

ESSN Task Force Ankara Minutes

Objective	<ol style="list-style-type: none"> 1. Welcome and introduction 2. Action points from the previous meeting 3. Updates on the ESSN 4. 168 TRC Call Centre: How does it operate? 5. AOB <ul style="list-style-type: none"> - Updated ESSN TF TOR - Performance Evaluation Survey 		
	Date of meeting	17 January 2019 09:30 - 11:00	Location
		Meeting Co-Chairs	WFP: Line Rindebaek/Gonca Savas TRC: Hanifi Kinaci

1. Action points:

Follow up issue:	Who will take action:	Update:
Provision of information on SASF Allowance and HH Verification visits	ESSN TF Co-Chairs	SASF Allowance is in practice since November 2018
Case Study Report for ESSN Good Practices	ESSN TF Co-Chairs	This is expected in February 2019
ESSN TF ToR to be finalized	ESSN TF Co-Chairs	TORs to be circulated in late January 2019
New Action Points from the Meeting:	Who will take action:	Deadline:
Cross check of ESSN Applications for the foreigners with different kind of status and IDs	ESSN TF Co-Chairs	Update integrated in the minutes below

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). The age breakdown of the beneficiaries as follows:
 - 0-4: 590 (10%)
 - 5-11: 1,410 (24%)
 - 12-17: 869 (15%)
 - 18-19: 2,414 (41%)
 - 60+: 645 (11%) Please refer to the ESSN Updates PPT for detailed information.
- Based on the monitoring findings provided by Ankara Area office (AAO):
 - It was noted that regarding the Severe Disability Top-Ups, if a family already meets one of the ESSN demographic criteria, they may not have necessarily obtained Disability Health Report (DHR) even though

they have a disabled family member. This would not allow them to benefit from the Severe Disability Top-Up. ESSN Programme informed beneficiaries to obtain DHR for their disabled members as soon as possible and submit to the SASF offices accordingly.

- As part of the Phase 4 CVME, 650 surveys have been completed by mid-December. Afghans tend to be more vulnerable and have more difficulty in accessing services (language barrier, and smaller HH sizes/unability to fit the criteria etc).

■ Q&A:

- It was noted by a participant that misinformation exists in the field regarding the duration of ESSN assistance and additional assistance and clarification was requested. It was further noted that the partners underline 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 using a wide range of indicators, thus no single indicator will immediately change the eligibility status of a family. For example, car ownership does not automatically disqualify families for the programme, as the value, usage and necessity of car ownership is assessed.
- Once the Severe Disability Allowance was announced, the beneficiaries with disability were 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. Efforts are going on, for example previously ASAM reported a case of a disabled child with 93% disability rate but the report was not referring the child as a severely disabled. The case has been followed up by the TRC Outreach Teams and the child's report was renewed indicating with the severe disability. The family applied to receive the top-up in addition to their ESSN assistance. **Partners are encouraged to refer cases with DHR problems to TRC Outreach Teams for their follow up** through kizilaykartdiserisim@kizilay.org.tr
- The foreigners having Turkish citizenship are being removed from the ESSN assistance. **Please refer those people to the SASF offices to be informed about the assistance programmes available for the Turkish Citizens** in terms of assessed by SASF as vulnerable after HH Visit observation.
- SASF offices have been informed that the ESSN assistance is for the foreigners having Temporary Protection, International Protection or Humanitarian Residence status in Turkey. They do not accept the applications from the foreigners having other status such as tourist visa, student residence or short/long term residence.

■ 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.

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 demand 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. Some multilingual operators serve in Kurdish yet calls in Kurdish language is too low to hire dedicated Kurdish speaker operators officially yet TRC has plan on hiring Kurdish dedicated operators for the New Year.
- It was raised by ASAM colleague that if it is possible to build a link among the ASAM-TRC & UNHCR call centers or not. For TRC side this is not possible. However, the call center operators may refer callers to related organizations on regarding subjects by sharing each organization call center's number.
- Please note that there will be a Q&A session with Ministry of Health representatives in February. Therefore, we strongly encourage you to compile any ESSN related questions, issues and challenges within your team so you can raise these during the meeting.
- ASAM-UNHCR call center receives a lot of questions coming from TR citizens regarding the application of ESSN. However, TRC Call center did not receive any. In case of such requests, those cases will be referred to SASFs to apply for the national programme.

4. Any Other Business:

- **The 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 January 1st for their inputs, participants were encouraged to fill in the survey by the deadline, Friday, 18 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.

- Bi-monthly cycle will continue in 2019.
- 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 a representative from MoH will attend to the ESSN TF meeting on 21 February 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.
- GIZ: On a question on the transition timeline from BN to LH, WFP explained that work has been initiated on the BNWG-LWG collaboration on graduation. Updates with partners will be shared when possible. BN and LWG are planning a thematic ad hoc meeting in March focused on transition. -
- A question was asked regarding how the different ID types of foreigners are checked in the system. The Co-chairs promised to provide more information on this point.
- Next Meeting: The next meeting will be held **on 21 February 2019**. The venue, time and agenda will be shared accordingly.

Attachments:

1. ESSN Task Force Ankara Presentation
2. 168 TRC Call Centre Presentation
3. November 2018 Focus Group Discussion Reports