

HIGHLIGHTS

- By the end of June, most of the visited SASF/SC offices had started to reassess the previously ineligible applicants against the **revised targeting criteria**. As a result, the inclusion rate has started to increase, from 35% in May to 37% in June. A more significant increase is expected in July and August
- The increased transfer value of **120 TRY** per person per month took effect with the June payment
- **306,458** applications were registered in the MoFSP integrated database as of the end of June 2017
- **109,508** households (685,577 individuals) were eligible for ESSN assistance in June, with **106,952 cards distributed** by the end of the month
- **450** districts within 79 provinces were visited by WFP monitoring staff, including visits to 422 SASF offices, 18 SCs & 225 Halkbank branches
- **The number of applications per month has started to slow down**, likely linked to the prerequisites to ESSN application: **informal housing** and pending appointments at **PDMM and Nufus** offices are the main barriers slowing down the ESSN application process



Inclusion rate by end of reporting period:

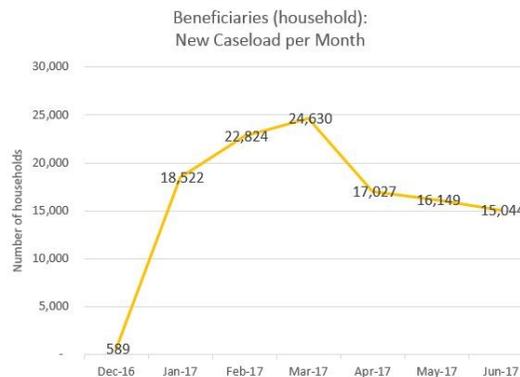
37% of total applications



Average household size:
6.3 members per HH

Individual beneficiaries:
52% female; **48%** male

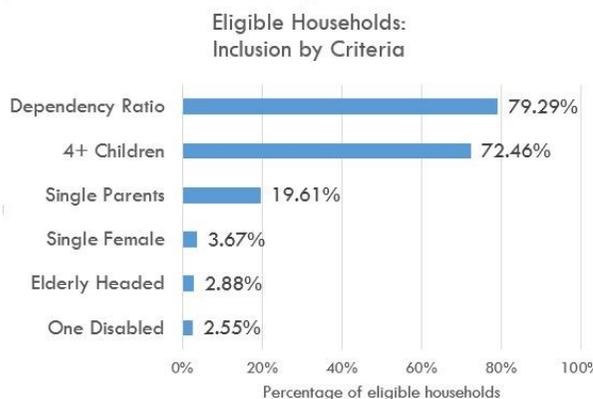
TRACKING OUTPUTS OF ESSN OPERATIONS



While applications are still being registered every month, the numbers are increasing at a much slower pace. For example, from December to January, 68,000 applications were registered, while from May to June, only 14,000 applications were registered. This is likely due to the requirements to obtain an ID from DGMM and register an address with Nufus, the civil registry, in order to submit an ESSN application. Many refugee households have faced issues in registering with Nufus, such as lack of proof of address, or sharing a house with other families, and many are subject to long waiting periods to obtain their DGMM identification document.

Resulting from this, the new caseload per month figures show a downward trend after March 2017. However, with new targeting criteria in place, a significant increase in eligibility is anticipated for July and August.

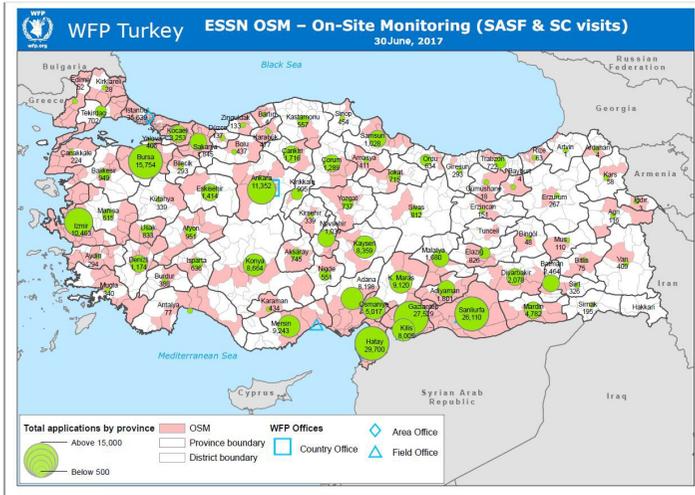
Revised Targeting Criteria: dependency ratio including and above 1.5; having 4 or more children; single parent households; single females; elderly headed households; and any household with one or more disabled members.



The planned versus actual figures illustrate that the actual number of beneficiaries is falling slightly behind the planned figures—this is linked to the issues mentioned above. Revised targeting criteria should help in reaching the target figure. Two targeting criteria were revised in May: 1) decrease in the number of disabled members (from '2 members' to '1 member'); and 2) decrease in the dependency ratio threshold (from 'above 1.5' to 'including and above 1.5').

The second chart shows that of all the current caseload, almost 4 out of 5 households are meeting the dependency ratio criteria, while over 70% are meeting the 4+ children criteria. It is important to note that there is significant overlap between these two criteria.

MONITORING COVERAGE



As of 30 June 2017, 450 districts were visited in 79 provinces, comprising of a total of 422 SASF offices, 18 Service Centres and 225 Halkbank branches.

During the visits to the SASF & TRC SCs, WFP monitoring staff observed the application process, interacted with and supported ESSN applicants, and provided information to staff about the ESSN and its requirements.

At the Halkbank locations while beneficiaries picked up their Kizilay cards, WFP staff monitored the processes and interviewed the beneficiaries. Focus was placed on quality of services and beneficiary perceptions/experience during every aspect of the distribution, including card collection and withdrawal of money at ATMs.

Issues observed were recorded in the **M&E issue database (MEDS)**, aimed at facilitating action and tracking each issue identified until it can be addressed.



ESSN APPLICATION MONITORING FINDINGS

Inadequate understanding of the ESSN process at the SASF

This problem is frequently reported from monitoring visits at SASF offices across Turkey. It manifests in various forms, including:

- Not accepting applications from households that appear ineligible, particularly those who do not have four or more children.
- Not registering any applications until the SASF staff can conduct the household visit, which is similar to the Turkish national system, but is not required for the ESSN.

Through repeated monitoring and using the Ministry guideline document, WFP teams were able to fill the gaps in understanding of the ESSN system, and persuade the SASFs to implement the program correctly.

WFP teams met with the community focal points to explain the ESSN application process.

MoFSP sent a circular to all SASFs with additional information, plus clarifications on new targeting criteria.

Trainings were conducted for SASF & TRC staff on the revised targeting criteria.

A language barrier remains, mostly due to insufficient number of translators

- Hiring qualified translators can take up to 6 months in some locations, due to the capacity of the local offices or availability of translators. WFP monitors observed that the lack of translators has caused crowding and additional workload for the SASF staff, often resulting in applicants with insufficient or incorrect ESSN related information.

TRC has deployed 116 translators to a number of SASF offices, but many are reportedly demotivated due to low or delayed remuneration.

This issue is being followed up at Ankara level in order to find a practical solution, and to ensure that SASF translation needs are met.

Pending appointments at PDMMs and Nufus cause delays in the application process

- This procedure is taking 4-6 months in some locations, due to the capacity constraints in local offices.
- Some field visits revealed that Iraqi and Iranian applicants have more difficulties obtaining appointments because priority is given to Syrians.

Results of the analysis conducted by WFP and TRC field teams have been shared with Nufus and DGMM HQs. PDMM registration issues are also being communicated with UNHCR.

An alternative solution has been agreed with Nufus centrally, which will permit TRC Service Centres to support the address registration procedures.

Informal housing:

- Refugees who do not have a formal address (i.e. those living in informal accommodation such as tents, caves, unfinished buildings, shops etc.) are also not able to register with Nufus.
- Seasonal agricultural workers also face this issue, as many are without a formal, stable address.

Supporting these extremely vulnerable cases is currently a priority for ESSN partners. Work is ongoing to identify cases, design a process to support these families with Nufus registration, allowing them to apply for the ESSN. There have already been some local successes in convincing local authorities to provide a formal address to informal settlements, thereby allowing Nufus registration.

38% of all issues reported are related to the application process

Disability Reports:

- Many beneficiaries have complained about the long delays in obtaining the disability report. In some places like Birecik (Sanliurfa) and Ergani (Diyarbakir), the SASF managers confirmed that it takes about 15 days to 1 month to get the disability report from the hospital. This is often due to long appointment waiting times.
- The process of obtaining disability reports can require refugees to make multiple trips to the hospitals, resulting in increased transport costs.
- In many small provinces, the hospitals have small departments that are not able to provide the disability report, so refugees are often asked to travel to the closest bigger city (such as Ankara).
- There have been reported cases of refugees paying fees of 600-700 TL for the disability health report and associated costs, especially non-Syrian refugees.

- The issue related with the disability reports was raised with AFAD during the Governing Board meeting. AFAD is currently following up the issue with the Ministry of Health.
- WFP is working with partners (such as NGOs and other UN Agencies) to see what complementary support can be provided to assist beneficiaries in obtaining the disability reports.

Targeting Criteria Exclusion Error

- In most of the SASFs visited, the SASF managers identified very vulnerable households who do not meet the ESSN criteria. These mostly included households with family members with severe illnesses, families supporting their elderly parents, and widowed females who have not updated their identification documents.

WFP and TRC have established a joint working group to operationalize the “discretionary allowance”, which would allow the SASFs to include a select number of extremely vulnerable cases who do not meet the demographic criteria. This process is intended to reduce the exclusion error. Before national roll out of this scheme, it will be piloted on a smaller scale.

ESSN CARD DISTRIBUTION MONITORING FINDINGS

32% of all issues reported are related to card distribution

Operational issues during card distributions:

- Inadequate staffing in some Halkbank branches resulted in crowding during card distributions; this was observed in Şahinbey (Gaziantep) Unaldi branch, where around 1000 beneficiaries crowded in front of the bank to receive their cards. Difficulties in crowd management have the potential to create safety and/or protection issues.
- Limited or insufficient communication between Halkbank HQ and branches resulted in beneficiaries visiting banks multiple times to obtain information about when they could collect the cards and withdraw money.
- Illiterate beneficiaries continue to face challenges as they are unable to sign their names at Halkbank to collect their cards; they are often required to visit a notary, which can be time consuming and costly.
- Several Iraqi beneficiaries, who have red ID cards indicating their status of Humanitarian Residence in Turkey, faced challenges in collecting their cards from the banks, who had not been instructed about these different ID cards.
- Unclear ID photos: In some locations, the bank branch refused to distribute cards to beneficiaries holding unclear ID photos; beneficiaries were directed to return to PDMM.

- WFP team revisited bank branches and followed up on specific protection and safety concerns of beneficiaries.
- WFP informed Halkbank HQ of the issues noted in the field, and requested an email to be sent to all branches with clear guidelines regarding the Iraqi residency issue.
- A core group of WFP & TRC staff are working with partners to identify solutions for the illiterate beneficiary notary issue.
- The issue regarding unclear ID photos has been raised directly with the bank. The bank has informed WFP that they normally check the ID number on the card, but if they have any doubts, they may ask to check the photo as well.

Challenges with SMS notifying beneficiaries to collect their cards:

- In some cases, beneficiaries reported that the SMS content was not clear to them, and was confusing.
- It was reported that some SMS messages were not sent in a timely manner.
- SMS messages were sent in Arabic, therefore non-Arabic speakers had difficulties in understanding the messages.

WFP teams helped many beneficiaries understand the SMS and advised others to call 168 to get further clarification.

Partners have agreed to improve coordination between the banks, TRC and WFP related to SMS and other messaging to beneficiaries.

Challenges at ATMs:

- WFP observed that some Halkbank branches were provided with the card distribution schedule at the last moment, and therefore could not prepare sufficient PIN codes in advance.
- WFP staff witnessed that although ATM instructions are now available in Arabic, some beneficiaries were still unable to follow instructions, resulting in some cases of blocked cards.
- Non-Arabic speakers had difficulty using the ATMs, as the interfaces are only in Arabic.
- The security guard is usually the only employee allowed to help at the ATM, but often cannot cope due to high numbers requiring assistance.

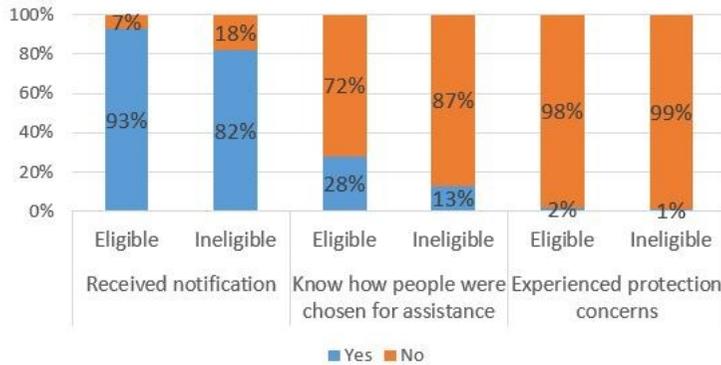
ATMs changed to function automatically in Arabic in February, and Halkbank has indicated a Turkish option will be introduced in October.

There has been a significant reduction in the number of reported issues with using the ATMs as beneficiaries have learnt to use the basic functions they require, by seeking support from others withdrawing at the ATM as well as asking younger generations in their families to help.

PROCESS MONITORING & VAM/M&E STRATEGY

The process PDM was merged with the Comprehensive Vulnerability Monitoring Exercise (CVME) in order to maximise cost efficiency. Information was collected on: ESN sensitization and awareness, if households knew where to complain or seek information, assistance utilisation and safety concerns. The first round of CVME data collection is expected to be finalized by the end of September. The results presented below are only preliminary, representing a small sample collected until the end of the reporting period.

Awareness and Sensitisation

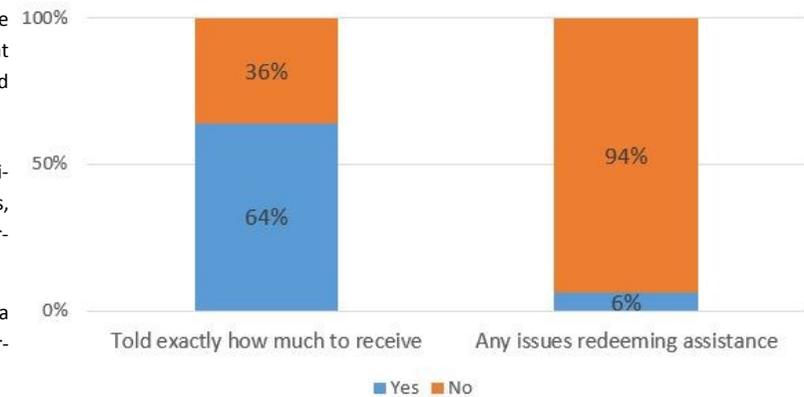


Protection concerns: 98% and 99% of eligible and ineligible households reported no issues with protection or safety concerns. Of the few households who did report issues, the issues were mostly related to long waiting times at the application centers and while at the bank.

Receipt of Assistance: Awareness & Redemption Issues: 64% of the beneficiary households indicated knowing the exact amount of assistance they are entitled to. Overall, 94% indicated having encountered no issues while redeeming their assistance. In addition, when beneficiaries were asked about how satisfied they were with the bank services during distribution monitoring, 95% indicated being satisfied.

Decision Making: The results indicate that in 54% of households, women and men shared the decision making over the use of the assistance provided. 28% of households reported that women decided alone, while only 18% reported that men decided alone.

Receipt of Assistance: Awareness & Redemption issues



Sensitization and information provision: 93% of eligible households stated that they had been informed about the outcome of their application, in comparison with 82% of ineligible households. Of these, the large majority (91% and 84% of eligible and ineligible households, respectively) indicated having been notified directly via SMS. Furthermore, 90% of beneficiaries interviewed during distribution monitoring at the banks indicated that they have received an SMS informing them to collect their cards.

Overall, understanding of how the households were chosen for assistance was extremely low. This is understandable, as the criteria were not communicated publicly due to sensitivities around ESN criteria and government database integration. This lack of understanding was corroborated through focus group discussions.

Nevertheless, the above results indicate that sensitization efforts about the program are in general successfully reaching the majority of the target population. With the revision of the targeting criteria, WFP is planning to launch a broad campaign to communicate the revised criteria publicly for increased transparency.

IMPLEMENTATION OF ESN VAM & M&E STRATEGY: UPDATES

ESN Pre-Assistance Baseline (PAB)

A total of 8694 ESN applicant households were interviewed (eligible: 3395; ineligible: 5299). Analysis of the baseline data is ongoing in cooperation with the World Bank, as an initial phase of an ESN Impact Evaluation. In August, post-distribution monitoring (PDM) surveys will start, interviewing the same households who participated in the baseline. The PDM tool was integrated into TRC's database and 13 TRC call center enumerators were trained on the PDM tool in June. The PAB report will be drafted in August/September, and available in October.

Integrated M&E Database

The WFP database for managing process monitoring information, plus escalation and tracking of issues, is being revised. Revisions are based on recent updates to the ESN process monitoring strategy, developed through consultation with WFP Area and Field Offices. The database will serve the purpose of identifying, escalating and tracking the status of reported issues, in addition to providing timely solutions to issues or bottlenecks for efficient assistance delivery.

ESN Evaluation

During the reporting period, WFP contracted Oxford Policy Management to lead an independent evaluation of the ESN. Oxford Policy Management has sub-contracted a Turkish firm, Development Analytics, as a core evaluation partner. In April, core members of the evaluation team visited Turkey for their inception mission, and met with key stakeholders to determine priorities and perspectives for the evaluation. In June, the draft inception report was submitted, outlining the plan and methodology for the evaluation to take place throughout 2017.

Comprehensive Vulnerability Monitoring Exercise (CVME)

CVME data collection started on 15 May 2017. The total sample size is 600 households, spread over 30 neighbourhoods within 13 provinces. As of 30 June 2017, 262 face-to-face household interviews have been completed, including 109 eligible households, 103 ineligible households, and 50 households who have not applied for the ESN. Data is being collected electronically using the Open Data Kit (ODK) platform. To prepare for the CVME, more than 65 WFP and TRC staff have been trained. The first round of data collection is expected to be completed by September.

ACCOUNTABILITY TO AFFECTED POPULATIONS

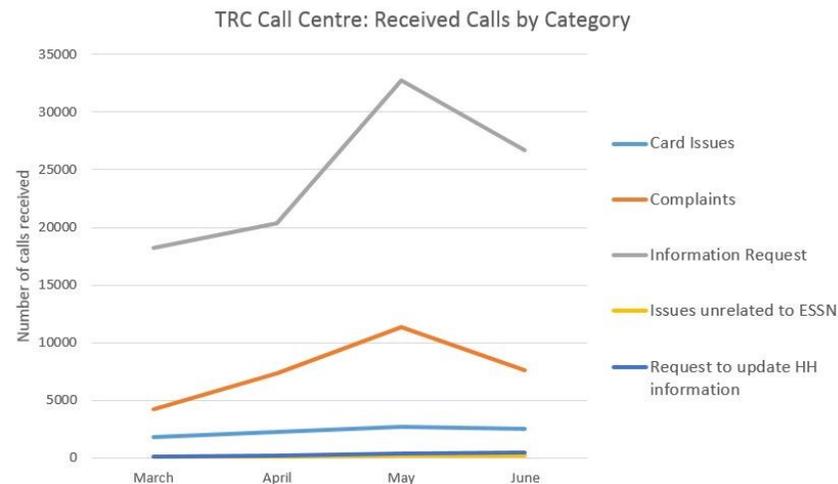
During the reporting period, a variety of methods were used to communicate with the affected population, including the ESSN Facebook page, the ESSN website, printed materials, SMS, and direct contact through field monitoring staff. In order to receive feedback and complaints, the main methods used were the TRC call centre, Facebook, and the ESSN website.

The **TRC Call Centre (168)** was the primary mechanism to receive complaints and feedback from the refugee population. The call centre received 139,476 calls during the reporting period. The majority of calls were requests for information (97,914), followed by complaints (30,481), then card issues (9,244). 97% of complaints were regarding the selection process for the ESSN, for example, callers stating that the selection process was unfair and not selecting those most in need. In April, the number of call centre operators increased from 8 to 23, resulting in an increase in the number of calls that were answered during April and May. By June so many people had already heard about and applied to the programme that numbers of enquiries started to reduce again.

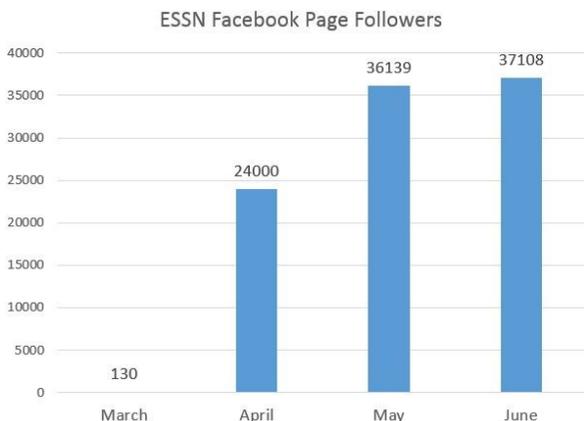
On the **Kizilaykart-SUY Facebook page**, the number of followers increased from 130 in March to 37,108 in June. 20% of followers are women and 80% are men, however focus group discussions suggest that individual profiles are shared amongst family members. The posts that have attracted the most attention are the initial ESSN animation post on 19 April (reached 142,000 views), the ESSN information channels post on 26 April (reached 56,000 views), change in the transfer value post on 30 June (reached 144,000 views) and the updated animation on 30 June (reached 59,000 views).

Facebook Quotes: Transfer Value Increase to 120 TL

- "A message to TRC, I would like to thank you for your hard work helping the Syrian people. I would also like to thank Turkey the magnificent and its people for their generous hospitality."
- "Why did you do that? Now you just have increased the assistance for families who do not need it instead of increasing the number of beneficiaries!"



Printed materials were updated in March 2017. In this second batch, 384,036 leaflets and 5,361 posters in 3 languages were distributed through 41 priority SASFs, 23 TRC premises (service centres and community centres) and 14 NGOs/humanitarian agencies, across 29 provinces. In June, printed materials were updated in four languages to include ESSN criteria and other critical information, with plans to distribute 640,000 leaflets and 20,000 posters in a wider range of locations.



APPLICATION PROCESS
Please follow these steps in order to apply for the ESSN.

- 1- Complete your official registration process at the Provincial Directorate of Migration Management (DGMM) and get your ID number starting with 99.
- 2- Declare all family members living at the same address to the Civil Registry Office in your district.
- 3- For disabled family members, please go to the nearest authorised state hospital to obtain a 'Disability Health Board' Report stating over 40% disability. This is free of charge for Syrians with a 99 ID number.
- 4- Go to the nearest TRC Service Center or Social Assistance and Solidarity Foundation (SASF) with your 99 ID and complete the application form for all family members.
- 5- Your application result will be sent to your mobile phone via SMS. If you do not receive an SMS within 9 weeks please call the TRC Call Centre on 168. Please make sure your phone number is up to date at the SASF or TRC Service Centre where you applied.
- 6- A household visit by SASF staff will be undertaken to all families receiving assistance to check information provided on your application form and assess your continued need for assistance.

WHAT IS 'KIZILAYKART-SUY' ?
KIZILAYKART-SUY is a humanitarian cash assistance programme aiming to support the basic needs of the most vulnerable people living under international and temporary protection in Turkey. KIZILAYKART-SUY financed by the European Union and its member states, is jointly implemented by the Turkish Red Crescent (TRC), the United Nations World Food Programme (WFP) and the Turkish Ministry of Family and Social Policies. Following an assessment against the eligibility criteria individuals will receive 120 TL monthly cash assistance through TRC's KIZILAYKART.

WHAT IS THE KIZILAYKART ?
The KIZILAYKART is a bank card that will be provided by TRC and distributed through Halkbank branches, and can be used at all Point of Sale and ATM machines across Turkey.

WHO CAN BENEFIT FROM THE KIZILAYKART-SUY?
The programme is for families and individuals who are in need of assistance and not engaged in formal employment (do not have an employment or health social security record).

HOUSEHOLDS MATCHING ANY OF THE FOLLOWING CRITERIA ARE ELIGIBLE FOR ASSISTANCE:

- Single females
- Single parents with no other adults in the family and at least one child under 3
- Elderly people 60 or above with no other adults (between 18 and 59) in the family
- Families with one or more disabled people. They must have a disability of 40% or more, evidenced by a disability health board report from an authorised state hospital
- Families with four or more children
- Families that have a high number of dependents (i.e. children, elderly and disabled). This is determined as families that have at least 5 dependents for every able-bodied adult (between 18 and 59).

*Please refer to the ESSN Facebook page and website for further details:
www.kizilay.org.tr/kizilaykart-suy
facebook.com/kizilaykart.suy*

ESSN leaflet



For more information: co.tur.m&e@wfp.org