



REFUGEPOINT

2018 third quarter report

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A LIFELINE FOR FORGOTTEN REFUGEES

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Photo Caption: Panelists at the Better Lives Now event in New York City, on September 20 (from left to right): Heba Aly, Director, IRIN News (moderator); Robert Hakiza, Co-Founder, YARID; Kellie Leeson, Lead, Refugee Self-Reliance Initiative; Maria Stavropoulou, Deputy Director UNHCR Liaison Office, New York; and Per Heggenes, CEO, IKEA Foundation.

Creating Lasting Solutions

On September 20, RefugePoint and the Women's Refugee Commission (WRC), in cooperation with the Aurora Humanitarian Initiative, hosted Better Lives Now: Leveraging Refugees' Talents. Organized as a side event to the UN General Assembly in New York City, RefugePoint and WRC launched the Refugee Self-Reliance Initiative (RSRI) at the event.

The Initiative promotes opportunities for refugees around the world to become self-reliant and achieve a better quality of life. Aiming to reach five million refugees with self-reliance programming in five years (2019-2023), efforts are being mounted to identify effective models for expanding self-reliance opportunities around the world.

The RSRI includes a global Self-Reliance Community of Practice (CoP) that is dedicated to sharing knowledge and testing promising practices related to self-reliance programming and measurement.

The CoP consists of a diverse roster of stakeholders representing NGO, government, UN, philanthropic, academic and private sectors.

At the launch event, keynote speaker Kim Campbell, Former Prime Minister of Canada, said: "Most people would like to go home...but that is becoming increasingly less likely. We need to find ways of welcoming the stranger and providing the opportunity to be productive members of society. For the well-being of the world, we have to devote ourselves to those who are displaced from their countries."

In addition to the panelists and speakers credited above, speakers included Vartan Gregorian and Noubar Afeyan, Co-Founders of the Aurora Humanitarian Initiative.

The event was produced in partnership with Club de Madrid, Mercy Corps, The B Team, Refugees Deeply and The Government of Canada.

Lasting Solutions: Resettlement

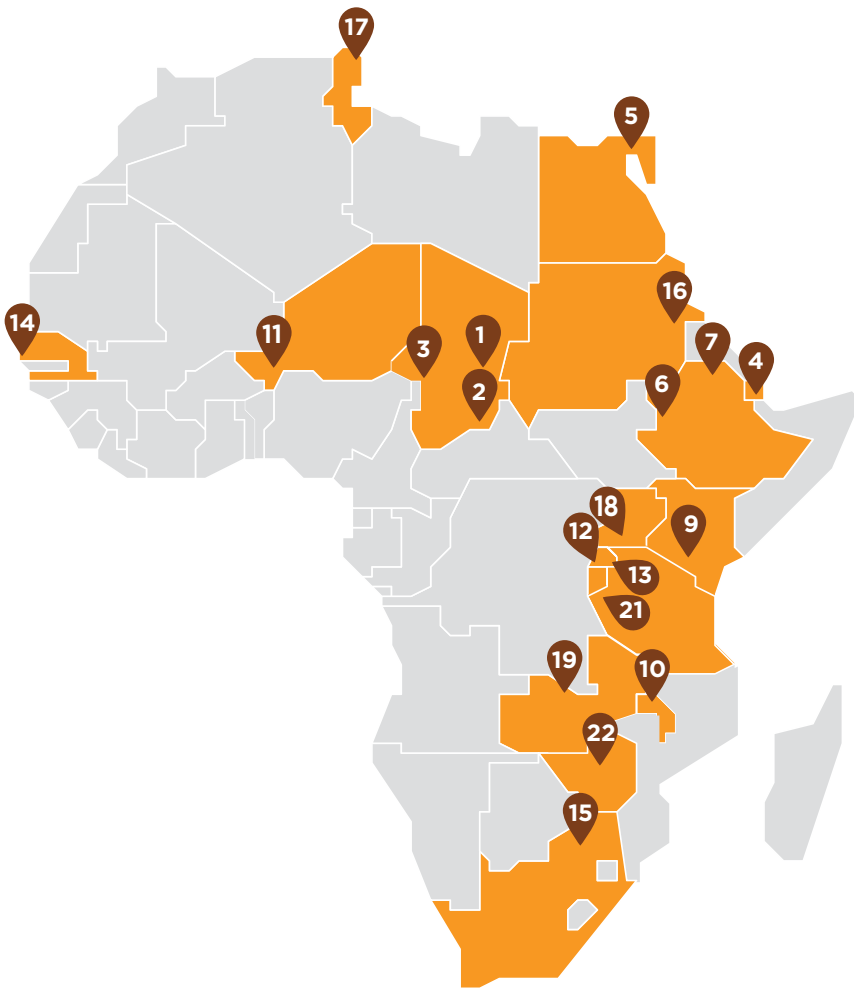
Identifying and resettling the most at-risk refugees to countries worldwide

Providing lasting solutions for the most at-risk refugees remains at the core of our work. During this quarter, RefugePoint staff referred 945 refugees for resettlement from 22 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 1,718 refugees this quarter.

NOTEWORTHY EVENTS

Refugees with mental and physical disabilities are among high-risk populations. Refugees who have medical issues requiring specialized treatment are often unable to access needed care in camp settings.

Our Expert in Cairo, Egypt recently worked with an eight-year-old boy who was suffering from a life-threatening medical condition. Our Expert worked to add medical reports to the child's case, thereby strengthening the claim for resettlement. As a result, Norway accepted the case, and the boy and his family will be departing soon. *(Continued)*



3rd Quarter RefugePoint Programs Locations

- | | | |
|-------------------------|----------------------------|--------------------------|
| 1. EASTERN CHAD | 9. NAIROBI, KENYA | 17. TUNIS, TUNISIA |
| 2. SOUTHERN CHAD | 10. LILONGWE, MALAWI | 18. NAKIVALE, UGANDA |
| 3. N'DJAMENA CHAD | 11. NIAMEY, NIGER | 19. SOLWEZI, ZAMBIA |
| 4. ALI SABIEH, DJIBOUTI | 12. HUYE, RWANDA | 20. GENEVA, SWITZERLAND* |
| 5. CAIRO, EGYPT | 13. KIBUYE, RWANDA | 21. KASULU, TANZANIA |
| 6. ASSOSA, ETHIOPIA | 14. DAKAR, SENEGAL | 22. TONGOGARA, ZIMBABWE |
| 7. SHIRE, ETHIOPIA | 15. PRETORIA, SOUTH AFRICA | |
| 8. ANKARA, TURKEY* | 16. KASSALA, SUDAN | |

*NOT SHOWN

NOTEWORTHY EVENTS (CONTINUED)

One of our Experts in Dakar, Senegal, worked with a Congolese child with severe hydrocephalus, a chronic neurological condition caused by an abnormal accumulation of cerebrospinal fluid (CSF), resulting in pressure on the brain. Because the child and his mother were living in Nigeria, our Expert provided needed capacity, interviewing the family via the internet and then referring them for resettlement. The Expert also liaised with clinicians to ensure that the child had access to a neurosurgeon, needed to document and verify the family's claim.

As the Expert continued working with the family, he realized that the child might not survive the wait for resettlement, and advocated for a lifesaving medical operation for the child. Fortunately, the child was able to have the surgery, and after recovering from complications, was able to resettle to Sweden with his mother.

As the focal point on medical reports, our Expert in N'djamena, Chad, often works with refugees who are at risk due to their medical conditions. The Expert works with medical partners who are responsible for the assessments of refugees with medical needs, and works with the partners to streamline the process. She also works to improve the quality of the reports, so that they only need to be submitted once, and refugees waiting to depart can avoid unnecessary delays. The Expert facilitates tracking of all requested documents and assessments, and works with administrative colleagues to follow-up on financial matters.

Because of RefugePoint's focus on at-risk groups, our Experts have the flexibility to work with cases that would otherwise fall through the cracks. Our Experts frequently tell us about cases that have been in a backlog for many years, which would have continued to be on hold indefinitely without RefugePoint intervention. Our Experts keep an eye out for gaps in the system, and take steps to strengthen the system to improve refugee protection.

In 2018, our Expert in Lilongwe, Malawi, identified a number of cases, from as far back as 2013, that were stuck in the backlog. The cases had been lost in processing due to issues such as individuals not being able to articulate a claim due to ongoing trauma. In many cases, Experts needed to start from scratch, as no notes or files were kept on record. As a result, several refugee families eligible for resettlement languished in ongoing insecurity in the camps. This quarter, our Expert had time to review such cases and moved them forward.

Also during this quarter, the same Expert met a young man who had arrived to Malawi with his younger brother. As orphans, the two brothers were forced to flee and grow up on their own. The case had slipped through the cracks in 2014 when someone failed to follow up on a Best Interest Determination (BID) for the younger brother. After counseling, the Expert followed up on the case, requested an expedited BID, and immediately submitted the two for resettlement.

Since 2005, RefugePoint has referred

41,571

refugees for resettlement to:

AUSTRALIA

BELGIUM

CANADA

DENMARK

FINLAND

FRANCE

IRELAND

NETHERLANDS

NORWAY

PORTUGAL

SWEDEN

UNITED KINGDOM

UNITED STATES

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.

Since many refugees do not have the opportunity to obtain vocational skills through hands-on job experience, RefugePoint has started the Apprenticeship & Vocational Skills Program (AVSP) to offer vocational skills training to foster self-reliance. This quarter, we identified ten students to pursue vocational training for a variety of skills, including motor vehicle mechanics, hairdressing, fine arts/painting, music, tailoring, garment making, and driving. After being awarded sponsorships, the participants were assisted in identifying experts within their communities willing to offer skills training. Depending on the field of study, the training will last between two months to two years.

In September, elections were held for refugee community leaders in a process that was spearheaded by UNHCR and RAS (Refugee Affairs Secretariat) and was enriched by the active involvement of partners. Refugees from neighborhoods of Nairobi are selected to represent their communities at various fora dealing with refugee affairs and to advocate for the rights of refugees in and around Nairobi. Elected positions include Chairperson, Vice Chairperson, Youth Representative and representative for People Living with Disabilities (PLWD). The elections are intended to strengthen and promote self-management and harmony among urban refugees and enhance participation in decision making. RefugePoint participated on a task force to support and monitor the election process.

During the third quarter, we held three Business Strengthening Workshops (BSW) which reached a total of 55 clients. The BSW's are sessions that are organized for our active Livelihoods clients to address five key topics: setting goals, budgeting and planning, credit and financing, and talking to customers and partners.

In September, we hosted a team from the IKEA Foundation to help Foundation stakeholders better understand RefugePoint's program components. The team included Els Remijin, Programme Manager, and Nikhil Kaushal, Project Controller, who participated in a field visit to meet some of the program beneficiaries. On September 20, we hosted a delegation from the Australian High Commission, which included Mr. Adam Meyer, Regional Director (Europe/Africa), and Mr. Michael McGinley, First Secretary (Immigration and Border Protection), who were interested in learning about RefugePoint's work with urban refugees.

RefugePoint's Urban Stabilization Path

COMMUNITY NAVIGATOR OUTREACH

Q3 **688**
YTD **3,753**

EMPOWERMENT & STABILIZATION



Health Services

Q3 **1,091**
YTD **2,531**



Food Assistance

Q3 **777**
YTD **2,019**



Education Support

Q3 **26**
YTD **590**



Group Counseling

Q3 **134**
YTD **456**



Businesses Launched

Q3 **50**
YTD **148**

GRADUATED CLIENTS TO SELF-RELIANCE

Q3 **205**
YTD **527**

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 111 vulnerable refugee children in 12 locations, and reviewed child protection assessments for an additional 166 children.

Field Highlight

Our Expert in Kasulu, Tanzania, is designing child-friendly interview rooms in the refugee camps, as none currently exist. He purchased small toys and collected drawings of the children he works with to hang on the walls. He is also working with the administrative team to make adjustments so that the room will be more hospitable for children. The Expert often brings crayons and paper to family interviews for the children to use when they are not actively participating. He is consistently impressed at the artistic talent of the children, and he is also surprised by the narratives relayed by the children when asked about their drawings.



One child he worked with produced many remarkable drawings that portrayed portions of his past, present, and future. In one picture, the child drew his family leaving their country and arriving in Tanzania, their current life in the camp, and his hopes to travel to the U.S. To represent his current life in the camp, he drew a scene depicting the interview room he was sitting in, including the tattoos on the Expert's arms and the room number as displayed on the table in the room. This family's case had been on hold for two years, and because our Expert had the flexibility to tackle the backlog in the office, he was able to move this case along immediately.

Our Expert in Niamey, Niger, works closely with women and children who have faced sexual and gender-based violence. She identified the need for recreational opportunities for the children who often get into trouble due to an abundance of free time. She hopes that organized sports and recreational activities will help the children to avoid engaging in violence. She also noted the challenge of working with Oromo-speaking girls who are survivors of gender-based violence, as the only Oromo interpreter in the office is male. Since our Expert believes that survivors would be more comfortable speaking with a female interpreter, she is advocating for the recruitment of a female Oromo speaking interpreter.



Rescuing Lives

A Long Journey to Safety

“I fled from Somalia in 2009 after my home in Mogadishu was attacked by Al-Shabaab. We fled to another village where Isaa (my brother) and I left our parents and crossed the border into Kenya. Both of my parents died of natural causes in Somalia.

Isaa became ill six months after our arrival in Kenya. He was diagnosed with a renal system medical condition, making it impossible for him to relieve himself. We lacked food, shelter, clothing, and struggled to sustain ourselves. Eventually, neighbors and the Muslim community in Eastleigh came to our aid. Fortunately, we were identified by the International Rescue Committee (IRC) who in turn referred us to RefugePoint, which conducted a needs assessment and has stood by us since 2011.

Our life changed for the better because of RefugePoint’s intervention. They provided us with food, shelter, clothing, cooking utensils, a gas cooker, and other household items. My brother received the medical attention he needed. Although he is still unwell, RefugePoint provides the medication that helps him with the pain.

Because of his condition, I can never be too far from my brother—he is entirely dependent on me.

We were almost granted resettlement to the U.S. in 2015, but for some reason the case stalled. At that point, the future looked bleak because as part of the resettlement process, I was asked to provide a divorce certificate, as I had divorced my husband in Somalia. As I was unable to provide the divorce certificate, I lost hope of being resettled. I was also extremely worried when the travel ban by the U.S. government was placed because I thought that it meant that Isaa would never get the medical help he needs. Our case had been on hold for over three years.

Thankfully, we have just been granted clearance this year (2018) and will depart for the U.S. soon. I am not sure which state we will be resettled to, but I am happy now, and the future is brighter.

RefugePoint elevated our lives, and I hold the organization in very high esteem. RefugePoint came to us in our time of need. Had they not intervened, my brother and I would have died a long time ago. I am most grateful to RefugePoint.” **Names changed for anonymity*

Staffing & Finances

FINANCIAL UPDATE

RefugePoint ended the third quarter of 2018 with \$4,720,256 in revenue against expenses of \$3,979,693.

Stephanie Dodson, a long-term Board Director, and Ed Shapiro and Larry Tobin of the Shapiro Family Foundation joined Sasha Chanoff and Abby Norbert of RefugePoint on a trip to Geneva, Switzerland, to meet with Martin Anderson, RefugePoint's Geneva Representative/Director of International Programs. Together, the envoy visited UNHCR headquarters, met with staff, and discussed pressing issues related to refugee response systems.

In August, RefugePoint received a generous grant from Jester 003 Charitable Trust for \$50,000 in unrestricted funds to support our mission.

We are incredibly grateful for the Trustees' contribution, as well as the support from all of our donors who recognize the urgent need to find lasting solutions for refugees.

STAFFING UPDATE

RefugePoint is proud to announce the addition of Giana Pella to the Development & Communications Team as our Development & Communications Associate. Giana most recently worked in philanthropy and donor support at PLAN International. She graduated magna cum laude from the University of Rhode Island with a BA in gender and women's studies and a BS in global and environmental health studies. She is currently pursuing a master's degree in global studies and international relations from Northeastern University.

The Nairobi office welcomed five new staff members this quarter, including Josephat Baraka Chai as the Front Desk Program Assistant, John Omondi as a Livelihoods Associate, Daniel Sematungo as a Community Navigator, Beline Nyangi as a Data Clerk Consultant, and Nicholas Mbata as Enumerator for Self Reliance Index Piloting and Clerk (Monitoring, Evaluation and Reporting).

AWARDS AND RECOGNITION

In September RefugePoint proudly announced that two of its leaders, Sasha Chanoff (Founder and Executive Director) and Amy Slaughter (Chief Strategy Officer), received the Schwab Foundation for Social Entrepreneurship / World Economic Forum Social Entrepreneur of the Year Award.

Amy, Sasha, and the other honored recipients traveled to New York City to receive their awards during the World Economic Forum Sustainable Development Impact Summit co-chaired by the President of Ghana, the Prime Minister of Denmark and the Prime Minister of Bangladesh.