

ESSN Task Force Istanbul Minutes

Objective	<ol style="list-style-type: none"> 1. Welcome and introduction 2. Action points from the previous meeting 3. Updates on the ESSN and its implementation in Marmara region 4. 168 TRC Call Centre: How does it operate? 5. Open discussion: ESSN TF cycle meetings and timing 6. AOB <ul style="list-style-type: none"> - Revised ESSN TF TORs - Performance Evaluation Survey
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Date of meeting	14 January 2019 09:30 - 11:30	Location	ASAM Dolapdere - Bostan Mah. Küçük Odalar Sok. No:9 Beyoğlu/İstanbul
		Meeting Co-Chairs	WFP: Arzum Karasu TRC: Hanifi Kinaci

1. Action points:

Follow up issue:	Who will take action:	Deadline:
Share statistics of actions taken and results obtained after identification of school dropping or cases of children not registered at school	TRC CCCTE	January ESSN Task Force
New Action Points from the Meeting:		
Finding out whether there is a deadline for re-applying to get a new ID after ID being revoked following travel departure to Syria	TRC	February ESSN Task Force
Gocmen software used by the 168 Call Centre displays one criterion when applications are eligible. Participants asked how the system picks up that one criterion in case there are multiple criteria being met. What is the procedure to select one criterion and not the others?	TRC	February ESSN Task Force
New cycle of meeting: Half of the participants agreed to have the meeting on a bi-monthly basis (in line with other ESSN TF meetings). It was decided that a survey would be circulated to ESSN TF members to help deciding on a definite format.	ESSN TF Co-Chairs	End of February

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 7 January 2019, a total of 498,114 applications (2,533,431 people) were registered;

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2,608 applications were not assessed; 272,840 applications were deemed eligible and 222,666 applications were ineligible. 36.61% of the applications were registered by TRC Service Centres.

- 261,303 households (1,519,591 people) in total received ESSN assistance in January.
- 37,577 households (220,805 people) in Istanbul received the ESSN assistance.
- As of 11th of December, 1,320 accounts were swept back nationwide: 646 uncollected cards (+3 months), 674 dormant accounts (+6 months).

■ **Focus Group Discussions findings:**

The highlights of the December Focus Group Discussions (FGDs) findings were presented. The FGDs investigated the impact of winter conditions.

▪ Highlights:

○ **Livelihoods:**

Participants reported **decreases** in the number of available jobs **during winter months**.

Participants underlined the negative impact of **limited sectors offering job opportunities** to refugees – especially during winter. Participants from **rural and smaller cities**, stated only manual labour jobs in construction sites or in agricultural fields were available. These are limited during winter.

○ **Expenditure:**

Heating and **winter clothing** costs were the most commonly reported additional expense items. The average reported **monthly additional expenses** per household was between 1000 TL to 2000 TL.

○ **Social Cohesion:**

Most participants stated that the **support received** from Turkish people has **decreased** - many reported receiving food baskets, furniture and clothing items upon their arrival to Turkey in previous years during winter months, which is now rare.

○ **Assistance:**

Male participants from the southern cities stressed the **vulnerable conditions** of refugee families who **recently moved into their neighbourhoods** after the closure of nearby camps.

Some reported experiencing **discrimination** due to wearing winter clothing with aid agency logos.

■ **TRC-WFP Monitoring and Evaluation Activities:**

Monitoring visits were conducted in eight provinces (Istanbul, Kocaeli, Yalova, Bursa, Bilecik, Sakarya, Balıkesir and Tekirdag) to SASFs, Halkbank branches, DGPC (Nufus), TRC Service Centers and Hospitals.

▪ Highlights:

○ Hospitals: Most of the hospitals visited in Marmara Region stated that the number of applications for the Disability Health Report remains high.

○ SASFs: Most of the SASFs visited in Marmara Region stated that they have not put the SASF allowance into practice yet due to capacity related problems.

■ **TRC Outreach Activities:**

During December, TRC Istanbul Outreach Teams have visited 57 sites in five provinces. Since MoFLSS' Social Services Centers and Municipalities' Social Services Units share with TRC similar roles of reaching out to the refugees and their needs, visits to those units in the last month were significant in terms of sensitizing about the ESSN Programme.

▪ Highlights:

○ According to DGMM's new circular; those who have their IDs revoked for leaving for Syria, now will be able to apply once again for a new ID.

- Bursa PDMM renews the 99 IDs without requiring from the applicants a travel permit. Renewal can be made by providing a utility bill issued in their name or in one of their relatives' name.

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, 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 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.

4. Open Discussion: ESSN TF Cycle & Timing

- **Cycle of meetings and timing:** Participants were asked to share their opinions on the actual format of the ESSN TF, its regularity, the day and time it is taking place. Half of the audience agreed to have it on bi-monthly basis and in terms of location, continuing at both locations, ASAM and TRC is not a topic that participants felt the need to see a change. As for the day, most agreed on having it on a different day than Monday such as Tuesday hence allowing them to attend their internal meetings usually taking place on Monday. The morning session seemed to be preferred.
Action Point: Survey to be conducted to inform future cycle (and day/time) of meetings.
- **168 TRC Call Centre:** Questions and concerns mainly referred to the Call Centre and its functioning modalities. One concern was raised was about the access to details of the 2.5 million beneficiaries by the operator and if this is not risky confidentiality wise. The Call Centre leader, Nurcan Hanim, responded that all employees had signed a confidentiality clause and in addition to that all operator's manoeuvres were registered into the system adding to this that any outgoing or incoming calls' content were recorded. It was also mentioned that information was shared only with the beneficiary. Also, operators must log in with their ID and password to treat any calls.
- **Protection cases** related cases are handled in a way that the content of the call is duplicated into a form that is being forwarded to the protection team for follow-up. It was mentioned that an average of five to ten protection cases were being treated per day by the Call Centre.

- Like Protection cases, any request for **winterization assistance** are also forwarded to the Winterization Task Force for further follow-up.
- Question as to the ability of Gocmen – one of the software used by 168 TRC Call Centre - to provide information on any GoT assistance received by x beneficiary was raised. It was confirmed that GoT related assistance could not be known via the system.
- Upon participants asking if more than one telephone number per beneficiary could be inserted into the system, it was also confirmed that this was possible.

5. Any Other Businesses:

- **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.
- Please remember to send any issues/challenges observed with as much detail as possible (location, date, etc.) to the ESSN TF focal points:
 - **WFP:** Arzum Karasu – email: arzum.karasu@wfp.com
 - **TRC:**
 - Ayman Sallawy Alhalb – email: ayman.alhalb@kizilay.org.tr
 - Hanifi Kinaci – email: hanifi.kinaci@kizilay.org.tr
- For any programmatic issues, please refer your queries to the following Programme related focal points:
 - **WFP:**
 - Verda Yuceer – email: verda.yuceer@wfp.org.com
 - Muhittin Salem – email: muhittin.salem@wfp.org
 - **TRC:** Faruk Ahmed Abdo Shaban – email: faruk.shaban@kizilay.org.tr

Next Meeting: The next meeting will be held on 11 February. The venue, time and agenda will be shared accordingly.

Attachments:

1. ESSN Task Force Istanbul Presentation
2. 168 TRC Call Centre Presentation
3. November FGD report