

ESSN Task Force Gaziantep Minutes

Objective	<ol style="list-style-type: none"> 1. Welcome and introduction 2. Action points from the previous meeting 3. Updates on the ESSN and its implementation in the SET 4. 168 TRC Call Centre: How does it operate? 5. AOB <ul style="list-style-type: none"> - Updated ESSN TF TOR 		
Date of meeting	23 January 2019 13:00 - 14:30	Location	UNHCR, Gaziantep
		Meeting Co-Chairs	WFP: Gonca Savas TRC: Hanifi Kinaci

1. Action points:

Follow up issue from last Meeting:	Who will take action:	Status:
Provision of information of on SASF Allowance	ESSN TF Co-Chairs	SASF Allowance is in practice since 16 th November 2018
Case Study Report for ESSN Good Practices	ESSN TF Co-Chairs	Report to be finalized during Feb 2019
ESSN TF ToR to be finalized	ESSN TF Co-Chairs	Finalized in Jan, to be circulated in early Feb (done)
New Meeting Action Points:	Who will take action:	Deadline:
ECHO additional info request on disability figures and sweep back reasons	ESSN TF Co-Chairs	Disability figures to be included to ESSN TF PPT, Sweep Back Report to be shared with the meeting documents
Q&A session with Ministry of Health representatives on ESSN and Disability	ESSN TF Co-Chairs	ESSN TF meeting on 14 February 2019

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 14 January 2019, a total of 499,794 applications (2,542,396 people) were registered; 2,771 applications were not assessed; 274,248 applications were deemed eligible and 222,775 applications were ineligible. 36.57% of the applications were registered by TRC Service Centres.
- 261,303 households (1,519,591 people) in total received ESSN assistance in December 2018.
- As of 11 December, 1,320 accounts were swept back nationwide: 646 uncollected cards (+3 months), 674 dormant accounts (+6 months).
- Severe Disability Top-Ups: 5,928 beneficiaries received Severe Disability Top-Ups in December (59.18% male, 40.82% female).

- It was shared by the Co-Chairs that misinformation exists in the field regarding the duration of ESSN assistance. It was also noted that most of the beneficiaries are dependent on the ESSN assistance and they want to know in advance when the ESSN assistance will be cut-off. It was clarified that although there is no confirmation on the duration of the ESSN, it is important to give message to the beneficiaries and refugees in the field that the ESSN programme will provide sufficient notice (when identified and agreed) on any significant changes.
- The SASF Allowance started in November 2018 for a very small number of foreigners (TP, IP and Humanitarian Residence Permit holders) – specifically a **very small number of extremely vulnerable households** that have applied for ESSN assistance but are **ineligible** under the programme's **demographic criteria** (based on household composition). SASF offices will work to identify the most vulnerable households through household visits. The partners are advised to refer their identified extremely vulnerable cases (not the family directly, but their contact details) to TRC Outreach Teams and WFP Field Teams for referral to SASF offices in order to be HH visit conducted. The implementation has started very slowly, only around 800 households have been included so far nationwide due to the implementations of the SASFs; some of them wants to keep part of the quotas for the future possible vulnerable newcomers, since there is no plan to change quotas as of now; thus, they want to keep some places for the very vulnerable cases that will be identified or referred in the future. Transfer of the quotas of increase/decrease due to the additional needs is not possible for now.
- During the household verification visits, the social workers are assessing the vulnerability situation of the households. Owning a car is not automatically making the families out of the programme, the full evaluation is being completed during the visits and the social workers are assessing the general and overall situation of the families. The cars or vehicles owned by the household is being assessed with their prices, usage and the dependency of the household to that car or vehicle. It was shared by the partners that the main concern is the dom community in the SET that has old cars as a traditional way for their mobility and livelihoods activities. It is noted that SASF offices are using the common data collection system and assessing the general situation of the household accordingly; ownership of an old car would not be an automatic ineligibility reason.
- Once the Severe Disability Allowance has been announced, the beneficiaries with disability have been referred to the hospitals to obtain valid Disability Health Reports that resulted with crowds at the hospitals and the reported mis-filling of the reports. TRC Co-chair shared a case reported by ASAM of a disabled child with 99% disability rate but the report was not referring the child as a severely disabled. The case has been followed by the TRC Outreach Teams and the child's report was renewed indicating with the severe disability. The family started to receive the SDA in addition to their ESSN assistance. **Please refer your cases with DHR problems to TRC Outreach Teams for their follow up. TRC Outreach Teams e-mail address: kizilaykartdiserisim@kizilay.org.tr**
- Informal housing and their challenge to register the address to NUFUS (which is a pre-requisite for ESSN application) is one of the main challenges especially in the South East Turkey. Seasonal workers, dom community with mobility in the region, tents, caves, shops that cannot be registered as a residential address, are different type of cases and WFP-TRC colleagues in the field are closely following and doing advocacy to the authorities in the field for having solutions for such cases. **Please refer your cases to the WFP-TRC field teams for their follow up and possible actions to be taken.**

Focus Group Discussions findings:

- November Focus Group Discussions (FGDs) investigated the AAP and Protection Related Issues s. The questionnaire for the month was comprised of four sections: 1) ESSN Communication Channels; 2) ESSN Complaint and feedback mechanisms; 3) Protection issues related to ESSN processes; 4) Access to assistance other sources and services.
- Highlights:
 - ESSN communication channels are easily accessible, as HHs have smart phones with data packages.

- The SMSs containing regular updates and information about the ESSN are the most appreciated channels. They are reading these SMSs regularly as they are in Arabic/Farsi.
- They are aware that they can complaint and provide feedback to stakeholders about ESSN. TRC Service Centres are the main channel to make complaints.
- They do not report any major issues for accessing offices and service providers dealing with ESSN, except for the long waiting times and slow processes at the PDMM offices, TRC Service Centres and hospitals.
- In general, participants are treated well and with respect at the ESSN project sites. Some cases of being treated rudely by staff members in other locations.
- December FGD report was on the theme of Winter Conditions and both the reports will be shared accordingly.

3. 168 TRC Call Centre: How does it operate?

- TRC call centre structure, coverage and operations were presented. The Call centre is located in Gaziantep under the responsibility of Kızılaykart Cash-based Assistance Program Gaziantep Deputy Coordinator. Call centre activities are categorized; ESSN/CCTE and other types of assistance as well as referrals of specific cases to internal and external bodies.
- There are 29 active operators and 2 Team Leaders, five are dedicated to CCTE program related issues and 24 for ESSN program issues. Each unit has a dedicated team leader.
- The call centre has received 1.038.049 calls between November 2016 and January 2019. Statistics indicate that 88% of calls are related to ESSN, %10 of them related to CCTE and only %2 for other issues. Call mapping shows that most of the calls came from Istanbul and south east provinces.
- Since the start of the ESSN program, 1.927 protection cases were referred by the Call Centre, 91 outreach referral calls were made, and more than 15.000 calls related to other types of assistance were received.
- External calls are done through call centre to conduct some M&E and Outreach surveys, to provide feedback on complaints, change of bank branches addresses and refund transaction for blocked card.
- Two different software systems are used by the call centre:
 - Gocmen.net - created by TRC IT team and integrated to other program stakeholders' data (Mernis, DGMM & MoFLSS). This program allows the operator to access all the personal data of the caller through his/her ID number. Operators can see the situation of applications & assistances given, address and ID information of the individual/family members, the amount of assistance paid, calls and SMSs history.
 - Avaya - This is an external software used for technical issues like reporting, analysis and tracking all non-treated calls (missed and/or dropped calls).
- The Call Centre multilingual operators can also provide – when needed – Persian and Pashto translation for program related literature that may be used by the Communication Unit. Kurdish is planned for the New Year.
- It was emphasized upon one partner question that not all complaints concluded internally, some of them need to be followed by external bodies like Halk Bank for related to card complaints or Ministry of Health related to DHR complaints. On the other hand it was stated that there is link internally between the call center and programs for example, important issues like complaints/or issues need to be followed by M&E team on the field received by call center is shared regularly with program concerned units.

4. Any Other Business:

- **ESSN Task Force TOR:** Participants have been reminded that the Terms of Reference (TORs) had been sent to them in December 2018 for their comments and endorsements. It was also mentioned that this version had minor changes to it; namely cycles meetings related changes, thematic agendas and that it

also incorporated the LLE report's recommendations. Participants were told that the final version will be circulated soon.

- **Performance Survey:** The survey was shared with ESSN TF members on 2 January 2019 for their inputs, participants were encouraged to fill in the survey by the deadline, Friday, 25 January. The objective of the survey was reminded, explaining that it aimed at helping the ESSN Task Force members to assess the effectiveness of the ESSN Task Force and make improvements where needed. In addition, it was also specified that its findings would be shared with Task Force members and based on these, discussion would be held to enhance the ESSN Task Force platform.
- As of February 2019, ESSN TF will follow the bi-monthly meeting cycle in Gaziantep. Please note that we have started to hold Quarterly ESSN TF meetings in Mardin, Sanliurfa and Hatay in 2019. If you would like to attend or receive documents/invitations from those locations, reach out to sahnur.soykan@wfp.org for further requests.
- **Next Meeting:** The next meeting will be held **on 14 February 2019 at UN House meeting room**. The invitation will be shared accordingly. Please also note that a representative from MoH will attend to the next meeting to have a dedicated/thematic discussion on Disability Health Report and Severe Disability Allowance. Please feel free to share any questions and/or comments you may have with the ESSN TF Co-Chairs in advance.
- Please remember to send any issues/challenges observed with as much detail as possible (location, date, etc.) to the ESSN TF focal points:

- **WFP:** Gonca Savas – email: gonca.savas@wfp.org
- **TRC:** Hanifi Kinaci – email: hanifi.kinaci@kizilay.org.tr

Attachments:

1. ESSN Task Force Gaziantep Presentation
2. 168 TRC Call Centre Presentation
3. November 2018 Focus Group Discussion Reports
4. Sweep Back Reasons Report