



REFUGEPOINT

2019 fourth quarter report

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A LIFELINE FOR FORGOTTEN REFUGEES

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Representatives from Glen Haven Manor, Pictou County Regional Enterprise Network, and RefugePoint discussing the partnership in Nairobi, November 2019. (Left to right: Sarah MacIntosh-Wiseman, CEO of Pictou County Regional Enterprise Network (PCREN), Janice Jordan, Glen Haven Manor Employee Relations Specialist, Lisa M. Smith, Glen Haven Manor CEO, Jacob Bonyo, Country Director of the RefugePoint Kenya office, and Janet Ouma, Resettlement Program Coordinator for RefugePoint.

Creating Lasting Solutions

Since April 2018, RefugePoint, and its partners, including Immigration, Refugees and Citizenship Canada (IRCC), Talent Beyond Boundaries (TBB), the UN Refugee Agency (UNHCR) and six Canadian Provinces and Territories, have been piloting the Economic Mobility Pathways Project (EMPP). The pilot aims to increase opportunities for refugees from Kenya and the Middle East to participate in Canada's existing economic immigration programs. The project aims to nominate refugees in high-demand occupations to access work-based visas to Canada, connecting them to Canadian employers and putting them on a path to permanent residency. Through this pathway, refugees will gain legal protection under international law, and local communities will benefit by filling critical gaps in employment shortage areas.

After learning about the EMPP in May, Glen Haven Manor, the third-largest long-term care facility in Nova Scotia, serving 202 residents in Pictou County, expressed interest in connecting with qualified candidates to fill vacancies for continuing care assistant positions. In November 2019, Glen Haven's CEO (Lisa Smith), their Employment Specialist (Janice

Jordan), and Sarah MacIntosh-Wiseman of Regional Enterprise Network (REN) traveled to Kenya to interview candidates. The candidates included urban refugees from Nairobi as well as refugees from Dadaab Refugee Camp, who were interviewed with the assistance of UNHCR Kenya. Based on the interviews and the outstanding skills and experience of the candidates, Glen Haven issued multiple job offers to the candidates, who are now in the process of compiling the necessary documents to apply to immigrate to Canada.

An important aspect of the EMPP is demonstrating that qualified refugees can make it through regular economic immigration pathways while meeting the same requirements and criteria that are in place for all other economic immigrants.

Having an international employer visit Kenya to recruit from the refugee community has been a milestone in the global community's exploration of complementary pathways and a massive boost to everyone involved in the process. However, several steps must be completed before any of the candidates will be ready to fly to Canada.

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. This quarter, the RefugePoint-UNHCR Collaboration Project helped 2,361 refugees access resettlement, in 66 locations in 24 countries worldwide. This brings our annual totals to 11,387 refugees in 105 locations in 27 countries, and our lifetime totals to 82,918 refugees in 204 locations in 41 countries.

NOTEWORTHY EVENTS

Ethiopia was the only operation in East Africa to meet, let alone surpass, its 2019 resettlement targets. RefugePoint contributed greatly to this achievement. In October, through ongoing coordination by our Family Reunification Expert in Addis Ababa, the case of a 13-year-old girl and her 11-year-old brother was referred for consideration under the family reunification category. While interviewing the siblings, the Expert discovered that the children lived alone and had no caregiver in Addis Ababa. *(Continued)*

4th Quarter RefugePoint Programs Locations

- | | | |
|---------------------------|----------------------------|----------------------------|
| 1. DUKWI, BOTSWANA | 10. NAIROBI, KENYA | 19. KHASHM EL GIRBA, SUDAN |
| 2. YAOUNDE, CAMEROON | 11. LILONGWE, MALAWI | 20. KHARTOUM, SUDAN |
| 3. ROVING (SOUTHERN) CHAD | 12. NIAMEY, NIGER | 21. GENEVA, SWITZERLAND* |
| 4. ALI SABIEH, DJIBOUTI | 13. HUYE, RWANDA | 22. KASULU, TANZANIA |
| 5. CAIRO, EGYPT | 14. KIBUYE, RWANDA | 23. TUNIS, TUNISIA |
| 6. ADDIS ABABA, ETHIOPIA | 15. NYAMATA, RWANDA | 24. ZARZIS, TUNISIA |
| 7. ASSOSA, ETHIOPIA | 16. DAKAR, SENEGAL | 25. ANKARA, TURKEY* |
| 8. EMBAMADRE, ETHIOPIA | 17. PRETORIA, SOUTH AFRICA | 26. KAMPALA, UGANDA |
| 9. SHIRE, ETHIOPIA | 18. KASSALA, SUDAN | |

*NOT SHOWN

NOTEWORTHY EVENTS (CONTINUED)

They fled Eritrea after their father physically abused them and attempted to forcibly marry the girl to an older man in the village.

The children lived alone in Addis Ababa to avoid recognition by the Eritrean community for fear of being forcibly returned to their father in Eritrea. Following a home visit, the Expert observed that the children lived alone in a small one-room apartment in the city. The girl was the sole caregiver for her younger brother. In the evenings, the two children locked themselves in this room because male neighbors attempted to enter the room at night. Both children had to work to support themselves. Older men often harassed the girl, and young men beat and robbed the boy of the earnings he made.

The children wanted to reunite with their siblings, who'd also fled from Eritrea and had resettled to Switzerland. However, Switzerland does not support family reunification for siblings. The Expert contacted the UNHCR office in Switzerland to assist the children in an application for a humanitarian visa, as a means to family reunification. After submitting a full best interest assessment (BIA), and best interest determination (BID), for the children, partners in Switzerland began working on the case to

ensure that the children will be able to travel as soon as possible. Not only did the Expert play a vital role in maintaining the safety and wellbeing of the children, but he was also able to identify a protection gap and go beyond family reunification to assist. The Expert also provided recommendations to partners on how to better support children without caregivers under urgent consideration in the future.

This quarter, our Expert in Assosa, Ethiopia, conducted five trainings on case identification and Resettlement Registration Form (RRF) drafting. She also served as acting Officer in Charge, leading the Resettlement Unit to complete their yearly targets. One of these targets involved a very tight deadline to refer 70 individuals to New Zealand. Additionally, the Expert and her team managed to balance food distribution, limited access to a server, and a new quota from France and Norway for a couple of cases. The Expert also completed resettlement referrals for 67 individuals—a very productive quarter in Ethiopia.

Access to Resettlement



Quarterly: Q4 2019

2,361

Refugees that RefugePoint helped to access resettlement this quarter.

Annually: 2019

11,387

Refugees that RefugePoint has helped to access resettlement this year.

Lifetime: Since 2005

82,918

Refugees that RefugePoint has helped to access resettlement since 2005.

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.

Unbanked clients in Nairobi commonly come to the RefugePoint office once a month to receive their support in cash, which exposes them to the risk of theft or harassment by security officers. To reduce this risk, RefugePoint partnered with a local bank (Postbank Kenya) to provide financial services to our clients. We see this as a step towards greater financial inclusion of vulnerable refugees in Nairobi’s formal financial services. The partnership also provides refugee clients with a more convenient method of receiving funds from the organization and greater security of savings. Additionally, clients have benefited from financial literacy training offered to them by Postbank.

The livelihoods unit was involved in several initiatives this quarter, one of which was the first successful work placement with Lynk. Lynk is an online platform that manages job placements for artisans and service providers in the informal sector by directly sourcing for and linking them with customers. Our first placement was a skilled carpenter. RefugePoint is exploring a partnership with Lynk through which skilled refugees can access safe and fair-paying income-generating opportunities within the informal sector. Currently, we are working on sourcing for refugees with the appropriate experience to fill professional cleaner roles.

As part of a field-building effort to support other organizations to accelerate and expand programs, the livelihoods unit began a partnership with the Foundation for Health and Social Economic Development Africa (HESED Africa). HESED Africa identified a need to implement a livelihoods initiative to ensure economic resilience and self-reliance among the population they serve in Nairobi. HESED requested RefugePoint’s support to help establish a livelihoods initiative that mirrors RefugePoint’s livelihoods program. Through this partnership, RefugePoint supported HESED to set up program structures, and to identify, train, finance, and monitor beneficiaries through a pilot program. The pilot was successful, and HESED has received financing to expand the program in 2020.

The largest Business Development Skills (BDS) training of the year was held in December and served 36 clients. The training included nine external clients and four internal clients who were selected to receive business re-grants. *(Continued)*



RefugePoint’s Urban Stabilization Path

COMMUNITY NAVIGATOR OUTREACH

Q4 **695**
YTD **12,200**

EMPOWERMENT & STABILIZATION



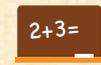
Health Services

Q4 **642**
YTD **1,858**



Food Assistance

Q4 **836**
YTD **1,341**



Education Support

Q4 **98**
YTD **558**



Group Counseling

Q4 **133**
YTD **442**



Businesses Launched

Q4 **54**
YTD **212**

GRADUATED CLIENTS TO SELF-RELIANCE

Q4 **109**
YTD **437**



Sasha Chanoff (Executive Director, RefugePoint), Sarah Costa (Executive Director, Women's Refugee Commission), Robert Hakiza (Executive Director, YARID Uganda), and Kellie Leeson (Refugee Self-Reliance Initiative Lead) after the panel that RefugePoint and Women's Refugee Commission led about refugee self-reliance at the Global Refugee Forum in Geneva in December.

(Continued) This quarter, RefugePoint participated in the launch of the 16 Days of Activism against Sexual and Gender-Based Violence, which began on November 25th. The 2019 theme was: “End gender-based violence in the world of work.” The launch event reached over 350 participants. During the event, we tested 90 participants for high blood pressure and blood sugar, and identified 15 hypertensive participants. We referred all to a health center for follow up.

In December, RefugePoint, National Council of Churches of Kenya (NCCK), and Ministry of Health led a training workshop on community strategy for 21 community workers, including RefugePoint Community Navigators. Representatives from HIAS, RefuSHE, Center for Victims of Torture (CVT), Foundation for Health and Social Economic Development (HESED), and NCCK also participated in the workshop. The training covered community strategy activities, including the Kenya Essential Package for Health (KEPH) and the human life cycle.

A four-day life-skills training workshop for 25 Oromo-speaking children between the ages of 12-17 was held in November. The training focused on understanding and building self-awareness, conflict resolution, goal setting, and decision making, communication and social media, friendship formation, and emotional regulation.

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.

From October 28-31, 2019, partners of the Refugee Self-Reliance Initiative (RSRI) gathered in Amman, Jordan, to celebrate the Initiative's achievements and to collectively chart its course forward. Representatives from over 25 organizations spanning operational and advocacy NGOs, UN agencies, research organizations, donors, and host governments participated in the meetings.

The four-day convening included three distinct but linked events: a Self-Reliance Index (SRI) 101 workshop, an RSRI Convening, and a Graduation Approach session. The SRI 101 workshop helped participants gain an in-depth understanding of the SRI and learn from the experiences of partners testing it in various contexts. The RSRI convening was a meeting for RSRI partners to reflect on the goals and progress of the Initiative and consider how to move forward collectively. Promoting Self-Reliance in Jordan – The Graduation Approach (GA) was a session for representatives from host and donor governments, philanthropic partners, and operational partners to learn from self-reliance programming in Jordan focused on the GA.

In December, as part of the Global Refugee Forum, the Refugee Self-Reliance Initiative presented a joint pledge to promote refugee self-reliance over the next two years. This pledge highlights an initial two-year commitment to expand the use and support for the Self-Reliance Index to measure self-reliance, increase access

to self-reliance programming, and advocate to ensure an enabling environment conducive for self-reliance.

This joint pledge was put forward by RefugePoint, Women's Refugee Commission (WRC), ACT Alliance, Caritas Czech Republic in Zambia, Center for Global Development, Danish Refugee Council, HIAS, IKEA Foundation, International Rescue Committee, Mercy Corps, Norwegian Refugee Council, Refugees International, Regional Durable Solutions Secretariat, Samuel Hall, and Trickle Up.

Sasha Chanoff, RefugePoint's Executive Director and RSRI co-chair, presented the pledge at a 'spotlight session' organized by the Refugee Self-Reliance Initiative during the Global Refugee Forum. The session, 'Working together to facilitate refugee self-reliance,' was moderated by Kellie Leeson, Lead Consultant for the Refugee Self-Reliance Initiative, and featured comments from Sarah Costa, Executive Director, WRC; Robert Hakiza, Executive Director, Young African Refugees for Integral Development; Tadashi Yanai, CEO of Fast Retailing, UNIQLO; and Roman Alberto Cepeda González, Secretary of Labor in Coahuila, México. Speakers discussed what self-reliance means and how different stakeholders can facilitate refugee self-reliance through current systems, funding mechanisms, and institutional frameworks to ensure successful refugee and host country outcomes and build an evidence base to further programmatic impact.

Lasting Solutions: Mental Health & Psychosocial Support

Mental Health and Psychosocial Support (MHPSS) includes both “mental health,” which refers to a state of internal equilibrium whilst in connection to others, and “psychosocial,” which refers to the inter-connection between psychological and social processes. Poor mental health results in psychological distress, which can impair daily functioning and social interaction, which has numerous other rippling effects. Refugee psychosocial and mental health issues often go unaddressed due to the breakdown of existing traditional support structures, lack of access to and continuity of care, and stigmatism around mental illness. MHPSS is a key component of wellness and crucial for refugee self-reliance, allowing for the healing of psychological wounds and transforming victims into active survivors and thrivers.

This quarter RefugePoint was invited to participate in several important national and international MHPSS convenings: WHO’s Global Mental Health Forum, Caring for the Caregiving Mind - Expert Convening, and Kenya’s first National Mental Health Conference. Each convening brought together diverse mental health experts, in which there were opportunities for knowledge exchange, identifying collective opportunities and challenges in MHPSS service delivery, and identification of best practices. Drawing from the unique relational space provided in the attended forums, RefugePoint forged several new informal consultative, funding, and referral partnerships in the MHPSS space.

Learnings acquired during these convenings resulted in initial trainings to various Urban Refugee Protection Program (URPP) staff, in congruence with emerging and existing WHO initiatives. The counseling and social work teams were trained on Quality Rights, WHO’s global initiative to improve the quality of care provided by mental health services and promote the human rights of people with psychosocial, intellectual and cognitive disabilities. The goal is that both teams will be e-certified by 2021. Additional trainings were provided on suicide prevention and assessment, among others, to improve core competencies as well as MHPSS service provision.

This quarter, RefugePoint committed itself as a self-care champion with the Self Care Trailblazer Group (SCTG) to adopt self-care as an integral component of programming. With an ongoing recognition of the importance of self-care for staff, RefugePoint, with the support of the Imago Dei Foundation, provided a two-day retreat to RefugePoint staff in Nairobi aimed at improving team cohesion, providing staff with additional tools for stress management, self-care, as well as physical and financial wellness.

Significantly, this quarter RefugePoint began the nascent steps in creating and implementing an institutional framework for trauma-informed services in program delivery and staff development, policies and procedures, administrative practices, and organizational infrastructure. Through the adaptation of the Creating Cultures of Trauma-Informed Care Approach Self-Assessment, an organizational self-assessment that evaluates the presence and the effectiveness of current trauma-informed practices across each service and level of the organization using client-centered approaches. Five focus group discussions were facilitated with approximately 50 refugee clients. Clients completed roughly 100 surveys, and four focus group discussions were undertaken with around 40 staff members.

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 344 vulnerable refugee children in 37 locations and reviewed child protection assessments for an additional 282 children.

Field Highlights

Our Child Protection Expert in Cairo, Egypt, worked on the case of a child whose mother returned to her home country and left him behind in Egypt. According to the child's caregiver, due to strict regulations, the child's mother could not bring the child with her without the consent of the father. The child's father had abandoned the mother upon hearing that she was pregnant, and his whereabouts were unknown. The child's mother maintained contact with the caregiver and her child for some time. However, when war broke out in the country of origin, they lost touch. The child was two years old when his mother left him in Egypt. Five years later, the mother occasionally called using different numbers, which made it difficult to trace her. As the caregiver and her family were being considered for resettlement, they requested that the child be included on their case.

From a Child Protection perspective, our Expert was conflicted. Due to the strong attachment between the child and the caregiver, separating them might cause harm to the child. However, adding the child to the caregiver's resettlement case without the consent of the mother could cause a problem should the mother manage to travel back to the child. The Expert also needed to consider the risk of trafficking if the child were left alone in Egypt. Therefore, rushing to conclude the case due to the caregiver's resettlement consideration might not be in the best interest of the child.

After many follow-ups and counseling sessions with the caregiver, our Expert managed to trace the maternal aunt of the child who resided in the United Kingdom. Through the maternal aunt, the Expert managed to reach out to the mother of the child by collaborating with the UNHCR office where the mother resides. The mother signed a consent letter, and her documents were verified by the office to confirm she was indeed the mother of the child. The child and the caregiver have now been considered for resettlement together in the United Kingdom, where the maternal aunt resides.

One of our Experts in Tongogara, Zimbabwe, handled a case involving two children whose father was sentenced to a jail term of nineteen years. At the time that the Expert met the children, they had not seen their father for almost two years. This separation was impacting their performance in school and their relationship with their foster family. The Expert requested to interview the father in prison and, at the same time, take the children to visit him. She, along with UNHCR senior staff, the foster parents and the two children had a heart-wrenching experience. Upon seeing their father, the children, father, foster family, prison officers, inmates, and staff all broke into tears. The tears were contagious, and in no time, everyone around expressed shock at the cruelty in jailing the father, a single parent to his two young children. Fortunately, it triggered high-level action. UNHCR initiated a process to launch an appeal against the ruling of the father and also to ensure the children can visit their father regularly.

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.

In December 2018, the United Nations General Assembly affirmed the first major new refugee policy document in over a generation, the Global Compact on Refugees (GCR). In order to mobilize resources and monitor the progress of the new policy, the GCR established a system of high-level review meetings every four years, to be known as the Global Refugee Forum (GRF).

Last month, the first-ever GRF was held in Geneva, attended by the Secretary-General of the United Nations, several Heads of State, and over 50 cabinet ministers from countries around the world. RefugePoint was represented by Sasha Chanoff, our Executive Director; Marty Anderson, our Geneva Representative; Kellie Leeson, a consultant leading our work on the Refugee Self-Reliance Initiative (with the Women's Refugee Commission); and Ed Shapiro, one of our donors and Board Members. The primary purpose of this first GRF was to rally pledges to support the implementation of the ideas enumerated in the GCR.

RefugePoint was a visible leader from the start of the event, when Kellie moderated one of the very first sessions, on refugee self-reliance. The session concluded with a statement from Sasha, announcing, on behalf of all partners in the RSRI, our pledge to reach 250,000 refugees with self-reliance programming in the next two years. It was quite possibly the very first pledge announced at the GRF, and it set a clear and welcome tone and precedent for inclusive, multistakeholder, whole-of-society commitment to achieving the goals of the GCR. RefugePoint's leadership was on display in other sessions as well.

On the second day of the forum, at a session on implementing UNHCR's new Three-Year Strategy on Resettlement and Complementary Pathways, Sasha was asked to be the very first speaker. Sasha used the opportunity to announce the second of our two pledges, focused on resettlement. Partnering with Focusing Philanthropy and other private donors, RefugePoint aims to raise funds to hire additional caseworkers and thereby expand the number of refugees benefiting from resettlement and complementary pathways, with a particular focus on at-risk refugee children. It was a clear and powerful example of how humanitarian actors and donors can work together to achieve solutions for refugees, and it was met with a round of sustained applause when announced at the GRF.

In addition to our two public pledges to help advance goals related to refugee resettlement and self-reliance, RefugePoint capitalized on the GRF in other ways as well. We had high-level meetings with government officials from Canada and Australia and explored synergies with the Global Refugee Sponsorship Initiative, Talent Beyond Boundaries, and other key partners in the new resettlement and complementary pathways strategy. We also met with senior officials at UNHCR's regional bureau for East Africa and connected with some of our major donors and other private sector partners, such as the IKEA Foundation. It was an intense three days of brainstorming, dialogue, and planning, with much promise for innovation and impact in the coming years, until the next Global Refugee Forum in 2023.



Rescuing Lives

A Long Journey to Safety

Riziki*, a refugee from the Democratic Republic of Congo, arrived in Kenya in 2016 with her two sons. As a single mother with no steady source of income, Riziki could barely support her young family. In 2019, Riziki was referred to RefugePoint by a Community Navigator and began receiving livelihoods support.

During business training, RefugePoint staff asked Riziki to identify a high-demand skill or product that she could sell and to think about business opportunities within her community. Riziki immediately had the idea to sell sombe, a dish made of ground cassava leaves and peanut powder. Sombe is a staple food among the Congolese and Burundi communities but is in limited supply in Kenya. Due to the demand for the product, Riziki saw an opportunity to fill a gap in the market.

“When you run, you lose everything, but you carry the knowledge you have in your mind. I know how to cook, and I know how to sell. I learned to cook at an early age from my mother, and I learned to cook so well that I was known in my village to be an excellent cook.

When I attended RefugePoint’s Business Development Skills Training, I thought of combining those two skills. Many people in my class wanted to sell fabric, but I wanted to do something unique, something that I knew would have a demand.”

After developing and submitting a business plan in July 2019, which RefugePoint staff assessed for business potential, Riziki received a grant of \$310. The grant enabled her to buy a grinder, cassava leaves, and peanuts. Riziki managed to create good relationships with cassava leaf suppliers and is now able to get them free of cost from Kenyan farmers around Nairobi. Riziki receives many orders for her sombe from friends and neighbors, including not only Congolese and Burundians but also Kenyans, and has been able to sell large quantities.

Riziki’s profits enable her to pay her rent, cover the cost of daycare for her youngest son, and rent a small space for her business operations. Riziki was also able to purchase a gas stove. Riziki is no longer anxious. She is calmer and at peace, focused on what the future will bring.

**Name changed for protection*

Staffing & Finances

FINANCIAL UPDATE

RefugePoint is in the process of finalizing Q4 financials.

During the first two weeks of October, RefugePoint's Read4Refugees campaign, which encouraged participants to stay in, read, and donate what they would have spent on a night out, raised \$74,370.92. Our 2019 End of Year Campaign raised \$220,947.00.

Several private family foundations made significant contributions in the final quarter of 2019, including The Shapiro Foundation, as a part of a multi-year commitment to support RefugePoint's mission and strategic growth.

The Horace W. Goldsmith Foundation, a supporter of RefugePoint since 2008, made its largest gift in a single fiscal year to date, granting \$240,000.

STAFFING UPDATE

In October, Anja Calise joined the headquarters team as our new Executive Assistant / Office Manager. Anja joins RefugePoint after prior work in Kampala, Uganda in addition to working with refugees in Germany.

In the Kenya office, we welcomed two new staff members to the team. Leon Wakoli joined as an interim IT Officer to provide temporary coverage. Tabitha Njuguna joined the team as a temporary front desk assistant to provide coverage while the regular front desk assistant took up different duties.