

UNHCR-NGO Toolkit for Practical Cooperation on Resettlement
Operational activities – Identification of refugees in need of resettlement
Field Examples

Nairobi Outreach and Identification Model

In the urban environment of Nairobi, Kenya - home to over 150,000 refugees - Mapendo International utilizes a locally adapted version of UNHCR's Heightened Risk Identification Tool (HRIT) to identify especially vulnerable refugees in need of intervention and/or assistance. For this purpose, the HRIT has been modified to allow the Mapendo outreach team to rapidly conduct an interview in the community during a home visit, identify immediate needs, make an assessment and provide feedback.

In conducting outreach activities the team focuses on specific assistance options and durable solutions indicators relevant to Mapendo programming. A typical interview will address immediate survival needs, safety of children in the family and community, livelihoods strategies, reason for flight, family composition, and other key indicators.

The outreach team comprises medical, protection and community services staff and reaches out to 5-10 families per week. Following each week of outreach, representatives from each unit convene a panel to determine a course of action for identified individuals or families. Available assistance from Mapendo International may include emergency food support, emergency housing assistance, counselling, medical care or referral, protection advocacy, referral to a partner organization or durable solutions assessment. In addition to using the data to design a specific assistance package for individual refugees at heightened risk, Mapendo International uses the results of the HRIT to inform its programmatic directions and priorities.

At the end of 2009, UNHCR, with NGO partners, conducted a four-day training on identification of persons at heightened risk including practical use of the HRIT in Nairobi. The workshop focused on ways that NGOs and UNHCR can collaborate on case identification and durable solutions assessment. Additional and guidance is available to interested NGOs through UNHCR and Mapendo International.