

# 2023-2024 OUTCOME MONITORING REPORT

3RP TÜRKİYE CHAPTER 2023-25

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## Executive Summary

The 2023-2024 Monitoring and Evaluation (M&E) report of the Regional Refugee and Resilience Plan (3RP) for Türkiye offers a comprehensive assessment of the 3RP's progress in addressing the needs of refugees and host community members and institutions across Türkiye. Anchored in three strategic objectives focusing on protection, inclusion and access to services, and solutions, the 3RP framework creates a collaborative, multi-sectoral approach involving the Government of Türkiye, UN agencies, I/NGOs, and local institutions.

This M&E report highlights both achievements and challenges encountered through an evolving landscape, particularly as Türkiye faced the February 2023 earthquakes and its aftermath. The earthquakes had a profound impact on host and refugee communities alike, public infrastructure, and 3RP's operational dynamics, prompting partners to adjust their focus towards the emergency response and immediate humanitarian needs. While the earthquake emergency response was partly outside of the 3RP in 2023, as of 2024, an important portion of these interventions were included under the plan. With this the needs grew, significantly increasing the number of persons in need considered under the plan. This report points to the notable progress made by 3RP partners in some areas, while underscoring how funding shortfalls, shifting priorities, and data limitations impacted service delivery and program implementation across key sectors.

This executive summary includes the report's core findings, analysing the performance of the 3RP across its various sectors and evaluating how well strategic goals were met across 2023 and 2024. It also outlines crucial insights and forward-looking recommendations for strengthening the plan's coverage, impact, and adaptability, emphasizing the need for increased coordination, sustained funding, and enhanced data-sharing mechanisms to address the continuing needs of Türkiye's refugee and host populations.

### Key Highlights and Challenges per Strategic Objectives

**To contribute to the protection of Syrians under temporary protection and persons under international protection** in 2023 and 2024, the 3RP partners in Türkiye carried out interventions aimed at safeguarding the rights of refugees and asylum seekers and strengthening their resilience. This was done under complex circumstances shaped by the February 2023 earthquakes, which severely disrupted service delivery and heightened protection risks across affected regions.

To strengthen the protection-sensitive inclusion of most vulnerable individuals, partners worked towards **increasing refugees' awareness of their rights and access to services**. This served to empower persons in need in informed decision-making when navigating complex protection environments; to ensure timely and targeted assistance is available; to decrease refugees' vulnerability to exploitative practices; and to strengthen trust in institutions and available services. Despite significant challenges in 2023—including damaged infrastructure in the EQ areas, limited partner access, and shifting humanitarian priorities—partners reached over 730,000 refugees with information on rights and critical services, access to primary health, and employment. However, achievement levels fell short of targets due to access limitations and damage to telecommunication infrastructure caused by the EQs. In 2024, outreach improved markedly, with the partners reaching more than 2 million beneficiaries, with goals exceeded particularly

pertaining to awareness on child protection. Yet gaps remained, with funding shortfalls partially impacting information on employment services (50% of annual targets reached) and significantly impacting health-specific information provision (no progress in 2024).

**Partners continued their multi-layered support to public institutions, local authorities and non-governmental stakeholders** to strengthen protection service delivery. In 2023, over 830,000 individuals benefited from protection services, with 370,000 individuals assessed for protection needs. Individuals with protection needs were referred to specialized and essential services such as psychosocial support (PSS), legal aid, and child protection, with significant overachievement in several areas despite earthquake-induced operational constraints.

In 2024, the sector built on these gains focusing on expanding coverage and improving service quality, in the face of contextual challenges such as socio-economic difficulties and growing social tensions that contributed to deteriorated psycho-social wellbeing amongst communities. 860,000 individuals benefited from protection service delivery through 3RP interventions, with 340,000 individuals with specific needs assessed. In response to the residual psychosocial support and legal assistance needs caused by the EQs, partners continued service provision, surpassing annual targets in both areas (116% and 170% respectively). However, operational challenges such as funding reductions, project closures, and limited capacity of partners to engage in proactive outreach led to shortfalls in areas including cash for protection and capacity support to institutions. While GBV-specific response services were under-reported, sexual and reproductive health (SRH) service provision continued strongly with 83% of the target achieved.

Throughout both years, sector partners demonstrated resilience and adaptability, responding to shifting needs with community-based approaches and by building on the needs-focused disaggregated data from the Inter-Agency Protection Needs Assessment (IAPNA). The findings underscore the necessity of integrated, multi-sectoral approaches to protection in protracted crises. Key recommendations include institutionalizing adaptable outreach modalities, addressing legal-policy gaps, expanding community-led and digital awareness strategies, strengthening referral pathways, and securing sustainable funding to build a resilient and inclusive protection system.

To **promote inclusion and access to services, including health, education, social services as well as local solutions**, 3RP partners prioritized emergency interventions in light of the serious access challenges and operational limitations caused by the earthquakes and enhanced cross-sectoral collaboration to ensure equitable access to services and solutions. Over the 2023–2024 period, 3RP partners pursued these goals amidst extraordinary challenges, including the lasting impacts of the earthquakes, underfunding, and deteriorating socio-economic conditions that strained both refugee and host communities.

In the **Health sector**, service delivery was significantly disrupted in 2023 due to the destruction of infrastructure and the loss or displacement of healthcare personnel. This disruption, compounded by limited financial resources for sector projects in 2024, significantly prevented the provision of quality healthcare through the 3RP, particularly for those with chronic conditions or non-communicable (NCD) diseases. As a result, progress for primary healthcare and NCD consultations, healthcare related information sharing, and vaccinations remained very low. Furthermore, lack of funding significantly affected the ability of Health sector partners to support the capacity strengthening of health providers, with many planned training programs not

implemented. Despite these challenges, targeted gains were observed in sexual and reproductive health (SRH) and mental health and psychosocial support (MHPSS), with 63% and 49% progress achieved respectively, which remained critical areas of need, particularly among women and children.

The **Education sector** demonstrated notable progress, with over 1.02 million school-aged refugee children enrolled in formal education by 2024, representing 80% of the total eligible population. However, approximately 250,000 children remained out of school due to financial hardship, lack of documentation, transportation challenges, and overcrowded classrooms, amongst other reasons. Early Childhood Education (ECE) exceeded expectations, with enrolment more than tripling the annual targets. Similarly, non-formal, non-accredited education reached over 291,000 children, highlighting growing demand for flexible education pathways. In contrast, enrolment in Technical and Vocational Education and Training (TVET) remained extremely low, indicating an urgent need for investment in adolescent and youth-focused programming. Higher education outcomes were more promising, with more than 60,000 Syrian students enrolled in the 2023/24 academic year and a refugee tertiary enrolment rate of 12%, far exceeding the global average. Nonetheless, education infrastructure and complementary services such as transportation, cash support, and teacher resources were critically underfunded, limiting both the quality and sustainability of educational gains.

**Access to municipal services** remained a significant gap, particularly in earthquake-affected areas. Municipalities in the Southeast, which host a large share of the refugee population, continued to face structural damage, financial constraints, and personnel shortages. While some infrastructure rehabilitation was initiated, institutional and technical support to municipalities remained far below targets. Political transitions following the 2024 local elections introduced additional delays, while funding limitations and fragmented reporting from non-3RP programmes further obscured progress. Re-engagement with newly elected municipal leadership and stronger alignment with multi-year funding frameworks are urgently needed to stabilize and scale municipal service delivery.

In terms of the **Basic Needs sector**, the initial earthquake response in 2023 led to overachievement in key areas such as shelter, WASH, and hygiene assistance. However, by 2024, sector performance returned to pre-earthquake levels, with most indicators falling below targets. Shelter assistance met 71% of its goal, and cash-based interventions reached only 12% of the planned 1.1 million beneficiaries, primarily due to overestimated targets and constrained funding. Food assistance coverage dropped sharply in relative terms, although the absolute number of recipients increased. Meanwhile, hygiene and dignity item distribution was affected by fragmentation in reporting, as some large-scale programming was carried out outside the 3RP framework. The Economic Empowerment sector also saw limited progress under this outcome, with nutritional and agricultural trainings deprioritized in favour of immediate disaster response, leaving gaps in long-term resilience and food security interventions.

Despite these setbacks, the 3RP partners demonstrated agility and a commitment to inclusive service delivery, leveraging community-based approaches and data-driven planning. Looking forward, strategic priorities include securing sustainable, multi-year funding; expanding inclusive education initiatives—especially for adolescents and children with disabilities; addressing systemic barriers to healthcare access; strengthening municipal and cross-sectoral coordination; and reinforcing data collection and reporting to improve accountability and visibility of refugee

support activities. These measures will be critical to building a more resilient, equitable, and responsive service delivery framework for both refugee and host populations in Türkiye.

The response community's focus on longer-term interventions was mostly supplanted in 2023 and partly in 2024, through redirecting resources and efforts to emergency relief, thereby impacting efforts aimed at **promoting harmonization, self-reliance, and durable and other solutions**. While the challenging operational context and growing socio-political pressures caused only partial progress on select indicators, the 3RP partners remained committed to fostering socio-economic inclusion, social cohesion, and access to durable solutions.

Socio-economic inclusion efforts within this strategic objective were significantly affected by the redirection of resources to emergency response and the damage to key economic infrastructure, particularly in the earthquake-affected areas. The **Economic Empowerment sector** experienced low achievement in 2023, as vocational and language trainings, business development support, and job placement activities were largely paused. Public institutions critical to employment support, such as ISKUR and the Social Security Institution, suffered facility damages and service disruptions, further delaying recovery. By 2024, support to micro, small, and medium enterprises (MSMEs) began to increase, with fivefold growth in support compared to the previous year. Nonetheless, vocational training targets remained largely unmet, with only 15% progress against planned goals, underscoring persistent gaps in employability efforts—particularly for women and refugees in agriculture-dependent areas. Agricultural livelihoods, a key source of income for many refugees, were also disrupted due to infrastructure damage and limited donor funding. Support to cooperatives, rural enterprises, and women-led agricultural initiatives improved marginally in 2024, but the sector's recovery remained fragmented.

The earthquake also increased social tensions in the region, in response to which partners continued their focus on harmonization through trust-building and participation, despite the deprioritization of **social cohesion programming** activities. In 2023, partners continued their engagement activities with national institutions, especially targeting youth. Structural constraints—such as temporary displacement, segregated settlements, and heightened political tension—limited the reach and impact of these efforts. In 2024, rising inflation, unemployment, misinformation, and xenophobic rhetoric fuelled social tensions further, including violent incidents targeting refugees. Despite these trends, structured social cohesion programming reached over 55% of the target and community-based livelihood activities successfully incorporated inclusive social cohesion elements, engaging over 16,000 refugees.

Looking forward, partners increasingly recognized the importance of coupling economic empowerment with social cohesion, proposing integrated interventions—such as language classes, cooperative development, and inclusive community farming—as pathways to build trust and reduce social distance.

The 3RP response continued to support the Government in promoting **durable solutions**, focused on resettlement and voluntary returns. In 2023, Türkiye hosted UNHCR's largest resettlement programme globally, with 13,900 refugees resettled—94% of whom were earthquake-affected. Emergency processing allowed vulnerable children and others to access rapid resettlement in safe third countries. In 2024, resettlement figures slightly declined, with 10,770 departures and a growing share of Afghan nationals included in submissions. However,

capacity reductions at UNHCR due to donor withdrawal, threatened future operations and protection programmes.

Voluntary return remained limited through most of 2023 but increased rapidly following the fall of the Assad regime in Syria in December 2024. Daily departures spiked, with over 30,000 Syrians returning in December alone. UNHCR monitored over 54,000 returns in 2024, expanding its presence at border crossings to ensure voluntary, safe, and dignified repatriation. Despite this uptick, surveys showed continued caution among many Syrians, highlighting the importance of maintaining asylum space and inclusive services in Türkiye. Protection partners emphasized the need for balanced responses that safeguard rights, deliver cross-border coordination, and tailor programming to evolving intentions and risks.

While progress under the self-reliance and durable solutions objective was uneven due to the compounding effects of emergencies, resource constraints, and contextual changes, the year also offered key learning opportunities and programmatic shifts. Looking ahead, priority actions include expanding formal employment pathways, investing in resilient agricultural and vocational systems, and integrating economic empowerment with social cohesion. Continued attention to durable solutions—through resettlement, careful monitoring of voluntary returns, and strengthened protection safeguards—remains vital in an increasingly complex displacement context.



## The 3RP Türkiye M&E System

The 3RP in Türkiye bases its planning, implementation, and revision processes on a comprehensive M&E framework. This framework takes stock of achievements of the plan at the short, medium, and long term, through its multi-dimensional design.

The **first dimension of the M&E system** is formulated at the output level and demonstrates all of the individual components of the 3RP response (needs, partner response capacity, targets, funding required). These components are systematically mapped into sectors' response frameworks (log frames). In building these log frames, the 3RP sectors identify needs of refugees through assessments, as well as through ongoing dialogue with national and field-level partners. Once priority needs are identified for each sector, the sector working groups determine targeted response activities to meet these needs. Partners working under each sector set annual targets and budgetary needs for each activity they will carry out, and report on the outputs they achieve.

Partners carry out their output-level reporting monthly, through the online ActivityInfo platform. These outputs are regularly monitored, in light of funding received by partners and contextual changes impacting the refugee response. Monthly monitoring findings are externally displayed through an online inter-sectoral dashboard.<sup>1</sup> The 3RP's M&E system and therefore its accountability duties, heavily rely on valuable inputs of 3RP partner agencies active in the refugee response.

The **second dimension of the 3RP M&E system** is formulated at the outcome level based on the 3RP's strategic objectives. In 2023 and 2024, the strategic objectives of the 3RP remained the same as the previous years', reflecting how the different sectors and outcomes complement each other. The strategic objectives take into account the evolution of the international funding landscape in Türkiye as well as the work of other actors, since an important part of the refugee response in Türkiye (including most cash programmes and socio-economic support), is carried out by actors operating outside of the 3RP's funding platform.

As such, the three strategic objectives for the 3RP 2023-2024 were as follows:

- **Strategic Objective # 1: Contribute to the protection of Syrians under temporary protection and international protection applicants and status holders.**
- **Strategic Objective # 2: Support inclusion and access to services, including health, education, social services as well as municipal services and local solutions as needed.**
- **Strategic Objective # 3: Promote harmonization, self-reliance, and durable and other solutions including voluntary returns.**

The outcomes of the 3RP are determined under these strategic objectives and are structured within an inter-sectoral M&E framework. While agencies carry out output-level reporting monthly, outcome-level reporting is carried out annually, by sector coordinators. The 3RP Outcome

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<sup>1</sup> Available through UNHCR's inter-sectoral Operational Data Portal, <https://data2.unhcr.org/en/situations/syria/location/113>

Monitoring Framework is a higher-level framework designed in 2018, which demonstrates the consolidated achievements gained as a result of all partner activities. The achievements reported against this framework are therefore mid to long-term achievements, as opposed to the immediate outputs of activities. This higher-level M&E framework was designed to better report on the collective impact of the support provided to the Government of Türkiye, refugees, and host community members. The development of an inter-sectoral framework also stemmed from the fact that needs and the response are increasingly inter-sectoral.

Having this multi-tiered M&E approach allows the coordination team to evaluate the effects of 3RP interventions at different levels, and over multi-year cycles, to improve planning and implementation for future periods. This structure is necessary to ensure accountability to beneficiaries, donors, and partners, since the 3RP is a multi-sectoral plan that involves many different stakeholders.

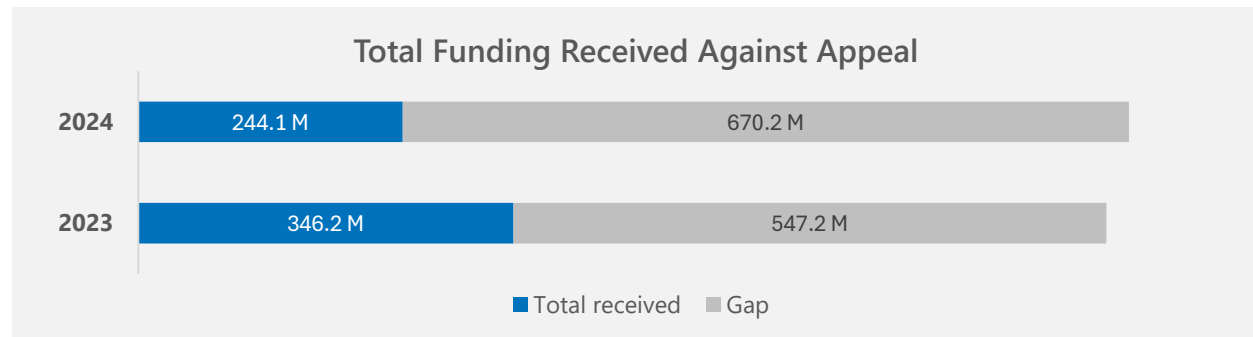
### *Limitations*

It should be noted that there are some limitations in the way of a sound outcome analysis for some intervention areas under the 3RP. This is because even when there is an understanding of how much change happens in the lives of refugees and host community members, it is not always possible to know how much of this change can be attributed exclusively to interventions done within the 3RP. The 3RP's coverage is nation-wide and includes almost 60 different partners covering all regions in Türkiye. Yet an important share of refugee-response interventions in country remains outside of the 3RP. Although the results of some of these external interventions are available to the 3RP through regular non-3RP reporting, majority is missing – creating data gaps that prevent a comprehensive analysis. A positive example area is cash-based interventions, since progress from the SSN programme, which is the biggest cash-support intervention in Türkiye, is reported to the 3RP tools, even though the programme is not appealed for under the 3RP.

In order to overcome the above-mentioned limitations, the 3RP's inter-sector team is regularly collating assessments carried out by different stakeholders, aiming to complement output level data available under the 3RP. Furthermore, the establishment and regular implementation of the Inter-Agency Protection Needs Assessment (IAPNA) has been a positive step in this sense, as the assessment is conducted by 3RP partners, inclusive of refugees who receive support through the 3RP, with a representative sample. The 3RP coordination team is looking to take further steps to strengthen impact measurement in the response by encouraging partners to undertake monitoring activities and maintaining a monitoring tools repository which is available to all partners that need tools for impact measurement.

## Funding Analysis - 2023-2024:

In 2023, 3RP partners mobilized USD 346.2 million, which made up only 39% of the 3RP's total annual appeal of USD 893.4 million. The majority of funding received in 2023 came from the public sector including government donors, followed by private donors including the private sector, foundations, and individuals. Compared to 2022, the funding received decreased by 22% with USD 446 million secured in the previous year against the USD 1.17 million appeal (38% annual progress).



In 2024, total funding received by 3RP partners was USD 244.1 million against the 914.3 million total appeal. Majority (90%) of the 2024 funding was received from the public sector including government donors and various development agencies of supporting countries, followed by the private sector (7%), foundations and individuals. Compared to 2023, the response received USD 100 million less in 2024, with significant reduction in the annual funding achievement. With 27% of the appeal realized, 2024 was the year that the 3RP received the lowest funding since 2018, both in terms of net figures and as a percentage of the appeal.

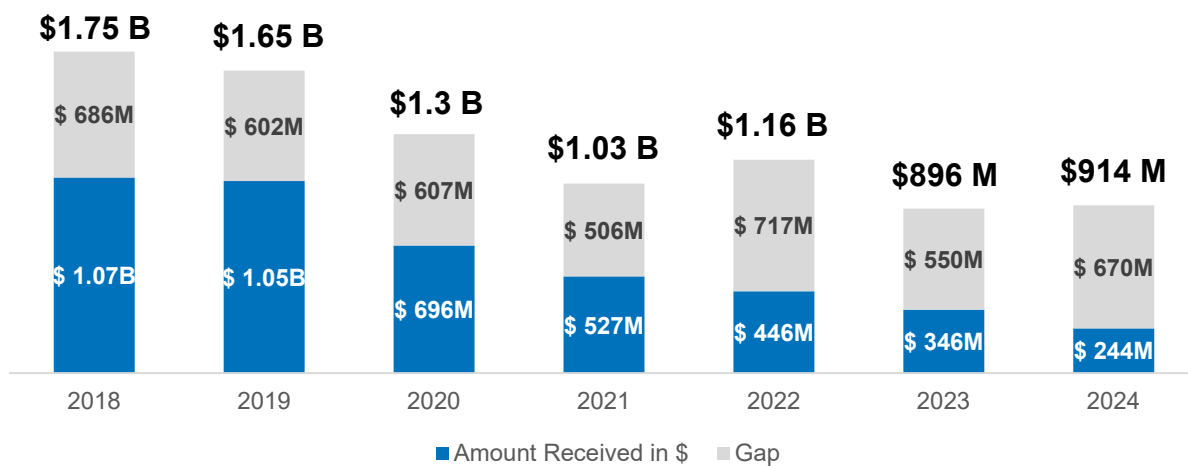
The 2023 appeal was lower than that of the previous year, mainly because some large-scale interventions that used to be appealed for under the 3RP (such as the CCTE Programme), were transferred to the Government of Türkiye. So, the drop in appeal did not necessarily signify a decrease in refugee and host community needs, and furthermore these needs were significantly exacerbated in 2023 with the earthquakes.

After the earthquakes, much of the humanitarian funding coming to Türkiye was channelled to the emergency response in 2023. While some partners partially carried out their earthquake response interventions under the 3RP and with 3RP funds, some partners shifted their funding and focus outside of the 3RP. According to a mid-year stock-taking exercise conducted with 3RP appealing partners in June, 32% of partners with funding repurposed all or some of their 3RP funding to respond to earthquake needs outside of the 3RP. 28% indicated that no funding was repurposed outside of the 3RP, but that their current 3RP projects already focused on meeting earthquake needs. 40% indicated that none of their 3RP funding was repurposed and will be used to meet strictly non-EQ refugee needs. This partial shift of existing resources by partners, coupled with funding that was shifted outside of the 3RP by donors is an explanation for the low turnout in annual funding for 2023, and consequently for the low progress rates concerning certain indicators.

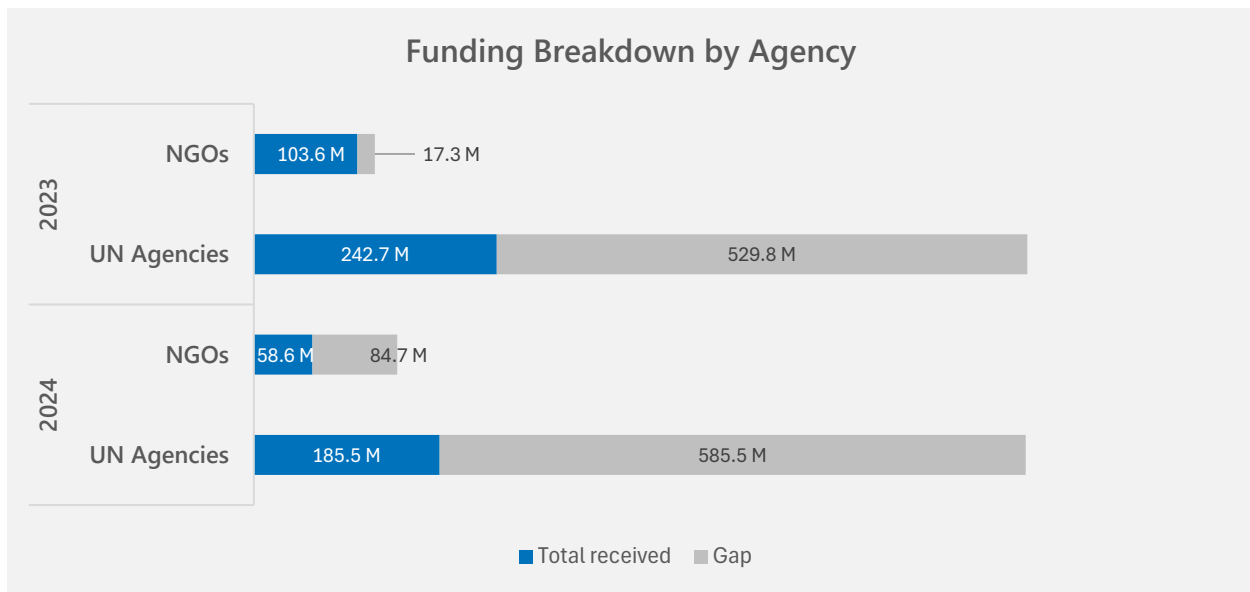


In 2024, the appeal was slightly higher than in 2023. This was because the 2023 Earthquake Appeal - which was initially outside of the 3RP, was included in the 3RP as of 2024. This change was also reflected on the cumulative number of persons in need in 2024, with host community members' representation in the plan significantly increasing over four times the number in 2023. With the inclusion of the earthquake response, and significant increase in the number of persons in need, the decrease in funding for 3RP programs had more serious consequences on partners' ability to carry out their projects and reach populations in need. This decrease in 3RP funding is a continuation of a multi-year trend concerning funding of the refugee response in Türkiye (available in the visual below), considering reprioritization of international humanitarian funding to respond to newly emerging crises.

### Evolution of Funding Appealed for and Secured by Partners



Under the 3RP, funding is received bilaterally by agencies, rather than through a central funding mechanism. The received funds are reported individually by partners per the projects they submit under their 3RP sectoral appeals. In 2023, 86% of the appeal was submitted by UN agencies, while 14% was submitted by NGOs. At the end of the year, the NGO appeal was funded at 85% with \$103.6 million, whilst the UN appeal was funded only at 30% with \$242.7 million. Of the funding to NGOs, 70% was received by international NGOs, while the remaining 30% was received by national organizations. In 2024 the appeal ratios between UN agencies and NGOs did not change, with UN agencies submitting 86% of the appeal. Of their respective appeals, NGOs' appeal was funded at 41% with USD 58.6 million, while UN agencies' appeal was funded at 24% with USD 185.5 received. So, while the 2024 funding decrease impacted both NGOs and UN agencies, the impact on NGOs was more severe with almost a 50% reduction compared to 2023. Of the funding to NGOs in 2024, 55% was received by INGOs, while the remaining 45% was received by national organizations. So, while there was an important reduction in the funding received by INGOs in 2024, funding received by NGOs increased.



As per sectoral disaggregation of funding, in 2023 the Protection sector received the highest amount of funds with 45% of all funding received going to this sector. This was followed by the Economic Empowerment (25%), Education (16%), Basic Needs (12%), and Health (2%) sectors. One reason that the Protection sector is funded significantly higher might be that after that earthquake most 3RP Protection partners included their earthquake-specific implementation under the 3RP. The funding levels reflected significantly on sectoral achievements with most Protection sector targets mostly or fully achieved, whereas progress remained close to zero for many of the Health sector's output targets. In light of this, and as needs persist, sustainable funding to the 3RP's partners is crucial to ensure partners reach vulnerable populations in need. Sector-specific funding analyses are provided below in the dedicated outcome chapters, including the impact of funding (or lack thereof) on sectoral achievements and outputs.

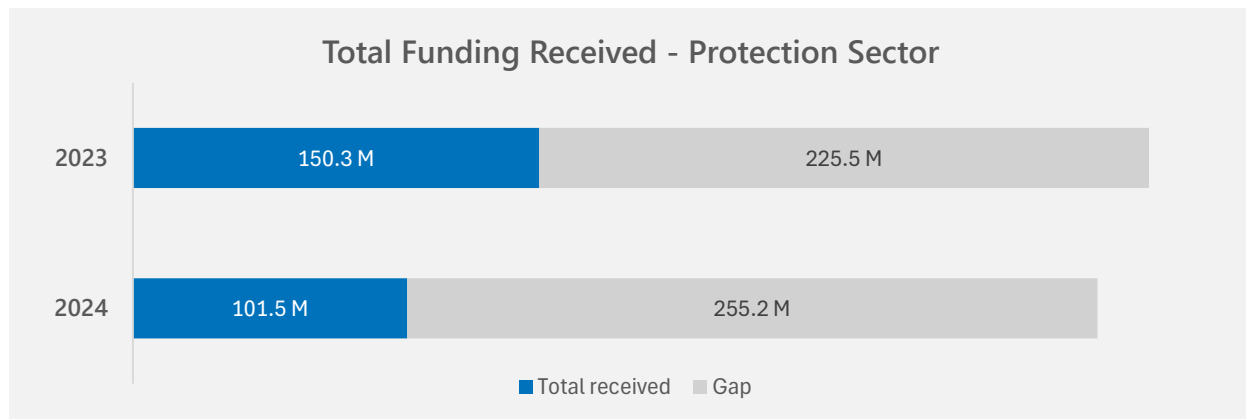
Sectoral disaggregation in 2024 presents a similar finding with the Protection sector receiving the highest amount of funding amongst all the sectors with 42%. This is followed by the Basic Needs (19%), Economic Empowerment (18%), Education (14%), and Health (3%) sectors. Additionally, 4% of all funding received was reported as funding not yet allocated to any sector.



## STRATEGIC OBJECTIVE #1 : CONTRIBUTE TO THE PROTECTION OF SYRIANS UNDER TEMPORARY PROTECTION & INTERNATIONAL PROTECTION APPLICANTS AND STATUS HOLDERS

**Outcome 1.1 - Refugees have increased awareness on access to services and their rights and obligations.**

### *Funding Analysis: Protection Sector*



In 2023, the Protection sector was the highest funded sector vis a vis the 3RP in Türkiye. The sector received 40% of its total funding request with 150 million received out of 376 million. Of note, among the 40 partners that submitted appeals in 2023, 18 (mostly local NGOs) did not receive any funding and 13 were only partially funded.

In 2024, the Protection sector continued to be the highest funded across all 3RP sectors in Türkiye. However, compared to 2023 funding levels, both in terms of percentage of the total funding request as well as in absolute figures, funding levels for the sector decreased notably. To specify, in 2024, the sector received only 28% of its total funding request with 102 million received out of 357 million. In 2024, 41 partners submitted appeals under the Protection sector with 17 reporting they did not receive any funding for their appeals<sup>2</sup> and the remaining were only partially funded.

Finally, while NGO partners' total funding request increased notably (by 35%) between 2023 and 2024, indicating to a certain extent increased needs across both refugee communities and service providers, NGOs were able to access less funding in 2024 compared to 2023 (32% less funding received). In comparison, despite the total funding request by UN agencies having dropped between 2023 and 2024 (by 11%), the funding received also reduced between these two years (by 41%).

<sup>2</sup> Among partners who did not report to receive any funding, the majority (11, 65%) are national NGOs, 3 are RLOs, 2 are INGOs and 1 is a UN Agency.



In terms of consequences of underfunding for the sector, it is important to note that in 2023 and 2024, some key partners had to shut down offices or reduce staffing/operational presence due to lack of access to funding opportunities – including those that have been actively delivering protection/child protection/gender-based violence services for years that have accumulated experience and established positive working relations with public institutions and local authorities, as well as those that established rapport with refugee communities. Furthermore, many small/mid-scaled local NGOs, RLOs or organizations that work in specialized/niche areas of protection service delivery that have added value vis a vis their expertise and/or their access to specific community groups also reported significant concerns regarding no/limited access to sustained funding. Particularly the latter results in regression against the localization agenda - important for leveraging the experience and expertise of local NGOs and strengthening civil society in Türkiye, especially considering that approximately half of the sector partners have been local/national NGOs. In terms of the impact on refugee communities in Türkiye, it is noted that underfunding will evidently lead to reduced access to essential and life-saving protection services and assistance, hinder integration/cohesion efforts, increase risk of refugees adopting potentially harmful coping mechanisms and violation of human rights, which will lead to increased protection risks, and vulnerabilities for individuals with specific needs, and hinder advocacy efforts aimed at strengthening refugees' access to rights and services.

Outcome Indicator	2023 Result	2024 Result	Source
% of refugees with knowledge their rights and obligations and service availability	49%	51%	Inter-Agency Protection Sector Needs Assessment

#### a. Context and sectoral evaluation

Following the earthquakes, multiple assessments in the Southeast pointed to significantly increased information needs of impacted populations, especially concerning access to essential services, financial assistance, social assistance, and access to PDMM services.<sup>3456</sup> Furthermore, according to Round 7 of the Inter-Agency Protection Needs Assessment (IAPNA), only 49% of respondents said they feel sufficiently informed on rights and services, with main information sources being friends, family and neighbours, followed by online groups of refugees.

Considering these needs, in 2023, 3RP partners reached more than 688,000 refugees with information on rights, entitlements, services and assistance; more than 36,000 refugees with information on access to primary health; and more than 6,400 refugees with information on employment. Majority of these persons (around 70%) were in the earthquake impacted areas, while almost 30% were in Istanbul, Izmir and Ankara – which hosted some of the highest number

<sup>3</sup> UNHCR, *Türkiye: Inter-Agency Protection Needs Assessment Round 7*, March 2024, <https://data.unhcr.org/en/documents/details/104862>

<sup>4</sup> Relief International, *Rapid Needs Assessment Report Türkiye Earthquake Response*, February 2023, <https://data.unhcr.org/en/documents/details/98954>

<sup>5</sup> IFRC-OCHA, *DEEP Analysis on Türkiye Earthquake*, February 2023, <https://data.unhcr.org/en/documents/details/98820>

<sup>6</sup> UN Women, *Brief on Earthquakes in Türkiye*, March 2023, <https://eca.unwomen.org/en/digital-library/publications/2023/03/un-women-brief-on-earthquake-in-turkiye-impacts-and-priorities-for-women-and-girls>



of persons relocated following the earthquakes. Majority of people reached were women with 61%, followed by 38% being men, and 1% being non-binary.

Building on previous years' achievements and the **Protection sector's** added value vis a vis community engagement, in the planning phase for 2023 sector implementation, information dissemination and awareness raising activities were identified as a priority area by partners as is evident from the increase in target between 2022 and 2023 (100% increase). However, the sector came significantly short in achieving its target that was set based on identified needs (i.e. 56% of IAPNA Round 6<sup>7</sup> respondents indicated they felt informed on rights and services in Türkiye). Multi-faceted impact and consequences of the earthquakes were reflected in low achievement for this Outcome. This includes limited access of partners particularly to formal settlements (dependent on approval by camp management/ relevant authorities). Additionally, it is noted that telecommunication infrastructure was destroyed/damaged across the earthquake region whereas partners, in post-COVID adaptation of service delivery, depended more so on hybrid if not mostly remote modalities of disseminating information to individuals as it allowed for increased reach. Furthermore, within the first few months of the earthquake response, considering both Turkish and refugee communities' needs were more so related to life-saving assistance including access to safe shelter, basic needs, food, NFIs (etc.), information dissemination may not have been prioritized. Linked to this, it may be assumed that rather than Protection partners, partners (likely many operating outside of the 3RP) in sectors engaged in distribution, shelter assistance (etc.) were engaged in information dissemination and hence may not have reported under the relevant Protection sector indicators.

**Child Protection** (CP) partners were able to reach slightly more than half of their target set for 2023 (reaching more than 100,000 persons) in terms of information campaigns and awareness raising initiatives on child rights and child protection. This was considered directly linked with re-programming due to the EQ with CP national partners mobilizing their resources to respond to the immediate needs in the EQ region, rather than focusing on child rights and protection related campaigns as originally planned in early 2023. Similarly, despite the immense challenges posed by the earthquake in Türkiye in 2023, community-based efforts on **gender-based violence** (GBV) prevention, mitigation, and response information campaigns continued. The progress made in 2023 was slightly higher, with 191,965 individuals reached (35%) compared to 147,743 individuals (37%) in 2022. However, these figures still fell short of the respective annual targets. It is important to note that this reflects that the GBV partners' focus, and activities primarily centred around life-saving measures for the earthquake response rather than specific GBV-related objectives in 2023.

In terms of partners based outside of the EQ region, many noted that they were involved in information dissemination related to the earthquake (mostly for relocated earthquake survivors) rather than issues as related to protection, child protection and gender-based violence, which may also have resulted in a limited total number of individuals reached compared to previous years.

Information needs of refugees continued into 2024, with only 51% of interviewees indicating they are sufficiently informed on rights and services, per the IAPNA Round 8. Priority information needs

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<sup>7</sup> Report of the Inter-Agency Protection Needs Assessment (Round 6) was published in September 2022, providing important analysis and direction for sector partners' appeals and planning processes covering 2023 implementation.



changed from the previous year where earthquake relief related needs were more dominant, to information needs on services of PDMMs. In this context, in 2024, the Protection sector made significant strides in information dissemination, reaching 80% of its annual target through campaigns and awareness-raising activities—a substantial improvement compared to 2023. This progress reflects both renewed prioritization of timely, accurate information-sharing and an expanded capacity among partners to engage communities across Türkiye. Child protection-related awareness activities exceeded annual targets, underscoring both the high demand and strong interest within refugee communities for information on child rights and national child protection mechanisms. Regarding gender-based violence awareness raising initiatives, the 2024 target was adjusted downward to 303,712 individuals—following the lower reach (35%) during the acute earthquake response in 2023. By the end of 2024, 62% of this revised target (188,040 individuals) was reached. This increase in performance—despite the reduced target—reflects expanded outreach to both refugee and host communities in earthquake-affected areas, more effective community-based initiatives, improved resource allocation, and stronger public awareness strategies.

Despite increased participation overall, partners continued to face challenges in sustaining engagement, particularly where discrepancies existed between national legislation and its implementation—especially regarding access to rights and services. These inconsistencies sometimes led to a perception that shared information was not aligned with people’s lived realities, limiting participation in certain sessions.

While the impacts of the 2023 earthquakes remained evident, the specific challenges related to refugee access to information—and service providers’ access to refugee populations—significantly eased in 2024. This shift allowed for broader outreach efforts beyond immediate humanitarian response, likely contributing to the increased reach.

As in previous years, the Inter-Agency Protection Needs Assessment (IAPNA) provided vital disaggregated data—by age, gender, nationality, location, and setting—on refugees’ access to information, existing gaps, and preferred communication channels. This evidence base enabled partners to tailor interventions and prioritize outreach based on identified needs. Strong two-way communication with partners was also maintained, facilitating the rapid dissemination of updates and ensuring messaging consistency across the sector. These efforts helped refugees make informed decisions and improved their access to services, particularly in child protection and GBV.

**Health**-specific information provision during the reporting period was heavily focused on the EQ response. While the focus was on both host community and refugees and migrants, funding was not available for all planned activities in this area. This is clearly shown by the output indicator progress. The additional challenge came from the interruption of regular services either due to destruction of health infrastructure, or from healthcare personnel present in the region being overwhelmed, noting they were also heavily affected by the earthquakes. Healthcare staff died or had relatives or friends who died, and this affected their ability to continue providing services as normal. Staff rotations and shorter serving hours were instituted, further limiting the ability of health services to respond to all needs in the region. Following the earthquakes, over 3 million people left the region, and this also affected the numbers of consultations provided in the Southeast (EQ) region.

Specifically for IEC products, the very high target set by partners were not met due to lack of funding under the 3RP. However, activities carried out outside of the 3RP have contributed to increasing awareness among refugees. This growing awareness is a positive step towards addressing their health needs and improving their overall well-being. Following this and concentrated efforts by partners in the earthquake-affected region, refugees and migrants have become increasingly aware of their rights and obligations, as well as the services available to them. This heightened awareness has empowered them to seek out healthcare, shelter, and food security more proactively.

Despite the ongoing health needs exacerbated by diminishing resources and external threats, the increased awareness among refugees has led to better utilization of the limited resources available. Yet the need for continued and improved communication and outreach efforts continues as according to the IAPNA, 16% of respondents indicated that they don't feel informed enough about healthcare services. While most output indicators under this outcome are quite under-achieved, youth receiving information stands out as an exception, suggesting that targeted efforts towards younger populations have been more successful.

As part of efforts to increase socio-economic inclusion, **Economic Empowerment** partners continued awareness-raising efforts to reach refugees with information on access to livelihoods opportunities. Per IAPNA findings, 82% of those surveyed indicated that they are unable to cover their monthly expenses, with only 15% of surveyed respondents working formal jobs. In this climate, information provision on access to formal employment opportunities was an important priority for sector partners. In 2023, Economic Empowerment partners reached over 4,000 individuals who are at risk with information on employment, achieving 70% of their annual target. However, there was a large drop in 2024, with only 47% of the target achieved. This was mainly due to the lack of funding for partner projects that included awareness-raising interventions, with projects covering 80% of the targeted population not funded.

Continuous information dissemination in this field is crucial, as many refugees are employed informally exposing them to vulnerabilities such as unstable job conditions, excessive working hours, inadequate pay, and hazardous work environments. In addition to bilateral information provision by partners, awareness raising efforts conducted through public institutions also remains critical, with 22% of refugees surveyed under the IAPNA preferring government institutions as their trusted source of information. There is room for improvement when it comes to information provision through strengthened public institutions, as progress in job counselling was limited, with only 5% of the target met in 2023 and 19% in 2024. The limited achievement in 2023 is largely due to the impact of the earthquake, which shifted donor priorities towards humanitarian aid and significantly restricted public institutions' capacity (both infrastructure and knowledgeable staff) towards more development-focused interventions. Progress increased more than threefold in 2024, however was still limited to 19%, with two of the three projects including these interventions not receiving funding.

Looking ahead to 2025, the sector aims to enhance job counselling and placement services through public institutions to better support refugees in securing stable and safe employment opportunities. The sector also aims to continue working with other sectors, particularly the Protection sector, to customize information per needs. The sector has been in discussion with Child Protection and Education sector leads to better coordinate and respond to the vulnerable

cases with the aim of preventing school dropouts and child labour, particularly in informal and unsafe work environments.

## **b. Recommended actions<sup>8</sup>**

### *Protection*

- Ensure information dissemination and awareness-raising activities are part of contingency planning, with adaptable modalities for reaching communities in emergency situations. This should include mainstreaming protection messaging across non-protection actors for broader impact.
- Collaborate with public institutions and local authorities to leverage large-scale information dissemination efforts, ensuring wider reach across diverse community groups, especially during emergencies.
- Continue advocacy with relevant authorities at central and local levels to address discrepancies between national legislation and its practical application, ensuring that shared information is accurate, actionable and aligned with service delivery.
- Focus on tailored outreach and awareness raising for groups facing most barriers in access to information, identified through evidence-based assessments like the Inter-Agency Protection Needs Assessment. Ensure all materials are age, gender and disability inclusive, considering varying education levels and participation capacities, among other factors.
- Enhance community-based and NGO-led dissemination of information, recognizing their role as trusted sources. Support and mobilize peer networks and community influencers to expand the reach of timely, accurate information.
- Integrate innovative digital solutions, such as social media and AI-generated content, with traditional information dissemination methods to ensure accessibility for individuals with varying digital literacy levels.
- Increase tailored information dissemination on child rights and child protection, child-friendly feedback, complaints and redress mechanisms, particularly targeting children, caregivers and community members. Strengthen the capacity of partners and statutory services to deliver this information.
- Ensure that GBV awareness raising materials are simplified, child and user-friendly, and tailored to diverse needs, including disabilities and mental health considerations. Apply an intersectional approach to address compounded vulnerabilities, such as GBV and disability.
- Expand GBV awareness raising activities to include potential perpetrators, focusing on prevention and reporting mechanisms to mitigate risk and support survivors.
- Ensure that information on accessing legal assistance and counselling for GBV survivors is widely disseminated, particularly for those navigating separation from perpetrators or facing legal status related challenges.

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<sup>8</sup> The recommended actions throughout the document are meant for sector partners and other implementing partners for the coming year. They include recommended course correction and/or action to be taken for addressing the challenges and gaps in the response outlined above.



### Health

- Strengthen the fundraising and advocacy efforts for health needs of refugees and migrants
- Revitalize the 3RP network activities, including coordination, information, and visibility activities, following the temporary pause during the EQ response

### Economic Empowerment

- Given the fact that most working refugees are informally hired, encourage partners towards increased information dissemination regarding access to formal employment opportunities to minimize the risks associated with informal work and support formalization of their employment status. This can be done through strengthening public institutions (such as ISKUR) and their systems as formal channels for employment placement as well as improving communications/referral systems among the sector partners so that the refugees will be directed to obtain the information.
- Accordingly, information provision can focus on labour rights, work permit access, job opportunities and vocational training options. The sector will coordinate with the Protection sector to identify types of messages to ensure Syrians under temporary protection and international protection beneficiaries will be aware of their risks.

### Output indicator progress

Output Indicator	2023 Target	2023 Result	Status	2024 Target	2024 Result	Status
<i>Protection</i>						
1.1.1 # of individuals trained on international protection, rights, services and available assistance	43,776	27,715	63%	43,537	28,487	65%
2.2.1 # of individuals reached through information campaigns and awareness-raising on rights, entitlements, services and assistance	2,613,104	686,452	26%	2,663,098	2,130,376	80%
3.2.1 # of individuals reached through community-based initiatives with GBV-related information campaigns and activities to raise public awareness on rights, entitlements and assistance for prevention, mitigation and response to GBV	541,848	191,186	35%	303,712	188,040	62%
4.2.4 # of individuals reached through information campaigns and awareness-raising initiatives on child rights and protection	203,933	106,433	52%	140,940	146,157	104%



<i>Health</i>						
1.1.1 # of consultations received by male and female refugees and impacted host community residents in primary health	766,881	2,735	0%	115,434	3,582	3%
1.1.3 # of IEC (information, education, communication) products on MCH and IYCF delivered to target population	1,006	0	0%	501,350	0	0%
2.2.1 # of refugee male and female adolescents and youth receiving health information services	58,156	14,392	25%	11,050	11,404	103%
2.2.2 # of male and female adolescents and youth participating in targeted youth activities	7,050	1,124	16%	8,150	287	4%
<i>Economic Empowerment</i>						
2.1.1 # of individuals identified at risk receiving information on employment.	5,955	4,142	70%	5,845	2,772	47%
2.5.1 # of individuals provided support with individual counselling, job counselling from strengthened public institutions	42,680	2,193	5%	37,780	7,096	19%



## Outcome 1.2 Improved protection service delivery through strengthened capacity of government and non-government actors<sup>9</sup>

Outcome Indicator	2023 Result	2024 Result	Source
% of refugees with protection needs reporting access to specialised protection services	46%	63%	Inter-Agency Protection Sector Needs Assessment
Proxy indicator: # of data update interviews with foreigners within the scope of Temporary Protection and International Protection	2,200,000	3,053,231	Presidency of Migration Management
% of reported GBV survivors who received effective and survivor-centred GBV specific case management	21%	69%	Activity Info
% of children identified as at risk of a child protection concern who received a response	70%	49%	Activity Info

### a. Context and sectoral evaluation

Throughout 2023, aligned with the 3RP **Protection sector** strategy, the sector continued to support public institutions in Türkiye in their primary role of provision of protection services, while sector partners play a complementary role to these institutions. However, the EQ impacted and disrupted protection service delivery significantly, while creating new vulnerabilities and needs within communities. In the aftermath of the EQ, capacity of service providers to deliver services decreased significantly, affecting not only the EQ-affected provinces but also other areas of the country where individuals were relocated, and from which specialized staff were redeployed to EQ affected areas. Additionally, the circulation of staff and impact of the EQ on the staff located in the EQ-affected region disrupted protection service delivery and referrals in general. To overcome this, protection partners stepped up their support to public institutions, including child protection and GBV partners, supporting physical and human resources capacities.

Working within these limitations, Protection sector partners prioritized a variety of intervention areas in response to increasing needs. Amongst these, throughout 2023, activities including psychosocial support (PSS), legal aid/assistance and institutional engagement/support were carried out at full capacity with annual targets achieved. The impact of the EQ led to a high level of PSS service delivery primarily in the form of psychological first aid (PFA). Child protection partners' involvement in MHPSS delivery for children and caregivers significantly increased during 2023 due to high levels of PSS needs for children following the EQ, with more than doubling the target set for the year and reaching close to 90,000 children and adolescents through community based as well as specialized mental health and PSS interventions and services. Similarly, there

<sup>9</sup> Government actors include public institutions (central and provincial) and local authorities

was an increase in provision of legal assistance/aid, particularly considering the new needs related to housing, land, property and custody cases. Finally, PDMMs conducted over 2.2 million data update interviews during 2023, including almost 1.5 million for Syrians under Temporary Protection and around 750,000 for International Protection applicants. Although these figures reflect a decrease from the prior year, attributable to the earthquakes' impact, they still denote a slight increase from the total updates in 2021.

Activities that served a complementary role, or those that required longer-term interventions with development-focused outcomes were deprioritized to shift resources and efforts towards more immediate needs. Over the past few years, there has been a declining trend in funding for cash for protection assistance. Additionally, in the aftermath of the EQ, partners shifted their focus towards providing cash assistance for basic needs rather than protection-related outcomes. Large-scale cash programs such as ESSN usually operate outside of the 3RP framework, while cash assistance within the 3RP Protection sector typically plays a complementary role. Progress against trainings/technical capacity development targeting institutions has also remained low throughout 2023, likely stemming from the fact that most of the training activities were deprioritized due to the other urgent needs and activities. A remaining need is to continue technical capacity development efforts, particularly on more advanced/niche subject areas, due to high staff turnover and newly arising needs of communities.

In 2023, 3RP partners assessed 55,105 individual **gender-based violence** (GBV) survivors and those at risk, which was an overachievement of the target at 164%. Of these survivors, 18,857 (91% of the target) received GBV-specific response services, while 5,726 (69%) were referred to multi-sectoral response services. In 2023, despite the commendable increase in the assessment of individual GBV survivors and those at risk, many refugee survivors/those at risk may have preferred to keep a low profile due to fear of deportation, potentially resulting in underreporting and reduced visibility of GBV incidents. In addition, the predominance of male service providers and the delayed re-instatement of adequate GBV service provision until June, compounded by significant damage to public institutions' infrastructure, including GBV service providers, hampered effective service delivery, affecting the progress in 2023 regarding individual GBV survivors provided with GBV-specific response services and those referred to multi-sectoral response services. However, these outcomes should be perceived to be linked to the consequences of the earthquake which led to an increase in GBV incidents in the post-earthquake situation.

**Child Protection** partners reached more than 180,000 children with initial assessment of protection needs, identifying more than 100,000 of them with child protection risks (100% + achievement in both areas). These figures are significantly more than the levels in 2022, and it was linked to the fact that in 2023, in the EQ region and in the provinces of relocation, child protection partners' focus had to shift towards emergency child protection case management related activities due to heightened risks faced by children and caregivers across the country. Due to this shift in priorities and re-programming of activities in 2023, community-based child protection prevention activities and structured parenting/caregivers' support programmes planned by child protection partners could not be fully implemented, reaching 76% and 81% of the targets respectively, with a total of more than 43,000 children and caregivers. CP sector partners greatly



supported both human resource and physical infrastructure related to child protection particularly as related to EQ response (both 100%+ achievement).

In 2024, the Protection sector continued to complement public institutions in service delivery, focusing on quality, coverage, and inclusion, particularly for individuals with specific needs. Despite challenges such as the ongoing recovery from the 2023 earthquakes, persistent socio-economic difficulties, funding constraints and growing social tensions, the sector adapted to meet evolving needs, achieving significant progress in several key service areas.

As per IAPNA Round 8 findings, over one third (34%) of all interviewed refugees indicate not feeling well at the time of the survey. Multiple partner reports underline that increasing discrimination and social exclusion towards refugees, difficulty accessing services, financial hardships, and reducing number of socio-cultural engagement opportunities negatively impact the psycho-social wellbeing of refugees, elevating anxiety and depression.<sup>101112</sup> In response to these ongoing psycho-social support needs, Protection partners facilitated the access of over 198,000 individuals, including 81,000 children, to PSS services, exceeding targets by 16%. This success reflects the critical role of PSS in addressing both earthquake-related trauma and emerging socio-economic stressors. However, barriers such as stigma surrounding GBV disclosure, fear of blame or retaliation, concerns about confidentiality, and language limitations continued to restrict access, particularly among women and girls at risk. These barriers contributed to underreporting and a widening gap between needs and available services.

Legal services reached over 81,000 individuals, surpassing the target by 70%. The growing complexity of legal concerns (particularly related to statuses) and the increasing need for assistance in issues such as birth registration, custody, legal protection and measures (health, education etc.) drove demand, with refugees increasingly turning to NGOs rather than public institutions due to uncertainty and hesitation relating to their legal status. Despite this success, significant unmet needs remained, including among GBV survivors who faced challenges accessing legal assistance and aid due to fears of deportation and family repercussions. Partners highlight that the gap in need versus availability/capacity of services/service providers requires improved targeting and additional resources, especially to handle longer-term and more complex cases, and continued substantial needs in earthquake-affected areas in the recovery phase.

Progress in identifying and assessing individuals with specific needs and subsequently referring them to appropriate services fell short of the targets in 2024. This shortfall was primarily due to operational challenges such as funding reductions, project closures (particularly in earthquake-affected areas), and a limited capacity of protection partners to engage in proactive outreach. Field-level reports also highlighted inconsistencies in tracking referrals, with some instances where referrals were made but not formally documented, which also resulted in underreporting of referrals. Additionally, the sector's ability to identify and assist new individuals with protection needs was hampered by resource constraints.

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<sup>10</sup> UNFPA, *Türkiye Earthquakes – 2 Years On: Situation Report*, 6 February 2025, <https://data.unhcr.org/en/documents/details/114244>

<sup>11</sup> Türkiye Belediyeler Birliği (TBB), *6 Şubat Afet Bölgesi Mevcut Durum Değerlendirmesi ve Gelişim Önerileri Raporu*, Ankara: Türkiye Belediyeler Birliği, 2024, <https://data.unhcr.org/en/documents/details/114250>

<sup>12</sup> Diakonie Katastrophenhilfe and Support to Life (STL), *Türkiye Protection Analysis Report – January 2025*, January 2025, <https://data.unhcr.org/en/documents/details/115608>



PDMMs conducted over 3 million data update interviews in 2024, exceeding targets by 50%. This significant achievement allowed for up-to-date documentation and improved access to services, representing a critical step in the ongoing recovery and inclusion efforts.

Protection related cash and in-kind assistance remained severely underfunded, reaching just over 50% of the modest target. While partners prioritized urgent cases, the limited cash support continued to impact refugees' well-being, particularly in the recovery phase of the earthquake response and in the difficult socio-economic context. Partners emphasized the importance of demonstrating protection-specific outcomes to mobilize donor interest. Furthermore, partners noted that cash assistance is most effective when integrated into case management approaches and aligned with protection objectives.

Child Protection partners reached more than 214,000 children with initial assessment of protection needs, exceeding the target at 145% level, identifying close to 100,000 of them with child protection risks (at 91% of the target set). These figures are significantly more than the levels in 2023 and reflecting the ongoing needs in terms of child protection case management at the field level due to continued heightened risks faced by children and caregivers across the country. According to partners' observations, coming first amongst these risks are neglect -particularly in post-EQ communities and settlements, discrimination -including peer bullying, and child labour.<sup>13</sup>

In this light, while community-based child protection activities and structured parenting/caregivers' support programmes, reaching more than 9,000 and close to 21,000 refugees respectively, continued in the year by child protection partners, community-based child protection activities were deprioritized (implemented at 24% level) over child protection case management activities during the year by the sector. Structured/sustained PSS programmes (implemented at 99% level) and information and awareness raising focused activities (exceeding the target at 104% level), continued, cumulatively reaching a total of more than 227,000 children and caregivers in the year. CP sector partners greatly supported both human resource and physical infrastructure related to child protection activities, including as related to EQ response. In 2024, GBV partners assessed 27,462 individual survivors and those at risk, representing a sharp decrease compared to 2023 figures (89,670). This decline was attributed to operational constraints such as reduced funding, closure of partner offices, and limited safe reporting spaces, alongside heightened fear of deportation among survivors. Despite this, the number of survivors provided with GBV-specific response services slightly increased from 18,401 in 2023 to 18,907 in 2024, although remaining below the annual target. While targeted efforts such as survivor-centred capacity development initiatives for law enforcement actors contributed to improvements in the quality of GBV response, structural barriers—including limited availability of female service providers, language barriers, confidentiality concerns, and shortage of safe accommodation—continued to hinder survivors' access to services. Rising operational costs and funding constraints further limited the scale and continuity of GBV-focused outreach and service delivery, particularly in earthquake-affected and high-risk provinces. Overall, while modest progress was recorded in enhancing capacity and outreach, the level of support remained insufficient to meet the growing and increasingly complex needs of GBV survivors across the country.

As part of the **Health sector**, the support to Ministry of Health's (MoH) service delivery for refugees and migrants was only possible for limited-service areas. The narrowing of the sector's focus was a result of the limited funding coming to partners and the devastating impact of the

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<sup>13</sup> *ibid*



earthquakes on infrastructure, personnel, and supply chains. The damage to human and institutional capacity impacted access to sexual and reproductive health services in the EQ area as the remaining capacity of health service providers was primarily used towards addressing acute health problems.<sup>14</sup> To ensure continued access to SRH, 3RP partners continued their support to service providers, demonstrating a positive example of progress, with more than 600 service providers trained on SRH and the clinical management of GBV. This was possible thanks to the funding levels above the appeal levels as well as the significant efforts of sector partners historically.

In 2024, improved protection service delivery has been achieved through the strengthened capacity of government and non-government actors. The 2024 progress for training on Sexual and Reproductive Health (SRH) has been notably positive, with 83% of the targets achieved. This is particularly significant considering that 27% of surveyed refugees report they cannot access SRH services, according to the IAPNA.

Despite the lack of available funding - affecting the ability of Health sector partners to support capacity strengthening, efforts have been made to enhance the skills and knowledge of healthcare providers. This has been crucial for delivering high-quality protection services in the face of continuing access difficulties concerning SRH services. The UNFPA Situation Report highlights that access to SRH services remains a critical issue, especially among those living in container settlements and rural areas.<sup>15</sup> Limited transportation opportunities and a shortage of fully operating hospitals further increase these challenges.

Nevertheless, the focus on training and capacity-building initiatives has led to improved service delivery. Government and non-government actors have worked together to address the complex health needs of refugees and migrants, including managing chronic conditions, mental health issues, and communicable diseases. Strengthening the capacity of health providers has been essential in ensuring that they are equipped to handle these challenges and provide adequate care.

The **Economic Empowerment sector** has been working to ensure safer working conditions for refugees towards creating a strong protection environment – particularly by strengthening labour regulations aiming to provide legal protection and promote social and economic inclusion. Towards this end, sector partners have worked to facilitate the obtention of appropriate documentation and increase refugees' access to decent jobs by supporting work permit obtentions. The sector has worked towards this goal by 1) strengthening the government's capacities to process work permits, 2) supporting private sector/businesses by subsidizing costs to hire refugees and 3) strengthening/streamlining existing job placement platforms so that refugees can seek jobs. In 2023 while public institutions were impacted by the earthquake, Economic Empowerment partners provided them with technical capacity building support in this area, in addition to provision of physical spaces such as containers (especially provided for ISKUR) in the earthquake areas to resume their services in the region. During 2024, EE sector partners continued working with public institutions to strengthen their employment/livelihoods related service capacities. In October 2024, a new regulation on work permits was announced by

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<sup>14</sup> UNFPA, *Türkiye Earthquakes – 2 Years On: Situation Report*

<sup>15</sup> *ibid*

the Government. The 3RP Türkiye sector partners are closely monitoring these developments and are prepared to facilitate the implementation of the new regulations.

To further facilitate refugees' access to public institutions, the sector will promote the use of the existing online service mapping platform, Services Advisor, so that refugees will be able to see various types of employment related service availability near them. This effort will aim at linking public institutions' job placement services with the EES partners' programs (especially for those who have received vocational trainings to seek employment).

### **a. Recommended actions**

#### *Protection*

- Given the ongoing funding decline, it is vital to emphasize the critical role of NGOs in providing complementary services to vulnerable populations. While public institutions play a primary role, NGOs are essential for addressing specialized needs and gaps in services, particularly in areas such as legal assistance, case management, specialized psychosocial support, and community-based interventions. Advocacy efforts should focus on securing multi-year, flexible funding to ensure the continuity and effectiveness of these essential services, particularly for at-risk populations. Strengthening partnerships between public institutions, international organizations, and local NGOs is key to building a resilient protection services network.
- Organize lessons-learned exercises post-earthquake to identify best practices and challenges in adapting protection service delivery during emergencies. This will inform future responses and improve the capacity of the sector to provide timely and effective protection services during crises.
- Facilitate sector-wide discussions to address inconsistencies between individuals identified with protection needs and their subsequent referrals to services. In this respect, Child Protection sub-sector will focus on more disaggregated reporting on CP risk levels, typologies of assessed child protection concerns, and levels of MHPSS interventions, contributing to support evidence-based advocacy, monitoring, and programming. For the GBV sub-sector, strengthening linkages between individuals assessed for needs/risks and referrals will require that available GBV services are regularly updated on the Services Advisor platform.
- Sector partners should reassess technical capacity development priorities to ensure training activities remain relevant and impactful, particularly given high staff turnover and evolving community needs. Rather than maintaining broad or generic training targets, future efforts should prioritize advanced, specialized, and context-specific topics that enhance quality and consistency of service delivery. For the Child Protection sub-sector, this includes developing structured, standardized tools and curricula that strengthen partners' capacity. These efforts should also aim at strengthening prevention models and activities, as well as community-based child protection, MHPSS, child protection case management, online safety/protection, parenting/caregivers' support focused programmes aiming at supporting children, caregivers and communities in a holistic manner. For GBV, efforts should focus on equipping law enforcement, frontline staff, and social service providers with survivor-centred and protection-sensitive approaches while enhancing multi-sectoral coordination. Across



the board, training should contribute to improving the predictability, standardization, and resilience of the protection response and better integration of specialized services.

- Continue engagement with national and local authorities to improve alignment, information-sharing, and complementary service provision. This is especially important to mitigate the effects of reduced trust and fear among refugees in seeking formal protection services.
- Conduct targeted advocacy visits with public institutions to address fears around deportation and other protection risks, which continue to inhibit disclosure and access to services—particularly for survivors of GBV and children at risk.
- Improve coordination between GBV actors and key public institutions and local authorities (e.g., law enforcement, social services, municipalities) through specialized capacity-building and regular coordination forums to ensure consistent and survivor-sensitive responses.
- Support access to legal aid for GBV survivors, especially those at risk of legal status loss or in the process of separation from perpetrators. Parallel support for strategic litigation and case-based legal advocacy should be pursued to address systemic barriers.
- Promote inclusive GBV prevention by involving men and boys in PSS and open dialogue on social and gender norms, conflict, and non-violent resolution mechanisms.
- Improve GBV data reporting through accurate entry into ActivityInfo using GBVIMS categories. A data-driven approach will help highlight trends, support funding mobilization, and contribute to tailored GBV programming and service scale-up.

### Health

- Engage with international donors, government agencies, and private foundations to secure additional funding for health initiatives
- Increase the number and scope of training programs for healthcare providers, focusing on both acute and long-term health needs. Ensure that training includes the latest best practices and emerging health challenges
- Utilize e-learning platforms and telemedicine to provide continuous education and support to healthcare providers in remote or disaster-affected areas

### Economic Empowerment

- Work closely with other sectors and partners to identify best ways to collaborate with public institutions in providing employment services. This will include mapping the types of support partners provide to public institutions and documenting best practices, particularly in earthquake-affected areas where infrastructure and capacity gaps remain.
- Continue informing partners of developments and implications concerning the new regulation. This will include how to best support its implementation, in areas concerning refugee employment, pertaining to work permits and exemptions.
- Work closely with the Basic Needs sector and the Task Team on Transition to support refugees who have completed their trainings, those who have been exited from the SSN and those who are actively looking for jobs through job placement mechanisms as well as identify lessons learnt and best practices related to transition to formal employment.



## Output indicator progress

Output Indicator	2023 Target	2023 Result	Status	2024 Target	2024 Result	Status
<i>Protection</i>						
1.1.1 # of individuals trained on international protection, rights, services and available assistance	43,776	27,715	63%	43,537	28,487	65%
1.2.1 # of data update interviews with foreigners within the scope of Temporary Protection and International Protection	2,750,250	2,200,000	76%	2,100,000	3,053,231	153%
1.4.1 # of refugees/vulnerable host community members provided with individual legal support (legal aid and counsel)	119,648	94,450	79%	47,645	81,191	170%
1.4.2 # of individuals trained on strengthening legal aid mechanisms for refugees	8,665	7,130	82%	6,565	9,644	147%
2.1.1 # of individuals benefitting from protection activities	872,013	831,871	95%	476,549	860,658	181%
2.1.2 # of individuals with specific needs/vulnerabilities assessed and identified with protection needs	517,508	364,011	70%	534,778	339,058	63%
2.1.3 # referrals (of individuals with protection needs) to specialized/multisectoral services	408,735	288,062	70%	239,547	176,360	74%
2.1.4 # of individuals receiving cash/in-kind assistance to meet their protection needs	238,045	82,352	35%	98,970	50,692	51%



2.1.5 # of individual receiving psycho-social support	78,852	163,262	207%	171,820	198,624	116%
2.6.1 # of individuals reached with technical capacity development initiatives (including trainings etc) on service delivery/provision to persons with specific needs	4,894	4,234	87%	3,805	1,486	39%
2.6.2 # of institutions supported to improve physical capacities (including related to infrastructure, material and logistic support) on service delivery/provision to persons with specific needs	27	138	511%	47	11	23%
2.6.3 # of institutions supported to strengthen human resources capacities (including staffing support such as recruitment of psychologists, social workers) on service delivery/provision to persons with specific needs	23	27	117%	561	305	54%
3.1.1 # of individual Gender-Based Violence survivors and those at risk assessed	55,106	89,670	163%	47,480	27,462	58%
3.1.2 # of individual Gender-Based Violence survivors provided with GBV specific response services	20,745	18,401	89%	24,861	18,907	76%
3.1.3 # of individual Gender-Based Violence survivors referred to multi-sectoral GBV specific response services	8,351	5,689	68%	22,547	6,343	28%



3.3.1 # of individuals reached with technical capacity development (including trainings) initiatives on GBV risk mitigation, prevention and response	4,859	1,975	41%	3,075	2,221	72%
3.3.2 # of institutions supported to improve physical capacities (including related to infrastructure, material and logistic support) on GBV risk mitigation, prevention and response	4	52	1300%	9	2	22%
3.3.3 # of institutions supported to strengthen human resources capacities (including staffing support such as recruitment of psychologists, social workers) on GBV risk mitigation, prevention and response	95	83	87%	174	126	72%
4.1.1 # of children assessed for protection risks	146,216	178,444	122%	148,154	214,093	145%
4.1.2 # of children identified to be at risk	89,645	97,503	109%	105,849	96,309	91%
4.1.3 # of children referred to specialised/multi-sectoral services	86,800	67,882	78%	93,660	46,838	50%
4.2.1 # of children participating in structured and sustained community-based child protection programmes	31,089	23,626	76%	37,770	9,164	24%
4.2.2 # of children participating in structured and sustained psycho-social support programmes (individuals and in groups)	38,199	87,344	229%	82,116	81,252	99%





4.2.3 # of individuals reached with positive parenting programmes	29,176	19,628	67%	26,210	20,959	80%
4.2.4 # of individuals reached through information campaigns and awareness-raising initiatives on child rights and protection	203,933	106,433	52%	140,940	146,157	104%
4.3.1 # of individuals reached with technical capacity development initiatives (including trainings) on child rights and protection	5,970	3,247	54%	8,035	5,953	74%
4.3.2 # of institutions supported to improve physical capacities (including related to infrastructure, material and logistic support) on child rights and protection	1	100	10000%	10	3	30%
4.3.3 # of institutions supported to strengthen human resources capacities (including staffing support such as recruitment of psychologists, social workers) on child rights and protection	14	20	143%	244	114	47%
<i>Health</i>						
2.3.1 # of service providers trained on SRH and clinical management of GBV	600	18	3%	685	567	83%

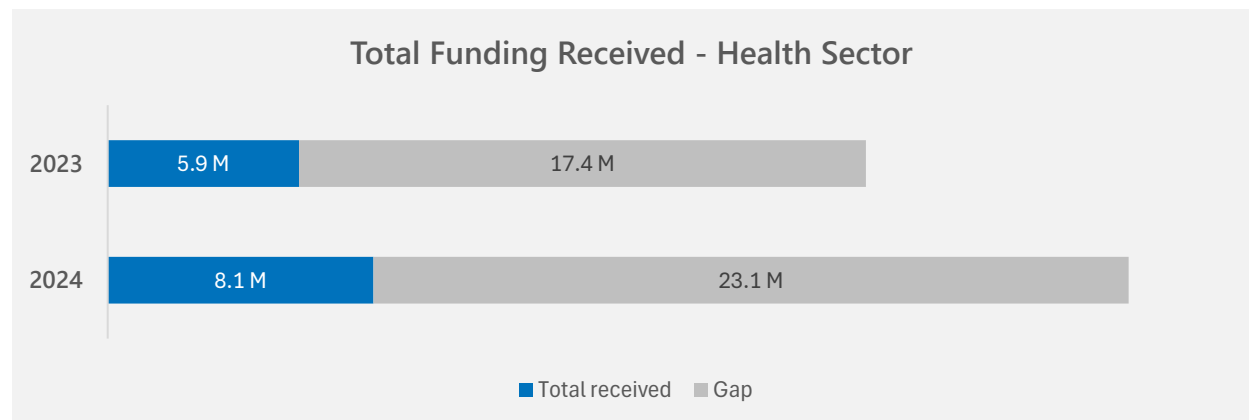




## **STRATEGIC OBJECTIVE 2: SUPPORT INCLUSION AND ACCESS TO SERVICES, INCLUDING HEALTH, EDUCATION, SOCIAL SERVICES AS WELL AS MUNICIPAL SERVICES AND LOCAL SOLUTIONS AS NEEDED**

**Outcome 2.1: Refugees are provided equitable access to quality and affordable health services**

### *Funding Analysis 2023-2024: Health Sector*



The funding situation for the Health sector in 2024 remains challenging, similar to the difficulties faced in 2023. In 2024, the sector appeal was \$31,252,405, but only \$8,134,039.86 was received, which is just 26% of the appeal. In comparison, 2023 had a sector appeal of \$23,210,572, with \$5,856,181.04 received, making up 31% of the appeal. The limited funding in both years severely restricted the ability of partners to address unmet health needs of refugees and migrants, with progress only achieved in areas where funding was received. The downward trend in funding has been consistent over the last 3-4 years, with 2023 being the first year that most partners received no funding. This situation continued in 2024 due to other competing emergencies worldwide.

The earthquakes in Southeast Türkiye had a significant impact on the funding levels for the 3RP Türkiye Health sector. The massive destruction of infrastructure, including health facilities, and the interruption of services and supply chains were among the most prominent impacts. The UN appeal in 2023 for over \$100 million for the Health and Nutrition sector was only partially funded, affecting the 3RP activities. Despite the temporary change in funding focus, efforts were made to support both affected host communities and refugees. However, the end of the recovery period for the earthquake response in June 2024 did not improve the funding situation for the 3RP Health sector. The consistent downward trend in funding, coupled with the impact of the earthquakes, poses significant challenges for addressing the health needs of refugees and migrants in Türkiye.

With only a fraction of the required funds received, the ability of partners to address the health needs of refugees and migrants is severely limited. This means that many health programs and services may be underfunded or not implemented at all, leading to unmet health needs and potentially worsening health outcomes for these vulnerable populations. The funding received was concentrated among a small group of partners. This inequitable distribution can lead to gaps

in service provision and inefficiencies in addressing health needs comprehensively. The consistent downward trend in funding is partly due to other global emergencies that rely on the same traditional donors. This competition for limited resources means that the Health sector in Türkiye may continue to struggle to secure adequate funding, affecting long-term planning and sustainability of health programs. The partial funding of the UN appeal for the Health and Nutrition sector means that recovery and rebuilding efforts may be slow, further impacting the availability and quality of health services. The funding situation is unlikely to improve in the future. This ongoing uncertainty makes it difficult for Health sector partners to plan and implement effective interventions, potentially leading to a continued decline in health service delivery and outcomes.

Outcome Indicator	Result (2023)	Result (2024)	Source
<b>% of Syrians under temporary protection reporting access and satisfaction with health services in targeted provinces</b> <i>Proxy Indicator: % change in the # of refugees who cannot access health services</i>	11% decrease	7% increase	Reporting is done through the proxy indicator as the annual survey for the outcome indicator was not carried out due to the EQs.

#### a. Context and sectoral evaluation

Access to and satisfaction with health services included under the 3RP were heavily affected by both lack of funding and the partners' shifting focus on the earthquake response. Areas impacted by the earthquakes overlap with the areas where most refugees and migrants reside in the country, also covering an important proportion of health services included under the 3RP **Health sector** (76% of funding required for 2023 under the Health sector focused on provinces in the Southeast). Following the earthquakes, many health workers in the area lost their lives, were injured or lost friends or family members. In addition, the health infrastructure in these areas suffered significant impact with 42 hospital buildings suffering severe to moderate damage, and 94 hospitals lightly damaged.<sup>16</sup>

Destruction of health facilities in addition to population movement in and out of EQ affected areas (including rotations of health personnel) caused a major disruption in service provision and worsened access to limited available services. A recent report by the Union of Municipalities underlined that impact of the post-EQ damage continued into late 2024, with setbacks to health service provision due to the reduced number of facilities and staff in the region. Localized healthcare providers have not been as accessible, pushing persons in need towards bigger hospitals, causing overcrowding.<sup>17</sup>

In addition to the impact of the earthquakes, the lack of available funding significantly affected the ability of Health sector partners to support the capacity strengthening of health providers. Limited financial resources meant that many planned training programs and capacity-building initiatives

<sup>16</sup> Republic of Türkiye Presidency of Strategy and Budget, Türkiye Earthquakes Recovery and Reconstruction Assessment (TERRA), 2024, <https://www.sbb.gov.tr/wp-content/uploads/2023/03/Turkiye-Recovery-and-Reconstruction-Assessment.pdf>

<sup>17</sup> Türkiye Belediyeler Birliği (TBB), 2024

could not be implemented. This shortfall hindered the development of essential skills and knowledge among healthcare providers, which are crucial for delivering high-quality services. Without adequate training, health providers struggled to keep up with best practices and emerging health challenges, leading to an eventual decline in the quality of care provided to refugees and migrants. This funding gap also impacted the ability to maintain and upgrade health infrastructure and supply chains, further compromising service delivery. The inability to strengthen the capacity of health providers meant that many were ill-equipped to handle the complex health needs of refugees and migrants, including managing chronic conditions, mental health issues, and communicable diseases. External threats, such as ongoing other regional conflicts and the resulting inadequate resources, further hindered recovery efforts and exacerbated access challenges. Coupled with the service disruption, this significant lack of sectoral funding is the reason for the very low turnout in the number of primary health consultations in the past two years.

As per the Inter-Agency Protection Needs Assessment - the only reliable source of information on access to health for refugees, in 2023, 21% of interviewees indicated not being able to access health services with the two top reasons being the lack of operational capacity of service providers, and the inability to book an appointment. This was mainly due to the destruction caused by the earthquakes in the Southeast. The situation changed in 2024, when the percentage of those not having access increased to 28%, with the top two reasons being lack of ID/documentation and financial barriers. Particularly refugees who are not covered under temporary protection highlighted issues with health insurance coverage as the primary reason for not being able to access health services.

These effects were compounded also by continued economic challenges and the focus on recovering after the earthquakes. As people struggled to cover their basic needs (food and shelter), data indicates that this was often done by deprioritizing health or education needs.

The lack of progress in the provision of selected services was significantly impacted by these factors, except for services concerning sexual and reproductive health (SRH), sexually transmitted infections (STIs)/HIV, and MHPSS – where moderate to good progress was observed throughout the implementation period. The psychological trauma experienced by earthquake survivors, including by healthcare personnel, has compounded the strain on mental health services. In this context, MHPSS remains one of the primary needs for refugees, with increasing levels of discrimination and financial hardships contributing to psychological distress.<sup>18</sup> To meet this need, the provision of MHPSS in healthcare settings offering consultations in refugees' own languages remains critical, since language barriers are reported to be one of the most significant restrictions to refugees' access to psychological support, particularly affecting women and children.<sup>19</sup>

The destruction of health infrastructure included health information systems, relying temporarily on paper-based data collection. That explains why some of the indicators which exclusively rely on data provided by the Ministry of Health are reported as 0%, especially those pertaining to vaccination and prevention of communicable diseases. The disruption in health information

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<sup>18</sup> *ibid.*

<sup>19</sup> Diakonie Katastrophenhilfe and Support to Life (STL), 2025

systems has also led to gaps in data collection and reporting, making it difficult to monitor and respond to health needs effectively.

Efforts to rebuild health infrastructure and provide equipment and supplies by multiple partners and the Ministry of Health (MoH) did not significantly improve the situation in 2024. The far greater needs compared to available resources meant that many health facilities remained under-resourced and unable to meet the demand for services. The ongoing economic challenges further strained the health system, limiting its capacity to deliver comprehensive care.

Non-communicable diseases (NCDs) also saw no progress due to the lack of funding for partner activities. The focus on immediate disaster response and acute health issues meant that chronic conditions like diabetes, hypertension, and cardiovascular diseases were neglected. This neglect resulted in worsening health outcomes for individuals with NCDs, as they were unable to access necessary medications and routine care.

In summary, the lack of progress in the provision of selected health services was due to a combination of factors including the destruction of health infrastructure, inadequate funding, and the overwhelming focus on immediate disaster response. Addressing these issues requires a coordinated effort to rebuild and strengthen the health system, ensuring that all health needs, including those of refugees and migrants, are met effectively.

## **b. Recommended actions**

- Strengthen awareness of rights and responsibilities of refugees and migrants, including requirements and procedures for health insurance coverage.
- Explore cash-based interventions for selected health services, in consultation with MoH and patient rights stakeholders for basic community-based health services.
- Focus on priority areas, historically supported by 3RP partners, that were paused during the EQ response.
- Plan for annual for sector wide needs assessments and impact measurement, to highlight not only unmet health needs but also the impact of activities implemented.



## Output indicator progress

Output Indicator	2023 Target	2023 Result	Status	2024 Target	2024 Result	Status
1.1.1 # of consultations received by male and female refugees and impacted host community residents in primary health	766,881	2,735	0%	115,434	3,582	3%
1.1.2 # of persons provided with transportation to health facilities	1,190	519	44%	2,170	2,573	119%
1.1.3 # of IEC (information, education, communication) products on MCH and IYCF delivered to target population	1,006	0	0%	501,350	0	0%
1.2.1 # of Health care facilities providing services to refugee (including RHCs) supported	14	0	0%	5,194	7	0%
1.3.1 # of Syrian health care providers trained	2,124	125	6%	702	1	0%
1.3.2 # of Turkish health care providers trained	623	3	0%	1,610	4	0%
2.1.1 # individuals who receive SRH services	43,650	46,257	106%	68,500	43,350	63%
2.1.2 # of service delivery units providing SRH services	18	16	89%	28	34	121%
2.3.1 # of service providers trained on SRH and clinical management of GBV	600	18	3%	685	567	83%
3.1.1 # of children under 1 year received routine vaccination (DPT3/Penta3)	62,100	0	0%	52,100	0	0%
3.1.2 # of pregnant women receiving tetanus shots	140	0	0%	3,100	0	0%
3.1.3 # of pregnant women receiving ANC services	270	0	0%	3,120	0	0%
3.2.1 # of refugees who attend awareness raising activities on STIs, including HIV	3,793	6,271	165%	10,900	3,833	35%
4.1.1 # of MHPSS consultations provided in (supported) refugee health centers and host community clinics	8,024	1,337	17%	9,709	4,804	49%

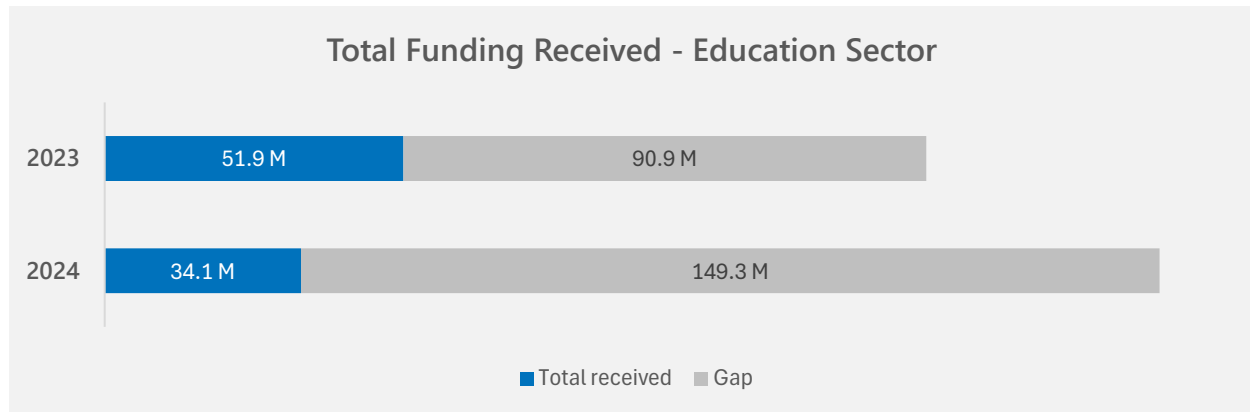


4.1.2 # of migrant health centers and host community clinics with at least two (2) health staff trained on MHPSS services including screening and referral (mhGAP)	45	11	24%	45	25	56%
4.1.3 # reached by health promotion activities on MHPSS through psychosocial-education done in partnership between PHCs and refugee communities	22,385	0	0%	16,928	667	4%
4.2.1 # translators from the secondary and tertiary level of care trained on basic mental health and PSS patient interaction skills	350	0	0%	351	0	0%
4.2.2 # of health service providers trained on self-care	350	0	0%	350	0	0%
4.3.1 # of NCD consultations provided in (supported) refugee health centres and host community clinics	0	0	0%	0	0	0%
4.3.2 # of refugee health centres and host community clinics with at least two (2) health staff trained on NCD services (PEN)	5	0	0%	3	0	0%
4.3.3 # of people with disabilities receiving self-care training along with the provision of an appropriate assistive devices for each individual	6,070	0	0%	8,130	276	3%



## Outcome 2.2 Sustained access to and enhanced quality of formal and non-formal education for refugees

### *Funding Analysis: Education Sector*



Funding was available for Education sector programs in 2023, but gaps existed in reaching all vulnerable populations or ensuring quality education, especially pertaining to improving quality, teacher training in life skills, cash-transfers, post- earthquake rehabilitation and reconstruction, social cohesion, and activities related to recreation. The Education sector received between 63%-72% of appealed funds annually from 2020 to 2022. However, the funds received dropped to 36% in 2023. The reduction in funding is partly due to the Conditional Cash Transfer for Education (CCTE) program, along with other factors such as partners' limited capacity to raise funds. Increased advocacy is needed at all levels.

In 2023, 20 organizations appealed under the 3RP's Education sector, aiming to achieve 49 indicators to enhance access, quality and system strengthening. Seven implementing organizations in the Education sector received funds and delivered responses. The 3RP appeal for 2023 amounted to \$142.9 million from 20 partners, with \$51.9 million received, covering 36% of the funding needs. One reason for the funding shortfall in 2023 was the diversion of funds to support the earthquake (EQ) response in 2023. In the coming period, it remains important to encourage increased donor engagement.

For 2024, the sector appeal stood at \$183.4 million, with only \$34.1 million received — covering just 19% of the requested funding, compared to the 36% coverage of the 2023 appeal. The decrease in funding percentage, despite a higher appeal amount, may be attributed to several factors. These factors include donor focus, changes in global funding priorities, and heightened competition for scarce resources across various sectors and regions. Furthermore, certain donors may have postponed or reallocated their contributions in response to new emergencies or adjustments in their internal funding schedules. The low level of funding is also indicative of the persistent underfunding of the Education sector, despite its critical importance in supporting refugee and host community children's resilience and development.





Outcome Indicator	Result (2023)	Result (2024)	Source
% of refugee boys and girls (5-17yrs) enrolled in formal education	68.8%	80.26%	ESWG Database – Activity Info
# of refugee boys and girls (5-17yrs) enrolled in non-formal and informal education	18,647	14,362	ESWG Database – Activity Info
Gross enrolment rate in primary, lower secondary and upper secondary education	79% / 80.26% / 48.6%	97.02% / 94.59% / 53.19%	MoNE

### a. Context and sectoral evaluation

In 2023, Türkiye hosted 1,317,122 children under temporary and international protection, with 1,006,821 enrolled in education, leaving over children 300,000 out of school. Variations in the profile of out-of-school children were observed by level and gender by the **Education sector**. The overall enrolment rate for 2023 was 76%, with 49% for girls and 51% for boys. Notably, 50% children within the relevant age category attended pre-primary school, 90% attended primary school, 92% attended lower secondary school, and 49% attended upper secondary school.

In 2024, although the enrolment of foreign and Syrian children with protection status in the Turkish education system has been on the rise, major challenges persisted in maintaining consistent access and retention. Of the 1,269,956 school-aged foreign children residing in Türkiye, 80% (1,019,238) were enrolled in schools, while 20% (250,718) remained out of school. By education level, enrolment included 44% amongst the relevant age attending pre-primary, 97% attending primary, 95% in lower-secondary, and 53% in upper-secondary. The largest student groups included Syrians (842,194), Iraqis (50,783), and Afghans (43,656), with the highest concentrations in Istanbul (184,876), Ankara (50,496), and Adana (55,986).

Focusing specifically on Syrian children under temporary protection in 2024, 1,071,604 were school-aged, with 79% enrolled and 21% out of school. Enrolment rates by level included: 42% in pre-primary, 93% in primary, 94% in lower-secondary, and 48% in upper-secondary. The top three provinces hosting the highest numbers of Syrian students were Istanbul, Gaziantep, and Şanlıurfa. These figures reflect Türkiye's efforts to integrate refugee and foreign children into the national education system while underscoring the persistent challenge of addressing out-of-school populations.

In the realm of access to education in 2023, the enrolment of children aged 3-5 years in early childhood education (ECE), and pre-primary education achieved 82% of the annual target. However, the findings from IAPNA Round 7<sup>20</sup> suggested a concerning decrease in access for 2023, with only 46% of interviewed households indicating that all their children have access to school, down from 57% in previous rounds. Moreover, 28% of households reported that none of their children attended school. Increasing enrolment and participation in education remained crucial through 2023, particularly in ECE and upper secondary education, where enrolment rates are low and dropout rates are high, respectively. Refugee children, especially those who were out

<sup>20</sup> Türkiye Inter-Agency Protection Needs Assessment Round 7 Report, August 2023, <https://data.unhcr.org/en/documents/details/104862>





of school, faced specific challenges and required integrated programming, including targeted support for school enrolment programs, to ensure their needs are addressed and their rights upheld. Despite progress in reducing the number of out-of-school children, economic and cultural barriers persisted in 2023, limiting access to education for children and families.

In terms of access to education through non-formal channels, the number of children aged 5-17 enrolled in accredited non-formal education exceeded the target of the sector in 2023, reaching 135%. However, the enrolment in non-formal, non-accredited education fell short of the target. In the domain of non-formal Technical and Vocational Education and Training (TVET), there was a commendable 74% achievement in enrolling youth aged 14-24, both girls and boys. Lastly, the tertiary education sector performed remarkably well, surpassing the target with an achievement rate of 193% in enrolling students aged over 18 years.

Concerning access to education in 2024, the Education Sector Needs Assessment provides critical information. The assessment surveyed<sup>21</sup> 4,156 households across Türkiye, covering 8,517 school-aged children (52% girls) from Turkish and refugee families (Syrian, Afghan, Iraqi, Iranian, Somali, Yemeni). As per survey findings, 30% of children were not attending any education programmes, with rates highest amongst Afghans (55 %). Key barriers included financial hardship (21%), registration issues (14%), transport challenges (14%), and overcrowded classrooms (9%). Children's priority needs were a safe learning environment, educational materials, transport, meals, and language support. Only 8% of children in surveyed households participated in non-formal education, primarily accessing homework help and language courses. About 6% had disabilities, including 1% acquired post-earthquake. Of the 2,450 households surveyed in earthquake-affected areas (58% of total children), 24% were out of school. Most displaced households remained in affected provinces, with 12% of the total households relocating to Istanbul or the Aegean region. The assessment recommended addressing enrolment barriers through financial aid, transport, MHPSS, and enhanced collaboration with the Ministry of National Education (MoNE) and Provincial Directorates (PDoNE), while strengthening non-formal education and inclusive support for children with disabilities.

In this landscape, in 2024, Türkiye's Education sector has made notable strides in increasing access to education for refugee and vulnerable children, while continuing to face gaps in specific areas of quality, infrastructure, and support services. Early Childhood Education (ECE) achieved exceptional results, enrolling 159,283 children aged 3–5—surpassing the annual target of 48,990 by 325%. Similarly, formal education enrolment for children aged 5–17 exceeded expectations with 1,019,238 children enrolled, representing 113% of the target.

Informal non-accredited education in 2024 saw a dramatic overachievement with 291,000 children reached (449% of the 64,810 target), demonstrating strong demand and wide coverage. However, accredited non-formal education lagged behind with only 6,626 children enrolled, meeting just 27% of the 24,670 targets. Enrolment in TVET remains critically low with only 98 adolescents enrolled in formal TVET (0% of the 25,200 target), and 3,287 youth enrolled in non-formal TVET, achieving just 38% of the 8,700 goal.

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<sup>21</sup> UNICEF, *Education Sector WG - Education Sector Needs Overview*, May 2024, <https://data.unhcr.org/en/documents/details/110549>

Through collaborative efforts and programs, Türkiye has successfully enrolled over 60,000 Syrian youth in higher education in 2023/2024 academic year, demonstrating its commitment to advancing educational opportunities and socio-economic integration for refugees. The enrolment rate reached 12%, well above the global refugee average of 7%. Notably, 47% of enrolled students are female, reflecting continued progress towards gender parity.

Türkiye sustains notable achievements in the Higher-Education sub-sector, showcasing the strong humanitarian-development nexus. Higher Education Council (YÖK) and the Presidency for Turks Abroad and Related Communities (YTB), play a crucial role in facilitating higher education access. UNHCR Türkiye collaborates closely with these stakeholders, providing advocacy and support whenever possible, while also leading the Higher Education Sub-Sector with their valuable partnership. The sector continued to deliver meaningful support, In 2024, more than 3,870 students received scholarships or cash grants—reaching 25% of the 15,475 target. The sector exceeded its target for the provision of case-based advice to university students to support their retention in higher education, delivering over 38,190 counselling sessions against a target of 30,200.

Awareness efforts through Back-to-School and Back-to-Learning (BTL/BTS) campaigns were fully implemented, reaching the exact target of 1,017,750 individuals (100%). Additionally, 93,928 children received case-based enrolment support across education modalities, covering 58% of the planned target.

Progress in learning spaces was limited. Only 31 classrooms were constructed, established, or rehabilitated—just 3% of the target—benefiting 2,807 children (34%). School supply distribution reached 68,702 children (76% of the target), while support to teachers remained extremely limited, with only 702 facilitators receiving materials—1% of the target. Support services also fell short. School transportation was provided to 2,713 children (35%), and education-related cash transfers reached just 888 children (11%).

To ensure the realization of quality education for the most vulnerable children, the Education sector partners provided complementary services. Provision of critical humanitarian assistance to all children and adolescents in need was prioritized. Sustained support was provided to refugees, the host community, and earthquake-affected populations. Efforts were made by the sector members to improve education quality by training a certain number of education personnel, including those from universities, on topics such as remote learning. The target was met, and financial support was provided to a targeted number of teachers and education personnel. However, resources and support were primarily directed towards earthquake-affected provinces. Capacity building for educators saw 35,819 personnel trained (22%), while financial support for teachers greatly exceeded the goal, reaching 19,570 individuals (185%). However, no teachers were recorded as having received resource kits or teaching guides out of the 390,000 targeted.

Life skills and citizenship education showed uneven progress. In formal settings, only 424,088 children were reached—just 8% of the 5.5 million target—while in non-formal and informal settings, 359,441 children were engaged, achieving 66%. Training for teachers, parents, and caregivers on life skills and citizenship education was minimal, with just 147 participants trained (8%).

Finally, the distribution of core learning materials had mixed results. Textbook distribution exceeded expectations, reaching 7,597 children (338%). However, supplementary learning

materials were distributed to only 613 children (2% of 40,428), while recreational materials reached 500 children—surpassing the modest target of 150.

The sector continued working towards synergy with non-3RP actors, enhancing the reach and effectiveness of education programmes. Guided by recent studies like the Education Sector Need Overview 2024, IAPNA 2024 and the 2023 Back-to-School campaign, partners worked to address challenges concerning out of school children. Financial constraints, registration issues, and transportation problems were key factors hindering refugee children's education, as highlighted in the studies. These challenges were frequently interlinked, highlighting the necessity for holistic solutions. Various efforts were made to improve education data collection, including engaging sector members, building their capacity on education-focused case management guidelines and data management, and producing annual evidence-based reports on children's educational status.

Education sector partners will continue collaborating with other sectors in areas such as social policy, health, livelihoods, and child protection to enhance resilience and effectiveness in the education system. Following the earthquake response, increased collaboration with sectors related to shelter, non-food items, economic empowerment, and temporary settlement support will persist. Furthermore, sector partners will advocate for enhancing cross-sectoral/ministerial systems strengthening and coordination, particularly with key stakeholders such as MoNE, PMM, MoFSS, MoYS, MoLSS, and ISKUR, to support effective solutions addressing refugee children's access barriers to education.

#### **b. Recommended actions**

- To enhance equitable and sustained access to education, particularly for refugee and disadvantaged children, Education sector members are recommended to implement a coordinated, inclusive strategy across sectors. This includes advocating for consistent funding to address critical needs such, financial support, support to children registration in schools, transportation, digital and learning tools, and safe infrastructure, with a particular focus on earthquake-affected regions. Closer collaboration with sectors like Basic Needs, Livelihoods, Protection, and WASH is vital to alleviate economic pressures on families and improve access to essential school services, including nutritious meals, clean water, and hygiene facilities.
- Targeted support should be directed toward expanding inclusive education initiatives, including Turkish and Arabic language classes, disability-responsive learning, and non-formal education through mobile and community-based solutions.
- Addressing peer bullying and child labour through awareness efforts, legal safeguards, and psychosocial services is key to ensuring a protective learning environment.
- Scaling up mental health and psychosocial support (MHPSS) both within schools and at the community level—through joint work with MoNE, PDoNEs, PMM, and civil society—is essential to fostering emotional resilience and well-being. Collaboration with education authorities at both provincial and district levels is also crucial to broaden MHPSS outreach and embed anti-bullying strategies within school systems.
- In parallel, ESWG members should reinforce funding advocacy, support resolution of documentation-related barriers, and promote investments in teacher development, inclusive curricula, and integrated MHPSS activities.



- Strengthening the capacity of sector stakeholders in planning, data use, and reporting will help improve coordination and service delivery.
- Finally, deepening partnerships across sectors and advocating for increased access to learning materials and the expansion of upper secondary education will support a more inclusive and responsive education system for all children.

### Output indicator progress

Output Indicator	2023 Target	2023 Result	Status	2024 Target	2024 Result	Status
1.1.1 # of children (3-5 years) enrolled in ECE and pre-primary education	42,548	35,049	82%	48,990	159,283	325%
1.2.1 # of children (5-17 years old g/b) enrolled in formal education (Grades 1-12)	900,000	933,025	104%	900,000	1,019,238	113%
1.3.1 # of children (5-17 years) enrolled in accredited non-formal education	5,900	7,988	135%	24,670	6,626	27%
1.4.1 # of children (5-17 years) enrolled in informal non-accredited education	21,629	11,899	55%	64,810	291,000	449%
1.5.1 # of youth (14-17 years, girls/boys) enrolled in formal TVET	20,000	0	0%	25,200	98	0%
1.5.2 # of youth (14-24 year, girls/boys) enrolled in non-formal TVET	4,600	6,788	148%	8,700	3,287	38%
1.6.1 # of students (>18 years) enrolled in tertiary education	30,150	58,213	193%	43,600	60,750	139%
1.6.2 # of students (>18 years) receiving higher education scholarships and cash grants	2,526	2,956	117%	15,775	3,873	25%
1.6.3 Provide case-based advice to university students to ensure their retention in higher education in Turkey (number of sessions)	13,295	623	5%	32,000	38,190	126%
1.7.1 # of individuals reached through BTL/BTS campaigns	1,025,250	0	0%	1,017,750	1,017,750	100%
1.7.2 # of children (5-17 year, girls/boys) receiving case-based	33,008	74,735	226%	160,043	93,928	58%



Output Indicator	2023 Target	2023 Result	Status	2024 Target	2024 Result	Status
support for enrolment to all forms of education						
1.8.1 # of classrooms constructed, established or rehabilitated	15,055	33	0%	1,166	31	3%
1.8.2 # of children (3-17 years, girls/boys) benefitting from classrooms constructed, established or rehabilitated	10,012	0	0%	8,295	2807	34%
1.9.1 # of children (3-17 years, girls/boys) receiving school supplies	66,710	2,021	3%	90,254	68,702	76%
1.9.2 # of teachers/facilitators (female/male) receiving teaching materials	100,550	0	0%	100,150	702	1%
1.10.1 # of children (3-17 years) provided with school transportation support	113,060	37,091	33%	7,800	2,713	35%
1.10.2 # of children (5-17 years) supported by cash-transfers for education	105,950	0	0%	7,970	888	11%
2.1.1 # of education personnel including universities (female/male) trained including on remote learning	106,250	168,052	158%	161,800	35,819	22%
2.2.1 # teachers and education personnel (female/male) provided with financial support	5,100	2,978	58%	10,600	19,570	185%
2.2.2 # of teachers and education personnel receiving teaching resources, kits and guides (female/male)	389,680	0	0%	390,000	0	0%
2.3.1 # of children (5-17 years, girls/boys) benefitting from life skills and citizenship education programmes in formal settings	22,100	18,354	83%	5,520,100	424,088	8%
2.3.2 # of children (5-24 years, girls/boys) benefitting from life skills and citizenship education programmes in non-formal and informal settings	280,140	357,388	128%	543,360	359,441	66%

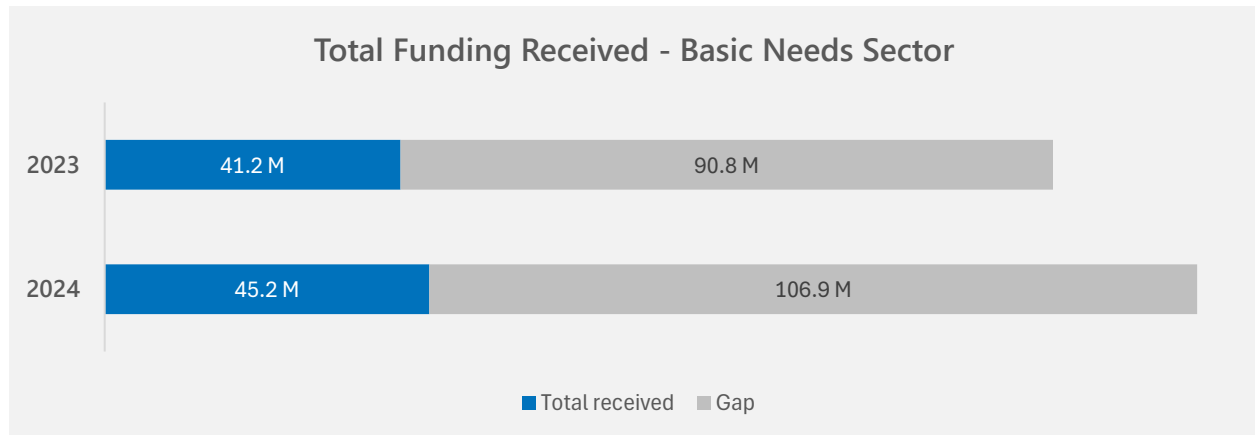


Output Indicator	2023 Target	2023 Result	Status	2024 Target	2024 Result	Status
2.3.3 # of teachers, educational personnel and parents / caregivers receiving training on life skills and/or citizenship education	240,000	345	0%	1,800	147	8%
2.4.1 # of children (5-17 year) receiving textbooks	150,200	0	0%	2,250	7,597	338%
2.4.2 # of children (3-17 years) receiving supplementary learning materials in formal and non-formal/informal settings	190,100	16,806	9%	40,428	613	2%
2.4.3 # of children (3-17 years) benefitting from recreational materials	150,150	0	0%	150	500	100%



## Outcome 2.3 Improved access to services at the municipal level

### *Funding Analysis: Basic Needs Sector*



The proportion of funding received under the Basic Needs sector increased to 31% in 2023 from 16% in 2022. This improvement is due to the decrease in total sectoral appeal from around \$190 million in 2022 to approximately \$132 million in 2023 with the number of appealing partners staying almost the same (22 in 2022 and 21 in 2023), leading to a more realistic and streamlined appeal with a higher chance of realised funding. In addition, the absolute amount of funding realised under the sector increased in 2023 compared to 2022 as well (nearly \$41 million and \$30 million, respectively), partly reflecting the increased funding provided to address exacerbated needs resulting from the February 2023 earthquakes. In this context, sector partners repurposed funds received under the 3RP to also meet earthquake-related needs as indicated by the partner stocktaking exercise done in 2023. In this regard, partners seemed to have channelled more funding to provision of assistance for shelter upgrades or WASH rehabilitation and distribution of gender-appropriate hygiene, dignity, or sanitary items along with provision of hygiene awareness sessions in line with the rapid increase in needs in these areas, leading to significantly higher achievement levels concerning the related indicators compared to previous years. However, funding realised did not similarly increase in other areas such as municipal and public institution support provision including technical and infrastructure assistance.

In 2024, the Basic Needs sector appeal increased to approximately \$152 million from \$132 million in 2023. While the funding realization rate slightly dropped to 30% (down from 31% in 2023), the absolute amount of funding received rose to \$45.2 million, which marked a continued upward trend. This reflected sustained donor interest, especially in addressing residual needs following the February 2023 earthquakes, with earthquake-related funding continuing to flow into the sector.

Despite the increased outreach and inclusion of smaller organizations and grassroots actors in planning and coordination mechanisms for 2023-25 planning term, the 2024 funding distribution showed that only 12 partners received financial contributions. This highlighted a concerning gap between engagement efforts and actual funding access. This reinforces the need to address



structural funding access barriers for local actors and better align donor priorities with localization commitments.

Donor contributions continued to prioritize lifesaving and recovery-oriented interventions. Notably, large portions of funding went to areas such as hygiene item distribution, WASH rehabilitation, and essential service delivery, consistent with earthquake response priorities. However, municipal and public institution support again remained underfunded. This suggests a persistent imbalance between physical and institutional recovery efforts. The increasing role of non-3RP funding flows, particularly from International Financial Institutions (IFIs), continues to shift infrastructure and municipal support outside the 3RP framework. While this broadens the resource base, it also complicates tracking and visibility, potentially diminishing recognition of the 3RP's impact unless harmonized reporting mechanisms are adopted.

Outcome Indicator	Result (2023-2024)	Source
<b>2.3.1. % of capacity increase of municipality services to cover additional needs (for southeast municipalities, based on additional budget required to extend services proportionally to additional refugee population).</b>	N/A: The reporting for this outcome indicator relies on the 3RP Municipality Mapping exercise which could not be carried out in 2023 and 2024.	3RP Municipal tracking dashboards

#### a. Context and sectoral evaluation

Majority of the municipal support projects included under the 3RP in 2023 and 2024, targeted provinces in the Southeast, which host more than half of the refugee population in Türkiye. In these provinces, there are 161 municipalities – 7 of which are metropolitan municipalities. Infrastructure in these municipalities, including service buildings, vehicles, and social facilities suffered significant damage in the February earthquakes<sup>22</sup> – causing temporary suspension and disruption of services. Many of the local counterparts mainly targeted under this outcome were unable to continue their regular operations following the earthquake, simultaneously impacting progress aimed by the relevant 3RP activities.

Achievements in 2023 related to this outcome under the **Basic Needs sector** decreased compared to 2022, partly due to the need to divert attention and resources to more urgent humanitarian needs resulting from the devastating impact of the earthquakes. As life-saving humanitarian interventions were prioritized, activities with longer-term outcomes, such as structural capacity-building and infrastructure support to municipalities, were paused. In addition, community stabilization – including the safety of members, access to essential services and basic needs, and psycho-social wellbeing – needs to be established before more development focused activities can be effectively carried out.

Progress in 2023 may have also been impacted by the increased level of uncertainty affecting local authorities, during the long-term build-up to the March 2024 local elections, particularly considering that most municipal activities are multi-year.

Additionally funding challenges impacted partners' planned implementation in 2023. Since provision of structural support require high levels of sustainable financial resources, deep-rooted

<sup>22</sup> Republic of Türkiye Presidency of Strategy and Budget, 2024, pg.76.

challenges related to low funding trends that have been ongoing for several years continued hampering partners' ability to successfully meet their targets. Considering increasing flow of funding for institutional support through IFIs instead of the 3RP, securing funding to provide support to municipalities and public institutions has become harder for partners that appealed through the 3RP. Additionally, even if the sector partners could secure funding in 2023, most could not complete their programmes in the aftermath of the earthquake due to fact that municipal support programmes are generally multi-year. Hence, reported achievement figures are expected to be higher in 2024.

In 2024, municipal service recovery remained constrained due to continued funding limitations and the lasting impact of the February 2023 earthquakes. Although some municipalities resumed partial service delivery, a significant number in the Southeast continued to face structural and staffing limitations, particularly in smaller districts. In addition to restricted capacities, municipalities' burden has increased with the recent Turkish Union of Municipalities report (2024) underlining that post-EQ infrastructural damage has created an immense financial and operational strain on municipalities in the region, creating important funding needs.<sup>23</sup>

According to the 2024 Sectoral Monitoring Report, there was modest progress in infrastructure rehabilitation (Indicator 2.1.2 reached 40% of target), yet technical support to municipalities (2.1.1) and public institutions (2.1.3) lagged behind with only 3% and 10% of targets met, respectively. This disparity reflects an imbalance between physical reconstruction efforts, often funded outside the 3RP, and institutional capacity-building, which remains underfunded. Partners reported that some activities were implemented under multi-year programmes, with ongoing efforts not yet reflected in reporting. Moreover, ongoing changes in municipal leadership after the 2024 local elections further delayed new programming and reporting.

## **b. Recommended actions**

- Findings from the updated mapping, alongside municipal needs assessments (e.g., TBB's 2024 report), should inform a revised municipal engagement strategy that prioritizes both infrastructure recovery and institutional strengthening.
- Following the March 2024 local elections, many municipalities, including newly elected ones, require re-engagement and orientation on the 3RP's coordination mechanisms. A targeted outreach strategy should be launched to introduce new leadership to existing coordination platforms and strategic frameworks.
- Municipal support programming must better align with multi-year funding cycles and integrate contingency planning. Projects implemented outside of the 3RP should be encouraged to contribute data and progress updates to ensure sector-wide visibility.
- National-level coordination with the Union of Municipalities of Türkiye (TBB) and relevant line ministries should be reinvigorated to facilitate coherent response planning, while regional coordination forums should be re-established to foster peer learning, partner alignment, and visibility of municipal needs.
- The third phase of the mapping of support to municipalities should be launched to reflect post-earthquake realities and institutional capacity levels, particularly in affected municipalities struggling with financial and staffing constraints. This updated mapping should go beyond infrastructure-focused interventions to include multisectoral contributions from Shelter, Livelihoods, Protection and WASH actors. The outputs of this exercise should

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<sup>23</sup> Türkiye Belediyeler Birliği (TBB), 2024



inform strategic planning, improve visibility of municipal needs and gaps, and support harmonized engagement across 3RP and non-3RP partners.

### Output indicator progress

Output Indicator	2023 Target	2023 Result	Status	2024 Target	2024 Result	Status
2.1.1 # of municipalities benefitting from technical support for strengthened strategic planning, management, and preparedness capacities to enable inclusive basic service delivery.	86	7	8%	112	3	3%
2.1.2 # of municipal infrastructures newly established, rehabilitated or equipped to expand capacity for service delivery	68	12	18%	67	27	40%
2.1.3 # of public institutions benefitting from technical support for strengthened strategic planning, management capacities to enable inclusive basic service delivery.	20	6	30%	20	2	10%



## Outcome 2.4 Improved Living Conditions for Refugees Through the Delivery of Complementary and Temporary Services

Outcome Indicator	Result (2023)	Result (2024)	Source
<b>2.4.1 % decrease in the mean Livelihoods Coping Strategy Index, as it relates to most vulnerable refugees</b>	-2%	-6%	PDM Reports
<b>2.4.2 % refugees' households with an acceptable food consumption score</b>	71% outside TACs	70% outside TACs	PDM Reports

### a. Context and sectoral evaluation

In an effort to meet urgent humanitarian needs caused by the earthquake, **Basic Needs** sector partners repurposed funds received under the 3RP. Many of the sector's existing activities became response priorities for sector and non-sector partners alike, causing progress levels for some indicators in 2023 to be significantly higher and close to total achievement, as compared to 2022. These activities included repair and reinforcement activities that fall under shelter and WASH assistance, Temporary Accommodation Centre transportation support, as well as increased access to gender-appropriate hygiene, dignity or sanitary items and hygiene awareness sessions, all closely correlated with the rapid increase in needs directly arising due to the disaster. The 2023 targets for shelter and WASH assistance were overachieved as some of the beneficiaries targeted under the EQ Flash Appeal were supported under the 3RP through repurposing of funds. Additionally, more host community members were targeted through the Basic Needs sector in 2023, as partners' earthquake response did not target a specific population group and was inclusive.

Although progress in other areas such as cash-based interventions (CBIs) was higher in 2023 compared to 2022, achievement levels were not totally on par with targets. Multi-purpose cash assistance was mostly distributed outside of the 3RP, and sector partners provided increased complementary support in line with needs exacerbated by the earthquake. With regards to distribution of core relief items and in-kind/cash food assistance, limited progress is mainly attributed to the change in progress reporting pathways, with the initiation of the EQ Flash Appeal. With the Flash Appeal, nutrition, WASH, and shelter assistance, which are usually part of the Basic Needs sector, were coordinated under dedicated sectors as part of the EQ response – consequently fitting under a different M&E framework. So even though nationwide assistance in these areas was prioritized and continued strongly, their implementation and coordination took place outside of the 3RP, with the progress also reported outside of the 3RP. The sector also noted that some partners, notably partners carrying out 3RP Basic Needs service delivery for the first time with the earthquake, were not well informed of the correct reporting processes - pointing at a potential underreporting, especially regarding food assistance achievements.

In 2024, sector performance was aligned with the previous years before earthquake response. While partners maintained emergency responses in earthquake-affected areas, and pursued their regular programming, overall achievements remained below target levels across most indicators

due to persistent funding gaps, operational constraints, and overambitious targets. Notably, shelter and WASH-related assistance saw decreased coverage compared to 2023, with 71% of the shelter target met—down from 165% the previous year—partly due to reduced funding and reporting shifts outside of the 3RP. However, when compared to previous years before 2023, in which earthquake marked the shape of response, shelter indicator achievements are not below usual activity. Aligned with previous years, transportation support remained largely inactive, as this indicator is kept in the plan to address mass transportation support needs that may arise from decongestion of TACs or similar comprehensive transportation support schemes.

Cash-based interventions outside of Social Safety Net (SSN) program reached approximately 130,000 individuals, representing just 12% of the ambitious target of over 1.1 million. This gap is attributed to overestimated initial targets -which are added to the plan as contingency cash targets by appealing agencies. In comparison with cash and voucher assistances outside of SSN before 2022, the achievement is in line with the regular programming in Türkiye. The distribution of core relief items maintained an unpredictable pattern, and operations mostly impacted by funding availability. Food assistance seems significantly below the targets and a drop in achievement percentage is noted from 8 percent to 4 percent. On the other hand, number of people who received food assistance is significantly higher compared to 2023. The inflated targets of appealing partners for 2024 impacted the representation of the achievement yet key programs, including food assistance in TACs continued.

Hygiene-related activities, particularly the distribution of dignity items and awareness-raising sessions, were also affected by fragmentation in reporting systems and funding shortfalls. Although some key partners implemented large-scale hygiene programming, the reporting was carried outside of 3RP channels due to funding pathways.

The sector's ability to address the increasing needs of both refugees and host communities remains heavily constrained by low funding levels—only 25% of the appeal was met in 2024. As economic conditions continued to deteriorate, reliance on negative coping strategies and unmet basic needs intensified across vulnerable groups.

For the **Economic Empowerment** sector, achievements related to Outcome 2.4 have been limited throughout 2023 and 2024 due to the continued shift in donor priorities towards the emergency response following the earthquakes. As a result, medium to long-term activities, such as trainings on nutritional practices and agricultural knowledge, were deprioritized by partners in favour of more immediate humanitarian needs. Efforts to promote food security and nutrition-sensitive agriculture among refugees and vulnerable host communities were significantly under-resourced, impacting the ability to meet targets for awareness sessions, learning programs, and trainings on good food practices. These capacity gaps were further exacerbated by disruptions to local infrastructure, loss of productive assets, and the broader institutional strain in earthquake-affected provinces. While some partners attempted to adapt by integrating food security elements into broader recovery programming, overall reach remained limited. The lack of sustained investment in these areas has hindered progress in improving dietary diversity, nutritional awareness, and household-level resilience. This is particularly alarming considering that to deal with increasing costs and financial difficulties, 42% of refugees indicate reducing essential food expenditure whereas 31% reduce essential food intake, per the IAPNA. Impact of financial difficulties on food security is significant, with de-prioritization of access to good food having

possible implications on healthy dietary habits. Going forward, increased support and targeted funding will be essential to revitalize these efforts and empower communities with the skills and tools needed to enhance food security, improve nutritional outcomes, and strengthen long-term self-reliance.

## **b. Recommended actions**

### *Basic Needs*

- Basic needs in Türkiye are steadily increasing with shocks and crises such as the earthquakes and funding for basic needs service delivery has been inadequate in line with the overall decrease in humanitarian funding at a global scale. Hence, advocacy for increasing funding for the Basic Needs sector should be prioritised to ensure continued service delivery through the 3RP.
- Prioritisation, targeting and harmonisation should continue to be strengthened, particularly with regards to cash assistance provision, since the main objective of the 3RP partners is to provide complementary support to address gaps. In this regard, stakeholder engagement including with public institutions should be strengthened to enhance linkages and harmony with social protection assistance.
- Key implementing agencies should be encouraged and supported to report consistently under the 3RP, even when funding is secured outside the framework. A simple reporting guidance note may be helpful to clarify processes.
- Inflated and overambitious targets should be eliminated in 2025 plan, in consultation with appealing partners.

### *Economic Empowerment*

- The sector will continue advocating for increased support to nutrition-sensitive agriculture and food security programs, including trainings on dietary diversity, safe food handling, and sustainable household-level food production (e.g., backyard and urban agriculture), particularly in underserved and earthquake-affected areas.
- Partners will be encouraged to integrate food security components into broader livelihoods and resilience programming to ensure continuity and reach, with a focus on women, children, and other nutritionally vulnerable groups.
- The sector will work with donors and implementing partners to explore flexible and multi-purpose funding options that enable long-term, skills-based interventions alongside emergency support, improving both short-term food access and long-term self-reliance.

## Output indicator progress

Output Indicator	2023 Target	2023 Result	Status	2024 Target	2024 Result	Status
<i>Basic Needs</i>						
1.1.1 # of individuals supported with assistance for improved living space or access to adequate shelter solutions <i>1.1.1 # of individuals receiving assistance for shelter upgrades or WASH rehabilitation</i>	19,040	31,506	165%	25,763	18,164	71%
1.1.2 # of individuals benefitting from transportation services	60	35	58%	150	3	2%
1.2.1 # of individuals benefitting from cash-based interventions	971,175	254,810	26%	1,125,202	130,396	12%
1.2.2 # of individuals benefitting from Core Relief Items	96,274	1,499	2%	171,885	12,448	7%
1.2.3. # of individuals receiving food assistance <i>1.2.3. # of individuals receiving in-kind or cash food assistance</i>	410,964	31,100	8%	2,311,673	89,914	4%
1.3.1 # of persons benefitting from gender-appropriate hygiene, dignity or sanitary items	377,374	55,586	15%	779,020	39,955	5%
1.3.2 # of individuals participating in hygiene awareness sessions	8,550	8,284	97%	468,493	4,661	1%
<i>Economic Empowerment</i>						
1.1.1 # of individuals benefitted from training programs on good food and nutrition agriculture practices (food consumption, food safety, nutrition, cooking demonstration)	6,693	1,148	17%	N/A	744	N/A
1.1.2 # of awareness sessions on good food and nutrition agriculture practices	1,597	126	8%	320	8	3%
1.1.4 # of individuals provided with learning programmes on good food practices and healthy dietary habits	700	36	5%	350	0	0%
1.2.1 # of individuals provided with the tools to establish greenhouse, or/and backyard urban and peri-urban agriculture schemes	1,338	64	5%	675	238	35%
1.2.2 # of greenhouse, or/and backyard farming schemes established	17	0	0%	10	0	0%
1.2.3 # of individuals benefitted from greenhouse or/and backyard farming schemes	2,328	248	11%	1,000	107	11%



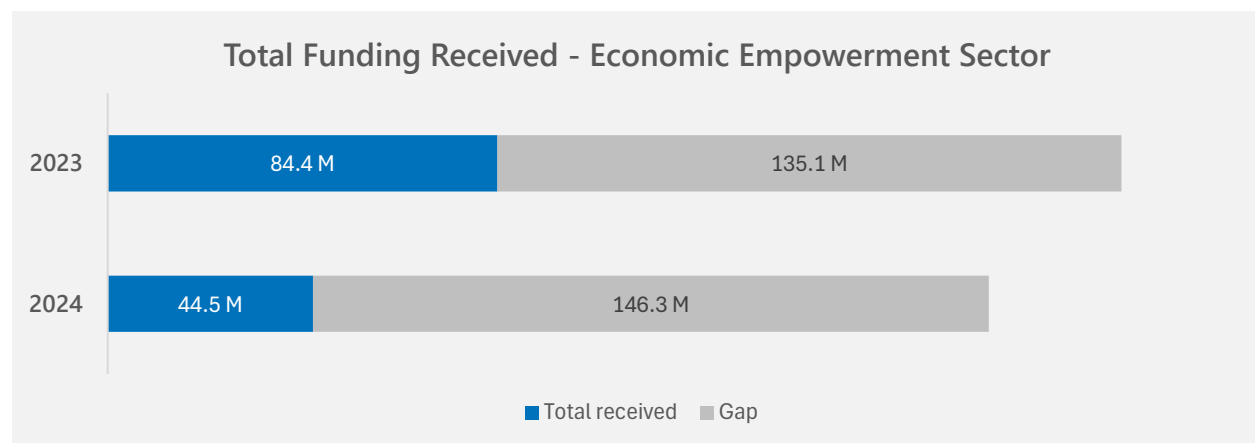


### STRATEGIC OBJECTIVE 3:

#### PROMOTE HARMONIZATION, SELF-RELIANCE, AND DURABLE AND OTHER SOLUTIONS INCLUDING VOLUNTARY RETURNS

**Outcome 3.1 Increased socio-economic inclusion through job creation, improved employability, and system support**

##### *Funding Analysis: Economic Empowerment Sector*



Economic Empowerment sector (EES) partners have received nearly US\$85 million (up from US\$64.2 million in 2022) in 2023 and nearly US\$45 million in 2024 to support access to livelihoods and promote the self-reliance of refugees and vulnerable host community members. This corresponds to 38% and 23% of the funds appealed in 2023 and 2024 respectively. The fall in funding for 2024 can be attributed to the fact that most Economic Empowerment sector projects are multi-year, and some of the respective projects carried out in 2024 were funded in 2023. This is also why compared to the funding received, the achievements in 2023 seemed low because part of the funding received was used throughout 2024, with progress reflecting into the 2024 implementation cycle. In line with this, in 2024, the sector received less funding, but partners were able to achieve more than the previous year as multiyear projects reached their implementation phase and partners' focus was back to the 3RP. This trend is expected to continue into 2025 as several agencies are expected to receive new and additional funding to support 3RP livelihoods programming.

In 2023, and partly through 2024 the earthquakes impacted implementation of 3RP programs amongst the EES partners who have responded to the needs in the emergency and recovery phases, with many already on the ground. In 2023, some partners have repurposed their funding to support the recovery of public institutions (especially ISKUR) in the EQ areas towards resuming their services, as well as to support SMEs/Cooperatives (including agricultural SMEs/Cooperatives) to provide employment opportunities to the affected population. It was difficult for partners to implement livelihoods related projects after the earthquakes as emergency/lifesaving needs were more of a priority, and this is where funding was shifted towards.

This was also the preference for many donors, which allocated most funding provided towards the emergency response.

Donors (bilateral and IFIs) have also provided funding for support to SMEs/cooperatives in the earthquake affected areas. The sector worked on trying to establish better coordination amongst partners to avoid duplication of funding to the same businesses/cooperatives. For this purpose, the sector has created a matrix outlining support to SMEs and cooperatives to map existing support provided and prevent duplicative efforts as well as invited IFIs (EBRD and WB) to the sector meeting to share their projects information.

In 2024, in consultation with the Government of Türkiye, the sector partners focused their funding mostly on activities including job placement and training through public institutions (such as ISKUR), work permit formalization support, and supporting SMEs, to strengthen the self-reliance of refugees and vulnerable members of the host community (including those who were living in the earthquake affected areas).

Outcome Indicator	Result (2023)	Result (2024)	Source
% of refugees with improved employability through increased vocational, entrepreneurial and/or language skills	17% (7,649)	12% (4,107)	ActivityInfo
% of refugees and host community members that have increased their income through agricultural and non-agricultural jobs or income generation <i>Proxy Indicator: % of refugees indicating that their financial circumstances improved</i>	2%	11%	IAPNA

#### a. Context and sectoral evaluation

The achievements for these outcome indicators were low for **the Economic Empowerment sector** in 2023 due to the earthquake as i) funding was shifted for the emergency response, ii) partners focused their existing capacity and response to meet the urgent humanitarian needs and iii) limited number of partners offered relevant activities such as vocational trainings – which were amongst the first to be deprioritized. The earthquakes had a significant impact on livelihoods in the Southeast region, with considerable effect on human resources coupled with damage to industrial and production facilities.<sup>24</sup> Labor shortages had a considerably negative impact on sustainability of businesses – particularly small and medium-sized enterprises (SMEs) which lacked skills and entrepreneurs, but also customers.<sup>25</sup>

The work of public service providers – including some of the primary EES stakeholders such as ISKUR and the Social Security Institution – was disrupted with damage to their service buildings, requiring reconstruction. As a result of the interruption of their regular services, the sector’s activities aiming to support beneficiaries through strengthened public institutions reached a very limited number of persons. Many businesses were completely destroyed or significantly impacted by the earthquakes, with many also having to scale-down and let go of employees, with effects

<sup>24</sup> Republic of Türkiye Presidency of Strategy and Budget, 2024, pg.114.

<sup>25</sup> Ibid, pg.186

lasting late into 2024.<sup>26</sup> In addition, there was serious impact on the agriculture sector – which employs a significant number of refugees in the region, with damage to key infrastructure, crop production, and food-processing units.<sup>27</sup> The sector advocated for supporting agricultural producers through support to new businesses and development of modern farming technologies, but limited funding was raised, consequently impacting anticipated progress in agricultural livelihoods programs.

Due to the above-mentioned challenges, limited livelihoods activities were implemented until mid-2023, with majority of funding and resources channelled away from the sector and towards. From mid-2023 onwards, the EES partners became more active; supporting micro, small and medium enterprises (MSMEs) and cooperatives, strengthening supply chains using online platforms, and supporting public institutions through capacity and material support so that they could resume their services. MSMEs were amongst the most impacted business in the region, and although many partners supported MSMEs in the post-EQ period, funding received was not necessarily targeting refugee enterprises – impacting progress in this field. During 2024, more funding was provided to support MSMEs, resulting over five times the support of MSMEs compared to 2023.

During 2023 and 2024, provision of language and vocational training were limited as the earthquakes changed donor funding priorities and labour market training needs as well as refugees having moved to different places and/or settled in temporary settlements. Reflective of funding shifts, in 2024, 3RP projects with the highest set targets for vocational trainings were funded less than 5%, with annual indicator progress remaining at 15%. Yet vocational trainings remain essential for boosting employability, especially considering the significant impact of the earthquakes on existing labour opportunities, with disproportionate impact on women in the region.<sup>28</sup> This is also stated by refugees, as per the IAPNA, 21% of refugees who are able and ready to work, but unable to find an opportunity, indicate that vocational and language trainings is amongst their main information needs. As various assessments have shown the importance of Turkish language proficiency in accessing employment – particularly for women, partners are encouraged to provide Turkish language training along with vocational training.

Agriculture continues to be a critical source of income and employment for refugees and vulnerable host communities in Türkiye, particularly in the southeastern provinces most affected by the February 2023 earthquakes. However, the dual shocks of the disaster and the reallocation of donor funding toward emergency response significantly disrupted agricultural production, market access, and rural employment opportunities. Many farming households faced the loss of productive assets, while damaged infrastructure such as irrigation systems, storage facilities, and value chain nodes further compounded the challenges in sustaining income-generating agricultural activities.

Throughout 2023 and early 2024, the delivery of agricultural training, modern farming technology adoption, and cooperative support lagged behind targets, reflecting the limited operational scope and underfunding of food and agriculture-focused livelihoods initiatives. Despite increasing recognition of the sector's potential to absorb labour, especially in the informal economy,

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<sup>26</sup> Türkiye Belediyeler Birliği (TBB), 2024

<sup>27</sup> FAO, *Türkiye Agriculture Sector Needs Assessment for the Earthquake-Impacted Provinces*, July 2024, pg.vi.

<sup>28</sup> IOM & ILO, *Post-EQ LH Survey - One Year After: Living and Working Conditions in Adiyaman, Hatay, Kahramanmaraş and Malatya after the February 2023 EQ in Türkiye*, July 2024, <https://data.unhcr.org/en/documents/details/114338>



agricultural livelihoods interventions remained fragmented, with limited reach. This gap disproportionately affected rural women and seasonal workers, who often depend on agriculture for subsistence and who face additional barriers in accessing formal employment, training, and support services.

By mid-2024, increased investment in micro and small agri-enterprises, women-led rural businesses, and cooperative development began to show encouraging signs of recovery in the sector. Nevertheless, challenges persist in linking vocational and entrepreneurial training to sustainable job opportunities within agriculture. Strengthening the food and agriculture programming is essential to facilitate durable economic inclusion, promote climate-resilient practices, and build back more inclusive rural economies, particularly as demand for locally produced food rises and agricultural labour shortages remain unresolved in key production areas.

In 2023, provision of counselling/awareness raising on transition from basic needs support to livelihood opportunities became more salient for the **Basic Needs sector** partners in order to enhance access to livelihoods and self-reliance with a huge increase in the related target compared to years prior. In the context of the earthquake response, focus was shifted away from this area to more urgent humanitarian needs and newly emerging efforts concerning transition were suspended, resulting in a low level of achievement in this area. However, the sector aims to revitalise its focus on transition to livelihoods in 2024 to support sustainability.

In 2024, efforts to support transition from basic needs support to livelihoods did not materialize as intended. Despite maintaining the same target as in 2023 (35,365 individuals), no beneficiaries were reached under this indicator. The absence of progress reflects a lack of coordinated guidance on how such transition should be operationalized across partners, as well as uncertainty over referral pathways and roles of various actors. The Transition Task Team (TTT), initially expected to provide a strategic and operational framework, remained inactive for most of the year and only resumed discussions in the final quarter.

Moreover, partners reported that without a sector-wide Standard Operating Procedure (SOP), and in the absence of structured coordination with livelihood actors, Basic Needs actors felt unprepared to counsel or refer individuals toward sustainable employment opportunities. The gap was particularly pronounced in earthquake-affected areas, where recovery efforts remained focused on life-saving assistance and shelter. In parallel, some institutions such as the Presidency of Migration Management (PMM) expressed willingness to support transition for informal workers, with some new caseloads awaiting inclusion. Overall, the indicator continues to reflect a strategic ambition that is not yet matched by operational capacity or funding.

The **Education sector** significantly enhances socio-economic inclusion by creating job opportunities, improving employability, and supporting systemic development. Progress across TVET and education personnel support indicators has shown mixed results between 2023 and 2024. Enrolment in formal TVET for youth aged 14–17 remained critically low, with no participants in 2023 and only 98 enrolled in 2024—representing minimum achievement in both years despite rising targets (20,000 in 2023 and 25,200 in 2024). In contrast, non-formal TVET saw a strong performance in 2023, exceeding its target by 48% (6,788 reached), though progress declined in 2024, achieving only 38% indicating a need to address declining enrolment and reporting gaps.

For education personnel training, the sector significantly exceeded its 2023 target with 168,052 personnel trained (158%). However, in 2024, the achievement dropped sharply to just 22%,

signalling the need to reinvigorate training initiatives. Conversely, financial support to teachers and education staff improved considerably—from 58% of the target met in 2023 to an impressive 185% in 2024, reflecting increased investment in direct support to frontline educators.

Concerning access to livelihoods opportunities with support through the **Health sector**, limited initiatives to strengthen the employment of Syrian refugees in the Turkish health sector were largely over by mid-2023 due to limited funding, while the activity continued with EQ funding in the province of Hatay until the end of the year 2023. The support for capacity strengthening of health service providers serving refugees and migrants by sector partners did not materialize primarily due to lack of funding and the change of focus due to the earthquakes but continues outside of 3RP in the form of the SIHHAT 3 project funded by the EU.

Socio-economic inclusion through job creation, improved employability, and system support was significantly affected as a result. The cessation of initiatives to strengthen the employment of Syrian refugees in the Turkish health sector by mid-2023 due to limited funding meant that many refugees lost opportunities for stable employment. This reduction in employment initiatives hindered their ability to integrate economically and socially into Turkish society. The continuation of activities with EQ funding in Hatay until the end of 2023 provided some relief, but it was insufficient to address the broader needs across the country.

The lack of funding also impacted the capacity strengthening of health service providers serving refugees and migrants. Without adequate financial support, sector partners were unable to implement training programs and capacity-building initiatives. This gap in capacity strengthening meant that health service providers were less equipped to deliver quality care, further affecting the employability of Syrian refugees within the Health sector. The SIHHAT 3 project funded by the EU continues to provide support outside of 3RP, but its scope is limited compared to the broader needs.

Overall, the limited funding and shifting focus due to the earthquakes resulted in reduced job creation and employability opportunities for Syrian refugees. This has led to decreased socio-economic inclusion, as refugees struggle to find stable employment and integrate into the local economy. The lack of system support further exacerbates these challenges, making it difficult for refugees to access necessary services and opportunities for economic advancement.

## **b. Recommended actions**

### *Economic Empowerment*

- The Economic Empowerment sector maintains its strategic priorities for the coming period, considering that many refugees continue to work informally and semi-formally (including within the agricultural sector). Expanding access to formal employment pathways remains critical to achieving sustainable socio-economic inclusion and resilience for both refugee and host community members.
- In this light, in consultation with its partners, the sector set priorities for 2025 in the following areas, to be carried out through improved funding opportunities 1) promote decent jobs for refugees – formalization of jobs, supporting transition from cash support to employment, 2) increase employability through agricultural, vocational and livelihoods training (including language training), job placement and cash for work, 3) increase self-employment through

support to MSMEs and cooperatives and 4) strengthen evidence-based programming to inform more targeted interventions.

- The sector partners will also work closely with the public institutions (such as ISKUR) to strengthen job placement and workforce training for refugees and host community members.
- The sector will coordinate closely with international financial institutions (IFIs) and other actors to ensure complementary and non-duplicative support to small businesses, cooperatives, and local production systems.

### *Basic Needs*

- The coordination bodies responsible from transition, including Economic Empowerment, Protection and Basic Needs sector should work, preferably by revamping the Transition Task Team (TTT), to establish a Standard Operating Procedure (SOP) that outlines roles, responsibilities, and referral mechanisms for transitioning individuals from basic needs assistance to livelihoods support.
- Sector partners should be supported through technical guidance and dedicated sessions to operationalize the SOP, including training on how to engage with local employment systems, vocational actors, and social enterprises.
- Given continued funding challenges and implementation delays, partners may consider piloting small-scale, geographically targeted transition models to test feasibility before scaling up.
- The indicator on counselling for transition should remain in the log frame, but be redefined to better reflect achievable, incremental progress and linkages with livelihoods outcomes.

### *Education*

- To improve socio-economic inclusion, enhance TVET enrolment through targeted outreach, address non-formal TVET declines by expanding flexible learning models, reinvigorate education personnel training via blended learning and partnerships, increase financial support for education staff, and strengthen data collection and monitoring systems to improve decision-making and interventions.

### *Health*

- Re-think the strategic objective to focus on inter-sector joint efforts against a background of limited funding and changing priorities.





## Output indicator progress

Output Indicator	2023 Target	2023 Result	Status	2024 Target	2024 Result	Status
<i>Economic Empowerment</i>						
2.3.1 a # of individuals completed livelihoods trainings (technical and vocational trainings which can also include soft/language skills)- Non agricultural	35,846	5,488	15%	19,050	2,906	15%
2.3.1. b # of individuals benefitted from agricultural, vocational and livelihoods trainings including language skills through learning programmes- Agricultural	1,565	780	50%	800	1,117	140%
2.3.2 a # of refugees completed Turkish language trainings (stand-alone training).	30,067	380	1%	15,140	84	1%
2.3.2 b # of individuals participated in modern agriculture farming technologies (training)	1,172	N/A	0%	100	0	0%
2.3.2 c # of individuals benefitted from modern agriculture farming technologies (assets, financial)	900	N/A	0%	100	0	0%
2.3.3 c # of individuals benefitted from other short-term employment in agriculture and forestry sectors	1,160	381	33%	925	625	68%
2.3.3 a # of individuals enrolled in cash for work programmes	13,040	1,901	15%	10,210	208	2%
2.3.3 b # of individuals benefitted from cash-based assistance support programmes including on-job training programmes	700	87	12%	490	705	144%
2.3.4 # of individuals supported with subsidies for employment retention/formalization.	21,770	491	2%	20,435	2,702	13%
2.4.1a # of start-ups/new businesses started/developed (including agriculture related use of modern/innovative approaches/technologies).	4,995	498	10%	3,927	1,912	49%
2.4.1 b # of modern agriculture farming technologies developed	N/A	24	N/A	50	0	0%
2.4.2 a # of existing businesses supported to scale-up (including BDS, grants, financial and non-financial services, as well as support for formalization).	3,868	64	2%	3,122	1,726	55%
2.4.2 b # of home-based agri-food businesses and income generating programmes especially for women to support the rural poor in agriculture sector	620	42	7%	60	155	258%
2.4.3 # of cooperatives and/or other social entrepreneurship started/developed.	114	2	2%	185	8	4%
2.4.4a # of existing cooperatives and/or social entrepreneurship supported through	511	12	2%	1,417	16	1%





business management trainings, financial/non-financial services or technology transfer.						
2.4.4b # of individuals benefitted from access to income-generating opportunities (cooperatives) in food, agriculture and forestry sectors	N/A	100	N/A	5,305	470	9%
2.5.1 # of individuals provided support with individual counselling, job counselling from strengthened public institutions	42,680	2,193	5%	37,780	7,096	19%
2.5.2 # of individuals benefitting from livelihoods support (job matching/placement, referral, vocational and entrepreneurship trainings) from strengthened public institutions	22,786	949	4%	24,775	462	2%
2.5.3 Local/national branches of public institutions receiving technical capacity support to strengthen labour regulations and employment services (Y/N).	Y	Y		Y	Y	
2.5.4 Local/national branches of public institutions receiving material support to strengthen employment services (Y/N).	Y	Y		Y	Y	
2.5.5 a # of public institutions staff trained under the capacity support and awareness raising campaigns	1,555	18	1%	1,300	23	2%
<b>Basic Needs</b>						
1.4.1 # of individuals received counselling/awareness raising on transition from basic needs support to livelihood opportunities	35,865	5,000	14%	35,365	0	0%
<b>Health</b>						
1.3.1 # of Syrian health care providers trained	2,124	125	6%	702	1	0%
1.3.2 # of Turkish health care providers trained	623	3	0%	1,610	4	0%
<b>Education</b>						
1.5.1 # of youth (14-17 years, girls/boys) enrolled in formal TVET	20,000	0	0%	25,200	98	0%
1.5.2 # of youth (14-24 year, girls/boys) enrolled in non-formal TVET	4,600	6,788	148%	8,700	3,287	38%
2.1.1 # of education personnel including universities (female/male) trained including on remote learning	106,250	168,052	158%	161,800	35,819	22%
2.2.1 # teachers and education personnel (female/male) provided with financial support	5,100	2,978	58%	10,600	19,570	185%



## **Outcome 3.2 - Enhanced social cohesion through increased trust between refugees and host communities, active participation at the local level, and the removal of social barriers such as language**

### **a. Context and sectoral evaluation**

In the planning phase for the 2023 3RP, **Protection sector** partners identified social cohesion as an important intervention area for the sector. Following this direction, and in the face of urgent needs, throughout 2023 partners provided their services and assistance schemes to all in need, irrespective of nationality, wherever feasible, particularly for those affected by the earthquakes and as a modality of strengthening social cohesion between communities. In line with this priority, partners were able to successfully implement structured and sustained programs aimed at fostering social cohesion particularly through large-scale activities implemented with the Ministry of Youth and Sports targeting youth and adolescents. However, despite these programmes, partners note that the overall protection situation in Türkiye remained challenging throughout the year due to the socio-political, socio-cultural, and socio-economic context, as well as the impact of the 2023 earthquakes, which displaced thousands and exacerbated existing vulnerabilities.

These factors, alongside the dynamics of the 2023 general elections, led to growing social distance between refugees and host community members, simultaneously shaping perceptions towards refugees, particularly amid their politicization during the electoral process. Consequently, partners observed that various stakeholders, as well as host community members, have been less willing to engage with and participate in social cohesion programmes. It is also noted that various stakeholders – including some public institutions, have taken on different perspectives on achieving social cohesion compared to previous years, with the current perception being that social cohesion is better achieved through education and economic empowerment programmes, rather than protection programming. Lastly, compared to previous years, partners report to be discontinuing one-off activities considering the low impact.

With regards to implementation of social cohesion programmes within the earthquake affected region, in 2023, partners noted that one of the important barriers/challenges have been the physical separation of refugees and host community members across different settlements (which was a policy adopted by public institutions to prevent further tensions between communities). It is also noted that despite observations of tension in the region, especially right after the earthquakes, social cohesion activities and programming was not necessarily prioritized considering the more urgent needs of earthquake survivors.

In 2024, the Protection sector continued prioritizing social cohesion (albeit through notably reduced targets) but faced significant challenges due to the deteriorating socioeconomic situation in Türkiye. Rising living costs, difficulties in securing formal employment, limited access to affordable housing, and barriers to healthcare all compounded the vulnerabilities of refugees, further hindering their prospects for self-reliance. These broader economic struggles, combined with the cumulative impact of internal and external events, contributed to a decline in support for refugees within the host community and across service providers. Violent incidents targeting Syrian refugees in the summer of 2024 underscored the escalating tensions, with public figures making statements reinforcing underlying perceptions about the necessity of refugee return – perceptions that were largely amplified by political rhetoric and the spread of misinformation on

social media. Additionally, following the events in Syria in December 2024, partners report a growing social expectation among the host community for voluntary returns to Syria, further increasing strain on social cohesion gains achieved throughout the years.

Despite these challenges, the sector saw mixed results in its social cohesion efforts. Structured and sustained programmes significantly exceeded expectations, reaching over 55% of the annual target, thanks to strong collaboration with national institutions such as the Ministry of Youth and Sports, and a focus on youth engagement. However, efforts to engage public institutions and carry out capacity development initiatives remained limited, in part due to continuing institutional perspectives that social cohesion can be primarily addressed through responses such as education and employment rather than through dedicated community-building initiatives. Funding cuts and logistical challenges also impacted program reach.

Participation in one-off events saw some improvement compared to 2023, though it still fell short of the target. Partners stressed that these events remain essential for engaging marginalized groups, such as women, Afghan refugees, and individuals in socio-economically disadvantaged neighbourhoods. When tailored to local needs—such as neighbourhood-based initiatives or online programs for caregivers—these events were seen as crucial for building initial trust and fostering social cohesion. Partners recommended maintaining a balanced approach that integrates both short-term, accessible activities and longer-term structured programming, particularly in areas where socio-political tensions are high and refugee-host community relations are fragile.

Under the **Education sector**, efforts to promote social cohesion and address issues like bullying will align with Türkiye's Harmonization Strategy and National Action Plan, emphasizing integration and mutual learning amongst children under temporary and international protection. This comprehensive approach necessitates extensive collaboration with local authorities and stakeholders to streamline decision-making and resource allocation. To ensure the long-term well-being and educational progress of affected communities, cross-sectoral coordination and data-driven strategies will drive the holistic support needed, integrating psychosocial support and trauma-informed care into the education system to foster resilience. The life skills and citizenship education programs in 2023 and 2024 showed mixed results. Formal education programs fell short, reaching only 8% of the target in 2024. Non-formal settings exceeded the 2023 target but saw a decline in 2024, reaching 66% of the target. Training for teachers, educational personnel, and caregivers experienced a significant shortfall in both years, with only 8% of the 2024 target achieved. These results highlight the need for improved access, renewed strategies, and better resource allocation to scale up life skills education and strengthen capacity-building efforts in the coming years.

A similar trend was observed for the **Economic Empowerment sector** through which there were very limited social cohesion programs and achievements during 2023, due to the shifting funding preferences following the earthquake. The earthquake also posed a negative impact for social cohesion as many members of the host community also experienced exacerbated needs including urgent humanitarian assistance as well as social support needs due to loss of livelihoods and income opportunities. This, coupled with pre-existing economic difficulties and limited resources heightened tensions between different groups hoping to benefit from the same channels for assistance. Reports indicate that the EQ severely affected social inclusion and

integration, not only of refugees and migrants but also on all other people in need. The most affected and vulnerable include young mothers, babies, the elderly, the disabled, refugees/migrants or any combination of the above.

During 2024, the reintroduction of livelihoods programs by sector partners that incorporated social cohesion elements marked a positive shift. Although not all planned initiatives could be carried out, targets pertaining to individuals participating in social cohesion programs were fully achieved, with more than 16,000 refugees engaged. This has been critical, considering the increasing social tensions between members of the host community and refugees (and other non-Turkish groups) due to prolonged economic difficulties and the earthquakes. The inclusion of women and youth in community-based income-generating activities also contributed to a more inclusive and balanced recovery process in 2024.

Looking ahead to 2025, sector partners plan to expand programs with integrated social cohesion objectives. These will include Turkish language trainings not only as a tool for labour market access, but also as a key enabler for social integration. Such trainings should be coupled with group-based activities, such as cooperative development, community farming schemes, and women's economic empowerment initiatives, that intentionally improve dialogue and collaboration across refugee and host communities. These efforts aim to reduce social distance, enhance trust, and promote more inclusive participation in local economies and decision-making processes.

## **b. Recommended actions**

### *Protection*

- There is a need to adopt a change in perception/perspective towards social cohesion across the 3RP in line with the perspective shift concerning social cohesion programming, with an increased focus on economic empowerment, development and education-related activities. It is also recommended for partners to target populations that can be influenced more, such as children, youth and adolescents who can also act as agents of change that can create multiplier effects in community settings.
- Partners are encouraged to consider potential participation barriers faced by women, girls, and others such as stigma, gender norms, or mobility restrictions, when designing and implementing community-based social cohesion activities. Ensuring that such activities are safe, inclusive, and accessible for all can help strengthen trust and community engagement.
- Developing sustainable, targeted, measurable, impactful, long-term and participatory social cohesion projects/activities within the framework of a rights-based approach and incorporating age, gender, and diversity approach while addressing local needs. This can be realized through the development of comprehensive strategies and action plans at both local and national levels, addressing specific needs and emphasizing a collaborative, multi-stakeholder approach. Given the shift in institutional focus especially through global developments (i.e. Syria after 8 December 2024), increasingly strained community-level relations and the need for more localized solutions, partners are encouraged to prioritize neighbourhood-focused social cohesion activities in key locations. This also includes fostering cooperation between refugee and host community representatives as well as key service providers in the design and implementation of local projects to enhance legitimacy and shared ownership.



- Continue to advocate for allocation of resources towards coordinated efforts, particularly emphasizing localization, development, and preparedness for emergencies, including natural disasters, while actively engaging with municipal and provincial authorities. Risk maps can be prepared in this regard to prioritize higher-risk provinces and areas where social cohesion interventions should be targeted, fostering community resilience through tailored initiatives and programs.
- Actively counter misinformation and negative public perceptions that contribute to social tensions by supporting evidence-based communication strategies, public awareness campaigns, and trust-building mechanisms between refugee and host communities.

### Education

- Enhance Strategic Collaboration with MoNE and PMM: ESWG members, led by UNICEF, should maintain regular coordination with national and provincial education authorities to advocate for registration processes, address peer bullying, and strengthen overall system effectiveness.
- Promote Social Cohesion Through Scaled Life Skills and PSS Programs: Expand life skills and citizenship education across all learning settings and embed psychosocial and trauma-informed approaches to support the well-being and integration of children under temporary and international protection.
- Adopt Targeted, Cross-Sector Approaches: Strengthen partnerships with child protection, and other sectors to deliver holistic support, using data to identify high-need areas and guide interventions that foster safe, inclusive, and resilient learning environments.

### Economic Empowerment

- The sector will continue encouraging partners to support both the refugees and vulnerable members of the host community through livelihoods and food security related programs to ensure inclusive targeting and avoid further exacerbating the tension between them.
- Partners will be encouraged to integrate structured social cohesion elements into economic empowerment interventions, such as joint vocational trainings, cooperative initiatives, and community-based business development to improve dialogue, collaboration, and trust-building between different population groups.

### Output indicator progress

Output Indicator	2023 Target	2023 Result	Status	2024 Target	2024 Result	Status
<i>Protection</i>						
2.5.1 # of refugee and host community members participating in one-off events specific to social cohesion	104,790	35,149	34%	58,580	34,477	59%



2.5.2 # of refugee and host community members participating in structured and sustained programmes specific to social cohesion	249,252	276,842	111%	82,470	128,085	155%
2.5.3 # of institutions engaged with to promote peaceful co-existence and social cohesion	172	12	7%	46	10	22%
2.5.4 # of individuals reached with capacity development initiatives to promote peaceful co-existence and social cohesion	2,910	3,936	135%	2,386	652	27%
<i>Education</i>						
2.3.1 # of children (5-17 years, girls/boys) benefiting from life skills and citizenship education programmes in formal settings	22,100	18,354	83%	5,520,100	423,888	8%
2.3.2 # of children (5-24 years, girls/boys) benefiting from life skills and citizenship education programmes in non-formal and informal settings	280,140	357,388	128%	543,360	359,441	66%
2.3.3 # of teachers, educational personnel and parents / caregivers receiving training on life skills and/or citizenship education	240,000	345	0%	1,800	147	8%
<i>Economic Empowerment</i>						
2.2.1 # of social cohesion initiatives as part of livelihoods programmes.	1,666	44	3%	118	13	11%
2.2.2 # of individuals participating social cohesion initiatives as part of livelihoods programmes.	11,690	432	4%	16,140	16,082	100%
2.2.3 # of livelihoods institutions and businesses involved in social cohesion initiatives	339		0%	50	7	14%
2.3.2 a # of refugees completed Turkish language trainings (stand-alone training).	30,067	380	1%	15,140	84	1%





### Outcome 3.3 - Increased durable solutions (resettlement/ voluntary repatriation)

Outcome Indicator	Result (2023)	Result (2024)	Source
<b>Proxy Indicator: # of refugees in need of resettlement departing Türkiye</b>	13,942	10,770	UNHCR

#### a. Context and sectoral evaluation

##### Resettlement

As in previous years, in 2023, resettlement remained an important durable solution for a small number of refugees with the most acute vulnerabilities and protection risks. UNHCR's Türkiye operation continued to benefit from the largest resettlement quotas within the organization. In 2023, resettlement departures increased significantly, providing solutions for the most vulnerable earthquake-affected refugees. Nevertheless, the scale of resettlement remained minimal at 0.3 per cent compared to the overall population. In response to the earthquakes in February 2023, UNHCR immediately contacted all refugees in the resettlement pipeline who were living in the earthquake affected zone to assess their well-being. Simultaneously, Turkish officials referred 200,000 refugees living in the earthquake-affected area to UNHCR for resettlement consideration. UNHCR went through a selection process targeting the most vulnerable for resettlement interviews, in total, reaching out to 51,616 of the most vulnerable refugees. Eventually, a total of 24,552 refugees were interviewed in 2023. Some of the most vulnerable cases resettled included refugee children who lost all family members in the earthquakes. Emergency resettlement was organized for these children to countries where their relatives were located. UNHCR also worked with resettlement countries and Turkish officials to enable rapid processing, guardianship proceeding, and medical care to facilitate the departure of vulnerable children. In 2023, a total of 16,801 refugees were submitted for resettlement consideration to 18 countries, 94 per cent of those submitted were earthquake-affected refugees. In total, 13,900 refugees departed Türkiye in 2023 which was the highest departure rate since 2017.

While the situation changed rapidly after the fall of the former government in Syria in December 2024, for most of 2024, voluntary repatriation was not the most favoured durable solution for most refugees in Türkiye. Resettlement and complementary pathway options remained a limited but vital solution for a small number of refugees. UNHCR focused on resettlement as a solution for specific categories of refugees including many affected by the earthquakes, losing their homes or family members/friends and who continued to experience the impact of the earthquakes. Considering ongoing challenges faced by certain categories of refugees with regards to their conditions in Türkiye, resettlement continues to be a critical protection tool to offer solutions for those most in need of a third country solution, particularly those at heightened risk due to their protection profile and specific vulnerabilities, in the context of an evolving environment.

In 2024, almost 60,000 refugees were pre-assessed for resettlement consideration and approximately 25,000 refugees were interviewed in Ankara, Gaziantep and Istanbul interview facilities. A total of 14,320 refugees were submitted to 15 countries for resettlement and 10,770 refugees departed Türkiye in 2024. While approximately a quarter less refugees departed Türkiye



in 2024 compared to 2023, these resettlement places nevertheless contributed to demonstration of international responsibility sharing with Türkiye. Of note, while in 2024 approximately 10,000 of those submitted for resettlement are of Syrian origin, compared to 2023, the number of Afghan submissions for resettlement consideration increased by approximately two and a half times more, in an effort to support expanding protection space in Türkiye.

## **Voluntary Returns**

In 2023, voluntary return was not a viable solution for most refugees, owing to the ongoing conflict in Syria and the devastating impact in the northwestern part of Syria of the February 2023 earthquakes. In comparison to earlier years, a smaller scale of spontaneous voluntary returns to Syria took place in 2023, which can be also attributed to the availability of temporary returns to Syria following the earthquakes, as exits were allowed by the Turkish State. Nonetheless, UNHCR observed the voluntary return processes of some 19,900 Syrians to verify the voluntary nature of returns in 11 provinces throughout 2023. Close cooperation with PMM and PDMMs enabled UNHCR to address individual protection concerns and systematic processing issues observed in voluntary return procedures.

Before the fall of the Assad regime in Syria in December 2024, UNHCR was conducting voluntary return monitoring in 12 provinces and 3 border posts. Following the change of regime in Syria and the resulting increase in the number of Syrians voluntarily returning, UNHCR expanded its presence to two more border crossings processing voluntary returns. The change in the political situation in Syria led to an increase in voluntary returns from Türkiye, with numbers of daily departures going from 240 persons on 8 December to 1,259 on 9 December, according to figures made public by the Minister of Interior. At the end of December 2024, the Minister of Interior further announced that since the events of 8 December, a total of 30,663 Syrian individuals returned voluntarily to Syria. Overall, in 2024, UNHCR monitored the voluntary return of 54,074 Syrians.

Following the change of circumstances at the end of 2024, voluntary return to Syria has become a possibility for a greater number of Syrians. However, surveys conducted with Syrians indicate that many are still cautious with regards to return to Syria and many continue to have ongoing protection needs in Türkiye, with some considering staying permanently. This underscores the importance of safeguarding the protection and asylum space in Türkiye. Ensuring continued access to services and socio-economic inclusion of Syrians under temporary protection remains essential. A careful approach is needed in many areas varying from continuous support to those willing to re-establish themselves in Syria; to enable continuous accessibility of protection and rights by Syrians still not able to return; and identification of durable solutions. UNHCR will continue to monitor developments in Syria and adjust risk assessments for Syrians in need of resettlement, while also positioning itself strategically to place voluntarily and in safe and dignified conditions.



## b. Recommended actions

### Resettlement

- Given the number of refugees in need of resettlement and the reduced number of resettlement quotas, particularly after the decision of the US in early 2024 to suspend resettlement, 3RP partners urge resettlement countries to consider offering additional resettlement opportunities for refugees in Türkiye, recognizing resettlement as a protection tool for some categories of refugees, and as a responsibility sharing tool, in line with the Global Compact on Refugees. There is also a need to enhance complementary pathway options including third country scholarships and labour mobility schemes, in addition to opportunities for family reunification.
- Due to the financial constraints that UNHCR is currently facing resulting from the withdrawal of funding from the USA and reduction from other States, half of the highly trained resettlement staff in the UNHCR Türkiye operation were dismissed in the first quarter of 2025. The financial situation also means that UNHCR can no longer maintain its cash for protection assistance to specific categories of vulnerable refugees such as adolescents discharged from child-care institutions, transgender and intersex individuals who cannot benefit from ESSN, and survivors of gender-based violence. UNHCR will prioritize resettlement of these individuals to mitigate the adverse protection consequences resulting from the premature termination of cash for protection assistance and enable these refugees to access safe, and dignified solutions.
- Considering that housing shortages in host countries resulted in a notable reduction (approximately a quarter) in resettlement departures between 2023 and 2024, there is a need for identification of appropriate solutions that would help address housing related challenges in resettlement countries to ensure the long-term viability of resettlement as a durable solution.
- Protection partners to remain engaged in referring vulnerable cases to UNHCR for protection interventions including possibility for resettlement processing, particularly for individuals for whom all locally available protection interventions are exhausted and resettlement in a third country remains the only refugee protection solution.

### Voluntary Returns

- Ensure that any activity related to voluntary returns at sector level does not promote returns to Syria. Flexibility and adaptability of the sector/sector partners throughout 2025 and beyond will be critical considering the evolving context and emerging needs related to returns.
- UNHCR to continue observing returns in provinces and border crossings for verification of the voluntary nature of returns, with an increased capacity compared to previous years. While partners do not have a role in monitoring of voluntary returns, sector partners will address the urgent protection needs of most vulnerable refugees who decide to return to Syria. In this respect, key return related activities for the sector as included in the return addendum for 2025 includes protection response and evidence-based advocacy, multi-layered capacity support to public institutions, referrals to a range of services (inc. civil documentation, legal assistance, PSS, case management), information dissemination, and



mainstreaming of safeguards related to accountability to affected populations (including but not limited to feedback, complaints and response mechanisms) and protection from sexual exploitation and abuse.

- Initiate analysis exercises at the sector level related to intentions (including as related to returns but also stay in Türkiye), to ensure planning, prioritization and programming is evidence-based. Ensure complementarity of these initiatives with the annual Inter-Agency Protection Needs Assessment.
- Whenever possible, ensure that analysis and information available to the Protection sector in Türkiye are coordinated with the returnee (protection) coordination mechanisms in Syria for prioritization and programming purposes.
- There is a need to support the technical capacity of partners on voluntary return procedures and principles.
- Coordinated information dissemination and exchange with regards to the return context, including within the sector and between sector partners and Syrian refugees, will continue to be critical to ensure that information needs of the service providers and refugees are met in a timely manner, with due consideration for their age, gender and diversity circumstances.
- Child Protection sub-sector support linked to voluntary return context in 2025 could include case management and risks assessments (including as linked to unaccompanied and separated children / children on the move with their families), awareness raising and information dissemination, including as related to Explosive Ordinances Risk Education (EORE), education documentation, MHPSS and parenting supports – for both remaining and departing communities at the province of registration and at border crossing points.
- In the context of voluntary repatriation, GBV partners will ensure that individuals are informed about existing GBV-related services in both return and departure countries. Survivors who disclose risks or protection concerns, or unwillingness to return with their nuclear or extended family members shall be considered for confidential and individual counselling and as appropriate referred in a safe and confidential manner, to relevant national or international service providers as part of the broader protection response.

## Output indicator progress

Output Indicator	2023 Target	2023 Result	Status	2024 Target	2024 Result	Status
1.3.1 # individuals submitted for resettlement by UNHCR	30,055	16,801	56%	50,000	14,320	29%
1.3.2 # of Syrian voluntary repatriation interviews observed	35,000	19,900	57%	42,000	54,074	129%