

ESSN Task Force Izmir Minutes

Objectives	<ul style="list-style-type: none"> ▪ ESSN Updates - WFP/TRC <ul style="list-style-type: none"> - Duplications matrix (TRC) - Barriers to access survey (TRC) ▪ Pre-requisites to application (WFP) ▪ Presentation on PAB results (WFP) ▪ Update on CCTE (UNICEF/TRC) ▪ AOB 	
Date of meeting	04 August 2017 10:00 – 12:00	Location Hilton Hotel, Izmir Burak Reis Hall İsmet Kaptan Mahallesi, Gazi Osman Paşa Blv. No:7, 35210 Alsancak/Konak/İzmir Turkey

1. Update of ESSN

- The co-chairs of the Task Force, the World Food Programme (WFP) and the Turkish Red Crescent (TRC), provided an update of the ESSN to date noting that, as of 31 July, a total of 322,747 applications were registered. Of this total, 5,997 applications had not been assessed, 156,926 applications were found eligible, and 159,824 applications were found ineligible. Approximately, 114,023 applications were registered by 18 TRC Service Centres (37,98 % nationwide). A total of 862,467 beneficiaries received ESSN assistance in July (48,89% male/51,11% female). The vast majority of beneficiaries are Syrian nationals (91,45%) followed by Iraqi (6,16%) and Afghan (1,79) nationals.
- In the Aegean Region, the majority of applications have been lodged in Izmir, Denizli and Balıkesir provinces. In Izmir province, the majority of ESSN beneficiaries are located in Konak, Buca and Gaziemir districts.
- Following the criteria change in July, the number of applications at the TRC SCs increased by 181% due to the criteria revision and the assistance amount enhanced.
- 109,800 cards were distributed in June. 30,469 new cards were distributed nationwide in July, including 996 in Izmir. Distribution of cards commenced on 20 July, and uploads took place at the end of the month. For the July card distribution, TRC Service Centers (SC) supported Halkbank to establish KizilayCard Distribution desks within the SCs in the provinces with high refugee population (Sanliurfa, Gaziantep, Kilis, Hatay, Mersin, Osmaniye).
- 258,098 calls have been received by TRC Call Center operators as of 31 July. Most of the calls were received from Gaziantep, Sanliurfa, Istanbul, Hatay, and Adana.
- The revised criteria were introduced in July. Changes are as follows:
 - The dependency ratio threshold was lowered to include households with a ratio equal to 1.5, as well as above 1.5 (was previously above 1.5)
 - The disability threshold was lowered to 1 member (was 2).

As a result of the introduction of the revised criteria, the ESSN eligibility rate increased from 37% (June) to 49% (July).

- New posters, including the updated information on transfer value and criteria, have been distributed from mid-July in English, Turkish, Arabic and Farsi languages. As the leaflets needed to be reprinted distribution will take place in mid-August. Information on the revised ESSN criteria was also published on social media (Facebook, Twitter and YouTube). It is an important development that the criteria is now public.
- First quarterly top-up will be made in August 2017. The aim is to assist the small-sized families to be able to cover their basic needs and, in particular, cover their rent costs, which are still quite high among small families which may only be receiving 200-300 TL / month.
- Izmir specific updates:

- The refugees residing in Ilica/Cesme have been removed from the site due to the local community complaints.
- There are reports (i.e. Isparta) that the individuals speaking both Turkish and Arabic are seeking economic opportunity in assisting refugees (e.g. finding them jobs or supporting their ESSN applications in exchange of certain percentage).
- Problems continue for the registration of refugees in Antalya resulting in low numbers registered. Most who have been able to register appear to have been successful because of their special circumstances including high protection risks or serious medical conditions.
- **Coordination (Duplication) Matrix**
 - Organizations wishing to cross-check their beneficiary lists with ESSN beneficiaries need to complete and share the matrix with TRC on a monthly basis, by the end of the month. TRC will give feedback within one week.
 - Using the templates provided, organizations should email the TRC team in either English or Turkish. Additionally, organizations should submit a request letter, each time they request information on duplications.
- **Barriers to access survey (TRC)**
 - This survey covered 5,297 HHs served by 18 SCs. M&E Teams, between 6 June and 7 July 2017, paid visits to houses including 104 informal settlements, and other locations. All interviews with both applicants and non-applicants were conducted face to face.
 - The nationalities of the respondents were mostly Syrian, followed by Iraqi and Turkmen.
 - The majority of respondents were Arabic speakers (97%) with Turkish as a second language (41%).
 - The overall awareness rate of ESSN was 91%, with 89% knowledgeable on how to apply to the programme.
 - Almost 13% of households are waiting for an appointment to obtain Temporary Protection or International Protection IDs. In some districts, it was noted that they have to wait for 6 months and more.
 - The informal housing issue is preventing households from registering their addresses
 - A small number of applicants report challenges to obtaining a Disability Health Report.
 - For further details please see the attached report.

2. **Pre-requisites to the application (WFP)**

- It was noted that discussions are ongoing to explore ways in which existing protection programming can be leveraged to support the most vulnerable households to access the ESSN. It was explained that, in order to access the ESSN, households/applicants may require assistance (translation, transportation, accompaniment, etc.) to register as a TP or IP ID holder; support to register an address and/or transition to formal housing; support to obtain a disability health report; and/or support to illiterate ESSN beneficiaries to obtain a notarized signature. While protection actors able to provide individual assistance have been identified in other locations, it was noted that there do not appear to be partners providing such services in Izmir; should this be identified as a gap, it was suggested that ESSN Task Force members contact WFP and TRC, which may in turn follow up with ECHO and other relevant donors.
- **Disability Health Report:** Re the DHR specifically, it was noted that feedback on whether services are accessible at authorized State hospitals will be collated through the online service feedback form (an inter-agency tool, developed through the Protection Working Group, in close coordination with the Health Working Group)

Links to the form:

English: <https://goo.gl/forms/rJdRsznyOhuMKhVw1>

Turkish: <https://goo.gl/forms/xQs3z4nGQMjN90XJ3>

Arabic: <https://goo.gl/forms/OCVsdvnnh81HNNjC2>

3. **Presentation on Pre-Assistance Baseline (PAB) Results (WFP)**

04 August 2017, 10:00-12:00, WFP Izmir

- The PAB was conducted as a partnership between TRC, WFP and the World Bank teams.
- A two-page questionnaire on demographics, food consumption, coping strategies, expenditures and income sources were used. Sample data collected from 8,690 applicants HHs from five regional strata between Feb-May 2017. Interviews were conducted by phone from TRC Call Centers. Some key findings included:
 - More than 90% of respondents read and write Arabic. Half of them (49.82%) can speak Turkish, while only 25% can read Turkish.
 - 26.5% of all children were in school.
 - ~60% of the household expenditure was consumed by rent and food costs.
- For further details please see the attached presentation.

4. Update from UNICEF on Conditional Cash Transfer for Education (CCTE)

- The first payment to beneficiaries were made on May 31st. 72,021 children are entitled for payment as of July 2017. 42,698 Kizilaykarts were uploaded with the payment. For the July payment the figures showed that;
 - CCTE beneficiaries are from 77 provinces (9,098 from Istanbul and 1 each from Sinop and Bayburt respectively).
 - Majority of the CCTE beneficiaries are primary school students (96 %). Gender distribution of the beneficiary caseload is almost 50% girls and 50% boys and gender parity in number of beneficiaries is observed provinces.
 - Majority of the students are from the Primary School (64,522).
 - 55,38 % of CCTE wallets (cardholders)/accounts are also benefiting from ESSN.
 - Execution of the SMS plan for ineligible beneficiaries has been delayed due to data complications.
 - Temporary Education Center (TEC) students have been able to apply for the CCTE program from June onwards and were able to benefit from CCTE payments in July onwards (depending on timing of application and timing of payment calculation processes).
 - But due to delays and the limited time, there is only a few TEC students benefitted from the program
 - Our purpose for the September payment is increasing the number of CCTE beneficiary TEC students through disseminating the information on the availability of the CCTE program for TEC students.
- Calls received about CCTE by TRC 168 Call Center are mostly information requests, in particular on application process and the location for the card pick up.
- First Card Distribution Monitoring was done with a purpose of having insights from the field for the further settings: 20 Bank branches have been visited in 9 provinces.
 - Branches were chosen among the busiest locations.
 - The issues observed across locations: lack of information for ATM usage, the complexity of the ATM menu, PIN distributions, communications between the bank staff and beneficiaries and handling of the illiterate cases.
 - Question on bank branches regarding the illiterate beneficiaries. Some of the bank branches are accepting the signature stamps.
- Issue regarding the ATM language was raised by the partners. Since it is only available in Arabic, it is difficult to access for non-Arabic speakers. TRC noted that it will be also available in Turkish and other languages in the future, starting first with Turkish language in October.
- Question regarding the CCTE programme can also be addressed to 168 call centre. 168 is the generic number for the TRC. After 168, please dial 9 for the Arabic speaking assistance.
- **It is very important to raise awareness that the CCTE programme is not only supporting children attending public school, but also those who are attending Temporary Education Centres (TECs). Families with children attending TECs should go and apply for the CCTE as soon as possible.**

Attachments:

1. ESSN Task Force Izmir Presentation with Duplication Matrix Presentation
2. ESSN Application Barrier Survey Evaluation Report
3. Diger Kuruluslara Gonderilecek Resmi Yazı
4. Official Letter Sent to Other Institutions
5. Veri Alanlari Standart Format - Standard Format of Data Fields
6. ESSN Pre-Assistance Baseline Presentation
7. CCTE update for ESSN TF Izmir Presentation