

TURKEY

2016/17 WINTER ASSISTANCE UPDATE

CASH BASED INTERVENTIONS

9 December 2016

TARGETS

510,000

Refugees (108,000 households) to be supported

USD 24 M

Total planned 2016-2017 winter assistance budget for cash based interventions

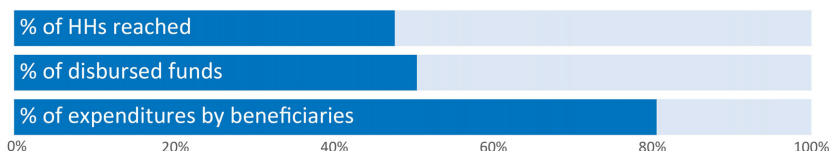
50

Provinces to be covered out of Turkey's 81 provinces

3 months

Planned distribution period (November 2016 – January 2017)

ACHIEVEMENTS TO DATE



Card distribution at a PTT Office in Istanbul, Turkey. December 2016.

©UNHCR/Emrah Guler

SUMMARY

- Target: A total of **108,000** refugee families
 - 96,000 Syrian households and 12,000 households from other countries
 - Equivalent to approximately 480,000 Syrians and 30,000 refugees of other nationalities.
- Coverage: 50 out of 81 of Turkey's provinces
- Distribution period: November 2016 – January 2017

IMPLEMENTATION MODALITY

- Provision of **one-time debit cards** for refugees outside of camps through UNHCR's financial service provider, Postal and Telegraph Corporation, Turkey (PTT).
- Eligible families may receive the cards from any PTT office countrywide.
- The UNHCR/PTT cards enable recipients to use the card in any shop which is part of the MasterCard circuit network across the country.
- The UNHCR/PTT card is pin-coded and linked to the recipients' identity number. Lost or stolen cards can be reported and cancelled at any PTT office or via the call centre which operates a 24/7 service.
- As part of the project, UNHCR has developed a communication package which includes a personalized SMS system, an interactive webpage (which provides real-time verification of eligibility by applicants, call-centre support and leaflets in four languages (English, Turkish, Arabic and Farsi).

- Refugees are assessed by four UNHCR’s partners (ASAM, Concern, HRDF, and IMPR).

ELIGIBILITY CRITERIA AND TRANSFER AMOUNTS

- UNHCR selection criteria are harmonized with partners in the Basic Needs Sector, and are specific for the winter assistance, which include: i) households with at least one child; ii) elderly-headed households; iii) single females; iv) single parent households; v) households with family members affected by disabilities or serious medical conditions; vi) unaccompanied and separated children with a caregiver; vii) LGBTI individuals.
- UNHCR criteria lead to an average inclusion rate of 85% of the assessed population. Upon completing the project, UNHCR partners will have assessed an estimated 18% of the total Syrian refugee population residing in Turkey and 11% of the total number of refugees of other nationalities. The geographical coverage of the winter assistance is prioritized with UNHCR’s Winter Severity Index.
- Transfer amounts range from TL 600 to 900 per household, depending upon the family size.

PROGRESS

- Distribution of cards started on 25 November 2016
- Within ten (10) working days, 52,079 households have received debit cards through PTT
- A total of TL 41.5 million has been loaded on the delivered cards
- Nearly TL 33.9 million (82%) has been spent by beneficiaries



Card distribution at a PTT Office in Istanbul, Turkey. December 2016. ©UNHCR/Emrah Guler

OPERATIONAL CHALLENGES

- The language barrier between partner staff and beneficiaries proved a challenge. UNHCR has been providing interpreter support through its partners.
- Crowd management in the early days of card distribution was of concern, which was addressed through a phased delivery process, as well as dedicated communication campaigns (through personalized SMS and a website).

COORDINATION

- UNHCR coordinates winter support of all UN and NGO agencies through the Basic Needs Sector. Through these coordination efforts, partners did a mapping of the geographic coverage of respective projects, and agreed on the principles of the vulnerability criteria, modalities of implementation and the assistance rate of the winter support.
- Coordination with key government partners was also conducted through various meetings with the Ministry of Foreign Affairs, the Disaster and Emergency Management Presidency, the Directorate General of Migration Management, and the Ministry of Family and Social Policies.

Funded by:



Contacts:

Lauren Panetta Chammas, Reporting Officer, panetta@unhcr.org

Links: [Regional Portal - Syria Regional Refugee Response](#) | [Regional Portal - Mediterranean](#) | [UNHCR Turkey website](#) | [Facebook](#)