

## ESSN Task Force Ankara Minutes

Agenda	1. Welcome and Introduction
	2. Updates on the ESSN and its Implementation in Central and Eastern Anatolia/ Black sea region
	3. Updates on the CCTE
	4. TAC closure and Impact on ESSN
	5. AOB
	- <i>IGAM ESSN implementation highlights</i>

Meeting date and time:	22 August 2019	Location	UNHCR Yildiz Kule- Ankara
	09:30 – 11:00	Meeting Co-Chairs	WFP: Hiba Hanano TK: Hanifi Kinaci

### 1. Welcome and Introduction:

Co-Chairs welcomed participants and introduced the audience and the agenda to be tackled during the meeting.

### 2. Updates on the ESSN and its Implementation in Central and Eastern Anatolia/ Black sea region:

- The Co-chairs provided an update on ESSN noting that a total of 1,654,468 beneficiaries received support in July with an eligibility rate of 62.18%.
- In terms of application figures received by Ministry as of 5th August, 2.7 million individuals applied for the program.
- When compared the application number with the previous figures of Ankara TF meeting, it is observed that almost 25.000 individual applied monthly nationwide.
- For Ankara almost 1.000 individuals applied for the program for the first time.
- According to July upload cycle, a total 94.360 people (15.868 HHs) received the assistance.
- Information given on ESSN Criteria Breakdown highlighting that four nationalities are covered which are Syrians (88%) under Temporary Protection and, Iraqis (7.8%), Afghans (3%) and Iranians (0.2%) under International Protection. Criteria, namely family with four or more children, has the highest percentage with 57.4%.

### Ankara Area Office update

- Ankara area office conducted 106 on-site monitoring visits, completed 60 Applicant Contact Monitoring survey and conducted a total of 10 FGDs on livelihoods, communication channels and ESSN impact study (in partnership with Sorbonne University).
- SASF Discretionary Allowance (SDA) has covered 696 HHs (2,850 individuals) which equals to 15 % of the total quota (4,658 HHs) in AAO region. AAO region falls slightly behind the national average of 19% on SDA implementation because of the major SASFs in the region have ongoing difficulties in conducting/completing household visits.
- 31 Household Verification Visits were conducted, ineligible HHs could not be reached because of invalid phone numbers and change of address. Major challenges were the undeclared income/assets and major success is the removal of the touristic ID holders from the ESSN.
- Focus Group Discussions (FGD): findings of ESSN impact study on targeting criteria and fertility.
- Female group agreed that living in Turkey is more secure and it has affected children's life positively. On the contrary, male group mentioned that, children are not happy due to different culture/social behaviours and language.
- The ideal number of children is "four" for majority of the participants. However, they have fewer children knowing of the difficulty in covering the expenses. ESSN assistance/criteria is reported to have NO impact on this.
- Men's marriage age is between 19-27 and women's is between 17-21. Both groups mentioned that people get married at later ages in Turkey because of the economic/life conditions.
- All participants are aware of birth control. While male participants were free to access, women were forbidden to use contraceptives in Iraq. Female participants reported to be free to access/use in Turkey.
- *Important point to share:* All participants were under IP. The reality among Syrians under TP is observed to be different in terms of marriage age (esp. for women) and ESSN criteria impact.

### ESSN and Disability:

- By July 2019 the total number of disabled beneficiaries reached 29,118 and 4395 of those are registered in Middle Anatolia. This number is segregated into 7,474 are severely disabled among which 1085 within Middle Anatolia region.

- New circular was released to the SASFs by the ministry by 21 June (ÇÖZGER). this circular identifies children whose families are ESSN beneficiaries with severe disability when reaching 50% rate.  
[This specific circular is under constant modifications, hence meeting chairs will provide updates to the task force participants as soon as they are available.](#)

## Communication Channels:

TK has six main tools of communication with beneficiaries:

- The main channel of communication with beneficiaries is to deliver **messages**. By May a total of 10.000.000 SMS were delivered.
- **Facebook** channel, which has over than 75.000 followers.
- Kizilay Kart **Website**, which can address all question and has a frequent Q&A easy access page.
- **168 call centre**
- **Field teams** –both TK and WFP are conducting advocacy and referral activities.
- **Printed material** that are delivered upon request.

## Call Centre:

- Support calls are provided in five languages: Turkish Arabic, Persian, Pashto and English.
- The centre received over than 1.2 million calls as of August 2019.
- Gender breakdown of received calls averages to 54% Males and 46% females.
- Highest category of received calls is information request with 72% particularly on application and evaluation process.
- Top three provinces are Istanbul with 15% and Gaziantep follows it with 14% and Sanliurfa with 10%.

## Useful reminders:

- Beneficiaries cross check using the duplication matrix, template has been shared earlier. To the mail address: [suyveritakip@kizilay.org.tr](mailto:suyveritakip@kizilay.org.tr) or [ESSNdatacheck@kizilay.org.tr](mailto:ESSNdatacheck@kizilay.org.tr).
- Protection and outreach related cases can be sent to: [kizilaykartdiserisim@kizilay.org.tr](mailto:kizilaykartdiserisim@kizilay.org.tr)
- Calls to Halkbank through the call centre can be converted free of charge.

## **3. Updates on the CCTE:**

### **Cash Component:**

- 391,092 foreign beneficiaries were entitled for payment in July 2019. The cash assistance was deposited to 200,187 Kizilaycards. 1,545,832 Turkish beneficiaries received July 2019 payment within the scope of the National CCTE Program.
- The number of children reached with at least one CCTE payment, as of July 29, 2019 is 517,877 and the number of Kizilaycards at least one payment has been made to is 250,965.
- As of 29 July 2019, 89% (476,810) of the CCTE applications have been approved, 11% (59,813) have been rejected and 0% (,1347) are pending. 64 % of the applications were made through the SASFs and the remaining 34% were made through TRC Service Centres.
- A total of 119,339 calls were received regarding the CCTE Programme through the TRC Call Centre, as of June 27, 2019. 55% of the calls came from women and the most frequent calls belong to the Information Request category.
- Ankara is the 5<sup>th</sup> province with the highest number of CCTE beneficiaries (6%) across the country.
- The total number of children reached as of July 2019 in Ankara is 28,576. Around 63% of these children are registered in primary schools and a very small portion is receiving education within the scope of the ALP programme. Gender distribution is equal and the top five districts with the highest number of beneficiary children in Ankara are Altındağ, Mamak, Keçiören, Yenimahalle and Sincan.
- 84% of the CCTE beneficiaries in Ankara benefit from the ESSN Programme, as well.
- ALP is operational in 3 cities (Ankara, Konya and Kayseri) in Central Anatolian region. In Ankara, it is implemented in 5 districts: Altindag, Cubuk, Kecioren, Mamak and Polatli. As of July 2019, total number of CCTE accepted applications from ALP students in Central Anatolian region is 147.

### **Third Party Monitoring (TPM) for CCTE (Qualitative) – Focus Group Discussions (FGDs) and Key Informant Interviews (KIIs)**

A total of **30** FGDs have been conducted and **206** people attended the FGDs with parents, and separately with adolescents. More information can be found in the presentation. Some of the highlights from the findings are:

- Syrian parents consider education as valuable for access to the labour market. However, increasing prices, age / level discrepancies in grade assignments, low level of information on the registration process create challenges.
- Attendance conditionality of the CCTE program is not clear among the participants and they are also unsure about the attendance situation of their children to school.

- Bullying is prevalent, especially on the way to school and demotivates children. For more social cohesion school managements suggest Syrians parents’ participation in the parent-teacher meetings.
- Increased age of the child and the cost of education directs families to resort to child labour.
- Child protection program was found effective to assist parents in eliminating hampering factors to attend school regularly.

**Comments / Questions on TPM for CCTE (Qualitative):**

- WFP asked if the boys, who stated that they would prefer any type of schooling than working, were individually interviewed, or they were together with their peers / fathers. Boys were together with their peers during the FGSS conducted; Key Informant Interviews were not conducted with the beneficiaries.

**Child Protection Component:**

In total, 16 CP offices are operational in 15 Provinces with the highest number of refugees.

**Their objectives are to:**

- Sustain positive education outcomes;
- Mitigate child protection risks and violations, which are closely intertwined with economic vulnerabilities (such as child labour, child marriage, physical and emotional violence and family separation) and
- Reducing the damage caused by exposure of children to violence, exploitation, abuse and neglect, and family separation.

**a) Identification:**

- Identification is made through the CCTE beneficiaries list provided by the MoFLSS
- Children are identified based on the following criteria for PHASE I
- Children whose payment has been paused (missed more than 4 days of school)
- Vulnerability Criteria (ESSN beneficiary list)
- Geographical location
- In addition for that criterias in PHASE II; Focusing on specific grades (ALP students have been prioritized for March & April period)

**b) Screening:**

Screening is made through a risk\need assessment carried out during households visits by the TRC Protection Teams in 15 provinces. Child Protection Teams do screening using standardized forms.

**c) Response:**

<p><b>On the Spot Information:</b></p> <ul style="list-style-type: none"> <li>▪ CCTE Eligibility Criteria and Application Process</li> <li>▪ ESSN Eligibility Criteria and Application Process</li> <li>▪ Obtaining ID</li> <li>▪ Obtaining Report</li> <li>▪ New Registry-Identity data verification</li> </ul>	<p><b>Internal Referral:</b></p> <ul style="list-style-type: none"> <li>▪ Community Center Case Team</li> <li>▪ Service Center</li> <li>▪ Psychosocial Support</li> <li>▪ Child Friendly Sapaces</li> <li>▪ Adolescent Friendly Spaces</li> <li>▪ 168 Line</li> </ul>	<p><b>External Referral:</b></p> <ul style="list-style-type: none"> <li>▪ Health Services</li> <li>▪ District Governorate</li> <li>▪ Other NGO’s</li> <li>▪ Civil Registry Office</li> <li>▪ ASPİM (Ankara Provincial Directorate of Family, Labour and Social Services)</li> </ul>
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**May 2019 Ankara CP Follow Up:**

- children followed by protection teams: 331

<p><b><u>Risk Disaggregation</u></b></p> <ul style="list-style-type: none"> <li>▪ children at high risk: 4</li> <li>▪ children at middle risk: 41</li> <li>▪ children at low risk: 57</li> <li>▪ children at no risk: 229</li> </ul>	<p><b><u>Gender Based Disaggregation</u></b></p> <ul style="list-style-type: none"> <li>▪ gender based disaggregation in boys: 178</li> <li>▪ gender based disaggregation in girls: 153</li> </ul>	<p><b><u>Age Based Disaggregation</u></b></p> <ul style="list-style-type: none"> <li>▪ age based disaggregation in 0-5 aged children: 63</li> <li>▪ age based disaggregation in 6-9 aged children: 85</li> <li>▪ age based disaggregation in 10-13 aged children: 81</li> <li>▪ age based disaggregation in 14-17 aged children: 92</li> <li>▪ age based disaggregation in 18+ aged children: 10</li> </ul>
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## CCTE CP – March 2017 – May 2019:

- children screened by outreach teams: 64.883
- children identified and assessed with protection needs: 12.369
- children referred to specialized services: 6.120

## **4. TAC closure and Impact on ESSN**

### Highlights:

- DGMM has shared with Turk Kızılay (TK) a list of 60.490 individuals, who left the Temporary Accommodation Centers (TACS) in Southeast of Turkey in 2018 (Adıyaman, Akçakale, İslahiye, Karkamış, Midyat, Nizip, Elbeyli, Öncüpınar and Kahramanmaraş) and opted out to urban areas. Accordingly, a study conducted by TK aiming to measure access of these individuals to ESSN as well as to determine the number of people who have the potential to apply for the ESSN.
- As of July 2019, it was confirmed that 44.336 individuals out of 60.490 have already received the ESSN assistance. Besides, 8.297 individuals were deemed ineligible. In other word, total 52.633 applied to ESSN and the rate of application is 87.01%.
- The eligibility rate of people applying to the ESSN is 84%.
- When the ESSN application rate compared of the ones who moved to city centers where the TAC located, they left, with the ones who moved to other different provinces rather than the TACs they used to live, it is observed that 55% of them stayed in same province where TACs located and 45% moved to other provinces.
- It is observed that individuals who moved to cities mostly match the ESSN criteria of «At least 4 children in the household» with the percentage of 53, 71%. The second common criteria is the «dependency ratio» which makes 22,5%. «Parent with no other adult living in household» is the third criteria of those who are eligible. We see also that 93,3% of the household composition while living within the TAC and after leaving the TAC is the same.
- TK has been conducting coordination, sensitization and advocacy activities in the closed and decongested TACs.
- These activities mainly include:
  - Following coordination meetings with the institutions which are in charge of the TAC closure process,
  - Organizing information sessions for mukhtars and community leaders.
  - Informing the individuals with printed materials or verbally who want to move to cities.
  - Sending SMS to individuals on the list prepared and shared by DGMM.
  - Informing the individuals who have not applied to program despite receiving SMS by calling through TK call centre.
  - Carrying out advocacy activities for the individuals who has barrier on accessing the program.
- In 2019 TRC has sent SMS to those who left the TACs. It should be noted that the number of those who applied to ESSN has increased after the SMS sent to the families.
- In the interviews with the reached households, information was given about the ESSN Programme and an analysis was done on the reasons for not applying to the programme.

## **5. Any Other Business:**

### IGAM ESSN implementation highlights

- IGAM had supported over than 200 cases of ESSN programme through providing support to refugees within
  - First application to ESSN
  - Cancellation of ESSN payments ( Due to : 18+ , residence permit, change of address)
  - Lack of information on ESSN
  - Cannot reach to ESSN Helpline
- It was misunderstood that application for ESSN requires electricity or water bill, but similar documentation is required for the registration for DGMM to prove residency.
- Because of the multiple changes to the children's disability health report. SASF are finiding obsticales while recording percentages into the new system.
- IGAM faced several cases of Penalty because of duplication on Severe Disability Aids. ( ESSN Severe Disability Allowance and Ministry of Family Severe Disability Payments)- this is requested to be reproted to WFP to follow up and support by asking to remove penalty fees from the families.
- IGAM Info Hub have disseminated Information related to ESSN to 200 individuals thorough 16 informative session.
- IGAM has a lot of sucess stories and introduced where they have supported the family to finalise registration process , register for both ESSN and CCTE programmes.

### Attachments:

1. ESSN Task Force Ankara Presentation
2. CCTE Presentation
3. TAC closure and impact on ESSN
4. WFP FGD report

