SYRIA CRISIS
HUMANITARIAN RELIEF OPERATION

OCTOBER 2018

TURKISH RED CRESCENT
MIGRATION & REFUGEE SERVICES DEPARTMENT
BORDER RELIEF OPERATIONS

Syrian Arab Republic has been experiencing internal disturbances since 15 March 2011 in respect of events took place in Arab states due to public demands started in 2010 towards democracy, freedom and human rights.

“Syrian Crisis Humanitarian Relief Operation” has been launched by the Turkish Red Crescent (TRC) on April 29, 2011. Turkish Red Crescent has been providing facilitation since 2012 for the logistics of the cross border operations of all humanitarian actors responding from Turkey to Syria.

Country Field Coordination Office Facilities

- Planning Item Request,
- Delivery and Procurement,
- Receiving Donation by Contacting with Donors
- Delivery of Received Donations to The Camps Based On Need and Priorities,
- Control of Delegation’s Financial Transaction
- Warehouse Stock.

Today, TRC Border Teams are now operational and assisting the cross border operations of humanitarian organizations. 14 Border relief points (Hatay, Kilis, Gaziantep, Şanlıurfa, Mardin) are existing and 5 of them are actively used. Others may periodically open and close.

The Number of Trucks Distributed for the Years

TRC facilitated on average was 500 trucks of humanitarian assistance per month belonging to 196 NGOs from the beginning but the number of trucks have been increased to 850 in 2016 and in the year 2017 average has reached to 550. In 2018 average of trucks crossing is 400.
Truck Numbers Per Year

<table>
<thead>
<tr>
<th>Year</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>2012</td>
<td>790</td>
</tr>
<tr>
<td>2013</td>
<td>4,561</td>
</tr>
<tr>
<td>2014</td>
<td>7,162</td>
</tr>
<tr>
<td>2015</td>
<td>9,982</td>
</tr>
<tr>
<td>2016</td>
<td>10,252</td>
</tr>
<tr>
<td>2017</td>
<td>6,626</td>
</tr>
<tr>
<td>2018</td>
<td>3,827</td>
</tr>
</tbody>
</table>

Sectorial Distribution of Border Reliefs

- **Shelter**: 4%
- **Education**: 1%
- **Food**: 39%
- **NFI**: 35%
- **Health**: 16%
- **WASH**: 5%

Sectorial Distribution Amount

<table>
<thead>
<tr>
<th>Category</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Shelter</td>
<td>109,516,682,99 ₺</td>
</tr>
<tr>
<td>Education</td>
<td>20,447,758,60 ₺</td>
</tr>
<tr>
<td>Food</td>
<td>1,014,590,744,91 ₺</td>
</tr>
<tr>
<td>NFI</td>
<td>901,438,194,74 ₺</td>
</tr>
<tr>
<td>Logistics</td>
<td>417,513,802,41 ₺</td>
</tr>
<tr>
<td>Health</td>
<td>113,999,329,84 ₺</td>
</tr>
<tr>
<td>WASH</td>
<td>8,173,781,74 ₺</td>
</tr>
</tbody>
</table>
KIZILAYKART PROGRAMME

KIZILAYKART, which can be used through all POS machines and ATM’s nationwide, is a cash based assistance tool provided to foreigners living in Turkey under International or Temporary Protection and Humanitarian Residence.

In - Camp Programme
93,295 Beneficiaries

ESSN EMERGENCY SOCIAL SAFETY NET PROGRAMME
1,447,841 Beneficiaries

CCTE EXTENSION OF CONDITIONAL CASH TRANSFER FOR EDUCATION
376,326 Beneficiaries
IN-CAMP IMPLEMENTATION

Number of Tent and Container Camps: 6

Number of Beneficiaries: 93,295 (%49 Men, %51 Women)

Number of Uploaded Cards: 20,392

Total Amount of Uploads: 215 Milyon USD

Establishment Date of the Programme: November, 2012

EMERGENCY SOCIAL SAFETY NET (ESSN)

Number of Beneficiaries:

- 1.4 Million People
  - 248 Thousand Households

Targeted Number of Beneficiaries:

- 1.5 Million People
  - International - Temporary Protection
The number of beneficiaries of Kızılaykart ESSN Programme has reached **1,447,841 people (248,640 household)** in October 2018:
$29,00 Million transferred to beneficiaries in October 2018. The total upload amount of Kızılaykart ESSN Programme has reached $663 Million since December 2016:
Eligibility Analysis of the Kızılaykart ESSN Programme Beneficiaries

### Beneficiaries by Provinces

- **istanbul**: 15% (211,760)
- **Gaziantep**: 13% (184,824)
- **Sanliurfa**: 10% (144,943)
- **Hatay**: 9% (134,710)
- **Ankara**: 6% (90,428)
- **Adana**: 5% (79,425)
- **Mersin**: 5% (65,522)
- **Bursa**: 4% (57,190)
- **Konya**: 4% (56,216)
- **Izmir**: 3% (49,366)

### Top 16 Provinces with Most Beneficiaries

### Criteria Breakdown

- Four or more children: 58.9% (852,726)
- Dependency Ratio ≥1.5: 23.4% (338,930)
- Parent with no other adults living in household: 10.1% (146,900)
- At least a disabled person living in household: 6.4% (92,184)
- Single female: 0.7% (10,721)
- Elderly headed household: 0.4% (6,380)

### Gender Breakdown

- **Female**: 742,557 (51.6%)
- **Male**: 705,284 (48.4%)

### Nationality Breakdown

- **Syria**: 88.3% (1,278,051)
- **Iraq**: 8.3% (119,937)
- **Afghanistan**: 2.7% (38,372)
- **Iran**: 0.2% (2,857)

### Age Group Breakdown

- **0-17**: 61% (881,623)
- **18-59**: 36% (524,802)
- **≥60**: 3% (41,416)
CARD DISTRIBUTION INFORMATION OF KIZILAYKART ESSN PROGRAMME

**Total Amount of Payment (December 2016 - September 2018)**

$ 633 M

**Card Distribution Rate**

% 98

**Total Number of Distributed Card**

294,216

**CONDITIONAL CASH TRANSFER FOR EDUCATION (CCTE)**

**PAYMENT AMOUNTS**

- **PRIMARY SCHOOL**
  - **BOY STUDENT**: 35 TL (~9 USD)
  - **GIRL STUDENT**: 40 TL (~10 USD)

- **HIGH-SCHOOL**
  - **BOY STUDENT**: 50 TL (~12.5 USD)
  - **GIRL STUDENT**: 60 TL (~15 USD)

**TARGETED NUMBER OF BENEFICIARIES**

450 THOUSAND CHILDREN

In the scope of Kızılaykart CCTE Programme, total uploaded payment amount since the start of the program is **194,992,315 TL** as of the latest payment period September 2018.
In the scope of Kızılaykart CCTE Programme, number of regular beneficiaries is 328,036 in the latest payment period. Total number of students who received at least one payment has reached to 376,326 as of September 2018. 13,446 students could receive only the additional payment. 341,482 students received payment in the scope of September 2018 payment.

**Eligibility Analysis of the Kızılaykart CCTE Programme Beneficiaries**

Total Number of Beneficiaries Reached as of September 2018

| 376,326 |

**Beneficiaries by Provinces**

[Map showing beneficiaries by provinces]
### Top 10 Provinces with Most No. of Beneficiaries

<table>
<thead>
<tr>
<th>Province</th>
<th>Percentage</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>İstanbul</td>
<td>14%</td>
<td>54,276</td>
</tr>
<tr>
<td>Hatay</td>
<td>12%</td>
<td>46,661</td>
</tr>
<tr>
<td>Gaziantep</td>
<td>11%</td>
<td>42,674</td>
</tr>
<tr>
<td>Şanlıurfa</td>
<td>9%</td>
<td>33,590</td>
</tr>
<tr>
<td>Ankara</td>
<td>5%</td>
<td>18,399</td>
</tr>
<tr>
<td>Adana</td>
<td>5%</td>
<td>17,987</td>
</tr>
<tr>
<td>Bursa</td>
<td>4%</td>
<td>16,813</td>
</tr>
<tr>
<td>Mersin</td>
<td>4%</td>
<td>16,497</td>
</tr>
<tr>
<td>İzmir</td>
<td>3%</td>
<td>13,010</td>
</tr>
<tr>
<td>Konya</td>
<td>3%</td>
<td>12,675</td>
</tr>
</tbody>
</table>

### ESSN-CCTE Ratio

- ESSN-CCTE %82
  - Total: 309,145
- CCTE %18
  - Total: 67,181

### Gender Breakdown

- **Girl**: 188,559 (%50.1)
- **Boy**: 187,767 (%49.9)

### Nationality Breakdown

<table>
<thead>
<tr>
<th>Nationality</th>
<th>Percentage</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Syria</td>
<td>86.7%</td>
<td>326,390</td>
</tr>
<tr>
<td>Iraq</td>
<td>7.8%</td>
<td>29,389</td>
</tr>
<tr>
<td>Afghanistan</td>
<td>3.8%</td>
<td>14,449</td>
</tr>
<tr>
<td>Iran</td>
<td>0.7%</td>
<td>2,612</td>
</tr>
</tbody>
</table>
Card Distribution Information of Kızılaykart CCTE Programme

<table>
<thead>
<tr>
<th>Card Distribution Rate</th>
<th>97%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Number of Distributed Card</td>
<td>185,256</td>
</tr>
<tr>
<td>Total Number of Distributed Uncollected Card</td>
<td>4,803</td>
</tr>
</tbody>
</table>

**CALL CENTER**

**Call Categories Distribution**

- Information Requests: 66% (632,968)
- Complaints: 14% (137,654)
- Questions Regarding the Card: 11% (107,480)
- Other: 4% (41,517)
- Kızılaykart (Past): 4% (39,221)

**Gender Breakdown of Callers**

- 47% Women (455,082)
- 53% Men (503,706)

*Most of the complaints belong to ineligible applicants.*
JOINT MANAGEMENT CELL

ESSN Governing Board

Chaired by ECHO and AFAD. Members include WFP, TRC, MoFSP, DGMM and Nufus. Regular meetings to ensure strategic decisions have the full buy-in of all ESSN partners and that key issues can be escalated and resolved.

Joint Management Cell

Members of TRC and WFP engaged in full-time, collaborative day-to-day project management in multi-organization, multi-function teams.

Working Groups

Set up as ad hoc structures based on the needs of the programme to tackle technical issues. E.g. WG on Targeting criteria & Transfer value; WG on Mernis registration/informal housing; WG on card distribution process for illiterate beneficiaries; WG on discretionary allowance process.

CHILD PROGRAMME

“The Psychosocial Support Programme for Syrian Children in Turkey” carries out its activities within the framework of cooperation agreement signed between the Turkish Red Crescent (TRC) and UNICEF in May 2013 with the aim of supporting children’s resilience and coping mechanisms and recover from the long-term negative impacts of the conflict as well support integration in their new environment.

TRC and UNICEF have been cooperating to run the PSS programme by TRC youth workers and support of the Syrian youth volunteers, to create protective environments such as Child & Youth Friendly Spaces and where Syrian children can express themselves freely. Through
this particular programme, it is aimed to increase the adaptation and social harmonization of school-aged Syrians by enhancing their resilience in the host community.
First Community Center of Turkish Red Crescent was established in the city of Şanlıurfa in January 20, 2015. Currently 15 Community Centers are operating in the cities of Şanlıurfa, İstanbul (both Anatolian and European Sides), Konya, Ankara, Kilis, Bursa, İzmir, Adana, Mersin, Gaziantep, Hatay, Kayseri, Kahramanmaraş and Mardin for both local people and displaced people.

Community Centers provide referral services, training, livelihood support, nutrition and health, social activities, advocacy and protection, volunteer activities as well as harmonization, also new generations are contributed through Child Friendly Space and Youth Friendly Space.

**COMMUNITY CENTERS BY NUMBERS**

- **15** active Community Centers have reached **523.283** people in their field of activity.
- Number of people reached with Protection Activities: **119.752**
- Psychosocial and Health Services reached: **158.339** people.
- **393** staff are providing services.
- Livelihood Support Activities has reached **22.027** people.
- **161.973** people benefited from Harmonization with Local Community and Social & Cultural Activities.
- Child, Youth and Volunteering Programme has reached **61.192** children and teens.
- More than **73 Million TL** Community Center service amount.
PROGRAMMES

1. Protection Programme

Violence, coercion and exploitation of individuals / groups are addressed within the scope of humanitarian principles of humanity, impartiality, independence and international law, and especially international human rights. In order to be able to respond to the needs of the persons and to raise awareness, projects/works are carried out by the Turkish Red Crescent Protection Programme.

Conditional Cash Transfer for Education (CCTE) - Child Protection Component

Turkish Red Crescent and UNICEF created collective access teams to engage and evaluate a significant proportion of the families in the disadvantaged group who have the necessary conditions to benefit from CCTE (15 in the first stage). These teams ensure that problems in the field of child protection, including domestic violence, child labor and child marriage, are identified and referral to relevant services.

Until now:

In addition, adults who are encountered in the household visits are taken as cases or referred to relevant places if necessary.
ESSN - Protection Programme Component
Within the cash support applications offered by ESSN Programme, Service Centers have encountered some complaints and problems requiring intervention based on protection, along with the cash transfer. To respond this need, ESSN Protection Component has been initiated in March 2017. Within this context, complaints and problems have been taken and those are followed and referred by the field teams.

Restoring Family Links
Restoring Family Links includes three different subjects for the first degree relatives and/or persons with special needs to reunite them, or to find their whereabouts and/or to provide regular communication. Legal frameworks of International Humanitarian Law and to Human Rights declaration and also to the right that is given by the laws of Turkish Republic enable Turkish Red Crescent to be the transmitter with its works for family reunification, tracing and Family Messages.
2. Psychosocial Support and Health Program (PSH)

Psychosocial Support and Health Programme aims to regain the social functioning of the beneficiaries and to enable especially displaced population returning to their previous life by strengthening the mechanisms of coping with possible negative psychological influences after migration.

Community engagement in all activities are aimed in order for displaced people to reach the psychosocial resources; protective and preventive services in the area of health are developed; awareness is established and the support is provided for the access of the target group to reach to health services.

- Individual Interview and Group Therapy
- Health Trainings / Seminars
- Psychoeducation
- Access to health services

3. Livelihood Support Activities

Community Centers organize various courses and activities for the beneficiaries to improve their life skills. Community Centers provide certifications approved by the General Directorate of Life Long Learning of the Ministry of National Education at the end of vocational courses. In addition to the courses, services are provided to facilitate the employment workforce participation of the beneficiaries.

- Referral to Job Employment
- Vocational and Skill Courses (hairdressing, sewing, Turkish language, wood painting, computer, jewelry design, patient and old companion, welding technician and cookery)
- Cooperation with Public and Private Sectors
4. Social Cohesion Activities
Community Centers carry out activities such as sports, cultural activities, art trainings, volunteering and empathy developing events and trainings with different sources like brochures, videos, and seminars to inform the host and the migrant communities. People from communities are brought together to strengthen social cohesion among one another with plenty of social, cultural and harmonization activities.

Community Centers provide services to:
- Support peaceful co-existence between host and migrant communities,
- Create a better understanding towards to migrants, changing people perception and debunk rumors before they can do more harm
- Encourage people to be actively involved in community center services and activities as part of Community Engagement and Accountability (CEA)
Volunteering
Turkish Red Crescent Community Centers volunteers provide active support for activities carried out by Community Centers, and provide support related to their own interests, knowledge and skills. Community Center beneficiaries can also be volunteers. Volunteer youth from many countries such as Syria, Egypt, Afghanistan, Jordan, Somalia, Iraq, Palestine, South Korea, and Italy actively take part in Community Centers activities in addition to Turkish volunteers.

OTHER PROJECTS
Apart from the Turkish Red Crescent Community Centers Programme, different projects are being developed by agreeing with partner institutions in order to produce solutions for the needs of the beneficiaries.

Responding to Protection Needs of Refugees in Turkey (HIP Project)
Turkish Red Crescent initiated Responding to Protection Needs of Refugees in Turkey Project with the support of IFRC and funding of ECHO in 15 provinces. The Project aims to provide multi-disciplinary case management according to refugees’ individual needs. Project includes case management for remote areas, legal counselling for refugees, Restoring Family Links and capacity building for NGOs and other institutions as well as TRC staff.
Ulucanlar Soup Kitchen
The facility improvement has been completed with the support of IFRC and now the Soup Kitchen is able to reach more people with improved conditions. The goal of this Project is to provide two hot meals daily to Syrians, Iraqis and host population living in Ankara. Turkish Red Crescent Ankara Branch is providing hot meal to those in need (generally Syrians).
Up to;

Ankara Şehit Serhat Önder Child Protection Center
Şehit Serhat Önder Child Protection Center started to operate services in March 2017, with the support of Norwegian Red Cross. Activities, workshops, seminars and trainings are organized under various topics to provide psychosocial support with the children in the Child Friendly Space and Youth Friendly Space for 6-18 age group.
At the Center, a need-based education method is followed. The center also monitors the psychological and developmental processes of the children and the related activities are carried out by the relevant professional experts.

The meals from Turkish Red Crescent Ankara Branch Soup Kitchen are served to children who come to the center both in the morning and in the afternoon. There is also shuttle service for children coming to the center.

TOTAL 18,359 people benefitted
Turkish Red Crescent Health Education Center
With the support of IFRC, Health Education Centers have been commenced on providing high quality health seminars and trainings for vulnerable refugees from Syria and host communities both in Şanlıurfa and Konya.

Beneficiaries build their knowledge in basic health, key health risks, healthy lifestyle and good hygiene practices. In order to ensure access to health services and to knowledge on basic health and hygiene practices, the language barrier has been tackled through materials and trainings in Arabic.

In-Kind Relief
Within the framework of Urban Refugees Support Project, the support of the Syrians living in the cities and in the camps continue. This project includes blanket, kitchen set, food packages, hygiene kits, the distribution of hygiene materials has been realized and 636,400 people have been reached.