

August 2016



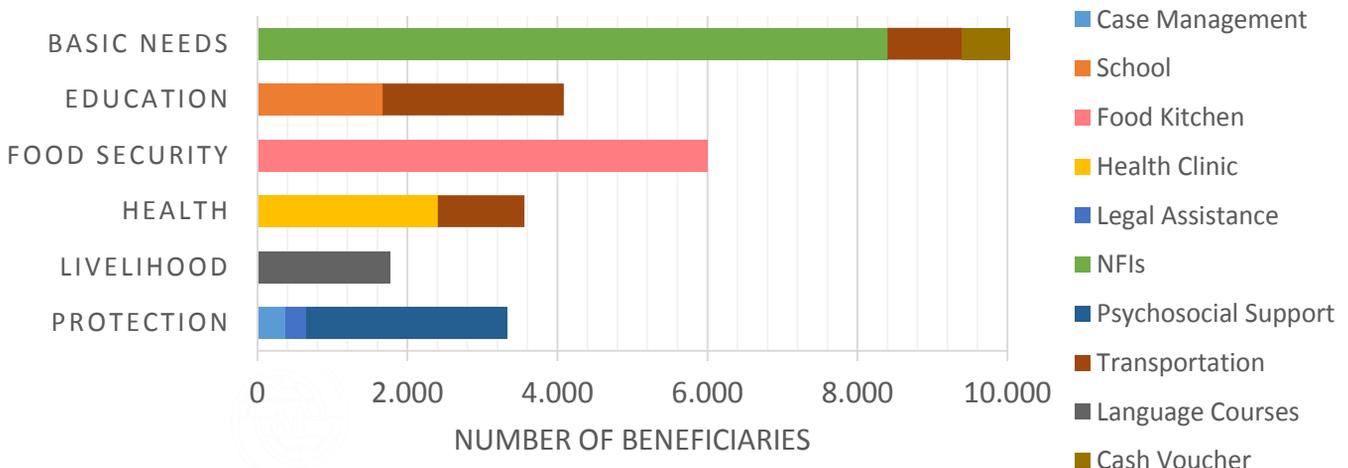
## Little Emel Will Sing

Emel is a five-year-old girl from Syria, living in Gaziantep with her mother, grandmother and older sister. Little Emel suffered from a congenital cleft palate and was in need of surgery to be able to speak and eat freely. Her mother took Emel to a hospital one year ago but was not able to receive an operation as the surgery schedule was full.

After receiving Emel’s case from WFP, IOM Turkey’s Emergency Case Management (ECM) team closely followed up on her condition at a hospital in Gaziantep, but had to face the issue of a long queue for surgery once again. To provide Emel timely assistance, IOM examined the possibility of referring her case to a hospital in another city. This worked and Emel was eventually able to undergo surgery at a hospital in Ankara. IOM provided Emel’s family full support throughout the whole period, including transportation assistance between their home in Gaziantep and the hospital in Ankara.

The operation was successful and now Emel can eat liquid food without any pain. When IOM visited Emel’s house, she greeted the ECM team with a big smile and proudly said, “I was never afraid of the surgery and I didn’t cry at all during the operation!” A folk song lover, Emel is looking forward to the moment she can sing together with her sister as soon as her follow-up treatment is completed. IOM’s ECM team will continue to monitor and assist this case until Emel is fully recovered.

## FIGURES AT A GLANCE (AUGUST 2016)



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## PROTECTION

### Emergency Case Management (ECM)

IOM Turkey's Emergency Case Management (ECM) project was further expanded to assist the vulnerable population residing in three districts of İstanbul – Bağcılar, Basaksehir and Esenyurt – through a cooperation agreement with a humanitarian NGO, Support to Life (StL).

In August, a total of 380 individuals (194 cases) benefited from IOM's ECM project. IOM directly supported 291 individual beneficiaries (105 cases) through the provision of medical, accommodation, material, legal, nutrition, and transportation assistance. Additionally, StL assisted 89 individuals (89 cases) mainly with registration, health, and education support. On average, it took 10 days to respond and assist a case after referral from January to August 2016, which is about 3 days faster than in 2015.



(Above) IOM staff with Russel, one of ECM's beneficiaries.

On 10 August, IOM hosted and chaired the fifth Case Management/Special Needs Fund Coordination Meeting in Gaziantep.

13 NGOs and international organizations working on case management nationwide attended the Coordination Meeting, including Care International, Concern Worldwide, Danish Refugee Council (DRC), GOAL, Handicap International, IMPR Humanitarian, International Blue Crescent (IBC), Mercy Corps, UNICEF, Welthungerhilfe, WFP and World Vision.

The meeting aimed to share relevant information on project approach, as well as tools and policies, and identify gaps at the national level. During the meeting, the participating organizations discussed eligibility criteria, beneficiaries' consent, confidentiality and information sharing principles, and also emphasized the need for a common referral system and a better coordination mechanism.

For more information about IOM's ECM please see the project video at:

<https://www.youtube.com/watch?v=1eeeKQvAN G4>

### Legal Assistance

In August, IOM provided legal assistance to 275 vulnerable people at two multi-purpose community centres in Hatay and İstanbul through the partnership with Syrian Social Gathering (SSG) and International Blue Crescent (IBC). The SSG community centre provided legal counselling services to 94 persons, and referred 165 cases to relevant authorities to apply for civil documentation and receive further assistance. Additionally, the IBC community centre provided legal support to 16 refugees through two legal awareness sessions mainly on civil registration procedures, including marriage, divorce and birth certificates.

## Psychosocial Support

During the month of August, IOM assisted 2,681 refugees with psychosocial support at its two community centres – SSG in Hatay and IBC in İstanbul – and one primary health clinic in İstanbul run by Doctors Worldwide Turkey (DWWT).

The SSG community centre in Antakya, Hatay, provided psychosocial support and conflict management services to 2,190 beneficiaries mainly through home visits (1,695), individual counselling (489), and referrals to mental health specialists (6).



(Above ) A children’s training at the IBC community center.

Targeting children aged between 5 and 13, IBC convened a training for 107 children on the importance of breakfast, virtue, generosity, and protecting personal belongings.

Additionally, the DWWT primary health clinic in İstanbul also provided psychosocial support services for 20 people in August, mainly through individual counselling.

The IBC community centre in İstanbul assisted 310 persons with psychosocial support. IBC provided group counselling for 74 people especially on such topics as preventing sexual harassment of children, managing conflicts with children in puberty, respecting others’ opinion and respecting children’s rights.



## EDUCATION

### School Education

The SSG community centre in Hatay runs schools from elementary to high school levels for Syrian children aged between 5 and 18. All courses are delivered in Arabic, and the educational system and curriculum follow those of Syrian schools upon the approval of the Turkish Ministry of National Education (MoNE). In August, IOM supported 1,668 children to attend summer school programmes at the SSG community centre. Of the total number of beneficiaries, about 51% (n=862) were girls.

### School Transportation

IOM’s school transportation assistance continued during the summer school period. In August, a total of 2,416 students were supported with school transportation to two schools in Adana – the Koza Temporary Education Centre (TEC) and the Yuregir TEC.

In Batman, 260 students attending the Batman TEC for catch-up classes and Turkish language classes were supported with summer school transportation. IOM will resume the school transportation services for six schools in Adana, Batman, Malatya, and Sanliurfa when the fall semester begins, and will additionally expand to other provinces and schools.



(Above) Students going back home after summer school at the SSG Community Centre in Hatay

At the SSG community centre in Hatay, school transportation was equally provided to 1,500 children to assist their commuting between host communities and schools at the community centre during the summer school period. Additionally, IOM assisted 6 students living in Adiyaman Camp with transportation to take an Arabic exam.

Region	School Name/Location	No. of Beneficiaries
Adana	Koza Temporary Education Centre	275
	Yuregir Temporary Education Centre	375
Adiyaman	Adiyaman Camp	6
Batman	Batman Syrian School	260
Hatay	SSG Temporary Education Centre	1,500
<b>Total No of Beneficiaries</b>		<b>2,416</b>

(Above) Table: Number of students assisted with transportation per school.

## HEALTH

### Support to Health Clinics

In August, IOM provided primary health care consultations to 2,406 new refugees and vulnerable migrants at a primary health clinic in Istanbul through the partnership with Doctors Worldwide Turkey (DWWT). Female patients accounted for about 63% (n=1,515) of the total number of beneficiaries. The clinic provided consultation services in five medical domains, namely, General Practice and Consultation, Paediatrics, Internal Diseases, Gynaecology, and General Surgery. DWWT also provided the beneficiaries medical laboratory and free pharmacy services.

During the reporting period, IOM conducted a satisfaction survey with 110 beneficiaries of the DWWT Clinic. The survey respondents were selected randomly among Syrian refugees seeking services at the clinic. 48% of respondents were women, and the average age of respondents was 36 years old. Overall, the services of the DWWT Clinic were highly received: 85% of respondents considered the service satisfactory or very satisfactory; 87% expressed their willingness to visit the clinic again, and 91% said that they would recommend the clinic to their friends or relatives.

### Transportation Assistance to Health Facilities



IOM provided transportation assistance to 1,155 refugees in Adiyaman Camp to enable them to access health facilities in either Adiyaman's city centre, Adana, or Gaziantep.

(Above) A Syrian refugee is assisted with transportation

The transportation service runs every day on a regular basis. In August, 636 patients (379 escorts) were assisted with transportation to Adiyaman's city centre. 71 patients (69 escorts) with chronic and/or severe illnesses were transported to hospitals in Adana and Gaziantep.

## BASIC NEEDS

### Transportation to Markets

During the month of August, IOM provided transportation assistance to 734 refugees in Adiyaman Camp to access markets in the city centre. Women accounted for about 43% (n=317) of the total number of beneficiaries and this figure reflects an aspect of Syrian culture that men participate in social life and outdoor activities more actively than women. Transportation service to the market was organized on average four times a week. This assistance provided refugees not only an opportunity to purchase items that are not available in the camp, but also a chance to socialise with people outside of the camp.

### Ad-hoc Camp Transportation

In August, IOM provided ad-hoc transportation to 255 Syrian refugees to assist them to participate in resettlement interviews at the Provincial Directorate General of Migration Management (DGMM) offices. With 17 buses, IOM transported the refugees from various cities, including Hatay, Kilis, Mardin, Sanliurfa and Siirt to the designated DGMM offices in Gaziantep and Kahramanmaras.

### Hygiene Kits and Non-food Items (NFIs)

In August, hygiene kits consisting of 19 different items were distributed to 1,636 Syrian families (8,288 individuals) living outside of camps in Sanliurfa. Of these, about 75% of the beneficiaries (1,219 households or 6,082 individuals) resided in Suruç district, and 25% (417 households or 2,206 individuals) in Harran district. Additionally, IOM distributed NFIs to 24 households (115 individuals) in Kirikhan, Hatay.



(Above) Syrian children at the hygiene kits distribution in Sanliurfa.

### Cash Vouchers

During the course of June and July, IOM conducted needs assessments for 1,580 households (9,256 individuals) in Hatay province. Applying a two-step selection criteria, IOM designed a beneficiary-oriented cash voucher project, and selected 920 households living in Hassa, Kirikhan and Kumlu districts of Hatay province.



(Above) A Syrian refugee receives the cash voucher.

IOM primarily targeted the most vulnerable households taking into account a wide range of vulnerability criteria.

To provide beneficiaries with comprehensive access to markets, IOM also conducted market assessments in the surrounding area on a wide range of commodities, including food, hygiene items, kitchenware, clothes, shoes and fuel. Before launching the project, a total number of 17 shops were selected. With these, an official agreement was made as service providers. All shop and market owners were trained in the e-voucher system.

During the month of August, IOM distributed the e-vouchers to an initial number of 844 households (5,204 individuals) in Hatay, containing 62 Turkish Lira worth of credits per individual family member.

The same amount will be topped up every month until December 2016 through a secure smart card system by IOM. The beneficiaries can purchase a range of commodities in the 17 different shops located in the villages of Hassa, Kirikhan and Kumlu districts. The e-voucher project will not only meet the urgent needs of the vulnerable, but also enhance the dignity and right to self-determination of the refugees.



(Above) One of the 17 markets participating in the e-voucher programme.

## FOOD SECURITY

### Food Kitchen

Through the financial support to three food kitchens in Gaziantep – Ciksorut, Duztepe and Karsiyaka – IOM continued to provide hot meals for 6,000 vulnerable people, including 4,000 Syrian refugees and 2,000 people from Afghanistan, Iraq, Iran, and Turkey. To create a more pleasant environment in the food kitchen while beneficiaries are waiting for their food rations, IOM has installed 10 fans in the Ciksorut food kitchen and 8 fans in the Duztepe food kitchen.



(Above) Beneficiaries at the food kitchen in Gaziantep.

## LIVELIHOODS

### Language Courses, Skills Development, and Vocational Training

In August, IOM provided skills training and language courses to 1,772 refugees at two multi-purpose community centres through partnership with the International Blue Crescent Relief and Development Foundation (IBC), as well as the Syrian Social Gathering (SSG).

The IBC community centre in Istanbul provided language trainings and informal education to 270 people.

While all beneficiaries (100%) of Arabic and drawing classes were children, adults mainly attended Turkish classes. In terms of gender, men accounted for about 52% of the total beneficiaries, which indicates a good gender balance.

The SSG community centre in Antakya provided training and education to 1,502 people on the following topics: Turkish (428), English (282), Computer/International Computer Driving License (ICDL) (232), Human Resource Development (208), University Entrance Exam Preparation Courses for Foreigners (122), Accounting Management (86), Handicrafts and Drawing (73), Knitting and Sewing (51), and Calligraphy (20).

Courses on Computer/ICDL, Turkish, Accounting Management and Human Resource Development were particularly well received by adults, composing over 65% of participants in all the trainings. Women accounted for about 49% of the total beneficiaries.



(Above) Knitting and sewing course at the SSG Community Centre

## Community Stabilization

IOM is in the planning and preparation phase of several *Community Cohesion Quick Impact Activities*. Based on a series of assessments on demographics, livelihoods, infrastructure, employment, and administrative structures, Hatay (Kumlu and Hassa) and Şanlıurfa (Akçakale and Suruç) provinces were selected as implementation areas in a first round.

The selected cities host a large number of Syrian populations. The activities were assessed, identified, and selected in a participatory approach, including the Turkish host population, the Syrian refugee population, and the local authorities. The projects also incorporate a cash-for-work component including Turkish and Syrian laborers.

During the reporting period, IOM signed a cooperation agreement with the Municipality of Kumlu. Two activities – the rehabilitation of a community park and the refurbishment and upgrade of a launderette – will be initially implemented from mid-September.

By the implementation and creation of spaces where all parts of a community can gather, meet their basic needs, or enjoy recreational activities together, the project will improve the populations' access to services at the community level, and strengthen social cohesion between the Turkish host community and the Syrian refugee community.



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