

ESSN Task Force Ankara Minutes

Agenda	1. Welcome and Introduction		
	2. Updates on the ESSN and its Implementation in Central and Eastern Anatolia/ Black sea region		
	3. Updates on the CCTE		
	4. ESSN Market Bulletin for the first quarter of 2019		
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Meeting date and time:	13 June 2019	Location	UNHCR Yildiz Kule- Ankara
	09:30 – 11:00	Meeting Co-Chairs	WFP: Hiba Hanano TK: Hanifi Kinaci

1. Welcome and Introduction:

Co-Chairs welcomed participants and introduced the audience and the agenda to be tackled during the meeting.

2. Updates on the ESSN and its Implementation in Central and Eastern Anatolia/ Black sea region:

- The Co-chairs provided an update on ESSN noting that a total of 1,627,731 beneficiaries have received support in May with an eligibility rate of 54.47%.
- Some details about the criteria breakdown were provided: Top four nationalities are Syrians (88%), Iraqis, Afghans and Iranians; elderly cover a total of 3% while children cover over than 60%.
- Top three provinces with the highest beneficiaries are Gaziantep, Istanbul and Sanliurfa with a gender breakdown of 51% female and 49% male.
- Top 5 districts in Ankara are Altindag, Mamak, Kecioren, Yenimahalle and Polatli.
- TK co-chair shared that outreach activities started January 2018. Main focus of T outreach teams are sensitization, advocacy and referral.
- Since January 2018, TK team received more than 15,000 cases and %80 of those were solved successfully, team visited more than 8,000 local authorities as well. Most cases are concerned with “card delivery difficulties, DHR, ID Registration and Address Registration” and most of these cases are from İstanbul, Gaziantep, Hatay, Şanlıurfa and Adana.
- In May and June TK outreach focused on ESSN sensitization (brochure distribution during the closure of two TACs). It was also reported that ID registration cases drastically decreased due to compilation of Verification Project. Some problems were encountered through observations on address registration particularly with start of collaboration between DGMM & Nüfus.

ESSN and Disability:

- The total number of disabled beneficiaries with a valid DHR as of May 2019 has reached 28,432 while 4,409 of those are registered in Central Anatolia.
- A total of 7,215 are severely disabled and 1,095 of those are located in Central Anatolia.
- There have been new updates regarding the DHR, a core group under the Health WG was created in Ankara to address outstanding issues. Current problems are still yet to be solved.
- The new DHR is only to be applied to when people are going to renew their documentation. Current DHRs are valid.
- The Adult DHR changes do not affect the operation as percentages are listed for all levels and the report is using the term fully dependent instead of severely disabled but percentage is still 50% and above.

- The Children's DHR is controversial as the percentages of the disability are not listed which is causing some discrepancies while entering the DHR information to the SASFs database. New DHR for children does not include the exact report percentages but some definition like "Having Special Needs". Entering these percentages to the SASFs database or TK service centres causes some controversial issues. Process is being followed, updates will be shared once available. New report version can be found [here](#) (Please see pages 9 & 10 for children version and 114-115 for adults version).

Ankara Area Office Updates:

- 60 Application Contact Monitoring (ACM) surveys and 8 FGDs were conducted in May and June 2019. 2 of which were on "Ramadan and the Turkish Economy" and 6 were on "Protection" conducted in Ankara, Afyon and Kirsehir.
- ESSN applications are continuing smoothly in the region, with a successful application rate of 87%.
- SASF Discretionary Allowance implementation is ongoing on a slow rate, mainly due to the number of SASFs; in Ankara (2), Konya (3) and Kayseri (2). Having high number of ESSN applications constituting significant workload, and lacking enough staff capacity to conduct/continue household visits.
- 2 cases from Keçiören and Mamak are given example of ESSN beneficiaries receiving both Severe Disability Top Up, and homecare assistance from Social Service Centres (SSC). With the recent system developments, MoFLSS is now able to detect such cases and prevent double assistance distribution. Cases are being followed. However, there is not yet an official note/guidance from MoFLSS to the SASFs/SSCs on either cutting the ESSN assistance or the homecare assistance.

Communication Channels:

TK has six main way of communication with beneficiaries:

- The main channel of communication with beneficiaries is to deliver **messages**. By May a total of 10.000.000 SMS were delivered.
- **Facebook** channel, which has over than 75.000 followers.
- Kizilay Kart **Website**, which can address all question and has a frequent Q&A easy access page.
- **168 call centre**
- **Field teams**
- **Printed material** that are delivered upon request.

Call Centre:

- Served in five languages: Turkish Arabic, Persian, Pashto and English.
- Received over than 1 million calls till May 2019.
- Gender breakdown of our calls averages to 54% Males and 46% females.
- Highest upon Call categories is information request reaching 72% and particularly on application and evaluation process.
- Top three provinces are Istanbul with 15% and Gaziantep follows it with 14% and Sanliurfa with 10%.

Useful reminders:

- Beneficiaries cross check using the duplication matrix, template has been shared earlier. To the mail address: suyveritakip@kizilay.org.tr or ESSNdatacheck@kizilay.org.tr
- Protection and outreach related cases can be sent to: kizilaykartdiserisim@kizilay.org.tr
- Calls to Halkbank through the call centre can be converted free of charge.
- This facility started in March 2017, 62.500 calls recorded which directed to HALKBANK. These calls were mainly related to card problems like blocked cards by ATM, broken or stolen cards and balance account issues.

3. Updates on the CCTE:

Cash Component:

- UNICEF CCTE Field Monitor provided an update on the programme that 399.024 beneficiaries were entitled for payment in May 2019. 202.814 Kızılaycards have been uploaded with CCTE payment while 1,596,450 Turkish beneficiaries received May payment in the National CCTE Program. As of May 2019, the number of children reached with at least one CCTE payment has become 511.453 and the number of Kızılaycards uploaded are 247.753. As of May 27th, 90% of the CCTE applications were approved and 64% of the applications were done through SASFs. As of May 30th, 115.872 CCTE-related calls were recorded by TK Call Center. 55% of the callers were women and top call category was information request on the programme.
- Ankara remains to be 5th top province with most number of CCTE beneficiaries including 6% of the beneficiaries across the country. In Ankara, the total number of children reached as of May 2019 is 28.256. Out of these children, 62.6% are in Primary School, 30 % are in Middle School. Gender distribution is equal and the top five districts with the highest number of beneficiary children in Ankara are respectively Altindag, Mamak, Kecioren, Yenimahalle and Sincan. As of May 2019, 91% of the CCTE applications have been approved and 86% of the CCTE beneficiaries also benefit from ESSN in Ankara.
- ALP is operational in 3 provinces and 10 districts (5 districts in Ankara, 3 districts in Konya and 2 districts in Kayseri) in Central Anatolian region. ALP students benefiting from CCTE receive 60 TL per month regardless of their gender and ALP Module if they regularly attend the courses. As of June 2019, number of CCTE applications accepted from ALP students in Central Anatolia is 280.

Third Party Monitoring (TPM) for CCTE – 1st Wave:

TPM 1st wave findings were shared with the participants. A total of 1.902 households have been surveyed during the first wave of the TPM. More information can be found in the presentation. Some of the highlights from the findings are:

- The average total income of the households is approximately 2000 TL in Istanbul, higher than South East provinces surveyed.
- Primary sources of income of CCTE beneficiary households are skilled labour (48%) and unskilled labour (28%), followed by ESSN (13%) and CCTE (3%) benefits.
- Regarding Child Poverty Line, the same benchmarks that WFP uses were applied. 12.07 % of the beneficiary HHs are below extreme poverty level.
- Findings show that for the overall age range of 6-17 years more girls (81.2%) than boys (76%) are enrolled among the CCTE beneficiaries.
- For the influence of CCTE on first time enrolment, 70.8% of the families reported no influence but when the attendance practices are asked 83.5% of the CCTE beneficiary children regularly attend to the school.
- One of the top reasons for irregular attendance is illness of the children (36%) but also children looking for job or working (20%), followed by children doing household chores or taking care of relatives and siblings (12%).-Dual beneficiaries (both CCTE and ESSN) mentioned that their children attend to school regularly 4% more than the CCTE-only beneficiaries.
- According to the beneficiary HHs, top CP services that HHs were by TK CCTE CP teams were respectively education (25%), CCTE (24%) and medical assistance (17%). 93.8 % of the families who were referred to ESSN by TK CCTE CP teams have applied for ESSN and 93.6% of the families who were to CCTE by TK CCTE CP teams have applied for CCTE.

Child Protection Component:

- UNICEF CCTE CP Officer provided a brief flow of the CP component of the programme and shared an update on the programme that according to the latest database, which is as of April 2019, 64.883

children have been screened since the beginning of the programme. Out of this number, 12.369 children have been assessed and identified with protection needs. 6.120 of them have been referred to specialized services in respective provinces.

- Ankara-specific data indicates 392 children have been screened by TK outreach teams. The risk disaggregation is as follows; 8 cases assessed as “high risk”, 33 assessed as “middle risk”, 35 assessed as “low risk”, 292 assessed with no risks and lastly, 24 of them were not identified. According to the age-based disaggregation, 10-13 year-old band has the highest caseload, with 130 cases and 0-5, 6-9 and 14-17 year-old bands are similar in number of caseload, which is an average of 85.

4. ESSN Market Bulletin for Q1 2019

Highlights:

- The Turkish economy has contracted, particularly in the sectors that the refugees are employed, namely construction and manufacturing.
- With the formal unemployment rate reaching to 14.7%, the possible job competition between the Turkish and refugee communities in the informal market is highly likely and can lead to social tension. The annual inflation rate is still high (18.71% as of May 2019); the prices continue to increase after some decrease in Q4 2018.
- The refugees increasingly resort to more coping strategies since mid-2018, might be attributed to reduced income along with the inflation. Please see attached report for a thorough analysis.
- All numbers are taken from TUIK data who use the local shops prices.
- WFP uses TurkStat data for a comparative study across times. TurkStat collects prices for items by visiting grocery stores where the middle-class families shop then 22% is deflated, this percentage was calculated with our PDM expenditure data.
- Data is not collected from Syrian stores as we seek “standards” for comparison needs. WFP does not only monitor prices but also take food safety and accessibility into account as there are refugees’ lives in areas where those stores may or may not be available.

5. Any Other Business:

Participants have been informed that future meetings will dedicate a 10 min presentation to one participant NGO per meeting for them to present their work within the scope of the ESSN program. Interested participants to reach to Co-chairs for arrangements.

Attachments:

1. ESSN Task Force Ankara Presentation
2. CCTE Presentation
3. ESSN Market Bulletin Q1 2019