

SET ESSN Task Force Meeting minutes

AGENDA	<ol style="list-style-type: none"> 1. Welcome and review of action points from the previous meeting 2. Updates on ESSN implementation nationwide and in SET 3. Presentation on sweep-back process 4. Updates on CCTE implementation nationwide and in SET 5. Q&A session with the PDMM representative 6. AOB
Time & Date	20 April 2018, 9.00-11.00am
Location	UN House, Gaziantep
Chairs	Hanifi Kinaci (TRC), Bahodur Umarov (WFP)
Participants	Ali Aslan (GIZ), Anna Vinnichenko (WFP), Annabelle Vasseur (ECHO), Cigdem Tozlu (DRC), Chris Bender (UNHCR), Defne Murt (DRC), Doğan Onal (Care), Ender Ozturk (UNICEF), Gizem Ayyıldız (Ankara Tercume), Hilary Bowman (UNHCR), Lennart Lehmann (WHH), Mohammad Bakkar (Watan), Müge Atala (Ankara Tercume), Mustafa Burak Demirci (TRC), Mustafa Gümüş (PDMM), Özge Özmen (TRC), Terra Mackinnon (UNHCR), Veli Acu (WFP), Yiğit Miraç Tokat (TRC)

1. Welcome and review of action points from the previous meeting

- Chairs welcomed participants and after a quick tour de table the action points from the previous meeting were reviewed as per below:

Action point	Status
Presentation on swept backs: dormant accounts and uncollected cards	Completed. The presentation is on agenda
TRC&WFP to check the possibility of obtaining the list of beneficiaries who were cut from receiving different types of assistances under the scope of SASF funds	Not feasible due to technical limitations
To check on the possibility to include the total number of applications and ineligibility rates among other nationalities to TF presentations	Pending
DGMM to be invited to the next meeting to present procedure for acquiring citizenship	Completed.
TRC&WFP to check whether the copy of the MoFSP letter can be shared with partners	As an internal correspondence the letter itself can't be shared. TRC&WFP can share the scope of assistances that were stopped
TRC&WFP to check what types of ESSN related cases can be communicated via emailing	Completed. Partners are welcome to communicate with ESSN and CCTE protection focal points

2. General update on the ESSN and update on ESSN implementation in SET

- TRC and WFP provided the following update on ESSN implementation:
 - According to the data received from the MoFSP as of 16 April 2018, **1,336,818 individuals** countrywide have been found eligible to benefit from the ESSN. The inclusion rate remains stable at the range of 52.5%.

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- The number of cards uploaded for March payment reached 215,618, with 9553 new cards distributed nationwide.
 - ESSN applications in SET (as of 16 April): Gaziantep is hosting the highest number of eligible beneficiaries in SET (156,643 individuals), followed by Sanliurfa, Hatay, Adana, and Mersin. In the district level Sahinbey received 26,050 applications in total, which is the highest number in SET.
 - For more information on implementation of ESSN both nation-wide and in SET in March, please refer to attached presentation.
- TRC conducted a survey among refugees from Afghanistan aiming to find out their language preferences for communication (including SMS, social media, etc). The results show that Farsi is the most preferred language (88% of respondents).
 - It was announced that the temporary SGK record (i.e. the one which is given for participation in vocational training programmes) will not prevent refugees from receiving the ESSN starting from the April payment. The relevant circular has been shared with SASFs offices.
 - Based on the requests received during the TF meetings, a special message is shared via social media channels describing the steps to be followed up when a beneficiary changes his/her address within the same district/province or moves from one province to another.
 - Partners raised the issue of those beneficiaries who obtained a short-term work permits (3-6 months) within cash-for-work programmes and their ESSN assistance was cut. According to SGK, their social insurance record will remain valid for another 100 days after expiration of the work permit. This means that they will need to wait for additional three months before the SASF system place them back to the eligible list. WFP/TRC will follow-up on this with relevant units.
 - Participants asked whether there are some districts/provinces in SET remaining under concern in terms of operational issues. WFP explained that field staff is continuously following up on this. Cases are usually reported from provinces with higher security measures, and/or where the influx and circulation of the refugee population is higher. Teams also follow-up when the relatively high number of unassessed applications are observed. Joint efforts with local partners are continued to increase the application rates especially in locations with relatively lower level of the applications.
 - Partners informed that in Sanliurfa IA meeting the question was raised about the planned additional assistance for disabled people, in particular, whether it will be provided one-off or on monthly basis. TRC and WFP clarified that according to plans, the assistance will cover beneficiaries with 50% of disability and will be provided on monthly bases.
 - Participants were interested whether the aggregated/total number of Syrians cut from SASF support at district/provincial level can be obtained to be used for targeting/designing a supplementary assistance programmes. WFP/TRC will follow-up on this with relevant units.
 - Partners asked about assessments of the outcome level indicators of the ESSN programme considering that it's already reaching the targeted number of beneficiaries. WFP explained that impacts of the programme are currently assessed and measured through different monitoring tools including the PDMs. It was agreed to include the findings from the most recent PDMs to the agenda of the next TF meeting.

ACTION POINTS:

- WFP/TRC to follow-up regarding the 100 days of continuation of the SGK record after completion of the short-term work permit and its influence to ESSN entitlement.
- WFP/TRC to check the possibility of obtaining the total number of Syrians who are cut from SASF support at district/provincial levels.
- WFP to present the findings from the most recent PDMs at the next TF meeting.

3. Presentation on sweep-backs (uncollected cards and dormant accounts)

- TRC delivered the presentation regarding the process of sweeping back funds from uncollected cards and dormant accounts. The process relates to two types of idle accounts: (i) dormant accounts, which refers to cases when the beneficiary collects his/her card but does not make any spending for six months; (ii) uncollected cards, which refers to cases where the beneficiary does not collect his/her card within more than three months after being eligible for the ESSN. Two SMSs are sent to all beneficiaries with uncollected cards. Similarly, the owners of dormant accounts are reminded via SMSs one month prior to the sweep-back to make a disbursement. Beneficiaries are also communicated via 168 call center. If no further action is taken by the beneficiary, the amounts remaining in the accounts are swept back and included back in the programme funds.
- Communications both by sending the messages and via phone calls help to decrease the number of accounts on the sweep-back lists. Thus, after sending the messages around 20% of beneficiaries took necessary actions (i.e. collected cards or made a spending from accounts) and were removed from the list. Also, 1024 beneficiaries collected their cards after receiving the call from the 168 hotline. Invalid numbers remain as one of the most common reasons of not reaching to the beneficiaries in such cases (2282 cases of uncollected cards and 526 cases for dormant accounts).
- Most of the cases of dormant accounts and uncollected cards are identified in Istanbul (672), Sanliurfa (485), Hatay (374) and Gaziantep (334). In total five sweep-backs were executed up to now, being the last one implemented in April. For more details kindly refer to the relevant presentation.

4. Updates on CCTE implementation nationwide and in SET

- TRC and UNICEF provided latest updates regarding both cash and child protection components of the CCTE programme as per below:
 - Almost 293 thousand children were entitled for the March payment cycle due to regular attendance, uploaded to 151,523 cards. The eligibility rate of the applications remains as high as 93% of overall applications. In total, 330,625 children were reached with at least one payment since the beginning of the programme.
 - Istanbul (17,3%), Hatay (15,15%), Gaziantep (12,95%) and Sanliurfa (10,68%) are the four provinces with the highest numbers of beneficiaries. Around 86% of beneficiaries receive both ESSN and CCTE assistances. More than 91% of children entitled to CCTE study in primary schools. Around 47,669 CCTE related calls are received at 168 hotline, being mostly for information requests.
 - Since October 2017, 46 SASFs and 14 TRC Service Centres were visited in 14 provinces of the Southeast and Eastern Mediterranean Regions. Findings showed that SASFs and TRC SC are well-informed about the CCTE and the actions they need to take. ID cards, address registration /informal housing and capacity of some SASFs are the main issues observed in terms of limiting the access to the programme.
 - Currently, 16 Child Protection Field Offices are operational in different provinces. Till now, 31,756 children are reached within the scope of child protection component of the programme. Cases are classified to high, medium and low risk levels and further actions (referrals) are taken accordingly. Most of the cases relate to child labour (41%), education (40%), PSS (11%) and ID cards (8%). The CP component in Gaziantep started on November 2017, and 863 children were screened to date.
 - Partners raised the concern regarding the cutting the assistance for children with at least four days of school absence. TRC explained that the programme is designed in alignment with the national programme and that the criteria cannot be revised. It was further explained when a child drops the school due to child labour, the case is referred to relevant units under MoFSP.

- Partners also requested the TRC to share the risk assessment form used during the screening visits.

ACTION POINTS:

- TRC to share the risk assessment form used during the screening visits.

5. Q&A session with the PDMM representative

- The PDMM officer Mustafa Gumus (specialist on migration affairs) was welcomed by participants, who appreciated his attendance to the meeting to answer the questions related to PDMM activities in Gaziantep.
- **Verification:** The PDMM representative provided a brief update on current situation of refugees in the province, stating that the verification process is on-going in four refugee camps and two verification centres. The efforts are underway to open three more centers (directorate is looking for appropriate facilities). According to latest figures, more than 77 thousands are already verified in Gaziantep. The PDMM is not authorized to share updated and detailed verification related statistics, though it is foreseen that the process in Gaziantep will be finalized by the end of 2018.
- **Registration:** In general, 250 persons are given the ne IDs on daily basis in Gaziantep. Currently granting of new appointments is temporarily terminated with exception to special cases, due to the high number of pending applications (around 10.000). The process of granting of new IDs takes two to three months in average.
- Partners raised the cases when refugees are unable to prove the change of their social status (e.g. death of husband) or when the name is misspelled on the document. PDMM explained that each case needs to be assessed on individual bases. In general, the regulations does not allow the PDMM to process these cases based only on refugee's statement and additional approval is required, as it may lead to misuse. The court decision is one of the main solutions, if the appropriate document is missing. However, PDMM has a practice to accept the signed protocols of witnesses in exceptional cases, such as accepting signed midwife's protocol if a birth is delivered at home. The PDMM can also accept the application for the change of the name if the requested modification is not significant.
- Participants asked what the refugees need to do if the bank refuses to give their bank cards due to unclear photos printed on their IDs. PDMM officer encouraged partners to refer such a cases to him (floor 4, room 5 at PDMM office).
- Partners stressed that most of the ongoing programmes provide the assistance only for registered refugees and some programmes also focus on facilitation of the registration process. They were interested on how PDMM can further assist to overcome the issue of unregistered refugees and how I/NGOs can collaborate on this. PDMM officer highlighted that Gaziantep remains as one of the most refugee-crowded provinces and facilitation of this process requires increase of the PDMM staff, which is currently consist of 24 personnel. NGOs may refer the cases to TRC, who has a special referral protocol with PDMM.
- Partners asked whether PDMM is planning to form mobile teams to reach out to refugees who are living in remote rural areas, fields, tents, etc. PDMM stated that they already have a mobile team who visit refugees with disabilities unable to come to PDMM office. The possibility of reaching out to refugees living in fields/tents may be taken into consideration in the future after necessary consultations.
- Partners requested information about the current status of granting of the citizenships to refugees in Gaziantep. PDMM highlighted that the list of candidates are received from Ankara to be reviewed at provincial level. Around ten thousands nominations are received so far, and the citizenship is granted for more than 4000. Another thousand applications are currently pending for the clearance.

- Partners also highlighted the importance of close cooperation between the PDMM and SASF offices, in particular to share refugee information, which will facilitate to keep the beneficiary data and their eligibility up-to-date.

6. AOB

Next Meeting: 10 May 2018