

ESSN Task Force Ankara Minutes

Objective	<ul style="list-style-type: none"> ▪ Welcome and introduction ▪ Action points from the previous meeting ▪ Updates on the ESSN <ul style="list-style-type: none"> ✓ September Focus Group Discussions findings ✓ Call Center Announcements ✓ Disability Health Report Sensitisation ▪ Q&A with MoFLSS ▪ AOB 		
Date of meeting	15 November 2018 09:30 - 11:30	Location	UNHCR Cinnah Office Enis Behic Koryurek Sokak No: 15 Cankaya/Ankara Turkey
		Meeting Co-Chairs	WFP: Line Rindebaek TRC: Hanifi Kinaci

1. Action points:

Follow up issue:	Who will take action:	Deadline:
Provision of information of on SOP for SASF Allowance and HH Verification visits	ESSN TF Co-Chairs	SoP is finalized, it will be added to the next ESSN TF meeting in January
Request for nationality breakdown of ESSN application pool	TRC	Pending follow up with MoFLSS
ESSN TF Action Plan	ESSN TF Co-Chairs	Shared with the BN partners
TRC Duplication Matrix updates at the BNWG Meeting	TRC	Completed
New Action Points from the Meeting:		
Action Plan for the ESSN TF will be recirculated with the meeting minutes	ESSN TF Co-Chairs	November 2018
September Focus Group Discussion Report will be shared	ESSN TF Co-Chairs	November 2018

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 5 November 2018, a total of 479,577 applications (2,433,574 people) were registered; 3,327 applications were not assessed; 257,874 applications were deemed eligible and 218,376 applications were ineligible. 36.97% of the applications were registered by TRC Service Centres.
- 248,640 households (1,447,841 people) in total received ESSN assistance in October.
- As of 10 November, 1,183 accounts were swept back nationwide: 672 uncollected cards (+3 months), 511 dormant accounts (+6 months)
- Severe Disability Top-Ups: 4,949 beneficiaries received Severe Disability Top-Ups in October (59% male, 41% female). While 96% of the total beneficiaries have more than 70% severe disability level based on their valid disability health reports; 54% of them have more than 90% severe disability with a

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documented valid disability health report. In order to see the number of children that are receiving the SDA, age breakdown will be provided.

- Based on the information provided by Ankara Area office (AAO):
 - It was noted that with the Severe Disability Top-Ups, if the family has four children or another reason to meet the criteria, yet they also have someone with a severe disability (SD) in the HH, sometimes that SD has not been flagged in the application by the SASF, and therefore they are not automatically eligible for the Top-Up.
 - Temporary Protection: After the verification of TP IDs, some provinces were making IDs of people with incomplete information in their files, "inactive" and encouraged to register their missing information. We saw this in the TP population statistics would dip down, in the weeks after verification completion. In the weeks after that, TP population figures would rise again (but not to 100% of former numbers) when people registered their remaining information with the PDMMs. We believe this dynamic is all but finished in most provinces.
 - Phase 4 CVME: 375 of 650 surveys to map the vulnerability of the people have been completed.
- Following requests in field meetings to include a breakdown of the proportion of children, for convenience, this has been annexed at the end of the document.

ACTION POINT: Action Plan for the ESSN TF will be recirculated.

ACTION POINT: September Focus Group Discussion report will be shared.

▪ **Focus Group Discussions findings:**

- September Focus Group Discussions (FGDs) investigated the interest level of the refugee population in Turkey for Vocational trainings and employments assistance programs. The questionnaire for the month was comprised of three sections: 1) Current livelihood conditions; 2) Vocational trainings; 3) Employment assistance programs.
- Highlights:
 - Turkish employers` refusal to apply for work permits due to increased tax costs.
 - Female participants: Cultural norms and household responsibilities are the main barrier in participating in the labor market or attending vocational trainings.
 - Language barrier reported as the main barrier to accessing the labor market.
 - Winter is the best season for participating in vocational trainings; multiple locations in large urban areas to encourage high participation, and in the city center in smaller cities and rural areas.
 - Majority of female participants would prefer part-time jobs to be able to manage their household responsibilities. However, working in full-time jobs also welcome if employers provided day-care for their children

▪ **TRC Outreach Activities:**

- ESSN Outreach Activities are operational sensitization and advocacy activities that aim to: i) reach the goal of the program in the shortest time and in a most appropriate way by informing the target groups, local authorities and non-governmental organizations and facilitating the necessary procedural steps such as field or central level visits and official correspondences and ii) remove specific obstacles faced by applicants during their ESSN application/registration and card collection processes.
- During October 2018, TRC Ankara Outreach Teams have visited 182 sites in 14 provinces. They reached 1,104 people. 74 advocacy visits were made to SASF's. The visits focused in the provinces Samsun, Kastamonu and Ankara

▪ **Call Center Announcement:**

Regarding the high number of calls received for "information request" category about the program process, a new announcement added into call center system in 5 languages, by pressing related button, callers are

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able to get more information about program process without occupying the operator. With this new application, it is aimed to take decrease on call numbers regarding information request.

▪ **Disability Health Report Sensitization:**

- Temporary Disability Health Report owners have been reminded via SMS to renew their report before the expiry date emphasizing the need to do so in order not to lose their ESSN entitlements.
- The validity of the temporary report depends on the person's medical and disability level. Board of doctors decide on the duration of the report.
- The reports are issued only by the authorized state hospitals. The cost of the DHR varies from provinces/ hospitals to another. Previously the report was issued free of charge until the end of 2017. Currently some of the hospitals still provide it free of charge for Syrians. It depends on the decision of the hospital and provincial directorate of the Ministry of Health (MoH). The issue is followed with the MoH and WHO.
- It was noted that challenges are faced in some hospitals, especially in the SET region, regarding the cases with high disability percentage. The doctors do not mark the Severe Disability box. The high percentage does not mean that the person has Severe Disability.
- MoH representative is planned to be invited to the next meeting.

3. Updates on the CCTE:

- The latest CCTE payment which was made at the end of September 2018 was the first payment of second year of the CCTE programme. With September 2018 payment, number of beneficiary children reached to 376,326.
- Next payment to be made at the end of November.
- September 2018 payment included beneficiary students enrolled to ALP (Accelerated Learning Programme) for the first time. 399 students enrolled to ALP received 100 TL additional payment. ALP students will start receiving regular payments starting from November 2018 payment. 50 of 399 ALP students are in Ankara province.
- 168 Call Center is providing support in 5 languages for CCTE as in the case of ESSN. 6 Call Center Operators are dedicated specifically to respond to CCTE related questions received by 168 Call Center.
- 9 SASFs, 7 Halkbank branches, 1 CSO in 7 provinces and 3 CCTE CP Offices in 3 provinces were visited in Blacksea, Central and Eastern Anatolia regions since September 2018. Detailed information on the school enrolment, barriers to enrolment and underlying causes in Erzurum, Igdir, Ardahan, Rize, Amasya, Corum, and Konya has been presented and are available in the CCTE presentation file. It was also noted that Afghans who have been out of either camps or removal centers have been arriving to Amasya recently, increasing the Farsi speaking refugee population.
- ALP Programme is currently implemented in Ankara, Konya, and Kayseri provinces in the Central Anatolia region. The names of the districts in these provinces and in additional 9 provinces in other regions are available in the CCTE presentation. It should be noted that the number of districts are not limited to the current ones and can be increased based on the demand coming from the refugees to the Public Education Centers (PECs). Another note is that refugees can enrol to an ALP program in another district than where they live and transportation would be arranged by PECs (up until the areas that are 20 km away from the PEC); however, ALP learners need to apply to the SASFs (or TRC Service Center) in the district where they live to benefit from CCTE for Refugees Program. As an example, a refugee child living in Pursaklar can enrol to ALP in Mamak PEC, and would need to apply to Pursaklar SASF for CCTE for Refugees Program.
- It was enquired if UNICEF is planning to provide additional support to high school students within the CCTE for Refugees program based on the fact that MoFLSS informed participants in Gaziantep ESSN TF on plans for the National CCTE Program to provide additional support to high school students. UNICEF informed participants that there has not been an official discussion on this possibility, however, this

can be considered for further discussion considering the fact that CCTE for Refugees Program aims to remain in line with the National CCTE Program. MoFLSS informed participants that a pilot project was implemented in the National CCTE Program in 2014 and the middle secondary last year students who continue to high school first year, received 60 Euro one-off payment over the course of one year. MoFLSS added that the implementation in 2014 is currently under evaluation for future plans.

4. Q&A with representative from MoFLSS: Mr. Umut Kaya

- MoFLSS representative Mr. Kaya stated that as the Ministry is combined with the Labour part, the Family and Social Services part of the ministry is happy with the implementation of the ESSN programme. Ministry is also working on the integration of refugees to the labour market.
- Regarding the SASF Allowance, Mr. Kaya stated that this allowance will be provided by SASFs who each have a quota of 5% out of the total ESSN application received at the SASF itself – for the refugees not benefiting from the ESSN- but identified as vulnerable during the household verification visits. The SASFs which do not reach the level of application will not be given any quota (min. 20 application needed for 1 household to be identified eligible for SASF allowance).
- Regarding the duplications of the applications, especially the ones that SASFs took the individuals as a HH. Central level request has already been made to clean up this data. This will also effect the numbers for the quota.
- Regarding the HH verification visits, 248,000 visits were conducted out of 256,000 HH. It is also important for the SASF Allowance application. There should be a reliable HH visit in order to make a decision for SASF Allowance
- HH verification visits to the ineligible applications, an extra sentence is added to the circular explaining that SASF should make their assessment truthfully before they apply it. HH verifications are both for identifying the needs and also excluding families with no need.
- The methodology of the referrals of the identified vulnerable cases by the UN Agencies and NGOs to the SASF has not been decided at central level. The partners are strongly encouraged to establish their bilateral referral systems with the SASF offices where they are operating.
- Announcement of the SASF Allowance will be kept low profile in order to avoid the pressure on the SASFs. There will be no communication with the refugees about SASF allowance. It is a tool for the SASF offices to be able to make the identified vulnerable refugees eligible for ESSN assistance.
- Health Insurance cancellation for the International Protection status holders issue was reported by one of the partners. Since May this year, the DGMM has reduced access to subsidized healthcare support to non-vulnerable IPs. Previously, PDMMs granted this support (paying up to 80% of all healthcare expenses) to all foreigners. Now, as confirmed by some IPs in Afyon and Eskişehir as well as PDMM sources, IPs that are renewing their expiring ID (as needed every 6 months) may lose their subsidized healthcare. The PDMMs will still grant this healthcare support to vulnerable IPs (e.g. pregnant women, children, and those under treatment in hospitals), to those who cannot afford these expenses and to those in need of emergency assistance. Note: DGMM will still grant subsidized healthcare for all FPoC under Temporary Protection.
- Regarding the persons whose addresses are hidden in the MERNIS records due to their need for protection by law, and consecutively, their address information is not available at ISAIS, it was enquired if it is still the current implementation that SSAFs get in contact with the MoFLSS IT Department and the IT Department informs them back on the address. MoFLSS confirmed that it is still the current implementation and the issue was noted by MoFLSS to work on a better solution, like writing the address of the Provincial Directorate/s of Family and Social Policies as the address of such person/s.

- It was enquired if Syrian nationals who receive Turkish nationality remain in MERNIS or ISAIS with both their Temporary Protection ID numbers and with Turkish national ID numbers. It was noted by MoFLSS to follow up.
- It was mentioned that in one of the SASFs the application file cannot be processed without conducting the household visits. It was noted down to be further followed up on.

5. Any Other Business:

- SASF SoP has been approved on 14 November 2018. There will be more information at the next ESSN TF meeting in January about SASF Allowance.
- 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:** Ayman Sallawy Alhalb – email: ayman.alhalb@kizilay.org.tr
Hanifi Kinaci – email: hanifi.kinaci@kizilay.org.tr
- Please also note that Mr. Kaya from MoFLSS will attend to the ESSN TF meeting in Izmir on 07 December. Please feel free to share any questions and/or comments you may have with the ESSN TF Co-Chairs in advance.
- Please submit examples of good practices for Case Study Report. The deadline will be extended until 30 November 2018.
- Next Meeting: The next meeting will be held **in January (TBC)**. The venue, time and agenda will be shared accordingly.

Attachments:

1. ESSN Task Force Ankara Presentation
2. Presentation of CCTE updates
3. September 2018 Focus Group Discussion Report
4. ESSN TF Action Plan

ANNEX: Breakdown of DHRs - Proportion of Children:

age	Male	Female	Grand Total
18<			
0	4	2	6
1	26	21	47
2	65	36	101
3	64	82	146
4	102	69	171
5	89	72	161
6	76	74	150
7	106	74	180
8	119	54	173
9	116	87	203
10	93	79	172
11	95	65	160
12	68	43	111
13	65	58	123
14	73	61	134
15	63	57	120
16	69	69	138
17	77	40	117
18-59	1302	743	2045
60>	249	242	491
Grand Total	2921	2028	4949