

KIZILAYKART ESSN REPORT

APRIL 2018

Content:

General Information

Statistics

Registration

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Field Activities

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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.

Emergency Social Safety Net (ESSN) Programme is funded by ECHO. It is the world's largest cash-based support programme, in terms of budget and the number of people reached. ESSN is implemented in cooperation with WFP and governmental institutions. Designed as a social safety net, the ESSN Programme aims to support beneficiaries in meeting their basic needs and preventing them from being exposed to external risks. Programme has been designed to meet the basic needs of the foreigners residing outside the camps in Turkey under International Protection, Temporary Protection and humanitarian residence in a dignified way. Approximately \$ 30 per person per month and periodic top up payments are provided through KIZILAYKART to beneficiaries. The ESSN Programme aims to provide a sense of normality to those people and to allow them to stand up again.

- ESSN Programme has an unconditional and unrestricted cash transfer model.

GENERAL INFORMATION

KIZILAYKART is a cash-based assistance tool designed to provide support to the most vulnerable foreigners in a dignified way. Assurances are delivered to the beneficiaries via the KIZILAYKART Platform. The platform is designed to enable the simultaneous implementation of multiple cash assistance programmes.

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Turkish Red Crescent has established an integrated database system which includes the personal data of 2.2 million applicants. In order to reach the most vulnerable refugees, the process of assessing all the eligible and ineligible files based on the demographic criteria has been carried out without interruption. Data Verification processes also include routine data analysis based on monthly figures of programme applicants.

Total Number of Beneficiaries
(December 2016 - April 2018)

223.408 Household
1.301.933 Individual

Amount of Payment Transferred to
Beneficiaries in April 2018

\$ 38,9 M

Total Amount of Payment
(December 2016 - April 2018)

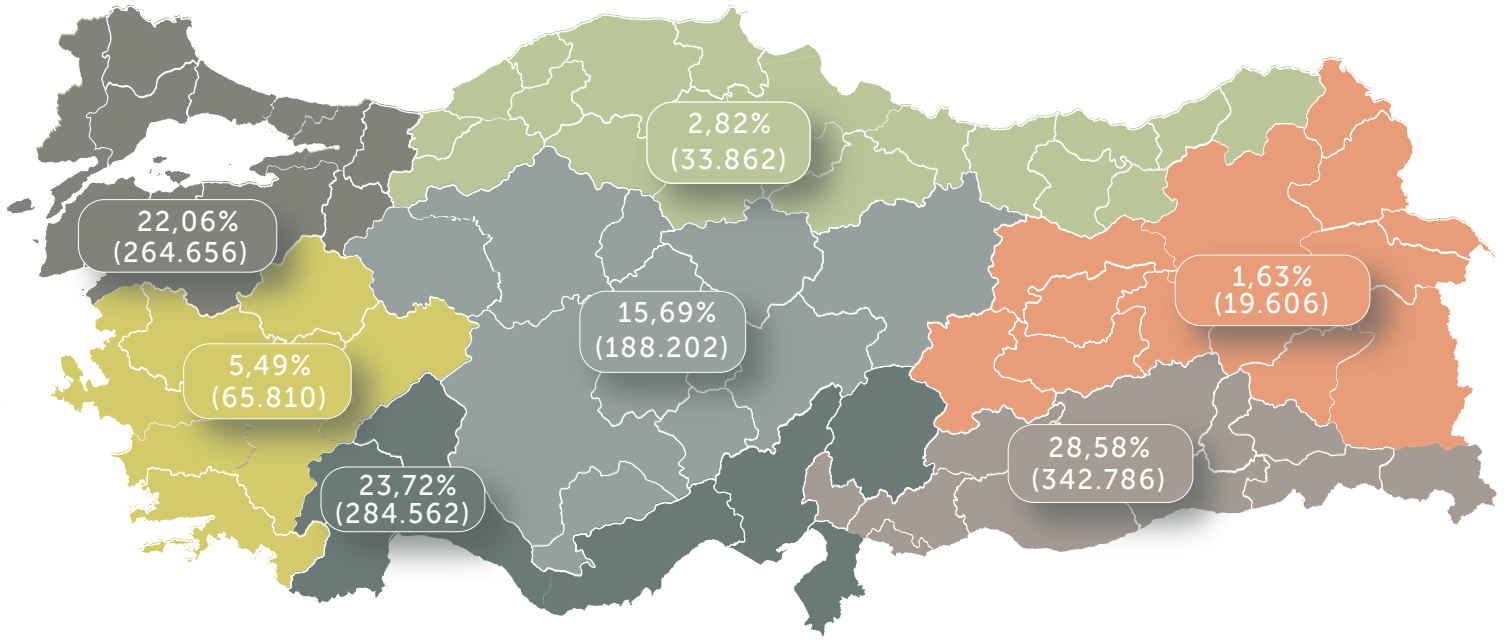
\$ 456,3 M

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.

- 1.3 million people receive regular cash assistance as of April 2018. Total amount of assistance since the beginning of the programme reached \$ 456,3 Million.

Beneficiary Breakdown by Regions



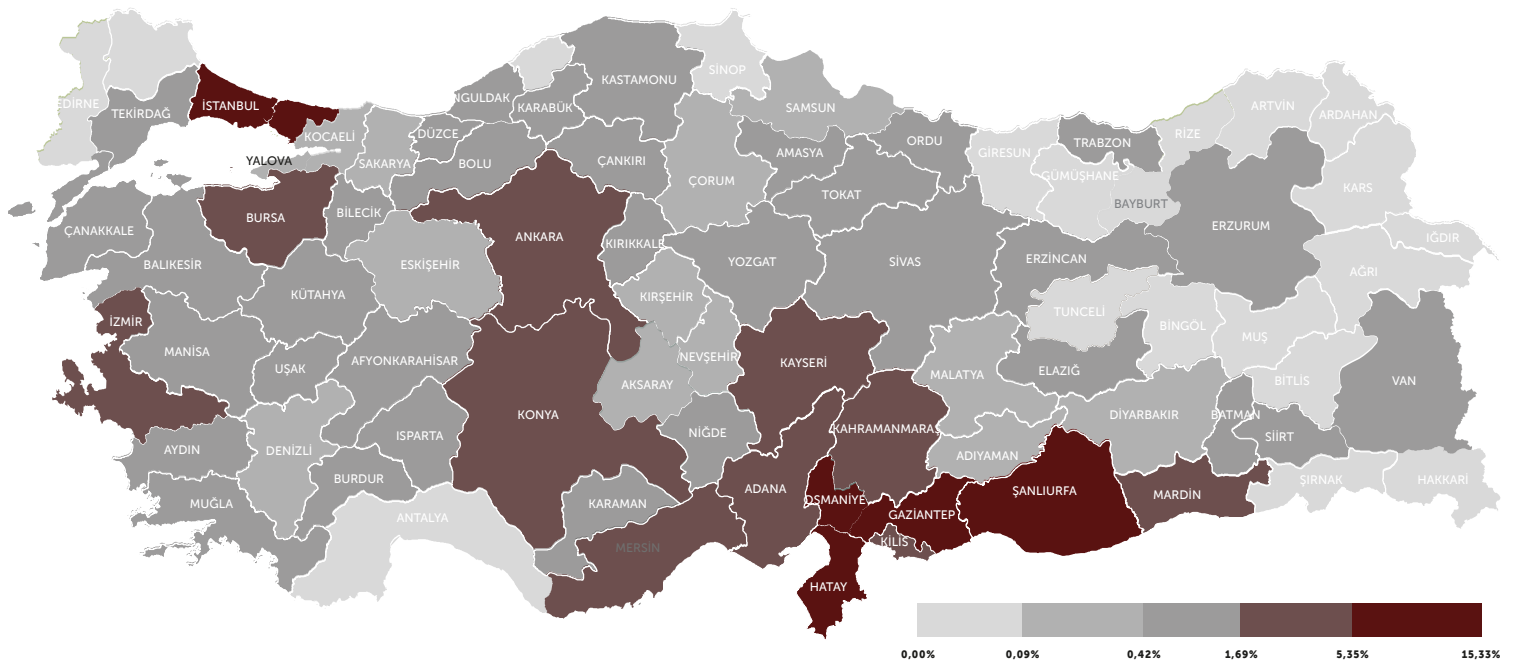
ESSN Programme has been operating nationwide in Turkey. Each month, demographic analysis is conducted based on eligible individuals. As of April 2018, most of the beneficiaries are located in Istanbul, Gaziantep and Şanlıurfa (Southeastern Anatolia Region) provinces.

Top 10 Provinces with Highest Beneficiary Numbers

İSTANBUL	15,33% (183.893)
GAZİANTEP	11,40% (136.757)
ŞANLIURFA	11,00% (131.914)
HATAY	10,19% (122.234)
ANKARA	5,35% (64.143)

ADANA	4,85% (58.150)
MERSİN	4,60% (55.231)
KONYA	4,08% (48.938)
BURSA	4,04% (48.513)
İZMİR	3,58% (42.930)

Beneficiary Breakdown by Provinces



Turkey established ESN Programme on national capacities by supporting vulnerable people in need and it contributes to its own social safety network through its programme. Applicants' eligibility for the ESN Programme is checked against demographic criteria based on the number of children, disabled individual, the number of people who are able to work, age and gender. The eligibility analysis of the beneficiaries made by the data verification team, is based on the monthly data received.

Results of the analysis prepared according to demographic criteria are as follows;

- Beneficiaries are mostly eligible against the "at least 4 children" criteria
- Syrian nationality is in the first place with a rate of 92,54%
- The Syrians are followed by Iraqis, Afghans and Persians
- Approximately 85% of the beneficiaries are vulnerable people such as children, women, disabled and over 60 years old

Age Breakdown

0-17		728.679 60,75%
18-59		436.354 36,38%
+60		32.449 2,87%

Gender Breakdown

	Female 542.498 51,055%
	Male 520.071 48,945%

Nationality Breakdown

Syria	90,55% (1.080.084)
Iraq	6,85% (81.702)
Afghanistan	2,39% (28.552)
Iran	0,21% (2.470)

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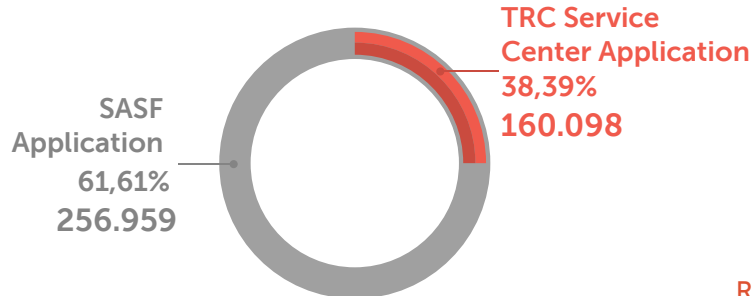
Within the scope of the ESSN Programme, applications are received through the TRC SCs or Social Assistance and Solidarity Foundations (SASFs) maintained by MoFSP.

Registration and Application activities are carried out to follow registration and application figures of programme and support relevant workstreams on beneficiary data management. Turkish Red Crescent provides translator and transportation support to related governmental institutions to improve their capacity in receiving applications and conducting household visits.

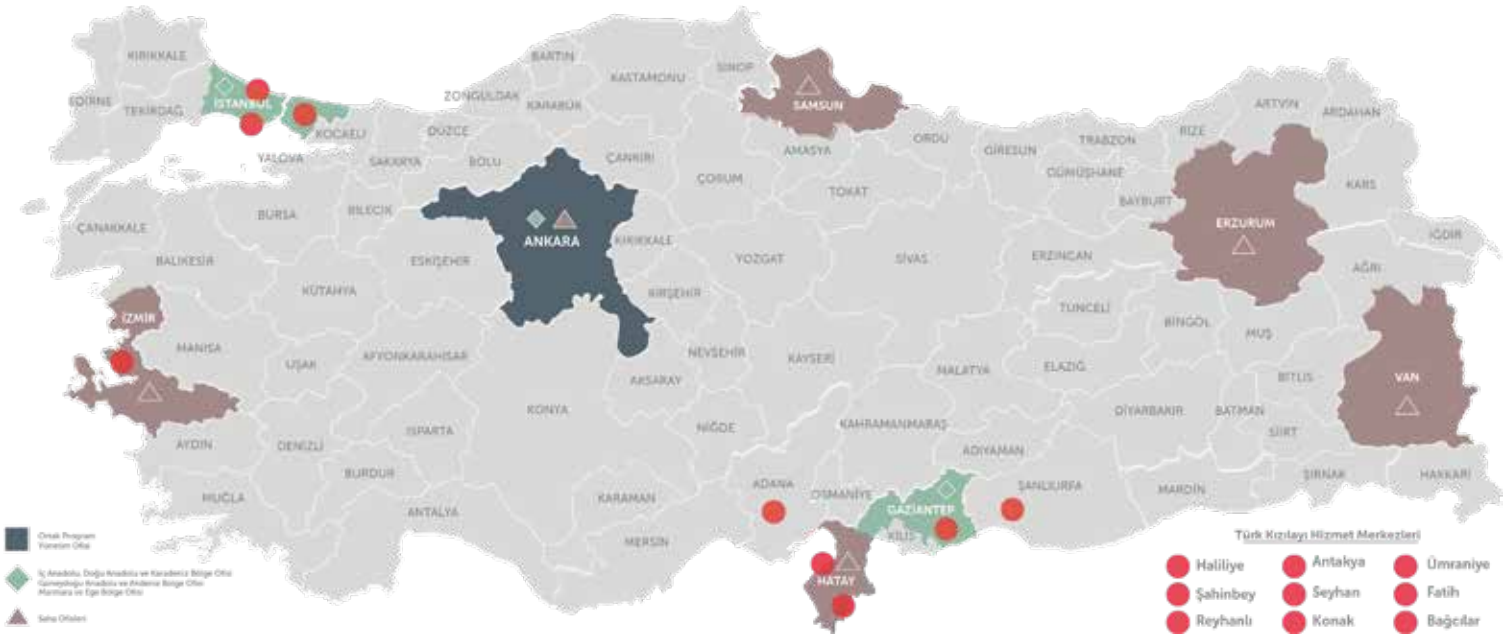
Registration and Application team is following up translator and transportation needs regularly to ensure the capacity in the field for the implementation of the programme is fulfilled. Application to the programme is received through approximately 1000 SASFs and 9 TRC SCs which have been established to support SASFs where refugees are mostly located in. These TRC SCs are responsible for receiving applications, providing consultancy, supporting SASFs in undertaking household visits and making referrals when identified. For those who cannot apply to our programmes due to registration barriers are reached through outreach teams.

REGISTRATION & APPLICATION CENTERS

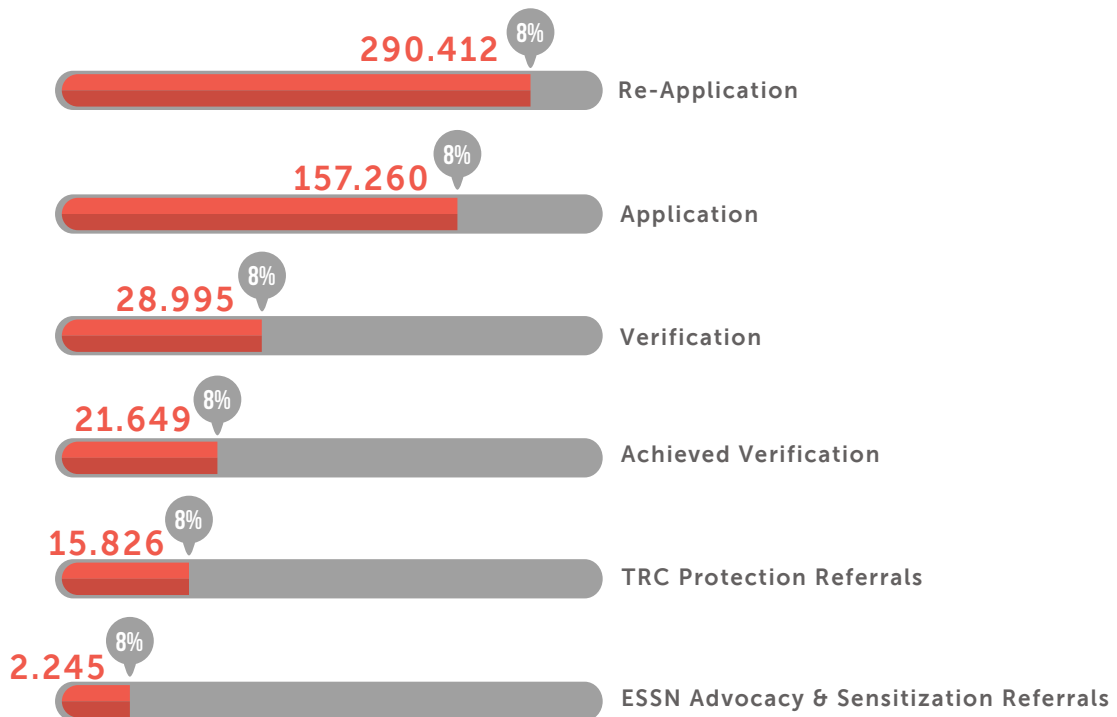
Due to the fact that more than 1 million beneficiaries have been reached in 2017, 9 of the 18 Turkish Red Crescent Service Centers (SCs) have been terminated and teams focused more on field activities. New Field and Area Offices have been established for M&E and Outreach activities.



TRC Area & Field Offices



TRC Service Centers Monitoring Criteria



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TRANSFER MANAGEMENT

Approximately \$ 30 per person per month and periodic top up payments are provided through KIZILAYKART to beneficiaries. This assistance amount can be used in cash through ATMs and POS machines. Top-ups are made on each quarter with an inverse proportional to the number of people in the household.

Transfer Management activities include following up bank procedures like fund transfer, card distributions, monthly uploads and coordination between Turkish Red Crescent and financial service provider, Halkbank.

Transfer Management team conducts regular analysis on card distribution and bank reports to measure efficiency of transfer and bank procedures. Halkbank is responsible for providing a secure and effective card distribution and cash disbursement solution which allows Turkish Red Crescent to upload cash assistance which can be accessed by beneficiaries.

An online bank reporting platform has been established which enables Turkish Red Crescent to monitor bank reports online. Within ESSN Programme, Halkbank provides services for beneficiaries through 3.936 ATM and 966 branches.

Top-ups on quarterly basis;

- \$62 per household if there are 4-1 members
- \$37 per household if there are 8-5 members
- \$12 per household if there are 9 or more members

Since the launch of the Programme, the total amount of assistance paid to the beneficiaries reached to TL \$ 456,31 M

Total Amount of Payment (December 2016 - April 2018)	Card Distribution Rate
\$ 456,3 M	%99
Total Number of Distributed Card	
224.352	

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COMMUNICATION

Beneficiary Communications team is responsible for accountability to affected populations with the help of 168 TRC Call Center, social media channels, printed materials and SMSs. Through these channels, provision of information, announcements and programme updates are provided to both applicants and non-applicants.

Regular reports on calls and messages received through social media channels and website are reported regularly to ensure feedback loop works efficiently.

Applicants are informed through both routine and ad-hoc SMSs.

May 2018 Notes	
* Number of SMSs Sent to Beneficiaries:	5.263,808
* Number of Calls Received through Call Center:	666.850
* Number of Printed Materials Distributed to Beneficiaries:	2.875,000
* Number of Facebook Followers:	71.274
* Number of Messages Replied through Facebook:	25.901
* Number of Website Visitors:	52.888
* Number of Messages Replied through Website:	801

www.kizilay.org.tr/Kizilaykart-SUY



www.facebook.com/Kizilaykart.SUY
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www.youtube.com/KIZILAYKART-SUY

Outputs of Communication Activities

- ▶ To inform beneficiaries via existing communication tools about the accessibility to the programme,
- ▶ To provide information about the programme for the beneficiaries who are not included in the programme yet,
- ▶ To inform the beneficiaries for an effective implementation of the programme,
- ▶ To increase the trust of the beneficiaries in the programme,
- ▶ To manage the feedback and complaint mechanism,
- ▶ To inform the beneficiaries of their rights,
- ▶ To create a positive comprehension about the programme,
- ▶ To promote social cohesion for beneficiaries



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.

168 Call Center



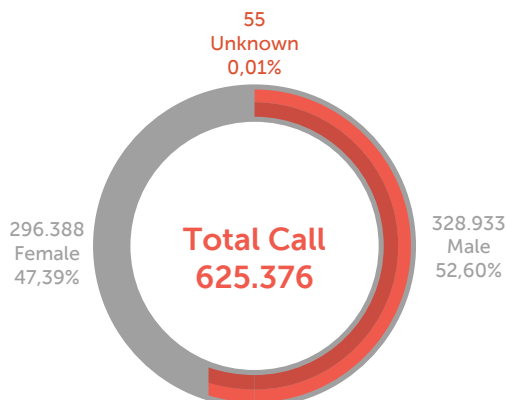
TRC has developed Call Center operators' skills in handling calls with different potential caller groups, dealing with difficult scenarios and how to respond to and refer complaints within the programmes structure. There is also an integration between financial service provider's and TRC's 168 Call Center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

Call Center, Monitoring and Evaluation (M&E), and Outreach operators are assigned in Call Center to carry out their activities. In Call Center, M&E operators have been assigned to conduct ad-hoc or regular surveys. Outreach operators are making outgoing calls to verify and follow-up outreach cases in order to support outreach field teams.

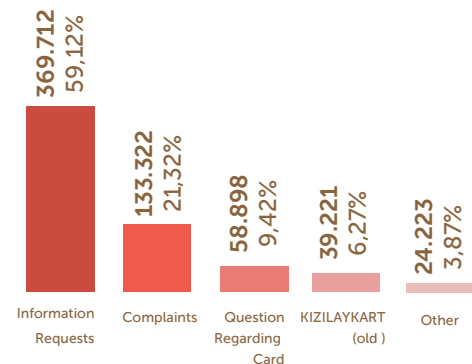
- 5 Languages Turkish, English Arabic, Persian, Pashto

- Support Through 30 Operators

Gender Distribution of Callers



Call Categories



* About %95 of total complaints belongs to ineligible applicants.

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FIELD ACTIVITIES

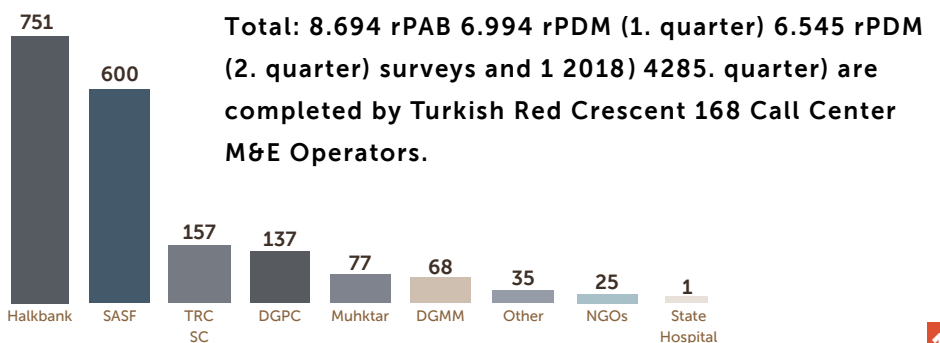
Through M&E and outreach activities, it is ensured that the implementation of the ESSN programme is monitored on the field.

M&E Activities

A multi-dimensional and comprehensive monitoring system has been designed around the basic needs approach to cash assistance.

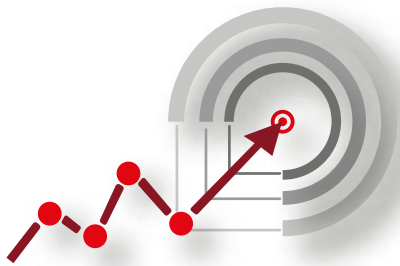
Monitoring and Evaluation team is conducting routine field visits and surveys to monitor the implementation of the programmes. On-site and card distribution monitoring are conducted on a regular basis to ensure efficient and timely implementation of the programmes in line with humanitarian principles.

M&E field staff conducts on-site monitoring of the services being provided to applicants at the SASFs and Service Centers through site visits, interviews with staff and applicants and also visits governmental institutions like Provincial Directorate of Migration Management (PDMM), Directorate General of Population and Citizenship Affairs (DGPC) offices. Pre Assistance Baseline (PAB) and Post Distribution Monitoring (PDM) surveys are conducted to increase the quality of the programmes.



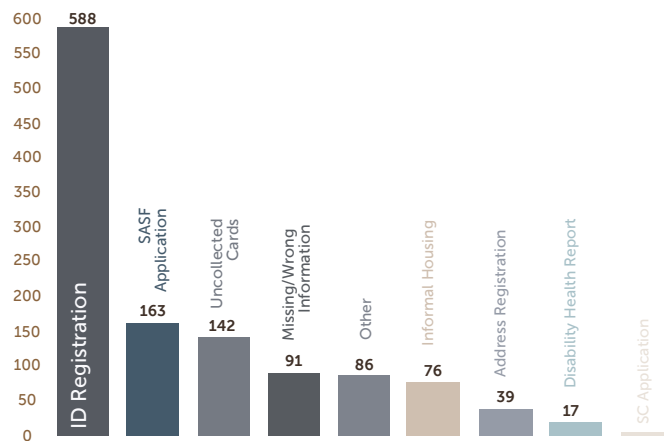
Focus Group Discussions are administered on monthly basis in selected locations with the aim of investigating more in-depth issues arising from outputs, issue based on-site monitoring and PDM findings. In this regard, the households applied to the surveys of PAB (Pre-Assistance Baseline) are re-called based on specific and regular periods and the changes in the quality of their lives and improvements are followed up. (PDM;Post-Distribution Monitoring).

Outreach Activities



Outreach activities are operational activities that are aiming to remove obstacles for the applications of those who cannot apply to the ESSN Programme, or start benefitting from the assistance as well as raising the awareness of targeted groups or relevant institutions/organizations about the programme. Outreach aims to reach the goal of the programme in the shortest time and in the most appropriate way by informing the beneficiaries, local authorities and non-governmental organizations as necessary and facilitating the necessary procedural steps, basically with advocacy and sensitization activities.

Total Number of Outreach Cases	9.969
Confirmation Calls	5.642



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Coordination activities are conducted to establish inter-actor cooperation and share current statistics. Participative actors are expected to provide feedback on the implementation of the programme in order to facilitate the achievement of programme's objectives. Turkish Red Crescent is co-chairing ESSN Task Force under Basic Needs Working Group.

Task Force meetings are taking place in 4 provinces to disseminate the up-to-date information regarding the cash programme. Also, in several locations, information sessions are taking place for the same purpose. Data verification team cross-checks the beneficiary lists provided by coordination actors against KIZILAYKART's database in order to avoid duplication.

Within the scope of the "Beneficiary Cross-Checks" to decrease the duplications, 594.318 people received from 10 international NGO's have been cross-checked.

COORDINATION

Coordination activities are carried out throughout the country.

The KIZILAYKART Platform attends the coordination meetings attended by national and international NGOs and governmental institutions. Within the scope of these meetings, current situation and provision of information about programme takes place.

