



KIZILAYKART

PROGRAMMES

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**Kızılaykart Cash Based
Assistance Programmes
Coordinatorship**

✉ iletisim.kizilaykart@kizilay.org.tr

#CardLoadedwithGoodness

Visual Design
Esat Karaman

Content
**Selma Yörük
Hanifi Kınacı
Barkın Seydioğulları**

Interactive Media
Oğuz Akıllı

Redaction
Emine Erbil Günel

Translation
**Barkın Seydioğulları
Hanifi Kınacı**



Contact Us

Youtube: KIZILAYKART
www.twitter.com/KIZILAYKART
www.facebook.com/Kizilaykart.SUY



We increased our productivity and improved ourselves without yielding to the challenges.

Orhan Hacimehmet

Kızılaykart Cash Based Assistance
Programmes Coordinator

As of December 2020, the number of vulnerable individuals we supported through Türk Kızılay Kızılaykart Cash-Based Assistance Programmes which I am proud to be a part of, reached more than 2,6 million individuals with various programmes we have been implementing. As Kızılaykart we aim to become the global excellence reference center in the cash assistance with the programs and projects we implement in different sectors, especially including the world's largest humanitarian cash assistance Emergency Social Safety Net (ESSN) Programme.

Unfortunately, 2020 has been a challenging year for all of us. We have been going through tough times with the Covid – 19 pandemic that affects the whole world. In this context, as Kızılaykart Programmes, we are doing our best with all our stakeholders to eliminate the difficulties that the vulnerable individuals face and continue our activities uninterruptedly by taking necessary precautions to prevent our beneficiaries and employees from being adversely affected by this process.

I believe wholeheartedly that we will come out of this process much stronger with the spirit of cooperation and solidarity in which we have improved our working methods and ourselves more, by paying attention to personal and social precautions.

During this period, we increased our productivity and improved ourselves without yielding to the challenges. At this point we have achieved many examples of good applications. By moving our coordination meetings, which are held periodically to inform humanitarian actors in the field about the Kızılaykart Programmes, to the digital platform which we continued regularly to share updates about the programs and receive feedback.

We have expanded our scope of inclusion by moving our work carried out in physical environment such as Focus Group Discussions to the digital platform by considering the constraints of the pandemic and the health of our employees and beneficiaries. In this sense, we ensured that the target group is included in the implementation process of the programme.





Thanks to the measures we have taken during this period, we have put in practice some essential developments and ensure continuation of them in order our beneficiaries and the ones became first time eligible to receive their assistance as soon as possible. One of those developments in this case was delivering the Kızılaykart of the elderly individuals over 65 years old and individuals with chronic diseases in their homes with devoted efforts of our frontline workers.

Difficulties of 2020 were not limited with the pandemic. We were shaken again as the whole country by the earthquake that occurred on October 30, 2020, off the Aegean Sea, Seferihisar (İzmir). However, during this time, all humanitarian aid actors coordinated under the Presidency of Disaster and Emergency Management (AFAD) continued their devoted efforts in regions affected by the earthquake, especially in İzmir. Türk Kızılay, with disaster relief teams and branches, worked day and night to relieve and stand by the families affected by the earthquake, as it has been doing for 152 years. Naturally, as Kızılaykart, we had a volunteer list of whom wanted to flock there to contribute. We have overcome such difficult times with the spirit of unity and solidarity.

As the Syrian Crisis marks its' 10th year in 2021, it is a great regret for me to express that hundreds of thousands of people have

lost their lives, most of them had to be displaced during this process. Turkey has always been there for the aggrieved victims of the tragedy of the war. As Türk Kızılay we lent a helping hand to millions of people inside and outside of our country. Through our Kızılaykart Programmes we keep providing cash assistance to the vulnerable individuals with a drive to ensure them to cover their most basic needs in a dignified way. We all hope that this painful process to end as soon as possible.

We have learned a lot in this challenging time that has given us valuable experiences. In such times when humanitarian aid and coordination between stakeholder institutions are of vital importance, I would like to express my gratitude to the Ministry of Family, Labor and Social Services, Social Assistance and Solidarity Foundations (SASF), our fund provider the European Union Civil Protection and Humanitarian Aid (ECHO), our executive partner the International Federation of Red Cross and Red Crescent Societies (IFRC), and Türk Kızılay family which I am honored to be a member of.

I hope that our country and the world will overcome these difficult times without any further loss by continuing to our work, producing concrete result on the ground and loading goodness.



Remote Focus Group Discussions (rFGD); an Innovative Method in Monitoring and Evaluation Activities

Monitoring and Evaluation activities plays an important role in measuring the effectiveness of the ESSN Programme based on the feedback received from the beneficiaries and showing the impact of the changes and updates made within the scope of the programme. One of the most important tool of these activities carried out by Monitoring and Evaluation Unit, which operates under the Türk Kızılay Cash-Based Assistance Programmes Coordination Office is the Focus Group Discussions (FGD).

FGD brings together individuals with similar backgrounds or experiences and provides them a platform where participants exchange ideas and express their opinion on the determined topics. It also functions as a vital feedback and analysis mechanism on the impact of the programs implemented under the umbrella of the Kızılaykart Programmes on affected population. Due to health risks posed by Covid-19 after the first case was seen in Turkey in March 2020, the discussions could not be organized in face to face sessions which in normal circumstances takes place in households or hosted by Türk Kızılay Community Centers where



available. In this context, Kızılaykart Programmes continued the FGDs by developing an innovative method in order to adapt the situation and continued its activities without any interruption during the pandemic period.

Monitoring and Evaluation Unit has started online remote focus group discussions (rFGD) by using the technological tools which provided opportunity to include participants from wide range of geographical locations. Thanks to rFGDs, Monitoring and Evaluation continued their activities with more inclusive and innovative method which allows them to include individuals who often had difficulty in attending face-to-face sessions.

In this process, households are selected from the sampling lists for FGDs conducted both face-to-face (before Covid-19) and remotely, and these households are asked through the calls performed by 168 Kızılay Call Centers whether they would like to attend the discussions. The devices for the interviews are delivered by the FGD field teams to the households who consent to participate the sessions.

All these activities are carried out in full compliance with safe physical distance rules and all hygiene conditions to provide a safer

environment for both staff and participants during FGD sessions. Simultaneously, all participants attend in a group discussion via an online digital platform, guided by the moderator staff in the central office. At the end of the rFGD sessions where also a note-taking staff is available, devices from the participants are collected by the field teams waiting outside of the house. These sessions, which provide an opportunity to record the interviews with the consent of the participants thanks to the innovative data collection method and technology, also offers a method that increases the quality of the analysis and reports related to the sessions. In addition, it enables the field teams to respond more effectively and quickly to the questions and problems that may be encountered during the discussions held remotely.

A total 164 individuals from Ankara, Gaziantep, Hatay, İstanbul, İzmir, Samsun provinces participated to the total 29 rFGDs which continued during the pandemic period and held in Arabic.

9 of the interviews were organized for male participants and 20 of them were for female participants, with the topics of Covid-19's impact on daily life, livelihoods and women, debt and financial stress.





Bayram Selvi

Migration Operations Management Director
Acting Director Migration Services Directorate

With the ESSN Programme, vulnerable people can meet their basic needs such as rent and food. It has become a coping mechanism for them.

Türk Kızılay Migration Services Directorate, thanks to the coordinators in different areas of expertise under it, plays a vital role in coordinating cash assistance by providing food, shelter and psychosocial support to immigrant / migrant population, and delivering it to those in need. We received information about the structure of the Directorate and its' service areas from Mr. Bayram Selvi, Deputy Director.

Türk Kızılay has many years of experience, capacity and qualified labour force in interventions for the asylum seekers and migrant population both inside and outside the country. According to the 2020 World Migration Report of International Organisation for Migration (IOM), the number of international migrants has reached 272 million. How do you think that this statistic would shift in the upcoming years?

From the World War II, underdeveloped countries had more human resources in the last century due to their large population. On the other hand, there was a constant shortage of human resources in developed and industrialized countries. Therefore, migration occurred from east to west and from south to north. Some we call regular migration, which takes place following the request of the receiving country,

such as happened in the case of which Germany requested labor force from Turkey. Following this incidence 3,5 million people have moved into Europe from Turkey. For 50 years, there have been various developments around the world and in Turkey. Especially in 1978, civil strife, as a huge event, broke out in Iran, and followed by Iran - Iraq war. Palestine – Israel conflict in the Middle East was another big event. These events triggered movements of migration to Turkey from these regions. These movements, not merely Turkey in the particular, also took place throughout the world, from Afghanistan to West, from Latin America to North America. That is to say, from poor America to rich America... Migration has been continuous. Considering the past twenty years, our region has become the top destabilized area in the world. The people living in those areas have taken refuge in Turkey, Jordan, and Syria. They began to move to safer and more prosperous countries.

The Arab Spring in 2011 stormed through the whole geography and took it under its influence. The bottom up deep wave shook the regimes. However, the process was blocked in Syria. Syria has become bloody and violent with severe human consequences in a way that I could not have predicted. Around 3,6 million people from Syria in 2011 until the present day have taken refuge in Turkey. In addition, we have around 320 thousand migrants from other countries under



international protection. We are talking about a population of 3,9 million guests in Turkey. We are providing services for this population.

When examining the future trend of the pandemic, we can say that it will cause huge political and economic consequences in Turkey and in the world. In my opinion, the most important result will be the health concerns and the countries consumed by the pandemic. I also believe that there will be migration movements from countries such as Syria, Iraq and Afghanistan to countries that are more prosperous, and have well-functioning health systems. I guess that the governments will take political, social, economic and cultural measures in this regard. However, rather than preventing migration, we should be in an effort to manage migration in healthier and safer way. We are concerned with the humanitarian consequences of this.

In my humble opinion, the migration flow towards Turkey and, as a result, to other countries from Turkey until 2030 will continue as an upward trend.

Could you briefly tell of the structure of the Migration Services Directorate, the field expertise and the work of four coordinators under it?

Four programmes currently operated under the Directorate of Migration Services were carried out according to feedback from the field. To begin with, we have Turkey Disaster Response Plan (TAMP).

According to TAMP, Türk Kızılay is responsible for nutrition. When the Syrian crisis broke out in 2011, Türk Kızılay established camps and tent cities and distributed food following the agreement with AFAD (Disaster and Emergency Management Presidency). This was the beginning of the operations which we then called Gaziantep Country Field Coordination Center. In 2012, we started cross-border assistance within Syria. We nationalized the humanitarian aid donations from Turkey and around the globe at 4 border points, reaching the poorest and most vulnerable people across the border and we tried to support them holding on to life. We call this as; "empowerment", "self-sufficiency".

As of December 2020, with 54,144 trucks of humanitarian aid, we ensured that 5 million people stay across the border, we gave them resilience.

We have camps and orphanages that currently accommodate 31,000 people across the border in Azaz and Idlib.

In 2013, after a field study we conducted with UNICEF, we have decided to implement a child program including Child Protection. With the finance and leadership of our program partner UNICEF, we established child-friendly spaces in all tent cities, conducted programs with our child experts in the own language of the children, and reached people by organizing approximately 2 million events in 7 years. We also have 2 mobile trucks for activities for children. They provide psychosocial



support services to migrant children in various places in Turkey. During Operation Peace Spring, we provided child protection and psychosocial support services to the local community and their children who had to be evacuated from our border and accommodated in schools. This was a very important service.

In 2012, the Türk Kızılay was given responsibility for distributing hot meals in the camps. In August 2012, with the proposal of the World Food Programme (WFP) to initiate food assistance in the camps in return for e-vouchers with the Türk Kızılay, the pilot scheme began in Kilis.

AFAD, Türk Kızılay, Halkbank, and WFP decided to carry out this together. Thanks to this program, a tremendous saving has been made in terms of time, human resources, and material savings. It was a big achievement. For example, we were distributing food in Karkamış and food was piling up like heaps because people could not eat the dishes unfamiliar to their culture. During this process, we also provided kitchen kits to cardholder families involved in the application. Thus, individuals living in the camps had the opportunity to cook food in accordance with their local culture. God granted us to implement such a program and we succeeded.

This card application gained a revolutionary character in 2015. Within the participation of Türk Kızılay, World Food Program, Directorate General of Migration Management, we launched the Off-Camp Food Assistance Programme with 3 partners, which was the beginning of the Emergency Social Safety Net (ESSN) Programme. Türk Kızılay have been quite successful on the Off-Camp Food Assistance Programme. Our teams have done extraordinary fieldwork. Rising public opinion in the European Union has triggered feelings of solidarity with Turkey. Our former Prime Ministry migration Counselor gave the following instructions on how to implement the Program. According to the instructions, the programme was to be implemented with the expertise of Türk Kızılay, the fund of European Union, the technical support of the WFP through the system of the Ministry of Family, Labor and Social Services (MoFLSS), a full coordination with the support of the Migration Management, Population Administration and the Ministry of Health (disability reports etc.). It was such a nice collaboration that for 1 year, the Türk Kızılay and WFP teams started a great preparation together. We started with the target of 100 TL monthly assistance to 570 thousand people. Then we revised this target as 100 TL monthly assistance to 1 million people. In September 2016, Mr. Christos Stylianides, former European Commissioner for Humanitarian Aid and Crisis Management, paid a visit. We signed the ESSN agreement with all other stakeholders. We established Türk Kızılay Service Centers in order to share the workload of Social Assistance and Solidarity Foundations (SASF) and receive the applications to the programme to prevent any

miscommunication with the individuals in regions where foreigners live. Since then, we have reached 1,8 million individuals with the ESSN Programme. Today, 2,6 million people benefit from Kızılaykart Programmes.

With the ESSN Programme, vulnerable people can meet their basic needs such as rent and food. It has become a coping mechanism for them.

Starting from 2012, the number of community centers established by various civil society organisations has begun to rise in Turkey. However, these Community Centers had to be in order and with program integrity. Through our negotiations with the Federation (Red Cross – Red Crescent Movement) in this matter, we also met the needs in this area and established 16 Community Centers with the funds from EU. Under this basic functions such as language trainings, vocational courses, internet corners, adaptation to Turkish language, adaptation to Turkish education life, and protection. Our community centers have many special programs such as rebuilding family ties, programs for women, and for child protection. Women can participate variety of activities in these centers. I think Community Centers filled an indescribable gap with these works. In the past, there was no such place for people to apply. I was in Gaziantep in 2014. When they see the Türk Kızılay vest, people used to stop us and ask questions like “I have a problem but I do not know where to apply for it.” There was no place, where people could go and talk about their troubles. We are grateful to our donors for this. We have 4 programs in this way. With these programs, we are contacting 3 million people. This is a great service.

Many people lost their homes due to migration and many of them were separated from their families during this period. Could you tell us about your work on family reunification?

The main duties of the Red Cross and Red Crescent Movement are to find the whereabouts of family members whose family ties have been severed due to migration, to inform them, and to unite families if possible. These core tasks have been drawn up within the framework of the Geneva Convention. There are various references in this contract. The relevant articles of these protocols recognize the right of people to family unity and family reunification. For this reason, Kızılay has started its' services as of the Balkan Wars, the World War I prisoner exchanges, and the correspondence of the Kut al-Amara prisoners with their families. This service is called “Strengthening the Family Ties.” This service has 3-4 components. One of them is the search for the missing, and the other is the transmission of family messages. In cases where postal services are non-operational, we are responsible for correspondence between prisoners subject to censorship, provided



that it is completely personal (without any political and security content), correspondence with the family, finding the missing person, reporting if possible, and to reunify the families given the authority. We currently have a file of 1500 people. We united 35 family members in one year. In fact, I would like to give you a good example regarding family reunion; we recently unified a young immigrant suffering from cerebral palsy, with his mother who disappeared at the bus terminal in Mersin while traveling from Mersin to Kahramanmaraş to visit his relatives.

The young man I mentioned disappears at the bus terminal in a flash. He goes to Azaz with the Syrians somehow. He moves to Idlib from there, which is the only place he remembers. He stays in a mosque in Idlib. Meanwhile, the mother looks for her son. Fortunately, she tied a mobile phone on him because of his disease. We identified his location, consult the situation with Governor of Hatay province and initiate the efforts of bringing him back to Turkey. Within two months, he has been transported from the mosque in Idlib to Cilve Gözü Border Gate, and has reunited with his mother in their house in Mersin.

Türk Kızılay implements the Emergency Social Safety Net (ESSN) Programme, which has the largest budget and the largest number of beneficiaries in its history, under the basic need sector. What does it mean to Türk Kızılay to be part of such a large-scale, multi-partner programme? Can you share your thoughts on this subject?

Running such a big scale project is a huge responsibility. We are providing the basic needs to many people and helping them to stand strong. As of 2015, Türk Kızılay undertook a heavy responsibility in the management of migration administration. Implementing programmes such as Migration Programmes is, in fact, a migration management. On the other hand, as you may know, even it is limited to minimum; a certain income is transferred to a migrant families in a monthly basis. This income prevents them falling below the base for living. We conduct field visits with our programme stakeholders on occasion, and you see that there is a lot more clarity on the field. On the other hand, we have made our work adaptable to academic life with the services we have received from our consultancy companies so far. We have conducted process identifications. We conducted analyses on how to scale the work. All were unprecedented studies. I have so much hope for this programme so that I am thinking that it will become a model for the humanitarian crises in Turkey and in the world. I think that we have reached the level of know-how to operate in different regions of the world such as Bahrain, Bangladesh, Eritrea, Tanzania, Kenya, in other countries that receive immigration, with our expertise and with international organizations.

Implementing programmes such as Migration Programmes is, in fact, a migration management. On the other hand, as you may know, even it is limited to minimum; a certain income is transferred to a migrant families in a monthly basis. This income prevents them falling below the base for living.



I was there.....

I was proud of and touched by sharing the joy and excitement in their voices of people with disabilities when we called to confirm their address and inform about card delivery. This reminded me one more time that I am a part of big joy and made me feel touching people's lives in person.



Seven Mutlu

Referral and Outreach Assistant
Erzurum

It was a valuable experience to witness the moments when sorrow turned into joy in each home to where we visit for card delivery.



Ayşin Baran

Referral and Outreach Assistant
Ankara

When we visited the houses of people who lost their various limbs due to the war in their country and could not get their cards, we saw and felt that we were their eyes when they could not see, their feet when they could not walk, and that we were their hands when they could not hold, and once again I said that thank God I am here.



Burak Şenol

Referral and Outreach Assistant
Ankara

During the pandemic period, we continued our work in the field in order to reduce the aggrievment of vulnerable people, it was really proud to continue these works. Reaching out to them, witnessing the feelings mixed with happiness and embarrassment in their eyes, and hearing the blessings we received from them reminded us once again how sacred our work is. Being a member of the Turkish Red Crescent family and experiencing this happiness is an indescribable feeling.



Özlem Kara

Referral and Outreach Assistant
Samsun

Even though the days of which we distributed Kızılaykarts were tiring, going from door to door to distribute goodness and witnessing tears of joy and sincere smiles of families while delivering cards made us forget all our tiredness at the end of the day.



Ozan Mehmet Güzelmansur

Referral and Outreach Assistant
Samsun

On April 29, we visited a senior's house who was over 70. He lived alone. He was the kindest man I have ever known. He insistently invited us inside and wanted to offer something. He prayed so much that my eyes were filled with his goodness. He reminded me my dear grandfather and I said to myself "I am glad there is Kızılay and I'm doing this job."



Yonca Günay

Referral and Outreach Assistant
Hatay

A woman from Afghanistan who was left alone with her 3 children after her husband passed away, came to our Service Center. She explained that their already difficult life was getting more challenging due to Covid-19, and that her eldest son has infected by Covid-19 and could not work anymore. She stated that they had nothing but the ESSN assistance to be able to meet their basic needs during these difficult times. I have been deeply touched by her expression saying that: "what would we do without Kızılaykart". In that moment I realized that how we make a huge difference by touching people's lives one-to-one.



Sibel Gönenc

Administrative Staff to Support SASFs
Adana

I had received emotional and touching reactions from the beneficiaries we addressed, especially during the pandemic period, we saw and witnessed that the Kızılaykart was an indispensable source of livelihood for them. One of the beneficiaries said that the Kızılaykart had stopped (meaning assistance) that day, "I couldn't take home bread today." It was an impressive moment for me.



İbrahim AYTAÇ

Service Center Officer
Gaziantep

I witnessed the importance of goodness, compassion and helping people during the pandemic. Having the signature of Türk Kızılay in the smiles on people's faces and taking part in their prayers is an invaluable source of motivation.



Ali Kapı

Service Center Administrative Officer
Gaziantep

An eighty-year-old senior, telling full of misty eyes that he recently lost his life partner of sixty years, stated that he was completely alone due to the pandemic. When I realized that he came only to communicate with us though he had no application and understood that the pandemic was more difficult for lonely and old people, we had to strive to prevent that physical distances turn into the distances in our spiritual union, and the services we provide is how vital for them.



Kader Reyhan

Service Center Officer
Hatay



Jonathan Brass

Operation Manager

The International Federation of Red Cross and Red Crescent Societies (IFRC)

We are dealing with the lives of 1,8 million people on a monthly basis. Obviously, the responsibility lies in the hands of TRC as a direct implementer.

The Emergency Social Safety Net (ESSN) Programme supports foreigners living in Turkey under International / Temporary Protection and humanitarian residence. It has reached around 1,8 million beneficiaries in its 4th year. At the same time the programme has left behind important steps regarding implementation process. We made an interview with Jonathan Brass, IFRC Turkey Operation Manager, and listened to his views on the hand-over process and the ESSN Programme.

You are the Operation Manager of the ever-biggest cash based assistance programme in IFRC history. What are the major challenges of having such a role?

ESSN, although the largest humanitarian cash programme in the history of IFRC, it does not have that many challenges, I would say. We are very lucky. We joined partnership with TRC, having an already robust and functioning system in place. So lots of the hard work was already done when the Kızılaykart was set up and the system was developed. I say the biggest challenge we faced as IFRC, coming in what is already well functioning programme was understanding that well-functioning programme. Also to understand how

the ESSN functioned and all the integrity of the different stakeholders and different actors. The most challenging is bringing ourselves up to speed so that we were equal in our understanding. Still we are developing understanding that we are equal on our understanding with our TRC colleagues in order for us than to be able to provide the added value which is the role of the IFRC. When implementing the programme, we get to provide support through the implementation and we cannot do that if we don't understand the details of how the programme is implemented. So I say that was probably the biggest challenge. We are dealing with the lives of 1,8 million people on a monthly basis. Obviously, the responsibility lies in the hands of TRC as a direct implementer. We've still been able to manage the programme effectively and grow the programme in new areas even in this time of Covid-19. I think it is recognized enough actually how hard the team is working and how effective the team are working even when we've got this barrier of the pandemic. So I say from our perspective we did not have many concerns we already did assessments around of risks which we face. We realized none of the risks were deal breakers but in terms of how we have been able to demonstrate to donor, ECHO to other actors in humanitarian





community or the embassies. We really proved that together in partnership with TRC and Ministry of Family, Labour and Social Services, we've effectively taken responsibility and further grown the quality of the how the implementation has been developed.

The hand over process Emergency Social Safety Net (ESSN) Programme unfortunately coincided with the beginning of Covid-19 in Turkey. Since the April 2020, despite the pandemic situation, there happened no delay or interruption in assistance delivering. What would you like to say about the IFRC adaptation and TRC role in this certain period of time?

I mentioned, we were fortunate to put in place a plan to start our system development and review of standard operation processes and building relationships with TRC and IFRC colleagues six months before taking over. So we were already in place in October – November last year. If the pandemic have happened during that time I believe we would be facing difficulties. However the pandemic happened just as we were about to officially take over the ESSN. By then we already had our systems in place, we had already understood the

links with the Göçmen System and our own systems. So we actually did something which we call dry runs. We did these two mock distributions previous to the taking over where we followed the process in parallel to the existing process, so this happened in February and March which allowed us to understand what would be the requirements from our side, timing of distributions etc. In order to then when we took over the beneficiaries they wouldn't notice the change in terms of the processes. In fact some of them still don't know there has been a change which I think, in a way it is a good thing. I would say that very few people actually noticed that IFRC has now taken over. I think part of our strength is that we are promoting and insuring TRC are at the full front at this response not only direct implementer, but also has the face of the organization implementing the world largest humanitarian cash programme. It is quite important for us to note that in that first month we took over, within three weeks we had already released a joint report on the economic and social impacts of Covid-19 on the migrant society. That assessment, all that report also not only informed our own programme allowed us to be able to lobbied ECHO to be able to provide an economic top up to the migrants at this difficult time. It



was informed the UN 3RP process and also was basis from other piece of the research around impacts of the pandemic on the lives of migrants. That was in 3 weeks of taken over. Obviously we've had six months of working together actually delivering program within 3 weeks, and then working with the government working with Türk Kızılay as a tripod. We agreed in principle the need for economic top-up and put in place the procedures that in June and July we were also able to provide additional amount of Money to most affected households.

It must be noted that the smooth transition wouldn't have happened if TRC also won't putting in place the measures on field level to ensure that service centers could still operate without any disruption or at least not reducing the access to the service centers putting place measures for physical distancing. People understood the messaging around the impacts of Covid-19 in terms of cash delivery as well as activity relating outreach referral, monitoring and evaluation remain very much of the center of work that we impacted.

We hear some criticism that the ESSN Programme encourages large numbers of children, supports

informal employment, or that such unconditional, unlimited cash assistance poses a threat to the productivity of migrants to participate in employment. Can we get your thoughts on that?

I think we must remember that the migrants in Turkey they fled a dreadful situation in other country whether it is mainly from Syria but also Afghanistan, Iran and other countries. So they are already coming here without the normal protections they would be afforded in their own nations in terms of peace or times without conflict. So to think that the ESSN which is providing basic minimum amount is impacting people's lives is obviously correct, because people rely on ESSN as a base safety net. Once they've got that base safety net, they got the understanding of being able to receive a regular predictable transfer people are able to make decisions. They will be able to forecast a little bit ahead of time. So the questions of does it increase people's need or focus on having more children? I believe there have been some research, which has not proved that is not true. That is very true that there is one proved that ESSN criteria, which is looking at the number of children at the



household. But, we also know that the children are the most vulnerable group with any population and so by focusing on households with large amount of children receive assistance is very appropriate thing to do when focusing on livelihood all the lives of the migrant population. By insinuating, that this will then encourage people to have more children is a bit of a reach. Why do I say that; because we are giving equivalent of 120 TL per person per month, saying large family of six, that receiving close to 750 TL a month? That is quite a small amount of money in comparison to whole household needs to survive. So expect to people would have a child just to receive 750 TL a month when household requires at least 3000 TL a month to live satisfactorily. I think that the evidence suggest that a more of a rumor rather than a fact.

When comes to preventing people from going to formal labor, then again it is the area which is very interesting. It can definitely be seen that the ESSN potentially can be a distractor or deterrent from people wanting to find more formal work. So this probably a small truth and the fact that I am going to go to a livelihood training and I realize that I will lose my ESSN payment by doing livelihood training I might think twice about doing that.

And that said, registered workers of ESSN beneficiary assistance are cancelled /stopped. I say there is additional factors rather than just ESSN within this. If someone is registered as worker than they have to pay social security. Social security payment are much higher than the income you get from the ESSN. Actually an individual has to look at the income they would get, social payment and whether that is valuable for them to be able to find that formal employment. The second thing I would say is that it is quite difficult for migrants this time to find formal employment because economic situation in Turkey has not improved and worsen as a result of a Covid-19 situation. They are competing with work with the youth and those emerging in to the work market from the Turkish citizens and so even the rules and the regulations around roving Syrians or migrants to work and people under the temporary or international protection to work prevent some of that formal labor. For example business can only employ up to 10% of their work force officially as a Syrian or as a foreigner. So that again limits some of those opportunities. The ESSN, there is no doubt that it gets people choice and that is the whole point. It provides people with the basis to be able to meet some of their minimum needs in order to make decisions around their lives. If one of their decisions is to work in the formal market rather

than the informal market. I would say that this isn't a factor which is being driven by the ESSN. So it is our responsibility as an international agency is to understand and analyze the other factors to which ESSN can contribute to be able to provide right information to those who worried about these concerns. Also to utilize ESSN as well as help those transition into more suitable programmes which also managed by Turk Kızılay through the community centers.

Could you tell about what are the feedbacks you receive regarding the ESSN Programme implementation processes?

Obviously, all of us who are working at the ESSN are very proud. Not just because of the programme but because of Turk Kızılay being at the center of this enormous humanitarian programme, because we are all one family. As IFRC, we take a lot of pride in the fact that with localization agenda and the drive towards national societies being able to deliver large cash programme.

It really does excite me and feedback we get is "it is great that it happens in Turkey. Is it only Turkey specific?" and the truth is that so much can we learned from the programme we are implementing here which can be used by the other 192 members of the national society of the IFRC.

In order to be able to strengthen and improve their cash programmes and I have a vision that TRC again would be at the center and to be technical support for national societies in order for our movement both the IFRC, TRC and the ICRC being able to strengthen and be that lead organization of cash programme globally.

So for me, people will always be interested in how can we do something with the Kızılaykart Platform and how can we learn and replicate some of the best bits.



Selim Gençal

Area Deputy Coordinator
İstanbul Area Deputy Coordinatorship

Kızılaykart Programmes and Türk Kızılay in general, have continued their activities without interruption just like as in other crisis periods.

İstanbul, the city hosting almost 16 million people, is one of the most preferred locations by the migrant and asylum seeker population in terms of the facilities that it provides. In İstanbul and surrounding provinces, where many of Kızılaykart beneficiaries and applicants located, activities under Kızılaykart Programmes are implemented by the İstanbul Regional Deputy Coordinatorship under Kızılaykart Cash-Based Assistance Programmes Coordinatorship. Mr. Selim Gençal, the Area Deputy Coordinator, answered our questions regarding the facilities and services provided for target population in İstanbul.

Considering the density of the migrant population and mobility of the organization in İstanbul, what are the main challenges you have faced during the program implementation process?

There has been a drastic increase in the number of people who migrated to Turkey due to several reasons in the last ten years. İstanbul can be considered as one of the provinces that felt the impact of the migration trend most. İstanbul currently hosts almost 765.000 of 4 million migrants and living in Turkey. This density comes with regional challenges, no doubt. The fact that

İstanbul has been closed to registration for a long time causes the restriction of unregistered migrants' access to health and education services. Of course, the emergence of Covid-19 has restricted access to services more. Despite these challenges, programs that we implemented under the Kızılaykart Platform have continued to support almost 345 thousand people who are located in İstanbul under the temporary and international protection status, with monthly cash-based assistance in a manner worthy of human dignity. Moreover, we have supported other activities, carried out in İstanbul like other provinces of Turkey, to assess the needs of the most vulnerable, refer them to related institutions and remove the barriers that they face during the integration process.

What kind of activities do you carry on under the İstanbul Regional Deputy Coordinatorship?

We continue our activities in 24 provinces that are under the deputy coordinatorship coverage. We manage a wide range of operations with the partnership of IFRC and in coordination with local authorities especially Solidarity and Social Assistance Foundations, Provincial Directorates of Migration, and Provincial Directorate of Population and Citizenship Affairs. Türk Kızılay



Service Centers continue to accept Application and Registration of Kızılaykart Programmes. Also, we provide information, referral services, sensitization activities, as well as monitoring and evaluation in all of the provinces and districts under our deputation. These services constitute a significant part of our actions. There is a total of 69 SASFs in İstanbul and İzmir, which serve both the Turkish community and migrants. We opened 4 Service Centers to support these SASFs and took 26% of applications of Kızılaykart Programmes in İstanbul and 14.42% in İzmir. Also, these service centers have gained the trust of migrants, and they provide hundreds of information and referrals on a daily basis. Our Referral and Outreach teams conducted 1,285 institution visits, referred 608 protection cases, and solved 524 access issues. Additionally, our M and E team conducted thousands of surveys and several focus group discussions. Finally, I can say that we have managed to maintain a very active coordination with other organizations and institutions, thanks to our Coordination Unit.

Can you give us more information about the coordination activities with other institutions and organizations located in İstanbul?

There are around 40 institutions and organizations in our region, including governmental bodies, local authorities, I/NGOs, and universities. We have a close and robust network with these structures. We organize ESSN TF meetings for the İstanbul and İzmir partners and join sectoral meetings organized by United Nations (UN) agencies; these meetings constitute an essential part of our region's coordination activities. In addition to this, we attend other meetings and workshops organized by local authorities, universities, and I/NGOs to share updates regarding our platform and also prevent social assistance duplications by providing several supports.

How do you support and being coordinated with the SAFSs located in your region?

We support the SASFs in İstanbul and İzmir, where the migrant population is high, with 4 of our Service Centers. Also, we provide 63 interpreter, 8 social investigators, 37 vehicles, and 8 officers to support SASFs in the region. There are colleagues of ours who are responsible for the communication between SASFs and us; in this way, the process of delivering programmatic updates to them and receiving their requests is completed so quickly. In addition to these supports, we also periodically follow their need for employees or vehicles and take actions as fast as possible.

Did the number of visits to Service Centres in Istanbul area decrease during the Covid-19 pandemic? Could you

tell us about the precautions and information activities you conducted in the Service Centers? How did this process affect your work, could you tell us about your experiences?

It is a fact that Covid-19 has affected all parts of society and the organization of institutions. However, Kızılaykart Programmes and Türk Kızılay in general, have continued their activities without interruption just like as in other crisis periods. Even if application numbers radically decreased at the beginning of the pandemic, but have started to increase again after a while. Necessary precautions have been taken in the Service Centers, and they have continued their activities. Our social assistance and supports have not been ever stopped, thanks to our colleagues' outstanding efforts and effective coordination with SASFs. Besides the safety measures such as mask, hygiene, social distance, and fever measures, we have also informed our visitors with videos, posters, and brochures produced by the Ministry of Health. In order to prevent possible vulnerabilities that migrants have been facing during the pandemic, we have given priority to the people above 65 with their processes, especially during the restriction periods. Also, we have referred our visitors to related institutions and organizations when they ask for help in terms of basic needs, health, or education services.

We have experienced in this period that migrants continue to visit our Service Centers to get information, complete their application and registration, and ask for other needs. It also showed us that our Service Centers are one of the places that migrants trust most.

Actually, there has been a very important and valuable reason why we are interviewing with you today. We want to learn from you more about the Elderviş (Demir) family, which we also mentioned in the people's story section of our bulletin. Although our main operational structure is based on cash-based assistance through Kızılaykart Platform, we know that Türk Kızılay never let anyone down and leave no one behind. In this context, can you talk about the assistance process that you coordinated? How did you detect the person in need? How did you coordinate with other organizations? Can you explain the process of how this family reached the assistance?

There is no doubt that people in need in Turkey apply to Türk Kızılay at first. Therefore, we are given many assistance requests, and these are closely followed. We experienced an excellent example of this situation in Rodin Derviş's case. Rodin, who lives with her



two children and struggling to survive, called our 168 Call Center on the 18th of September and stated that they could not have met their basic needs, had no furniture in their home and asked for our assistance. This case was referred to our regional Referral and Outreach team by 168 Kızılay Call Center, and our colleagues coordinated with Türk Kızılay Branches in order to address this family's needs. In the following five days that we were referred the case, we supplied furniture and refrigerator from Türk Kızılay Kağıthane Branch and food basket from Türk Kızılay Beyoğlu Branch. These assistances were delivered to the family. Also, we

learned their clothes and shoe sizes and then communicated with Türk Kızılay Esenyurt Branch, and we managed to provide winter clothes and shoes to them.

As the Kızılaykart Platform, whose vision is set as "card loaded with goodness", it is among our primary goals to support vulnerable households in the sense that they can meet their basic needs in dignity. When we provided her basic needs, Ms. Rodin started that "I had felt like I start a new life, Türk Kızılay proved me otherwise when I felt I am desperate." This quote becomes source of motivation for us.



Kızılaykart Cash-Based Assistance Programmes

Coordination Activities

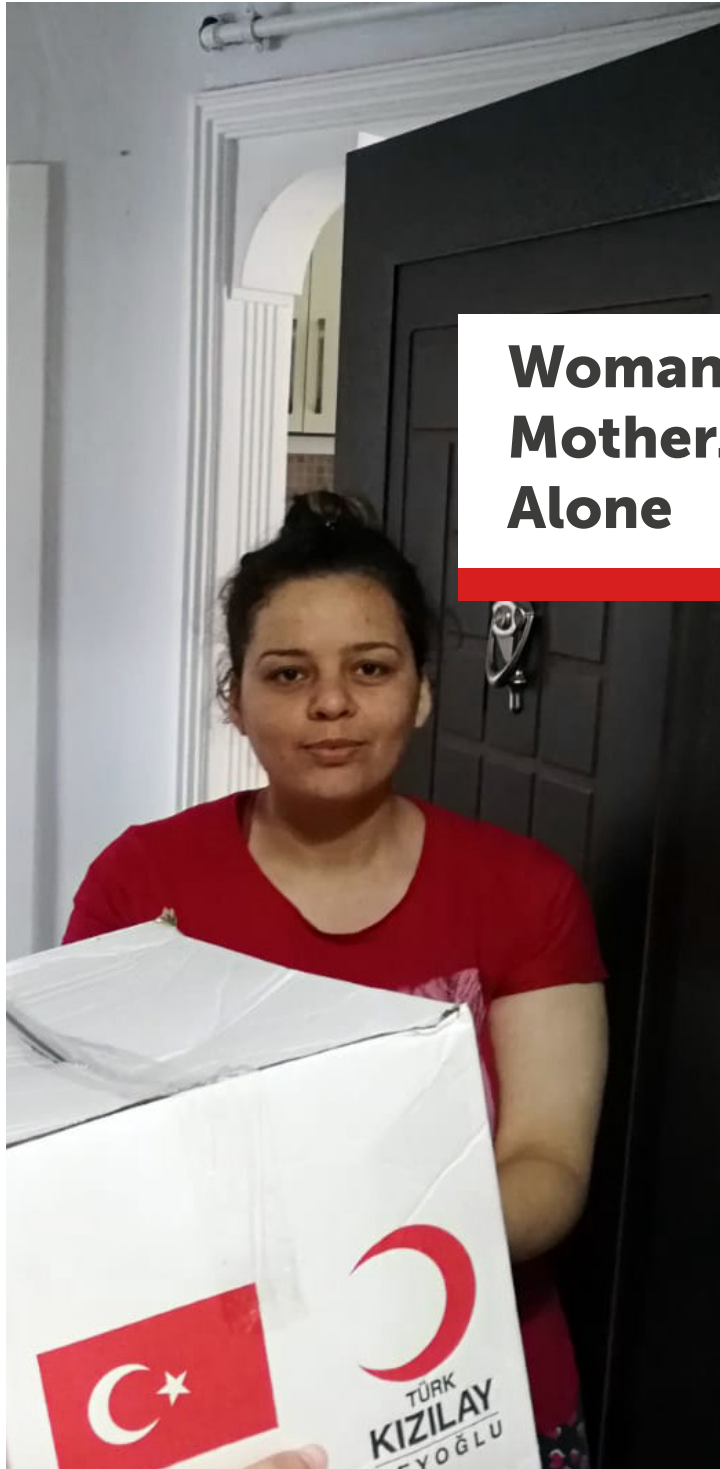
Unfortunately, 2020 has been a period in which people have witnessed lots of pain and suffering. Besides the severe effects of Covid-19, Turkey also has experienced earthquakes in Elazığ, Malatya, and İzmir, as well as an avalanche disaster in Van. Moreover, there occurred other disasters all around the world. As humanitarian aid workers, our primary target is reaching the most vulnerable. Although programs being implemented under the Kızılaykart Platform mostly focus on the migrants in Turkey, we have also been asked for assistance by the vulnerable host community members during these catastrophes and those calls were addressed. Defined as the harmony of different elements of a complex body, coordination has a crucial role at this point. All these disasters have shown once more that inter-agency and inter-unit coordination has positive impact on humanitarian assistances. It provides harmony between the ongoing or upcoming programs in the field by preventing duplications in assistances, detecting available sources, and delivering these sources to the targeted populations.

Kızılaykart Coordination Unit, in the framework of this purpose, has been a part of coordination mechanisms operating for Turkey's migrant response and providing inputs to these mechanisms to represent both the Coordinatorship and the programs being implemented under the Platform. In 2020, the unit has participated more than 100 events under four different categories and engaged with more than 3.000 humanitarian aid actors.



PEOPLE'S

Woman... Mother... Alone



Empty room, a patched mattress and a pair of desperate eyes diving into the distance, thousands of unanswered questions on the mind... However, It wasn't always like that. She remembered Adana, her marriage, her wedding and her loved one.

Everything started with her father's death. It was a long journey that started from Syria to Adana then Istanbul. On this journey which started 8 years ago, she collected rare happy memories. The births of her daughters Rubar and Nubahar were among those happy moments.

Leaving his mother and siblings in Adana, she had great expectations from Istanbul where she came with her husband and child, but she could not get what she expected from Istanbul.

She separated from her husband when her marriage didn't work. She did not have any support from neither her husband nor her family while all difficulties as being alone woman with children in a foreign country on her shoulders. Her family already returned to the unknown in Syria. She was all alone with her two kids in Istanbul.

Rubar 6, Nubahar was 2 years old, their basic needs had to be provided and Rubar had to go to school. They had nothing at their house but a mattress which they were sitting on.

She thought that "I want to go back to my country. I have nobody here. But I have to stay here for the future of my children. They need to go to school and save their future." And Hilal-

STORY



"I feel like I have started a new life. When I feel desperate, Kızılay made me feel that I was not alone. I am more hopeful for our future. May the Allah's mercy be with everyone who helped us"



Ahmer (Red Crescent) trying to help everyone in need under all circumstances came to her mind. She grabbed the phone and called 168 Kızılay Call Center.

Of course, Türk Kızılay teams could not be inconsiderate to the voice that asked for help for her two children to live in dignity.

Her assistance request and communication information was recorded on call center system and household visit were arranged. After the need assessment, Rodin knew that she was not alone. Because Kızılay Teams gave her "you are not alone" message from the heart.

Our teams in İstanbul had already contacted with the Türk Kızılay Esenyurt, Kağıthane and Beyoğlu Branches. The "unity" principle which is one of the seven basic principle of Kızılay, was an exact example of this. They were united to provide the needs of this

family and all the teams provided support as much as they can.

First, furniture and household appliances came, after that refrigerator and kitchen cupboard are filled with food baskets. Winter was very close, clothes were needed. After that clothes came. Everything seemed completed.

When our teams were leaving the house Rodin told them with a sincere smile "I feel like I have started a new life. When I feel desperate, Kızılay made me feel that I was not alone. I am more hopeful for our future. May the Allah's mercy be with everyone who helped us"

We would like to thank Rodin, who helped us to be a part of this happiness and all of our branches, donors and İstanbul Region Deputy Coordinator who coordinated the process and introduce us with Rodin.





Eda Çok Öztürk

Child Programmes Coordinator
Child Programme Coordinatorship

We have transformed our areas, which we used in the purpose of technology classrooms in our centers before the pandemic, into EBA support centers and made them available to our children.

Children and young generation are the guarantee for our future and providing services that will contribute to their development has a vital importance in terms of ensuring a bright future. Upon our meetings with, Child Programme Coordinator Eda Çok Öztürk who reaches out children and youth to provide them services in different fields such as psychosocial and educatory assistance, we received information about the integration of Education Information Network (EBA) into their ongoing activities.

Who is the target group of the Child Programmes Coordinatorship?

In May 2013, the Child Programmes Coordinatorship began working on children and young people, the most vulnerable group in the population residing in Temporary Accommodation Centers, in cooperation with the United Nations Children's Fund (UNICEF), within the scope of the emergency aid intervention carried out to respond to the migration crisis during that period.

However, we continued to reach children and young people in need by diversifying our activities considering the changing conditions such as the decisions made within the scope of the migration crisis

management, the closure of some of the Temporary Accommodation Centers and the population starting to live together with the host community in various cities. As the programme, which started as an emergency aid intervention, is completing its 7th year, we continue to carry out our activities with both migrants, children and young people in the host community in all provinces we operate.

Could you move on by telling us about the activities of your coordinatorship and the nationwide structure of it?

We aim to contribute to the personal development of the children between the age range of 4-18 as well as assisting their psychological and physical wellbeing. With the programmes we particularly implement in the fields of leadership and volunteerism, we aim to empower children and support their accessibility to education.

To that end, we carry out programmes like; Child Protection, Psychosocial Assistance, Social Cohesion, Youth Empowerment, Sociocultural Activities (trips, cinema, theater, etc.), Language and Homework Assistance Courses (in cooperation with Public Training Centers). As the Child Programmes Coordinatorship, we reach children



with following 4 different models:

- Fields of activity in Temporary Accommodation Centers,
- Mobile Child Friendly Spaces and Mobile Psychosocial Support Teams,
- Fields of activity inside the Türk Kızılay Community Centers,
- Children and Youth Centers.

Our activity areas in Temporary Accommodation Centers consist of containers designed in a way that the child enjoys being in and feels safe with certain standards and are located in all active Temporary Accommodation Centers.

Mobile Child Friendly Spaces are trucks that carry out programmes by translocating periodically and meeting with children in village schools, campuses seasonal agricultural workers and in areas / squares suitable for carrying out activities, according to needs assessment studies conducted in provinces. Currently, three of our trucks are operating in Şanlıurfa, Mersin, and Gaziantep.

Mobile Psychosocial Support Teams, on the other hand, are vehicles that are created with the same need as the Mobile Child Friendly Spaces, but carry out activities to reach children and young people in places where the truck cannot reach due to its physical capacity. In addition to these, our mobile teams are working in Gaziantep, Adana, Hatay and Şanlıurfa.

Within the scope of our Community Centers and Child and Youth

Centers, we actively work with children and youth in the provinces of Ankara, Istanbul, Izmir, Konya, Kayseri, Adana, Gaziantep, Kilis, Mardin, Hatay, Mersin, Bursa, Kahramanmaraş, Şanlıurfa and Kocaeli.

What is the number of single child you have contacted so far? Could you tell us about the age group you work with the most, and examples of activities?

We have conducted more than 2,3 million activities with the participation of 642,499 children. All of the children in our target age group of 4-18 currently benefit from our programmes.

- **Psychosocial Support Activities:** These aims the enhancement of the psychosocial comfort of the children by supporting their social and emotional sides and contributing their coping mechanisms with the negative emotions / circumstances. There were 234,760 activities carried out with the participation of 94,152 children so far.
- **Sociocultural Activities:** Activities aim to develop the imagination of children and young people by increasing their empathy levels and minimizing their prejudices, and to support their physical development as well as their personal with various activities. In this manner, 168,266 activities were carried out with the participation of 72,481 children so far.
- **Child Protection:** The aim is to support children's access to their universal rights, and protecting them from all forms of violence and abuse. Activities are carried out to raise awareness on the issues such as discrimination, individual rights and ostracisation. With the



participation of 139,591 children, 368,928 activities were carried out.

- **Social Cohesion:** Cohesion activities aim to strengthen the attitudes and behaviors of children such as building a social environment, trust, respect for differences, solidarity, sense of belonging and tolerant approach by offering platforms where children and young people of different nationalities can participate. With this programme, 180,458 activities were carried out with the participation of 76,115 children.
- **Turkish Language Support Courses:** Courses (A1, A2, B1 and B2) are given in Child and Youth Centers with the support of Public Training Centers. There are 2,093 children have attended these courses so far.
- **Volunteering / Leadership:** With this training model, we aim that young people between the ages of 14-18 participate voluntarily in various activities, develop their leadership qualities and become role models for their peers. Since the inception of the programme, 4,193 volunteers have been recruited. In addition, the Volunteering / Leadership Program won the first prize in the "Youth in Action 2019" category organized by the IFRC in the category of Protecting Humanity on the Road to Migration.
- **Youth Advisory Boards:** Youth Advisory Boards consist of the age group of 14-18, and convene monthly at activity points in order to receive the needs, demands and suggestions of the beneficiary groups and to inform them about current issues according to the agenda. Totally 5,400 activities took place in these boards with 261 participants.
- **My-Teacher Project:** Volunteers receive programme training at 18 activity points, and support children's schooling and their homework. This project is implemented in Child and Youth Centers and Community Centers. Within this project, 12,663 activities were carried out in participation of 3,746 children.
- **Mentorship Project:** By using peer-to-peer mentoring method, it is aimed to help disadvantaged children to reinforce their positive attitudes and behaviors and develop the knowledge and skills they need to cope with the difficulties they encounter. 289 activities were carried out with the participation of 197 children in the project.
- **YÖS Preparation Project:** The project aims to provide educational support for the Foreign Student Examination (YÖS) to foreign students who wish to study at the universities in Turkey. The project is implemented in all Community Centers. In this context, 14,062 activities were carried out with the participation of 964 children.

All the numbers we mentioned above are datas of the end of December 2020 of the Child Programs Information System. Our online report including current and detailed information is constantly accessible via tinyurl.com/r2ta2au

You mentioned your Child and Youth Centers. How do you think pandemic affected these centers? Have your activities been interrupted?

On March 2020, following the announcement of the first coronavirus cases in Turkey, we stopped face-to-face activities with the kids in our centers for the safety of our participants.

However, our centers remained open and, in this context, we continued to communicate with our beneficiaries through household visits and phone calls as per the coronavirus measures.

We carried out psychosocial support, distribution of education and hygiene kits through household visits, and by talking to our children and their families, we reminded them that they are not alone and we provided support. Through our needs assessment and guidance, we provided them with access to the service they need.

Again, with the guidance of our Headquarters, we carried out informative activities in daily common areas in the city center and in the districts.

In order to assist the Türk Kızılay Branches in Hatay, we supported the basic food distributions made in order to meet the needs of the people in the region during the curfews.

As of October 1, in line with the approval of the Ministry of National Education, we restarted all our center activities in accordance with social distance and hygiene rules. We continue our activities since then.

Article 28 of the Convention on the Rights of the Child states that "States Parties recognize the right of the child to education, and with a view to achieving this right progressively and on the basis of equal opportunity". Could you tell us about your work in this context, and the Education Informatics Network (EBA) Project carried out by your coordinatorship?

With the changeover to the distance education model, we have transformed our areas, which we used in the purpose of technology classrooms in our centers before the pandemic, into EBA support centers and made them available to our children who do not have access to internet and / or to education. We aimed to support our children in matters they struggle to comprehend by accompanying them in these centers during their lessons.

Again, with our Mobile Child Friendly Spaces, we try to support children's



access to education by providing material and infrastructure support for children who do not have access to education.

As Child Programs, could you tell us about your work as to inform children about the Covid-19 pandemic?

Since the beginning of the pandemic, we have carried out many activities within the scope of combating Covid-19. Our informative activities are among them. We carried out informative activities on the hygiene rules to be followed, precautions, correct usage of masks, ways of Covid-19 transmission, and ways of protection from infectious diseases; through posters, brochures, digital platforms and household visits.

We aimed to raise awareness for children and their families and convey what needs to be done in the fight against Covid-19 by hanging the relevant banners at our activity points, crowded points in the cities, and by setting up stands at some of our points.

During the family visits, we informed families and children about the subject and delivered our hygiene kits containing the relevant brochures to the families.

We prepared a guide for activities for children and their families to spend time together during their stay at home, and delivered them to

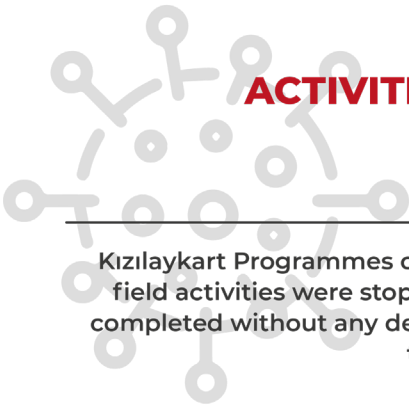
our beneficiary children.

With online calls, we tried to understand their circumstances in this process, their needs, the difficulties they faced in the scope of education, and we conducted orientation studies for their needs.

With the gradual resumption of our activities in the field, we started to organize trainings about prevention of infectious diseases, and hygiene in schools. We informed the children who came to our activity points about the use of masks and social distance rules, which should be taken into consideration during the time spent in the areas, and before starting the activities.

In addition to our field studies, we shared information on the rules and measures through our social media accounts. However, in coordination with the units of our institution, we created animation videos in Turkish, English, Arabic, Spanish and French in order to inform children about how Covid-19 can be transmitted and how to protect themselves from epidemics. The videos were also presented to the Ministry of Education and delivered to children via EBA. You may also access the related video on the Türk Kızılay Youtube account.





ACTIVITIES CONDUCTED WITHIN THE SCOPE OF CORONAVIRUS PRECAUTIONS

11 MARCH 2020 - 31 MARCH 2021

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 March 2021, a total of **2,6 million** regular assistance was provided to vulnerable individuals under Temporary Protection.



Information



5,206

Calls Received
from 168 Kızılay
Call Center



346

Referrals made
through the
168 Kızılay Call Center

11,711

Outreach Calls



271

Questions Answered
from Facebook



595

Questions
Answered from
Website



5,655,888

Number of
Informative
SMSs Sent



52,764

Referrals made
through the
Service Centers



Cash Operation



**6 City
5 Field Office
9 SC**

Operating
Service
Centers (SC)



36,573

Applications
Received
from the SC



159,880

Re-Applications
Received from
the SC



673

Card Distribution
to Beneficiaries
whose age are
above 65 and
below 20



447

Referrals to
the Basic
Services

From a guest to a volunteer...

Kevser Fansa is one of the 1,8 million migrants receiving cash assistance under Emergency Social Safety Net (ESSN) Programme. We came together with her at Türk Kızılay Ankara Community Center and listened to her story that begins at the darkest moments of war, reaching to the light of hope and benevolence. She greeted us with a sincere smile and shared the story of her journey on which Kızılaykart had touched her life.

"We had a beautiful life before the war, we had our own store, and we had everything that we needed, but we lost it all during the war..."

The voluntary work of Kevser goes back to the Syrian Civil War. Kevser voluntarily started to provide first aid services in hospitals in order to support the injured civilians, patients and the elderly in the most violent and intense periods of the war. Kevser had to make a decision to shelter to Turkey with his family after a bomb hit their home and turned it into ashes. Kevser's understanding of volunteering continues unabated in Turkey, in order to contribute to this country and society that embraced them. Kevser, who has been serving as a volunteer for 2 years within the Türk Kızılay, supports the Türk Kızılay teams in information



and aid activities for coronavirus during the pandemic. Covid-19 has affected the whole world, as well as Kevser and her family.

When we asked her what she went through during this period, she told us that her husband was unable to work for three months due to the pandemic and they had to get into debt to survive. When asked how she dealt with it, she said that the cash assistance provided by the Türk Kızılay within the scope of the ESSN Programme helped them to pay off their debts.

"I'm confident now, thanks to Allah we no longer have debt, I feel

much better towards life..."

Kevser's biggest dream is to become self-sufficient with her family by getting a job. ESSN Programme, which is implemented by Turkish Ministry of Family, Labour and Social Services, Türk Kızılay and International Federation of Red Cross and Red Crescent Societies (IFRC) and funded by the Directorate-General for European Civil Protection and Humanitarian Aid Operations (ECHO) continues to support many people like Kevser to meet their most basic needs, and look forward to the future.



NEWS



Sensitization Activities were Carried Out Within The Scope of HES Code Application

Within the scope of controlled social life, the HES code application was implemented as of May 2020 in order to ensure that people can safely share whether they carry any risk in terms of Covid-19 disease in intercity travels, institution visits or in public spaces requiring individual communication.

A widespread information campaign was launched regarding the HES code application, which can be obtained via the Life Fits into Home mobile application, SMS and e-government

platform. Kızılaykart Cash-Based Assistance Programmes put in place some information activities in multi languages like Turkish, Arabic, English and Farsie which based on the materials broadcasted by Ministry of Health in order target group and beneficiaries to access those materials physically or virtually

In this period accessing to most updated information is vital, Covid-19 updates and informative materials continue to be shared with the target group.



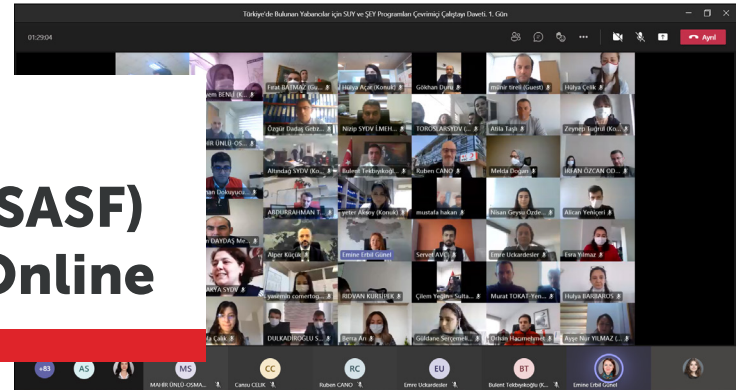
"ESSN and CCTE Programmes for foreigners living in Turkey online workshop" was held between 08-09 March 2021 and 29-30 March 2021 two times.

The SASF workshop which is being held with Social Assistance and Solidarity Foundations (SASF) since 2016 was arranged online for the first time due to the pandemic.

Our workshop which was held between 08-09 March, 2021 with more than 100 participants began with the opening statements of Mr. Alper Küçük, Türk Kızılay Deputy General Manager, Mr. Ruben Cano, IFRC Head of Turkey Country Delegation, Mr. Emre Üçkardeşler, United Nations Children's Fund (UNICEF) Head of Social Policy Section, and Mr. Bülent Tekbıykoğlu, Ministry of Family, Labour and Social Services (MoFLSS) Social Assistance General Manager respectively.

Our second workshop, which took place between 29-30 March 2021 with the participation of approximately 110 participants, began with the opening statements of Mr. Alper Küçük, Türk Kızılay Deputy General Manager, Mr. Jonathan Brass, IFRC Turkey Operation Manager, Mr. Ramazan Özdağ, Ministry of Family, Labour and Social Services (MoFLSS) Social Assistance General Deputy General Manager respectively.

During the workshop, information regarding up-to-date information on the ESSN and CCTE Programmes, a question and answer session, experience sharing of SASFs during the Covid-19 period, communication with foreigners and host communities, and basic protection was shared with the SASFs.



Social Assistance and Solidarity Foundations (SASF) Workshops Took Place Online

The Syrian Crisis, which became the biggest humanitarian crisis in terms of the number of people displaced since World War II, entered its 10th year.

Hundreds of thousands of people lost their lives during the crisis, half of the pre-crisis population of 23 million had to leave their country.

Türk Kızılay has continuously been carried out assistance activities for migrants at the border as well as within the country during this process since 2011. As of the 10th anniversary of the crisis in Syria, 3,5 billion TL assistance has been provided to vulnerable individuals affected by the crisis so far.

Although the crisis has entered its 10th year, there has not any progress been made.

The Syrian Crisis Has Entered It's 10th Year



#CardLoadedwithGoodness

**SENSİZ
OLMAZ**



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

