



SUPPORT TO HARMONIZATION IN TURKEY PROJECT
IV. QUARTER PROGRESS REPORT (January – March 2021)

April 2021

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1. Project Summary

1.1. Basic Information

Project	Support to Harmonization in Turkey Project
Funding Mechanism	World Bank / State Peacebuilding Fund grant TRC
Project Code	P171489
Classification	Small Grant
Project Budget (USD)	US\$650,000 (World Bank State and Peacebuilding Fund grant) US\$750,000 (TRC Contribution)
Project Main Stakeholders	Directorate of General Migration Management
Implementing Agency	Turkish Red Crescent
Closing Date	31.12.2021
Project Location	Hatay, Kilis, Adana, Kahramanmaraş
Sector	Social Cohesion
Project Development Objective (PDO)	To support the transition of refugees to community living in target provinces in Turkey

1.2. Project Context

As of March 2021, there are more than 3.6 million Syrian refugees were living among host communities while approximately 55,500 refugees remained in seven temporary accommodation centers (TACs) located in five provinces.¹ In 2019, the Directorate General of Migration Management (DGMM) introduced the National Harmonization Strategy Paper and Action Plan which presents the country's first refugee inclusion and harmonization strategy and priorities. As part of this effort, the government is aiming to standardize information and counselling services with new tools and processes and establish face-to-face counselling capacity to ensure provision of reliable information and guidance for migrants and refugees.

In this context, the Support to Harmonization in Turkey Project-(i) provides information, counselling and referral services to refugees and (ii) refers newly relocated refugees to available socio-economic empowerment support services. The project primarily targets refugees who have applied (and have been approved) for relocation to communities and those refugees who have recently relocated to communities. The project aims to support and prepare refugees to transition from TACs to independent living in communities. The project primarily targets (a) refugees living in Adana (Sarıçam TAC), Hatay (Altınözü and Yayladağı TACs), Kahramanmaraş (Merkez TAC), and Kilis (Elbeyli TAC) who want to relocate to communities in target provinces and (b) refugees who have recently relocated from TACs to target project provinces.

1.3. Project Description

The **project development objective** is to support the transition of refugees to community living in target provinces in Turkey. The project includes two components: (i) Support to Harmonization of Refugees and Host Communities and (ii) Project Management.

¹ DGMM, December 2019. <https://www.goc.gov.tr/gecici-koruma5638>



Component 1: Support to Harmonization of Refugees and Host Communities. This component has two subcomponents: (i) provision of information, counselling and referral services for harmonization and (ii) supporting social cohesion. Subcomponent 1a. Information, Counselling and Referral Services for Harmonization. Subcomponent 1a will cover (i) beneficiary screening and case management; (ii) delivery of information and counselling services; and (iii) referrals to socioeconomic empowerment provided by TRC Community Centers. In addition, this subcomponent will finance design and production of print and visual materials covering different aspects of harmonization.

Component 2: Project Management. This component covers project management, implementation and supervision, including: Financial Management (FM) and procurement functions, monitoring and evaluation (M&E), communications activities, progress reporting, and compliance with applicable safeguards standards.

Institutional and Implementation Arrangements. The project is implemented by the Turkish Red Crescent (TRC). TRC has established a Project Implementation Unit (PIU), under the Community Based Migration Programs (mapped under the Migration Services Department operating under the Deputy General Directorate for International Relations and Migration Services of TRC), which has the overall responsibility for project implementation, coordinating activities on the ground, and monitoring and reporting. Targeted TRC Staff has been assigned to the PIU to manage Financial Management, Procurement, Safeguards, and M&E functions during the project implementation. The costs of Project Coordinator, FM, Procurement, M&E, Safeguards, Protection, Administrative staff services will be paid from a TRC contribution to the project. Project services will be delivered by TRC Community Centers.

2. Implementation Progress: January – March 2021

2.1. Update on Project Components

Component 1: Support to Harmonization of Refugees and Host Communities

Subcomponent 1a. Information, Counselling and Referral Services for Harmonization

(a) Beneficiary Screening and Case Management, and Protection

Due to COVID-19 restrictions, beneficiary screening, case management and protection activities have been postponed. The project intended to offer protection services for those leaving the TACs, however due to DGMM procedures as a result of COVID-19 restrictions, access to TACs have been limited until further notice. Community centers have launched pilot harmonization trainings in August 2020 and reached out potential beneficiaries. During the calls with potential beneficiaries, TRC staff also conducted preliminary screening in addition to the invitation for the trainings. These calls were not case management process, but part of informal screening.

(b) Delivery of Information and Counselling Services

Harmonization Trainings

Harmonization trainings commenced in August 2020 continued. To date, 338 (221 female and 117 male) individuals have been reached. The training content, based on DGMM's Daily Life in Turkey guideline, include as follows:



- 1- History, Geography and Cultural Life in Turkey
- 2- Social Norms
- 3- Rights and Responsibilities (residence, work permit, temporary protection, international protection, visa procedures, human trafficking)
- 4- Daily information 1
- 5- Daily information 2
- 6- Health and Education Systems offered in Turkey
- 7- Privacy Training for Kids, Civil Law and Livelihoods

Due to the Covid-19 pandemic² and its measures, Training of Trainers (ToT) could not be carried out by DGMM and Turkish Red Crescent. According to DGMM standards, those who do not receive the ToT are not supported to provide training. Social Cohesion and Life in Turkey trainings could not be realized for beneficiaries because the ToT could not be realized.

Provision of Hygiene Kits

In this quarter, the procurement of hygiene/support kits has been done. It is expected to distribution Hygiene kits in the next quarter.

In December 2020, the procurement process of the hygiene kits has started and hygiene kits have been received in March 2021. Its planned to distribute Hygiene kits to families who have received Social Cohesion and Life in Turkey training and who are stated to be in need by the Turkish Red Crescent staff. 4600 Hygiene kits planned to be distributed in total. 3500 hygiene kits will be deployed to beneficiaries who participated in training and social cohesion activities, and 1100 hygiene kits will be deployed to the people identified in need.

(c) Referrals to Socioeconomic Empowerment Services

Referrals to Livelihoods support services

Given that there are livelihood support services in the Community Centers, no referrals were made during the reporting period.

Psycho-social support (PSS)

Given that there are Psycho-Social Support services at the Community Centers, no referrals were made during the reporting period.

(d) Production of Print and Visual Materials for Harmonization Activities

Due to COVID-19 restrictions, community centers do not print and distribute any materials to beneficiaries.

Subcomponent 1b. Supporting Social Cohesion

² <https://covid19.saglik.gov.tr/EN-69532/general-coronavirus-table.html>



Role models. Within the reporting period, a list of role models has been curated. A list of role models is identified by the Provincial Directorates of Migration (PDM) and Community Centers (CC) who left from TACs and have a success story in their lives. In this context, communication activities for success stories from the refugee community, including preparation of short videos and seminars (online and in-person) will be held. Matching beneficiaries with role models for mentorship and coaching - this is also expected to raise awareness in the community. Procurement of communication activities will be completed in April 2021.

This portion will be followed by implementation via seminars or video production in collaboration with a video company. There will be two types of videos. The first video will include all role models and will be shared via social media, community leaders, and advisory committees. The second video(s) will include in-depth life stories of each role model. Based on the type of story, the video will be disseminated across different platforms.

Promoting a sense of belonging through neighborhood activities. This activity will be canceled due to the long period of the pandemic.

Sports and social cohesion. Since the beginning of the 2021, sport activities have been organized by PDMs and community centers. A list of activities has been prepared in coordination with other partners such as Provincial Sport Directorates and Municipalities. These competitive and non-competitive sports will raise the awareness of the local people and migrants. On the other hand, these activities will enhance social cohesion and will prevent negative attitudes among communities. As part of sports activities, bicycling, wheelchair basketball, table tennis, football tournament, rowing, will be held in four project provinces. These activities will be carried out with the PDM, Youth Centers, sport federations and a well-known football player.

Mobile theater. During the reporting period, the meeting has been conducted with the General Directorate of State Theatres and DGMM. In the meeting, cooperation has been discussed and lessons learned from early activity implementation has been shared with DGMM and TRC team. For the activity, there will be two main procurement plans. First, the mobile theatre trailer and second, necessary set up including cast, audio systems, and visuals will be procured. After procurement of the trailer, activities will proceed in the project fields which have been identified by PDMs. Within the scope of mobile theater, four regions were determined by each project provinces. Mobile theater performances will begin in these regions after the purchasing processes and script writing are completed. Activities will be carried out in cooperation with the PDM, Governorships and Municipalities.

Coding and technology workshops. In Hatay at a coding and technology workshop in MAKİF (Mehmet Akif Ersoy Mesleki ve Teknik Anadolu Lisesi), activities were started with local and migrant students. The inauguration of the technology and coding class has been organized in February 2021. In the upcoming months, coding and technology workshops will be established in Kilis and Kahramanmaraş provinces. Coding and Technology Workshop is planned to establish in the Community Center in Kilis. In the Coding and Technology Workshop to be established, trainings will be organized by trainer from the Public Education Center. Coding and Technology Workshop in Kahramanmaraş is planned to be established in the Youth Center. In the Coding and Technology Workshop to be established, trainings will be organized by the trainer at the Youth Center.



Component 2: Project Management

Project Management. During the reporting period, the extension of the project has been approved by the World Bank management. The name of the project has been revised from “Support to Refugees Transitioning to Communities Project” to “Support to Harmonization in Turkey Project”. The project closing date has been extended to December 31, 2021. The changes were requested by TRC in coordination with the DGMM. On the other hand, the work plan for the activities has been completed by PIU which will be implemented until the closing of the Project. The Project Implementation Manual (PIM) was updated to include the changes and associated new information and details about project implementation. The updated PIM was approved by the World Bank task team. The PIM will be disclosed in TRC Community Center’s website. Additionally, the project’s results framework has been modified as described in the table below:

Indicator	Proposed Change
Beneficiaries referred to socio-economic support services who register and receive support from TRC Community Centers	Indicator description will be revised as “This indicator will report the percentage of refugees who are referred to support services provided by TRC Community Centers. Disaggregation by service type (number) will be reported for the following service types: livelihoods, protection, psycho-social support, and social cohesion.
Beneficiaries who receive livelihoods support services provided by TRC Community Centers	This indicator will be cancelled. The number of beneficiaries who receive livelihoods support provided by the Community Centers will be reported under PDO Indicator #3.

A field visit with the DGMM was conducted from March 8 until 12, 2021 to inform Governors and PDMs about the Project. The objectives of this visit were; (a) informing Governors about the Project; (b) reviewing implementation progress; and (c) monitoring of project activities with high-level managers.

In summary, the following issues were discussed during the field visits:

After the project extension processes are completed, the project activities will be presented to the Governors.

For the Harmonization Training, which is one of the sub-components of the project, a list of 875 people will be determined by the PDM, on the condition that priority is given to those leaving the camp. The trainings will be organized on the basis of the Social Cohesion and Life Training (SUYE) module prepared by the Directorate General of Migration Management. Provincial TOT will be organized in June or July.

Within the scope of the Role Model under social cohesion activities, the PDM and Community Centers will identify those who have achieved outstanding success, especially after leaving the camp life. Three beneficiaries from each province will be selected from among the determined migrants to support the project as role models. The project will prepare short videos with the role models, describing their journey and providing messages on harmonization.

Sports to be implemented by PDM and Community Centers within the scope of Cohesion Through Sports will be determined. After the sports are determined, meetings will be held with the Directorate of Provincial Sports and the Sport Federation.



Within the scope of the Coding and Technology Workshops, schools in need of these classes can be determined and classes can be established in consultation with the Provincial Directorates of National Education. On the other hand, these classes can also be established in Community Centers.

Within the scope of Mobile Theater, firstly, trailer and organization services will be purchased. Subsequently, the scenario teams will go to 4 regions and write the scenario based on the feedbacks.

Monitoring and Evaluation. Monitoring and evaluation activities for harmonization training and social cohesion activities were completed. After each training and activities, project staff ask beneficiaries' feedback on the activities. Activities will proceed and guided by this feedback in the next quarters. In the next quarter, training will be evaluated from DGMM and PDMs. Implementation of pre-post tests and focus group discussions with beneficiaries who participated in trainings and activities are planned.

Communications. While the project activities were being carried out, photos were taken and shared from Community Centers social media accounts (Facebook, Twitter, and Instagram). Beneficiary Clarification and Express Consent Text was consented from each beneficiary before the photographs were taken. Due to the frequent use of Facebook by local people and migrants, the posts mostly interacted in Facebook. On the other hand, since stakeholders mostly use Twitter, meetings with stakeholders are shared on Twitter.

Financial Management/Disbursements. As of March 31, 2021, 696.449,28 ₺ (TL) has been spent.

Procurement. Due to COVID-19, procurement processes have been slowed down but still the procurement activities commenced. Regarding the World Bank procedures, TRC Procurement staff is in regular contact with the World Bank.

Safeguards. During the reporting period, several meetings were held with the DGMM and with other stakeholders. For mobile theatre activity, several meetings were held with the General Directorate of State theatres and activities are shaped based on the design of the trailer. The location of the mobile theatre will be designated by PDMs. Updated safeguards document will be disclosed at the community center website in April 2021. Community Centers are in frequent communication with the beneficiaries and advisory committees for feedback, complaints and offers. The feedback from these continuing meetings with the Advisory Committee has been reported every month.

- **Implementation:** As per the provisions of the project ESCP, TRC has informed the World Bank about the implications of the COVID-19 outbreak on TRC operations, including project implementation and stakeholder consultations.
- **Grievance Redress:** TRC Complaints and Response Mechanism (CRM) is functional. There were some positive feedbacks about the harmonization training.

3. Challenges and Constraints

Implications of COVID-19 Pandemic. COVID-19 remained as the main challenge during the reporting period. The restrictions are continued and further impact the group-based project activities. The community centers have remained operational during the quarter, however, the number of beneficiaries who receive support from the centers have substantially decreased. Community centers held activities online or face to face under the guidance of social distancing rules. TRC is closely following the developments on COVID-19.

Due to the mobility of the migrants who live in urban areas, reaching them could be a restricted after the activities. Additionally, their contact numbers and addresses could change frequently. Thus, it causes challenges during the M&E processes. For M&E studies we reached 179 from the 262 people who took Social Cohesion and Life in Turkey training.

4. Plans for the Next Quarter

The project will continue implementing harmonization training in-person at the community centers or Centers of the Ministry of National Education. This training module was standardized by DGMM. COVID-19 restrictions may have an overall impact on the number of beneficiaries reached, however through the social cohesion activities that are conducted outside activities such as bicycling, table tennis, coding workshops and trekking, were positive impacts of the project. Furthermore, the process for mobile theatre preparations including procuring the trailer will be accelerated. All changes will be taken into consideration and the Project Implementation Manual, as well as Stakeholder Engagement Plan, will be revised accordingly.

5. Pictures



Picture 1. Cycling activity in Hatay



Picture 2. Harmonization training in Adana



Picture 3. Coding and Technology Class in Hatay



Picture 4. Coding and Technology Class in Hatay



Picture 5. Coding and Technology Class in Hatay

Annex: Project Results Framework, as of March 31, 2021

#	Indicator Name	Unit of Measure	Target	Achievements	Notes
PDO Indicators					
1	Direct project beneficiaries, of which percentage is female	Number Percentage	3,500 50%	Total*: 338 Jan-Mar 2021: 0 Total %65,38	*Total shows the number of beneficiaries from 2020 to March 2021. 76 individual benefited from Social Cohesion activities, 262 individual benefited from the trainings.
2	Beneficiaries with improved knowledge of harmonization	Percentage	80.00	%95**	Beneficiaries, who attended the harmonization training, have given feedback after had participated in the harmonization training that the training increased their knowledge. ** The total percentage of the answers which includes "good" and "very good" mentioned by the persons.
3	Beneficiaries referred to socio-economic support services who register and receive support from TRC Community Centers	Percentage	80.00	81.00%	
Intermediate Results Indicators					
4	Beneficiaries successfully completing harmonization training activities	Number	1,200	Total: 262 Jan-Mar 2021: 0	Harmonization training were carried out on a topic-based according to the information deficiencies of the beneficiaries. 176 female + 86 male
5	Percentage of support kits provided to eligible beneficiaries according to the process identified in the PIM	Percentage	100	%100	The procurement process has been started and kits will be distributed during the next quarter.
6	Beneficiaries participating social cohesion activities organized by the project	Number	1,300	76 Jan-Mar 2021: 41	51 is number beneficiaries participated in social cohesion activities, including 30 host community members and 46 migrants; 31 male and 45 female. Due to limitations in the COVID-19 outbreak duration, Community Centers have organized some individual sport activities like cycling and hiking. Community Centers determined beneficiaries who will attend to role model activities.
7	Beneficiaries that feel project investments reflected their needs	Percentage	80	0	In Progress
8	Grievances registered related to delivery of project benefits that are actually addressed	Percentage	100	0	As of March 31, 2021, no grievances or complaints have been received on the project activities.

