



**TÜRK
KIZILAY**

**SUPPORT TO REFUGEES TRANSITIONING TO
COMMUNITIES PROJECT**

**IV. QUARTER PROGRESS REPORT (November – December
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: November – December 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

Harmonization trainings commenced in August continued and with the trainings, 297 (217 female and 80 male) individuals have been reached during the reporting period. 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

The harmonization trainings are held regularly. These trainings, which are done by TRC staff and volunteers are also encouraged to participate and disseminate, are planned to be given in every two weeks in the next quarter. As in the 3rd quarter, trainings have been provided both face-to-face and online. Considering the fact that the covid-19 effects and restrictions will continue, continuation of online meetings are likely to occur. With the experiences gained throughout trainings, the community centers have started to conduct trainings based on the specific focus on each training rather than same trainings in every target groups or project provinces. This is also planned to be improved through standardizing the training modules by utilizing effective communication tools (other than power point presentations as currently being done) and uploading the modules to e-learning platform of TRC which will enable not only migrants living in target cities, but also people living in other cities to receive the trainings in the long-term.

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.

In December 2020, the procurement process of the hygiene kits has been started and will be finished in January 2021.

(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)

Covid-19 restrictions had also effects on overall PSS activities. 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. Moreover, it is planned to utilize video production for both beneficiaries and public in the next quarter.

Subcomponent 1b. Supporting Social Cohesion

Role models. Within the 3rd reporting period, list of role models has been collected. During the pandemic situation, this activity did not start due to health precautions. However, 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.

The discussions with DGMM resulted in possibility for DGMM to share their role model lists with TRC and to finalize the identification of role models. This will be followed by implementing the activities via seminars or video shoots through working with video company. There will be two types of video shoots. First video will include all role models and will be shared via social media, community leaders, advisory committees. The second video(s) will include detailed life stories of each role model. Based on the type of story, video will be disseminated through different platforms. For instance a woman role model who have managed to overcome the barriers in life and open her own business may be shown in women committees.

Promoting a sense of belonging through neighborhood activities.

This activity will be canceled due to long period of the pandemic situation.

Sports and social cohesion. Procurement preparations for sports activities have been started. From the beginning of the 2021 year, activities on sports will be organized from CCs. 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. Therefore, not only sports activities like football; but sports like bicycle, table tennis, trekking have been designed to be implemented in the upcoming period. These non-competitive sports and recreational activities will also 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 two main procurement activities: firstly, the truck will be procured for mobile theatre, secondly necessary set up including cast, audio systems, visuals will be procured. In the next period, The procurement of mobile vehicle and scenarios will be initiated at the beginning of 2021 and are planned to be finalized in mid-March.

Coding and technology workshops. For the next quarter, activity plan has been scheduled. 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. Items of the technology and coding class have taken to MAKİF (Mehmet Akif Ersoy Mesleki ve Teknik Anadolu Lisesi) have been delivered to school and activity will start in February 2021. Inauguration of the technology and coding class will be late of January 2021. In the upcoming term, workshops will continue in different topics such as software and design, digital marketing and e-trading, intelligence games.

Component 2: Project Management

Project Management. During the reporting period, covid-19 restrictions have remained, 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 have planned the activities based on the feedback mechanism gathered from the beneficiaries.

There was also a *mission* meeting with the World Bank and DGMM for the Support to Refugees Transitioning to Communities Project, which was conducted from December 21-24, 2020. The mission objectives were; (a) review implementation progress; (b) discuss potential project restructuring to process a no-cost extension of the project closing date. In this regard, meetings were held by the World Bank with TRCS, DGMM and 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.

Financial Management/Disbursements. As of December 31, US\$28,245 has been spent.

Procurement. Due to covid-19, procurement processes have been slowed down but still the procurement activities commenced. 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 is 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 December, 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 December, 2020 TRC informed the World Bank regarding the ongoing implications of Covid-19 outbreak on TRC operations and conveyed their plan about revising the action plan for each project province.
- **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. The restrictions are continued which 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. Importantly, these trainings will be standardized and different communication channels will be utilized in order to increase effectiveness. Covid-19 restrictions may have an overall impact on the number of beneficiaries reached, however through the social cohesion activities that are conducted outside such bicycling, the positive impacts of the project are likely to be seen. Furthermore, process for mobile theater preparations including procuring the vehicle and identifying the play and all other details (costumes, actors etc.) 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. Coding and Technology Class in Hatay



Picture 1. Information dissemination activities in Adana



Picture 3. Historical and cultural site visits in Hatay

Annex: Project Results Framework, as of November 31, 2020

#	Indicator Name	Unit of Measure	Target	Achievements	Notes
PDO Indicators					
1	Direct project beneficiaries, of which percentage is female	Number Percentage	3,500 50%	297 0.00%	217 female + 80 male
2	Beneficiaries with improved knowledge of harmonization	Percentage	80.00	0.00%	Beneficiaries, who attended to the harmonization trainings, have given feedback after had participated to harmonization training that the training increased their knowledge.
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	297	Harmonization trainings were carried out on a topic-based according to the information deficiencies of the beneficiaries.
5	Percentage of support kits provided to eligible beneficiaries according to the process identified in the PIM	Percentage	100.00	0.00%	Procurement process has been started and kits will distribute in 2021.
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	25	Due to limitations in the covid-19 outbreak duration, Community Centers have organized some individual sport activities like cycling and hiking. On the other hand, CCs determined beneficiaries who will attend to role model activities.
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%	