



International Organization for Migration (IOM)

The UN Migration Agency



IOM TURKEY REFUGEE RESPONSE OPERATIONS



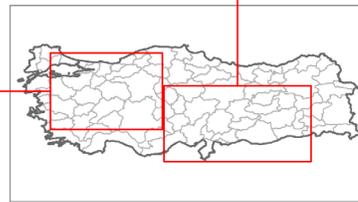
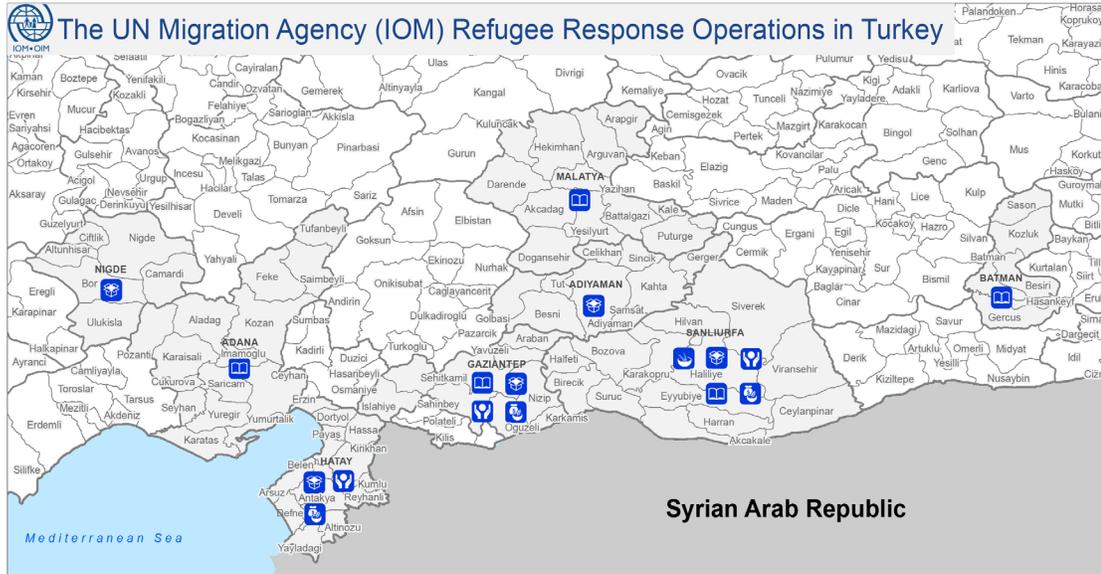
giz Deutsche Gesellschaft
für Internationale
Zusammenarbeit (GIZ) GmbH



INTERNATIONAL ORGANIZATION FOR MIGRATION

IOM TURKEY REFUGEE RESPONSE OPERATIONS OVERVIEW

JAN - MAR 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



137,481
Beneficiaries in Q1



18 Provinces
55 Locations



7
Partners

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

SINCE 2014 **867,251** BENEFICIARIES ASSISTED

BASIC NEEDS



206,500

Since
January
2016



15,431

New beneficiaries
this quarter



5

Locations



NFI 6,560

NFI kits distributed



11,000

Hygiene kits distributed



14,670

Households received
winterization e-vouchers



200

Shelters were rehabilitated



30

Beneficiaries per day



While refugees in camps receive comprehensive assistance and services from the Government of Turkey with the support from humanitarian agencies, refugees residing in urban and rural areas often face difficulties in accessing vital goods and services. The UN Migration Agency (IOM) in Turkey supports vulnerable out-of-camp populations through the provision of multifaceted assistance to meet their most urgent basic needs.

Among others, cash assistance is particularly effective to address the vulnerable

people's vital needs in situations where markets are functioning while ensuring the beneficiaries' freedom of choice and enhancing their dignity. IOM has assisted Syrian refugees with two different types of cash assistance: multi-purpose cash assistance for more than two months and one-time cash assistance for specific needs such as winterization.

By adopting the modality of e-voucher cards, IOM can electronically top up credits every month and also monitor the usage of credits, which assists IOM in identifying

the precise needs of beneficiaries and improve the overall project. Assistance is provided taking into account household demographics, income, expenditure, shelter conditions, assets and household vulnerability such as adopted negative coping strategies. During the first three months of the year, IOM supported basic needs of 16,138 vulnerable people in Adyaman, Gaziantep and Hatay with cash assistance.

EDUCATION



8,544

Students since
January 2017



422

Buses per day



25

Schools

Targeting those who live over two kilometres away from their schools, the UN Migration Agency (IOM) continues to provide daily transportation assistance to about 12,000 students attending 25 schools in seven provinces (Adana, Adiyaman, Batman, Gaziantep, Konya, Malatya and Sanliurfa) across Turkey. By June 2017, the programme will further expand services to Hatay province to reach about 20,000 students across the country.

During the reporting period, IOM introduced a pilot e-card monitoring system in four schools in Adana. All drivers running school transportation in Adana received an e-card with a unique code that is linked to their online profiles. Whenever the bus

drivers arrive in schools to pick up or drop off students at designated stops, they are supposed to tap their cards on a mobile device. Based on the attendance log, IOM will monitor the operation of school transportation and pay service fees to the contracted transportation companies. The e-card monitoring system will improve the drivers' accountability to provide students with timely transportation services.

IOM Turkey also provided basic protection training to 179 drivers of two transportation companies that are newly contracted for the school transportation project. Two one-day training sessions were conducted in Adana and Sanliurfa to ensure the drivers are aware of child protection and gender sensitivity



Basic protection training
for school transportation drivers

issues. The training also contained topics of driving safety precautions in line with the Turkish traffic laws. This training was particularly important to raise the drivers' awareness of children's rights, prevent sexual exploitation and abuses, and provide a safe environment for Syrian refugee students during the commute.

FOOD SECURITY


6,000

Per month


15,431

New beneficiaries this quarter

Through financial support for three food kitchens in Gaziantep – Ciksorut, Duztepe and Karsiyaka – IOM continued to provide hot meals for 6,000 vulnerable people, including approximately 4,000 Syrians and

2,000 people from Afghanistan, Iran, Iraq and Turkey. New roofs were installed in front of the kitchens to give people protection from rain or sun.



Installed roofs outside of a food kitchen in Gaziantep.

HEALTH


17,745

Refugees getting consulted


14,000

Refugees receiving treatment


2

Buses per day

While registered Syrian refugees are entitled to access the same health care services as Turkish nationals, the high number of refugees in some provinces have created a gap between demands for health services and the capacity of the national health infrastructure.

In response, IOM continued to provide primary health consultations to refugees

and vulnerable migrants at a primary health clinic in Fatih, Istanbul, through the partnership with the Doctors Worldwide Turkey (DWWT). The clinic provides consultation services in five medical domains: general practice, consultation, paediatrics, gynaecology, internal diseases, and general surgery. IOM also provided the beneficiaries with medical laboratory and free pharmacy services.



Patients waiting to receive a medical examination at the health clinic in Fatih, Istanbul.

During the reporting period, a total of 7,452 refugees and vulnerable migrants benefited from various health care services provided at the clinic.

LIVELIHOOD


300

In-Kind Grants kits distributed


8

Entrepreneurship events


5

Beneficiaries placed in jobs

With the Syria Crisis in its seventh year, adequate employment and livelihood opportunities are vital in providing a durable solution for refugees and enhancing their resilience. Many Syrian refugees are engaged in irregular and under-paid jobs, which can force them to adapt negative coping mechanisms. In January 2016, Turkey passed the Regulation on Work Permit of International Protection Applicants and International Protection Status Holders, giving millions of Syrians living under temporary protection in Turkey the possibility to access the labour

market. This legislative change led to the subsequent shift to resilience-building programmes.

To date, 301 Syrians are starting up small businesses in Turkey with the help of an IOM In-Kind Grants project. The In-Kind Grants (IKG) programme was launched in March to distribute professional toolkits to Syrian refugees who have a trade. The new programme aims to support these tradesmen to undertake income-generating activities by using the skills they already possess to set up a business



IKGs distribution in Kirikhan, Hatay

with the in-kind grants provided and thus increase their resilience and decrease their dependence on humanitarian aid. The toolkits were distributed to 301 Syrian heads of household and will support at least 1,896 Syrians in Turkey.



PROTECTION



17,745

Receiving
psychological support

5,998

Receiving
vocational training

27

Focus Group
Discussions (FGDs)

The UN Migration Agency (IOM) launched the community-based protection project together with two mobile outreach teams in Hatay and Sanliurfa. The project aims to reach Syrian refugees living in rural areas where they cannot benefit from humanitarian assistance due to a lack of community centres and outreach activities.

Composed of a team leader, a psychologist and at least one social worker per team, the two mobile outreach teams will carry out essential protection services through information dissemination, awareness-raising sessions, and psychosocial support. While conducting outreach activities, the teams will also collaborate with other project teams (such as individual assistance project, shelter rehabilitation and livelihood) to provide beneficiaries

with complementary assistance through referrals.

During the first three months, IOM's mobile outreach teams conducted 27 Focus Group Discussions (FGDs) and assessments with over 350 Syrian refugees, local authorities and host community leaders in Hatay and Sanliurfa to identify protection gaps and the most urgent needs of the affected population. The FGDs revealed that many Syrian refugees are unaware of their legal status and rights in Turkey, and are facing significant challenges in obtaining Turkish ID cards and civil documentation such as birth, marriage and death certificates.

Additionally, some of the most commonly-raised concerns were a lack of life skill courses, distress affected children, as well



Many refugees seek protection through IOM.

as challenges in accessing education due to financial constraints, language barriers and a lack of transportation. Based on this, IOM will design the first phase of community-based protection activities in upcoming months and address Syrian refugees' urgent protection needs targeting the districts of Belen in Hatay and Bozova in Sanliurfa.

STORY FROM THE FIELD: ABDULHAMID



« I FEEL HAPPY AND SECURE NOW, THE FUTURE SEEMS CLEARER AND I CAN WORK ON IMPROVING MY CAREER »

The year 2017 started with a big surprise for Trade Specialist, Abdulhamid, a 26-year-old Syrian from Aleppo. Two years ago, Abdulhamid, had just begun his career in trade when he was forced to flee to Turkey, along with his elderly mother. While happy to be safe, finding a job and means of living was the next hurdle. Despite learning Turkish in a relatively short time, he was unable to work formally given his Temporary Protection status and the complicated procedures for work permit applications. To get by, he worked as a freelance Trade Specialist but work was uncertain and irregular.

In late 2016, one of Abdulhamid's friends informed him of a post on social media about IOM's job placement program and he immediately sent his CV. Within a week, Abdulhamid was contacted by the UN Migration Agency (IOM) and sent for an interview with a Turkish company based in Gaziantep, specialized in exporting hygiene items globally. After his success in the interview, Abdulhamid was selected for a position as Trade Specialist to expand the brand to Arabic-speaking countries. Then came

the procedures. IOM's Livelihoods experts worked with the company and Abdulhamid to prepare the work-permit application and supporting documents and coordinated closely with the Turkish Ministry of Labour to assist in the processing of the application which finally came through in the first week of the year. "I feel happy and secure now," he says. "The future seems clearer and I can work on improving my career to be a manager in the future".

Abdulhamid now has a one-year fixed term contract with the company. The job placement scheme by IOM, provides incentives for Turkish employers to hire skilled Syrians by supporting the work-permit process, covering the cost of the permit fees and covering 50 per cent of the salary and social security costs for 1 year. The company is expected to cover the remaining 50 percent. In IOM's interview with the company, having now learned the process, they have already indicated a willingness to hire additional Syrian employees who bring different skills to the labour force. IOM has placed an additional three other qualified Syrians into work including one graphic designer and two engineers and has a target to place at least 50 by June 2017.