



REFUGEPOINT

2020 fourth quarter report

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A LIFELINE FOR FORGOTTEN REFUGEES

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RefugePoint staff and supporters participate in RefugePoint's 15th anniversary virtual celebration in December 2020.

Creating Lasting Solutions

In December 2020, the RefugePoint team gathered virtually with about 120 close supporters and friends to celebrate our 15th anniversary. The Zoom celebration featured breakout sessions in which participants were able to interact directly with RefugePoint staff and refugee clients in small group discussions. Additionally, [participants heard powerful testimonials and stories from many former clients who were assisted by RefugePoint and eventually resettled to the U.S.](#)

One testimonial came from former refugee client Daniel Leek Geu, who resettled to the U.S. after fleeing South Sudan. Daniel is now a Captain in the U.S. Army and holds a Ph.D. in public policy and administration. Another testimonial came from Justin Semahoro Kimenyere, who fled from the Congo after his home was attacked in 1996. We interviewed Justin in Nairobi in 2008, just before he was resettled to Missouri with RefugePoint's assistance. Justin now lives with his wife and three children in a house that they purchased in November 2020. Additional testimonials came from Edith Tye, a former client, who is now a nurse and RefugePoint Board member; Amelia Abien, whom we helped to resettle in 2008, and who now works as a social worker; and Mohy Omer, whom we helped to

resettle in 2009, and who now works as a policy analyst for the State Department.

RefugePoint has accomplished so much since we began in 2005. [We created this timeline to highlight our top 15 milestones over the past 15 years.](#) When RefugePoint was founded in 2005, we had five staff members and served a small group of mostly HIV+ refugees in Nairobi, Kenya, who had nowhere else to turn for help. Fifteen years later, we now have more than 120 staff members and have assisted more than 89,000 refugees to access resettlement and other pathways to safety. We've worked in 222 locations across 46 countries. Each year, we help an additional 12,000 refugees take steps towards better lives and self-reliance through our Urban Refugee Protection Program in Nairobi.

2020 was a uniquely challenging year, but the stories we heard at our 15th-anniversary celebration from former refugee clients showed us the hope the future can hold, even for those who started out in the most dangerous circumstances.

Lasting Solutions: Helping refugees become self-reliant

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.

We ended 2020 with an active caseload of 1,154 core individuals, having supported 1,837 clients during the year. Clients continued to feel the adverse effects of lockdowns and other COVID-19 containment measures. These effects included the erosion of social support structures, a lull in economic activity that affected clients' businesses, and increased insecurity as people throughout Nairobi lost their incomes through layoffs and business closures. Most refugees required help for survival.

This quarter, 325 clients achieved self-reliance and graduated from the Urban Refugee Protection program - accounting for 57% of the annual total of graduated clients.

Despite the challenging environment, there were several bright spots. In October, in-person counseling support groups were able to resume, and we also developed and implemented a virtual Business Development Skills training to complement our regular in-person training. We continued our push to improve the client experience by implementing trauma-informed care principles in clinical forms and assessments.

Thanks to an emergency grant from Focusing Philanthropy, we supported 31 refugee-owned businesses to begin recovering from the negative impacts of pandemic-related lockdowns. We also engaged 29 refugee children in a life skills training workshop, which covered topics like school closure, stress, child marriage, and early pregnancy.

We shared our knowledge, experience, and expertise with several partner agencies during the final quarter of the year. Our child protection and social work team facilitated a training on Best Interest Procedures (BIPs) to participants from UNHCR and the Refugee Consortium of Kenya, among other partners. BIPs are individual case management procedures for children of concern. Our Urban Refugee Protection Program Coordinator presented at a webinar convened by HIAS and Norwegian Church Aid on engaging men and boys in preventing and responding to intimate partner violence.



RefugePoint's Urban Stabilization Path

COMMUNITY NAVIGATOR OUTREACH

Q4 **1,415**
YTD **12,340**

EMPOWERMENT & STABILIZATION



Health Services

Q4 **69**
YTD **1,198**



Food Assistance

Q4 **858**
YTD **2,098**



Education Support

Q4 **0**
YTD **579**



Counseling

Q4 **112**
YTD **325**



Businesses Launched

Q4 **99**
YTD **208**

GRADUATED CLIENTS TO SELF-RELIANCE

Q4 **325**
YTD **572**

Lasting Solutions: Self Reliance, 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 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.

There continues to be strong interest in the Self-Reliance Index (SRI) from agencies around the world. In the fourth quarter of 2020, the RSRI team provided training and technical support on the SRI to over 20 agencies, including a three-part training for five refugee-led organizations in Uganda. The RSRI team also partnered with the Regional Durable Solutions Secretariat (ReDSS) and the East Africa Regional Economic Inclusion Exchange to organize a training on the SRI for more than 70 participants working in the East and the Horn of Africa.

December marked the first anniversary of the first Global Refugee Forum (GRF). The United Nations High Commissioner for Refugees (UNHCR) organized a virtual event in which the RSRI provided an update on the implementation of the two-year pledge it made at the GRF together with 15 partner agencies to promote refugee self-reliance globally. Highlights from the first year of implementation include: launching the Self-Reliance Index and rolling it out with partners in seven countries, with partners in 17 additional countries being supported to start using the SRI; collectively increasing access to self-reliance programming for thousands of refugees, including in Kenya, Jordan, Lebanon, and Turkey; and conducting research that highlights the benefits of self-reliance.

Also in December, the RSRI and ten partner agencies developed [a set of recommendations for the incoming Biden/Harris administration](#) on how the U.S. Government can support refugee self-reliance. The recommendations were shared with members of the Biden/Harris transition team in January. Agencies that endorsed the recommendations include: Asylum Access, Danish Refugee Council, HIAS, HOME Storytellers, International Rescue Committee, Mercy Corps, Norwegian Refugee Council, RefugePoint, Refugees International, and the Women's Refugee Commission.

This quarter, our Mental Health and Psychosocial Support (MHPSS) team created a COVID-19 preparedness plan to support the mental health and wellbeing of staff and clients during the pandemic. The MHPSS team engaged with multiple programs to identify key interventions to include in the strategy document. The plan will be updated and used for future emergencies and also shared externally with the Global Mental Health Action Network, in an effort to impact global models of COVID response.

Lasting Solutions: Helping refugees relocate to safety

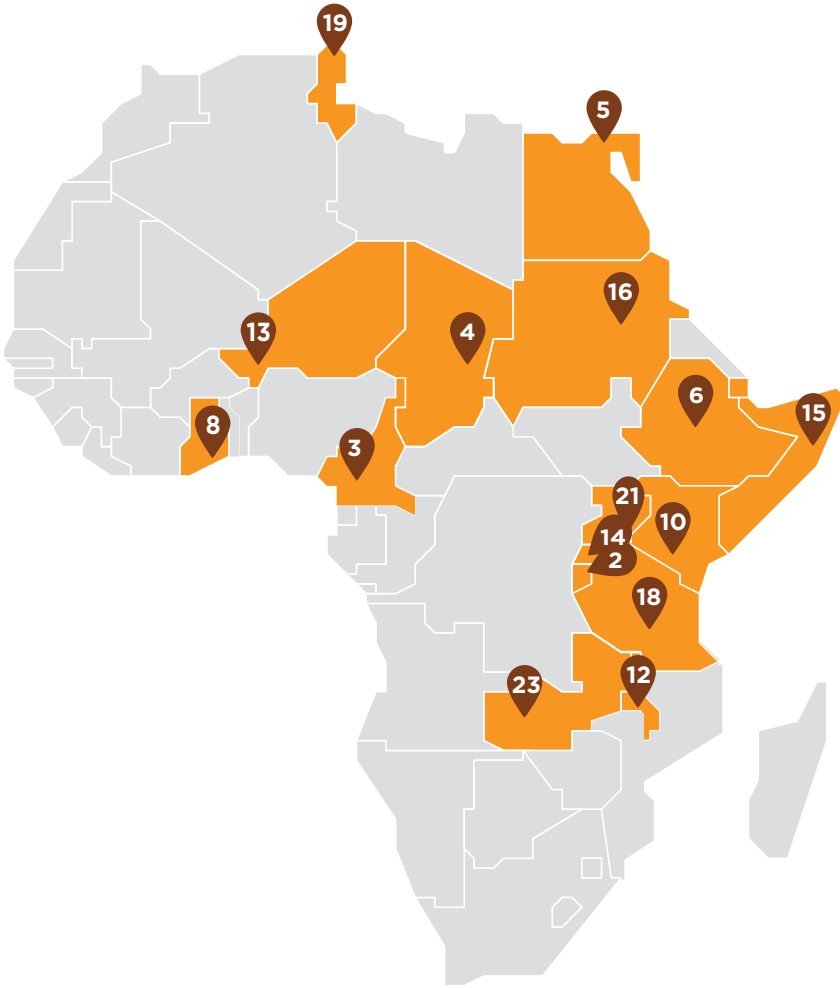
Identifying and relocating the most at-risk refugees to countries worldwide

In addition to equipping refugees to become self-reliant, we also work to relocate refugees to safety through resettlement and other legal pathways to migration, such as relocation for employment, education, and family reunification.

This quarter, the RefugePoint-UNHCR Collaboration Project helped 1,939 refugees access pathways to relocate to safety in 62 locations in 23 countries worldwide. This brings our annual totals to 6,494 refugees in 93 locations in 30 countries, and our lifetime totals to 89,235 refugees in 222 locations in 46 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 84 vulnerable refugee children in 19 locations and reviewed child protection assessments for an additional 258 children.

NOTEWORTHY EVENTS

Despite the challenges posed by the pandemic, this quarter RefugePoint continued working with 13 applicants who secured job placements (*Continued*)



4th Quarter RefugePoint Programs Locations

- | | | |
|---------------|------------------|--------------------|
| 1. AUSTRALIA* | 11. LEBANON* | 21. UGANDA |
| 2. BURUNDI | 12. MALAWI | 22. UNITED STATES* |
| 3. CAMEROON | 13. NIGER | 23. ZAMBIA |
| 4. CHAD | 14. RWANDA | *NOT SHOWN |
| 5. EGYPT | 15. SOMALIA | |
| 6. ETHIOPIA | 16. SUDAN | |
| 7. GERMANY* | 17. SWITZERLAND* | |
| 8. GHANA | 18. TANZANIA | |
| 9. IRAQ* | 19. TUNISIA | |
| 10. KENYA | 20. TURKEY* | |

NOTEWORTHY EVENTS (CONTINUED)

(Continued from page 5) through the Economic Mobility Pathways Project (EMPP). This project seeks to match international employers with refugee talent in Kenya. Of the 13 EMPP applicants, four are in the final stages of the immigration pipeline and are expected to depart to Canada in the first quarter of 2021. Following the successful proof of concept under the EMPP, RefugePoint, in collaboration with Immigration, Refugees and Citizenship Canada; The United Nations High Commissioner for Refugees; and The Shapiro Foundation plans to refer as many as 125 additional candidates, plus their families, to meet employment needs in Canada.

Resettlement activities continued in Nairobi, albeit on a small scale, as the pandemic severely limited our ability to conduct one-on-one interviews and finalize cases. However, remote interviews allowed for the referral of cases with urgent medical needs, LGBTIQ refugees with protection concerns, women at risk, and vulnerable children.

Although the pandemic still significantly affected our Experts' work at their duty stations, the fourth quarter brought some glimmers of hope for the future. Our Experts in Assosa, Ethiopia, were so efficient in meeting the quota for 2020 that they were able to start working on 2021 resettlement referrals, ensuring fast, efficient processing for these refugees.

In other locations, Experts continued to deal with COVID-19 outbreaks by further developing their remote interviewing capacities, and several were able to meet their resettlement targets despite those challenges.

Experts have continued to support the most at-risk refugees in various ways. Just weeks after the horrific explosion in Beirut, Lebanon, RefugePoint began a new deployment there and has been able to work with refugees who were directly affected by the blast. Experts working in Child Protection trained over 200 colleagues to better support refugee youth seeking safety in a new country.

This quarter, we also welcomed our first five Complementary Pathways Experts, who are helping build programs that will provide opportunities for refugees to relocate to safety through education, employment, family reunification, and community sponsorship. Much of their work is also based in training and outreach: one such Expert has worked to provide training and information about Family Reunification to over 600 counselors around Germany.

Helping refugees relocate to safety



Quarterly: Q4 2020

1,939

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

Annually: 2020

6,494

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

Lifetime: Since 2005

89,235

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

Rescuing Lives

A Long Journey to Safety

This quarter, our Expert in Sudan expedited resettlement services for a case that involved a five-month-old child who required urgent medical attention. The child was diagnosed with a congenital condition that needed prompt medical care which was difficult to access locally.

The child had already undergone numerous surgeries that had failed to rectify the issue and had instead exacerbated the condition, leaving the child in great pain. Although his parents tried to remain hopeful, they were distressed because their child was suffering, and they also faced financial challenges in accessing medical care.

Due to the severity of the case, our Expert worked as quickly as possible on the resettlement process for the family. Working on such a time-sensitive case during the COVID-19 pandemic was a challenge, as was conducting the resettlement interview because of the family's emotional distress and the child's need for continuous specialized care.

Our Expert ensured that the family's application was processed and cleared for departure within two and a half months, which was a record time. Resettlement processes typically take much longer due to the various formalities involved in the process, and there is no guarantee of ultimate departure to a new country.

When the family received the news that they would be resettled to a country where their child could access the medical care that he so desperately needed, the family was exhilarated and grateful. They knew that their baby would finally receive the appropriate treatment and would have a chance to live a normal life.

“Before they left, we had a discussion about snow and all the beautiful things they would experience in the resettlement country, a testament of how things had changed for the family,” said the Expert who had worked on the case.

Staffing & Finances

DEVELOPMENT UPDATE

In Q4, RefugePoint was awarded a multi-year grant from an anonymous donor to support our Family Reunification program. This partnership will support our field-building and systems change work. Our goal is to expand and institutionalize family reunification—making it more accessible to millions of refugees worldwide. As part of this, the grant will fund one additional Family Reunification Expert in 2021 and two in 2022.

RefugePoint received several other significant grants in Q4. First, RefugePoint received a \$200,000 grant from the Conrad N. Hilton Foundation to support our self-reliance efforts in Nairobi and globally. The Foundation's gift specifically enabled us to ramp up our use of the Self-Reliance Index in Nairobi, contributing to the evidence base for self-reliance programming. The Horace W. Goldsmith Foundation, a supporter of RefugePoint since 2008, also provided a \$120,000 grant as part of its two-year commitment. RefugePoint received a \$50,000 grant from The Houssian Foundation through CAF America to support our emergency response to COVID-19 in Nairobi. We are so grateful for these funders' commitment to refugees!

In addition to our ongoing \$1 Million Matching Campaign with Focusing Philanthropy, we were thrilled that they expanded our partnership and provided an additional \$100,000 emergency grant for our COVID-19 recovery and response in Nairobi in Q4.

We continue to be grateful for the incredible generosity of our board members. This quarter, we received a \$250,000 grant from G. Barrie Landry and the Landry Family Foundation—part of a multi-year commitment to support our operations and growth.

Additionally, G. Barrie Landry and The Shapiro Foundation awarded a multi-year grant to fully support the expansion of RefugePoint's Economic Mobility Pathways Project. We are excited to have started the second phase of this project.

Lastly, we received several other private and family foundation grants in Q4, including generous grants from The Apatow-Mann Family Foundation, Inc., Holzer Family Foundation, Select Equity Group Foundation, the William H. Donner Foundation, and the Seed the Dream Foundation; as well as gifts from more than 200 individual donors. RefugePoint's Giving Tuesday and End of Year campaigns raised \$140,000! For #GivingTuesday, RefugePoint staff participated in a peer-to-peer fundraising campaign. Thank you to everyone who invested in our work this year, and who continue to support our mission!

FINANCIAL UPDATE

RefugePoint ended the fourth quarter of 2020 with \$8,227,521.21* in revenue against expenses of \$6,893,466.47*. **Please note that as of mid-February 2021, when we published this report, these figures are unaudited and not yet final. The revenue includes some multi-year grants that were received in 2020 but will be expended in future years.*

STAFFING

In October, James Ochweri joined the RefugePoint team as the Communications Officer in the Nairobi office.

In November, Ismael Amir joined RefugePoint as an intern in the resettlement team in the Nairobi office.