

March 21, 2019

## **Refuge Point Diligence Visit Office Tour, Nairobi, Kenya**

### Social work

- Bio data: family size, composition, names, age, gender (medical problems identified before)
- Stabilization services: food, rent (cash), mattresses, counselling, bed sheets, livelihoods (cash grants)
  - Sometimes seven people sharing a single mattress and bedsheet
  - Charitable foundation TCF Australia gives all food bundles
    - Buy in bulk
    - Local markets and buy from farmers
    - Meet 70 % of calorie needs – staples / dry foods, no produce - so still have something to work for
- Home visit with caseworker
- Planning – what they want to achieve
- Case management around goals

### Child protection officer – Grace (BIDs)

#### Education officer – Kimani

- Scholarships, early education, primary, secondary, training
- 380 total students (dependent on budget): 150 new this year, 15 graduated, others continuing
- Expanding to include:
  - Early childhood development (daycare)
  - Special education (access to education)

### Mary – Health Coordinator

- Clinic and pharmacy
  - Serve refugee clients and other Nairobi refugees
    - Refugees visit county council clinics (200 in Nairobi), but often have a shortage of drugs
    - Drugs supplied by catholic-based Mission for Essential Drugs (MEDS), but sometimes don't have drugs needed
    - Community navigators bring prescriptions to pharmacy, fill them, take them back to community (they live in refugee community and are refugees themselves)
  - Nurse makes referrals to secondary healthcare
  - Jason to make introduction to John Gould (SHOFCO) for more subsidized meds
- Outreach

- This year began collaborating with other agencies - referrals between them: IRC, Danish Refugee Council, UNCR, Refushe (early marriages), National Council of Churches of Kenya, Kituo cha Sherika (legal work)
- UNHCR budget cuts

### Counseling

- 400 clients undergo counselling each year
  - One RP caseworker had 11 new patients enroll in January, four of who were referred for individual sessions
- 2 counselors: Clotinda (met her) and Duncan
- Services offered:
  - Individual counseling
    - Up to seven sessions
    - Interpreter provided
  - Group
    - Up to 13 sessions
    - Groups of 10 women or 10 men
    - Issue focused
    - Interpreter provided
    - 12 weeks/three months, once a week for 1-1.5 hours
  - Support groups
    - Seven weeks
    - In community: different locations and languages
    - Psycho education, stress management, self-awareness, emotions, business (from livelihoods)
  - Life skills
    - Youth 18-24 and below 18
    - 4-day workshop during school vacation
- Clients can do group and individual counselling together
- If necessary, can do more counseling after graduation or resettlement
  - 10 long-term clients (psychiatry, medical)
  - Only track 3-4 families with what/how they are doing in the US
- Jacob – 2013 had realization that counseling is key pillar of program for regaining hope; human touch is most important

### Outreach – Martin

#### Livelihoods - Damarise, trainer

- Referrals from social work or counseling, assessment, 4-day training, develop and present business plan, receive \$200 grant, six months of monitoring and mentoring, graduate if ok
- Ex. client story: \$200 startup grant, earns \$300 month, has \$500 in savings, got license to operate business as refugee

7 resettlement officers or resettlement-related staff (4 adopted)

- UNHCR has seven criteria for resettlement; RP leaves decisions open and does not restrict to these seven

**Conversations with Senior management team:** Jacob (Country Director), Paul (Program Coordinator – Urban Refugee Protection), Janet (Program Coordinator, Resettlement), Rita (Human Resources and Regional Program Senior Manager), Joseph (Senior Manager of Finance and Administration)

UNHCR

- Budget cuts
  - Funding appeals increasing
  - Stepping back and shifting operations – government take up more responsibility
  - Reduction in refugee services for other agencies (partners shrink or close) = more refugees showing up at RefugePoint
- MOU with RP
  - RP identifies, recruits, trains staff in 20 countries per year, predominantly Africa

Refugee situation in Kenya

- Africa has higher number of refugees in camps as opposed to urban refugees
- Registration
  - Government has stopped registering new arrivals, now only give refugees a document sending them to a camp for a specific time
    - Many have received the document but don't want to go to camp, and, even if they go, they still can't get registered
  - Few exceptions:
    - If a refugee can support his or herself according to UNHCR criteria, they can get registered, otherwise UNHCR sends them to camp (UNHCR has small urban budget)
    - If refugees face security threat in camp, have medical issues, or are attending higher education, government may grant exception according to their own criteria
  - Refugees have 30 days from arrival to present themselves to government, otherwise illegal
- Government threatening to close Dadaab camp as a play for international monetary support
- Somali refugees are government's main concern; launched voluntary repatriation initiative in 2015 with low uptake
- Conflict between two recent government changes re refugees:
  - Late 2016: Refugee dealings moved to the ministry in charge of internal security because of links between refugees and terror attacks

- Ministry of Health and Education are both open to working closely with refugees, while the Ministry of Interior and Immigration are not
  - Late 2017: government signed on to a new national policy to become part of Comprehensive Refugee Response Framework (CRRF)
    - Commit to meet pillars: move away from encampment, grant freedom of movement, right to work
- Nairobi run by county government focused on revenue: if refugees fill out application form and pay fees can get legal license to operate business – but, regardless of having the license, many are working illegally because they aren't registered

Livelihoods discussion: Jacob, Paul, Belinda (Livelihoods Manager)

#### Community navigators

- 1<sup>st</sup> touchpoint for refugees
- Are refugees themselves
- Refer refugees to Paul or Martin
  - Perform rapid assessment to identify particularly vulnerable cases and later perform full assessment

M&E team uses proprietary self-reliance measurement tool to assess refugee households

- Average household size is 5.2
- Criteria include: health, shelter, food, child protection, safety
- Aggregate score (out of 4) determines whether or not refugees need RP services or link to external services
  - 2.4 or below is vulnerable
  - A refugee graduates from the program when reach a score of 2.5
- Tool administered every six months after baseline is determined

Once baseline is determined:

- Refugees are linked to a social worker who collects their biodata and delivers urgent services
- Eventually linked to livelihoods team
  - Evaluate what refugee wants to do vs. what is possible
  - Very few have work permits; for the overwhelming majority, the option is starting a small business
  - Complete 4-day training: business and marketing skills
    - Develop business plan
    - Receive \$200 grant

Business grant pilot – mid 2018

- Increase loan size from \$200 to \$400
  - More impact, very successful (ex. client was able to start a metal working business and employ other refugees)

- Helps them afford business license fee and rent for business space
- M&E team measures # of households that received the \$400 grant (average HH size is 5.2), type of business started, income, and long-term outcomes compared to \$200 grant clients
- With 190 refugees per year in the program, it's not possible to roll it out for everyone, but would like to
  - **\*Possible campaign addition\***
    - ~\$40K total for \$200 business grants
    - ~\$80K total for \$400 business grants

Belinda: Livelihoods Manager:

- Network, livelihoods, mentoring
  - Business strengthening peer-to-peer workshops
    - 10-14 a year with 20-35 refugees per workshop
    - Every business grant recipient should attend at least one within the first three months (six-month mark is when refugees prepare to transition out of RP program)
  - Refugees come to RP office: RP staff talk to graduates about success/failure, applying for business license and meeting requirements with local government officials

Business survival rate of refugee grantees = 60% after two years (data from 2016-2017)

- 2018 data not applicable because of 1) government changes (2017 was a bad year because of elections) 2) security sweeps after terrorist attacks: refugees were gathered and taken to camps—these are the
- The two reasons above coupled with changes in government regulatory requirements are the main reasons businesses fail. Refugees often restart at some point, but at a lower level.
- Doubling business grants from \$200-\$400 increases chances of survival
- Refugees used to be linked by RP to DRC (Danish Savings and Loan Cooperative) for further assistance, but affected by UNHCR budget cuts

Vocational training/apprenticeship program

- Piloted in 2018 with 10 clients, all heads of household
  - Required applications and received 200 (could pick from this pool if program is continued rather than announcing another call for applications)
- Refugees receive vocational training or complete apprenticeship, then attend business training, then receive a business grant (total cost is therefore hundreds of dollars more per person than business grant alone)
- Examples success story: refugee trained in music now gives keyboard lessons and plays paid gigs at churches
- Costs ~\$120-\$160K for a year of the program + overheads for livelihoods team

## Self-Reliance Initiative

- Launched as a way to transmit experience and knowledge developed in Nairobi
  - Newsletters, quarterly calls, advocacy
- Current focus on measurement tool
  - Hiring Training Manager (new position) to codify what RP is doing and involve other organizations in Nairobi as well
    - Goal is to get all refugee organizations working together on self-reliance; most offer a single service but can coordinate to provide a holistic service across agencies
  - Partners should be able to download tool by July; also developing a software app
- Initiative is not yet fully funded
  - Need a person to coordinate across all partners, infrastructure, admin
  - Funded so far: activities to get communications up and running
  - UNHCR funding is an issue for all partners involved