



**TÜRK
KIZILAY**

SUPPORT TO HARMONIZATION IN TURKEY PROJECT

3rd QUARTER of 2021 PROGRESS REPORT (July- September 2021)

October 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 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 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 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 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, as of 14/10/2021. <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 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: July- September 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 25 beneficiaries. While most of them are 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

SUYE Training of Trainers (ToT) was held on 29-30 June 2021 in cooperation with the Ministry of National Education (MoNE), the DGMM and TRC. The trainers of the MoNE, the personnel of the



DGMM, the personnel of Directorate General For Lifelong Learning (MoNE) and the personnel of the TRC participated in the ToT. In total, 117 participants from various institutions attended to the 2-day training. During this process, the Deputy Governor of Adana, a TRC Board Member, the DGMM Director General and Head of Departments, and TRC Migration and Refugee Services Director attended and made opening speeches. After the ToT, the TACs in Hatay, Adana, and Kahramanmaraş were visited and the SUYE trainings were delivered and observed on site.

After the SUYE ToT was held in the second quarter. After the ToT, in the third reporting period, Social Cohesion and Life in Turkey training were given to 2668 migrants under temporary protection who living in the camps, and the targets in the training component have been achieved. The Social Cohesion and Life in Turkey Trainings were held in Adana (893 participant), Hatay (900 participant) and Kilis (875 participant). In Kahramanmaraş the ToT will be completed in the next quarter. 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.

Provision of Hygiene Kits

To date, 2,604 hygiene kits were distributed by the TRC staff to migrants and host communities who participated in SUYE and the project's social cohesion activities. Hygiene Kits will continue to be distributed to eligible beneficiaries in the next quarter in accordance with the PIM.

(c) Referrals to Socioeconomic Empowerment Services

Referrals to Livelihoods support services

During this quarter, 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 to the SUYE trainings and Social Cohesion activities provided with information and referrals, no beneficiaries have registered to social and economic support services provided by TRC community centers. During the first half of the year restrictions were high and the entrance and exits from the TACs restricted by the governance of the camps because of the Covid-19. Additionally, the situations in the TACs such as: entrances and exits are permit required, TACs are far from the CCs and locations where SEG activities take place, transportation costs. The right to shelter in the camp and the market cards (Immigration Administration & WFP) issued in the camps will also be revoked for the beneficiaries who benefited from SEG support through employment. This situation decreases willingness to join for registered employment.

Psycho-social support (PSS)

During this quarter and reporting period, information dissemination about services of Community Centers was held and discursive referrals were acted by the TRC staff during the training. Data shows that 15 beneficiaries were 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 DGMM and TRC. The selection process included those beneficiaries who were accommodated in refugee camps previously. Five refugee role models were identified from each province. In this context, communication activities for success stories from the refugee community, including the preparation of short videos will be held in the next quarter.

Short videos will be produced with each role model. Each video is planned to be approximately 1,5 minutes. After the videos are produced, they will be shared on social media and other platforms. In addition, a short documentary of 25-30 minutes will be prepared with a video shot with approximately 20 beneficiaries in four project provinces.

Promoting a sense of belonging through neighborhood activities. This activity was canceled due to the COVID-19 pandemic and subsequent restrictions on group-based and indoor activities.

Sports and social cohesion. During this reporting period, sports activities were held together with the DGMM. These include: wheelchair basketball in Hatay; bicycle tour (*Kardeşlik İçin Pedalla*) in Kilis, and table tennis tournaments (*Raketini Kardeşlik İçin Salla*) in all project provinces. All social cohesion activities were implemented in consideration of the pandemic measures as well as the social dynamics in the target areas. In the next quarter, in October, Table Tennis Tournament, Women's Football Team, Table Tennis, Bicycle Tour in the agenda.

No	Province	Sports Activities	Date
1	Hatay	Wheelchair Basketball Match	10 September, 2021
2	Kahramanmaraş	Table Tennis (Professional)	12 September, 2021
3	Kilis	Bicycle Tour	27 September, 2021
4		Football Team	27 September, 2021
5		Table Tennis	28 September, 2021
6	Adana	Table Tennis	1 October, 2021
7		Women's Football Team	2 October, 2021
8	Hatay	Table Tennis	15 October, 2021
9		Bicycle Tour	16 October, 2021
10			

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 will be implemented in the next quarter, including visits to the TACs in Hatay (Boynuyogun TAC), Kilis (Elbeyli



TAC), Kahramanmaraş (Dulkadiroglu TAC).

Coding and technology workshops. In the third quarter of 2021, a technology and coding workshop were established in Kahramanmaraş and Kilis, and an intelligence workshop was established in Adana. Most of materials were received in the third quarter, activities will be held in the next quarter. On September 28, 2021, an opening ceremony of the Technology and Coding Workshop was held at the Kilis Community Center. New workshops will be established in the next quarter, on October 1 in Adana; on October 16 in Hatay; and October 17 in Kahramanmaraş.

Component 2: Project Management

Project Management. In the third quarter of 2021, regular meetings were held with the DGMM to plan the project activities. On the other hand, Community Centers and Provincial Directorate Migration also organized regular meetings among themselves and planned the activities. After the mitigation of COVID-19 restrictions, sports activities were held in the four cities with the participation and coordination of DGMM and Local Authorities.

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 and the Social Cohesion activities (Sports events). 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. As of September 31, 2021, 802.230,32 ₺ (TL) has been spent.

Procurement. In this reporting period, table tennis equipment was purchased for Adana, Kilis, and Kahramanmaraş provinces. In addition, the SUYE ToT organization service and material purchases were undertaken.

Safeguards. During the reporting period, several meetings were held with the DGMM 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 there is no feedback was received from beneficiaries.

- **Implementation:** As per the provisions of the project ESCP, TRC has informed the World Bank about the process of the implementation.
- **Grievance Redress:** TRC Complaints and Response Mechanism (CRM) is functional. No feedback has been received about the project from beneficiaries.

3. Challenges and Constraints

Implications of COVID-19 Pandemic. Restrictions of the COVID-19 remained the main challenge during the reporting period. The restrictions continued and this impacts the group-based and social cohesion project activities.

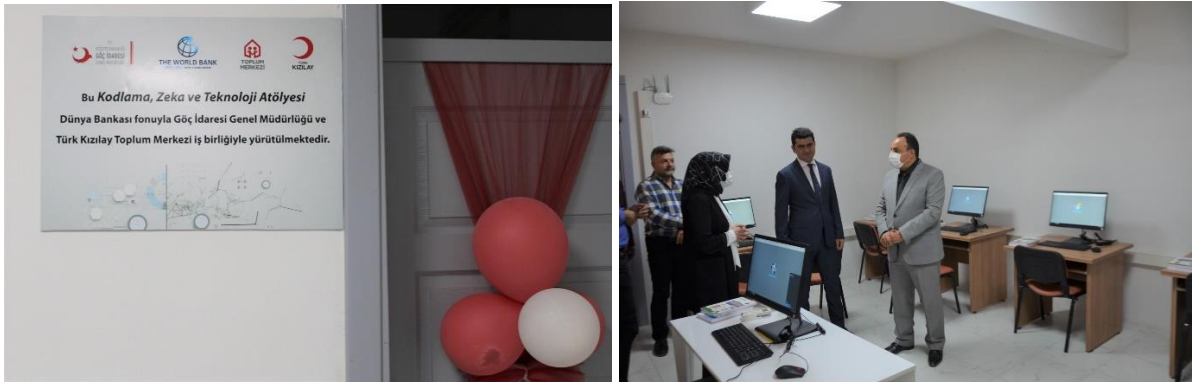
4. Plans for the Next Quarter

The following activities are planned within the scope of the second component "Supporting Social Cohesion":

- In Hatay Province, table tennis tournaments, trekking and camping, and cycling activities are planned.
- In Adana, women's football friendly match, table tennis tournament, and intelligence workshop activities are planned.
- Mobile Theater activities were planned in Kilis, Hatay and Kahramanmaraş.

5. Pictures

Pictures from opening ceremony of Coding and Technology Workshops in Kilis, 28/09/2021.



Pictures from the Table Tennis Tournaments in Kilis



Link of the video about Table Tennis Tournament in Kahramanmaraş:
<https://twitter.com/KizilayTM/status/1438124720109522954>



Photos from the Friendship Football Match in Kilis:



Pictures from the Basketball tournament in Hatay:



Link of the video from the basketball tournament;
<https://twitter.com/KizilayTM/status/1437361265026945026>

Annex: Project Results Framework, as of September 30, 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%	3,677² 63% female July-Sep 2020: 97 Oct-Dec 2020: 200 Jan-Mar 2021: 41 Apr-Jun 2021: 117 Jul-Sep 2021: 3,222	Total number includes the beneficiaries from 2020 to 30 th September 2021. In the third quarter 3,222 beneficiaries benefited from the project (2,668 of them by the SUYE training and 554 of the by the social cohesion activities). In the third quarter of 2021 and in total the ratio of gender distribution is equal; while 63% is Female and 37% is Male. In the third quarter, while 95% of the beneficiaries are refugee, 5% is host community. In total, 91% of beneficiaries are refugee and 9% are host community members. 117 participants from DGMM, TRC, MoNE (Directorate General For Lifelong Learning) received SUYE ToT. 60 of ToT beneficiaries are female, while 57 were male.
2	Beneficiaries with improved knowledge of harmonization	Percentage	80.00	88% July-Dec 2020: %95 Jan-Mar 2021: 0 Apr-June 2021: 0 Jul-Sep: 80%	During July-September 2021, the pre- and post-tests implemented after the training show that while 80% of the beneficiaries knowledge improved, 20% were stable or not improved.
3	Beneficiaries referred to socio-economic support services who register and receive support from TRC Community Centers	Percentage	80.00	41% July-Dec 2020: 81% Jan-Mar 2021: - Apr-June 2021: - Jul-Sep 2021: 2%	In the third quarter, 81% of the beneficiaries referred through information sharing about community centers' services, programs, and activities. The number of beneficiaries who applied and reached to the services of the Community Centers is only 45 beneficiaries (2%). It shows that the number of beneficiaries registering at the Community Centers is low. In the 2020, the percentage of beneficiaries referred to the CCs services is 81%. In total average per is 41%.
Intermediate Results Indicators					
4	Beneficiaries successfully completing harmonization training activities	Number	1,200	2,930 July-Sep 2020: 97 Oct-Dec 2020: 165 Jan-Mar 2021: 0 Apr-Jun 2021: 0 Jul-Sep 2021: 2,668	This total number includes the total of 262 beneficiaries who received SUYE trainings in 2020 and who received the training in 2021. SUYE trainings per province are: Adana - 893 beneficiaries; Hatay - 900 beneficiaries; Kilis - 875 beneficiaries. The beneficiaries' average time of living in Turkey is 8 years. The gender distribution of beneficiaries is 70% female and 30% male. The average age of the beneficiaries is 38. All participant belongs to Syrian nationality. Education: 27% are literate; 29%

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

					are primary school graduates; 20% are secondary school graduates; 15% are high school graduates; 5% are undergraduate, 1% postgraduate; and 3% have other/undefined degrees.
5	Percentage of support kits provided to eligible beneficiaries according to the process identified in the PIM	Percentage	100	60% Jul-Sep 2021: 57%	To date, a total of 2,604 kits were provided to the eligible beneficiaries which is 57% of the total number of kits procured (4,600). Distributions will be continued in the next quarter during mobile theater and SUYE.
6	Beneficiaries participating social cohesion activities organized by the project	Number	1,300	630 July-Sep 2020: 0 Oct-Dec 2020: 35 Jan-Mar 2021: 41 Apr-Jun 2021: 0 Jul-Sep 2021: 554	The total number includes beneficiaries who participated in Social Cohesion activities from 2020 to 2021 September. In total, 72% of the beneficiaries are refugees and 28% of them are from the host community. In the third quarter of 2021, 554 beneficiaries participated in the sports activities: 236 in Hatay, 201 in Kilis, and 117 in Kahramanmaraş. The percentage of participators in the social cohesion activities in the third quarter is that 73% is refugees, and 27% is from the host community. The Mobile Theater, and Coding and Technology Workshops are scheduled to be completed in the fourth quarter of 2021.
7	Beneficiaries that feel project investments reflected their needs	Percentage	80	90 Jan-Mar 2021: - Apr-Jun 2021: - Jul-Sep 2021: 90	According to the beneficiary satisfaction Survey; the average of the answers given by the participants in total is 4,49 which means %89,8 satisfaction.
8	Grievances registered related to delivery of project benefits that are actually addressed	Percentage	100	100 Jan-Mar 2021: 0 April-June 2021: 0 Jul-Sep 2021: 0	As of September 30, 2021, no grievances or complaints have been received about the project activities.