



Fourth Quarter Report 2024

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Introduction

What do refugees in Nairobi say about RefugePoint's self-reliance programs? How have these services impacted their ability to achieve lasting independence? To answer these critical questions, RefugePoint recently partnered with 60 Decibels, an independent impact measurement firm, to evaluate the impact of our holistic self-reliance program in Nairobi, Kenya. The evaluation surveyed 184 former refugee clients of RefugePoint's Urban Refugee Protection Program (URPP). In October, [RefugePoint published the Impact Performance Report](#), which highlights the impacts of RefugePoint's self-reliance programs and the challenges refugees face.

More than nine of ten respondents reported that RefugePoint's services improved their quality of life, with financial stability, business opportunities, healthcare access, and food security cited as key benefits. Additionally, 81% stated that RefugePoint helped them achieve personal goals, particularly in securing better healthcare, starting businesses, and improving living conditions.

RefugePoint's services also fill critical gaps in refugee support. Before engaging with the URPP, 77% of respondents had no access to important services like healthcare, business grants, or education support. The impact was especially pronounced for women—85% of female respondents said RefugePoint was the first organization to offer them assistance, compared to 64% of men.

Client satisfaction was also high, with RefugePoint's stabilization services receiving a strong Net Promoter Score of 69, which 60 Decibels considers excellent. This score, which has a range from -100 to 100, gauges how likely a client is to recommend RefugePoint to a friend. Key drivers of this satisfaction included support for basic needs, business grants, and other financial assistance. Food and business support were the most commonly used and highly rated services, helping refugees reach a point of stability in their lives.

Encouragingly, many former clients are making meaningful economic progress. The evaluation found that the wealth distribution of respondents closely aligns with the Kenyan national average, demonstrating that respondents have attained a wealth profile comparable to that of their Kenyan neighbors. As RefugePoint continues to refine and expand our self-reliance initiatives, these insights will help shape strategies that address emerging needs while reinforcing pathways to lasting solutions for refugees. The results from this external assessment reinforce RefugePoint's critical role in helping refugees rebuild their lives, achieve self-reliance for themselves and their families, and contribute to their communities.

For a deeper dive, the full evaluation report prepared by 60 Decibels is available [here](#).

Almaz (middle) and her grandchildren in Nairobi, Kenya. RefugePoint provided Almaz and her family with rent assistance, food support, and a business grant so that Almaz could expand her injera (Ethiopian flatbread) business. After Almaz invested in a new electric pan and increased flour stock, the business flourished and she is now able to support her family. Photo: Jessica Masibo





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.

This quarter, the URPP achieved important milestones in helping clients work toward self-reliance despite challenging economic and social conditions. Support for starting or expanding small businesses continued to play a crucial role in helping refugee households to diversify their income sources.

One client, Baraka*, exemplifies the success of these initiatives. Baraka had no income when he joined RefugePoint’s livelihoods program in December 2023 and was burdened by debt. After completing business skills training, he received a grant to start a phone accessories business. Income from the business enabled him to repay his debts and meet his family’s basic needs. Baraka also joined a community savings group and used his growing income to start a second business selling roasted meat, further boosting his earnings. His journey underscores the transformative impact of livelihood support programs. In addition to our flagship livelihoods program, RefugePoint partnered with Give Directly to refer 97 clients to receive unrestricted cash grants to grow their businesses. After a successful pilot with Give Directly in 2023, we formalized a 2024 partnership in which RefugePoint refers clients for grants and training within a broader study involving multiple agencies, including refugee-led organizations.

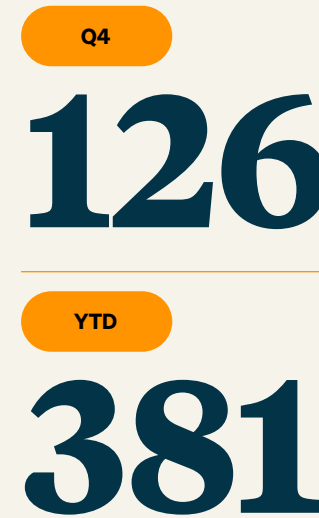
Also this quarter, 33 children supported through the education program completed primary school and are transitioning to junior high school. Three students in the apprenticeship and vocational skills program graduated this quarter, bringing the total number of graduates to six of the nine enrolled in the program. One of these graduates secured a job in hair and beauty immediately after completing the program, while the others were referred to the Livelihoods program for business training.

Efforts to enhance the impact of the URPP continued this quarter, with the Nairobi team reviewing systems and processes to better support client self-reliance. A key step forward by the Community-Based Protection Program was to develop and deploy a digital assessment tool to better identify and document clients and improve referral systems.

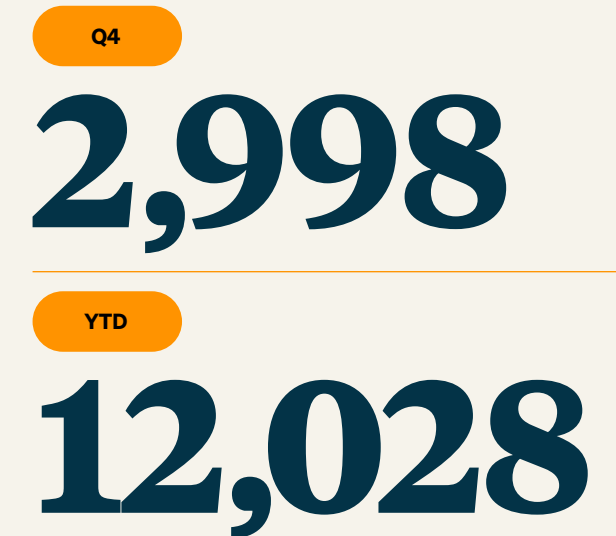
These efforts collectively demonstrate the program’s commitment to empowering clients and promoting long-term resilience.

RefugePoint’s Urban Stabilization Path

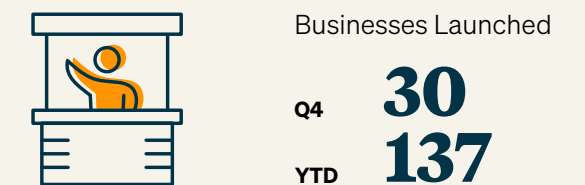
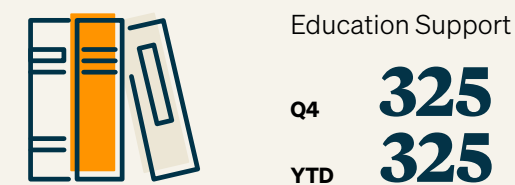
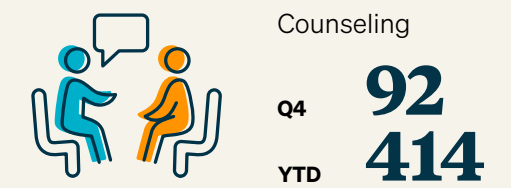
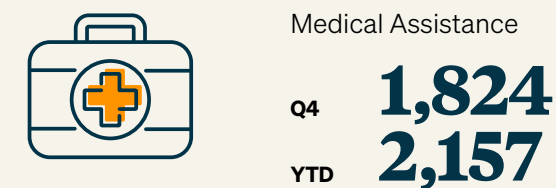
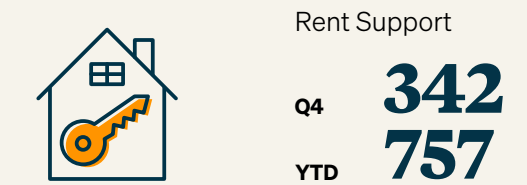
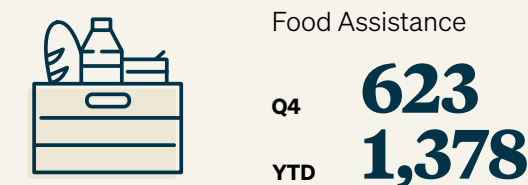
Clients Graduated to Self-Reliance



Community Health Outreach



Empowerment and Stabilization



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 October, the International Rescue Committee's Re:BUILD Program, the IKEA Foundation, and the World Bank hosted a high-level research and policy symposium in Nairobi, Kenya. This event brought together researchers, policymakers, practitioners, and donors to explore innovative solutions and meaningful research aimed at improving the economic empowerment of refugees. RSRI Executive Director Kari Diener and RefugePoint Chief Administrative Officer and Country Director Jacob Bonyo moderated discussions on the policy landscape and the global evidence base for self-reliance.

Also in October, RefugePoint awarded three-month grants to two refugee-led organizations (RLOs): Youth Voices Community and Umoja Refugee Creative. These organizations had previously received funding and capacity-building support from RefugePoint in 2023. They received the additional funding in light of their impactful self-reliance projects that benefit refugees in Nairobi.

In October and November, RefugePoint organized learning sessions for its 2024 RLO peer learning cohort. These sessions provided training and facilitated knowledge-sharing on financial management, fundraising, and donor engagement—priority areas identified by the cohort to support the development of their organizations.

During the quarter, the RSRI hosted two webinars for its community of practice. The first was Part 1 of a webinar dialogue series on self-reliance, featuring a panel of thought leaders from the Women's Refugee Commission, the International Institute for Environment and Development, the Global Refugee Youth Network, the Refugee-Led Research Hub, and Umbrella500. The discussion centered on the strengths and limitations of a self-reliance approach to refugee programming, particularly in urban settings. The second webinar focused on Market Systems Development (MSD) and was led by RSRI MSD Task Team Facilitator, Sasha Muench, with presentations from the International Labour Organization and Mercy Corps.

In addition, the RSRI's Climate Risks and Self-Reliance Technical Working Group published a brief highlighting best practices, gaps, and necessary changes in self-reliance programming to address the current and future risks posed by climate change for displaced populations.



Jacob Bonyo, RefugePoint's Chief Administration Officer and Kenya Country Director, moderated discussions at the From Evidence To Policy: A Research and Policy Symposium in Nairobi, Kenya. Photo: Shelby Quackenbush



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 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 11,123 refugees access pathways to safety, including resettlement, family reunification, employment, and sponsorship from 151 locations in 41 countries worldwide.

In the fourth quarter, RefugePoint made significant strides in supporting refugees to access resettlement and other pathways, such as family reunification and labor mobility. Through its Labor Mobility program, RefugePoint collaborated with Talent Beyond Boundaries and the Canadian Welding Bureau (CWB) to facilitate consideration of refugees for jobs in welding. After a workshop in Nairobi, Kenya, five Economic Mobility Pilot Program candidates completed the CWB assessment, with three achieving excellent results. Additionally, eight candidates and their families departed for healthcare jobs in Canada—four to Ontario and four to Nova Scotia—totaling 15 individuals. Over the past year, RefugePoint supported the highest number of labor mobility departures under our program to date, with 26 candidates and their families landing in Canada.

RefugePoint’s Nairobi Resettlement Program also submitted 378 individuals for resettlement in 2024, its largest number ever. Of these, our team submitted 315 cases to the United States and 63 to Canada. In addition, Caritas Nigeria, a key partner in the Equitable Resettlement Access Consortium (ERAC)—a program that aims to build partners’ capacity to identify, prepare, and submit resettlement cases—reached an important milestone in the fourth quarter of 2024 when Caritas staff submitted their first resettlement case independently, after review by RefugePoint. Later, during a joint U.S. Citizenship and Immigration Services and Resettlement Support Center Africa mission to Nigeria, all 10 cases (31 individuals) submitted by Caritas in 2024 were approved for resettlement.

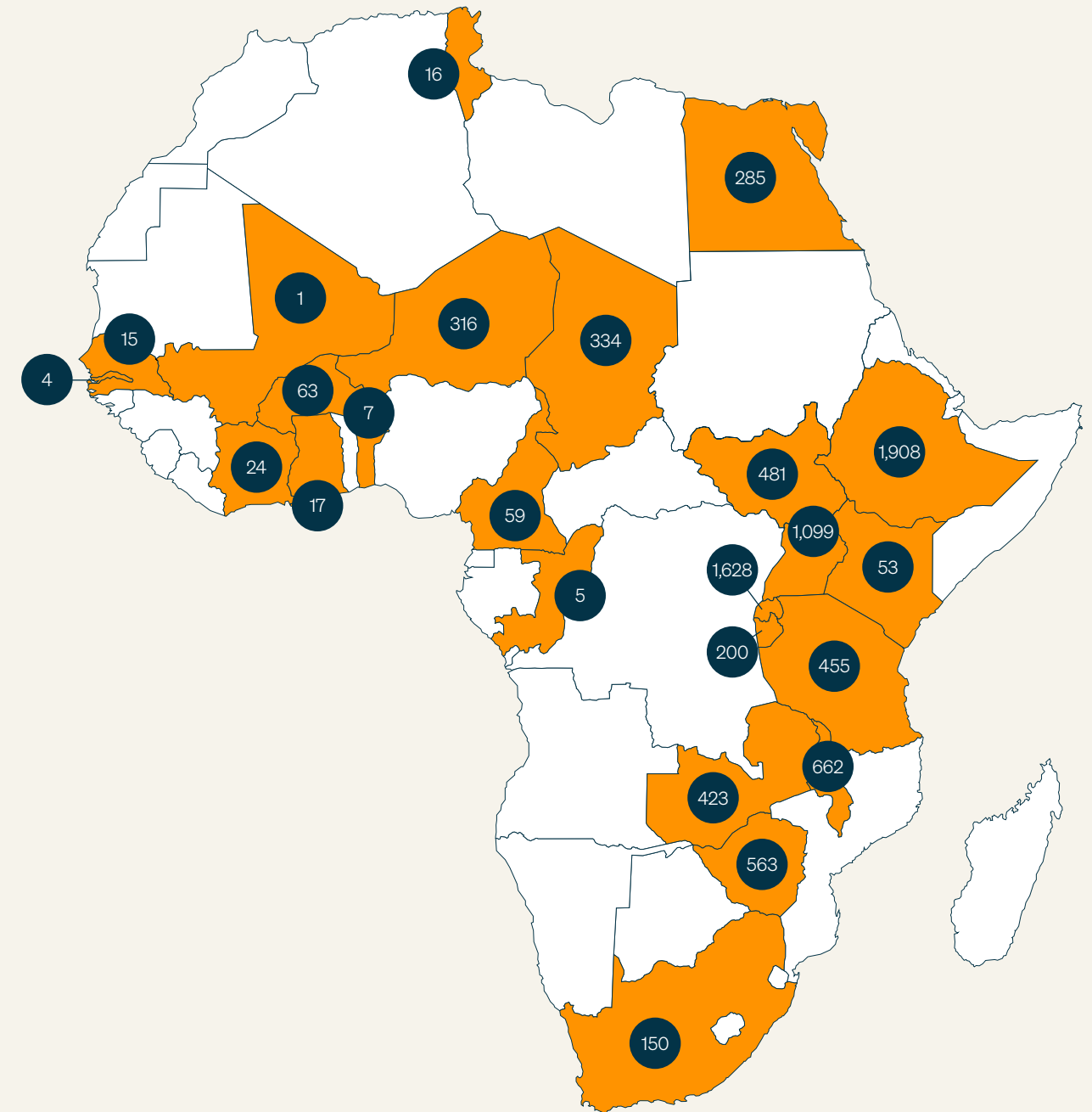
Family reunification also remained a critical focus. In Kenya, RefugePoint provided information counseling on family reunification and other pathways to 102 individuals in the fourth quarter. We referred 14 cases, with a total of 33 individuals, to the International Refugee Assistance Project for legal support to pursue reunification with their families. We also referred nine at-risk children for Best Interest Assessments (BIAs), while one vulnerable case was prioritized for expedited resettlement processing.

The Deployment Program continued its vital role, with RefugePoint Experts working in UNHCR offices worldwide to meet tight resettlement deadlines. Despite the uncertainty surrounding the U.S. presidential elections, resettlement submissions spanned multiple countries, including Australia, Belgium, Canada, Denmark, Finland, France, Germany, the Netherlands, Norway, and the U.S. These efforts brought moments of hope and joy, such as when an Expert in Ethiopia informed a Sudanese refugee, separated from his family for 12 years, that he would soon reunite with them in Canada. At the airport in Uganda, another Expert unexpectedly reunited with clients she had interviewed in 2022. The families were departing for resettlement to the U.S. after a successful resettlement application. She shared, “It was truly a moment of happiness and relief for everyone... the unexpected encounter brought a sense of connection and positivity, reminding me of the impact of our work.”



Refugees assisted in accessing resettlement and other pathways in Q4

11,123



Refugees Assisted in Q4

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

1. Afghanistan*	6	15. Ethiopia	1,908	29. Rwanda	1,628
2. Bangladesh*	18	16. Gambia	4	30. Senegal	15
3. Benin	7	17. Ghana	17	31. South Africa	150
4. Brunei*	1	18. Guatemala*	256	32. South Sudan	481
5. Burkina Faso	63	19. India*	4	33. Sri Lanka*	3
6. Burundi	200	20. Indonesia*	31	34. Tanzania	455
7. Cameroon	59	21. Iran*	20	35. Thailand*	236
8. Chad	334	22. Kenya	86	36. Trinidad & Tobago*	12
9. China*	6	23. Laos*	3	37. Tunisia	16
10. Colombia*	1,341	24. Malawi*	436	38. Türkiye*	464
11. Congo Republic	5	25. Malaysia*	11	39. Uganda	1,099
12. Cote d'Ivoire	24	26. Mali	1	40. Zambia	423
13. Ecuador*	111	27. Niger	316	41. Zimbabwe	563
14. Egypt	285	28. Pakistan*	25	Total:	11,123

* Country not shown on map

Field Building & Systems Change

In addition to helping refugees relocate to safety through direct services, RefugePoint 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 fourth quarter of 2024, our staff trained 397 individuals from UNHCR and partner organizations on topics ranging from child protection to resettlement and other pathways.

In October 2024, RefugePoint led the organization of the annual Family Reunification Network (FRUN) conference in Istanbul, Türkiye marking its first year as FRUN Secretariat. This gathering, the largest to date, brought together 60 participants, including representatives from refugee-led organizations, NGOs, UN agencies, the Red Cross/Red Crescent movement, and government officials working on family reunification policy. As Secretariat, RefugePoint now leads key initiatives from the network, including strengthening refugee leadership by ensuring refugee representation on FRUN's leadership body in 2025 and dedicating funds to support their participation in key convenings. Additionally, the network will expand engagement opportunities through new working groups and monthly virtual community events, fostering collaboration, knowledge exchange, and advocacy for refugee family reunification.

In November, RefugePoint hosted an in-person training workshop in Nairobi, Kenya for NGO referral partners from Caritas Nigeria and Cooperazione Internazionale Central African Republic. Over 13 sessions, RefugePoint and UNHCR staff covered topics ranging from refugee status determination to resettlement procedures and interview techniques. Participants shadowed resettlement interviews, conducted case assessments, and drafted Resettlement Registration Forms. They also joined client home visits with RefugePoint's Urban Refugee Protection Program and Monitoring, Evaluation, and Learning teams, promoting peer-to-peer learning and strengthening resettlement capacity.

RefugePoint's Deployment Program continued to enhance expertise across global duty stations. In Uganda and Türkiye, Child Protection Experts trained about 160 individuals from UNHCR, host governments, and NGO partners on UNHCR's Best Interests Procedures and child protection case management. In Zambia, an Expert facilitated a Training of Trainers and a labor mobility workshop for 60 participants, while in Colombia, another Expert led training on interviewing refugees with psychosocial, intellectual, or sensory disabilities, promoting more inclusive case processing.

RefugePoint staff in Kenya also engaged in key regional and global discussions on migration and family reunification. Our team participated in the UNHCR East, Horn of Africa, and Great Lakes regional consultation on route-based approaches, highlighting protection gaps and priorities along key migration pathways to Europe, South Africa, and the Arabian Peninsula.



Marty Anderson (far right), RefugePoint's Chief of Policy and Practice, at the FRUN conference in Istanbul, Türkiye.



RefugePoint served as the FRUN Secretariat for the first time in 2024. The Annual Conference brought together 60 participants from NGOs, UN agencies, the Red Cross, and government officials working on family reunification policy.

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 fourth quarter of 2024, our staff conducted and reviewed child protection assessments for 982 refugee children.

RefugePoint continued to advance child protection efforts through our programs and global deployments. In Kenya, the Child Protection Officer participated in the Inter-Agency Protection from Sexual Exploitation and Abuse Network, focusing on capacity-building, reporting, and response mechanisms.

Globally, RefugePoint Experts played pivotal roles in enhancing child protection systems. In Uganda, a Child Protection Expert collaborated with UNHCR field offices to address critical gaps in Child Protection. In Malawi, another Expert facilitated a workshop with government agencies and partners to map out Child Protection and Gender-Based Violence strategies for 2025. This collective effort aimed to foster stronger partnerships and more efficient responses to the pressing concerns facing children. Meanwhile, in Türkiye, an Expert led a three-day online training on Primary Prevention Programming, equipping stakeholders to proactively address harm before it occurs.



RefugePoint staff members at the Nairobi wellness day event. The Kizomba (dance) class that was held centered on learning fun dance moves as well as education on dance as an embodied healing practice, fostering cultural connection, community-building, and healing through rhythm and movement.

Photo: Dr. Sonasha Braxton

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 well-being (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.

Late in the fourth quarter, RefugePoint’s Senior Technical Advisor, MHPSS, Dr. Braxton, visited Nairobi, Kenya to enhance trauma-informed care education for Urban Refugee Protection Program staff, strengthen their capacity, and support community outreach. Activities included counseling supervision and leading nutrition and mental health awareness sessions for refugees. In October, Susty Vibes, an organization that fosters sustainability through youth action, conducted a Climate Mental Health training, equipping staff with knowledge on eco-anxiety, trauma-informed care, and community-based interventions.

On October 24, 2024, RefugePoint held a Virtual Wellness Day, engaging more than 100 participants agency-wide. The event featured sessions on financial literacy, workplace stress, and neurodiversity, and promoting staff well-being and resilience. These initiatives reflected RefugePoint’s commitment to holistic support for our team, enabling them to better serve communities while addressing their own mental health and professional growth.

Children assisted in Q4

982



Staff trained in child protection & other pathways

397



Possibilities and Potential in Canada: Daniel's Story

Since childhood, Daniel, a refugee from South Sudan, dreamed of becoming a doctor. Yet, the challenges of living as a refugee made achieving that goal nearly impossible. Determined to build a future in healthcare, Daniel pursued a degree in healthcare management and eventually worked as a health records officer and nursing assistant at a local hospital in Nairobi, Kenya.

In 2020, during the COVID-19 pandemic, Daniel heard about the Economic Mobility Pathways Pilot (EMPP) through a friend. This program, part of RefugePoint's Labor Mobility initiative, partners with the Canadian government, UNHCR, and Talent Beyond Boundaries to help skilled refugees in Kenya immigrate to Canada through work-based visas. "At first, I was reluctant because I thought it [the EMPP] probably wasn't for me and that other people would be chosen. After a while, I realized this might be my opportunity, so I applied," Daniel explained.

While awaiting news of his application, Daniel mentored local youth, coached basketball, and provided first aid during games. One afternoon, while playing basketball with friends, he received a life-changing call—his application had been approved. He was offered a position as a Continuing Care Assistant at Northwood, a non-profit continuing care organization in Canada.

"I could not hide my excitement. I jumped up and down and shouted! It feels like I have been given a new chance to explore different possibilities with unlimited potential."

As he begins his new life in Canada, Daniel plans to pursue a Master's degree in health care while continuing to support his grandmother and siblings in Kenya. "Leaving them behind is emotional, but it is necessary because it'll enable me to give them a better life and help them finish school."



Finances

RefugePoint's Q4 financial data will be available in our 2024 annual report.

Development

The Development team had a busy end of year—thank you to all our donors who generously gave through our Giving Tuesday and End of Year Appeal campaigns! In December, we welcomed donors and friends of RefugePoint to our office for a holiday open house to engage with our staff and [hear from Mangok Bol](#), whose story we shared in the end-of-year appeal, in person. It was an inspiring start to the holiday season.

We would like to welcome:

Sheila Afande Ananda

Senior Officer, Resettlement

Tyson Apindi Otieno

Partnerships Manager, NGO Referrals

Aneth Chepkirui

Senior Associate Livelihoods

Alexandra Strang

Global Family Reunification Coordinator, Geneva

Cydney Bunn

Human Resources Director

Mercy Mukiri

Officer, Family Reunification

Press and Publications

[RefugePoint Impact Performance Report](#), **60 Decibels**

[Remarkably resilient refugees: A teen on his own, a woman who was raped](#), **NPR**

[Twenty years in, this Jewish prize has turbocharged the work of a few remarkable humanitarians](#), **Jewish Telegraph Agency**

[Urgent call for evidence-based policies as experts gather in Nairobi to support refugees in East Africa](#), **Citizen Digital**

[The Role of Philanthropy in Humanitarian and Human Rights Interventions](#), **Aurora Humanitarian Initiative**

[As winds shift against immigrants, refugee resettlement advocate Sasha Chanoff steps up](#), **Jewish Telegraph Agency**

