

# KIZILAYKART

Cash Based Assistance Programmes / Issue: 4 / May 2019

## Bulletin



TÜRK  
KIZILAY



When a child smiles, the earth smiles!



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**TÜRK  
KIZILAY**

**Kızılaykart Cash Based Assistance Programmes Coordinatorship**

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Ankara, May 2019



*Dr. İbrahim Altan, Türk Kızılay Director General*

Within the scope of Kızılaykart Programmes which is a huge step for Türk Kızılay, our beneficiary number reached more than two million. World's biggest cash-based assistance programme Emergency Social Safety Net, Conditional Cash Transfer for Education which was programmed to promote the children to attend school regularly and In Camp Programme implemented to support people who are living in temporary accommodation centers are continuing with success. We are including new humanitarian assistance projects to our structure by programming Kızılaykart as a platform. We started to implement language & vocational training predominately with different donors and partners.

As the biggest humanitarian organization of the Republic of Turkey, along with our state lending hand to our neighboring countries has been our main task in a friendly manner to its neighbors from past to present. We continued to support aid to Iran where 1900 districts, towns, and villages which is covered by the mud, approximately hundred thousand people have been placed in shelters provided by the state due to floods as a result of heavy rainfall. In company with the Iran Red Crescent, we distributed humanitarian aid equipment such as; tent, blanket, hygiene kits, and kitchen tools.

The climatic changes evaluated due to global warming and the rise from the natural disaster attract attention. Today, we are witnessing climatic happenings progress out of the seasonal normal from Africa to Asia; from America to Europe. Mankind has to be more sensitive and attentive to the earth entrusted to him.

Due to adverse weather conditions and heavy rainfall, Hurricane Idia has shown itself in the southeast of Africa smashed Mozambique, Malawi, and Zimbabwe. Hurricane Idia caused hundreds of thousands of people to become homeless. After the disaster, our teams immediately moved to the region to heal the wounds. Once again, we are proud of the interest that our citizens have shown for our donation campaign, "Benevolence Flood from Turkey to Africa."

After the earthquake that occurred in Acipayam district of Denizli with the magnitude of 5.5, our teams operating in the region took immediate action. Our teams provided a tent, blanket, and hot meal support to our citizens affected by the earthquake. We must protect the consciousness of being a country located in an earthquake zone and learn to live with the reality of the earthquake.

As Türk Kızılay, we will continue to support the needy people anywhere in the world in line with the principle of "impartiality." Celebrating our 150th anniversary; we are moving forward with our donors, volunteers, employees, and people.



*168 Call Center answered one million one hundred thousandth call within the scope of Kızılaykart programmes. We will focus on 168 Call Center, which provides guidance and the referral services in the native language of the callers during and after the application processes of Emergency Social Safety Net, Conditional Cash Transfer for Education, Adult Language Trainings Programmes which are all implemented under the roof of Kızılaykart.*

168 Call Center operates through the Türk Kızılay Call Center infrastructure, provides services in Turkish, English, Arabic, Farsi, and Pashto languages. As of December 2018, Call Center answered the one millionth call, assisting those who are living in Turkey, under International / Temporary Protection through a two way communication mechanism.

168 Call Center is providing guidance to the callers in terms of questions / problems regarding Kızılaykart programmes, application process, selection process, address, and contact information updates, complaint and feedback. Additionally, within the scope of Kızılaykart Programmes Halkbank related issues that require banking services are directed to the Halkbank Call Center.

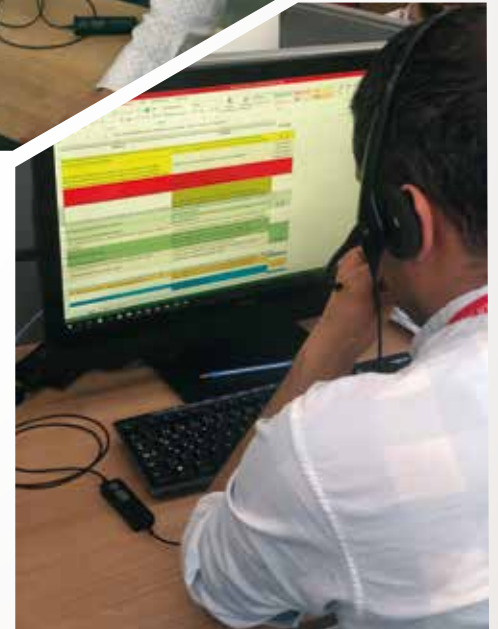
Call Center is located in Gaziantep, where beneficiaries are densely populated. 168 Call center is one of the most important medium of communication of Kızılaykart platform. In addition to the Call Center informing the beneficiaries and the applicants, it also contributes to the areas where development is possible through reports and notifications.

168 Call Center is continuing its development in line with the Kızılaykart platform which was structured on an innovative philosophy. The service quality and the technological infrastructure of Call Center will be improved in accordance with the diversified assistance programmes within the scope of Kızılaykart.



*Nurcan Dağ, ESSN Programme 168 Call Center Team Leader*

We are trying to convey the hospitality of our country to them, by finding a solution to the problems posed to us by them. As of December 2018, we have received the one-millionth call which is a milestone for Kızılaykart. Daily we receive approximately two thousand calls to request information regarding the “application result,” which is ranked in the first place among the incoming calls.”



“168 Call Center, which eventually started to operate in three languages (Arabic, Turkish, and English) with seven operators on November 2016, is now operating in five different languages (Arabic, Persian, English, Pashto, and Turkish) with 28 operators within the context of Emergency Social Safety Net (ESSN), Conditional Cash Transfer for Education (CCTE), Adult Language Trainings Programmes (ALT) and other information requests.

In 2018, announcements were added to the IVR system in five different languages to offer the callers the opportunity to choose the language they would like to receive service in. The main responsibilities of Call Center are as follows; in a fast but correct manner listening to the problems of people with patience, making the required referrals to find a solution and being the strong voice of our target group. Call Center has a critical position within the programmes as it serves as a window for the refugee population in Turkey.



*Bülent Öztürk, Kızılaykart Programmes Deputy Coordinator*

To promote even a better service within our 168 Call Center, capacity expansion and technological investment planning are among the targets we set for the upcoming period.

“Taking into account the socio-cultural and psycho-social structure of the target group that we provide services within the scope of the Call Center, we consider that a difficult communication process is carried out. Our target group consist of vulnerable groups that are likely to face cultural shock in the process of social cohesion, as well as the trauma they experienced in the process of war and forced migration.

Since the first day of the Syrian Crisis, our Call Center staff undertook significant responsibilities to mitigate the effects of unexpected migration movement towards our country. Some of these responsibilities are carrying out consultancy and guidance services for the target group under the roof of our institution.”



*Kızılaykart Programmes 168 Call Center Operators, Gaziantep*



*Mamak Public Education Center, Ankara*

## Accelerated Learning Programme (ALP) Now Being Implemented for the Foreign Students

Accelerated Learning Programme (ALP) was implemented through the cooperation of Ministry of National Education and UNICEF. Through this, it is aimed to envisage the inclusion of children from Syria and other nationalities to the Turkish national education system who have been unable to access formal education facilities. The students of Accelerated Learning Programme (ALP) will be able to apply Conditional Cash Transfer for Education Program. We have visited a classroom in Mamak Public Education Center, where the Accelerated Learning Programme is currently being implemented. Further informations and our impressions on ALP are as follows...

The students who are studying within the context of ALP, can complete the annual syllabus within a semester by an intensive programme. Sezai Erol, Deputy Manager of Mamak Public Education Center, underlines that they face difficulties in terms of accessing foreign students. Mamak Public Education Center scans the region for access to the children and cooperates with the opinion leaders, mukhtars in order to refer the migrant children to the center.

With the permission of Turkish instructor Betül Kılıç, we visited a class which consist of ALP students. Betül Kılıç, who has taken part in the project from the beginning, says that “Thanks to the project, young people are hopeful for the future.” She is a young educator, who teaches a student group that may be difficult for the first years of her professional career.

In a classroom which is mainly composed of Syrian and Iraqi students, girls are densely populated. There were only three boy student in the classroom; Betül teacher said that, the boys had to work in order to support their families.

The Accelerated Learning Programme has several stages; in the first stage, students mostly from Syria- receive basic Turkish language training and in the second stage children receives intermediate level Turkish language training. Children seem willing to take Turkish lessons, which supports the harmonization of the children in Turkey. Children who have completed the Turkish language training are referred to the related class according to their age and their grade of education.

Turkish language education plays a key role for social cohesion process of immigrants living in Turkey under International / Temporary Protection. In fact, based on our observations children are quite successful in language learning.





*Betül KILIÇ, Turkish Language Instructor*

Children set an example for their parents to learn Turkish. Perhaps this is about the easier development of cognitive processes in the childhood; more clear and fast learner human mind. It is important to note that, the Turkish trainings organized by the Türk Kızılay Community Centers for adults also contributes to the social cohesion processes of the foreigners.

Students are extremely interested in the lessons; in addition being a school for them, the Public Education Center is a social space where they can express themselves and adapt to the new culture they meet.

“Children need love,  
attention mostly.”

Instructor Betül KILIÇ stated that, “the students love the school and maybe they are not happy at their homes as they are in the school. Children need love, attention mostly.” The children listen to their teacher attentively.

Some of the children we have talked to would like to be a doctor, some of them want to be athletes, while others gave a more imaginative answers ... It is important to acknowledge that before they grow up and be a man or a woman, they must first be children; As a kid they should play games, misbehave in the school ranks and accumulate little happy memories.

Now it is time to pose farewell to Ankara Mamak Public Education Center and the educators. As we now leave the center, we pose our gratitude to Deputy Manager Sezai Erol and instructor Betül KILIÇ and we wish a happy future for all the children around the world.





## Kızılaykart Cash Based Assistance Programmes, which the world talks about

The programmes implemented within the scope of Kızılaykart grew and developed, giving access to large populations, creating positive changes in the lives of millions of people. What are the goals and vision of the Kızılaykart? What is the perception of the world towards Kızılaykart? We are listening to Alper Küçük, Türk Kızılay Deputy Director General.

### How do you consider the programmes implemented within the scope of Kızılaykart?

In 2011, we began to implement Kızılaykart programme for the citizens of the Republic of Turkey. Afterward, we started to implement In-Camp Food Assistance Programme at Öncüpınar, one of the temporary accommodation center that was established in our country at the beginning of the Syrian Crisis. Then, Off- Camp, ESSN, and CCTE Programmes were added to our structure. Kızılaykart has become a huge cash-based assistance platform that meets the basic needs for more than two million vulnerable foreigners.

Kızılaykart was a historic step for the Türk Kızılay; Emergency Social Safety Net Programme (ESSN) is the largest cash-based assistance programme in the world today. The basic needs are met through the ESSN programme while assistance for children to attend school regularly is provided through the Conditional Cash Transfer for Education Programme (CCTE).

After proving Kızılaykart's power and capacity as a platform, we have started to implement new programmes. Recently, we started Adult Language Trainings Programme with an UN agency. The most important feature of Kızılaykart is that it provides the possibility to add as many wallets as you want and add different programmes which could be implemented with multiple stakeholders.



*Alper Küçük, Türk Kızılay Deputy Director General*

**Within the scope of Kızılaykart, you are working cooperatively with many governmental institutions and international humanitarian assistance organizations. Would you please tell us the role of Kızılay in terms of refugee oriented assistance programmes?**

Celebrating its 150<sup>th</sup> anniversary this year, the "Hilal-i Ahmer Cemiyeti" (early title of Türk Kızılay) took on many precious roles throughout history. Some of these roles include; from serving soups to the oppressed people, to the change of our captive soldiers, and dressing of the orphan kids coupled with many more vital roles that it overtook. When we return to 2011, the reality of migration in our country came up again. We began to take charge in several points with our role to assist our state and nation in migration. Helping those in need in Syria is an important issue; five million people in Northern Syria continue their lives solely through the support sent by Turkey. It is an important duty to assist them by delivering aid to their country. Additionally, to provide emergency food assistance, first aid, and accommodation services to the ones coming to our country at the borders.

Other responsibilities that we have undertaken is the establishment of temporary accommodation centers within our country. It could be said that, Türk Kızılay has always played important role. Some of these responsibilities includes provinces where migration started, than in the migration route, and in different provinces / districts, as well as in camps within our country which served as a final destination of migration.

**Kızılaykart is a clear example of how institutions / organizations as state, civil society, Red Cross - Red Crescent Movement, United Nations, and the European Union meet to proceed for a common objective.**



We have established a partnership with the Social Assistance and Solidarity Foundations under the umbrella of Ministry of Family, Labor and Social Services that operate nationwide, to expand our programmes to large populations. By integrating our programmes into the Integrated Social Assistance Information System, where over 20 public institutions can communicate digitally, we have benefited from the strong capacity of our state. We have around 300 staff in Kızılaykart, but also almost an “army” operating under SASFs serving for our programmes. Kızılaykart is a clear example of how institutions / organizations as state, civil society, Red Cross - Red Crescent Movement, United Nations, and the European Union meet to proceed for a common objective. In fact, such a modelity, which is comprised of the Red Cross Red Crescent, United Nations, European Union, and the state was implemented in Turkey for the first time in the world.

**In many different international organizations, you are representing Türk Kızılay and Kızılaykart. Could you articulate the feedbacks that you have received about the Kızılaykart?**

I have to say that people who see the presentations of Kızılaykart are deeply impressed about the programme data. Some of the subjects that arise curiosity include; our beneficiaries, the services we have offered them, the impact of the assistance and how such a detailed information could be gathered.

These information include; the demographic characteristics of our beneficiaries, their place of origin, their occupations, where and in what conditions they reside in Turkey and how they use the assistance ... It could be said that the digital world of Kızılaykart is very strong, as it is a humanitarian programme that effectively uses technology. The positive relations we have established between our institution and the state; the confidence of the state against our institution impresses people. The humanitarian aid organizations in the world are making an effort to gain the confidence of the community in order to perform an operation. The unconditional confidence of the public authority gives us strength since 150 years. Another question is, “how do you get into the households of beneficiaries so easily, how do you gain their trust?” Our beneficiaries saw Hilal-i Ahmer since the beginning of the process. For instance, a family who left Aleppo and settled in a district of Gaziantep has been supported by Kızılay in Aleppo, on the border and in Gaziantep. When the Kızılay staff knocks on the door, families can open their door safely.

**After two years of implementing ESSN, what were some of the challenges that you have faced?**

Since the very beginning of the ESSN, an “exit” issue is on the agenda. In fact, an exit strategy should be ready when starting to implement a humanitarian program. However, when we evaluate 1.5 million people who are benefiting from the programme, it would take a long time for them to stand on their own feet and exit the programme. It is impossible to take place in six months or in a year.. Although there is no solution or collective return to Syria, the demand of the European Union and all our stakeholders regarding the exit within a short time is one of the challenges that we face.

**We are making significant investments to enhance the development of Kızılaykart; we would like to implement cash based assistance abroad through Kızılaykart.**



## Will global projects take place in your midterm and long-term plans regarding to Kızılaykart?

We provide cash-based assistance in many countries in the world. We would like to provide these assistances within the scope of Kızılaykart that we developed and gain expertise in our country conditions. We are providing cash-based assistance in Gaza, Bosnia, Yemen, and Pakistan. However, in these countries, there is no cooperation as we have established in Kızılaykart. How do we bring the success of Kızılaykart from the context of Turkey to the world? In fact, this is a topic that we are working on.

We are making significant investments abroad to promote cash-based assistance abroad through the Kızılaykart. We began to transform some of our in-kind assistance programmes abroad into cash assistance programmes; as in Tunisia, Palestine, and Bosnia. Additionally, for the upcoming Ramadan period, we have planned to increase the scale of cash-based assistance.

*“Community Centers are among the innovative projects of Türk Kızılay within the context of community based migration programmes.”*

## Within the scope of Community Based Migration Programs, Community Centers are among the innovative projects of Türk Kızılay. What are the common objectives of Community Centers and Kızılaykart?

Community Center carry out activities such as; referrals, protection, education, livelihoods, psycho-social support, language, and vocational training. A further support is given to those, who are interested in entrepreneurship. Community Centers and Kızılaykart will be working more closely in the upcoming period, as Kızılaykart plays the role of life insurance for the beneficiaries. People who can stand on their own feet will be able to make more than the assistance they receive from the Kızılaykart. In the first place, we would like to give the Turkish language training to those who already have a profession in order to be employed. A different group has shortcomings in terms of both Turkish language and profession. It is necessary to support them both in learning Turkish and in having a profession or being an entrepreneur.

For the past two years, the Community Centers have made significant progress in the areas mentioned above. They have reached significant figures in the areas of job placement and entrepreneurial support. Community Centers and Kızılaykart Service Centers will be transformed into employment orientation centers in the coming years.





Nazlı Merve Erkan, Türk Kızılay Protection Programme Manager

## Child Protection Unit Conditional Cash Transfer for Education Program (CCTE)

We conducted an interview with Türk Kızılay Protection unit manager Nazlı Merve Erkan, regarding the scope and the works of Child Protection Unit, as it is the important and integral component of the CCTE Program.

### What does “Child Protection” mean within the context of Conditional Cash Transfer for Education Program (CCTE)?

CCTE is cash assistance, in order to receive this assistance regular school attendance is a condition. As a Child Protection unit, we are working for children who are not attending the school and cannot benefit from the CCTE, due to the regular attendance condition although they have been assessed as eligible for the programme. As soon as we determine these children, we conduct household visits of children who are not attending school. Through this way, we can figure out their absenteeism reasons, try to provide solutions importantly to bring them back to education. Regular school attendance and education prevents possible protection risks against children. If a child attends to school regularly, it is much less likely for them to face early marriage, child labour or situations that will adversely affect his / her physical, emotional and social development.

### How is the Child Protection and the case management processes executed?

Within the scope of CCTE, cash team conveys us two lists following the bimonthly payments. One of the lists is the beneficiary payment list, the other list articulates children who will not receive payment for that month due to absenteeism. For us the children with absenteeism is important, the absentee list of unpaid children is shared with our Child Protection teams, who are operating in field.

Child Protection teams operate in 15 provinces with 16 teams (İstanbul Bağcılar, İstanbul Sultanbeyli, Ankara, İzmir, Bursa, Şanlıurfa, Gaziantep, Mardin, Kilis, Hatay, Adana, Mersin, Osmaniye, Kayseri, Kahramanmaraş, and Konya). Field teams are conducting household visits, subsequent to receiving the absentee list. When we visit a household, we are evaluating not only the situation of the children in CCTE absentee list, but other children in the house.

As a result of evaluation, we are referring the children to related services, who are under protection risks so we could further monitor the phases of the process. Additionally, we are also generating referrals to the public institutions, NGO's, and, other various institutions of Türk Kızılay.

### What are the main reasons for foreign children not attending school regularly in Turkey?

As you know, when a student misses four days or more within a month, he / she cannot receive CCTE assistance for the related month. We often monitor that children who regularly attend school but cannot benefit from the CCTE, it has been encountered that due to children being late for class coupled with the fact that the absent day limit is at a low level creates a dilemma. Apart from that, there are minor reasons which prevent children from attending to school such as; the return of children for the lunch break, lack of school uniform and equipment, or the distance between school and home.

Even if it is rarely, there are times that we encounter children not attending school, as they are under serious risks such as abuse or child marriage.

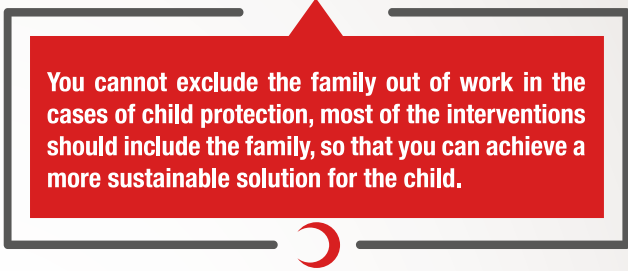
It has been monitored that children who fall under the serious risk category are child labour cases in +13 age group children cannot go to school due to the labour. These are the children that cannot go school as they have to work, with their social, physical, cognitive, and social development are all affected negatively. According to law, children who are over the age of fifteen may work in particular jobs and conditions, but the mentioned child labour is far below the working conditions for child labour.

### **Can you give information about the institutions you facilitate cooperation and coordination as Türk Kızılay Child Protection component?**

As the Child Protection component, one of the institutions we work in coordination is the Ministry of Family, Labor and Social Services. We also work in close coordination with the Provincial Directorates and Social Service Centers in the provinces where we operate. This coordination can vary from province to province. For example, in a province, our social workers can participate in decision mechanisms for cases they have reported, while at a different province we can organize joint household visits in high-risk cases with the staff of the Ministry of Family, Labour and Social Services. At the same time, we work closely with the Provincial Directorates of the Ministry of National Education and with the school administrations, as the majority of our business is comprised of the cooperation with schools. During the beginning of the semester, we work efficiently to enhance enrollment of children in school. We cooperate with national and international NGOs as well.

### **What are some of the difficulties that you have faced within the scope of child protection?**

Sometimes it is difficult to convince families that we are Türk Kızılay staff and for this reason, it gets hard to get inside the house. Therefore, visibility is crucial and we strive to improve it. There are also cases when families are aware of the laws in Turkey and try to may cover topics of child protection to prevent any possible risks. For example, such cases may include if there is a child working in the family, or if there is child marriage, or children are about to get married; the family may keep such things untold which could make it very difficult to identify. Another important problem, that is witnessed is that



**You cannot exclude the family out of work in the cases of child protection, most of the interventions should include the family, so that you can achieve a more sustainable solution for the child.**

barrier. There are difficult cases to solve, such as if a family faces financial problems and there is no one suitable for working in the household except for the child. At such a case, you cannot exclude the family out of work in the cases of child protection, most of the interventions should include the family, so that you can achieve a more sustainable solution for the child.

### **Can you give examples from resolved cases?**

Briefly, I can articulate about a solved case example. In fact, I could say that this was among the several case that affected me deeply. During a household visit of the field teams in Şanlıurfa, we identified a girl who was about to get married. Basically, that day was her wedding day. Even though, the family did not want to tell the situation, our field team noticed the abnormality in the behavior of the family members, and it turned out that a little girl was about to get married to a man much older than her. After our urgent notifications, the Ministry of Family, Labor and Social Services accompanied with the support of the police department, the marriage was prevented. In another example, there was a child with hearing impairment and with speech problems, who was not able to attend the school. We provided the child a hearing aid. This way he was able to continue his school. At a different household, our case workers identified a sexual abuse. Despite that the case has been taken to the police with the judicial process continuing, the child did not want to go to school due to the psychological problems. The other sibling were also affected by the problem within the household which led her to have absentee in school as well. We referred the children to psychologists in Türk Kızılay Community Center. Although the referred community center was far for the family, the psychologists gave support to the children by visiting their home on regular basis.

# HUMAN STORIES

“*In Syria, we were in dark, we reached the light in Turkey.*”

Just like many other refugee families living in Turkey, El Ahmed family has migrated from Syria to Kilis due to the outbreak of war and afterwards located in Ankara. The family who began their new life, in house of single room in Kilis; faced economic, cultural, and social problems. El Ahmed family with seven children now resides in Ankara, with completing the social cohesion processes and became a part of Turkish life style by the contributions of Kızılaykart programmes... Samir, the father of the household with his children welcomed and invited us in. With cheerful and curious eyes, the children who sat on the couch watched us.

Samir, an agricultural engineer, speaks with longing of his chicken farm and greenhouse before the outbreak of war in Syria. Back in the days in Syria, the family had a life with good standards. Now the family has seven children with their ages that vary between 8 and 21. Children can understand Turkish well but they have some difficulty in speaking. When we asked them for their favorite lessons; Ali said he loved English, while Nur loved Turkish, and Sidre loved math. Since his school ends later than his siblings, Rami joined us later. 80 years old grandmother Hatice, with her tired yet merciful eyes is looking at her grandchildren with love.

Father Samir, tells about the story of how they migrated to Turkey. When the Syrian Crisis first emerged, the family has resisted to move away from their hometown, nevertheless when the bombardments started in their town they had no other choice left but to move out. They gathered their belongings and moved to a different town. However, after moving out the family tried to survive in the relatively safer areas of Syria. Father Samir, is talking about those days with trembling voice, ***“we were escaping from the bombardment and moving to different places in Syria but than we were forced to move after a while, anyway.”*** The responsibility of seven children, his wife and grandmother Hatice was too much for Samir and as a last resort he decided to migrate to Turkey in 2013.

The family that consists of nine people first settled in Kilis, Turkey, in a boxy room which they rented for 50 TL.



El Ahmed Family and Kızılaykart staff

As they continued to live in the boxy room, they eventually moved to Ankara by the support of their relative who, has reached them.

For a few weeks, El Ahmed family settled in their relative's house but they did not want to become a burden to their relatives and rented a house for themselves. ***“Thanks to all our neighbors, they did their best to help and support us. As soon as they heard that we were moving to their district, they donated us a couch, while others donated carpet and cushions...”*** says Samir El Ahmed. Meanwhile the family has made off their lives through construction and gardening jobs for a while.

“During the early days we came to Ankara, our children were scared when they saw an airplane. They thought that the planes would be bombing the place we live.”

Father Samir wants his children to be educated. The beneficiary family of the Conditional Cash Transfer for Education Program, is pleased with the opportunities offered to them. He stated that, CTE Program supports the family to send their children to school. Initially, they were able to pay their bills first and then they covered the school needs of the children. The school expenses for children are various; stationery, clothes, carfare... Since Rami goes to school by bus, his school expenses is the highest among his other siblings. Samir says that, **“Everyday I give 5 TL for the bus transportation to Rami. Although there are days, he uses bus as his means of transportation, there are also days when he prefers to walk and save the 5 TL as his pocket money.”**

All that Samir wants for his children to receive education and attend to the trainings they love, according to their skills. Samir asked us “if there were any other courses like this in other schools?” We recommended Türk Kızılay Community Centers, as we opened the Arabic website of Community Centers via our mobile phone.

**Especially the 80 year old grandmother Hatice, along with the mother, and the father, miss their country terribly. However, Samir as he looks at his children and articulates that, the future of Syria is infact darker than today.**

Samir El Ahmed and his spouse welcomed us and told us their life story. As Kızılaykart Bulletin team, we are moving from one human story to another, with the hope to improve and enhance the empathy between migrant people and host community.



## Türk Kızılay Community Center

*Special Needs Fund (SNF)*

**He is happy because  
he can hear.**

*Türk Kızılay Ankara Community Center was the setting of a new benevolence story. Yazen Şenuka, 7 years old child, regained his hearing sense through the help of hearing aid that was provided through Special Needs Fund (SNF).*

The negative aspects of the ongoing civil war in Syria affects the children most. Syrian Yazen, is among the other children who severely got affected from all negativite aspects. As a result of severe blasts, he lost his hearing sense as a small baby. The arduous journey of Yazen from Syria to Turkey has been shapped at a different direction through the support provided by Türk Kızılay Ankara Community Center. The wish of father, Abdulnasır Şenuka came true with the initiatives of Türk Kızılay who met with Ankara Community Center officials for the treatment of hearing loss of his child.

As the necessary hearing aid was provided for Yazen by the Ankara Community Center; the application has been carried out by an expert audiologist. The happiness of Yazen could be witnessed from his eyes as he was sincerely smiling with his first experience of hearing the voices arounds around. Due to the hearing loss that Yazen faced, he could not improve his speaking skills. Right after he gained his sense of hearing, he repeated the words of his father, brother and Türk Kızılay officials, as he tried to talk with them.



*Abdulnasır Şenuka and his hearing impaired son Yazen Şenuka*



*Hearing impaired Yazen Şenuka and senior audiologist health officer*



“ *My wish came true with the support of Community Center.* ”

Father, Abdulnasır Şenuka who works in Syria as a journalist, said that *“it is a great pleasure for my son to hear and talk with me even if it is just few words. Thanks to Kızılay Community Center, my biggest wish came true. I would like to thank everyone for promoting our happiness and making our face smile once again. As a journalist, “I want this benevolence to us to be known by all.”*

Alper Küçük, Deputy Director General of Türk Kızılay who followed the hearing aid support program in the Ankara Community Center, said that, *“Our main objective is to ensure equality of the communities in the access to the rights and services. After listening the story of the Yazen, we quickly acted, and with the support of our friends, we provided the hearing aid that was necessary for him. It is a great pleasure for us to see a child hearing, laughing and playing again like his peers. Community Centers are continuing to beautify thousands of lives.”*

**By the end of December 2018, Community Centers provided support to 2745 cases within the context of SNF (Special Needs Fund).**



Şenuka Family, Türk Kızılay Director General Alper Küçük, and Community Centers staff

## Cash Hub Platform Has Been Launched

*In accordance with the increasing use of cash modality among the humanitarian aid sector, Cash Hub digital platform has been launched by the International Red Cross and Red Crescent Movement in order to provide guidance to the related parties...*

### What is the Cash Hub?

The Cash Hub, hosted by British Red Cross, aims to accelerate the use and increase the scale-up of cash-based assistance in the International Red Cross and Red Crescent Movement in order to improve the effectiveness and efficiency of humanitarian action.

#### Some of the Features of Cash Hub are as follows:

- Cash-School and access to training opportunities;
- The possibility to browse an interactive Cash Map to discover cash data on how many people the Red Cross / Red Crescent Movement is reaching with cash, including details of how much cash is distributed and in which countries;
- Access to the Emergencies Toolkit and a powerful search function that searches within the document;
- Access to a centralized repository for Red Cross / Red Crescent Movement resources divided by thematic and geographic areas;
- Opportunity to browse movement events and jobs as well as relevant news.

#### Platform Partners



**CashHub**  
cash-hub.org



*While the platform staff was disbursing cash assistance*

*“ As a member of the International Red Cross and Red Crescent Movement, Türk Kızılay, which is implementing the world’s biggest cash based assistance programme cooperatively with World Food Programme (WFP) will also be a representative in the Cash Hub. ”*



unicef



Two siblings who benefit from the CCTE Program

## Conditional Cash Transfer for Education Program Reached the Target

*Conditional Cash Transfer for Education Program which is implemented since May 2017, in cooperation with Türk Kızılay, Ministry of National Education, and UNICEF for the children living in Turkey under International / Temporary Protection reached the 450 thousandth children target specified for the July 2018 - July 2019 period.*

As of January 2019, the target set by our program partners was reached, which was to let 450 thousandth children benefit off from the program at least in one payment period. As of the relevant period, the number of children benefited off from the CCTE at least in one payment period was 487 thousand. Negotiations between the program partners on the revision of targets is continuing after the target number of beneficiary children reached by the January.



A scene from the adult training group

## Adult Language Trainings Programme is Launched

*Adult Language Trainings were added to the programs implemented within the scope of Kızılaykart platform. The ALT Programme, that began as of March 2019, was modeled for Syrians living under Temporary Protection.*

Adult Language Trainings is being implemented by United Nations Development Programme (UNDP) within the scope of "Turkey Resilience Plan in Response to the Syria Crisis." Within the context of the program; Syrians who are Arabic literate under Temporary Protection in the age range of 18-57 can attend language trainings by applying to the Public Education Centers. Trainings are held with a harmonized method for the first time in Turkey, as it will cover a period of 10 weeks in both classrooms and online.

The participants of the program receive payments through Kızılaykart platform.



TÜRK  
KIZILAY

Through the Cash Based Assistance Programme,  
Türk Kızılay contributes to the education of  
children and becomes a hope for all them.



**Happy April 23 National Sovereignty and Children's Day!**



#MakeaWish

Scan the QR code to  
watch the video.