



International Organization for Migration (IOM)
The UN Migration Agency



IOM TURKEY REFUGEE RESPONSE OPERATIONS

APR - MAY 2017



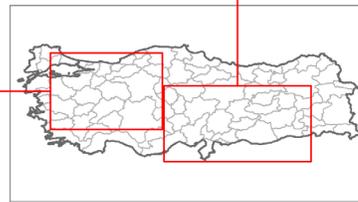
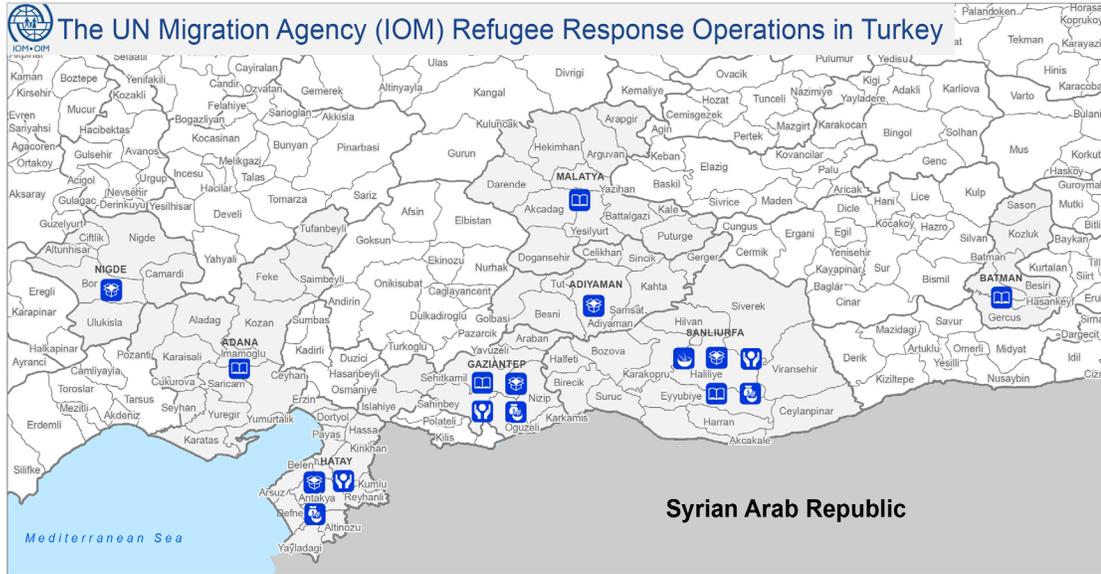
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INTERNATIONAL ORGANIZATION FOR MIGRATION

IOM TURKEY REFUGEE RESPONSE OPERATIONS OVERVIEW

APR-MAY 2017



IOM Refugee Programme in Turkey has been funded by European Union, Deutsche Gesellschaft für Internationale Zusammenarbeit (GIZ), Government of Japan and U.S. Bureau of Population, Refugees, and Migration (PRM).

BASIC NEEDS

- Ad-hoc Transportation
- Cash Assistance
- In-kind Distribution
- Shelter Rehabilitation
- WASH Services

EDUCATION

- Formal Education
- School Rehabilitation
- School Transportation

FOOD SECURITY

- Food Kitchens

HEALTH

- Primary Health Care

LIVELIHOODS

- Entrepreneurship Support
- In-Kind Grants
- Job Placement
- Vocational Training

PROTECTION

- Case Management
- Conflict Management
- Legal Assistance
- Mobile Outreach
- Psychosocial Support
- Social Support Services

Data Source: IOM Turkey - February 2017
Baseline Source: OCHA - UNHCR



57,376
Beneficiaries
between Apr-May 2017



16 Provinces
42 Locations



5
Partners

REFUGEES IN TURKEY HAVE BEEN RECEIVING ASSISTANCE THROUGH IOM REFUGEE RESPONSE OPERATIONS

SINCE 2014 **934,382** BENEFICIARIES ASSISTED

BASIC NEEDS



670

Families



438

NFI kits distributed



680

Hygiene kits distributed



895

Households received winterization e-vouchers



3,500

New beneficiaries this quarter



4

Locations

Since 2013, IOM Turkey has been supporting vulnerable Syrian refugee families residing outside camps, with basic needs assistance through e-vouchers, Non-Food Items (NFI), winterization and hygiene kits. Through the distribution of hygiene kits (containing items such as soap, toothbrushes, wash basins, and diapers) and basic items such as blankets, rugs, clothing, coal and stoves,

IOM provides individuals most in need with vital supplies which they otherwise would not be able to afford. In April and May this year, IOM distributed 680 hygiene kits and 438 NFI kits to more than 670 families, benefiting over 3,500 individuals. The kits mostly target refugee families living in rural areas, away from urban centres and newly arrived IDP households.



IOM team in Sanliurfa preparing hygiene kits for distribution to 196 Syrian refugee families residing in Bozova city centre in April, 2017.

EDUCATION



18,926

Students



8

Provinces



42

Schools

Targeting those who live over 2km away from their schools, IOM is currently providing transportation to 42 schools and education facilities in eight provinces throughout Turkey, serving approximately 18,926 students. The project intends to expand to other provinces with the hope of reaching about 20,000 students across the country. IOM's school transportation activities currently supports one community centre, two kindergartens, 33 primary schools, 31 middle schools and 19 high schools.

In addition, IOM provided transportation for those taking examinations upon request from a high school in Belen, Hatay. Nineteen students were provided with transportation from Hatay to Gaziantep University and another 18 students were provided transportation from Hatay to Mersin University for the university examinations.

In order to enhance monitoring of the school transportation, IOM is rolling out an electronic card system throughout the schools. During the reporting period, electronic cards were distributed in two schools in Malatya, one school in Adiyaman and 10 schools in Şanlıurfa. A total of 100 electronic cards were distributed to drivers who were also trained on how to use the card. To date, the e-card system is used in Adana, Malatya, Gaziantep, Adiyaman and Şanlıurfa.

When drivers arrive at schools to pick up and drop off students, they will tap their e-cards on the mobile device. The data collected on the attendance logs helps IOM to track the buses, minimize delays, hold drivers accountable for punctuality and accurately calculates service fees to the contracted companies.



Children from Koza School in Adana boarding buses to head home.



High school students boarding an IOM-chartered bus in Hatay after finishing their university entry exams in Mersin.



HEALTH

**5,380**

Benefited from health care services

**900**

Supported with medical laboratory services

IOM started supporting DWWT in November 2015 and will continue to do so until the end of August 2017. Through its partnership with Doctors Worldwide Turkey (DWWT), IOM continues to provide primary health consultations to Syrian refugees and vulnerable migrants at a primary health clinic in Faith, Istanbul. The centre operates

on Monday to Friday at 6:30-19:30 and on Saturdays at 15:30-17:30. Currently, there are 22 staff members, out of which five are doctors, one psychologist and four nurses. Available services provided includes those requiring general surgery, paediatrics, gynaecology and internal diseases. These service are provided free-of-charge, thus

alleviating the financial burden for those who need these services. Between April and May this year, a total of 5,380 refugees and vulnerable migrants benefited from health care services provided at the clinic and 7,086 treatments were carried out. In addition, more than 900 beneficiaries were supported with medical laboratory services.



LIVELIHOOD

**5**

Beneficiaries placed in jobs

**90**

Hours of entrepreneurship trainings

**29**

individuals enrolled in entrepreneurship programme

IOM TURKEY ESTABLISHED ITS FIRST 'START UP ACCELERATOR' PROGRAMME TO ENCOURAGE DEVELOPMENT OF NEW BUSINESS IDEAS AMONGST YOUTH.

A total of 19 Syrians, eight Turkish, one Palestinian and one Iranian - making up 10 teams - were enrolled in the first IOM's "Start-up Accelerator Program" and received more than 90 hours of entrepreneurship trainings from specialist trainers. Through a combination of classroom-style learning, discussions and group work, participants were trained in various topics aimed at supporting them develop innovative business ideas and plans.

Conducted jointly in partnership with InnoCampus, - a non-profit project providing innovation and entrepreneurship experiences - and in collaboration with Gaziantep University, the program aimed to help selected teams of young entrepreneurs to conceptualize their business ideas, plan, strategize, and bring those ideas to fruition.

On the last day of training, a Demo Day was held at the Gaziantep University, during which the teams presented their business initiatives to a mixed panel of judges, comprising of IOM, InnoCampus and two external members who specializes in start-up projects. The ten teams also shared their business proposals with InnoCampus and IOM for further review three teams have received grants and the fourth one is pending. Grants of 7,000 USD will be disbursed in three instalments during this summer. The first instalment is due end of July.



Program participants were trained in various topics delivered carefully selected specialists. This included session (above) that focused on using personal strengths for problem solving conducted in April 2017.



The Demo Day was a great opportunity for participants to showcase their hard work and market their ideas to a panel of judges.



PROTECTION



84
individuals
assisted



12
Provinces



2
Awareness raising trainings on
counter trafficking

IOM has developed Standard Operating Procedures (SOPs) for the Emergency Case Management project based on the lessons learned, best practices and agreed definitions and minimum standards as defined by the Case Management Task Force (which is part of the Protection Working Group in south-east Turkey). In line with IOM's policy of supportive protection, ECM contributes to the protection of migrants and refugees and their rights with a complementary approach to existing systems and services in place.

IOM's protection intervention is tailored based on the protection needs of vulnerable individuals. Utilizing both internal and external sources, ECM evaluates each case through its established intake and assessment procedures before designing any case plan. When required, individual protection needs are followed up in a comprehensive manner. Individual interventions can also be in the form of protection information dissemination, internal and external referrals, and one-off assistance. Depending on the individual

assessments, IOM can provide one-off assistance in the forms of accommodation, transportation, medical, material, documentation translation and legal assistance. All of IOM's assistance aims to mitigate present and potential protection risks. In April and May this year, IOM assisted 49 cases and a total of 84 individuals with assistance in 12 provinces of Turkey.

STORY FROM THE FIELD: HAMDO



HAMDO, 11, SITTING IN FRONT OF HIS HOUSE IN HASSA, HATAY PROVINCE

For many refugee children living in Turkey, a so-called normal childhood is a distant dream. Hamdo, an 11-year-old Syrian boy recalls his carefree days in his hometown in Idleb. After a bomb destroyed their house, the entire family was left with little choice but to flee to Turkey. They were slowly rebuilding their life when tragedy struck again. This time, Hamdo's mother was diagnosed with breast cancer. The family did their best to make her comfortable but with the little they have, there was not much they could do. Five years ago, it claimed her life and left Hamdo and his teenage brothers heartbroken. Hamdo knew his mother would want the best for him. He dedicated himself to his studies and today, speaks fluent Turkish and despite the sadness in his life, Hamdo maintains a bright smile.

IOM's activities in Hatay province has supported Syrian refugee families just like Hamdo's who often have little financial means to purchase essential items.

Since 2016, Hamdo and his family have been supported with basic needs assistance. The local muhtar had included Hamdo's family in the list submitted to IOM as eligible for assistance as Hamdo's father earns a limited income working seasonally in a farm and suffers from spinal injuries. Through IOM, they were supported with non-food items such as mattresses, pillows, rugs and bed sheets. During the winter months, the family also received an e-voucher which could be used to buy essential winter items. Earlier in May this year, the family received an additional top-up, which helped the family to purchase food for the holy month of Ramadan. To receive both winter and Ramadan assistance, Hamdo and family were notified by SMS on the details and eligibility.

The family noted that the assistance has helped them to save precious household income, which was in turn used for Hamdo's schooling.