

ESSN Task Force IZMIR Minutes

Objective

To provide ESSN updates, CCTE updates, briefing on Verification Exercise in Izmir and UNHCR Outreach Activities, and AOB.

Date of meeting

04 May 2018
11:00 - 13:00

Location

TRC Izmir Field Office
Mansuroğlu Mahallesi, Ankara Caddesi No:47
Mavi Plaza Kat:1 D:107, Bayraklı, İzmir

1. Action points:

Follow up issue:	Who will take action:	Deadline:
Provision of information on Homecare Allowance	ESSN TF Co-Chairs	In progress waiting for SoP to be finalized with MoFSP
WFP M&E team to present: ESSN Monitoring Q1 Report, ESSN Q1 Market Bulletin, PDM Results	WFP	ESSN TF in June 2018

2. Updates on the ESSN:

- The Co-Chairs World Food Programme (WFP) and Turkish Red Crescent (TRC) provided an update of the ESSN to date noting that as of 30 April, a total of 434,916 applications were registered; 2,857 applications were not assessed; 234,180 applications were deemed eligible and 197,879 applications were ineligible. Approximately, 38.03% of the applications were registered by TRC Service Centres. A total of 1,301,933 beneficiaries received ESSN assistance in April (51% female/49% male).
- Inclusion rate is 53%. Average household size is 5.83. The number of Syrian beneficiaries under TP remains quite high in comparison to other nationalities (1,164,666 Syrians under TP were eligible for ESSN in April)
- As of April, 5,753 people were detected that acquired Turkish citizenship. As it was mentioned earlier, if the head of household has acquired citizenship, the family can go and re-apply with a new head of household and may be eligible for the ESSN again based on demographic criteria.
- On 09 April, 1,362 accounts were swept back: 1,154 uncollected cards (3+ months) and 208 dormant accounts (6+ months). Beneficiaries are called to find out why they have not collected their cards. Please note that the accounts are only suspended; it can be reinitiated again. Regarding the dormant accounts, AAP and communication teams are tracking those cases.
- The information is for further dissemination that as of April 2018, the beneficiaries can use their Kizilaycards without commission fee at all Ziraatbank and Vakifbank ATMs.**
- The theme of the Focus Group Discussions was Gender Issues in March 2018. The external FGD report has been shared with the partners. Main highlights are:
 - Majority of the men are responsible for generating income while women were responsible for household chores.
 - Gender had limited influence over their access to or control of household resources. Women over kitchen items, children over electronics.
 - Family decisions are made jointly by all adult members; men make the final decision over education, marriage of children, etc.
 - Decreasing food consumption for adults in favour of children; buying lower quality, cheaper food items due to budgetary constraints.
 - ESSN assistance is the main source of stable income for most eligible households.
 - Dependence of widowed female heads of households on additional assistance from relatives and NGOs in order to meet their basic needs.
- The informal housing cases (around 4000 people living in makeshift tents) in Torbali is still a big concern of the partners working in Izmir area. Most of the NGOs assist them on a regular basis, but they also said that they are

trying to advocate for the refugees to rent an apartment and register their addresses that will enable them to apply to ESSN. Few number of refugees who would like to do so reported that the host community is hesitant to rent their places to them, that is why they cannot find apartments to rent. Head of WFP Izmir Field Office also informed the partners that Torbali Sub-Governor had a meeting with the NGOs and UN agencies last month and it seems that they are not cooperative to assist those people; WFP searched for any opportunity to solve the informal housing problem as a challenge for applying ESSN; the authorities do not want to legalize those settlements by appointing them temporary addresses which is a solution for some cases in SET.

- The partners also reported challenges for access to health services for the refugees registered in other provinces. The procedure is clear that the emergency cases should be accepted by all health facilities in any case (partners reported no problem in this regard), but the policlinics for second step health services may ask referral letter from the ones registered in another province and ask for access to health services in Izmir. The only option for those cases is referring them to NGOs and the referral mechanism works well in Izmir in between the agencies.
- The partners also raised the issue with the households with children (especially girls) turned into 18 but still dependent to the family that should not be excluded from ESSN assistance; it is shared that SASF discretionary allowance is under discussion with MoFSP together with the severely disability allowance and once the process is being finalized, the information will be shared with the partners immediately.

3. Updates on the CCTE:

Cash Component:

- In March 2018, 292,924 beneficiaries were entitled for CCTE payment due to regular school attendance. After the March 2018 CCTE payment (which was the sixth payment under the scope of the CCTE for Refugees Program), the number of cumulative CCTE beneficiaries (children who have received at least one CCTE payment) stands at 330,625.
- As of 9 April 2018, 348,219 children had been accepted to the programme (93% of CCTE applications).
- The top five provinces with most of the beneficiaries are as follows: İstanbul, Hatay, Gaziantep, Şanlıurfa and Ankara. İzmir is the 9th one on the list. Most of the CCTE beneficiaries are attending primary school (94%) and the majority of them (56%) are 1st to 3rd grade students.
- Most of the calls received by the TRC 168 Call Center about the CCTE programme are Information Requests (64.98%) while the rest are card related questions (34.15%), complaints (0.80%) and other (0.07%). Unlike the ESSN program, most of the calls are received from women (57.56%) compared to men (42.44%).
- Since March 2018, **5 SASFs, 3 Halkbank branches, 6 Temporary Education Centres, 8 Turkish Public Schools** with refugee students and **1 CSO Field Office** have been visited in **5 provinces** by the Istanbul-based CCTE Field Monitor.
- Differences have been observed across districts/provinces in the address registration process. Some of the Population Bureaus (Nüfus İdaresi) expect the home owners to be present when confirming residency, some ask for utility bills.
- Knowledge gaps in the details of the CCTE program have been observed. Refugees tend to know about the program, application criteria and the attendance conditionality, however, details about payment cycles and amounts are not well-understood. School policy about submission of health report to excuse absence due to illness is also less widely known.
- Some knowledge gaps were observed regarding entering of attendance data into YOBIS. Information about the CCTE program and importance of entering attendance data into YOBIS were re-emphasized at the YOBIS training for TEC Coordinators in March/April.
- Regarding the question about CCTE rejections: There might be multiple reasons of rejections. Rejections due to the address changes are one of them. Beneficiaries are urged to keep their address information updated via the Population Bureaus and SASFs when they move
- Regarding the question about the refugees who live in Antalya but are not registered there: these refugees cannot apply for CCTE in Antalya nor can they change their residences to Antalya due to DGMM regulations. They travel to Antalya for work opportunities in agriculture however, they need to apply for CCTE in the provinces where they are registered.
- Regarding the question about the CCTE payment cycles: the payment lists are developed by the MoFSP and controlled by the TRC every two months. MoFSP compares the refugee information against databases via the ISAIS system to determine eligibility.

Child Protection Component:

- Child Protection is being made by 16 offices in 15 cities by Kızılay Staff of Community Centers and İzmir is one of these cities.
- Child Protection Equipments are composed of Case Workers, Translators and Protection Officer.
- This protection process has 3 main parts: Identification, screening and response. In identification part protection equipment identifies children that did not attend to school from the list of ministry. Children whose payments are stopped or have risk of stop due to attendance are number one priority. In the part of screening, child protection equipment visits these children in their house and makes a risk analysis. There are three levels of risks: high, medium, low/no risk levels. Protection equipment has to refer high and medium risky children to MoFSP which is a mandatory action. There are also 3 types of actions which are external referral, internal referral and on the spot elucidating.
- After the provided services there is a follow up process. Turkish Red Crescent, MoFSP and sometimes both of these institutions are responsible from these follow ups. After the review of the case if there is no more risk, equipment closes case.
- Total number of reached children is 34.426 in whole Turkey and İzmir has 3170 children in this data. Majority of these children have no risk and this rate is %81,55. As the risk level increases, the number of people decreases. Majority of the children are 6 to 9 years old. These statistics are valid for both Turkey and İzmir.
- The most common case categories are education, child labour, pss and economic problems.

4. Verification Exercise in İzmir:

- This verification covers all Syrians under Temporary Protection who completed their registration on or before 31 December 2016. Those registered after 31 December 2016 will be referred to PDMM in Konak if they need to update their information.
- Verification has started in İzmir on May 02, 2018 at the following address: **Umurbey mahallesi 1519. Sokak No:5 Konak/İZMİR**. Partners stated that access to this location might be very problematic for Syrian refugees living in Torbali. Verification team took note of the concern.
- In İzmir Syrians can book an appointment through an online appointment system at <https://e-randevu.goc.gov.tr>. Exceptionally, those holding a Kimlik starting with 98 can book their appointment at the verification center. (This applies specifically to individuals holding a Temporary Protection ID/Foreign Identity Certificate; it does not include individuals with a Pre-Registration Certificate).
- Partners raised their concerns for PoCs with a disability, medical condition or other special need that does not allow them to come to the verification center to be verified. It is explained that one adult member of the family can approach the verification center and explain this situation to PDMM officials/verification personnel. They will then advise the family accordingly.
- For now in İzmir, it is not possible to change the city of residence without a travel permit. Syrians will be asked to meet one of the following four criteria to change the city of residence: education, family unification, medical conditions or employment. Those who don't have a Travel Authorization document will be sent to their registration city to get the travel permit. Exceptionally, Syrians coming from Hakkari are not asked to submit a travel permit due to security concerns over there.
- Verification is mandatory and aims to ensure that PoCs continue to benefit from the rights, services and assistance provided. PoCs will not be able to benefit from the rights and services if they are not verified. It has been clarified that both old and new IDs are currently valid in access to rights and services because verification is an ongoing process. No specific date is determined yet for the expiration date of old IDs.
- Partners raised concerns about PDMMs referring PoCs to the Syrian consulate to get the requested documents (*especially for those registered as married even though they are single or women lost their husbands during the conflict in the country of origin*). Verification team explained that UNHCR has been advocating with DGMM to facilitate this process for refugees. However, in general, both DGMM and PDMMs are sceptic about changing the marital status without documentation.

5. UNHCR Outreach Activities:

- A general update was provided regarding Verification Outreach and other social cohesion activities conducted by CWC Team.
- The objective of the outreach activities (Verification) are:
 - Provide comprehensive information about the project

- Encourage participation
- Manage expectations
- Minimize potential fraud
- Verification outreach has started in 2017 and so far 187 information sessions were conducted in 24 districts of Turkey. 9,617 Syrians attended to these meetings and 58,580 leaflets distributed during sessions/through partners.
- Verification outreach includes information sessions, leaflet distribution and pre-visits and briefings to local authorities, NGOs and IPs.
- Regarding social cohesion activities, UNHCR organized numerous workshops in partnership with Presidency of Religious Affairs in Bursa, Gaziantep, Sanliurfa, Kilis and Izmir. Additionally, workshops with Syrian teachers, imams, mukhtars and journalists were organized in Konya in the scope of Konya Social Cohesion Action Plan.

6. AOB

- Please reach to us if you have any suggestions to the themes of the upcoming Focus Group Discussions. It is confirmed with the M&E team to share the questionnaire of the next external FGDs in advance with the interested ESSN TF partners for their inputs and comments to the questionnaire.
- Please remember to send any issues/challenges observed with as much detail as possible (location, date, etc.) to the ESSN TF focal points.
- For any briefing requests on up to date general information on CCTE/ESSN for the teams and field staff, please contact with ESSN TF team by indicating the language preferences of the briefing, time and venue and the number of participants.
- The next meeting will be held on **01 June at 10:30**. The agenda and venue to be announced later.

Attachments:

1. Presentation on ESSN Updates
2. FGD Report - March: Gender Issues
3. Presentation on CCTE Updates
4. Presentation on DGMM-UNHCR Verification Exercise (Eng, Tur)
5. Soft copies of verification leaflets (Ara, Tur)
6. Presentation on UNHCR Outreach Activities (Eng, Tur)