



Emergency Social Safety Net January 2017 Monitoring Report

Highlights

- **153,534 applications** registered in MoFSP database by 31 January, showing a 79% increase since December.
- **44,295 households** were eligible for the ESSN, representing a 34.3% inclusion rate.
- **278 districts** within 73 provinces were visited by WFP monitoring staff since the start of the ESSN
- In the **absence of official interpreters**, SASF offices are relying on volunteers, temporary hires and borrowing bilingual staff from other offices.
- **WFP staff** shared best practices observed in other districts, provided training and translation support, and distributing visibility materials to all sites visited.
- **Weekly meetings** of the M&E/VAM Joint Management Cell (JMC) workstream to review implementation progress, identify barriers and seek solutions.

Monitoring Coverage & Challenges

During January 2017, WFP monitoring staff visited a total of 276 SASF offices and 14 TRC Service Centers, located across 278 districts in 73 provinces. On average, 88% of the SASF offices visited were ready to implement ESSN. This is an improvement when compared to December, when only 63% were ready to implement. The increase may be attributed to more information about the ESSN reaching the SASF locations, and increased staffing in the SASF offices.

An inadequate number of translators is the biggest challenge slowing down the ESSN roll-out, as reported in 41 SASF offices visited during the reporting period. However, many SASF offices are coping in creative ways, such as relying on volunteers to support with translation, in the absence of official interpreters. The lack of formal address, or proof of address, is also proving to be a challenge in the application process in some locations, such as Halfeti (Sanliurfa). In Istanbul, the application process was delayed by slow DGMM registrations, late appointments at the PDMM for family composition changes, and difficulties in obtaining disability reports.

Monitoring of the ESSN roll out is based on the assessment of key areas, selected to indicate whether the ESSN is implemented in accordance with the rules, regulations, and SoPs. These areas include: application process; protection & safety concerns; sensitization & feedback; fraud; visibility & communication.

ESSN: January Monitoring Report

Development of ESSN M&E Systems

ESSN M&E Framework and Standard Operating Procedures

In January, the ESSN M&E Standard Operating Procedures (SoP) were revised, finalized, and shared with management for endorsement.

ESSN M&E Toolkit

Building on the existing tools, in January the checklists for Distribution Monitoring were finalized and shared with all field staff for use at Halkbank monitoring. Trainings for WFP staff on the M&E toolkit continued throughout January.

Joint Management Cell: VAM/M&E Work Stream

The Joint Management Cell kicked off in January 17, with a workshop in Ankara comprised of key TRC & WFP programme staff. Following the workshop, the M&E/VAM work stream members have held weekly meetings. The meetings serve to finalize plans and targets, report on progress, identify challenges and jointly seek solutions.



Pre-Assistance Baseline (PAB)

Preparations

Data for the PAB is expected to be collected during the first six months of ESSN implementation. This will be done on a rolling basis during each distribution cycle. Data collection must be done following the receipt of the list of monthly applicants from TRC, both eligible and ineligible. Data must be collected before the eligible households receive their assistance. Data will be collected each month until the required sample (6,645) is reached. Data collection will be done by a team of trained TRC M&E operators through the TRC call center hotlines.

In January, the PAB questionnaire was edited to include additional questions, allowing for Propensity Score Matching to inform the final ESSN Impact Evaluation. The updated questionnaire was then revised within the TRC Gocmen database.

Data Collection

Data collection for the PAB did not start in January as planned, due to the fact that TRC staff responsible for conducting the interviews were not yet hired and trained.

Comprehensive Vulnerability Monitoring Exercise (CVME)

A pilot CVME survey was conducted in two locations in Ankara (Altindag & Sivas), the ESSN pilot locations. A total of 17 face to face interviews were conducted, including 13 eligible and 4 ineligible households. Following the experience and feedback from the pilot, the household questionnaire was refined and finalised. One of the major challenges encountered during this exercise was the lack of address to locate households for interviews. It is anticipated that the address information will be available when actual survey starts in March.

ESSN Evaluation & Third Party Monitoring

Discussions continued throughout January regarding the Terms of Reference for the decentralized evaluation. The ToR is one of the most critical steps of the evaluation process, requiring significant consultation between stakeholders. This will be a mid-term evaluation, as the ESSN is expected to finish in December 2018. The evaluation will cover the ESSN programme, focusing on relevance/appropriateness, effectiveness, efficiency, and sustainability/connectedness.

Third party monitoring serves to increase transparency and accountability, as data is collected by a neutral, external party. The lack of involvement in ESSN design and implementation is expected to increase the transparency of the monitoring. In addition, households may feel more free to express themselves to a third party, without concern that responses will impact their assistance. In January, the third party monitoring ToR was finalised and shared with ECHO for further review.

On-Site Monitoring & Distribution Monitoring: Summary of Key Issues

CRITICAL RISK ISSUES

Critical Risk Issues will stop or cause disruption of the ESSN project activities at the specific location, represent a serious security or protection risk that could endanger others, and/ or could cause serious reputational damage if not resolved.

ACTION TAKEN / FOLLOW UP

Lack of SASF and Service Centre readiness to roll out the ESSN: In January, 12% of the visited SASF offices and 17% of the TRC Service Centres were still not ready to accept applications. This was primarily due to logistics, a lack of staff (including translators), and a lack of IT systems. This was especially notable in the TRC SC in Yüreğir (Adana) due to lack of staff. SASF offices in Madem and Sivrice (Elazig), Payas (Hatay), and Suruc (Sanliurfa) were awaiting the refugees to register in MERNIS before applying for the ESSN.

As information dissemination and planning has continued, this critical issue has slowly decreased in prevalence. This is evidenced by the decrease in number of non-operational SASF offices visited in January (12%), in comparison to 17% of visited SASF offices in December.

Challenges at the Population Department: A large number of refugees have not yet registered their addresses in the Population Department. This was noted as a particular concern in Hatay & Halfeti (Sanliurfa), whereby 56 families living in construction sites (informal settlement) have no address, hence are unable to apply for the ESSN.

WFP/TRC raised this issue with the Population Department. This will be prioritised for discussion at the February Governing Board meeting, and during a workshop to be scheduled with SASF directors.

Challenges at the Provincial Directorate of Migration Management: Very slow registration with DGMM reported in many locations, in addition to the ongoing issue noted in December's report, where some applicants reported receiving appointments 6-12 months later in Elazig province. The same issue was observed in January, with applicants in Besni & Samsat (Adiyaman) & Afşin (Kahramanmaraş) reporting getting PDMM appointments 2-3 months down the line. In addition, in Madem (Elazig), there is no PDMM office, requiring the applicants to travel to the central district office which is 70 km away. This is also the case in Bosova (Sanliurfa).

This critical issue has been highlighted to the MoFSP. It was put on the agenda for the February Governing Board meeting.

HIGH RISK ISSUES

High Risk Issues will likely disrupt the ESSN project activities, cause serious delays or could result in people missing their entitlement.

ACTION TAKEN / FOLLOW UP

Lack of translators: In January, translation challenges remained a key concern; this was a challenge observed in 41 of the SASF offices visited. Only in the SASF offices, such as Adiyaman and Diyarbakir, where the host community speaks same language with refugees, seems to be coping without translators.

WFP highlighted this to TRC, who recruited 130 interpreters to be sent to high priority SASFs. Meanwhile, many SASFs started to use of volunteers or multi-lingual applicants.

Different assessment methods being applied : In Merkez (Nevşehir) and Aksaray SASFs, the offices were found to be only accepting application forms from households that SASF staff thought were eligible according to current criteria; all others were rejected. In Atasehir (Istanbul), the SASF planned to undertake household visits to before accepting applications. In Samsun, applications were being completed at the applicants' houses by the SASF staff.

The MoFSP sent a second circular to all SASF staff, addressing important issues noted during the first weeks of the ESSN roll out, including clarification on assessment procedures. WFP staff also informed the SASF staff of the guidelines for receiving application. At the end of January, the MoFSP carried out trainings for SASF staff in Istanbul.

ESSN: January Monitoring Report



HIGH RISK ISSUES (CONTINUED)

ACTION TAKEN / FOLLOW UP

Use of different application forms: As noted in the December report, some SASFs continue to use forms different from the standard, agreed application form. Some places use only the Turkish version, rather than Arabic.

In many of the SASF offices visited, the application forms are not being distributed. Instead, the offices prefer to use face to face interviews, and then capture the information directly into the systems using the Turkish standard forms. This is also one approach of coping with limited translators.

Disability report: Refugees do not understand how to obtain disability report; the process is long and complicated. Many different experiences have been reported to WFP monitoring staff, including payments up to 400 TL to obtain the report (Iskenderun, Hatay).

SASF staff not adequately trained: The initial online training does not seem sufficient, as many SASF staff do not seem well informed about all ESSN related procedures. This is particularly of concern in rural SASF offices, as noted in the December report.

SASF staff indicated not having been trained in Adiyaman (Besni), Elazig (Sivrice), Gaziantep (Araban), Hatay (Payas), Kahramanmaras (Afşin, Caglayancerit, Pazarcik & Kilis (Polateli)

As previously noted, MoFSP held trainings for SASF Istanbul staff during January. Additional trainings in other areas of the country are also planned, which will address this issue.

WFP has ongoing communication with the MoFSP about this. Handicap International has produced a guidance note on accessing disability certificates for persons under temporary protection. Ongoing working group on this issue.

Additional information was provided directly to the SASFs through WFP monitoring staff. A training for the SASF staff in Istanbul was conducted in January. Close monitoring will check the impact of this training.

MEDIUM RISK ISSUES

ACTION TAKEN / FOLLOW UP

Medium Risk Issues: could cause delays or disruptions to the ESSN or could result in people not accessing their entitlement if not resolved. The issue could also pose safety or protection issues. The issue has the potential to move to a higher risk category if not addressed adequately.

Limited donor visibility: As noted in the December report, in some SASF locations there was still a lack of ESSN related materials and donor visibility.

Limited understanding of ESSN among refugees: Similar to the December finding, WFP monitors noted ongoing limited understanding of the ESSN and how to apply. In January, this was particularly of note in Elazig, where many refugees were not aware of the ESSN.

WFP staff continue to distribute visibility materials, such as leaflets and posters, during their monitoring visits.

Additional information materials have been prepared, in addition to an SMS sent to current caseload. The Facebook page is expected to be active in early February.

LOW RISK ISSUES

ACTION TAKEN / FOLLOW UP

Low Risk Issues: are expected to have a moderate effect on the ESSN implementation, can be resolved on the spot, though some may require follow-up. These issues could escalate to a higher category if not resolved.

Host community tensions: This issue was noted in Aksaray, with the Turkish citizens wondering why they were not also included for ESSN assistance. In Defne (Hatay), some vulnerable Turkish people requested SASF assistance similar to what the Syrians receive. In Pazarcik (Kahramanmaras), monitors noted that the host community believes the SASF is giving Turkish money to Syrians.

This ongoing issue has been highlighted to the MoFSP. Additional visibility items help explain this assistance is provided by the EU and not Turkish Government, and is temporary. Data collection is planned to better understand the extent and severity of this concern.