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International Appeal Operations Update

Turkey: Population Movement

 International Federation
of Red Cross and Red Crescent Societies

International Appeal n° MDRTR003 Operations Update n°12		Glide n° OT-2011-000025-TUR	
Date of issue: 9 August 2018		Period covered by this Operations Update: 1 July 2017 – 31 March 2018	
Operation start date: 9 November 2012		Operation end date: 31 December 2018	
IFRC funding requirements: CHF 65,814,019	IFRC operating budget: CHF 57,547,655	Funding gap: n/a	Appeal coverage: 100%
Total budget: CHF 78,059,335 (including bilateral contributions)			
Total number of people affected: 3.6 million		Total number of people to be assisted through this operation: 1,862,000 people for the length of the appeal.	
Host National Society presence: Turkish Red Crescent Society (TRCS)			
Red Cross Red Crescent Movement partners actively involved in the operation: German Red Cross, Norwegian Red Cross, IFRC; ICRC.			
Other partner organizations actively involved in the operation: Turkish Disaster and Emergency Management Presidency (AFAD), Directorate General of Migration Management (DGMM), Turkish Ministry of Foreign Affairs, Ministry of Family and Social Policies, Ministry of Health, Ministry of National Education, Ministry of Labour and Social Security, DG ECHO, UN agencies (WFP, UNICEF, UNHCR, UNFPA, IOM)			

Appeal history

- 9 November 2012: An Emergency Appeal was launched for CHF 32,311,219 over six months to assist 170,000 people.
- 28 May 2013: The **first** Emergency Appeal **revision** increased to CHF 44,183,265 in anticipation of an increase to 225,000 Syrians living in 19 camps.
- 18 November 2013: A **second revision** further increased the budget to CHF 44.5 million in support of 250,000 people, extending the operation's timeframe to 30 June 2014. This revision was coordinated with the IFRC's Syria Complex Emergency appeal (MDRSY003) and the regional population movement appeal for Iraq, Jordan, and Lebanon (MDR81003).
- 30 June 2014: A **third revision** extended the appeal timeframe to 31 December 2015 and included a new component of orientation and psychosocial services in urban areas, and coverage for operational costs.
- 5 June 2015: The **fourth revision** extended the appeal's timeframe until 30 June 2016 and introduced a stronger focus on long-term community support for refugees and host communities in urban areas, while preserving the TRCS's mandate assist in protection camps. During this revision, **the emergency appeal was transformed into an international appeal**, given the continuing extension of the timeframe, and the expansion of activities to focus on longer-term community support.
- 30 March 2017: The **fifth revision** then extended the appeal's timeframe through **31 December 2017** with a revised operational budget of **CHF 65,814,019**, and introduced a stronger focus on long-term support through more community centres for displaced people and host communities in urban areas; National Society capacity building; contingency stock to meet the additional needs in case of new influxes; and of those already staying in camps and urban areas.
- 22 September 2017: Through Operation Update no. 11, the operational timeframe of this appeal was extended to **31 December 2018**.
- The IFRC has published 11 **Operations Updates** from 21 December 2012 through 22 September 2017 which are available [here](#).

Situation

The Syria conflict has now entered its seventh year with over 13 million people, including six million children, in need of humanitarian assistance. Turkey continues to host some 3.6 million Syrian refugees, of whom 71 per cent are below 30 years of age. Some 96.5 per cent of all Syrian refugees in Turkey live among local Turkish communities in urban areas. Displaced people of different nationalities continue to live in challenging circumstances with limited resources and opportunities for better living. Some of these challenges include registration with local authorities, communications, cost of living and lack of employment. Planning of operational activities requires a fine balance between emergency relief response and long-term development interventions. A revision of this International Appeal is anticipated to better reflect current needs and existing capacities.

The Turkish Red Crescent Society (TRCS) continues to respond to the existing needs of displaced people arriving from across the border, and has, since the launch of this appeal in 2012, supported over 1.6 million displaced people in temporary protection camps and urban settings through this appeal. TRCS has also supported over 1.5 million people (approx. 1.3 million people with unconditional and 272,031 with conditional grants) as the main implementing partner of the cash grant programme which is part of the 2015 “EU–Turkey deal”.

The International Federation of Red Cross and Red Crescent Societies (IFRC) continues to support TRCS in its response and capacity building efforts to better address humanitarian needs.

The IFRC has now opened an office in Ankara to better coordinate and work more closely with the TRCS in this response. By end-March 2018, the in-country Integrated Programme Coordinator was joined by a Head of Country Office, and a Community Engagement and Accountability (CEA) delegate. Other staff will include delegates for Protection, Gender and Inclusion (PGI); Finance and Administration; Information Management (IM), and Planning, Monitoring, Evaluation and Reporting (PMER), together with a national finance officer. Administration, communications, and programme officer positions are under recruitment.

A total of **300,549** vulnerable refugees were reached during the reporting period as per detail given below:

Operational Implementation

July 2017 - March 2018



6,780 food parcels, **6,780** hygiene parcels, **6,780** baby kits, **10,170** blankets have been distributed (**16,950** people reached)



6,137 people have attended vocational skills training and language courses



110,000 freshly cooked meals have been provided by the Ulcanral Soup Kitchen on a monthly basis



32,206 people from both displaced and host communities have been reached through harmonization activities



47,646 displaced people have been provided with information on registration and other issues, or referred to competent institutions



6,329 individuals have been reached through health education activities, **14,977** participated in community centre hygiene promotion activities



32,510 people have been reached with PSS service



2,658 cases have been identified with referrals made through the ESSN protection component, **790** cases have been closed



21,027 children and teenagers have participated in child and youth activities



3,914 individuals referred from TRCS community centres to available health services in-country, **13,010** participated in the Health Education Centre's activities in Urfa and Konya



1,382 people have been provided with RFL services (tracing services, family reunification, RCRC messaging)

During the reporting period, this international appeal has supported the TRCS in distributing **6,780** food parcels, **6,780** baby kits, **6,780** hygiene parcels, and **10,170** blankets to displaced people (mostly Syrian) living in urban areas. The above food and NFIs have been distributed among **3,390** vulnerable refugees families (**16,950 people**) living in the urban areas

Also, **110,000** hot meals are provided monthly by the TRCS Ankara branch to the vulnerable refugees and host community members living in Ankara.

There are now 15 active community centres, with IFRC supporting 11 in Ankara, Gaziantep, Hatay, Istanbul (Bağcılar), Kahramanmaraş, Kayseri, Kilis, Konya, Mardin, Mersin, and Şanlıurfa; German Red Cross with three in Adana, Istanbul (Sultanbeyli), and Izmir; and Norwegian Red Cross with one in Bursa. These community centres serve both migrant and host communities through the dissemination of essential information for protection, including registration and referral for obtaining essential services, psychosocial support, language and vocational skills training, social inclusion and harmonization activities, and beneficiary feedback to improve programming.

Community centres are established following a standard model, though they are also adaptable to local specifics, i.e. local needs and capacities. The community centres operate based on the identified needs of the displaced people in the area contributing to their well-being and strengthening their resilience. They provide a wide spectrum of activities ranging from strengthening communities, registration, information dissemination, consultation related to issues of violence, including sexual and gender-based violence (SGBV), individual support, and referrals to the competent institutions for accessing services not offered by TRCS. TRCS reports having reached **47,646** displaced people.

Special focus is given to children and young people, who are assisted through child-friendly spaces, psychosocial support, training and informational/educational activities. During the reporting period, the TRCS reports having reached more than **21,027** children and teenagers with its child and youth activities, as well as some **32,510** with psychosocial support activities through the community centre activities. The community centres also referred **3,914** people to relevant health services while up to **14,977** people participated in healthy lifestyle and hygiene promotion activities organized by respective community centres.



Beneficiary children in Adana Community Centre during summer school activities. Photo: TRCS

All proposed activities are currently ongoing, apart from the establishment of two mobile child-friendly spaces (CFS) still pending due to delay in the procurement of the vehicles to set up the mobile CFS.

Each community centre provides displaced people with tools for their integration into the local society. This includes orientation in Turkish culture, traditions and language as well as training in a variety of vocational proficiencies and seminars for greater knowledge. Under this outcome, **6,137** people were reached; all activities were conducted through the community centres.

Efforts to enhance harmonization and social inclusion of the displaced population with their local Turkish communities is ongoing. Activities to strengthen harmonization and social inclusion include providing a discussion forum for displaced people and host community members to share their concerns and questions; joint social activities; and sports activities for children. These activities reached **32,206** people from both displaced and host communities in the first quarter of the year. Activities were implemented and organized by the respective community centres. TRCS plans to develop a strategy for harmonization and social inclusion to guide TRCS's activities at the community centres. The development of this strategy will be conducted through a consultative process, engaging host communities, migrant communities and humanitarian actors.

Through the community centres, TRCS obtains feedback and suggestions from the migrant and host communities, and focuses on timely and appropriate action when called for. Findings from a community engagement and accountability (CEA) assessment planned for April/May 2018 will inform the design of a standard feedback mechanism across all community centres. The IFRC CEA guide is in the process of being translated into Turkish to extend its reach to more communities, and for use in staff and volunteer training sessions.

Up to **13,010** people were reached through two health education centres activities by end-March 2018. All people participating in these activities comprised **6,500** men and **6,510** women, of whom about 85 per cent were displaced Syrians. The remaining 15 per cent consisted of non-Syrian nationals and host community members.

The staff recruited for the community centres are given orientation and are now working in their respective roles and locations. Needs assessments were conducted to measure, among others, the main needs of the displaced people in different areas. From these, identification of protection needs such as lack of understanding basic legal rights and registration with the relevant Turkish authorities, child labour, child marriage, gender-based violence and vulnerability, among others, have made protection a focus when designing all programmes at the centres.

During the reporting period, TRCS supported the Restoring Family Links (RFL) programme services through facilitating tracing services for **561** people, family reunification for **427** people, and exchanging Red Cross Red Crescent messages for **394** others, through ICRC offices in Afghanistan, Iran, Iraq, Lebanon and Tajikistan. A total of **1,392** people was reached for RFL activities during the reporting period. One programme assistant was recruited at the TRCS Ankara office to support the Restoring Family Links (RFL) programme.

For the protection related case management, 2,658 cases were identified through referrals made through the ESN protection component, out of which 2,308 are included in the case management system, and 1,518 cases are currently being processed while **790** cases have been closed.

The European Union has been generous in its support towards this international appeal with a substantial grant from the EU MADAD Trust Fund registered in July 2017 and implemented from January 2017, followed by a further grant by DG-ECHO in December 2017. Both grants are valid through December 2019.

The EU MADAD Trust Fund grant covers five countries in the region, including Turkey, and supports interventions to better integrate host and migrant communities in their respective locations as well as improve access to health services and economic opportunities. The DG-ECHO funding is solely for Turkey, and supports comprehensive case management by TRCS for displaced people in 16 cities; Restoring Family Links (RFL); and enhancing capacity building in handling protection matters.

Given the operational timeframe of these substantial grants, together with other ongoing interventions under this international appeal, this International Appeal timeframe will be extended until 31 December 2019. Prior to that, the international appeal itself will undergo a revision to better reflect current operational progress and funding. At the same time, a longer-term development country plan for Turkey will be prepared for 2019-2020.

The budget of the appeal will be adjusted upwards in the next revision of the international appeal. [<see donor response here>](#)

A. Situation analysis

The Syria conflict has now entered its seventh year with over 13 million people, including six million children, in need of humanitarian assistance. Since March 2011, over 400,000 Syrians have lost their lives, with some 6.1 million displaced within the country, and a further five million forced to take refuge in neighbouring Egypt, Iraq, Jordan, Lebanon, Turkey, and other North African countries¹.

Turkey continues to be the host country with the largest refugee population in the world, comprising some 3.9 million registered refugees². Of these, the Turkish Directorate General of Migration Management (DGMM) reports some 3.6 million Syrian refugees registered under temporary protection within its borders.³ Men outnumber women at 1.93 million to 1.63 million respectively, with the largest group comprising young adults between 19-24 years of age. The second largest group are infants and young children up to 4 years old. As of 10 May 2018, government statistics show more than half the Syrian refugee population in Turkey is below 30 years of age.⁴

While some 216,000 refugees are currently sheltered in government temporary shelter centres which provide access to food, healthcare, shelter, education and social activities, almost 3.37 million live among host communities, mostly in urban areas. These include Istanbul with some 560,000, followed by Şanlıurfa (476,000), Hatay (444,000), and Gaziantep (384,000), hosting the highest number of refugees to date. Other provinces such as Adana, Bursa, Izmir, Kilis, Konya, and Mersin host between 106,000 to 208,000 Syrian refugees each.

¹ ECHO Factsheet: Syria- 10 April 2018

² Apart from Syria, Turkey also hosts refugees from other countries, including Afghanistan, Iran, Iraq and Somalia.

³ Syrians under Temporary Protection Statistics -Directorate General of Migration Management http://www.goc.gov.tr/icerik6/temporary-protection_915_1024_4748_icerik

⁴ http://www.goc.gov.tr/icerik6/temporary-protection_915_1024_4748_icerik

**Registered Syrian refugees according to distribution in 20 cities in Turkey
as of 10 May 2018⁵**

No.	City	Registered Syrian refugee population in Turkey	
		Number by city (top 20)	% of overall Syrian population
1	Istanbul	559,562	16.64
2	Şanlıurfa	475,916	14.15
3	Hatay	444,216	13.21
4	Gaziantep	384,290	10.71
5	Adana	198,811	5.54
6	Mersin	207,567	5.79
7	Kilis	130,221	3.63
8	Izmir	136,777	3.81
9	Bursa	146,456	4.08
10	Mardin	92,825	2.59
11	Kahramanmaraş	100,257	2.80
12	Ankara	98,280	2.74
13	Konya	106,456	2.97
14	Kayseri	74,106	2.07
15	Osmaniye	54,492	1.52
16	Kocaeli	43,217	1.20
17	Diyarbakir	32,813	0.91
18	Adiyaman	29,548	0.82
19	Malatya	25,860	0.72
20	Batman	21,181	0.59
	Total	3,362,851	96.51*

* Of the overall 100 per cent Syrian refugee population in Turkey

While the Turkish government has provided the option for temporary protection⁶ status, the Syrian refugee population in urban areas continues to contend with challenging living circumstances and limited resources. These include difficulties in registration with local authorities, communication in the Turkish language, lack of access to regular income, and the high cost of urban living. Protection issues surrounding children, women, gender-based violence, exploitation and abuse are of particular concern. Economically, the strain on local resources and availability of employment continues to negatively affect both host and migrant communities. Socially, difficulties also arise from rumours and misunderstandings regarding the status and privileges of Syrian refugees in Turkey, sometimes causing problems between the migrant and host communities. Such situations have prompted the TRCS to integrate host community participation in its interventions, especially at community level.

Given the protracted and uncertain nature of the crisis, it is challenging for planning to go beyond addressing immediate humanitarian needs into longer-term development interventions. However, the Red Cross Red Crescent Movement, spearheaded by the Turkish Red Crescent, and supported in-country by the IFRC, German Red Cross and Norwegian Red Cross, along with a host of other Movement partners with cash, in-kind, and technical support, continues to work to address real-time issues while constantly planning for longer-term gains. Much of this is contingent on funding available to support specific interventions. As such, a revision of the International Appeal to better reflect current needs and capacities is anticipated in the coming months.

Overview of Host National Society

The TRCS is the largest humanitarian organization in Turkey with 167 branches and some 6,000 staff country-wide, providing support to vulnerable people living in Turkey and abroad. TRCS has nine regional and 23 local disaster management and logistics centres, with capacity to provide food and non-food items relief for 500,000 people in case of emergency or disaster.

⁵ Syrians under Temporary Protection Statistics -Directorate General of Migration Management

⁶ In January 2016, Turkey announced the Regulation on Work Permit of Refugees under Temporary protection granting all beneficiaries of temporary protection (namely Syrians, stateless persons and Palestinians from Syria) access to formal employment, access to public services including education and healthcare. This exemplary move allows for increased self-reliance and additional opportunities for this affected displaced people.

TRCS has provided first-line response since refugees from Syria first began arriving. The National Society also immediately upscaled its operation through its staff and volunteers in line with the increased influx of refugees, and established dedicated structures to receive and protect people in need throughout the country. Since the launch of this Appeal in November 2012, TRCS has supported 1.3 million displaced people in protection camps and urban settings through this appeal. TRCS will continue to extend its humanitarian services to refugees and host communities in the major urban areas through community centres supported through this appeal up to the end of 2019. TRCS also acts as the main implementing partner of the conditional and unconditional cash programme – part of the 2015 “EU–Turkey deal”. As of May 2018, TRCS has supported approx. 1.3 million people with unconditional ESSN cash cards and 272,031 people with conditional cash transfer for education (CCTE).

Coordination with authorities

The Turkish authorities lead the coordination and management of humanitarian assistance for displaced people in the country. Nationally, these include the Turkish Disaster and Emergency Management Presidency (AFAD), the Directorate General of Migration Management (DGMM), and the Turkish Ministry of Foreign Affairs. At the provincial level, the Governorates together with the local AFAD and DGMM offices work closely with the respective departments of the Turkish Ministry of Health and the Ministry of Education, the security authorities and other relevant agencies.

TRCS continues to work closely with AFAD and DGMM in line with its assigned mandate and duties comprising the, delivery and distribution of essential relief supplies (such as non-food items), for the protection camps. TRCS also works closely with the different ministries in the relevant areas:

- Ministry of Family and Social Policy (MOSP) for referrals, including protection cases and related social activities;
- Ministry of Health (MOH) on health-related referrals, health training/seminars, checks for children and adults, the health centre in the Istanbul Sultanbeyli community centre;
- Ministry of National Education (MONE) on vocational activities, and school-related matters;
- Ministry of Labour – Turkish Labour Agency, on vocational training and employment matters.

Coordination is also ongoing between TRCS and the local authorities regarding activities involving displaced and host communities in both urban and rural areas.

Overview of Red Cross Red Crescent Movement in-country

The TRCS is the sole host and operational Movement actor in the country. The International Federation of Red Cross and Red Crescent Societies (IFRC) has re-opened its office in Turkey with reviving its Status Agreement with the government and has set up a country team in addition to the Integrated Programme Coordinator who has supported the National Society in-country since March 2016. <[see section on Human Resources below](#)>

Many Red Cross Red Crescent Movement partners and foreign governments also support TRCS’s interventions in the Syrian crisis operation directly and indirectly through technical support, monetary and in-kind contributions. The International Committee of the Red Cross (ICRC) provides technical support to TRCS in Restoring Family Links (RFL) and first aid activities. German Red Cross supports the National Society bilaterally with three community centres in Adana, Izmir and Istanbul Sultanbeyli respectively together with related activities; and Norwegian Red Cross with one community centre in Bursa, as well as one child protection centre in Ankara.

Movement Coordination

From its Regional Offices in Budapest and Beirut, IFRC continues to work together with host National Societies in the region, partner national societies and the ICRC for greater coordination and cooperation. TRCS’s response is in line with the IFRC’s Syria Crisis Movement Advisory Platform. This international appeal provides a reference framework to support TRCS’s operations.

The IFRC Europe Regional Office maintains close cooperation and coordination with TRCS at different levels. This responsibility will now be assumed by the IFRC office in Turkey. However, technical support will continue from the Europe Regional Office as well as the IFRC Secretariat in Geneva.

IFRC had the presence in the country with an integrated reporting delegate between 2014 and 2016. Then the Integrated Programme Coordinator has started his mission in country in March 2016, working directly to support TRCS in disaster management, health and care, finance, partnerships and resource mobilization, planning and reporting. In 2018, TRCS supported establishing an IFRC office in Turkey. The set-up of the office has been actively ongoing since March 2018 for administration, staffing and establishing suitable premises. Regular communication with other Movement partners supporting the Appeal is ongoing. IFRC will support TRCS to strengthen the capacity of TRCS in strategic priority areas, to facilitate scaling up service delivery, including protection, information and data

management, community engagement, communication, volunteering and youth, building capacity and funding, and to facilitate TRCS's contribution to the regional and global IFRC humanitarian agenda.

TRCS hosted the high-level Red Cross Red Crescent Statutory Meetings in Antalya, Turkey from 6-11 November 2017. This series of meetings began with the biennial General Assembly, which brought together 188 of the IFRC's 190 member national societies, and followed by the Council of Delegates with 923 international delegates in attendance. Among their discussions, these meetings highlighted prioritizing safety and assistance in migration; the elimination of nuclear armaments; and addressing mental psychosocial health needs, in the work of the Movement. In the General Assembly, the new President, Vice-Presidents and members of the IFRC Governing Board were elected as well.⁷

The ICRC continues to provide essential technical support to TRCS in Restoring Family Links (RFL) and in first aid capacity building in support of displaced people in Turkey.

Inter-agency coordination

TRCS continues to work closely with all main actors in providing humanitarian assistance to the migrant population in Turkey. The National Society is also the implementation agency for most major humanitarian partners in delivering in-kind assistance, transportation and customs clearance.

In coordination with this appeal, TRCS continues to work in partnership with:

- World Food Programme and the Ministry of Family and Social Policy (MOFSP) on the **Emergency Social Safety Net** (ESSN) which provides unconditional cash assistance to most vulnerable refugee families to cover basic daily needs. This programme covers some 1.3 million of the current 3.6 million displaced people in Turkey, leaving a gap of some 2.3 million, not covered by the ESSN programme. TRCS also continues to provide non-cash support such as vocational training, assistance with skills training, registration and job placement, in cooperation with the relevant Turkish authorities, aimed mainly at serving those not covered by this programme.
- UNICEF, supported by DG-ECHO through the **Conditional Cash Transfer for Education** (CCTE) programme. The CCTE programme seeks to enable vulnerable families to send their children to school regularly. The programme is also designed to mitigate child protection risks and violations, which often stem from economic disempowerment, and include child labour, child marriage, physical violence, physical and mental abuse, neglect and abandonment. UNICEF and TRCS have long cooperated in establishing and managing child-friendly spaces at the TRCS community centres, temporary accommodation centres and mobile units. Cooperation with UNCHR on protection issues including provision of Special Needs Funds (SNF) for the refugees and IOM for evening language classes for refugees is also ongoing.

Both ESSN and CCTE programmes maintain close coordination with the TRCS community centres in case referrals, as well as in identifying and facilitating access for families eligible for one or both programmes.

TRCS participates regularly in UN-OCHA on cross border relief as well as participating in coordination meetings and working groups on Protection, Education and Community Services, relief, cash and child protection with related UN agencies. At the local level, TRCS leads meetings with relevant stakeholders to better coordinate and improve service delivery. The TRCS-IFRC operation aligns with the UN Regional Refugee and Resilience Plan ([3RP](#)) in response to the Syria crisis with strong focus on building resilience and enhancing coping mechanisms at community level.

Operational support services

Human resources

By the end of March 2018, the TRCS operations team in Ankara has recruited up to 127 new staff to support services funded through this appeal. Recruited staff include specialists in child development, psychology, nursing and translation, as well as for administration and community services such as outreach activities, protection services, RFL and primary health care activities.

The International Federation of Red Cross and Red Crescent Societies (IFRC) has now set up an in-country team. As of March 2018, a Head of Country Office was appointed in Ankara in addition to the Integrated Programme Coordinator who has supported the National Society in-country since March 2016. To better facilitate transparency and accountability, and improve service delivery, the team has expanded in the following months to include delegates for Community Engagement and Accountability (CEA), Finance and Administration; Gender, Protection and Inclusion (GPI); Information Management (IM); and Planning, Monitoring, Evaluation and Reporting (PMER). Nationally, staff are being recruited to cover finance, administration, communications, and programmes.

⁷ More information on the meetings can be found [here](#).

The IFRC team supports TRCS in delivering timely and effective implementation of the International Appeal, as well as in strengthening the capacity of the National Society in TRCS's priority areas such as disaster preparedness and response, protection, cash-based interventions, social inclusion, organizational development; and planning, monitoring, evaluation and reporting.

During the reporting period, several technical support visits were made by the IFRC Regional Office for Europe (ROE), other Red Cross Red Crescent Movement partners, and the European Union:

July 2017

- German Red Cross desk officer for the Middle East, met with TRCS for an update on the International Appeal's ongoing operations and the status of activities supported by EU MADAD.
- The Director-General for Neighbourhood and Enlargement Negotiations, and the Managing Director for Europe and Central Asia's European External Action Service (EEAS) for a high-level EU visit to the TRCS Altindag community centre in Ankara.
- The IFRC ROE PMER manager, to finalize the International Appeal Monitoring and Evaluation (M&E) plan and monthly reporting template for TRCS.

September 2017

- The Danish Red Cross EU Trust Fund Advisor (MADAD) together with IOD/PARC consultants, to kick off the meeting and workshop for the country and regional baseline surveys under the MADAD-supported project.
- The IFRC DCPRR coordinator for ROE, to support the International Appeal implementation follow-up and appeal revision

October 2017

- The Danish Red Cross Communications Advisor, to discuss the visibility plan roll-out in Turkey, as well as to collect communications materials through a field visit.

November 2017

- The GAKU and Japanese Red Cross representative, to monitor the community centre activities in Mersin supported by the Japanese Government
- The ROE Regional CEA delegate, to provide technical support to TRCS community centre engagement, social inclusion and harmonization activities.
- The ROE Partnerships and Resource Development coordinator, to provide technical support for the HIP Protection Project Proposal revision.

January 2018

- The ROE Health and Care delegate for migration response, to run a community-based health and first aid (CBHFA) training of trainers for TRCS
- The Danish Red Cross Secretary-General, and the Danish Red Cross EU Trust Fund Advisor, MADAD to participate in the opening of the Hatay community centre, and to meet with the EU delegation

February 2018

- The German Red Cross (GRC) Middle East Coordinator and Desk Office, to meet with IFRC for updates on the ongoing operation, and with TRCS to discuss the ongoing community centre project supported by GRC
- The ROE Deputy Regional Director, to meet with the Ministry of Foreign Affairs and finalise discussions on the re-opening and revitalisation of the IFRC Status Agreement in Turkey
- The ROE Health and Care delegate for migration response, and the PSS reference centre master trainer, to conduct a community-based psychosocial support (CBPSS) training of trainers for TRCS, and to develop a well-being survey workshop

Logistics and supply chain

TRCS continues to support the logistics for assistance to people at temporary protection camps as well as customs clearance of relief items arriving from abroad. During the reporting period, this has included 20,000 food parcels, 19,800 hygiene parcels, 20,000 baby kits and 30,000 blankets which have now been distributed among the people served.

Apart from its own logistics and warehousing network in the country, TRCS also maintains two operational warehouses in Gaziantep and Mersin, with the support of IFRC and other partners. Stocks of food and non-food items, together with two mobile kitchen units, are in place to address any increase in the number of migrants arriving in Turkey.

For this operation, TRCS procures food and non-food relief items with the assistance of IFRC's Logistics, Procurement and Supply Chain Management (LPSCM) Unit to ensure quality standards and competitive pricing for all items.

Communications

The TRCS Corporate Communications function keeps an active presence on a wide range of social media, including [Facebook](#), [Twitter](#), [YouTube](#), [Pinterest](#), [Instagram](#), and Google+, apart from its own website, the [Izlesene](#) video site, and RSS feeds. Through these social media channels, TRCS garners an audience of over a million, mostly national followers, with some 935,000 on Twitter alone, keeping them apprised of its work, outreach and achievements.

Also with IFRC assistance, TRCS continues to advocate for support to vulnerable Syrians and other displaced people. The IFRC Europe Regional Office provides technical support for communications such as materials development and capacity building when needed.

The IFRC country office will also recruit a national communications officer as part of the country team to promote greater visibility for Red Cross Red Crescent projects and interventions in Turkey, and to work in coordination with the TRCS communications team for projects supported by IFRC.

Planning, monitoring, evaluation and reporting (PMER)

The Regional Office for Europe has been providing technical support in PMER to TRCS under this operation TRCS has conducted regular monitoring of its activities, and has shared evaluations and information with IFRC for purposes of reporting. The IFRC Integrated Programme Coordinator has actively supported the preparation of narrative and financial reports funded through the international appeal. A PMER delegate has been recruited to support IFRC in the international appeal; to support the monitoring and evaluation of programmes; to ensure timely reporting to donors and partners; and, to assist TRCS in its own PMER capacity building efforts.

As of March 2018, beneficiary satisfaction surveys (BSS) had been conducted in Istanbul Bağcılar, Istanbul Sultanbeyli, Kilis, and Konya community centres. These surveys were two-fold, including an assessment/evaluation of community centre services as well as a BSS to

obtain feedback from users of the centres. Feedback and observations from these surveys were used to adjust and improve services for community centre users, and identify other related gaps that require attention.

A detailed Community Engagement and Accountability (CEA) survey has been planned for May 2018 covering up to six community centres with up to 70 respondents per centre. The purpose of this survey is to determine the information needs of both migrant and host communities; to identify preferred communication channels, including feedback mechanisms; and, to better understand community structures, behaviour and practices, especially regarding issues such as child marriage, child labour and other protection concerns.



In Gaziantep, a young member of the refugee community participates in community centre activities facilitated by the TRCS. Young children and infants make up almost 30 per cent of the Syrian refugee population in Turkey. Photo: TRCS

There will be a revision of the IFRC international appeal to better reflect the status of current funding, and progress of activities. The international appeal itself is expected to transition into a longer-term development country plan for 2019.

Administration and Finance

During the reporting period, TRCS continued implementing the planned activities with IFRC support according to the existing project agreement. The National Society assumes responsibility for the management of funds in-country, following IFRC standard financial procedures. The IFRC Regional Office for Europe provides technical support with financial reporting. The in-coming Finance and Administration delegate, and unit staff will help expedite related matters once the IFRC office in-country is fully set up.

B. Operational implementation

This **Operations Update no. 12** reports on activities under the [International Appeal](#) supported by the Red Cross Red Crescent from 1 July 2017 through 31 March 2018. It provides an overview of the Turkish Red Crescent's response to displaced people in Turkey due to the Syria crisis, with a focus on strengthening resilience and social inclusion among those displaced and Turkish host communities. The main areas of intervention comprise:

1. Emergency relief; including the provision of food and non-food items for people living in urban areas.
2. Community services and outreach; including dissemination of essential information and services, psychosocial support, language and skills training, social inclusion and integration as well as engaging with communities for feedback to improve programmes.
3. Protection; including providing protection services to displaced people, working in coordination with the Emergency Social Safety Net (ESSN) Service Centres
4. Health education and first aid; including first aid skills training and enhancement of health education activities;
5. Restoring Family Links; and,
6. National Society capacity building; including strengthening technical skills of the TRCS to effectively address the needs of those displaced.

The TRCS's strategy with IFRC's support for the displaced population in urban areas is aligned with the UN 3RP⁸, the overall Red Cross and Red Crescent Movement Strategy for the Syria crisis and the objectives of the Turkish authorities. All these interventions are aligned to the TRCS's mandate and responsibilities towards displaced people living in camps, as well as humanitarian customs clearance services.

Since the arrival of displaced Syrians due to the current crisis, the TRCS has continued to provide first-line response, scaling up its volunteer and service capacities to address needs of displaced people.

Emergency relief

Provision of non-food items (NFIs) for displaced people living in camps

Outcome 1: The hygiene conditions of 30,000 displaced families (150,000 people) living in protection camps are improved through the distribution of hygiene kits and baby kits	Indicator # of displaced people living in protection camp supplementary hygiene needs have been met	Source of Verification Relief distribution reports Monitoring reports	
Output 1.1: Supply of hygiene products (hygiene kits, and baby kits) for 30,000 families (150,000 people) to help improve the health conditions of people living in camps.	Indicator # of hygiene distributed # of baby kits distributed	Source of Verification Relief distribution reports Monitoring reports	
Activities	Is implementation on time?		% progress (estimate) OR comments
	Yes	No	
Acquire, transport 30,000 hygiene kits following IFRC standards and procedures.		✓	Progress subject to funding availability
Acquire, transport and distribute 30,000 baby kits following IFRC standards and procedures		✓	
Reporting on relief distributions.		✓	
Progress towards outcome			

⁸ <http://www.3rpsyriacrisis.org>

Little progress has been made due to the lack of funding specifically for these activities. Also, it is to be noted that the Government of Turkey through AFAD is complementing the e-voucher programme by distribution of cash through AFAD cards to cover in-camp refugees' NFI needs. As the priority will be to focus on support for the displaced population living in the urban areas during the revision of the international appeal, this outcome will be removed from the upcoming appeal revision.

Provision of food and non-food items (NFIs) for displaced people living in urban areas

Outcome 1: The National Society is prepared to meet the nutritional and non-food item (NFI) needs of up to 250,000 displaced people (50,000 families) living in urban areas for up to two months	Indicator # of displaced people living in urban areas whose immediate food and NFI needs have been met	Source of Verification Relief distribution reports Monitoring reports	
Output 1.1: Food parcels and NFIs are available for short-term support for displaced people living in urban areas	Indicator # of food parcels distributed # of NFIs distributed	Source of Verification Relief distribution reports Monitoring reports	
Activities	Is implementation on time?		% progress (estimate) OR comments
	Yes	No	
Acquire, transport and distribute 50,000 food parcels in urban areas	✓		Ongoing. Of the proposed 50,000, 20,000 food parcels have been procured. So far 10,000 food parcels have been distributed in 10 cities.
Acquire, transport and distribute 50,000 hygiene parcels in urban areas	✓		Ongoing. Of the proposed 50,000, 19,800 hygiene parcels have been procured. So far, 10,000 hygiene parcels have been distributed in 10 cities.
Acquire, transport and distribute 50,000 baby kits in urban areas	✓		Ongoing. Of the proposed 50,000, 20,000 baby kits have been procured. So far, 10,000 baby kits have been distributed in 10 cities.
Acquire, transport and distribute 150,000 blankets in urban areas	✓		Ongoing. Of the proposed 150,000, 30,000 blankets have been procured. So far 15,000 blankets have been distributed in 10 cities.
Acquire, transport and distribute 50,000 kitchen sets in urban areas		✓	No progress to date. Contingent upon future funding.
Transport and distribute 21,000 food parcels in urban areas	✓		100%
Transport and distribute 21,000 hygiene parcels in urban areas	✓		100%
Transport and distribute 21,000 baby kits in urban areas	✓		100%
Transport and distribute 21,000 blankets in urban areas	✓		100%
Monitor distribution of relief items	✓		100%
Prepare narrative report	✓		100%
Progress towards outcome			
TRCS addressed essential needs of the widespread displaced population in urban settings through the distribution of food parcels, hygiene materials and blankets. Most of the displaced population lives outside camps, in urban areas across Turkey among local host communities. As listed earlier, 20 cities are shown to host up to 96 per cent of the registered 3.6 million Syrians, of whom more than 46 per cent are women, and 27 per cent infants and children below the age of 10. ⁹ The food and non-food items ordered in the second half of 2017 comprising 20,000 food parcels, 20,000 baby kits 19,800 hygiene parcels and 30,000 blankets ordered through the IFRC Logistics Unit arrived in the first quarter of 2018. The kitchen sets are yet to be purchased. Further procurement to fulfil the overall proposed amount per item depends on future unearmarked funding or funding specific for this purpose.			

⁹ Syrians under Temporary Protection Statistics -Directorate General of Migration Management as of 10 May 2018 http://www.goc.gov.tr/icerik6/temporary-protection_915_1024_4748_icerik

During the reporting period, 3,390 families were supported with 6,780 food parcels, 6,780 baby kits, 6,780 hygiene kits and 10,170 blankets. Distributions were made according to TRCS selection criteria based on vulnerability and needs, also in line with the criteria of the Turkish authorities to displaced people (mostly Syrian) in urban areas. Distributions were started in Ankara, Gaziantep, Hatay, Istanbul Bağcılar, Kahramanmaraş, Kayseri, Kilis, Konya, Mardin, and Şanlıurfa, all locations with high numbers of displaced people. All items arrived in good condition. The distribution of the food and non-food items among 6,610 families (33,050 people) in the above mentioned cities will be completed in the coming period.

The balance of proposed distributions to support 50,000 vulnerable families depends on the availability of new funding for this purpose. This activity will also be reviewed in the forthcoming appeal revision.

<p>Outcome 2: The National Society is providing hot meals to meet the nutritional needs of up to 44,000 most vulnerable displaced people monthly through the Ulucanlar kitchen in Ankara.</p>	<p>Indicator # of displaced people living in Ankara nutritional needs met with the distribution of hot meals</p>	<p>Source of Verification Hot meal distribution reports Monitoring reports</p>	
<p>Output 2.1: Provision of hot meals is available through the establishment of a kitchen in Ankara to provide up to 2,000 hot meals daily among the most vulnerable displaced people.</p>	<p>Indicator # of hot meals distributed daily</p>	<p>Source of Verification Hot meal distribution reports Monitoring reports</p>	
<p>Activities</p>	<p>Is implementation on time?</p>		<p>% progress (estimate) OR comments</p>
<p>Prepare hot meals at the Ulucanlar Kitchen in Ankara</p>	<p>Yes</p>	<p>No</p>	<p>100%</p>
<p>Distribute hot meals at the kitchen venue and through mobile van at places where displaced people live in Ankara</p>	<p>✓</p>	<p></p>	<p>100%</p>
<p>Monitor distribution of hot meals</p>	<p>✓</p>	<p></p>	<p>100%</p>
<p>Prepare narrative report</p>	<p>✓</p>	<p></p>	<p>100%</p>
<p>Progress towards outcome</p>			
<p>Through the Ulucanlar Kitchen in Ankara, the TRCS continued providing hot meals to the most vulnerable displaced people within the city limits. These were served at the kitchen location itself as well as through mobile van to urban areas with high numbers of displaced Syrian people. Up to 5,000 freshly cooked meals per day were provided, with an estimated 110,000 served on monthly basis during the reporting period. This initiative is managed by the TRCS Ankara branch, and aims to provide hot meals daily to displaced people, including Syrians, Iraqis and vulnerable members of the host population in the Ankara vicinity.</p>			

Contingency emergency stock of food and non-food items (NFIs)

Outcome 1: The National Society is prepared to meet the nutritional needs of up to 10,000 people displaced into Turkey as a consequence of the Syria crisis for up to two months, in case of a deterioration of humanitarian situation	Indicator # of newly displaced people nutritional needs have been met	Source of Verification Hot meal distribution reports Monitoring reports	
Output 1.1: TRCS is prepared to offer up to 10,000 hot meals/drinking water daily for displaced vulnerable people during a massive influx of population for distribution up to two months	Indicator # of hot meals distributed among the new influx of displaced people in Turkey	Source of Verification Hot meal distribution reports Monitoring reports	
Activities	Is implementation on time?		% progress (estimate) OR comments
	Yes	No	
Acquire and stock food items for mobile kitchens for newly arrived displaced people at the Turkish-Syrian border (up to 10,000 people daily)		✓	There has been no new influx of displaced people during this reporting period. Also, due to lack of funding, relief items cannot be acquired. Efforts to seek new funding for the implementation of this activity will continue.
Acquire and stock drinking water for distribution among newly arrived displaced people at the Turkish-Syrian border (up to 10,000 people daily)		✓	
Acquire and stock 2,000 baby food kits for distribution among newly arrived displaced children at the Turkish-Syrian border		✓	
Transport and distribute hot meals, drinking water, and baby food among newly arrived displaced people at the Turkish-Syrian border for two months (for 10,000 people daily)		✓	n/a
Strengthen information dissemination and Restoring Family Links (RFL) for newly arriving people (up to 5,000 people)		✓	n/a
Provision of specialized equipment for staff and volunteers		✓	n/a
Progress towards outcome			
This outcome seeks to prepare the National Society for immediate response to a possible massive influx of displaced people into Turkey. It also aims to develop the overall response capacity of TRCS for longer-term preparedness given the continuing conflict in its neighbouring countries.			
As of March 2018, however, there was no significant influx of displaced people into Turkey. The National Society continues to stand-by for emergency response, using its existing resources should the situation change and if required from this Appeal funding			

Outcome 2: The National Society is prepared to meet the food and non-food items (NFI) needs of up to 50,000 people (10,000 families), in case of deterioration of the humanitarian situation and further increase of the influx of newly displaced people in urban areas.	Indicator # of newly arrived displaced people whose immediate food and NFI needs have been met	Source of Verification Food and NFI distribution reports Monitoring reports	
Output 2.1: Food parcels, NFIs and tents are available for short-term support for newly displaced people	Indicator # of food parcels distributed # NFIs distributed	Source of Verification Food and NFI distribution reports Monitoring reports	
Activities	Is implementation on time?		% progress (estimate) OR comments
	Yes	No	

Acquire and maintain emergency stock of 1,000 family tents, 20,000 food parcels, 20,000 hygiene kits, 20,000 baby kits, 30,000 blankets and 10,000 kitchen sets to reach 50,000 vulnerable people (10,000 families) for short-term relief action.		✓	See narrative below.
Monitor distribution of relief materials		✓	n/a
Prepare and submit report		✓	n/a
Progress towards outcome			
There has been little change under this outcome from the last reporting period, given no influx of newly displaced people into Turkey. As of March 2018, however, there was no significant influx of displaced people into Turkey. The National Society continues to stand-by for emergency response, using its existing resources should the situation change and if required from Appeal funding to ensure the TRCS is able to respond should the situation change.			

Community services and outreach

Progress towards outcomes in general

Launched in January 2015, the TRCS community centre project continues to serve both migrant and host populations in urban areas throughout the country. Given most of the displaced population lives in urban settings, these community centres are in cities with high population numbers. There are now 15 active community centres, with IFRC supporting 11 in Ankara, Gaziantep, Hatay, Istanbul (Bağcılar), Kahramanmaraş, Kayseri, Kilis, Konya, Mardin, Mersin, and Şanlıurfa; German Red Cross with three in Adana, Istanbul (Sultanbeyli), and Izmir; and Norwegian Red Cross with one in Bursa.

These community centres were established following needs assessments and coordination with public authorities, institutions and NGOs to better address local needs, understand local operational capacities, and coordinate complementary activities. Services include dissemination of information, referrals and support for registration, provision of protection services, child-friendly spaces, skills training, language classes, psychosocial support (PSS), health referrals, consultation and outreach services. Other than supporting displaced people, these community centres also try to involve members of the host communities to facilitate harmonisation and social inclusion. These activities aim to enhance the well-being and understanding between and among both migrant and host communities, as well as to strengthen personal resilience and coping mechanisms.

Outcome 1: The living conditions of up to 24,000 displaced people are improved by dissemination of information and services through 16 community centres	Indicator # of community centres providing essential information and services to displaced people	Source of Verification Community Centre Monthly Reports Monitoring Reports	
Output 1.1. The living conditions of Syrian people are improved through setting up of community centres in selected urban areas	Indicator # of training sessions for staff and volunteers # of need assessments conducted # of beneficiary satisfaction surveys/evaluations conducted	Source of Verification Community Centre Monthly Reports Training Reports Need assessment reports Beneficiary satisfaction surveys/Evaluation reports	
Activities	Is implementation on time?		% progress (estimate) OR comments
	Yes	No	
Conduct baseline survey to set up 8 new community centres	✓		94% complete as of reporting period. One delayed due to lack of funding.
Set up 8 new community centres to provide required services	✓		88% complete. Seven additional community centres now functioning.

Continue providing services through 8 existing and 8 new established community centres	✓		15 community centres functioning smoothly, including the seven established since the last reporting period. One delayed due to lack of funding.
Recruitment of staff for 8 community centres	✓		Average of 50% staff recruited for seven new community centres.
Orientation/Training of staff for 8 new community centres	✓		Orientation and training ongoing for staff as needed.
Engage displaced people as volunteers in the community centres	✓		Volunteer recruitment among displaced people ongoing.
Provide appropriate training to volunteers engaged in community centre and for outreach activities at community level	✓		Training of volunteers following recruitment ongoing.
Equip 8 new community centres	✓		Seven new community centres equipped as required.
Conduct 1-year community centre needs assessment survey in 6 existing community centres: Ankara, Istanbul (Bağcilar), Istanbul (Sultanbeyli), Kilis, Konya, and Şanlıurfa,	✓		100% completed.
Conduct beneficiary satisfaction surveys and evaluation in three existing community centres: Ankara, Istanbul (Bağcilar) and Kilis.	✓		100% completed.
Output 1.2: 24,000 vulnerable displaced people have access to essential services and support through community centres to cope with the consequences of displacement	Indicator # of displaced people receiving information and services through community centres	Source of Verification Community Centre Monthly Reports Monitoring Reports	
Activities	Is implementation on time?		% progress (estimate) OR comments
	Yes	No	
Conduct outreach activities to identify displaced people living in urban areas	✓		Outreach activities ongoing.
Provide information and services as required by the displaced people	✓		Provision of information and services ongoing.
Support displaced people for registration with the authorities	✓		Support for registration for displaced people ongoing.
Conduct case management related to protection and referrals to other organizations including NGOs, government facilities, public facilities, education facilities or internal activities.	✓		Related case management ongoing.
Provide referral translation services in public facilities in order to improve access to health	✓		Translation assistance as needed ongoing.
Legal advice for different issues, e.g. accommodation and tenancy, and other family issues of concerns	✓		Provision of legal advice as needed ongoing.
Design, print and distribute information material (brochure, leaflets, etc.)	✓		Production and distribution of information material ongoing.
Progress towards outcome			
<p>While all community centres follow a standard model, each is adapted to local requirements to best address local needs and use available capacities. Activities focus on the needs of children and youth who are engaged through child-friendly spaces, and psychosocial support, as well as informational, educational and social activities for adults as well.</p> <p>Following the baseline survey, seven new community centres were added to the existing eight, to a total of 15 active community centres managed by the TRCS and supported by IFRC, German Red Cross and Norwegian Red Cross. All community centres are in cities with large migrant populations, and are now equipped sufficiently to manage and facilitate daily activities. Staff recruitment has been ongoing to include a project manager, social service and project staff, case workers, trainers, administrative and support staff as well as medical professionals for each of the centres. On average, about 50 per cent of all staff for all community centres are now in place, and recruitment for existing vacancies is ongoing. (<i>see National Society Capacity Building below for details.</i>)</p> <p>The recruitment of displaced community members as volunteers at the community centres is also ongoing. Orientation and training are provided for volunteers to engage effectively in community centre and outreach activities.</p> <p>A planned needs assessment survey was carried out in nine community centres - Adana, Ankara, Bursa, Istanbul (Bağcilar), Istanbul (Sultanbeyli), Izmir, Kilis, Konya, and Şanlıurfa – between January 2015 and September 2016, and their findings published between July 2015 and July 2017. Through these surveys, participants from</p>			

the displaced community, host community, and local authorities as well as education and medical service providers were engaged through focus group discussions, individual interviews, home visits, and community meetings. Some salient points raised during these surveys included:

- The high demand for skills training to engage in income-generating livelihoods such as tailoring, hairdressing, needlework and handicraft, Quran courses, Turkish language, and computer courses.
- One of the greatest challenges for the displaced population is communicating in Turkish, especially when in need of hospital and medical services, and for employment.
- Exploitation of labour as an issue with the displaced people – mostly men – including difficulty in finding regular work, being paid regularly for work done and long working hours. Child labour is also a crucial issue, with children working in the textile and heavy industries, among others.

Activities at the community centres seek to address many of the challenges faced by the displaced Syrian community and include providing skills and vocational training courses, Turkish language lessons, legal advice on the rights of the temporary protection status which allows registered Syrian refugees to work legally in Turkey, referral services to relevant government institutions, protection services, youth activities and child-friendly spaces.

Beneficiary satisfaction surveys (BSS) and evaluations were conducted in Kilis, Konya and Istanbul's Bağcılar and Sultanbeyli community centres, and found:

- General satisfaction of the people served at the community centres together with a good level of trust in the staff at the centres.
- People served at the centres have an overall sense of security, safety and acceptance by the staff and volunteers, and acknowledge the help provided by the TRCS is important to them.
- Some 70 per cent of them know of their respective community centres through friends and neighbours.
- Overall, more than 70 per cent take 30 minutes or less to arrive at their respective community centres.
- Apart from Kilis, an average of 64 per cent go to the community centre two or three times a week. In Kilis, up to 80 per cent of respondents said they visited four to five times a week.
- The Turkish language courses are the most well-attended classes at all centres, followed by tailoring and hairdressing. The Turkish language course is also considered one of the most valuable and useful courses for beneficiaries as it helps them communicate with the local community and authorities, and raises their prospects of employment as well.

Recommendations to improve service delivery of the community centres and widen their reach include:

- Enhancing the visibility of the community centre to reach and attract more people to use its services
- Promoting education for children through support for registration, basic Turkish language learning, and help with homework
- Transportation to and from the community centre, which will also help increase and stabilize attendance of vocational training and language classes
- More professional and trained staff to support psychosocial support activities as well as skills and language courses
- Increasing the harmonization activities to promote better two-way communication between displaced people and their host communities
- Modifications to the community centre to accommodate people with disabilities, such as ramps and handrails; and nursing/changing areas for babies

During this reporting period, **47,646** displaced people were reached under Outcome 1. All planned services were rendered through the existing community centres. The TRCS provided displaced Syrian people with information on registration and other services offered by the Turkish Government. It also referred people to competent institutions which were not available at the community centres. Beneficiaries approaching the community centres are also provided with practical information about the city in which they are living. In the case of requests for assistance for healthcare, education or any other support, the social services expert refers them to appropriate service provider institutions through external referral mechanisms.

Outcome 2: The coping capacity of 24,000 displaced adult people and children living in urban areas is improved through comprehensive psychosocial support (PSS)	Indicator # of displaced people and children receiving PSS services from the community centres	Source of Verification Community Centre Monthly Reports Monitoring Reports	
Output 2.1: Provide comprehensive psychological and social services support to 16,000 Syrian adults and children	Indicator # of psychological group counselling sessions # of psychological individual counselling sessions # of referrals for better mental health of the displaced people # of awareness workshops on gender-based violence (GBV) # of awareness sessions on child protection	Source of Verification Community Centre Monthly Reports Monitoring Reports	
Activities	Is implementation on time?		% progress (estimate) OR comments
	Yes	No	
PSS – lay counselling – training and translation of manual	✓		Capacity building for staff is ongoing. The translation of the PSS manual into Turkish is currently being used by the community centres.
Carry out psychological group counselling sessions.	✓		Regular group counselling sessions are ongoing at the respective community centres.
Carry out individual psychological (PSS) sessions.	✓		Individual PSS sessions are held as required at the respective community centres.
Carry out Sexual and Gender-Based Violence (SGBV) prevention workshop	✓		SGBV-prevention workshops are being conducted at the community centres.
Carry out case work and supporting mental health (including referrals)	✓		Case work continues regularly at the community centres with referrals to secondary institutions made as needed.
Awareness-raising for child protection (including seminars, brochures/leaflets, etc.)	✓		Awareness-raising on child protection is ongoing through seminars and dissemination of information materials.
Monitor the process	✓		Regular monitoring of community centre activities to provide support and guidance is conducted as needed.
Output 2.2: Provide a safe environment and support for child-oriented activities and psychosocial support to 8,000 Syrian children	Indicator # of child-friendly spaces created in the community centre # of courses and seminars for children # of PSS and child-oriented activities	Source of Verification Community Centre Monthly Reports Monitoring Reports	
Activities	Is implementation on time?		% progress (estimate) OR comments
	Yes	No	
Set up child-friendly spaces to ensure safe environments for child-oriented activities.	✓		Child-friendly spaces have been set up in all community centres
Carry out child-oriented psychosocial support activities (e.g. drama, painting, arts, etc.).	✓		PSS activities for children are ongoing in all community centres.

Organize language courses in Turkish and Arabic for children	✓		Language courses for children are ongoing at community centres.
Organize computer courses for children	✓		Computer courses for children are ongoing at community centres.
Organize sports activities for children	✓		Sports activities for children are conducted on a regular basis at community centres.
Organize first aid seminars for children	✓		First aid seminars for children are ongoing at community centres.
Procure first aid kits for children	✓		Procurement of first aid kits is ongoing.
Distribute first aid kits to children participating in first aid seminars	✓		Distribution of first aid kits is ongoing
Monitor the process	✓		Regular monitoring and reporting of community centre activities are carried out, and adjustments made as appropriate.
Output 2.3: Provide comprehensive psychological and social services support to 8,000 Syrian Children for child-oriented activities through two mobile child-friendly spaces.	Indicators # of mobile child-friendly spaces providing PSS to children # of PSS and child-oriented activities	Source of Verification Community Centre Monthly Reports Monitoring Reports	
Activities	Is implementation on time?		% progress (estimate) OR comments
	Yes	No	
Set up two mobile child-friendly spaces to provide psychosocial and social services for displaced Syrian children living in remote rural areas		✓	Review and procurement of appropriate service vehicles currently ongoing.
Provide access to child-oriented activities through mobile child-friendly spaces for Syrian children		✓	Pending procurement of appropriate service vehicles.
Progress towards outcome			
<p>The TRCS continues to provide comprehensive psychological and social services support to both adults and children among the displaced population. Services are especially geared towards those perceived as most vulnerable, including women, unaccompanied minors, and children who are subject to or at-risk of labour abuse or sexual exploitation, experienced trauma, and/or with physical and psychological health needs. Among these are people who have experienced sexual and gender-based violence, physical and mental threats, and coercion.</p> <p>Awareness-raising on sexual and gender-based violence (SGBV) prevention is also ongoing. These sessions include displaced people, staff and volunteers at the community centres, with counselling tailored for people in their native language where possible, without the use of interpreters. Awareness-raising group sessions on psychosocial needs and support were also conducted.</p> <p>Peer-to-peer psychosocial support (PSS) continues across all community centres, with regular group sessions as well as customized PSS for individuals according to need, and referrals to relevant institutions if required. During the first quarter of 2018, 32,510 people have been reached with PSS services, with up to 3,914 individuals referred from TRCS community centres to available health services in-country. The TRCS works in coordination with the Ministry of Family and Social Policy through an established case management system for this purpose.</p> <p>Parallel to this, PSS capacity building for community centre staff and volunteers is also ongoing, aided by the PSS manual now available in Turkish. As of end-March 2018, 19 staff and volunteers were trained in related psychosocial interventions. (<i>refer to National Society Capacity Building</i>)</p> <p>Due to the ongoing crisis in Syria, children and youth constitute the most vulnerable group of the population along with women. Community centres support young and school-aged Syrian children including those with disabilities. It aims to contribute psychological developments of the displaced children and youth fleeing warfare and conflict in their country, and increase their resilience and to pave the way to reach safe, participatory and supportive activities, as well as to let them cope with the new environment as well as the cultural diversity they face in Turkey.</p>			

Young people are taught their legal rights and have access to learning first aid skills and tools. Basic first aid orientations are held on a regular basis. During the reporting period the TRCS reports having reached **21,027** children and teenagers with its child and youth activities. All proposed activities are currently ongoing, apart from the establishment of mobile child-friendly spaces still pending.

Child-friendly spaces have been set up at the community centres to ensure a safe environment for young people between 4-18 years of age to interact and engage in psychosocial support activities such as art, handicraft, drama, and cartoon shows. Skills learning courses such as computer and Turkish/Arabic language skills, as well as sports activities such as football, basketball and table tennis are conducted. Arabic language classes help children maintain connection with their roots of origin, while Turkish enables them to better interact and socialize with the local Turkish host community. That, together with sports and other social activities, will help increase social integration and harmony among members of both communities. These CFS are supported by UNICEF.

In terms of establishing mobile child-friendly spaces, options for the procurement of suitable vehicles are currently being explored as well as the recruitment of staff to implement the activity. After an unforeseen delay in the tendering process, it is expected to be finalized soon.

Regular monitoring of all community centre activities is conducted to ensure the smooth implementation of programme activities as well as to identify any existing needs or gaps that require attention or alteration. Beneficiary Satisfaction Surveys (BSS) have been conducted in the field for process monitoring. Through these surveys, TRCS focuses on increasing the accountability and quality of services offered by community centres. Moreover, through field monitoring, field staff are also consulted to monitor and discuss the effectiveness and efficiency of the activities and services. TRCS also monitors the activities and the number of people reached by following the indicators of certain projects and programmes regularly. Through feedback mechanisms, TRCS strengthens the link between the beneficiaries, field staff and the central office.

Outcome 3: The educational needs of 500 displaced Syrian children are met with the construction of one prefabricated school	Indicator One prefabricated school is built for displaced children	Source of Verification Construction Reports Monitoring Reports	
Output 3.1 Support construction of one prefabricated school	Indicator # of children studying in the prefabricated school	Source of Verification Class registration lists Class attendance records	
Activities	Is implementation on time?		% progress (estimate) OR comments
	Yes	No	
Prefabricated school provided to meet the needs of 500 Arabic-speaking displaced children.	✓		100% implemented. Two schools continue providing essential educational support to displaced children.
Monitor the process.	✓		Regular monitoring of school activities ongoing
Progress towards outcome			
Upon the request of the displaced community in Hatay, the TRCS built two schools, complete with textbooks and learning materials to support the basic education of children from the displaced families. These schools specialize in Arabic language education, with the first beginning in April 2016, and the second a year later. Each school has some 500 students enrolled respectively, totalling some 1,000 students supported under this appeal. During the reporting period, the two schools continued providing essential education among the vulnerable displaced children living in Hatay.			

<p>Outcome 4: The resilience of 16,000 displaced Syrian people affected by the conflict is improved through capacity building activities including language courses and vocational training</p>	<p>Indicator # of displaced people received capacity building training to improve their resilience</p>	<p>Source of Verification Community Centre Monthly Report Monitoring Report</p>	
<p>Output 4.1: Community centres offer language courses and vocational training aiming at building up the social integration of displaced population and members of host communities</p>	<p>Indicator # of language training # of vocational training # of First Aid seminar</p>	<p>Source of Verification Community Centre Monthly Report Monitoring Report</p>	
Activities	Is implementation on time?		% progress (estimate) OR comments
	Yes	No	
Organize Turkish language courses.	✓		Turkish language courses for adults ongoing at community centres
Organize Arabic and other language courses as per community needs.	✓		Arabic language courses organized as required by community
Organize vocational/technical training (i.e. handcraft, sewing, computer, hairdressing etc.)	✓		Vocational courses are offered at the community centre for the displaced people to improve the skills and income
Organize first aid seminar for adults	✓		First Aid seminars organized by the respective CCs are ongoing
Procure first aid kits for adults	✓		Procurement of the first aid kits completed
Distribute first aid kits to adults who have participated in first aid seminars	✓		Distribution of first aid kits ongoing.
Support beneficiaries to register for jobs based on their skills and profession	✓		Community centres continue to support trained beneficiaries in registering with relevant authorities
Monitor the process.	✓		Regular monitoring of planned activities ongoing to provide support and guidance as required
<p>Progress towards outcome</p>			
<p>Under the fourth outcome, the TRCS provided displaced people with tools for integrating into the local society. Efforts to enhance harmonization and social inclusion of the displaced population with their local Turkish communities is ongoing. This includes orientation in Turkish culture, traditions and language as well as training in a variety of vocational proficiencies and seminars for greater knowledge. Apart from opening doors to greater interaction between the displaced population with the local host communities, Ability to communicate in a common language also helps reduce miscommunication and curb unfounded rumours that often cause misunderstanding between host and displaced communities. These activities will also help prepare those displaced for employment and access to public services, such as hospitals, shared information, and registration with local authorities and institutions. Long-time unemployment and loss of income also affect the psychosocial well-being of displaced people. This will contribute towards increasing the self-sustenance, confidence and autonomy of displaced people and host communities to adapt their situation in the present context.</p>			
<p>Through the community centres, TRCS continues to offer Turkish and Arabic language classes as well as vocational skills training, such as tailoring, hairdressing, handcraft and computer skills. The combination of language and vocational skills provides a means of living to many migrant families, while empowering people to be more resilient, more autonomous, and better cope with displacement.</p>			
<p>Under this outcome, 6,137 people were reached, with 2,977 alone reached in the first quarter of 2018; all activities were conducted through the community centres.</p>			



Beneficiary women embroider designs during sewing courses at the Gaziantep Community Centre. Photo: TRCS

Outcome 5: The relationship of 24,000 displaced people and members of host communities is harmonized through activities aiming at building up social integration and cohesion	Indicator Displaced people and host community relationship is improved through regular dialogue and events at community level	Source of Verification Community Centre Monthly Reports Monitoring Reports	
Output 5.1: Create an environment for displaced people and host community to communicate and share experiences for social integration, peaceful coexistence and reduce stigmatization	Indicator # of events and meeting organized for social harmonization among host communities and displaced people	Source of Verification Community Centre Monthly Reports Monitoring Reports	
Activities	Is implementation on time?		% progress (estimate) OR comments
	Yes	No	
Carry out joint activities for displaced people and host communities for mutual interaction and to strengthen community integration and cohesion.	✓		Joint activities continue being organized at community level for integration and cohesion
Peace building – Community events to strengthen community cohesion and inter-cultural harmonization (social activities: cultural activities in the city, harmonization activities with the host community)	✓		Community events are organized for cultural and social harmonization.
Monitor the process	✓		Regular monitoring of the planned activities is ongoing
Progress towards outcome			
<p>The activities under Outcome 5 aim to strengthen harmonization, as well as to improve and strengthen social networking between members of the host communities and the displaced people. These include providing a discussion forum for displaced people and members of the host communities to share their concerns and questions; joint social activities; and sports activities for children. All TRCS community centres encourage displaced people to be actively involved in community-level activities. The whole range of activities and services offered by the TRCS centres are adapted to the specific needs of displaced people and host communities. Members of the displaced communities are volunteers and engage in community centre activities spontaneously particularly for translation and supporting community outreach activities. These activities include travels, cultural expeditions in the city, kitchen workshops for both Syrians, non-Syrians and host communities, Children’s Day activities, Women’s Day activities and other such events.</p>			
<p>Many Syrian women spend most of their time in the home, usually due to financial constraints or cultural hesitation. One main aim of these activities is to provide them the opportunity to socialize with their peers from both migrant and host communities, in an environment that is safe and welcoming, which encourages communication and the sharing of experiences.</p>			
<p>Activities under this Outcome reached 32,206 people from both displaced and host communities. Activities were implemented and organized by the respective community centres. TRCS plans to develop a strategy for harmonization and social inclusion to guide TRCS’s activities at the community centres. The development of this strategy will be conducted through a consultative process, engaging host communities, migrant communities and humanitarian actors.</p>			

Outcome 6: Implementation of TRCS programming is improved by taking into account migrant opinion and feedback	Indicator # and type of decisions on program design and implementation taken following needs expressed by migrants and host communities.	Source of Verification Program reports Regular feedback surveys and FGD conducted among migrant communities	
Output 6.1: Community Engagement and Accountability (CEA) is integrated in all the programmes as a cross-cutting approach	Indicator CEA needs assessment reports # of sectors in the International Appeal that incorporate CEA in their work plan and budget Guidelines and training modules on CEA # of trainings on CEA provided to RC staff and volunteers	Source of Verification Programme reports CEA guidelines and training modules # of training sessions on CEA provided to RC staff and volunteers	
Activities	Is implementation on time?		% progress (estimate) OR comments
	Yes	No	
Conduct a need assessment to integrate CEA activities in the ongoing operation	✓		Preparation for a CEA assessment was completed between February and March 2018, with a Terms of Reference
Define Standard Operational Procedures, methodologies and guidelines to develop CEA as a cross-cutting approach to all programmes	✓		The IFRC CEA guide is in the process of being translated into Turkish to extend its reach to more communities, and for use in staff and volunteer training sessions
Preparation of training modules on CEA	✓		Training module is under discussion with TRCS. Training planned to take place in the second half of the year
Provision of training and capacity development support to TRCS staff and volunteers		✓	Training planned to take place in the second half of the year
Output 6.2: Displaced people are engaged in two-way communication, incorporating their opinions and needs for the implementation of community centres services	Indicator # Focus Group Discussions (FGD) conducted with displaced people to obtain their feedback on the services and needs # Feedback/suggestion box in every community centre	Source of Verification Programme reports	
Activities	Is implementation on time?		% progress (estimate) OR comments
	Yes	No	
Set up feedback/suggestion boxes and information boards in the community centres	✓		Feedback/suggestion boxes were placed in the existing community centre. Based on the findings of the CEA assessment, the feedback mechanism will be strengthened through setting up accessible and relevant channels, in addition to the feedback boxes, and tracking and reporting mechanism.
Conduct periodic FGDs among the displaced population to know their opinion, needs and suggestions regarding the services provided by the TRCS through its community centres.	✓		In progress. Preparations have been made for surveys to be conducted in April/May 2018.
Set up a database to compile and analyse feedback collected (from hotline, surveys and FGD, TRCS staff and volunteers, and from feedback/suggestion boxes placed at community centres)	✓		The CEA survey will use the Kobo tool for data collection and database population.
Progress towards outcome			
Through the community centres, TRCS continues to obtain feedback and suggestions from the migrant and host communities, and focuses on timely and appropriate action when called for. Efforts to strengthen and scale up community engagement and accountability (CEA) are ongoing with providing opportunities to the communities to express opinions, offer suggestions and seek clarification either openly or anonymously. This can be done in several ways, including through feedback/suggestion boxes at each community centre, and consultation with staff at the centres.			

The preparation for a CEA assessment was completed between February and March 2018, with a Terms of Reference developed, outlining the objectives, duration, methodologies, target locations and participants. The TRCS Livelihoods, and PMER teams met with the IFRC CEA delegate to finalize all practicalities prior to conducting the survey which is scheduled for over four weeks in April/May 2018. The report will be ready in the 3rd quarter and the findings of the CEA assessment will inform the design of a standard feedback mechanism across all community centres.

The IFRC CEA guide is in the process of being translated into Turkish to extend its reach to more communities, and for use in staff and volunteer training sessions. Copies of the translated guide will also be kept for use at TRCS departments and branches, and distributed to external stakeholders such as government authorities, national NGOs, and other international organizations.

TRCS met with the Advisory Councils of ten community centres to exchange information and feedback on their respective TRCS Community Centres. Each Advisory Council consists of both migrant and host community members. Through these meetings, members of both communities had the opportunity to share concerns affecting them, and identify advocacy issues with their local government.

The IFRC regional CEA delegate from the Europe Regional Office also provided support in identifying and better understanding the CEA needs of TRCS, and to discuss capacity building opportunities with the National Society. This visit from 26 to 28 November 2017 concluded with an introductory CEA workshop for TRCS staff.

The TRCS representative from the Emergency Social Safety Net (ESSN) programme and the IFRC CEA delegate participated in a regional CEA workshop in Budapest on 20-23 March 2018, to contribute to the development of the framework of the regional CEA toolkit for migration in emergencies, and to share lessons from TRCS's experience in CEA and social inclusion activities.

Outcome 7: The resilience of 24,000 displaced people and members of host communities is increased through healthy lifestyle, hygiene promotion, first aid and preventive health care promotion	Indicator # of displaced people provided with basic health care information	Source of Verification Community Centre Monthly Reports Monitoring Reports	
Output 7.1: Provide basic health orientation to promote healthy lifestyles, hygiene promotion and preventive health care to 20,000 displaced people and members of host communities	Indicator # of basic health orientations # of hygiene promotion activities # of referral to health facilities # of health education and awareness activities # of new-born packages distributed among expectant mothers	Source of Verification Community Centre Monthly Reports Monitoring Reports	
Activities	Is implementation on time?		% progress (estimate) OR comments
	Yes	No	
Acquire and distribute sensitization material on preventive health care and healthy lifestyle (brochures, leaflets, etc.)	✓		Health awareness leaflets/brochures are distributed during workshops /seminars and outreach work in the community
Carry out healthy lifestyle and hygiene promotion workshops and talks	✓		Hygiene promotion is ongoing through seminars and workshops for displaced people
Carry out preventive health promotion/education activities at community level	✓		Preventive health education orientation done in the communities during outreach activities
Conduct awareness campaign, e.g. healthy lifestyle, hygiene promotion and preventive health care (including information on key health risks)	✓		Awareness campaigns are ongoing and conducted in the community during outreach work.
Provide new-born packages among 4,400 expecting mothers through the community centres		✓	Tendering is complete and the order placed with the selected supplier
Monitor the process	✓		Regular monitoring of the planned activities as required

Output 7.2: Up to 4,000 displaced people living in urban areas trained and receive information on first aid.	<u>Indicator</u> # of first aid training sessions	<u>Source of Verification</u> Community Centre Monthly Reports Monitoring Reports	
Activities	Is implementation on time?		% progress (estimate) OR comments
	Yes	No	
Organize basic first aid training for 4,000 displaced people including youth	✓		Basic first aid training is ongoing
Procure first aid kits for adults	✓		First aid kits have been procured
Distribute first aid kits to adults who have participated in first aid training	✓		Distribution of First Aid kits following the training and procurement completed
Monitor the process	✓		Monitoring will take place during the implementation of the planned activities
Progress towards outcome			
<p>The influx of displaced people has placed considerable pressure on the Turkish public health services at all levels. In the effort to mitigate this pressure, the TRCS is working to increase basic health awareness through related workshops and seminars on healthy lifestyles, hygiene promotion, preventive health care and key health risks. Informational leaflets and brochures are also distributed during these activities for both adults and children.</p> <p>The TRCS conducted community-based health and first aid training in Ankara for community centre volunteers in January 2018. Up to 41 women volunteers from Adana, Ankara, Bağcılar, Bursa, Istanbul Sultanbeyli, İzmir, Kilis, Konya, Mersin and Şanlıurfa Community Centres and Ankara Child Protection Centre participated in this two-part training, held on 15-19 January 2018, and 21-25 January 2018. Training was conducted by an IFRC Health delegate, while presentations regarding access to health care and related issues were made by the Ministry of Health's Coordinator of Migrant Health, and from the Migrant Health Centre in Turkey. Following training, participants received certificates from the TRCS. These participants will also conduct training for peers among their respective displaced communities. In particular, Syrian women volunteers will train other Syrian women at their respective centres under the supervision of community centre specialists. Topics will include reproductive health, pregnancy and infant care; protection from infectious diseases; chronic diseases; promotion of healthy lifestyles; and first aid.</p> <p>Through its outreach activities, the TRCS provided displaced people and host communities with healthy lifestyle orientation which considered nutrition and health-related aspects, hygiene promotion and information on community-based health care and first aid to build up communities` resilience.</p> <p>By the first quarter of 2018, 6,329 people had been reached through health awareness and education and healthy lifestyle activities organized by community centres. All people participating in these activities comprised both men and women. Up to 8,648 people participated in community centre hygiene promotion activities.</p> <p>Overall, this outcome seeks to promote a healthy lifestyle to strengthen community health and resilience, especially among those displaced and often living in straitened circumstances, sometimes lacking proper water and sanitation facilities. During this reporting period, 14,977 displaced people benefitted from interventions under this outcome. Through the dissemination of information and good practices in hygiene promotion, nutrition, basic first aid and other measures to prevent disease, the TRCS continues to engage with both displaced and host communities to increase awareness and impart knowledge for healthier, more resilient communities.</p>			

Protection

Outcome 1: To provide protection services to 120,000 displaced people referred by Emergency Social Safety Net (ESSN) Service Centres and to other displaced people living in those areas	<u>Indicator</u> # of displaced people protection needs identified and met	<u>Source of Verification</u> Monthly Reports	
Output 1.1: To support protection service needs of ESSN offices and to establish coordination with other stakeholders	<u>Indicator</u> # of Service Centres opened # of staff recruited # of training sessions conducted Case management system established Database created for follow up	<u>Source of Verification</u> Monthly Reports Monitoring Reports	
Activities	Is implementation on time?		% progress (estimate) OR comments
	Yes	No	
Set up service centre in 15 cities to provide protection services in 15 cities	✓		Completed. Service desks established in 18 service centres are providing required services
Recruit staff to provide services to displaced migrants on protection issues	✓		TRCS is providing services with existing staff
Conduct needs assessment to understand the main needs of the displaced people in respective areas	✓		Needs assessments were conducted and reported on from nine locations.
Establish a professional case management system	✓		A case management system is established to provide services to and referrals for displaced communities by the ESSN Service Desk
Contribute to protection service needs of respective ESSN service centres	✓		The existing 18 service desks continue to address the needs of the respective ESSN service centres.
Create a database for follow up of protection cases	✓		Database being developed and tested
Organize protection training for all staff of the Protection offices	✓		Training completed for all the service centre staff
Establish coordination with relevant institutions and other organizations on protection issues, and advocacy for vulnerable displaced people	✓		Regular coordination established and ongoing with institutions and other organizations
Prepare monthly report	✓		Reports are prepared on a regular basis
Output 1.2: Protection needs of 120,000 ESSN applicants and other displaced populations are identified and addressed through appropriate interventions	<u>Indicator</u> # of outreach activities conducted # of displaced people provided with information on registration and services # of events conducted at community level	<u>Source of Verification</u> Monthly Reports Monitoring Reports	
Activities	Is implementation on time?		% progress (estimate) OR comments
	Yes	No	
Conduct case management related to protection issues of displaced people	✓		Case management ongoing for people identified as needing protection support
Conduct outreach activities to identify displaced people in respective cities	✓		Outreach activities ongoing to identify protection cases
Support displaced people in registration with authorities	✓		Ongoing - identified beneficiaries are being assisted in the registration process
Provide referrals to displaced people to get appropriate services from community centres, institutions and other service providers	✓		Ongoing - referrals being made to community centre to provide appropriate services and support to identified beneficiaries

Distribute informational material on protection issues	✓	Distribution of information materials made during application process and during outreach work at community level
Conduct information event on protection issues for awareness- raising of targeted migrants and host population	✓	Ongoing - Regular monitoring of the planned activities as required
Progress towards outcome		
<p>The TRCS continues to support the psychosocial and protection needs of those displaced, setting up 18 protection service cells, working in tandem with the ESSN service centres. Of these service cells, three are in Hatay (Antakya, Kırıkhan, and Reyhanlı); three in Istanbul (Bağcılar, Fatih, and Ümraniye); two in Adana (Seyhan and Yüreğir); two in Gaziantep (Sahinbey and Sehitkamil); two in Şanlıurfa (Akçakale and Haliliye); and one in Izmir, Kahramanmaraş, Kilis, Mardin, Mersin and Osmaniye respectively.</p> <p>Within the cash support applications offered by ESSN Programme, Service Centres have encountered some complaints and problems requiring interventions based on protection, along with the cash transfer. To answer this need, the ESSN Protection Component has been initiated with the support of IFRC in March 2017. Within this context, complaints and problems have been taken into account, and those are followed and referred by field teams.</p> <p>Needs assessments were conducted to measure, among others, the main needs of the displaced people in different areas. From these, identification of protection needs such as lack of understanding basic legal rights and registration with the relevant Turkish authorities, child labour, child marriage, gender-based violence and vulnerability, among others, have made protection a focus when designing all programmes at the centres. The service centres also work closely with other stakeholders such as relevant government departments, health institutions and other non-governmental organizations. TRCS works closely with external service providers such as the Turkish government ministries for protection and health referral cases, school-related matters, and vocational and employment issues. Information materials on protection rights and issues are distributed during the registration process and during outreach activities among communities, and are available at the community centres.</p> <p>A case management system for protection services is in place, and currently undergoing a review of its standard operating procedures for improved monitoring and better service delivery. IFRC's grant proposal to DG-ECHO, for protection-related needs which supports this enhancement of protection services through the community centres, was approved and funding granted in December 2017, boosting case management for protection activities under this operation, especially in areas not covered by government services. A database to support case management is also being developed, and is currently undergoing testing before it can be comprehensively rolled out and fully utilized by the respective community centres. This outcome will be revised in order to include the DG-ECHO HIP Protection project activities in the coming period.</p> <p>As of end-March 2018, 2,658 cases were identified with referrals made through the ESSN protection component, out of which 2,308 is included in the case management system, and 1,518 cases are currently being processed while 790 cases have been closed.</p>		

Health Education

Outcome 1: The knowledge of 20,000 displaced people and members of host communities is increased through health education activities at two health centres in Şanlıurfa and Konya	Indicator # of displaced people living in Konya and Şanlıurfa receiving basic health care information and referrals to health institutions	Source of Verification Establishment of two Health centres Monthly Reports Monitoring Reports
Output 1.1: Organize health education activities at two health centres in Şanlıurfa and Konya through home visits, community meetings and health awareness campaigns	Indicators # of basic health orientations # of hygiene promotion activities # of referral to health facilities # of health education and awareness activities # of community meetings	Source of Verification Monthly Report

Activities	Is implementation on time?		% progress (estimate) OR comments
	Yes	No	
Recruit staff for two health centres in Şanlıurfa and Konya	✓		Recruitment for Konya health centre now complete. Recruitment for Şanlıurfa health centre ongoing.
Equip TRCS Health education centres with necessary equipment	✓		Both Konya and Şanlıurfa health centres now equipped.
Provide basic health care outreach services and awareness campaign (healthy lifestyle, hygiene promotion and preventive health care, including information on key health risks) for 20,000 most isolated refugee and host communities in Şanlıurfa and Konya	✓		Outreach services and awareness-raising activities ongoing at both health centres
Develop and distribute pocket books, animation videos CD for children	✓		Materials are currently being developed
Conduct First Aid training and seminars for adults and children	✓		First Aid training and seminars are currently ongoing.
Procure First Aid kits for adults and children	✓		Procurement of First Aid kits is ongoing
Distribution of first aid kits among adults and children participated in First Aid training/seminars	✓		Distribution of First Aid kits is ongoing
Develop, print and distribution of audio-visual materials in Arabic to ensure reaching more vulnerable beneficiaries	✓		Materials are currently being developed
Provide referrals to increase access of Syrian population to health services	✓		Referrals in cooperation with relevant health services ongoing
Progress towards outcome			
The recruitment of staff for the Konya health centre was completed by the end of March 2018. Recruitment for staff at the Şanlıurfa health centre is ongoing. Both health centres are now fully equipped to provide basic health care outreach services, and conduct awareness-raising activities to promote healthy lifestyles, good hygiene practices and behaviour as well as preventive health care for migrant and host communities in the vicinity. These include health-related referrals, checks for children and adults, and related training and seminars, in cooperation with the Ministry of Health. First aid seminars are ongoing with the procurement and distribution of first aid kits, reaching around 1,500 people, including 600 youth/children, and 900 adult women and men. Informational materials are currently being developed. During the reporting period 13,010 refugees were reached under this Outcome. All planned services were rendered through the two Health Education Centres in Konya and Şanlıurfa.			

Restoring Family Links (RFL)

Outcome 1: Provision of Restoring Family Links (RFL) services for migrant and host populations	Indicator Strengthening of National Society capacity in RFL services to provide effective services to the displaced people	Source of Verification Monthly Reports	
Output 1.1: Strengthening of National Society Tracing department to provide RFL services to 5,000 displaced people	Indicator # of displaced people receiving RFL services	Source of Verification Monthly Reports	
Activities	Is implementation on time?		% progress (estimate) OR comments
	Yes	No	
Recruitment and training of personnel	✓		Recruitment is ongoing.
Procurement of vehicle and equipment/tools	✓		Procurement of vehicle and equipment is currently ongoing
Develop, print and distribute information material on tracing and RFL (brochure, leaflets etc.)	✓		Informational materials are currently being developed
Initiating tracing requests for people separated from family members as a result of conflict, disaster or migration	✓		Tracing requests received and under process

Provide assistance to displaced people to re-establish contact with their relatives and identify the missing by focusing on (1) Restoring family links in Turkey, (2) Family re-unification with family living in EU countries (3) Reuniting with family members living in third countries	✓		Assistance being provided to displaced people according to requests
Responding to requests from other countries to locate family members of displaced people within Turkey	✓		Response being provided to requests from other countries
Assist displaced people in obtaining missing documents (birth certificate, civil registration document etc.)	✓		Assistance being provided to people who are missing documents
Monitoring of the process	✓		Monitoring of activities ongoing
Progress towards outcomes			
By the end of March 2018, one programme assistant was recruited to support the Restoring Family Links (RFL) programme. Tracing, RFL, family reunification and Red Cross Red Crescent messaging are the main services provided by TRCS to bring family and community members together. As of end-March 2018, activities under the RFL component were as follow:			
	Restoring Family Links	Status description	Numbers
	Family reunification	Cases ongoing	410
		Families being reunited	17
	RCRC messaging	Messages exchanged*	394
	Tracing services	Accepted and in progress	561
* through ICRC offices in Afghanistan, Iran, Iraq, Lebanon and Tajikistan			
The TRCS Protection team in Ankara receives RFL requests from a variety of sources, including the community centres, other national societies, ICRC offices abroad and from people themselves. TRCS also receives requests via the 168 Hotline call centre. Following the MoU in January 2017, ICRC is also supporting the TRCS with expertise, training, technical material and financial contributions to RFL activities to support displaced migrants. This complements and further strengthens TRCS's work in RFL.			

National Society capacity building

Outcome 1: National Society operational and field staff knowledge and skill have strengthened through induction and other technical training to provide appropriate services to the displaced people	Indicator Staff capacity building needs to provide effective and timely services to the displaced people have met	Source of Verification Monthly Reports	
Output 1.1. Knowledge and skills of 500 staff are further strengthened and improved through provision of capacity building technical training	Indicator # of staff undergone induction training # of staff participated in other technical training	Source of Verification Monthly Reports	
Activities	Is implementation on time?		% progress (estimate) OR comments
	Yes	No	
Induction RCRC training to personnel and volunteers assigned to operation team and field	✓		Induction training ongoing, provided with recruitment of new staff and volunteers.
Organize Training on Protection/SGBV/PSS/Case Management/Master Training		✓	Planning for training to be discussed with incoming PGI delegate for technical support
Organize Training on Protection/SGBV/PSS/Case Management/Staff and Volunteer	✓		Training on protection ongoing at community centres

PSS in Emergencies – national level training	✓		Training ongoing at community centres
Organize Psychosocial First Aid Training for Social Workers and Psychologists	✓		Training ongoing at community centres
Organize Basic First Aid Training for operation office and community centre staff and volunteers	✓		Training ongoing at community centres
Organize volunteer management training for relevant staff and volunteers	✓		Training in support of volunteers ongoing
TRCS personnel have access to on-line and peer-to-peer Red Cross and Red Crescent Movement training.	✓		Training ongoing and encouraged for all staff
Organize PMER Training for relevant operation office and community centre staff		✓	Discussions on training ongoing
Organize Finance Training for relevant operation office and community centre staff	✓		Training ongoing as and when needed
TRCS staff receive orientation on Fraud and Corruption, IFRC Logistic regulations, Gender Awareness, Resource Mobilization, Security training and Customs information and regulations	✓		Orientation ongoing with related documents in Turkish for wider dissemination
TRCS staff participating in relevant training/workshop/meeting organized by IFRC Europe Regional Office, RCRC Movement and other organizations	✓		Training, workshops and meetings attended by staff when and where relevant
Outcome 2: National Society operational and field staff have access to humanitarian and material resources to effectively address the needs of the displaced population	Indicator # of staff working in the operation and field teams whose access to humanitarian and material needs have been met	Source of Verification HR records	
Output 2.1. National Society human resources (HR) are in place to meet operational and reporting needs.	Indicator # of staff recruited to work in the community	Source of Verification HR records	
Activities	Is implementation on time?		% progress (estimate) OR comments
	Yes	No	
The National Society maintains a variety of 500 staff needed to run different community services, outreach and psychosocial activities in the field under the international appeal	✓		Up to 170 staff support community services, PSS and outreach activities at community centres and field offices.
National Society maintains a 27-member operation team to support implementation of planned activities under the international appeal	✓		Up to 29 operation team members support the implementation of planned activities.
Progress towards the outcomes			
<p>TRCS has some 170 staff serving the community centres in Ankara, Gaziantep, Hatay, Istanbul Bağcılar, Kahramanmaraş, Kayseri, Kilis, Konya, Mardin, Mersin and Şanlıurfa. While not all centres are fully staffed at present, each will have up to 22 staff, comprising one project manager, four project assistants, two social service staff, one child development specialist, a psychologist, two case workers, a nurse, three trainers, three interpreters, one logistics staff, and two janitors. Staff are provided induction training prior to working with the migrant and host communities.</p> <p>IFRC has a Community Engagement and Accountability (CEA) delegate in place, working closely with the TRCS to prepare the assessment of CEA at community centres. These preparations were completed between February and March, with the survey proper to be conducted in April/May 2018. The findings of the CEA assessment will inform the design of a standard feedback mechanism across all community centres. The National Society staff and volunteers have learnt to utilize new data collection tools, and are gradually familiarizing themselves with alternative ways of conducting surveys and assessments. With IFRC's recruitment of new delegates in Protection, Gender and Inclusion (PGI); Finance and Administration; Information Management (IM), and Planning, Monitoring, Evaluation and Reporting (PMER), opportunities for capacity building in these areas will be more accessible to the National Society at community, branch and headquarters level. The Europe Regional Office and the Secretariat in Geneva continues to provide support as needed.</p>			

From the last reporting period through March 2018, several capacity building training sessions have been conducted, as below:

Capacity Building Training/Workshops

COMMUNITY CENTRE	Induction	First Aid	PSS + TOT	Effective teamwork	Support to volunteers	Job security/ fire training	CBHFA	Fight against addiction	Prevention of child abuse/neglect
Konya		21	2	1	2		4	3	
Izmir		23	2	2	1	14	4	3	
Bursa		24	3	2	2	16	7	1	
Kilis	3	24	1	3	2	10	4	2	
Ankara		5	2	3	2		5	2	All staff
Istanbul Sultanbeyli		4	2	3	2		5	2	
Istanbul Bağcılar		4	1	2	1		5	2	
Şanlıurfa	3	21	2	1	2	23	5	2	
Mersin		21		2	1		4	1	
Adana		10	2	2	1	17	5	1	
Gaziantep	6		1					1	
Hatay	5				1			1	
Ankara (TRCS office)			1			24	1	2	
TOTAL	17	157	19	21	17	104	49	23	

A comprehensive induction training for new staff will be held in Ankara in July 2018, providing basic information on the RCRC Movement, TRCS regulation and procedures as well as their role and responsibilities. Participation in the other capacity building training, workshop, orientation in protection, PSS, basic first aid, volunteer management, and finance training as well as online learning resources continues to strengthen the skills and knowledge of TRCS staff and volunteers.

Master training for protection, SGBV, PSS and case management, and psychosocial first aid training for social workers and psychologists is under discussion and will advance further with technical support from the incoming PGI delegate. PMER training for the TRCS PMER team and relevant community centre staff will also be supported by the incoming PMER delegate.

Related documents for staff orientation for fraud and corruption, logistics, resource mobilization, gender awareness, security training, customs regulations are currently being translated in Turkish for wider dissemination among TRCS staff.

Budget

The overall funding requirements of the international appeal are 65,814,019 Swiss francs, with an operating budget of CHF 57,547,655. It is to be noted that the TRCS has received external support through UN agencies and other international organizations, Governments and other bilateral channels.

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How we work

All IFRC assistance seeks to adhere to the **Code of Conduct** for the International Red Cross and Red Crescent Movement and Non-Governmental Organizations (NGO's) in Disaster Relief and the **Humanitarian Charter and Minimum Standards in Humanitarian Response (Sphere)** in delivering assistance to the most vulnerable. The IFRC's vision is to inspire, **encourage, facilitate and promote at all times all forms of humanitarian activities** by National Societies, with a view to **preventing and alleviating human suffering**, and thereby contributing to the maintenance and promotion of human dignity and peace in the world.

The IFRC's work is guided by Strategy 2020 which puts forward three strategic aims:



Save lives,
protect livelihoods,
and strengthen recovery
from disaster and crises.



Enable **healthy**
and **safe** living.



Promote **social inclusion**
and a culture of
non-violence and **peace**.

Disaster Response Financial Report

MDRTR003 - Turkey - Population Movement

Timeframe: 09 nov. 12 to 31 déc. 18

Appeal Launch Date: 09 nov. 12

Interim Report

Selected Parameters

Reporting Timeframe	2012/11-2018/6	Programme	MDRTR003
Budget Timeframe	2012/11-2018/12	Budget	APPROVED
Split by funding source	Y	Project	*
Subsector:	*		

All figures are in Swiss Francs (CHF)

I. Funding

	Raise humanitarian standards	Grow RC/RC services for vulnerable people	Strengthen RC/RC contribution to development	Heighten influence and support for RC/RC work	Joint working and accountability	TOTAL	Deferred Income
A. Budget			57 547 655			57 547 655	
B. Opening Balance							
Income							
Cash contributions							
American Red Cross			138 835			138 835	
British Red Cross			191 714			191 714	
British Red Cross (from British Government*)			1 617 169			1 617 169	
Danish Red Cross			3 063			3 063	
Danish Red Cross (from Danish Government*)			156 908			156 908	
Estonia Government			84 297			84 297	
European Commission - DG ECHO			24 068 944			24 068 944	
EU Trust Fund			23 567 475			23 567 475	13 021 478
FedEx Services			14 531			14 531	
Finnish Red Cross			1 817			1 817	
Finnish Red Cross (from Finnish Government*)			770 756			770 756	
Icelandic Red Cross			9 000			9 000	
Icelandic Red Cross (from Icelandic Government*)			171 000			171 000	
Irish Government			609 830			609 830	
Italian Government Bilateral Emergency Fund			181 089			181 089	
Japanese Government			2 603 448			2 603 448	1 725
Japanese Red Cross Society			286 113			286 113	
Kuwait Red Crescent Society			462 406			462 406	
Mexican Government			895 656			895 656	
New Zealand Red Cross			85 828			85 828	
Norwegian Red Cross			229 800			229 800	
Norwegian Red Cross (from Norwegian Government*)			7 302 979			7 302 979	
Other			1 164			1 164	
Red Cross of Monaco			54 833			54 833	
supreme master ching hai international association			19 531			19 531	
Swedish Red Cross			584 637			584 637	
Swiss Red Cross			450 000			450 000	
Swiss Red Cross (from Swiss Government*)			400 000			400 000	
Taiwan Red Cross Organisation			117 459			117 459	
The Canadian Red Cross Society			10 000			10 000	
The Canadian Red Cross Society (from Canadian Government*)			3 518 239			3 518 239	
The Netherlands Red Cross			93 990			93 990	
The Netherlands Red Cross (from Netherlands Government*)			2 391 054			2 391 054	
United States Government - PRM			4 948 899			4 948 899	
United States - Private Donors			1 274			1 274	
C1. Cash contributions			76 043 737			76 043 737	13 023 204
Other Income							
Fundraising Fees			-977			-977	
Interest - 3rd Parties			1 069			1 069	
C4. Other Income			92			92	
C. Total Income = SUM(C1..C4)			76 043 829			76 043 829	13 023 204
D. Total Funding = B +C			76 043 829			76 043 829	13 023 204

* Funding source data based on information provided by the donor

Disaster Response Financial Report**MDRTR003 - Turkey - Population Movement**

Timeframe: 09 nov. 12 to 31 déc. 18

Appeal Launch Date: 09 nov. 12

Interim Report

Selected Parameters

Reporting Timeframe	2012/11-2018/6	Programme	MDRTR003
Budget Timeframe	2012/11-2018/12	Budget	APPROVED
Split by funding source	Y	Project	*
Subsector:	*		

All figures are in Swiss Francs (CHF)

II. Movement of Funds

	Raise humanitarian standards	Grow RC/RC services for vulnerable people	Strengthen RC/RC contribution to development	Heighten influence and support for RC/RC work	Joint working and accountability	TOTAL	Deferred Income
B. Opening Balance							
C. Income			76 043 829			76 043 829	13 023 204
E. Expenditure			-43 049 180			-43 049 180	
F. Closing Balance = (B + C + E)			32 994 650			32 994 650	13 023 204

Disaster Response Financial Report

MDRTR003 - Turkey - Population Movement

Timeframe: 09 nov. 12 to 31 déc. 18

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Interim Report

Selected Parameters			
Reporting Timeframe	2012/11-2018/6	Programme	MDRTR003
Budget Timeframe	2012/11-2018/12	Budget	APPROVED
Split by funding source	Y	Project	*
Subsector:	*		

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III. Expenditure

Account Groups	Budget	Expenditure					TOTAL	Variance
		Raise humanitarian standards	Grow RC/RC services for vulnerable people	Strengthen RC/RC contribution to development	Heighten influence and support for RC/RC work	Joint working and accountability		
	A					B	A - B	
BUDGET (C)				57 547 655		57 547 655		
Relief items, Construction, Supplies								
Shelter - Relief	6 716 215			5 881 828		5 881 828	834 386	
Construction - Facilities	364 354			364 354		364 354	0	
Clothing & Textiles	4 998 810			4 521 665		4 521 665	477 145	
Food	4 070 364			4 070 364		4 070 364	0	
Water, Sanitation & Hygiene	7 981 985			7 981 985		7 981 985	0	
Medical & First Aid	351 143			354		354	350 789	
Teaching Materials	1 141 943			405 587		405 587	736 356	
Utensils & Tools	2 189 378			1 713 364		1 713 364	476 015	
Other Supplies & Services	1 534 948			556 036		556 036	978 912	
Cash Disbursement	759 719						759 719	
Total Relief items, Construction, Sup	30 108 858			25 495 537		25 495 537	4 613 321	
Land, vehicles & equipment								
Land & Buildings	6 126						6 126	
Vehicles	727 186			554 336		554 336	172 849	
Computers & Telecom	65 875			45 366		45 366	20 509	
Office & Household Equipment	622 165			554 330		554 330	67 835	
Total Land, vehicles & equipment	1 421 352			1 154 032		1 154 032	267 320	
Logistics, Transport & Storage								
Storage	580 481			451 222		451 222	129 259	
Distribution & Monitoring	849 349			847 761		847 761	1 588	
Transport & Vehicles Costs	887 387			629 547		629 547	257 841	
Logistics Services	679 301			679 301		679 301	0	
Total Logistics, Transport & Storage	2 996 518			2 607 830		2 607 830	388 687	
Personnel								
International Staff	1 261 910			842 845		842 845	419 065	
National Staff	194 266			33 952		33 952	160 314	
National Society Staff	12 200 356			6 736 679		6 736 679	5 463 677	
Volunteers	6 863			6 863		6 863	0	
Total Personnel	13 663 394			7 620 338		7 620 338	6 043 057	
Consultants & Professional Fees								
Consultants	281 147			66 884		66 884	214 264	
Professional Fees	686 408			390 293		390 293	296 114	
Total Consultants & Professional Fees	967 555			457 177		457 177	510 378	
Workshops & Training								
Workshops & Training	796 651			168 511		168 511	628 140	
Total Workshops & Training	796 651			168 511		168 511	628 140	
General Expenditure								
Travel	462 619			294 157		294 157	168 462	
Information & Public Relations	686 180			359 932		359 932	326 248	
Office Costs	1 972 465			1 370 118		1 370 118	602 347	
Communications	131 826			50 821		50 821	81 004	
Financial Charges	-83 139			-58 012		-58 012	-25 127	
Other General Expenses	44 601			33 375		33 375	11 225	
Shared Office and Services Costs	35 234			35 594		35 594	-360	
Total General Expenditure	3 249 784			2 085 985		2 085 985	1 163 799	
Operational Provisions								

Disaster Response Financial Report

MDRTR003 - Turkey - Population Movement

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Interim Report

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Budget Timeframe	2012/11-2018/12	Budget	APPROVED
Split by funding source	Y	Project	*
Subsector:	*		

All figures are in Swiss Francs (CHF)

III. Expenditure

Account Groups	Budget	Expenditure					TOTAL	Variance
		Raise humanitarian standards	Grow RC/RC services for vulnerable people	Strengthen RC/RC contribution to development	Heighten influence and support for RC/RC work	Joint working and accountability		
	A					B	A - B	
BUDGET (C)				57 547 655			57 547 655	
Operational Provisions	610 741			611 664			611 664	-923
Total Operational Provisions	610 741			611 664			611 664	-923
Indirect Costs								
Programme & Services Support Recov	3 497 469			2 612 574			2 612 574	884 896
Total Indirect Costs	3 497 469			2 612 574			2 612 574	884 896
Pledge Specific Costs								
Pledge Earmarking Fee	213 932			213 932			213 932	0
Pledge Reporting Fees	21 400			21 600			21 600	-200
Total Pledge Specific Costs	235 332			235 532			235 532	-200
TOTAL EXPENDITURE (D)	57 547 655			43 049 180			43 049 180	14 498 476
VARIANCE (C - D)				14 498 476			14 498 476	

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Budget Timeframe	2012/11-2018/12	Budget	APPROVED
Split by funding source	Y	Project	*
Subsector:	*		

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IV. Breakdown by subsector

Business Line / Sub-sector	Budget	Opening Balance	Income	Funding	Expenditure	Closing Balance	Deferred Income
BL3 - Strengthen RC/RC contribution to development							
Migration	57 547 655		76 043 829	76 043 829	43 049 180	32 994 650	13 023 204
Subtotal BL3	57 547 655		76 043 829	76 043 829	43 049 180	32 994 650	13 023 204
GRAND TOTAL	57 547 655		76 043 829	76 043 829	43 049 180	32 994 650	13 023 204