Cash-Based Interventions Technical Working Group (CBI TWG) in Türkiye

Terms of Reference – June 2025

This Terms of Reference (TOR) defines the context, purpose, structure and the roles and responsibilities of the cash coordination platform in Türkiye.

Context

Türkiye hosts the largest refugee population in the world including around 2.7 million Syrians under temporary protection[1] and approximately 221,353 international protection applicants and status holders from other countries.[2] To address the needs of to the protection of Syrians under temporary protection and international protection applicants and status holders, as well as vulnerable Turkish citizens, cash and voucher assistance (CVA) has been increasingly employed as an effective means of assistance in Türkiye by 3RP partners. Humanitarian agencies phased out from the emergency response, which had started following February, 2023, when two major earthquakes hit Türkiye's southeast region, affecting eleven provinces, and leading to their designation as a disaster zone. The cash response linked to earthquake emergency response included nearly 3.78 million individuals accessing CVA in Türkiye. Residual impact of the earthquake is observed in the region. The challenges faced by refugees in meeting basic needs amidst Türkiye's increasing living costs. The early-recovery phase has largely been concluded in most earthquake-affected provinces, with programming shifting from blanket assistance schemes towards providing assistance to the most vulnerable households and seeking more sustainable approaches such as livelihoods support. After the recent developments in Syria starting from December 2024, the humanitarian context has included the voluntary return and temporary visits to Syria, which in turn concerned the cash actors.

Purpose

Initiated in November 2015, the Cash-Based Interventions Technical Working Group (CBI TWG) in Türkiye serves a critical role in coordinating the delivery of cash and voucher assistance (CVA) among various actors engaged in humanitarian responses. The group's purpose is to enhance the efficiency and effectiveness of resource utilization, minimize duplicative efforts, support address unmet needs effectively, and foster programmatic coherence. Operating as an intersectoral platform, the CBI TWG, accountable to the 3RP coordination in Türkiye, focuses on managing both sector-specific and multi-purpose cash assistance. This coordinated approach is designed to meet the basic and specific needs of vulnerable populations, ensuring that the assistance provided through CVA is both targeted and impactful. This approach has become increasingly relevant and critical, especially considering the challenging circumstances following the 2023 earthquake, which necessitated a broader and more targeted coordination of resources and assistance.

[1] Republic of Türkiye, Ministry of Interior, Presidency of Migration Management, Statistics (24/04/2025), *Temporary Protection*, https://en.goc.gov.tr/temporary-protection27

[2] Republic of Türkiye, Ministry of Interior, Presidency of Migration Management, Press Release (20/08/2024) https://www.goc.gov.tr/ulkemizdeki-yabanci-sayilarina-iliskin-ortaya-atilan-gercek-disi-iddialar-hakkinda-basin-aciklamasi

Objectives and Key Actions: There are 6 Strategic objectives of the CBI TWG:

1. **Enhance the Coordination and Programming of CVA in Türkiye:** Strengthen the delivery and impact of CVA by providing effective coordination and support for harmonized, quality, and accountable programming among various humanitarian actors; including both the provision of strategic direction and the promotion of common mechanisms and standards.

   Key Action: 1 Provide strategic and technical support by offering comprehensive guidance and technical assistance to CBI TWG partners, sectors, and donors. This includes setting standards and tools for quality programing when feasible, conducting preparedness activities and fostering collaboration for the delivery of quality CVA.

   Key Action: 2 Harmonize transfer values and programming standards, lead discussions and coordinate efforts to set evidence-based transfer values. Ensure these transfer values are based on reliable and market-based or rectified costs updated regularly, and adjusted to local realities when necessary.

   Key Action: 3 Mainstream Cross-Cutting Issues: Ensure that gender, disability, inclusion, and protection considerations are fully integrated into cash response strategies. This involves adapting CVA programming to be inclusive and sensitive to the diverse needs of the affected populations.

   Key Action: 4 Coordinate the development and use of standardized tools for market assessments, post-distribution monitoring, price monitoring, and analysis. Promote consistent use of these tools by partners to ensure coherent and effective program implementation and modification.

2. **Information Sharing and Learning:** Enhanced Information Management and analysis fostering a culture of knowledge exchange and continuous improvement to enhance the effectiveness of CVA in Türkiye.

   Key Action: 1 Developing CVA information and knowledge management tools, templates, and guidance, promote the effective use of existing tools such as ActivityInfo and Services Advisor among the CBI TWG partners.

   Key Action: 2 Map existing CVAs in Türkiye to identify trends, gaps and potential areas of collaboration and harmonization, and advise accordingly to the partners, sectors, and the National Inter-Agency Task Force (NIATF) under the Regional Refugee and Resilience Plan (3RP) coordination, and other mechanisms as appropriate.

   Key Action: 3 Act as Country Repository and resource on CVA and markets for humanitarian donors and different groups at national as well as global level.

   Key Action: 4 Facilitate and enable inter-agency lessons learnt sessions and workshops. Advocate with partners for increased sharing of the results of their research and evaluations such as post-distribution monitoring exercises.

3. **Empowering local leadership:** Support local actors for an effective and context specific coordination of CVA at national and subnational level.

   Key Action: 1 Recognize and enable spaces for local actors to lead the cash coordination and engage with local cash coordination platforms, when available such as times of disaster responses, to enhance more localized coordination.

Key Action: 2 Facilitate the engagement with public authorities and local organizations in cash programming, further promote context-specific approaches, and increase the acceptance of CVA as a default modality, where appropriate and feasible.

4. **Capacity Building:** Strengthening the skills of humanitarian and development organizations prioritizing the local partners to ensure the sustainability and resilience of CVA initiatives in Türkiye.

Key Action: 1 Analyzing the CVA related capacity gaps and creating learning opportunities for CBI TWG partners including local and national public authorities when relevant.

Key Action: 2 Collaborating with partners, CALP, CashCap and sectors to mobilize resources for capacity building and seek joint initiatives to respond to existing needs.

Key Action: 3 Promote learning and sharing through learning events, identifying critical gaps, and documenting best practices and evidence.

5. **Advocacy:** Evidence-based advocacy for policies and practices that promote scalability of CVA.

Key Action: 1 Continue leading and support evidence-based advocacy and promoting the use of quality CVA to meet humanitarian needs and other key messages by creating advocacy notes.

Key Action: 2 Promote linking humanitarian assistance with social protection, market-based programming, and livelihoods responses in the country.

6. **Linking Social Protection:** Creating synergies between CVA and social protection systems to offer holistic support and long-term solutions.

Key Action: 1 Collaborate with relevant sectors specifically Protection and Basic Needs sector partners, enhance capacities of humanitarian actors and social protection actors to establish shock response social protection systems.

Key Action: 2 Enhance collaboration with public institutions for sustainable humanitarian response, and support creation of common platforms.

Scope

In alignment with the overarching humanitarian policy and coordination at the national level, the CBI TWG functions as a national technical group based in Ankara. The group's operations cover four primary humanitarian areas of responsibility in Türkiye. These include three sub-national areas—Gaziantep in southeast Türkiye, Istanbul in the Marmara region, and Izmir in the Aegean area—alongside Ankara, which represents both the national level and the rest of Türkiye. The CBI TWG adopts a hybrid approach for its meetings, accommodating both in-person and online/virtual participation. These meetings are primarily convened in one of the four main cities, depending on operational needs, but can also be organized in other locations as required.

Accountabilities

CBI TWG is an integral component of the 3RP coordination mechanism in Türkiye. It holds accountability to the NIATF, ensuring that its operations align with the broader humanitarian and response strategies set at the national level. In scenarios demanding specific responses, such as during an earthquake or other emergencies, the CBI TWG collaborates with and be accountable to other relevant coordination mechanisms as determined by the UN Resident Coordinator's Office (UN RCO) and United Nations Country Team (UNCT).

Membership and Composition

In Türkiye, the CBI TWG upholds the principle of inclusive participation and representation, integral to the cash coordination model. The group's composition reflects this commitment, encompassing a diverse range of actors involved in the response.

- The CBI TWG in Türkiye consists of representatives from sectors, both national and international non-governmental organizations, the Red Cross/Red Crescent Movement, UN agencies, national and sub-national authorities, donors, and, where appropriate, financial service providers. The varied context of CVA programming in Türkiye guides the participation of these actors, either on a regular or ad hoc basis.
- CBI TWG ensures the active participation and influence of local and national agencies. This is facilitated by providing Turkish/English translation at all meetings and events, ensuring language barriers do not impede involvement.
- Membership to the CBI TWG is open to any interested organization or actor in Türkiye, with the prerequisite that agencies should be operational partners in the country. To endorse membership, the CBI TWG may require a copy of the organization's registration in Türkiye.
- To maintain agility and focus, the CBI TWG may establish task teams. These teams address specific issues pertinent to the Türkiye context.
- CBI TWG Will engage with relevant public institutions, local and national coordination platforms as per operational and contextual needs in consultation with NIATF.

Leadership

According to the Cash Coordination Model, and in line with its global mandate in refugee settings, UNHCR is the permanent co-chair of this platform in Türkiye, sharing this role with a local civil society organization as part of the localization agenda. As of March 2023, the Turkish Red Crescent has been holding the role of co-chair and is committed to continuing this role in 2025. The local civil society co-chairing is a roving position; and it is evaluated annually and endorsed by the members. The position of the co-chair held by a local civil society organization may change even before the annual term, if the current organization wishes to step down or if a majority of the members request that the co-chair role be undertaken by a different local civil society organization. Cash Advisory Group (CAG) will be consulted for the method and conditions of local civil society co-chair election.

Roles and Responsibilities

Co-chairs: Responsibilities of co-chairs include organizing meetings, workshops, and other events to meet the coordination and information needs specific to CBIs in the region. They are tasked with ensuring that the CVA Technical Advisory Group, members, and other relevant actors are actively engaged and supported through sharing program updates, best practices, post-distribution monitoring findings, assessments, and analyses related to CVAs. A key part of their role involves fostering appropriate linkages for sharing technical expertise among partners and maintaining ongoing dialogue with technical actors at national, regional, and global levels to bolster cash coordination. Additionally, they are responsible for developing and following a dynamic work plan that reflects the evolving priorities and discussions within the platform and across relevant sectors. This includes ensuring that the focus and deliverables of the platform remain relevant and contextually appropriate to the NIATF and the 3RP sectors.

Members: The CBI TWG members are responsible to commit to fostering a transparent and cooperative environment by meaningful participation and sharing relevant operational delivery data (such as cash assistance delivered, beneficiaries assisted etc.). The members need to provide at least one focal point

for CBI TWG meetings and participate in CBI TWG meetings on a regular basis. They are responsible for sharing programmatic information and updates, technical inputs, lessons-learnt, and actively participating in setting the strategic direction of the CBI TWG.

Secretariat: UNHCR acts as secretariat and is responsible for information and knowledge management which includes gathering of information from partners, and publishing on the dedicated page of the inter-agency data portal managed by UNHCR for CBI TWG.

Information Management Officer (IMO): This role is held by UNHCR, and it carries responsibility of managing and facilitating efficient data-related processes including overseeing the collection and analysis of data in the CBI Mapping process, as well as the production and dissemination of CBI TWG dashboards and relevant analyses to platform partners. The IMO is tasked with identifying the information needs of the platform and its partners, encouraging a culture of structured and secure information sharing among all stakeholders through well-defined sectoral mechanisms. Additionally, the IMO supports partners in continuously updating their CBIs on the Services Advisor. A key aspect of this role involves the development, collection, processing, analysis, storage, and sharing of data within the CBI TWG.

Technical Advisory Group: Comprising a group of CVA technical experts from national and international organizations that are members of CBI TWG to support key technical themes and task teams created by CBI TWG, propose inputs, guidance, and key recommendations for technical and strategic decision making. Details of roles and responsibilities of the group are shared in Annex A.

CashCap: CashCap has historically supported the cash coordination platform in different capacities and through situation-specific ToRs in Türkiye. Cash expert deployed by CashCap continuous to provide technical support to and capacity sharing with the national NGO co-chair in 2025. Additionally, this additional capacity contributes to capacity development of partners, standardizing and harmonizing cash response.

Sectors/Working Groups Leads and Co-Leads: Expected to participate regularly in the CBI TWG, staying informed about cash programming in Türkiye and contributing operational delivery data, technical inputs, and programmatic information.

Validation and Decision Making: The CBI coordination Team (Co-Chairs, IMO, and coordination assistants) will provide drafts and final products for validation within the group, ensuring that all members can review and confirm the accuracy and quality of the documents and initiatives before they are finalized and implemented.

Frequency of Meetings

CBI TWG meets once a month, ensuring coordination and response, unless more frequent meetings are required by members or deemed appropriate by co-chairs.

These Terms can be reviewed or amended on a need basis with the request from the humanitarian leadership, as per contextual needs during the crises or if the members deem necessary.

Annex A: Terms of Reference (ToR) for CVA Technical Advisory Group (CVA TAG)

Introduction: This document is the annex of Terms of Reference (ToR) of the Cash-Based Interventions Technical Working Group (CBI TWG) and it aims to outline the establishment and operation of a Technical Advisory Group (TAG) comprising Cash and Voucher Assistance (CVA) Experts from member organizations of the Türkiye. CVA TAG members are selected through self-nomination or invitation amongst the members of the platform. Membership in the CVA TAG is based on an evaluation of individual skills and motivation, and it is expected that the expert's organization endorses their membership role, when applicable.

Objectives of CVA TAG: The primary objectives of the CVA TAG are as follows:

- **Support CBI TWG Strategy and Direction:** Assist in designing the CBI TWG strategy and setting strategic directions.
- **Technical Guidance:** Address technical needs of the CBI TWG and provide guidance by initiating the preparation of guidance documents and providing bilateral/general support and feedback to partners.
- **Review and Support:** Review proposed decisions and support thematic work across the CBI TWG.
- **Document Review:** Review key technical documents and policy outputs from CBI TWG members, ensuring alignment with related initiatives.
- **Advocacy and Key Messages:** Identify key issues for collective action and support creating key messages for advocacy to scale CVA.
- **Networking and Engagement:** Facilitate connections among members, disseminate CBI TWG's work, and create opportunities for engagement.

Composition: The TAG will consist of 5 representatives selected from CBI TWG member organizations based on the following criteria:

- Staff member of a CBI TWG member organization with a history of implementing CVA in Türkiye.
- Member organization willing to nominate a maximum of one senior-level CVA expert.
- TAG representative must possess technical expertise in Cash and Voucher Assistance.
- Strong personal motivation and willingness to dedicate time to contribute to the group.

Responsibilities of TAG Representatives: TAG representatives will be responsible for the following.

- Contribute to development of CBI TWG Strategy, Workplan, and other strategic documents.
- Attend regular and ad-hoc CBI TWG meetings.
- Attend regular TAG meetings and any task related meetings.
- At least attend one meeting of hub level CBI TWG meeting in a year.
- Review and provide feedback on key strategic and technical products.
- Provide advice on key decisions and processes.
- Support and provide guidance on key thematic areas to the CBI TWG.

Term and Termination:

- TAG Representative's term is one year, with the option for renewal.
- Representatives can withdraw by notifying the CBI TWG Chair.
- Non-compliance with responsibilities may lead to a request for adherence or withdrawal.
- Leaving the CBI TWG member organization automatically ends TAG Representation.
- TAG Representation is not transferrable between outgoing and incoming role successors.

This ToR will be subject to regular review with input from members and the Cash Coordination Team of CBI TWG.