

Annual Report 2024

REFUGE
POINT





Read her story here

Trhas, an Ethiopian refugee living in Nairobi, turned her passion for cooking into a business selling ground flax seeds, injera, and himbasha, helping her provide for her children and pursue a better future. Trhas participated in RefugePoint's Business Development Skills training and received a small grant to build her business. Photo: Diana Karua

A Letter from our CEO

RefugePoint was founded 20 years ago to fill critical gaps in humanitarian aid—ensuring that refugees who were overlooked had access to life-changing solutions. We saw that the system was not there for many people who needed it most. Today, this is happening again. As the global displacement crisis escalates and essential U.S.-supported programs are decimated and terminated, millions are left in danger.

Despite challenges across our sector right now, RefugePoint is helping refugees stuck in host countries to become self-reliant and increasing access to resettlement and other pathways to safety where possible. Our labor mobility efforts are expanding to new countries to connect refugees with employers and help address labor shortages. This is a win for refugees, the companies that hire them, and the communities to which they move. Our family reunification efforts are expanding too. In September, my close friend Mangok reunited with his niece and nephews at the Boston airport after years apart. This was possible thanks to our dedicated family reunification team and many partners working together to make family reunification a reality for people in a growing number of countries. Underpinning all our work is our effort to elevate refugee voices and leadership.

RefugePoint's programs are made possible by private funding. This allows us to maintain our independence and continue supporting people in their time of greatest need, regardless of government policy changes. Our flexibility enables us to respond to evolving crises, create new approaches, and spearhead collaborative efforts that are changing the face of humanitarian action.

In 2024, RefugePoint helped more people than ever before, training over a thousand partner agency staff and reaching tens of thousands of individuals in 51 countries. We didn't do this alone. Your support in 2024 was essential to extend life-changing opportunities to those who need them most. Looking forward, we will continue to transform refugee response systems and ensure that refugees have the opportunities they need to secure brighter futures.

Sincerely,
Sasha Chanoff
RefugePoint CEO and Founder

A 10-Year Journey: Mangok's Family Reunion

In 1987, at just 10 years old, Mangok was forced to flee his home in South Sudan due to militia attacks. Separated from his parents, he became one of the 20,000+ "Lost Boys," who walked hundreds of miles to reach safety. After enduring 13 years in refugee camps, he was resettled in the U.S. in 2001, where he rebuilt his life, earned his degree, and began a career at Brandeis University.

In 2014, tragedy struck again. A raid on his village in South Sudan claimed the lives of his brother and sister-in-law, and four of their seven children were kidnapped. Despite impossible odds, Mangok flew to South Sudan to find them. With help from RefugePoint and others, he located three of the children. But another challenge remained—he couldn't immediately bring them to the U.S. Leaving them in the care of relatives, he began the complex resettlement process while continuing to search for the fourth child.

In 2021, RefugePoint connected with Mangok's niece and nephews in Nairobi, Kenya and our team supported them through the U.S. resettlement process. After thorough interviews, assessments, and advocacy, the children received life-changing news in October 2023: their resettlement application was approved.

This September, after years of relentless determination, Mangok's dream came true as he was reunited with his family in Boston. Since their arrival, the children have started school and are hopeful about the future. "I'm excited about the many schools around," Mangok's nephew shared.

"Each of us can really progress in our schoolwork because we are surrounded by opportunities."

Mangok and his youngest nephew hugging just after the children arrived at the Boston airport.
Photo: Alexis Felder



WATCH NOW



179,384

Refugees Assisted with Resettlement and Other Pathways to Safety since 2005

37,200
in 2024



RefugePoint provides casework support to help refugees access lasting solutions such as resettlement, labor mobility, and family reunification. Our staff identify and support those most in need of relocation to a safe country where they can rebuild their lives. In 2024, we helped more refugees access these life-changing pathways than ever before.

51
Countries



RefugePoint deploys Experts to the UN Refugee Agency and partner operations around the world to increase access to resettlement and other pathways to safety. In 2024, our Experts supported refugees in Africa, Asia, the Middle East, Europe, Latin America and the Caribbean. This work ensures that refugees receive critical support and that local and international systems are strengthened to better recognize and respond to their needs.

A RefugePoint Resettlement Expert interviews a refugee family in Trinidad, assisted by a UN Refugee Agency translator, to submit the family's case for resettlement to a safe, new country. Photo: Chris Jensen



Martin Anderson (far right), RefugePoint's Chief of Policy and Practice, in discussion with staff from IOM, the Red Cross and other NGOs at the FRUN conference in Istanbul, Türkiye. Photo: Edgar Otieno, IRC

Program Highlight

How did RefugePoint help reunite refugee families in 2024?

Family unity, a fundamental human right, should be accessible to refugees no matter where they come from or where their families are located. In 2024, RefugePoint deepened its commitment to refugee family reunification in a number of ways, including by assuming the role of Secretariat of the Global Family Reunification Network (FRUN), a role previously filled by the UN Refugee Agency. Serving as the FRUN Secretariat reinforces RefugePoint's capacity to contribute thought leadership and practical experience to the global family reunification space. In October 2024, RefugePoint led the organization of the largest-ever annual FRUN conference, convening 60 participants from refugee-led organizations, NGOs, UN agencies, and government officials in Istanbul, Türkiye. The event paved the way for greater refugee

representation on the FRUN's leadership body and introduced new working groups and virtual events to foster ongoing collaboration and knowledge sharing.

In Kenya, RefugePoint provided guidance and support to 284 refugees seeking to reunite with family in other countries, including connecting families to dedicated legal actors in the relevant countries. A new partnership was established with the International Refugee Assistance Project (IRAP), ensuring legal support for an initial 57 refugees with family members in the U.S., France, Belgium, and the UK. In Nairobi, RefugePoint supported the creation of the Interagency Working Group on Family Reunification, bringing together a number of local and international

actors for more effective collaboration, coordination, capacity-building and information sharing on family reunification efforts. This working group model represents a promising practice that could be replicated in other host countries in the years ahead.

Beyond Kenya, RefugePoint staff contributed expertise in regional and global discussions on migration and family reunification, including consultations with the UN Refugee Agency on addressing protection gaps along key migration routes. Through these efforts, RefugePoint continues to advance solutions that help reunite families while amplifying the voices of those directly affected.



Esperance preparing her food stall in Nairobi, Kenya for the day's business. Photo: Jessica Masibo



Esperance: Reaching Self-Reliance through Entrepreneurship

Esperance has always had a knack for business. As a 12-year-old in the Democratic Republic of Congo, she grew bananas, avocados, and sugarcane on her family's homestead, storing them to ripen before selling them at the market.

In 2013, Esperance and her family were forced to flee their home due to civil war. They traveled by boat to Tanzania and eventually reached Kenya. In Nairobi, Esperance relied on her skills to plant and sell vegetables while also making tea and mandazis to support her family.

In November 2023, a RefugePoint Community Navigator connected Esperance with RefugePoint for medical assistance. In addition to medical care, RefugePoint began supporting Esperance and her family with food and rent assistance to help them reach a point of stability.

Recognizing her community's love for fish, Esperance saw an opportunity. Using profits from her tea and mandazi sales, she bought a wok and fresh fish, frying and selling them at a roadside stall. Her business quickly gained customers from across the neighborhood.

In early 2024, she joined RefugePoint's business training program, where she learned business skills and financial management. Following the training, she received a business grant to expand her business, adding a refrigerator and stocking a variety of fish, tomatoes, and onions.

With profits from the business, Esperance is able to meet her family's needs and is mindful of saving her profits and managing her stock. "I feel great because what I need I can get from the business," Esperance shared. "My children are going to school and they eat regularly, I can pay my rent from the business."

Esperance is one of 118 refugees who participated in RefugePoint's Business Development Skills training in 2024. This is just one way that we help refugees become self-reliant.



A RefugePoint client in Nairobi, Kenya, receives glasses at one of the organization's medical outreach events in April, 2024. Photo: Jessica Masibo

1,342



Partner Staff Trained

RefugePoint trains partner staff to strengthen local and international capacity for identifying and supporting refugees in need of resettlement and other pathways to safety. In Nigeria, our team worked with Caritas, a global humanitarian organization, to establish standard operating procedures on resettlement and fraud prevention, and develop systems including a case-tracking database for their resettlement program in Ogoja. Our team also provided on-the-job training for Caritas' new resettlement staff. This type of field-building work ensures that other organizations can effectively navigate complex processes, and ultimately helps more refugees to access lasting solutions.

3,139



Children Supported with Child Protection Casework

A commitment to child protection underpins all that we do at RefugePoint. We work to address the critical gap in protecting and resettling unaccompanied and separated refugee children. This casework includes conducting protection assessments for children to evaluate their situation and determine the best long-term solutions, supporting children to resettle to a country with an appropriate care system in place, and helping reunite children with parents and other surviving family members.



381



URPP Clients Graduated from Stabilization Services

Through our Urban Refugee Protection Program (URPP) in Nairobi, Kenya, we work with refugees facing extreme vulnerabilities to meet their basic needs with services like food, rent, medical care, counseling and other urgently needed support. Once their basic needs are met, we provide livelihood support focused on micro-business development to help them earn an income. This opens up a 'runway' to engage in economic pursuits and achieve a degree of self-reliance. We celebrate clients who graduate from stabilization services and move down the runway towards self-reliance.

91%



of former clients said their quality of life improved from RefugePoint services

The Urban Refugee Protection Program makes a lasting difference in the lives of our clients. Our first-ever, in-depth survey of former URPP clients, conducted in 2024, found that an overwhelming majority of respondents (91%) said the services they received from RefugePoint improved their quality of life. The top factors enabling this change were increased business opportunities, family support, financial stability, and food security. A strong majority (81%) of respondents agreed that RefugePoint had helped them achieve their goals during their time as clients. [Read the rest of the findings from the survey here.](#)

69

Organizations Utilized the Self-Reliance Index Tool



The Self-Reliance Index is the first-ever global tool for measuring the progress of refugee households toward self-reliance. This tool was developed by the Refugee Self-Reliance Initiative (RSRI), co-founded and hosted by RefugePoint, and is helping organizations across the world design and adapt programming, target populations for assistance, highlight service gaps, monitor external shocks, and inform funding priorities. In Syria, GOAL used the Self-Reliance Index to measure progress and set graduation thresholds in a three-year project aiming to lift 2,000 people out of humanitarian assistance, with 83% achieving self-reliance by the end of 2024.

Alex, a refugee from the Democratic Republic of Congo, stands proudly in his tailoring shop in Nairobi, Kenya. Alex attended RefugePoint's Business Development Skills training and received a small grant to purchase a sewing machine and further establish his business. Photo: Diana Karua

[Read Alex's story here](#)

Refugee leaders taking part in one of the peer-to-peer learning sessions at the RefugePoint office in Nairobi, Kenya.
Photo: Jessica Masibo



Program Highlight

How has RefugePoint supported and promoted the work of Refugee-Led Organizations in 2024?

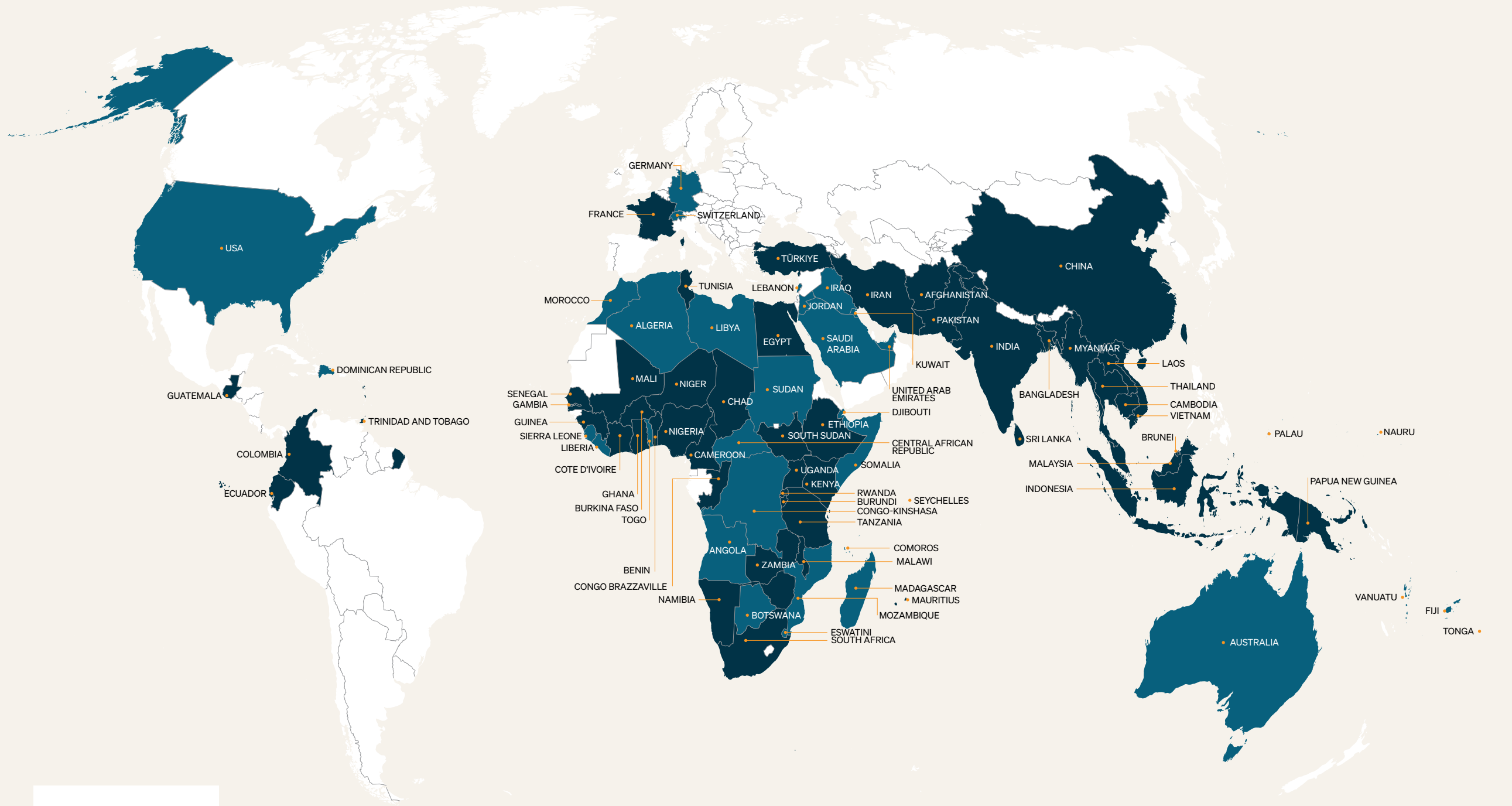
Refugee-led organizations (RLOs) play a critical role in addressing the needs of displaced communities by providing culturally informed services, amplifying refugee voices, and driving locally rooted solutions. In 2024, RefugePoint deepened its commitment to supporting and uplifting RLOs by providing direct funding, capacity sharing, facilitating peer learning, and promoting coordination. RefugePoint funding enabled five RLOs, including Youth Voices Community and Umoja Refugee Group, to expand their work and improve service delivery within their communities. The peer learning cohort, which included 25 RLOs, fostered ongoing knowledge exchange and collaboration throughout the year, creating

opportunities for RLOs to share best practices and refine their approaches.

RefugePoint also co-organized a convening for RLOs in Kenya which provided a platform for knowledge and capacity sharing, networking, advocacy and improved coordination of support provided to RLOs. The convening was organized and planned in conjunction with the Kenya Department of Refugee Services, the UN Refugee Agency, RLO leaders, and other INGOs in Nairobi, and brought together over 70 urban-based RLOs in Kenya. Additionally, RefugePoint has been a lead partner in the RLO working group in Nairobi and continues to build a strong support system for RLOs and the refugee community.

These combined efforts have strengthened the capacity of RLOs, amplifying refugee leadership and ensuring that RLOs are better positioned to advocate for and deliver services that directly address the needs of their communities. By building sustainable networks and fostering collaboration, RefugePoint has helped create an environment where RLOs can lead solutions that promote self-reliance and protection for refugee populations. This work ensures that RLOs not only gain resources but also the skills and connections necessary to drive meaningful change and influence decision-making at both local and global levels.

Where We Work



- 2024
- Previous Work



A RefugePoint Child Protection Expert talks with a refugee child at Nyabiheke Refugee Camp in Rwanda.
Photo: Chris Jensen

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Financials

RefugePoint's 2024 audited financials will be available on our website and by request in June, 2025.



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