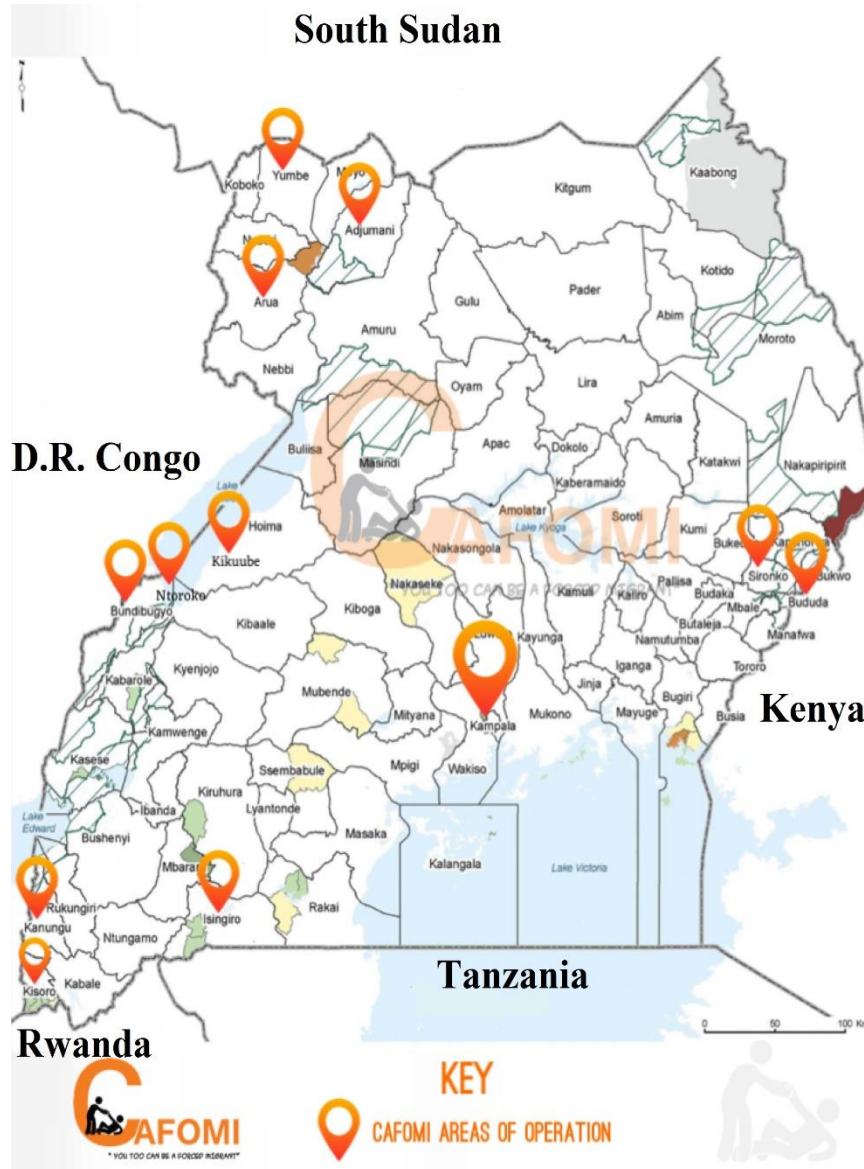


CAFOMI ANNUAL REPORT

2019



CAFOMI AREAS OF OPERATION.



Districts of Kampala, Kisoro, Isingiro, Kyegegwa, Bundibugyo, Ntoroko, Kanungu, Arua Koboko; In Settlements like Oruchinga, Nakivale and Kyaka II, Transit centers like Nyakabande, kuluba and Matanda TC.



RCED "MIGRANT"

WHO ARE WE

CAFOMI has grown from strength to strength over the years. With a humble beginning, CAFOMI, founded by returnee Ugandan professionals in the humanitarian sector who sacrificed their international engagements for a higher calling – to start and nurture CAFOMI. The goal of the founders was to initiate a national organisation, run and managed by Ugandan experts to provide humanitarian assistance of international standards in Uganda and beyond.

With a vision of Forced Migrants live dignified lives to acceptable international standards and positively contributes to develop their host community, CAFOMI was established to engender a highly professional humanitarian services and response of international standards managed by Uganda nationals.

CAFOMI board, staff, volunteers and partners are inspired and driven the core values of sacrifice and Professionalism as key ethical standards; commitment to the humanitarian cause; Transparency and accountability to all stakeholders; Teamwork, participation and Partnerships to enhance our work; Respect and integrity at all times at all levels; Multiculturalism and diversity in both form and spirit and Continuous learning and development at individual and organisational level.

In 2019, CAFOMI focused on programmes that covered Emergency humanitarian Response, Post Emergency Durable Solutions and Advocacy, Early Warning Research and Preparedness. And these covered: Transit centre management, supply chain and ware house management; Protection mixed solutions: registration, access to information, counselling and legal assistance/ legal remedies; Water hygiene and sanitation, sexual and gender based violence prevention and response, child protection, psychosocial services, community outreach services, crime detection, prevention and reporting; livelihood and building community resilience; environment protection and management including promotion energy saving stoves; health serves in urban protection and Ebola response across the country as shown in the map.

Our Partners.



World Food Programme



Malteser International

Order of Malta Worldwide Relief



NORWEGIAN REFUGEE COUNCIL



Office of the Prime Minister (OPM), Uganda National NGO Forum, United Nations High Commissioner for Refugees (UNHCR), International Organization for Migration (IOM), Malteser International (MI), African Humanitarian Action (AHA), Norwegian Refugee Council (NRC), World Food Programme (WFP), Danish Refugee Council (DRC), Humanitarian Initiative Just for Relief Aid (HIJRA), International Refugee Rights Initiative (IRRI), Water Governance Institute (WGI).

PROTECTION AND EMERGENCY RESPONSE PROJECT.



CAFOMI had Project Partnership Agreement (PPA) with UNHCR to manage emergency response of influx of refugees at border posts and transit centers in the districts of Kisoro, Ntoroko, Kanungu in South Western Uganda and Koboko in West Nile Region. The Protection and Emergency Response project was supported by UNHCR worth UGX 2,711,554,302 UGX (USD----) from 01/01/2019 -31/12/2019 to benefit 1,136 Congolese from DRC and 1126 South Sudanese. By end of year the project benefited ----- POCs

OBJECTIVES:

- Operations management, coordination and support strengthened and optimized.
- To improve reception conditions.
- To improve on the knowledge on applicable legal laws, policies & institutional frameworks for protection of persons of concern

ACHIEVEMENTS:

- CAFOMI profiled, supported and housed 51,345 new arrivals (20,909 males and 19,358 females) from DRC 4,432 males and 6,646

females, South Sudan in close collaboration with Immigration teams, UNHCR, OPM and the security forces in Uganda.

- The project ensured unhindered access to hot meals, High Energy Biscuits, Core Relief Items/materials, safety and protection for all the PoC's at the transit centers CAFOMI successfully supported 5,864 persons with specific needs (PSN's) composed of 938 Males and 1,915 Females from DRC and 1,505 males and 1,508 females South Sudan with different needs for the elderly persons, single mothers, People with Disabilities (PWDs), children at risk, persons living with chronic illnesses and survivors of violence among others.
- CAFOMI applied a need based assessment approach across board for different forms of vulnerability and strengthened access to services for all PSN's which facilitated their protection and access to multi- sectoral responses in the settlement.
- CAFOMI successfully maintained and improved 76 accommodation shelters at the transit/collection centres in Nyakabande, Matanda, Kanara and Kuluba respectively in addition to maintaining good sanitary and hygiene standards at the reception/collection centres where the persons of concern lived in secure and healthy environment with adequate space accommodative separated by

gender including access to good WASH facilities.

- CAFOMI maintained enhanced security access control at the transit centres through regular maintenance of the perimeter fences around the transit/collection centres, restricted access in and out of the centre, maintenance and repair of solar security lighting systems this prevented illegal entries, reinforced safety and security for the persons of concern hence mitigating protection risks.
- CAFOMI prepared and served hot meals to 51,345 persons of concern who passed through the transit/collection centers.
- CAFOMI distributed Core Relief Items to 11,940 households as per the standard operating procedure that included plastic sheeting's for use as carpets in the accommodation shelters, blankets for covering, solar lamps for use in accommodation shelters, sleeping mats, laundry soap, plastic basins, collapsible Jerri-cans, Long-lasting Insecticide Treated (LITNs) nets, Sanitary pads & knickers for women/ girls of reproductive age, plastic buckets, adult diapers and plastic shoes/clothes for children 0-5 years and baby blankets.

CAFOMI successfully supported referrals for further treatment and management, counselling and psychosocial assistance of persons with serious acute medical needs, provided information on legal options and asylum procedures and specific procedures to persons with specific needs/ vulnerable persons such as children at risk, women, girls and

adolescents at risk, elderly, survivors of violence, torture and persecution, persons with disability who accessed these information on their arrival at the transit centre.

CAFOMI created advocacy network task forces at all border/ entry points, in addition to organizing advocacy network meetings with immigration, the judiciary, Police and UPDF security teams.

CAFOMI ensured equitable access to SAFE and CLEAN water supply for all the refugees and host community in areas of operation and successfully maintained the motorized borehole in Ntoroko-Kanara town council that increased the access to safe water specifically for refugees and host population in Ntoroko

The WASH teams succeeded in reaching out to all the 51,345 persons of concern through the environmental health and hygiene campaigns/sessions on solid waste management and maintained site drainage systems, eliminating stagnant mosquito breeding water points and disease-carrying garbage points.

CAFOMI received and planted 550 assorted seedlings in West Nile which consisted of; 50 fruit seedling, 200 eucalyptus, 150 khaya grandifoliola, 50 afzelia Africana, 30 markhamia lilea, 20grallina arbrea, 50albizia coriaria. The 550 tree seedlings were planted at Kuluba, Saliamusala and other boarder points,

with support from UNHCR SOA, district forest department and National Forestry Authority (NFA).

LESSONS LEARNT

- Each person of concern is unique and must be treated as such. People react differently to crisis and as such when handling persons of concern humanitarian workers ought to respond to them on a case by case basis.
- Building of knowledge, skills and capacities of refugees enables a protective environment that promotes their full enjoyment of rights and fosters self-resilience.
- Providing targeted support to different categories of the beneficiaries helps in reducing the inequality gaps in the communities which partly contributes to conflicts.
- Continuous community involvement through dialogues aimed at enhancing access to information and peaceful co-existence.
- Direct engagement of the host community promotes resilience of refugees and the host communities and ensures integral social services utilization.

EMERGENCY RESPONSE PROJECT

EBOLA VIRUS DISEASE OUTBREAK RESPONSE IN SOUTH WEST AND WEST NILE NUMBER: REGIONS/1318-10



Distribution of WASH consumables donated by Maltezer International to Kisoro District Council.

CAFOMI in partnership with Maltezer International implemented an emergency response project to address the outbreak of Ebola virus disease (EVD) in Kisoro, Kanungu, Ntoroko, Bundibugyo, Kikuube (South Western Region), Arua and Koboko (West Nile Region) districts in Uganda. The project supported by Maltezer International (MI) the Sovereign Order of Malta, was worth 196,600 Euros.

The objectives of the project were

- Affected persons and community of concern levels of awareness, knowledge and behavior is improved
- The health risks of the Ebola outbreak emergency spreading to the population at risk is reduced

through the provision of WASH related infection control preventive measures.

- Support EVD screening and surveillance at key identified border points.
- Training and orientation of volunteers, CAFOMI staff and community leaders.

ACHIEVEMENTS

- Eight (8) field level assessments and monitoring missions were conducted to support the team on ground.
- Supported 23 Ebola Emergency task force coordination meetings and field assessment
- Conducted 302 Ebola sensitization and awareness sessions and reached over 23,000 people.
- 13 radio talk shows with district health officials have been conducted and reached over 230,000 people. Procured and distributed 300 units of Ebola consumables that comprised of assorted items such as Hand Gloves, Hand Sanitizers, Rocket Disinfectant Solution, Hydrogen peroxide solutions, Plastic disposal bins, Water proof protective suits, Gumboots, Nose Masks, Eye

Goggles, Water proof Aprons and Vim Disinfectant and reaching 246 staff serving the over 230,000 people in the communities

- Procured and distributed 200 units of WASH consumables that comprised of assorted items such as Chlorine, DPD Tablets, Hand Washing containers, Laundry Soaps, Liquid Soap, Jeyz (Disinfectant), Detergent Powder (Magic), Jik Disinfectant Solution and Fumigants that served over 230,000 people in the communities
- Facilitated and trained 246 staff /volunteers who supported in the screening of 2,116,799 new arrivals/travelers from DRC to Uganda.



RECOMENDATIONS

- **Information Education and Communication (IEC):** IEC materials to be translated in local languages and; continuous awareness raising in electronic, print and social media; billboards to be placed in strategic locations.
- **Response enhancement:** adequate provision of at key sites; continuous communication of EVD risks and community mobilization and; construction of temporary shelters and sanitation facilities at entry points and proposing project timeframe where there is near zero risk of infection.
- **Human resource capacity enhancement:** adequate provision of personal protective equipment (PPEs); refresher trainings of Community Health Workers, VHTs, Community leaders

" YOU TOO CAN BE A FORCED MIGRANT"

COUNSELING AND LEGAL ASSISTANCE (ICLA) PROJECT NMFA UGFM 1801 AND ECHO UGFM 1810.

The ICLA project was using information, counseling and legal assistance to better inform and coordinate the refugee response and protect the rights of refugees in Kampala, South West and West Nile Regions of Uganda. The project was implemented in partnership with Norwegian Refugee Council (NRC) and supported by both NRC and ECHO.

Objectives

- Access to Information, Counseling, Legal Assistance and legal remedies improved.
- Access to Justice and Legal Awareness services enhanced.

Achievements.

- Offered 100 (55 Males and 35 Females) refugees with legal supportive accompaniment services to administrative offices where they received legal assistance and aid.
- Conducted 850 legal counselling sessions (373 Males and 437 Females) regarding those seeking to conduct civil marriage ceremony and necessary procedures, disappearance of their spouses, labour disputes and insecurity.
- Provided psychosocial counselling to 350 350 (161 Males and 189 Females) persons in need of counselling and 45 (28 Female and 17 Male) referred others for

further management on issues related to neglect, child abuse, drug abuse and economic independence.

- Conducted 10 Community Policing and legal awareness sessions reaching 764 (354 Women and 410 Males) ; in Rulongo A, Kagera, Michinga v, Kisoro issues of addressed were related to the process of acquiring birth certificates, certification of civil marriages, Refugee obligations and duties, property rights and ownership.
- Participated in 09 protection coordination meetings at camp and National level Organized by UNHCR and OPM. These meetings supported in analysing the population movement, trend of protection risks and enhanced the protection response extended towards the refugees.
- Conducted 01 Capacity building training for CAFOMI staff and paralegals (26 (13 Females and 13 Males) on the ICLA thematic areas, requirements and how each staff can contribute to improved service layering for the project
- Conducted 05 awareness sessions in Michinga III Zone in Oruchinga and other refugee settlement on Refugee status determination. This was aimed at equipping the community with information on the application procedures for the

case of asylum seekers under individual application and how they can be supported and reached over 1,800 refugees.

- Supported NRC in Oruchinga refugee settlement during the training for 219 community leaders, elders and church leaders on Collaborative dispute resolution approaches

Challenges

- Lack of interpreters during community engagements in adequate interpreters for some of the languages (French, Swahili, Arabic, Lingala and Giliginya) affected the pace of communication with refugees. In the settlements issues of land were referred to OPM as the government representatives in the settlements.
- Limited understanding of communities of basic land laws of Uganda and the importance of the documentation of for example birth certification and marriage certification as well as the land titles and agreements which necessitates grassroots awareness campaigns on the laws.
- The requirements and procedures to attain documentation birth certificate, land titles, agreements and marriage certificates are complex and expensive yet majority of the refugees and

nationals do not have the capacity to afford the charges and the bureaucracy involved for instance registration and obtaining a marriage certificate from the civil registry is UGX 415,000=(USD 109).

- Funds for commissioning the statutory declarations and other court documents are not readily available.

Going forward:

- Strengthen further advocacy with line ministries and statutory bodies
- Continuous engagement with relevant stakeholders like the local council systems, police, through coordination meetings aimed at enhancing localized service for the refugees and host communities which timely and reliable.
- Plan to engage interpreters in future to enhance effective communication.
- Enhance refugees and host communities capacity in land processing sale, acquisition, titling and transfers. Plan for adequate equipment like laptops for to enhance timely reporting.

EXTENDED DISTRIBUTION POINT (EDP) PROJECT RFP/LOG/EDP WAREHOUSES/MANAGEMENT/7415/06/18.

CAFOMI with funding from United Nations World Food Programme, Uganda Country Office was endorsed as the provider of EDP warehouse management services for a period of one year commencing 19th July 2018 and ended 31st/October/2019 including three (3) months extension of the services after initial expiry of the agreement.

CAFOMI managed the WFP warehouses in Nakivale & Oruchinga in Isingiro district, Kyaka II in Kyegegwa district and Palorinya in Moyo/Obongi district since 19th July 2018.

Achievements:

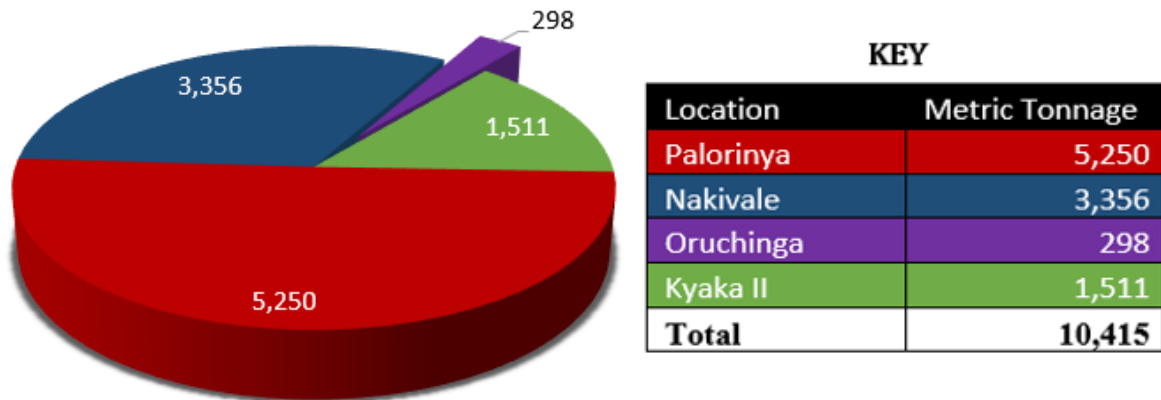
- Demonstrated sufficient compliance with all WFP warehouse SOPs
- Ensured neat stacking and efficient utilization of warehouse space
- Ensured that the quality of food in storage is well maintained
- Conducted regular warehouse inspections
- Under took timely reporting on warehouse findings that needed immediate actions
- Ensured that warehouse records are up to date, accurate and reconciled
- Promoted gender equality in selection and hiring of personnel in the project

- Ensured highest standards of discipline among employees and labor performing services
- Ensured proper identification of all employees including labor force with uniforms/overalls
- Purchased adequate workmen compensation insurance cover
- Ensured timely payment for manual labor at the end of the calendar month
- Created and maintained at all times a good working environment between manpower and CAFOMI to ensure smooth running of WFP warehouse operations
- Ensured that warehouse services are rendered with utmost care and diligence including making good any loss occasioned upon WFP.
- Ensured availability of adequate capacity to respond to accidents to save lives during the course of the operation.

Lessons learnt

- Securing adequate and decent staff accommodation at EDP sites
- Orientation of loaders to ensure due to of care in future projects.
- To ensure efficiency and effectiveness future invoice will nwws to be cleared timely.

A Pie chart showing average monthly tonnage handled in the different locations



Making a difference, Associate recognition.



Chris K (L) and Deborah K (R) displaying certificate of Appreciation from URA.

CAFOMI participated in the Tax payer appreciation week that took place at Kololo Ceremonial Grounds from 25th to 27th September 2019 where it reaped the benefits of being tax compliant in 2019.

CAFOMI was recognized by Uganda Revenue Authority (URA) amongst the top 1000 tax compliant SMEs in Uganda. This appreciation focused on small and medium size enterprises (SMEs) in

Uganda. The three day event, involved all government ministries, departments and agencies who provided pro bono services such as tax advisory and legal services, free health checks and treatment and immunization to the public.

“CAFOMI exploited the opportunity during the exhibition to boost visibility, networking, training & capacity development and to showcase its services. It is worth noting that the objectives set out to be achieved more especially of heightened visibility were all achieved.

The team show cased the organization’s services through power point presentations to the visitors who flocked CAFOMI booth with interest of knowing more about the organization and on the final day, the URA Assistant commissioner in charge of public and co-operate affairs, Vincent Seruma, visited CAFOMI booth where he appreciated CAFOMI for honoring the invite to attend the exhibition, doing a remarkable job and lastly but not least being tax compliant.

“I can now smile” Gloria Tuhaise tells her story.



Story by: Nicholas Shawn Mugarura.

Access to safe water for drinking and domestic use was a tall order for the residents of Kanara for several years before the establishment of a motorized borehole that is managed and maintained by CAFOMI WASH team.

Majority of the Households had no option other than fetching water from the lake, yet the water from the lake has a potential risk of contamination of faecal from cattle and human.

Gloria Tuhaise, 47, a mother of four girls, one of the many residents benefiting from the water facility, says before the establishment of the water taps in the community, they were depending on

water from the lake yet some people were using the lake for dumping human waste since a few households had toilets then.

“But now we can get water from the tap which looks clean and safe compared to the one from lake Albert, we thank CAFOMI since the intervention cases of diarrhea and dysentery have reduced which were resulting from drinking and using contaminated water,” Tuhaise said.

The poor water quality and inadequate accessibility had serious consequences on social and health status of the households. Productive time was wasted trekking to the lake and since fetching water is

culturally the responsibility of Women and children this also led to a gender issue.

Tuhaise recalls before the establishment of taps there were increasing cases of women being raped from the lake as dusk fell, which has reduced since the taps are located in busy places of the community.

“Now I even send my daughters to fetch water knowing that they will come back home safe.” Tuhaise said.

According to Gilbert Ariaka, CAFOMI WASH Assistant, Ntoroko, the water is disinfected with chlorine to kill disease-causing pathogens, such as bacteria, viruses, and protozoans that commonly grow in water supply reservoirs, on the walls of water mains and in storage tanks. They also do daily inspections, monthly cleaning of water tanks to avoid contamination

The water facility has the capacity to supply 30,000 liters of clean and safe water. There are nine tap stands, 36 tap heads supplying water to POCs and residents. This water is also supplied to Stella Maris Health Centre and this has improved on health services in Kanara, failure to access safe water compromises the quality and procedures of services at the health center.

CAFOMI keeps on lobbying for good will ambassadors to come on board and fund the provision of WASH materials, so that water can be extended to villages that have not yet accessed clean water.



2019 PICTORIALS



Woman fetches water from one of the water points at the transit center.

Preparation of food at the transit center.



Boarder Monitoring: REC Team Pose for a group photo at Bunagana Border





" YOU TOO CAN BE A FORCED MIGRANT"

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