

ESSN Task Force IZMIR Minutes

Objective

To provide ESSN updates, present sweep back: dormant accounts and uncollected cards, Q&A session with PDMM and AOB.

Date of meeting

06 April 2018
10:00 - 12:00

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:
DGMM to be invited to the next meeting to present `procedure for acquiring citizenship`	TRC	Completed: 06 Apr 2018
Provision of information on Homecare Allowance	ESSN TF Co-Chairs	In progress waiting for SoP to be finalized with MoFSP
Presentation on sweep back: dormant accounts and uncollected cards	TRC	Completed: 06 Apr 2018
Detailed information on call centre calls` language preferences	TRC	Completed: 06 Apr 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 02 April, a total of 426,589 applications were registered; 3,426 applications were not assessed; 224,675 applications were deemed eligible and 198,488 applications were ineligible. Approximately, 38.20% of the applications were registered by TRC Service Centres. A total of 1,258,489 beneficiaries received ESSN assistance in March (51% female/49% male).
- Inclusion rate is 52.5%. Average household size is 5.84. The amount of Syrian beneficiaries under TP remains quite high in comparison to other nationalities (1,129,448 Syrians under TP were eligible for ESSN in March)
- As of March, 4,627 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 March, 403 accounts were swept back: 150 uncollected cards (3+ months) and 253 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.
- According to the information provided by MoFSP, rejection reasons are below:
 - Moving out of the relevant SASF district (66%)
 - Failure to meet demographic criteria (18%)
 - Other health assistance record detected (14%)
 - Employment record detected - SSK (1%)
 - Failure to meet other monthly payment conditions
 - Employment record detected – Bagkur
 - Duplicated assistance detected
 - Family is not vulnerable
- The theme of the Focus Group Discussions was Education and Healthcare in February. The external FGD report has been shared with the partners. Main highlights are:
 - No plan to complete education (financial constraints), but more interest in Turkish language courses.
 - Women with fewer years of education and majority housewives.

- In the southeast, husbands do not allow the women to work.
 - The children start schools at the age of 6. No difference in regular attendance between girls and boys.
 - The children have breakfast at home and bring lunch bags to their schools.
 - Using ESSN, supplemented by CCTE, to cover education costs.
 - They seek treatment at state run hospitals; they are satisfied with doctors and the quality.
- The theme of FGDs in March was Gender, April is access to food and food expenditure. The reports will be shared once they are finalized.
 - A survey has been finalized by TRC for Afghans on their language preferences for communication. 88% of the people reached declared that they would like to be contacted in Farsi, 20% in Turkish, 12% in Pashto and 3% in English.
 - MoFSP shared the information that the refugees under temporary SGK such as ISKUR trainees and interns will not be excluded from the ESSN programme as of April payment. A separate circular on that issue has been shared with the SASFs accordingly.
 - Please note that ESSN TF Izmir meetings are scheduled on the first Fridays of every month. Next meeting will be held on Friday, 04 May 2018.
 - 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.

3. Presentation on Sweep Back: Dormant Accounts and Uncollected Cards:

ESSN programme is designed as a swift response to provide the foreign people living under International Protection or Temporary Protection or with a Humanitarian Residence Permit in Turkey with the chance to meet their basic needs in dignity. Therefore, after detecting idle amounts remaining in some of the beneficiaries' accounts, the reason for remaining balances analysed. Two types of idle accounts were discovered:

- In the first one, which is called dormant accounts, the beneficiary collects his/her card but does not make any spending for 6 months after being eligible for the ESSN Programme,
- In the second one, which is called uncollected cards, the beneficiary does not collect his/her card more than 3 months after being eligible for the ESSN Programme,

Those beneficiaries were informed via SMSs and were called by 168 call centre to be informed to collect their cards and/or to make disbursements and the amounts remaining in the accounts of beneficiaries, who did not take action, were swept back. The total amount swept-back was added back in the programme funds and redistributed to beneficiaries in need.

Answers received by the 168 call centre were categorized to understand the behavioural patterns for the beneficiaries with uncollected cards and dormant accounts and cases, in which the beneficiaries would like to collect the card and/or make disbursements but were not able to do so for certain reasons, were directed to related parties (such as outreach teams, financial service provider etc.) to be solved. Results of the SMS notification analysis shows that 22% of beneficiaries who had been warned about the sweep-back process took the necessary action and they were removed from the sweep-back lists.

In addition, MoFSP initiated household visit process upon the request of TRC. In January 2018, TRC shared the lists of the beneficiaries whose accounts were swept back with the MoFSP and MoFSP shared the lists with SAFSs and SASFs conducted and are conducting household visits. The process has not been completed yet, but, according to the interim solutions, approximately 80% of the beneficiaries' (out of the beneficiaries who have been visited so far) assistance were cancelled due to incompliance with programme criteria.

Geographical analysis shows that the cities in which most of the foreign people live (such as, İstanbul, ŞanlıUrfa, Gaziantep, Hatay) are also the cities with many sweep-back cases.

Demographical analysis also shows sweep-back cases are also correlated with the registration statistics.

4. Q&A Session with Izmir PDMM:

Acquiring citizenship for Syrians under TP: The below categories are for identification of the Syrians that are being offered for Turkish citizenship and are evaluated based on the/within the scope of Turkish Citizenship Law (Law No. 5901)/Article 12 as exceptional cases that can acquire citizenship by proposal of the Ministry of Interior and approval of the Council of Ministers.

- Syrians who have profession are detected in the GOCMEN system and identified at central level, i.e MoH and MoNE prepared the list of Syrian health staff and teachers to DGMM.

“Exceptions in acquiring Turkish citizenships

Article 12- (1) *Provided that there is no obstacle as regards national security and public order, aliens, set out below, may be given Turkish citizenship upon a proposal by the Ministry of Interior and a decision of the Council of Ministers.*

a) *Those who bring into Turkey industrial facilities or have rendered or believed to render an outstanding service in the social or economic arena or in the fields of science, technology, sports, culture or arts and regarding whom a reasoned offer is made by the relevant ministries.*

b) *Those whose admission to citizenship is deemed to be necessary.*

c) *Those who are recognized as migrants.”*

It is an option for the people and they may refuse the proposal. They are evaluated by the commissions in the provinces. Head of households are invited to the PDMM. So far, almost 40,000 people acquired Turkish Citizenship (10,000-12,000 files). By the time this process completed, approximately 50,000 people (15,000 files) will obtain Turkish citizenship. It is up to the high level decision to extend the scope. Once they become citizen, they are taken out from the temporary protection system, their 99 number IDs are ceased. They are informed that when they become citizens, they will lose their rights to receive other social assistance that are provided for the ones with temporary protection status. DGMM/PDMMs do not receive applications as it will create a huge amount of workload. Therefore, DGMM evaluates the eligible ones on the system and via the Ministries such as Ministry of Health. Exceptionally, they accept applications (dilekce) from PDMMs. For those who have more than one spouses, only spouses with official marriage and their children are accepted. In multiple marriage (polygamy) cases, the other spouses and their children are registered as their relatives and are not provided with the citizenship.

Newcomers` registration: Istanbul and Hatay are the provinces that are closed to new registrations. This decision is made by the Governors together with the Ministry. Only emergency cases, new-born babies and family unification cases are accepted. They cannot refer the ones who are not registered in those provinces to the neighbouring provinces as it is difficult to follow up those cases at the DGMM/PDMM level. They are working on the solutions via GocNet.

Opening of Counselling Centers: There is a plan to open Information Counselling Centers in 10 provinces with high number of refugees. The one in Kahramanmaraş is opened at the PDMM building and the other one recently opened at Atatürk Airport International Departures Unit.

Opening of District Branches of DGMM: There is another plan for opening PDMM offices in towns with either high number of refugees, removal centers, crossing points for refugees, or tourist attraction places in order to decrease the caseload of some PDMMs in the provinces. The plan is to open 36 offices in 16 provinces: Ceyhan in Adana, Dogubeyazit in Agri, Altindag in Ankara, Alanya-Kas-Kemer-Manavgat in Antalya, Didim-Kusadasi-Efeler in Aydin, Ayvalik in Balikesir, Ayvacik in Canakkale, Askale in Erzurum, Oguzeli in Gaziantep, Reyhanli-Iskenderun in Hatay, Besiktas-Beylikduzu-Pendik-Kadikoy-Sultanbeyli-Bakirkoy-Fatih-Kucukcekmece-Atasehir-Basaksehir-Gaziosmanpasa in Istanbul, Pehlivanli in Kirklareli, Gebze in Kocaeli, Yesilyurt in Malatya, Bodrum-Fethiye-Marmaris in Mugla, Suruc-Akcakale-Ceylanpinar in Sanliurfa. There is no plan for Izmir, but Izmir PDMM made official request to open branches in Dikili and Torbali.

Verification exercise: finished in some provinces such as Ankara and Konya. The process is ongoing in provinces of Hatay, Gaziantep, Istanbul, and some western provinces. The last phase will start in Izmir, Bursa, Diyarbakir and Adiyaman. It is expected for Izmir to be started in May with additional 70 staff. The total number so far reached to more than two million.

For the provinces with ongoing verification exercise, there are delays in giving ID cards due to the heavy caseload. The DGMM is hiring 350 more staff (plus some experts too), but this will take a long time. The verification exercise is planned to be completed by the end of 2018, except for Istanbul which is expected to be continued in 2019.

DGMM Handover process: The legal basis is completed with the amendment to the Temporary Protection Regulation. In addition to the handover process in between AFAD and DGMM, there are preparations for signing relevant protocols with different line ministries and directorates, such as MoH and SGK.

Registration in Izmir:

- Izmir PDMM does not change location of the refugees that registered in another province and travelled without travel authorization document to Izmir province. Those cases have been notified officially to turn back to their registered province in 15 days, in addition to the notification to the registered PDMM. They asked directive from DGMM about changing location of the refugees residing in Izmir during the verification exercise. They are still waiting for a decision from the Ankara level.
- They stopped giving appointment for the new registration, since there are pending appointments up to the late June. There are also around 3,900 people waiting for receiving ID cards. They only do registration of the new born babies and emergency cases in the mornings. They can register 50 families on average on a daily basis.
- For the refugees with blur photos at their ID cards that have problem at Halkbank Branches to be able to receive their Kizilaycards, PDMM suggested to refer those cases directly to them, then they will intervene immediately and will be able to print ID cards with more clear photos.
- For the newborn babies that do not have official document from the hospital because the mothers gave birth either at home or in Syria, the cases have been referred to NUFUS and they are authorized to do inspection and decide on. PDMMs do not automatically register those babies with the family's claim, but refer to NUFUS for their further decision.
- For the women that have been either divorced or their husbands have been left the country but still at the DGMM database as a head of household; PDMM asks for a document from Syrian Consulate in Istanbul or any document from Syria that proves the woman is single. They added that with ESSN, those cases have been increased and in order to prevent any kind of demographic structure change in order to match the ESSN criteria, they ask for that document. The women that declare the husband missing, they should go to the court and follow the official procedure.
- For the cases that reside in Izmir but working in neighbouring provinces, PDMM stated that they can give travel authorization document up to 90 days if they prove their work and it is renewable if the person reaches to PDMM prior to the expiry of the permission. It is mostly the case for the refugees registered and residing in Izmir, but working in Manisa or other neighbouring provinces, mostly at the agricultural work.
- PDMM also stated that there are so many complaints from the host community to BIMER (Prime Ministry Communication Center – the main complaints mechanism of the GoT) about the assistance given to the refugees; they are mostly aware of the source of assistance to refugees but still complaining about the amount and volume. PDMM added that the assistance for refugees are so visible and more than the amount/volume the host community receives, that creates tension.

5. AOB

- Please remember to send any issues/challenges observed with as much detail as possible (location, date, etc.) to the ESSN TF focal points.
- The next meeting will be held on **04 May at 11:00**. The agenda and venue to be announced later.

Attachments:

1. ESSN Task Force Izmir Presentation
2. Presentation on sweep back: dormant accounts and uncollected cards