

KIZILAYKART PROGRAMMES

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European Union
Civil Protection and
Humanitarian Aid

#CardLoadedWithGoodness



Kızılaykart Cash Based Assistance Programmes Coordinatorship

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Ankara, August 2020





Alper KÜÇÜK,
Türk Kızılay
Deputy Director General

The principal of protecting human dignity lies beneath the basis of Kızılay humanitarian aid perspective. As an output of this approach, we left 9 years and countless goodness stories behind with Kızılaykart Programmes which started in 2011 and aiming to provide cash assistances to people in real need by respecting human dignity.

The Kızılaykart modality, we launched for our Turkish citizens in need in 2011, continued to be implemented as an In Camp Food Assistance Programme in 2012 to meet the basic needs of the Syrians in need who have taken refuge in our country and hosted in the camps due to the civil war started in Syria. In line with the needs we identified in this process, we have become known as the world's largest cash-based humanitarian aid programme by expanding our practice across the country with the Emergency Social Safety Net (ESSN) Programme in 2016 and the strong cooperation of our Ministry of Family, Labor and Social Services.

Our Kızılaykart Platform, hosting nine programs meeting different needs, continues to make millions of aggrieved people smile today.

The ESSN Program has become a symbol for future of humanitarian aids with cash assistance approach taking dignified choices of needy people in account and begun to take place of other types of aids happened from around the World until today. With the number of vulnerable people that are targeted. The programme has also become an example of the vision of implementing a joint programme by bringing together the great organizations operating worldwide and government institutions on the same ground.

In this process, by exhibiting great effort with our implementing partner World Food Program (WFP) and other stakeholders and with the vision of "Card Loaded With Goodness" we achieved to reach out 1.7 million people in real need who were influenced by the war and humanitarian crisis in their home country and sheltered to our country.

We have come to the end of our work in this field with our implementing partner World Food Organization (WFP), with whom we have been working in harmony at all stages of the ESSN Programme since 2016. As of April 2020, The International Federation of Red Cross and Red Crescent Societies (IFRC) takes over the implementing partnership flag in the following period. I would like to thank WFP Country Director Mr. Nils Grede and all WFP Family for their superior efforts and supports they have put at all stages of the ESSN Programme.

On this occasion, I would also like to express my gratitude to all of our valuable partners on our journey of goodness, to the Ministry of Family, Labor and Social Services, to Social Assistance and Solidarity Foundations and every member of the Türk Kızılay Family of which I am honored to be a member of.

In the upcoming period, we will tirelessly continue our efforts with our new implementing partner to reach the people in need who expect us to extend our hands by serving people with human hearted way.



Emergency Social Safety Net (ESSN) Programme has left 3 years behind



ESSN Programme has left 3 years behind which began in November 2016 and reached more than 1,7 million vulnerable individuals.

The United Nations World Food Program (WFP), one of the implementing partners of the ESSN Programme, where large-scale stakeholder institutions and organizations came together, handed over its place in the Programme to the International Federation of Red Cross and Red Crescent Societies (IFRC) as of April 2020.

Within the scope of ESSN Program, in which great succes has been achieved with the stakeholder institutions and organizations since begin.

5

Joint Monitoring Missions



7

Joint Working Group Meetings



61

Joint Management Meetings



114

Task Force Meetings



622

Focus Group Discussions



7,191

Field Visits



70,303

Verification Surveys





Dilara TURUNÇ
Kızılaykart Programmes,
Monitoring and Evaluation Assistant

We talked with Türk Kızılay staff, who have taken the pulse of the field since the beginning of the programme and continue to work in the field with WFP, about the early days of the Programme and their working experiences.

How long have you been working within the Kızılaykart Cash-Based Assistance Programmes Coordinatorship?

I have been working under the roof of Kızılaykart since May 2015.

How were the applications received when the ESSN Programme started?

During that time, I was in Gaziantep which was my first duty station on the ESSN Programme. With Service Centers function and application to the program on November 28, I and my four friends were assigned in Gaziantep Şehitkamil Service Center to ease the application density due to busy and crowded application flood. We continued to receive applications there for about three months. Our duty ended there when the card distribution started in Mardin and Şanlıurfa Service Centers. The registration process has been a crucial experience for us.

Could you tell us a little about your collaboration with WFP field teams, one of the implementing partners of the ESSN Programme?

As a member of the Monitoring & Evaluation Unit, one of our works with WFP field teams is to visit the local authorities. These visits aim to observe and report the implementation process of the programme in the field,

to make suggestions to improve the any possible implementation related to or to convey them to the relevant places to solve the problem related faults. Ensuring the exchange of information between institutions is important in implementing the programme more effectively. In addition to this, activities such as SASF allowance, household visits, comprehensive vulnerability survey, focus group discussions and monitoring the impact of the assistance on the socio-economic life of the beneficiaries are also among our field activities.

Can you share with us an unforgettable memory of your collaboration with WFP?

On 12th of September in 2019, we set off the road with the WFP staff to make household visits to informal settlements in the Harran Village of Reyhanlı. When we arrived at the tent site, the children ran together toward us for a hug and chatted with us for a while. After we finished our routine visits (aims to determine the number of the tents at the site, whether any leaver or newcomers happen, to control IDs , address records, eligibility to program etc.) and we were about to leave there, we saw the children running towards us and cheering for our team.



Some of the children around wanted us to take their photos, some were smiling, and some were trying to talk to us. It was worth seeing the enthusiasm and joy of the children. We told them that we cannot take pictures of them without their parents' permission. On the other hand, in order not to break their enthusiasm and joy, we played hopscotch game for a short time and collected good memories together.





Ali Can GÜZEL
Kızılaykart Programmes,
Monitoring and Evaluation Assistant

If we go back to the days when the ESSN Programme started, could you tell us about your experiences of working together as a team on the first days of the joint work with WFP?

I think we are a team managed many achievements by adding very different experiences to each other with the joint work that started at the very first days of the partnership of two different institutions which have different experiences until the end of the process.

In addition to the advantages of working in the field, there are also many difficult aspects. Therefore, it is very important to act with team spirit in each task. During the time we worked together, we acted like two halves of an apple with WFP colleagues so to speak, we overcame many difficulties together and when we look back, we see that we became family rather than a team. We had many sweet and bitter memories. Being aware of the purpose of our work, we achieved the best result as we could.

Could you share a moment that impressed you the most during your joint activities with WFP?

We had a long time together, we saved many moments. It is really hard for us to reduce these memories to a few. The work we did on the field and the people we contacted were generally vulnerable, so there are many bitter and painful stories we witness. I think the best part of our job was to be able to touch the lives of vulnerable people and be an ear that hears them.

Witnessing the smile on the faces of the vulnerable people we visited while on the field and the sense of trust we created were the most important factors that motivate us more about our work.





Leyla SUNGUR SAY
Service Center Responsible,
Seyhan / Adana

How were applications received when the ESSN Programme was launched?

Since Türk Kızılay Seyhan Service Centers (SC) functioned in December 2016, the applications were received by SASFs at the first month from the program start... During this period when the announcements and dissemination about the Programme to the foreigners who live in Turkey under international and temporary protection were made through different channels, hundreds of people flooded to Social Assistance and Solidarity Foundations (SASFs) and SC. Those days were very busy for us. For this reason, the appointment system started to be implemented at first. Implementation of the appointment system was a relief for the SC, SASF staff as well as the applicant families.

How many applications did you receive per day when the SC opened?

Seyhan SC was opened on 28 November 2016. I can say that the number of daily records reached up to 250-200 application at the SC that were opened to support SASFs in the regions where foreigners live densely.

What is the most common problem you encounter during the applications?

At the early stage of the Programme, we had some difficulties regarding with eligibility criteria that was not announced to public. However after announcement of eligibility criteria to the target audience, these difficulties were really decreased. Other problem this time we face was that after eligibility criteria became public, many families tried to apply to

programme by changing their family composition in order to fit criteria. Since the applications were used to be received according to the applicant statement; there were a large number of applicants who requested to divide or unite their family.

Could you share an event that happened in this process that affected you the most?

I would like to share a life story that has been influenced me deeply for a long time. It was Muhammed Asaf's tragic story result in civil war in Syria. Mohammed was seriously wounded by a shrapnel. He was brought to Turkey for treatment. Unfortunately at this period, most of the members of Muhammed's family were still in Syria, at the war zone. After his initial treatment in Kilis, Muhammed went back to Syria worrying that his family might be in danger there. But his health condition gets worse as his pain increased due to his unhealed wounds. Even in this situation he refused to leave, just to be with his family by risking his life. He was convinced to go to Turkey for his treatment. In Adana, at the last resort his journey, he received treatment and got well. After his visit to our SC, his story broke our hearts deeply. Muhammad and his family, whose application was received and accepted to ESSN, are now Program beneficiaries that provides him confidence, goodness.

One last question, what would you recommend to new friends in Türk Kızılay?

I express my gratitude to the Kızılay family for allowing me to touch the lives of the people who are in need. I would like to say that you are working in an excellent society however, working in Kızılay also requires being prepared and dedicated for difficult tasks. Being a Kızılay staff means being always ready for any national, international disaster or extraordinary situation.





Serhat ŞAYLAN
Kızılaykart Programmes
OCT Deputy Coordinator

Service Centers serve to provide humanitarian assistance with dignity and freedom of choice. We asked Serhat Şaylan, Operations and Cash Transfer (OCT) Deputy Coordinator about the activities of Service Centers. You can find his evaluations in the following section:

After the migration wave our country faced, Service Centers were established within the Türk Kızılay to share the workload of Social Assistance and Solidarity Foundations (SASF) and ease the application process to programmes to prevent any communication problems of the individuals in regions where foreigners live. In addition to being the application centers of the Kızılaykart Emergency Social Safety Net (ESSN) and Conditional Cash Transfer Education (CCTE) Programmes, the Service Centers continue their humanitarian activities with 9 offices as face-to-face meeting and problem-sharing points.

Service Centers conducting 8 main activities throughout Turkey with 1,003 SASFs receive 36% of the applications within the scope of ESSN Programme.

Türk Kızılay Service Centers (SC)

1- Registration and Application: Receiving applications for Kızılaykart ESSN and CCTE Programmes in provinces/districts where is operated to reduce to the workload of SASFs.

2- Household Information Update: The update is carried out if there is a change in information of the household (address/phone number change, adding/removing member(s) in household) applied for Kızılaykart Programmes.

3- Household Visits: Providing staff and vehicle support to household visits made by SASFs in the districts where it is operated.

4- A Meeting Point: Providing face-to-face support as a counseling and referral center where people can convey their various problems, find answers to their questions, or be directed to the right channels for their questions.

5- Mobile Bank Branches: To support Halk Bank card distribution distribution processes in the regions where the target group lives densely; providing support to mobile branches established in the Service Centers for card distributions.

6- Communication with Local Authorities: Maintaining communication with local authorities by attending the official meetings in the districts where service center located.

7- Archiving: Archiving the household files created and obtained during the application processes to Kızılaykart ESSN and CCTE Programmes and sharing these with SASFs on a regular basis.

8- Reporting: Sharing all the activities conducted by Service Center with Kızılaykart Registration and Application Team Leadership with a certain reporting system.



**Provinces and Districts
where Service Centers
Operate:**

**Şanlıurfa / Haliliye, Gaziantep / Şahinbey, Hatay / Antakya,
Hatay / Reyhanlı, Adana / Seyhan, İstanbul / Bağcılar,
İstanbul / Ümraniye, İstanbul / Fatih, İzmir / Konak.**







Nils Grede
WFP Country Director

One of the largest aid organizations in the world, WFP handed over its position in the ESSN Program as implementing partner to IFRC as of April 2020. WFP Country Director Mr. Nils Grede conveyed his view on ESSN and their upcoming activities.

As you know WFP-Türk Kızılay partnership started with In Camp Food Assistant Program in 2012 and still ongoing. How do you evaluate WFP-Türk Kızılay partnership on ESSN Programme in terms of responding such a big refugee population considering past joint 3 years?

Kızılay – WFP partnership is an amazing success, because it has grown almost 10 years now. 8 years from a very small initial collaboration to the largest cash transfer programme in humanitarian space anywhere in the world and it has done so, what was not always an easy context. There is so much else in the relationship, that continuously influences us positive or negative way, depending on the what the topic is, for example, the accession negotiations that Turkey has been in for so long every now and then impact the relationships. The huge numbers having been able to scale up very quickly we started in December 2016, and September 2017 about 10 months later we were at 1 million beneficiaries that I think it is unprecedented for WFP anywhere and that was only possible because of the close collaboration with Kızılay. I think also the fact that Kızılay is such

“ Türk Kızılay-WFP partnership which has left almost 10 years behind, is a great success. „

a strong organization with such an extensive footprint that is embedded in Turkish society for over 150 years essentially. On the one hand and the WFP has this experience from working in 80 countries worldwide not all of them with cash transfer support but many of them and we built this experience over the last 10-15 years. I remember when I joined the WFP 15 years ago. First two and three years very small cash or voucher programmes here and there, so it's been for 10 years of learning by doing, making mistakes and correcting them learning from them and so this was a very unique combination of an organization that knows Turkey is very embedded and has all the relationships and understands how Turkey works and on the other hand the experience from implementing these types of programmes in other countries at a scale that came together in a very fortunate way and made possible for us to have a programme that scaled up very quickly has had no major handicap. There were always challenges. We were able to work through all of those challenges gradually together with the government, Kızılay, and the EU and we've been able to adapt the programme. So it is been a learning programme. We started with a very simple model of just 100 TL per person for a month. Six months later we decided because we were seeing how it was not sufficient, we increased the transfer value to 120 TL. We introduced top-up payments. Top-ups are paid every three months and were meant for is larger for the small households. Because we realized that household with ten with that 120 TL payment gets quite far ten times 120 TL. Their rent might be slightly higher than the rent of households with three it is not even double. It is not ten so their economies scaled for larger households when they buy food, when they pay rent, etc. and that small household is somewhat underserved by the model we have started with. So we learned that very quickly and we adjusted to it. We realized a bit later that households with disabled members were facing significant challenges and we were able to leverage the fact that there is a programme for the Turkish population that pays households with disabled members a stipend to adapt it and pay something similar to the refugees. There are just a few examples of things that we've been able to adapt. It is kind of we've improved the car as we were driving it. We started getting on the road as quickly as possible knowing that maybe we hadn't quite put the steering wheel in the right

place, maybe the lights were not working etc. I think that was really important because people were hungry. Then we were able to improve the programme very quickly as we were implementing it.

There is a changing trend in humanitarian interventions, CASH is becoming prominent in terms of its advantages like dignity, power of choice, cost efficiency and effectiveness, as one of implementing partner of an ever biggest project, do you think ESSN has an additive effect on this changing trend and what do you say for CASH future?

ESSN is the culmination of a trend that has started 10 years ago where both donors and implementing agencies such as Kızılay and WFP have started to experiment and explore it in the modality that is simpler, more efficient, more effective, and has more choice and empowers the beneficiaries. The ESSN is a culmination because it is the largest such programme that we've seen and given that has not have any major handicaps or problems that we were not able to solve. I think the people we were criticizing cash transfer programmes will certainly have a more difficult time to not accept the benefit and all of those positive advantages that these programmes have. Also interestingly governments, everywhere in the world especially in middle income, high middle income countries have been doing cash transfer payments to their populations for decades. The Turkish states pays its poor citizens cash stipends be at veterans or the widows and Latin America there is a long history of decades of using conditional cash transfer programmes mostly to people to encourage they attend health services or to mothers to ensure that their children go to school. Nobody would ever consider giving you in-kind. All of these are cash programmes and it is very funny that we've had such big discussions on whether cash is the right mechanism. All of them using cash with their population forever. Why should a refugee population or another population that is affected by an emergency be different? There are two things that we've learned from the ESSN that maybe we would do differently if we started over again. One is; when the programme was designed I don't think that anybody expected that 3-4 years later the situation in Syria hasn't really evolved. It has evolved but it hasn't come any way closer to a solution. So it was not really designed with an exit strategy because somewhat naively we always thought the exit strategy would be a resolution of the conflict in Syria. That's one thing that we've learned from the programme that if we design again such a large assistance programme I would recommend that immediately built in maybe without saying when will that components start to be used but, any programme needs eventually an exit. And the other thing I think we've

learned targeting is very challenging. The population is what we call homogeneously poor; meaning the differences in poverty between one household to another household is very minor. When we use these targeting criteria, we need to distinguish between the extremely poor and those were just poor. I think that there is a lot of work that we can still do to understand better how to target in an even more precise way. But also that any targeting system has its flaws. So ultimately there is an exchange to be made between the perfect systems which don't exist and just getting the job done. I think those are two lessons that ESSN needs for the remainder of the work. More work is needed, maybe where hopefully also the ESSN as it goes into its next. It was a child, now is an adult so it still has presumably a few years of implementation where maybe can contribute to solving those riddles. Regarding the future of Cash, I think they will continuously increase. At WFP, 10 years ago. It was 1,2,3 percent maybe of our work but now is heading toward 40% percent of our assistance being cash. A cash-based transfer which includes vouchers and cash. That will continue that trend. There is always some situation where food is better than the cash you know, after the earthquake or after a volcano eruption when usually there is nothing in the area where caused inflation. For example, difficult context such as Yemen, Sudan where there is a civil war is going on, etc. often markets do not function and you need to give



people something that they can eat immediately not relying on the being able to find traders that are selling products on fair prices, etc. This is, not an either/or, but I think getting to the right mix so that we are getting to the right equilibrium. There will always be some situations where food is better but certainly, cash is much more efficient and also why donors like it because more of the resources to directly to the beneficiaries. Because of the implementation cost, logistics, and shipping things around countries and the world and the warehousing, all of those things bring additional costs that make the cash more cost-efficient.

Is there any memory that you could share with us? It could be just a memory, a best practice regarding our partnership?

I do remember one Ramadan is coming up. I believe it was two years ago. We had Mrs. Amina Mohammed visit who is the deputy secretary-general of the United Nations. Together with Kızılay, we organized an iftar for her but she wanted to have iftar (dinner in Ramadan) with a Syrian Family and Kızılay helped us select a family; a widow and her four daughters. That lady prepared traditional Syrian iftar. That was very moving to be with Amina Mohammed and the family sharing the iftar. The most amazing thing about interacting with refugees how little things matter for them. For example, we were able to, of course, we paid for the food that she needed to cook for iftar. But also she was longing to have an oven the way that they use in Syria. These are ovens that you buy at a hardware store, they get plugged into they are not like stoves but oven that she can cook traditional food. We bought that for her and that made such a huge difference for her and her children. Because of the absence of the oven, they were no longer getting the foods they were used to. Another one where we were in Kırıkhan in Hatay Province visiting an area of informal housing. Seasonal



farm work often attracts Syrian Refugees as it does attracts Turks that have poor backgrounds. They often live in these relatively fragile living conditions poor access to hygiene and that was a container that has been put there which a local school would teach the refugee children. I had the privilege to be able to go into that little classroom and it was just amazing. Children are the same everywhere in the world. They are optimistic and positive. They are just excited about little things. I, a foreigner coming there was like a big event for them. And the smiles and eyes... They just said more than thousands of words. Those are the moments which we don't have often at our offices. Of course, when we assist 1,7 million people, we cannot meet all of them. But it is always good in those moments to remind ourselves that even the small assistance makes a big difference to those children and helps them to keep up the positive spirit and the optimism and to look forward to a future even though the conditions are not always very good. We, as adults, need something to stay positive and to keep the sincerity and naivety that children have. Those are the memories I wanted to share.

As one of the biggest humanitarian actors on the field, what will be WFP's further activities on responding refugees in Turkey?

We are continuing together with Kızılay on our second programme which is the assistance at the temporary accommodation center. As you know about 57 thousand Syrians and others still living in the camps. We provide them with food vouchers in each of those camps. That assistance continues and we also are working to allow a one-time top-up because of the Coronavirus situation to provide them with a hygiene kit. Because that assistance is always being 100 TL from the very beginning has never been increased. As you know, purchasing power due to inflation has decreased in Turkey. These people are not in an easy situation and are among the most vulnerable because their living conditions are relatively crowded even though the camps in Turkey are quite if I can say, luxurious but still they live in relatively limited space. So they are more vulnerable to Coronavirus than other populations. That is one of activity and we are trying to build livelihood activities. We started a small programme on teaching people both Turks and refugees become assistant chefs. We did that with Kızılay the pilot last year was called "Mutfakta Umut Var" and we are hoping to scale that up also to other sectors. Right now, we are just in the food industry which of course it is hard hit by closing all the restaurants and hotels, etc. We are hoping we can expand that over time into additional vocations. That is the programme we are very excited about so we hope that that can grow a bit like ESSN, started with very small and just believing in it ended up growing a lot.



ACTIVITIES CONDUCTED WITHIN THE SCOPE OF CORONAVIRUS PRECAUTIONS

11 MARCH - 24 JULY 2020

Kızılaykart Programmes continue their services without interruption amid pandemic days. Although the field activities were stopped due to the COVID-19 outbreak, cash assistance were provided on time and completed without any deficiency. As of July 2020, a total of **2,4 million** regular assistance was provided to vulnerable individuals under Temporary Protection.



Information



99.331

Calls Received from
the Türk Kızılay
168 Call Center



1.941

Referrals made
through the Türk
Kızılay 168 Call Center

11.643

Outreach Calls



3.894

Questions Answered
from Facebook



3.321

Questions
Answered from
Website



4.337.191

Number of
Informative
SMSs Sent



15.529

Referrals made
through the
Service Centers



Cash Operation



**6 City
5 Field Office
9 SC**

Operating
Service
Centers (SC)



4.875

Applications
Received
from the SC



47.030

Re-Applications
Received from
the SC



641

Card Distribution
to Beneficiaries
whose age are
above 60 and
below 20



216

Referrals to
the Basic
Services

HUMANStories

An Artist In The Camp, Ali Mustafa Dib

One of the most colorful beneficiaries of the In-Camp Food Assistance Programme is artist Ali Mustafa Dib... He has poems, novels, literary writings, architectural models and sculptures. We talked a little about life, a little bit of art and a little bit of war with Ali Mustafa Dib...

Could you tell us about yourself?

My name is Ali Mustafa Dib, I am 50 years old. My hometown is Latakia, Syria. Actually, I am of Turkmen origin. It is interesting because it seems like migration is the fate of our family; about 400-350 years ago, my family migrated from Adana to Syria and settled in Hurbet Elcoz village. I was able to study until high school, and then I had drop out my education for family reasons.

I went to the United Arab Emirates and lived there for 20 years. Then I came back to Syria when I was 40 years old. During this time, I worked in all kinds of jobs; decoration, blacksmithing, carpentry... In 1996, I worked as an announcer on Ras Al Khaimah Radio channel. Later in 1997, I worked as an assistant director in Dubai Television.

How did your interest in literature and art start?

My first encounter with literature happened through poem. I wrote my first poem in 1984, I was 15 at the time. It was the first that I entered this field. poem was not my choice; instead the experiences I went through actually led me to poem. Poem in the Arabic language is written in three different styles; Modern Standart Arabic (Fusha), Folk, and Bedouin Accent. When it comes to my style and selection of words I chose Fusha Arabic and Bedouin dialect. I wrote all of my poems in the '90s; afterward, I paused writing poems because of the distressing events that took place in my country. As I gave a pause to writing poem, I began writing novels. I have two published novels, as well as two unpublished work. Along with poems and novels, I also have papers on literary criticism and research papers in political, social, and cultural fields. After working in various fields of literature, I steered toward making sculpture and architectural scale models. In 2008, I returned to Syria from the United Arab Emirates. Finally, I came to Turkey when the War in Syria began. Coming to Turkey was the beginning of a new life for me. Syria means pain for us now. My wish is that this dirty war ends soon and no more blood is shed.



Now, you live in Turkey. What is your opinion about Turkey?

As a Turkmen, I can say that; Turkey is our motherland and we feel connected to Turkey emotionally, historically and nationally. My grandfather had battled for this country for 14 years, including the Gallipoli War. Many of my relatives are Turkish; my aunt and her children are Turkish citizens...

**This is an architectural scale model, it seems like a village house...
Can you tell me how you built it?**

My philosophy to make architectural scale models is to produce valuable items from valueless items. There is no artificial material in the architectural model you see; all the materials used are natural, I collected them all from nature. Architectural scale modeling is an art, but the artist must have his character and style.

You said that you collected materials from nature. Can you tell us a little bit about this?

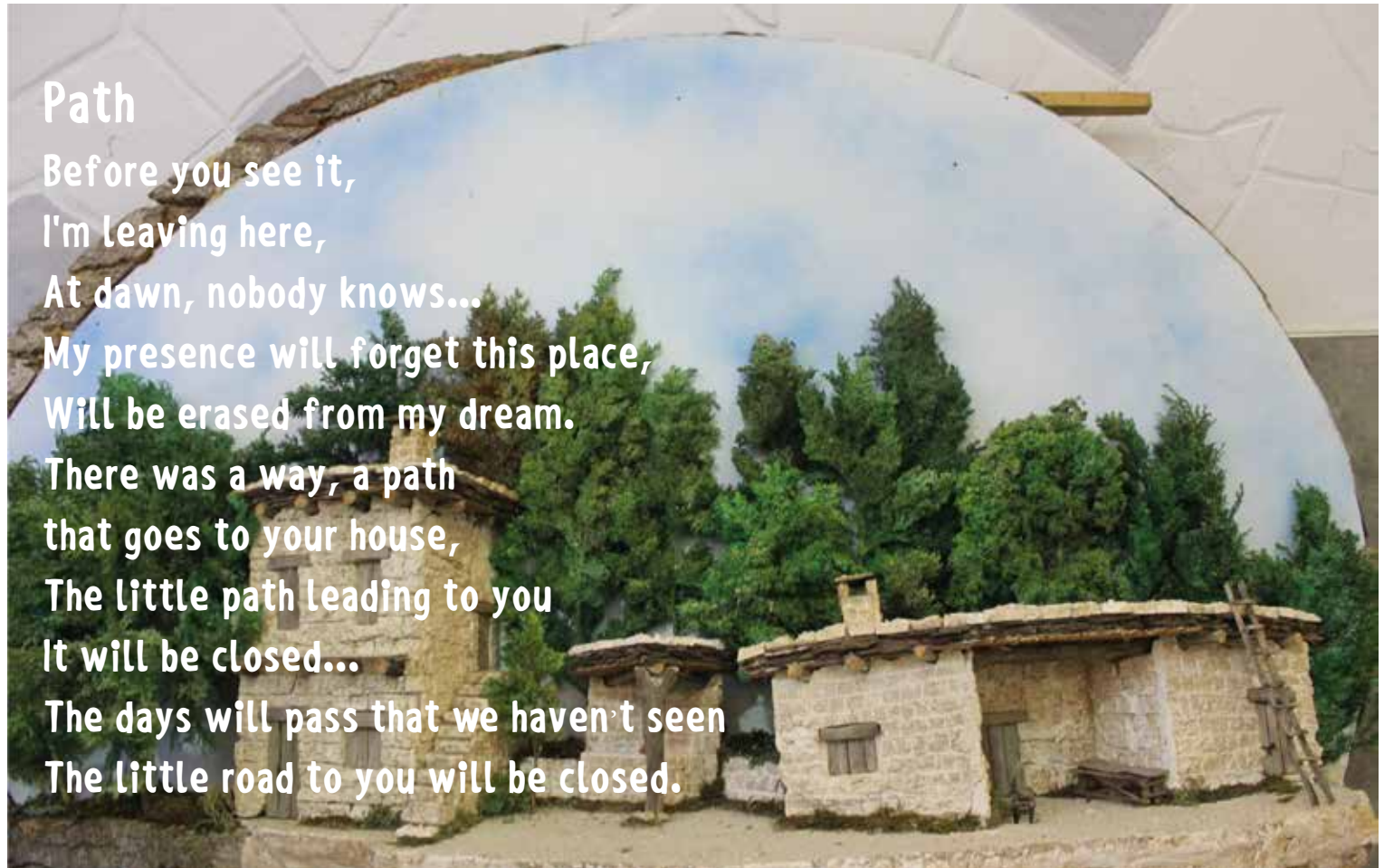
I collect all the materials from nature. For example, I took the moss of the trees, picked up stones on the roadside, made them smaller, and gave them geometric shapes. I gather trees from the forest, cleaned and used them according to my needs.

What are your expectations about the future?

I am a poet, painter, and sculptor. I want a little more attention in Turkey... I want to be supported in the fields of literature and art where I can express myself. I have several movie scripts, but I cannot write because I do not have a computer. There is no environment where I can work and write comfortably. People dealing with literature and art tend to be very sensitive and emotional. I experienced the pain of this from time to time.

There is no place where I can exhibit the sculptures and architectural models that I made. I have a lot of work planned, many goals, but no materials and the necessary environment to fulfill them.

Ali Dib's latest architectural model and poem



Hygiene Kits Distributed in Temporary Accommodation Centers

Hygiene kits were delivered to beneficiaries living in 6 accommodation centers in Turkey within the scope of the In-camp Food Assistance Programme jointly implemented by Türk Kızılay, Republic of Turkey Ministry of Interior Directorate General of Migration Management (DGMM) and the United Nations World Food Programme (WFP).

As part of the fight against COVID-19, the hygiene kits prepared to support In-Camp Food Assistance Programme beneficiaries were distributed by the Turk Kızılay and WFP staff.

During the Distribution aimed to meet 3 months hygiene material needs of individuals living in temporary accommodation centers the beneficiaries expressed their gratitude to the camp staff for their support and services.

Card Distribution Was Held to Individuals Over 65 and Disabled in Temporary Accommodation Centers at Their Containers

Within the scope of In Camp Food Assistance Programme, Kızılaykarts were distributed in person to the beneficiaries who are living in container in 6 camps, over 65 years old or have chronic disease or disability as part of COVID-19 measures.

As part of COVID-19, the number of cards distributed in containers reached at 66.

As part of this Program, beneficiaries can purchase the food items they need by using Kızılaykart through the contracted stores in temporary accommodation centers.



NEWS



The new partnership of Emergency Social Safety Net (ESSN) with IFRC was announced at the International Conference of IFRC in Geneva

Within the scope of events, the 33rd IFRC International Conference and the Council of Delegates held in Geneva, it was announced on December 2019 ,7, that the world's largest Cash-Based Assistance Programme, Emergency Social Safety Net (ESSN) continues to be implemented in partnership with IFRC as of April 2020. Vice President of IFRC Europe and President of Türk Kızılay Dr. Kerem Kınık introduced the ESSN Programme being implemented for refugees in Turkey to international participants. Mr. Elhadj As Sy, Secretary-General of the International Federation of Red Cross and Red Crescent Societies (IFRC) whose role would expire soon, IFRC and Türk Kızılay officials, other officials of many national societies from the many parts of world participated to the event (Mr. Elhadj As Sy handed over his role to Mr. Jagan Chapagain on 1 Feb. 2020). With his speech in event, President Dr. Kınık described this new partnership agreement between IFRC and Türk Kızılay as a “magnificent victory”, expressed his honor to announce, *“The ESSN Programme is now a full red contract and the Federation was awarded through this contract.”* During the event, Kızılaykart stand, which was organized to introduce the ESSN Programme attracted great attention of many participants.



Situation of Refugees After COVID-19 was discussed at the Side Event of 4th Brussels Conference

Lebanon, Jordan, Iraq state representatives, UN agencies and the World Bank participated in the side event organized at the Brussels Conference under the title of "Socio-Economic Changes in Syrian Refugees and Host Communities after COVID-19".

The Event, which served as a bridge between humanitarian practitioners, having provided an environment for findings sharing and assessments as well as feedback on the joint study of UNCHR - World Bank "COVID-19" Impact on Syrian Refugees and Host Communities" took place on 26 June as an online conference.

Following the World Bank's presentation during the event, representatives from Lebanon, Jordan and Iraq states gave information about the effects of COVID-19 on their citizens and refugees in their countries.

Türk Kızılay Cash Based Assistance Programmes Coordinator Orhan Hacıme Mehmet and Kızılaykart team who participated in the event shared their findings with their presentation titled “Impact of COVID-19 on the Cash Recipients of ESSN Programme” under the headings of; method, workforce, disbursement and income, access to education, priority needs, and access to markets with the participants of the event.



Cards to the Vulnerable Individuals were delivered at Homes

As of 11 March 2020, after the first confirmed COVID-19 case in Turkey, in order to stop spread of virus, almost all non-vital sectorial services stopped as part of containment measures. In the midst of pandemic, in addition to that all health workers worked with nonstop and full dedicated efforts, other humanitarian actors kept working on field with their frontline workers.

Since the first day, Türk Kızılay has kept informing and encouraging the target group under its programmes about the preventions against virus. Türk Kızılay has also been in full solidarity with people for the public health as usual. In this context, Kızılaykart of chronic patients, disabled people and people over 65 years old who are in the risk group and who should not leave their homes were delivered in their homes.

With the normalization process started on 1 June 2020, additional payment was made in June and July 2020 to support ESSN beneficiary households during the COVID-19 pandemic process.



Kızılaykart Programmes Total Number of Calls reached to 1,5 Million

The call center, which started to operate in November 2016, reached 1,5 million calls as of 1 July 2020.

Currently, Call Center expanded its services with 5 different languages covering 6 different programmes under the Kızılaykart Platform after including the Conditional Cash Transfer for Education (CCTE) Programme in 2017.

Continuing its services without interruption during COVID-19 168 Call Centers provided the necessary information to the callers regarding Kızılaykart Programmes. The total number of calls received during the COVID-19 process was around 4.100 as of 1 July 2020.





Kızılaykart New Management Coordination Centre

Kızılaykart Programmes will continue to work under same roof with International Federation of Red Cross – Red Crescent which is the new partner of Emergency Social Safety Net (ESSN) Program. Kızılaykart Programmes started to work in new additional service building named after Fatma Aliye Hanım who is known as one of the first female novelists Turkish literature and Islamic geography and also first female member of Hilal-i Ahmer. Fatma Aliye Topuz (b. 9 October 1862, Istanbul - d. 13 July 1936, Istanbul) established the Hilal-i Ahmer Ladies Headquarters Committee and served as a "clerk", supported the work at the front and behind the front. She is the one of the thousands of Hilal-i Ahmer heroes. Building will serve as Kızılaykart New Management Coordination Centre.



Visit from IFRC Deputy Secretary General to Türk Kızılay

International Federation of Red Cross Red Crescent (IFRC) Programs and Deputy Secretary General in charge of Operations Xavier Castellanos arrived in Turkey to carry out a series of visits and interviews.

Castellanos, who also visited our Fatih Service Center, which operates within Kızılaykart Cash-Based Assistance Programmes, expressed his happiness of partnering with Türk Kızılay in the world's largest and largest budget cash project at the meeting with our Program managers at our headquarters in Ankara. He also added that "Kızılay has reached a certain level of cash excellence that other National Societies can aspire to."

SENSİZ
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#21June



NOW

DISCOVER 

They have stories to tell, lots of words to say and
we have works to hope for them.

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