# ESSN Technical Discussion – Question & Answer Session

# 25 October 2016

# Divan Hotel, Gaziantep

**Community Sensitization**

* ***Will the eligibility criteria be included in leaflets and other printed materials?***

As the MoFSP database and DGMM databases are not yet integrated, the targeting criteria are not currently advertised. Once the databases are integrated and the functionality has been tested, we will discuss the issues of revealing the criteria with MoFSP.

* ***What will be the role of NGOs in the ESSN?***

For the time being, it is anticipated that NGOs will play a support role in the process with a focus mainly on information provision, as and when the communities they work with ask questions on accessing ESSN support. Following a briefing in Ankara, WFP/TRC will also provide ESSN informational briefings to NGO staff on 8, 9 and 10 November in Sanliurfa, Gaziantep and Hatay. The briefings will be held in Arabic (for Arabic speaking staff), and are intended to allow field staff to respond to beneficiary questions. We will continue to assess the need from similar briefings country-wide.

* ***How does WFP/TRC intend to mitigate tensions between refugees and host communities?***

The transfer amount was decided with the government, and set at a rate that MoFSP estimated to be similar to Turkish benefits. Call centre staff, WFP field monitors and TRC staff will be trained on an informed response to ‘what about Turkish families?’ FAQ, focusing on the benefits available to Turkish citizens. An effective communications strategy and community outreach will also assist in mitigating these risks.

**DGMM 99 Number & other registration details**

* ***How can a household be excluded from the ESSN if they meet the demographic criteria? If household composition changes over time and a family becomes eligible for assistance according to demographics criteria, what is the process they need to go through to receive ESSN assistance?***

Even if a household meets the demographic criteria, the SASF staff will query multiple government databases, and may exclude them based on the following:

* + A car registered under one of the household members’ name
  + Receipt of social security through official employment

In all cases, the demographic criteria are only an initial entry into the programme. All accepted households will receive a household visit from SASF staff, including a detailed socioeconomic assessment. This assessment may result in exclusion from the programme, despite the household meeting the demographic criteria.

A household member who is over 18 years of age will be required to visit the SASF office, and submit an official letter explaining the change in family composition. The MoFSP has stated that this does not require a full re-application (though it is possible this will vary in different SASF locations). **Disability Reports**

* ***Are the Disability Reports free of charge?***

Disability Reports are free of charge in specific hospitals only. In other hospitals, the fee is approximately 200TL per case. It is expected that it will take approximately half a day to complete the process. UNHCR produced a guidance note on how to effectively access this service.

**SASF/Service Centre**

* ***What opportunities are WFP/TRC willing to explore to increase SASF capacity?***

TRC will provide assistance to SASF offices by hiring 162 interpreters. Additional capacity needs will be assessed as the ESSN rolls out.

**Application Forms**

* ***What contingency plans are in place to address the needs of the most vulnerable in inaccessible rural districts in Turkey where there is little awareness of ESSN and SASF?***

Three mobile service centres will be available to travel to the most vulnerable rural areas and raise awareness of the program as well as facilitate translation as needed. It is also anticipated that in areas where there are smaller numbers of potential applicants that these people will be known by SASF and mukhtars, who will be able to reach out to these people.

* ***What risk mitigation measures are in place to monitor mukhtars and middlemen to avoid exploitation, fraud and corruption?***

The sensitization campaign will raise awareness on the fact that the ESSN service is free of charge. Officers will conduct regular monitoring exercises, and feedback/accountability mechanisms will be in place

**Implementation**

* ***Who is the Financial Service Provider involved in the ESSN and what will be their overall role?***

The FSP is Halkbank, which will also assist with technical card issues in case of any questions or problems.

* ***What will be WFP/TRC’s monthly absorption capacity?***

WFP and TRC are aware of the impact that certain elements, such as the length of time SASF/Service Centres appointments take, will have on the absorption capacity of the SASF offices and service centres. We are following closely the time that each application takes throughout the pilot in order to update our estimates of aborption capacity.

* ***What percentage of beneficiaries will the ESSN reach and what is the overall inclusion rate?*** The ESSN aims to reach 1 million refugees, which is roughly 33% of those under temporary/international protection in Turkey. Current WFP/TRC application of these criteria has selected 46% of households, though this is in poor neighborhoods, so it is expected that the percentage eligible will be higher than national average.
* ***What are the key gaps in the ESSN process and how can other actors address these gaps?***

There may be gaps in terms of reaching the most vulnerable in rural and inaccessible areas, issues of low literacy levels, translation and if the most in need do not meet the demographics criteria. As well as having a flexible approach to solving problems and gaps as they arise through the ESSN programme, we anticipate that SASF offices will also use resources and support at their disposal to address context specific gaps in their areas. It is expected that complimentary programmes will be designed to address needs that cannot be met through ESSN support.

**Coordination**

* ***In terms of data flow, how much can be shared with partners on the ESSN for planning purposes?***

MoFSP will sign a data sharing agreement with TRC, and TRC will sign a separate agreement with WFP. All household level information will be closely controlled, but summary statistics can be shared. The specifics of the data sharing agremeents are still to be confirmed.

* ***Will technical discussions on the ESSN entail more meetings?*** It would be appreciated by partners to reduce the amount of monthly meetings. This was duly noted by the panel.

**Other Questions:**

* ***How will NGOs be expected to deal with current beneficiary caseloads?***

A meeting with ECHO, TRC and WFP will be held with ECHO partners to address this issue. A point on ECHO extending evoucher contracts: TRC will accept NGO caseloads to ensure that there is continuity on evoucher programmes through the ESSN phase in period. ECHO will not provide cost extensions to NGOs for evouchers where the objective is basic needs/ socioeconomic vulnerability.

**Action Points from the Meeting:**

* Sara Fowler, WFP-AAP Advisor to share animation video, leaflets and other printed ESSN communication materials with partners;
* Dina Morad, WFP to share key outcomes from the next MoFSP Meeting with partners and information on Arabic Briefings on 8, 9, 10 November in South-Eastern Turkey;
* Information to be shared by ECHO on Modification Meeting to be held on 4 November in Gaziantep.