

### **ESSN's** Shock Responsiveness







Proactive planning and readiness in responding to emergencies/shocks

## System Adaptability & Flexibility



Already available system for varying shocks

**Timeliness** 



Ready for rapid and timely cash assistance

Dignity and Empowerment



Recipients' dignity and choices prioritized

## Benefiting from existing cooperations within



Direct assistance to the most vulnerable using accurate data

Feasibility & Market
Analysis



Rapid assessments to support targeted response

Coordination



Increased coordination for a comprehensive and efficient response

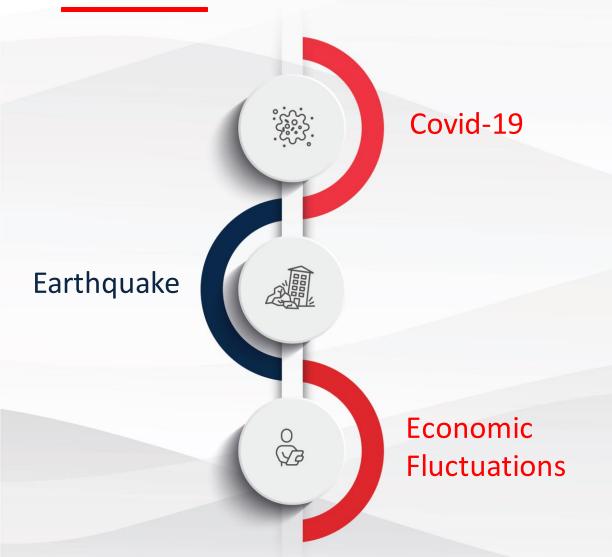
#### Accountability



Transparency and accountability to recipients and donors ensured

## **Adaptability Towards** Different Types of Shocks







### Covid-19 Response



## Data-Driven Analysis



- Utilization of existing recipient database for analysis to support programmatic decision making
- Remote FGDs to support analysis

## System Adaptability



System adjusted for provision of additional top-ups

Access to ESSN



- Enhancing access to ESSN assistance and basic services in Turkey through advocacy activities
- Call Center and Service Centers fully operational throughout the lockdown period

## **Covid-19** Response



#### Card Delivery to Recipient's under Lockdown

- Protocol with financial service provider for collecting and delivering debit cards
- Delivery to disabled individuals and those with chronic illnesses

#### **Identification Capacity**

- Identify protection risks through outbound calls
- Sharing emergency contacts, and recording needs for immediate action



## Other Field Level Activities

Exemption allowing ongoing field mobilization
 Regular sensitization and advocacy visits to local authorities, both during lockdown and normalization

## **EQ** Response





- System adjusted for new payment modality
- Benefitting from the existing integration with governmental bodies
- Provision of additional EQ top-ups
- Delivery of cash assistance to EQ affected people beyond ESSN target group

# Coordination and Colloboration

- Follow up on FSP's operational capacity in the affected area
- Bringing together Blue&Red family
- Close coordination with relevant governmental bodies as well as sectoral actors to ensure synergy between responses

## Data Needs

 Benefiting from the already available data of national social assistance recipients as a result of existing network



 On-site and remote feasibility and market analysis to support rapid response



#### **Community Engagement**

- Operationalization of damaged Call Center in ESSN central office
- provision alongside ESSN related information through all ESSN channels including SMSs, website, Facebook page



## **Enhanced Referral Structure**

- Continuation of regular ESSN related referrals and case management
- Integration of «emergency referrals» to support individuals with their immediate needs

## **Responses Towards Economic Shocks**



01



## System Adaptability

- System adjustments accomplished when needed for additional top-ups or transfer value increase
- Flexibility of payment modalities

Data Driven Analysis



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- Calculation of MEB on a regular basis alongside market analysis
- Community feedback integrated into decision making

## Successes, Strengths and Challenges during Shocks



# Successes Strengths Challenges

- Adaptability and Flexibility
  - Responsive to evolving situations, allowing quick adjustments
- Rapid Assistance Delivery
  - Swift response to urgent needs, mitigating shock impact
- Targeted Assistance Allocation
  - Precise targeting for vulnerable households, ensuring assistance reaches critical areas
- Community Support
  - The autonomy to prioritize their needs, fostering a sense of dignity

- Existing System
  - Having already well established infrastructural capacity
- Cost-Effectiveness
  - Efficient delivery, reducing logistical complexities through direct cash
- Data-Driven Decision Making
  - Informed decision-making through data analytics
- Partnership Collaboration
  - Engages local &international partners, enhancing coordination

- Timeliness
  - Time constraints during shocks for rapid response
- External Effects
  - Operational disruption as a result of emerging effects during shocks