

ESSN Task Force Ankara Minutes

Objective	Provide an update on the ESSN; presentation on sweep back: uncollected cards and dormant accounts; updates on the CCTE, and AOB.		
Date of meeting	19 April 2018 09:30 - 11:30	Location	WFP/TRC Park Oran Office, Ankara Yukari Dikmen Mahallesi, Turan Gunes Bulvari, No: 180Y, E Blok, Kat: 3 Office No: 3-4, Oran, Ankara

1. Action points:

Follow up issue:	Who will take action:	Deadline:
Presentation on sweep back: dormant accounts and uncollected cards	TRC	Completed: 19 Apr 2018
Provision of more information on 'Communicating with ESSN Beneficiaries'	TRC&WFP	17 May 2018
Provision of information on Homecare Allowance	ESSN TF Co-Chairs	Once the SoP is finalized with MoFSP

2. Updates on the ESSN:

- The Co-Chairs World Food Programme (WFP) and Turkish Red Crescent (TRC) provided an update of the ESSN to date noting that as of 16 April, a total of 431,310 applications were registered; 3,777 applications were not assessed; 229,191 applications were deemed eligible and 198,342 applications were ineligible. Approximately, 38.12% of the applications were registered by TRC Service Centres. A total of 1,258,489 beneficiaries received ESSN assistance in March.
- The technical revisions have been made for the ESSN applicants with temporary SGK records. As of April payment, temporary SGK record will not prevent refugees from receiving the ESSN. The temporary SGK record has been detected for the vocational school students, vocational trainees and interns.
- Based on the information provided by Ankara Area office (AAO): Monitoring visits have been conducted in Erzincan, Gumushane, Bayburt and Trabzon. Key Observations found in these provinces (consistent with findings in other provinces):
 - Field level population numbers lower than posted data, (likely reflecting movement out of some provinces)
 - Medium to small SASFs have completed Household Verification Visits

Focus Group Discussions were conducted with the theme of Gender Issues. Main findings are:

- Main challenge in job or assistance:
 - Syrians → "illiteracy"
 - Iraqis → "legal constraints in obtaining work permit"
- Mostly men apply for jobs, but both genders seek assistance
- Men are the only income generator
- Wives responsible for HH chores, (supported by children)
- Equal use and control over assets by men and women
- HH income is not enough to cover all needs
- Decisions related to HH needs are made jointly by men and women
- Decisions regarding food purchases are made by women

- 5 families reported to have Kizilaykart on the wives' names
- TRC Call Center hold a survey for the Afghan refugees in order to understand their preference on language for the communication. The results show that 88% of them prefer to be communicated in Farsi.
- Communication: As per request from UNHCR team, more information will be provided at the ESSN TF meeting on May on SMS numbers, type of SMS, SMS ID etc. sent to applicants and beneficiaries on "beneficiary communication" slide.
- More information will be provided at the upcoming ESSN TF Meeting on technical questions related to Call Center: especially on call categorisation mechanism and call record system.
- The request of the partners to be informed in advance about the theme of the upcoming FGDs and the questionnaire to be able to provide inputs will be shared with the M&E team to see if it is possible or not.

3. Sweep back: Uncollected cards and dormant accounts:

ESSN programme is designed as a swift response to provide the foreign people living under International Protection or Temporary Protection or with a Humanitarian Residence Permit in Turkey with the chance to meet their basic needs in dignity. Therefore, after detecting idle amounts remaining in some of the beneficiaries' accounts, the reason for remaining balances are analysed. Two types of idle accounts are discovered:

- In the first one, which is called dormant accounts, the beneficiary collects his/her card but does not make any spending for 6 months after being eligible for the ESSN Programme,
- In the second one, which is called uncollected cards, the beneficiary does not collect his/her card more than 3 months after being eligible for the ESSN Programme,

Those beneficiaries are informed via SMSs (which are sent in different languages based on their nationalities) and are called by 168 call centre to be informed to collect their cards and/or to make disbursements, if the beneficiary takes any action, they have a chance to collect their card and continue to receive the ESSN in the next month. On the other hand, the amounts remaining in the accounts of beneficiaries, who do not take action are swept back. The total amount swept-back is added back in the programme funds and redistributed to beneficiaries in need.

In CCTE's sweep-back modality desing process, another special case should be taken into consideration because two wallets (funded by different donors) are linked two one card and ESSN is the primary wallet (account). Therefore, a beneficiary with limited access to Halkbank ATMs and using other banks ATMs for cash withdrawals might only be using the ESSN wallet (account), thus, CCTE transfer management team might ask ESSN team about the beneficiaries' dormancy status in ESSN programme.

Answers received by the 168 call centre were categorized to understand the behavioural patterns for the beneficiaries with uncollected cards and dormant accounts and cases, in which the beneficiaries would like to collect the card and/or make disbursements but were not able to do so for certain reasons, were directed to related parties (such as outreach teams, financial service provider etc.) to be solved. Results of the SMS notification analysis shows that 20% of beneficiaries who had been warned about the sweep-back process took the necessary action and they were removed from the sweep-back lists.

In addition, MoFSP initiated household visit process upon the request of TRC. In January 2018, TRC shared the lists of the beneficiaries whose accounts were swept back with the MoFSP and MoFSP shared the lists with SAFSs and SASFs conducted and are conducting household visits. The process has not been completed yet, but, according to the interim solutions, approximately 80% of the beneficiaries' (out of the beneficiaries who have been visited so far) assistance were cancelled due to incompliance with programme criteria. HH visits take a huge amount of time due to the efforts that are put to complete the process, thus, it is natural to expect a lag in receiving the HH visit results before taking monthly sweep-back actions.

Geographical analysis shows that the cities in which most of the foreign people live (such as, İstanbul, Şanlıurfa, Gaziantep, Hatay) are also the cities with many sweep-back cases.

Demographical analysis shows sweep-back cases are also correlated with the registration statistics despite the increased percentage of female beneficiaries whose accounts were swept back, the percentage is still close to registration statics, however, it might need further examinations such as comparing the call-centre categories with gender. Beneficiaries under 18 years old are the married household heads.

4. Updates on the CCTE:

- In March 2018, 292,924 beneficiaries were entitled for CCTE payment due to regular school attendance. After the March 2018 CCTE payment (which was the sixth payment under the scope of the CCTE for Refugees

Program), the number of cumulative CCTE beneficiaries (children who have received at least one CCTE payment) stands at 330,625.

- As of 9 April 2018, 348,219 children had been accepted to the programme (93% of CCTE applications).
- The top five provinces with most of the beneficiaries are as follows: İstanbul, Hatay, Gaziantep, Şanlıurfa and Ankara. Most of the CCTE beneficiaries are attending primary school (94%) and the majority of them (56%) are 1st to 3rd grade students.
- Most of the calls received by the TRC 168 Call Center about the CCTE programme are Information Requests (64.98%) while the rest are card related questions (34.15%), complaints (0.80%) and other (0.07%). Unlike the ESSN program, most of the calls are received from women (57.56%) compared to men (42.44%).
- In Ankara province, the cumulative number of CCTE beneficiaries as of March 2018 is 15,974 children.
- Routine field monitoring of the CCTE programme in Ankara region indicates that delays in ID card processes is still one of the main barriers for CCTE applications and new CCTE beneficiaries are found to struggle with the use of ATMs.

5. AOB

- Please reach to us if you have any suggestions to the themes of the upcoming Focus Group Discussions. It is confirmed with the M&E team to share the questionnaire of the next external FGDs in advance with the interested ESSN TF partners for their inputs and comments to the questionnaire.
- Please remember to send any issues/challenges observed with as much detail as possible (location, date, etc.) to the ESSN TF focal points.
- 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.
- The next meeting will be held on **17 May at the WFP/TRC JMC Office**.

Attachments:

1. Presentation on ESSN Updates
2. Presentation on the Sweep Backs: Uncollected cards and dormant accounts
3. Presentation on CCTE Updates
4. ESSN - FDG March 2018: Gender Issues
5. ESSN Market Bulletin Q1, 2018
6. ESSN 2018 Q1 Monitoring Report