Thanks to European Union funding and a partnership between the International Federation of Red Cross and Red Crescent Societies (IFRC) and the Turkish Red Crescent Society (TRC), almost 1.8 million refugees living in Turkey are receiving humanitarian support through monthly cash assistance.

October snapshots

- **1,789,603 individuals**
  reached with cash assistance

- **221,037,360 TRY**
  cash transferred to 315,458 households

- **30,853 individuals**
  included through SASF allowance

Highlights

**Cash transfer takes place on 31 October**

On 31 October, 221,037,360 TRY was transferred to 1,789,603 individuals living under temporary and international protection in Turkey. The cash transfer included the severe disability top-up of 6,285,000 TRY. The total amount of cash transfers since IFRC took over the ESSN in partnership with TRC is 2,029,363,740 TRY.

**Outreach teams help the most vulnerable to receive their ESSN cards**

TRC outreach teams are implementing card delivery activities to vulnerable groups to reduce negative coping strategies. The teams conducted 400 outbound calls to households who became eligible in September, but have not collected their cards yet. More on outreach activities can be found on page 4.

**SASF ALLOWANCE**

As of October, 7,746 vulnerable households are receiving the ESSN assistance via the SASF allowance. This makes up 32.5 per cent of the total quota for all SASF offices in the different districts across Turkey. There has been a slight increase of 2 per cent in the implementation of the allowance since April. As per the Ministry’s circular, some SASFs will not conduct household verification visits due to the pandemic until 31 October. Consequently, many have been relying on visits they had conducted prior to the spread of the virus and local networks to assess the vulnerability of the households and include them in the ESSN.
In October, 3,864 household applications for the ESSN were received at SASF offices and TRC service centres. Application trends for September and October show a steady level similar to the average monthly applications prior to the pandemic.

The total number of household applications received since the beginning of the ESSN is 595,809.

*2.5% of households (7,746 HHs) receive the ESSN assistance within the scope of SASF allowance.

**Sweepbacks:** The third sweepback of 269,600 TRY was realized in October from 493 uncollected cards. The first sweepback of 1,692,670 TRY took place in August for 608 uncollected cards, and the second sweepback of 492,480 TRY in September for 492 uncollected cards. The total amount of sweepback transactions including October is 2,454,750 TRY.
**IN NUMBERS: DEMOGRAPHICS OF PEOPLE WE SERVE**

**Age breakdown** of ESSN recipients for October:

- **0 - 5 years:** 423,081
- **6 - 17 years:** 654,172
- **18 - 59 years:** 660,388
- **60+ years:** 51,962

**Gender breakdown** of ESSN recipients for October:

- **Female:** 919,043
- **Male:** 870,560

Among the ‘others’ category are Iranian, Somali, Pakistani, Chinese and Palestinian nationals.

**Nationality**

- **Syrian:** 1,598,707
- **Iraqi:** 114,037
- **Afghan:** 63,429
- **Others:** 13,430

**Disability**

10,475 received severe disability top-up

Individuals with a valid severe disability health report received an additional top-up of 600 TRY per person, totalling 6,285,000 TRY for October.
CARD DELIVERY TO THE MOST VULNERABLE

TRC outreach teams are making outbound calls to communicate with eligible ESSN recipients who have not yet collected their cards. The purpose of this activity is to eliminate barriers vulnerable groups face in accessing the assistance. Analysis is conducted on a monthly basis whereby vulnerable groups are identified and then contacted. In October, the teams made 400 phone calls in 52 provinces to inform the households that they are eligible and that they can collect their cards. Besides the phone calls, the teams have also been delivering cards to the homes of those who are unable to visit the banks.

The outbound calls also aim to determine the vulnerability of a household by taking into consideration the household’s composition and whether there are any members with special needs or disabilities, whether there are elderly members and whether the household is a single woman. Such challenges may hinder a household’s ability to wander freely and to visit the bank to collect their cards. Depending on the outcome of these outbound calls, the teams deliver cards to the homes of those who are unable to visit the bank. This activity is planned to continue throughout the pandemic and will help to counteract the challenges brought on by COVID-19.

70 of the 400 eligible households had received their cards, while 112 had not received them yet.

Households who were not able to collect their cards were identified via the calls. TRC outreach teams immediately proceeded with the necessary steps and procedures and delivered the cards to the addresses of the vulnerable households. In addition to card delivery, referral and follow-up have also been put in place for those with protection needs or barriers to accessing the ESSN.

Thoughts from the field:

“The language of human maturity is benevolence. Helping is not a favour, but a human duty. I am human, too.”
- İbrahim Aktürk, TRC outreach

“It was priceless to witness the moments when sadness turned into joy in every house we visited to deliver the cards.”
- Melih Habeşoğlu, TRC outreach

“She [ESSN recipient] said that Turkey and Syria are brother countries, and that she would save a place for us in each of her prayers. We were very touched.”
- Gökhan Yıldık, TRC outreach
PROGRAMMATIC HIGHLIGHTS

监测与评估:
TRC和IFRC现场团队参观了12家Halkbank分行和三家TRC服务点，分布在安卡拉、加齐安泰普、哈泰、伊斯坦布尔和伊兹密尔省，以监测卡的分发情况。团队观察到银行不太拥挤，遵守了为防止COVID-19传播而制定的卫生和物理距离规则。团队还观察到那些不会说土耳其语的人被朋友或会说土耳其语的家人陪同，以帮助他们克服语言障碍。银行的员工提到，可能有一些未收集的卡，可能是由于家庭被包含在ESSN中，但没有被告知或未被告知。TRC外展团队正在识别和联系这些家庭，以便他们可以收集他们的卡。

问责制与受影响的人群:
跟踪系统的报告已在实施并用于阻止谣言。目前，TRC 168热线正在进行的电话跟踪，使用了最近添加到热线的谣言类别。2021年10月，该热线收到71个省的14,647个电话，其中81%的电话是用阿拉伯语的。官方的Kizilaykart Facebook页面已达到92,235个关注者，到2021年10月为止，回复的信息总数为40,089条。共发送了64,762条短信，包括收到投诉的确认，每月删除的理由，未收集的卡，差异和休眠账户警告。到2021年10月为止，网站的总信息数为96条，所有信息均得到回复。

交流:
与影响者CZN Burak合作的世粮日活动在各种社交媒体平台上进行。在土耳其的媒体合作也取得了超过100条媒体提及的成果。

现场协调:
现场团队持续访问关键利益相关方。IFRC有区域现场协调员和现场官员，负责与他们所在地区的相关利益相关方联系，为TRC现场团队提供技术支援，并对ESSN现场活动进行监督。他们驻扎在加齐安泰普、伊斯坦布尔和安卡拉的Kizilaykart区域办公室。这使得TRC和IFRC能够在规划、准备和实施现场活动方面进行强有力的日常协调。

2021年10月，IFRC现场协调员和官员与TRC转介和外展现场团队一起在44个地区（16个省）对土耳其进行了定期访问。他们涵盖了地方当局，如SASF办事处、PDMM办事处和省卫生部门，以及关键非政府利益相关方。这些现场访问对于提高对ESSN的认识和倡导降低访问障碍和解决问题是至关重要的。在另外，IFRC现场团队与TRC M&E现场团队一起，对在安卡拉和伊斯坦布尔的Halkbank分行以及加齐安泰普的服务中心进行的卡分发监控。

platform.kizilaykart.org/en
media.ifrc.org/ifrc/essn