



ANNUAL PRM REPORT 2015-2016

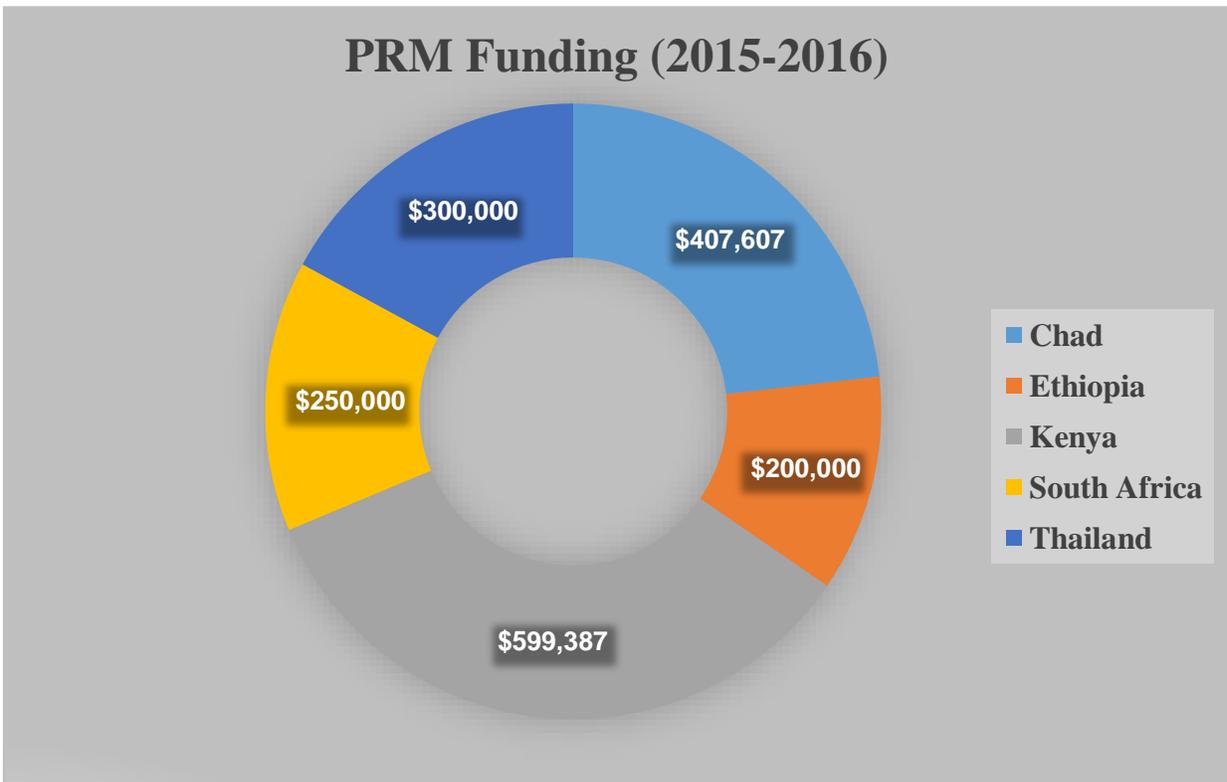
a summary of projects funded by:



The Bureau of
Population, Refugees,
and Migration

Acknowledgements

Jesuit Refugee Service/USA thanks the U.S. State Department’s Bureau of Population, Refugees, and Migration (PRM) for its generous support for refugee programs in Chad, Ethiopia, Kenya, South Africa, and Thailand. PRM has funded JRS programs across the globe since 2005.



Country	Beneficiaries	
	Direct	Indirect
Chad	1,475	120,794
Ethiopia	14,435	760
Kenya	16,013	1,779
South Africa	1,600	6,200
Thailand	5,930	20,000



Secondary school students in eastern Chad



Recreational activities in Mai Aini, Ethiopia



Special needs education in Kakuma, Kenya



Livelihoods support in Johannesburg, South Africa

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CHAD

(S-PRMCO-15-CA-1080)

Secondary Education for Sudanese Refugees in Mile, Kounoungou, Iridimi, Am-Nabak, and Touloum Refugee Camps

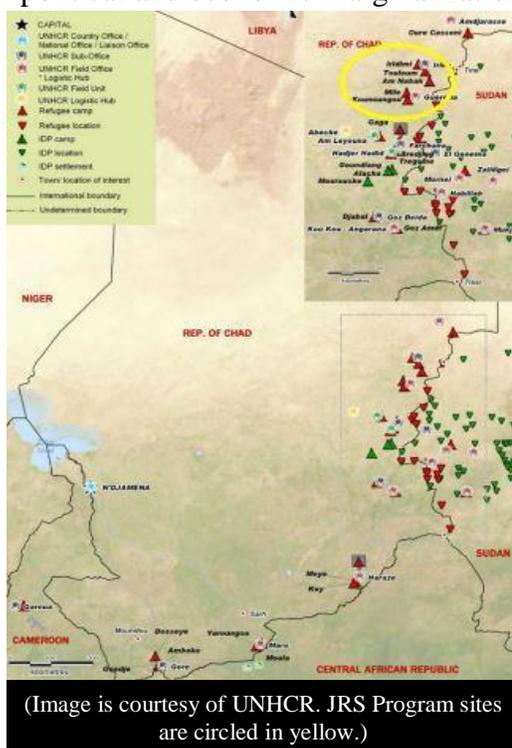
Country: Chad	Locations: Mile, Kounoungou, Iridimi, Am-Nabak, and Touloum Refugee Camps	Program Dates: 07/02/2015 – 07/31/2016
PRM Funding: \$407,607	Direct Beneficiaries: 1,475 Indirect Beneficiaries: 120,794	Refugees: 1,475 People Non-Refugees: 0 People

Background

The Darfur region lies in the western part of Sudan (the largest country in Africa), near the borders with Libya, Chad, and Central African Republic. Conflict in this region began in February 2003 when the two rebel groups, the Sudan Liberation Movement (SLM) and the Justice and Equality Movement (JEM), took up arms against the Sudanese government, accusing it of willful neglect. The rebel groups, charging the government of Sudan for political and economic marginalization of non-Arabs, demanded a

greater share of political power and the development of Darfur’s infrastructure. In response, the government retaliated by sending in government troops to suppress the rebellion. Furthermore, it reportedly recruited and organized the pro-government militia (called Janjaweed), mostly from the Arabic speaking pastoral tribes, to fight against the rebel groups. Although the conflict initially began in Khartoum, it soon spilled over into neighboring countries, Chad and Central African Republic, deeply affecting the lives of millions of people in the region.

Referred to as “the world’s worst humanitarian crisis” by the United Nations, the conflict has converted the Darfur region into a site of brutal violence, death, and displacement. Due to the extremely violent situation, very few humanitarian agencies have been able to penetrate the region. Those that have gained access report alarming scenes of starvation, disease, and mass killings.



Several local and international attempts have been made to put an end to the existing violence. The UN Security Council, for example, in July 2007, unanimously approved a resolution to send a joint UN/African Union peacekeeping force, known as African Union- United Nations Mission in Darfur (UNAMID), to the region. Similarly, in 2011, the Government of Sudan and one faction of the rebel group, called Liberation and Justice Movement, signed a peace deal- the Doha Document for Peace in Darfur. Due to the lack of agreement from the major rebel forces,

who argue that such peace talks have failed to address the key demands such as greater share of political power and compensation for war victims, these efforts have failed to establish peace and stability.

Due to the conflict, many villages in the region have been destroyed and nearly three million people have been displaced, the majority of whom are from the Fur, Massaleit, and Zaghawa tribes. These people predominantly fled to the Central African Republic and Chad. The influx of refugees since the beginning of the conflict in 2003 led to the establishment of twelve refugee camps in eastern Chad. According to the UNHCR, more than 364,000 Sudanese refugees (largely women and youth) are seeking refuge in these camps trying to build their future while waiting for a resolution to the conflict. Although the camps were established as safe havens, the refugees continue to be faced with constant sense of insecurity and uncertainty.

While some attempts have been made to find a solution to the refugee crisis, such efforts have been very unsuccessful due to the ongoing conflict in the region. On September 21, 2015, the UNHCR, Sudanese government, and Chadian government signed a tripartite agreement to voluntarily repatriate the Sudanese and Chadian refugees to their respective countries. Since the situation in most parts of Darfur is still extremely unsafe and insecure, majority of the refugees rejected the voluntary repatriation program.

Education in the camps of eastern Chad offers a measure of protection for students, as well as a sense of normalcy, dignity,

and a hope for a better future. JRS started operating in the Mile and Kounoungou camps in 2007, where it offered training for primary school teachers. By 2008, JRS had partnered with UNHCR to offer preschool and primary school in the camps. Like the other camps of eastern Chad, access to primary education had been generally guaranteed; however, secondary education opportunities for students completing grade eight were limited. Recognizing such educational needs among refugees, JRS, in October



Secondary school in Kounoungou Refugee Camp, Chad

2008, launched secondary schools in Mile and Kounoungou, supported by private donations and the Scottish Catholic International Aid Fund. In 2013, with the support from PRM, JRS assumed responsibility for three additional secondary schools in Irdimi, Touloum, and Am-Nabak refugee camps.

The approach to humanitarian interventions for the refugees has shifted from assistance to empowerment and capacity building of the communities. In this context, the Sudanese school curriculum used in the camp schools changed to the Chadian curriculum at the start of the

2014/2015 academic year. The change in the curriculum presented a significant challenge for teachers and students' enrolment. Some students refused to learn under the Chadian curriculum and have returned to Sudan.

As the organizers of secondary education in Mile, Kounoungou, Iridimi, Touloum, and Am-Nabak, JRS is adopting measures to bolster the transition to the Chadian curriculum by training teachers, providing the materials related to the new curriculum, and accompanying the community in this change. These activities are coordinated with the Ministry of Education and UNHCR. JRS secondary education programming emphasizes the quality and sustainability of the activities.

Program Objectives

Through its annual needs assessment, JRS identified several critical needs faced by the secondary schools in these five refugee camps, such as growing demand for sustainable infrastructure, and lack of qualified teachers. Despite recent improvement efforts, these schools are still poorly equipped in terms of educational facilities which significantly contributed to the lower attendance and enrolment of students. Similarly, although communities are investing significantly in the adult literacy process, the need for monitoring and increased community engagement remains.

Using the support from the PRM, JRS planned to provide students with educational materials (such as textbooks, notebooks, pens, compass, and rulers) to promote their enrolment, attendance, and academic achievements in these schools. Focusing on the attendance of female students (which remained exceptionally low in the past years), JRS planned to construct nursery in Kounoungou refugee camp where mothers could leave their children for child care while they attend schools. Similarly, to improve the quality of education in these schools, JRS planned to organize on-going teacher trainings and monitoring of teachers through periodic evaluations. Since the community engagements is vital to the sustainability and success of these schools, JRS sought to empower the members of Associations of Parents of Students (APEs) by providing trainings related to school management, income generating activities, and skill development. To decrease the risk of sexual and gender based violence as well as HIV/AIDS among students, JRS planned to utilize schools as safe spaces in which issues such as women's rights, polygamy, transmissions and effects of HIV/AIDS are discussed in a respectful manner.

In general, JRS planned to utilize the support from PRM to fulfill the existing gaps in the educational system by empowering students, increasing community engagement, and building capacities and skills of refugee communities.

Accomplishments

Improved access to quality secondary education and distribution of educational materials to promote enrollment, attendance, and academic achievement.

- 406 students were enrolled in five secondary schools.
- All students enrolled in secondary schools received required textbooks and other school kits, such as pens, notebooks, compass, and ruler.
- 44 children of female secondary school students were provided with child care during school hours in four refugee camps. All nurseries were supplied with mats/carpets, baby cream, soaps, and towels.
- All students enrolled in secondary schools accessed French classes that helped their transition into Chadian curriculum.
- 109 students (54 M, 55 F) in grade 11 received preparation classes for the Chadian Baccalaureate exam. 53% of these students successfully passed the exam.
- An average of 49% retention rate was maintained among secondary school students in the 2015-16 academic year.



Nursery school enables young mothers to continue with their education

Improved teaching skills of teachers in secondary schools.

- 36 secondary school teachers received teaching materials, such as wall charts, maps (biology and geography), papers, chalks, pens, and folders.
- All secondary teachers received trainings on teaching methods, learning techniques, and preparation of lesson plan.
- 119 individuals, including secondary school teachers and the community members, received French language courses in order to facilitate the curriculum transition in refugee camp schools.
- A Pedagogical Monitoring Plan, designed to evaluate teachers' teaching methods, preparation for class, and the delivery of knowledge among students, was implemented in all secondary schools. All teachers were evaluated and provided with necessary support based on the proposed plan.
- All secondary school teachers received training on integrating crosscutting subjects, such as gender equality, peace education, environmental education, and HIV/AIDS, into their curricula.
- All secondary school teachers received "Team Teaching" training, designed to support them on the use of textbooks, worksheets, course preparation, time management, and knowledge delivery in class.

Improved community involvement in the management of secondary schools and establishment of educational infrastructures.

- Various meetings and trainings among the Associations of Parents of Students (APEs) were organized to generate the sense of ownership of schools among parents.
- A General Meeting of the APEs was organized during the academic year to discuss parents' strategy and involvement in the improvement of quality education.
- Carpentry trainings (for the reparation of desks and benches) were provided to parents as Income Generating Activities (IGAs). The recipients of these trainings successfully repaired 244 desks and benches for schools.
- Two teachers' rooms, one nursery room, and two school fences were constructed with the support from the members of APEs who received IGAs trainings.



Reception for new nursery, supported by APE, in Kounoungou

Challenges and Lessons Learned

Although learning of French language- one of the official languages of the Chad education system- is considered as the vital aspect of our program, finding Chadian teachers to teach French in the camps remained a major challenge. Those who were qualified to teach French were either unavailable or, due to the limited access to the camps, could not go to the school every day. Therefore, to ensure proper learning of French among refugee students, we initiated French courses for refugee teachers. Through teacher training and mentorship, several teachers gained enough skills and demonstrated competence, enabling us to fulfill our goal.

Similarly, although the nursery program served as a major factor in motivating young mothers to attend or teach at school, the lack of specific space for nursery remained a major challenge. To solve this problem, we utilized the classrooms from the schools that were available during the daily school period as a place to provide child care to these children. It allowed the mothers to attend school regularly, either as a teacher or student, without having to worry about their child care duties.

ETHIOPIA
(S-PRMCO-14-CA-1243)

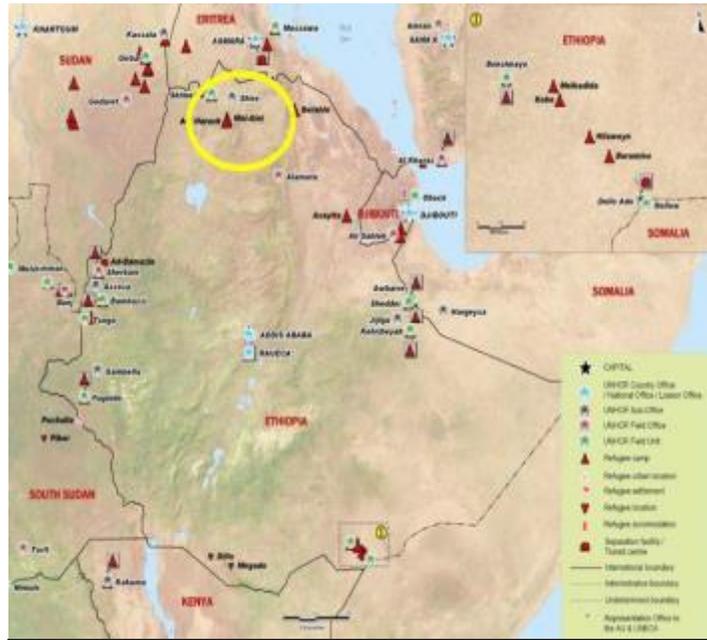
Recreational Activities, Psychosocial Services, and Livelihoods for Eritrean Refugees

Country: Ethiopia	Locations: Mai Aini Refugee Camp	Program Dates: 08/15/15 – 08/14/16
PRM Funding: \$200,000	Direct Beneficiaries: 14,435 Indirect: 760	Refugees: 13,713 Non-Refugees: 722

Background

The defeat of the Ethiopian forces in Eritrea by the Eritrean People’s Liberation Front in 1991 ended the 30-year war of independence between the Ethiopian government and Eritrean separatists. Following the results of a popular referendum, Eritrea gained its official independence from Ethiopia in April 1993; however, bilateral relations soon began to deteriorate. War between these countries re-emerged in 1998 after Ethiopia accused Eritrea of illegally occupying the border town of Badme, while Eritreans feared Ethiopians might invade and take back one of their ports. Although the war ended in 2000, after a tentative agreement was signed by both parties in Algiers (known as the Algiers Accord), nearly 100,000 people were killed and more than 1.4 million were displaced because of this two-year conflict.

Ever since Eritrea gained its independence, it has been ruled by an authoritarian regime which is responsible for systematic human rights abuses, including arbitrary detention, domestic surveillance, indefinite military conscription, torture, forced labor, severely limited free expression and press freedoms, religious persecution, and sexual violence against women. Citing “external threats to the young country’s survival,” the government under the control of President Isaias Afwerki has enacted a rule in which national military service is compulsory for all men and unmarried women between 17 and 70 years of age. There is no provision of conscientious objection to provide an alternative civilian service for those who object to military service



(Image is courtesy of UNHCR. JRS Program sites is circled in yellow.)

on religious, ethical, or other conscientious grounds.

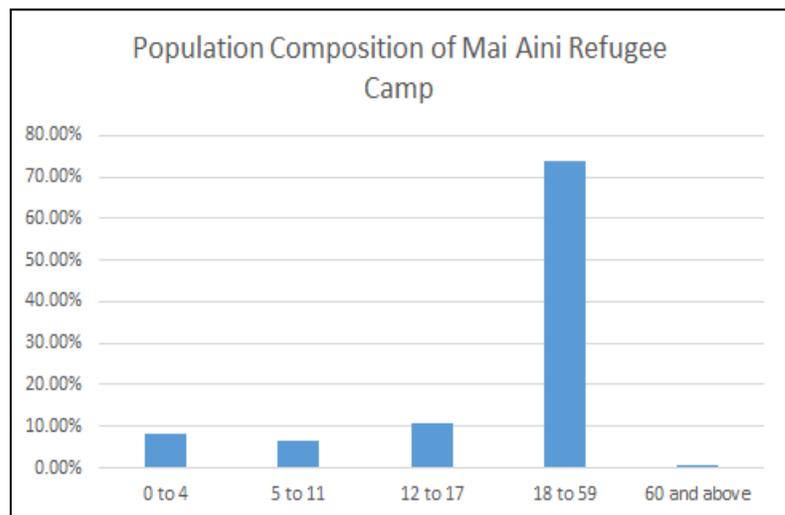
Following the war with Ethiopia, in 2002, the statutory requirement of military services was extended, making it a service for an indefinite amount of time. In practice, this means indefinite labor on government owned farms and businesses. Furthermore, women in the military are

frequently sexually assaulted and abused by their superiors. Conscripts face tremendous penalties for deserting or evading military service, including torture or detention in overcrowded prisons. Eritreans are subject to arrest for criticizing their government or practicing an unapproved religion. When detained, they often live in overcrowded conditions that are exposed to the weather, and are beaten, tortured, and fed starvation rations. A UN Human Rights Council report, characterizing the regime’s methods as “rule by fear,” referred to the military service as “an institution where slavery-like practices are routine.”

Since the conclusion of the 1998 Eritrean-Ethiopian War, Eritreans have been fleeing to Ethiopia in large numbers citing the national military service program as the main factor for seeking asylum. Several international humanitarian agencies have reported that an average of five thousand Eritreans leave the country each month and that, according to UNHCR, there are more than 363,000 refugees from Eritrea, of which 159,842 have fled to refugee camps in Ethiopia. While the majority of Eritrean refugees are young men fleeing forced and indefinite conscription into the military, an increasing number of women and children are forcibly displaced since the government has targeted the families of these young men fleeing the country. These refugees are faced with horrifying experiences: they are routinely raped or held hostage, and some have risked capture and torture by the Eritrean Defense Forces or exorbitant fees from human traffickers in their dangerous journey to the Ethiopian border.

The Eritrean refugees in Ethiopia cannot return home, as they face indefinite detention and abuse. Therefore, they languish in Ethiopia, waiting for permanent resettlement to a third country. Camp life has provided few creative outlets, opportunities for education, or recreation. This has been especially difficult for the young-adult refugees who make up more than 80% of the Eritrean refugee population. They have increasingly turned to risky behavior, like drinking and gambling. Many developed significant mental health problems, like loneliness, depression, boredom, and alienation. Parents and older refugees worry that younger refugees are losing their cultural identity.

Mai Aini refugee camp in northern Ethiopia, in which JRS operates, is the second oldest camp in Ethiopia, and is full to its capacity. UNHCR estimates that 18,500 Eritrean refugees live there, of which the majority are under age 24, and significant numbers are unaccompanied. Many of these Eritreans are single, urban men and women with secondary education. These young people have dire psychological and livelihood needs. Residing in the camp causes the refugees to develop



psychological problems which can lead to substance abuse. A lack of constructive activities and limited economic opportunities lead people to consider secondary migration across the Mediterranean into Europe. Refugees from Mai Aini have increasingly resorted to this option, putting themselves in grave danger of exploitation, abuse, and death during their journey.

Program Objectives

Based on a participatory needs assessment conducted in May 2014, JRS identified that the refugees in Mai Aini have greater needs in the areas of psychosocial support, youth empowerment, education, and livelihood programs. Many of the refugees mentioned that they struggle with depression associated with lack of family support, boredom due to idleness and unproductive existence without any gainful means of employment, and elderly refugees feeling alienated in a camp largely comprised of youth who appear to be losing their Eritrean cultural identity. Refugees also frequently mentioned that they lack opportunities to advance their education.

While youth in Mai Aini refugee camp have access to education where they spend a few hours a day in school, there are still many hours of the day where they are confronted with the never-ending tedium of camp life. Camp life can be brutally dull, and combined with promise of better prospects elsewhere it is easy to see why many youth may seek to leave. It is important for both their physical and mental wellbeing that children

“The refugees have lost their parents, their property. They suffer from stress, depression... and we serve them.”

**Hiwot Ali, Counseling Coordinator for
JRS at Mai Aini.**

— and adults — be given the opportunity to learn and socialize in a healthy way with others.

Jesuit Refugee Service is working with the young refugees in Mai Aini to help alleviate the negative aspects of camp life and provide hope for their future. Utilizing a grant from PRM, JRS sought to promote the mental and physical wellbeing of refugees through the provision of library services and recreational activities such as sports, music, theatre, dance and art. Similarly, it aimed to meet the psychological needs of the refugees through the provision of counseling services which would allow them to cope with the existing realities of the camp.

Moreover, the counseling was designed in a way that it would ensure that the refugees remain healthy, focused, and disposed to engaging in recreational activities like sports, drama, and music, as opposed to resorting to alcohol and substance abuse to mitigate their stress and depression. Finally, the project intended to increase the socio-economic welfare of women and girls by training them to produce reusable sanitary towels and supporting them to start-up their own enterprises.

Accomplishments

Improvement in the mental and physical well-being of refugees through recreational activities and library services.

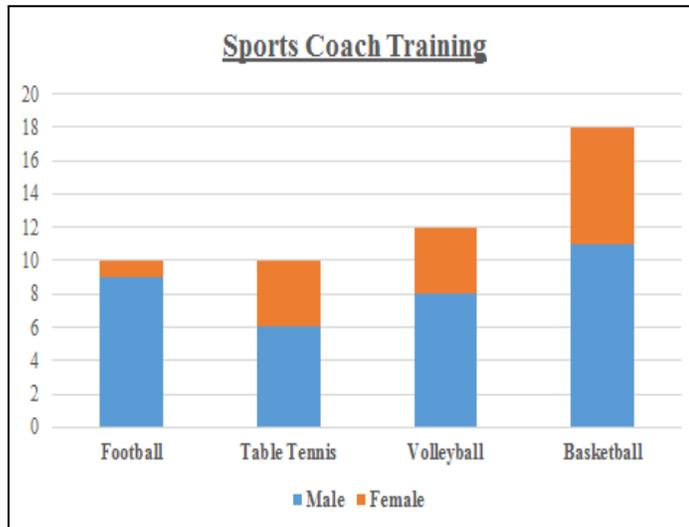
- 4 trainings for football, basketball, and volleyball were organized in which a total of 349 (285 male and 64 female) participated. 85 of these refugees (75 male and 10 female) were accredited by the local sports bureau.
- 44 of these accredited refugees officiated 106 intramural matches in the refugee camps. Winners of these matches were provided with awards to encourage them in their sportsmanship and the players who led games voluntarily were given uniforms.
- A total of 50 (34 male, 16 female) completed coaching trainings for football, basketball, table tennis, and



Basketball practice in the JRS multipurpose facility at Mai Aini. Recreational activities provide youth a positive outlet for their energy- and encourage them to learn and use new skills in a positive social setting. (Christian Fuchs- JRS/USA)

volleyball based on their interests. After the completion of trainings in their respective sports, these trainees formed a total of 12 clubs (4 teams each in basketball, volleyball, and footballs).

- A total of 16 clubs (11 males' club and 5 females' club) in different sports participated in out of camp tournaments with the host communities to promote integration of refugees.
- 55 refugees (33 females and 22 males) participated in four different trainings focusing on the importance of sports for healthy and quality life style, secondary movement, gender based violence (GBV), HIV, and child rights.



- 347 (277M & 70F) refugees participated in music training modules. 145 (116F & 29F) of those who graduated from the music training participated in two trainings focused on entrepreneurial, business initiatives, and management skills.
- An average of 57 refugees per day accessed the library services established by JRS.

Improvement in the psychological well-being of refugees by providing counselling services and training in basic psychosocial support and life skills.

- 255 (148 males & 107 females) refugees were trained through a total of 4 trainings in group therapy and basic counselling skills. 10 (8 males and 2 females) graduates from the training were hired as para-counsellors.
- A total of 254 (145 male & 109 female) refugees received one individual counselling session per week for 8 weeks. Similarly, a total of 188 individuals divided in 13 groups received the group counselling services. These counselling sessions were provided to refugees experiencing a wide range of issues, such as psycho-somatic problems, depression, anxiety, ADHD (attention deficit health disorder), and substance abuse problems.
- 8 workshops on substance abuse were provided to 494 secondary school students (310 male and 184 female) focusing on substance intake and its effects and peer pressure.
- 32 (24 male, 8 female) children (ages 12-17) with behavioral challenges received art therapy sessions two times per week. 91% of these participants demonstrated positive changes.



Increase in the socio-economic welfare and dignity of the refugee women and girls.

- A total of 61 women participated in a 3-month long training on how to make sanitary pads, and a 5-day training on basic business skills focused on business initiatives, bookkeeping, cost and benefit analysis, etc.
- A total of 6 awareness trainings on the proper use of sanitary materials were delivered to 871 primary and secondary school female students and 127 adult women in the refugee camps.

Challenges and Lessons Learned

The difficulty in procurement of materials, construction of the skills training center and recruiting a trainer posed some challenges in terms of providing business trainings to refugee women and girls. However, JRS was ultimately able to successfully complete the trainings on time.

Due to secondary movement and the refugees' desire to leave the camps, we observed a lack of motivation for the training programs. Since these factors are out of JRS's control, we worked towards generating motivation among refugees by organizing awareness activities and providing awards to those who successfully complete the training.

The implementation of livelihood activities requires the cooperation from other organizations, such as AARP and UNHCR. At times, we experienced some difficulties in getting these organizations on board due to their own priorities and programming in the refugee camps. To ensure mutual cooperation and completion of the project in time, we organized regular meetings with representatives from these organizations which enabled us to achieve our goals effectively.

KENYA
(S-PRMCO-15-CA-1116)
Kakuma Social Services Program

Country: Kenya	Location: Kakuma Refugee Camp	Program Dates: 07/15/15 – 07/14/16
PRM Funding: \$599,387	Direct Beneficiaries: 16,013 Indirect: 1,779	Refugees: 14,412 Non-Refugees: 1,601

Background

Located in the northwestern region of Kenya, Kakuma refugee camp was established in 1992 following the arrival of the “Lost Boys of Sudan.” Although the camp was initially established to provide protection to the young males who were displaced or orphaned during the Second Sudanese Civil War, it quickly became a place of refuge for people from other African countries who fled due to political insecurity and civil strife. Following the fall of Ethiopian government in 1992, a large group of Ethiopians arrived at Kakuma seeking protection. Similarly, due to the high insecurity and civil strife in Somalia, many Somali refugees ended up in Kakuma refugee camp the same year.

According to the UNHCR, as of December 2016, it serves as a place of refuge for more than 154,947 refugees and asylum-seekers from nineteen different countries. The most significant refugee populations in the camp are from South Sudan (88,796) and Somalia (41,394), and others are from Burundi, the Democratic Republic of Congo, Eritrea, Ethiopia, Rwanda, Sudan, and Uganda. For administrative purposes, Kakuma is divided into four sections in which multinational and multiethnic refugees live together.

With the total area of 5.79 square miles, the population in the camp far exceeds its total capacity of 125,000 people leading to high population density and congestion in various sections of the camp. With the increase in the influx of refugees in the recent years, the condition is getting even worse. Since refugees are not allowed to leave the refugee camp, they feel trapped in the miserable conditions of the camp where their rights to freedom of movement and to obtain employment and citizenship are denied.



JRS has been providing services in Kakuma since 1994. Even though the population demographics have changed over time, the needs have remained largely the same. Refugees arriving at Kakuma have physical, material, and psychological issues that threaten their survival.

The large population in the camp has seen increased reports of refugees who suffer from psychosomatic illnesses as a result of life in the camp. However, refugees experience trauma in their countries of origin, during flight, and in the camp. Similarly, many cases of women and children who suffer from SGBV related incidents continue to be reported in the camp. In order to serve the needs and challenges faced by refugees, JRS has specialized in providing psychosocial support that other NGOs in the camp do not provide.

Program Objectives

A needs assessment conducted by JRS in May 2015 identified the key needs of refugees, including access to education, particularly regarding special needs children, prevalence of SGBV, mental health issues, and food access challenges. Since the refugees in the camp continue to suffer because of their traumatic experience and the stigmatization of persons with mental disabilities, it was clear that the continuation of psychosocial support for refugees was vital to meet the immense and growing needs in the camp.

With support from PRM, JRS sought to provide refugees experiencing trauma with counseling services (such as individual, group, or family counseling) while helping them to gain self-esteem and to navigate the challenges of the camp. Furthermore, in collaboration with other partner agencies such as UNHCR, it aimed to establish safe shelters where these survivors would be provided with protection and support while they await durable solutions to the risks they face. Additionally, this Safe Haven would provide a respectful environment to survivors where they would have access to psychological support for their trauma and acquire life skills (such as literacy, math, and sewing) that they could use after discharge.

To address the stigmatization of persons with mental illness, JRS sought to create awareness in the communities while improving effectiveness of the care givers by providing psychosocial services, special needs education, rehabilitation and services, trainings, and outreach. In general, JRS intended to use the support from PRM to design programs that would effectively allow refugees to live their lives with respect and dignity by promoting their psychosocial wellbeing.

Refugees arriving at Kakuma have physical, material, and psychological issues that threaten their survival. The large population in the camp has seen increased reports of refugees who suffer from psychosomatic illnesses as a result of life in the camp.



Accomplishments

Improvement in the psychological well-being and the reduction in stress-related health problems of refugees by enhancing their coping mechanisms.

- A total of 376 refugees (305 male, 71 female) completed Level 1 and 20 refugees (14 male, 6 female) completed Level 2 of the basic counseling skills training. While the Level 1 training focused on introductory concepts of counseling, its principles, and techniques, Level 2 training included behavioral technique and therapy, Gestalt therapy, self-awareness, coping mechanisms, and practical interventions.
- 8,897 (3789m, 5108f) new arrivals in the refugee camps received debriefing sessions for psychological trauma. Since the new arrivals in the camps have experienced high levels of trauma and exhibit clear signs of PTSD, the debriefing at the reception center helped provide a psychologically safe environment for these refugees.
- A total of 9534 (3947m, 5587f) refugees received an average of eight individual counseling sessions. 78% of these refugees indicated satisfaction to the services they received in a survey conducted using JRS psychometric tools.
- A total of 506 families received an average of 8 weekly therapeutic sessions focused on the issues such as conflict, domestic violence, loss and grief, isolation, and mistrust.
- Five (5) community awareness and outreach campaigns on drug and substance abuse were organized in the refugee centres targeting refugees ages 12-30 years old.



Peer counselors are trained in basic counseling skills in Kakuma

Increase in psychosocial well-being of Sexual and Gender Based Violence (SGBV) survivors.

- A total of 100 refugees (45 male, 55 female) were admitted to Safe Haven where they received holistic psychosocial support: counseling sessions, art therapy for children, education, food and non- food material assistance, case management, and case resolution.
- A total of 23 females, aged 15 and above who were not eligible for usual structured curriculum schooling program inside/outside the camp, received the adult literacy and numeracy classes.
- 21 female refugees, aged 15 and above, participated in tailoring and beadwork vocational training.
- 120 unaccompanied minor girls in the refugee camps were provided with sanitary kits, which improved their hygiene, self-confidence, and general reproductive health.
- A total of 24 (2 male, 22 female) gender-based violence survivors who were chronically ill were provided with clothing, shoes, school supplies, and psychosocial support in order to find solutions to their protection problems.

Improvement in the psychosocial well-being of intellectually and developmentally challenged persons and their families.

- 189 children (107 male, 82 female) with developmental disabilities received day care support including meals to improve functional skills in feeding themselves, using the restroom, and brushing their teeth. They also participate in gross and motor training, self-help skills, music therapy, literacy and number work activity, language and speech training, and occupational physiotherapy in order to improve their functional skills.
- 39 parents (5 male, 34 female) were trained on care and management of children with disabilities.
- A total of 5 disability awareness campaigns were organized in camp schools in which 708 students participated. The campaigns were focused on engaging and teaching students about disabilities to lessen the social stigma faced by people with disabilities in the camp.
- 12 monthly outreach campaigns, targeting general refugee population in the camps, were organized which reached out to a total of 4,568 individuals. These outreach campaigns aimed at creating awareness on mental health issues and supporting persons living with disabilities in the camps.
- A total of 134 refugees (60 male, 74 female), aged five years and above, with severe cerebral palsy were provided with milk and porridge flour on monthly basis to improve their nutrition.
- 21 (8m, 13f) refugees with disability and mental health challenges started participating in on- going beadwork and tailoring vocational trainings.

Challenges and Lessons Learned

Due to the increased influx of new arrivals in Kakuma, it was challenging to meet the psychological needs of all refugees in the camp. Therefore, in order to ensure that refugees are aware of the existing services and to provide guide to healthy practices from the beginning, JRS focused on organized debriefing on their arrival to the camps. Debriefing sessions are meant to provide psychological first aid to address traumatic and other PTSD symptoms. In general, we witnessed the successful effects of these sessions.

Inadequate follow-up of Safe Haven beneficiaries' cases by the designated agency case workers remained a challenge leading to slow discharge rates at the women and girls' facility and lack of space for new admissions. However, it is worth noting that the improvement in the level of discharge was noticed especially in quarters 3 and 4 as a result of insistence on strict adherence to the Standard Operating Procedures. This provided additional clarity for the discharge process and ensured follow-up with referring agencies, who are tasked with finding durable solutions for Safe Haven residents. In addition, JRS plans to build a new dormitory at Safe Haven to allow for additional clients.

The logistical challenges, such as the poor performance of the solar batteries use for lighting the Safe Haven and the lack of kitchen in one center, made it difficult to operate the centers effectively. JRS worked towards finding solution to these issues by using a small standby generator and by speeding up the kitchen construction process.

South Africa
(S-PRMCO-15-CA-1175)
Gauteng Urban Refugees

Country: South Africa	Location: Johannesburg and Pretoria	Program Dates: 9/1/15 to 08/31/16
PRM Funding: \$250,000	Direct Beneficiaries: 1,600 Indirect: 6,200	Refugees: 1,450 Non-Refugees: 150

Background

Gauteng, the smallest of nine provinces in South Africa, is an urban hub that attracts a significant number of refugees, asylum seekers, and other forcibly displaced persons, most of whom settle in Johannesburg, the provincial capital of Gauteng, and other largely industrial areas like Pretoria and Midrand. The majority of these refugees and asylum seekers come from the Great Lake region (Burundi, the Democratic Republic of Congo, Kenya, Rwanda, Tanzania, and Uganda), the Horn of Africa region (Somalia, Ethiopia, and Eritrea), and Zimbabwe, with a few from other African countries. Although the official figure is disputed because of the lack of updated statistical information, UNHCR, at the end of 2015, estimated that the number of refugees and asylum seekers in South Africa is in between 463,000 and 1,096,100, out of which an approximate 72,000 have been granted the official recognition of refugee status.



Although South Africa is a signatory of the 1951 Refugee Convention, due to the generalized portrayal of refugees as people in search of economic opportunities, the government tends to grant refugee status to significantly fewer people than those who apply. According to the UNHCR, in the first half of 2015, the Department of Home Affairs turned down 81% of the refugee applications, compared to the international average of 21%. The lack of protected status and the negative portrayal, at times, have led to violent situations in which refugees and asylum seekers are attacked by South Africans accusing them of taking away their job opportunities. Thus, the refugees and asylum seekers are vulnerable to poverty and violence in South Africa.

Refugees and asylum seekers come to South Africa out of a combination of so called *push* and *pull* factors. Many are forced to leave their own countries because of generalized situations of violence as a result of ongoing conflict over resources or long running insurrection and armed political opposition. Others are escaping flawed economic policies and other governance failures including

those leading to statelessness. They tend to head to South Africa where they perceive a much higher level of rule of law, enforcement of rights, lack of armed conflict, and greater economic opportunity. Also significant is South Africa's non-encampment policy where asylum seekers have work rights and freedom of movement, seen as comprising a better alternative to protracted periods, often over ten years, confined to small (as in the case of Malawi and Mozambique) or isolated (as in the case of Zimbabwe) refugee camps.

While not confined to a camp, asylum seekers and refugees nevertheless face a formidable range of institutional, economic, and social barriers to survival and integration, which, in many ways, have similar effects to those of protracted stays in refugee camps. These barriers can take the form of institutional and personal xenophobia, which prevents access to legal documentation, work (especially in the formal sector), housing, medical facilities, schools, and the fulfillment of other basic needs. This can also be associated with corrupt practices within both private and government spheres.

Program Objectives

Refugees and asylum seekers in South Africa have the right to move, work, study, and access health care and other services. However, these de jure rights do not necessarily translate into de facto practice on the ground, where refugees and asylum seekers report multiple complex barriers to their integration in the South African community.

As a result, many live in extreme poverty with heavy reliance on casual or informal work and solicited aid from charitable institutions. Sometimes they resort to innovative strategies to work in the informal sector and to find accommodation. However, many of these strategies are subject to exploitation and their nature render asylum seekers and refugees extremely vulnerable. The majority of asylum seekers and refugees live in marginal, unsafe accommodations, the most significant areas of their concern in a 2013 JRS evaluation.

The refugees and asylum seekers also reported experiencing problems supporting their families. To gain either formal or informal employment requires a range of documentation that demonstrates legal status in South Africa and permits to operate a business. Lack of such documentation and the slow status determination processes prevent otherwise qualified asylum seekers and refugees from accessing basic services available to them in South Africa. The slow pace of status determination is associated with a large backlog of cases at the Department of Home Affairs.



JRS sought to utilize the support from the PRM to improve integration of refugees and asylum seekers in Johannesburg and Pretoria through advocacy and livelihood activities. In particular,

JRS aimed to strengthen the level of refugees' and asylum seekers' protection through advocacy with different government agencies regarding legal status and economic opportunities. Furthermore, it sought to improve access to social assistance and livelihood opportunities of refugees and asylum seekers and South African nationals through assistance with living accommodations, provision of English language training, and vocational and business trainings leading to the establishment of micro-businesses.

Accomplishments

Increased protection for refugees and asylum seekers through advocacy work:

- A total of 716 asylum seekers with asylum application cases pending for over six months were referred to lawyers for Human rights for follow up with Department of Home Affairs (DHA). Out of these applicants, 354 successfully obtained the necessary status documents (comprised of 329 who received asylum status documents and 25 who received refugee status)
- 128 refugees were referred to the DHA of whom 17 successfully received updated documents to maintain their status in the country.
- 26 meetings, with 596 participants from local NGOs, Mosques, Churches, and refugee organizations, were organized to raise awareness on the challenges faced by refugees, asylum seekers and the local community. The meetings were also focused on raising awareness in the local communities about xenophobic attacks experienced by refugees and asylum seekers.

Increased livelihood opportunities for refugees, asylum seekers, and South African nationals through advocacy, social assistance, and vocational/business training and support.

- 137 refugees and asylum seekers (69 males, 68 females) and 50 South Africans (25 males, 25 females) received three months of English language proficiency training. Similarly, 53 refugees (33 males, 20 females) and 50 South Africans (35 males, 17 females) received various vocational trainings, such as welding and hospice care.
- 122 refugees and asylum seekers (43 males, 79 females) and 61 South Africans (29 males, 32 females) received 5-days business training organized by JRS in cooperation with University of Johannesburg Soweto campus, Enactus. The trainings provided participants with the skills and knowledge required for business plan development, bookkeeping, pricing and marketing.
- All business training participants (122 refugees and asylum seekers and 61 South Africans) applied for and obtained small business grants of up to \$442. Using the existing support, 87 businesses are currently in operation and making profit. These



Mohammed, from Somalia, manages a shop with his cooperative with start-up capital from JRS

businesses support the entire communities by employing the members from the various groups.

- 110 refugees and asylum seekers (40 males and 70 females) who participated in business and vocational trainings were provided with up to six months of social assistance, including rent support and food vouchers, to allow them to successfully complete the trainings.

Challenges and Lessons Learned

There is a strong link between vocational skills training, small business grants, and emergency assistance. In the past, JRS assisted refugees/asylum seekers training, only to find that they use the initial profits from their new small businesses to pay rent and buy food, and then lack sufficient funds to purchase stock to continue with the businesses. By providing small business grants, beneficiaries could therefore finish their training, get their businesses established, and receive accommodation and food assistance simultaneously – without having to use the entire profit of their business to pay for accommodation or food. As a result, we saw more sustainable businesses being established.

Thailand
(S-PRMCO-15-CA-1111)
Bangkok Urban Refugee Assistance and Protection Project

Country: Thailand	Location: Bangkok	Program Dates: 9/15/15-9/14/16
PRM Funding: \$300,000	Direct Beneficiaries: 5,930 Indirect: 200,000	Refugees: 4,690 Non-Refugees: 1,240

Background

The Kingdom of Thailand is not a signatory of the 1951 Refugee Conventions or its 1967 protocol. Despite its decades of experience with people from different countries seeking refuge and asylum, Thailand does not have specific legal and administrative policies on refugee protection. Due to its fragmented, unpredictable, inadequate, and ad hoc refugee policies, the refugees and asylum seekers in Thailand are vulnerable to arrest, detention, and deportation. Since the Thai Immigration Act, BE 2522 (1979) does not make any distinction between refugees and asylum seekers and other undocumented immigrants, it leaves the former group in a precarious state, making their stay in Thailand uncertain and their status unclear. Furthermore, since the refugees and asylum seekers do not have any legal rights to reside and work in Thailand, they lack access to healthcare, education, protection, and public services that are available to Thai citizens. Due to such policies and practices, it is predictable that Thailand’s continued inability to provide protections and support to refugees and asylum seekers can and will exacerbate unless serious efforts are made to curb the trend.

Although Thai government has allowed approximately 103,000 refugees from Myanmar/Burma to stay in nine camps along the border between the two countries, the significant increase in the flow of refugees and asylum seekers from other countries, such as Vietnam, Pakistan, Syria, and Palestine, in the recent years has created new challenges. Many of these asylum seekers are Christians and Ahmadi Muslims from Pakistan fleeing religious persecution, Syrians and Palestinians fleeing war in Syria, and those fleeing persecutions in neighboring countries. According to UNHCR, as of September 2015, there were 7,442 registered asylum seekers and 1,643 recognized refugees in Bangkok. Several international agencies, such as Human Rights



(Image is courtesy of UNHCR. JRS Program site is circled in yellow.)

Watch, have reported that, due to the lack of official status and protection, refugees and asylum seekers in Thailand are forced to live in constant fear of exploitation, arrest, and deportation.

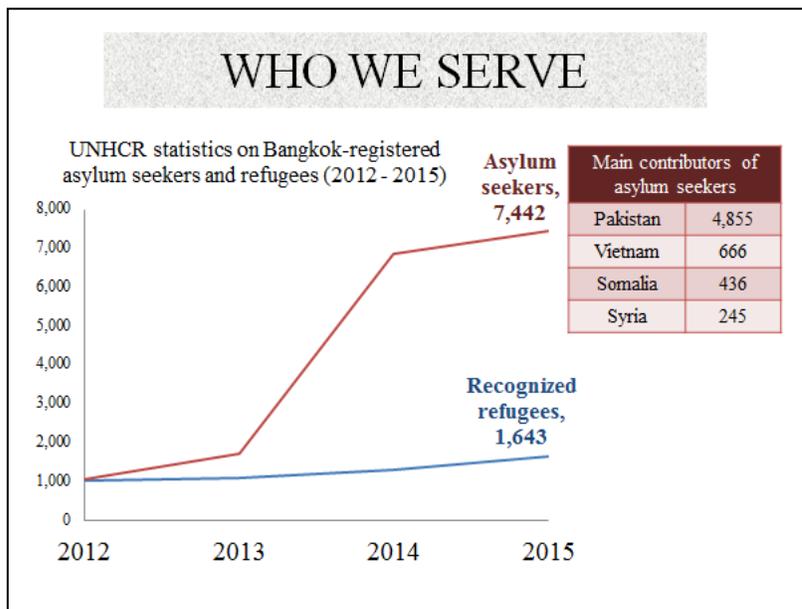
Following the 2014 coup d'état in May 2014, Thai government has implemented stricter immigration measures, such as close monitoring of foreigners' movement in Thailand, which makes it difficult for refugees and asylum seekers to maintain their survival. The significant increase in the arrest of illegal immigrants in the recent years has exacerbated refugees' vulnerabilities. The authorities in Thailand regularly stop people on the street, conduct raids at home and other places where refugees and asylum seekers gather, and children and women are detained alongside adult men. Such practices from Thai authorities has impacted urban refugee work negatively since people feel unsafe in public places and their communities.

Single women (especially those with children), unaccompanied and separated children, and SGBV survivors are usually the most vulnerable groups in Thailand. Since they lack financial and psychological support, they cannot travel around Bangkok to access services from other service providers. Therefore, JRS supports the most vulnerable refugees and asylum seekers so that they can access many services in one place, reducing their risk and stress.

Program Objectives

JRS is the only NGO that provides urban refugees in Bangkok with comprehensive assistance through intensive casework with psychosocial and counseling services. Since 2014, it has offered comprehensive and holistic services ranging from emergency assistance to social and mental health services to the urban refugees in Bangkok to ensure the protection of their basic human rights and other identified needs.

Targeting extremely vulnerable individuals, such as single parents, pregnant women, individuals with serious physical, mental, and cognitive challenges, unaccompanied and separated children, SGBV survivors, and young adults, JRS sought to use PRM funding to offer psychological and counseling assistance. Furthermore, it aimed to provide safety net to young adults who are exposed to labor and sexual exploitation and criminal activities. Utilizing the framework created by the Casework team, JRS responded to the protection needs to these



vulnerable individuals through home visits, financial assistance, group support, and mental health services. The outreach activities of JRS would include regular community and home visits for casework, psychosocial support, and accompaniment of refugees to access basic services in Thailand such as education, healthcare, and housing.

Accomplishments

Improved access to primary healthcare, medical services, mental health, and psychosocial support among refugees and asylum seekers

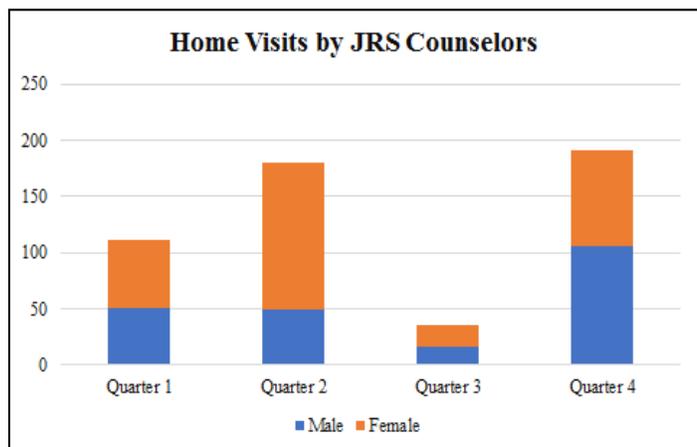
- 3,820 visits were received by 782 visitors (288 males, 494 females) for registration records, casework support, and vulnerability assessment and response records.
- 708 asylum seekers and refugees received mental health and psychological support (MHPS) through mental health and crisis counseling, community visits, and referrals.
- 518 asylum seekers and refugees were visited by JRS Counselors for mental health and psychosocial support during home and community visits. During these visits, various stress management activities, child friendly activities, and mental health briefings were organized.
- 12 refugees and asylum seekers (5 M, 7 F) received “Basic Counselling and Care Giving Support for Children (BCCS-C)” training on weekly basis for 9 weeks. Out of these 12 participants, 11 demonstrated an improvement in their knowledge on the concepts of counseling, child development ages and stages, understanding children living in the context of refugees, ways of communicating with children, and psychological first aid for caregivers.
- 4 different refugee groups, comprising of refugees with different nationalities, such as Pakistani, Congolese, Sri Lankan, and Somali, were formed to address the mental health and well-being



challenges faced by the group members. Through art therapy, members of these communities, especially those who have demonstrated significant mental health challenges and survivors of Sexual and Gender Based Violence (SGBV), participated in group activities such as painting. The group activities also served as safe space for the survivors of SGBV.

Promoted the protection of especially vulnerable urban refugees (including young-adults and survivors of SGBV)

- 553 vulnerable individuals (248 males, 305 female) received casework assistance plan and follow-up consultations on a regular basis. The nationalities of the beneficiaries include Pakistan, Somalia, Congo, Ethiopia, Liberia, Afghanistan, Iraq, Sri Lanka, and Vietnam.
- 437 refugees (210 male, 227



female) were visited by caseworkers through home visits, during which they were provided with psychological and emotional support.

- 952 refugees and asylum seekers (383 males, 569 females) with urgent protection/SGBV needs received emergency one-time assistance, including shelter support, assistance for serious medical cases, transportation, and food items. The assistance was mainly focused on providing housing support for those at the risk of eviction.

Challenges and Lessons Learned

The recruitment of new staff for the psychosocial unit was one of the challenges for the program. Notwithstanding the successful employment of a Thai psychosocial counselor, the requisite time for recruitment, orientation, and induction led to the deferment of some activities such as the mental health and psychosocial support training course. A volunteer community assistant was engaged from the Pakistani community, but the recruitment of a second assistant from the Somali community proved challenging. Given the high level of mental health needs among Somali asylum seekers, it was deemed beneficial and necessary to engage a psychosocial community assistant from the Somali community. However, the availability and scarcity of English-speakers among them have made it difficult to identify a suitable candidate.

Similarly, due to the lack of proper salaries for Thai language teachers as well as the lack of teacher training and curriculum development support, we experienced challenges in ensuring the quality of teaching and stability of the teaching staff. Since Thai language is essential for refugees and asylum seekers to integrate into local communities and to communicate with Thai nationals, it is important that the language is taught to them on regular basis. In order to ensure proper learning environment, JRS was able to secure a volunteer Thai teacher. Although doing so provided a temporary solution to the problem, the need to find a durable and sustainable solution remains.

Under the UNHCR's "Refugee Status Determination (RSD) Backlog Project," the staff strength of Eligibility Officers conducting the RSD interviews has increased three-fold. This allowed many JRS clients to be invited for their interviews earlier than expected. As a result of this, JRS witnessed decline in the number of visitors and applicants seeking psychological and casework support.