

SUPPORT TO HARMONIZATION IN TURKEY PROJECT

**4th QUARTER of 2021 PROGRESS REPORT
(October- December 2021)**

31 December 2021



**TÜRK
KIZILAY**



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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 General of 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 September 2021, there are more than 3.7 million Syrian refugees were living among host communities while approximately 51,969 refugees remained in seven temporary accommodation centers (TACs) located in five provinces.¹ In 2019, the Presidency of Migration Management (PMM) 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 counseling services with new tools and processes and establish face-to-face counseling capacity to ensure the provision of reliable information and guidance for migrants and refugees.

In this context, the Support to Harmonization in Turkey Project (i) provides information, counseling, 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

¹ DGMM, as of 14/10/2021. <https://www.goc.gov.tr/gecici-koruma5638>



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.

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 counseling services; and (iii) referrals to socioeconomic empowerment provided by TRC Community Centers. In addition, this subcomponent will finance the 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: October - December 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

The project has continued to function as one of the partners of the Government in operationalizing the Social Harmonization and Life in Turkey Training (called SUYE in Turkish). SUYE is a key resource that provides accurate information about Turkey's social, economic, administrative, and cultural life with a view to promote refugees access to social and economic support and services. After the trainings, the number of cases applied for their protection needs are 37 beneficiaries. While most of them applied for their needs for in-kind support, others have demands about legal counseling, ID card, access to health services, information need about rights, and access to services. The number of applications to the Community Centers is not that high.

(b) Delivery of Information and Counselling Services

Harmonization Trainings

In the fourth reporting period of 2022, SUYE trainings were given to 939 migrants under temporary protection who are living in the camps, and the targets in the training component have been achieved. During 2021, in total 3,607 beneficiaries benefited from the trainings: The Social Cohesion and Life in Turkey Trainings were held in Adana (893 participant), Hatay (900 participant) Kilis (875 participant), and Kahramanmaraş (939 participants). In order to understand the percentage of beneficiaries who feel that the project investment reflects their needs, a beneficiary satisfaction survey consisting of 13 Likert scale questions related to the subject of the training held after the SUYE training was conducted. The answers rated from 1 to 5 on the Likert scale are respectively; strongly disagree, disagree, neither agree nor disagree, agree, strongly agree. According to the beneficiary satisfaction Survey, the average of the answers given by the 939 participants is in total 4,29 which means 85.8% satisfaction. In total, beneficiary satisfaction result is equal to 88%.

Provision of Hygiene Kits

In the fourth quarter, 1,996 hygiene kits were provided to the beneficiaries. In total, the project delivered 4,600 hygiene in 2021 to the beneficiaries who participated in SUYE and the beneficiaries, who define as eligible in accordance with the PIM.



(c) Referrals to Socioeconomic Empowerment Services

Referrals to Livelihoods support services

To date, information dissemination about the services provided by TRC Community Centers was held, and discursive referrals were undertaken by the TRC staff during the training. While all participants of the SUYE training and Social Cohesion activities were provided information and referrals about TRC services, beneficiaries who have registered to the services provided by TRC community centers are quite less.

During the first half of the year, COVID-19 restrictions were implemented and the entrance and exits from the TACs restricted by the government. Additionally, there are other factors that contributed to the limited attendance to Community Center services: the processes in the TACs such as issuance of entrance permits and exit permits for accommodated refugees, the location of TACs which are far from the Community Centers where social and economic empowerment activities take place and transportation costs; the support provided in the camp and the concerns of refugees benefiting from various support services at the camps if they are formally employed, etc. Therefore, a combination of COVID-19 restrictions and the overall situation in the camps had an overall impact on the actual registration of refugees in the Community Center services.

In the fourth quarter, a total of 104 beneficiaries referred to the socioeconomic empowerment services and soft skill trainings were provided.

Psycho-social support (PSS) and Social Cohesion Activities

During this reporting period, information dissemination about services of Community Centers was held and discursive referrals were acted by the TRC staff during the training. A total of 15 beneficiaries applied to psycho-social support services. Additionally, eight referrals were made to the Social Cohesion activities.

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

In this reporting period, SUYE training materials were printed to be distributed to beneficiaries who will receive the SUYE training. A total of 3,500 materials related to SUYE have been prepared. The materials set includes the following: cloth bag, guide to life in Turkey, pen, notebook, coloring pens and book (for children), city guide with QR code.

Subcomponent 1b. Supporting Social Cohesion

Role models. A list of role models was approved by the PMM and TRC. The selection process included those beneficiaries who were accommodated in refugee camps previously. A total of 12 refugees were selected to showcase their stories from the four project provinces. To raise awareness and disseminate knowledge on socio-economic



inclusion, the project produced 12 short videos and a merged documentary film (25-30 minutes).

Role Model Activities	
1 December, 2021	Kahramanmaraş
2 December, 2021	Kilis
4-5 December, 2021	Adana
6-7 December, 2021	Hatay
9 December, 2021	Kahramanmaraş

Links of the Role Model Activities	
https://vimeo.com/657385799/93ef988032	https://vimeo.com/657420343/d6ad2b0440
https://vimeo.com/657417586/cdb0bfb9ac	https://vimeo.com/657393036/00e6510d15
https://vimeo.com/657412336/41dd900f19	https://vimeo.com/657390420/804f0aad96
https://vimeo.com/657409797/8e0f3bda0b	https://vimeo.com/657495095/4cd08c2d61
https://vimeo.com/657423088/3458c99fe3	https://vimeo.com/657414982/5ff5e8420d
https://vimeo.com/657425733/20861e5ff7	https://vimeo.com/657387898/49996059fe

Sports and social cohesion. The total activities regarding sports and social cohesion had been held between September-October 2021. As stated in previous quarter report, the sports activities were held together with the PMM. The activities include Table Tennis (*Raketini Kardeşlik İçin Salla*) and bicycle tour (*Kardeşlik İçin Pedalla*) in Hatay, and table tennis tournament (*Raketini Kardeşlik İçin Salla*) and Women's Football Team in Adana. All social cohesion activities were implemented in consideration of the pandemic measures as well as the social dynamics in the target areas. In October, the activities held are as follows:

Sports and Social Cohesion Activities	
1 October, 2021	Table Tennis in Adana
2 October, 2021	Women's Football Team in Adana
15 October, 2021	Table Tennis in Hatay
16 October, 2021	Bicycle Tour in Hatay



Mobile theater. The mobile theater trailer purchase procurement was completed in June 2021, and the production was completed by MST Alkan company by mid-September. Scriptwriting and organization services were received in the third quarter of 2021. The mobile theater activity implemented in the fourth quarter in the TACs in Hatay (Boynuyogun TAC), Kilis (Elbeyli TAC), Kahramanmaraş (Dulkadiroglu TAC). A total of 1,555 beneficiaries participated to the mobile theatre activities.

The activity targeting wide range of beneficiaries (from children to adults) living in TACs with limited access to information, counselling and other support services has been successfully completed. The beneficiaries including children are informed about above-mentioned services in Turkey since the script involved many informative short videos services to enhance their livelihoods skills and lack of basic life/social skills for Turkish social context with the cooperation of Presidency of Migration Management (PMM).

Regarding the mobile theatre event, lack of Turkish language skill may be considered as a challenge encountered throughout the activity in terms of shaping the target audience because of the fact that children refugees who having education speaks/understands Turkish language in comparison to adults in TACs.

Mobile Theater	
20 October, 2021	Hatay
22 October, 2021	Kilis
24 October, 2021	Kahramanmaraş

Coding and technology workshops. The coding and technology workshops implemented in the fourth quarter. During the third quarter of 2021, a technology and coding workshop were established in Kahramanmaraş and Kilis, and an intelligence workshop was established in Adana. Workshops implemented in Adana (17 participants), in Hatay (149 participants), in Kilis (9 participants), in Kahramanmaraş (62 participants).

Locations of Coding and Technology Workshop	
29 September, 2021	Coding and Technology Class - Kilis Community Center
1 October, 2021	Intelligence class - Barbaros Secondary School in Adana
15 October, 2021	Coding and Technology Class - Mehmet Akif Ersoy Technical Anatolian School in Hatay
17 October, 2021	Coding and Technology Class - Türkoğlu Youth Center in Kahramanmaraş



Component 2: Project Management

Project Management. In the fourth quarter of 2021, regular meetings were held with the PMM to plan the project activities. On the other hand, Community Centers and Provincial Directorates of Migration also organized regular meetings among themselves and planned the activities. After the mitigation of COVID-19 restrictions, sports activities and other implementations such as mobile theatre and coding & technology workshops were held in the four cities with the participation and coordination of DGMM and Local Authorities. The project team regularly met with the World Bank task team.

Monitoring and Evaluation. Reporting is regularly provided by TRC personnel after the trainings and activities were carried out. The M&E process implemented by assigned TRC M&E Officer.

Communications. Photographs and video shoots were made during the SUYE trainings, the Social Cohesion activities (Sports events, coding and technology workshops, mobile theatre). The record was delivered to the TRC by the company and archived by the TRC. The photos taken were shared on social media platforms (Facebook, Twitter, Instagram, etc.).

Financial Management/Disbursements. A total of US\$361,314.62 was spent in the fourth quarter of 2021.

Standardization of Harmonization Trainings Module (service procurement)	134.94
Hygiene Kits	547.39
Role Models (video service procurement)	19,569.77
Social Cohesion Activities	11,245,90
Mobile theater (1 for vehicle 1 for players/scenario etc.)	285,214.19
Coding, Intelligence and Technology Workshop	37,301.85
M&E study	7,300.58

Procurement. In this reporting period, service for role model activities was purchased for 19,569.77 USD. In addition, a service of external evaluation was also purchased for 7,300.58 USD.

Safeguards. During the reporting period, several meetings were held with the PMM for SUYE and social cohesion activities. Community Centers are in frequent communication with the provincial directorate of migration for the planning of project activities. Beneficiaries are regularly informed about the project and the complaint mechanisms. In this period, no complaints or grievances were received from beneficiaries.

- **Implementation:** As per the provisions of the project ESCP, TRC has informed the World Bank and PMM about the process of the implementation.



- **Grievance Redress:** TRC's existing grievance mechanism, the Complaints and Response Mechanism (CRM), continued to be functional during the reporting period. No feedback, complaints or grievances about the project were registered in the CRM.

3. Challenges and Constraints

Implications of COVID-19 Pandemic. Restrictions of the COVID-19 remained the main challenge during the reporting period. Although the restrictions were eased, key restrictions continued during the implementation period, affecting the delivery of indoor activities and group-based social cohesion activities.

4. Pictures

Pictures from Role Model Activities are as follows:



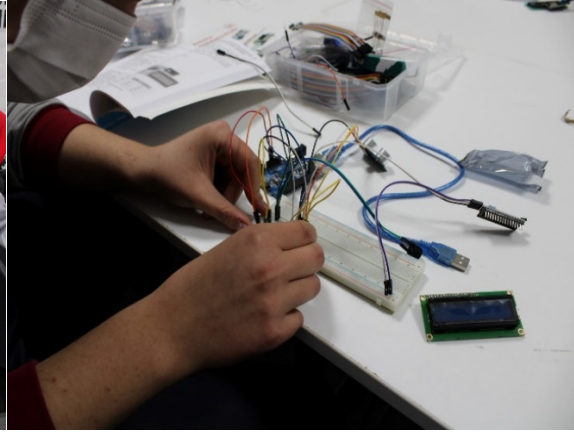


Pictures from Mobile Theatre:





Pictures from Coding, Intelligence and Technology Workshop:







Photos from Bicycle Tour:



Annex: Project Results Framework, as of December 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%	<p>In Total 6,701² 57% female</p> <p>July-Sep 2020: 97 Oct-Dec 2020: 200 Jan-Mar 2021: 41 Apr-Jun 2021: 117 Jul-Sep 2021: 3,222 Oct-Dec 2021: 3,024</p>	In the fourth quarter, 3,024 beneficiaries benefited from the project activities. (939 beneficiaries from the harmonization trainings, 2,085 beneficiaries from the social cohesion activities. In total 6,701 beneficiaries benefited from the project, while 57% of them is Female 43% of them is male.
2	Beneficiaries with improved knowledge of harmonization	Percentage	80.00	<p>In Total 85%</p> <p>July-Dec 2020: %95 Jan-Mar 2021: 0 Apr-June 2021: 0 Jul-Sep 2021: 80% Oct-Dec 2021: 80%</p>	During October-December 2021, the pre- and post-tests implemented after the training show that while 80% (748) of the beneficiaries knowledge improved, 20% (191) were stable or not improved. While the average of the correct answer is 11.79 during the pre-test, the average increased to 14.29 during the post test.
3	Beneficiaries referred to socio-economic support services who register and receive support from TRC Community Centers	Percentage	80.00	<p>In Total 29,3%</p> <p>July-Dec 2020: 81% Jan-Mar 2021: - Apr-June 2021: - Jul-Sep 2021: 2% Oct-Dec 2021: 5%</p>	<p>In the fourth quarter: 141 beneficiaries referred to the CCs' programs. 104 of them to the Livelihood program and 37 of them to the protection services.</p> <p>It should be noted that the following difficulties have caused the achievement rate of this indicator to be below 80%: -Within the scope of SUYE Trainings, 3 times the target has been reached. -Within the scope of social cohesion activities, more than twice the target number has been reached.</p>

² The number of individuals reported in the previous reports was revised. Cumulative numbers were reflected in this report.



					<p>-Activities that were disrupted due to Covid-19 measures were carried out in a short time (in the last two quarters before the project closure) with great success.</p> <p>-Despite the fact that the community centers informed the beneficiaries at the rate of 85% during the SUYE trainings during the activities, the individuals did not request referrals.</p> <p>-Besides the fact that the community centers have already worked at a high capacity especially under Covid-19 measures, providing services to the high number of beneficiaries (80% of 6,701 beneficiaries) would take more time after the project activities are carried out.</p>
Intermediate Results Indicators					
4	Beneficiaries successfully completing harmonization training activities	Number	1,200	In total 3,869 July-Sep 2020: 97 Oct-Dec 2020: 165 Jan-Mar 2021: 0 Apr-Jun 2021: 0 Jul-Sep 2021: 2,668 Oct-Dec 2021: 939	In the fourth quarter, the trainings finalized with the trainings fulfilled in Kahramanmaraş, 939 beneficiaries participated.
5	Percentage of support kits provided to eligible beneficiaries according to the process identified in the PIM	Percentage	100	In Total 100 % Jan-Mar 2021: 0 April-June 2021: 0 Jul-Sep 2021: 0 Jul-Sep 2021: 57 % Oct-Dec 2021: 43 %	The number of support kits provided to the eligible beneficiaries in the fourth quarter is 1,996. As of December 2021, 4,600 kits totally provided to the beneficiaries who participated to the SUYE trainings and who defined as eligible. The gender distribution of the beneficiaries received kits is 65% Female and 35% Male.
6	Beneficiaries participating social cohesion activities organized by the project	Number	1,300	In Total 2,715 July-Sep 2020: 0 Oct-Dec 2020: 35 Jan-Mar 2021: 41 Apr-Jun 2021: 0	Technology and Coding Workshops were established and started their activities in Kahramanmaraş, Kilis, Hatay and Adana. In the fourth quarter of 2021; -237 of the beneficiaries participated to the to the technology workshops. -888 of the beneficiaries participated to the sportive activities.



				<p>Jul-Sep 2021: 554 Oct-Dec 2021: 2,085</p>	<p>-1,555 beneficiaries participated to the mobile theater. -12 Role Model Video Series carried out. (In Adana 3 Role Model, in Hatay 3 Role Model, in Kahramanmaraş 4 Role Model and in Kilis 2 Role Model Video Series Created).</p>
7	Beneficiaries that feel project investments reflected their needs	Percentage	80	<p>In Total 88%</p> <p>Jan-Mar 2021: - Apr-Jun 2021: - Jul-Sep 2021: 90% Oct-Dec 2021: 86%</p>	<p>According to the beneficiary satisfaction Survey; the average of the answers given by the 939 participants is in total 4,29 which means %85,8 satisfaction.</p>
8	Grievances registered related to delivery of project benefits that are actually addressed	Percentage	100	<p>100</p> <p>Jan-Mar 2021: 0 April-June 2021: 0 Jul-Sep 2021: 0 Oct-Dec 2021: 0</p>	<p>As of December 23, 2021, no grievances or complaints have been received about the project activities.</p>