

ESSN Task Force IZMIR Minutes

Objective	To provide ESSN updates (WFP/TRC), CTE updates (UNICEF/TRC) and AOB.		
Date of meeting	02 March 2018 10:00 - 12:00	Location	TRC Izmir Branch Sehit Nevres Bulvari No:3 1st floor, Kizilay Is Merkezi, Izmir

1. Action points:

Follow up issue:	Who will take action:	Deadline:
DGMM to be invited to the next meeting to present `procedure for acquiring citizenship`	TRC has sent official request to DGMM	In progress
Provision of information on Homecare Allowance	ESSN TF Co-Chairs	In progress waiting for SoP to be finalized with MoFSP
Town level data to be shared with the partners	ESSN TF Co-Chairs	Started to be included to the ESSN updates PPTs as of March 2018
Presentation on swept backs: dormant accounts and uncollected cards	TRC	ESSN TF meeting in April
Detailed information on call centre calls` language preferences	TRC	ESSN TF meeting in April

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 26 February, a total of 414,480 applications were registered; 4,065 applications were not assessed; 215,979 applications were deemed eligible and 194,480 applications were ineligible. Approximately, 38.51% of the applications were registered by TRC Service Centres. A total of 1,199,482 beneficiaries received ESSN assistance in February (51% female/49% male).
- Inclusion rate is 51.2%. Average household size is 5.85. The amount of Syrian beneficiaries under TP remains quite high in comparison to other nationalities.
- Discrepancy ratio is 0.58%. After the verification process, this month it turned into normal levels. As of February, almost 5,000 people acquired Turkish citizenship. As it was mentioned earlier, if the head of household has acquired citizenship, the family can go and re-apply with a new head of household and may be eligible for the ESSN again based on demographic criteria. DGMM will be attending to upcoming meetings to provide further details of the procedure.
- On 8 February, 377 accounts were swept back: 173 uncollected cards (3+ months) and 204 dormant accounts (6+ months). Beneficiaries are called to find out why they have not collected their cards. There will be a dedicated session on swept back process and the detailed information and analysis on this process at the ESSN TF meeting in April. Please note that the accounts are only suspended; it can be reinitiated again. Regarding the dormant accounts, AAP and communication teams are tracking those cases.
- MoFSP sent a circular to SASF offices dated 6 February to cut other regular assistance for ESSN beneficiaries. From now on there will not be access to regular assistance provided from the Social Assistance and Solidarity Promotion Fund. The regular assistance refers the following:
 - Assistance given to the widow woman
 - Assistance given to the orphans
 - Conditional health assistance
 - Conditional pregnancy assistance
 - Assistance given to the families of vulnerable soldiers
 - Assistance given to the children of vulnerable soldiers

Furthermore, the decision of the Fund Board does not prevent those who are ESSN beneficiaries or who are eligible for ESSN assistance from benefiting from or being eligible for CCTE assistance for foreigners (also funded by the EU) at the same time.

- Homecare allowance coverage is still under the discussion with the MoFSP. The top ups will be provided for the ESSN beneficiaries with severe disabilities (more than 50% disabled; flagged as severe). Further details will be shared once it is agreed and SoP is finalized.
- According to the ESSN 2018 plans, nine out of eighteen TRC Service Centers were closed as of 1 February 2018. TRC is still providing assistance in these locations where the SCs were closed (Akcaale, Artuklu, Kahramanmaraş, Kirikhan, Kilis, Mersin, Osmaniye, Sehitkamil, and Yuregir) . New TRC Field Offices will be opened in Samsun, Istanbul, Hatay, Van and Erzurum. The following SCs will remain operational: Bagcilar, Umraniye, Fatih, Antakya, Reyhanli, Haliliye, Seyhan, Sahinbey and izmir.
- According to the partners working in Izmir, the challenges around obtaining the Disability Health Report for refugees are still valid: Tepecik and Buca State Hospitals refuse to provide DHR; Yesilyurt State Hospital gives appointment up to 6 months later; some of the hospitals ask for sworn or licenced interpreters and some NGOs provide translators to the hospitals for such cases. It is also noted that appeal process takes also long time that causes delays in ESSN applications for the disable refugees. Those issues have been well noted and will be shared at the upcoming WHO-WFP-UNHCR meeting on DHR in Ankara; the issues will be reflected to the advocacy messages to MoH accordingly.
- It was also raised by the partners that during the FAO meeting, it was declared that the SGK record does not prevent the ESSN beneficiaries to receive their ESSN assistance. It was again noted that the ones under the SGK have been detected on a monthly basis and they will not be eligible for ESSN assistance. The misinformation will be corrected with FAO as well.
- Please note that ESSN TF Izmir meetings are scheduled on the first Fridays of every month. Next meeting will be held on Friday, 06 April 2018.
- For any briefing requests on up to date general information on CCTE/ESSN for the teams and field staff, please contact with ESSN TF team by indicating the language preferences of the briefing, time and venue and the number of participants.

3. Presentation on CCTE (UNICEF/TRC)

- As of January 2018, 311,926 beneficiaries were entitled for payment due to regular attendance in 80 provinces. Compared to previous payment cycle in November, we can see the increase in the school attendance rate. Most of the beneficiaries are located in Istanbul (14.27%), Hatay (12.59%), Gaziantep (10.86%), and Sanliurfa (8.90%). Most of them are attending primary school (Grades 1-8).
- Regarding the application status, 92% of the applications are accepted. Only 2% of them are rejected.
- 168 Call Center CCTE Statistics: Unlike ESSN, more calls received from women than men.
- During the January payment cycle, it was monitored that most beneficiaries did not know how to use the ATM machines and were seeking help from others. ATM leaflets had also run out at the bank branches. Therefore, they were not being distributed.
- 3 out of 30 operators are supporting only for CCTE related calls in Arabic. However, if they receive calls from non-Arabic speakers, the calls are supported by the other Call Center Operators who can speak other languages. There will be 6 operators in total within 2 months.
- The applications can be rejected if all members of family are not registered in Turkey with ID cards (99 ID numbers); the family members have regular income at the time of application including high value or income generating assets such as expensive car(s); family member(s) has social security; the family does not have at least one school-going child at the time of application; residential address of the family is not located within area of responsibility of the SASF in which the family makes an application.
- Previously it was observed that there was a confusion among the SASF staff regarding ESSN and/or other benefits affecting CCTE eligibility. Additionally, conditional health support, provided by the MoFSP, was perceived as part of the Kizilaykart. This confusion is mostly clearing following a circular sent by the MoFSP to SASF on 6 February, 2018.
- In **Isparta**, **Burdur**, **Edirne** and **Kirklareli** it was observed that the registered number of refugees are higher than the actual number of refugees living in these provinces. In **Isparta** and **Burdur**, refugees travel to Antalya for agricultural work. There is a strong network between the public institutions such as SASF, PDMM, MoNE and the ASAM Isparta Field Office to discuss issues affecting the refugees. In **Edirne** and **Kirklareli**, refugees

aim for border crossing. In these situations refugee children are missing opportunity to continue their education. For those who stay and send their children to school CCTE provides an added motivation.

- Many complaining calls are related to SASF application procedure. Although CCTE criteria is clear, sometimes it can be proceeded in different way. Main complaints for CCTE is that application to CCTE is different than ESSN. Other complaints are related to the bank issues or from the beneficiary who change locations and loose CCTE benefits. Beneficiaries ask if their card can be transferred to the new provinces they moved. In such cases beneficiaries should change their address in MERNIS through the Bureau of Population and then re-apply at the SASF or the TRC Service Center which serves their district.
- CCTE Child Protection Component: Stages includes identification, Screening and Response
- 4 main reasons for school dropouts are 1) Problems encountered at school 2) Child labour 3) Child marriage 4) Chronic diseases & disability
- Every 2 months the list of beneficiaries whose attendance fall below 80% are shared with TRC by the MoFSP. As of 31 January, the child protection component reached 27,412 children.
- Follow up visits are conducted.
- TRC CCTE CP component covers the beneficiary children who are already enrolled in TPSs and TECs. However, when CP teams visit households of families whose children appear to be missing school days they often encounter siblings or children of other families who are not enrolled in school or in CCTE. CP teams are able to direct the families whose children are not enrolled as well.

4. AOB

- Please remember to send any issues/challenges observed with as much detail as possible (location, date, etc.) to the ESSN TF focal points.
- The next meeting will be held on **06 April at 10:00**. The agenda and venue to be announced later.

Attachments:

1. ESSN Task Force Izmir Presentation
2. Presentation on Update on CCTE for Refugees