

**Key Figures**

**122,807**

**Identified Persons with specific needs**

37%	Children at risk (including UASC)
20%	Older persons at risk
9%	Serious medical condition
13%	Disability
11%	Single parents
8%	Women at risk
2%	Other

**34,358**

**Number of members of community structures (estimated)**

**ACHIEVEMENTS IN 2019**

**5,481**

**Number of POCs with psychosocial needs receiving psychological support**

**1,455**

**Number of people trained on community leadership and decision making**



*Procession from the basecamp to the reception centre, Kiryandongo, 08 March 2019, Photo@Namuli N. UNHCR*

**Community Mobilization and Women and Youth Empowerment**

- 111 (35F/76M) members of the Refugee Welfare Council (RWC) were trained in two zones of Rhino Camp (Omugo and Ofua) on their roles and responsibilities, reporting lines, code of conduct, prevention of sexual exploitation and abuse, role of government in refugee protection, international protection, and leadership among others.
- 110 (42F/68M) RWC and Neighbourhood Watch Committee (NWC) members in Bidibidi participated in awareness creation on community-based protection and SGBV.
- Two interagency teams held Q1 Age, Gender and Diversity (AGD) feedback sessions in Kiryandongo, targeting 8 groups of refugee and host community members of different ages and gender including those with disabilities. The sessions aimed at informing the community about the key issues raised during the 2018 participatory assessment exercise and the priorities that partners will be able to address.
- In Bidibidi, 20 (7F/13M) youth - including six from the host community - attended a training at Pioneer Youth Center, focusing on

building their capacity in handling cases and disagreements in a non-violent way. Also in Bidibidi, 94 (19F/75M) youth attended consultative meetings to discuss youth engagement, management of activities of the youth center, and upcoming football tournaments to promote peaceful co-existence.

- Two meetings targeting youth were conducted and attended by 48 (3F/45M) refugees in Rhino Camp. The meetings sought to enhance the capacity and self-empowerment on roles and responsibility in families and society, and reducing the high rate of conflicts and violence associated with alcoholism, drug abuse and early marriage among youth. The youth were encouraged to participate in community-based initiatives, life skills training and in productive activities within their communities.
- In Bidibidi, security meetings were held to discuss the role of government in providing security and community policing, which was attended by 755 (400F/355M) community members. NWC requested for visibility to identify themselves during their work.
- In Bidibidi, 151 (38F/113M) community members were engaged in identifying community safety action projects. Community members agreed to address problems such as domestic violence and SGBV, and pledged their support in information dissemination, in providing psychosocial support and guidance to survivors of attempted suicide and domestic violence, reworking on shelters of PSNs affected by rain, etc.

- 4 joint sensitization meetings organized by OPM were conducted together with other partners in Ayilo II, Alere, Mirieyi and Olijji settlements in Adjumani on civic education ahead of the forthcoming election of the RWCs to improve and encourage women participation in leadership positions.
- 309 women participated in a sensitization meeting on women affairs to create awareness on their rights, empowerment, leadership skills and the benefits of girls' education in Adjumani.
- 34 women leaders in Nakivale and Oruchinga were mentored on leadership, gender and community participation.

### Persons with Specific Needs (PSN)

- PSNs continued to be identified through various channels including at reception and registration, verification, continuous registration, ongoing protection activities and community outreach.
- Case management and follow-up through home visits and targeted support to PSNs continued across the operation. Support included provision of material support (NFIs, clothing, assistive mobility devices and/or orthopaedic devices), shelter-related support, livelihoods support, enrolment in special education programmes, and support to access food distribution points.
- A PSN assessment exercise is ongoing in Kyaka II where the assessment team completed 04 zones during the month. Over 3,500 PSNs have been verified.
- The Protection team mobilised PSNs (persons with disability, child-headed households, chronically ill persons, women at risk and older persons at risk) in Alere, Agojo and Olijji in Adjumani for Focus Group Discussions (FGDs) with the General Distribution Tool (GDT) SOP Review Mission from Kampala, comprising of UNHCR, WFP and OPM. The outcome of the FGDs will inform the review of the SOPs.

### Psychosocial Support

- In Bidibidi, 782 (93M/689F) individuals were reached through various mental health and psychosocial interventions, including cognitive behavioural therapy for trauma (CBTT) and community psycho education. The community was psycho educated on signs and symptoms of depression, forms of SGBV, suicide prevention and the referral pathway, and was empowered and

equipped with knowledge on how to identify persons with mental illness and SGBV related issues and where to report them in case of occurrence. In addition, 166 individuals were screened and assessed for symptoms of mental health disorders, and those with moderate to severe symptoms were grouped and enrolled for psychotherapy intervention.

- Also in Bidibidi, 20 community based counsellors for all five zones underwent a three day training on mental health and psychosocial support (MHPSS), aimed at empowering community structures with knowledge in MHPSS. Participants will be actively involved in conducting community awareness raising sessions, case identification and follow up.
- During the reporting period, 662 (330M/332F) refugees in settlements in the Arua region were reached with psychoeducation. 84 refugees (42M/42F) were screened and will be taken through CBTT sessions to improve their wellbeing. In addition, two groups on journey of life psychosocial (groups) were formed, comprising of 237 children (95M/142F) with mental health concerns. They will be taken through therapy to increase their resilience and capacity to deal with psychosocial problems.
- Two psycho mobile clinics were conducted in Boroli and Agojo settlements in Adjumani. A sensitization meeting was conducted in Olua I to support persons with mental illness. Three Art therapy sessions were conducted at three schools (Rei Valley P/S, Tandala P/S and Pagirinya II P/S) with 95 participants (61F). The activity aimed at providing emotional tools for improved mental wellbeing.
- 9 group therapy sessions targeting 54 POCs and 94 individual psychosocial support sessions were conducted in Rwamanja.
- In Kyaka II, 342 (233F/109M) received psychosocial counselling. Additionally, Tutapona launched the 'Heroes Journey', a program targeting children at Baraka Child Friendly Space (CFS) in Kyaka II, with 20 children (15F/5M) enrolled.

### Accountability to Affected People

- In March, 1,674 cases were recorded through the helpline of the Inter-Agency Feedback, Referral,

and Resolution Mechanism (FRRM). The largest number of cases were from Nakivale settlement (885) followed by Kampala (303) and Kyaka II (140), with the largest number of calls related to durable solutions, general queries, protection, and health. Majority of calls were from men and women between the ages of 26-35.

- Feedback from the community on various protection / assistance-related issues continues to be received and addressed through various channels including through community dialogues, integrated village meetings, complaints / suggestion boxes, protection desks / information support centres (ISCs). In settlements in Arua and in Bidibidi, 648 (411F/237M) and 782 (535F/247M) cases respectively were attended to at the ISCs, including those that were successfully addressed and closed by the team at the ISCs as well as referrals were made to other service providers. Due to distance from the existing ISCs in Ofua in Rhino Camp, 4 mobile desks have been introduced and run on agreed dates in four other villages to help improve reach and appropriate response to issues affecting or raised by the community members.
- In Adjumani, 93 (19M/74F) complaints were received through Protection Desks for various protection related support. Some of the issues raised include lack of livelihood activities to support the household income, limited scholarships support, lack of support to PSN and poor quality of their shelters, inadequate medical facilities, and non-functional solar lights.
- In Bidibidi, a Community Connectivity Executive Committee for the community in Yangani Village 5, Cluster I was established to run the community project funded by UNHCR Innovation Service, including a solar powered system and phone charging station. Five (2F/3M) members were selected by the community to operate this facility, and the centre is already in use.
- In March, 2,560 (1,394F/1,166M) refugees in settlements in the Arua region were reached by Boda Boda Talk with information on domestic violence, new food assistance procedure and bank account opening. This greatly improved turn up for bank account opening and food assistance procedures in Imvepi.

### Peaceful Co-existence

- In Bidibidi, 290 (149F/141M) participated in two community dialogues on peaceful coexistence between the host community and refugees in Zone 1 village 2 and 7. Major issues discussed included: destruction of crops by the animals, fear of discrimination within the settlement by members of some ethnicities, increase in early sex leading to teenage pregnancies, need for more boreholes, need for more PSN houses and the impact of rain on PSN shelters. The dialogues enhanced harmonious relationship and reduced tensions in the community.
- In Bidibidi, 26 (9F/17M) community members attended a meeting on peaceful co-existence held in Zone 1 FDP 1 to resolve the conflicts within the Nuer groups and to foster peace amongst them. It was emphasized during the meeting that lawful channels should be followed to resolve their differences.
- UNHCR and partners supported the Yumbe District Cultural Gala organized by the district on 26-30 March in an effort to promote peaceful coexistence between the host community and refugees. The event was meant to draw participation from the refugee and the host community, and of the three refugee groups who participated, one group was awarded a prize of goats.
- In settlements in Arua (mainly Rhino Camp), 8,194 (4,899F/3,295M) refugees participated in awareness creation on peaceful co-existence, while 601 (268F/333M) refugees in Rhino Camp participated in community dialogues. Key concerns noted during the awareness creation included inadequate livelihood support for refugees and host community, water shortage among others. Operational partners in peaceful co-existence (RICEWN and ANCHOR) supported refugee community based organizations (Elderly Emergency Rehabilitation Action, Youth Social Advocacy Team) with funding to undertake peaceful co-existence dialogues and campaigns. The refugees targeted included youths, elders, and leaders at different levels, partners and police. Key issues that hinder peaceful co-existence among refugees included drug abuse by youth leading to violent acts and conflicts attributed to few water points in some villages (Ariwa). Whereas issues

affecting peaceful co-existence or contributing to conflicts between host community and refugees are language barriers, over-consumption of alcohol, and uncontrolled activities in night discos. A significant part of peaceful awareness campaigns were undertaken by the CBOs (ERA and YSAT) with support of operational partners.

- In Rwamanja, a bi-annual district meeting on peaceful co-existence was conducted on 20 March. Inadequate alternative fuel sources, refugee working out of settlement without documents and refugee fishing in reserved wet areas were identified as issues that affect peaceful co-existence.
- In a bid to foster peaceful co-existence between host community and refugees, Rwamwanja secondary school hosted zonal coca cola football competitions with participants from host communities and refugees

### Gaps / Challenges

- Inadequate shelter support to PSNs and existence of many PSNs in urgent need of shelter construction.
- PSNs continue to experience challenges associated with transportation of their food from the distant FDPs to their homes given the long distance they have to cover.
- Inadequate facilitation (transport, airtime, protective gears and stationery) of RWCs which has hindered their effective engagement in community mobilization and participation in the settlement activities.
- Shortage of and delays in distribution of menstrual hygiene kits for women and girls of reproductive age.
- Lack of community meeting places like community centres continued to hamper community meetings both during the dry season when tree shades are none existent and in rainy seasons
- Vandalism of information and support desks/centres in Imvepi. The damages continue to compromise the principle of confidentiality when registering concerns.
- Limited incentives/support for community structures which affects their commitment to conduct outreaches and other interventions in the communities.
- Low level of women's participation in leadership

- Need to strengthen psychosocial support and mental health services to address psychosocial needs of PoCs who suffered from multiple displacement and experienced/witnessed grave human rights violations during protracted armed conflicts in their countries of origin.

### Priorities / Interventions

- Enhance community-based protection mechanisms including community mobilization and empowerment, clear referral pathways, as well as individual outreach and case management
- Build on the capacities of the community and support empowerment of women, youth and other diverse groups for their active engagement in community management and leadership structures.
- Establish effective and efficient complaints and feedback mechanisms and ensure that all actors provide timely protection, access and accountability to persons of concern, with particular attention to at-risk groups.
- Strengthen peaceful co-existence among and between refugees and host communities and promote resilience.

#### **UNHCR Implementing partners for community-based protection:**

**AAH, AIRD, ARC, CAFOMI, CTEN,  
District Local Governments, DRC, HIJRA,  
IAU, IRC, LWF, MTI, NRC, OPM,  
TUTAPONA, TPO**

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