



Inter-Agency
Coordination
Turkey

Cash-based Intervention Technical Working Group Turkey

CBI TWG Meeting Minutes

28 July 2020

Ankara, İstanbul, Gaziantep

Chaired by: Ahmet Unver (UNHCR), Hiba Hanano (WFP)

Venue: Ankara, İstanbul, Gaziantep (via Webex)

Participants: Ali Kaya (CARE), Aysel Yüksel (UNFPA), Hakkı Ersoy (UNICEF), Ece Uluç (GOAL), Faruk Shaban (TRC), Betül Rifaioğlu (UNHCR), Burçin Tümay (UNHCR), Cansu Şengür (ASAM), Gökalp Arslan (UNHCR), Mohanad Ameen (IOM), Özgür Savaşcıoğlu (UNHCR), Volkan Pirinççi (STL), Zeynel Doğan (IFRC), Faruk Acar (WFP), Monica Ferrari (UNHCR), Obada Kahil (WHH), Levent Ekşi (UNHCR), Cemile Altıntaş (ASAM), Ali Ocak (UNHCR), Fatmanur Bakkalbaşı (ASAM), Dilara Türker (IGAM), Sara Asadifar (UNHCR), Belinda Mumcu Çınar (SEVKAR), Gonca Doğan (WHH), Fadel Daoud (WFP), Ayman Sallawy Alhalb (TRC), Alara Doğankaya, Burak Çınar (ECHO), M Gündüz (UNICEF), Radwan Mouket (URC), Ender Öztürk (FAO), Ayşe Kaplan (IOM), Yusuf Nural (GOAL), Ule Elali (WSAA), Bülent Öztürk (TRC), Görkem Göker (TRC), Arij ?? (Alresala Foundation), Isabell Bergman (UNHCR), Dilşad Turan (SEVKAR)

AGENDA:

Welcome & Review of Agenda

- 1) Welcome & Introductions
- 2) Partners Share Experience of Transfer Modalities (30 min)
 - a. Electronic Bank Transfer - IOM
 - b. E-voucher - SEVKAR
 - c. PTT Card - STL
 - d. Q&A
- 3) IM present Inter-Agency Referral Form (10 min)
- 4) Partners Share CBI Program Updates (15 min)
 - a. CARE
 - b. GOAL
- 5) UNHCR Present PDM Questionnaire (15 min)
- 6) Partners Discuss ad-hoc CBI Mapping 2020 (10 min)
- 7) AOB (5 min)

Action Points - Follow up Issues and Updates:

- ✓ Coordinators re-share the ESSN Cross-checking information and contact points. *Done* ✓

New Action Points from the Meeting:

- ✓ Coordinators share UNHCR PDM survey with members as a practical guidance document
- ✓ Coordinators share CARE program information leaflets with partners
- ✓ Partners inform coordinators good practices and challenges related with IARF

1. Welcome & Introductions

The meeting agenda was introduced, reviewed and accepted without changes.

2. Partners Share Experience of Transfer Modalities

Electronic Bank Transfer – IOM

- IOM implemented a pilot project in Gaziantep, targeting 100 Households (713 individuals). One-time unrestricted/unconditional cash transfer was rendered, and transfer Amount was 500TL.
- Coordination was done between IOM and service provider (Ziraat Bank)'s main branch in Ankara, then with selected branches in Gaziantep. This transfer modality did not bring any additional cost.
- Beneficiaries were able to use the cash directly or through internet banking, flexibility helped households reduce physical contact.
- Opening bank accounts to beneficiaries was challenging and at certain cases time consuming. Beneficiaries whom lacked documentation were unable to open bank account.
- ZiraatBank -Gaziantep- branches were not well informed by their HQ about IOM cash project, which resulted in delays in operation.
- Suggestion: improve the process by coordination with service providers to facilitate efficient, and safer ways for bank transfer and start ahead with the document verification process and opening account to minimise delays.

E-voucher – SEVKAR

- SEVKAR implements a CBI projects using e-voucher market card modality, reaching out to 1788 household in Istanbul, and 1528 household in Hatay. Majority of the targeted beneficiaries are Syrian, followed by non-Syrian and local community.
- Transfer amount per voucher is 200 TL, household with less than 6 members receive 2 e-vouchers and larger household receive 4.
- SEVKAR chose this modality because of availability of markets in targeted neighbourhoods, using e-vouchers would allow social distancing, ease of operation since codes are sent to phone numbers and zero logistics costs.
- Some individuals could not be reached due to their inactive phone numbers, alternatively, their family members were reached to send the code. Beneficiaries without phone and confirmation of phone numbers were the challenges of the modality.
- One disadvantage of the modality was that people with restricted mobility could not leave their homes to buy needed goods. SEVKAR complemented this program by providing in-kind assistance to mentioned households.

PTT Card – STL

- STL implements a CBI project reaching 2055 household with one-time 1000 TRY per household in Batman, Mardin, Mersin, İstanbul (Küçükçekmece), Diyarbakır, Şanlıurfa.
- STL uses three modalities in order to ensure high implementation rate and minimize delays in providing cash assistance. These modalities are bank transfer, PTT Payment and in-hand.
- Variety of modalities were preferred because operation of bank transfers can be challenging in some cities although agreements are made at HQ level.
- PTT Card works as a proper alternative and money can be transferred without opening accounts to beneficiaries. However, system has limitations such as being slow, having daily limit of transfer, and not being available to refugees whose ID issued before 2018.
- STL suggests opening more accounts in different locations to override the daily quota for transfer. Also MoU with PTT at HQ level might speed up the processes.

3. IM present Inter-Agency Referral Form (10 min)

- Services Advisor Platform aims to bridge the information gap between service provider. 170 Service providers are registered including Government Services, Municipalities, UN Agencies, NGO's.
- IARF aims to facilitate and standardize referrals by upholding principles of confidentiality and consent throughout the process.
- IARF has been used by many partners, percentage of using the form is high amongst protection partners, and inter-agency efforts continue to increase effective use of the form in other sectors.
- IARF has embedded consent form which allows the share of information between agencies without breaching data protection legal framework.
- IM has been working on digitalising the form and embedding it into Services Advisor platform.

4. Partners Share CBI Program Updates (15 min)

CARE

- CARE has identified the severe impact of COVID-19 situation on refugee households such as not being able to continue education, encountering problems in paying the rents on time, losing access to water and hygiene and losing access to livelihoods.
- CBI modality is used in the forms of “Cash for Shelter” (CfS) and “Cash for Hygiene” (CfH). 900 household were supported through CfS modality which focused on WASH; 200 household were supported through CfH.
- CBI is considered as a protection management tool and rental support has been provided to 1000 household at the amount of 1500 TRY. Number of benefiting households will increase to 1650.
- CBI and in-kind assistances which have been provided to refugee households to meet the most pressing needs are complemented with economic empowerment grant that aims to support self-reliance of refugees, particularly women.
- CARE has established a helpline for translation, counselling, information and advice. Helpline number is 0 850 420 00 27 and information leaflets in three languages ([EN](#), [TR](#), [AR](#)).

GOAL

- GOAL has implemented CBI program with ECHO funding which targeted refugees with nomadic / semi-nomadic backgrounds and those engaged in seasonal agricultural works. Program covered Gaziantep, Adana, Şanlıurfa, Ankara (through IP WATAN).
- Another program of GOAL assisted 695 households with pre-paid market vouchers in Gaziantep, Adana and Şanlıurfa.
- GOAL has an upcoming cash assistance program, plans to reach 400 household with one-off cash assistance in Gaziantep, Adana and Şanlıurfa.
- Program intake criteria does not exclude CTE beneficiaries, people without Mernis/address registration, and people with formal employment; however, ESN beneficiaries are excluded from this support.
- Referrals from other partners are accepted as long as they are from GOAL’s specific target group. For further information you can contact: Ece Hazal Uluç, Inter-Agency Referral Focal Point, euluc@sy.goal.ie

5. UNHCR Present PDM Questionnaire (15 min)

- UNHCR-DGMM CBI program aims to support 20,000 household; to date over 11,000 household are assisted. Amongst these assisted groups are the households with specific needs and requiring home delivery, large size households and households with higher dependency ratio.
- Post-Distribution Monitoring (PDM) for CBI is mandatory - and a core aspect of UNHCR’s accountability to our people of concern.
- UNHCR Turkey liaised with the Regional Bureau of Europe for the PDM exercise of the Covid-19 Emergency Cash and are planning to conduct the exercise in July to a sample group of beneficiaries who received the Covid-19 Emergency Cash Assistance.
- UNHCR Turkey, together with UNHCR Regional Bureau for Europe, have designed a simple survey to demonstrate a quantifiable impact of the Covid-19 CBI. [Survey can be accessed through this link.](#)
- Phone surveys will be carried out in the native language of refugees (Arabic or Farsi) and phone surveys will aim to capture the most relevant information in limited time frame of 15 minutes per person.
- PDM is to be conducted 4 weeks after the distribution. Outcomes will be presented in relevant IA platforms for the information and reference of members.

6. Partners Discuss ad-hoc CBI Mapping 2020

- BNWG compiled the ad-hoc/new CBI programs bilaterally from partners.
- Total number of targeted households is around 60K. Many programs are implemented in same locations. Due to data protection framework, IA cannot provide a cross-checking mechanism.
- Members in the meeting were asked of their preference to restart the ad-hoc CBI mapping 2020 and only 5 members had affirmative vote out of 29 remaining participants.
- BN/CBITWG will continue collecting and sharing CBI programs data regularly to support prevent duplication.