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# Operations Update

## Turkey: Population Movement

 International Federation  
of Red Cross and Red Crescent Societies

<b>International Appeal n° MDRTR003</b>	<b>GLIDE n° OT-2011-00025-TUR</b>
<b>Operations Update n° 14; Date of issue: 24 April 2020</b>	<b>Timeframe covered by this update: July 2019-December 2019</b>
<b>Operation start date: 9 November 2012</b>	<b>Operation timeframe: 104 months up to 30 June 2021</b>
<b>Funding requirements (CHF): 122 million with a funding gap of 18.9 million</b>	
<b>N° of people being assisted: 2.76 million for the length of the appeal</b>	
<b>Red Cross Red Crescent Movement partners currently actively involved in the operation:</b> Turkish Red Crescent Society (TRCS), IFRC, German Red Cross, Norwegian Red Cross, ICRC	
<b>Other partner organizations actively involved in the operation:</b> Turkish Disaster and Emergency Presidency (AFAD), Directorate General of Migration Management (DGMM), Turkish Ministry of Foreign Affairs, Ministry of National Education, Ministry of Family, Labour and Social Services, Ministry of Health, 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 for July-December 2019 against the seventh revised plan of action of the International Appeal. The Areas of Focus and Strategies for Implementation remain the same as in the sixth revision, with the exception of Disaster Risk Reduction, which has been removed. The community centre model for implementation of activities continues to be well-received with many of the services offered garnering increased participation from both refugee and host community members. Of note are advances being made in increasing accountability towards people served, through monthly advisory committee meetings comprising members of both refugee and host communities to discuss issues and seek solutions collectively with the Turkish red Crescent Society (TRCS); seminars to verify or negate rumours and hearsay that can cause disharmony among communities; and the finalization of the community centre feedback mechanism which provides a secure channel for complaints and feedback from service users in a variety of formats. In terms of National Society capacity development, training and sensitization continue to enhance technical skills and capacity of TRCS staff and volunteers for more effective and efficient service delivery to serve vulnerable people.

**Agricultural training comprises an important component of livelihoods programming under this Appeal, and has helped provide employment opportunities for both refugee and host community members in the food production industry in Turkey.**  
(Photo: Turkish Red Crescent)



## A. SITUATION ANALYSIS

### Description of the situation

As of 26 March 2020, Turkey continues to host more than 3.6 million refugees, of whom Syrians registered under [Temporary Protection](#) comprise some 99 per cent, with the rest including nationals from Afghanistan, Iraq, Iran and other countries registered under [International Protection](#). Some 63,700 Syrian refugees currently live in temporary accommodation centres<sup>1</sup> (camps) with access to shelter, food, education, health and social services, though this continues to reduce as camps throughout the country are gradually being closed. The remaining 3.58 million or so reside in congested urban areas, often under challenging circumstances and with scarce resources, despite commendable humanitarian assistance efforts by the Turkish government authorities.

Turkey's Directorate General of Migration Management (DGMM) reports some 94 per cent of the Syrian refugee population continues to live in urban areas throughout the country, with the majority in Istanbul (some 496,400 individuals or 13.8 per cent), followed by Gaziantep (12.6%), Hatay (12.2%) Şanlıurfa (11.8%), comprising more than 50 per cent of all Syrian refugees registered in Turkey in these four cities alone<sup>2</sup>.

Distribution of Syrian refugees registered in Turkey as of 26 Mar 2020			
No.	City	Number of Syrians in the city	% of Syrian population in Turkey
1	Istanbul	496,438	13.84
2	Gaziantep	450,184	12.55
3	Hatay	438,303	12.22
4	Şanlıurfa	422,470	11.78
5	Adana	246,223	6.87
6	Mersin	210,654	5.87
7	Bursa	175,667	4.90
8	Izmir	145,524	4.06
9	Kilis	111,948	3.12
10	Konya	113,776	3.17
11	Ankara	96,459	2.69
12	Kahramanmaraş	92,294	2.57
13	Mardin	88,231	2.46
14	Kayseri	75,800	2.11
15	Kocaeli	55,201	1.54
16	Osmaniye	49,547	1.38
17	Diyarbakir	22,885	0.64
18	Malatya	28,990	0.81
19	Adiyaman	21,700	0.61
20	Batman	15,109	0.42
	<b>Total</b>	<b>3,357,403</b>	<b>93.62%</b>
<b>*percentage of all Syrian refugees in Turkey 3,586,070</b>			

### Summary of current response

#### Overview of Host National Society

The 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 humanitarian field with a wide reach to vulnerable communities, TRCS continues to extend its humanitarian services to refugees and host communities in urban

<sup>1</sup> As of 26 March 2020, there are 7 temporary accommodation centres still operating in 5 provinces, including Adana (1), Kilis (1), Kahramanmaraş (1), Hatay (3) and Osmaniye (1). <https://en.goc.gov.tr/temporary-protection27#>

<sup>2</sup> Directorate General of Migration Management [reports](#)

and rural areas. Under this International Appeal, TRCS operates mainly through 16 community centres located in cities with high refugee populations.

Apart from IFRC, TRCS continued working with other programme partners during the reporting timeframe, including: (1) the International Committee of the Red Cross (ICRC) with technical support for Restoring Family Links (RFL); (2) the World Food Programme (WFP) in the Emergency Social Safety Network (ESSN), providing basic needs assistance through cash transfers until 31 March 2020<sup>3</sup>; 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. TRCS continues to provide first-line response for newly arrived refugees as and when needed.

### **Overview of Red Cross Red Crescent Movement in country**

TRCS is the sole host and implementing Movement actor in the country. IFRC is present in support of the National Society through the Turkey Country Office (CO) in Ankara, which, during the reporting period, comprised 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. The IFRC Turkey CO supports TRCS primarily through 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 TRCS interventions related to the crisis in Syria directly and indirectly through technical support, financial and in-kind contributions. Norwegian Red Cross continues to support the TRCS's community centre in Bursa, and a child protection centre in Ankara. German Red Cross works bilaterally with the National Society in strengthening mental health and PSS interventions for refugees and host communities in Turkey. As mentioned, ICRC provides technical support to TRCS for Restoring Family Links (RFL). Through the IFRC CO, the IFRC Regional Office for Europe (ROE) in Budapest and the IFRC Secretariat in Geneva also provide specialist technical support to TRCS when required.

### **Overview of non-RCRC actors in country**

The Turkish government leads 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 Provincial Directorates of Migration Management (PDMM) offices, work closely with their counterparts at the relevant government ministries, 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 procurement, delivery and distribution of essential relief supplies, such as shelter and other household items. TRCS also works closely with the different ministries, including the:

- 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 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 the appeal in 2012, of which details can be [found here](#).

### **Needs analysis and risk assessment**

A variety of challenges is faced by the refugee community and 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 marriage for reasons of protection, security and/or economy; child labour when caregivers 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.

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<sup>3</sup> From 1 April 2020, IFRC will assume the role previously held by WFP, and work with TRCS on the ESSN programme.

## Operation Risk Assessment

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

Risk	Likelihood	Update on situation/Mitigation measures
High risk of the refugee population's needs not met due to their not being registered	High	TRCS staff continue to work to facilitate the registration of refugees according to government policy, and advocate based on individual needs in cases where additional support is required, to ensure those in need can receive relevant support
Incidences of child marriage/child labour may be high	High	To mitigate this issue, enrolment of children in school is advocated and as well as the provision of non-formal education classes; this is done in a sensitive and culturally appropriate manner. TRCS also works with UNICEF on the Conditional Cash Transfer for Education (CCTE) to mitigate this risk.
Unsuccessful referrals for refugees	High	One way to mitigate the risk of unsuccessful referrals for protection/health services is by raising awareness of refugee rights through information sharing and counselling with the refugee population, and relevant service providers if needed. Dialogue is maintained to advocate for access and support will be provided (e.g. transport) for referrals to go through.
Hostility between refugee and host communities	High	While the Turkish government and public have been highly supportive of the refugee community entering the country, the protracted nature of this crisis has begun to wear upon all parties, especially in the country's present economic climate. TRCS continues to encourage interaction between refugee and host communities through social cohesion activities at the community centres, as well as supporting members of the host communities who require relevant services available.
Difficulties in recruiting qualified staff	High	There is a scarcity of qualified staff and high market demand from other organizations due to the ongoing humanitarian crisis. A top priority for TRCS will be to take preparatory measures for timely recruitment of staff in order to secure programme service delivery.
Staff safety in the field	High	Appropriate measures are in place to mitigate risks to staff, including cooperation with the authorities where appropriate. Mitigating measures to keep TRCS staff and volunteers safe (including their psychological condition) consist of ensuring regular psychosocial support, and supervision and mentoring by technical leads.
Potential complex emergency (as Turkey is prone to natural disasters)	High	Turkey is prone to different natural shocks such as earthquakes. A major earthquake would highly impact the population, including vulnerable refugees. AFAD, the National Emergency Management Agency in Turkey, has prepared contingency plans for earthquake situations and TRCS is part of exercises as such. In case of a major event, TRCS can activate its response contingency plan for up to 500,000 people. Simulation exercises have taken place annually in TRCS over the last three years. If international assistance is requested, IFRC will support the TRCS response operation with regional and global resources as needed. TRCS also has good relations with local NGOs and INGOs; there is improved coordination and development of common strategies for response.

Under the previous assumptions, the situation can be summarized as follows:

- 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 temporary accommodation centres (camps) remain the same; however, with the gradual closure of these centres across the country, more of the refugee population are compelled to seek accommodation in areas with access to paid work, health amenities and educational facilities<sup>4</sup>.
- Given that there is no clear end to the conflict in Syria, 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.

<sup>4</sup> As mentioned above, some 63,700 Syrian refugees are living in temporary accommodation centres (camps) as of 26 March 2020.

## B. OPERATIONAL STRATEGY

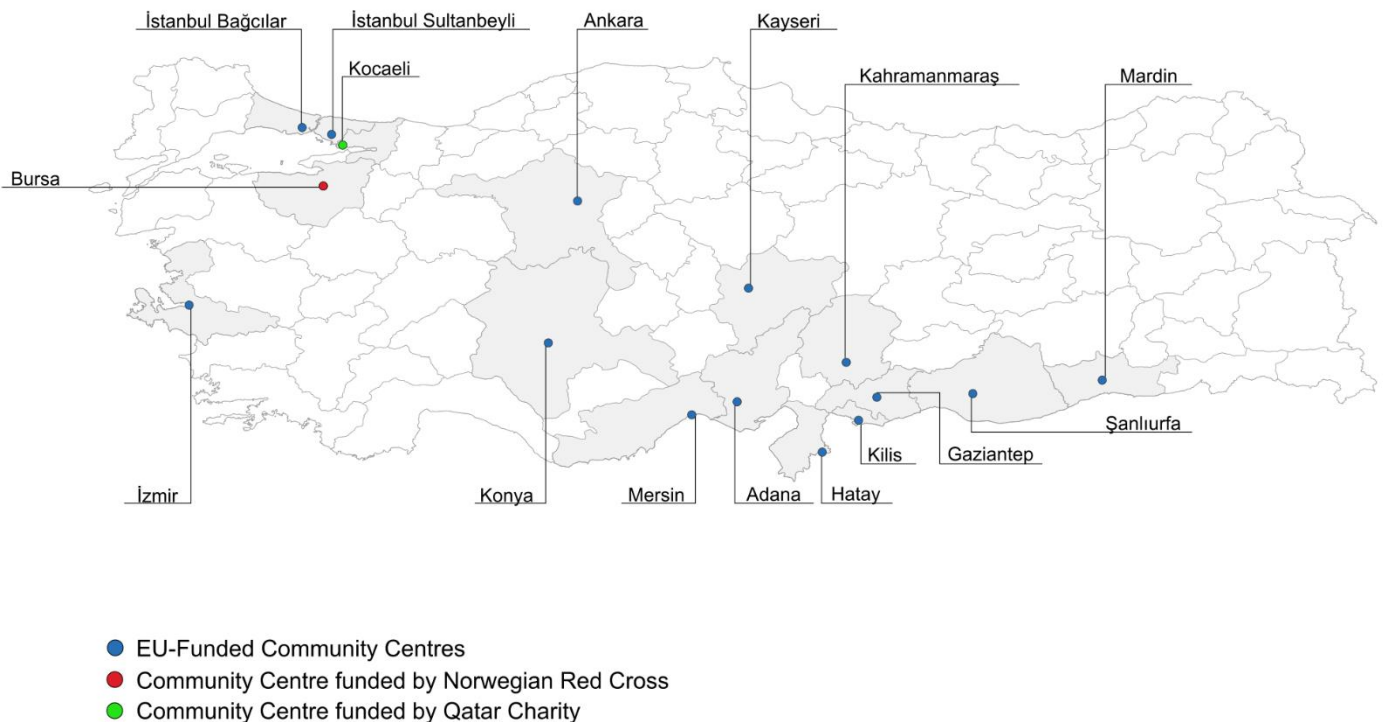
### Implementation strategy

Since 2012, TRCS has been key in supporting refugees entering Turkey, providing first-line response by deploying its volunteers, staff, and emergency supplies, as well as organizing its structures and resources to receive and provide safety for people in need. Implementation of activities in support of the International Appeal's plan of action is conducted primarily through community centres located in cities with high refugee populations.

Through its 16 community centres, the National Society provides services for protection assistance, social inclusion, health and psychosocial services, language and vocational training for employability and livelihoods support, all of which aim to increase the resilience and well-being of both refugee and host communities. These community centres are located in cities with high refugee populations, including Adana, Ankara, Bursa, Gaziantep, Hatay, Istanbul (2), Izmir, Kahramanmaraş, Kayseri, Kilis, Kocaeli, Konya, Mardin, Mersin, and Şanlıurfa.

Reception of the community centres continues to be highly positive among the refugee community, providing a safe place for adults, youth and children to interact socially with others; 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 to participate in activities, and 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.

This operation update reports on activities against this appeal's seventh revised plan of action, published in December 2019, and covers implementation from July 2019 through December 2019. This update also merges the indicators of EPOA revision 6 into the indicators of EPOA revision 7, to report against the IFRC's Areas of Focus (AOFs) and Strategies for Implementation (SFIs) in alignment with the IFRC 2016-2020 Plan and Budget. Overall, the AOFs remain the same, apart from the exclusion of Disaster Risk Reduction and the consolidation of multiple Protection indicators given the close of the ECHO HIP Protection project.



**Turkey: Map of Community Centres managed by TRCS in Turkey as of 2 April 2020**

Details of each of the AOFs and SFIs under the revised EPOA are:

1. **AOF1: Livelihoods and basic needs**; including increasing opportunities for economic self-reliance and employability through vocational training and entrepreneurship development; provision of hot meals for 5,000 refugees daily every month in Ankara through the TRCS soup kitchen in Ulucanlar;
2. **AOF4: Health**; through promoting healthy lifestyles and good hygiene practices through health education; providing comprehensive psychosocial support (PSS) to individuals and groups; facilitating referrals for health services where needed; providing safe spaces for adults and children who need PSS support;
3. **AOF6: Protection, Gender and Inclusion (PGI)**; through providing protection services and access to legal rights; responding to requests for Restoring Family Links (RFL); disseminating information to access registration, essential services and legal counsel; providing platforms and environments for greater social interaction to build peaceful co-existence among communities; improving programming and service delivery through service user feedback and engagement; and,
4. **SFI1: National Society capacity strengthening**; by strengthening technical skills and capacity of TRCS staff and volunteers in the relevant programme and programme support areas.


Monthly reporting and regular monitoring are conducted by TRCS at the community centres. Data is disaggregated by gender, nationality, age and disability from each community centre, and sent to the TRCS PMER unit for verification and sharing with IFRC. Programme staff also regularly monitor field activities through being in frequent contact with their counterparts at the community centres.

IFRC and TRCS worked to streamline the highly anticipated feedback mechanism for service users at the community centres, for which piloting will be carried out in early 2020 at five community centres. This mechanism includes feedback/suggestion boxes, direct contact with community centre staff, meetings, forums, and active seeking of feedback through outreach; all of which will support the National Society in managing complaints/suggestions in general and clarify response to resolve issues. Community engagement and accountability is being knitted more firmly into all TRCS programmes supported by IFRC as well as being promoted for greater integration into other TRCS programmes.

## C. DETAILED OPERATIONAL PLAN

Outcome indicators achieved in terms of percentage will be reported on following field surveys prior to the close of the appeal. Actual figures are reported cumulatively from the beginning of the intervention.

During the reporting period, some challenges faced in the implementation of activities overall included: a steady turnover of staff in many of the programme sectors which included trained staff leaving, and new/junior staff requiring specific orientation and training to fulfil capacity for adequate service delivery. This also included staff who were assigned different duties or moved to different departments to take up functions unrelated to their previous area of work. New staff recruitment also experienced some delay for various reasons, and this affected the implementation of some interventions. Other challenges have been broader, such as the economic downturn in-country, high rates of inflation, fluctuation of the Turkish Lira and its effect on expenditure.

 <p><b>Livelihoods and basic needs</b>  <b>People reached/targeted: 19,037/46,500</b>  Male: 9,099/21,855  Female: 9,938/24,645</p>		
<b>LBN Outcome 1: Refugee and host communities have greater economic resilience through strengthened livelihood options</b>		
<b>Indicators:</b>	<b>Target</b>	<b>Actual</b>
Target refugee and host community families have improved their net income by end-2020	15%	Survey pending
<b>LBN Output 1.1: Vulnerable refugee and host community members have increased opportunities for economic self-reliance through vocational training and entrepreneurship development</b>		
<b>Indicators:</b>	<b>Target</b>	<b>Actual</b>
Individuals supported to start up or strengthen economic activities	3,000 individuals	410
Individuals participating in skills development training to increase income sources	15,500 individuals	8,541
<b>LBN Output 1.2: Refugee and host community members are provided employment support services through TRCS</b>		
<b>Indicators:</b>	<b>Target</b>	<b>Actual</b>

Refugee and host community members are provided employment-related services through TRCS	3,000	5,086
<b>LBN Outcome 2: TRCS meets daily nutritional needs of up to 5,000 most vulnerable refugees monthly through the Ulucanlar soup kitchen in Ankara</b>		
<b>LBN Output 2.1: Hot meals are provided daily through a kitchen in Ankara for up to 5,000 vulnerable refugees</b>		
<b>Indicators:</b>	<b>Target</b>	<b>Actual</b>
Refugee community members living in Ankara whose nutritional needs have been met through the distribution of hot meals	5,000 individuals	5,000
Number of hot meals distributed on a daily basis	5,000	5,000
<b>Progress towards outcomes</b>		
<p>As of December 2019, a total of 8,541 people had participated in skills development training for income generation at the community centres, including 1,476 in the second half of 2019 alone. Apart from tailoring, hairdressing, handicraft cookery and computer courses, TRCS has expanded the range of vocational/professional skill courses to include welding, automotive, natural gas piping and electrical work; phone repair, web design; and agricultural training. TRCS chooses its skills courses based on labour market analysis conducted by İŞKUR<sup>5</sup>, as well as its own collection of field data to address current and realistic needs of the local labour market. Participants include members of both refugee and host communities, the majority of whom continued to be women and girls with 2,432 individuals, as opposed to 607 men and boys. Participants are also mostly Syrian nationals, though 2019 saw greater participation in skills development courses by host community members as well as non-Syrian refugees.</p> <p>Of those trained, 410 were supported to start up or upscale their income generation activities in 2019. This number rose impressively in the second half of 2019 with 399 of the total 410 achieved overall. These included home-based production businesses set up by trainees graduating from community centre vocational training programmes. A large number of these home businesses are tailoring/sewing, hairdressing, handicraft, cookery and bottling produce enterprises, of which 95 per cent are run by women. Once certified, graduates are eligible to apply for grants of up to TRY 15,000 for equipment and materials to support their businesses. Much of business in this regard is conducted in their respective neighbourhoods and by word of mouth.</p> <p>In line with findings of several monitoring missions and surveys<sup>6</sup>, TRCS has expanded its livelihood support to focus on employability leading to economic self-reliance of both refugee and host communities. This includes emphasis on Turkish language learning (for refugees), and assessing employability through individual skills assessments, job counselling, knowledge and understanding of the work culture and environment in Turkey, and building rapport and seeking agreements with employers and Chambers of Commerce to guarantee employment after training and assessment of community centre candidates. However, these guaranteed employment offers are only for a limited time and are not open-ended. These employment services are available to both refugee and host community members, and apart from supporting the move towards economic autonomy, are also expected to alleviate social and economic tensions among both communities, given the uncertainty of how much longer the refugee community will remain in Turkey. TRCS also helps cover work permit fees for refugee job seekers and graduates of community centre skill training as needed.</p> <p>The TRCS soup kitchen in Ulucanlar, Ankara served 5,000 refugee community members daily with hot meals for a total of some 110,000 meals every month from July through December 2019. The soup kitchen continues to prepare and serve two hot meals per day to mostly Syrian and Iraqi refugee community members.</p>		

<sup>5</sup> İŞKUR - Turkish Employment Agency under the Turkish Ministry of Family, Labour and Social Services

<sup>6</sup> Including the MADAD Mid-Term Review (Sept 2018), the Results-Oriented Monitoring (ROM) and the SUMAF Field Monitoring mission (Oct 2019)



July 2019: Trainees of the TRCS community centre during harvest time in Mardin's lavender fields. Lavender flowers are pressed for their oil which is commonly used in cosmetics, perfumes and in the pharmaceutical industry. Turkey is a world producer and exporter of lavender oil, but lavender is also popularly used domestically in traditional colognes and flower-based teas. This provides opportunities for paid employment for these participants in agricultural courses offered by the TRCS community centres, technically supported and certified by the Ministry of Food, Agriculture and Livestock. (Photo: Turkish Red Crescent)



## Health

People reached/targeted: 307,847/321,400

Male: 126,274/138,202

Female: 181,573/183,198

### Health Outcome 1: Refugee and host communities have greater health resilience through healthy lifestyles and good hygiene practices supported by community centre services

Indicators:	Target	Actual
Targeted refugee and host community members have improved hygiene practices by end-2020	70%	Survey pending

### Health Output 1.1: Refugee and host community members are equipped with basic health information for healthy lifestyles, hygiene promotion and preventive health care through community centre services

Indicators:	Target	Actual
People have attended community-based health and first aid (CBHFA) activities	22,000 people	12,091
People have attended hygiene promotion activities	78,000 people	127,891
Referrals are made for people to access medical/clinical services at health facilities	12,000 referrals	8,058
Pregnant women have received hygiene packages for maternal/newborn care	14,400 women	6,980

### Health Output 1.2: Health education activities are organized at two health centres in Şanlıurfa and Konya

Indicators:	Target	Actual
People have participated in health education and awareness-raising activities	70,000 people	67,121

**Health Outcome 2: The health and psychological well-being of refugees living in urban areas is improved through comprehensive psychosocial support (PSS) by community centres**

Indicators:	Target	Actual
Refugee adults and children report improved personal and interpersonal well-being by end-2020	50%	Survey pending

**Health Output 2.1: Comprehensive psychosocial support (PSS) is provided to refugee community members**

Indicators:	Target	Actual
Refugees have received PSS services through community centres	125,000 people	152,827
Mobile child-friendly spaces providing PSS to children are available	2 mobile CFS	2

**Progress towards outcomes**

**CBHFA, health outreach, referrals, hygiene promotion**

Health-related interventions offered by the TRCS community centres continue to contribute towards better community access to health resources and facilities in Turkey through health education, referrals, promotion of healthy lifestyles and psychosocial support (PSS). Hygiene promotion at household level as well as campaigns at community and national level improve living conditions, reduce the risk of epidemic outbreaks and promote healthier practices in the target areas.

The two fully equipped health education centres in Konya and Şanlıurfa also continue to provide important health services to both refugee and host communities. The health care outreach services provided by the community centres through nurses, and trained volunteers include awareness-raising activities to promote healthy lifestyles, good hygiene practices and preventive health care for migrant and host communities. These included workshops, seminars, and dissemination of information materials related to healthy lifestyles, good hygiene practices, disease prevention and key health risks, to support strengthening of community resilience. Health outreach activities also continued in rural areas and with seasonal workers, including the distribution of information, education and communication (IEC) materials and hygiene kits to both adults and children. Kits for new-born infants were also distributed to expecting mothers through health centres, hospitals, at maternal health seminars, and on household visits during outreach activities.

Overall, 12,091 people have been reached through community-based health and first aid (CBHFA) activities, with 9,092 of these in June through December 2019 alone. Hygiene promotion activities have also proven vastly popular and well-attended with 127,891 people against the projected 78,000 target, of whom the second half of 2019 alone saw 48,422 people.

TRCS also supports assisting community members to access specific health services when needed, through referrals to specialized health and medical facilities, in cooperation with the Ministry of Health. Overall, 8,058 people were provided with referrals to public health facilities with 294 of these in the second half of 2019 alone. This includes referrals for clinical psychological treatment, surgical procedures and other tertiary health services.

**Health education**

The health education centres in Konya and Şanlıurfa continued to provide health education services and first aid seminars, covering 67,121 people to date, with 15,165 reached in the second half of 2019 alone of whom women (10,197 individuals) comprise more than twice the number of men (4,968). This may be attributed to men being unavailable during working hours or that women are often tasked with looking after children and the household, and as such, may be more concerned with health in the home.

Raising awareness on good health practices helps alleviate the burden on the Turkish public health services which continue to be stretched due to the volume of the refugee population in the country. Health education topics include reproductive health, pregnancy and infant care; prevention of infectious diseases; chronic diseases; promotion of healthy lifestyles; and conducting first aid. Nurses and volunteers also conduct home visits. Volunteers are trained to conduct health education, following which they accompany nurses and other health specialists to support outreach activities, and are supervised through mentoring. Volunteers also conduct peer-to-peer training and information sharing in their own communities. Participants of first aid seminars are provided first aid kits and other health education materials in Turkish and/or Arabic.

Together the Ministry of Health and the Health Centre for Migrants, TRCS supported the development of [six animation videos](#) in Turkish and Arabic on the safe use of medications; breastfeeding and infant nutrition; preventing accidents in the home; breast cancer and the importance of early diagnosis; home, food and environmental hygiene; and access and rights to health services.



July 2019: TRCS volunteers conduct hygiene promotion and health outreach activities with the children of seasonal agricultural workers in Bursa, western Turkey. Hygiene packs and IEC materials are distributed during the activities as well.  
(Photo: Turkish Red Crescent Society)

### **Psychosocial Support (PSS) Services**

To date, 152,827 people have participated in PSS sessions at the community centres. Of these, 60,942 participated July-December 2019 alone, through which the inclusion of three community centres in 2019 also contributed to reaching a higher number of people. PSS sessions are conducted either in groups or as individuals. Counselling is provided to those who have been, are subject to, or are at risk of labour abuse, sexual exploitation, trauma, with existing physical/physiological health needs, or affected by SGBV.

Generally, two forms of PSS services are offered: (1) Counselling by volunteers and non-technical staff; and (2) Psychotherapy conducted by clinically trained psychologists. 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, those who have experienced trauma, and people with physical and psychological health needs. Users of these PSS services are also referred for further professional counselling and therapy on a case-by-case basis to relevant government health facilities.

Psychoeducation seminars on peer relations, conflict resolution, puberty, communication, privacy, examination stress, coping with challenging situations, child development and education, adolescent behaviour, behavioural disorders, respect for differences, protection from abuse and neglect, basic life skills at work, and psychological first aid are among the topics conducted with modules tailored differently for children, parents and teachers. Counselling for couples is also offered at some of the community centres.

Together with providing access to dedicated mobile child-friendly spaces, TRCS continues to seek healthy psychological development for displaced children and youth through safe, participatory and supportive activities to help them cope with their environment, challenges of cultural diversity, and peer pressures at school and in neighbourhoods in Turkey TRCS will also look towards expanding PSS services for children affected by peer bullying and possibly identify schools as primary locations for PSS interventions.

Children, youth and women constitute the most vulnerable groups of the population. Community centres support young and school-aged refugee children including those with disabilities, aiming to contribute to the psychological development of refugee children and youth fleeing war and conflict in their country, increase their resilience and to pave the way to reach safe, participatory and supportive activities, as well as to help them cope with the new environment as well as the cultural diversity they face in Turkey.

Peer-to-peer 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. Children are also provided a safe environment for child-oriented activities and PSS sessions in child-friendly spaces at the community centres. 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 to be included 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. Counselling for couples is also being provided.

During the reporting period, 60,942 people (34,496 women and 26,446 men) were reached with PSS services, with 236 individuals referred from TRCS community centres to relevant government health facilities. TRCS works in

coordination with the Ministry of Family, Labour and Social Services through an established case management system for this purpose.



## Protection, Gender and Inclusion

People reached/targeted: 437,532/370,000

Male: 211,641/185,000

Female: 225,891/185,000

### **PGI Outcome 1: Refugees are more resilient and feel safer through relevant customized protection services and access to their legal rights to protection in Turkey**

Indicators:	Target	Actual
Refugees have received appropriate individual response for protection needs, including Restoring Family Links (RFL)	40,000 people	62,163

#### **PGI Output 1.1: Refugees are supported with relevant protection services according to individual needs**

Indicators:	Target	Actual
Refugees have been provided with protection services according to individual needs	16,000 people	30,313
Refugees are provided with information and counselling on relevant legal issues	14,000 people	16,810
Refugees have been reached through group information sessions about protection services and their rights	6,000 people	10,623

#### **PGI Output 1.2: Refugees are provided Restoring Family Links (RFL) services**

Indicators:	Target	Actual
Refugees are provided with RFL services	4,000 people	4,417

### **PGI Outcome 2: The living conditions of refugees are improved through information and services provided by TRCS community centres**

Indicators:	Target	Actual
Community centres provide essential information and services to refugees	15 community centres	15

#### **PGI Output 2.1: Community centre services are set up and enable access to essential services and support for refugees to cope with consequences of displacement**

Indicators:	Target	Actual
Refugees have received information and services (including registration and referrals) through community centres or outreach work (including home visits)	10,000 people	56,730

### **PGI Outcome 3: Refugee communities have improved social cohesion with local communities, and enhanced employability in Turkey**

Indicators:	Target	Actual
Language training courses for refugees create opportunities for greater social integration and employability		

#### **PGI Output 3.1: Refugees have participated in language classes and can communicate with local communities at work and in day-to-day activities**

Indicators:	Target	Actual
Refugee community members participate in language training courses	10,000 people	7,514

### **PGI Outcome 4: Refugee and host communities are empowered to promote social cohesion and build peaceful co-existence through greater understanding**

Indicators:	Target	Actual
Refugee and host community relationships are improved through regular dialogue and events at community level		Survey to be conducted

#### **PGI Output 4.1: An environment is created for refugee and host communities to interact for greater understanding and social integration**

Indicators:	Target	Actual
Advisory committee meetings and youth club events are held for host and refugee communities through community centres	300 meetings/events	104
Refugee and host community members participate in social harmonization events and meetings	220,000 people	256,822
<b>PGI Outcome 5: Implementation of TRCS programming is improved with service user feedback and engagement</b>		
Indicators:	Target	Actual
Refugees are satisfied they have access to information, and can provide feedback regarding programme services	%	Survey pending
<b>PGI Output 5.1:</b> TRCS staff and volunteers understand the importance of Community Engagement and Accountability (CEA) and how to apply it in their work		
Indicators:	Target	Actual
One guideline and basic training module on CEA is developed for the Turkey context	1 module	1
3 basic trainings on CEA have been provided to staff and volunteers	3 trainings	3
6 service user satisfaction surveys are conducted to understand if refugee living conditions have improved through TRCS community centre services	6 surveys	11
<b>PGI Output 5.2:</b> Refugees are engaged in two-way communication, incorporating their opinions and needs for the implementation of community centres services		
Indicators:	Target	Actual
Community centres with feedback/suggestion boxes available	15 community centres	15
Focus Group Discussions (FGDs) are conducted through quarterly advisory committee meetings to obtain refugee and host community feedback on services received and existing needs	50 FGDs	104
<b>Progress towards outcomes</b>		
<p>TRCS offers an array of protection services to the refugee community through its 16 community centres, covering 62,163 individuals through individual response and RFL to date. In July-December 2019, 30,313 individual refugees were served through the case management process and the Individual Protection Assistance (IPA) funding grant. Up to 16,810 refugees attended legal seminars, with several protection cases referred for individual professional legal counselling where needed. Up to 10,623 people participated in protection information sessions during this reporting period.</p> <p>An endline survey was conducted in November/December 2019 to follow up on a <a href="#">baseline survey</a> from 2018 which examined the barriers and threats faced by protection service users as well as to raise awareness of their needs and capacities. The baseline survey provided data for the protection-related aspects of the ECHO-funded protection programme implemented at the TRCS CCs. Comparison has been made between the findings of both surveys, and the endline survey will be made available online once finalized.</p> <p>RFL services to date have supported 4,417 individuals in search of family members, with 1,328 served from June through December 2019 alone. RFL services include tracing, family reunification and Red Cross Red Crescent messaging. Awareness of RFL and refugee rights to family reunification has also been conducted through the distribution of promotional materials among refugee communities as well as host communities and government authorities. All RFL cases handled by TRCS are recorded on the data management system which follows stringent protection data management protocols and is only accessible to staff directly related to providing the relevant services to individuals as needed.</p> <p>During the reporting period, the 15 TRCS community centres supported through this appeal continued to conduct their services daily, as well as to provide specialized services and referrals according to individual need. Awareness raising on the prevention of SGBV, and child protection is also conducted through workshops at community centres. Refugee community members are encouraged to participate and volunteer at the community centres. With training and guidance, volunteers also conduct outreach activities in providing information on vital services such as registration with the relevant authorities to be eligible for employment, health and educational facilities, and understanding of refugee rights to protection services and RFL. One advantage of having volunteers among the refugee community is having them located by default within their own communities and available on site should advice or assistance be needed. Staff and volunteers also disseminate information materials on community centre services to inform and encourage access and participation in the services offered.</p>		

Up to 7,514 refugees have now been trained in the Turkish language, of whom 1,058 attended classes from June through December 2019. Being able to communicate in Turkish has been proven key in helping refugees find paying work, with the added value of enhancing communication and in turn, better understanding and harmony between refugee and host community members.

### **Community Engagement and Accountability (CEA)**

In 2019, community centres continued to organize events and meetings to support and encourage the interaction of the refugee population with the host communities to build social harmony and cultural understanding. Such activities include discussion forums for refugee and host community members to share concerns and questions; joint social activities; and sports activities for youth and children, as well as cultural visits, outdoor excursions, cooking workshops, and celebrating commemorative days.

During the reporting period, outreach work, including home visits by TRCS staff, to disseminate information on registration and referral services, reached up to 2,564 people, while social cohesion activities at the community centres were attended by 94,922 people. To date, 56,730 people have been served through outreach work, and 256,822 have participated in social, cultural and harmonization activities organized by the community centres. Also, throughout 2019, greater participation of host community members was seen overall, with 140,606 host community members attending social, cultural and harmonization events, as opposed to 116,216 refugee community members, indicating greater interest in participation by host communities overall.

Seminars to address 'false facts' were introduced to address hearsay and rumours surrounding the status of refugees in Turkey. These seminars are proving to be highly useful in promoting social understanding and reducing antipathy among refugee and host community members. Also, the establishment of Advisory Committees comprising members of both refugee and host communities, has supported joint community decision-making and discussions on issues that affect both refugee and host communities. These Advisory Committees meet every month at their respective community centres. Participants of social cohesion activities have expressed positive impressions of their quality and importance including institutional partners and Provincial Directorates of Migration Management (PDMM).

Previous assessments indicated collective decision-making processes to be weak and mostly informal, often exacerbated by rumours and hearsay among communities. Major efforts by TRCS to address these situations include:

- Community advisory committee meetings, which comprise refugee and host community representatives, and function as a platform to communicate with TRCS regarding issues affecting them. These committees meet every month at their respective community centres, and require at least two-thirds of the committee members to be present;
- Dealing with rumours through verification, response and provision of facts through seminars, meetings and information dissemination. Each community centre has set up a feedback mechanism which, among others, addresses rumours and hearsay circulating in their respective communities. While not always dangerous, the risks that rumours pose are the key factors in how to respond, including the severity of potential consequences and the likelihood of them happening.

The feedback mechanism which has been widely discussed and designed over the last year or so is coming into fruition with the finalization of its design and readiness for piloting at five community centres in early 2020. These locations include Adana, Ankara, Gaziantep, Hatay and Izmir, where community centre staff and volunteers will be orientated and briefed on the mechanism itself and provided training on how to respond and handle feedback and complaints. The mechanism itself includes several formats such as pen/paper forms, direct contact with community centre staff and a hotline directly managed by a dedicated staff at the TRCS operational centre in Ankara.

Given the current economic climate in Turkey and uncertainty of how long more the refugee population will remain in Turkey, competition for limited jobs; pressures on health, housing and educational facilities, and cultural differences and discrimination are often exacerbated, making social cohesion interventions particularly important at this time.

## **Strategies for Implementation**

**SFI1 Outcome 1: TRCS operational and field staff have strengthened skills and capacity to provide services to refugee and host communities in Turkey**

Indicators:	Target	Actual
Number of National Society staff report higher capacity for service delivery to the refugee and host communities	463	Survey pending

**SFI1 Output 1.1:** TRCS staff have received technical training for more effective service delivery to vulnerable people

Indicators:	Target	Actual
Staff have undergone Red Cross Red Crescent induction training	200 staff	159
Staff have participated in sector-specific technical training	100 staff	546
Staff and volunteers have been trained for psychosocial interventions and volunteer management	300 staff	263

**Progress towards outcomes**

Capacity development has and continues to be conducted for TRCS staff and volunteers at the community centres and at the operational centre in Ankara. To date, 159 staff have undergone Red Cross Red Crescent induction training, with 263 trained specifically in support of psychosocial interventions and volunteer management; as well as 546 staff with other sector-specific training. These include training in basic first aid, psychosocial support (including the training of trainers), CBHFA, support to volunteers, prevention of child abuse/neglect, and supervision of Advanced Trauma. Other training workshops include topics such as basic fire training, interpretation techniques, social cohesion and development of coexistence, cultural understanding, CEA, and a variety of protection concerns. Staff and volunteers are also encouraged to participate in online learning resources to build the skills and knowledge for better and more efficient service delivery. Refresher training sessions are also regularly organized for TRCS staff and volunteers.

Broader organizational strengthening through induction training and orientation introduced new staff and volunteers to the RCRC, TRCS regulations and procedures as well as their roles and responsibilities. TRCS has also expanded support activities for its staff and volunteers with customized supervision, group counselling sessions, and individual PSS sessions with external psychologists as needed.

In Q3-Q4 2019, 53 staff and volunteers were trained specifically for PSS interventions, covering PSS in emergencies, Psychological First Aid (PFA) training for social workers and psychologists, and sensitization training, with all sessions taking into account the well-being of both recipient and provider. Also, 146 volunteers and staff have been trained in Eye Movement Desensitization and Reprocessing (EMDR), management and supervision of advanced trauma, basic PSS, handling addition, and monitoring and evaluating psychosocial interventions. Other training included working with psychoeducational groups and game therapy techniques.

PSS materials provided by the PSS Reference Centre in Denmark have been translated into the Turkish language, and further adapted to serve the Turkey context. These include manuals for PSS interventions and PSS rapid needs assessments, training handbooks for facilitators and participants, a handbook for volunteer care, a trainer manual for prevention of SGBV, and commitments towards fulfilling PSS minimum standards. Manuals on Psychological First Aid (PFA) and PSS are now available in Turkish and provide guidance for related training. Training in PFA and PSS for community centre project staff is generally arranged by the operational centre in Ankara, following which, qualified community centre staff train volunteers at their respective community centres. This supports PSS and PFA needs of service users at multiple stages and contributes towards the capacity development of TRCS at different levels for future response.

TRCS has also revised and customized its PSS training modules for a variety of audiences and contexts, with the approval of the TRCS Education Directorate, to ensure standardized content and approaches across all training events. TRCS will continue seeking to ensure there is consistent availability of trained psychologists and case workers to ease pressure on existing staff as well as ensure support for staff and volunteer well-being is also in place.

TRCS staff and volunteers have learnt to utilize new data collection tools and are gradually familiarizing themselves with alternative ways of conducting surveys and assessments. IFRC's technical delegates in-country continue to be available for capacity development of the National Society in the areas of Finance and Administration; Community Engagement and Accountability (CEA); Information Management (IM), and Planning, Monitoring, Evaluation and Reporting (PMER). The IFRC's Regional Office for Europe and the IFRC Secretariat in Geneva continue to provide support as needed. Related documents for staff orientation for fraud and corruption, logistics, resource mobilization, gender awareness, and security training, are being translated into Turkish for wider dissemination among TRCS staff and volunteers.

Preparations to conduct the external final evaluation for the MADAD project by the EU Trust Fund are currently underway and should be finalized in the first half of 2020. An external audit of the project will take place in June 2020, with the final evaluation planned for the second half of the year.

## D. Financial Report

Please see the [interim financial report](#) annexed to this document.

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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.

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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.

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# Emergency Appeal

INTERIM FINANCIAL REPORT

Selected Parameters			
Reporting Timeframe	2012/11-2019/12	Operation	MDRTR003
Budget Timeframe	2012/11-2021/06	Budget	APPROVED

Prepared on 21 Apr 2020

All figures are in Swiss Francs (CHF)

## MDRTR003 - Turkey - Population Movement

Operating Timeframe: 09 Nov 2012 to 30 Jun 2021; 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
<b>Total Funding Requirements</b>	<b>121,030,000</b>
<b>Donor Response* as per 21 Apr 2020</b>	<b>84,307,952</b>
<b>Appeal Coverage</b>	<b>69.66%</b>

### II. IFRC Operating Budget Implementation

Thematic Area Code	Budget	Expenditure	Variance
AOF1 - Disaster risk reduction	45,836	0	45,836
AOF2 - Shelter	0	0	0
AOF3 - Livelihoods and basic needs	0	0	0
AOF4 - Health	64,171	0	64,171
AOF5 - Water, sanitation and hygiene	0	0	0
AOF6 - Protection, Gender & Inclusion	22,001	0	22,001
AOF7 - Migration	83,798,982	63,081,388	20,717,594
SFI1 - Strengthen National Societies	59,587	0	59,587
SFI2 - Effective international disaster management	3,667	0	3,667
SFI3 - Influence others as leading strategic partners	0	0	0
SFI4 - Ensure a strong IFRC	314,768	330,629	-15,861
<b>Grand Total</b>	<b>84,309,013</b>	<b>63,412,017</b>	<b>20,896,996</b>

### III. Operating Movement & Closing Balance per 2019/12

Opening Balance	0
Income (includes outstanding DREF Loan per IV.)	84,674,798
Expenditure	-63,412,017
<b>Closing Balance</b>	<b>21,262,782</b>
Deferred Income	1,725
Funds Available	21,264,507

### IV. DREF Loan

* not included in Donor Response	Loan :	Reimbursed :	<b>Outstanding :</b>
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# Emergency Appeal

INTERIM FINANCIAL REPORT

Selected Parameters			
Reporting Timeframe	2012/11-2019/12	Operation	MDRTR003
Budget Timeframe	2012/11-2021/06	Budget	APPROVED

Prepared on 21 Apr 2020

All figures are in Swiss Francs (CHF)

## MDRTR003 - Turkey - Population Movement

Operating Timeframe: 09 Nov 2012 to 30 Jun 2021; 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		0		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	20,867,044				20,867,044		
EU Trust Fund	35,398,204				35,398,204		
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	2,603,448				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		
On Line donations	701				701		
Other	2,603				2,603		
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		0		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		
<b>Total Contributions and Other Income</b>	<b>84,674,706</b>	<b>0</b>	<b>0</b>	<b>92</b>	<b>84,674,798</b>	<b>1,725</b>	
<b>Total Income and Deferred Income</b>					<b>84,674,798</b>	<b>1,725</b>	