



# Third Quarter Report 2024



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# From crisis to opportunity: Shaping pathways beyond humanitarian aid



## Introduction

The third quarter of 2024 was a period of strategic collaboration and renewed commitment towards systems change across the refugee support system for our team. In September, RefugePoint leaders and board members traveled to Washington, D.C. to meet with the U.S. State Department's Bureau of Population, Refugees, and Migration (PRM). Discussions held with PRM Assistant Secretary Julieta Noyes, Deputy Assistant Secretary Sarah Cross, and Acting Deputy Assistant Secretary Becky Kinsey, emphasized our shared goals of advancing equitable access to resettlement and fostering self-reliance for refugees. This long-standing collaboration between RefugePoint and PRM aims to create sustainable solutions for individuals and families forced to flee their homes.

On September 30, President Biden signed the Presidential Determination on Refugee Admissions for Fiscal Year 2025, setting the refugee admissions target of 125,000 refugees for the upcoming year. This decision signals an ongoing national commitment to welcome and support refugees, underscored by the more than 100,000 arrivals in 2024 alone—a milestone not seen in over twenty years.

Also in September, RefugePoint joined leaders and partners alongside the 79th session of the United Nations General Assembly (UNGA) in New York, participating in impactful events that championed refugee rights and inclusion. In a panel with Devex, Sasha Chanoff, RefugePoint's CEO, highlighted the critical need for new legal migration pathways and meaningful partnerships with refugees to develop and implement programs. Events throughout the week reinforced the message that countering harmful anti-immigrant narratives with individual human stories is essential for fostering empathy and inclusion. These gatherings reaffirmed our resolve to partner with and advocate for the needs of refugees everywhere.

Sasha Chanoff (left), RefugePoint CEO, and America Ferrera (right), Honduran-American actress and director, discuss legal migration pathways with Amy Pope (not pictured), Director General of IOM, and others on a Devex panel during the 79th session of the United Nations General Assembly (UNGA) in New York.

A young man with short dark hair, smiling warmly, stands in a clothing store. He is wearing a light blue and green long-sleeved button-down shirt. The background is filled with racks of various colored clothing items, including shirts and jackets, creating a sense of abundance and choice.

# Self-Reliance

For refugees who remain indefinitely in the country to which they've fled, we help them move from vulnerability towards self-reliance.

[Read more →](#)

**Direct Services**

**Providing lasting solutions for refugees is at the core of our work. RefugePoint focuses on equipping urban refugees in Nairobi, Kenya to become self-reliant through our Urban Refugee Protection Program (URPP). We achieve this by providing stabilizing support services to ensure access to food, shelter, medical care, and empowerment through counseling, skill-building, and livelihood assistance.**

During the third quarter, RefugePoint’s Urban Refugee Protection Program (URPP) signed a Memorandum of Understanding with Give Directly, a non-profit that sends cash directly to individuals living in poverty, to expand access to unrestricted cash grants for RefugePoint clients. Through this partnership, RefugePoint referred 109 clients to Give Directly for additional livelihood support to grow their businesses through cash grants, business training, and mentorship.

The URPP also supported 27 clients in starting or expanding existing businesses. One of the clients, Tumusifu, used her grant to rent a space and set up a salon business, which she has successfully marketed on TikTok. Tumusifu’s husband had previously been selling phone accessories on the street, but was able to set up a small phone accessories business in the corner of Tumusifu’s salon.

In July, the URPP conducted an emergency medical outreach event in Nairobi after approximately 3,000 Anuak refugees fled to the city from Kakuma refugee camp due to insecurity. RefugePoint partnered with multiple other agencies to provide food, clothing, shelter, logistical and medical support for more than 500 refugees, many of whom were women and children.

As part of RefugePoint’s initiative to identify and reach underserved communities, the URPP participated in an inter-agency community outreach event targeting Afghan refugees in Nairobi. The forum provided an opportunity for RefugePoint to hear about the impact of its programming on the Afghan community and receive feedback on challenges and gaps. RefugePoint is recruiting an Afghan interpreter as an initial step toward deepening our impact and engagement with the community.

The URPP also participated in a multi-stakeholder participatory assessment in Nairobi, which aims to gather feedback and suggestions on how refugee programming can be improved in the urban context. Our staff will review the feedback from the assessment and make the necessary program adaptations to work towards strengthening self-reliance outcomes for our clients.

# RefugePoint’s Urban Stabilization Path

## Clients Graduated to Self-Reliance

Q3

70

YTD

252

## Community Health Outreach

Q3

2,540

YTD

8,580

## Empowerment and Stabilization



### Food Assistance

Q3 **577**  
YTD **1,884**



### Rent Support

Q3 **85**  
YTD **833**



### Medical Assistance

Q3 **771**  
YTD **2,439**



### Counseling

Q3 **128**  
YTD **365**



### Education Support

Q3 **288**  
YTD **826**



### Businesses Launched

Q3 **27**  
YTD **92**



Jacob Bonyo, RefugePoint's Country Director for our Kenya office, gives opening remarks during the RLO Convening in Nairobi, Kenya.

### Field Building & Systems Change

**In addition to the direct services we provide to urban refugees in Nairobi, Kenya to achieve self-reliance, we also work to make large-scale impact through field building and systems change. One way we aim to achieve that is through the Refugee Self-Reliance Initiative (RSRI), which promotes opportunities for refugees around the world to become self-reliant and achieve a better quality of life. The RSRI, co-founded by RefugePoint and the Women's Refugee Commission, 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, the RSRI released an updated version of the Self-Reliance Index (SRI), the first-ever global tool for measuring the progress of refugee households toward self-reliance. The latest release of the SRI, Version 3.0 includes updates to several domains and the addition of a Basic Household Stability Score. It is available in English, French, Spanish, Arabic, Kiswahili, and, most recently, Ukrainian.

Later in the month, the RSRI launched the Refugee-Led Organization (RLO)-Led Insights Fund, a three-month, \$5,000 USD innovation grant that aims to empower refugee-led initiatives to generate valuable insights, knowledge, and practical solutions related to refugee self-reliance. Selected projects include research on topics that contribute to the RSRI Learning Agenda, including the independence of differently-abled refugees living in Nairobi, the contribution of social and economic interventions on the self-reliance of refugees in Uganda, and refugee awareness of labor laws in Ethiopia.

During UNGA week in New York, the RSRI co-hosted a High-Level Dialogue & Reception at the Summit Of The Future at UNICEF with partners, including Global Refugee Youth Network (GRYN) and the Women's Refugee Commission. The event focused on how meaningful youth engagement and access to decent jobs for young refugees can strengthen resilience and reduce vulnerabilities.

In August, RefugePoint, UNHCR, the Government of Kenya, and members of the RLO working group in Nairobi, Kenya organized a convening that brought together over 80 participants. The convening aimed at improving collaboration and coordination between partners supporting RLOs and refugee leaders, building on themes and discussions from the convening organized by RefugePoint and the RSRI in 2023. Over 50 RLOs operating in urban areas in Kenya including Nairobi, Nakuru, and Mombasa participated in the event and shared their perspectives and ideas on how to enhance engagement with government agencies, international organizations, and other key partners.



# Resettlement & Other Pathways to Safety

We help refugees who cannot remain safely where they are to permanently and legally relocate to a safe, new country through various visa channels and government programs.

[Read more →](#)

**Direct Services**

**In addition to equipping refugees to become self-reliant, we also work to relocate refugees to safety through resettlement and other legal migration pathways, such as visa programs for family reunification, employment, and education. This quarter, RefugePoint helped 12,353 refugees access pathways to safety, including resettlement, family reunification, employment, sponsorship, from 127 locations in 39 countries worldwide.**

All too often, refugees experience dangers and persecution in the countries they've fled to for safety. This quarter, several RefugePoint Experts deployed to UNHCR offices in Africa and the Middle East submitted cases for urgent resettlement consideration based on imminent protection concerns. One Expert described a heartbreaking story of girlhood, persecution, and resilience as they assisted a young girl living in a refugee camp who was accused of witchcraft. "As a girl in a refugee camp, she faced many challenges—lack of education, isolation, and restricted freedom of movement. This baseless accusation compounded her suffering, turning her world into a prison of fear," they reflected. After working with an LGBTQI couple who were facing threats, another Expert shared, "Hopefully, resettlement will allow them to live in peace and safety, without fear of harm because of their identities and who they love."

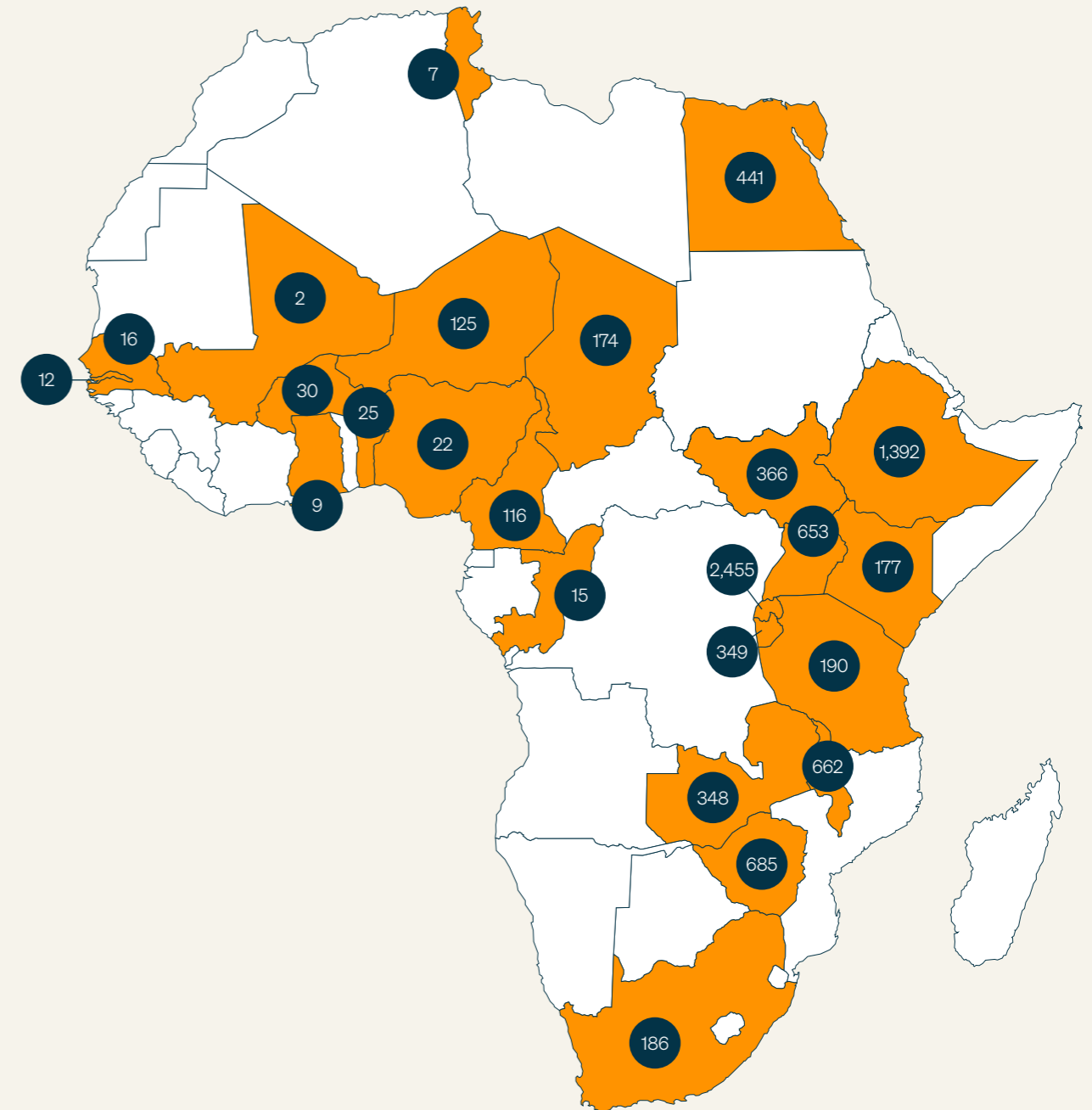
In Nigeria, RefugePoint continued partnering with Caritas to submit resettlement cases to the U.S. Refugee Admissions Program (USRAP). RefugePoint conducted a mission to Ogoja, Nigeria, interviewing 55 individuals. Of these, 45 were recommended to proceed, and 29 were expedited for submission to the USRAP, including 20 with urgent protection needs. Meanwhile, RefugePoint's Resettlement team in Nairobi submitted 328 individuals to the USRAP over the course of the fiscal year ending in September 2024, surpassing their goal of 300.

RefugePoint's Labor Mobility staff in Kenya screened 163 new candidates in Kakuma, Dadaab, and Nairobi for Canada's Economic Mobility Pathways Pilot (EMPP), which helps qualified and experienced refugees living in Kenya to immigrate to Canada through work-based visas. Eighty-one met the criteria for healthcare, plumbing, carpentry, construction, culinary service, and hospitality occupations in Canada. Refugee applicants received support with CV preparation and were referred for job matching with prospective employers. The team also engaged in outreach to increase awareness of the program's criteria and application process, shared important anti-fraud messaging, and counseled 75 candidates on their case status.

In Kenya, RefugePoint helped 34 refugees advance their family reunification cases and engaged 47 refugee leaders from Nairobi's Eastleigh and Kayole communities in outreach about family reunification. Fifteen cases were referred to the International Refugee Assistance Project (IRAP) for legal services to reunite with relatives in the U.S., France, Belgium, and the UK. Two cases were referred to the International Organization for Migration (IOM) to facilitate reunification in Germany.

**Refugees assisted in accessing resettlement and other pathways in Q3**

**12,353**



**Refugees Assisted in Q3**

**Countries where RefugePoint assisted refugees to access resettlement and other pathways to safety.**

1. Benin	20	15. Iran*	3	29. South Africa	186
2. Burkina Faso	30	16. Kenya	177	30. South Sudan	366
3. Burundi	349	17. Laos*	3	31. Sri Lanka*	4
4. Cambodia*	1	18. Malawi	662	32. Tanzania	125
5. Cameroon	116	19. Malaysia*	6	33. Thailand*	125
6. Chad	174	20. Mali	2	34. Trinidad & Tobago*	92
7. Colombia	2,473	21. Mauritius*	8	35. Tunisia	7
8. Congo Brazzaville	15	22. Myanmar*	2	36. Turkiye*	533
9. Egypt	441	23. Niger	125	37. Uganda	653
10. Ethiopia	1,392	24. Nigeria	22	38. Zambia	348
11. Gambia	12	25. Palau*	2	39. Zimbabwe	685
12. Ghana	9	26. Papua New Guinea*	5		
13. Guatemala*	257	27. Rwanda	2,455		
14. Indonesian *	9	28. Senegal	16		
				<b>Total:</b>	<b>12,353</b>

\* Country not shown on map

### Field Building & Systems Change

**In addition to helping refugees relocate to safety through direct services, RefugePoint also hosts trainings, develops and shares tools to enhance capacity across our partners, and makes policy recommendations to improve global systems related to resettlement and other pathways. During the third quarter of 2024, our staff trained 388 individuals from UNHCR and partner organizations on topics ranging from child protection to resettlement and other pathways.**

In July, at the Global Family Reunification Network meeting, RefugePoint staff highlighted the emerging Kenya InterAgency Working Group as a coordination model for potential replication in other host countries. RefugePoint led the formation of this group, bringing together NGOs, INGOs, and refugee-led organizations to enhance coordination, collaboration, advocacy, and knowledge sharing.

On July 17, RefugePoint presented to the Refugee Labour Mobility Network, sharing how RefugePoint's Labor Mobility Program process and partnerships aim to create a seamless experience for refugees, from identification to departure. Participants exchanged successes and challenges with nearly 100 attendees working on labor mobility globally. In early July, staff joined a multi-day, virtual workshop for UNHCR operations in the Americas to share examples of coordination and partnership in refugee family reunification.

In Uganda, Tanzania, Malawi, and Tunisia, RefugePoint Experts conducted training on child custody, child-friendly interviewing, information management, and Best Interests Procedure Guidelines. In Rwanda, an Expert facilitated a two-day training that equipped 100 refugee parents with strategies to foster positive, healthy relationships with their children. Experts in Colombia trained resettlement colleagues on working with LGBTIQ+ individuals and supported the development and rollout of related guidance and best practices. In Burundi, an Expert provided fraud prevention training, while an Expert in Ethiopia conducted training on identifying and referring refugees in need of resettlement.

This quarter also marked the first NGO referrals to the USRAP from Nigeria, the result of continued partnership with Caritas, as mentioned above. RefugePoint provided on-the-job training to Caritas' new resettlement staff and worked with Caritas to establish standard operating procedures on resettlement and fraud, develop a case-tracking database, and adopt NGO referral tools created by the Equitable Resettlement Access Consortium (ERAC) for their resettlement program in Ogoja.



Alex Strang, RefugePoint's Global Family Reunification Coordinator, facilitating the Q&A during a Family Reunification Network meeting on July 10th.



A RefugePoint Expert receiving his certificate following the completion of a Best Interests Procedure (BIP) Training in Izmir, Türkiye. A Best Interest Procedure ensures decisions made for refugee children (especially for unaccompanied minors) prioritize their safety, well-being, and rights.



# Cross-Cutting Protection Priorities

## Child Protection

**RefugePoint prioritizes refugee children in all our programs and we collaborate closely with partners to fill critical gaps in refugee child protection. During the third quarter of 2024, our staff conducted and reviewed child protection assessments for 1,133 refugee children.**

This quarter, Child Protection Experts emphasized how coordinated efforts between UNHCR operations and among partners have had a tangible impact on the output of child protection cases. The strong communication and synchronization among these partners were instrumental in over 1,100 children accessing long-term solutions, marking a significant achievement. Our team in Thailand noted that “good coordination between the UNHCR protection team, resettlement, and administration played a role in achieving a greater output this quarter,” with approximately 326 children in Thailand alone approved for resettlement. In Rwanda, collaboration among UNHCR teams was instrumental in addressing a backlog of cases requiring Best Interests Procedures.

Meanwhile, in Türkiye, one of our Experts led three Inter-Agency Best Interests Determination (BID) Panels to review 17 cases. Reflecting on these efforts, he shared, “The BID process continues to play a crucial role in safeguarding the best interests of children at risk, ensuring their well-being and protection when considering durable solutions and other life-impacting decisions. The collaborative efforts and expertise of panel members from various partners and units contribute significantly to achieving this goal.”

Throughout this quarter, an increasing number of children in Nairobi, Kenya were referred to RefugePoint’s URPP for interventions to meet basic needs due to the prevailing difficult economic conditions in the city. Additionally, more families with children were referred for resettlement consideration, increasing the need for Best Interest Assessments (BIA) and BIDs. Our team also facilitated communication with children about Gender-Based Violence (GBV) in collaboration with the International Organization for Migration (IOM) to IOM staff, the Nairobi City County Government, and 24 Youth GBV Champions to create a safer environment for refugee children.



**Two refugee children living in Nairobi who recently resettled to Canada with support from RefugePoint.**

Photo: Chris Jensen

## Mental Health and Psychosocial Support

**Mental Health and Psychosocial Support (MHPSS) includes any support that people receive to protect or promote their mental health and psychosocial wellbeing (physical, economic, social, mental, emotional, cultural, and spiritual determinants of health). It is a key component of wellness for staff and crucial for the self-reliance of clients.**

This quarter, significant advancements were made towards staff training and mental health support initiatives. On July 30, RefugePoint engaged Julien Craig, a licensed clinical social worker, to lead a session on self-care during civil unrest, which was attended by seven clinical staff. Dr. Sonasha Braxton, RefugePoint’s MHPSS Senior Technical Advisor, provided MHPSS onboarding and trauma-informed interviewing for 14 Resettlement and Child Protection Experts.

In August, Dr. Nnenna Ndika, Clinical Psychologist, introduced Brainspotting techniques to staff, a trauma treatment approach that integrates mind and body therapies. Additionally, 20 RefugePoint staff received Question, Persuade, Refer (QPR) Gatekeeper Certificates, training them to recognize suicide warning signs and offer crisis support.

Staff in Kenya participated in the multi-agency Suicide Prevention Day at the Nairobi Arboretum, led by Anne-Marie Manishimwe, RefugePoint’s Community Based-MHPSS Senior Associate. Also in August, training for mental health caregivers, organized with the Centre for Victims of Torture, provided a range of health services for Kenyan and refugee youth. The MHPSS Technical Working Group in Nairobi facilitated a Trauma-Informed Care session, co-hosted by RefugePoint, covering migration impacts and trauma responses.

Children assisted in Q3

# 1,133



Staff trained in child protection & other pathways

# 388



# Surviving Türkiye's Earthquake: Ahmed and Amir

**By Geoffrey Komakech, Child Protection Expert**

On February 6, 2023, Ahmed\*, a young Syrian boy, and Amir,\* his older brother, survived the earthquake that devastated Southeastern Türkiye. Tragically, their father, mother, and younger sister died when their house collapsed. Ahmed emerged from the house uninjured, but his elder brother sustained serious injuries and was rescued from the rubble two days later. His injuries forced him to undergo an amputation.

While Ahmed's older brother was undergoing treatment in the hospital, their uncle, who was temporarily caring for Ahmed at the time, arranged to take Ahmed back to Syria to live with his grandparents. Unfortunately, he wasn't able to care for Ahmed due to his family situation, which resulted in Ahmed being taken to the hospital in Ankara, where his brother was receiving treatment.

After Ahmed's brother had recovered, I initiated an urgent Best Interest Determination (BID) procedure for the children to explore a long-term solution in their best interest. During the interview, I learned that the boys were in contact with their aunt in the Netherlands and she wanted to reunite with her nephews. Since she had Dutch citizenship, I advised her to initiate a family reunification case from the Netherlands, which she did. I then referred the case to an NGO that supports legal guardianship procedures for Ahmed, and the court in their area granted his elder brother legal guardianship. I also referred Ahmed and his brother for mental health support after learning that Ahmed was visiting his parents' grave every day to cry.

Following unanimous approval by the BID panel, the children were referred and later resettled to the Netherlands, where they currently live with their aunt. The immediate referral to a legal office for guardianship allowed the boys to quickly depart Türkiye. These steps resulted in Ahmed and Amir moving to a new country with their aunt where they can rebuild their lives in safety.

\*Names changed for protection

# Finances

RefugePoint ended the third quarter with revenue of \$10,192,511 against expenses of \$9,552,664.

# Development

In August, one of our board members hosted a benefit for RefugePoint where we had the opportunity to meet many new people and share our mission. In September, RefugePoint participated in the Charles Bronfman Prize's 20th anniversary celebrations in New York City during the UN General Assembly week. RefugePoint's CEO is a 2010 Prize Laureate and spoke on a panel: "A Hopeful Vision for Forced Migration in Uncertain Times," along with Becca Heller, Co-founder and CEO of International Refugee Assistance Project, and David Lubell, Founder of Welcoming America. Charles Bronfman and his family have been long-term supporters of RefugePoint. RefugePoint's development team were thrilled to connect with many of our supporters while in New York City.

# We would like to welcome:

## Cydney Bunn

Director of Human Resources,  
Boston

## Stephanie Akeyo Otieno

UNCP Training and Technical  
Manager Nairobi

# Press and Publications

[What is Canada's EMPP?, Jamaica Gleaner](#)

[Former 'Lost Boy' reunites kidnapped family members in Boston, WCVB-TV Boston](#)

[Strengthening evidence for refugee self-reliance programming, by Simar Singh, Candid Insights](#)

[Devex Newswire: How America Ferrera wants to change the migration narrative, by Helen Murphy, Devex](#)

[Why global leaders must rethink migration as a path to opportunity, by Helen Murphy, Devex](#)

