

SET ESSN Task Force Meeting minutes

AGENDA	<ol style="list-style-type: none"> 1. Welcome and endorsement of the agenda 2. Review of action points from the previous meeting 3. Updates on the ESSN implementation nationwide and in SET 4. AOB (MoFSP Circular about ESSN beneficiaries)
Time & Date	8 March 2018, 9.30-11.00am
Location	UNHCR, Gaziantep
Chairs	Hanifi Kinaci (TRC), Bahodur Umarov (WFP)
Participants	Apolonia Morhaim (WFP), Cigdem Tozlu (DRC), Ender Ozturk (UNICEF), Hilary Bowman (UNHCR), Lisa Monaghan (ECHO), Mustafa Burak Demirci (TRC), Obada Kahil (WHH)

1. Welcome and endorsement of the agenda

- Chairs welcomed participants and after a quick tour de table the agenda was endorsed.

2. Review of action points from the previous meeting

- The action points from the previous meeting were reviewed as per below:
 - ✓ **To analyze the reason of low eligibility rate in Osmaniye:** WFP explained that the current eligibility rate in the province is around 45%. Last month's powerpoint presentation showed only diagrams to illustrate the eligibility ratios without numbers.
 - ✓ **To prepare a presentation on the results of the calls to the uncollected card and dormant account owners:** TRC noted that the relevant unit is working on this and the presentation will be ready for the TF meeting in April.
 - ✓ **To check on the possibility to include the total number of applications and ineligibility rates among other nationalities to TF presentations:** TRC is pending the relevant data from the MoFSP and will include this statistics to presentations once obtained.

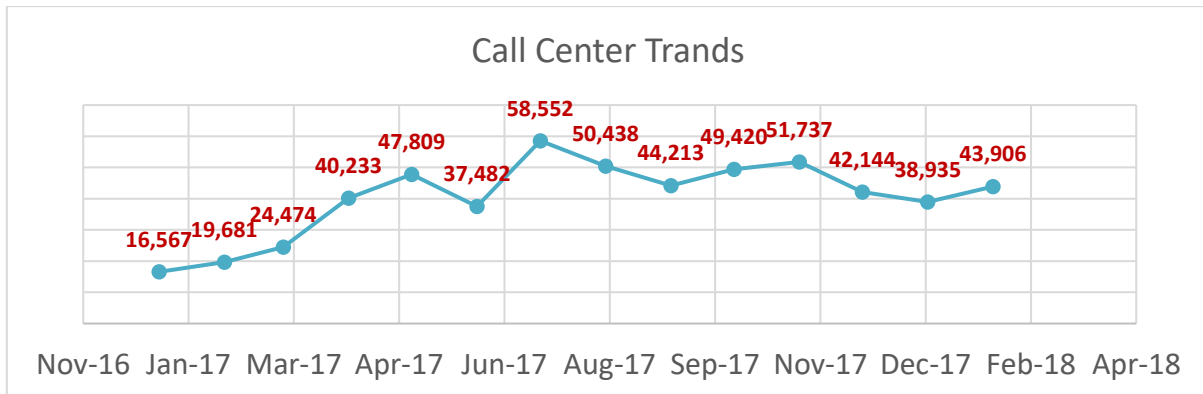
3. General update on the ESSN and update on ESSN implementation in SET

- TRC and WFP provided the following update on ESSN implementation:
 - As of 5 March 2018, 216,909 households (**1,268,025 individuals**) countrywide have been found eligible. The inclusion rate is around 51.2 per cent.
 - Card Distributions:
 - 204,967 cards have been uploaded for Feb payment
 - 8,684 new cards sent to branches countrywide (Feb)
 - 598 new cards sent to branches in Gaziantep (Feb)
 - 377 cards were swept back on 08 February as follows (173 uncollected cards and 204 dormant accounts)
 - ESSN applications in SET (as of 5 March): Hatay, Gaziantep and Sanliurfa remain to be receiving highest number of applications among SET provinces (with more than 23,000 eligible HH in each). In the district level Sahinbey received 24,784 applications in total, which is the highest number in SET. The table below illustrates ESSN application statistics in SET in district level:

ESSN APPLICATION SET DISTRICT LEVEL / INDV.

İlçe	Yardımlı Durumu			Grand Total
	ELİGBİLİ	İNELİGBİLİ	İN PROGRESS	
ŞAHİNEŞ	89.623	41.312	548	131.478
ANTAKYA	38.776	27.850	417	66.843
SEYHAN	37.029	17.978	711	55.718
REYHANLI	35.570	17.963	185	53.718
ŞEHİTANIL	36.357	16.273	141	52.771
KÜS MERKEZ	29.772	19.549	116	49.437
ARAKLI	22.686	15.778	191	38.655
YÜREĞİR	19.572	9.633	564	29.769
KIRIKHAN	16.890	12.443	138	29.471
OSMANIYE MERKEZ	15.049	12.389	60	27.498
OSMANIYE MERKEZ	10.955	13.372		24.327
BULACIÖZÜĞÜLLÜ	12.314	9.507		21.821
İSKENDERUN	10.670	10.148	10	20.828
NİSİP	12.437	7.818	35	20.290
KUZILTEPE	10.606	7.349	22	17.977
TOROSLAR	9.941	6.615	96	16.652
TARSAUS	8.888	7.401	20	16.309
YENİŞEHİR	6.623	6.951	27	13.596
NEZİTLİ	5.353	4.306	473	10.132

- Number of different channels are continued to be adopted to ensure efficient communication with beneficiaries. This includes website, social media, call-center and printed materials. The number of operators in call-center increased from 25 persons to 31 in previous month. The graph below illustrates the trend of the number of calls received by the call-center from the beginning of the programme:



- The updates from the field: HH verification visits are finalized in the areas with small number of applicants, while it continues in locations with high refugee density. TRC continues support of relevant SASFs with transportation and translation means. Field staff continues advocating for refugees living in informal housing. Low number of new applications witnessed in some provinces which may have some linkages with the suspension of PDMM registrations.
- For more information on implementation of ESSN both nation-wide and in SET in February, please refer to attached presentation.
- TRC announced that based on the feedback received from relevant authorities, now the PDMM pre-registration forms should be accepted for the ESSN application in all service centers and SASF offices.
- DRC highlighted that they are having lots of visitors asking for assistance to find out the reason of cancelling the ESSN or delays in receiving the payments. They were interested whether it's possible to refer these cases through the email. Chairs explained that referring to call center will be the most desirable way for such cases, as operators have direct access to the relevant data to provide accurate feedback. Though the option of communication through via emailing can also be checked with relevant units.
- WFP&TRC are reaching out to Syrian NGOs to facilitate their more active engagement in ESSN TF meetings through providing simultaneous translation or arranging separate TF meetings in Arabic.

ACTION POINT:

8 March 2018, 9:30-11.00am, UNHCR

- **ACTION:** TRC&WFP to check what types of ESSN related cases can be communicated via emailing.

4. AOB

4.1. MoFSP Circular about ESSN beneficiaries

- WFP updated participants regarding the letter circulated by the MoFSP among all SASF branches on 6 February. According to the this letter, the ESSN beneficiaries, shall not be allowed access to the regular assistance provided by the programmes and projects of the Social Assistance and Solidarity Promotion Fund (SASPF) for as long as they receive ESSN assistance. The regular assistance refers to **assistance given to widows, assistance given to orphans, conditional health assistance, conditional pregnancy assistance, assistance given to the families of vulnerable soldiers, and assistance given to the children of vulnerable soldiers.**
- Partners were interested whether it will be possible to obtain the list of those beneficiaries who are cut from above mentioned assistances, to enable referral of the most vulnerable cases to some other available assistance programs. They also asked to check the possibility of sharing the copies of this letter.
- ECHO stated that they will not be providing other types of unrestricted cash assistance out of the ESSN scope and this was already highlighted during the discussions of IPA coverage.

ACTION POINTS:

- **ACTION:** TRC&WFP to check the possibility of obtaining the list of beneficiaries who were cut from receiving different types of assistances under the scope of SASPF funds.
- **ACTION:** TRC&WFP to check whether the copy of the MoFSP letter can be shared with partners.

4.2. ESSN/CCTE sensitization sessions in Mardin

- Chairs announced that the next ESSN/CCTE sensitization session will be held in Mardin with extension of the invitation to NGOs from Diyarbakir and Batman. The date of the session will be communicated with Case Management group in Mardin and will most probably take place first week of April.

Next Meeting: 12 April 2018