



**TÜRK
KIZILAY**

**SUPPORT TO REFUGEES TRANSITIONING TO
COMMUNITIES PROJECT**

III. QUARTER PROGRESS REPORT (July – September 2020)

November 2020

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1. Project Summary

1.1. Basic Information

Project	Support to Refugees Transitioning to Communities Project
Funding Mechanism	World Bank / State Peacebuilding Fund grant TRC
Project Code	P171489
Classification	Small Grant
Project Budget (USD)	US\$650,000 (World Bank SPF grant) US\$750,000 (TRC contribution)
Project Main Stakeholders	Directorate of General Migration Management, UNHCR
Implementing Agency	Turkish Red Crescent
Closing Date	31.03.2021
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 2020, there are more than 3.6 million Syrian refugees were living among host communities while approximately 63,500 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 a 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 Refugees Transitioning to Communities Project will (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 approved) for relocation to communities and those refugees who have recently relocated to communities. The project support aims at preparing the 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. Staff from relevant departments of TRC have been assigned to the PIU to manage Financial Management, Procurement, Safeguards, and M&E functions during 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: July – September 2020

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 to the next quarter. 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 the pilot phase of harmonization trainings in August 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

Pilot phase of harmonization trainings commenced in August. As one of the activities under the trainings, DGMM shared the *Daily Life in Turkey* guideline and project staff prepared the training



content. The content includes seven main topics:

- 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

The harmonization trainings are held regularly. The invitation to trainings is done by TRC staff, who calls beneficiaries and invite them to available courses. The trainings are provided online and in-person at the community centers. In-person trainings follow strict social distancing rules based on government regulations (community centers can accommodate one beneficiary per four m² to allow social distancing in the classrooms). Therefore, during the period face to face trainings are held with maximum of 10 beneficiaries.

Online trainings, the project staff realized that due to the internet and electronic device using, specific targets groups are eager to participate. Between the ages of 18 and 35, beneficiaries prefer online courses. Also, social and economic dynamics of the province affect the way trainings are conducted: in more developed provinces such as Adana, beneficiaries are inclined to take trainings online. However, in project provinces like Hatay and Kilis, beneficiaries prefer face to face trainings. Furthermore, residence is another factor for beneficiaries on choosing the way of trainings. If beneficiary residence is close to community centers, they are more likely to request face to face trainings.

In September, the harmonization trainings were implemented as a pilot. During project planning, the plan was to offer the harmonization courses for an entire day (8 hours). However, feedback from the participants during the pilot phase indicate that a full-day training is not preferable by beneficiaries. Therefore, the trainings will be shorter to meet the beneficiaries needs. TRC desires to implement project directly based on the feedback mechanisms, and these feedbacks are highly appreciated during the implementation part of the project. Most beneficiaries from different background and provinces expressed that the time of the training would be too long if it is held for the entire day. Feedback from project staff indicates that participants who prefer online trainings may not keep their attention and focus if the online training is too long. Furthermore, beneficiaries have differing preferences of the training content. For example, some beneficiaries requested more information about the procedures in Turkey, while others request focus on way of life and culture. Thus, in the next period, the community centers will conduct trainings based on the specific focus on each training rather than same trainings in every target groups or project provinces.

With the trainings, 171 individuals are reached during the reporting period.

Provision of Hygiene Kits

In the last quarter, the procurement of hygiene/support kits has been postponed due to Covid-19. It is expected to initiate procurement and conduct distribution Hygiene kits in the next quarter. Since refugees who reside TACs are not currently settling to communities, support kits will be distributed based on TRC's protection criteria. The criteria will be discussed with World Bank.



(c) Referrals to Socioeconomic Empowerment Services

Livelihoods support services

Due to covid-19 restrictions, group and individual livelihoods support services provided at the Community Centers has been postponed.

Psycho-social support (PSS)

During the quarter, beneficiaries also benefitted from the psycho-social support. Within the support, group therapy, individual counselling and seminars are offered. 73 beneficiaries of project activities are also benefitted from the community center PSS activities. These PSS activities were provided in the form of seminars. In addition, project staff has increased the collaboration with the PSS team and organized joint trainings. Protection activities and outreach are currently not conducted due to COVID-19 restrictions. Therefore individual beneficiaries are not referred to the PSS activities offered at the community centers. Furthermore, harmonization trainings are offered to volunteers of community centers in the form of a pilot initiative. Based on feedback, the volunteer trainings are expected to reach out to community center volunteers in a more structured manner. The volunteers are actively engaged with the beneficiaries, therefore providing them with a training on the harmonization module will improve the overall effectiveness of the volunteer support. Community centers also indicate that, through volunteers the content of the trainings can be shared with other beneficiaries even if they do not participate directly in the trainings. Thus, through training the volunteers it is expected to raise awareness about the content through indirect channels in local. In the next quarter, joint trainings with PSS teams will continue.

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

Due to covid-19 restrictions, community centers do not print and distribute materials to beneficiaries. Based on the covid-19 situations and restrictions, community centers will print and distribute the booklets of trainings.

Subcomponent 1b. Supporting Social Cohesion

Role models. Within the reporting period, list of role models has been collected. In the next quarter, these activities will commence. These activities will be held in 3 different layers: (i) Communication activities for success stories from the refugee community, including preparation of short videos and online and in-person seminars; (ii) Matching beneficiaries with role models for mentorship and coaching - this is also expected to raise awareness in the community; and (iii) Offering support to beneficiaries who are interested in sharing their talents and ideas: the project will provide mentorship and advice to such beneficiaries to help them overcome barriers through different social cohesion activities.

Promoting a sense of belonging through neighborhood activities. Due to covid-19 restrictions, this activity has been postponed. The project will evaluate the feasibility of this activity based on the restrictions in the next quarter.

Sports and social cohesion. It is expected that the project will launch sports activities in the next quarter. A list of activities has been prepared in coordination with the participating community centers. It is agreed with the field teams and the World Bank task team that sport activities will not include



competitive sports and preference will be made for cooperative sports. Furthermore, with non-competitive sports and recreational activities such as biking and hiking, the project will increase the awareness on the environment. These activities are divided into two: firstly, these activities will enhance social cohesion and secondly these activities will flourish individual talents. These activities will cooperate with the role model activities. flourishing talents will increase the cohesion of beneficiaries for the community through different bond and ways.

Mobile theater. This activity will be conducted on 2021 spring. During the reporting period, meeting has been conducted with General Directorate of State Theatres. In the meeting, way of cooperation has been discussed and from their early activity lessons learned has been shared with TRC team. In September, outline of the activity has been concluded. For the activity, there will be three main procurement activities: firstly, the truck will be procured for mobile theatre, secondly necessary set up including cast, audio systems, visuals will be procured. And lastly, responsible for the quality of the activity and scrip writing based on the DGMM guidelines, a consultant will be recruited. In the next period, ToT of consultant will be prepared and shared with the World Bank, the procurements will be initiated.

Coding and technology workshops. For the next quarter, activity plan has been scheduled. It is expected to initiate procurements and starting the activities. Local dynamics are also concerned and included in the activity plan. In Hatay for example, schools are scanned with highest number of refugees. In one of the schools which has already technology class will be supported and conducted activities together. Robotics trainings, coding workshops, software atelier are also among the other project activities.

Component 2: Project Management

Project Management. During the reporting period, covid-19 restrictions have been eased, however overall impact of the pandemic continued on the implementation of project, including project management activities. Thus, this period was focused on how to conduct activities in consideration of the covid-19 restrictions. Also because of the Covid-19 restrictions, community centers are planning the activities based on the feedback mechanism gathered from the beneficiaries.

Monitoring and Evaluation. Monitoring and evaluation activities occurred mainly on harmonization trainings. After each training, project staff ask for beneficiary's feedback on the trainings. Based on the feedbacks received, activity will be conducted in the next quarters. In the next quarter activity planning preparation, project staff asked beneficiaries and activities are added on the plan only if there is enough beneficiary requested. In this way it is expected to allocate resources on highly demanded sport and technology activities. Also, on role models, HQ Social cohesion officers and field officers conduct online meetings with the role models and volunteers of the community centers. There was no quarterly report covering the period of April – June 2020 as the project was on hold during that time.

Financial Management/Disbursements. During the reporting period, US\$20,000 withdrawal application has been made. The project is expected to submit a new withdrawal application in the amount of US\$150,000.

Procurement. Due to covid-19, procurement processes have been delayed. Based on the activity plan for the next quarter, the Procurement Plan will be revised, and procurement activities will commence. For World Bank procedures, TRC Procurement staff regularly contact with the World Bank.

Environmental and Social Safeguards. Community centers reflect the local needs in the project provinces. Since this period was rearranging the activity based on the restrictions and local needs, there are other stakeholders identified during the reporting period. For mobile theatre, as a stakeholder General Directorate of State theatres has been identified and meeting has been conducted. During the meeting, the project has been explained and it has been concluded that both sides are eager to cooperation on the project activities. For technology class activities, schools with high number of migrant students became another stakeholder. Thus, Provincial Directorates of National Education of project provinces are another stakeholder identified in the project reporting period. In the field level, community centers regularly contact with School managements and PDNEs. Furthermore, for role model activities, role models are identified as stakeholders. During the reporting period, several meetings were held, and activities are shaped based on the feedbacks from the role models. On another layer, community centers are in regular contact with the beneficiaries for feedback through consultative meetings. The feedback from these regular meetings are discussed in the HQ staff meetings. Jointly, next quarters plan has been conducted together with beneficiaries, field staff, external stakeholders (technology school), HQ project staff. In August, additional meetings were held with DGMM, TRC HQ staff and World Bank. In the meeting TRC proposed how to conduct new activities and beginning of the project activities.

- **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. On March 31, 2020 TRC informed the World Bank task team regarding the implications of Covid-19 outbreak on TRC operations and an action plan to support the response to Covid-19, including a specific migration-related action plan. A rapid assessment on Knowledge and Information Needs on Covid-19 will be undertaken in April 2020 to identify needs and gaps in the refugee/migrant community regarding Covid-19.
- **Grievance Redress:** TRC Complaints and Response Mechanism (CRM) is functional. There were no complaints or grievances about the project activities during this reporting period.

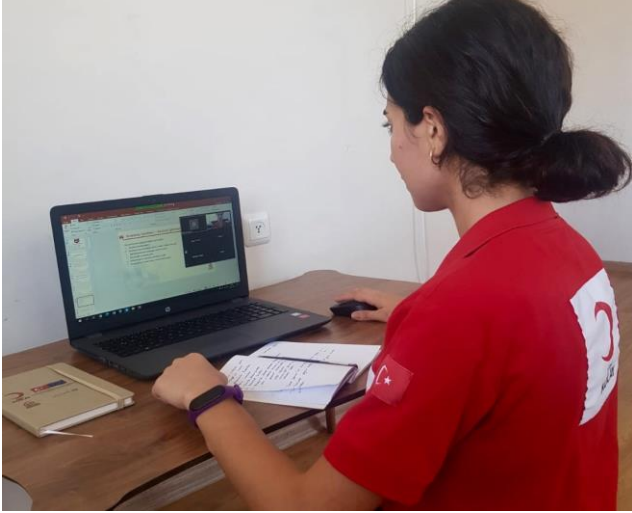
3. Challenges and Constraints

Implications of Covid-19 Pandemic. Covid-19 remained the main challenge during the reporting period. Even if government announced normalization period, restrictions are continued. Furthermore, daily number of cases are in the same or higher level compared to spring 2020. It is expected that the government will announce new restrictions during the next quarter, which may further impact the group-based activities of the project. 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 regarding social distancing rules as much as possible.

4. Plans for Next Quarter

The project will continue implementing harmonization trainings online and in-person at the community centers. Covid-19 restrictions may have an overall impact on the number of beneficiaries reached. The project will start procurement activities for the implementation of social cohesion activities. The Project Implementation Manual and Stakeholder Engagement Plan will be revised accordingly.

5. Pictures



Picture 1. Online harmonization training, Adana Community Center



Picture 1. In-person training in Hatay community center



Picture 2. In-person training in Kahramanmaraş community center

Annex: Project Results Framework, as of September 30, 2020

#	Indicator Name	Unit of Measure	Target	Achievements	Notes
PDO Indicators					
1	Direct project beneficiaries, of which percentage is female	Number	3,500	171	
		Percentage	50%	0.00%	
2	Beneficiaries with improved knowledge of harmonization	Percentage	80.00	0.00%	
3	Beneficiaries referred to socio-economic support services who register and receive support from TRC Community Centers	Percentage	80.00	0.00%	
Intermediate Results Indicators					
4	Beneficiaries successfully completing harmonization training activities	Number	1,200	171	
5	Percentage of support kits provided to eligible beneficiaries according to the process identified in the PIM	Percentage	100.00	0.00%	
6	Beneficiaries who receive livelihoods support services provided by TRC Community Centers	Number	450	0	
7	Beneficiaries participating social cohesion activities organized by the project	Number	1,300	0	
8	Beneficiaries that feel project investments reflected their needs	Percentage	80.00	0.00%	
9	Grievances registered related to delivery of project benefits that are actually addressed	Percentage	100.00	0.00%	