

ESSN Task Force Istanbul Minutes

Objective

Presentation on the findings of the PAB survey (WB/WFP), to provide an update on ESSN (WFP/TRC), presentation on Beneficiary Communication in the ESSN (WFP/TRC), presentation on CCTE (TRC) and AOB.

Date of meeting

25 September 2017
10:30 a.m.- 12:30 p.m.

Location

ASAM Dolapdere Çok Yonlu Destek Merkezi
Bostan Mah. Küçük Odalar Sok.
No:9 Beyoğlu/İSTANBUL Turkey

1. Presentation on the findings of the PAB survey (WFP/WB)

- Phone survey is conducted by TRC call centers. Data is collected between February and May 2017.
- Survey consists of a 2-page questionnaire on demographics, food consumption, coping strategies, expenditures, income sources.
- 8,690 applicant households from 5 regional strata (Aegean, Anatolia/Thrace, Istanbul, Mediterranean and South-East) were taken as a sample which representative of 270,000 households and 1.6 million individuals.
- Composition of PAB (region, age, gender) is similar to DGMM data.
- In 4 of 5 regions, half of the survey participants can speak Turkish while only quarter of them can read Turkish. In south-East region, these rates are the lowest.
- Anatolia/Thrace region was found as the poorest. On the other hand, Istanbul region was found as the least poor.
- School enrolment statistics: Istanbul has the highest percentage of HHs with no school age children in school
- Highest expenditure is for food items. This follows by rent and utilities.
- The respondents from the Aegean region were 50% from Bursa, 37% from Izmir, and then very small percentages (1-2%) from 7 other provinces.
- **Slide #16 exclusion error (extreme poor-Non-beneficiaries are the biggest concern for ...)**
- Roll-out of the programme is very good. ESSN is providing a meaningful contribution to the families
- Preliminary results will be presented to the partners in January-February 2018.

2. Update of ESSN (WFP/TRC)

- The Co-Chairs World Food Programme (WFP) and Turkish Red Crescent (TRC) provided an update of the ESSN to date noting that as of 25 September, a total of 344,293 applications were registered; 5,414 applications were not assessed; 176,794 applications were deemed eligible and 162,085 applications were ineligible. Approximately, 38,38% of the applications were registered by 18 TRC Service Centres. A total of 941,079 beneficiaries received ESSN assistance in August (48,9% male/51,1% female). Majority of the beneficiaries are Syrian nationals (91,3%) followed by the Iraqi (6%) and Afghan (2%) nationals.
- We reached more than 1 million people in 10 months. A total of 1,054,655 beneficiaries will receive ESSN assistance in September. Eligibility Age breakdown of the beneficiaries as follows: 0-17 (61.81%), 18-59 (35.44%) and >60 (2.7%). Eligibility age breakdown shows us that we still have problems with the disability health report.
- First periodic top-up was made in August 2017.
- Inclusion rate is 50% (this figure is increased since June due to New Demographic Criteria Implementation). Average household size is 6.
- In Istanbul and the nearby provinces, majority of the applications are from Istanbul, Bursa and Kocaeli provinces. In Istanbul province, majority of the ESSN HHs are from Esenyurt, Bagcilar and Kucukcekmece districts. TRC has 3 Service Centers in Istanbul located in Bagcilar, Fatih and Umraniye districts serving for 13 districts.
- Based on the information provided by Istanbul Area office (IAO), the number of applications are increasing. IAO is aiming to visit more PDMs, governors and mukhtars. They already visited 10 district governors (kaymakam), 25 PDMs, **? mukhtars** and 3900 SASFs. They stated that the area office is solving average of 3 cases per week. So far 26 cases were solved. TRC protection teams are getting in touch with those who were referred to them.
- When they meet with the non-beneficiaries during the HHs visits, they refer them to the NGOs, municipalities to get help.

- In total 169,398 cards to be distributed by the end of September. 12,937 new cards will be distributed nationwide in September. The distribution started on 21 September. They will be uploaded at the end of the month. SMSs will be sent with details on how and where to collect their cards.
- First quarterly top-ups were made in August 2017.
- TRC Service Centers are supporting SASFs as well.
- As of 28 August, TRC & WFP reporting on DGMM registration cases to PDMs.
- **SASF pilot system changes by October– Tubitak?**
- Turkish will be re-introduced to Halkbank ATMs.
- **Concerns about call centers-technical issues to reach the call center.**
- **International Protection cases numbers – it mirrors the population (Question from IAO)**

3. Presentation on Beneficiary Communication in the ESSN (WFP/TRC)

- SMS message is the main way to communicate with the applicants after the application stage. There are 29 agreed SMS messages to inform about applicant's eligibility status (initial of where this might change and why), discrepancies (reduced assistance or ineligibility due to error), card distribution info, card upload, ESSN communication channels. 1,228,190 SMS messages have been sent so far.
- Over 1.6 million printed materials (leaflets and posters) are printed in 4 languages (Arabic, Turkish, English and Farsi) and distributed.
- 23 (plus 1 team leader) operators **(both male and female)** speaking 6 languages (Arabic, Farsi, Pashto, Kurdish, Turkish & English) are working in the TRC call center. 322,621 calls received as of **mid-September** and average waiting time is less than 2 minutes.
- Callers can check reasons for ineligibility with operators and be advised on way forward.
- As of September 2017, there are 53,077 followers on Facebook. Majority of the users are men (80%). The comments and questions are responded based by using agreed FAQs. Users are asked to contact 168 for more specific feedback on individual circumstances.
- ESSN Website launched at the end of May, visited 21.848 times. The website is in Turkish English and Arabic and being translated into Farsi.
- According to CVME data from 120 non-applicants out of 600 interviewed, 5% of non-applicants stated 'lack of awareness of the ESSN. Our idea is to find a way to reach those who have been heard about the programme. **These CVME finding are draft results. We don't know if they will be published/publicly available or not. (Answer to Hilary's question: Findings from CVME will be public info?)**
- Based on the Barriers to access survey which TRC is conducted by interviewing with 7,696 individuals, 11.97% of them who don't know about how to apply to ESSN programme.
- Questions:
 - Are those TV channels (Al Jazeera and Al Arabiya) have specific programmes targeting refugees in Turkey?
 - Phone numbers are changing. How do they receive the SMSs? We receive report SMS failures from the service providers. We are also trying to find out the reason why they didn't collect their cards (TRC called all people who didn't collect their cards). (TRC) When they apply, they have been informed that the phone number is very important and they should inform TRC of any changes.
 - Translation of the animation is not planned. **Area Offices are to conduct more outreach, engage more non-Arabic and non-applicants.**

4. Presentation on CCTE (TRC)

- All children who are accepted to the programme will receive the 100 TL additional payment for the beginning of school year regardless of the condition on regular school attendance.
- Due to some technical problems experienced until the end of July-August, TEC students couldn't benefit from the programme. It was related with the registration data. **It was not connected.** For the September payment, we expect more TEC students included into the programme.
- **Brochures and FAQ in Arabic, Turkish and English will be shared... Afghani language is not available for now.**
- As of September 2017, 73,951 children are benefiting from the programme in 79 provinces. Most of the beneficiaries are located in Istanbul (12.68%), Gaziantep (11.13%) and Izmir (8.29%). Most of them are attending the primary schools.

ESSN TASK FORCE

- Payments to beneficiaries are made in every two months (Jan-Mar-May-Jul-Sep-Nov) in line with the national social assistance programme. There are no plans to make the payments by monthly.
- Questions:
 - Are ESSN beneficiaries automatically registered to the programme by the time they apply for the ESSN? While some SAFs enrol the school age children automatically, some are not. Therefore, the applicants should make sure that their school age children are registered in the system.
 - Regarding 18 years-old students??? Unaccompanied children: So far there was no such case. In order to apply, you need to be older than 18 years old. An adult should apply on behalf of the children. Legal protectors are eligible to apply on behalf of them. State institute will choose one person to act legally on behalf of the children.
 - Are there any ideas about high risk groups? CCTE has 2 components: Cash and child protection. Child protection is not a part of national programme. Main target is to identify the groups under risk or identify the children who are enrolled the programme and effected. HH visits will be conducted by They will be refering them to MoFSA. They are active in 10 provinces. They can share the contacts of the teams for child protection. (One of the participants from TRC Bagcilar Community Center confirmed that they have already started to conduct HHs visits.)
 - What is the target of the number of children? It was decided as 230.000 by the end of December 2017. The number of children who are benefiting from the programme are ~74.000 with September 2017 payments.

5. AOB

- Next ESSN TF Istanbul meeting will be held on, XX October at ? Office at 00:00.
- Please remember to send any issues/challenges observed with as much detail as possible (location, date, etc.) to the ESSN TF.

Attachments:

1. Presentation on the findings of the PAB survey
2. ESSN Task Force Istanbul Presentation
3. Presentation on Beneficiary Communication in the ESSN
4. Presentation on Update on CCTE for Refugees