

## ESSN Task Force Ankara Minutes

### Objective

Provide an update on the ESSN (WFP/TRC), presentation on TRC beneficiary cross checking system (Duplication matrix) (TRC), updates on the CCTE (UNICEF/TRC) and AOB.

### Date of meeting

27 February 2017  
09:30 - 11:00

### Location

UNHCR Cinnah Office, Ankara  
Aziziye Mahallesi, Enis Behiç Koryürek Sk. No:15,  
06690 Çankaya/Ankara

### 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
Presentation on swept backs: dormant accounts and uncollected cards	TRC	ESSN TF meeting in April
Detailed information on call centre calls` language preferences	TRC	26 March 2018

### 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 9 TRC Service Centres. A total of 1,262,267 beneficiaries received ESSN assistance in January (51.19% female/48.81% 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.
- Based on the information provided by Ankara Area office (AAO):
  - In the 43 Provinces covered by the AAO in Central and Eastern Anatolia, as well as Black Sea Regions, there are 514,905 TP, IP and HR. Of those, 377,914 had applied to the ESSN, representing a 74% application ratio.
  - Smaller or remote SASFs are visited. Understanding of the ESSN is not 100% but most parts are understood. Dependency ratio is the most difficult criteria to understand but it is calculated automatically by the system.
  - 10 Focus Group Discussions were held in AAO region in February. According to the general observations, most of the beneficiaries claim they withdraw cash from ATMs and the assistance as cash. ESSN is mostly spent to rent and utilities. Most of the beneficiaries want to move to bigger cities in order to have access to the better job opportunities and health services.

- 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.
- Regarding the status of Iraqis with humanitarian residence (HR) permit; DGMM informed us that once their HR permit expires, they need to apply for IP. PDMM has been prioritizing those cases to switch them from HR to ID.
- 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 (Akçakale, 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: Bağcılar, Umraniye, Fatih, Antakya, Reyhanlı, Haliliye, Seyhan, Sahinbey and izmir.
- Please note that ESSN TF Ankara meetings are scheduled on last Tuesday of every month. Next month exceptionally it will be held on Monday, 26 March 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. Updates on the TRC beneficiary cross checking system (Duplication matrix) (TRC)**

- The main objectives by checking the data of foreigners under Temporary Protection and International Protection are:
  - to reduce duplications
  - to ensure the coordination between institutions
  - to use the resources effectively
- Approximately 2 Million Person Database: Integrated System and High Reliability with Public Institutions
- TRC Crosscheck Process:
  - In order to take into GOCMEN system, standard data formatted list are accepted with official cover letter
  - It is performed in the last week of each month
  - Minimum five fields need to be filled out
  - Foreign ID numbers should start with 99
- 573,068 beneficiaries have been taken into the system since the beginning of the ESSN Application Tracking period of other organizations. There exist 9 different organizations' beneficiaries in the system.
- According to cross-checks made, it can be said that the vast majority of individuals in the tracking system have ESSN application: 50.37% applied/eligible, 39.03% have no application, 10.61% applied/rejected.
- Timing is very important as the partners need to send the lists by the end of the month. It is better to send the cumulative number of beneficiaries with the additional on a regular basis, since there may be demographic changes at the household and the ones that have applied before and found ineligible may turn into eligible, or vice versa.

- The reason of rejection can be as follows: They are listed in the rejection file which was sent by the Ministry on a monthly basis; Applied/Rejected refers to individuals who have been sent us on the rejection list from ministry or who were eliminated as a result of discrepancy process as a reject.

#### 4. 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.
- **Key findings from Anatolia/Black Sea Region:** Since December 2017, 25 SASFs, 18 Halkbank Branches and 11 CSOs were visited in 20 provinces. 5 SASFs were visited for the second time for the follow up issues. According to SASF staff in Nevşehir, Kayseri, Samsun and Ankara, delays in ID card processes at PDMMs continue to result in delays in CCTE/ESSN applications. The need of informational materials in Farsi continues to be raised in the region and UNICEF makes efforts to accelerate publishing as well as delivery process of those materials.
- During the January payment cycle, it was monitored that most beneficiaries didn't know how to use the ATM machines and seeking help from others. ATM leaflets had also run out at the bank branches. Therefore, they were not being distributed.
- Students that are studying at the Temporary Education Centers (TEC) can also apply to CCTE. The system integration between YOBIS and ISAIS is completed.
- 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. Keçiören Migrant Service Center representative reported that based on the circular issued in November 2017, they are able to refer the refugee children to TECs even though they are not provided with id cards yet. Nevertheless, these children cannot benefit from CCTE because they do not have id numbers. Both UNICEF and TRC representatives responded that school-going children need to have id card numbers starting with 99 as the first criteria of the CCTE to register them in e-school system and ISAIS.
- 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 that leave the resident province after became eligible for CCTE. Beneficiaries ask if their card can be transferred to the new cities that they moved, but they need to go to the SASF and NUFUS offices in the new location to transfer their new address and the application file.
- 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.
- Gaziantep Child Protection Team started HH visits in January. Therefore, the numbers are low in Gaziantep.
- CCTE programme covers the children who are already enrolled to the school. When the CP Team conduct the household visit, they can encounter the siblings of CCTE beneficiary children. One of the reason may be the girls are not enrolled the schools because of that they do not seen in the lists and the other reason the child labour issue for boys.

## 5. 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 **26 March at 14:00 at the WFP/TRC JMC Office.**

### **Attachments:**

1. ESSN Task Force Istanbul Presentation
2. Presentation on the TRC beneficiary cross checking system (Duplication matrix)
3. Presentation on Update on CCTE for Refugees