

# KIZILAYKART CCTE REPORT

APRIL 2018

## Content:

### General Information

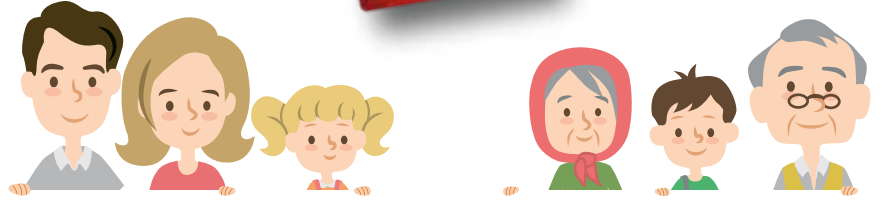
### Statistics

### Registration

### Transfer Management

### Communication

### Field Activities



KIZILAYKART platform is composed of work flows which starts with needs assessment and followed by Registration & Application processes. Data flow is managed by data verification team while bank related issues are followed up by transfer management. All the communication processes are carried out by beneficiary communications team. Through the TRC Call Center established within the platform information is provided, complaints are received and surveys are conducted. The implementation of the programme is being monitored by Monitoring & Evaluation team through surveys and field missions. A referral mechanism within the programme is managed by protection team. Platform is built upon humanitarian needs. It designs humanitarian strategies and programmes based on the needs assessments.

**Conditional Cash Transfer for Education (CCTE) Programme** is being implemented by Turkey since 2003. General Directorate of Social Assistance, Ministry of Family and Social Policies is carrying out the program through the integrated social assistance system. Extension of the CCTE program to Syrians and other refugees is being implemented since April 2017. KIZILAYKART CCTE program is a project being implemented in the scope of the agreement that was signed between the Republic of Turkey and the European Union. The main objective of the Conditional Cash Transfer for Education Programme, which has been in application since April 2017, is to reduce the economic barriers of poor families, who continue schooling, and to support their regular attendance. The programme is implemented with UNICEF and governmental organizations. Within the scope of the programme, payments are made through KIZILAYKARTs bi-monthly to families who have children in school age who are determined to be in compliance with the programme criteria and fulfill the regular attendance condition of the programme.

Six payments were transferred to beneficiaries including May, July, September, November, January and March until now. Also 100 TL additional payment for each beneficiary child was realized on September and January payments due to new school term.

**- CCTE Programme has a conditional and unrestricted cash transfer model.**



IMPLEMENTING STAKEHOLDERS

SUPPORTED BY

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Statistics

Registration

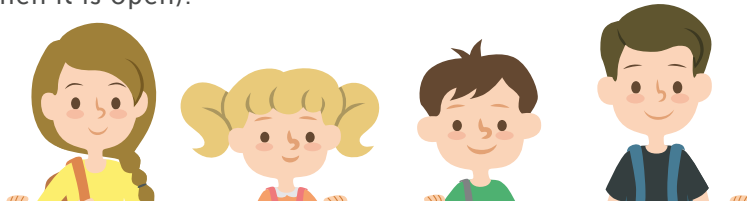
Transfer Management

Communication

Field Activities



Cash payments under the CCTE programme are provided on a bi-monthly basis for every child (Temporary Education Center or Turkish public schools) from kindergarden through 12th grade, provided that the student maintains regular attendance (if the student is not absent for more than 4 days per month when it is open).



Individual payments vary. High school students (grades 9 - 12) receive higher amounts than primary school students (grades 1 - 8 and kindergarden) while girls are entitled to more payments than boys.

In addition to regular payments, two additional payments of 100 TL to the beneficiary are made at the beginning of each school term (in September and January). These additional payments are incentives to return to the school, and are also given to children who have been newly enrolled in the school.

Total Number of Beneficiaries  
(As of March 2018)

292.924

Amount of Payment Transferred to  
Beneficiaries in March 2018

5.5 M \$

Total Amount of Payment  
(As of March 2018)

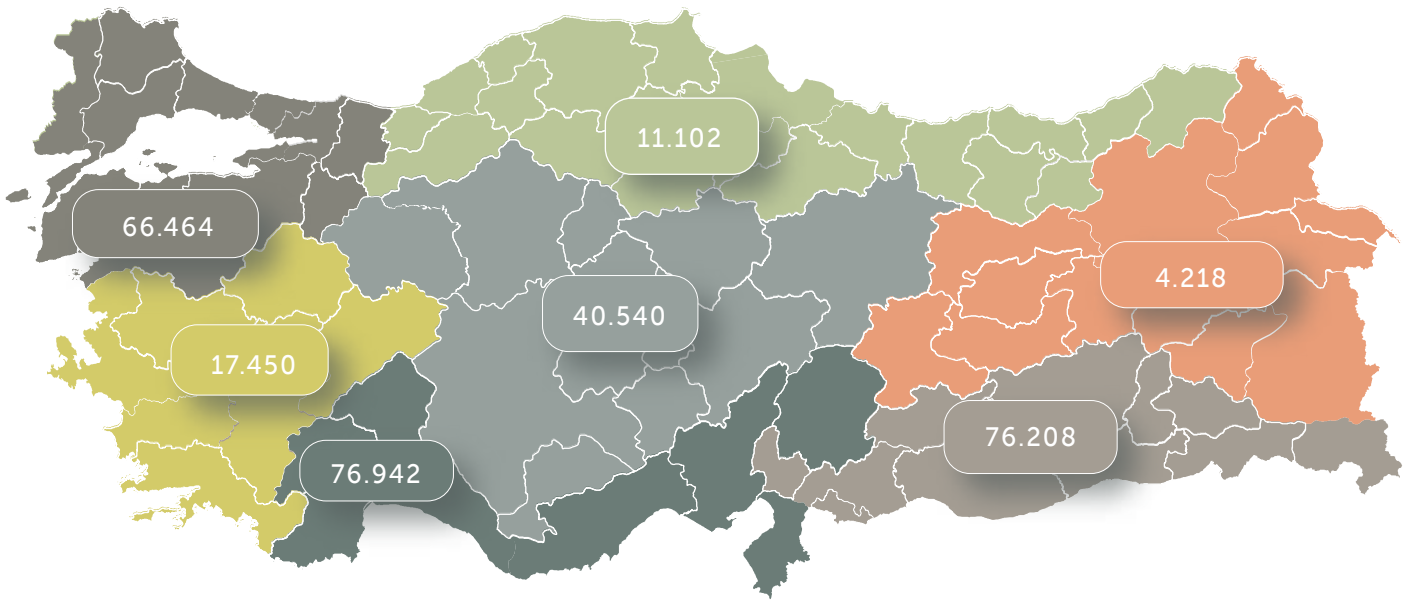
27.5 M \$

## DATA ANALYSIS & STATISTIC

Data verification activities has a direct impact on the functioning and transparency of the programme functions. Monthly application data is managed by data verification team through an integrated system.



## Beneficiary Breakdown by Regions



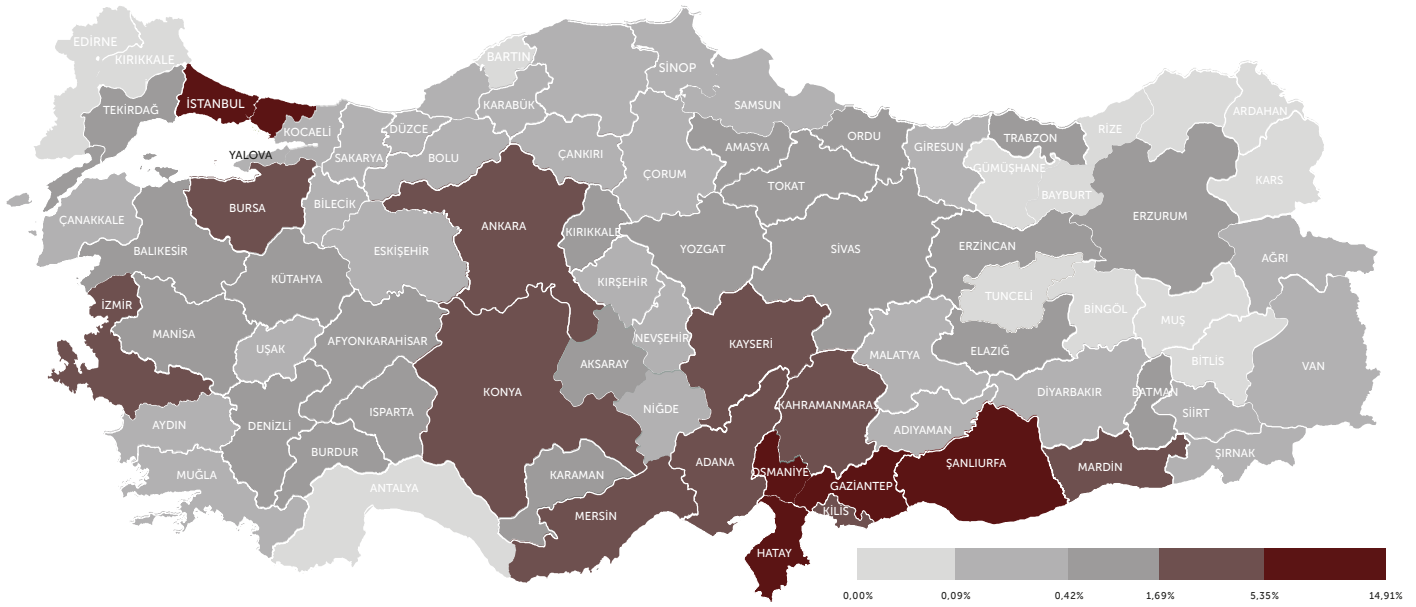
**CCTE Programme** has been operating in Turkey. As a result of the applications, geographical distribution analysis of eligible individuals is carried out every month. Each month, the analysis of the CCTE data is carried out regularly. The beneficiaries are mostly mostly in Southeastern Anatolia, Turkey.

Most of the beneficiaries are located in Istanbul, Gaziantep and Hatay provinces as of March 2018.

## Top 10 Provinces with Highest Beneficiary Numbers

İSTANBUL	14,91% (43.682)	ADANA	4,56% (13.368)
HATAY	12,72% (37.264)	BURSA	4,47% (13.095)
GAZİANTEP	11,28% (33.034)	MERSİN	4,42% (12.952)
ŞANLIURFA	8,44% (24.733)	İZMİR	3,67% (10.756)
ANKARA	4,59% (13.441)	KONYA	3,53% (10.337)

## Beneficiary Breakdown by Provinces



Turkey, is supporting vulnerable foreign children's education through the CCTE programme. In this context, the applicants' compliance with the CCTE programme is conditional on the regular school attendance. Analyzes of the progress of the beneficiaries and their eligibility are made on the basis of the obtained data bi-monthly. An eligibility analysis was prepared based on March 2018 beneficiary data.

### - Monthly Cash Assistance Amounts According to Gender and School Level:

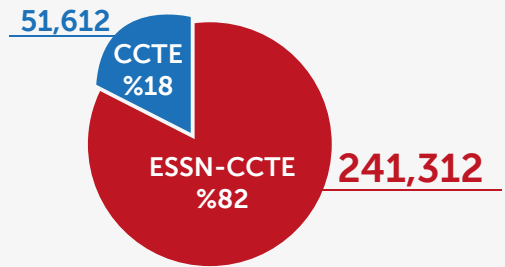
		Fathi	Fatma
Ali	Amira		
<b>Primary school boy</b> From kindergarten to 8th Grade <b>35 TL/month</b>	<b>Primary school girl</b> From kindergarten to 8th Grade <b>40 TL/month</b>	<b>High school boy</b> From 9th-12th Grades <b>50 TL/month</b>	<b>High school girl</b> From 9th-12th Grades <b>60 TL/month</b>



The analysis findings prepared according to demographic criteria are as follows;

According to the March eligibility analysis, a total of 292.924 students received payment. All of these students are entitled to assistance by providing regular attendance at the school. The majority of beneficiaries consist of pupils at primary level, with the intensity of first grade students. Gender distribution is equal across all beneficiaries, and the number of girl students at high school level is higher than that of boy students. The rate of the students who have benefited from the other programme of KIZILAYKART, ESSN is %82.

## ESSN-CCTE Programme Rate



- According to the results of the eligibility analysis, %87 of March beneficiaries are Syrian students.

These students are followed by Iraq, Afghanistan and Iranian students respectively. Under the CCTE programme, the cumulative number of children eligible for assistance in at least one payment period has reached 330,625, depending on attendance.



## Nationality Breakdown

Syria	87,83% (257.271)
Iraq	7,01% (20.547)
Afghanistan	3,74% (10.956)
Iran	0,67% (1.956)

45,404 beneficiaries who received only additional payment in January were entitled to receive payments on a regular follow-up basis during the March payment period of 27.107, which corresponds to %59.

Applications to the CCTE programme are taken by the Turkish Red Crescent Service Centers and Social Assistance and Solidarity Foundations (SASF) as they are in the ESSN programme. According to current application statistics, approximately %59 of the applicants are from SASFs and %41 are from Service Centers.

## Age Group Breakdown

Girl		%50,5 147,864
Boy		%49,5 145,060

## School Level Distribution



10.215  
3,49 %



265.824  
90,75 %

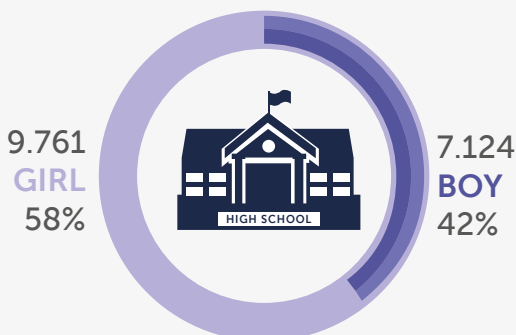


16.885  
5,76 %



According to the March eligibility analysis, a total of 292,924 students received payment. The majority of beneficiaries are at the primary school level and the first grade students are intensive. Gender distribution is equal across all beneficiaries, and the number of girl students at high school level is higher than that of boy students. The distributions of beneficiaries in March according to school levels and classes are as follows.

## Gender Breakdown According to School Levels



## Grade Breakdown

**KINDERGARDEN** 10.215 (3,49 %)

**1** 62.783 (21,43 %)

**2** 47.689 (16,28 %)

**3** 54.151 (18,49 %)

**4** 37.599 (12,84 %)

**5** 26.088 (8,91 %)

**6** 16.053 (5,48 %)

**7** 12.465 (4,26 %)

**8** 8.948 (3,07 %)

**9** 7.002 (2,39 %)

**10** 4.319 (1,47 %)

**11** 3.154 (1,08 %)

**12** 2.409 (0,82 %)



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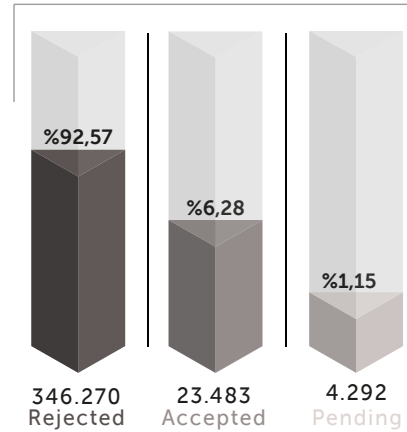
Field Activities



Service Centers that will continue to operate in 2018 are Antakya, Bağcılar, Fatih, Haliliye, İzmir, Reyhanlı, Seyhan, Şahinbey and Ümraniye offices. When the service center planning was carried out, attention was paid to the density of the foreign population and the regions that are still receiving migration, and the support requirement of SASF in the region was taken into consideration. The current application statistics as of April 2 are as follows.

İl & İlçe	Toplam Başvuru	Kabul Edildi	Beklemede	Reddedildi
GAZİANTEP-ŞAHİNBEY	24.247	23.661	145	434
HATAY-ANTAKYA	14.916	12.163	43	2.710
HATAY-REYHANLI	12.814	12.488	185	141
ADANA-SEYHAN	10.417	10.185	80	152
ŞANLIURFA-HALİLİYE	9.998	9.501	313	184
GAZİANTEP-ŞEHİTKAMİL	9.488	9.019	313	156
KİLİS-KİLİS MERKEZ	9.447	8.670	94	683
ŞANLIURFA-EYYÜBİYE	7.994	7.742	171	81
BURSA-YILDIRIM	7.623	7.244	111	268
ANKARA-ALTINDAĞ	6.654	6.326	89	239

Total  
Application  
374.045



## REGISTRATION

Applications for the CCTE Programme are taken by the Turkish Red Crescent Service Centers and Social Assistance and Solidarity Foundations. According to current application statistics, approximately %59 of the applicants are from SASFs and %41 are from Service Centers.



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- At the beginning of each school period; 100 TL is paid per student.

Card distribution processes are regularly reported, monitored and tracked by the transfer team. Since the beginning of the programme, the total amount of payments made to beneficiaries has reached approximately **27.5 M \$**.

The KIZILAYKART Transfer Management team, in coordination with financial service provider Halkbank, ensures that the assistance amount is paid regularly, follows the card distribution processes and makes regular reports.

Card Distribution Rate

96%

Total Number of Distributed Card

167.575

Total Number of Distributed Uncollected Card

6.442

Operational processes carried out by Halkbank and **167,575** cards are distributed since the beginning of the programme have been carried out simultaneously in all of our provinces.

The card distribution rate is around **%96**, beneficiaries benefit from **3,901 ATMs** and **963 bank branches**.

## TRANSFER MANAGEMENT

The beneficiaries of the CCTE Programme benefit from varying amounts according to the criteria, beneficiaries can withdraw these amounts in cash from ATMs and / or shop by using POS devices.





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## Outputs Of Communication Activities

### Turkish Red Crescent Service Center Reports

TRC Service Centers are also receiving applications in order to support SASF's and reach more beneficiaries.

- **Social Media:** KIZILAYKART Facebook page is the first of the two basic communication platforms in which the beneficiaries can communicate their questions and complaints within the scope of the CCTE programme. The total number of questions and the most frequently asked questions are reported and then analyzed.

[www.kizilay.org.tr/kizilaykart](http://www.kizilay.org.tr/kizilaykart)



[www.facebook.com/Kizilaykart.SUY](https://www.facebook.com/Kizilaykart.SUY)

[www.twitter.com/kizilaykart\\_SUY](https://www.twitter.com/kizilaykart_SUY)

[www.youtube.com/KIZILAYKART-SUY](https://www.youtube.com/KIZILAYKART-SUY)

- **Call Center:** The total number of inquiries and a certain category are analyzed and reported considering the frequent and important questions.

- **CCTE Program Printed Material Sharing:** Within the scope of the program, printed materials are distributed in order to provide accurate information nationwide.

- **Sensitization Meetings:** In order to be able to share developments related to the CCTE programme, to answer the questions of the participants and to be able to hear the program more widely, up-to-date information and data sharing is provided.

- **Frequently Asked Questions:** Frequently asked questions and answers about the program document was created. The relevant document is updated to accommodate different content for different programme stakeholders. (Beneficiaries, Halkbank, SASF, Turkish Red Crescent SCs, other NGOs, etc.). Updates to the programme are reflected in the document.

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## COMMUNICATION

### Main Communication Activities;

- Communication with Beneficiaries
- Communication with Stakeholders
- Communication with Public
- Internal Communication

KIZILAYKART Platform is sharing current information via social media accounts and website, and the questions received through mentioned platforms are answered promptly.



# How The Feedbacks And Complaints Are Referred?



In accordance with the information coming from beneficiaries, stakeholders and field staff;

- The source of the problem is identified by analyzing the complaints
- If there is an obstacle about the procedure, it is identified
- Issues that are related with the institutions/foundations are referred to whom it may concern
- The program is improved by taking beneficiary benefits into account

## 168 Call Center



- 5 Languages Turkish, English  
Arabic, Persian, Pashto

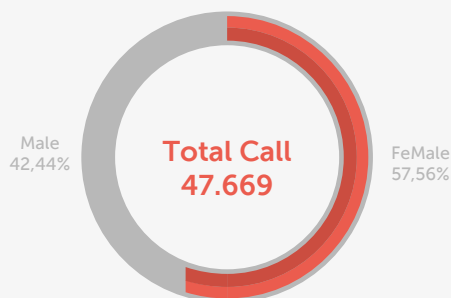
- Support Through  
30 Operators

TRC Call Center houses the operators that accept incoming calls from beneficiaries and non-beneficiaries and conducts outgoing calls as needed for data collection. Refugees are encouraged to reach out to the Call Center for further information and guidance as well as to provide feedback and register complaints on the application process and the programme in general. Call Center, as well as being a source of information on the programmes, is the main avenue for complaints and feedback for the affected population.

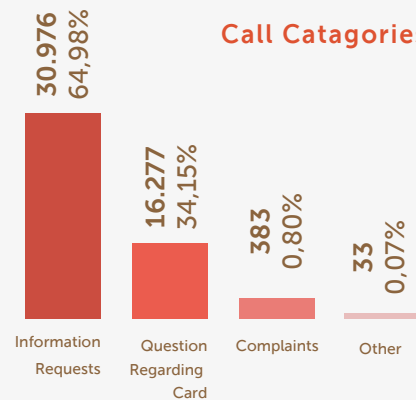
TRC has developed Call Center operators' skills in handling calls with different potential caller groups, dealing with difficult scenarios and how to respond to and refer complaints within the programmes structure. There is also an integration between financial service provider's and TRC's 168 Call Center which enables call center operators to direct card related issues to Halkbank's Call Center.

- As of April 1, the number of calls to the Call Center reached to 47.669.

### Gender Distribution of Callers



### Call Categories



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CCTE program regular field monitoring activities started in October by TRC and UNICEF field monitors located in Gaziantep, Istanbul and Ankara for UNICEF and only Ankara for TRC.

Field visits consist of routine monitoring of SASFs, Turkish Red Crescent Service Centers, Community Centers and Bank Offices, and problem-based monitoring of issues identified through statistics or notifications, and card distribution process monitoring.



## FIELD ACTIVITIES

Observations were made on the operation of the KIZILAYKART program in the visited institutions, and the problems identified were recorded in the "visit forms".

Communication information is shared mutually with the visited institutions for the information sharing needs that may arise in the future.

Total Number of Visits by the  
CCTE Operation Team

117

