1. Support
   - URIP (Urban Refugees Incubation Program)
   - SMS Up

2. Connect

3. Advocate
   - Events
   - Media
   - Debate Forum

4. Governance and Management

5. Contact
1. SUPPORT
In January 2016, Urban Refugees launched a call for applications for potential refugee community partners for the upcoming year, and received over forty applications from refugee communities in fifteen different countries.

We chose to partner with the Afghan Community Center (ACC) in Malaysia for our pilot project.
The Urban Refugees Incubation Program (URIP)

The majority of refugees today live in the Global South, in urban areas with the hope of rebuilding their lives. But without humanitarian assistance, refugees in cities create community-based organizations to support each other. The URIP aims to strengthen the capacity of these organizations to provide critical support to their communities.

**Introduction**
- Meeting with refugee leaders to design program logistics
- Identification of participants and priorities

**Audit**
- Analysis of the needs of refugee leaders
- Evaluation of refugee organization’s needs and abilities

**Training**
- Building collaborative training plans
- Training of refugee leaders

**Durability**
- Program adoption
- Awarding of $10,000 sustaining grant
The Afghan Community Center (ACC)

The Afghan Community Center (ACC) is a refugee organization based in Kuala Lumpur, Malaysia which offers critical services to their community and represents over 700 refugees. 

- Learn more about the ACC on their website
We were able to begin our collaboration with the ACC after a successful funding effort to start the program.

Our crowdfunding campaign raised 14,000 euros.

Our successful grant application from the United States Bureau of Population, Refugees, and Migration (PRM) raised an additional 202,000 euros and enabled us to expand the reach of our program.
From April to December 2016

We arrived in Malaysia in April and stayed until the end of the year to prepare for the launch of the URIP and begin our pilot program.

After the success of this first program, at the end of 2016, the Urban Refugees team began to prepare two new incubations for 2017 (Somali Refugee Community and Rohingya Refugee Community), with the funding from PRM.
The program’s successes:

- 20 trainings delivered
- x2 budget increase for the ACC
- x3 more beneficiaries of ACC services
- 10 more activities available through the ACC
**b SMS Up**

**SMS Up** is a group messaging service that allows users to send SMS text messages to multiple recipients at a time, using only one phone number.

It enables group conversations (similar to those on WhatsApp or Viber) through SMS, that can be used by urban refugees who do not own a smartphone or do not have internet access on their mobile phones.

**SMS Up** enables refugee community leaders access to a platform where they can share urgent and often time sensitive information with their community via SMS.

Urban Refugees received a **grant from the Humanitarian Innovation Fund (HIF)** to support this project, which began testing in October in Malaysia.
2. CONNECT
Good Practices

We received a grant from the U.N. High Commissioner for Refugees (UNHCR) at the end of 2015 to fund the establishment of the Good Practices program in 2016.

Good Practices is an online sharing platform for NGOs supporting refugees in cities of the Global South.

Created in early 2016, the Good Practices website is a place where our team will compile and share the most successful NGO programs around the world, by making them available to other practitioners.

The website covers 7 areas of action: education, health, shelter, legal aid, safety, livelihood, durable solutions, information. We recruited a consultant to carry out this project: Neil Wilson, PhD researcher.

Examples of programs for which we have documented best practices:
• Educational workshops for refugee children
• Engaging mid-level officials to help refugees access healthcare
• Safehouses for unaccompanied and separated refugee girls

Learn more by visiting the Good Practices website
The project in numbers:

21 good practices added in 2016

5 criteria developed to determine what constitutes a good practice

200+ tools accessible on the website

7 fields of action covered
3. ADVOCATE
Events

In 2016, we were invited to represent the voice of urban refugees at numerous events:

- Urban Refugees: Making the invisible visible to seek education and employment opportunities, organised by the German development agency, GIZ, Berlin, Nov 2016


- Asia Pacific Conference on Refugee Rights, organised by the Asian Pacific Refugee Rights Network, Bangkok, Oct 2016

- TED X Champs Élysées, Paris, June 2016

- WDCD Refugee Challenge, organised by What Design Can Do, Amsterdam, June 2016


- Echoing Green Fellowship, New York City, May 2016

- Twilio Dinner, organised by Twilio, London, April 2016

- Techfugees, Paris in March 2016 and London in February 2016
TEDx Champs Élysées Salon
Paris, June 2016
Asia Pacific Conference
Urban Refugees appeared 13 times in the media, notably:

**The Guardian**
June 2016
“Camps have become the beginning and often the end of international aid to refugees.”
Read the article

**Marianne**
March 2016
“It's time for public policy and humanitarian aid as a whole to reform, to better take charge of urban refugees and make the refugee camp the exception rather than the rule.”
Read the article (french)

**Mediapart**
March 2017
“In Malaysia, civil society beside Rohingya refugees.”
Read the article (french)
The Urban Refugees team continued to develop the debate Forum on our website, with six new articles exploring pressing issues relevant for the global refugee population. 

Discover the Forum
4. GOVERNANCE AND MANAGEMENT
The Urban Refugees team agreed on the need for an international governance structure with an international office. **Elections will take place in January 2017.** At the end of 2016, Urban Refugees had 8 full-time employees and around 50 volunteers, mostly in France, US, and Malaysia.
5. CONTACT

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