements to better monitor, evaluate, and improve our self-reliance programming in Nairobi through database improvements.

STAFFING UPDATE

We are happy to announce that three new staff joined the headquarters office this quarter. In July, Ned Meerdink joined the team as the Senior Program Officer for Field Building. In August, Kiley Leduc joined the RefugePoint headquarters team as the Major Gifts Officer. Also, in August, Zack Gross joined RefugePoint's headquarters office as the Deployment Program Manager.

In September, RefugePoint and other Boston-area organizations were recognized at a gala benefiting the Armenian Heritage Park on the Greenway, which has become a center-point for celebration and recognition of the immigrant experience in Boston. The park celebrates and highlights the richness of American life and culture, thanks to our immigrant heritage.

In the Kenya office, we are pleased to announce that four new staff members joined the team. In July, David Chege joined as the Finance Associate, and John Lanyo joined as the Community Outreach Associate. In August, Allan Omollo joined as the Senior Officer for Child Protection and Social Work. In September, Carolyne Mutuku joined the team as the Executive Assistant.