

KIZILAYKART

Cash Based Assistance Programmes / Issue: 5 / September 2019

Bulletin



TÜRK
KIZILAY

Within the scope of
Kızılaykart Programmes
1.4 Million
Child
Beneficiaries



This project is funded by the European Union.
The project is funded by the European Union.
هذا المشروع ممول من قبل الاتحاد الأوروبي.



#CardLoadedwithGoodness



TÜRK
KIZILAY

Kızılaykart Cash Based Assistance Programmes Coordinatorship

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Ankara, September 2019



Dr. İbrahim Altan, Türk Kızılay Director General

We are once again confronted with the fact that Turkey is a large country consisting of different geographical regions, where different climatic conditions prevail. After the flood disaster in Düzce, which is one of the most beautiful cities of the Black Sea region, our teams acted quickly and provided emergency food and drinking water assistance to the affected families. Esmahanım and Uğurlu villages are affected the most by the disaster, as our teams worked in search and rescue and humanitarian assistance. I wish Allah mercy to those who lost their lives in the flood and condolences to their relatives.

Kızılay continues to extend its hand of compassion to those in need in our country and around the world. After a tough seven-hour journey to the villages in the Grabtisan-Tadrujah region in Djibouti, our teams were able to provide the basic needs of the people for about two months.

We left another Eid Al-Adha behind us. While the well-being of the Eid, joy, and serenity was being reigned, our teammates were in the field with those in need. We offered the abundance of Eid Al-Adha to approximately 4,500,000 people in 51 countries, in different continents, through the distribution of meat and canned food, as well as other food provided from the kitchen. I would like to extend my heartfelt thanks to our esteemed donors for their interest in our Eid Al-Adha donation campaign.

Our organization continues to leap outside the territory of Turkey. After Bulgaria and Iraq, we started our efforts to establish a regional disaster response center in Georgia. We will build a logistics base to serve the Caucasus region in accordance with the protocol we signed with the Georgian Red Cross.

As Türk Kızılay, we will continue to support the needy groups in line with the principle of “impartiality” with all of our programmes and projects.



Local community in Grabtisan-Tadrujah / Djibouti

Outreach Activities within Kızılaykart Regional and Field Offices

The cash-based assistance implementation of Kizilaykart started with In Camp Food Assistance Programme in 2012, programmed for vulnerable foreign population. The Programme reached a platform capacity where eight different programmes are being implemented as of today. It is considered that the regional and field offices play an important role in reaching this capacity. The services provided through these offices are specified by localizing and reaching to different target groups living in different geographical regions.



Two main activities are conducted in the regional and field offices in terms of Outreach: ***Advocacy and Sensitization***.

Within the scope of the Kızılaykart platform, **advocacy** is defined as the solution to the problems of individuals, in other words, supporting those who cannot apply to the programme by contacting institutions/ organizations in order to remove the barriers to their applications.

Outreach teams, operating within Regional and Field Offices play an important role in reaching more than 2.3 million beneficiaries with different programmes of Kızılaykart and providing effective services to target groups.

According to August 2019 data; our Outreach teams solved a total of 13,627 cases and visited 9,706 institutions/organizations. Different examples of the cases that have been solved within the scope of Kızılaykart Programmes draw attention...

Sensitization could be understood as informing the target group or programme partners at the central and local level and updating them in line with instant programmatic developments.

Mrs. Enam was unable to collect her Kızılaykart from the bank because she is illiterate and could not sign the delivery notice.

Illiterate individuals must have a personal seal cavitated and approved by a notary before stamping it on the bank's card delivery notice. Outreach teams considered the situation of Enam Fellaha and the personal seal has been produced on behalf of the beneficiary by the support of Türk Kızılay Community Center. Notary procedures of the seal are completed. Mrs. Enam managed to collect her Kızılaykart from the bank branch with the accompaniment of the Outreach team who assisted her since the beginning of the process. Enam Fellaha, can meet her own basic needs without the support of anyone else and keep her hopes alive for the future.



Samsun Kızılaykart Outreach team coincided two Iraqi siblings, Ameniah and Abdulalek while they were selling tissue in the mosque.

Outreach team visited their household and gave information to their parents about the ESSN and CCTE Programmes. Our team has assisted the family to apply to the ESSN and CCTE. Iraqi siblings are now continuing their education with significant success by the contribution of the ESSN and CCTE. After the assistance, they can speak fluent Turkish and they are not working in the street anymore!



The case study is carried out for the agricultural worker families living in tents in Amasya/Göynücek.

A case study is carried out by Outreach teams to determine the families who are living under informal housing conditions without land registry cadastre. Teams are trying to solve the address problems of families to support them to apply for Kızılaykart Programmes. In addition to solving the address problems, there has been case studies, where Kızılaykart supports the target group to reside in Turkey with legal registration.



İstanbul Regional Office Outreach personnel visited Bilecik Governorship Provincial Directorate of Migration Management.

Outreach teams regularly visit the institutions which provide services to the beneficiaries and applicants within the scope of Kızılaykart. During these visits, updates and new implementations related to the Kızılaykart Programmes are communicated; feedback is received from relevant institutions/organizations regarding the Kızılaykart Programmes and carried to the central level.



Our teams received information that Kızılaykart beneficiary Ali Rezai was unable to collect his card due to health reasons.

The team contacted with the related bank branch collected the card of the Ali Rezai and visited the intensive care unit where Ali Rezai receives 'COPD' treatment. Ali's card was delivered and he was reminded that he could call 168 for the problems. Another problematic case has been solved in terms of undelivered cards by leaving a smile on the face of Afghani Ali, who was being treated in the intensive care unit.



Visually impaired Kızılaykart beneficiary Yaseen, who is living in Düzce was unable to collect his card.

The outreach team has contacted the bank and conveyed the case of the beneficiary. The bank delivered the card to our team within the case categorized as a special occasion. Our team visited the house where Yaseen and his family lives. Yaseen's card was delivered and his wife has been informed regarding the usage of the Kızılaykart. Our Outreach team left the household for the solution of another case, sensitizing the family that they could call 168 Call Center within the context of Kızılaykart related problems.





The Number of Sent SMSes Exceeded 15 Million within the Scope of Kızılaykart Programmes!

The number of SMSes sent out to the beneficiaries and the applicants through the Göçmen System and Asist software within the scope of Kızılaykart Programmes exceeded 15 Million as of August 2019.

The structure of the SMS is consist of different phases. The content of SMS is created by the Communication – Accountability unit of Kızılaykart and project partners'. The agreed content edited in Turkish, English, Arabic and Farsi languages. Than the SMS contents is submitted to the programme coordinators of Kızılaykart and related project partners' for approval. Following the approval of the programme coordinators, SMS content is being uploaded to the Göçmen System. Subsequent to the agreement with Data Verification Unit, The SMS Plan is designed. In line with this plan, SMSes have been sent out according to the matching languages of the target group.

We conveyed our questions regarding the SMS component within the scope of Kızılaykart Programmes, to Accountability Senior Team Leader, Emine Erbil Günel who is working under the roof of Türk Kızılay for almost 20 years.



Emine Erbil Günel, Accountability Senior Team Leader

What is the role of the SMS among the communication courses of Kızılaykart?

SMS is a medium where we can reach our target audience simultaneously and rapidly. Since SMSes are short and clear they are easy to read and understand, our beneficiaries can receive SMS in various categories every month. According to our researches, we can say that SMS is the most known communication mediums that we use.

In particular, we hear that the upload SMSes that we send on the last day of each month are welcomed among the children at home. The children who hear the SMS ring tone compete to read the content. We are glad to make children happy with the content that we fit into 160 characters.

SMS sending involves a long process, why is such a detailed process needed?

Within the context of the programmes, we are sending out SMSes to hundred of thousands of households. In order to inform this much household, we need to plan the process well and perform the tests in order to avoid errors. It is important to write the SMS contents with clear and understandable wording and make sure that the reader understands the content in the correct way. Our teams are very careful while they are creating contents. The contents are prepared in Turkish, English, Arabic, and Farsi by agreement with our project partners. Once the approvals are taken, we integrate the SMS contents to Göçmen software which is developed by the expert software developers of our institution. Following the completion of the test SMS process, we sent out SMSes according to our planning.

What is the importance of SMS within the Kızılaykart Programmes?

SMS is a core communication tool within the scope of almost all Kızılaykart programmes; a medium where we can inform the target group quickly and effectively. It is necessary to inform applicants and the beneficiary households of our programmes/projects with accurate content.

How many SMS contents are available within the context of Kızılaykart Programmes? Can you give examples from different categories?

We are using SMS tool for seven different projects/programmes within the scope of Kızılaykart. Currently, we have 137 SMS contents which is used for different projects/Programmes and for different cases. For instance, it is essential to inform the households regarding the result of their ESSN application. We are sending out informative SMSes to the registered phone number of household heads about their application status. For instance, if the beneficiaries are assessed eligible for the programme,

they will need to collect the Kızılaykart from the Halkbank; in this case, we are providing information about the related Halkbank branch and address of the branch through the SMS. While such SMS, **“your card has been uploaded with 120 TL per eligible family member. Your assistance is now available,” will be greeted with happiness. On the other hand, “your ESSN assistance has stopped because at a recent assessment it was decided your household no longer needs assistance,”** SMS may cause unhappiness in the household.

Have you made process improvements related to SMS?

In the early stages of the ESSN, we were sending SMSes only in Arabic language. Due to the fact that there are different nationalities in our target group, we made our first improvement and matched SMS languages with the nationalities. We started SMS process in Arabic, then in a short while five different languages have been added to the scope. We have started to send SMS in Arabic, Farsi, Pashto, and English according to the native languages. SMS in Turkish is sent for the ones who are from other nationalities.

We received informations from our field teams about the Afghan households who do not understand the SMSes in Pashto language and they can understand better in Farsi. We have conducted language preferences survey with our Afghan beneficiaries through the Call Center and when we analyze the survey data, we confirm the accuracy of the information received from field and chose Farsi instead of Pashto in nationality/ native language match. We are working closely with Türk Kızılay Directorate of Information Technology in order to improve the SMS infrastructure. One hour waiting period has been implemented to the system that operate subsequent to the SMS triggered. If any error has been determined, the SMS sending may be cancelled before the SMS transmitted to the beneficiary. It is pleasing that we did not encounter with an error that may cause to cancel the SMS transmission.



Türk Kızılay has built migration - based institutional structures in response to the migration phenomenon that has been faced in our country. Through the different themed programmes, vulnerable groups who were forced to migrate were supported. For these vulnerable groups to ensure their own living strategies and projects have been implemented for them. Within this context, Child Programme was established in 2013, and in the course of time services teams and other necessary equipment have been improved. We meet with Programme Coordinator Eda Öztürk, to discuss Child Programme and migration in Turkey.



Adana Mobile PSS Team

How do you evaluate the situation of immigrant families and immigrant children in Turkey?

Turkey has been a country where migration notion has been debated and experienced in consequence of both geographical location and obligations defined through the international agreements. As the Child Programme, the base of our works is formed due to the conflicting and insecure environment that arose in the civil war that started in Syria in 2011, many people were forced to leave their country and as a result of this fact, Turkey became a host country. While the basic needs of the people such as shelter, nutrition, education, and health are supported from the beginning of the war to this time; on the other hand, necessary studies have been carried out for their social needs. However, the needs are differentiating day by day and more structural, sustainable works are needed in order to meet these needs.

Can you give us information about the activity area of Türk Kızılay Child Programme Coordinatorship?

The activities of our Coordinatorship started in May 2013 in cooperation with UNICEF and Türk Kızılay within the scope of emergency assistance with Child (CFS)/ Youth Friendly Spaces (YFS) for children/youth, which is the most vulnerable group in the Syrian population in the Temporary Accommodation Centers. Our ultimate goal in the programme is to provide access to learning environments and provide psychosocial support for children aged 4-18 to support their emotional and physical development. Within this aim, we carry out activities by increasing the resistance and the cohesion of children between the ages of 4 and 18, to re-establish the consciousness of stability and continuity in their lives and to ensure their access to activity areas.

The programme activities started in 2013 are continuing to reach the children aged 4-18 within four different activity model;

- **CFS and YFS located in Türk Kızılay Community Centers,**
- **CFS and YFS located in Temporary Accommodation Centers,**
- **Child and Youth Centers,**
- **Mobile CFS and Mobile Psycho-social Support Teams.**

CFS and YFS located in Community Centers, are conducting main programme activities according to a weekly plan in line with the general process of the related center. CFS and YFS located in Temporary Accommodation Centers consists of containers, which were designed in certain standards. Child and Youth Centers, are providing homework assistance and organize language training as a support for education in addition to psycho-social support activities in Hatay. Mobile CFS are the lorries designed in particular standards. We are targeting to reach the children living in the outermost places with our Mobile Psycho-social Support Teams.

Can you tell us about the national/ international institutions with which the Child Programme cooperate?

Our programme has been cooperating with UNICEF since 2013. Beside UNICEF, we continue to work in cooperation and coordination with both national and international institutions within the scope of all models that we operate. IFRC, WFP, UNHCR, Governorships, Municipalities, District Governorships, Provincial Directorates of National Education, Provincial Directorates of Family Labor and Social Services, Public Training

Centers, NGOs operating at a local level are among the institutions we cooperate with.

What are the effects of psycho-social support on the development of traumatized children?

Working with children is a process that takes time and patience. Sustainable and specific achievements can give children the opportunity to recognize their own problems and demonstrate their own resilience in how to deal with them. In order to accompany children on their journeys, it is important to recognize them, to understand their individual needs, to support their environment, and to operate the process with the right role model personnel.

Do you plan to innovate in the areas of activity of the Child Programme in the medium and long term?

It is the changing needs of the children/ youth we work with that determine innovations within the scope of the programme. The needs of the children/ youth we started to work with six years ago, are not the same as of today, and the children/ youth we are working with currently are different and these needs will continue to differentiate. For this reason, we will continue to listen to and understand children/ youth, and try to support the society in which we live in harmony. Importantly to ensure that children/ youth participate and continue their education.



Sanliurfa Mobile PSS Team & Mobile CFS

Pulse of the Field

As the Communication team of Kızılaykart , we will attend the household and official institution visits along with field teams and share our impressions within these pages. In this issue of our bulletin, we attended the household visits conducted by Monitoring & Evaluation team within the framework of Beneficiary Verification Survey in Ankara/ Altındağ district to verify that the card is used by the right holder and further measure the satisfaction of the beneficiaries.

We are visiting one of the poorest neighborhood of the Altındağ district. The neighborhood is built on the environment which is the junction of disused, detached houses with steppe. We have encountered burned houses, elongated herbs, hovels, stray dogs, yet cheerful children playing in sunny weather. Due to the problems of cadaster, it was very difficult to find the households we were searching in the neighborhood.

Our teammates raised the questions in the Beneficiary Verification Survey to the household. All of the households we visited, greeted us with a smile and participated in the survey. Beneficiary Verification Survey in Altındağ ends; as the communication team, we share the impressions we have gained during the visit with you...



It takes time to find the address for the household verification



Monitoring & Evaluation team is conducting a Beneficiary Verification Survey



One of the house in the neighborhood became unusable due to the fire...



Our little friend is welcoming us



Mostly refugee families are living in this region



Kızılaykart is along with the children...

The Impressions of Kızılaykart Communication Team

- In the household visits, men work during the day; it was the women, children or elderly that welcomed us warmly.
- The beneficiaries seemed well informed about their rights within the scope of Kızılaykart. They knew in which situations their assistance can be cut off and what to do if they move out of their neighborhood. For instance, a head of the household who is employed as insured worker said that, he knew that his Emergency Social Safety Net Programme assistance has been stopped due to his social security record.
- It has been observed that the parents are anxious while the children are cheerful.
- The children speak good Turkish while the parents need to improve themselves in Turkish.
- Our friends in the Monitoring & Evaluation team had very good communication with the households. The interviews took place in Arabic language, which is the native language of Syrian and Iraqi families.
- Although the effects of the first shock after the trauma seem to have mitigated in families, traces of the sense of inertia are still visible.

HUMAN STORIES

“ We can tranquilly sleep at night ”

Muhammed Rida and his family are living in Turkey for almost six years. The family benefitting from ESSN and CTE Programmes, reside in Ankara – Mamak. The family has four boy children which are aged between 2 and 15. Father Muhammed has no expectation for his future, his only wish is for his children to be happy...



Around the iftar table of Rida family

Rida family was forced to leave the country because of the war, like other Syrian families in Turkey. Father Muhammed Rida, 38, is the father of four children. He is trying to hold on to life in Turkey with his children and wife. Father Muhammed Rida is telling the story of how they migrated with his family to Turkey, *“We escaped the war in Syria and came to Turkey. The bombs exploded, our neighborhood collapsed, and we had to leave the city where we used to live. It is very difficult to describe the pains and losses we have experienced; imagine an enemy attacking you all around. They have no specific uniforms; you are the target of the bombs but you cannot predict who will bomb you. You do not know from whom to escape and to whom to step up. Our homeland Aleppo no longer exists today. Even thinking about it hurts me deeply.”*

Aleppo, with a history dating back to the 18th century BC, has been the center of trade throughout history. Many civilizations came and passed through the city, invaded many times, besieged, passed into hands many times. The Hittites, the Assyrians, the Persians, the Romans, the Byzantines, the Seljuk's, the Ottomans... However, no civilization has destroyed the city the way it got destroyed today.



Aleppo at 2010



Aleppo at 2018

The arrival to Turkey...

“We arrived in Turkey by walking the border with my wife and three children. During that time, our 4th child Zeyd was not yet born. We had nothing to eat or drink, we had no money in our pockets. In order to support each other, 3 families crossed the border together. I cannot forget the sights we encountered on the way to Turkey. Now they ask us about returning to Syria, of course, we want to return back, but the question lies in where to return?” Just after passing through the border, Muhammed Rida and his family went to their relatives who arrived in Turkey previously. Their uncle and relatives supported Rida family in terms of housing and finding household goods. When they first settled in Turkey, Muhammed worked as a porter.



After two years in Turkey, he finds an opportunity to practice his profession tailoring.

The son is following the steps of his father...

Muhammed is currently engaged in tailoring. He sews clothes for his male and female customers on orders from his social circle. Satisfied with his earnings, Muhammed teaches his eldest son İbrahim the profession of tailoring. Muhammad said, *“for İbrahim, the school-age has passed. At least I want to give my son a job and teach him how to be a tailor.”*



Children of Rida family: Zeyd, Abdulmabud, İbrahim, Hamza

What about the future?

Even though the living conditions of forced the families can be hard at times, father Muhammed offered his thanks to Allah. *“We are blissful about our lives. My wife, my children, and my health are good. Our house rent is 350 TL, our landlord is a merciful person, seeing that we have 4 children he gave us a discount of 150 TL.*

We live in Mamak district of Ankara with immigrants like us, Romany people, and people with low income. Indeed, we have financial problems and difficulty adjusting to life in Turkey at times, but what is important is that at least we can tranquilly sleep at night. How can you sleep with warplanes flying over your house... ”

We asked Muhammed about his plans and thoughts for the future. After thinking a while he answered, *“I have no dream for the future; it is too late for us. Our only dream is to live in Turkey... Two of my children have been educated here in the Turkish education system, the youngest one will start school in a few years time. Even if we have a chance to return to Syria, it is very difficult for my children to get used to the different education system there. My wish for my children in the future is that their future will not be lost and they will have a happy life.”*

When the beneficiary family compositions are evaluated within the scope of Kızılaykart, attention could be drawn that the most vulnerable groups consist of women, children and disabled individuals (84% of the beneficiaries of the ESSN are composed of these groups).

We are leaving the house of Rida family with the wishes of dignified lives for all humankind and a world in which vulnerable groups could strengthen and stand on their own.



Kızılaykart Cash Based Assistance Programmes
Coordinator Orhan Hacimehmet

Kızılaykart Programmes was Presented in “The Situation of Syrian Refugees” Conference

Kızılaykart Programmes were presented in the best practices section in “The Situation of Syrian Refugees” conference held by KONRAD-ADENAUER-STIFTUNG in Turkey. In the presentation delivered by Programme Coordinator Orhan Hacimehmet, the development process of Kızılaykart, the programmes carried out, and the achievements were mentioned.



Kızılaykart representatives answering the questions of
Bangladesh delegation

Kızılaykart Programmes were Presented to The Delegation from Bangladesh with a Presentation

Kızılaykart delivered a presentation to the official delegation from Bangladesh. The presentation elaborated on the actions taken by the Republic of Turkey to absorb and respond to the migration movements faced after the Syria Conflict. Through an information session, details were provided regarding the administrative structure, different units of Kızılaykart, and eight different humanitarian Programmes that are implemented under the roof of Kızılaykart. Further details and technical information were shared with the participants regarding the world’s largest cash-based assistance Programme ESSN, CCTE which is being implemented for foreign children living in Turkey. The delegation was briefed on the outstanding cooperation between the government and Türk Kızılay in the implementation of the of Kızılaykart Programmes. It was emphasized that Kızılaykart is built on the existing national system for the Turkish citizens. Representatives of the delegation expressed their appreciation for Kızılaykart modality in implementing cash-based programmes.

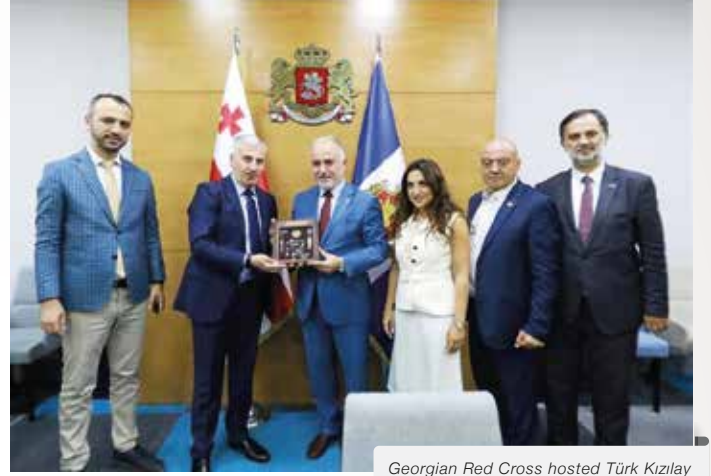


Practical Emergency Cash Transfers Training (PECT)

Second PECT Training was Held by Türk Kızılay

Practical Emergency Cash Transfers (PECT) Training was held in İstanbul by the participation of International Federation of Red Cross and Red Crescent Societies (IFRC), International Committee of the Red Cross (ICRC) and 9 different national societies (Türk Kızılay, Switzerland, Germany, Bangladesh, Pakistan, Bosnia Herzegovina, Finland, Iraq and Georgia).

In the second PECT Training the theoretical and practical exercises were carried out on how to implement cash assistance to be provided to the needy in case of emergency. Türk Kızılay President Dr. Kerem Kınık visited the area where the training held and wished success to the participants.



Georgian Red Cross hosted Türk Kızılay

Türk Kızılay will Establish Region Disaster Response Center in Georgia

Türk Kızılay, which performs disaster structuring on a regional basis in Turkey, which can respond to any disaster within a maximum of 2 hours. In addition to forming disaster response capacities in neighboring countries in line with its targets.

Following the efforts in Bulgaria and Iraq, Türk Kızılay, which started its efforts to establish a regional disaster response center in Georgia, took an important step for the implementation of the project. The agreement foreseeing the establishment of a logistics center to be built in Georgia and to serve the Caucasus region was signed by Türk Kızılay President Dr. Kerem Kınık and President of the Georgian Red Cross Natia Loladze in Rustavi province. Member of the Board of Directors Ercan Tan, Director General Dr. İbrahim Altan and Deputy Director-General Alper Küçük also participated in the signing ceremony.



Dr. Kerem Kınık visited disaster area

Türk Kızılay Provided Relief in Düzce

Türk Kızılay carried out comprehensive assistance support the disaster victims in Düzce center and villages, which were handed over to floods and landslides due to excessive rainfall, provided food aid to the victims, especially hot food. President of the Türk Kızılay Dr. Kerem Kınık followed the relief works closely.

Türk Kızılay President Dr. Kerem Kınık examined the most affected villages by the flood, Esmahanım, and Uğurlu. Kınık said, "Our teams executed search and rescue tasks, as well as to provide humanitarian support in the field." Kınık stated that relief works executed in 24 villages affected by the flood, especially in the most affected villages Esmahanım and Uğurlu. He added, ***"Since the first day, Türk Kızılay Düzce Branch Office, Düzce disaster response teams and support teams from Ankara operated to provide emergency food and drinking water. Around 4,800 people were affected. 1500 people were given regular hot meal support."*** Kınık supported the hot food distribution after the examinations in the field.



Temporary Accommodation Center, Hatay -Yayladağı

Kızılaykart Distributions Completed Within the Context of In Camp Food Assistance Programme

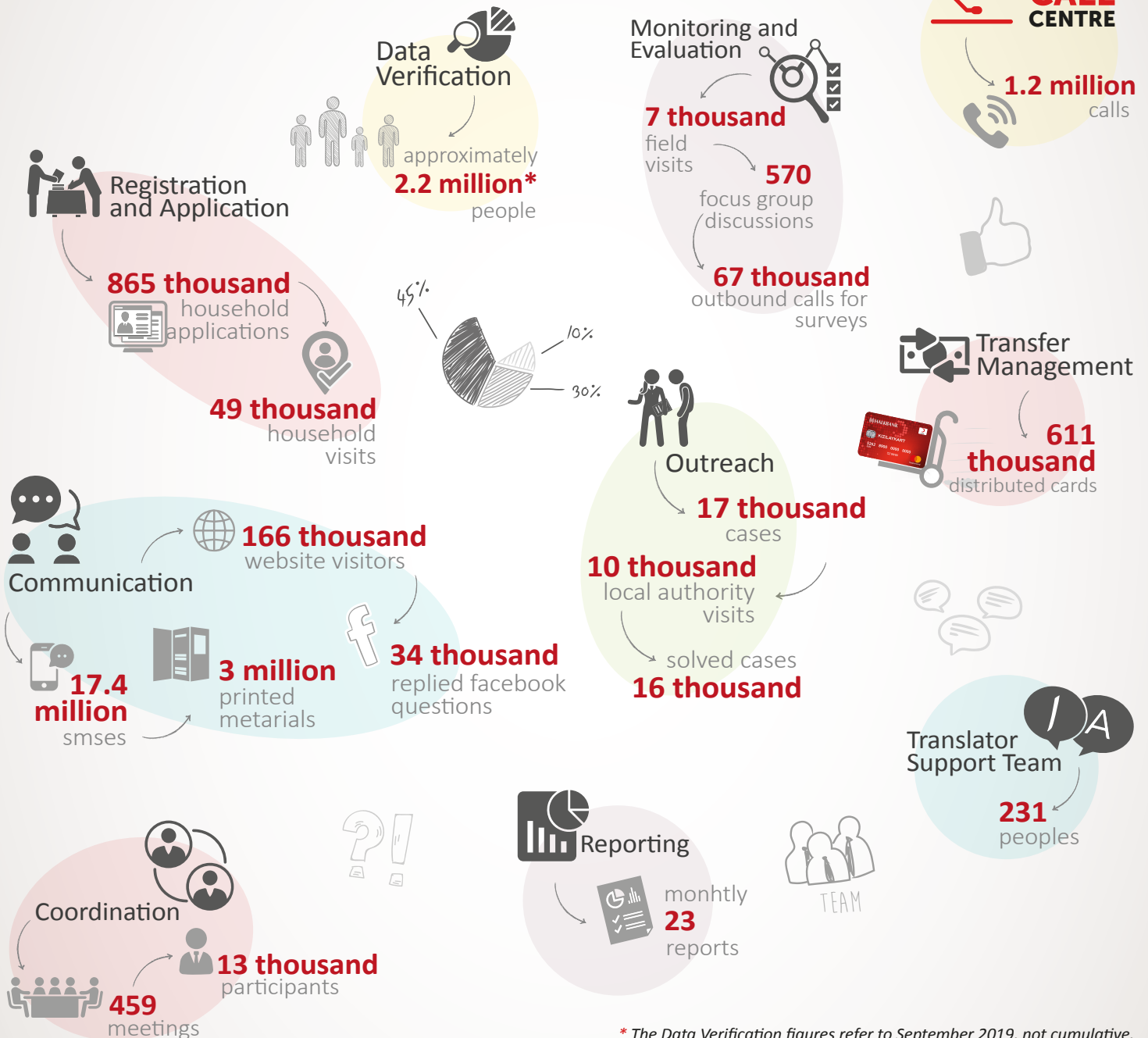
In Camp Food Assistance Programme card distributions were completed which was programmed for the use of Kızılaykart model in all TAC. A total of 2.517 households in Hatay Boynuyöğün, Yayladağı, and Kilis Elbeyli Camps acquired Kızılaykart. The card distribution process was completed successfully and quickly with the coordination between Türk Kızılay and UN World Food Programme (WFP) teams.

Card distribution processes were carried out as follows:

- ***To prevent confluence, Türk Kızılay personnel refers to the applicants to the card distribution area by turn.***
- ***Then it is checked whether the applicants are on the card distribution list.***
- ***Meanwhile, our personnel is sensitizing the target group.***
- ***The applicants are referred to the mobile bank for card delivery.***
- ***Finally, Kızılaykarts and the passwords are given to the beneficiaries.***

Kızılaykart Programmes in Figures

Kızılaykart processes are continued with the big devotion and support of **377 staff**.



* The Data Verification figures refer to September 2019, not cumulative.

women
in red



WORLD HUMANITARIAN DAY

On World #HumanitarianDay we pay tribute
to the #WomenInRed for their devoted efforts.

