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Emergency Plan of Action Operation Update

Turkey: Population Movement

 International Federation
of Red Cross and Red Crescent Societies

International Appeal n° MDRTR003 Operations Update n° 13	GLIDE n° OT-2011-000025-TUR
Date of issue: 5 November 2019	Timeframe covered by this update: 1 April 2018 – 30 June 2019
Operation start date: 9 November 2012	Operation timeframe: 86 months Operation end date: 31 December 2019
Overall operation budget: CHF121 million	Current coverage of appeal budget: CHF 85,478,073 (71%)
N° of people being assisted: 2.5 million people for the length of the appeal	
Red Cross Red Crescent Movement partners currently actively involved in the operation: Turkish Red Crescent Society (TRCS), IFRC, German Red Cross, Norwegian Red Cross, 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, Labour and Social Services, Ministry of Health, Ministry of National Education, DG ECHO, UN agencies (WFP, UNICEF, UNHCR, UNFPA, IOM, UNDP)	

Summary of this operation update:

This operation update reports on the implementation of programmes and activities under the sixth revised plan of action of the International Appeal issued in December 2018. This operation update also reflects a shift into reporting by Areas of Focus and Strategies for Implementation to align with IFRC's Plan and Budget 2016-2020, and covers April 2018 through June 2019. Figures reported under the [Detailed Operational Plan](#) section are cumulative, and at Outcome level, and at Output level where possible. Output achievements are further outlined in the narrative of each sector. The **Areas of Focus** supported by this Appeal seek to strengthen resilience among both refugee and host communities, and include Livelihoods and basic needs; Health; Protection, Gender and Inclusion; and Disaster Risk Reduction. **Strategies for Implementation** focus primarily on Strengthening the National Society, through enhancing technical skills and capacity of the TRCS staff and volunteers for more effective and efficient service delivery, and to help ensure that human and material resources are available to address the needs of refugees and host communities.



1 October 2018: A Turkish Red Crescent Community Centre health worker and an interpreter share a light moment with a resident of Harran village in Hatay, during a visit on the International Day of Older Persons. (Photo: Turkish Red Crescent)

A. SITUATION ANALYSIS

Description of the situation

Due to the continuing conflict in Syria, Turkey remains a host to some 4 million refugees within its borders, including nationals from Syria, Somalia, Iraq, Iran and Afghanistan – making it the country with the largest refugee population worldwide. As of 28 Aug 2019, some 3.64 million Syrian people live in Turkey, registered under temporary protection¹. Some 67,000 of these refugees are sheltered in government-run protection camps with access to shelter, food, education, health and social services, though this number continues to reduce as camps are gradually being closed. The remaining 3.63 million or so continue to live clustered in urban areas, many under challenging circumstances and scarce resources, despite commendable humanitarian assistance efforts by the Turkish government authorities.

At present, some 94 per cent of the Syrian refugee population is distributed in 20 cities throughout Turkey, as reported by the Turkish government's Directorate General of Migration Management. As of 9 May 2019, Istanbul hosted more than 15 per cent, followed by Şanlıurfa (12.3%), Gaziantep (12%) and Hatay (12%) resulting in these four cities alone hosting more than 50 per cent of the registered Syrian refugee population in Turkey.

Registered Syrian refugees according to distribution in 20 cities in Turkey as of 9 May 2019 ²			
No.	City	Number of Syrians in the city	% of Syrian population in Turkey
1	Istanbul	546,326	15.15
2	Şanlıurfa	442,783	12.28
3	Gaziantep	432,856	12.00
4	Hatay	427,508	11.85
5	Adana	236,695	6.56
6	Mersin	201,689	5.59
7	Bursa	170,264	4.72
8	Izmir	142,824	3.96
9	Kilis	114,814	3.18
10	Konya	106,426	2.95
12	Mardin	87,079	2.41
11	Ankara	91,312	2.53
13	Kahramanmaraş	87,045	2.41
14	Kayseri	77,746	2.16
15	Kocaeli	56,786	1.57
16	Osmaniye	48,573	1.35
17	Diyarbakir	33,514	0.93
18	Malatya	29,708	0.82
19	Adiyaman	24,391	0.68
20	Batman	22,309	0.62
	Total	3,380,648	93.83%

*percentage of all Syrian refugees in Turkey: 3,606,208 (as of 9 May 2019)
Source: Directorate General of Migration Management, Ministry of Interior, Turkey

Summary of current response

Overview of the Host National Society

The Turkish Red Crescent Society (TRCS) continues to work through its 168 branches and more than 5,400 staff country-wide in support of vulnerable people in Turkey and abroad. It also has nine regional and 23 local disaster management and logistics centres able to provide food and household items for 500,000 people in case of emergency or disaster. As the largest humanitarian organization in the country and as an auxiliary to the public authorities in the

¹ http://www.goc.gov.tr/icerik6/temporary-protection_915_1024_4748_icerik (link is regularly updated)

² <https://www.goc.gov.tr/gecici-koruma5638>

humanitarian field with a wide reach to vulnerable communities, the TRCS continues to extend its humanitarian services to refugees and host communities in urban and rural areas. Under this International Appeal, the TRCS operates mainly through 15 community centres located in cities with high refugee populations. Apart from the IFRC, the TRCS currently works with other programme partners, including: (1) the International Committee of the Red Cross (ICRC) with technical support for Restoring Family Links (RFL), and first-aid capacity building; (2) the World Food Programme (WFP) in the Emergency Social Safety Network (ESSN), providing basic needs assistance through cash transfers; and (3) the UN Children's Fund (UNICEF) in the Conditional Cash Transfer for Education (CCTE) programme, enabling low-income refugee families to send their children to school. The TRCS continues to provide first-line response for newly arrived refugees where and when needed.

Overview of Red Cross Red Crescent Movement in-country

The TRCS is the sole host and operational Movement actor in the country. The National Society also supported the set-up of the IFRC Country Office in March 2018, which currently comprises a Head of Office; a Programme Coordinator; delegates for Community Engagement and Accountability (CEA); Protection, Gender and Inclusion (PGI); Finance and Administration; Information Management (IM); and Planning, Monitoring, Evaluation and Reporting (PMER); together with officers for finance, administration, communications and programme support. Based at the operational headquarters in Ankara, the IFRC Turkey Country Office supports TRCS primarily in all aspects under the MDRTR003 International Appeal, and the IFRC 2019 country plan, in support of National Society capacity development not included in the said Appeal.

Multiple Red Cross Red Crescent Movement partners and their governments support the TRCS interventions related to the crisis in Syria directly and indirectly through technical support, financial and in-kind contributions. The German Red Cross has supported the National Society bilaterally with three community centres in Adana, Izmir, and Istanbul (Sultanbeyli) respectively together with related activities, but will hand these over for IFRC support in July 2019. The Norwegian Red Cross continues to support the TRCS's community centre in Bursa, and a child protection centre in Ankara. As mentioned earlier, the ICRC provides technical support to the TRCS for RFL and first-aid capacity building.

Through the IFRC Country Office, the IFRC Regional Office for Europe (ROE) in Budapest and the IFRC Secretariat in Geneva also provide specialist technical support to the TRCS when required.

Overview of non-RCRC actors in-country

The Turkish authorities lead the coordination and management of humanitarian assistance for refugees 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 their respective AFAD and DGMM offices work closely with their counterparts at the Turkish Ministry of Health, the Ministry of National Education, the security authorities and other relevant agencies.

The TRCS continues to work closely with AFAD and DGMM in line with its assigned mandate and duties comprising the procurement, delivery and distribution of essential relief supplies, such as shelter and other household items. The TRCS also works closely with the different ministries in the relevant areas:

- Ministry of Family, Labour and Social Services (MOFLSS) for referrals, including people needing protection and related social activities, vocational training and employment matters;
- Ministry of Health (MOH) on health-related referrals, health training/seminars, checks for children and adults, and the health centre in the Istanbul Sultanbeyli community centre;
- Ministry of National Education (MONE) on language and vocational activities, and school-related matters;
- Ministry of Food, Agriculture and Livestock (MOFAL) on livelihood skills programmes and activities.

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

Donor response to this operation has been generous since the launch of this appeal in 2012, of which details can be found [here](#).

Needs analysis and scenario planning

Since 2012, the TRCS has played a key role in supporting refugees entering Turkey, providing first-line response through deployment of its volunteers, staff, and emergency supplies, as well as organizing its structures and resources to receive and provide safety for people in need. In 2015, given the evolving situation with no clear end to the conflict in neighbouring Syria, the TRCS opened its first community centre dedicated to serving refugee and host communities, in Şanlıurfa. Gradually the number of community centres has increased since and now, there are 15 community centres in 14 cities with high urban refugee populations, which provide services such as protection assistance, social inclusion, health and psychosocial services, language and vocational training for livelihoods support. All community centre services aim to increase the resilience and well-being of both refugee and host communities.

Reception of the community centres has been highly positive among the refugee community, providing a place where service users can interact socially with other community members; enjoy a safe space for young children to play; learn a new skill or language; speak to counsellors regarding personal problems; and, seek solutions for other challenges faced. Community centres are also open to members of the host community through social events and meetings designed to encourage friendly and consultative interaction among members of refugee and host communities for the benefit of both, to foster social inclusion.

Some challenges faced by the refugee community include language differences which contribute to difficulty in registration and access to essential public and medical services; the high cost of urban living and lack of suitable accommodation; child labour when parents are unable to work; unequal pay for work; bullying in schools; and the lack of fulfilment of rights and legal assistance. Host communities are also under pressure, given the volume of the refugee population in Turkey, which has stretched the capacity of health and educational facilities, and other public services. Compared to the rest of the country, cities in the South Eastern region, such as Kilis, Hatay, Şanlıurfa and Gaziantep host higher numbers of Syrian refugees, comprising some 20 per cent of their respective populations. Exceptionally, in Kilis, the refugee population is reported to have surpassed their Turkish hosts by some 80 per cent. With national unemployment rates lingering around 13-14 per cent in 2019³, competition for paid work is high. Often, informal refugee workers are paid lower wages than their Turkish counterparts.

Operation Risk Assessment

Below is an update on the risks mentioned in the Plan of Action.

Risk	Likelihood	Update on situation/Mitigation measures
Unclear evolution of the humanitarian situation in Syria, affecting neighbouring countries	High	Syria has entered its eighth year of internal conflict, with more than 5.6 million of its people currently living in neighbouring countries. Turkey continues to host some 3.6 million Syrian refugees, reaching some 4 million refugees overall, including other nationalities. There is currently no end in sight for the conflict in Syria, and while no mass influx into Turkey has been recorded since 2015, and border control is extremely tight, Turkey continues to provide the existing refugee population under temporary and international protection with public health, educational, and other essential services.
Heavy workload of National Society staff and volunteers	High	Supported under this International Appeal, the TRCS manages 15 community centres, which provide services for refugees and host communities under its Community-Based Migration Programme (CBMP). The Programme provides sectorial support in Livelihoods, Health, Protection, RFL, and Social Cohesion as well as finance and PMER. Apart from the large workload under the CBMP programme, these staff and volunteers often provide support to non-RCRC projects and other TRCS tasks. Recruitment of more team members is being conducted to fill existing gaps and address staff turnover when needed.
Decreasing stocks and resources	Moderate	The National Society has good resources, and is prepared to meet the food and household item needs of some 100,000 people from both refugee and host communities.
Coincidence with other emergencies since Turkey is prone to natural disasters	Moderate	While there has been no recent large-scale natural disaster requiring national-level emergency response to date, the TRCS remains on alert if needed.
Stigma against the migrant refugee population	High	From a CEA survey in August 2018, some challenges facing both the refugee and host communities include misunderstanding due to cultural differences, bullying in schools, unequal pay and language barriers, exacerbated by congested urban living and strained financial circumstances. Language and cultural differences impact the integration of refugees in the society, often leading to poor social relationships. However, both host and refugee communities have suggested that community dialogue, interactive cultural activities, promotion of non-discriminatory attitudes, fair access to employment, joint interventions at schools to stop bullying, more Turkish language courses, enhancing participation of host communities in Community Centre activities, and raising awareness of their legal rights, can help improve community relationships and build greater understanding between and among both host and refugee communities.

Under the previous assumptions, there have been no significant changes.

- Turkey’s political and security situation has remained stable to date;
- Government policies on the refugee population continue to enable registration and access to services for people hosted in urban areas, and promote integration with the host communities;
- Government policies on the continuation of humanitarian services in the camps remain the same;
- Given that there is no clear end to the conflict in Syria in 2019, many refugees continue to stay in Turkey;
- There is no population movement along the border over the planned capacity of 50,000 people; and,
- No major earthquake or other natural disaster has occurred during the implementation period of this Appeal.

³ <https://www.ceicdata.com/en/indicator/turkey/unemployment-rate>

B. OPERATIONAL STRATEGY

Implemented strategy

Since the previous operations update covering progress up to 31 March 2018, the plan of action underwent a revision in December 2018 to better reflect the current situation, and to address the existing migrant context in Turkey. This was the sixth revision of the appeal's plan of action since it was launched in November 2012. This operations update also reflects a shift into reporting by Areas of Focus/Strategies for Implementation to align with IFRC Plan and Budget 2016-2020.

Under the revised Appeal, the **Areas of Focus** seeking to strengthen resilience among both refugee and host communities, include:

- **Livelihoods and basic needs**, through providing tools, skill-building and guidance to better access employment opportunities; enhancing existing agricultural and livestock rearing skills; supporting entrepreneurial ventures; providing food and household items for refugees in urban areas; as well as positioning emergency contingency stock to support newly displaced refugees.
- **Health**, offering health education, community-based health and first aid (CBHFA), awareness-raising and referrals for refugees to health services to promote psychological coping strategies and good hygiene practices; and, encourage healthy lifestyle choices to improve health resilience. The TRCS also manages a health service centre in Sultanbeyli, Istanbul, providing remedial and medical health care.
- **Protection, Gender and Inclusion** (with gender as a cross-cutting attribute), through interventions that address protection issues, Restoring Family Links (RFL) services, legal counsel for individuals, and informational seminars for key stakeholders; referrals for public and educational services; tools and events to integrate with host communities and promote mutual social and cultural harmony; and educational support for refugee children with disabilities. Community Engagement and Accountability (CEA) interventions include enhancing community centre outreach work and encouraging more meaningful participation of refugee and host communities in CEA and other community centre programmes.

Strategies for Implementation focus primarily on Strengthening the National Society, through enhancing technical skills and capacity of the TRCS staff and volunteers for more effective and efficient service delivery, and to help ensure the human and material resources are available to address the needs of refugees and host communities. This includes the establishment of a standard protection-focused data management process and database, and the training of NS staff to deliver a fully accountable protection programme supported with this process and resource, under the Protection, Gender and Inclusion component of this appeal.

The TRCS regularly monitors its activities at the community centres, and collects monthly data disaggregated by gender, nationality, age and disability from each community centre. Programmes are planned to include as many of the target group as possible, such as holding Turkish language classes after working hours to ensure working members of the refugee population can attend, or scheduling community meetings and social events on days that best suit members of both refugee and host communities. Child-centred activities are held at the same time as adult vocational classes to make it more convenient for both children and adults to participate in their respective activities.

Currently, the IFRC and the TRCS are working to streamline the different channels for feedback available at the community centres, which include feedback/suggestion boxes, direct contact with community centre staff, meetings and forums, and actively seeking feedback through outreach. This comprehensive feedback mechanism will support the National Society to better compile and streamline complaints/suggestions overall, and clarify subsequent steps to be taken. Greater engagement with community is integrated in all TRCS programmes supported by IFRC, with CEA itself promoted for integration into all other National Society programmes as well.

C. DETAILED OPERATIONAL PLAN

This Operation Update No. 13 reports on activities under the [International Appeal](#) supported by the Red Cross Red Crescent, and covers the period from April 2018 through June 2019. It provides an overview of the TRCS's response to refugees in Turkey due to the conflict in Syria, with the support of the Red Cross Red Crescent Movement. Seeking to enhance resilience and social harmony among both refugee and host communities, the desired outcomes from these interventions include:

1. Strengthened livelihood skills and more opportunities to support economic self-sufficiency and reduce vulnerability;
2. Increased knowledge and application of healthy lifestyle choices, good hygiene practices, and robust psychosocial wellbeing for adults, youth and children;
3. Reunion of separated families; understanding of and access to essential rights to protection and personal safety; social integration and harmony among communities;

4. A National Society that is well-resourced to respond to the immediate food and household needs of vulnerable refugees in urban areas; and,
5. Skilled competent TRCS staff and volunteers with the necessary knowledge and resources ready to assist vulnerable people.


Findings from a CEA assessment conducted in April/May 2018 covering some 420 individuals through key informant interviews and focus group discussions, showed that, in general:

- i. More women respondents used the community centre services than men;
- ii. More refugee respondents than host community members used the community centre;
- iii. Language courses and vocational training were the most utilized services at the community centres;
- iv. Host and refugee communities interacted mostly at shops, health facilities and in the workplace; and,
- v. Respondents were aware of the issues of child marriage, peer bullying and child labour, as well as the need to address these issues through community dialogue, cultural interaction, and awareness-raising promoting non-discrimination.

The assessment report can be found [here](#).

Conclusions pertaining directly to these findings indicate that the refugee community continues to find community centre services relevant and useful for everyday living, thereby improving self-reliance and resilience; and, while there is generally congenial interaction among both communities, there is also awareness that challenges need to be addressed to improve social cohesion among all communities to decrease tension and conflict.

Many of the programme sectors have experienced a steady turnover of staff, which often includes trained staff leaving, and new/junior staff requiring specific orientation and training to fulfil capacity for adequate service delivery. This also includes staff who are assigned different duties, or moved to different departments and take up functions unrelated to their previous area of work. New staff recruitment has also been delayed, and has affected the implementation of some interventions. Other challenges have been broader, such as the economic downturn, high rates of inflation, fluctuation of the Turkish Lira and its effect on expenditure.

 Livelihoods and basic needs People reached: 33,766 Male: 13,239 Female: 20,527		
Outcome 14⁴: Refugees and host communities have strengthened their livelihoods through greater options for economic resilience		
Indicators:	Target	Actual
% of refugee and host community members who report being able to cover all household expenses	n/a	See footnote ⁵
Output 14.1: Vulnerable refugee and host community members have increased opportunities for economic self-reliance increased through targeted vocational training, entrepreneurship development for improved livelihoods and income		
% of the target refugee and host community families have increased their net income by end-2019	15%	See footnote ⁶
# of individuals supported to start up or scale up income-generating activities	3,000	11
# of individuals participating in professional skills, vocational or business development training courses	15,500	7,065
% of target population provided with new skills and knowledge to strengthen their livelihoods and increase their employability	60%	46%
Output 14.2: 5,000 migrant and host community members are provided intermediation services through TRCS employment centres		
# of TRCS employment centres established	n/a	0
# of migrant and host community members provided employment services through TRCS employment centres	5,000	234 ⁷
Output 14.3: Employers supported in applying for legal work permits and social security incentives		

⁴ Numbering of the Outcomes/Outputs corresponds to that of the revised emergency Plan of Action of 3 December 2018 for easy reference. This will be changed in the next operations update.

⁵ A survey will be prepared to collect this data.

⁶ A survey will be conducted towards the end of 2019 to collect this data.

⁷ No employment centres are established, but employment services are currently provided through community centres.

# of employers provided information on work permit application processes and related legal issues	n/a	11
# of employers supported with work permit applications	n/a	11
# of employers supported with social security payments	n/a	See footnote ⁸
Outcome 15: Refugees and host communities have reduced vulnerability through entrepreneurship/self-employment support through entrepreneurship programmes and incubation centres		
Indicators:	Target	Actual
# of sustainable micro and small enterprises initiatives created and or strengthened through provision of professional skills enhancement and of business development training by end of 2019	200	11
# of migrant and host community members who start their own start-ups and/or scale up their current businesses	1,500	11
Output 15.1: 200 migrant and host community members have established their own businesses		
# of individuals receiving entrepreneurship training (through incubation centres and/or referral to entrepreneurship training)	200	0
# of business ideas generated	n/a	11
% of business plans assessed feasible	n/a	100%
# of individuals supported to start up or scale up income generating activities	200	11
# of companies established	n/a	11
# of jobs created	n/a	11 enterprises ⁹
Output 15.2: New start-ups and businesses are provided mentorship and incubation support		
# of entrepreneurs and/or business owners receiving legal support during legal establishment of their companies	n/a	11
# of individuals provided advanced management training	n/a	0
# of companies registered with the incubation centres	n/a	See footnote ¹⁰
# of start-ups provided mentorship in implementing their business plans through incubation centres	n/a	See footnote ¹¹
Outcome 16: Refugees and host communities have increased self-reliance through agricultural support in crop production and livestock management		
Indicators:	Target	Actual
% of refugee and host community members involved in agriculture and livestock interventions who report being able to cover basic household expenses	n/a	See footnote ¹²
Output 16.1: Migrants and host community members have increased their skills and competencies in crop production		
# of individuals participating in crop production training courses	160	400
Output 16.2: 160 migrants and host community members have been supported in their agricultural production activities		
% of the target migrant and host community families have increased their net income through agricultural production	n/a	See footnote 12
# of individuals who have started their own agricultural production and/or are employed in agricultural enterprises	160	50
# of agricultural enterprises scaled up, provided equipment and/or investment support	n/a	40
Output 16.3: 720 migrants and host community members have increased their skills and competencies in livestock management		
# of individuals participating in training courses in livestock management	720	20
Output 16.4: 200 migrants and host community members are supported in their livestock production activities		
% of the target migrant and host community families have increased their net income through livestock production	n/a	0
# of individuals who have started their own livestock production and/or are employed in livestock enterprises	200	0
# of livestock enterprises scaled up, provided equipment and/or investment support	n/a	0

⁸ TRCS now supports employers with work permit applications, but no longer with social security payments.

⁹ Individual staffing figures unavailable.

¹⁰ Company registration is supported via the community centres. Business incubation services will begin in August 2019 through the community centres as well.

¹¹ Business mentoring services to begin in September 2019.

¹² Survey to be conducted to gather this data.

Outcome 1: The National Society is prepared to meet the nutrition and household item needs of up to 100,000 vulnerable refugees and host community members (20,000 families) living in urban areas.		
Indicators:	Target	Actual
# of refugees/host community members living in urban areas whose immediate food and NFI needs have been met	100,000 individuals	50,000 individuals
Output 1.1: Food parcels and NFIs are distributed as short-term support for refugees and host community members living in urban areas		
# of food parcels distributed	20,000	10,000
# of non-food/household items distributed	20,000	10,000
Outcome 2: The National Society provides hot meals to meet the nutritional needs of up to 110,000 most vulnerable refugees monthly through the Ulucanlar kitchen in Ankara		
Indicators:	Target	Actual
# of refugee community members living in Ankara whose nutritional needs have been met through distribution of hot meals	110,000	110,000
Output 2.1: Hot meals provided through a kitchen in Ankara for up to 5,000 most vulnerable refugees daily		
# of hot meals distributed on a daily basis	5,000	5,000
Outcome 3: TRCS is prepared to meet the food and household item 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		
Indicators:	Target	Actual
# of newly arrived displaced people whose immediate food and NFI needs have been met	50,000	0
Output 3.1: Food parcels, NFIs and emergency shelter are available for short-term support to newly displaced people		
# of food parcels distributed	20,000	0
# of non-food/household items distributed	50,000 (10,000 families)	0
Progress towards outcomes		
<p>As of end-June 2019, up to 7,065 people had participated in vocational training, professional skills and/or business development training at the community centres (CCs), with 11 supported to start up or upscale their income generation activities. Also, 420 people were trained in agricultural crop production and livestock management.</p> <p>Language classes are also conducted, being essential to increasing employability and expanding job opportunities for refugees who do not speak Turkish. As of June 2019, some 6,500 refugees participated in regular Turkish language classes. Also, 234 refugee and host community members utilized the skill assessment and job referral services that the TRCS offers to those trained through the community centres.</p> <p>On average, women and girls comprised the majority of participants in all vocational training at the CCs. Also, the majority of participants were Syrian, at more than 80 per cent. Other participants included non-Syrian refugees as well as host community members.</p> <p>CCs also offer employment advisory seminars and individual employment counselling. Discussions with potential employers are part of TRCS's efforts in helping refugees and host community members to find gainful employment. These discussions also help update the National Society on labour market needs and raise awareness among potential employers of the skills and availability of potential employees. One example of this working partnership is in Kahramanmaraş where the community centre coordinates an employment-guaranteed textile course. This course offers participants practical on-the-job training with existing businesses, providing opportunities for income-generation, and in turn, increasing economic self-reliance. The TRCS also helps to cover work permit fees for those trained at the community centres.</p> <p>The Ankara community centre commissioned a labour market analysis¹³ to determine existing livelihoods needs related to refugee and host communities. This included an update on the main economic indicators of the city's labour market; beneficiary demographic and socio-economic profiles; labour conditions and Turkish employers' approaches towards refugees under temporary protection and international protection; potential stakeholders and cooperation initiatives in the field; as well as labour market demands and vacancies for refugees and host community members. As part of the response to the findings, the National Society has adjusted its livelihoods programmes to</p>		

¹³ *Labour Market Research on Syrians under Temporary Protection in Ankara* (published document) will be uploaded online in Turkish and English, by TRCS.

incorporate agriculture and livestock-rearing skills for refugee and host community members at different locations in Turkey. This includes an expansion of existing agricultural training courses conducted in cooperation with the Ministry of Food, Agriculture and Livestock (MOFAL) Provincial Agricultural Directorates. Topics per location are chosen according to sectoral needs determined by the Directorates and/or by the Chambers of Commerce in the respective provinces.

The TRCS is also working in cooperation with the MoFAL Provincial Agriculture Directorates to organize agricultural training such as strawberry, lavender, and vegetable cultivation as well as basic agricultural farming skills. In reference to protocols signed by Kilis, Mardin and Şanlıurfa community centres with the respective Provincial Agriculture Directorates, the latter provides trainers for practical and theoretical skills, while the TRCS provides technical materials and equipment. In Kilis, Mardin and Şanlıurfa, agricultural training is supported by the TRCS community centres at dedicated farming centres, set up for practical agricultural training. These facilities are equipped and technically supported by the MoFAL's General Directorate of Agricultural Research and Policies.

Training includes theory and application in cultivating vegetables and fruit, and other produce for general consumption, and aims to improve the employability of the refugees and host community through development of need-based training and to improve their own livelihood and resilience. As of end-June 2019, 420 people participated in agricultural/livestock training.



Under the mushroom cultivation programme, trainees proudly display their harvest in Adana, 26 Nov 2018. (Photo: Turkish Red Crescent Society)



Participants in the agricultural training programme learn to plant strawberries and lavender in Mardin. On land donated by a local farmer, the trainees sell their harvest as a means of income, 14 Nov 2018. (Photo: Turkish Red Crescent Society)

Provision of food and household items

By mid-2019, the TRCS had supported 10,000 people (some 2,000 families) with food and non-food item distribution. Recipients comprised vulnerable refugee families located in cities and urban areas throughout Turkey, and who had received limited support previously. Procurement of the food and NFIs included hygiene parcels, baby parcels, and blankets, and was completed through the IFRC Logistic Management Department. Also, through its soup kitchen in Ulucanlar, Ankara, TRCS provides some 110,000 refugee and host community members with hot meals daily.

As there was no large-scale influx of refugees into Turkey to date, there has been no distribution of contingency stock under Outcome 3.



Health

People reached: 241,673

Male: 102,553

Female: 138,179

Outcome 10: The resilience of 86,400 members of refugee and host communities is increased through healthy lifestyles, hygiene promotion, first aid, and preventive health care promotion

Indicators:	Target	Actual
# of refugee and host community members provided with basic health care information	86,400	51,956

% of targeted vulnerable refugees and host community members with improved hygiene practices by the end of 2019	70%	132%
Output 10.1: Basic health orientation provided to 80,400 refugee and host community members to promote healthy lifestyles, hygiene promotion and preventive health care		
# of people attending basic health orientations	60,000	51,956
# of basic health orientations	Not specified	N/A
# of hygiene promotions	Not specified	N/A
# of persons attending hygiene promotion activities	60,000	79,469
# of packages for new-borns distributed to expectant mothers	14,400	6,659
# of expectant mothers supported with hygiene packages	14,400	6,659
Output 10.2: Up to 6,000 refugee community members living in urban areas are trained and have received information on first aid		
# of refugee community members (adults, youth, children) trained and have received information on first aid	6,000	N/A
# of first-aid training courses conducted	Not specified	N/A
Outcome 11: The knowledge of 58,000 refugee and host communities is increased through health education activities at two health centres in Şanlıurfa and Konya		
Indicators:	Target	Actual
# of people reporting increased knowledge on health and lifestyle-related issues (preventive health care, hygiene, first aid, etc.)	58,000	51,956
Output 11.1: Health education activities are organized at two health centres in Sanliurfa and Konya through home visits, community meetings and health awareness campaigns		
# of referrals to health facilities	10,000	7,764
# of health education and awareness-raising activities	Not specified	N/A
# of community meetings	Not specified	N/A
Outcome 12: The health and psychosocial well-being of 80,000 refugee adults and children living in urban areas is improved through comprehensive psychosocial support		
Indicators:	Target	Actual
# of refugees receiving PSS services through community centres	80,000	91,885
% of adults and children reporting improved personal and interpersonal well-being by the end of 2019	50%	See footnote ¹⁴
Output 12.1: Comprehensive psychological and social service support provided to 60,000 adult refugees		
# of adult refugees who have attended PSS sessions and/or accessed social services	60,000	12,564
# of psychological group counselling sessions	Not specified	5,117
# of psychological individual counselling sessions		2,457
# of referrals for better mental health of displaced people		1,831
# of awareness workshops on Gender-based Violence (GBV)		41 ¹⁵
# of awareness-raising sessions on child protection		51 ¹⁶
Output 12.2: Child-oriented learning, social and PSS activities and special education classes are provided to 12,000 refugee children including those with disabilities		
# of refugee children participating in child-oriented activities and accessing PSS services	12,000	56,680
# of courses and seminars for children	Not specified	51 ¹⁷
# of PSS and child-oriented activities		N/A
# of disabled children attending special education classes		0
Output 12.3: Comprehensive psychological and social service support provided to 8,000 refugee children through two mobile child-friendly spaces		

¹⁴A survey will be conducted towards the end of 2019 to collect this data.

¹⁵ Reporting period: October 2018-May 2019

¹⁶ Reporting period: October 2018-May 2019

¹⁷ Reporting period: October 2018-May 2019

# of refugee children participating in child-oriented activities and PSS services through mobile child-friendly spaces	8,000	2,892
# of mobile child-friendly spaces providing PSS to children	2	2
# of PSS and child-oriented activities	Not specified	N/A

Progress towards outcomes

Health, hygiene promotion and psychosocial support (PSS) services are provided at all the community centres. Apart from these, the TRCS also manages two health education centres in Konya and Şanlıurfa which are now fully staffed and equipped as well as one model health clinic in Sultanbeyli, Istanbul which provides curative medical services. Nurses and health specialists support both centres in providing health outreach services; and conducting activities to promote healthy lifestyles, good hygiene practices, and preventive health care for refugee and host communities in their respective locations. These include health-related referrals, checks for children and adults, and related training and seminars, in cooperation with the Ministry of Health. Outreach activities in rural areas also target remote communities and seasonal workers through health seminars, dissemination of information, education and communication (IEC) materials, and distribution of hygiene kits and parcels for expectant mothers and new-born infants. In 2019, the TRCS began to include cancer screening for communities, with the support of the respective provincial health authorities.



Health education, first aid training, hygiene promotion

As of June 2019, the community centres supported the participation of 51,956 people in health education activities, 79,469 people in hygiene promotion activities, and distributed 6,659 hygiene packages to expectant women through migrant health centres, hospitals, at maternal health seminars, and during household visits during outreach activities. Also, 7,764 people, who required professional medical attention, were referred to related health services in-country.

In collaboration with the Ministry of Family, Labour and Social Services (MFLSS), community-based health and first aid (CBHFA) training was held for 28 new volunteers as well as one CBHFA training of trainers with IFRC support. Volunteers living in their own communities were tasked with sharing

First aid training for children in Adana, 15 August 2018: This session was led by the Adana community centre's nurse at a temporary education centre. After all first-aid training workshops, children receive mini first-aid kits to take with them. (Photo: Turkish Red Crescent)

their knowledge through peer-to-peer training with their community members, under the supervision of community centre specialists. Topics included reproductive health, pregnancy and infant care; protection from infectious diseases; chronic diseases; promotion of healthy lifestyles; and, first aid. Two training and sensitization sessions on family issues were also held for 54 new volunteers, covering family issues, psychosocial well-being, child marriage, divorce, child development, and teenage/adolescent behavioural concerns.

Raising awareness on good health practices seeks to help alleviate the burden on the Turkish public health services which have been stretched with the sharp increase of the migrant population in the country. While the health education centres continue to provide health- and hygiene-related services, home visits are also conducted by volunteers and nurses in Konya and Şanlıurfa. Volunteers from the refugee community are trained to conduct health education, and after training is completed, they accompany nurses and other health specialists to support outreach activities, supervised and mentored by the nurses/specialists. Also, volunteers are supervised by community centre specialists, while conducting peer-to-peer training and information sharing in their own communities. Apart from health education materials, first aid kits are also provided to participants of first aid seminars. Currently, all materials have been or are being translated into Turkish and Arabic.

Substance abuse awareness and prevention education is also being conducted in penal facilities, in schools and with local Syrian community associations in Kilis and Şanlıurfa.

To further enhance health education for mothers and children, the TRCS, with the Ministry of Health (MoH) has developed six [animation videos](#)¹⁸ in Turkish and Arabic on the safe use of medications; breastfeeding and infant nutrition; preventing accidents at home; breast cancer and the importance of early diagnosis; home, food and environmental hygiene; and, access and rights to health services. Both the Turkish and Arabic versions have been shared with the MoH Health Centre for Migrants for further dissemination. The CC Health Specialists use these video animations in their training sessions, and CCs also screen these videos at their respective community centres. The TRCS is exploring more potential topics for the same series in consultation with the CC health specialists.

Health care outreach and referrals

The health care outreach services provided by the community centres through nurses, health specialists and trained volunteers, included awareness-raising activities to promote healthy lifestyles, good hygiene practices and preventive health care for migrant and host communities in the area. Outreach activities were conducted, with an average of four seminars per week to reach communities in rural areas, including seasonal workers. Information leaflets and brochures are distributed to both adults and children during these activities. The TRCS also assists community members to access specific health services when needed, through referrals to specialized health and medical services, in cooperation with the Ministry of Health. As of end-June 2019, 7,764 community members were provided referral services for tertiary health care and other related services.



25 September 2018: A basic health concepts and healthy lifestyle promotion session is held in Kayseri for women between 18-59 years of age. This health literacy seminar was conducted by health workers at the Kayseri community centre, and aimed to help participants communicate clearly with medical facilities to obtain services suited to their needs. (Photo: Turkish Red Crescent)

children; the former, through individual and group counselling sessions; and the latter, through interactive play, art and craft activities. As of June 2019, 91,885 people were reached with PSS services through the community centres, with up to 1,831 referred to professional health facilities for follow-up. Using an established case management system, the TRCS works in coordination with the Ministry of Family, Labour and Social Services (MFLSS) to ensure the quality of services is consistent for all cases. Also, in the last quarter of 2018, three capacity building sessions for trainers in PSS and PFA, including related M&E were held. The TRCS also conducted a training of trainers in Volunteer Care.

Women, children and youth constitute the most vulnerable group of the refugee population. Community centres support young and school-aged refugee children, including those with disabilities. Community centre PSS services aim to contribute to the psychological developments of children and youth fleeing warfare and conflict in their country, and increase their resilience through safe, participatory and supportive activities, as well as to help them cope with the new environment and cultural diversity they face in Turkey.

The TRCS continues to provide comprehensive PSS to vulnerable refugees through group and individual counselling sessions at community centres. Services are provided in the user's own language as much as possible, and are especially geared towards those perceived as most vulnerable, including women, unaccompanied minors, children at risk of labour or sexual exploitation, trauma survivors, and people with physical and psychological health needs. Users of these PSS services are referred for further professional counselling and therapy on a case-by-case basis to relevant government health facilities. Children are also provided a safe environment for child-oriented activities and PSS sessions in child-friendly spaces (CFS) at the community centres supported by UNICEF.

Hygiene practices

In conjunction with health education activities, the promotion of good hygiene practices also seeks to alleviate the strain on the public health system through preventive rather than curative measures. The TRCS continues to provide awareness-raising activities to encourage good hygiene practices and preventive health care for migrant and host communities, especially among refugee communities often living in straitened circumstances, lacking proper water and sanitation facilities. As of June 2019, 79,469 people participated in hygiene promotion activities organized by the National Society through its community centres.

Psychosocial Support (PSS)

Psychosocial support (PSS) is a large component of health support provided at the TRCS community centres. These are available to both adults and

¹⁸ https://www.youtube.com/watch?v=8AflzP_sOPU&list=PLFRz91Au51GONZNINI1c3HmT7z57zs7g-

The majority of adults who attend the PSS counselling sessions are women, while children participate in relevant interactive and play activities. Men constitute the majority of language learners at the community centres. Where possible, PSS is designed as part of language classes to help expand the service to men, who may be unable to attend or are reluctant to overtly participate in PSS sessions. Mother and child group counselling sessions have also begun to include topics on safety and child development. A six-week course was held at the Bağcılar and Sultanbeyli community centres in Istanbul for groups of six to eight mothers and children, with the technical support of psychology experts from Bilgi University.



Individual PSS sessions for children at Adana community centre. (Photo: Turkish Red Crescent)

PSS services are also available to those affected by sexual and gender-based violence (SGBV). Generally, two forms of PSS service are offered: (1) counselling, by volunteers and non-technical staff; and (2) psychotherapy, conducted by clinically trained psychologists. Counselling includes group and individual sessions, generally attended by women. Counselling sessions for couples is also provided. During the reporting period, 1,831 refugees were identified and referred to the government PSS facilities to obtain professional clinical treatment and counselling.

In a Community Engagement and Accountability (CEA) survey in April/May 2018, women, who constitute the majority of community centre service users, expressed that while most did not explicitly attend PSS sessions per se, their involvement in the vocational training activities and social networking events organized by the community centres provided them a safe space to socially interact with their peers and other community members positively and confidently. In 2019, the TRCS has revised the PSS training modules to enhance customization for a variety of audiences and contexts, and to include pre- and post-course testing. Also, in 2019, the TRCS plans to assess the impact of all these PSS interventions through a well-being survey in collaboration with a university or suitable organization, with another survey towards the end of the project. The National Society is also in discussion with the Ministry of Health regarding a joint survey on refugee access to health services.



Protection, Gender and Inclusion

People reached: 240,872

Male: 109,616

Female: 131,202

Outcome 4: Refugees are provided with relevant support and services through case management based on individual needs

Indicators:	Target	Actual
# of refugees receiving appropriate response through multi-disciplinary case management approaches, including restoring family links (RFL), according to their individual needs	72,471	23,651
Output 4.1: 65,776 refugees are supported with the Individual Protection Assistance (IPA) fund where eligible, provision of legal counsel and informational materials		
# of refugees supported with identification of needs and priorities, and provided with relevant services through case management in TRCS community centres and in remote areas	26,880	3,947
# of refugees assisted through the Individual Protection Assistance (IPA) fund	23,520	7,658
# of refugees provided with legal counsel	5,376	838
# of refugees attending information seminars on legal issues, and provided information materials	10,000	8,119
Output 4.2: Refugees report feeling an increased sense of safety and dignity		
% of migrants receiving support through TRCS case management reporting an increased sense of safety and dignity	60%	See footnote ¹⁹

¹⁹ A survey will be conducted to collect this data.

Outcome 5: Provision of efficient Restoring Family Links (RFL) services for migrants and refugees		
Indicators:	Target	Actual
# of migrants and refugees reporting satisfaction with RFL services received	6,635	3,089
Output 5.1: 6,635 migrants and refugees are provided Restoring Family Links (RFL) services		
# of people provided with tracing services	4,935	1,269
# of families/individuals provided with family reunification support	1,500	1,141
# of people provided with Red Cross Red Crescent Messages services	200	679
Outcome 6: TRCS capacities to respond to protection needs are strengthened and are well-coordinated with government and other NGO approaches in protection assessment and response		
Indicators:	Target	Actual
Required team for protection management is established in TRCS and provided with training supervision and support to deliver a fully accountable protection programme with a strong protection data management process	240	327 ²⁰
Output 6.1: TRCS has a standard well-functioning protection-focused data management process and database in place		
# of TRCS personnel recruited and inducted into the case management teams	79	67
# of TRCS personnel attending protection/RFL training and workshops	420	284
# of local authority and external organizational personnel attending information seminars	2,220	544
Outcome 7: The living conditions of up to 48,000 refugees are improved by dissemination of information and services through 16 community centres		
Indicators:	Target	Actual
# of community centres providing essential information and services to refugees	16	15
Output 7.1: Community centres are set up in selected urban areas to improve the living conditions of refugees		
# of training sessions for staff and volunteers	Not specified	11
# of needs assessments conducted	16	15
# of beneficiary satisfaction surveys (BSS) and evaluations conducted	Not specified	7
Output 7.2: Access to essential services and support enabled for 48,000 vulnerable refugees through community centres to cope with the consequences of displacement		
# of refugees receiving information and services (including registration and referrals) through community centres or outreach work (including home visits) by TRCS	48,000	54,166
Outcome 8: The resilience of 24,000 refugees affected by the conflict is improved through capacity-building and awareness-raising activities, including language courses, vocational training, and protection seminars		
Indicators:	Target	Actual
# of refugees who have received capacity-building training and protection activities to improve their resilience	24,000	3,153
Output 8.1: Language courses, vocational training and protection workshops offered by community centres to build social integration between refugee and host communities		
# of language training courses (participants)	10,000	6,456
# of vocational training courses (participants)	15,500	7,065
# of protection seminars	Not specified	241 ²¹
Outcome 9: The relationship of 90,000 refugee and host community members is harmonized through activities aiming to build up social integration and cohesion		
Indicators:	Target	Actual
Refugee and host community relationships are improved through regular dialogue and events at community level	90,000 individuals	161,900 individuals
Output 9.1: An environment is created for refugee and host communities to communicate and share experiences for social integration, peaceful coexistence and reduced stigmatization		
# of events and meetings organized for social harmonization among host and refugee communities	Not specified	151
# of people attending social harmonization events and meetings	220,000	161,900
Output 9.2: Target communities are empowered to promote social cohesion and build peaceful co-existence by reducing stigmatization		

²⁰ This figure includes staff turnover and replacement staff.

²¹ Reporting period: October 2018-May 2019

# of targeted refugees and host communities who have attended social, cultural and/or networking events arranged by TRCS community centres and who report positive benefits	22,000	161,900
Outcome 13: Implementation of TRCS programming is improved by ensuring effective and timely communication with migrants and engaging with them, taking into account migrant opinion and feedback		
Indicators:	Target	Actual
% of migrants satisfied that they have access to information, feedback mechanisms and can influence the programme/response	70%	See footnote ²²
# of decisions on programme design and implementation taken based on needs expressed by migrants and host communities	5	See footnote ²³
# of target population aware of how to access a recommended service	100,000	N/A
Output 13.1: Community Engagement and Accountability (CEA) is integrated in all the programmes as a cross-cutting approach		
# of CEA needs assessments reports	1	1
# of sectors in the International Appeal that incorporate CEA in their workplan and budget	2 (protection and social cohesion)	2
# of guidelines and training modules on CEA	1	1
# of training sessions on CEA provided to RCRC staff and volunteers	3	1
Output 13.2: Refugees are engaged in two-way communication, incorporating their opinions and needs for the implementation of community centres services		
# of FGDs conducted with refugee and host community members to obtain their feedback on the services received and their needs	50	31
# of community centres with feedback/suggestion boxes	15	15
Progress towards outcomes		
<p>By the end of 2018, the TRCS had provided 3,947 people with case management support; 7,658 through the Individual Protection Assistance (IPA) fund; 8,119 with legal information through seminars; 838 with individual legal counselling; and, with 3,089 Restoring Family Links (RFL) services (including 1,269 people provided with Tracing service, 1,141 with Family Reunification, and 679 with RCRC Messaging).</p> <p>Case management services under this Appeal include providing referrals for individuals to other organizations for specialized support, government departments, assistance with acquiring documents and ongoing follow-up support to reduce protection risks such as encouraging individuals to send their children to school or participate in community centre activities. Case management teams are in place at all the CCs to provide ongoing services. Case management is particularly suited for complex situations, requiring multiple interventions or ongoing follow-up support; most of these are identified by referral from other I/NGOs and TRCS units. Of the 3,947 people who accessed case management support, 1,854 were women/girls and 2,093, men/boys.</p> <p>The Case Management Standard Operating Procedures (SOPs) were adapted by the IFRC and the TRCS in 2018 for the Turkish context. Further training sessions are being held with each CC team to ensure that caseworkers fully understand and follow the SOPs. The dynamics and the population density within the province as well as districts create differences among people reached. For instance, CCs in Istanbul receive more referrals than other centres. Also, CCs in small cities such as Kilis and Kahramanmaraş, receive more health-related cases than other CCs since there are no advanced university hospitals in their cities, and service users require assistance to access health services in other cities.</p> <p>In 2018, under Individual Protection Assistance (IPA), 7,658 individuals were provided interpreter assistance, referrals to hospitals, assistance with registration, and/or provision of equipment necessary to enable access to services. Of these, 4,501 were women/girls, and 3,157 men/boys. Under the agreed definition of the IPA, much of the in-kind assistance relates to access of health services. Related to case management, people covered by IPA often seek assistance for transportation and interpretation in their medical referrals.</p> <p>Lawyers who provide legal and related services at the community centres for refugees are members of the Bar Association, and have undergone related protection- and UNHCR training. Contracted lawyers cover a range of specialist areas and ensure both genders are represented. Seminar topics are selected based on beneficiary feedback, and analysis of case records, after which content is developed by the lawyers and discussed with the protection team. Materials are then shared with the interpreter for preparation with the lawyers prior to the seminars.</p>		

²² A survey will be conducted to collect this data.

²³ Focus group discussions will be required to extrapolate this data.

Seminar topics vary from province to province, based on priority. However, family law, civil law and registration procedures are the main topics covered by all CCs.

A caseworker participates in the session to identify any concerns, either with the seminar itself or regarding people's protection needs. Following the seminar, the caseworker collects names of individuals who require legal advice to arrange appointment with a lawyer for them. During the reporting period, 8,119 people attended legal seminars, comprising 3,177 men and 4,942 women.

In terms of capacity building, newly recruited staff are trained on topics based on existing staff feedback. Also, capacity building seminars are planned for newly elected *mukhtars* (village leaders).

Legal counselling sessions provided at the community centres focus on individual advice and information provision. Those requiring legal counselling are usually identified during the casework process or legal seminars. Should an individual require legal representation, they are then referred to another lawyer as part of the IPA or case management. Up to 838 people have attended legal counselling sessions as of June 2019. Distribution of legal counselling services varies, wherein most of these services are provided in Kayseri and Bursa through referrals made from other local NGOs and state institutions. Often, if other I/NGOs provide legal counselling in the same province, the number of service users is lower, such as in Izmir and Şanlıurfa. Service users also stem from legal seminars where, after the seminars, people approach the CC staff themselves to seek counselling for their individual situations.

In 2018, a baseline survey was conducted to identify the experience and perception of safety and dignity of refugees in Turkey, as well as threats and barriers faced, and their capacity and knowledge to address such risks. The findings are available on the IFRC public website [here](#).

Restoring Family Links (RFL)

The RFL services were provided to 3,089 people during the reporting period. Of these, 1,269 refugees were provided with tracing services; 1,141 with family reunification support; and 679 families/individuals with Red Cross Red Crescent Messaging.

A seminar on tracing was conducted at the Mersin CC for potential service users, and included information on the respective rights and responsibilities, the general process of a case, and the role of TRCS in RFL. A standard presentation on RFL for potential service users is being prepared. Leaflets on RFL also explain the services in detail, seeking to allay misunderstanding about the services, and provide information about requirements. These are disseminated through the CCs, during outreach and through other stakeholders in the field. There is also a dedicated phone line with interpreters to clarify any questions people may have regarding the RFL services.

Ten trolley chat boxes are put in key locations where there is a need for refugees to communicate with family members. These boxes are also ready in case of a mass migration influx.

The RFL case management database system was developed in close cooperation between the TRCS and the IFRC to align both programmatic and technical aspects of this activity. Since its roll-out in November 2018, the system has significantly contributed to improving data quality and reducing processing time, and will continue to improve as it is refined and optimized over time. The TRCS also worked closely with the ICRC and other National Societies to establish common personal data protection and sharing standards in compliance with existing legal frameworks. The TRCS also applies technical data protection measures, including encryption, back-end security, and access control measures. Furthermore, in alignment with national data protection legislation, the TRCS has officially endorsed the ICRC RFL Code of Conduct on data protection and applies its tenets to the system. A business intelligence tool such as Tableau will be used to integrate a dashboard into the system. This will support the RFL team in enhancing analytical capacity, improving understanding of case profiles, and enabling more efficient tracking and effective follow-up of cases. The TRCS is also in discussion with the Police department to search for missing persons, as well as detect and prevent people smuggling and human trafficking activities.

A comprehensive training package which includes the legal background of RFL activities, the respective roles of the Red Cross Red Crescent Movement, use of the database and archiving data, has been developed to strengthen the RFL team capacity in using the database and following up on cases. The training module was completed in April following an evaluation by the Education Directorate. Two training workshops of three and four days respectively were conducted, one of which involved the TRCS branches. The RFL team also presented its programme several times to various NGOs and government institutions in-country.

To garner a wider audience with a greater understanding of RFL, the production of a short film clip is in progress. With the difficulties of family reunification and the lack of understanding regarding the related rights of refugees, it is imperative that awareness be raised on how people become separated along the migration route. It is hoped this film will encourage an increase in positive perception of the host community towards RFL and the refugee community, and encourage the relevant parties to support case-based family reunifications.

Prevention of Sexual and Gender-Based Violence (SGBV)

Awareness-raising on Sexual and Gender-Based Violence (SGBV) prevention and child protection among refugees, staff and volunteers is also conducted at the community centres. Psychoeducation is also available through seminars on family communication, child development related to psychosocial well-being, adolescent behaviour and behavioural disorders. Modules are tailored to target group needs. These included separate modules for children, parents and teachers, with various titles, such as *Peer Bullying Prevention*, *Peaceful Environments for Children*, *My Body Belongs to Me*, and *Reactions after Challenging Events*.

Social Cohesion and Community Engagement

The TRCS is seeking to build common ground among communities through two-way dialogue, inclusive cultural and language activities; facilitating access to employment for all communities, and raising awareness on legal rights. Community members themselves are encouraged to participate in joint interventions to stop bullying, and promote non-discriminatory attitudes and sensitivities. The community centres are also working to enhance the participation of Turkish host community members in a broader range of community centre activities. By June 2019, up to 161,900 people have participated in social, cultural and harmonization activities organized by the community. These include learning and training in sports activities and Pilates; painting, woodcraft, ribbon craft; and Quran-Karim learning as well as collective sports events and celebration days, and visits to historical sites.

Events and meetings are organized to bring the refugee population and their respective host communities together, to encourage greater interaction and understanding, and contribute to social cohesion and cultural harmonization as a way of building resilience and coping mechanisms. Community centre staff and volunteers conduct outreach activities to reach refugees in areas far from urban centres. These include house-to-house visits as well, and the dissemination of information on protection services and skills training; referral services for health and employment; and, information on social activities held at the centres. Social activities at community centres include both refugee and host community members, and are adapted to the specific needs of these communities. Such activities include discussion forums for refugee and host community members to share concerns and questions; joint social activities; and sports activities for children, as well as cultural visits, cooking workshops, and celebrating commemorative days such as World Red Cross and Red Crescent Day, Children's Day, Women's Day, and International Refugee Day. Volunteers include members of both communities who also engage as interpreters and support community outreach activities.

Findings from the CEA assessment conducted in May/June 2018 provided clearer information on community structures and cultural norms that either help or hinder social cohesion within or between refugee and host communities, such as: collective decision-making processes were found to be generally weak and largely informal. These were exacerbated by the scattered location of communities, which impeded regular face-to-face meetings; and the perception by host communities that community centre services and meetings were only for refugees. Conflicts were mostly perceived to be due to cultural differences; which often give rise to peer bullying due to poor host community perception of refugee children; and unequal pay at the workplace, among others. Situations are often made worse by personal/family issues, increasing debt, crowded living spaces, competition for limited work opportunities, and poverty as a whole.

In addition to the existing feedback boxes at the CCs, the TRCS is developing a Complaints Response Mechanism (CRM) with the IFRC technical support. This mechanism seeks to provide a safe, confidential and accessible channel for people to provide feedback or complaints, and seek confirmation regarding rumours. It will also help the TRCS to more efficiently and effectively provide information to and referrals for CC users; receive and respond to community feedback, questions and complaints; provide a safe channel for sensitive feedback; and help confirm or dispel rumours. Designated TRCS staff will be responsible for collection of the information and follow-up as needed, and will be able to access the CRM through a Tableau dashboard which consolidates information from across the system. This CRM is also another integral component of the overall TRCS data management system. A draft feedback protocol has been developed to standardize receiving and handling complaints, and promotional materials are being developed to inform communities about the channels and process for sharing concerns. The system is currently in its testing phase and will be rolled out at the CCs in September 2019.

Data management

The IFRC and the TRCS PMER, IM and Protection teams worked together to develop the case management database to ensure all programme and technical aspects were considered. The use of this database will help to automate data entry and reduce paper-based collection at CCs. The system was rolled out to the CCs in June 2019 and the completion of data transfer is currently in progress. This will cover case management, referrals, IPA cases, and information on legal counselling. In transition from paper-based data collection, trained staff at the CCs enter data into the system to be cross-checked and validated by the TRCS PMER team in Ankara. The TRCS seeks to expand this system across its overall projects and activities to draw information for a comprehensive overview on, e.g. the unique profile of a single beneficiary/client covered by different services.

The TRCS prepares regular and ad hoc reports as needed. These vary in focus, detail and disaggregation according to available data and information, and often change according to the needs of audience. The improved RFL database, CRM mechanism and upgrade of the data management processes will support the overall TRCS database system and contribute significantly towards conducting more detailed and comprehensive data analysis.

Some challenges in implementation the activities under this sector, include:

- Logistic and translation challenges in conducting outreach and more comprehensive casework in in remote areas; more translators/interpreters are being recruited to address this.
- Lack of awareness, understanding and/or knowledge for the legal rights and entitlements of refugees in Turkey. Legal seminars are held for refugees, advocacy through meetings with authorities and the production of a video for public dissemination are some of the responses towards addressing this situation.
- Language barriers and the lack of available interpreters hamper refugee access to services, particularly health services. Turkish language classes are held at the community centres as well as efforts to increase the number of interpreters to assist in the delivery of services organised by the community centres. Also, more interpreters are being recruited.
- RFL is sometimes hampered by the lack of understanding or will to promote the rights of refugees to family reunion. These are being addressed through meetings and information sessions with target audiences, with the hope that this will positively impact the current barriers refugees currently face in accessing the necessary services.

The majority of Protection activities under this Appeal is supported through a grant from DG-ECHO. The proposed activities for this grant have been adjusted to reflect more realistically achievable targets, and to accommodate National Society capacity, through a modification request to DG-ECHO. Upon approval, these changes will be reflected in the forthcoming revision of the EPoA.

The **Trolley Chat Box (TCB)** supports RFL, by helping people make telephone calls, access the Internet, and charge mobile devices. It is the size of a large suitcase, weighing some 40kg, and is mobile and functional in places where telecommunications and electrical facilities may be unavailable. For example, with the TCB, people who have just arrived on a beach from a sea crossing can contact their loved ones at home by sending a Safe and Well message.

One of the TCB's main uses includes **family messaging** through phone calls, or social media whereby people can send/post and receive news directly from their families. TRCS also helps users by providing SIM cards, tablets, cable chargers and electrical outlets. This can be especially helpful to irregular migrants trying to contact their families; people waiting overnight in the city for registration the next day; or people who are not yet registered and cannot access certain public services.

Loss of contact often leads to people missing or being trafficked. SIM cards and phone storage are often compromised or destroyed along the migratory route, along with human memory of critical information, following a traumatic experience. The first 72 hours post-disaster are vital in re-establishing family contact. Loss of contact frequently becomes permanent the longer the disconnect. TRCS has encountered many who lose loved ones both through physical separation and being unable to remember contact or access information. The rapid relocation of refugee migrants also worsens the situation, and as such, it is critical that contact is made quickly to avoid the permanent loss of family connections.



The TCB is ideal for emergency response, but while it is mobile, it cannot be shipped by air as it contains a generator and combustible fuel. As such, it requires considerable time to reach its destination given Turkey is some 784,000 sq.km. For example, it may take up to nine hours by road from Ankara in central Anatolia to Gaziantep in the southeast, near the border with Syria. It is planned the TCBs be positioned at the existing Community Centres to enable protection personnel trained in RFL to provide these services as needed, as well as in locations where there is high incidence of irregular migration; large numbers of seasonal workers, and minority communities, as well as at transit points where human trafficking has been detected and related prevention activities are being conducted by the DGMM.

SFI1: Strengthen the National Society

Outcome 17: TRCS operational and field staff have strengthened knowledge and skills through induction and other technical training to provide appropriate services, and strengthened capacity and enhanced ability to reach out to most vulnerable groups within refugee and host communities in Turkey

Indicators:	Target	Actual
# of NS staff reporting stronger knowledge and skills as a result of technical training	463	444
Output 17.1 Capacity-building technical training provided to 463 staff to enhance their knowledge and skills in order to provide more effective and efficient service delivery to a wider range of vulnerable people		
# of staff who have undergone induction training	463	182
# of staff who have participated in other technical training	n/a	731
# of staff and volunteers trained in psychosocial interventions, conflict resolution, mediation skills and volunteer management	300	941
% of trained staff/volunteers who demonstrate adequate levels of knowledge and/or skills after training	80%	
# of organizations and/or TRCS branches with strengthened capacity to respond to the needs of refugees	n/a	
% of TRCS staff and volunteers who report improved competence and confidence in reaching out to the most vulnerable groups by the end of 2019	80%	See footnote ²⁴
Increase in number of beneficiaries reached through TRCS interventions in Turkey by the end of 2019	80%	See footnote 24

Outcome 18: National Society operational and field staff have access to humanitarian and material resources to effectively address the needs of refugees and host communities

Indicators:	Target	Actual
# of staff working in the operation and field teams who have access to humanitarian and material resources	383 ²⁵	303
Output 18.1. National Society has adequate human resources (HR) and is suitably located to meet operational needs		
# of staff recruited to work in support of the communities	383	303

Progress towards outcomes

Recruitment: As of end-June 2019, the TRCS has recruited 303 staff to support the interventions under this International Appeal at the operational office in Ankara and at the CCs, including specialists in child development, psychology, nursing and translation, as well as administration and community services such as outreach activities, protection services, RFL, livelihoods, and health education activities.

Training and capacity development

In 2018 through mid-2019, 1,279 people were trained in different skills in Health/PSS, Health and safety, Protection, Livelihoods and other areas. Comprehensive induction training for new staff was conducted in 2018 and 2019, providing basic information on the RCRC Movement, the TRCS regulations and procedures as well as their respective roles and responsibilities. Staff and volunteers also participated in sector- and skill-specific training and workshops as well as online learning resources.

From the beginning of 2018 through June 2019, the following training and capacity development courses on different technical sectorial skills were held at various locations, including Ankara, Antalya, Bursa, Gaziantep, Hatay, Istanbul, Izmir, Kahramanmaraş, Kayseri, Kilis, Konya, Mardin, Mersin, and Şanlıurfa. Participants were the TRCS staff and volunteers from community centres and the operational centre in Ankara, unless otherwise indicated.

PSS field staff and volunteers participated in training on PSS in emergencies, Psychosocial First Aid training for social workers and psychologists, and sensitization training, with all sessions taking into account the well-being of both recipient and provider. The IFRC PSS Reference Centre in Denmark supported several training sessions together with PSS materials now available in Turkish, and adapted to the Turkey context. These include the manuals for PSS interventions and PSS rapid needs assessments, training handbooks for facilitators and participants, a handbook for

²⁴ This data will be calculated at the end of 2019.

²⁵ Target staff revised to accommodate current NS needs

volunteer care, a trainer manual for prevention of Sexual and Gender-based Violence (SGBV), and commitments for PSS minimum standards. The manual on Psychological First Aid is currently being translated.

Health and PSS

- Advanced Trauma Management Training: 24 women participants, including 2 external
- Basic First Aid Training: 26 participants (12 women and 14 men)
- Basic PSS: 28 participants (27 women, 1 man)
- Community-based PSS: 30 participants (21 women, 9 men), including 28 external
- CBHFA practice training: 39 participants (33 women, 6 men)
- Eye Movement Desensitization and Reprocessing (EMDR) therapy training: 14 participants (13 women, 1 man)
- Fight Against Addiction: 39 participants (27 women, 12 men)
- First Aid: 22 participants (11 women, 11 men)
- First Aid TOT: 15 participants (12 women, 3 men)
- M&E in psychosocial interventions: 26 participants (21 women, 5 men), including 16 external
- Psychosocial First Aid TOT: 40 participants (36 women, 4 men)
- Psychological First Aid training: 12 participants (8 women, 4 men)
- Reproductive Counselling Training: 10 participants (9 women, 1 man)



A workshop in Ankara brought together community centre staff and managers to review and evaluate social cohesion activities at their respective CCs. (Photo: Turkish Red Crescent)

Health and Safety

- Basic Fire Training: 45 participants (35 women, 10 men)
- Basic occupational health: 72 participants (42 women, 30 men)

Protection, and Community Engagement and Accountability (CEA)

- Child Marriage: 32 participants (20 women, 12 men)
- Child Protection in Emergencies: 23 participants (12 women, 11 men)
- Community Engagement and Accountability: 25 participants (12 women, 13 men)
- Community Interpreting: 96 participants (37 women, 59 men)
- Protection training: 71 participants (45 women, 26 men)
- Refugee Outreach Volunteer training: 74 participants (39 women, 35 men) including 4 external
- Sexual and Gender-Based Violence (SGBV): 26 participants (19 women, 7 men)

Livelihoods

- Effective Presentation Techniques Training: 16 participants (8 women, 8 men)
- Employee Support Workshop: 26 participants (17 women, 9 men)
- HR – Business: 9 participants (8 women, 1 man)
- HR Orientation: 2 participants (1 woman, 1 man)
- Livelihood Development – Software Training: 31 participants (11 women, 20 men)

Other training

- Induction: 157 participants (86 women, 71 men)
- Orientation Training of Community-based Migration Coordinatorship: 7 participants (4 women, 3 men)
- Software Training: 75 participants (50 women, 25 men)

On 5-9 November 2018, the TRCS held an IMPACT training to prepare 24 participants for field deployment - including 17 TRCS staff and other participants representing IFRC MENA and IFRC Turkey Country Office, the Bulgarian Red Cross and the Red Cross Society of Bosnia and Herzegovina.

The ICRC provides technical support and capacity building to the TRCS for RFL. As of June 2019, 284 staff from the TRCS, government and local NGOs have attended the RFL training, while 544 representatives of government organizations and local authorities have participated in protection training/workshops and information seminars

organized by the National Society. With regard to training for governmental organizations and NGOs, the content of these RFL training sessions is modified for greater relevance and practical application as required.

Refresher training is regularly organized for the TRCS staff and volunteers. 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. Through its technical delegate staff in-country, the IFRC provides related support to the National Society at community, branch and headquarters level. The Regional Office for Europe and the Secretariat in Geneva continue to provide support as needed.

Also in support of staff well-being, community centre psychologists conducted support group counselling sessions for staff and volunteers; however, staff and volunteers indicated some reticence in participation as they were familiar with the psychologists as work colleagues or friends. As such, the TRCS seeks to outsource the facilitation of these group sessions to ensure complete objectivity and confidence of the participants.

Related IFRC documents for staff orientation include corruption prevention, security, cybersecurity, protection, child protection, gender equality and gender awareness in programming, project/programme planning, rules and principles in humanitarian assistance, among others, are being translated into Turkish for wider dissemination among the TRCS staff.



[Click here](#)

1. Click [here](#) to see the interim financial report
2. Click [here](#) to return to the title page

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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 (NGOs) 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**.

Emergency Appeal

Interim FINANCIAL REPORT

Selected Parameters			
Reporting Timeframe	2012/11-2019/08	Operation	MDRTR003
Budget Timeframe	2012/11-2019/12	Budget	APPROVED

Prepared on 09 Okt 2019

All figures are in Swiss Francs (CHF)

MDRTR003 - Turkey - Population Movement

Operating Timeframe: 09 nov 2012 to 31 dec 2019; appeal launch date: 09 nov 2012

I. Emergency Appeal Funding Requirements

Thematic Area Code	Requirements CHF
AOF1 - Disaster risk reduction	0
AOF2 - Shelter	0
AOF3 - Livelihoods and basic needs	21.241.000
AOF4 - Health	0
AOF5 - Water, sanitation and hygiene	7.845.000
AOF6 - Protection, Gender & Inclusion	20.070.000
AOF7 - Migration	71.515.000
SFI1 - Strengthen National Societies	359.000
SFI2 - Effective international disaster management	0
SFI3 - Influence others as leading strategic partners	0
SFI4 - Ensure a strong IFRC	0
Total Funding Requirements	121.030.000
Donor Response* as per 09 okt 2019	85.169.844
Appeal Coverage	70,37%

II. IFRC Operating Budget Implementation

Thematic Area Code	Budget	Expenditure	Variance
AOF1 - Disaster risk reduction	0	0	0
AOF2 - Shelter	0	0	0
AOF3 - Livelihoods and basic needs	78.932	0	78.932
AOF4 - Health	0	0	0
AOF5 - Water, sanitation and hygiene	0	0	0
AOF6 - Protection, Gender & Inclusion	0	0	0
AOF7 - Migration	64.256.308	58.819.070	5.437.238
SFI1 - Strengthen National Societies	0	0	0
SFI2 - Effective international disaster management	0	0	0
SFI3 - Influence others as leading strategic partners	0	0	0
SFI4 - Ensure a strong IFRC	266.090	266.090	0
Grand Total	64.601.330	59.085.160	5.516.170

III. Operating Movement & Closing Balance per 2019/08

Opening Balance	0
Income (includes outstanding DREF Loan per IV.)	85.102.570
Expenditure	-59.085.160
Closing Balance	26.017.410
Deferred Income	286
Funds Available	26.017.697

IV. DREF Loan

* not included in Donor Response	Loan :	Reimbursed :	Outstanding :
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Emergency Appeal

Interim FINANCIAL REPORT

Selected Parameters			
Reporting Timeframe	2012/11-2019/08	Operation	MDRTR003
Budget Timeframe	2012/11-2019/12	Budget	APPROVED

Prepared on 09 Okt 2019

All figures are in Swiss Francs (CHF)

MDRTR003 - Turkey - Population Movement

Operating Timeframe: 09 nov 2012 to 31 dec 2019; appeal launch date: 09 nov 2012

V. Contributions by Donor and Other Income

Opening Balance							0
Income Type	Cash	InKind Goods	InKind Personnel	Other Income	TOTAL	Deferred Income	
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	23.359.849				23.359.849		
EU Trust Fund	35.366.842				35.366.842		
FedEx Services	14.531				14.531		
Finnish Red Cross	1.817				1.817		
Finnish Red Cross (from Finnish Government*)	770.756				770.756		
Fundraising Fees				-977	-977		
Icelandic Red Cross	9.000				9.000		
Icelandic Red Cross (from Icelandic Government*)	171.000				171.000		
Interest - 3rd Parties				1.069	1.069		
Irish Government	609.830				609.830		
Italian Government Bilateral Emergency Fund	181.089				181.089		
Japanese Government	2.604.887				2.604.887	286	
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 Gov	3.518.239				3.518.239		
The Netherlands Red Cross	93.990				93.990		
The Netherlands Red Cross (from Netherlands Govern	2.391.054				2.391.054		
United States Government - PRM	4.948.899				4.948.899		
United States - Private Donors	1.274				1.274		
Write off & provisions				-2.032.971	-2.032.971		
Total Contributions and Other Income	87.135.449	0	0	-2.032.879	85.102.570	286	
Total Income and Deferred Income					85.102.570	286	