



Republic of Turkey
Ministry of Family
and Social Policies



Japan International
Cooperation Agency

Ministry of Family and Social Policies

Japan International Cooperation Agency

Pilot Project for Strengthening the Social Services for Syrian under Temporary Protection in Turkey

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Abbreviations

AAR Japan	Association for Aid and Relief, Japan
AFAD	The Disaster and Emergency Management Presidency
ASAM	Association for Solidarity with Asylum Seekers and Migrants
AVR	Armed Violence Reduction
CRIs	Critical relief items
DGMM	The Directorate General of Migration Management
DRC	Danish Refugee Council
EU	European Union
GDP	Gross Domestic Product
GIZ	German Corporation for International Cooperation
GBV	Gender-based violence
IASC	The Inter-Agency Standing Committee
ICF	International Classification of Functioning, Disability and Health
IFRC	International Federation of Red Cross and Red Crescent Societies
ILO	International Labor Organization
IMC	International Medical Corps
IMM	Istanbul Metropolitan Municipality
IMPR	International Middle East Peace Research Centre
IŞKUR	Turkish General Job Service Agency
KOSGEB	Small and Medium Industry Development Organization
MHPSS	Mental Health and Psychosocial Support
MoCT	Ministry of Customs and Trade
MoD	Ministry of Development
MoFSP	Ministry of Family and Social Policies
MoH	Ministry of Health
MoLSS	Ministry of Labor and Social Security
MoNE	Ministry of National Education
MoSIT	Ministry of Science, Industry and Trade
MoYS	Ministry of Youth and Sports
MSC	Multi-Service Support Center
NFIs	Non-food items
NGO	Nongovernmental organizations
NPO	Nonprofit organizations
OECD	Organization for Economic Co-operation and Development
OJT	On the job training
PAB	Pre-Assistance Baseline
PTSD	Post-traumatic stress disorder
RoVs	Refugee outreach volunteers
SASF	Social Assistance and Solidarity Fund
SCI	Save the Children International
SGBV	Sexual and gender-based violence
SODES	Social Support Program
SSC	Social Service Center
SSI	The Social Security Institution
STL	Support to Life
SUTP	Syrians under temporary protection
TPID	Temporary protection ID
TURKSTAT	Turkish Statistical Institute
UN	United Nations
UNDP	United Nations Development Programme
UNICEF	United Nations Children's Fund
UNHCR	United Nations High Commissioner for Refugees
VET	Vocational and Technical Education
VQA	Vocational Qualification Authority
WASH	Water, Sanitation & Hygiene
WHO	World Health Organization
YÖK	Turkish Higher Education Council
3RP	The Regional Refugee and Resilience Plan

INTRODUCTION

It has already been six years since the beginning of the Syrian Civil War in 2011, and the situation has still not improved. Turkey shares a border with Syria and receives a very large number of Syrian refugees, amounting to 2.7 million refugees in November 2016. The Turkish government initially defined them not as “refugees” but as “Syrians under temporal protection of Turkey”, and has been providing services such as refugee camps under the Disaster and Emergency Management Presidency (AFAD). However, only about 10% of the Syrians in Turkey live in camps and the remaining 90% live in cities in south-west Turkey and Istanbul, in communities together with Turkish people. The conflict in Syria does not seem to resolve in the near future, and the short-term stay of the refugees is becoming more long-term with consideration of settlement. With this change, the provisions of adequate social services for Syrian refugees as well as co-residing with the Turkish communities are becoming more pressing topics.

In this context, the Government of Turkey has issued the “Social Responsibility Sharing Project” in October 2015, as a project for Syrian refugee support by the Ministry of Family and Social Policies (MoFSP). The MoFSP opened a community center for providing Syrian refugee support especially in social conflict mitigations between Syrians and Turkish people. Two centers in areas with many Syrian refugees (Istanbul and Şanlıurfa) were planned to target refugees that reside outside of the refugee camps. Technical assistance was requested from JICA to help implement these centers.

According to this, JICA considered the validity of the cooperation through interviews and discussions with the MoFSP, official agencies such as municipalities, donors working on site such as UN organizations and NGOs, and Syrian refugees. As a result, it has been determined that Turkey has surpassed the humanitarian aid stage but is moving on to a development stage, and support such as vocational training and psychosocial care are being largely implemented by other international development partners. Therefore, it has been considered appropriate to support the MoFSP with the target group of vulnerable people, such as Syrian refugees but also including some of the Turkish people. To consider cooperation from JICA in more detail, it was determined that further information and analysis is needed to clarify all aspects of subsequent projects and therefore this project including an investigation was carried out.

The project consists of largely two steps. The first consists of gathering general information about Syrian refugee support in Turkey. In this step, activities related to governmental organizations, donors, NGOs are gathered as well as statistical information and the functions and organization of the MoFSP as the counterpart of this project. In addition, some issues that Syrian refugees face were gathered through interviews to MoFSP related agencies and other stakeholders. In the second part, a plan for Syrian refugee support realistic for the MoFSP and related agencies to carry out is created based on the information from the field assessment. A pilot project is carried out to test the plan to extract results and lessons learned for future recommendations of this approach.

The project period is June 2016 to February 2017. The schedule of the project is as following:

- 1) Field Assessment : June 2 to 17, 2016
- 2) 1st Psychosocial Workshop: September 6 and 7, 2016
 - 1st Dialogue session: October 19, 2016
 - 2nd Dialogue session: October 24, 2016
- 3) 2nd Psychosocial Workshop:
 - 3rd Dialogue session: November 1, 2016
 - 4th Dialogue session: November 2, 2016
- 4) 3rd Psychosocial Workshop: December 1, 2016
- 5) Continuation of Survey (Additional): January 16 to February 12, 2017

As mentioned above, this project consists of two parts; the information gathering and analysis part and the pilot project activity part. Therefore, in this report, the general information about Turkey and the Syrian refugee situation in Turkey are explained in Chapter 1. In Chapter 2, the laws and

legislations about social services and labor is presented, as well as some policies regarding Syrian refugees in Turkey. In Chapter 3, the positions and roles of related ministries, agencies, donors and NGOs in refugee support are summarized. Furthermore, the functions and roles of the implementing agency the MoFSP and its sub-agencies are described in Chapter 4.

Chapter 5 discusses the issues that Syrian refugees face based on the field assessment carried out in June 2016. Four support strategies are proposed based on these issues, which become the basis of the pilot project activities, which will also be mentioned in this chapter. The investigation identified four topics that need to be tackled through the project, as mentioned below.

- A) Improvement of access to and the opportunity for social services
- B) Improvement of techniques for psychosocial support
- C) Strengthening the promotion of social adaptation for Syrian people
- D) Strengthening the economic sustainability of Syrian families

The pilot activities are carried out focusing on the topics A) to C). Workshops are organized to teach skills and knowledge, and the skills are used and later reflected upon to improve the cycle. Through this process, the results and the lessons learned are extracted to summarize the future support strategies, and a technical cooperation package of four topics is proposed.

Finally, Chapter 6 summarizes some points that need to be considered in implementing the project, as well as pointing out some other possible support strategies, as a conclusion of this investigation project.

CHAPTER 1. GENERAL INFORMATION AND DEFINITIONS

1.1. General Information and Indicators of Turkey

Turkey hosts the largest number of refugees in the world, including over 2.7 million Syrians, of which more than half are children. Through the Law on Foreigners and International Protection and the Temporary-protection Regulation, the country has established a strong asylum framework to address the immediate humanitarian needs of refugees and to enhance the resilience of the displaced population. This resilience has been fortified through the provision of health care, education services, access to the labor market, and social cohesion strategies.¹

Table 1-1: Indicators of Turkey

A. Population	
Population	78,741,053 Total population (2015, TURKSTAT ²) 39,511,191 (Male) 39,229,862 (Female)
Population growth rates	13.4% (2014–2015) 13.3% (2013–2014) 13.7% (2012–2013)
Life expectancy at birth	78 (Average age, 2013–2014) 75.3 (Male) 80.7 (Female)
Population of Syrians under Temporary Protection	2,778,878 (the Number of Syrians registered as Syrians under Temporary Protection Status in Turkey, as of November 24, 2016, Ministry of Interior) 258,333 (the Number of Syrians in AFAD Temporary Protection Centers as of December 12, 2016, AHAD)
B. Geography	
Area ³	780,043km ² (The Black Sea is to the north, the Mediterranean Sea to the south, and the Aegean Sea to the west.)
Neighboring Countries	Turkey is bordered by eight countries: Syria and Iraq to the south; Iran , Armenia , and Azerbaijan to the east; Georgia to the northeast; Bulgaria to the northwest; and Greece to the west.
C. Politics	
Political Structure and System	<p>Turkey is a democratic republic within the framework of a secular parliamentary. In the 1921 Constitution, the Turkish Grand National Assembly was deemed the “sole representative of the nation.” A third set of amendments to the Constitution of the Republic of Turkey was ratified in 1982 pursuant to a national referendum. Turkey is still currently operating under the 1982 constitution, in which sovereignty is vested fully and unconditionally in the nation.</p> <p>Parliament Parliament has ratified many constitutional amendments to make the 1982 constitution more democratic and to expand democratic rights and freedoms in the country. These efforts gained significant momentum after the EU recognized Turkey as a candidate country in 1999 and later agreed to begin talks on the full membership of Turkey in</p>

¹ UNHCR and UNDP, The Regional Refugee and Resilience Plan (3RP), Turkey Country Plan, Retrieved June 27, 2016, from <http://www.3rpsyriacrisis.org/the-3rp/turkey/>

² Turkish Statistical Institute

³ Source: National Mapping Agency of Turkey

2005.

Legislature

On behalf of the Turkish nation, the Turkish Grand National Assembly holds legislative power that cannot be delegated. There are 550 deputies (members of parliament) in the Turkish Grand National Assembly and these are elected through parliamentary elections held every four years. Deputies represent the entire nation and must take an oath before assuming duty.

The functions and powers of the Turkish Grand National Assembly include the adoption of draft laws; the amendment and repeal of existing laws; the supervision of the Council of Ministers (Cabinet) and the ministers; the authorization of the Council of Ministers (by a separate authorization act where the scope and purpose of such authorities are clearly described) to issue governmental decrees that possess the force of law on certain matters; the debate and approval of the budget draft and the draft law of final accounts; making decisions on the printing of currency; declaring war, martial law, or emergency rule; ratifying international agreements; making decisions with 3/5 of the Turkish Grand National Assembly on the proclamation of amnesties, and granting pardons in line with the constitution.

Judiciary

The judicial system of Turkey is based on the principle of the rule of law. Judicial power in Turkey is exercised by independent courts and high judicial organs on behalf of the Turkish nation. In line with constitutional provisions, law, and jurisprudence, judges independently rule on the basis of personal conviction.

The legislative and executive branches of the Turkish government are bound by the rulings of the courts and cannot change or delay the application of these rulings. The constitution stipulates a bipartite judicial system consisting of an administrative judiciary and an ordinary judiciary. The Constitutional Court, the Supreme Court, the Council of State, the Supreme Military Court, the Supreme Military Administrative Court, and the Court of Jurisdictional Conflicts are the supreme courts specified in the judicial section of the constitution. The Supreme Council of Judges and Public Prosecutors and the Court of Accounts are two additional organizations that have special functions specified in the judicial section of the constitution.

Executive

The executive branch in Turkey has a dual structure. It is composed of the president of the Republic and the Council of Ministers (cabinet).

President

The president of the Republic is the head of state and represents the Republic of Turkey and the unity of the Turkish nation. In line with the 2007 Constitutional Amendment, the president is elected by popular vote by Turkish Grand National Assembly members who are over 40 years of age and have completed higher education, or by ordinary Turkish citizens who fulfill these requirements and are eligible to be deputies. The president's term of office is five years and there is a limit of two terms at most. The first direct presidential elections since the establishment of the Turkish Republic occurred on August 10, 2014; electing Turkey's twelfth president.

The duties of the president have been amended through the 2007 Constitutional Amendment. The president's duties and power are related to the legislative, executive, and judicial branches, and include ensuring the implementation of the constitution and the regular and harmonious functioning of the organs of state.

Prime Minister and the Council of Ministers

The Council of Ministers (cabinet) consists of the prime minister, designated by the president of the Republic from members of the Turkish Grand National Assembly, and

	<p>various ministers nominated by the prime minister and appointed by the president of the Republic. Ministers can be assigned either from among the deputies or from among those who are not members of the Turkish Grand National Assembly but who are qualified to be elected as deputies. Ministers can be dismissed from their duties by the president upon the proposal of the prime minister, when deemed necessary.</p> <p>The fundamental duty of the Council of Ministers is to formulate and implement the internal and foreign policies of the state. The Council of Ministers is accountable to the parliament in regard to the execution of this duty.</p>
Participation rate in the national election	<p>2002 - 79.1%</p> <p>2007 - 84.2%</p> <p>2011 - 83.2%</p> <p>2015 (June 07) - 83.9%</p> <p>2015 (November 1) - 85.2%</p> <p>Please refer to Annex 1 for detailed data on participation rates since 1950.</p>
D. Education	
Education enrollment rate	Please refer to Annex 2 for enrollment rates for the last three educational years.
Adult literacy rate (Population 15 years of age and over)	<p>Total 95.3% (2013, TURKSTAT)</p> <p>Male: 98.4%</p> <p>Female: 92.1%</p>
E. Administration	
Provinces and municipalities	81 provinces and 1397 municipalities (2016, Ministry of Interior)
General budget	To be provided
F. Health	
Health system	<p>Central Government</p> <p>Policy is formed at this level through consultation with the parliament, Ministry of Development, and the Ministry of Health. The national healthcare system is funded through the budget allocation conducted by the central government. Additionally, the central government contributes to the Universal Health Insurance Fund.</p> <p>Ministry of Health (MoH)</p> <p>Besides its policy-formulation role, the MoH is primarily responsible for the healthcare system. State hospitals are directly under the ministry's jurisdiction. The MoH conducts overviews and monitors the state's healthcare system. It also ensures the availability and delivery of pharmaceuticals, special products, and medical devices, and it also conducts economic evaluations to set the prices of these goods.</p> <p>The Social Security Institution (SSI)</p> <p>Patients make monetary contributions to the SSI through compulsory premium payments. In turn, The SSI reimburses public hospitals (MoH and University Hospitals) and makes some contribution to services provided by private healthcare institutions.</p> <p>Private Healthcare Services</p> <p>The MoH provides contributions towards the costs of private healthcare. Private healthcare institutions may bill up to 90% (as an additional surcharge), which will then be provided by private insurance or out of pocket payments.</p>
Obesity Percentage	19.9 (2014, TURKSTAT)

Total fertility rate (%)	2.14 (2015, TURKSTAT)					
Infant mortality rate	10.7 (2015, TURKSTAT)					
Life expectancy at birth	78 (2013–2014, TURKSTAT)					
Ratio of health budget over national budget (%)	5.0 (2015, Ministry of Finance)					
Ratio of health budget over Gross Domestic Product (GDP) (%)	1.3 (2015, Ministry of Finance)					
G. Industry						
Top five industries	Food products, basic metals, textile, motor vehicles, trailers and semi-trailers, and chemicals and chemical products					
Industries by their share in total sold production (%)	Industries	Years				
		2010	2011	2012	2013	2014
	Food products	15.3	14.5	14.6	14.9	15.5
	Basic metals	12.1	13.5	13.3	12.4	12.1
	Textile	8.1	8.0	8.2	8.3	8.1
	Motor vehicles, trailers, and semi-trailers	8.6	8.6	7.5	7.8	7.8
	Chemicals and chemical products	5.6	5.4	5.5	5.4	5.3
Balance of export/import (thousand USD)	-63,391,562 (2015, TURKSTAT)					
H. Economy						
GDP in current prices (million USD)	719,967 (2015, TURKSTAT)					
GDP growth rate	11.7 (2015, TURKSTAT)					
GDP per capita in current prices (USD)	9,261 (2015, TURKSTAT)					
I. Autonomy and Fairness						
Employment rate (thousand persons)	29,678 work force, 26,621 employed, 67% (2015, TURKSTAT)					

Unemployment rate	29,678 work force, 3,057 unemployed, 10.3% (2015, TURKSTAT)
Gender pay gap (%)	-0.4 (2014, TURKSTAT)
Poverty rate (%) ⁴	1.6 (2014, World Bank)
GINI Index	40.2 (2012, World Bank)
Educational attainment	<p>(2012, Organization for Economic Co-operation and Development (OECD))</p> <p>Percentage of the population that has attained below upper secondary education 25–64-year-olds - 66%</p> <p>Percentage of population that has attained upper secondary education 25-64-year-olds - 19%</p> <p>Percentage of population that has attained tertiary education 25–64-year-olds - 15%</p> <p>25–34-year-olds - 21%</p> <p>55–64-year-olds - 10%</p>
J. Social Connection	
Life satisfaction ⁵	56.6% (2015, TURKSTAT)
Marriage rate	599,704 (2014, TURKSTAT)
Divorce rate	130,913 (2014, TURKSTAT)
Religion	Muslim 99.8% (mostly Sunni), other 0.2% (mostly Christians and Jews)
K. Development Indicator from Human Development Report	
Human Development Index	0.761 (2014) 0.759 (2013) 0.756 (2012) 0.751 (2011) 0.738 (2010) 0.653 (2000) 0.576 (1990)
Inequality-adjusted Human Development Index	0.641 (2014)
Gender Development Index	0.902 (2014)

⁴ The national poverty headcount ratio is the percentage of the population living below the national poverty lines.

⁵ For measuring the overall happiness perception of the individuals and social values, satisfaction with the main components of life and public services

1.2. Definition of Refugees, Migrants, and Temporary Protection

The Law on Foreigners and International Protection in Turkey, Article 1 of Law 6458, determines the duties, authorities, and responsibilities of the Directorate General of Migration Management (DGMM) under the Ministry of the Interior of the Republic of Turkey, and the law specifies the procedures and the principles for foreigners' entry to, stay in, and exit from Turkey. The categories of international protection provided by the Republic of Turkey can be listed as follows: refugee, conditional refugee, subsidiary protection, and temporary protection. To demonstrate the situation of Syrians living in Turkey, it is necessary to explain the definitions of refugee, migrant, and temporary protection as described in Law 6458.⁶

Refugee:

“A person who, as a result of events occurring in European countries and owing to a well-founded fear of being persecuted for reasons of race, religion, nationality, membership of a particular social group, or political opinion, is outside the country of his citizenship and is unable or, owing to such fear, is unwilling to avail himself or herself of the protection of that country; or who, not having a nationality and being outside the country of his former residence as a result of such events, is unable or, owing to such fear, is unwilling to return to it, is granted refugee status upon completion of the refugee-status-determination process.”⁷

Migrant:

“Refugees are forced to flee because of a threat of persecution and because they lack the protection of their own country. A migrant, in comparison, may leave his or her country for many reasons that are not related to persecution, such as for the purposes of employment, family reunification, or study. A migrant continues to enjoy the protection of his or her own government, even when abroad.”⁸

Temporary Protection:

“Temporary protections are granted to foreigners who have been forced to leave their countries, are unable to return to the countries they left, and who have arrived at or crossed our borders in masses to seek urgent and temporary protection and whose international protection requests cannot be taken under individual assessment.”⁹

At the moment, Turkey is hosting the largest number of Syrians, with over 2,778,878¹⁰ and over half of these are children. To provide humanitarian assistance and building resilience, Turkey established an asylum framework through the Law on Foreigners and International Protection and the Temporary-protection Regulation. This regulation, and its improvements over time, offers Syrians access to Turkey's health and education systems and the labor market.¹¹ “Legal Framework

⁶ Grand National Assembly Of Turkey, Law On Foreigners And International Protection, Law No 6458, Retrieved June 27, 2016, from http://www.goc.gov.tr/icerik6/the-law-on-foreigners-and-international-protection-in-10-languages_914_1017_1405_icerik

⁷ Republic of Turkey Ministry of Interior Directorate General of Migration Management, Types of International Protection, Retrieved June 27, 2016, from http://www.goc.gov.tr/icerik6/types-of-international-protection_917_1063_5781_icerik

⁸ UNHCR, THE 1951 CONVENTION relating to the Status of Refugees and Its 1967 PROTOCOL.

⁹ Republic of Turkey Ministry of Interior Directorate General of Migration Management, Types of International Protection, Retrieved June 27, 2016, from http://www.goc.gov.tr/icerik6/types-of-international-protection_917_1063_5781_icerik

¹⁰ Republic of Turkey Ministry of Interior Directorate General of Migration Management. The latest data are from November 24, 2016, retrieved from http://www.goc.gov.tr/icerik6/temporary-protection_915_1024_4748_icerik

¹¹ UNHCR and UNDP, The Regional Refugee and Resilience Plan (3RP), Turkey Country Plan, Retrieved June 27, 2016, from <http://www.3rpsyriacrisis.org/the-3rp/turkey/>

for Syrian refugees in Turkey; on October 22, 2014, the Council of Ministers of the Republic of Turkey issued a regulation on temporary protection, as per article 91 of the Law on Foreigners and International Protection (6458).

According to Provisional Article 1 of the Temporary-protection Regulation, it applies to Syrian nationals, as well as stateless persons and refugees from Syria”.¹²

Objective and scope

ARTICLE 1 - (1) The objective of this regulation is to determine the procedures and principles pertaining to the temporary-protection proceedings that may be provided to foreigners who have been forced to leave their countries, who are unable to return to the countries they have left, and who have arrived at or crossed our borders in masses to seek urgent and temporary protection and whose international protection requests cannot be taken under individual assessment; to determine proceedings to be conducted related to their reception to Turkey, their stay in Turkey, their rights and obligations and their exits from Turkey, to regulate measures to be taken against mass movements and the provisions related to the cooperation between national and international organizations under article 91 of law no. 6458, on Foreigners and International Protection of April 4, 2013.

In Turkey, “Syrians under temporary protection” (hereafter referred as SUTP) is the term used by government. However, this definition excludes unregistered Syrians in the country. Thus, to differentiate from SUTP, in this report, the term “refugee” is applied to both registered and unregistered Syrian refugees.

1.3. Syrian Refugees in Turkey

The Syrian refugee crisis caused the largest refugee movement after World War II. The number of refugees who escaped from the Syrian civil war to neighboring countries such as Lebanon, Iraq, Jordan and Turkey is estimated to be between 4,100,000 and 5,000,000. Since April 2011, Turkey has been accepting Syrian refugees, and maintains the Open-Door Policy to them. In the latest statistics of the Ministry of the Interior, the number of Syrian refugees who evacuated to Turkey and were registered as Syrians under Temporary Protection (SUTP) reached 2,778,878¹³, which accounts for more than half the Syrian refugees flowing out to the entire world.¹⁴

¹² UNHCR, Legal Framework for Syrian refugees in Turkey. Retrieved June 27, 2016, from http://www.unhcr.org/turkey/uploads/root/frequently_asked_questions.pdf

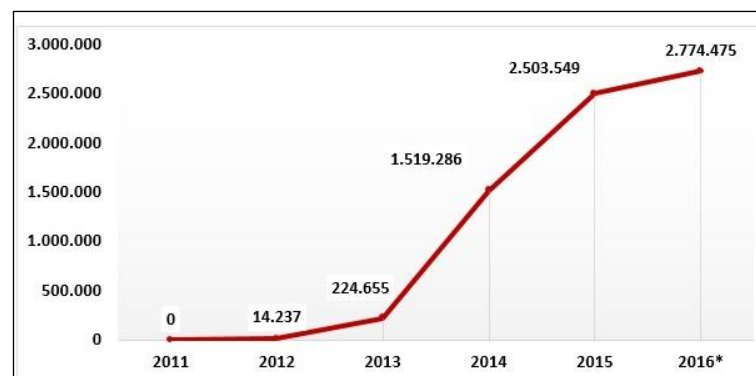
¹³ Data are the number of Syrians registered for Syrians under Temporary Protection status in Turkey dated November 24, 2016, retrieved from http://www.goc.gov.tr/icerik6/temporary-protection_915_1024_4748_icerik Ministry of Interior Directorate General of Migration Management

¹⁴ PERSPECTIVES, EXPECTATIONS AND SUGGESTIONS OF THE TURKISH BUSINESS SECTOR ON SYRIAN S IN TURKEY (December 30, 2015) by Turkish Confederation of Employer Associations. Lebanon accepted 25%, Jordan 12%, Iraq 5%, and Egypt 3% of the Syrian Refugees.



Source: U.S. Department of State Humanitarian Information

Map 1-1: Population Map of Syrian Refugees in Turkey



Source: Ministry of Interior Directorate General of Migration Management

Figure 1-1: Number of Syrians under Temporary Protection per Year (*as of November 17, 2016)

1.4. Importance of the Consideration of Vulnerability

To understand the overall context and situation of Syrians living in Turkey, it is fundamental to define and prioritize the needs and vulnerabilities of the population. Some disadvantaged groups such as women, children, older persons, persons with disabilities, religious and ethnic minorities, and the displaced are considered potentially vulnerable; however, depending on the context, these vulnerabilities vary. For example, in emergency situations, the vulnerability may often be magnified. Additionally, the pre-existing disadvantage could create further vulnerabilities and different types of vulnerabilities after the emergency.¹⁵

In emergency situations, internally displaced persons and refugees of some countries are considered groups that are more fortunate than others because they have a right to claim assistance and access to services, especially in regard to living in camp settings. On the other hand, refugees often face vulnerability because they have become members of a minority group. Refugees are more

¹⁵ Centre for International Education and Research (CIER), School of Education, University of Birmingham, UK and UNICEF Regional Office for South Asia, (n.d.), EDUCATION IN EMERGENCIES IN SOUTH ASIA: Reducing the Risks Facing Vulnerable Children, Retrieved June 27, 2016, from <http://www.unicef.org/rosa/Report1.pdf>

vulnerable to discrimination, exclusion, child labor, being excluded from school/dropping out, abuse, trafficking, and violence.¹⁶

Since the establishment of DGMM under the Ministry of the Interior of the Republic of Turkey in April 2014, the registration of Syrians in Turkey has been regulated. Previously, needs assessments on the Syrians had not been conducted or implemented by the public, but now the government coordinates the surveys and assessments to define the refugees' needs. The United Nations (UN) and aid agencies are targeting the disbursement of Syrians outside of the camps. Considering the fact that the majority of the Syrians are now beginning to leave the camps to live in other areas, it is necessary that they have access to social and economic services. The clarification and identification of the vulnerabilities of the refugees who live outside of the camps (in host communities) are priorities for The Regional Refugee and Resilience Plan of Turkey.¹⁷

Since each refugee differ in their backgrounds and situations, it is difficult to define vulnerability of refugees in a simple manner. In this report, the vulnerable situations that Syrian refugees face are explained through the results of the home visits in section 5.6. of Chapter 5.

¹⁶ Centre for International Education and Research (CIER), School of Education, University of Birmingham, UK and UNICEF Regional Office for South Asia, Date not available, EDUCATION IN EMERGENCIES IN SOUTH ASIA: Reducing the Risks Facing Vulnerable Children, Retrieved June 27, 2016, from <http://www.unicef.org/rosa/Report1.pdf>

¹⁷ UNHCR and UNDP, The Regional Refugee and Resilience Plan (3RP), Turkey Country Plan, Retrieved June 27, 2016, from <http://www.3rpsyriacrisis.org/the-3rp/turkey/>

CHAPTER 2. LAWS, REGULATIONS, AND POLICIES

2.1. Social Welfare Regulations and Law

2.1.1 Child Protection

(1) International Instruments for Child Well-being

Turkey signed the Convention on the Rights of the Child on September 14, 1990, and ratified it on December 9, 1994. The convention entered into force through Law no. 4058, which was published in the official gazette on January 17, 1995.

Turkey is also committed to the:

- Protocol to Prevent, Suppress, and Punish Human Trafficking in Persons, Especially Women and Children, supplementing the UN Convention against Transnational Organized Crime
- Optional Protocol to the UN Convention on the Rights of the Child on the Sale of Children, Child Prostitution and Child Pornography
- Optional Protocol to the UN Convention on the Rights of the Child on the Involvement of Children in Armed Conflict
- European Convention on the Exercise of Children's Rights

(2) Domestic Legislation

- Law on the Protection of Children from Obscene Publications (law no. 1117), adopted on June 21, 1927, and published in the official gazette on July 7, 1927, contains decisions to protect the young from periodicals and other publications that are considered to be potentially harmful to the morals of children below the age of 18.
- Law no. 2828, adopted on May 24, 1983 and published in the official gazette on May 27, 1983, regulates the provision of social services and child protection to children in need.
- Child Protection Law No. 5395 was adopted in 2005. The law regulates the procedures and principles to protect juveniles who require protection or who are forced into crime, and ensures their rights and well-being. The Child Protection Law covers numerous children's rights issues and incorporates many of the principles of the UN Convention on the Rights of the Child.
- Labor Law No. 4857 was adopted on May 22, 2003, and published in the official gazette on June 10, 2005. The purpose of the law is to regulate the rights and obligations regarding working conditions and work environments of employees and workers operating on labor contracts. Part four of the law is dedicated to arrangements of work, where specific articles regulate the employment of children, such as the minimum age for employment, prohibition on the employment of children, employment underground and underwater, and work during nighttime.
- Other legislations relevant to children's rights include, but are not limited to: Civil Code (no. 4721, November 22, 2001); Labor Act (no. 4857, May 22, 2003); Penal Code (no. 5237, June 1, 2005); Law on Criminal Procedure (no. 5271, June 1, 2005).

2.1.2 Women

- Law no. 6284 was adopted on March 8, 2012, and published in the official gazette on March 20, 2012, to protect families and prevent violence against women. The law aims to protect women, children, family members, and victims of stalking who have been subjected to violence or who are at risk of violence. The law regulates procedures and principles to prevent violence against the above-mentioned people. The law also states provisions on protective and preventive measures, financial provisions, and regulates the establishment and coordination of support services, centers, and other related agencies.
- Family Protection Law No. 4320 entered force in January 1998. The scope of the law was widened on April 26, 2007, and the renewed law entered force on March 1, 2008. Under the law, family-court judges may decide all precautionary measures to be taken against the

perpetrator, including removing the perpetrator from the spouse's house. When and if the family-court judge deems it appropriate, he/she can, under the law, order the perpetrator to "apply to a healthcare institution for examination or treatment."

- A Prime Ministry Circular (no. 2006/17) on "Measures to be taken to Prevent Custom and Honor Killings and Violence against Children and Women" entrusted the General Directorate on the Status of Women with the duty of coordinating activities and measures to combat violence against women and custom and honor killings. Under the circular, all related institutions are to report to the prime ministry every three months on activities undertaken. The reports are collected and compiled by the General Directorate on the Status of Women.
- The 2005 amendment to Turkish Penal Code No. 5237 has strengthened the social status of women.
- Under Municipality Law No. 5393, adopted on July 3, 2005, and published in the official gazette on July 13, 2005, municipalities were given the authority to provide services to female victims of violence.
- Turkey is part of the Convention on the Elimination of All Forms of Discrimination against Women. It ratified the convention on December 20, 1985.

2.1.3 Elderly

- In 1930, law no. 1580 came into force for the first time, assigning responsibility for protecting people requiring care (including the elderly), and the building and managing of care homes as public institutions for municipalities. Within the scope of the law, care homes, centers for the vulnerable, hospices, and nursing homes have been established in different provinces.¹⁸
- The General Directorate of Social Services was established in 1963 in order to oversee all facilities in the field of social assistance, security services and care for people in need (elderly, children, people with disabilities), rehabilitation services, and the institutionalization of people in need.¹⁹
- Article 4 of law no. 2828, General Directorate of Services for Persons with Disabilities and Elderly, was founded according to the provisions stipulated in subparagraph (f) of article 10 of the referred law. This concerns the performance of services related to the identification, protection, and care of elderly individuals in need, and the fulfillment of duties associated with the establishment and operation of organizations for such services.²⁰
- As an amendment applied to the Law on Disability on June 1, 2005, the name of the Department of Elderly Services was changed to the Department of Elderly-care Services.²¹
- The Regulations on the Day-time and At-Home Nursing Services provided in the Service of the "Centers for the Elderly" was published in the official gazette on August 7, 2008, and was numbered 26960.

2.1.4 Disability

- The Ministry of Family and Social Policies (MoFSP) was founded as a line ministry with Decree Law No. 633 on June 3, 2011. A total of six service units exist within the body of the ministry, including the General Directorates of Family and Community Services, Social

¹⁸ Ministry of Family and Social Policies, General Overview to Elderly People, Retrieved on June 27, 2016, from <http://eyh.aile.gov.tr/uygulamalar/yasli-bakim-hizmetleri/yasliliga-genel-bakis>

¹⁹ Ministry of Family and Social Policies, General Overview to Elderly People, Retrieved on June 27, 2016, from <http://eyh.aile.gov.tr/uygulamalar/yasli-bakim-hizmetleri/yasliliga-genel-bakis>

²⁰ Ministry of Family and Social Policies, General Overview to Elderly People, Retrieved June 27, 2016, from <http://eyh.aile.gov.tr/uygulamalar/yasli-bakim-hizmetleri/yasliliga-genel-bakis>

²¹ Ministry of Family and Social Policies, General Overview to Elderly People, Retrieved June 27, 2016, from <http://eyh.aile.gov.tr/uygulamalar/yasli-bakim-hizmetleri/yasliliga-genel-bakis>

Assistance, The Status of Women, Child Services, Persons with Disabilities and Elderly Services, and the Department of Fallen Soldiers' Relatives and Veterans' Affairs.

- A modification to law no. 657 was put into effect on October 3, 2011. "The Regulation concerning the Conditions of Hiring Persons with Disabilities as State Employees, the Central Examination and Draw Procedures," which determines the procedures and principles concerning the hiring of persons with disabilities as state employees, was prepared with the contributions of the directorate general.
- Regulation on the Identification of Persons with Disabilities in Need of Nursing and on the Determination of the Procedures of Care Services (Amended-O.G. October 23, 2007-26679; Amended-O.G. July 31, 2009-27305; Amended-O.G. October 21, 2010-27736), published in the official gazette on July 30, 2006, and numbered 26244.²²
- Regulation on Private-sector Care Centers for Persons with Disabilities in Need of Nursing (Amended-O.G. October 23, 2007-26679; Amended-O.G. July 31, 2009-27305; Amended-O.G. October 21, 2010-27736), published in the official gazette on July 30, 2006, and numbered 26244.²³
- Regulation on Public-sector Care Centers for Persons with Disabilities in Need of Nursing (Amended – O.G. October 23, 2007-26679; Amended-O.G. July 31, 2009-27305; Amended-O.G. October 21, 2010-27736), published in the official gazette on July 30, 2006, and numbered 26244.²⁴
- Regulation on the Protection Care and Rehabilitation Centers and Care and Social Rehabilitation Centers (Amended-O.G. November 8, 2010-27753), published in the official gazette on September 4, 2009, and numbered 27339.²⁵
- Regulation on the General Directorate of Social Services and Child Protection, Care, Services, and Rehabilitation of Persons with Disabilities and Services for Family Counseling, published in the official gazette on September 3, 2009, and numbered 27691.²⁶

2.1.5 Refugee

Turkey is one of the signatory countries of the 1951 Refugee Convention. Turkey takes full responsibility for refugees coming from countries that are members of the European Council. For those coming from outside of this zone, Turkey may grant limited protection in the form of one of many temporary statuses (conditional refugee status, humanitarian residential permit, or temporary protection).

The laws and regulations that are related to refugees include, but are not limited to, the following:

- Law on Work Permits of Foreigners, No. 4817, February 27, 2003 (article 8, Exceptions)
- The Law on Foreigners and International Protection, O.G. April 11, 2013, No. 28615
- Regulation on Work Permits for Refugees Under Temporary Protection, O.G. January 15, 2016, No. 2016/8375

2.2. Law on Work Permits of Foreigners in Turkey

The core of law no. 4817 on Work Permits of Foreigners in Turkey can be summarized based on its objectives, obligations, periods, and exceptions, as described below.

²² Official Journal. Retrieved June 27, 2016, from <http://www.resmigazete.gov.tr/eskiler/2007/10/20071023-10.htm>

²³ Official Journal. Retrieved June 27, 2016, from <http://www.resmigazete.gov.tr/eskiler/2007/10/20071023-10.htm>

²⁴ Ministry of Education. Retrieved June 27, 2016, from http://mevzuat.meb.gov.tr/html/26244_1.html

²⁵ Official Journal, Retrieved June 27, 2016, from <http://www.resmigazete.gov.tr/main.aspx?home=http://www.resmigazete.gov.tr/eskiler/2010/11/20101108.htm&main=http://www.resmigazete.gov.tr/eskiler/2010/11/20101108.htm>

²⁶ Official Journal. Retrieved June 27, 2016, from <http://www.resmigazete.gov.tr/main.aspx?home=http://www.resmigazete.gov.tr/eskiler/2010/09/20100903.htm&main=http://www.resmigazete.gov.tr/eskiler/2010/09/20100903.htm>

2.2.1 Objective of the Law:

Law on Work Permits of Foreigners, numbered 4817,²⁷ which was enacted on February 27, 2003, regulates the work of foreigners in Turkey through a system of work permits, specifying the rules regarding the granting of working permits to foreigners.

2.2.2 Obligation to Acquire Permission and Authority to Give Permission:

Article 4 of the Law on Work Permits of Foreigners specifies to whom permission can be granted. The permission authorities specify:

“Unless otherwise provided in the bilateral or multilateral agreements to which Turkey is a party, foreigners are obliged to obtain permission before they begin to work dependently or independently in Turkey.”

In cases where the country’s benefits require or depend on *force majeure*, working permits may be given after work has begun, provided that information is given to the relevant authority before the commencement of the work, and on the conditions that the working period will not exceed one month and that ministerial (Ministry of Labor and Social Security) approval has been obtained.”

2.2.3 Work Permissions and Work Permission Exemptions and Restrictions:

Part 3 of the Law on Work Permits of Foreigners draws the frame of working permission based on permission type and exemptions and restrictions. The above-mentioned law regulates the granting of work permits to foreigners in accordance with the types of work involved and period of the foreigners’ stay in Turkey.

2.2.4 Working permissions for a definite period of time:

Duration of stay is clearly mentioned in article 5 as:

“Unless otherwise provided in the bilateral or multilateral agreements to which Turkey is a party, working permission for a definite period of time is given for a maximum of one year in a certain workplace or enterprise and in a certain job, taking into consideration the situation in the business market, developments in labor life, sectoral and economic conjuncture changes regarding employment, as well as the duration of the residence permit of the foreigner, duration of the foreigner’s service contract, or the duration of the work.”

2.2.5 Working permissions for an indefinite period of time:

Article 6 (as amended on September 11, 2014 by article 22 of law no. 6552)²⁸ states:

“Unless otherwise provided in the bilateral or multilateral agreements to which Turkey is a party, and without prejudice to the acquired rights of foreigners who are granted working permission for an indefinite period of time before April 11, 2014, holders of a long-term residence permit pursuant to the Law on Foreigners and International Protection, no. 6458,²⁹ those foreigners that have resided in Turkey uninterruptedly for at least eight years with a resident permit, or those who have legally worked for a total of eight years may be granted working permission for an indefinite period of time.”

Foreigners holding a working permit for an indefinite period of time shall benefit from the same rights as long-term residence permit holders, which is stipulated in law no. 6458, article 44.

²⁷ Law Number 4817 on Work Permit of Foreigners from [http://www.goc.gov.tr/files/files/4\(1\).pdf](http://www.goc.gov.tr/files/files/4(1).pdf)

²⁸ Law Number 4817 on Work Permit of Foreigners from <http://www.mevzuat.gov.tr/MevzuatMetin/1.5.4817.doc>

²⁹ Law of Foreigners and International Protection. Retrieved June 20, 2016, from http://www.goc.gov.tr/files/files/eng_mikanun_5_son.pdf

Working permission for an indefinite period of time shall be cancelled upon a foreigner's or his/her employer's claim, or in the cases specified in law no. 6458, article 45, that stipulate the circumstances under which a long-term residence permit shall be cancelled. In contrast, article 8 in law no. 4817 defines that without being dependent to the durations provided in this law, working permission may be given to foreigners or stateless persons who have applied for international protection and have been granted conditional refugee status by the Ministry of the Interior.

2.2.6 Law on Work Permission for Syrian Refugees

The main points of the Law on Work Permits of Foreigners have been mentioned above. However, work permits for Syrian refugees are subject to a different law and regulation, as indicated below:

“Work permits for Syrian Refugees”

The Law on Foreigner and International Protection was issued in official journal no. 28615, dated April 11, 2013. However, the purpose of this law is to regulate the principles and procedures with regard to foreigners' entry to, stay in, and exit from Turkey. It also states the scope and implementation of the protection to be provided for foreigners who seek protection in Turkey, and the duties, mandate, and responsibilities of the Directorate General of Migration Management under the Ministry of the Interior.

After this law came into effect, the recent tragic events in Syria worsened and caused an increase in the illegal migration of Syrian people into Europe. As a result, Turkey became a “target” country for irregular and mass migration. Illegal migration forces Syrian people to work for low wages and seek employment in an illegal capacity, meaning it remains a prominent topic on the world's agenda.

This informal employment of refugees also reduces wages and causes unfair competition for local people. As a solution to this problem, the “Regulation on Work Permits for Refugees Under Temporary Protection”³⁰ has been issued in official journal no. 2016/8375, dated January 15, 2016, and these refugees will be granted work permits under the following summarized conditions and restrictions in Turkey.

Article 4: The Obligation to Obtain a Work Permit

Foreigners who are subjected to the Temporary-protection Law are not permitted to be employed without a work permit.

Article 5: Application for Work Permits and Exemptions

- (1) Foreigners subject to the Temporary-protection Law shall complete a work-permit application to the ministry six months after having registered on the temporary registration system.
- (2) Foreigners who work in seasonal jobs in agriculture and livestock that are subject to the Temporary-protection Law are exempted from obtaining work permits. An exemption application should be sent to the governorship of the province. The governorship shall then forward the application to the ministry.
- (3) Foreigners subject to the Temporary-protection Law who have the right to apply for an independent work permit must make the work-permission application in person.
- (4) A quota and provincial restriction can be introduced for foreigners who work in seasonal jobs in agriculture and livestock and who are subject to the Temporary-protection Law.

³⁰ Geçici Koruma Sağlanan Yabancıların Çalışma İzinlerine Dair Yönetmelik (Regulation on Work Permit of Refugees Under Temporary Protection.) Retrieved June 22, 2016, from www.resmigazete.gov.tr/eskiler/2016/01/20160115-23.pdf

Article 6: Evaluation

- (1) All applications are evaluated by the ministry; evaluation shall be conducted by the ministry.
- (2) Applications for occupations that are decreed by law to be performed only by Turkish citizens shall not be evaluated.
- (3) In order to make a work permit application to the ministry: health professionals must obtain prior authorization from the Ministry of Health and training professionals must obtain prior authorization from the Ministry of National Education or the Institution of Higher Education. Applications without prior authorization will not be evaluated.

Article 8: Employment Quota

At the workplace for which a work permit is requested, the number of working refugees under temporary protection cannot exceed 10% of the Turkish citizens employed.

Article 10: Wages

Foreigners under temporary protection cannot be paid less than the minimum wage.

2.3. Acceptance Policy of Syrian Refugees

2.3.1 Acceptance History

As Turkey shares its longest common border with Syria (877 km), various geographic and historical connections unite the two neighboring states. As a neighboring country, Turkey implemented an open-door policy to Syrians because of the outbreak of civil war in Syria, and this has become a subject of broad interest in the country.

Long before the current violence in Syria, social and economic problems with unemployment, income inequality, the suppression of minorities, and the suppression of political opposition were considerably important issues in the country (the GDP per capita in Syria is approximately one third of that in Turkey). Various reasons, including the violence in Syria, have forced people to leave the country and Turkey has become the first-choice destination for them.

Initially, Turkey chose to refer to Syrian refugees as “guests,” but the number of Syrians fleeing the country has continued and the refugee flow from Syria has since exceeded all predictions. The government designated the Disaster and Emergency Management Presidency (AFAD) in May 2011 as the leading organization to coordinate the response to the crisis. AFAD took the initial lead in arranging for shelters for the first group of refugees, and by October 2011 eight camps had already been created.

As the upheaval and state of war continued, further extension of the duration of the crisis was expected. A new situation emerged after an increase in ISIS activity in Syria, which resulted in an immediate influx of thousands of people. By then it was becoming increasingly clear that there was a growing need to put a more comprehensive policy into place.

2.3.2 Policy Response to the Changing Realities:

From the beginning of the mass arrivals from Syria in March 2011 until the creation of the Temporary-protection Regulation on October 22, 2014, Turkey’s “Temporary Protection” policy for its exponentially growing population of Syrians was not organized on a legislative basis, but considered a spontaneous and temporary reaction.

During this period, Turkey continued to invest in more camps in the cities close to the border. Meanwhile, the number of refugees from Syria crossing the border and taking residence in

residential areas outside the camps continued to grow. The government established quality shelters with entertainment rooms, health services, exercise facilities, and physiological assistance.³¹ However, the government failed to create a registration model for the growing non-camp population. A report by Amnesty International in November 2014 highlighted the scale of the problem of non-camped Syrians: “About 220,000 are living in 22 government-run camps, which offer food and essential services, however the remaining 1.38 million - more than 85% of the refugees - are living outside the camps, mostly in the communities along the Turkey-Syrian border.”³² Up until early 2015, the majority of “non-camp” refugees from Syria remained unregistered and unidentified, and they continued to move and disperse throughout the country, including into big cities.

After the adoption of Temporary-protection Law, AFAD and the Turkish Red Crescent, along with relevant provincial departments of various ministries, were entrusted with the tasks of establishing, managing, and providing large-scale refugee camps in southern Turkey. The National Police, and later the newly established DGMM, have overseen the registration and documentation of “Temporary Protection” beneficiaries. The Ministry of Health and the Ministry of Education have overseen the provision of state-funded, free healthcare services and educational activities to temporary-protection beneficiaries, respectively.

2.3.3 Sharing the Burden:

At the beginning of the Syrian crisis, Turkey did not seek international assistance in its humanitarian effort, and took full charge of building and managing camps, including the registration and documentation of refugees. After 2012, Turkey began to seek help from the international community as a means of sharing the burden. In light of the increasing numbers of refugees, on April 13, 2012, the Government of Turkey made a verbal announcement to international organizations, expressing its readiness to accept assistance offered in the form of critical relief items (CRIs). In the process of planning for the second half of 2012 and the current revision of the Regional Response Plan, the government also stated that it would welcome the international community’s participation in the joint planning of related activities.³³

By this time, the government had begun to revise its policies in response to the changing realities of the Syrian crisis. This challenge began with a shift from a state-centered approach to the refugee issue to involving international organizations and NGOs. At the beginning, AFAD and the Turkish Red Crescent were taking the main responsibility for the unpredicted migration of the Syrian refugees, but the government decided to create a body that would have primary responsibility for addressing the needs of the mass arrivals of Syrians.

While the Syrian refugee crisis has pushed the Turkish state to reassess its legal framework for asylum and international protection, and also to accelerate pre-existing reform efforts, gaps have surfaced in the management of the crisis on the ground. Most technical and financial capacity was devoted to establishing new institutions, such as the General Directorate of Migration Management, and the implementation of new legislation. Therefore, the on-the-ground management of Syrian refugees was left to national organizations that were working actively in the camps.³⁴

In his speech at the “World Humanitarian Summit” in Istanbul on May 23–24, 2016, Recep Tayyip Erdoğan the President of Turkey, called for European countries to accommodate more Syrian refugees.³⁵ “When the world failed in Syria, Turkey stepped in. Now others must help.”³⁶

³¹ Daily Sabah, Retrieved June 24, 2016, from <http://www.dailysabah.com/politics/2014/11/10/turkish-refugee-camps-provide-proper-living-conditions-report-claims>

³² Daily Sabah, Retrieved June 24, 2016, from <http://www.dailysabah.com/politics/2014/11/10/turkish-refugee-camps-provide-proper-living-conditions-report-claims>

³³ Syria Regional Response Plan (RRP2) June 1, 2012, Retrieved June 24, 2016, from <http://data.unhcr.org/syrianrefugees/documents.php?page=16&view=grid&Language%5B%5D=1&Type%5B%5D=5>

³⁴ Syrian Refugees in Turkey, The Long Road Ahead, from <http://www.migrationpolicy.org/research/syrian-refugees-turkey-long-road-ahead>

³⁵ The Guardian. Patrick Kingsley, Retrieved June 26, 2016, from <https://www.theguardian.com/world/2016/may/23/erdogan-calls-on-europe-to-take-in-more-syrian-refugees>

In the summit, global leaders discussed how to effectively respond to this major humanitarian challenge, and how to be better prepared to meet the challenges of the future. One of the priority issues included in the summit was a new global approach to managing forced displacement, with an emphasis on ensuring hope and dignity for refugees or internally displaced people, and a system for providing better support for host countries and communities.

Participants praised the leadership and generosity of countries and communities hosting large numbers of refugees, and recognized that addressing global displacement is a shared responsibility. Participants agreed that the United Nations General Assembly High-level Meeting on Addressing Large Movements of Refugees, which begins on September 16, 2016, will be a crucial opportunity to take this reality forward.³⁷

³⁶ The Guardian. Retrieved June.26, 2016, from <https://www.theguardian.com/commentisfree/2016/may/23/world-failed-syria-turkey-refugee-crisis>

³⁷ World Humanitarian Summit “Restoring Humanity” Retrieved June 26, 2016, from <https://consultations2.worldhumanitariansummit.org/bitcache/5171492e71696bcf9d4c571c93dfc6dcd7f361ee?vid=581078&disposition=inline&op=view>

CHAPTER 3. RESPONSE TO THE SYRIA CRISIS IN TURKEY

3.1. Regulations, Policies, and Activities by Different Ministries Concerned with Refugees in Turkey

3.1.1 Turkey's Policy

Turkey has been making considerable efforts to give shelter to Syrian refugees. Sheltering and integrating such a large population of refugees is a major challenge for the country. Under the regulation on temporary protection issued in October 2014, Syrians under temporary protection can benefit from health, transportation, and education services. However, the country is still in the process of regulating Syrians who are under temporary protection in order to allow them to access the labor market.

This involves writing detailed rules and procedures for labor-market access, including a list of sectors and provinces where Syrians under temporary protection can be employed. Turkey should also adopt secondary legislation to implement laws on foreigners and international protection, most notably in regard to obtaining residence permits and health insurance. Further progress on these issues would help Syrians in Turkey to become more self-subsistent.³⁸

3.1.2 Prime Ministry Disaster and Emergency Management Authority (AFAD)

Law no. 5902 on the Organization and Functions of AFAD was adopted on May 29, 2009. AFAD is mandated with taking necessary measures for the efficient country-wide execution of services related with disasters, emergencies, and civil defense, making preparations prior to the occurrence of incidents, mitigating the damage sustained, facilitating coordination between related institutions and organizations that manage responses during incidents and recovery work that are performed afterwards, and creating and implementing policies on these matters.

Law no. 5902 was endorsed by the Council of Ministers on January 31, 2011 (published in the official gazette numbered 27851 on February 19, 2011), in relation to the establishment of disaster and emergency centers and their duties and responsibilities. Under article 6 of the directive, the centers are mandated to coordinate all interventions in and responses to natural and man-made disasters and emergencies nationwide, including refugee crises and massive movements.

In line with Circular 2014/4 regulating the services to be provided for those under temporary protection, AFAD is assigned responsibility for coordinating the effective and efficient delivery of all services (temporary shelter, education, health, access to the labor market, social support, etc.) to those under temporary protection.

3.1.3 Ministry of Development

In the Migration Report of the Ministry of Development (MoD) - 10th Development Plan (2014–2018), refugee-migration policies are summarized as follows:³⁹

Because of the conditions of migration, emigration, and the fact that Turkey is a transit country, there are many types of migration flows in Turkey. There are four main migration groups to Turkey:

- Groups that require international protection
- Regular migrants
- Irregular migrants
- Groups that are exposed to human trafficking

The main sectoral problem that affects the entire structure is that Turkey does not have a system that forms the basis of a healthy assessment of migration and projection. Consequently, Turkey must create institutional infrastructure and regulations that will fulfill the concurrent needs. On the other

³⁸ European Commission - Commission Staff Working Document - Turkey 2015 Report- Brussels, 10.11.2015, Retrieved June 2, 2016, from http://ec.europa.eu/enlargement/pdf/key_documents/2015/20151110_report_turkey.pdf

³⁹ Specialization report for 10th Development Plan of Turkey, Retrieved July 14, 2016, from <http://www.cka.org.tr/dosyalar/Ozel%20Ihtisas%20Komisyonu%20Raporlar%C4%B1/g%C3%B6c.pdf>

hand, migration inception has changed among society, and while migration was formerly “an illegal issue,” it has become an unpreventable fact in Turkey.

Based on this experience, Turkey has been providing work permits to foreigners under different criteria. The regulations have been updated for occupations such as doctors and nurses, and it has become legal to employ such foreigners in private hospitals. Turkey urgently requires a migration and adaptation policy that considers liberal, human-oriented, and national interests while also possessing a global sense of justice.

The basic determination to be placed in the plans:

- Turkey is a migration, emigration, and transit country. Current economic and social process will strengthen Turkey’s location in the following years.
- A reliable and comprehensive data system should be established in order to generate healthy policy in the field of migration.
- The need to generate legislation that fulfills the concurrent needs and institutional infrastructure in Turkey in the field of regular and irregular migration has not yet been satisfied.
- Instead of considering the migrations as a threat, it is beneficial to convert this situation into an opportunity and to consider how we can benefit from the migration issue.
- The gap in the field of refugee legislation creates considerable problems for Turkey.
- In Turkey, there is no registration system that accounts for migration.
- There are two kinds of human power sources required to fill the high-qualified work-power gap in Turkey: 1) international university graduates, 2) Turkish people who live abroad or people of Turkish origins living abroad who possess the nationality of their home countries. Within the scope of the “international-protection regulation” there are some articles that facilitate the granting of residency and work permits to foreigners who are students and graduates of higher education. This legislation is intended to encourage qualified graduates, who are the epitome of internationally protected migrants, to stay in Turkey.

3.1.4 Ministry of Family and Social Policies

The Temporary-protection Regulation is prepared on the basis of article 91 of law no. 6458, which concerns Foreigners and International Protection and was enacted on April 4, 2013.⁴⁰ It determines the main roles of the MoFSP as follows:

Proceedings for referral to temporary-accommodation centers

ARTICLE 23 - (1) Foreigners under this regulation shall be referred, at the earliest possible time, to temporary-accommodation centers that have been deemed appropriate by the Directorate General, in coordination with the governorates and after considering the capacity information received from AFAD, either directly from the referral centers or after having been referred to cities. The governorate shall decide if the foreigner shall be accompanied by law-enforcement officers.

(4) Principally, unaccompanied children shall be accommodated in coordination with the Ministry of Family and Social Policies. However, when appropriate conditions are met, unaccompanied children may be accommodated in cooperation with AFAD in separate areas of the temporary-accommodation centers under the control and responsibility of the Ministry of Family and Social Policies.

⁴⁰ Temporary Protection Regulation, Retrived on July 2, 2016, from http://www.goc.gov.tr/files/_dokuman28.pdf

Health services

ARTICLE 27 - (1) The following health services shall be provided or have been provided inside and outside of the temporary-accommodation centers under the control and responsibility of the Ministry of Health.

(5) Psychosocial services to be provided for persons benefiting from temporary protection shall be provided [in cooperation] with support-solution partners, which are also specified in the Disaster Intervention Plan of Turkey, published by the Ministry of Family and Social Policies in official gazette no. 28871 on January 3, 2014.

Social assistance and services

ARTICLE 30 - (1) Of the foreigners under this regulation, those who are in need may be allowed access to social assistance within the scope of law no. 3294 on Encouraging Social Assistance and Solidarity of May 29, 1986, in accordance with procedures and principles to be determined by the Board of Encouraging Social Assistance and Solidarity Funding, as indicated in article 3 of the aforementioned law.

(2) Access to social services by foreigners under this regulation who are in need shall be granted pursuant to the procedures and principles determined by the ministry and the Ministry of Family and Social Policies.

Call for support and provision of assistance

ARTICLE 47 - (1) The Ministry of Foreign Affairs may, upon receiving the opinion of relevant public institutions and organizations, request the support of other states, international organizations, and civil-society organizations within the framework of international burden-sharing in order to ensure the provision of services to the foreigners under this regulation.

(3) AFAD may directly cooperate with public institutions and organizations and governorates, particularly the Ministry of Family and Social Policies, the Turkish Red Crescent Association, and social assistance and solidarity foundations, regarding the use of these forms of in-kind and in-cash assistance.

3.1.5 Ministry of Health

According to the Temporary-protection Regulation published in the official gazette on October 22, 2014, the cost of health services provided to Syrians in Hatay province (which is the first entry point) is funded by AFAD. Later, in August 2013, geographical coverage was extended to 81 provinces.

The regulation limits the health services that can be provided to those who are under temporary protection in Turkey, particularly regarding the prevention of communicable diseases and the emergency services.

The MoH has responsibility for providing health services inside and outside of temporary shelters. No financial contribution is taken from the patients for these services. The costs of the health services, which are within the thresholds established by Social Security Institution, are funded by AFAD. Except for emergency and compulsory situations, those refugees who are under temporary protection cannot apply to private health centers. Psychosocial support by the MoH is conducted in coordination with support provided by the MoFSP.

Under the Provincial Health Directorate, Migrant Health Centers are established in 12 provinces. Refugees under temporary protection can avail of primary health services offered by family medicine centers and migrant-health centers. The following health services are provided by Migrant Health Centers:

- Primary level diagnoses, treatment, and rehabilitation services

- Monitoring and surveillance of certain groups (pregnant women, puerperal, newborns, children)
- Preventive and reproductive health services,
- Health training (in topics such as hygiene, breastfeeding, and healthy nutrition)

NGOs (foundations or associations) can provide health services on a voluntary basis for six months to those under temporary protection. The MoH can decide to extend the duration.

AFAD and the MoH signed the protocol for the period of July 1–December 31, 2015. According to the protocol, AFAD has paid 375 Million TL to the MoH for health services to be provided to those refugees under temporary protection.

With the circulation of no. 2014/4, which regulates the service provision for the refugees under temporary protection, certain areas of the health services were limited to these refugees when compared with the health services available under general health insurance, which is provided by the SSI. Usually, the health services for the refugees under temporary protection are provided in the provinces where the refugees are registered. However, if the required health services cannot be provided within the province, then they are referred to the most suitable province to receive the services.

3.1.6 Ministry of National Education

Turkey's national legislative framework supports refugees' right to access free-education services. Based on the Turkish national law, every child in Turkey, including foreign children, has the right to access free primary and secondary education services. The Temporary-protection Regulation, which has been prepared based on article 91 of law no. 6458 on Foreigners and International Protection, clearly defines the roles and responsibilities of the Ministry of National Education (MoNE) in regard to providing education services for foreigners.

Article 28 (1) of the Temporary-protection Regulation states that all education activities for foreigners conducted inside and outside temporary accommodation centers shall be controlled by and the responsibility of the MoNE; this includes the following activities:

- (1) "Pre-school education services may be provided for children who are 36–66 months old, where children who are 54–66 months old are prioritized.
- (2) "Education activities for those at the age of primary and secondary education shall be performed in line with the relevant legislation of the MoNE.
- (3) "Language education, vocational courses, skills training, and hobby courses addressing all age groups may be organized depending on the demand."⁴¹

Article 28 (2) of the Temporary-protection Regulation determines the role of the presidency of the Council of Higher Education on procedures and principles related to associate, undergraduate, master's, and doctorate degrees. Article 28(3) of the Temporary-protection Regulation stipulates the necessary documentation to be issued depending on the content and duration of the education. If the foreigner has received education under a different curriculum, the evaluation of the documentation is the responsibility of the relevant units of the MoNE or the presidency of the Council of Higher Education. Additionally, article 28(3) states the other relevant procedures and principles regarding education activities for the foreigners shall be regulated by the MoNE.⁴²

The MoNE's circulation on foreigners' access to education (no. 2014/21), issued in September 2014, is designed to extend the scope and capacity of the activities offered for Syrians. This circulation (no. 2014/21) ensures that foreigners under temporary protection have access to educational services delivered through schools and temporary-education centers overseen by the provincial education directorate in each province. Moreover, the MoNE had updated the circulation

⁴¹ Grand National Assembly of Turkey, 2014, Temporary Protection Regulation, Retrieved June 30, 2016, from <http://www.goc.gov.tr/files/files/temptemp.pdf>

⁴² Grand National Assembly of Turkey, 2014, Temporary Protection Regulation, Retrieved June 30, 2016, from <http://www.goc.gov.tr/files/files/temptemp.pdf>

in regard to non-formal education institutions so that the Syrian refugees may attend Turkish-language classes as well as skills, hobby, and vocational courses offered by public education centers (Halk Egitim Merkezi) free of charge.⁴³

Education activities targeting Syrians living under temporary protection in Turkey have two pillars.

- (1) To include Syrians living across Turkey in the current national education system and ensure their access to national education services. By March 2016, 73,000 Syrians had enrolled in school, from preschool to the 12th grade, with their Turkish peers. Turkey continues to promote the enrollment of the Syrian students in both private and government schools.
- (2) To provide special education programs in their own language with Syrian teachers. Based on the MoNE's circulation on foreigners' access to education (no. 2014/21), issued in September 2014, temporary-education centers have been opened. In these centers, Turkish teachers are giving language courses and the Syrian voluntary teachers are teaching other classes through Arabic.

The following activities of the MoNE also cover:

- The construction and conversion of schools.
- The development of education models for Syrians, including non-formal education and vocational education.
- The provision of Turkish-language courses as well as skills, hobby, and vocational courses through public education centers (Halk Egitim Merkezi).
- The coordination of the enrollment of Syrian students who have finished their secondary education in Turkey in higher education.

“The Strategic Plan, 2015–2019 of MoNE” clearly defines the role of the ministry in supporting the educational rights of refugee children living in Turkey. The plan (Theme Area 1-Access to Education, Strategic Target 1.1) prioritizes having the most disadvantaged children participate in all levels of education. Additionally, the plan is designed to support the integration of refugee children, children under temporary protection, and stateless children into the national-education system so that they can continue their education in Turkey (Strategy No 7). The ministry has been asked to prepare a budget of TL 381,200,000,000 for 2015–2019.⁴⁴

The overall budget of the MoNE for 2016 is TL 76,354,306,000; but in the ministry's budget presentation, the financial aspect for the Syrians under temporary protection in Turkey was not clearly defined. However, the budget for 2016 includes a projected budget of €9,875,000 (TL 36,733,609) over three years to help the Syrians under temporary protection in Turkey access education services (this budget is allocated with the financial support of the European Union (EU), and with the partnership of the Office of the United Nations High Commissioner for Refugees (UNHCR) and the Ministry of Internal Affairs).⁴⁵

3.1.7 Ministry of Labor and Social Security

Article no. 91 of law no. 6458 and article no. 29 of the “Directive on Temporary Protection” were published in the official journal on October 22, 2014, pursuant to the cabinet decree numbered 2014/6883 and dated October 13, 2014.⁴⁶

“The Directive on Work Permits for Foreigners Under Temporary Protection,” which was decreed by the cabinet on January 11, 2016, and published in the official journal of January 15, 2016, identifies the duties and the level of authority of the Ministry of Labor and Social Security (MoLSS),

⁴³ Milli Eğitim Bakanlığı, Yılı Bütçe Sunuşu, Retrieved June 30, 2016, from http://sgb.meb.gov.tr/meb_iys_dosyalar/2016_03/25025608_2016yiligenelkurulsunu_25.03.2016.pdf

⁴⁴ Milli Eğitim Bakanlığı, 2015-2019 STRATEJİK PLANI, Retrived July 2, 2016, from <http://sgb.meb.gov.tr/www/mill-egitim-bakanligi-2015-2019-stratejik-plani-yayinlanmistir/icerik/181>

⁴⁵ Milli Eğitim Bakanlığı, 2016, 2016 Yılı Bütçe Sunuşu, Retrived June 30, 2016, from http://sgb.meb.gov.tr/meb_iys_dosyalar/2016_03/25025608_2016yiligenelkurulsunu_25.03.2016.pdf

⁴⁶ Law of Foreigners and International Protection, Retrieved June 20, 2016, from http://www.goc.gov.tr/files/files/eng_minikanun_5_son.pdf

as well as its responsibilities in regard to the employment of foreigners under temporary protection.⁴⁷ The directive also defines work permits for foreigners under temporary protection. It is defined that foreigners under temporary protection can only apply to the ministry to obtain a work permits after six months have elapsed since their temporary-protection registration date.

The application to obtain a work permit must be submitted on the e-Government Gateway by the employer who plans to employ a foreigner under temporary protection. Foreigners under temporary protection who have the right to apply for freelance work must submit the application in person, and foreigners under temporary protection who plan to work on seasonal agricultural and husbandry jobs are exempt from requiring a work permit.

Applications for exemptions from work permits must be submitted to the provincial directorate of the Labor and Employment Agency. Through this process, the ministry can conduct coordination at the provincial level based on the restrictions placed on foreigners under temporary protection who plan to work on seasonal agricultural and husbandry jobs.

3.1.8 Ministry of Youth and Sports

Law no. 3289, Law regarding the Organization and Duties of the General Directorate of Youth and Sports, defines the roles and responsibilities of the Ministry of Youth and Sports (MoYS) in regard to regulating activities related to youths and sports in Turkey. The responsibilities of the MoYS include regulating the sports activities of all educational institutions; programming, managing, and developing out-of-school sports activities; and providing facilities, areas, and materials for physical education and sports activities for the general public.⁴⁸

With the authorization given by law no. 6223, the MoYS established (on June 3, 2011) the Cabinet Decree Having Force of Law No. 638, Law regarding the Organization and Duties of the MoYS. Some of the main duties defined under the scope of this cabinet decree are as follows: determining the needs of youths, to provide opportunities for different youth groups while strengthening their potential, and to cooperate and coordinate with other institutions relating to youths. The cabinet law also defines the responsibilities of the General Directorate of Project and Coordination of the MoYS (article 8.1) such as (a) to develop and implement youth studies and youth projects, to monitor, evaluate, join, support, implement, and define the regulations of these studies and projects; (b) to prioritize projects that aim to support the most disadvantaged young people and the mobility of youth.⁴⁹

Through the adaptation of law no. 5902 in 2009 to eliminate the problem of coordination between agencies involved in the disaster-management system, AFAD was established in Turkey; additionally, provincial disaster and emergency directorates were established at the local level in provinces, which are directly linked to the governorates. AFAD's 2013–2017 Strategic Plan states that in the main operation areas of disaster and emergency processes, the MoYS became one of the main solution partners.⁵⁰ Moreover, based on Turkey's National Disaster Intervention Plan, the MoYS is required to support AFAD in regard to the provision of shelter and psychosocial support.⁵¹ The Temporary-protection Regulation states that: "Psychosocial services to be provided for persons

⁴⁷ Geçici Koruma Sağlanan Yabancıların Çalışma İzinlerine Dair Yönetmelik (Regulation on Work Permit of Refugees Under Temporary Protection, Retrieved June 22, 2016, from www.resmigazete.gov.tr/eskiler/2016/01/20160115-23.pdf

⁴⁸ Law No 3289, Law regarding Organization and Duties of General Directorate of Youth and Sports, Retrived July 2, 2016, from https://www.tbmm.gov.tr/komisyon/denetim/spor/belgeler/3289_SAYILI_GENCLIK_VE_SPOR_GENEL_MUDURLUG_TES_VE_GOREVLERI_HAKKINDA_KANUN.pdf

⁴⁹ Cabinet Decree Having Force of Law No 6223, Law regarding Organization and Duties of Ministry of Youth and Sport s, Retrived July 2, 2016, from <http://www.mevzuat.gov.tr/MevzuatMetin/4.5.638.pdf>

⁵⁰ Disaster and Emergency Management Presidency (AFAD), 2013-2017 Strategic Plan, Retrived July 2, 2016, from http://www.afad.gov.tr/UserFiles/File/STRATEJI/Afad%20Strtjk%20web_en%20son.pdf

⁵¹ Disaster and Emergency Management Presidency (AFAD), Turkey's National Disaster Intervention Plan, Retrived July 2, 2016, from https://www.afad.gov.tr/UserFiles/File/PLANLAR/Afet_Mud_Pl_ResmiG%2020122013.pdf

benefiting from temporary protection shall be performed [in cooperation] with support-solution partners, which are also specified in the Disaster Intervention Plan of Turkey” (article 27/5).⁵²

Based on these legal obligations to accommodate Syrian youths living in Turkey, the MoYS delivers the following activities and projects while focusing on peer support for social adaptation, youth mobilization, and social inclusion:

- Delivering counseling services and courses for youths who aim to continue their education in Turkey. To date, 310 young people have benefited from “The Hope for the Future Project” (Yarına Umut Projesi) and have received educational and recreational support through sports activities. For example, Syrian youths have participated in theater, music, scouting, and folk-dance activities.
- The Syrian youths and families living in Siirt province have benefitted from the free social-adaptation activity: “A Bridge from Siirt to Syria Project” (Suriye’den Siirt’e Gönül Köprüsü Projesi). The activities of the project include an inter-family communication skills seminar, a fighting against substance abuse seminar, music recitals, theater shows, and football tournaments.
- Through the “I’m here for the Brotherhood Project” (Kardeşlik için Ben Varım Projesi), Syrian youths have received Turkish language courses to support their social integration. The project is held in two areas of Gaziantep Province. Following the language course, 20 Syrian youths participated in graphic-design courses to strengthen their occupational-training skills. Additionally, 1,000 Syrian youths met sociologists in order to undergo a needs assessment. Through the meetings, the needs of Syrian families were identified and, consequently, families have received food and clothing support.
- Fifty Syrian youths have continued to receive university education in Turkey and have attended Turkish-language courses in Kayseri through the “Syrian Refugee Youth’s Adaptation and Integration to Higher Education Project” (Suriyeli Mülteci Gençlerin Yüksek Öğrenime Uyum ve Entegrasyonu Projesi). These young people also received 50 hours of psychological counseling and 60 hours of vocational counseling services, and also attended social activities with their peers. Under the scope of volunteer education, household support has been provided in Kilis, Gaziantep and Hatay.
- Twenty unemployed Syrian young people had attended theater, mosaic, and Turkish-language courses through the “Youths Making a Living the Hard Way Project” (Ekmeğini Taştan Çıkaran Gençler Projesi) in Hatay. Forty Syrian young people attended Çanakkale-Istanbul field trips with their peers as a means of supporting social cohesion.⁵³
- In Kilis-Öncüpınar Container City, 2,026 Syrian young people received sports training in different specialties (including judo, taekwondo, athletics, wrestling, football, volleyball, ping pong, and bocce), which was conducted under the scope of the Social Cohesion Project for Syrian Refugees (Suriyeli Mültecilere Yönelik Sosyal Uyum Projesi). Kırşehir Camp accommodated 250 Syrian children for a week, where they attended social, cultural, and sports activities.⁵⁴
- Eighty young volunteers of Damla Project visited Syrians in school in Ankara and gave them gifts to welcome them to Turkey.⁵⁵

⁵² Grand National Assembly of Turkey, 2014, Temporary Protection Regulation, Retrieved June 30, 2016, from <http://www.goc.gov.tr/files/files/tempemp.pdf>

⁵³ Ministry of Youth and Sports, Syrian Youth Holds on to Life with the Support of Ministry of Youth and Sports Retrieved July 2, 2016, from <http://www.gsb.gov.tr/HaberDetaylari/1/53033/suriyeli-gencler-genclik-ve-spor-bakanliginin-destegiyl-e-hayata-tutunuyor.aspx>

⁵⁴ General Directorate of Education, Culture and Research, Ministry of Youth and Sports, 2015 Unit Activity Report, Retrieved July 2, 2016, from <http://www.gsb.gov.tr/BakanlikHizmetBirimleri/ekagm/2015faaliyetraporu.pdf>

⁵⁵ Ministry of Youth and Sports, 2015 Activity Report, Retrieved July 2, 2016, from http://www.gsb.gov.tr/Public/Edit/ima ges/GSB/201602/2015_yili_faaliyet_raporu.pdf

In 2015, through six projects, the MoYS supported 2,250 young people and children living under temporary protection in Turkey in five different provinces; the overall budget for the above-mentioned activities and projects was estimated at TL 600,000.⁵⁶

3.2. Syrian Refugee Assistance by Donors in Turkey

3.2.1 UNICEF⁵⁷

Conflicts and natural disasters significantly impact children's psychosocial well-being and development. Exposure to violence, disaster, loss of or separation from family members and friends, deterioration in living conditions, inability to provide for one's self and family, and a lack of access to services can all have immediate and long-term consequences for children, families, and communities and can impair their ability to function and be fulfilled. Psychosocial support refers to those program components that assist children, families, and communities to cope with crisis, and to reinforce or regain healthy psychosocial development and resilience in the face of challenging circumstances.

United Nations Children's Fund (UNICEF) provides crucial psychosocial support for children during emergency situations in order to help them overcome such difficult experiences. These efforts include culturally and age-appropriate safe, stimulating activities such as sports and games to develop life skills and coping mechanisms and support resiliency.

UNICEF strengthens the ability of community members to support their children, families, and neighbors by disseminating key messages on how to cope with emergency situations through a variety of channels, including the media, religious organizations, existing community structures and youth groups. Additionally, the institution uses the method of child-friendly spaces to organize activities in a safe and stimulating environment where affected communities and children can be supported.

3.2.2 World Health Organization⁵⁸

Every person has strengths and abilities to cope with life challenges. However, some people who are particularly vulnerable in a crisis situation may require extra assistance. The World Health Organization (WHO) endeavors to provide mental health and psychosocial support in emergencies for any population exposed to extreme stressors such as refugees, internally displaced persons, disaster survivors, terrorism, and war or genocide-exposed populations.

The Department of Mental Health and Substance Abuse of WHO emphasizes that those persons exposed to extreme stressors have high risk factors that affect their mental health. In emergency situations, one of the key principles for support is ensuring the availability of complementary supports. Another key principle is that even in the early stages of an emergency, it is important to build local capacities, supporting self-help and strengthening resources already present. All activities and programs should be integrated into wider systems (e.g., existing community-support mechanisms, formal/non-formal school systems, general health services, general mental health services, social services, etc.) as much as possible.

⁵⁶ Ministry of Youth and Sports, Syrian Youth Holds on to Life with the Support of Ministry of Youth and Sports, Retrieved on July 2, 2016, from <http://www.gsb.gov.tr/HaberDetaylari/1/53033/suriyeli-gencler-genclik-ve-spor-bakanliginin-destegiyle-hayata-tutunuyor.aspx>

⁵⁷ http://www.unicef.org/protection/57929_57998.html

⁵⁸ World Health Organization, War Trauma Foundation and World Vision International (2011), Psychological first aid: Guide for field workers, WHO, Geneva.

3.2.3 UNHCR⁵⁹

UNHCR also has a mandate to perform protection activities for people who are migrating and suffering from the long-term risks and consequences of mental health and psychosocial problems. The MHPSS is an important element of UNHCR's refugee response.

The MHPSS can be addressed through activities such as supporting communities' resilience, promoting mechanisms for social support, and offering services to individuals with more complex mental health needs.

3.2.4 International Federation of Red Cross and Red Crescent Societies⁶⁰

The International Federation of Red Cross and Red Crescent Societies (IFRC) is also one of the institutions that have a mandate to provide assistance in any emergency situation. The federation helps individuals and communities to heal psychological wounds and rebuild social structures after an emergency or critical event. In particular, the early support given by the IFRC allows an affected population to survive despite suffering from a difficult situation. The IFRC was founded in 1993 to promote and enable the psychosocial well-being of beneficiaries, humanitarian staff, and volunteers.

According to the Website of IFRC, they have six community centers across Turkey. These centers are providing lifelines to thousands of Syrians who have been forced to flee the war-torn country in search for safety. The Turkish Red Crescent has set up centers in Şanlıurfa, Konya, Ankara, and Istanbul and will open two more centers in Kilis and Istanbul's European side to provide psychosocial support for 42,000 people from Syria each year. The centers provide services for children and adults where people can find Turkish language lessons, educational programs, psychological support and therapy sessions. The cultural lessons and psychosocial support are offered by the Red Crescent volunteers and members of the local community. Also, one of the key services provided at the centers is vocational training. The classes and courses are designed to give people the chance to develop new skills and increase their chances to find work. Trainings include language, handicrafts, IT and computer skills, sewing, hairdressing and first aid. The Turkish Red Crescent is planning to expand its work with Syrians living in urban areas by opening a further 12 centers by the end of 2017.⁶¹

3.2.5 Top 10 Donors of 3RP

The Regional Refugee and Resilience Plan (3RP⁶²) brings partners together in a coordinated region-wide response to the Syria crisis and includes the host countries of Turkey, Lebanon, Jordan, Iraq, and Egypt. In 2015, the 3RP was a USD 5.5 billion funding appeal comprising USD one billion in host government requirements and USD 4.5 billion in agency requirements for UN agencies and NGOs. Through the contributions of governments, private donors, international funds, and other institutions and organizations, a total USD 1.68 billion has been provided, of which USD 185 million in funds has been granted to Turkey, covering 30% of the USD 624 Million funding required. The top 10 donors to 3RP as of September 2015 can be seen in the following figure.⁶³

⁵⁹ Operational Guidance Mental Health & Psychosocial Support Programming for Refugee Operations, UNHCR, 2013.

⁶⁰ <http://www.ifrc.org/en/what-we-do/health/psychosocial-support/>

⁶¹ "From sewing classes to computer courses: community centers in Turkey give Syrians a lifeline", IFRC, Turkey (June, 3, 2016), Retrieved January 21, 2017, from <http://www.ifrc.org/en/news-and-media/news-stories/europe-central-asia/turkey/from-sewing-classes-to-computer-courses-community-centres-in-turkey-give-syrians-a-lifeline-72284>

⁶² Turkey's 3RP is to establish national asylum framework, which has consistently stood out for its strong national ownership and leadership, with UN and NGO partners playing a support role to the Government of Turkey.

⁶³ UNHCR and UNDP, The Regional Refugee and Resilience Plan (3RP), Funding Snapshot 2015, Retrieved June 27, 2016, from <http://www.3rpsyriacrisis.org/wp-content/uploads/2015/09/3RP-Funding-Snapshot.pdf>

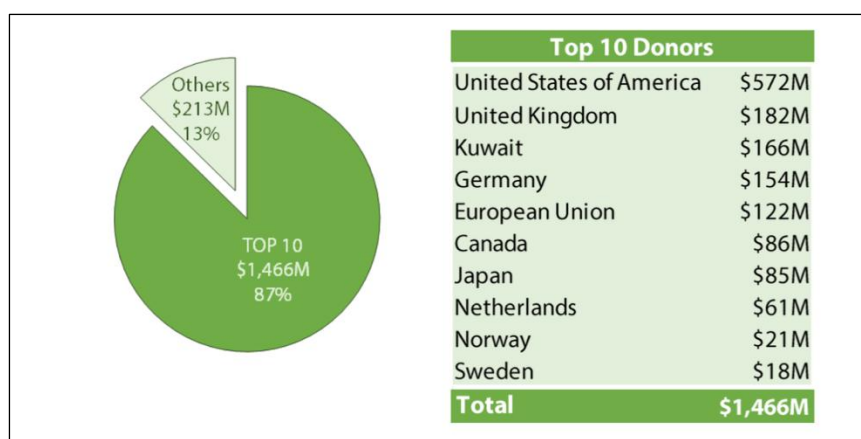


Figure 3-1: Top 10 Donors in 2015 ⁶⁴

The Mid-Year Report of 3RP, published on May 31, 2016, indicated that USD 215 million funds have been allocated to Turkey, covering more than 25% of the USD 843 million funding required for the Turkey Country Plan, 3RP 2016–2017.⁶⁵ Additionally, the total funding requirement for the Turkey Country Plan for 2017 is 791,155,277 TL. This funding requirement includes government, UN, and NGO requirements for humanitarian and development programming, but excludes government requirements for subsidies for Syrian refugees, security support, accelerated income depreciation, and income loss.⁶⁶ The sectorial funding allocations for Turkey as of June 2016 can be seen in the below figure.

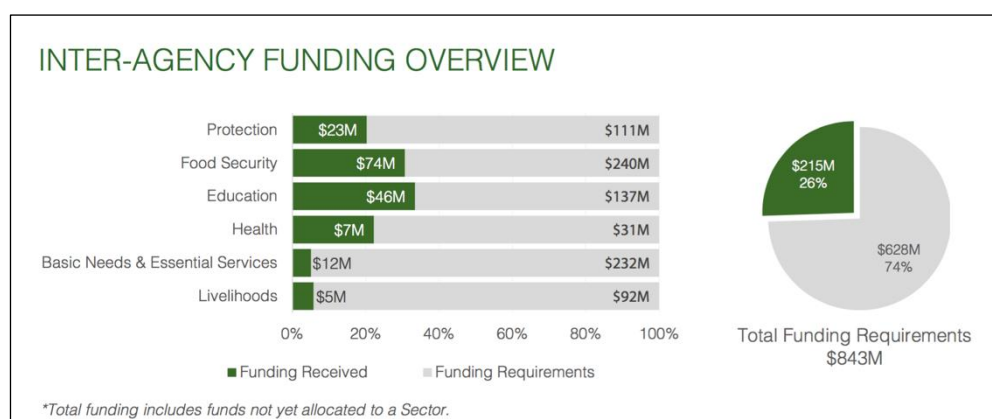


Figure 3-2: Inter-Agency Funding Overview ⁶⁷

Turkey appealed for USD 19.13 billion in order to respond to the needs of hosting Syrians for a three-year period, which was based on the First-stage Needs-assessment covering the 2016–2018 period for Syrians with Temporary-protection Status in Turkey. During the London Conference in February 2016, donors pledged USD 741 million towards the 3RP Turkey Chapter. If this pledged funding is allocated, Turkey will have secured a significant amount of the required funding (see <http://bit.ly/2akdJMX> for the Co-Host's Statement Annex: Fundraising, Supporting Syria and the

⁶⁴ UNHCR and UNDP, The Regional Refugee and Resilience Plan (3RP), Funding Snapshot 2015, Retrieved June 27, 2016, from <http://www.3rpsyriacrisis.org/wp-content/uploads/2015/09/3RP-Funding-Snapshot.pdf>

⁶⁵ UNHCR and UNDP, The Regional Refugee and Resilience Plan (3RP), Mid-Year Report 2016, Retrieved July 12, 2016, from <http://www.3rpsyriacrisis.org/wp-content/uploads/2016/07/3RP-Mid-year-Report.pdf>

⁶⁶ UNHCR and UNDP, The Regional Refugee and Resilience Plan (3RP), Regional Strategic Overview, Retrieved July 12, 2016, from <http://www.3rpsyriacrisis.org/wp-content/uploads/2015/12/3RP-Regional-Overview-2016-2017.pdf>

⁶⁷ UNHCR and UNDP, The Regional Refugee and Resilience Plan (3RP), Mid-Year Report 2016, Retrieved July 12, 2016, from <http://www.3rpsyriacrisis.org/wp-content/uploads/2016/07/3RP-Mid-year-Report.pdf>

Region (London 2016) February 4, 2016).⁶⁸ Annex 3 provides a description of the top 10 donors.⁶⁹ &
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3.3. Achievement of the Programs/Projects of Syrian Refugee Assistance by Turkey

3.3.1 Achievements in regard to the 3RP Goals

During the first months of the 2016, Turkey's achievements in regard to the 3RP goals were stated as follows (Table 3-1):⁷¹

Table 3-1: Turkey's Achievements in regard to the 3RP Goals

The Protection Sector
<ul style="list-style-type: none"> • The government and non-government partners gave support to widen the network of community centers. • Increased efforts to engage the refugee community in protection activities. • Expanded the Refugee Outreach Volunteers (RoVs) mechanisms to almost ten provinces. • Advocated sensitization against child marriages and sexual and gender-based violence (SGBV) in refugee committees based in camps and urban areas. • Supported government registration. • Enhanced coordination through the creation of technical working groups with DGMM. • Approximately 9,000 Syrian individuals were also submitted for resettlement.
The Food Security Sector
<ul style="list-style-type: none"> • Supported stable access to food for the most vulnerable population. • Assisted 329,292 Syrians in both in-camp and off-camp settings. • Conducted WFP-VAM Pre-Assistance Baseline (PAB).
The Education Sector
<ul style="list-style-type: none"> • Increased access at all levels of education, addressing the needs of out-of-school children and enhancing educational quality. • Enrolled 323,592 children in formal education and over 12,200 teachers have been provided with monthly incentives. Approximately 60% of Syrian children have not yet been enrolled in school. • Teachers' incentives and trainings, higher-education preparation programs, scholarship provision, Turkish-language support, school transportation, and maintenance will be expanded with an overall budget increase of 16.6%.
The Health Sector
<ul style="list-style-type: none"> • Provided 37,000 consultations as of May 2016; the end-year target is 400,000 consultations (progress of the Ministry of Health not included). • Delivered 45 medical devices to provincial health directorates and to Suruc Camp. • Provided medicine, medical supplies, and equipment to 17 healthcare facilities. • Provided SGBV/reproductive counseling in 18 community centers. • Organized health awareness sessions for over 600 refugees and host community members. • Conducted seven awareness campaigns in community centers.

⁶⁸ UNHCR and UNDP, The Regional Refugee and Resilience Plan (3RP), Mid-Year Report 2016, Retrieved July 12, 2016, from <http://www.3rpsyriacrisis.org/wp-content/uploads/2016/07/3RP-Mid-year-Report.pdf>

⁶⁹ Financial Tracking Service, Tracking Global Humanitarian Aid Flows, Turkey emergencies for 2016, Total humanitarian funding per donor in 2016 as of 17-July-2016, (Table ref: R24c), Compiled by OCHA on the basis of information provided by donors and appealing organizations, Retrieved July 17, 2016, from <https://fts.unocha.org/pageloader.aspx?page=emergencyCountryDetails&cc=tur>

⁷⁰ Financial Tracking Service, Tracking Global Humanitarian Aid Flows, Turkey emergencies for 2016, Total humanitarian funding per donor in 2016 as of 17-July-2016, (Table ref: R24c), Compiled by OCHA on the basis of information provided by donors and appealing organizations, Retrieved July 17, 2016, from <https://fts.unocha.org/pageloader.aspx?page=emergencyCountryDetails&cc=tur>

⁷¹ UNHCR and UNDP, The Regional Refugee and Resilience Plan (3RP), Mid-Year Report 2016, Retrieved July 12, 2016, from <http://www.3rpsyriacrisis.org/wp-content/uploads/2016/07/3RP-Mid-year-Report.pdf>

The Basic Needs Sector
<ul style="list-style-type: none"> • Provided shelter and transportation support to 6,700 Syrians. • Provided winterization items to 309,270 individuals, 86,947 received (non-winter) non-food items, and 134,489 received hygiene items. • Supported 190,000 individuals through e-voucher programs. • Delivered 220 WASH containers to the refugee camps. • Supported the Gaziantep Municipality and the Municipality of Kilis in delivering solid waste-management services.
The Livelihood Sector
<ul style="list-style-type: none"> • Undertook labor market analysis, vocational training. • Provided support to increase livelihood training in existing government vocational educational training centers. • Provided livelihood training to over 5,600 Syrian and Turkish beneficiaries. • With the new regulation on work permits announced in January, the budget increased by USD 4,000,000.

3.3.2 AFAD's Activities in 2015 for addressing the needs of Syrians

AFAD has been fulfilling a coordination role in the management of the response to the Syria refugee crisis. The Annual Report of 2015 published by AFAD briefly explains the relationship between the Syrian refugee and the Turkish Government:

- The total amount spent through the provincial government and relevant institutions for addressing the needs of the Syrian refugees was TL 1.6 billion (approximately USD 570.5 million)
- A total amount of TL 4.1 billion (approximately USD 1.4 billion) was spent by the provincial government and AFAD in order to cover the needs of the Syrian refugees in temporary-settlement areas.
- The aid received from donor countries and international organizations for Syrian refugees was USD 455.2 million.
- To facilitate providing humanitarian aid for the Syrians on the other side of the border, 12 aid centers were established jointly by AFAD and Turkish Red Crescent. To date, USD 1.2 billion in humanitarian aid funds have been provided.
- Using the total fund of USD 2.3 million that was provided from UNICEF and Korea, various prefabricated schools and child education and care centers have been established inside the temporary settlements, while schools in host communities have been rearranged to accommodate Syrian children.
- To cover the cost of health services for the Syrians, in 2015, TL 648.7 million (approximately USD 187.5 million) was allocated to the Ministry of Health and TL 124.1 million (approximately USD 43 million) was allocated to provincial governments.
- In 2015, 2.2 million TL (approximately USD 761,000) was allocated for teaching the Turkish language to Syrians.

3.4. Syrian Refugee Assistance by NGOs in Turkey

With the field presence of AFAD, DGMM, and the concerned ministries, assistance for the Syrian refugees is being provided under the leadership of the central government. AFAD is the sole authority providing camp management. 3RP partners are also supporting AFAD. The UN coordination structure features joint leadership with UNHCR and United Nations Development Programme (UNDP) in an attempt to bridge humanitarian assistance with development interventions. In the meantime, NGOs function in increasingly active roles in the refugee-assistance field. Over 60 international NGOs have been accredited in Turkey since the beginning of the Syria crisis. Those international NGOs reinforce local NGOs, strengthening protection and service delivery for non-

camp refugees and asylum-seekers. Many of these NGO's are already UN partners and are implementing 3RP activities.⁷²

3.4.1 List of NGOs

The NGOs providing Syrian Refugee Assistance in Turkey are listed on Annex 4.^{73&74}

3.4.2 Key Programs/Projects targeting Syrian Refugee Assistance

Based on the above list of national and international NGOs aiding the Syrian refugees living in Turkey, the key program/projects they are implementing and their content, budgetary information, achievements, and future perspectives are listed below based on the available public data.

(1) Association for Aid and Relief, Japan (AAR Japan)

Association for Aid and Relief, Japan (AAR Japan) was founded in 1979 with the mission to help refugees from Indochina, and as a civil organization without any political, religious, or ideological affiliations. It has since grown into an international organization approved and registered by the United Nations.

AAR Japan's response to the Syrian refugee crisis began with in-kind distribution assistance in October 2012. Since then, AAR Japan has distributed food and other items of basic needs, and has provided educational assistance and general assistance to persons with disabilities in the provinces of Hatay and Kilis in southeastern Turkey.

In addition to the emergency relief programs, AAR Japan has been operating a community center in Sanliurfa since July 2014 with the aim of supporting Syrian refugees. At the Centre, AAR Japan provides Turkish language courses and organizes events such as cooking, sports, and drawing so to provide opportunities for social interaction between Syrians and Turkish communities. AAR Japan also visits the households of single-mother households, orphans, persons with disabilities and other persons in high need of assistance.

Persons with disabilities, regardless of nationalities, are moreover provided with assistive devices, such as wheelchairs and walkers, and rehabilitation services. In 2016, AAR Japan expanded rehabilitation services, since it is the only available rehabilitation services provider in the area, also increased the field team members, aiming at reaching not only persons with physical disabilities but also developmental and mental disabilities.

(2) ASAM (Association for Solidarity with Asylum Seekers and Migrants)

Association for Solidarity with Asylum Seekers and Migrants (ASAM) was established in Ankara on December 22, 1995, as a non-profit and non-governmental organization. The primary goal of ASAM is to create solutions to the problems that refugees and asylum seekers encounter in Turkey, to help them to fulfill their primary needs, and to support them in acquiring access for fundamental rights and services. ASAM conducts a variety of projects to address the needs of refugees. The ASAM projects that relate to the Syrian refugees are listed in Table 3-2.

⁷² UNHCR and UNDP, The Regional Refugee and Resilience Plan (3RP), Turkey Country Plan, Retrieved June 27, 2016, from <http://www.3rpsyriacrisis.org/the-3rp/turkey/>

⁷³ Local and International NGOs That Support the Syrian Refugees in Turkey. Retrieved July 13, 2016, from <https://graphcommons.com/graphs/a5f158c2-9d58-4745-9fe5-97bc9d86dac4>

⁷⁴ Anadolu Kültür, FROM THE ANTE-CHAMBER TO THE LIVING ROOM. Retrieved July 13, 2016, from, <http://www.anadolukultur.org/en/areas-of-work/cultural-diversity-and-human-rights/from-the-ante-chamber-to-the-living-room/179>

*The funds spent for Syrian Crisis Response by key NGOs are not available as public data. The available information related to funds spent and committed based on donors and its channels can be seen in "Section 3.3. Syrian Refugee Assistance by Various Donors in Turkey."

Table 3-2: List of ASAM Projects

COMPLETED PROJECTS
<p><i>Emergency Response Project in Suruç</i></p> <p>In cooperation with the UNHCR, AFAD, and Suruç District Governorship, ASAM identified the needs of Syrian refugees residing in the rural and urban areas of Suruç, distributed non-food items (NFIs) and winterization kits, and referred vulnerable cases to local authorities and the UNHCR in order to ensure effective protection. During the project, which was implemented between November 2014 and May 2015, 23,536 people received NFIs and 16,400 people received winterization kits.</p>
<p><i>Nutrition and Protection Activities for Syrian Refugee Children</i></p> <p>The purpose of this project was to perform protection and nutrition activities for Syrian refugee children living outside of the camps. These activities were mainly performed within the Multi-Service Support Centers (MSCs) for Syrian refugees that have been established in both Gaziantep and Istanbul. Additionally, it is designed, in cooperation with UNICEF, to refer children who may be victims of neglect or who are survivors of abuse, violations, or maltreatment to specialized services as needed.</p>
ONGOING PROJECTS
<p>In November 2014, over 290,000 Syrian refugees fled to Turkey as a result of the Kobane conflicts. ASAM launched an emergency response program to identify the needs of Syrian refugees and to distribute aid.</p> <p>For the second phase of the project, ASAM has begun to distribute NFIs and winterization kits in the province of Kilis, Osmaniye, Batman, Gaziantep, Kahramanmaraş and Malatya with the coordination of Şanlıurfa and Adana offices.</p> <p>The main objectives of the project, implemented with the cooperation of UNHCR Turkey Office, are:</p> <ul style="list-style-type: none"> • To identify vulnerable cases and persons of concern apprehended by Turkish authorities while crossing the border irregularly, and to support related authorities with regard to monitoring screening processes that determine whether or not the individuals in question correspond to international standards, • To report push-back cases occurring at the borders between Turkey, Greece, and Bulgaria, • To provide uniform access to rights for persons of concern registered in satellite cities, • To improve a rights-based reception system to support refugees and asylum-seekers. <p>Within the project, ASAM is operational with its experts and lawyers in Edirne, Kırklareli, Çanakkale, Balıkesir, İzmir, Muğla, Mersin, Bursa, Kilis, Hatay, Adana, Şanlıurfa, Kahramanmaraş, Malatya, Mardin and Erzurum.</p>
NEW PROJECTS
<p><i>Multi-Service Support Centre for Syrian Refugees – Gaziantep</i></p> <p>The project, which is conducted in partnership with International Medical Corps and UNHCR, aims to improve the living conditions of Syrian refugees in Gaziantep. Within the project, the Multi Service Centre for Syrian Refugees (MSC-Gaziantep) has been established, which provides essential services including legal and health counseling, primary health services, MHPSS activities, referrals to other related institutions, as well as social activities including language courses, awareness-raising activities, parenting training, nutrition, and childcare.</p>
<p><i>Multi-service Center Project for Refugees in Ankara</i></p> <p>ASAM has been providing services for the Syrian and non-Syrian refugees residing in Ankara in a multi-service center located in Mamak. Within the scope of the project, which is implemented in cooperation with the German Corporation for International Cooperation (GIZ), legal, social, and psychological counseling as well as Turkish, English, and Arabic courses are provided to the refugees in cities.</p> <p>Peace & Art Center in Gaziantep</p>

This project aims to improve the protection conditions of Syrian refugees and to empower them through the Peace & Art Center in Gaziantep. This is designed to build the capacity of the most vulnerable Syrian refugees in parallel with creating a healthy environment between refugees and the host community by means of a wide range of arts, recreational and public awareness activities. ASAM continues to perform activities with Peace & Art Center established in Gaziantep in cooperation with GIZ.

REFWORK: Comprehensive Approach to Working with Refugees

Within the project, which is conducted in cooperation with the British Embassy in Ankara, the aims are to improve the access of Syrian refugees in Turkey to rights, increase the capacities of the NGOs providing services to refugees, facilitate the integration process of refugees, and to increase the capacity of the media covering the refugees and their problems and prevent negative impacts of media coverage of refugees.

Child- and Family-support Centers

With the support of UNICEF and in cooperation with International Medical Corps (IMC), ASAM conducted a project titled “Targeted Nutritional and Child Protection Activities for Vulnerable Syrian Refugees in Urban Areas of Turkey.” In the second phase of the project, child- and family-support centers in Gaziantep, Istanbul, Adana, İzmir, and Ankara are being established to provide more comprehensive services to the children, adolescents, youths, and their families using a multi-service support center (MSC) model that offers a range of child-centered services to address the needs of children in an age-appropriate manner.

(3) Concern Worldwide ⁷⁵

Concern Worldwide is a non-governmental, international, humanitarian organization that is dedicated to the reduction and elimination of extreme poverty in the world’s poorest countries. The organization is currently addressing the needs of approximately 400,000 people both inside Syria and in neighboring countries like Lebanon and Turkey. Additionally, the organization’s expenditure for the crisis in Turkey was €5,174,000 in 2015. Approximately 70,000 Syrian refugees and families in Turkey have benefitted from Concern’s educational and financial support. The organization supports temporary-education centers, providing informal education classes, and provides essential learning materials for the students. The organization also provides human resources such as teachers with training courses.

(4) Danish Refugee Council (DRC)

The Danish Refugee Council (DRC) is currently implementing a broad range of activities relevant to conflict-affected communities and persons. The activities are categorized into ten sectors: Shelter and Non-food Items, Food Security, Protection, Income Generation, Coordination & Operational Services, Community Infrastructure & Services, Humanitarian Mine Action, Armed Violence Reduction (AVR), Water, Sanitation & Hygiene (WASH), and Education

The DRC has been focusing their activities in the border areas of southeastern Turkey (Kilis, Hatay and Urfa) since 2013. DRC’s support to refugees in Turkey focuses on the needs of this highly vulnerable non-camp population.

⁷⁵ Annual Report and Financial Statement 2015, Concern Worldwide

Table 3-3: List of DRC's Projects

ONGOING PROJECT (As of April, 2016)⁷⁶	
<i>Humanitarian response to vulnerable Syrian refugees in southern Turkey</i>	
Locations	Kilis - Hatay- Şanlıurfa - Marash - Bodrum-Edirne-Izmir provinces
Donor	ECHO
Objective	To respond to the urgent needs of protracted displaced Syrian persons from the Syrian conflict and also to those of mixed migrants and conflict-displaced urban refugees living in Turkey through the provision of access to basic needs and protection services.
Beneficiaries	40,000 individuals
Partners	Multeci Der
<i>Support, Strengthen & Sustain: Enhanced Protection Services for Displacement-affected Communities in Turkey</i>	
Locations	Hatay, Şanlıurfa provinces
Donor	BPRM
Objective	To increase access to quality protection and essential services for displacement-affected communities in south and southeastern Turkey through sustainable community structures.
Beneficiaries	14,800 individuals
<i>Respond to and prevent Displacement crises in the Middle-East and North Africa region</i>	
Locations	Kilis province
Donor	DANIDA
Objective	To provide protection and promote durable solutions to displacement-affected populations throughout the MENA region
Beneficiaries	6,300 individuals
Partners	Tömer, Rainbow as training institution/service providers
<i>Addressing acute humanitarian needs and promoting the self-reliance of conflict-affected populations in Syria and neighboring countries in preparation for durable solutions.</i>	
Locations	Hatay, Kilis, Şanlıurfa provinces
Donor	DANIDA
Objective	The protection of refugees and the promotion of durable solutions to displacement problems on the basis of humanitarian principles and human rights
Beneficiaries	1,000 individuals
<i>Enhancing protective environments through strengthening community capacities and coping mechanisms</i>	
Locations	Hatay, Şanlıurfa provinces
Donor	UNHCR
Objective	To strengthen community capacity and coping mechanisms through effective protection prevention and response activities in Urfa and Hatay.
Beneficiaries	22,225 individuals

(5) International Medical Corps⁷⁷

Currently, the IMC supports refugees through MSCs operated in Istanbul, Sakarya, and Gaziantep. IMC trains staff to provide optimal services at dedicated MSCs in targeted cities. Over the past year, this organization has provided more than 85,000 legal, social, and health consultations and other services to beneficiaries in Gaziantep, Istanbul, Sakarya, Yalova, Kayseri, and Nevşehir. Additionally, IMC has established child-friendly spaces and nutrition-related activities for urban Syrian refugees. IMC provides holistic and integrated support, including health, physical

⁷⁶ Accountability Framework DRC TURKEY, Retrieved July 13, 2016, from <https://drc.dk/media/2460526/drc-turkey-accountability-framework-2016.pdf>

⁷⁷ International Medical Corps Turkey has implemented programs in: Gaziantep, Istanbul, Kayseri, Mersin, Kilis, Nevşehir, Nizip, Sakarya, Şanlıurfa, and Yalova.

rehabilitation, nutrition, protection, gender-based violence (GBV) services, mental health, psychosocial support, and NFI distribution.

Table 3-4: List of IMC Projects

ONGOING PROJECT
<p><i>Comprehensive Assistance to Syrian and Non-Syrian Refugees in Turkey</i>⁷⁸</p> <p>IMC is working to improve the health and well-being of refugees in Turkey by assisting in services relating to health, psychosocial support, protection, informal education, as well as in other social-support services, while also preparing a smooth transition toward the greater provision of services by other actors.</p> <p>(project period: August 1, 2015 – July 31, 2016)</p>

(6) International Middle East Peace Research Center

The International Middle East Peace Research Center (IMPR Humanitarian) is a non-governmental organization based in Turkey that aims to provide humanitarian aid. IMPR contributes to responding to the needs and problems faced by Syrians, and the organization supports improvements in the living conditions and basic requirements of those individuals and communities that have been affected by natural disasters, crises, conflicts, and human-rights violations. Some of IMPR's support projects are listed in the following table.

Table 3-5: List of IMPR Projects

ONGOING PROJECTS	
<i>Providing Life-improving Protection Support to Vulnerable Refugees and Host Families in Turkey</i>	
Locations	Ankara, Mersin, Bursa, İstanbul
Duration	April 15, 2016 (10 Months)
Donor	ECHO
Partner	World Vision International
Objective	To reduce risks in regard to protection among non-camp refugees in Ankara, Bursa, Mersin and İstanbul.
Beneficiaries	24,800 individuals
<i>Reducing the vulnerability of refugee children in Akcakale, Southern Turkey (Syrian and Iraqi Refugees)</i>	
Locations	Akçakale
Duration	March 1, 2016–August 31, 2016
Donor	PAH
Partner	PAH
Objective	<p>To establish a safe and easily accessible child-friendly space</p> <p>To ensure children have access to pre-school and non-formal education that can enhance early childhood development.</p> <p>To enhance easy access to services relating to children and their families through conducting consultancy and guidance with a case assistant.</p>
Beneficiaries	<p>2,200 boys and girls, aged between five to 13 years old, have access to psychosocial services and preschool activities in a safe, well-equipped place with trained staff.</p> <p>700 individuals will benefit from parental meetings.</p> <p>700 individuals will benefit from awareness-raising sessions and case-management services.</p>

⁷⁸ NGO Aid Map by Inter Action, Retrieved July 13, 2016, from <https://www.ngoaidmap.org/projects/14815>

<i>Empowering refugees through providing protection services and raising awareness of work permits for Syrians under temporary protection</i>	
Locations	Mersin, Batman, Ankara, Bursa, İstanbul and Şanlıurfa
Duration	January 1, 2016 – December 31, 2016
Donor	UNHCR
Partner	-
Objective	To establish protection desks/offices in Mersin, Bursa, Batman, Ankara, and İstanbul to ensure case management and relevant protection services are in effect and to raise awareness and disseminate information on relevant subjects through established information desks in Ankara, İstanbul, Bursa, Batman, Şanlıurfa, Mersin, İzmir, Hatay, and Gaziantep
<i>Strengthening the Survival Skills of Displaced People in Şanlıurfa</i>	
Locations	Urfa Province and district
Duration	January 10, 2015–October 1, 2017
Donor	GIZ
Partner	World Vision International
Objective	To promote the survival skills of war-affected communities through improving their livelihoods, social integration, reducing the effects of the crisis, ensuring full access to basic rights, and raising awareness among displaced and host communities
Beneficiaries	2704 (as of December 31, 2015)
COMPLETED PROJECTS	
<i>Strengthening community capacity and coping mechanisms through effective protection services</i>	
Locations	Urfa Province and district
Duration	March 1, 2015–December 29, 2015
Donor	United Nations High Commissioner for Refugees (UNHCR)
Partner	Danish Refugee Council
Objective	To focus on the provision of timely and relevant information on access to services (within community centers) and to develop an outreach awareness-raising component through community focal points in Şanlıurfa
Beneficiaries	6.433 individuals
<i>Humanitarian assistance to war-affected populations within Syria and urban refugees in Turkey</i>	
Locations	Kızıltepe and Ceylanpınar
Duration	June 1, 2014–October 29, 2014
Donor	ECHO
Partner	Welthungerhilfe
Objective	The provision of humanitarian assistance based on humanitarian needs assessments
Beneficiaries	11,958 individuals (M: 6008; F: 5790)
<i>Kobani Refugee Response in Turkey</i>	
Locations	Şuruç Province and its villages
Duration	October 8, 2014–May 15, 2015
Donor	The Swedish International Development Cooperation Agency
Partner	Save the Children International (SCI)
Objective	To increase the level of protective support given to 400 Syrian refugee children aged six to 12 years in four locations in Urfa, Southern Turkey through the establishment of winterized safe spaces, protective care by trained staff, and referrals for individual support
Beneficiaries	1852 children

<i>Explosive Remnants of War Risk Education Project</i>	
Locations	Urfa Province and district
Duration	November 1, 2013– July 31, 2014
Donor	ECHO
Partner	Danish Refugee Council
Objective	The main objective of this project is to reduce the impact and risks posed by ERW on the Syrian civilian population currently residing in Turkey by informing and raising awareness about the risks and threats related to ERW
Beneficiaries	4,974 individuals (M: 2222; F: 2752)
<i>Protecting the rights and promoting the resilience of Syrian refugees</i>	
Locations	Şanlıurfa City Center - Akcakale- Ceylanpinar - Suruc
Duration	August 1, 2015 -May 15, 2016
Donor	Irish Aid
Partner	Concern Worldwide
Objective	To empower Syrian communities and create a resilient community in Turkey
Beneficiaries	830 individuals (Male: 315; Female: 315; Children: 200)

(7) Save the Children

In Turkey, Save the Children has worked with local authorities and communities to directly deliver basic assistance to children and families affected by the crisis in Syria.

- Partnered with a Turkish NGO to establish child-friendly spaces, providing 400 children with access to recreational activities.
- Distributed winter kits containing warm clothing and boots to 4,400 children.
- Established a referral mechanism to match children in need of specialized support with trained psychologists.
- Raised the awareness of parents and community members in regard to key child-protection issues.

Save the Children, in coordination with the MoNE and the Governor of Hatay province and communities, has implemented some activities to address these barriers by improving access, quality, and social cohesion for 2,980 students across four schools. (Save the Children completed the above projects)

(8) Support to Life (STL)

Support to Life is a humanitarian aid agency founded with the principal objective of working with communities to help them meet their basic needs and rights. Emergency relief aid is provided impartially in response to humanitarian crises and with a focus on laying the foundations for rehabilitation, reconstruction, and participatory development. Disaster preparedness and disaster risk reduction are important components of STL's mission.

In humanitarian crises, STL provides sheltering materials such as tents and foreign aid items such as food packs, water supplies, blankets, canvases, stoves, and family hygiene kits. During humanitarian crises and the recruitment phase after a disaster, Support to Life provides water supplies, sanitation, and hygiene kits. When a disaster severely interrupts the education sector, STL facilitates the recommencement of education. STL practices psychosocial support not as an individualistic therapy but as a group and with a community-based approach (after rural disasters, the distribution of seeds and agricultural tools are STL's most effective projects. This also helps improve food security. STL actualizes its disaster-preparation training in correspondence with the regional community's capacity. Disaster preparation training, given by professional trainers, is designed to enhance the culture of disaster consciousness and reduction.)

Table 3-6: List of STL Projects

ONGOING PROJECT
<p><i>Relief Aid for Syrian Refugees (Umbrella Project)</i></p> <p>Since October 2012, STL has been conducting humanitarian aid projects for Syrian refugees who are staying outside of the camps.</p> <p><i>Relief Aid Package Distribution Project:</i></p> <p>Since October 2012, STL has been distributing food and non-food items as well as winterization packages to Syrian refugees who are staying outside of the camps.</p> <p><i>Food and Non-Food Item Distribution Through an Electronic Card System:</i></p> <p>This relief aid has been supplied in the form of unconditional cash for the purchase of food and hygiene items through the use of electronic cards. The amount that each refugee household receives on their electronic cards is dependent on the size of the family. The cash is provided on a monthly basis.</p> <p><i>Support to Life Houses:</i></p> <p>In 2014, Support to Life reinforced and expanded its protection program for urban Syrian refugees by launching two new Community Centers in Hatay and Şanlıurfa. The protection program was expanded to include mental-health support, and to complement ongoing community mobilization, psychosocial support, awareness raising, skills development, legal assistance, case management, and referral activities.</p> <p><i>Emergency Aid Program</i></p> <p>In Suruç, STL conducted the distribution of food packages, including fresh fruit, household-support items such as kitchen utensils, blankets, and stoves, along with winter clothing for all members of the refugee family. Additionally, shelter conditions were improved in refugee camps through the provision of wooden flooring and insulation carpets. In terms of improving water supply and sanitation, field teams installed facilities such as shower units, latrines, water taps, and laundry areas.</p>

CHAPTER 4. SOCIAL SERVICES PROVIDED BY THE MINISTRY OF FAMILY AND SOCIAL POLICIES

In this chapter, the general information about the MoFSP is summarized, and the detailed services and activities provided by the SSCs are explained as the refugee support providing agency.

4.1. General Information of the Ministry of Family and Social Policies

In Turkey, the MoFSP is the ministry responsible to provide social services. The MoFSP was established in June 2011 by restructuring and combining several institutions such as the Social Services and Child Protection Agency, the Family and Social Research Institution, the General Directorate of Social Assistance, the Solidarity General Directorate of Women's Status, and the General Directorate of Non-Contributory Payments. The new ministry aims to help guarantee the quality of lives of all people who are at risk or vulnerable.

The main objective of the establishment of the MoFSP was to enhance social assistance and social services using a modern social welfare approach. Here are a few of the human rights-based principles and approaches to strengthen good governance and public social assistance.

- Supply-oriented services
- Protective and preventive approach
- Integrated services
- Human-oriented services
- Multidisciplinary approach
- Comprehensive social assistance and services
- Fairness and targeting of necessities
- Encouraging employment by social assistance and social services
- Rendering services to the public at the nearest local point
- Cost-effective services
- Making strong individuals, strong families, and strong societies

The MoFSP aims to provide social welfare services under a single roof with different institutions to gain effectiveness and efficiency. Another important mission of the MoFSP is to have sufficient capability to control and supervise the provision of social welfare services in the country.⁷⁹

4.1.1 Functions and Organizational Structure

With the principles and approaches mentioned in the section 4.1, the MoFSP has the following specific duties to deliver public social services.

- (1) To develop policies and strategies at the national level for social services
- (2) To protect family structure and social/cultural values while providing a healthy environment for future generations
- (3) To protect children from all forms of abuse and neglect
- (4) To prevent discrimination against women, protect women's rights, and promote the rights of women in all spheres of social life
- (5) To eliminate any kind of barriers for people with disabilities and the elderly to eliminate neglect and discrimination against social exclusion, and ensure active participation in life
- (6) To preserve the memories of our martyrs, veterans and relatives of martyrs in order to protect them from all kinds of suffering and deprivation

⁷⁹ In its strategic plan 2013–2017, the MoFSP discusses the following six objectives to define its functions: 1) creation of a new social policy and model; 2) strengthening individuals and families to raise awareness of society; 3) improve accessibility and identification of needs; 4) increase protection in health care and rehabilitation services; 5) strengthen monitoring and evaluation activities to make services more effective; and 6) strengthen institutional structure.

- (7) To support any activities for social welfare while coordinating voluntary organizations and public bodies and institutions related to this field to contribute to the diminution of poverty
- (8) To support families through delivering the following necessary social services: child education, counseling and social assistance; protection, care and assistance of children under protection, women, the disabled, the elderly, and their protection
- (9) To protect integrity of the family while providing necessary assistance and care for individuals
- (10) To determine principles, standards and norms of qualities for institutions and organizations to operate their social services
- (11) To control public institutions, organizations and voluntary organizations by setting policies, procedures and standards
- (12) To monitor and evaluate measures by collecting and analyzing information through a centralized database
- (13) To contribute to international developments and agreements related to social services and assistance by implementing services at the national level
- (14) To perform other duties given to the MoFSP by legislation and services

Figure 4-1 shows the organizational chart of the MoFSP.

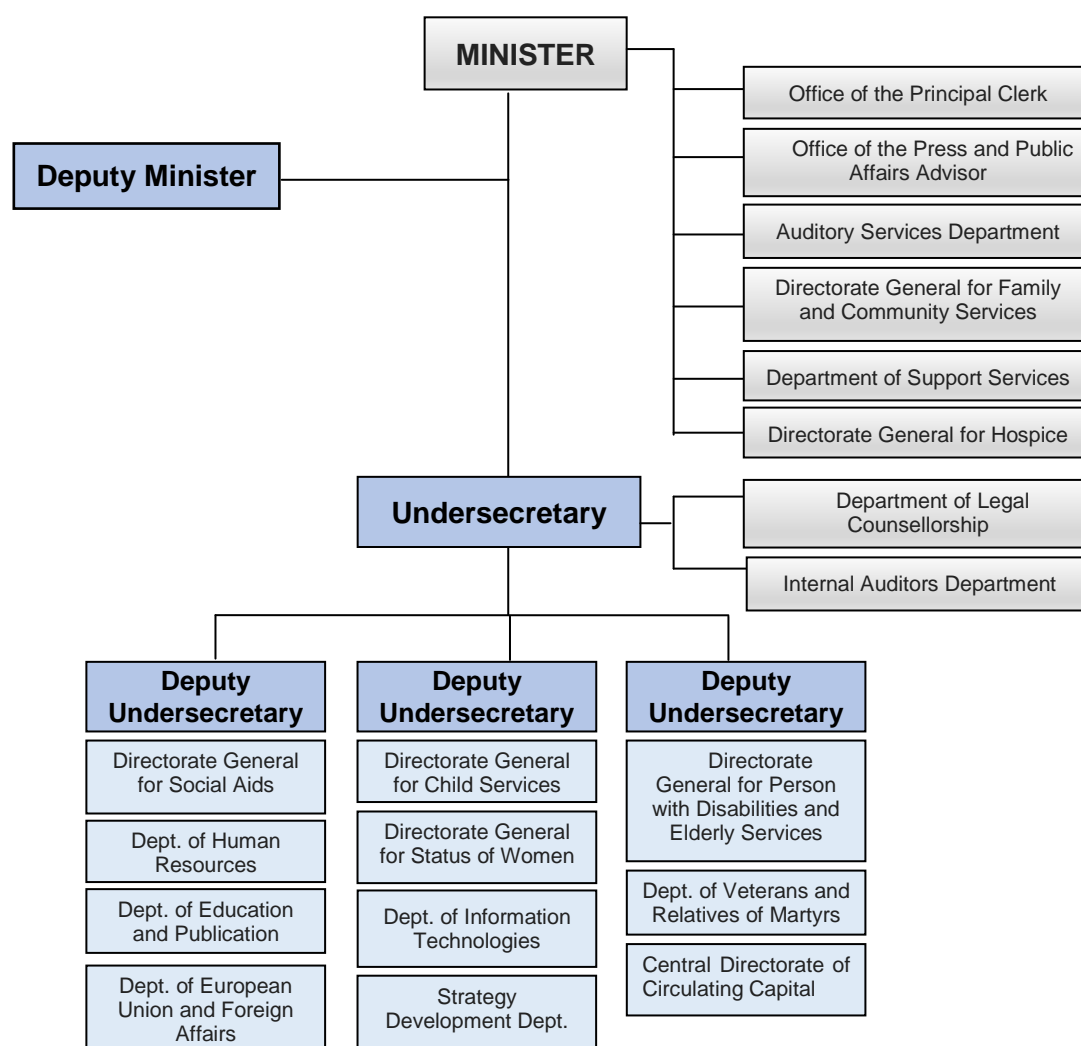


Figure 4-1: Organizational Chart of the Ministry of Family and Social Policies

4.1.2 Services Provided by the Ministry

Based on the definition of duties, the MoFSP provides social services as indicated in Table 4-1. The services are divided into the following seven categories: (1) policy making, research and

development; (2) informing and awareness raising; (3) services to determine the needs for social services and help; (4) social assistance and help services; (5) family-focused protection and care services; (6) protection care and rehabilitation services in the institutions; and (7) post-service monitoring and assessment services.

Table 4-1: Services Provided by the Ministry of Family and Social Policies

No	Service Category	Details
1	Policy making, research and development services	Legislation development work
		Determining and coordinating national and international social policies and strategies
		Action plans
		Cooperation and planning
		Model creation
2	Informing and awareness raising services	Training courses
		Meetings, panels, seminars, and conferences
		Printed visual publishing
		Culture and art activities
		Campaigns on substance addiction, violence and similar
		Festivals
		Consultancy services
3	Services to determine the needs for social services and help	Guidance services
		Social review
		Area screening
		Information assessment
		Application assessment
4	Social assistance and help services	Early warning system
		Cash and non-cash assistance to families
		Educational assistance
		Health assistance
		Assistance towards the elderly and the handicapped
		Sheltering assistance
		Assistance towards families of soldiers
		Assistance towards women whose husband has died (widows)
		Care services to children living with their families
		At-home care for the handicapped
		Marriage assistance following institution care
		Projects to generate income and employment
		Finding employment after protection and providing social assistance for children
5	Family-focused protection and care services	General Health Insurance (Income evaluation test)
		Child adoption services
6	Protection care and rehabilitation services in the institutions	Care services for children living with foster families
		Child-oriented protection care and rehabilitation services
		Handicapped-oriented protection care and rehabilitation services
		Elderly-oriented protection care and rehabilitation services
7	Post-service monitoring	Women-oriented protection care and rehabilitation services
		Social review

	and assessment services	Assessment reports
		Research

Source: Strategic Plan 2013–2017 (Ministry of Family and Social Policies), 2012 (4.8)

4.1.3 Number of Employees

According to the Strategic Plan 2013-2017 of the MoFSP, the total number of MoFSP employees is 27,487. Among them, 10,647 (39%) are civil servants, i.e., permanent employees, and 16,840 (61%) are officers who are contract employees or hired for procurement services (Table 4-2).

Table 4-2: Number of Employees at the Ministry of Family and Social Policies

Officers (Permanent)	Officers (Contract)	Employees for procurement services	Total
10,647	868	16,840	27,487

Other data show that, of all the permanent officers and officers with contracts (11,515), 92% work in the provincial units and 8% at the MoFSP headquarters. Also, of all the permanent officers (10,647), 40% are female and 60% are male.

4.1.4 Legal Assignments

According to the Strategic Plan 2013–2017 of the MoFSP, about 68 regulations and laws are related to the MoFSP's services.

4.1.5 Budgets

As shown in Table 4-3, the MoFSP was allocated in the year 2015 a total of 18,249,634,000 TL, a 7.2% increase from the 2014 budget. The total expenditure of 2015 was 18,047,190,164 TL, which is 99.66% of the budget of the initial appropriation.

Table 4-3: Budget

Year	INITIAL ALLOCATION (Budget of the year) TL
2014	17,024,807,000
2015	18,249,634,000
2016	24,799,651,000

Source 1: Annual Management Report 2015, Ministry of Family and Social Policies, 2015, p.111

Source 2: Corporate Financial Status and Expectations Report 2016, Ministry of Family and Social Policies, 2016, p.4.

Table 4-4 shows the realized payments by the MoFSP in 2015 and Intermittent Beginning Allowances in 2016 during the period from January to June in both years.

Table 4-4: Results of the Budget from January to June in 2015 and 2016 (Unit: TL)

Expense Category	2015 Final Costs Expended	2016 Intermittent Allowances
	18,047,190.16	24,799,651,000
Staff expenses	613,221,749	702,337,000
Costs of the premium payments made to the social security institutions	101,126,964	118,288,000
Costs of goods and services	1,444,919,779	2,275,736,000
Current transfers	15,773,166,651	21,447,704,000
Capital costs	100,902,967	239,656,000
Capital transfers	13,852,054	15,930,000

Source: Annual Management Report 2016, Ministry of Family and Social Policies, 2016, pp.4.

As shown in Table 4-4, current transfers account for a large portion of the budget. These expenses consist mostly of household transfers, i.e., social assistance by payment. According to the Annual Management Report by the MoFSP published in the mid-term of 2016, a total of 24,799,651,000 TL was allocated to the budget of the MoFSP in accordance with the Central Government Budget Law of 2016. In the period between January and June 2016, 10,611,339,550 TL, or 42.79% of the budget, was spent. In the period between January and June 2015, 8,601,453,942 TL was expended. Thus, the period in 2016 saw a 23.37% increase in expenditure compared to the same period in 2015.⁸⁰

4.1.6 Institutions

The MoFSP manages various types of institutions depending on the service types. Here, the term “institutions” is defined as places and centers where people are protected, rehabilitated, cared, and treated with social welfare services. Those institutions are categorized as 1) Children’s Services, 2) Handicapped and Elderly Services, 3) Family and Society Service, 4) Women’s Services, 5) Social Assistance, 6) Affiliated Institutions, and 7) Affiliated Private Institutions (See Table 4-5).

Table 4-5: Institutions Administrated by the Ministry of Family and Social Policies

Category	No.	Institution (in English)
Children’s Services Institutions	1	Nursing Homes (Age 0-6)
	2	Nursing Homes (Age 7-12)
	3	Nursing Homes (Age 0-12)
	4	Children’s Homes Coordination Centre
	5	Children’s Homes (0-12)
	6	Children’s Homes (13-18)
	7	Love Homes (0-12)
	8	Love Homes (13-18)
	9	Orphanages (13-18)
	10	Periodic/Short-Term Children/Youth Rehabilitation Institutions
	11	Children and Youth Centers
	12	Monitoring Homes Affiliated to Children and Youth Centers
	13	Care and Social Rehabilitation Centers
Handicapped and Elderly Services Institutions	14	Handicapped Care and Rehabilitation Centers
	15	Family Consultancy and Rehabilitation Centers
	16	Elderly Care Homes
	17	Non-handicapped living centers
	18	Homes of Hope
	19	Elderly Care and Rehabilitation Centers
	20	Elderly Care Centers
Family and Society Services Institutions	21	Family Consultancy Centers
	22	Community Centers
	23	Social Service Centers
Women’s Services Institutions	24	Woman Guesthouses
	25	Violence Prevention and Monitoring Centre
Social Assistance Institutions	26	Social Assistance and Solidarity Associations
Affiliated Institutions	27	Directorate for the Needy
Affiliated Private Institutions	28	Private Elderly Homes
	29	Private Care Homes
	30	Private Care and Daytime Care Homes

Source: Strategic Plan 2013–2017 (Ministry of Family and Social Policies), 2012

⁸⁰ Corporate Financial Status and Expectations Report 2016, Ministry of Family and Social Policies, p.4.

4.1.7 Provincial Structure

To provide social services, the MoFSP has offices at the provincial level. Figure 4-2 shows the organizational structure of the provincial offices (Strategic Plan 2013–2017, MoFSP, 2012, 4.5.2). Six deputy directors serve under the provincial director. Five work on the provision of social services and one works on administrative and financial affairs. For the prevention and protection services, SSCs are set up as reception and consultation points for clients who need help. At an SSC, community residents can ask about their daily and familial necessities. After consultation, the clients are provided social services based on the result of an assessment, or referred to other organizations. SSCs focus more on analyzing the family situation and performing administrative procedures than providing social welfare services directly to clients.

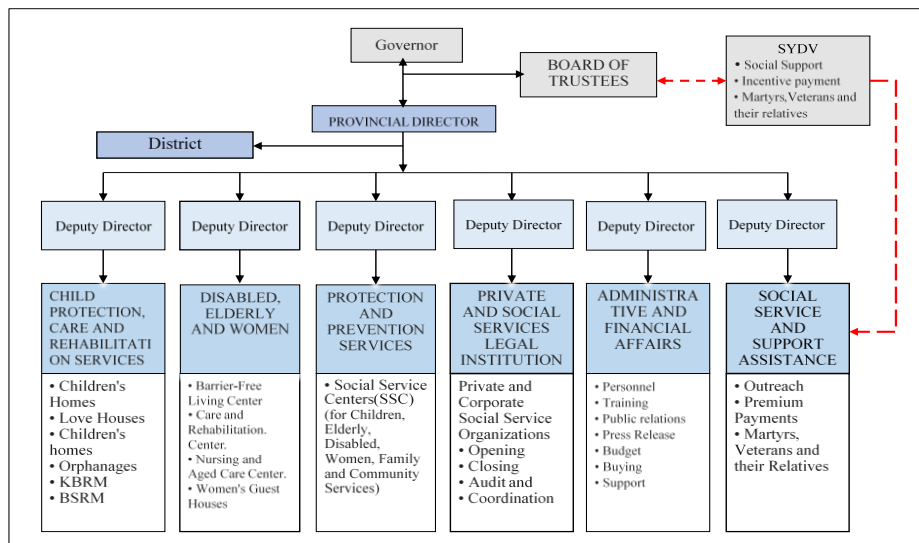


Figure 4-2: Organizational Structure of the Provincial Offices

Below is the example of Istanbul to describe the organizational structure more clearly. Figure 4-3 shows the provincial administrative structure of Istanbul.

(1) Under the Governorship of Istanbul, there are 18 Deputy Governors. One of them is responsible for the duties of the MoFSP. The Deputy Governor is responsible for the following institutions and duties.⁸¹

- Provincial Directorate of Family and Social Policies and its subsidiaries
- Martyr's relatives and veterans' unit
- Martyr's relatives and veterans' unit of the European side
- Martyr's relatives and veterans' unit of the Anatolian side
- Duties and operations on the Children of Istanbul Foundation
- Cooperation and coordination with voluntary agencies
- Follow-up on tasks for preventing domestic violence
- Follow-up on tasks for custody of children
- Follow-up on tasks for re-introduction of the disabled to social life
- Provincial Directorate of Social Assistance and Solidarity Foundation
- Duties and operations on the public day of the governor
- Poorhouse

⁸¹ Retrieved January 9, 2017, from <http://www.istanbul.gov.tr/en/governorship-of-istanbul/deputy-governors/adnan-cakiroglu>

- (2) According to the regulations set by the MoFSP, the Provincial Directorate is responsible for organizing the institutions related to the MoFSP's services and implementing follow-up activities for those institutions (see Annex 5 for the regulations).
- (3) Under the District Governor, there are 15 directorates such as education, health, and security. The director of the Güngören SSC is under the jurisdiction of the District Governor as District Directorate of the SSC. If the director of the SSC wishes to implement any activities with other institutions in the district of Güngören, he or she must send an official letter to the District Governor and ask for approval.
- (4) The District Municipality of Güngören has a section called the Social Assistance Jobs Directorate. The Directorate provides services similar to those of the SSC, but has no direct institutional or legal relationship with the SSC. If clients ask the SSC about services provided by the Directorate, the SSC recommends the clients to call 153 to obtain further information.

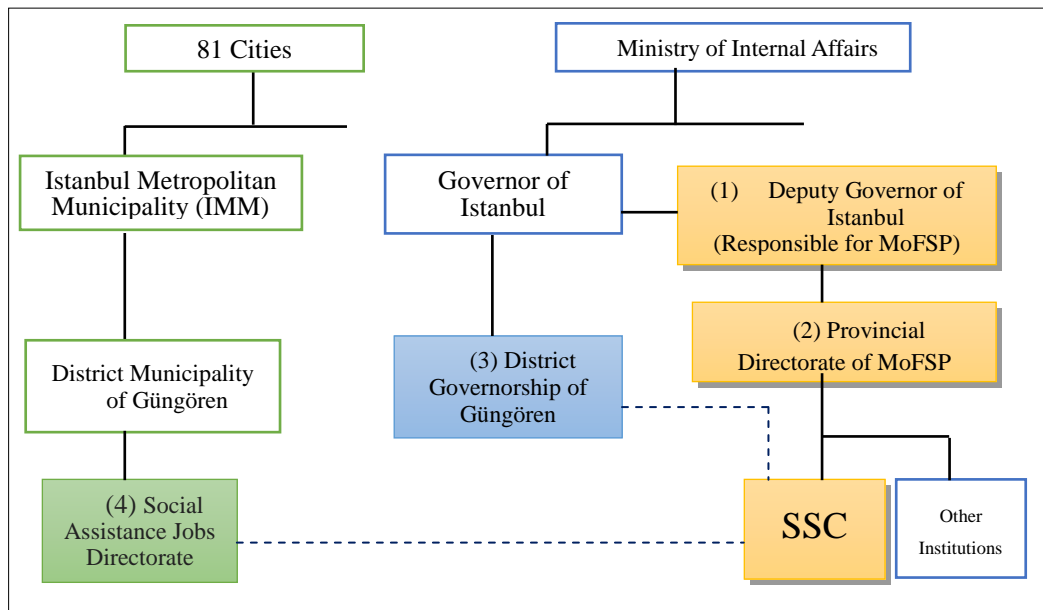


Figure 4-3: Organizational Structure at the Level of Güngören, Istanbul

4.2. Issues to Address in Providing Psychosocial Services for Syrians at SSC

In this survey, the results of the interviews are compiled with a focus on the following four main points: 1) necessity to establish strategies and norms to strengthen institutional capacity, 2) issues related to the physical state of the facility (modernization of the centers), 3) necessity to improve human resource shortage and capacity development, and 4) issues on strengthening networks with local resources (see Figure 4-4). The report also summarizes the following three additional points: 5) need to improve access to social services, 6) issues on the quality of services at SSC, and 7) issues on monitoring and evaluation. The abovementioned points were considered as basic information to create a pilot project plan.

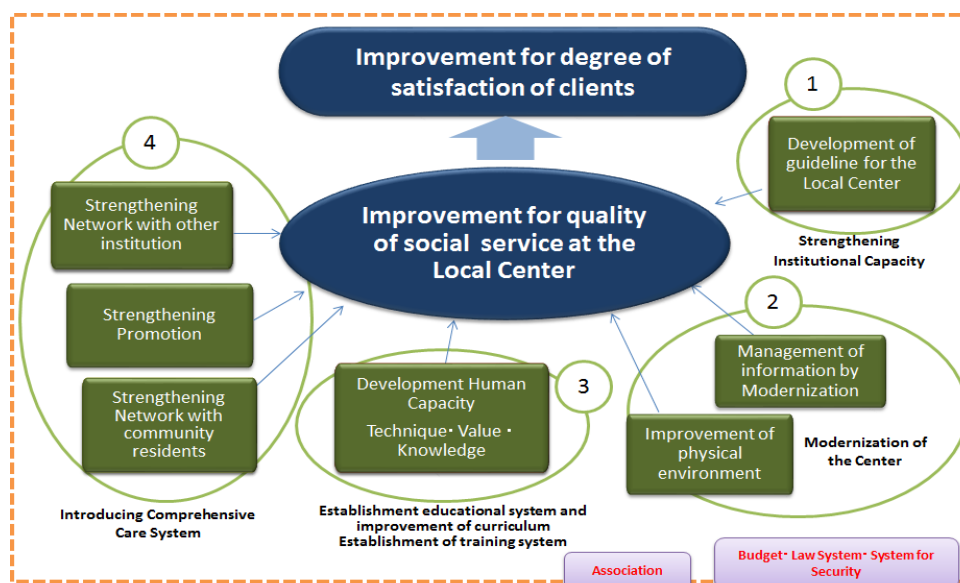


Figure 4-4: Key Points for Strengthening Social Services

4.2.1 Strategies and Regulations

(1) Psychosocial Support

The MoFSP has the important responsibility to define and create a policy and strategy to support people and families who are vulnerable, but has yet to establish specific policies, strategies and regulations on assistance to Syrian refugees. Nevertheless, the term "psychosocial support" is defined as follows because of the pressing situation.

"A multi-disciplinary group of services that includes prevention of psychological adaptation issues that may arise during disaster; re-establishment/development of relationships at individual, group, family and society level; raising awareness in victims of their own capacity in the process of returning to normal life, improving resilience of society for possible disasters and/or emergency situations; supporting staff throughout all stages of disaster".⁸²

The MoFSP also developed the Guideline for the Disaster and Emergency Management Center to provide necessary assistance in any disaster and emergency. This guideline recommends the development of an operational guideline at the level of SSCs to support and provide social services for Syrian refugees.

(2) Regulations of SSC (Annex 6)

In Turkey, the "Regulation for Social Service Centers" has been established. This regulation is based on Article 2 of the Decree on the Organization and Duties of the Ministry of Family and Social Policy dated March 6, 2011, and Article 4 of the Social Services Act dated May 24, 1983. The duties of the Centers are defined by the Article 7 of the Regulation as follows:

- a) Carry out social service activities aimed at protecting the integrity of the family and increasing the family well-being, and ensuring cooperation and coordination between the relevant public institutions and organizations and voluntary organizations.
- b) Ensure the healthy development of children and young people; to carry out social service activities for children and young people and to provide cooperation and coordination between relevant public institutions and organizations and voluntary organizations.

⁸² The definition is from a paper by the MoFSP that the survey team obtained in September 2016 in Ankara.

- c) Ensure that women enjoy equal rights and opportunities in all spheres of social life; to carry out social service activities for women and to provide cooperation and coordination between relevant public institutions and organizations and voluntary organizations.
- d) Ensure that disabled people and the elderly participate effectively in social life; to carry out social service activities aimed at disabled people and elderly people and to provide cooperation and coordination between relevant public institutions and organizations and voluntary organizations.
- e) Carry out social service activities related to relatives of martyrs and veterans, to provide cooperation and coordination between relevant public institutions and organizations and voluntary organizations.
- f) Strengthen the family with education, counseling and social economic support primarily for the purpose of raising and supporting the children in the family.
- g) Ensure that individuals and families in need of protection, care and assistance are identified, supported and directed to the necessary services.
- h) Examine and supervise the social service activities carried out by public institutions and organizations, voluntary organizations and real and legal persons within the framework of principles, procedures and standards determined by the Ministry.
- i) Information on social service activities and beneficiaries thereof shall be handled through the database to be established in a centralized system of the Ministry.
- j) Carry out the activities of these centers in provinces where the first admission units and violence prevention and monitoring centers are not located.
- k) Conduct educational activities and projects for individuals and families, organizing conferences, seminars and similar activities; Cultural and artistic activities.
- l) Assist in the development of services and the creation of new service models by evaluating the information obtained in the field survey and transferring them to the relevant implementing agencies and organizations.
- m) Perform other duties and services provided by the Ministry.

There is no concrete statement on Syrian refugee support within the regulation. However, under the regulation, for Syrian refugees living in Turkey, the SSC provides the same social services for Syrians as Turkish citizens after the refugees obtain ID registration. The main service is Family Economic Support for the families with children under 18 years old, the elderly (65 years old and over) and for people with disabilities.

Under the Family Economic Support, a few SSCs have started receiving Syrian cases and making home visits to investigate the refugees' living conditions, and providing financial support particularly for families or women who have children. In this process, personnel of the SSCs use a family survey form to assess the status of families. It is important to note that such form is not standardized: each SSC uses its own forms developed with the discretion of its director. Also, the intervention process and methodology of psychosocial support for Syrians at the community level have not been sufficiently examined or established. It is urgent to develop service guidelines and operational manuals to provide psychosocial care to Syrian refugees based on concrete policies.

(3) Authority of SSC

Regarding the cost of SSC operation and social services, the director of the SSC submits an application to the MoFSP for the necessary budget for the work. When the MoFSP approves the application, funds are remitted, and necessary goods are purchased and distributed by the director's discretion. There is no funding from the provincial office. The director of the SSC has authority over the implementation of social services at each SSC. Therefore, it is up to the director to decide how much of the budget to spend on refugee support. Also, regarding decisions and measures of the facilities, authorization from the provincial office was necessary before, but now the SSC director has discretion. The SSC reports its activities to the provincial office by informing the office of such

matters as the number of services provided. From the provincial office, monitoring activities for the SSC are carried out at a rate of nearly once a year.

4.2.2 Physical Facilities

According to personnel of the MoFSP, the seating capacity of the institutions in Turkey is insufficient. This means that Turkish residents who need institutional assistance do not receive adequate services for such reasons as shortage of nursery schools and institutional seating capacity for children with disabilities. Therefore, it is hard to find space to accommodate Syrians in the institutions.

In the Güngören SSC, the premises are small and it is difficult to provide services such as psychological counseling. However, this is understandable because the center's main function is to process legal measures, not to provide welfare services directly to clients. Because of budgetary constraints, it is difficult to solve physical problems of the facilities only by the initiative of the SSCs. Some SSCs do not have adequate Internet connection. In addition, a few SSCs in rural areas are not properly maintained for providing welfare services.

However, during the first survey, the Japanese survey team found innovative means of the SSCs to address their difficulties. The Güngören SSC is allocated in the same building as the social department of the municipality, where they share counseling rooms to account for the lack of space. Another case is the municipality of Sultanbeyli, which has an initiative to enhance public social services for Syrian residents, and manages the Coordination Center where Syrians can have consultations. Also, the municipality is constructing the multifunctional social service center for Syrians. Those good practices with local governance should be considered as means to improve the provision of social services.

4.2.3 Necessity for Human Capacity Development

SSC staff members analyze information gathered during home visits and decide measures for cases. They conduct case analysis daily and have basic expertise. The case analysis conducted through the pilot project confirmed the staff members' abilities to understand the technology based on the theory of the social welfare field today (International Classification of Functioning, Disability and Health (ICF)/comprehensive support).

SSC personnel have no opportunity to receive continuous training other than on-the-job training (OJT). In addition, because the MoFSP has no program to develop human resources continuously, they have no opportunity to improve their expertise in supporting Syrian refugees.

In Turkey, social welfare education at universities is well established. For example, Hacettepe University has the department of social work where students can acquire a degree in social welfare. The necessity for technical support in the welfare education system is not high. In contrast, the SSCs need specialized personnel for assisting Syrian refugees, but no curriculum at the university education level has been established for this purpose. In addition, the MoFSP has no strategy or plan for additional human resource development training on refugee support.

In this crisis period with a massive number of refugees entering Turkey, most staff members of the SSCs are not ready to receive all Syrian family cases because their principal duty is to attend to Turkish family cases. Another problem at the SSCs in providing services for Syrians is that most of the personnel of SSCs do not understand the Arabic language. Because of the language barrier, the SSC personnel do not understand problems facing Syrian refugees. However, the survey team found a few SSC staff members who speak and understand the Arabic language. For example, in the SSC of Eyyübiye, Şanlıurfa, a male staff member understands Arabic and visits Syrians families to verify their living conditions. He can interview Syrian families. However, virtually no SSC staff member has received specialized training for intervening with refugees that cover such matters as points to address when visiting a refugees' home and psychological issues such as post-traumatic stress disorder (PTSD). It is necessary to develop specialized training for SSC staff members to improve their dealing with Syrian families.

4.2.4 Strengthening of networks with local resources

(1) Cooperation with NGOs and related organizations

Many of the SSCs have working relationships with local resources such as the municipality, other governmental institutions, and NGOs. For the Syrian refugees who are in the social adaptation stage, NGOs play a vital role. The Japanese survey team observed that SSCs work closely with such local resources. For example, in Şanlıurfa, the provincial director coordinates monthly meetings with all the related institutions and NGOs to share information on social assistance for vulnerable people in the region.⁸³ Another example is the SSC in Fatih, Istanbul, where the Japanese survey team held on June 6, 2016 a workshop with the NGOs that work with the SSC. NGOs and the SSC shared information of their services available for Syrian refugees such as health, social adaptation, language and education, and job search for Syrian families in Fatih. Before the workshop, the NGOs in the area individually had referral relationships with the SSC; however, they had no formal networks among them.

At the Bağcılar SSC, when its personnel visited families of Syrian refugees, they asked NGO staff members supporting refugees to provide interpreters in home visits. In addition, the Eyüp SSC receives funds from the Istanbul Development Agency and provides necessary information on services for Syrian refugees.

A few local NGOs have much information on the refugees, mainly regarding households, that was collected through home visits for Syrians. These activities are almost the same as the home visits that SSCs started. However, no mechanism to share information between the SSCs and local NGOs has been established. This occasionally causes duplication of the information. Personal data on the refugees are treated as highly confidential and it would be difficult to share them with anyone.

In supporting Syrian refugees, the SSC can be the core of the network of local resources.

(2) Initiative of the district municipality

The Istanbul metropolitan area consists of 1) Istanbul Metropolitan Municipality (IMM), 2) 39 district municipalities, 3) 37 sub-districts (sub district municipalities), 4) special provincial administrations, 5) villages, and 6) local authority associations.⁸⁴ A few district municipalities provide social services while delegating responsibilities to regional NGOs and relevant agencies.

Sultanbeyli District has launched an NGO specialized in providing services to support Syrian refugees and operating in multiple facilities that provide one-stop services. In the facilities, a series of services necessary for refugees' living are provided in Arabic, such as clinics and pharmacies for Syrian refugees, nursery, kindergarten, ID registration center, language education services, legal support, and employment and work permit application support. The SSC has an office specialized in supporting Syrian cases. On any given day, 200 to 500 Syrian refugees visit the center. According to the manager of the center, the District of Sultanbeyli became the center in supporting Syrian refugees on the Asian side of Istanbul, and this is the reason for the increase in Syrian refugees who move to the district.

Because regulations on Syrian refugees were set and modified by each governmental agency, initiatives at the local level such as those by municipalities need to be coordinated with the area's agencies to support the refugees.

(3) Use of volunteers

A few obstacles exist in strengthening linkages with civil society. The MoFSP has not made it clear how to use volunteers in the refugee crisis. However, many volunteers who understand the

⁸³ On June 9, 2016, the Japanese survey team as an observer took part in the monthly meeting in Şanlıurfa with all the local institutions and NGOs.

⁸⁴ Report of the Detailed Design for the Project for Traffic Demand Management of Historical Area in Istanbul, Turkey, 2011, JICA, p.14.

Arabic language are interested in assisting Syrian refugees and have already participated in support activities in the communities. This effort is important for the Syrians who are in the social adaptation stage to gain an alliance between the Turkish and Syrian populations. It is necessary to set a strategic plan and establish a mechanism to strengthen the participation of volunteers and civil society.

(4) Difficulties in cooperative activities

In Article 7 of the Regulation for Social Service Centers, an SSC's work is to conduct social service activities to promote the welfare of families and children, and promote networks among them. However, SSC staff members do not plan these activities daily because the work of an SSC focuses on implementing procedures on the use of social services. Moreover, in the monthly report submitted to the provincial office, the staff members only report indicators based on numbers such as the number of cases in which Family Economic Support was given. No activity report is required even if an SSC staff member conducts a lecture for teachers and students or a health awareness activity for the elderly and the children. Thus, such activities are rarely practiced at the service level of the SSC.

Also, regarding interagency cooperation for supporting Syrian refugees, agreement at the headquarter level is necessary. When the Güngören SSC planned to hold an exchange event between a Syrian primary school and a Turkish school in the region on a pilot basis, the SSC's personnel tried to work with the district office of the Ministry of Education, but found it difficult to obtain approval because of the complicated and time consuming process.

4.2.5 Access to Social Services

As mentioned in the section 4.2.3, personnel who understand and speak Arabic fluently at the SSC are insufficient. Also, there is a lack of publicity and awareness-raising activities as well as outreach activities. Thus, refugees do not know well enough what kinds of services are provided by the SSCs. Furthermore, because several NGOs carry out social services and support activities in the community more directly and quickly, the refugees often prefer those NGO support activities. Syrian refugees who are at the social adaptation stage need even more social assistance. Thus, the SSC should work to improve access for the Syrians. For example, as a public institution, they should create a "living guide book" or "social services guide book" in the Arabic language so that the refugees could understand it easily and use it in their social adaptation stage.

4.2.6 Cases of the Services at SSC

(1) Quantities

As mentioned in section 4.2.2, because of the shortage of personnel in the SSC and their lack of time to spend for each client, the SSC staff members cannot guarantee the quality of services. Because of the vast number of cases to process, their work becomes mainly legal procedures or referral measures to other organizations and institutions. At the Güngören SSC, services are provided based on their contents stipulated in the regulation. The services mentioned in the regulation include child protection, and support for the elderly, the disabled, and women. Table 4-6 shows the main social service categories and numbers confirmed at the Güngören SSC.

Table 4-6: Service Cases of the Güngören SSC (January-November 2016)

	Category	Number of Cases	Percentage (%)
1	Home care (Living support through monetary payment for Elderly and people with disabilities)	457	42.7
2	Family Economic Support	426	39.8
3	Children needed Protection	120	11.2
4	Consultancy (Guidance)	26	2.4
5	Veterans and their families (Employment advice and registration for Service ID)	24	2.2
6	Institutional Care	17	1.6

Source: Güngören SSC data (investigated in November 2016)

Other services include provision of shelters for women as well as family education programs and cultural activities. However, most services are covered in the categories listed in Table 4-6.

Table 4-7 summarizes the service items and cases for one month in order to understand the work situation of the SSC personnel. At the Güngören SSC, there are eight technical staff members, which correspond to 14 to 68 cases per person. The majority of the measures focus on home care and the Family Economic Support. Moreover, the number of cases varies depending on the staff member, because it takes time to analyze the characteristics of each case.

According to an interview at the Eyuip SSC, about 400 Syrian refugees visited the SSC for application to services as a result of promotion activities in November 2016. The Güngören SSC has about 230 cases in one month. Assuming that the case correspondence capacity of the Eyuip SSC is about the same, 400 consultations and visits by Syrian refugees is too high to provide quality services. If acceptance of Syrian refugees in the SSC is considered seriously, it is urgent to consider the improvement of the system by such means as an increase in the number of personnel.

Table 4-7: Cases Dealt with by the SSC Staff Members (Example of November 2016 at the Güngören SSC)

No. of Staff	Specialty of Staff	Service Categories						Total (Measured)
		Family Economic Support	Home Care	Consultancy (Guidance)	Children needed Protection	Hotline/ IT	Veterans and their families	
1	Psychology	23			2			25
2	Psychology	11			3			14
3	Sociology							0*
4	Sociology	15						15
5	Sociology		40			1		41
6	Psychology	24			6			30
7	Psychology	19		2	1		46	68
8	Sociology		42			1		43
Total		92	82	2	12	2	46	236

Source: Güngören SSC data investigated in November 2016

Figure 4-5 shows the general intervention process at the SSC. Usually, cases are received through user visits, calls from outside, or referred from other institutions. In the Municipality of Sultanbeyli, a list of residents who need support is prepared under the responsibilities of the department of social welfare services. Then, the residents are referred to the SSC near the municipality office. (In referrals, they are called “Applications” because almost all the cases pertain to economic family support).

(2) General procedure and the forms

After the reception step, brief consulting services or reviewing process are given and the staff members of the SSC visit the homes of the individual to investigate his or her situation. As mentioned in section 4.2.1, the staff member uses the survey form in this process. The form contains several perspectives to analyze the status of individuals and families. The contents of the form are the same as the ones used for Turkish home visits. However, to investigate and understand the status of refugees, the contents of the forms should be reviewed and improved.

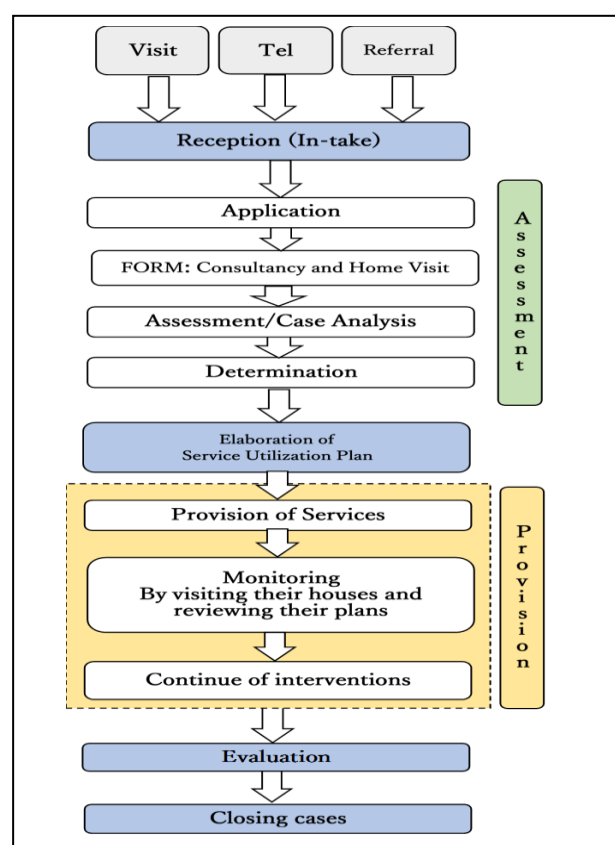


Figure 4-5: General Intervention Process

The SSC of Eyyübiye, Şanlıurfa uses a form called “Evaluation and determination of needs,” particularly for children affected by the Syrian crisis.⁸⁵ This form has a section asking about children separated from parents and their physical and psychological status. The following questions verify the psychological status of children: “What are your primal worries about your children in our country?” “Since the situation in Syria, what scares or stresses the children out?” Adding those questions to the form is one of the best practices that would allow the staff member to understand better the situations facing the families of refugees.

The Japanese survey team found that many such best practices already exist, and the SSCs have created several forms to analyze the situation of Syrian families. However, each SSC seems to have a form with different contents and structure. Therefore, it is recommended that all forms used by SSCs to assess Syrians families should be shared and standardized by the MoFSP to make the intervention of social services more efficient.

One advantage is that the staff of the SSC has the ability and techniques to conduct a survey well. For example, one staff member from the SSC of Eyyübiye, Şanlıurfa who visited a family of a single mother asked the mother questions in a careful and gentle manner, and it seemed that the mother answered the questions comfortably.⁸⁶

(3) Care plan with an empowerment approach

After the home visits and implementing the survey, a few conferences are held in the SSC to analyze and determine the kind of services to provide for each case. Almost all the SSCs that the Japanese survey team visited implement “case conferences” or internal meetings to analyze cases from different perspectives and opinions. This intervention methodology of social work should also be standardized for Syrian refugee cases to preserve the quality of attention.

After or simultaneously with the case conference, the service utilization plan (care plan) is elaborated by the staff member. The sample care plan sheet for the disabled and the elderly used in the SSCs of the municipalities of Istanbul⁸⁷ shows the following different aspects and viewpoints for psychosocial support.

- Services towards making the patient accept his family’s state or accepting their disability
- Services towards integration of the patient’s new surroundings and his disability, informing and supporting self-improvement
- Services towards the individual and their family to use their social rights and current sources
- Companionship of services in order to get the individual integrated into society and make them involved in sports, art and cultural activities
- Saving them from the feeling of abandonment, ignorance, dependence, loneliness and preventing depression, stress and thoughts of suicide

From these viewpoints, it is fair to say that social welfare in Turkey has already integrated and accepted the empowerment and/or strengthening approach for individuals. Although the intervention methodologies still need improvement, the majority of the staff members in the SSC know how vulnerable people should be given support. This intervention approach that already exists and is integrated in the social services of Turkey should be transformed to attend to Syrians cases.

(4) Monitoring follow-up activities

Once the staff members of the SSC assess and carry out measures to address the situation, follow-up activities to monitor the process should be implemented. However, there are not enough follow-up activities after the measures because of lack of time to give mid- to long-term interventions. Moreover, because of the shortage of personnel who understand Arabic, cases of Syrian families are

⁸⁵ Evaluation form for Syrian families used by the SSCs in Eyyübiye, Şanlıurfa

⁸⁶ On June 16, 2016, the Japanese survey team accompanied the staff of the SSC of Eyyübiye, Şanlıurfa, and visited Syrian families there.

⁸⁷ The SSCs in the municipalities of Istanbul use the care plan form for the disabled and the elderly.

sometimes identified and proceeded by only one staff member without a case conference. Thus, it is unclear whether accurate services have been provided for Syrian families.

4.2.7 Monitoring and Evaluation

The MoFSP has not provided any specific indicators of services for Syrians to the SSCs yet. An example of such indicators are how many Syrian families should be attended by the MoFSP's services annually, or what type of services should be provided for Syrians based on their necessities. Because of the lack of standardization of services, it is difficult to monitor and evaluate the quantity and quality of service provision for Syrians. This aspect is related to the need for the establishment of strategies and regulations of social support for Syrians.

4.2.8 Vocational Training

The MoFSP has implemented vocational training for vulnerable groups such as women among Turkish citizens and Syrian refugees by using facilities of the Women's Cultural Center. The main training courses include sewing, knitting, leather craft, and hair-stylist training. However, it is uncertain whether the training courses can lead to income improvement for the people who take them. All personnel from the centers visited by the survey team during the first survey period stated that they felt that training participants did not succeed in improving their income. Thus, helping vulnerable people improve their income is one of the important challenges for the MoFSP. The Red Crescent Society and a few NGOs have also conducted vocational training, but their courses have not focused on improving participants' income with what they produce. The courses have other objectives such as socialization and psychological therapy.

Regarding the job issues, SSCs' formal referral contact is İŞKUR (Turkish General Job Services Agency) that provides vocational training. As shown in Table 4-8, three types of vocational training are available for Syrians under Temporary Protection.

Table 4-8: Vocational Training Available for SUTP

Type	Content
Job Training	On-the-job training for job seekers who already have a diploma or certificate in the field
Employment Program	Training courses for job seekers who have no diploma or certificates in the fields
Entrepreneur	Training courses for those who start new businesses on their own

Source: interview with İŞKUR Hehç elievler Hizmet Merkezi branch, December 13, 2016

Training courses are available only in limited fields in which the job market has a relatively small number of human resources such as sales, welding, printing, cooking, and shoe making. In addition, İŞKUR provides no Turkish language courses for foreigners.

4.3. Cooperation with other institutes to strengthen SSC services

In addition to services provided by the SSC for social adaptation explained in the sections above, this section explains the services related to empowerment and resilience. These services are also important when considering the life of refugees from Syria to support them comprehensively.

(1) Background

The context of Syrian refugees is shifting from the humanitarian assistance stage to a developmental stage, as the situation of the Syrian crisis has continued for over five years and does not show any signs of ending in the near future. It is required to develop solutions in a longer timeframe for the host communities in Turkey.

In the development stage, it is crucial to promote empowerment and resilience of Syrian refugees. It is different from humanitarian aid in regard to sustainability and resilience of the host society, community and the country.

One of the ways to facilitate the empowerment and resilience at the individual level and the country level is the adaptation of Syrian refugees into Turkish economy as both producers (labor/manpower) and consumers, to cover the demand and supply sides of the market.

The linkage between “education”, “employment” and “social service/policy” is essential to design the abovementioned resilience in a comprehensive manner. Some main institutions that play a role in this process are the MoNE, MoLSS, and MoFSP including the Turkish Higher Education Council (YÖK), İŞKUR, and Vocational Qualification Authority (VQA). The interaction between them will be important.

The National Employment Strategy (2014-2023) and Action Plans (2014-2016) allocate some main responsibilities to the MoFSP as show in Table 4-9.

Table 4-9: MoFSP’s Responsibilities under the National Employment Action Plans (2014-2016)

I. Strengthening links between education and employment	
II. Ensuring security and flexibility in the labor market	
III. Increasing the employment of vulnerable groups	
1. Labor force participation rate and employment of women will increase, unregistered employment will be tackled.	1.1 Precautions will be taken for reducing women’s caring responsibilities.
	1.6 In order to remove the cultural obstacles against employment of women, awareness raising activities will be conducted for relevant sectors of society.
	1.9 Women exposed to violence, women in shelters, ex-convict women and widows will be supported in terms of participation to economic and social life.
	1.10 A gender-sensitive approach and budgeting will be taken while preparing legislations, policy documents or strategies for creating and increasing employment
IV. Strengthening links between employment and social protection	
1. Social assistances will be provided as right-based and on the basis of predefined objective criteria.	1.1 Similar types of social assistances will be merged and grouped.
	1.2 “Project on Development of Scoring Formulation for Determination of Social Assistance Receivers” will be finalized and put into practice in all social assistance programs.
2. Social protection services will be defined and classified in a way to promote employment according to the needs of people considering the composition of households.	2.2 A system focusing on families will be set up within the scope of “Social Support Consultant” model in the field of social assistance and service.
	2.3 Social assistances will be provided by consideration of the qualifications and needs of people in the household.
5. Opportunities to benefit from social assistance will be increased by considering the characteristics of the households that are in or at risk of poverty even if there are registered employees within the household.	5.1 Social assistances will be handled in an inclusive approach to include registered workers and will be provided within the scope of objective criteria aiming to diminish the risk of poverty for individuals, considering the household.
6. Social protection programs implemented by public institutions will be conducted in coordination.	6.1 Integrated Social Assistance Service Projects will be finalized.
	6.2 In regard of strengthening the link between social assistances and employment, current protocols between relevant institutions will be reviewed and new protocols will be prepared according to the needs.

Source: Ministry of Labor and Social Security 2014 National Employment Strategy (2014-2023) and Action Plans (2014-2016)

(2) Potential Areas

With the abovementioned context, the status and issues of the following three services will be described in this section: 1) providing technical and vocational education and training, 2) supporting entrepreneurs, and 3) formulating cooperatives for income generation. These services are potential services, which the MoFSP would provide newly, or upgrade existing relevant services for the purpose of self-reliance/resilience of Syrian refugees.

1) Providing Technical and Vocational Education (VET) and Training

The MoFSP offers a few vocational training courses to targeted vulnerable people, which can include Syrian refugees. The major stakeholders of technical and vocational education and training are technical educational institutions under the MoNE for technical educations, and İŞKUR under the MoLSS for vocational trainings. As those programs are general and open to everyone, it is not specified for a targeted population and some of the Syrian refugees have taken technical education and vocational training through those institutions. The Japanese survey team did not find the exact and total number of trained Syrians via those programs.

The Vocational and Technical Education Strategy Paper and Action Plan (2014-2018) expect the MoFSP to support the following areas illustrated in Table 4-10.

Table 4-10: Measures for MoFSP as Related Institution in VET Action Plan (2014-2018)

POLITICAL GRID: 1. ACCESS TO VOCATIONAL AND TECHNICAL EDUCATION
PRIORITY: 1.1. The qualities of access to vocational and technical education shall be improved
Measurement: 1.1.3. Access possibilities of the groups which require a special policy will be improved.
POLITICAL GRID: 2. CAPACITY IN VOCATIONAL AND TECHNICAL EDUCATION
PRIORITY: 2.1. Vocational and technical education programs will be improved and the competence system will be strengthened.
PRIORITY: 2.2. Vocational guidance and career development in vocational and technical education will be strengthened.
Measurement 2.2.1. Competences of administrators and teachers regarding the vocational guidance and career development will be increased and students will be encouraged to continue their VTE education in a program that fit their interests and talents.
PRIORITY: 2.3. An efficient and productive management system will be established in VTE
PRIORITY: 2.4. Education environments of schools and institutions will be improved by providing an efficient and sustainable financing system in VTE.
PRIORITY: 2.5. A quality assurance system in VTE will be established.
POLITICAL GRID: 3. EMPLOYMENT WITH VOCATIONAL AND TECHNICAL EDUCATION
PRIORITY: 3.1. The students of vocational and technical schools and institutions and the transitions of alumni into the labor market will be supported.
Measurement: 3.1.2. Employment possibilities for the groups which require a special policy will be improved.
PRIORITY: 3.2. The national and international activities of vocational and technical schools' and institutions' students and alumni will be enabled.

Source: Ministry of National Education (2014) The Vocational and Technical Education Strategy Paper and Action Plan (2014-2018)

It is questionable whether or not these vocational trainings provided by the MoFSP could result in revenue improvements for people who receive these courses. The main training contents are, for example, sewing, knitting, leather craft, and hair-stylist training. All the staff at the centers where the Japanese survey team visited during the first survey period answered that they felt the participants did not succeed to improve their revenues. This is one of the important future challenges for the Ministry. The Red Crescent Society and some NGOs also have been conducting similar vocational

trainings, but they are facing similar problems, where trainings do not improve the participants' income directly, and the trainings serve a different objective such as socialization and psychological therapy.

Regarding employment issues, SSCs' formal referral contact is İŞKUR which is a provider of vocational trainings. There are three types of vocational trainings shown in Table 4-11, also available for SUTP. Trainings are only available in limited fields where there is a lack of human resources in the job market, such as in sales, welding, printing, cooking, and shoe making. Also, no Turkish language courses for foreigners are provided by İŞKUR.

Table 4-11: Vocational trainings available for SUTP

Type	Contents
Job Training	On-the job training for job-seekers who already have a diploma or certificate.
Employment Program	Trainings for job-seekers who have no diploma or certificates in the field.
Entrepreneurship	Trainings for those who are starting new businesses on their own.

Source: Japanese survey team

The courses provided by MoFSP grant a certificate but the trainings do not necessarily link to employment. To avoid this, İŞKUR tries to connect the trained trainees to the market via job matching. About one third of training courses offered by İŞKUR are coordinated with companies where the trainees are expected to work after the successful completion of the courses. İŞKUR conducts an annual market survey to investigate the demand and supply gap linked to employment. Similarly, according to Saferworld's report⁸⁸, İŞKUR started to develop a strategy to identify sectors that require additional employees and capacities Syrians possess.

2) Supporting Entrepreneurs

The MoFSP has a channel to provide financial and technical support for entrepreneurs especially from the vulnerable population. In contrast, the major stakeholders of entrepreneur support, especially for small and medium enterprises, are the Entrepreneurship Council and the Small and Medium Industry Development Organization (KOSGEB) under the Ministry of Science, Industry and Trade (MoSIT). The Entrepreneurship Council is a high-level forum for consultancy, and the Turkey Entrepreneurship Strategy and Action Plan is one of their key initiatives. KOSGEB is the organization to implement the action plan, covering the majority of population/entrepreneurs. They also provide information dissemination, financial guidance, technology development, export promotion, regional development and entrepreneurship development. Initially the scope of KOSGEB was only for targeted sectors, namely for industry, but recently include other sectors such as service and trade.

The Entrepreneurship Strategy and Action Plan (2015-18) (Official Gazette no. 29466 on 5 September 2015) allocates the MoFSP's responsibilities as shown in Table 4-12.

Table 4-12: MoFSP's Responsibilities in the Entrepreneurship Strategy and Action Plan (2015-18)

	Field/Aim	Description of actions towards solutions
1	Regulatory Framework: Develop entrepreneur-friendly regulatory frameworks	Evaluate the regulatory framework in terms of women entrepreneurship perspective
2	Thematic and General Support	Perform investigations for difficulties women entrepreneurs face Encourage handicapped entrepreneurship ⁽¹⁾
3	Culture of Entrepreneurship: Developing the Culture of Entrepreneurship	Increase awareness regarding entrepreneurship Develop children's perception of entrepreneurship

Source: KOSGEB (2015) Entrepreneurship Strategy & Action Plan (2015-18)

⁸⁸ Saferworld, Syrian refugees in Turkey: challenges to and opportunities for longer-term integration, Workshop summary, Retrieved January 20, 2017 <http://www.saferworld.org.uk/downloads/pubdocs/c4p-turkey-briefing-final.pdf>

For example, the MoFSP's program on "Support for Income Generating Projects" provides credit to vulnerable population to run projects or businesses. This program is managed by the General Directorate of Social Assistance with the Social Aid and Solidarity Promotion Fund Board, and the local foundations for social assistance and solidarity. The financial source of this program comes from the Social Assistance and Solidarity Fund (SASF). The majority of supported projects are in agricultural and husbandry activities, hair salons, tailors, turnery, and plumbing.

Syrian refugees cannot apply for the credit under "Support for Income Generating Projects", as it is required that the applicants have trade registration to start the business before receiving the credit. However, they can apply to other services under the local foundation of SASF, given that they are registered by the authority.

KOSGEB has a specialized directorate to develop and facilitate entrepreneurship, named the Entrepreneurship Development Directorate. KOSGEB provides support to entrepreneurs through training, capital, and business incubation.

In addition to KOSGEB's entrepreneurial support, various other programs support entrepreneurship in Turkey, like the Social Support Program (SODES) under the MoD and the Turkey Grameen Micro Finance Program.

Sometimes the collateral for the credit and the repayment of the credit become problems of those programs. In the case of the Turkey Grameen Micro Finance Program, they apply a group funding mechanism to use social bond as a warranty for repayment.

3) Formulating Cooperatives for Income Generation

The MoFSP is involved in the study of cooperatives to empower vulnerable people in a project, although the MoFSP is not explicitly involved in the Cooperative Strategy and Action Plan (2012-2016). The General Directorate of Cooperatives, under the Ministry of Customs and Trade (MoCT), is the main stakeholder in this strategy and action plan. The General Directorate of Cooperatives conducts projects to enhance the capacity of cooperatives.

The International Labor Organization (ILO) held several meetings in Turkey in 2016 to advocate the cooperative model to respond to the refugee crisis. The ILO's study⁸⁹ highlights the following key features of the cooperative model:

- People-centred business cooperative services and goods (e.g., care services, housing services) are important for refugees but not as readily available through other enterprises;
- Since refugees are different from economic migrants, they need an integrated response ranging from livelihoods, health and child care services to psychological assistance. Cooperatives have developed integrated practices suited for the refugees' needs;
- The nature of working collectively in a cooperative business helps to advance agency and resilience among refugees;
- The fact that cooperatives are well grounded in local communities and devise a joint response to common needs makes it easier for them to be accepted by the host communities fostering inter-communal peace; and
- Cooperative projects designed with an active participation of host communities that benefit them as well as the refugees help eliminate resistance and increase acceptance of refugees.

⁸⁹ ILO, Cooperative Responses to Refugee Crises, Retrieved January 20, 2017
http://www.ilo.org/wcmsp5/groups/public/@ed_emp/@emp_ent/@coop/documents/genericdocument/wcms_455734.pdf

CHAPTER 5. RESULTS AND LESSONS OF THE PILOT PROJECT

As mentioned at the beginning of this report, this project includes pilot project activities in addition to the investigation of Syrian refugee support. Istanbul and Şanlıurfa were both determined as pilot cities at the beginning of the project, and information on refugee support were gathered in both areas. Next, the SSCs of the two cities were considered to determine the SSC for the pilot activities. Then the issues Syrian refugees face were analyzed to create a draft pilot activity plan. The pilot activities were implemented based on the plan. The process and the details of the activities are described below.

5.1. Selection of the Pilot Project Sites

5.1.1 Demographics of refugees in Istanbul Province and Şanlıurfa

1) Istanbul Province

The number of SUTP in Istanbul is about 415,652⁹⁰, which has grown to 2.84% of Istanbul's population of 14,657,434.

The Syrian refugees who settled in Istanbul chose the area because they found the living standards there to be close to what they regarded as normal before the war in Syria. The refugees prefer Istanbul to the southeastern area of Turkey because of better access to money. Job seekers including young single men also tend to choose Istanbul because of the province's numerous employment opportunities in the electronics, textile and tourism sectors. The refugees in Istanbul live in rented apartments. In other words, they live dispersed, causing difficulties for Turkish governmental organizations and aid agencies in accessing them. For example, according to an interview with UNHCR in June 2016, the estimated number of Syrian refugees in Istanbul was about 400,000, but the number of those registered with UNHCR was about 100,000. Thus, about 300,000 Syrian refugees have not been contacted.

Because of its developed industries in multiple sectors, the province has demand for Syrian labor, and attracts Syrian refugees in other areas of Turkey. On the other hand, because of the difficulties for SUTP to obtain work permit, the province faces problems in non-regular employment and child labor.

2) Şanlıurfa

The number of refugees living in Şanlıurfa province is 399,974. Among them, 102,215 live in the five refugee camps, which are also known as accommodation centers, near the Syrian border⁹¹, and 297,759, or 74.44% of the total Syrian refugees in the province, are settled outside the camps. Because Şanlıurfa is at the Syrian border, it has seen people come and go between Turkey and Syria for years. The ratio of Arab residents in Şanlıurfa's population was about 30% before the eruption of the civil war.⁹² Many of the off-camp Syrian refugees have been living with relatives in the province. Thus, for the aid agencies, access to the Syrian refugees is easier than in Istanbul.

Şanlıurfa, whose main industry is farming, has been accepting seasonal workers from Syria since before the civil war. Since the eruption of the civil war, the agricultural and construction sectors have accepted Syrian refugees. In contrast, fewer job opportunities are available for high-skilled human resources. For teachers and health care workers, who must obtain a Turkish license to work, thus work permits are not issued. Many of the high-skilled human resources have difficulties finding decent work that match their skills and are forced to make a living with low-wage jobs.

⁹⁰ The latest data are as of November 24, 2016, retrieved from http://www.goc.gov.tr/icerik6/temporary-protection_915_1024_4748_icerik

⁹¹ The latest data are as of December 12, 2016, retrieved from the web site of Disaster and Emergency Management Presidency (AFAD) <https://www.afad.gov.tr/en/2602/Current-Status-in-AFAD-Temporary-Protection-Centres>

⁹² The population ratio in Şanlıurfa before the Syrian conflict was 30% Arab, 40% Kurdish, 10% Turkish, and 20% Zaza.

Table 5-1: Situation of Syrian Refugees in Istanbul and Şanlıurfa

	Istanbul	Şanlıurfa
Settlement Form	Urban / Dispersed	Suburban / Collected
Population of Syrian Refugees	415,652 (2.84% of Istanbul 's population of 14,657,434)	399,974 (21.14% of Şanlıurfa's population of 1,892,320)
Major Industry	Industry (Electronics, textile, tourism)	Agriculture (cotton cultivation, livestock)
Social Environment	International city, urbanized, modern	Traditional (women do not work outside and stay home)
Residence	Individual families rent apartments or properties	Live in a relative's house or refugee camp
Residential Situation	Spread in the districts, difficult to identify	Concentrated in the Arab area, easy to access
High-priority issues	Child labor, sexual exploitation, domestic violence, information dissemination	Children's education, women's empowerment, creating decent jobs for high-skilled human resources

Source: Pilot Project Team's hearing at Istanbul and Şanlıurfa

5.1.2 Field Visits of the Pilot Project Sites

The MoFSP presented four SSCs in Istanbul and one SSC in Şanlıurfa as pilot candidate sites. Personnel of the MoFSP and the survey team visited these centers to investigate and confirm the state of each SSC and the possibility of implementing pilot activities.

The team visited SSCs in Fatih, Sultanbeyli, Güngören, and Maltepe in Istanbul. Of these, the Maltepe SSC was excluded as a candidate site because the SSC did not have sufficient staff for participating pilot project activities, and three others (Fatih, Sultanbeyli, and Güngören) were selected for consideration. Annex 7 summarizes basic information on the SSCs visited by the survey team. Because many Syrians have already settled in the areas of Sultanbeyli and Güngören, the SSCs in these areas are already providing different types of social services. Moreover, the Director of the center of Güngören is the coordinator of the Europe region of Istanbul and is highly motivated to improve refugee assistance. At the end of the survey, the SSC in Güngören was selected as the pilot site. In the case of Şanlıurfa, the SSC at Eyyübiye was selected as the pilot site, because it is the municipality's only center.

5.2 Necessities of Syrians Identified in the Field Visits

(1) Reaching the Syrian refugees living outside the camps

Turkish authorities have not managed to grasp the needs of the Syrian refugees although they are trying. The main reasons are the refugees' unpredictable movement and difficulties in accessing them. In addition, many refugees have chosen not to register as SUTP for the following reasons: (a) the refugees are afraid that registration may prevent migration to a third country such as Europe, (b) registration may specify a residential area in Turkey and restrict their movement, and (c) Syrian authorities may question the refugees with regard to Turkish registration.⁹³ A few NGOs pointed out that those Syrian refugees who work on a non-regular basis are also afraid of losing their job through SUTP registration.

(2) Stable Income and Independence

One of the major mid- to long-term issues is how Syrian refugees in Turkey can secure a stable income for an independent living. The Regulation on Work Permit of Refugees under Temporary Protection (Gazette No. 2016/8375) was enacted on January 15, 2016, and work permits to Syrian refugees were issued. However, the regulation has problems including the following: provision that

⁹³ PERSPECTIVES, EXPECTATIONS AND SUGGESTIONS OF THE TURKISH BUSINESS SECTOR ON SYRIANS IN TURKEY (December 30, 2015)

the number of Syrian refugees must be within 10% of the Turkish employees at a workplace; work permits are issued for specific sectors, types, and regions; to apply for a permit the applicant must be registered as SUTP for longer than six months; and a long waiting period after application. These problems lead to increased non-regular work at a low wage without social security and retirement benefits.

For the first time in its history, UNHCR added “unemployed male population over 40 years old” to its categories of vulnerable people. This indicates that jobs are one of the most important factors in Syrian refugee assistance. Stable employment is also the foundation of a stable life, and the key to prevent poverty, domestic violence, and child labor.

(3) Language Barriers

For refugees registered as SUTP, the Turkish government is to provide under SUTP regulations similar social services to those for Turkish nationals. However, to access the services, the refugees face a language barrier. The Social Service Center (SSC) in Istanbul visited by the Project team had no Arabic support service, and the SSC in Şanlıurfa had only one Arabic-speaking staff member. To help Syrian refugees accessing social services, improvement in language support is essential.

(4) Conflict with the Host Community

While the Turkish government enhanced assistance for Syrian refugees, the burden on the country increased. According to AFAD, the Turkish government spent 7.5 billion U.S dollars for Syrian refugee assistance from April 2011 to October 2015⁹⁴. In addition to the tax burden, dissatisfaction and harsh feelings against Syrian refugees are growing among Turkish citizens due to such matters as longer waiting periods in hospitals because of a line of Syrian refugees waiting. The service area of the Eyyübiye SSC in Şanlıurfa is originally a town of agriculture and construction workers, and residents are afraid that Syrian migrants employed at lower wages will take away their employment opportunities. Conflicts between Turkish citizens and Syrian refugees have occurred frequently. Even conflicts between Turkish and Syrian children in which bullying have turned into violence have been reported to local NGOs. As Syrian refugee assistance is prolonged, tensions in the host communities tend to intensify. With regard to expanding assistance to Syrian refugees in SSCs, it is necessary to consider implementing an endeavor to raise the awareness of the host communities.

(5) Psychological Support for Syrian Refugees

Professor Nedret Oztan of Bilkent University, an adviser for the MoFSP and organizing psychosocial support for war victims in Kilis province in the southern part of Turkey, suggested that Syrian refugees flowing into Turkey need psychological support in the steps of first aid, daily support, and trauma care. A few NGOs have been providing psychological care in combination with vocational training, but psychological care by professional therapists is not performed. According to the survey on Syrian refugees by the city of Sultanbeyli (sample size: 2,032 households), 75% of the families left family member(s) in Syria and evacuated to Turkey, and 31% lost their family member(s) in the civil war. Of the families that left Syria in 2014, 66% lost their family member(s). The exact types and number of the Syrian refugees needing psychological care are unclear because the situation of Syrian refugees has not been grasped. However, as the outreach to Syrian refugees is increased, the potential need for psychological care may become clearer.

Through the visits and interviews to the SSCs and related institutions, the needs of Syrian refugees in Turkey were identified. Considering those needs, four components required for refugee assistance were summarized based on the information obtained through the site visit and discussions with the MoFSP:

⁹⁴ PERSPECTIVES, EXPECTATIONS AND SUGGESTIONS OF THE TURKISH BUSINESS SECTOR ON SYRIANS IN TURKEY (December 30, 2015)

- A) Improvement of access to and the opportunity for social services
- B) Improvement of techniques for psychosocial support
- C) Strengthening the promotion of social adaptation for Syrian people
- D) Strengthening the economic sustainability of Syrian families

On June 17, 2016, the survey team paid a courtesy visit to the Minister, during which the team leader explained the outline of the pilot project. In addition, from June 23 to 25, the team had several discussions with counterparts of the MoFSP on the content of the pilot project.

5.3. General Information on the Pilot Project

(1) Objective of the Pilot Project

Through implementing pilot activities regarding psychosocial care for Syrians, develop a suitable model of psychosocial care for further expansion to other provinces in Turkey.

(2) Pilot project sites: Güngören SSC, Istanbul

(3) Duration of the Pilot Project: September 2016 to January 2017 (about five months)

(4) Components of the Pilot Project

The activities of the pilot project focus on the four components of the project outlined earlier; however, only a few core components were covered and experimented with during the pilot activities period to validate the hypothesis of the implementation method. During the pilot project period, the technical team identified issues regarding implementation and proposed possible activities for the main project. The following are the draft plans for the pilot project activities:

- A) Improvement of access to and the opportunity for social services
 - a. Outreach program to identify vulnerable people:
 - Planning method
 - Home visits using improved interview form
 - b. Guidebook to promote the services offered by SSCs.
- B) Improvement of techniques for psychosocial support
 - a. Identify the situation of the SSC and issues regarding the attention focused on Syrian people.
 - b. Introduction of a one-stop service to provide necessary guidance
 - Introduction of the Social Welfare Service in Japan
 - c. Improve the case management method for psychosocial support
 - Trial of improved outreach form
 - Training on observation methods (training on the life story interview method)
 - Case analysis of the Syrian families visited
 - Elaboration of the care plan
- C) Strengthening the promotion of social adaptation for Syrian people
 - a. Awareness program for host community and social adaptation program for Syrian people
 - Training of SSC staff members on the facilitation technique (dialogue method)
 - Mapping and networking of resource institutions and people (first trial)
 - Discussion to identify possible approaches
 - b. Elaboration of media to raise awareness of SSC staff members and local host community
 - Website of the project with information about psycho-social support for Syrians (English)
 - Video interview with Syrian people (Arabic-Turkish translation)
 - Video interview with people from the host community (Turkish)

- D) Strengthening the economic sustainability of Syrian families
- Identify existing resources related to institutions, projects, and people working in the field of vocational training and income generation.
 - Collect information regarding laws, regulations, and procedures necessary to identify the possibility of employment and entrepreneurship in Turkey.
 - Analyze the weaknesses of existing approaches (job matching and vocational training).
 - Discuss the identification of possible approaches.

Among components A) to D) mentioned above, the actual pilot activities were implemented with a focus on the following three points:

- A) Improvement of access to and the opportunity for social services
- Enhancement of home visit activities (outreach)
 - Guidebook on living information for Syrians
- B) Improvement of techniques for psychosocial support
- Understanding the current situation of Syrian refugees through home visits
 - Case analysis and practice for planning
- C) Strengthening the promotion of social adaptation for Syrian people
- Training of SSC staff members on a facilitation technique (dialogue method)
 - Cooperation with other organizations
 - Elaboration of the website
 - Elaboration of the promotional video
 - Elaboration of the living guide for Syrians (related to activity A)

Of these activities, the website in component C) was created by counterparts of the MoFSP and staff employed by the project, with the aim of being disseminated from Güngören SSC. Staff members at the headquarters also created the promotion videos and lifestyle handbooks. The activity of case analysis through home visits in component B) and the dialogue session and collaborative activities with other organizations in component C) were conducted according to the three steps, namely planning, practice, and evaluation: 1) transferring techniques through workshops, 2) implementation at the pilot center, and 3) review at the workshop. The workshop implementation dates were as follows:

- 1st Psychosocial Workshop: September 6 and 7, 2016
- 1st Dialogue session: October 19, 2016
- 2nd Dialogue session: October 24, 2016
- 2nd Psychosocial Workshop:
 - 3rd Dialogue session: November 1, 2016
 - 4th Dialogue session: November 2, 2016
- 3rd Psychosocial Workshop: December 1, 2016

The schedules and outlines of each workshop are shown in Annex 8-1, 8-2, and 8-3. The list of workshop participants is provided in Annex 9.

5.4. Implemented Activities of the Pilot Project

5.4.1 Improvement of Access to and Opportunities for Social Services

This activity aims to expand Syrian refugees' access to social services.

(1) Enhancement of home visit activities (outreach)

Because this activity is related to the practice of understanding the current situation of Syrian refugees through home visits, it is explained in (1) of section 5.4.2.

(2) Guidebook on living information for Syrians

The elaboration of an Arabic living guidebook was planned to help Syrians under temporary protection navigate their lives in Turkey. The guidebook makes it possible for Syrians to obtain information about daily living in their area of residence. This material is similar to that distributed by the city halls in Japan for foreigners, which describes the method of garbage elimination, system of maternal and child examination, a list of hospitals, and list of shopping centers. Counterparts of the MoFSP prepared the guidebook for Syrians.

The purposes of this guidebook are to:

- A. provide basic information on the rights and obligations, benefits, and procedures for registration;
- B. show how to access different services such as public transportation, banking, health, education, and social welfare;
- C. explain basic information regarding employment and tax; and
- D. provide a basic Turkish language guide for daily life.

The guidebook is targeted at Syrians under temporary protection that recently arrived in Turkey and plan to live in the area of Güngören Municipality. The plan is to distribute it at the Güngören SSC, Güngören Municipality, in offices of related NGOs, as well as through social service staff visiting the homes of Syrians.

An example of content in the guidebook is as follows:

- E. Introduction
- F. Basic information for living in Turkey
- G. Transportation
- H. Housing
- I. Banking services
- J. Health services
- K. Educational services
- L. Social services
- M. Employment
- N. Tax system and the responsibility of citizens
- O. Security and protection
- P. Basic Turkish words and conversation patterns

5.4.2 Improvement of Techniques for Psychosocial Support

(1) Understanding the current situation of Syrian refugees through home visits

As explained in this report, the main task of SSC is to provide social services to disabled, single mothers and other vulnerable people. When people consult the center, SSC staff members visit clients' homes to gather information on their living and environmental conditions. The information gathered through home visits is the basis for deciding the content of support, which makes this work an important activity for SSC staff members. In the pilot activities, SSC staff members visited Syrian families to investigate the possibility of providing support to them and to identify difficulties related to psychosocial support. The project also aimed to analyze the technical level of SSC staff members through these series of activities.

In this activity, an analytical viewpoint normally used as a formulation in social welfare was introduced, and SSC staff members visited homes to gather information on the living and environment conditions of Syrian refugees based on this viewpoint. Improvement activities and documents used for home visits in the pilot project are as follows (Annex 10):

- Life history
- ICF Perspective
- Psychological Checklist
- Consolidation and support plan based on the information gathered

a) The purposes of conducting a life story interview

The purposes of conducting a life story interview are:

- To understand Syrian refugees' situation on the cultural (personal and environmental) level. This information will be a vital resource for discussing social services for Syrians. How do Syrians tell their stories? Their stories are mediated by their culture. We need to hear the life stories of Syrian individuals on the cultural level. The life stories of Syrians also contribute to a more complete understanding of their lives in Turkey.
- Counseling and therapy as a psychological function. The life story interview can be used as counseling and therapy. We can understand ourselves better and know more about ourselves by telling stories to others. The reason psychotherapy is known as the "talking cure" is that the process of telling our own story in a clear, direct, and honest manner can be similar to therapy. Someone trained in conducting a life story interview can help us understand, interpret, and learn from our own story better than we are able to do alone.

b) The methodology

Story telling manifests daily in our lives. We give a narrative account of an event, an experience, or any other happenings. It is a fundamental form of human communication. When we tell a story, we bring meaning to our lives through that story. In the process of telling our life stories, we share important personal truths, and in doing so, create vital links.

The life story interview is a methodology to investigate how we create meanings through first-person narratives. Through the life story interview, we discover deeper meaning in our lives by reflecting and expressing the events, experiences, and feelings we have lived orally. It allows us to understand not only life across the time axis, but also how their lives interacted as a whole (economic, social, cultural, and historical aspects). The benefits of sharing life stories are as follows:

- A clearer perspective on personal experience and feeling is gained, which bring greater meaning to one's life.
- Greater self-knowledge, stronger self-image, and self-esteem are gained.
- Cherished experiences and insights are shared with others.
- Sharing one's story is a way to purge or release burdens and validate personal experience: it is central to the recovery process.
- Sharing one's story helps to create community and may show that we have more in common with others than we think.
- Life stories can help other people see their lives more clearly or differently and inspire them to change something in their lives.
- Others will get to know and understand us better, in a way that they had not thought they could.
- A better sense of how we want our story to end or how we could give the "good" ending we want might be gained. By understanding our past and present, we also gain a clearer perspective of our goals for the future.⁹⁵

Briefly, storytelling is very powerful in terms of (1) understanding the Syrian situation on the cultural (personal and environmental) level, (2) identity development, and (3) counseling and therapy. In the life story interview, SSCs include questions concerning birth and family of origin, cultural setting and tradition, social factors, education, work, major life themes, and vision of the future.

Staff members of the Güngören SSC visited 11 Syrian families as a pilot activity. At the second psychosocial workshop held on October 20, 2016, staff who visited Syrian families reported the

⁹⁵ "The Life Story Interview" by Robert Atkinson (1998), SAGE Publications, Inc

results of these home visits. The main findings focused on the economic restrictions and housing problems that Syrian families faced. The project decided to handle 9 of the 11 households as sample cases, and asked the staff of Güngören SSC to develop two sample cases for the next workshop.

c) Outline of the practice

Summarizing the nine cases, the highest monthly income of the households is 2000 TL and the lowest is 800 TL. Their incomes are unstable because they work part-time on a daily wage basis. Since the arrival of Syrian refugees, there has been a huge increase in rent rates, especially in provinces. Of the nine cases, it was found that each household spent a monthly fee of between 250 and 1000 TL on rent. To be eligible to receive SSC services, the income of a family member must be less than 1300 TL. However, if the number of family members is large even with a high income, or if there are any special circumstances to be considered, the family is still targeted as a social services recipient.

(2) Case analysis and practice for planning

In the third psychosocial workshop held on December 1, 2016, staff members of the Güngören SSC acted as the facilitators, using the two sample cases they prepared. The participants of the workshop practiced analyzing the sample cases. To enhance a comprehensive viewpoint, the case information or problems experienced by the families as well as their “strengths” and the incorporated social resources were analyzed.

5.4.3 Support for the Social Adaptation of the Syrian People

(1) Training of SSC staff members on a facilitation technique (dialogue method)

To promote the social adaptation of Syrians, the project conducted a dialogue session to explore the possibilities and challenges of the SSC. The purpose of the session was to: 1) enable SSC staff members to understand the issues faced by Syrians regarding social adaptation, and 2) build collaborations with societies (schools, local communities, NGOs, etc.). In this methodology, group discussions were conducted on issues faced by Syrians to seek common understanding of the issues with SSC staff members. Then, the dialogue continues to find a solution through planning concrete activities. If cooperation with local resources (schools, local communities, NGOs, etc.) is necessary in the process, efforts to connect these resources are made.

Through the dialogue sessions with SSC staff members and stakeholders, it was concluded that the implementation of a test activity to support Syrian children in the community (support for problems faced by Syrian children at school) was necessary.

a) The purpose of conducting a dialogue session

The SSC conducts dialogue sessions for the following purposes:

- increase the network of new connections to share knowledge;
- foster collective intelligence;
- think together in depth about critical issues facing our communities; and
- create innovative possibilities for action.

b) The methods

Dialogue is a special type of discourse that enables people with different perspectives and worldviews to work together to:

- dispel mistrust and create a climate of good faith;
- break through negative stereotypes;
- shift the focus from transactions to relationships to create a community;
- make participants more sympathetic to one another even when they disagree;

- prepare the grounds for negotiation or decision making on emotion-laden issues; and
- expand the number of people committed to decisions on challenging issues.⁹⁶

The steps to conduct dialogue sessions are determined as follows:

- ① Inspirational talk by the speakers
- ② Question and answer session after each inspirational talk
- ③ Host (one who delivers an inspiring talk or a participant) forms a small group with three to four participants. Each group has two dialogues lasting between 30 minutes to 1 hour with different members. After the second dialogue round, everyone shares what they talked about and reflect on their findings concerning the dialogue.

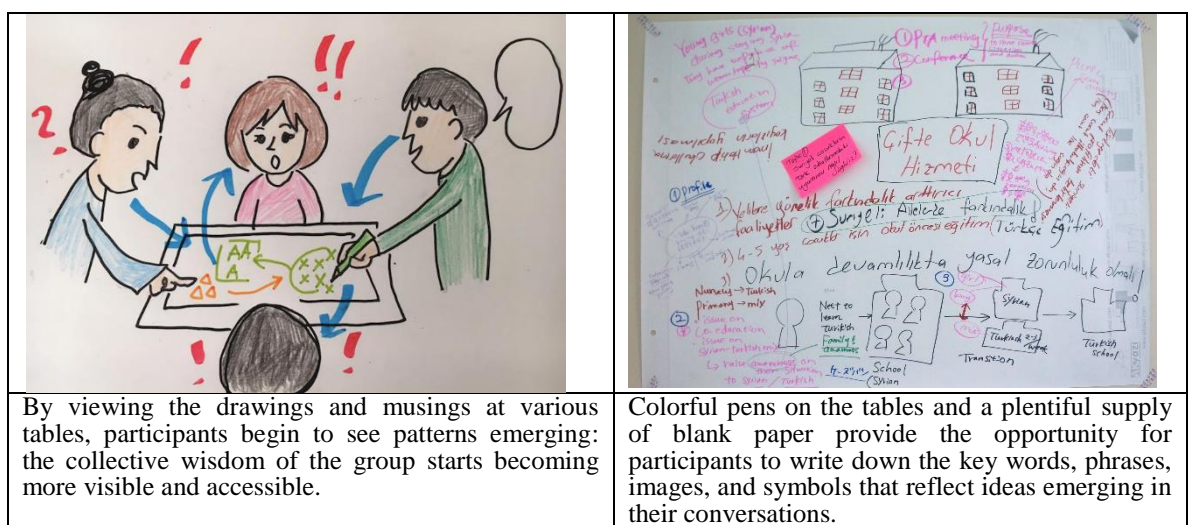


Photo 5-1: Steps to Conduct Dialogue Sessions

During the dialogue session, the members record their discussion graphically. This technique is called “graphic recording,”⁹⁷ and involves capturing people’s ideas and expressions in words, images, and colors as they are spoken in the moment (Photo 5-1).

It is a perfect tool for bridging the world of visual thinking and the dialogue session, and helps to illuminate how we as people connect, contribute, learn, and create meaning together. When the dialogue starts, a record of the proceedings is visible for all to see. Enabling people to see their contribution to the whole increases participation and fosters trust and connection, and the large displays of themes and insights naturally weave together diverse perspectives into a composite “picture” that reflects the collective intelligence in the room.

This documentation created by the participants and recorders serves as the group memory and allows the group’s collective work to be shared with others as a framework and guide.



By viewing the drawings and musings at various tables, participants begin to see patterns emerging: the collective wisdom of the group starts becoming more visible and accessible.


Colorful pens on the tables and a plentiful supply of blank paper provide the opportunity for participants to write down the key words, phrases, images, and symbols that reflect ideas emerging in their conversations.


⁹⁶ Retrieved September 3, 2016, from <http://www.viewpointlearning.com/about-us/what-is-dialogue/>

⁹⁷ Retrieved September 3, 2016, from <http://www.theworldcafe.com/key-concepts-resources/graphic-recording/>


c) Outline of the practice


After introducing the dialogue session to SSC staff members in the project in August, they conducted the following four-dialogue session by themselves. The details are shown below:

First dialogue session conducted by SSC staff members	
Date	October 19, 2016
Time	13:00–15:00
Place	Conference room, Güngören SSC
Theme	Psychosocial adaptation and financial conditions
Speaker	Dilek Cakiroglu (Güngören SSC), Zehra Aydin (Güngören SSC)
Leader/Facilitator	Ceren Yildiz (Güngören SSC)
No. of participants	18
Topics	<ul style="list-style-type: none"> What can be done to facilitate the cultural adaptation of Syrian families? What can be done to ensure that Syrian children are compatible with the school?
	

Second dialogue session conducted by SSC staff members	
Date	October 24, 2016
Time	13:00–15:00
Place	Conference room, Güngören SSC
Theme	Education and adaptation issues to school
Speaker	Ceren Yildiz (Güngören SSC), Zehra Aydin (Güngören SSC)
Leader/Facilitator	Ceren Yildiz (Güngören SSC)
No. of participants	20
Topics	<ul style="list-style-type: none"> What can be done to overcome economic difficulties? What can be done to ensure that children are compatible with the school?
	

Third dialogue session conducted by SSC staff members	
Date	November 1, 2016
Time	13:00–15:00
Place	Conference room, Güngören SSC
Theme	Social Adaptation of Syrian Families
Speaker	Omer Sehirli, and Rabia Seyh (both are Syrians residing in Istanbul)
Leader/Facilitator	Zehra Aydin (Güngören SSC), Seyda Sunger (Güngören SSC)

No. of participants	28
Topics	<ul style="list-style-type: none"> • How can we attract Syrian families to SSCs? • How can we overcome procedures? • How can we adapt Syrian children to Turkish schools? • How can we harmonize the two cultures?
	

The 4th Dialogue session conducted by SSC Staffs	
Date	2016/November/02
Time	13:30-16:00
Place	Conference room, Güngören SSC
Theme	How to collaborate with NGO to solve the Syrian issues
Speaker	AAR Japan, IMPR and Kizilay
Leader/Facilitator	Zehra Aydin (Güngören SSC)
No. of participants	21
Topics	<ul style="list-style-type: none"> • How to help finding job opportunity for Syrians • How to socialize Syrian women and children in the host community
	

(2) Elaboration of the website

The main sources of information for Syrians in the first stage of settling into their lives in Turkey are websites and social media. Although it is not guaranteed that all Syrians have access to the Internet, it is highly likely that these sources will continue to be used as their first information resource. The project created a pilot website to disseminate information from the Güngören SSC. The main activities included planning the information content of the website (also able to visit in Arabic) and a video summarizing the support services provided by the MoFSP (to be uploaded to the website and other sites such as YouTube).

The design and programming of the website was outsourced to a web designer.

The basic contents of the Website consist of:

- Home
- Project: About the project, Project team
- What's new: Information, Events, News
- Documents: Legislation, Reports, Education Documents, Brochures, Researches
- Multimedia: Photos, Videos
- Request of Information

(3) Elaboration of the promotional video

According to the research conducted by several public institutions, most Turkish people living in the vicinity of Syrians or who encounter them in some context of their lives consider them a threat towards their lifestyles. The primary reasons behind this negative perception of Syrians are economic

reasons, security concerns, and cultural conflicts. However, because there is no adequate evidence proving these perceptions, they do not represent the reality.

To change these negative perceptions in Turkish society, two videos of Syrian families sharing their own stories through interviews were planned for publication on the project website. In the interviews, Syrians talk about their lives in Syria before the war, how they came to Turkey, and the difficulties they face here. It is hoped that this will contribute positively towards raising awareness about the issue.

In another video, the plan was to ask Turkish people about their views on Syrian people, which comprised positive and negative thoughts on Syrians. It was planned that this video would also be published on the project website.

The plan was to create the video with external technicians along with the MoFSP counterpart deciding on the content. The interviews and other content were being filmed; however, there were difficulties in obtaining permission to use the gathered and filmed materials, and the video has not been completed yet (January 23, 2017).

5.5. Results, Achievements, and Lessons of the Pilot Project

(1) Improvement of access to and the opportunity for Social Services

A) Results:

- The problem is that Syrian refugees do not know where to obtain information, even if they want to clarify certain aspects. Thus, the MoFSP recognized the necessity for a “living guidebook.”
- By end of December 2016, a first draft of the booklet was prepared by the technical team of the MoFSP. After the technical guidance session by the Japanese expert in January 2017, the MoFSP technical team is working on improvements of the content to finalize the second draft by the first week of February. During February and March 2017, field verifications will be conducted at Güngören SSC to finalize the material by the end of March, to print and distribute to Syrian families after April.

B) Further issues:

- It is necessary to further deepen understanding of the content of the guidebook by the MoFSP counterpart. It would be important to create content through a process of validation and not by focusing too much on speed, despite considering the urgency of such materials.
- It is necessary to conduct activities to validate the guidebooks with Syrians living in areas such as Güngören to determine if the content is user friendly.

(2) Improvement of techniques for Psychosocial Support

A) Results:

- Participants accurately understood the form created using the analytical perspective (comprehensive viewpoint) introduced by the project. The perspective of the case analysis from a comprehensive viewpoint proved to be understandable at the same level in Turkey and Japan.
- Using the cases from home visits, SSC staff members created case study materials for the workshop. SSC staff members took the content of the nine cases and developed two sample cases for the workshops. It can be seen that SSC staff members have the ability to create training materials (to summarize events).
- In the third workshop, a case study was used to develop support plans for Syrians. Although the practice was fictitious, participants developed support plans by combining several social services. Thus, it was observed that SSC staff members have the ability to consider a “menu” of support services.

B) Further issues:

- Interpretation to and from the Arabic language is necessary. It is necessary for the MoFSP to be able to deploy interpreters to implement the technical cooperation project at the SSC in the future.
- The number of SSC staff members is insufficient. Particularly, the method of home visits introduced in the current pilot activity meant that it took more than two hours for SSC staff members to gather information during each visit (the visit usually lasts for about 45 minutes). The length of time was pointed out as a barrier to other operations.
- It was not possible to set up an opportunity to talk about the cases of each family as a case conference with multiple SSC staff members. The practice for risk avoidance of decisions and measures was insufficient.
- SSC staff members were motivated to participate in the training provided and demonstrated their capacity to act as facilitators. However, there is no continuing education system at the MoFSP, and therefore there was a lack of discussion on the validity and feasibility of the training as a future pilot activity.
- Based on the home visits, social workers at the SSCs in Istanbul reported that security and housing situations are critical issues in addition to the problems discussed previously. To solve these problems, SSCs need closer coordination with the police and municipality. The Director of Güngören SSC suggested organizing committees with the area's stakeholders to cooperate to solve refugee-related issues.

(3) Support the social adaptation of the Syrian people

A) Results:

- Expanding social networks and creating solutions through cooperation were achieved. SSC staff members were able to expand social networks with local organizations. Because each organization has strengths and weaknesses, they complemented each other and shared information through cooperation. For example, AAR Japan, a Japanese NGO, has experience in visiting Syrian families and caring for children; however, it does not have professional psychological care services. Therefore, the SSCs agreed to provide professional counseling to those experiencing serious trauma after AAR Japan identifies these people through their home visits. SSC staff members reflected that "both representatives from the NGOs and SSC staff were excited about the idea of establishing a network through regular coordination meetings, which will facilitate continuous communication. As most participants have field experience, the ideas proposed were practical and applicable. This made our meetings more productive."
- As a result, new activities were created. For instance, in the third dialogue session, participants identified the issues Syrian women and children are facing in socialization, and that they had no feeling of belonging and value. The members raised great, new, and applicable ideas and made plans to conduct these activities. One is a seminar to share with Turkish families the issues faced by Syrian children in Turkish schools. The seminar will be conducted in cooperation with SSC and the local organizations that participated in the dialogue session.
- In this activity, staff of the SSC recognized and identified social issues more deeply. They also found out about new issues that SSC staff members were not aware of. Upon reflection, they noted that "Through the dialogue sessions, we found that Syrian families had major accommodation and financial problems. They could barely meet their minimum requirements. Tenants over-charge them with rent and are not willing to provide accommodation, because Syrians have big families and damage homes. We need to understand the reason behind this and bring suggestions to help solve this issue. It is also difficult for them to find work. When they do, they are paid less than the minimum wage with no social security benefits. Furthermore, the language barrier is an issue. Initially, they were alienated from society, especially the children. Second, some Turkish people blamed

them for not fighting for their country. It is very difficult for the Turkish people to understand this idea in general.” These findings were new to the SSC staff members. It was a good opportunity for them to identify the actual situation endured by Syrians.

B) Further issues:

- The level of use of local social resources varies depending on the SSC. Information on how to use such resources should continue to be gathered to explore ways for community cooperation. There was a shortage of time in the current pilot project period to explore this further.
- The purpose of approaches focusing on awareness of participants, such as dialogue sessions, should be clearly defined in the planning phase, as the content of the dialogue will change depending on the purpose.
- Regulatory restrictions were experienced and official permission letters often required to coordinate with other governmental organizations. Had there been commitment among the ministries at the central level, coordination at the local level could have been more smoothly implemented.

(4) Elaboration of the website

A) Results:

- As of January 23, 2017, framework design and coding as well as the acquisition of the domain name was completed (See <http://psdestek.org/tr/>). The website is already published, so that anyone can access the site. The technical staff team of the MoFSP is now working on the basic content and it will gradually be updated with information.

B) Further issues:

- The elaboration of the website includes stakeholders other than just Güngören SSC. Therefore, it is important to coordinate well with the MoFSP and consider the budget allocation.
- It is necessary to investigate the positioning of the website planned by Güngören SSC and the websites created by the MoFSP and provincial offices.
- The SSC does not have sufficient Internet facilities and technical staff to update and maintain the website. Administrative sustainability needs to be secured for further pilot activities.

(5) Elaboration of the promotional video

A) Results:

The promotional video where Syrians talk about their lives in Syria before the war, how they came to Turkey, and the difficulties they face here has been completed⁹⁸. The elaboration of the other part of the video has been started but not completed, and it was agreed to be continued after the completion of this project by the MoFSP staff.

B) Further issues:

- Because the elaboration of promotional videos involves more than the Güngören SSC, the position of the MoFSP and the allocation of budgets need to be considered for further activities.
- The permission process for copyright material and distribution of video footage of the MoFSP needs to be investigated.
- Because legal restrictions and official agreements (formal permission) are required for cooperation with other organizations, commitment at the MoFSP level is necessary for the implementation of further projects.

⁹⁸ <https://wettransfer.com/downloads/47b70359f4bb6a420f323e5149eb291120170205181359/ce9106>

- The level of use of local social resources varies depending on the SSC. Information on how to use such resources should continue to be gathered to explore ways for community cooperation. There was a shortage of time in the current pilot project period to explore this further.
- The purpose of approaches focusing on awareness of participants, like dialogue sessions, should be clarified during the planning phase, as the content of dialogue will change depending on the participants.
- Because legal restrictions and official agreements (formal permission) are required for cooperation with other organizations, commitment at the MoFSP level is necessary for the implementation of further projects.

5.6. Consideration on Cross-Cutting Issues

This section discusses the problems that Syrians settling in Turkey face regarding social participation, with a focus on the viewpoints of vulnerable people such as women. As mentioned in 1.4. of Chapter 1, this summarizes the vulnerable situations that Syrian refugees face in Turkey. Moreover, it proposes approaches to advance participatory development that includes a gender perspective.

This project carried out three investigations in the area around Güngören. In the first investigation (hereinafter “Investigation A”), the project carried out field work in Fatih, an area where many Syrians live. An Arabic-speaking project member worked with a counterpart from the MoFSP to interview restaurants, cafes, shops, community centers administered by NGOs and other civil society organizations, schools, mosques, and churches. The two personnel also collected information posted in areas where many Syrians reside such as real estate advertisements.

In the second investigation (hereinafter “Investigation B”), the project carried out home visits to Syrian families. As shown in Table 5-2, the project interviewed five Syrian families. Each home visit lasted about 30 to 60 minutes. The project’s investigation team consisted of the following four people: a Syrian woman speaking Arabic and English, a Turkish man speaking Turkish and Kurdish, a Turkish woman speaking Turkish and English, and a Japanese project member.

The third investigation (hereinafter “Investigation C”) included home visits to Syrian families by SSC personnel. The team of a Turkish SSC staff member and a Syrian translator visited 11 Syrian families and interviewed them.

Table 5-2: Five Families Visited in Investigation B

	Situation of the family
Case 1	Son earning a living for the family through non-regular work because of difficulties in ID application
Case 2	A family with a child with severe mental disabilities
Case 3	A family with children with trauma
Case 4	A pregnant woman without Temporary Protection ID (TPID) and with a husband who has mental disabilities
Case 5	Pregnant woman who has a TPID of another area

Results of the Investigations

The three investigations revealed the following four social characteristics of the Syrians living in vulnerable situations in urban areas of Istanbul.

(1) Isolation of the elderly and women

The Syrians' settlement process into Turkish social life varies depending on gender and age groups. For example, Syrian men go out to work to earn a living for their family regardless of the possession of Temporary Protection ID (TPID). This may not mean direct contact with Turkish people or their language, but it allows them to connect with Turkish social life. In addition, most people who work as vendors of such products as vegetables, bread, spices, tea, and sweets are men. It was not common to see a woman practicing wage labor in the investigated area.

The project also investigated the reasons why women, the elderly and the disabled tend not to leave their dwelling. According to a Syrian school principal, "During the civil war, soldiers often raped civilians, so individuals as well as their families would rather stay home." Even if they do not feel the need to stay home, their inability to speak and understand Turkish compels them to spend most of their time at the house of their families and neighbors.

School-aged children have a chance to go outside regardless of whether they go to a Syrian school or Turkish school. However, interviews with teachers at a Syrian school revealed that the gender ratio of the students at the school was unbalanced: of the 500 students, 400 are male and 100 are female. This shows that the opportunities to attend school are more limited for girls than for boys. Moreover, according to the school therapist at the Syrian school, Syrian girls are experiencing more psychological stress compared to Syrian boys. The teachers observed that the Syrian parents expect girls to take care of house work and care for their younger siblings to support their mother in case the mother works, or has mental or other problems. Also, girls experience a dilemma between the two cultures: in Turkey, more women have their own job, whereas in Syria, traditionally women stay at home as housewives.

(2) Situation of laborers

Many Syrian refugees in Turkey cannot obtain TPID or work permits for various reasons. In a family of Syrian refugees, the breadwinner tends to be a man. Men would take a job even if the working conditions are difficult because their work opportunities are limited without a work permit. They would have to work under harsh conditions but be careful not to fall ill or sustain injuries because they have no access to health care. The types of work in which Syrian refugees can obtain a wage are limited. In Istanbul, Syrian men often work in production factories or construction sites.

The opportunities for most Syrian women to go out of their home are limited because of the language barriers or house work such as raising children and caring for the sick and elderly in the family. However, some women earn wages as a cleaner, and a limited number of women work as teachers in the Syrian schools. During the Investigations B and C, the women who have even just a few hours of working opportunities per week mentioned the joy of working. They mentioned that they "have a new Turkish friend" or "can earn a small amount of money [they] can use for [themselves]." A female school teacher working at a Syrian school also stated that "knowing that there is something [one] can do brings self-confidence and a purpose for life". However, most women do not possess any special skills. When no one in the family can go out to earn money, the problems of child labor and marriage at a very young age often occur.

(3) Problems in accessing information and living daily life

The investigations revealed the means to access information needed for the daily lives of Syrian refugees. Most Syrians obtained information 1) from families, relatives, and neighbors, 2) at the workplace, 3) through mobile phones, and 4) through smart phones and the Internet.

Many Syrian refugees come to Istanbul relying on families and relatives that reside there. When they move to Istanbul, they first obtain information from family and relatives. If they do not have an ID yet, they use their family and relative's ID to find a place to live and obtain work. Once the man of the family is able to work, information on the community can be obtained at the workplace. These include shops that speak Arabic, schools that conduct lessons in Arabic, and community centers and Nonprofit Organizations (NPOs) supporting Syrian refugees.

Syrian families that have mobile phones and smart phones that can be used to access the Internet use these devices effectively. In addition, a few civil associations support Syrian refugees in Arabic with regard to their day-to-day difficulties through the phone or the Internet. Many refugees in urban areas live dispersed. Thus, while the refugees use mobile phones and the Internet to obtain additional information necessary to survive, small communities such as families, relatives and workplaces are important venues for support.

However, not everyone has such devices. Even if the family possesses one, it is often the person with the income, i.e., most likely the man, that uses the device. Thus, the person that gathers information and communicates with the outside is also mostly the man. The digital literacy of the user is also an important factor for using those devices effectively.

(4) Types of Syrians' settlement in Turkish society

The three investigations have revealed that the settlement types of the Syrian refugees residing in Istanbul can be divided into the following: (1) being successful in learning Turkish and living with Turkish neighbors and friends in a friendly manner, (2) only part of the family, mostly men that work and children that go to school, speak Turkish and mediate between their family and the Turkish society in their lives, (3) living in groups of Syrians or only using Arabic, and (4) only a part of the family connects with Turkish society and the rest lives in isolation. Table 5-3 shows a model of possible forms of cultural relations in plural societies, elaborated by Berry (2005). Berry divides the cultural relations into four patterns: integration, assimilation, segregation-separation and deculturation. Of the Investigations B and C, the abovementioned families (1) and (2) correspond to the "integration" of the model. This means that the family settled in Turkish society, living with friendly and cooperative Turkish neighbors and people from the community, while still retaining Syrian culture and customs. In contrast, the families (3) and (4) above are in a state of "segregation-separation." These families often feel antipathy and reluctance towards Turkish people and Turkish society. These are caused by incidents and misunderstandings where they "were yelled at to go back to Syria" or feelings that "Turkish people do not like Syrians". Therefore, it is important to focus on Syrian refugee families categorized into (3) and (4) above and work on interventions that will strengthen the understanding and communication between the Syrian refugees and the Turkish people.

Table 5-3: A Model of Possible Forms of Cultural Relations in Plural Societies

Question 2: Are positive relations with the larger society of value, and to be sought?	Question 1: Are cultural identity and customs of value, and to be retained?	
	Yes	No
Yes	integration	assimilation
No	segregation-separation	deculturation

Source: Berry (1984), p. 12, Table 2.1.

(5) Opportunities for education in Turkish school system in Güngören

In the municipality of Güngören, the numbers of Turkish and Syrian pupils accepted to public schools are shown in Table 5-4.

The total number of the school-aged Syrian population is not known, however comparing that 499 Syrian children are accepted to elementary school whereas only a quarter (124) go to middle school,

it can be deducted that not all school-aged children are in middle school. There are only 16 students accepted to high school, showing difficulties in continuing their education as children get older. According to the staff of the SSC, NGOs and teachers at bridge schools for Syrians, child labor of age under 18 is prohibited in Turkey. However, any Syrian children in middle school and high school age are working to support their families. Moreover, although the legal marriage age is 18 in Turkey, many Syrian girls get married younger or become concubines due to irregular marriages. Problems in regular work and income have negative influences the children's continuation of their education. According to a NGO working in Istanbul, increasing numbers of children are suffering with this problem, and about 150 middle-school aged Syrian children (13 to 1 years old) were forced to give up their school education in the last three months.

Table 5-4: Number of Turkish and Syrian students in public educational institutions in Güngören

	Number of Schools	Number of Turkish students	Number of Syrians students	Percentage of Syrians
Elementary School	11 schools	14,568 students	499 students	3.4%
Middle School	16 schools	14,245 students	124 students	0.9%
High school/ Vocational High School	16 schools	5,380 students	16 students	0.3%

Source: Ministry of Education Güngören branch

Below are recommendations for gender considerations and participatory development based on the results of the investigations.

(1) Create places for support and assistance considering the gender aspect

Pregnant women, the elderly, and the disabled lack the opportunities to go outside and have limited access to information, which often causes isolation from society. Both the mother of the child with mental disabilities and the pregnant woman without TPID interviewed in the Investigation B (Table 5-2) were anxious about the future of their children. In addition, people with trauma, especially children, often do not know what kind of care they need, or whom to ask, or even that they need care in the first place.

The SSC supports families in such circumstances, especially towards the mother who is most closely related to problems around children and illnesses. However, it is unrealistic to provide sufficient support to the vast number of Syrian families and individuals in need. Therefore, it is important to create opportunities and places where these socially vulnerable people can support one another. Women, mothers, disabled people, and elderly people who tend to be isolated need a place to gather on their own accord to share their problems and find solutions. As UNHCR proposed, it is desirable to create communities where people support each other (Community Based Protection, 2016) and develop communities where Turkish people and Syrian people live close together in Turkish society to tackle their own problems proactively. Interviewees such as the mother of the mentally disabled child in the Investigation B revealed a strong need to know how other mothers in similar situations deal with the present and think about the future.

However, these women face many challenges to participate in these activities. As it is the case with the free Turkish language classes, it is important to look at this situation from a gender perspective. For the women to participate, they need the understanding of their family members, especially their husband, the transportation fee to the venue, the guarantee that the meeting will be safe and comfortable, and the ability to keep the time and energy for caring for the family and home. Furthermore, it is important to remember that, even if there are opportunities for support, if they do not recognize their problems and have the determination to solve them, participation will not happen. Like the self-help groups in Japan, practices such as administering a person or organization that act as a gate keeper to induce participation for such activities can be helpful.

(2) Importance of participatory development

Participatory development is important in the process of settlement of Syrian refugees in Turkey. From this perspective, the following two points are proposed.

First, it is important to consider the diversity of the Syrian refugees in such aspects as age, gender, career, and academic background when planning participatory development. In the pilot project, the situations of Syrians living in Istanbul were shared to discuss ways to address the challenges through four dialogue sessions. However, the proposed solutions can become one-sided ones if they do not consider the diverse situations of Syrians. For example, to solve the problems on employment, an idea focused on the factories where many Syrian refugees work was proposed, to train employees in manners, rules, and techniques necessary to work in factories.

However, there are also Syrians with professional skills such as doctors, teachers, lawyers, nurses, technicians and craftsmen, and people who completed higher education with a high literacy. Thus, different Syrians have different needs. It is important to understand what kind of Syrian refugees there are, what diversity there is and discuss the solutions that are appropriate for each background and need. When planning a participatory development workshop, it is recommended to have the target group not just as “Syrian refugees,” but separate them into age groups, gender, educational background and profession to obtain a more diverse result.

Secondly, it is important to strengthen policies and understanding on self-reliance of Syrian refugees through proactive participation in Turkish society. One of those approaches is “community-based protection” as mentioned above, in which Syrian refugees and Turkish citizens residing in the same community tackle their problems together. For example, collaborative learning between Turks and Syrians and cultural exchanges and sports events are effective ways to strengthen this approach. To implement such activities, it is necessary to secure the cooperation of the city office, Ministry of Education, Ministry of Health, NGOs and private businesses of the community.

CHAPTER 6. CONCLUSIONS

6.1. Consideration for Technical Assistance

6.1.1 Framework for Assistance

The MoFSP would like to strengthen Syrian refugee support in Turkey through the SSCs. As it has been shown in this report, this investigation project gathered information about the difficulties that Syrian refugees in Turkey face, and organized the functions and roles of the SSCs through the pilot project activities. It is not possible to provide services for all the diverse needs of Syrian refugees at the SSCs, but they can play a role as a center for consultations and coordination to find solutions to the problems they face. Figure 6-1 is an outline of the functions of the SSC in refugee assistance. Along the social adaptation stage, the SSC would be able to serve as a coordinator to link various institutions and organizations to solve problems. Although they are still lacking SSC staff, language capacity and knowledge in comparison to the demanded support numbers, the project team concluded that strengthening the SSC's consultation and coordination capacity is the framework for the future technical assistance for refugee assistance.

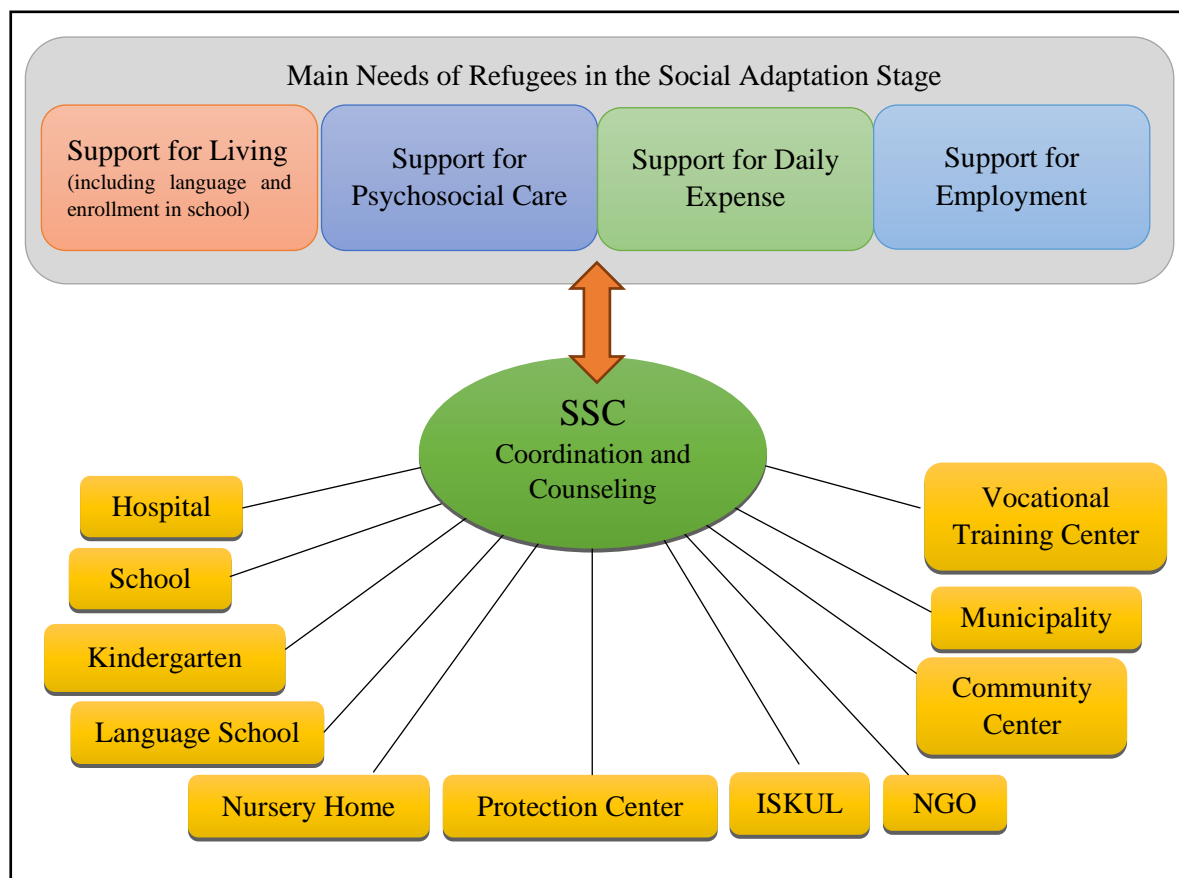


Figure 6-1: Outline of Functions of the SSC in Refugee Assistance

6.1.2 MoFSP's Request for Technical Cooperation

Considering the points mentioned in 6.1.1, the MoFSP requested the Japanese government to implement a technical cooperation project based on the results of the pilot activities of the SSC. According to the request, the necessary technical cooperation components are as follows.

- (1) Strengthening the capacity of social service centers to promote accessibility and opportunity for social services
- (2) Strengthening the capacity of social service centers in providing necessary psychosocial care
- (3) Strengthening the capacity of social service centers to promote Syrians' social adaptation and host community's awareness

- (4) Strengthening the capacity of social service centers to enhance Syrians self-reliance

The project team created a detailed technical cooperation plan, as a Project Design Matrix (PDM), which can be referred to in Annex 11.

6.1.3 Issues to Consider for Technical Cooperation

Table 6-1 summarizes the issues to consider for the development of the technical cooperation project according to the project outcomes outlined in the request form.

Table 6-1: Issues to Consider for the Development of the Technical Cooperation Project

No.	Project outcomes (outlined in the request form)	Issues to consider for the development of the technical cooperation project
1	Improvement of access to social services	While the promotion activities are improved and the access of the people is gained, the reception and attention system of the SSC should be improved. The number of SSC staff members is insufficient to attend to the vast number of Syrian families and the SSCs do not have a sufficient number of Arabic-speaking personnel.
2	Improvement of techniques for psychosocial support	SSC personnel have good social welfare skills; however, it is necessary to strengthen capacities regarding planning, monitoring, evaluation and reporting. It is also necessary to develop specialists, particularly for refugee assistance.
3	Support for social adaptation of the Syrian people	To promote social adaptation, it is necessary to develop strategies in the MoFSP including allocation of institutional budgets. Moreover, it is necessary to conclude a cooperation and coordination agreement among the ministries at the central level to promote social adaptation activities at the local level.
4	Strengthening economic sustainability of Syrian families	It is necessary to clarify the possibilities of the work and cooperation of different ministries to support the economic well-being of refugees.

It is important to consider the four outcomes from a mid- to long-term perspective because none of them is achievable in the short term. Based on the four outcomes, the project proposes the following schemes for technical cooperation.

6.1.4 Prospective Schemes for Technical Cooperation

Considering the request made for the technical cooperation to the Japanese Government, some points are summarized below for other possible directions as well as points of discussions in considering the prospects of the technical cooperation.

- (1) Cooperation focusing on human resource development

At the SSC level, it is necessary to develop social workers specialized in refugee assistance. The prospective project could help establish a refugee support council focusing in human resource development. Such council may re-train as social workers Syrian refugees who have lived in Turkey and have professional background related to social welfare, psychological counseling, nursing staff and teachers. For example, the current system allows licensed Syrian doctors to receive six-week training in Turkey so that they can work as medical doctors for the refugees in Turkey. Likewise, it would be possible for the MoFSP to propose the implementation of re-training to develop Syrian

social workers who can work in Turkey. Even if the Syrian civil war is over and the refugees return to Syria, the trained personnel will have the prospects of using the skills acquired.

With regard to the development of a Syrian social worker, it is necessary to continue to investigate the following points.

- Under what kind of curriculum are teachers, medical workers, and social workers trained in Syria?
- How are these human resources evaluated in Syria?
- What is the status of social workers in Syria?

In addition, it is important to review the content of the training for support personnel in Japan, and identify in it what can be applied in Turkey for future projects.

For example, in Japan, based on the Public Assistance Act of 1950, public financial assistance for everyday life is organized to support people who face financial difficulties due to illnesses or other reasons until they become self-reliant. To strengthen and expand the public services for people with a low income, the Ministry of Health, Labor and Welfare of Japan enforced the “Law for Support of Self-Reliance for People Who Are in Difficulties on Everyday Life” in April 2015. Under the law, the Government of Japan prepared training programs to develop support staff professionals who have the knowledge and expertise for assisting the people in need mentioned above. The training program is established to develop the chief counseling support staff, the counseling support staff and the employment counseling staff.⁹⁹ For the prospective technical cooperation project, it is worthwhile to consider the development of human resources and training programs in Turkey. From the Japanese side, contributions can be made based on the experience of counselor development.

(2) Support for children

Because many children and young people in poor communities do not receive education, the SSC requires that children go to school as a condition for their parents to receive economic support. In future projects, it is also necessary to consider measures to increase the educational opportunities for refugee children and adolescents.

(3) Support based on facilities

The multi-functional facility in Sultanbeyli district provides a one-stop service that has a direct impact on the refugees support services in the region. One idea is to construct facilities for one-stop service with the budget of the MoFSP. In parallel, the prospective technical cooperation project could provide the support necessary to improve services in the facilities.

(4) Support for empowering refugees

A few ongoing and past MoFSP programs could enhance empowerment and resilience of the most vulnerable people including Syrian refugees, but the following aspects should be taken into account to improve them:

- Enhance the accessibility to programs and create a program for the most vulnerable people who may not be able to access major programs like İŞKUR and KOSGEB, by defining the position and role of the MoFSP;
- Develop the capacity of the MoFSP and affiliated institutions including SSCs to link the ongoing programs and any new ones above to the needs of the most vulnerable people and the market;
- Apply the cooperative model to enhance not only empowerment and resilience of the most vulnerable people but also of host-communities; and

⁹⁹ Retrieved January 16, 2017, from <http://www.mhlw.go.jp/stf/seisakunitsuite/bunya/0000108101.html>

The support is not only for the economic support but also defines "comprehensive support" "individual support" "early support" "continuous support" and "creative support" as a viewpoint of support. Its objective is to restore people's connections and create supportive communities.

- With regard to Syrian refugees, implement the ongoing programs and any new ones while trying to fill the language gap; for example, via making full use of Syrian resources such as Syrian lecturers, trainers, and resource persons.

(5) Development of comprehensive services with an integrated service model

To address day-to-day issues on refugees, it is important to integrate the services that have been provided partially and separately by each institution and organization. The creation of a draft model for an effective cooperation structure with multiple institutions should be considered. In Japan, the government aims to construct a Regional Comprehensive Care System in which housing, medical care, nursing care, preventive care, and living support are provided in a unified way towards the year 2025, i.e., the year when the baby-boom generation will be over 75 years old.

With the premise of the nursing care insurance system, the Regional Comprehensive Care System is to be organized by the regional comprehensive support center, which is placed in junior high school districts and established with the responsibility of the municipalities. It is necessary to build and provide services that meet the needs of the region. In addition, to build a network for support, diverse groups of people including not only professionals and specialized agencies but also committee members, volunteers, and residents must work together.

To provide the Regional Comprehensive Care System in multiple fields such as elderly care, welfare for the disabled, and parenting support, the Ministry of Health, Labor and Welfare organized and studied the regulations of the current system related to the personnel placement criteria and equipment standards of each welfare system, and elaborated a guideline that could be used by personnel of regional comprehensive support centers and municipalities. For future projects, the MoFSP could also develop and establish a new social welfare policy and system appropriate for the changing form of Turkish society.

(6) Considerations on human resource market and preparation for future scenarios

According to NGOs assisting Syrians to find work, professionals with Syrian licenses such as doctors, nurses and teachers are having an especially difficult time to find jobs adequate for their qualifications. In Istanbul, about 1,300 doctors, 1,000 nurses and 3,500 teachers possessing Syrian licenses have been seeking work opportunities.¹⁰⁰ Not only the social workers and psychologists, but also the Syrians who have these skills can be potential candidates for the “Refugee Support Councilor” in the suggested project. They are Arabic speakers and understand the situation of the refugees well. In addition to solving the human resource shortage for this position, it can also be a solution for finding suitable work for high-qualified Syrian professionals.

In the future, when the Syrian civil war is over, it is assumed that a certain number of refugees will go back to their original homes. This means that the need for psychosocial support for Syrian population in Turkey will decrease, and there is a chance that the trained “Refugee Support Councilor” may lose their jobs. If the project hires all Turkish human resources, it may create a problem of a large number of unemployed Turkish councilors. However, training Syrian councilors could prevent this problem and also continue to use their skills obtained in Syria if they move back, to reconstruct and rehabilitate their country.

In this way, the project can also have an impact on the long-term for the Syrian refugee crisis, by providing human resources with skills that can provide necessary psychosocial services to Syrian returnees in the country’s reconstruction phase.

¹⁰⁰ Interview with IMPR Sultanbeili office, December 7, 2016

6.2. Others

(1) Management

To formulate and implement projects in the future, it is desirable to establish a project main office in the MoFSP in Ankara. Many items such as guidelines, training materials, and handbooks require the approval of the MoFSP. To facilitate this process, it would be better to work alongside the counterparts of the MoFSP. It is also desirable to establish another project office in the pilot site so that Japanese experts can work there on a daily basis. Because the staff members of SSC are very busy, it would be difficult to arrange fulltime counterparts for the technical cooperation project, but it would be possible to secure a certain amount of time for the project by determining a specific day of the week and time. It would be necessary to hire support personnel because Japanese experts do not understand the Turkish language fully and the SSCs have many counterparts. It is also important to establish a coordination mechanism with the MoFSP through employing external personnel such as a field coordinator who ensures necessary support for operational management.

(2) Security

In any future project, it is necessary to take sufficient measures to ensure safety. The communities in which people need social support tend to include places with insufficient public safety.

(3) Concerns on future project formation

In formulating future projects, it is necessary to investigate and clarify the following points further.

A) Quality and quantity of human resources

- a. It was not possible to evaluate the capacity of the SSC staff members in the regions such as Şanlıurfa. Therefore, it was not possible to assess how best to find and train qualified human resources at the national level for a future project.
- b. The social workers of the SSCs have sufficient case analysis skills. Thus, it is unnecessary to strengthen their social welfare techniques with a technical cooperation project.
- c. The number of social workers in the SSCs is insufficient to meet the needs of the growing number of refugees. For example, Istanbul has 11 SSCs, but the total number of their technical personnel is only 127¹⁰¹. The Güngören SSC has only eight technical staff members. Considering that the district has about 35,000 refugees, i.e., nearly 10% of the population of the district¹⁰², it is difficult for the SSC personnel in Güngören to implement quality social service support. Accordingly, it is necessary to confirm the strategy of the MoFSP to strengthen the refugee support system, or find out whether the MoFSP can make a commitment such as an increase in the number of staff members to implement the prospective technical cooperation project.

B) Inter-institutional cooperation

- a. Strengthening Inter-institutional cooperation is one of the main themes for refugee assistance in Turkey. The project tried to hold an exchange event between public educational institutions and supplementary schools for Syrian refugees in the Güngören district; however, to implement the event, an official letter from the central government was necessary. Securing a commitment on inter-institutional cooperation at the MoFSP level may be a challenge in the future.
- b. Because each SSC performs activities and provides services independently, it is necessary to have the SSCs work more closely together. It is also necessary to investigate the possibilities to share data among the SSCs.

C) Strategies and regulations

¹⁰¹ Investigated by the survey team on December 6, 2016

¹⁰² Interview on December 6, 2016, with the social welfare staff at the office of the municipality

- a. The MoFSP has yet to formulate a strategy to support Syrian refugees and a roadmap for social adaptation of Syrian refugees. The regulations of the SSC currently do not indicate any specific duties for supporting Syrian refugees, so it remains difficult to implement and practice support for them at the SSC level. It would be desirable to expand services for Syrian refugees without changing the contents of the regulation but interpret them according to the emergency situation of the society.
- b. For psychological care, refugees are handled in the same context as in disaster and emergency assistance. It is important to discuss and develop with the MoFSP the perception of Syrian refugees as people in the development process and not just those in need for humanitarian aid.
- c. SSC staff members cannot perform a few tasks because SSC's operational guidelines do not establish rules for supporting Syrian refugees, or the scope of the rules is too narrow. Even if the Japanese side proposes a comprehensive model from the viewpoint of social welfare, the scope of services provided by the SSC would be too narrow and ineffective.
- d. The strategy of the MoFSP on working with NGOs and other organizations is unknown. It is necessary to investigate this matter further.

Annex 1: Participation rate in the national election

Election Year	Population	Vote Registration	Ratio of vote registration to population	Total Vote	Participation ratio
			(%)		(%)
1950	20 807 000	8 905 743	42.8	7 953 085	89.3
1954	23 204 000	10 262 063	44.2	9 095 617	88.6
1957	25 250 000	12 078 623	47.8	9 250 949	76.6
1961	28 227 000	12 925 395	45.8	10 522 716	81.4
1965	31 149 000	13 679 753	43.9	9 748 678	71.3
1969	34 443 000	14 788 552	42.9	9 516 035	64.3
1973	38 073 000	16 798 164	44.1	11 223 843	66.8
1977	41 769 000	21 207 303	50.8	15 358 210	72.4
1983	47 853 000	19 767 366	41.3	18 238 362	92.3
1987	52 564 000	26 376 926	50.2	24 603 541	93.3
1991	57 272 000	29 979 123	52.3	25 157 089	83.9
1995	61 763 000	34 155 981	55.3	29 101 469	85.2
1999	66 350 000	37 495 217	56.5	32 656 070	87.1
2002	69 302 000	41 407 027	59.7	32 768 161	79.1
2007	73 875 000	42 799 303	57.9	36 056 293	84.2
2011	74 724 269	52 806 322	0.71	43 914 948	83.2
2015 (07 June)	78 741 053	56 608 817	0.72	47 507 467	83.9
2015 (01 Nov)	78 741 053	56 949 009	0.72	48 537 695	85.2

Source: TURKSTAT and Election Council of Turkey (HSK)

Annex 2: Education enrollment rate**Pre Primary Education**

Years	Age	Total	Male	Female
2012/'13	3 - 5	26,63	26,94	26,31
	4 - 5	37,36	37,88	36,80
	5	39,72	41,03	38,33
2013/'14	3 - 5	27,71	28,23	27,15
	4 - 5	37,46	38,28	36,58
	5	42,54	44,27	40,72
2014/'15	3 - 5	32,68	33,11	32,22
	4 - 5	41,57	42,23	40,87
	5	53,78	55,27	52,21

%	Primary School ¹			Lower Upper Secondary			Upper Secondary			Higher Education		
Years	Total	Male	Female	Total	Male	Female	Total	Male	Female	Total	Male	Female
2012/'13	98,86	98,81	98,92	93,09	93,19	92,98	70,06	70,77	69,31	38,50	38,40	38,61
2013/'14	99,57	99,53	99,61	94,52	94,57	94,47	76,65	77,22	76,05	39,89	38,90	40,93
2014/'15	96,30	96,04	96,57	94,35	94,39	94,30	79,37	79,46	79,26	39,49	37,95	41,10

(1) Students aged 66 months and above are included in primary school age population in accordance with Regulation on Pre-Primary and Primary Education Institutions Article 11.

* The reason for the decrease in schooling ratio in primary and lower secondary education in the educational year 2014/'15 is; the inclusion of active students only in the student figures.

Source: National Education Statistics Formal Education 2014/'15, Ministry of Education

Annex 3: List of Top 10 Donors in 2016

Name of the Donor	Funding USD (Contributions + Commitments) *	% of Grand Total	Content if available	
			Description	Channel
European Commission	650,068,528	68.0 %	Europe Regional Migration Response Plan 2016	IOM
			Europe Regional Migration Response Plan 2016	IOM
			Turkey Population Movement (ECHO/SYR/BUD/2016/91017)	IFRC
			Man-made crises / provision of Humanitarian Assistance to Migrants Rescued at sea (part of ECHO/SYR/BUD/2015/91060 - top up)	IOM
			Turkey - Syria - 3RP	DRC
			Turkey - Syria 3RP - Syria regional refugee and resilience plan (3RP) (ENLARGEMENT)	UNHCR
			Turkey - Syria 3RP (SC150774)	UNICEF
			Emergency intervention for the most vulnerable Syrian-crisis affected people in Turkey (ECHO/SYR/BUD/2016/91015)	HI
			Turkey - Syria 3RP - Turkey - Provision of multipurpose cash assistance for new arrivals and most vulnerable individuals outside of camps, including winterization support (Syria 3RP) (part of ECHO/SYR/BUD/2015/91060 - top up)	IOM
			Turkey - Syria 3RP - Turkey - Support of the food kitchen initiative in Gaziantep (Syria 3RP) (part of ECHO/SYR/BUD/2015/91060 - top up)	IOM
			Turkey - Syria 3RP - Turkey - Provision of vouchers for Syrians living outside camps to access food (Syria 3RP) (part of ECHO/SYR/BUD/2015/91060 - top up)	IOM
			Turkey - Syria 3RP - Turkey - Provision of case management support for vulnerable individuals and referred cases (Syria 3RP) (part of ECHO/SYR/BUD/2015/91060 - top up)	IOM
			Turkey - Man-made crises (ECHO/TUR/BUD/2016/91000)	UN Agencies, NGOs and/or Red Cross
			Turkey - Syria 3RP - Man-made crises / Support to most vulnerable Syrian Refugee women and girls through Sexual Reproductive health (SRH) and	UNFPA

			Sexual and Gender Based Violence (SGBV) Services. (part of ECHO/SYR/BUD/2015/91068)	
			Turkey - Syria 3RP - Man-made crises / Supporting adapted and culturally sensitive healthcare services to Syrian refugees in Turkey (ECHO/SYR/BUD/2016/91012)	WHO
			Turkey - Man-made crises / Providing Life 2,192,982 Improving Protection Support to Vulnerable Refugees and Host Families in Turkey(ECHO/SYR/BUD/2016/91005)	WVI (Netherlands)
Allocation of earmarked funds by UN agencies	96,175,433	10.1 %	Emergency Response Fund (OCHA) (Including but not limited to: Turkey - Syria 3RP, Capacity building and support to Syria crisis response actors, Aleppo Emergency Health Response and provision of support in various sectors such as Water Sanitation Hygiene, Education, Protection, Emergency Shelter and NFI, Food Security, Health and Nutrition for affected population in 3RP countries).	UN Agencies and NGOs
			UNICEF National Committee/Germany (Turkey - Syria 3RP - Thematic 8- Cross Sectoral - Turkey (SM1499101106))	UNICEF
			UNICEF National Committee/Netherlands (Turkey - Syria 3RP - Education for Syrian Children - Turkey (through Soroptimisten) (SM160036))	UNICEF
			US Fund for UNICEF (Turkey - Syria 3RP - Emergency education initiatives - Turkey (SM160039) Turkey - Syria 3RP - Emergency education initiatives - Turkey (SM160039) Turkey - Syria 3RP - Thematic 9- Humanitarian Emergency - Turkey (through USF Various) (SM1499101098) Turkey - Syria 3RP - Emergency education initiatives - Turkey (through Seattle Foundation) (SM160039) Turkey - Syria 3RP - Emergency education initiatives - Turkey (through Seattle Foundation) (SM160039))	UNICEF
			World Food Program (Turkey - Syria 3RP)	WFP

United States	54,253,276	5.7 %	Turkey - Syria 3RP (STATE/PRM)	DRC
			Turkey - Syria 3RP (STATE/PRM)	ILO
			Turkey - Syria 3RP Relief Commodities, Border Transport, Health (STATE/PRM)	IOM
			Turkey - Education, Health, Mental Health, Protection, Psychosocial, Shelter, WASH (STATE/PRM)	NGOs
			Turkey - Activities in the Syria Regional Refugee and Resilience Plan (3RP) (STATE/PRM)	UNFPA
			Turkey - Syria 3RP - Camp Management, Education, Relief Commodities, Shelter and Settlements, Protection, WASH - Egypt, Iraq, Jordan, Lebanon, Syria, Turkey (STATE/PRM)	UNHCR
			Turkey - Syria 3RP (SM160047)	UNICEF
			Turkey - Syria 3RP - Health (STATE/PRM)	WHO
Germany	47,654,786	5.0 %	Turkey - Cash assistance and shelter for Syrian and non-Syrian refugees in the South-East of Turkey (AA-S05 321.50 SYR 16/16)	Diakonie Katastrophenhilfe
			Syria ERF in Turkey (OCT 5175) (AA-S05 321.50 SYR 29/16)	ERF (OCHA)
			The project aim of the plan is: Syrian and Turkish children and youngsters use the improved access to formal education and public spirit-donating offers in Gaziantep and Sanliurfa. (2016.1853.7) Education and occupation support. (2016.1852.9)	GIZ
			Turkey - Medical emergency assistance for Syrian refugees in Kilis, Turkey (AA-S05 321.50 SYR 07/16)	Malteser International
			Turkey - Syria 3RP	UNHCR
Japan	28,845,489	3.0 %	Comprehensive support for Syrian refugees in south east part of Turkey	AAR Japan
			Turkey - Syria 3RP - Humanitarian assistance and social stabilization for Syrian Refugees in Turkey	IOM
			Food assistance etc., for Syrian refugees in Turkey	PARCIC
			Turkey - Syria 3RP - Turkey Livelihoods & support to Municipalities for social Infrastructure development	UNDP
			Turkey - Syria 3RP	UNHCR
			Turkey - Syria 3RP - Turkey - NLG: Assistance for crisis-affected Syrian & Turkish children & youth (SM160070)	UNICEF

United Kingdom	17,727,030	1.9 %	Turkey - Syria - 3RP	DRC
			Syria ERF in Turkey OCT 5260	ERF (OCHA)
			Syria ERF in Turkey OCT 4713	ERF (OCHA)
			Syria OCHA operation in Turkey [OCT 4713]	OCHA
Netherlands	14,740,359	1.5 %	Emergency Response Funds for the Whole of Syria Response, Syria ERF in Turkey (OCT 5241)	ERF (OCHA)
			Turkey - Syria 3RP - Turkey: Support to Regional Refugee & Resilience Plan 2015-2016 (28182 DSH0121373); (SM160005)	UNICEF
			Turkey - Syria 3RP - Contribution to UNICEF for activities in Turkey based on the education component of the RRRP (28182 (DSH0121373))	UNICEF
Norway	10,929,736	1.1 %	TUR-13/0004 - FEA (Finite Element Analysis) - 13,881 Participation of Civil Society in Decision Making Processes through Mehmet Sanar Yurdatapan	Various Recipients
			Syria ERF in Turkey (OCT 5151)	ERF (OCHA)
			Humanitarian assistance (TRC) Turkey - QZA-15/0178-16, Humanitarian Assistance	Norway RC
			Turkey - QZA-16/0141-28 Turkey. GPA/MFA: Humanitarian Assistance	NRC
			Turkey - Syria 3RP (QZA-16/0287)	UNHCR
			Turkey - Syria 3RP - education (16/6706)	UNICEF
			Turkey - Syria 3RP (part of QZA-16/0165-2)	WHO
Canada	8,675,830	0.9 %	Turkey - Syria regional refugee and resilience plan (3RP) 2016 - Protection, camp coordination and camp management [D003097]	UNHCR
France	8,136,791	0.9 %	Syria ERF in Turkey (OCT 5127)	ERF (OCHA)
			Turkey - Syria 3RP	UNHCR
			Emergency medical and social support for migrants and refugees in Istanbul and Izmir (2016-44)	WAHA

* Contribution: the actual payment of funds or transfer of in-kind goods from the donor to the recipient entity. Commitment: creation of a legal, contractual obligation between the donor and recipient entity, specifying the amount to be contributed.

Annex 4: List of NGOs**National NGOs** (as of July 2016)

Name of NGO	Areas of Work	Website
Academy Language and Scientific Research Foundation (Akademi Lisan ve İlmi Araştırmalar Derneği)	-Research -Language Training	http://akademidernegi.org.tr
An Agenda for Child Foundation (Gündem Çocuk Derneği)	-Research -Advocacy -Engagement -Partnership	http://www.gundemcocuk.org
Anatolia Culture and Research Foundation (Anadolu Kültür ve Araştırma Derneği)	-Research -Social Cohesion -Advocacy	http://www.anadolukultur.org
Art Everywhere Foundation (Her Yerde Sanat Derneği)	-Art and Culture -Innovation -Social Cohesion	http://www.heryerdesanat.org
Bahçeşehir University Immigration Center	-Research	http://www.baumus.bahcesehir.edu.tr
Başak Art and Culture Foundation (Başak Kültür ve Sanat Vakfı)	-Provision of basic needs of children -Advocacy -Partnership	http://www.basaksanativakfi.org.tr
Bilgi University Child Studies Unit (BİLGİ ÇOÇA)	-Research -Advocacy -Policy Papers on rights of Syrian children	https://www.facebook.com/cocukcalismalari
Bilgi University Immigration Studies Center (BİLGİ GÖÇ)	-Research -Advocacy -Policy Papers -Partnership	http://goc.bilgi.edu.tr
Bülbülzade Education, Health and Solidarity Foundation	-Humanitarian Assistance in Local Level	www.bulbulzade.org
Cansuyu Cooperation and Solidarity Foundation	-Humanitarian Assistance in Local Level	www.cansuyu.org.tr
Coordination of Refugee Rights (Mülteci Hakları Koordinasyonu)	-Advocacy and Coordination on monitoring and development of human rights	http://www.multeciha klari.org
Diyalog Assosiation	-Youth Participation -Advocacy -Social Cohesion	http://ortakgelecek.org
Doctors Worldwide- Yeryüzü Doktorları	-Humanitarian Assistance -Health -Research	https://www.yyd.org.tr/en/

GSM-Youth Services Center (Gençlik Servisleri Merkezi)	-Youth Participation -Social Cohesion	http://www.gsm.org.tr
Hacettepe University Migration and Politics Research Center (Hacettepe Üniversitesi Göç Ve Siyaset Araştırmaları Merkezi- HUGO)	-Research	http://www.hugo.hacettepe.edu.tr
Hamiş Syria Culture House	-Art and Culture -Conference, Workshops & Trainings	http://hamisch.org
Helsinki Citizens Assembly (HYD)	-Health -Legal and Social Counseling -Humanitarian Assistance -Conference, Workshops & Trainings	http://www.hyd.org.tr/
Human Resource Development Foundation (İnsan Kaynağını Geliştirme Vakfı- İKGV)	-Vocational Training -Legal and Social Counseling	http://www.ikgv.org
Human Rights Association (İnsan Hakları Derneği- İHD)	-Legal and Social Counseling -Humanitarian Assistance -Art and Culture -Research	http://www.ihd.org.tr
Humanitarian Relief Foundation (İnsani Yardım Vakfı- İHH)	-Humanitarian Assistance -Education	http://www.ihh.org.tr
İzmir Musicians Association	-Vocational Training -Art and Culture	https://www.facebook.com/izmirmuzisyenleri/
Kaos Gay and Lesbian Cultural Research and Solidarity Association (Kaos GL)	-Legal and Social Counseling	http://www.kaosgldernegi.org/anasayfa.php
Kırkayak Art, Culture and Nature Association	-Conference, Workshops & Trainings -Art and Culture	http://zeugmafestival.org
Light House Association (Deniz Feneri Derneği)	-Humanitarian Assistance	http://www.denizfeneri.org.tr
MALUMAT Community Information Center	- Legal and Social Counseling -Art and Culture -Community Information	http://malumat-gzt.org/selectlang
Mavi Kalem Association	- Legal and Social Counseling -Education -Vocational Education -Research	http://www.mavikalem.org/

Maya Foundation	-Humanitarian Assistance -Advocacy	https://www.mayavakfi.org/tr/
MAZLUMDER- The Association for Human Rights and Solidarity for the Oppressed	- Legal and Social Counseling -Research -Humanitarian Assistance	http://www.mazlumder.org
Migrants' Association for Social Cooperation and Culture (GÖÇ-DER)	- Legal and Social Counseling	http://www.gocder.com
Mülteci-Der- Association for Solidarity with Refugees (Mültecilerle Dayanışma Derneği)	- Legal and Social Counseling	http://www.multeci.org.tr
People's Cooperation Bridge Foundation (Halkların Köprüsü Derneği)	-Health -Art and Culture	http://www.halklarinkoprusu.org/en/
SGDD-Association for Solidarity with Asylum Seekers and Migrants	- Legal and Social Counseling -Humanitarian Assistance -Health -Vocational Training -Art and Culture -Research	http://www.sgdd.org.tr
SKYGD-Development of Social and Cultural Life Association	-Research -Art and Culture	http://www.sosyalkulturelyasam.org/index.asp
Small Project Istanbul	-Language Training -Vocational Training -Education	http://www.smallprojectsistanbul.org
STGM-Civil Society Development Center	-Conference, Workshops and Trainings	http://www.stgm.org.tr/tr
Şanlıurfa Platform	-Humanitarian Assistance	N/A
TBB-Union of Turkish Bar Associations	-Legal Support -Partnership -Advocacy	http://www.barobirlik.org.tr/eng/
TESEV-Turkish Economic and Social Studies Foundation	-Conference, Workshops and Trainings -Research	http://tesev.org.tr/tr/
The Psychiatric Association of Turkey (PAT)	-Research	http://www.psikiyatri.org.tr/eng/
The Research Center on Asylum and Migration-ARCAM (İltica ve Göç Araştırmaları Merkezi-İGAM)	-Research	http://www.igamder.org
THİV-Human Rights Foundation of Turkey	- Legal and Social Counseling	http://tihv.org.tr
TOG-Community Volunteers Foundation	-Humanitarian Assistance -Conference,	https://www.tog.org.tr

	Workshops and Trainings	
TOHAV-Foundation for Society and Legal Studies	-Research	http://www.tohav.org
TRC-Turkish Red Crescent	-Humanitarian Assistance on Shelter, Health, Nutrition, Education, Participation and Psychosocial support.	https://www.kizilay.org.tr
Turkish Lions Club	-Charity	http://www.lionsturkiye.org/TR
UMUT-DER- Food Bank	-Humanitarian Assistance	http://www.umutder.org
YUVA Association	-Vocational Training -Research	http://yuva.org.tr

International NGOs

Name of NGO	Areas of Work	Website
AAR Japan	-Emergency response, -Assistance with PwD, -Mine actions -Infection Diseases	http://www.aarjapan.gr.jp/english/
ACTED	-Humanitarian Assistance -Development	http://www.acted.org/en/
AID International Doctors Association	-Medical aid	http://aidDoctors.org/
Amnesty International	-Human rights	https://www.amnesty.org/en/
ASAM-Association for Solidarity with Asylum Seekers and Migrants	-Refugees and asylum seekers	http://www.sgdd.org.tr/en/
Bihar Relief Organization	-Humanitarian aid	http://biharrelief.org/
CARE-Cooperative for Assistance and Relief Everywhere	-Emergency and development	http://www.care.org/
Caritas Türkiye	-Emergencies -Health -Education -Social adjustment -Employment	http://www.caritas.org/where-we-are/europe/turkey/
Concern Worldwide	-International humanitarian aid	https://www.concern.net
Coordination of Voluntary Services (COVS)	-International Voluntary Services	http://www.ccivs.org/
CRS-Catholic Relief Services	-Child Protection -Education	http://www.crs.org/
Danish Refugee Council (DRC)	-Aid for conflict affected communities	https://drc.dk/

Deutsche Welthungerhilfe	-Global hunger & for sustainable food security	http://www.welthungerhilfe.de/en/home-en.html
Global Communities	-Development -Humanitarian assistance	http://www.globalcommunities.org/
GOAL International	-Emergency response -Health -Child protection -Livelihoods	https://www.goalglobal.org/
Goethe-Institut Istanbul	-German Language Teaching	https://www.goethe.de/en/index.html
Habitat Centre for Development and Governance	-Sustainable development for youth and disadvantage groups	http://habitatdernegi.org/
HELP-Hilfe zur Selbsthilfe e.V.	-Humanitarian assistance	http://www.help-ev.de/en/
HRDF-Human Rights Development Foundation	-Human rights	http://www.migrant-rights.org/network/human-rights-development-foundation-hrdf/
HRW-Human Rights Watch	-Human rights	https://www.hrw.org/
IBC-International Blue Crescent	-Relief and development	https://ibc.org.tr/en/index.php
ICMC-International Catholic Migration Commission	-Refugee and IDPs (humanitarian aid, migration and development)	http://www.icmc.net/
IMC-International Medical Corps	-Health Care -Psychosocial Support	https://internationalmedicalcorps.org/
Immigration Solidarity Network	-Refugee	http://www.immigration-solidarity.org/
IMPR-International Middle East Peace Research Centre	-Humanitarian aid	http://www.impr.org.tr/
International Rescue Committee (IRC)	-Child Protection -Education	https://www.rescue.org/
Islamic Relief Worldwide	-Relief and development	http://www.islamic-relief.org/
Malteser International	-Humanitarian relief	https://www.malteser-international.org/en.html
Maram Foundation for Relief and Development	-Relief to refugees and internally displaced persons	http://maramfoundation.org/
Mercy Corps International	-Development	https://www.mercycorps.org
Mercy Corps Turkey	-Development	https://www.mercycorps.org

Mother and Child Education Foundation	-Child development -Education	http://www.acev.org/en/
MSF-Médecins Sans Frontières	-Medical humanitarian assistance	http://www.msf.org/
NRC (Norwegian Refugee Council)	-Child Protection -Education	https://www.nrc.no/
Orient for Human Relief	-Humanitarian and social aid	http://www.orienths.net
Positive Living Association	-HIV/AIDS	http://pozitifyasam.org/en
Relief International	-Poverty, ensure well-being	https://www.ri.org/
RET-Refugee Education Trust	-Education in emergencies	http://theret.org/
Save the Children International	-Education -Psychosocial Support	http://www.savethechildren.org/
Support to Life International Humanitarian Aid	-Humanitarian aid	http://www.hayatades tek.org/en/
Syria Social Gathering	-Humanitarian assistance for refugees	http://syrian-social-gathering.org/
UOSMM Canada	-Medical relief and health care services	http://www.uossm-canada.org/
Welthungerhilfe (WHH)	-Sustainable food security -Emergency humanitarian aid	http://welthungerhilfe.org.tr/whh-turkey/
World Vision International	-Children and families in Emergencies	http://www.wvi.org/

AİLE VE SOSYAL POLİTİKALAR İL MÜDÜRLÜKLERİ GÖREV VE ÇALIŞMA ESASLARI YÖNERGESİ

BİRİNCİ BÖLÜM

Amaç, Kapsam, Dayanak ve Tanımlar

Amaç

MADDE 1 - (1) Bu Yönergenin amacı; Aile ve Sosyal Politikalar Bakanlığının il düzeyindeki görevlerini planlamak, yönetmek, denetlemek, geliştirmek ve değerlendirmek üzere kurulan Aile ve Sosyal Politikalar İl Müdürlüklerinin görevlerini, çalışma usul ve esaslarını, personelin görev, yetki ve sorumluluklarını düzenlemektir.

Kapsam

MADDE 2 - (1) Bu Yönerge; Aile ve Sosyal Politikalar İl Müdürlükleri görev, yetki ve sorumluluklarını, İl Müdürlüklerine bağlı birimlerin faaliyetlerinin yürütülmesi için uygulanacak esaslar ile bağlı ve ilgili kuruluşlar arasındaki koordinasyona ilişkin esasları kapsar.

Dayanak

MADDE 3 - (1) Bu Yönerge, 3.6.2011 tarihli ve 633 sayılı Aile ve Sosyal Politikalar Bakanlığının Teşkilat ve Görevleri Hakkında Kanun Hükmünde Kararnamenin 2 nci maddesine dayanılarak hazırlanmıştır.

Tanımlar

MADDE 4 - (1) Bu Yönergede geçen;

- a) Alan Taraması: Kurum, kuruluş ve kişilerden gelen bilgiler dikkate alınarak sosyal hizmet faaliyet ve uygulamalarından yararlanacak aile ve bireylerin tespiti ile sosyal sorunların analizi amacıyla gerçekleştirilen veri ve bilgi toplama faaliyetini,
- b) Bakan: Aile ve Sosyal Politikalar Bakanını,
- c) Bakanlık: Aile ve Sosyal Politikalar Bakanlığını,
- ç) İl Müdürü: Aile ve Sosyal Politikalar İl Müdürünü,
- d) Risk Haritası: Alan taraması ile elde edilen ve paydaş kurumlardan sağlanan veri ve bilgilere dayalı olarak oluşturulan ve sosyal hizmet desteği sağlanmasını gerektiren konular bakımından sosyal risklerin; konular, gruplar ve yerleşim alanları itibarıyla ayrı ayrı gösterildiği, puanlama usul ve esasları kılavuz ile belirlenen ve her yıl güncellenen haritayı,
- e) Şube/Birim: Şube Müdürlüğü kadrosu olan illerde Şube Müdürlüğünü, olmayan illerde oluşturulacak birimi,
- f) Taşra Teşkilatı: Aile ve Sosyal Politikalar Bakanlığı İl Müdürlüğü ve bağlı kuruluşlarını, ifade eder.

İKİNCİ BÖLÜM

Teşkilat ve Görevler

Teşkilat

MADDE 5- (1) Aile ve Sosyal Politikalar İl Müdürlükleri; hizmetlerin niteliklerine göre kurulan şubeler, birimler ve birimlere bağlı bürolardan meydana gelir.

(2) Aile ve Sosyal Politikalar İl Müdürlüklerinde;

- a) Aile ve Toplum Hizmetleri Şubesi/Birimi,

- b) Çocuk Hizmetleri Şubesi/Birimi,
 - c) Engelli Hizmetleri Şubesi/Birimi,
 - ç) Yaşlı Hizmetleri Şubesi/Birimi,
 - d) Kadın Hizmetleri Şubesi/Birimi,
 - e) Sosyal Ekonomik Destek ve Sosyal Yardımlar Şubesi/Birimi,
 - f) Şehit Yakınları ve Gazi Hizmetleri Şubesi/Birimi,
 - g) Personel ve Eğitim Hizmetleri Şubesi/Birimi,
 - ğ) İdari ve Mali Hizmetler Şubesi/Birimi,
 - h) Hukuk Hizmetleri Şubesi/Birimi,
 - ı) Basın ve Halkla İlişkiler Şubesi/Birimi
- kurulur.

(3) Şubelerin hizmetleri, ayrı ayrı veya birleştirilerek İl Müdürünün onayı ile İl Müdür Yardımcısı ve şube müdürlerinin sorumluluğunda yürütülür. İhtiyaca göre kurulacak birimlerin sayısı Bakanlıkça tahsis edilen kadro sayısına göre arttırılıp azaltılabilir.

Görevler

MADDE 6- (1) Aile ve Sosyal Politikalar İl Müdürlüğünün görevleri:

- a) Aile bütünlüğünün korunması ve aile refahının artırılmasına yönelik sosyal hizmet faaliyetlerini ve sosyal destek programlarını yürütmek,
- b) Kadınların toplumsal hayatın tüm alanlarında hak, fırsat ve imkânlardan eşit biçimde yararlanmalarını sağlamak üzere; kadınlara yönelik sosyal hizmet faaliyetlerini yürütmek,
- c) Engellilerin ve yaşlıların toplumsal hayata etkin biçimde katılmalarını sağlamak üzere; engellilere ve yaşlılara yönelik sosyal hizmet faaliyetlerini yürütmek,
- ç) Şehit yakınları ile gazilere yönelik sosyal hizmet faaliyetlerini yürütmek,
- d) Çocukların ve gençlerin sağlıklı gelişimini temin etmek üzere; çocuklara ve gençlere yönelik sosyal hizmet faaliyetlerini yürütmek,
- e) Çocuğun, engelli ve yaşlıların öncelikle aile içinde yetiştirilmesi, bakımı ve desteklenmesi amacıyla aileyi eğitim, danışmanlık ve sosyal ekonomik desteklerle güçlendirmek,
- f) Korunmaya, bakıma ve yardıma muhtaç birey ve aileleri tespit etmek, desteklemek ve gerekli hizmetlerden yararlanmasını sağlamak,
- g) Kamu kurum ve kuruluşları, gönüllü kuruluşlar ile gerçek ve tüzel kişiler tarafından yürütülen sosyal hizmet faaliyetlerinin, Bakanlıkça belirlenen ilke, usul ve standartlar çerçevesinde inceleme ve denetimini yapmak,
- ğ) Sosyal hizmet faaliyetleriyle bunlardan yararlananlara ilişkin bilgileri, Bakanlıkça merkezî bir sistemde oluşturulacak veri tabanına işlemek, güncel tutmak ve güvenliğini sağlamak,
- h) Birey ve ailelere yönelik eğitsel faaliyet ve projeler yürütmek, konferans, seminer ve benzeri etkinlikler düzenlemek; kültür ve sanat faaliyetlerini gerçekleştirmek,
- ı) Alan taramasında elde edilen bilgileri değerlendirmek ve bunları ilgili diğer uygulayıcı kurum ve kuruluşlara da aktararak hizmetlerin geliştirilmesine ve yeni hizmet modellerinin oluşturulmasına yardımcı olmak,
- i) İl/ilçe risk haritalarını oluşturmak ve uygulama planları hazırlanmasını koordine etmek,
- j) Yukarıda belirtilen görevler ile ilgili hizmetlerin sunumunda, 3294 sayılı Kanuna göre kurulan sosyal yardımlaşma ve dayanışma vakıfları, diğer kamu kurum, kuruluşları ve gönüllü kuruluşlar arasında iş birliği sağlamak,
- k) Bakanlık tarafından oluşturulan politika ve stratejileri uygulamak,
- l) Koruyucu, önleyici, eğitici, geliştirici, rehberlik ve rehabilite edici sosyal hizmet faaliyetlerini yürütmek ve koordine etmek,
- m) İlindeki sosyal hizmet ve sosyal yardım ihtiyacını tespit ederek sosyal hizmet ve sosyal yardımların; ihtiyaç gruplarına etkin, verimli ve zamanında sunulabilmesi için gerekli plan ve

programları yapmak, uygulatmak, izleme ve değerlendirmesini sağlamak,

n) İl Müdürlüğüne yapılan başvuruları, bildirilen veya İl Müdürlüğünce tespit edilen sorunları ivedilikle değerlendirerek uygun hizmet modelinin belirlenmesi ve uygulanması iş ve işlemlerini ilgili mevzuat hükümleri doğrultusunda yürütmek,

o) Bakanlığın diğer bakanlık, kurum ve kuruluşlarla yaptığı işbirliği, proje ve protokollerin uygulanmasında gereken özeni göstermek ve takibini yapmak,

ö) Bakanlığa bağlı sosyal hizmet kuruluşlarında il düzeyinde planlanan araştırma ve proje taleplerini değerlendirmek, uygun görülen taleplerin izin işlemlerini Mülki Amir onayı ile gerçekleştirmek, uygulanmasını takip etmek ve izin verilen araştırma/proje talepleri ve uygulama sonuçları hakkında ilgili Bakanlığın ilgili birimlerine bilgi verilmesini sağlamak,

p) Hizmet alanlara yönelik il içi ve dışı tertip, nakil ve hizmet türü değiştirme iş ve işlemlerini ilgili mevzuat hükümlerine göre yürütmek,

r) İl Müdürlüğünün ve bağlı diğer birimlerin çalışmalarının etkin ve verimli bir şekilde yürütülebilmesi için bina ve ihtiyaç planlaması yapmak, ihtiyaçları karşılayacak personelin il içindeki geçici görevlendirilmesini mülki idare amirine teklif etmek,

s) Bakanlığa bağlı sosyal hizmet kuruluşlarına ve bu sosyal hizmet kuruluşlarında kalanlara yapılacak ziyaret ve görüşmelere ilişkin iş ve işlemleri yürütmek,

ş) İlde Bakanlığın görev alanına giren konularla ilgili yazılı, görsel, işitsel medyada ve İnternet ortamında çıkan haber, yorum ve eleştirileri takip etmek, acil müdahale gerektiren konular hakkında ilgili birimleri bilgilendirmek ve mevzuat çerçevesinde gerekli işlemleri gerçekleştirmek,

t) Gerçek kişiler ve özel hukuk tüzel kişilerine ait sosyal hizmet tesislerinin; kuruluş ve işleyişlerine ilişkin açılış izni, devir, nakil, tertip, çalışma, personel şartları, ücret tarifeleri, denetim, uygulanacak müeyyideler ile faaliyetlerini durdurma iş ve işlemlerini ilgili mevzuatı doğrultusunda yürütmek,

u) Bina, araç kiralama, ek ders karşılığı çalışma ve hizmet alımı yetkileri konusunda talepte bulunmak,

ü) Ev Tipi Sosyal Hizmet Birimlerinin fonksiyon, kapasite ve adres değişiklikleri ile ilgili iş ve işlemleri yürütmek; İl Müdürlüğünce yapılması uygun görülen değişiklikleri mülki amir onayı ile gerçekleştirmek; mülki amir onayı ile yapılan değişiklikler hakkında bir hafta içerisinde ilgili Bakanlık birimlerine bilgi verilmesini sağlamak,

v) Personelin yetkinliğini ve performansını artırmak üzere, Bakanlık eğitim politikalarına veya talimatlarına uygun olarak eğitim ihtiyaçlarını tespit etmek; iş başında verilecek eğitimleri organize ederek personelin eğitilmesini ve yönlendirilmesini sağlamak,

y) İşitme engelli ve konuşma bozukluğu olan ve işaret dili tercümanlığı hizmetinden kurum/kuruluş aracılığıyla yararlanmak isteyen kişilerin taleplerinin karşılanmasına yönelik iş ve işlemleri yürütmek,

z) İl Müdürlüğü ile bağlı kurum ve kuruluşlara, basın yayın organları tarafından yapılan talepleri değerlendirerek gerekli izin işlemlerini gerçekleştirmek,

aa) 4734 sayılı Kamu İhale Kanunu'nun 19 uncu ve 21 inci maddesi gereğince açık ihale ve pazarlık usulü ile yapılan alımlara ilişkin ilgili mevzuatı gereği ön mali kontrol birimi oluşturmak,

bb) Muhakkiklerce yapılacak olan inceleme, ön inceleme ve disiplin soruşturmalarında, ilgili mevzuatlarında belirtilen zaman aşımı sürelerine dikkat edilmesi ile sürecin sağlıklı bir şekilde sürdürülmesi ve sonlandırılmasını sağlamaya yönelik tedbirler almak,

cc) İlgili mevzuatı uyarınca bakıma muhtaç engelli bireyin durumuna uygun hizmet modelinin belirlenmesi için ilk kabul ve müdahale birimlerinde yapılan en az bir aylık izleme sürecinin gerekli durumlarda kısaltılmasına karar vermek.

çç) İl Müdürlüğüne bağlı resmi ve özel sosyal hizmet kuruluşlarınca sunulan hizmetlerin kontrol ve denetimini yapmak, sunulan hizmetlerin süreç ve sonuçlarını mevzuata, önceden

belirlenmiş amaç ve hedeflere, performans ölçütlerine ve kalite standartlarına göre analiz etmek, karşılaştırmak, ölçmek ve değerlendirmek,

dd) İl Müdürlüğü ve bağlı kuruluşlarca idari ve mali konularda Bakanlıktan görüş alınmasına gerek duyulması halinde, öncelikle konunun İl Müdürlüğünce değerlendirilmesi, tereddütte düşülmesi halinde, mali konuların Strateji Geliştirme Başkanlığı, hukuki ve genel görüşlerin Hukuk Müşavirliği, personel ile ilgili özlük ve idari görüşlerin Personel Dairesi Başkanlığı, hizmet alanına ilişkin görüşlerin ise ilgili Genel Müdürlük/Başkanlıktan alınmasını sağlamak.

Şubelerin/Birimlerin görevleri

MADDE 7–(1) Aile ve Toplum Hizmetleri Şubesinin/Biriminin görevleri:

- a) Bakanlığın aile ve topluma yönelik koruyucu, önleyici, eğitici, geliştirici, rehberlik ve rehabilite edici sosyal hizmet faaliyetlerini yürütmek ve koordine etmek,
- b) Aile yapısının ve değerlerinin korunması, güçlendirilmesi ve ailenin sosyal refahının artırılması için, Bakanlıkça belirlenen politika ve stratejileri uygulamak, uygulanmasını izlemek ve değerlendirmek,
- c) Kamu kurum ve kuruluşları, gönüllü kuruluşlar ile gerçek ve tüzel kişilerce aile ve topluma yönelik yürütülen sosyal hizmetlere ilişkin Bakanlıkça belirlenen ilke, usûl ve standartlara uyulmasını sağlamak,
- ç) İlde aile yapısını, değerlerini, huzur ve mutluluğunu tehdit eden sorunları ve bu sorunlara yol açan faktörleri tespit etmek, bu sorunlara karşı toplumsal duyarlılığı geliştirici faaliyet ve projeler yürütmek, çözüm önerileri geliştirmek, bu konularda eğitim programları hazırlamak ve uygulamak,
- d) İlde meydana gelen aile içi şiddet ve istismar, töre cinayetleri, intihar, kötü alışkanlık, bağımlılık ve benzeri sorunları nedenleri ve sonuçları bakımından incelemek, araştırmak, bunların önlenmesine ve sorunların çözümüne yönelik, aileyi destekleyici ve eğitici programlar hazırlamak ve uygulamak, izlemek,
- e) Ailelerin refahının artırılmasına yönelik çalışmalar yapmak, bu konuda diğer birimler, ilgili kamu kurum ve kuruluşları ve paydaşlar ile koordineli eğitim programları ve projeler hazırlamak ve uygulamak,
- f) İldeki ailelerde yaşanan yapısal değişimleri, kamuoyundaki eğilim ve beklentileri nedenleri ve sonuçları bakımından araştırmak, sonuçlarını Bakanlığa bildirmek,
- g) Nüfus yapısındaki değişimlerin aile yapısı üzerindeki etkilerini izlemek, sorun alanlarını tespit etmek ve bu konuda ulusal bir politikanın geliştirilmesine yardımcı olmak,
- ğ) Toplumsal çözülmeyi önlemeye yönelik çalışmalar yapmak,
- h) Alan taraması sonuçlarına göre, il/ilçe risk haritalarının oluşturulmasını koordine etmek,
- ı) Aile ve toplum hizmetlerine ilişkin planlama, koordinasyon ve raporlama işlemlerini bağlı kuruluşlar ile iş birliği hâlinde yürütmek,
- i) Aile ve aile bireylerine yönelik danışmanlık hizmeti vermek,
- j) Hizmetlerinde, kamu kurum ve kuruluşları, meslek kuruluşları (odalar), yerel yönetimler, barolar, çocuk ve aile mahkemeleri, üniversiteler, sağlık kuruluşlarının ilgili bölümleri ve sivil toplum örgütleriyle iş birliği yapmak ve toplum, aile ve bireyin refahına yönelik çalışmaları desteklemek,
- k) İl Müdürü tarafından verilen diğer görevleri yapmak.

(2) Çocuk Hizmetleri Şubesinin/Biriminin görevleri:

- a) Bakanlığın çocuğa yönelik koruyucu, önleyici, eğitici, geliştirici, rehberlik ve rehabilite edici sosyal hizmet faaliyetlerini yürütmek ve koordine etmek,
- b) Çocuklara yönelik sosyal hizmetler konusunda Bakanlıkça belirlenen politika ve stratejiler uygulamak, uygulanmasını izlemek ve değerlendirmek,
- c) Kamu kurum ve kuruluşları, gönüllü kuruluşlar ile gerçek ve tüzel kişilerce çocuğa yönelik

yürütülen sosyal hizmetlere ilişkin Bakanlıkça belirlenen ilke, usûl ve standartlara uyulmasını sağlamak,

ç) Çocukların her türlü ihmal ve istismardan korunması ve sağlıklı gelişimi için gerekli önleyici ve telafi edici mekanizmaları oluşturmak ve uygulamak,

d) İlde çocuk haklarının toplumda bilinirliği ve uygulanmasını sağlamaya yönelik iş ve işlemleri yürütmek,

e) Çocuğa yönelik İl Müdürlüğüne yapılan başvuruları, bildirilen veya İl Müdürlüğünce tespit edilen sorunları ivedilikle değerlendirerek uygun hizmet modelinin belirlenmesi ve uygulanması iş ve işlemlerini ilgili mevzuat hükümleri doğrultusunda yürütmek,

f) İlde korunma ihtiyacı olup Bakanlık hizmetinden yararlanamayan çocukları tespit etmek ve gerekli tedbirleri almak amacıyla ilgili kurum ve kuruluşlarla işbirliği içerisinde gerekli iş ve işlemleri yürütmek,

g) Uluslararası sözleşmeler doğrultusunda ildeki çocuk işçiliğinin en kötü biçimlerinin ortadan kaldırılmasına yönelik iş ve işlemleri mevzuat hükümleri doğrultusunda ilgili kurum ve kuruluşlarla iş birliği içinde yürütmek,

ğ) İldeki çocuk ve gençlerin uçucu ve uyuşturucu madde gibi zararlı alışkanlıklara maruz kalmalarının önüne geçmek için gerekli önlemlerin alınmasına yönelik iş ve işlemleri İl Uyuşturucu Koordinasyon Kurulu aracılığıyla ilgili kurumlarla iş birliği içerisinde yürütmek,

h) Acil korunma kararı alınması gerektiren bir durumun varlığı hâlinde acil korunma kararı alınıncaya kadar geçen sürede çocuğun bakım ve gözetim altına alınması, Bakanlığın hizmet modellerinden yararlandırılması iş ve işlemlerini ilgili mevzuat hükümleri doğrultusunda yürütmek,

ı) Çocuk Koruma Kanunu'na göre verilen koruyucu ve destekleyici tedbirler ile denetim kararlarının yerine getirilmesine yönelik iş ve işlemleri ilgili mevzuat hükümleri doğrultusunda yürütmek,

i) Suça sürüklenmeleri nedeniyle hakkında verilen tedbir kararları çerçevesinde sunulan hizmetleri kabul etmeyen, yapılan mesleki çalışmalarda işbirliğine gitmeyen, bakım tedbiri sonucu yerleştirildiği kuruluştaki kalmayı reddederek suça sürüklenmeye devam eden çocuklar hakkında ilgili mahkemeden denetim hükümlerinin uygulanmasının talep edilmesi iş ve işlemlerini yürütmek,

j) Çocuk Koruma Kanunu'na göre verilen koruyucu ve destekleyici tedbirlerin yerine getirilmesinde kurumlar arasında bağlantı, uyum, düzen ve eşgüdüm sağlanması amacıyla kurulan il/ilçe koordinasyonlarının sekreteryaya hizmetlerine yönelik iş ve işlemleri ilgili mevzuat hükümleri doğrultusunda yürütmek,

k) Evlat edinme hizmetini ilgili mevzuat hükümleri doğrultusunda yürütmek,

l) Koruyucu aile hizmetleri iş ve işlemlerini ilgili mevzuat hükümleri doğrultusunda yürütmek,

m) Reşit olması nedeniyle koruma/bakım tedbir kararı sonlandırılan gençlerin rızası ve işbirliğiyle sunulan risk değerlendirmesi, rehberlik ve destek hizmetlerini ilgili mevzuat hükümleri doğrultusunda yürütmek,

n) Haklarında korunma veya bakım tedbir kararı alınmış olup Bakanlığın sosyal hizmet modellerinden yararlanarak reşit olan çocukların ilgili mevzuat uyarınca işe yerleştirilmesi iş ve işlemlerini yürütmek,

o) Çocuk Hakları İzleme ve Değerlendirme Kurulu tarafından alınan kararların il ve ilçe düzeyinde uygulanması, sonuçlarının izlenmesi ve değerlendirilmesine yönelik iş ve işlemleri yürütmek,

ö) Çocuk Hakları İl Çocuk Komitelerinin iş ve işlemlerine yardımcı olmak,

p) Kuruluşlarda hizmet alan ve herhangi bir nedenle örgün eğitime devam etme imkânı bulamayan korunma/tedbir kararlı çocukların ilgisi ve yeteneğine göre bir iş ve meslek sahibi olabilmelerini sağlamak üzere kamu ve özel iş yerlerinde mevzuatına uygun ücret karşılığı

çalıştırılmasına yönelik iş ve işlemleri ilgili mevzuat hükümleri doğrultusunda yürütmek,
r) İl Müdürü tarafından verilen diğer görevleri yapmak.

(3) Kadın Hizmetleri Şubesinin/Biriminin görevleri:

- a) Bakanlığın kadınlara yönelik koruyucu, önleyici, eğitici, geliştirici, güçlendirici, rehberlik ve rehabilite edici sosyal hizmet faaliyetlerine ilişkin iş ve işlemlerini planlamak, yürütmek ve koordine etmek,
- b) Kadına karşı ayrımcılığın önlenmesi, kadının insan haklarının ve toplumsal statüsünün korunması ve geliştirilmesi, kadının toplumsal hayatın tüm alanlarında etkin hâle getirilmesine yönelik Bakanlıkça belirlenen politika ve stratejileri uygulamak, uygulanmasını izlemek ve değerlendirmek,
- c) Kamu kurum ve kuruluşları, gönüllü kuruluşlar ile gerçek ve tüzel kişilerce kadınlara yönelik yürütülen sosyal hizmetlere ilişkin Bakanlıkça belirlenen ilke, usûl ve standartlara uyulmasını sağlamak,
- ç) Kadına karşı her türlü ayrımcılığı önlemek, kadının insan haklarını geliştirmek ve toplumsal cinsiyet eşitliğinin sağlanmasına yönelik kamuoyunu bilgilendirmek amacıyla faaliyet ve projeler yürütmek, bu alanda yapılan çalışmalara destek vermek,
- d) Kadına yönelik her türlü şiddet, töre ve namus cinayetleri, taciz ve istismarın önlenmesi için çalışmalarda bulunmak, kadının aile ve sosyal yaşamdan kaynaklanan sorunlarının çözümüne destek oluşturmak ve danışmanlık hizmeti vermek,
- e) Ailenin Korunması ve Kadına Karşı Şiddetin Önlenmesine Dair Kanun kapsamında verilen koruyucu ve önleyici tedbir kararlarının yerine getirilmesine yönelik iş ve işlemleri ilgili mevzuat çerçevesinde yürütmek,
- f) Ailenin Korunması ve Kadına Karşı Şiddetin Önlenmesine Dair Kanun kapsamında şiddetle mücadele konusunda kurumlar arasında bağlantı, uyum, düzen, eşgüdüm ve koordinasyonun sağlanması amacıyla kurulan kurulun sekretarya hizmetlerine yönelik iş ve işlemleri ilgili mevzuat hükümleri doğrultusunda yürütmek,
- g) İlde sağlık, eğitim, kültür, çalışma ve sosyal güvenlik başta olmak üzere bütün alanlarda kadınların ilerlemesini sağlayıcı çalışmalarda bulunmak,
- ğ) Kadın hizmetlerine ilişkin planlama, koordinasyon ve raporlama işlemlerini bağlı kuruluşlar ile iş birliği hâlinde yürütmek,
- h) Bakanlığın şiddet uygulayana yönelik önleyici, eğitici, geliştirici, rehberlik ve farkındalık artırıcı sosyal hizmet faaliyetlerini yürütmek ve koordine etmek,
- ı) İl Müdürü tarafından verilen diğer görevleri yapmak.

(4) Yaşlı Hizmetleri Şubesinin/Biriminin görevleri:

- a) Bakanlığın yaşlılara yönelik koruyucu, önleyici, eğitici, geliştirici, rehberlik ve rehabilite edici sosyal hizmet faaliyetlerine ilişkin iş ve işlemlerini planlamak, yürütmek ve koordine etmek,
- b) Yaşlıların; toplumla bütünleşmesi, aile ve toplumdaki rol ve işlevlerinin korunması, zamanlarının etkili bir biçimde değerlendirilmesi, ayrımcılığa uğramadan insan haklarından yararlanması için Bakanlıkça belirlenen politika ve stratejileri uygulamak, uygulanmasını izlemek, değerlendirmek ve denetlemek,
- c) İldeki yaşlıların sorunlarını ve çözüm yollarını araştırmak, bu konuda uygulamanın geliştirilmesine yönelik öneri, proje ve programlar hazırlamak ve Bakanlığa sunmak,
- ç) Yaşlıların yaşamlarını evlerinden ve sosyal çevrelerinden ayrılmadan sürdürebilecekleri sosyal desteklerin verilmesi için Bakanlıkça standartları belirlenen uygulamaları gerçekleştirmek, takip etmek ve denetlemek,
- d) Kamu kurum ve kuruluşları, gönüllü kuruluşlar ile gerçek ve tüzel kişilerce yaşlılara yönelik yürütülen sosyal hizmet faaliyetlerini Bakanlıkça belirlenen ilke, usûl ve standartlar

- doğrultusunda iş birliği içerisinde yürütülmesini sağlamak,
- e) Bakanlığın politikası doğrultusunda ilde ihtiyaç duyulan yaşlı hizmet kuruluşlarını açmak, kapatmak, denetimlerini yapmak; yaşlıların nakil, tertip ve diğer iş ve işlemlerini ilgili mevzuat hükümleri doğrultusunda yürütmek,
- f) Başvuru sahibi yaşlı yakınlarına danışmanlık ve rehberlik yapmak,
- g) İl Müdürü tarafından verilen diğer görevleri yapmak.

(5) Engelli Hizmetleri Şubesinin/Biriminin görevleri:

- a) Engellilere yönelik koruyucu, önleyici, eğitici, geliştirici, rehberlik ve rehabilite edici sosyal hizmet faaliyetlerini planlamak, yürütmek ve koordine etmek,
- b) Engelliliğin önlenmesi ile engellilerin eğitimi, istihdamı, rehabilitasyonu, engellilerin ayrımcılığa uğramadan insan haklarından yararlanarak toplumsal hayata katılmaları için Bakanlıkça belirlenen politika ve stratejileri uygulamak, uygulanmasını izlemek, değerlendirmek ve denetlemek,
- c) İldeki engellilerin sorunlarını ve çözüm yollarını araştırmak, bu konuda uygulamanın geliştirilmesine yönelik öneri, proje ve programlar hazırlamak ve Bakanlığa sunmak,
- ç) Engellilere tanınan haklar ve sunulan hizmetlerden yararlanmada kullanılmak üzere hazırlanan engelli kimlik kartlarına ilişkin işleri yürütmek,
- d) Bakıma muhtaç engellilerin, yaşamlarını evlerinden ve sosyal çevrelerinden ayrılmadan sürdürebilecekleri evde bakıma destek hizmetlerinin verilmesine ilişkin iş ve işlemleri yapmak ve Bakanlıkça standartları belirlenen uygulamaları gerçekleştirmek, takip etmek ve denetlemek,
- e) Kamu kurum ve kuruluşları, gönüllü kuruluşlar ile gerçek ve tüzel kişilerce engellilere yönelik yürütülen sosyal hizmet faaliyetlerini Bakanlıkça belirlenen ilke, usûl ve standartlar doğrultusunda iş birliği içerisinde yürütülmesini sağlamak,
- f) İl Müdürlüğüne başvuran engelli ailelerine gerekli danışmanlık ve rehberlik hizmetlerinde bulunmak; konferans, seminer, grup çalışması ve benzeri etkinliklerde bulunmak,
- g) İl Müdürü tarafından verilen diğer görevleri yapmak.

(6) Sosyal Destek ve Sosyal Yardım Hizmetleri Şubesinin/Biriminin görevleri:

- a) Yoksullukla mücadele ve sosyal yardımlar alanında Bakanlık tarafından belirlenen politika ve stratejileri uygulamak, uygulanmasını izlemek ve değerlendirmek,
- b) Yoksullukla mücadele alanına giren konulara ilişkin olarak il bazında araştırma ve incelemeler yapmak, proje hazırlamak ve uygulamak,
- c) Sosyal veya ekonomik yönden yoksunluk içinde olup yardıma ihtiyaç duyanlar ile gönüllü kuruluşlar ve yardım faaliyetlerinde bulunan kamu kurum ve kuruluşları ile iş birliği yapmak,
- ç) Sosyal veya ekonomik destek talebine ilişkin müracaatları almak, değerlendirmek ve uygulamak,
- d) Sosyal veya ekonomik yardım uygulamalarında, muhtaç durumda bulunan kişilerin en kısa sürede kendi imkânları ile geçinebilmeleri için proje hazırlamak, planlamalar yapmak ve meslek kazandırıcı çalışmalar için ilgili birimlere yönlendirmek,
- e) Muhtaç aile, çocuk ve engelli ile 65 yaş altı muhtaç yaşlılara yapılacak sosyal ve ekonomik destek yardımlarına ilişkin iş ve işlemleri yapmak, gerektiğinde ilgili kurumlarla iş birliği içerisinde bulunmak,
- f) Korunma kararı olmamakla birlikte maddi sorunlarla karşılaşarak eğitimini devam ettiremeyecek duruma düşen ilköğretim ve ortaöğretimdeki çocuklara sosyal ve ekonomik destek sağlamak,
- g) Olağanüstü bir felaket, hastalık veya kaza geçirerek belirli bir süre kendisinin ve geçindirmekle yükümlü bulunduğu aile fertlerinin temel ihtiyaçlarını karşılayamayacak durumda olanlar ile hayati tehlike arz eden ve ameliyat gerektiren durumlarla karşılaşan

kişilere sosyal ve ekonomik destek sağlamak,
ğ) İl Müdürü tarafından verilen diğer görevleri yapmak.

(7) Şehit Yakınları ve Gazi Hizmetleri Şubesinin/Biriminin görevleri:

- a) Şehit yakınları ve gazilere sunulan sosyal hizmet faaliyetlerine ilişkin iş ve işlemleri yürütmek ve koordine etmek,
- b) Şehit yakınları ve gazilerin hakları ile onlara yönelik yardım, hizmet ve muafiyetlere ilişkin Bakanlıkça belirlenen politika ve stratejileri uygulamak, uygulanmasını izlemek ve değerlendirmek,
- c) Kamu kurum ve kuruluşları, gönüllü kuruluşlar ile gerçek ve tüzel kişilerce şehit yakınları ve gazilere yönelik yürütülen faaliyetlerin Bakanlıkça belirlenen ilke, usûl ve standartlar doğrultusunda uygulanmasını ve koordinasyonunu sağlamak,
- ç) Şehit ve gazi çocuklarının eğitimi konusunda, ilgili kurum ve kuruluşlar ile gönüllü kuruluşların da desteğiyle gerekli çalışmaları yürütmek,
- d) Şehit yakınları ve gazilerin ekonomik, sosyal ve kültürel bakımdan desteklenmesi ve toplumdan kopmaması amacıyla Bakanlıkça belirlenen çerçevede çalışmalar yürütmek, bu konuda toplumsal duyarlılığı güçlendirici faaliyetler yapmak,
- e) İl Müdürlüğüne başvuran şehit yakınları, gaziler ve gazi ailelerine gerekli danışmanlık ve rehberlik hizmetlerinde bulunmak,
- f) Gazilerin toplumsal hayata adaptasyonu, ortez – protez ve tedavi ihtiyaçlarının karşılanması amacıyla ilgili kurumlarla iş birliği yapmak,
- g) Şehit yakınları, gazi ve gazi yakınlarının istihdamı ve ücretsiz seyahat kartı verilmesine yönelik yapılan müracaatları almak, değerlendirmek ve elde edilen bilgi ve belgeleri Bakanlığın ilgili birimine göndermek,
- ğ) Şehadet veya yaralanma durumlarında şehit yakını ve gazilere gerekli psiko – sosyal destek sağlamak, konu hakkında Bakanlığa bilgilendirmek,
- h) İl sınırları içerisinde bulunan şehitlik ve anıt yapılarıyla ilgili kurum, kuruluş, gerçek ve tüzel kişilerden gelen talepleri değerlendirmek ve buna ilişkin iş ve işlemleri yürütmek,
- ı) İl Müdürü tarafından verilen diğer görevleri yapmak.

(8) Personel ve Eğitim Hizmetleri Şubesinin/Biriminin görevleri:

- a) İnsan kaynaklarıyla ilgili kısa, orta ve uzun vadeli planlamalar yapmak, Bakanlığa bildirmek,
- b) İl Müdürlüğü ve bağlı kuruluşlarda görev yapan personelin atama, nakil, terfi, emeklilik ve benzeri özlük işlemlerini takip etmek, devredilen yetki çerçevesinde personelin özlük haklarıyla ilgili işlemleri yürütmek.
- c) İl Müdürlüğü ve bağlı kuruluşlarda görev yapan personelin disiplin işlemlerini yürütmek,
- ç) İl Müdürlüğü ve bağlı kuruluşlarda görev yapan personelin mesleki gelişimiyle ilgili araştırma ve projeler yapmak ve uygulamak,
- d) İl Müdürlüğü ve bağlı kuruluşlarda görev yapan personelin eğitim ihtiyaçlarını belirlemek, Bakanlığa bildirmek, mesleki gelişimine yönelik yerel düzeyde etkinlikler düzenlemek,
- e) İl Müdürlüğü ve bağlı kuruluşlarda görev yapan personelin; bilgi, beceri ve donanımlarını arttırarak daha etkin ve verimli olmalarını, yeni gelişmeleri öğrenmelerini, bireysel bilgi, beceri ve yetenekler edinmelerini sağlamak, bilgi tazelemek, teknoloji kullanma kapasitelerini arttırmak amacıyla hizmet içi eğitim programlarına tabi tutulmasını sağlamak,
- f) İl Müdürlüğü ve bağlı kuruluşlarda görev yapan personelin aday memur eğitimi ve diğer iş ve işlemlerini yürütmek,
- g) İl Müdürlüğünde görev yapan personelin maaş, fazla mesai, ek ödeme, ikramiye, harcırah, kıdem tazminatı, iş sonu tazminatı ve vekâlet ücreti gibi tüm mali haklara ilişkin belgeleri hazırlamak ve ödeme işlemlerini yürütmek,

- ğ) İl Müdürlüğü ve bağlı kuruluşlarda görev yapan personelin yıllık, mazeret, hastalık ve refakat izinleri ile aylıksız izin işlemlerini Aile ve Sosyal Politikalar Bakanlığı İzin Yönergesine uygun olarak yürütmek/yürütülmesini sağlamak,
- h) Sendika ve konfederasyonların il temsilcilikleriyle iletişim sağlamak ve 25/6/2001 tarihli ve 4688 sayılı Kamu Görevlileri Sendikaları Kanunu kapsamındaki görevleri yürütmek,
- ı) Devredilen yetki çerçevesinde personelin kurum kimlik kartlarının basım, dağıtım ve takibini yapmak,
- i) Kadrolu, sözleşmeli, geçici işçi, ek ders ve özel hizmet kapsamında çalışan personelin bilgilerini personel yönetim sistemine girmek ve güncelliğini takip etmek,
- j) İl Müdürü tarafından verilen diğer görevleri yapmak.

(9) İdari ve Mali Hizmetler Şubesinin/Biriminin görevleri:

- a) İl Müdürlüğü ve bağlı kuruluşların yangından, her türlü sabotaj, tabii afet, tahrip gibi felaketlerden korunması için ilgili yönetmelik ve Bakanlık emirleri uyarınca gerekli tedbirleri almak, Sivil Savunma Hizmetleri ile ilgili çalışmaları yapmak,
- b) İlde meydana gelebilecek afet ve acil durumlarla ilgili olarak Ulusal Afet Müdahale Planı çerçevesinde AFAD İl Müdürlüğü ile koordinasyon sağlayarak çalışmalar yapmak,
- c) Taşınır ve taşınmazlara ilişkin işlemleri ilgili mevzuat çerçevesinde yürütmek ve il konsolide taşınır yönetim hesabını hazırlamak, Strateji Geliştirme Başkanlığına sunmak,
- ç) Ambar iş ve işlemlerini yürütmek,
- d) Lojmanlar, yemekhane ve sosyal tesisler ile Döner Sermayeye ait iş ve işlemleri yürütmek,
- e) Temizlik, güvenlik, ısınma, aydınlatma, onarım ve taşıma gibi işlemleri yürütmek,
- f) Satın alma iş ve işlemleri ile hizmet binası ve ihtiyaçlarını önceliklere göre karşılamak,
- g) Tahakkuk işlemlerine esas olan onayları almak ve ilgili diğer işlemleri yürütmek,
- ğ) Genel evrak ve arşiv hizmetlerini yürütmek,
- h) İl yatırımlarını planlamak, ihtiyaç analizlerini hazırlamak ve onaylanan yatırım programlarının uygulanması, ödenek ve hak edişlere ilişkin iş ve işlemleri yürütmek,
- ı) Hazine mülkiyetinde olanlar dâhil, her türlü bina tahsis, devir ve kamulaştırmaya ilişkin iş ve işlemleri yürütmek,
- i) Bina kiralama, araç kiralama ve hizmet alımı konularında Strateji Geliştirme Başkanlığının uygun görüşünü ve Müsteşarlık Makam Oluru istemek,
- j) Hizmet binalarının depreme karşı dayanıklılık testlerini yapmak ve yaptırmak, güçlendirilecek hizmet binalarını tespit etmek ve Bakanlığa bildirmek,
- k) Kalkınma planı, yıllık programlar ve Bakanlığın emirlerine uygun olarak ildeki özel sektör, meslek kuruluşları ve dernekler ile iş birliği yaparak, bölgenin imkânlarının değerlendirilmesi, ilgisinin artırılması yönünde çalışmalar yapmak,
- l) İl Müdürlüğü ödenekleri ile kişi borçlarına ilişkin iş ve işlemleri yapmak, kayıtlarını tutmak,
- m) İstatistikî verilerin saklanması ile ilgili teknik iş ve işlemleri yürütmek,
- n) Bilgi işlem ve otomasyon ihtiyacının karşılanmasına destek sağlamak ve işletimini yapmak,
- o) Faaliyetlerin stratejik plan, bütçe ve performans programına uygunluğunu sağlamak,
- ö) İl Müdürü tarafından verilen diğer görevleri yapmak.

(10) Hukuk Hizmetleri Şubesinin/Biriminin görevleri:

İl Müdürlüklerinde hukuk hizmetleri, avukatlar eliyle yürütülür. Avukatlar doğrudan İl Müdürüne bağlı olarak görev yaparlar. Görevleri şunlardır:

- a) Bakanlığın görev alanına giren konularda Bakanlık veya Valiliğin taraf olduğu adli ve idari davalarda, tahkim yargılamasında, icra işlemlerinde ve yargıya intikal eden diğer her türlü

hukuki uyuşmazlıklarda idareyi temsil etmek, dava ve icra işlemlerini vekil sıfatı ile takip etmek,

b) Bakanlık Hukuk Müşavirliği tarafından verilen dava takip, icra ve diğer hukuki işlemleri yerine getirmek,

c) İl Müdürlüklerinde takip ettikleri dava ve icra dosyaları ile ilgili gerekli önlemleri zamanında almak, gerekli bilgi ve belgeyi ilgili birimden istemek, dava ve icra takiplerini zamanında görevli ve yetkili merciler nezdinde açmak veya açılmasını sağlamak, takip etmek, sonuçlandırmak,

ç) Bakanlık Hukuk Müşavirliği ve İl Müdürü tarafından verilen hukuk hizmetlerine ilişkin diğer görevleri yapmak.

(11) Basın ve Halkla İlişkiler Şubesinin/Biriminin görevleri:

a) Basın ve halkla ilişkiler faaliyetlerinin Bakanlıkça belirlenen usul ve esaslara göre gerçekleştirilmesini sağlamak,

b) İl Müdürlüğü, bağlı kurum ve kuruluşlar ile ilde Bakanlığın görev alanına giren konularla ilgili yazılı, görsel, işitsel medyada ve İnternet ortamında çıkan haber, yorum ve eleştirileri takip etmek, gerekli işlemleri gerçekleştirmek, acil müdahale gerektiren konular hakkında İl Müdürü tarafından Müsteşarlık Makamına, Bakanlık Özel Kalem Müdürlüğüne, Bakanlık Basın ve Halkla İlişkiler Müşavirliğine ve haberin ilgili olduğu Genel Müdürlük/Başkanlık Makamına bilgi vermek,

c) İl Müdürlüğü ile bağlı kurum ve kuruluşlarda basın yayın organları tarafından yapılacak çekim, röportaj, programa katılma vb. taleplerini değerlendirerek Valilik Makamı veya Bakanlık Basın ve Halkla İlişkiler Müşavirliğinden gerekli izin işlemlerini gerçekleştirmek,

ç) İl Müdürlüğü ve bağlı kuruluşlarında yürütülmekte olan sosyal hizmet faaliyetlerine yönelik olarak, toplumun ilgi ve algısını artıracak çalışmaları yürütmek,

d) Başbakanlık İletişim Merkezi ve 4982 sayılı Bilgi Edinme Hakkı Kanunu'na göre yapılacak bilgi edinme başvurularını değerlendirmek, ilgili birimlerden bilgi almak, başvuruları etkin, süratli ve doğru bir şekilde sonuçlandırmak üzere gerekli tedbirleri almak,

e) Vatandaşların mektup, e-posta, telefon vb. yollarla ilettikleri talep, şikâyet, görüş ve önerilerine ilişkin başvuruları almak, İl Müdürüne sunmak, ilgili birimlerden bilgi almak, başvuruları etkin, süratli ve doğru bir şekilde sonuçlandırmak üzere gerekli tedbirleri almak,

f) Bakanlık Çağrı Merkezleri tarafından acil müdahale ekiplerine yönlendirilen vakaları gerek görülmesi hâlinde emniyet veya jandarma birimleriyle irtibat kurarak gerekli müdahalenin yapılmasını sağlamak,

g) İl Müdürü tarafından verilen diğer görevleri yapmak.

ÜÇÜNCÜ BÖLÜM

Görev, Yetki ve Sorumluluklar

İl Müdürünün görev, yetki ve sorumlulukları

MADDE 8- (1) İl Müdürü, Bakanlığın İldeki temsilcisi ve İl İdare Şube Başkanı statüsünde olup il ve ilçede Bakanlığa bağlı kuruluşların amiridir. İl Müdürü, il sınırları içindeki uygulama ve işlemlerden Vali, Bakan ve Bakanlık üst yönetimine karşı sorumludur.

a) İl Müdürlüğünün görevlerini yürütmek ve yürütülmesini sağlamak,

b) İl Müdürlüğü ve bağlı kuruluşları incelemek, koordine etmek, denetlemek, ihtiyaçlarını belirlemek, hizmetlerin daha iyi yürütülmesi ve geliştirilmesi için kendi yetkisi dâhilinde olanları yapmak, olmayanlar için üst makama teklifte bulunmak,

- c) Valilik onayı ile Vali adına evrak imzalamak,
- ç) İl Müdürlüğünde çalışan personelin, etkin, verimli ve disiplinli bir şekilde çalışmalarını sağlayacak gerekli planlamayı, iş bölümünü ve görev dağılımını yapmak, çalışmaları takip etmek, denetlemek, işlerin düzenli olarak yürütülmesi için gerekli tedbirleri almak,
- d) İl Müdürlüğü ve bağlı kuruluşlarda haftalık, aylık toplantılar ile aylık yönetimi gözden geçirme toplantısı yapmak ve bu toplantılara başkanlık etmek, toplantı kayıtlarının tutulmasını sağlamak ve gereğinin yapılmasını takip etmek,
- e) İlde yapılacak toplantılarda İl Müdürlüğünü temsil etmek,
- f) İl Müdürlüğüne verilen işlerin yürütülmesinde gerçek ve tüzel kişiler ile halkın katılımının sağlanması için iş birliği ve koordinasyon yapmak,
- g) İl Müdürlüğü görevlerinin kamu hizmeti gereklerine uygun olarak etkin, verimli ve en az maliyetle yürütülmesine yönelik tedbirleri almak ve uygulamak,
- ğ) Yetkilerini gerektiğinde Valilik onayı ile astlarına devretmek,
- h) İl Müdürlüğü ve bağlı kuruluşlardaki personelin hizmetiçi eğitim ihtiyaçlarının planlanmasını ve uygulanmasını sağlamak,
- ı) Müracaatçıların işlerini kolaylaştırıcı tedbirler almak, hizmet standartları tablosu oluşturarak bu standartları vatandaşların kolayca görebileceği panolarda ve kurumsal İnternet sayfasında yayımlamak,
- i) Bakanlık merkez teşkilatına veri ve bilgi akışının düzenli, yeterli ve zamanında yapılmasını sağlamak.
- j) Mevzuat hükümlerinin uygulanmasını; usulsüzlükleri ve hataları önleyici, eğitici ve rehberlik yaklaşımını ön plâna çıkaran bir anlayışla İl Müdürlüğüne bağlı kuruluşların faaliyetlerini denetlemek,
- k) Personelin idarî, malî ve hukukî işlemleri hakkında kanun, tüzük, yönetmelik, çalışma plan ve programı çerçevesinde, gerektiğinde inceleme, araştırma, ön inceleme yapmak veya yapılmasını sağlamak,
- l) Bakanlığın denetim yetkisini haiz olduğu her türlü kuruluşun faaliyet ve işlemleri ile ilgili olarak Bakanlığın görev ve yetkileri çerçevesinde denetim, inceleme, araştırma ve rehberlik yapmak veya yapılmasını sağlamak,
- m) Denetim yaptığı kuruluşlarda, il müdürlüğü ve bağlı birimlerindeki görevlilerin muhafazasına verilmiş olan ayni, nakdi, menkul ve gayrimenkul her türlü varlıklara ilişkin sayım yapmak veya yapılmasını sağlamak,
- n) Denetim esnasında tespit edilen ve soruşturma açılmasını gerektiren konularda, gecikmeden hadiseye el koyabilmek üzere yetkisi dahilinde gerekli soruşturmanın açılmasını sağlamak ve durumu Bakanlığa bildirmek,
- o) İl müdürlüğü ve bağlı birimlerinin faaliyet ve işlemlerinin hukuka uygun, ekonomik, etkili ve verimli yürütülmesine yönelik denetim planı yapmak, denetimlerde rehberlik hizmetleri vermek, bu amaçla yürütülen çalışmalara katılmak,
- ö) İl yatırımlarını planlamak, ihtiyaç analizlerini hazırlatmak.

İl Müdür Yardımcısının görev, yetki ve sorumlulukları

MADDE 9-(1) İl Müdür Yardımcısı; görevlerinin mevzuata, plan ve programlara, Bakanlıkça verilen emir ve direktiflere uygun olarak yürütülmesinden, yetkilerini zamanında ve doğru kullanılmasından İl Müdürüne karşı sorumludur.

- a) İl Müdürlüğü görevlerinin yerine getirilmesinde kendisine verilen iş ve işlemleri yapmak ve yapılmasını sağlamak, İl Müdürüne yardımcı olmak,
- b) İl Müdürünün bulunmadığı hâllerde Valilik onayı ile İl Müdürlüğü görevini yürütmek,
- c) İl Müdürü tarafından verilen diğer görevleri yapmak.

Şube Müdürü, Kuruluş Müdürü, Avukat ve Şefin görev, yetki ve sorumlulukları

MADDE 10-(1) Şube Müdürü/Birim Yöneticisi; görevlerinin mevzuata, plan ve programlara, Bakanlıkça belirlenen politika ve stratejilere uygun olarak yürütülmesinden, yetkilerini zamanında ve doğru kullanmaktan İl Müdürüne ve İl Müdür Yardımcısına karşı sorumludur.

- a) Görev alanına giren iş ve işlemleri yapmak ve bu işlemlerin eksiksiz ve zamanında yapılmasını sağlayacak tedbirleri almak,
- b) Personelin görevlerini yapmalarını ve mesaiye devamlarını kontrol etmek, doğabilecek aksaklığın giderilmesi için tedbirler almak, gerektiğinde üst makamlara teklifte bulunmak,
- c) Amirlerince verilecek diğer görevleri yapmak ve yapılmasını sağlamak,

(2) Kuruluş Müdürü; yaptığı işlemlerden ilde Vali ve İl Müdürüne, ilçelerde ise Kaymakam ve İl Müdürüne karşı sorumludur.

- a) Kuruluşu amacına, ilgili mevzuatına, Bakanlık ilke, hedef ve politikalarına uygun olarak verimli bir şekilde yönetmek,
- b) Sunduğu hizmetlerde İl Müdürlüğü ile koordinasyon sağlamak ve Bakanlık merkez birimleri ile ilgili yazışmalarını İl Müdürlüğü kanalıyla yapmak,
- c) İl Müdürü tarafından verilen diğer görevleri yapmak.

(3) Avukatın görev yetki ve sorumlulukları;

- a) İl müdürü tarafından incelenmesi istenilen konularda hukuki görüş bildirmek,
- b) Bulundukları illerde Bakanlığın taraf olduğu her türlü dava ve icra işlemlerini vekil sıfatıyla takip etmek ve bu konulardaki diğer görevleri yerine getirmek,
- c) Taşra teşkilatı işlemlerinden dolayı valilik ve kaymakamlıklar husumetiyle açılan ve açılacak dava ve takipleri, 659 sayılı Kanun Hükmünde Kararnamenin 6 ncı maddesinin birinci fıkrası gereği idare vekili sıfatıyla takip etmek,
- ç) Takip ettikleri dava ve icra dosyaları ile ilgili gerekli önlemleri zamanında almak, gerekli bilgi ve belgeyi ilgili birimden istemek, dava ve icra takiplerini zamanında görevli ve yetkili merciler nezdinde açmak veya açılmasını sağlamak, takip etmek, sonuçlandırmak, duruşma ve gerekli hâllerde murafaalarda hazır bulunmak,
- d) Mahkeme kararlarını gereği yerine getirilmek üzere ivedilikle ilgili birimlere göndermek,
- e) Takip ettikleri dava ve icra dosyaları ile ilgili olarak yazı işleri ve adli kalem işlemlerini yürütmek, bu iş ve işlemlerin düzenli yürütülmesini sağlamak,
- f) İl Müdürünün uygun gördüğü toplantılara hukuki konularla ilgili görüş vermek ve hukuki yardımda bulunmak üzere katılmak,
- g) Yıl sonunda hazırladıkları faaliyet raporlarını Hukuk Müşavirliğine göndermek,
- ğ) İl Müdürü tarafından verilen diğer görevleri yapmak.

(4) Şef; görevlerini mevzuata, plan ve programlara, Bakanlıkça verilen emir ve direktiflere uygun olarak yürütülmesinden, yetkilerini zamanında ve doğru kullanmaktan üst amirlerine karşı sorumludur.

- a) Amirleri tarafından verilen görev alanına giren iş ve işlemleri eksiksiz ve zamanında yapmak, yapılmasını sağlamak.

DÖRDÜNCÜ BÖLÜM

Meslek Elemanları ve Diğer Görevliler

Meslek Elemanları ve Diğer Görevlilerin görev yetki ve sorumlulukları

MADDE 11-(1) Sosyal Çalışmacının görev yetki ve sorumlulukları:

- a) Görevi ile ilgili kanun, tüzük, yönetmelik, tebliğ, yönerge ve genelgelere uygun şekilde çalışmak,
- b) Korunmaya muhtaç çocuklar, engelliler, yaşlılar, kadınlar ile sosyal yardıma ihtiyaç duyan kişi ve ailelere uygulanacak sosyal hizmet yöntem ve tekniklerini belirlemek ve mesleki çalışmalarda bulunmak,
- c) Sosyal hizmete ihtiyaç duyan kişi ve aileler hakkında akademik eğitim sürecinde öngörülen yöntem ve tekniklere göre inceleme yapmak ve sosyal inceleme raporu düzenlemek,
- ç) Kişi ve aileler hakkında düzenlenen sosyal inceleme raporlarını bu kişi ve ailelerin sorunlarının çözümü amacıyla ilgili makama sunmak,
- d) Sorunların çözümü amacıyla müracaatçılardan istenilen bilgi ve belgeler ile müracaatçı için hazırlayacağı sosyal inceleme raporlarını özel dosyalarda gizlilik prensibine bağlı kalınarak korunmasını sağlamak,
- e) Korunmaya, bakıma ve yardıma muhtaç çocuk, kadın, yaşlı ve engellilerin belirlenmesi, bunların korunması, bakımı, yetiştirilmesi ve rehabilitasyonlarını sağlamak üzere gerekli mesleki uygulamaları gerçekleştirmek ve kendi kendilerine yeterli hâle gelmelerine yardımcı olmak,
- f) Görevli olduğu il ve ilçe sınırları içinde sosyal hizmet alanına giren konularda inceleme ve araştırmalar yapmak,
- g) İl ve ilçelerin sosyo-ekonomik ve kültürel yönden geri kalmış bölgelerinde 'Toplumla Çalışma' yöntemini uygulayarak halkın aktif katılımını sağlamak ve yerel kaynaklardan faydalanarak toplumsal sorunların çözümüne yardımcı olmak,
- ğ) Aile ve kadınlara danışma ve rehberlik hizmetleri ile sorunlarının çözümünde mesleki çalışmalarda bulunmak,
- h) Sosyal hizmet kuruluşlarınca uygulanan hizmet programlarının teknik yönlerine ilişkin değerlendirmeleri yapmak, geliştirilmesini sağlayıcı önerilerde bulunmak,
- ı) Sosyal hizmet ve sosyal yardım alanına giren konularda toplum bilincinin geliştirilmesi ve toplumun eğitilmesi çalışmalarını yürütmek,
- i) Görevli olduğu İl Müdürlüğünün yıllık çalışma programının hazırlanması ve uygulanmasında görev almak,
- j) Sosyal hizmet ve sosyal yardım amaçlı kurulan ve kurulacak olan dernek, vakıf gibi gönüllü kuruluşlara rehberlik etmek,
- k) İl Müdürü ve bağlı bulunduğu yönetici tarafından verilen mesleği ile ilgili diğer görevleri yapmak.

(2) Psikoloğun görev yetki ve sorumlulukları:

- a) Görevi ile ilgili kanun, tüzük, yönetmelik, tebliğ, yönerge ve genelgelere uygun şekilde çalışmak,
- b) İl Müdürlüklerince yapılacak olan çeşitli faaliyetlerde mesleki formasyonunun gerektirdiği çalışmalarda bulunmak,
- c) Aile ve kadınlara danışma ve rehberlik hizmetleri ile sorunlarının çözümünde mesleki çalışmalarda bulunmak,
- ç) Kuruluşa kabul edilecek bireylerin psikolojik değerlendirmelerini yapmak ve kuruluşa uyum sağlamalarına yardımcı olmak,

- d) Birey, çocuk ve ailelerin sorunlarının çözümüne yardımcı olmak için mesleki çalışma yapmak, mesleki raporları düzenlemek ve diğer meslek elemanlarıyla iş birliği içinde gerekli incelemelerin yapılmasını ve bunun sonucunda sosyal inceleme raporlarının hazırlanmasını sağlamak,
- e) Haklarında koruma, bakım ve danışmanlık tedbiri kararı alınmış ya da alınması gereken bireylerin korunması, bakımı, eğitimi, meslek sahibi yapılması ve üretken hâle getirilmesi ile ilgili çalışmaları yürütmek,
- f) Sosyal hizmet alanında diğer meslek grupları ile birlikte eşgüdüm içinde çalışarak İl Müdürlüğünce verilen görevleri yapmak,
- g) Görevli olduğu İl Müdürlüğünün yıllık çalışma programlarının hazırlanması ve uygulanmasına katkıda bulunmak,
- ğ) Kuruluşlarda uygulanacak psiko-sosyal gelişim ve eğitim programlarının hazırlanmasına katkıda bulunmak, rehberlik etmek,
- h) Hizmet içi eğitim programlarının düzenlenmesinde ve uygulanmasında görev almak,
- ı) Sosyal hizmet ve sosyal yardımlara ilişkin araştırma, inceleme ve saha çalışmalarında görev almak,
- i) Sorumluluk alanına giren tüm faaliyetlerle ilgili kayıtların dosyalanıp muhafaza edilmesini sağlamak,
- j) Meslek alanı ile ilgili diğer kamu kurumları, üniversiteler ve sivil toplum kuruluşları tarafından hazırlanan çalışmaları incelemek; mesleki görüş bildirmek ve ortak araştırma, proje, etkinlik çalışmalarına katılmak,
- k) Gerekli hâllerde bireylere psikolojik test ve envanterler uygulayarak sonuçları raporlamak,
- l) İl Müdürü ve bağlı bulunduğu yönetici tarafından verilen mesleği ile ilgili diğer görevleri yapmak.

(3) Sosyoloğun görev yetki ve sorumlulukları:

- a) Görevi ile ilgili kanun, tüzük, yönetmelik, tebliğ, yönerge ve genelgelere uygun şekilde çalışmak,
- b) İldeki sosyal hizmet ve sosyal yardım uygulamalarının geliştirilmesine yönelik çalışmalar yapmak,
- c) İl Müdürlüğü hizmetlerinden faydalanan bireylerle ilgili sosyal, ekonomik, kültürel, demografik, yatay ve dikey hareketlilik gibi değişkenleri irdelemek; bunlar arasında bağlantılar kurmak ve ortaya çıkan sonuçlara göre, hizmetlerle ilgili çalışma planları yapmak, projeler geliştirmek,
- ç) İl Müdürlüğün hizmet alanı ile ilgili olarak toplum, toplumsal ilişkiler, olaylar ve toplumsal değişimler, insan ilişkileri, davranışları ve etkileşimlerine yönelik neden-sonuç ilişkilerinin belirlendiği araştırmalarda görev almak,
- d) İl Müdürlük hizmetleri kapsamındaki bireylerin sosyal ilişkilerini araştırarak aile, çevre, gelenekler, inanç, eğitim gibi sosyal kurumlara ve olaylara yaklaşımlarına yönelik bilimsel bilgiler toplamak,
- e) Birey, çocuk ve ailelerin sorunlarının çözümüne yardımcı olmak için diğer meslek elemanlarıyla iş birliği içinde gerekli incelemeleri yapmak ve raporlamak,
- f) Hizmet içi eğitim programlarının düzenlenmesinde ve uygulanmasında görev almak,
- g) Meslek alanı ile ilgili diğer kamu kurumları, üniversiteler ve sivil toplum kuruluşları tarafından hazırlanan çalışmaları incelemek; mesleki görüş bildirmek ve ortak araştırma, proje, etkinlik çalışmalarına katılmak; istatistikî verileri toplamak ve sonuçlar hakkında önerilerde bulunmak,
- ğ) Araştırma, inceleme ve saha çalışmalarında görev almak,
- h) İl Müdürlüğü hizmetlerine ilişkin soru, görüş ve şikâyet dilekçelerine yanıt vermek,

- i) Sorumluluk alanına giren tüm faaliyetlerle ilgili kayıtların dosyalanıp muhafaza edilmesini sağlamak,
- i) İl Müdürü ve bağlı bulunduğu yönetici tarafından verilen mesleği ile ilgili diğer görevleri yapmak.

(4) Çocuk Gelişimcisinin görev yetki ve sorumlulukları:

a) Çocuk Gelişimcisi, çocukla ilgili gündüzlü ve yatılı kuruluşlarda görev yapar. Çocuk Gelişimcisi, İl Müdürlüğü iş hacmine göre İl Müdürlüğünde görevlendirilebilir. İl Müdürlüğündeki görevleri şunlardır:

- 1) Korunmaya muhtaç çocuklar ve engelli çocuklara verilecek hizmetlerde mesleki formasyonunun gerektirdiği çalışmalarda bulunmak, gerekli raporları hazırlamak ve diğer meslek elemanlarıyla işbirliği yapmak,
- 2) Kreş ve Gündüz Bakımevleri ve Çocuk Kulüpleri hizmetleriyle ilgili olarak müracaatçılara yardımcı olmak ve rehberlik etmek,
- 3) Kuruluşlarda uygulanacak psiko-sosyal gelişim ve eğitim programlarının hazırlanmasına katkıda bulunmak,
- 4) Görevli olduğu İl Müdürlüğünün yıllık çalışma programlarının hazırlanması ve uygulanmasına katkıda bulunmak,
- 5) İl Müdürü ve bağlı bulunduğu yönetici tarafından verilen diğer görevleri yürütmek, görevlerini yerine getirir.

(5) İstatistikçinin görev yetki ve sorumlulukları:

- a) Görevi ile ilgili kanun, tüzük, yönetmelik, tebliğ, yönerge ve genelgelere uygun şekilde çalışmak,
- b) Görev yapmakta olduğu birimin görev, yetki ve sorumluluk alanına ilişkin konularda, toplumsal, ekonomik, kültürel, bilimsel olgu ve olaylarla ilgili bilgileri derlemek,
- c) Kurum ve/veya birim veri tabanında yer alan istatistiksel veri setlerini belirlemek, veri setlerinin güncelliğini sağlamak ve kontrol etmek,
- ç) Herhangi bir istatistik probleminin çözümü için gerekli bilgilerin karakterlerini ve hacmini tayin etmek, bu bilgileri toplamak veya bunların derlenmesi için metotlar tespit etmek,
- d) Kurum ve/veya birim veri tabanında yer alan veri setleri ile istatistiksel teknikleri kullanarak analizler yapmak, analiz sonuçlarını yorumlamak ve sayısal olarak ifade etmek,
- e) Kurum ve/veya birim veri tabanında yer alan geçmişe ait veri setlerinden istifade ederek geleceğe yönelik tahminlerde bulunarak karar vericiye öneriler sunmak,
- f) Kurum faaliyet ve istatistik raporlarının düzenli olarak oluşturulması için kaynak sağlamak ve istatistiksel analiz raporları ve özet tablolar oluşturmak,
- g) İstatistiksel analiz ile ilgili olarak gelen talepleri incelemek, varsayımlara bağlı olarak eldeki verinin uygunluğuna göre analiz yöntemlerini belirlemek,
- ğ) İstatistiksel analizleri ve projeksiyonları yapmak, bu analizlere ilişkin rapor ve özet tabloları oluşturmak,
- h) İstatistik analiz çalışmalarının sonuçları değerlendirmek ve analiz sonuçlarını değerlendiren raporlar yazmak,
- i) Uluslararası ve ulusal istatistiksel çalışmaları takip etmek, kurum ve/veya birim bazında uygulanabilir istatistiksel yöntemler üzerinde çalışmak,
- i) Sorumluluk alanına giren tüm faaliyetlerle ilgili kayıtların dosyalanıp muhafaza edilmesini sağlamak,
- j) İl Müdürü ve bağlı bulunduğu yönetici tarafından kendisine verilecek diğer görevleri yapmak.

(6) Öğretmenin görev yetki ve sorumlulukları:

a) Öğretmen çocukla ilgili gündüzlü ve yatılı kuruluşlarda görev yapar. Öğretmen, İl Müdürlüğü iş hacmine göre İl Müdürlüğünde görevlendirilebilir. İl Müdürlüğündeki görevleri şunlardır:

- 1) İl Müdürlüğü bünyesinde yürütülen faaliyetlerin etkinlik ve verimliliğinin artırılması için, görevin icra edildiği birimin görev ve sorumlulukları kapsamındaki eğitim ihtiyaçlarını bilimsel yöntemlerle tespit etmek, yıllık eğitim plan ve programlarını hazırlamak, uygulamak, sonuçlarını değerlendirilmek,
- 2) İl Müdürlüğünde kurulacak komisyonlarda görev almak,
- 3) Araştırma, inceleme ve planlamalarda görev almak,
- 4) İl Müdürü ve bağlı bulunduğu yönetici tarafından kendisine verilecek diğer görevleri yapmak.

(7) İşaret Dili ve Tercümanı görev, yetki ve sorumlulukları:

- a) Görevi ile ilgili kanun, tüzük, yönetmelik, tebliğ, yönerge ve genelgelere uygun şekilde çalışmak,
- b) İşitme engelli, dil ve konuşma bozukluğu olan engelli bireyler ile iletişim kurulmasını sağlamak,
- c) Türk İşaret Dili'ne göre hazırlıklı ve hazırlıksız konuşmak - çevirmenlik yapmak,
- ç) Tercümanlık hizmetlerine ilişkin belgeleri imzalamaya yetkili olmak,
- d) Yasal işlerde, yeminli tercüman olarak görev yapmak,
- e) Sorumluluk alanına giren tüm faaliyetlerle ilgili kayıtların dosyalanıp muhafaza edilmesini sağlamak,
- f) İl Müdürü veya bağlı bulunduğu yönetici tarafından görev alanı ile ilgili kendisine verilecek diğer işleri yerine getirmek.

(8) Tabibin görev yetki ve sorumlulukları:

- a) Tabip öncelikle yatılı ve gündüzlü kuruluşlarda görev yapar. Tabip, İl Müdürlüğü iş hacmine göre İl Müdürlüğünde görevlendirilebilir. İl Müdürlüğündeki görevleri şunlardır:
- 1) Müracaat eden hasta personelin fiziki muayenelerini yapmak ve ayakta tedavisi mümkün olan hastaları tedavi etmek,
- 2) Kurum personelinin belli dönemlerde sağlık taramalarından geçirmek ve koruyucu sağlıkla ilgili her türlü tedbirin alınmasını sağlamak,
- 3) Teşhis için gerekli laboratuvar tetkikleri konusunda hastaları yönlendirmek,
- 4) İl Müdürü ve bağlı bulunduğu yönetici tarafından verilen diğer görevleri yürütmek.

(9) Fizyoterapistin görev yetki ve sorumlulukları:

- a) Fizyoterapist huzurevi, engelsiz yaşam merkezi ve rehabilitasyon merkezlerinde görev yapar. Fizyoterapist, İl Müdürlüğü iş hacmine göre İl Müdürlüğünde görevlendirilebilir. İl Müdürlüğündeki görevleri şunlardır:
- 1) İl Müdürlüğünde engelli ve yaşlı hizmetleri biriminin görevlerini yerine getirmek,
- 2) Engelli ve yaşlı hizmetleri ile ilgili komisyonlarda görev almak,
- 3) İl Müdürü ve bağlı bulunduğu yönetici tarafından verilen diğer görevleri yürütmek.

(10) Diğer personel; görevlerini mevzuata, plan ve programlara, Bakanlıkça verilen emir ve direktiflere uygun olarak yürütülmesinden ve verilen işlerin eksiksiz, zamanında yapılmasından üstlerine karşı sorumludur.

BEŞİNCİ BÖLÜM

Çeşitli ve Son Hükümler

Yönergede yer almayan hususlar

MADDE 12-(1) Bu Yönergede yer almayan hususlar hakkında yürürlükte olan diğer mevzuat hükümlerine göre hareket edilir.

Uygulama

MADDE 13-(1) Bu Yönergenin uygulanmasında meydana gelebilecek olan tereddütler için Bakanlık görüşü alınır.

Yürürlük

MADDE 14-(1) Bu Yönerge Bakanlık Makamınca Onaylandığı tarihte yürürlüğe girer.

Yürütme

MADDE 15-(1) Bu Yönerge hükümlerini Aile ve Sosyal Politikalar Bakanı yürütür.

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SOSYAL HİZMET MERKEZLERİ YÖNETMELİĞİ

BİRİNCİ BÖLÜM

Amaç, Kapsam, Dayanak ve Tanımlar

Amaç

MADDE 1 – (1) Bu Yönetmeliğin amacı; sosyal hizmet müdahalesinin ve takibinin gerçekleştirilmesi, çocuk, genç, kadın, erkek, engelli, yaşlı bireylere ve ailelerine koruyucu, önleyici, destekleyici, geliştirici, rehberlik ve danışmanlık odaklı sosyal hizmetlerin, hizmete erişim kolaylığı esasıyla bir arada ve gerektiğinde kamu kurum ve kuruluşları, yerel yönetimler, üniversiteler, sivil toplum kuruluşları ve gönüllüler ile işbirliği içinde sunulduğu, Aile ve Sosyal Politikalar Bakanlığına bağlı sosyal hizmet merkezlerinin, kuruluş ve işleyişine, yürütecekleri hizmetlere ilişkin usul ve esaslar ile merkezde çalışan personelin görev, yetki ve sorumluluklarını belirlemektir.

Kapsam

MADDE 2 – (1) Bu Yönetmelik, Aile ve Sosyal Politikalar Bakanlığına bağlı sosyal hizmet merkezlerini kapsar.

Dayanak

MADDE 3 – (1) Bu Yönetmelik, 3/6/2011 tarihli ve 633 sayılı Aile ve Sosyal Politikalar Bakanlığının Teşkilat ve Görevleri Hakkında Kanun Hükmünde Kararnamenin 2 nci maddesi ile 24/5/1983 tarihli ve 2828 sayılı Sosyal Hizmetler Kanununun 4 üncü maddesine dayanılarak hazırlanmıştır.

Tanımlar

MADDE 4 – (1) Bu Yönetmelikte geçen;

a) Alan taraması: Kurum, kuruluş ve kişilerden gelen bilgiler de dikkate alınarak sosyal hizmet faaliyet ve uygulamalarından yararlanacak aile ve bireylerin tespiti ile sosyal sorunların analizi amacıyla gerçekleştirilen veri ve bilgi toplama faaliyetini,

b) Bakan: Aile ve Sosyal Politikalar Bakanını,

c) Bakanlık: Aile ve Sosyal Politikalar Bakanlığını,

ç) Hizmet bölgesi: Sosyal hizmet merkezinin sorumlu olduğu alanı,

d) İl müdürlüğü: Aile ve Sosyal Politikalar il müdürlüğünü,

e) İl müdürü: Aile ve Sosyal Politikalar il müdürünü,

f) Komisyon: Bu Yönetmelikte belirtilen esaslar doğrultusunda çalışan sosyal hizmet komisyonunu,

g) Merkez: Sosyal hizmet merkezini,

ğ) Müdür: Sosyal hizmet merkezi müdürünü,

h) Müdür yardımcısı: Sosyal hizmet merkezi müdür yardımcısını,

ı) Risk haritası: Alan taraması ile elde edilen ve paydaş kurumlardan sağlanan veri ve bilgilere dayalı olarak oluşturulan ve sosyal hizmet desteği sağlanmasını gerektiren konular bakımından sosyal risklerin; konular, gruplar ve yerleşim alanları itibarıyla ayrı ayrı gösterildiği, puanlama usul ve esasları kılavuz ile belirlenen ve merkez tarafından her yıl güncellenen haritayı,

i) **(Değişik:RG-1/8/2013-28725)** Sosyal inceleme: Birey, aile, grup ve toplulukların sosyal hizmet ve sosyal yardıma ilişkin ihtiyaç ve sorunlarının tespiti ile hangi sosyal hizmet uygulamalarından yararlandırılması gerektiği önerilerini içeren inceleme ve değerlendirme faaliyetini,

j) **(Ek:RG-1/8/2013-28725)** Meslek elemanı: Sosyal hizmet, psikolojik danışmanlık ve rehberlik, psikoloji, sosyoloji, çocuk gelişimi, öğretmenlik ile aile ve tüketici bilimleri lisans programlarından mezun olup merkezde çalışanları,

ifade eder.

İKİNCİ BÖLÜM

Merkezlerin Kuruluş Esasları, Hizmet İlkeleri ve Görevleri

Merkezlerin kuruluş esasları

MADDE 5 – (1) Her ilde en az bir merkez kurulur.

(2) İl ve ilçelerde birden fazla kurulacak merkez sayısı ilin tüm yerleşim birimlerini kapsayacak şekilde hizmet bölgelerine ayrılarak belirlenir. Hizmet bölgesi, hizmet bölgesi kapsamına alınabilecek ilçe veya ilçelerin coğrafi konumu, ulaşım imkânları ve ulaşılacak en yakın merkeze uzaklık, sosyal ve demografik yapısı ile hizmetin sunumunda işbirliği yapılabilecek kurum ve kuruluşların varlığı gibi hususlar ile valiliğin görüşü dikkate alınarak Bakanlık tarafından belirlenir.

(3) Merkezler Aile ve Toplum Hizmetleri Genel Müdürlüğünün teklifi ve Bakan onayı ile ilgili yıl bütçesine bu amaçla tefrik edilen ödenek tutarı dikkate alınarak kurulur. Kuruluş onayında, merkezin yeri ve sorumlu olduğu hizmet bölgesi belirtilir.

(4) Merkezlerin hizmete erişim açısından kolaylık sağlayacak yerleşim alanlarında ve diğer kamu kurum ve kuruluşları ile sosyal hizmet kuruluşlarından bağımsız kendi hizmet binalarında hizmet sunması esastır.

(5) Merkezler ihtiyaç duyulması halinde sunulacak hizmetlere erişim kolaylığı sağlamak amacıyla hizmetlerini, il müdürlüğünün gerekçeli raporu, valinin teklifi ve Bakanlığın onayı ile birden fazla binada yürütebilirler. Ek hizmet binasının giderleri bağlı olduğu merkezin ödeneğinden karşılanır, personel ve sorumlulukları müdür tarafından belirlenir.

Hizmet ilkeleri

MADDE 6 – (1) Merkezlerdeki hizmet sunumunda, esas alınacak ilkeler şunlardır:

- a) Birey, aile ve toplumun ihtiyaçları esas alınır.
- b) Sorunların yerinde tespiti ve çözümü esastır.
- c) Hizmetler, sosyal sorunları çözmeyi ve sosyal riskleri azaltmayı amaçlar.
- ç) Hizmet politikalarının belirlenmesinde alan tarama analizleri dikkate alınır.
- d) Hizmet modellerinin tespitinde, hizmet bölgesinin sosyal, ekonomik ve kültürel yapıları dikkate alınır.
- e) Merkezde, birey ve ailenin kendi başına sorun çözme kapasitesi ve sosyal refahını artırmaya yönelik önleyici, eğitici, geliştirici, rehberlik ve danışmanlık hizmetleri verilir.
- f) **(Değişik:RG-1/8/2013-28725)** Hizmetin planlanması ve sunumunda hizmet bölgesinde bulunan 29/5/1986 tarihli ve 3294 sayılı Sosyal Yardımlaşma ve Dayanışmayı Teşvik Kanunu hükümlerine göre kurulan sosyal yardımlaşma ve dayanışma vakıfları ile diğer paydaş kurum ve kuruluşlarla işbirliği yapılır.
- g) Toplumun bilgi ve farkındalığını artırmaya yönelik eğitim, kültür, sanat ve benzeri alanlarda faaliyetler yapılır.
- ğ) Hizmetler, merkezin sorumlu olduğu hizmet bölgesinin tümünü kapsar.
- h) Hizmet sunumu ve önceliklerin belirlenmesi risk esaslı olarak yapılır.

Merkezlerin görevleri

MADDE 7 – (1) Merkezlerin görevleri şunlardır:

- a) Aile bütünlüğünün korunması ve aile refahının artırılmasına yönelik sosyal hizmet faaliyetlerini yürütmek, bu alanda ilgili kamu kurum ve kuruluşları ile gönüllü kuruluşlar arasında işbirliği ve koordinasyonu sağlamak.
- b) Çocukların ve gençlerin sağlıklı gelişimini temin etmek üzere; çocuklara ve gençlere yönelik sosyal hizmet faaliyetlerini yürütmek, bu alanda ilgili kamu kurum ve kuruluşları ile gönüllü kuruluşlar arasında işbirliği ve koordinasyonu sağlamak.
- c) Kadınların toplumsal hayatın tüm alanlarında hak, fırsat ve imkânlardan eşit biçimde yararlanmalarını sağlamak üzere; kadınlara yönelik sosyal hizmet faaliyetlerini yürütmek, bu alanda ilgili kamu kurum ve kuruluşları ile gönüllü kuruluşlar arasında işbirliği ve koordinasyonu sağlamak.
- ç) Engellilerin ve yaşlıların toplumsal hayata etkin biçimde katılmalarını sağlamak üzere; engellilere ve yaşlılara yönelik sosyal hizmet faaliyetlerini yürütmek, bu alanda ilgili kamu kurum ve kuruluşları ile gönüllü kuruluşlar arasında işbirliği ve koordinasyonu sağlamak.
- d) Şehit yakınları ile gazilere yönelik sosyal hizmet faaliyetlerini yürütmek, bu alanda ilgili kamu kurum ve kuruluşları ile gönüllü kuruluşlar arasında işbirliği ve koordinasyonu sağlamak.

e) Öncelikle çocuğun aile içinde yetiştirilmesi ve desteklenmesi amacıyla aileyi eğitim, danışmanlık ve sosyal ekonomik desteklerle güçlendirmek.

f) Korunmaya, bakıma ve yardıma muhtaç birey ve ailelerin tespit edilmesini, desteklenmesini ve gerekli hizmetlere yönlendirilmesini sağlamak.

g) Kamu kurum ve kuruluşları, gönüllü kuruluşlar ile gerçek ve tüzel kişiler tarafından yürütülen sosyal hizmet faaliyetlerinin, Bakanlıkça belirlenen ilke, usul ve standartlar çerçevesinde inceleme ve denetimini yapmak.

ğ) Sosyal hizmet faaliyetleriyle bunlardan yararlananlara ilişkin bilgileri, Bakanlıkça merkezî bir sistemde oluşturulacak veri tabanı aracılığıyla işlemek.

h) (Mülga:RG-1/8/2013-28725)

ı) Birey ve ailelere yönelik eğitsel faaliyet ve projeler yürütmek, konferans, seminer ve benzeri etkinlikler düzenlemek; kültür ve sanat faaliyetlerini gerçekleştirmek.

i) Alan taramasında elde edilen bilgileri değerlendirmek ve bunları ilgili uygulayıcı kurum ve kuruluşlara aktararak hizmetlerin geliştirilmesine ve yeni hizmet modellerinin oluşturulmasına yardımcı olmak.

j) Bakanlıkça verilen diğer görev ve hizmetleri yapmak.

ÜÇÜNCÜ BÖLÜM

Sosyal Hizmet Komisyonunun Oluşturulması, Görev ve Yetkileri, Karar Alma Süreçleri

Sosyal hizmet komisyonu oluşturulması

MADDE 8 – (1) Komisyon, müdür veya müdür tarafından görevlendirilen yardımcısının başkanlığında, merkezde çalışan farklı birim ve branşlardaki personelden oluşturulur.

(2) Komisyon, müdürün teklifi ve il müdürünün onayı ile başkan dâhil en az üç, en fazla yedi kişiden oluşturulur. Komisyona asil üye sayısını aşmamak üzere yedek üye görevlendirilir.

(3) İhtiyaç halinde birden fazla komisyon oluşturulabilir.

(4) Komisyon, haftada en az bir kez toplanır. İhtiyaç duyulması halinde müdürün çağrısıyla daha fazla sayıda toplantı yapılabilir.

Komisyonun görev ve yetkileri

MADDE 9 – (1) Komisyonun görev ve yetkileri şunlardır:

a) Hizmet bölgesinin sosyal, kültürel ve ekonomik yapısı ile alan tarama sonuçları ve risk haritasını esas alarak merkezin hizmet politikasını belirlemek.

b) Birimlerden yönlendirilen birey ve ailelere uygulanacak hizmeti belirlemek, uygulanan hizmetin devamına, değiştirilmesine ve sonlandırılmasına karar vermek.

c) (Değişik:RG-1/8/2013-28725) Evlat edinme, koruyucu aile ve sosyal ekonomik destek hizmetlerine ilişkin karar vermek.

ç) Yatılı kuruluşlara yönlendirilecek kişilerin kabulüne veya hizmetin sonlandırılmasına karar vermek.

d) Merkez tarafından verilmekte olan hizmetlere yönelik olarak yapılan itiraz, ihbar ve şikâyetleri değerlendirerek karar vermek.

e) Merkezin faaliyetlerine yönelik projeleri hazırlamak ve yürütmek.

f) Merkezin yıllık çalışma programını hazırlamak, çalışmalarını izlemek ve raporlamak.

Komisyonun karar alma süreci

MADDE 10 – (1) Komisyonda görüşülecek konular birimler tarafından toplantı öncesi komisyona bildirilir.

(2) Komisyonun gündemi başkan tarafından belirlenir.

(3) Kararlar üyelerin görüşlerini açıklamalarından sonra oy birliği veya oy çokluğu ile alınır. Komisyon kararına katılmayan üye tarafından karşı oy şerhi gerekçesiyle tutanağa yazılır ve imzalanır.

(4) Komisyon tarafından ihtiyaç duyulması halinde birimlerden yeni bilgi ve belge istenebilir.

DÖRDÜNCÜ BÖLÜM

Hizmet Birimleri ve Görevleri

Hizmet birimleri

MADDE 11 – (1) Merkezlerde aşağıdaki birimler bulunur:

- a) Başvuru, tespit ve izleme birimi.
- b) Uygulama birimi.
- c) Eğitim ve danışmanlık birimi.
- ç) Şehit yakınları ve gazilere hizmet birimi.

(2) Birimlerde, hizmetlerin aksamadan yürütülmesini sağlayacak sayıda personel görev yapar. İhtiyaç halinde, personel birden fazla birimde görevlendirilebilir.

(3) Birimler arasında, merkez tarafından sunulan hizmetlerin etkinliğini ve verimliliğini artıracak işbirliği ve koordinasyon müdür tarafından sağlanır.

(4) Birimler tarafından hizmetlerin planlanmasında ve sunumunda kamu kurum ve kuruluşları, yerel yönetimler, üniversiteler, sivil toplum kuruluşları ve gönüllüler ile işbirliği yapılır.

Başvuru, tespit ve izleme biriminin görevleri

MADDE 12 – (1) Başvuru, tespit ve izleme biriminin görevleri şunlardır:

a) Merkeze yapılan başvuruları almak, başvuruları nedenlerine göre tasnif ederek veri tabanına kaydetmek, ihtiyaç duydukları hizmetlere yönlendirmek, gerektiğinde merkez dışına yönlendirdiği kişilerin iş ve işlemlerini bu kurum ve kuruluşlarda takip etmek.

b) Merkeze yapılan ihbarları almak, ihbarları veri tabanına kaydetmek, doğruluğunu yerinde tespit etmek, ihtiyaç duydukları hizmet sunumunu başlatmak, hizmetlere yönlendirmek, gerektiğinde merkez dışına yönlendirdiği kişilerin iş ve işlemlerini bu kurum ve kuruluşlarda takip etmek.

c) Alan taraması yaparak elde edilen bilgileri veri tabanına kaydetmek, bu verilere göre hizmete ihtiyaç duyan birey ve aileleri yerinde tespit etmek, ihtiyaç duydukları hizmet sunumunu başlatmak, hizmetlere yönlendirmek, gerektiğinde merkez dışına yönlendirdiği kişilerin iş ve işlemlerini bu kurum ve kuruluşlarda takip etmek.

ç) Alan taramasıyla elde edilen veriler sonucunda risk puanlaması ve analiz yapmak, analiz sonuçlarına göre sosyal hizmet uygulamalarına ilişkin öneriler hazırlamak.

d) İstatistik verileri oluşturmak ve bu verileri rapor hazırlamak.

e) Sosyal politika uygulamalarının belirlenmesine yardımcı olmak için diğer kurum ve kuruluşların istatistik ve verilerinden de faydalanarak hizmet bölgesinin risk haritasını oluşturmak ve güncel tutulmasını sağlamak.

f) Merkez tarafından birey ve ailelere yönelik olarak yapılan hizmetlerin sunumunu ve hizmet sonrasındaki durumu yerinde izlemek ve değerlendirmek.

g) Müdür tarafından verilen diğer iş ve işlemleri yapmak.

Uygulama biriminin görevleri

MADDE 13 – (1) Uygulama biriminin görevleri şunlardır:

a) Yatılı kuruluşlara yönlendirilecek kişilerin kabulüne veya hizmetin sonlandırılmasına ilişkin işlemleri yapmak ve bu işlemleri sonuçlanıncaya kadar takip etmek.

b) Evlât edindirme, koruyucu aile, gönüllü aile ve sosyal ekonomik destek işlemlerini yürütmek.

c) Evlât edinen ailelerle, koruyucu ve gönüllü ailelere ihtiyaç duydukları alanlarda eğitim ve rehberlik hizmeti sunmak.

ç) Mahkemelerce verilen bakım, barınma ve danışmanlık tedbirlerinin uygulanmasına yönelik işlemleri yürütmek.

d) Evde bakım hizmeti, aile yanında destek, sosyal ve ekonomik destek gibi hizmetleri almasına karar verilen birey ve ailelere ilişkin işlemleri başlatmak.

e) Evinde yaşlı ve engelli bulunan aileler ile evde bakım hizmeti alan ailelere ihtiyaç duydukları alanlarda rehberlik hizmeti sunmak.

f) Müdür tarafından verilen diğer iş ve işlemleri yapmak.

Eğitim ve danışmanlık biriminin görevleri

MADDE 14 – (1) Eğitim ve danışmanlık biriminin görevleri şunlardır:

a) Birey ve ailelerin bilgi, bilinç düzeylerini ve toplumsal yaşama katılımlarını artırmaya yönelik eğitici, sosyal, kültürel ve sanatsal etkinlikler ile özel gün ve haftalarda faaliyetler düzenlemek.

b) Bakanlığın görev alanına giren hizmet ve politikaların tanıtımına yönelik faaliyet ve etkinlikler gerçekleştirmek.

c) Sivil toplum kuruluşları, yerel yönetimler, gönüllüler ile ilgili diğer kuruluşların sosyal hizmetlere katkı ve katılımlarını sağlamaya yönelik çalışmalar yapmak, kamuoyunda bu doğrultuda farkındalık oluşturacak etkinlikler gerçekleştirmek.

ç) Kadının sosyal ve ekonomik statüsünün yükseltilmesine yönelik programların geliştirilmesini ve uygulanmasını sağlamak.

d) Çocuk ve gençlerin suça sürüklenmeleri önleyecek zararlı alışkanlık edinmelerini ve sokakta çalıştırılmalarını engelleyecek faaliyetler yapmak, bu konularda birey ve ailelerin sorumluluk bilincini artırmaya yönelik rehberlik ve danışmanlık faaliyetlerini yürütmek.

e) Ailenin refahı, mutluluğu ve bütünlüğünün sağlanmasına yönelik eğitici, geliştirici, rehberlik ve danışmanlık hizmetlerini yürütmek.

f) Ailelerin veya bireylerin sorun çözme bilgi ve becerilerinin artırılması yönünde eğitici, geliştirici, rehberlik ve danışmanlık hizmetlerini yürütmek.

g) Merkez tarafından uygulanmasına karar verilen koruyucu, önleyici, eğitici ve geliştirici hizmetlerin sunulmasını sağlamak.

ğ) Engelli ve ailelerinin bilgi, bilinç düzeylerini ve toplumsal yaşama katılımlarını artırmaya yönelik eğitici, sosyal, kültürel ve sanatsal etkinlikler ile özel gün ve haftalarda faaliyetler düzenlemek.

h) Engelli ve ailelerinin sosyal ve ekonomik statüsünün yükseltilmesine yönelik programların geliştirilmesini ve uygulanmasını sağlamak.

ı) İstismar ve şiddetin önlenmesi ile benzeri konularda çalışmalar yapmak.

i) Müdür tarafından verilen diğer iş ve işlemleri yapmak.

Şehit yakınları ve gaziler biriminin görevleri

MADDE 15 – (1) Şehit yakınları ve gazilere hizmet biriminin görevleri şunlardır:

a) Şehit yakınları ve gazilere yönelik sosyal hizmet faaliyetlerini yürütmek.

b) Şehit ve gazî çocuklarının eğitimi konusunda, ilgili kurum ve kuruluşlar ile gönüllü kuruluşların da desteğiyle gerekli çalışmaları yürütmek.

c) Şehit yakınları ve gazilerin sosyal ve kültürel bakımdan desteklenmesi amacıyla gerekli çalışmalar yapmak, bu konuda toplumsal duyarlılığı güçlendirici faaliyetler yürütmek,

ç) Gazilerin toplumsal hayata uyumu yönünde çalışmalar yürütmek.

d) Şehit yakınları ve gazilere yönelik ilgili mevzuat kapsamında danışmanlık ve rehberlik hizmetleri sunmak.

e) Şehadet veya yaralanma haberinin alınmasından itibaren şehit yakını ve gazî aileleri ile iletişime geçmek ve gerekli bilgilendirmeleri yapmak, sorunlarını dinlemek, çözüm önerileri geliştirmek.

f) Şehit yakınları ve gazilere yönelik yapılan faaliyetlere ilişkin dönemlik istatistiki veriler hazırlamak ve ilgili birimlere sunmak.

g) Şehit ve gaziler ile ilgili veri tabanının oluşturulmasını ve bilgilerin güncelliğini sağlamak, veri tabanı konusunda Bakanlık arasındaki bilgi akışını sağlamak.

ğ) Sosyal amaçlı projeler geliştirmek, uygulamak ve gerekirse ilgili kurum ve kuruluşlarla işbirliği yaparak uygulamak.

h) Müdür tarafından verilen diğer iş ve işlemleri yapmak.

BEŞİNCİ BÖLÜM

Merkezde Çalışan Personelin Görev ve Yetkileri

Müdür

MADDE 16 – (1) Müdürün görev ve yetkileri şunlardır:

a) Merkezin yönetim, mali ve teknik tüm işlerini ilgili mevzuat doğrultusunda yürütmek, mevzuat değişikliklerini takip etmek ve uygulanmasını sağlamak.

b) Merkez hizmetlerinin yürütülmesi için gerekli plan ve programların hazırlanmasını, personel ve birimler arasında işbirliği ve eşgüdümü sağlamak, denetimlerini yapmak.

c) Merkez tarafından sunulan hizmetlere daha kolay ulaşılmasını sağlamak için gereken önlemleri almak.

ç) Merkezin bulunduğu bölgede alan taraması yapılmasını, risk haritası oluşturulmasını ve gerekli güncelleme çalışmalarının yapılmasını sağlamak.

d) Merkez tarafından elde edilen verilerin analiz edilerek sosyal hizmet modeli geliştirilmesine katkıda bulunulmasını ve ilgili sosyal hizmet modellerinin uygulanmasını sağlamak.

e) Mesleki çalışmalara ilişkin gerekli kayıtların tutulmasını, standart formların düzenlenmesini, veri girişlerinin yapılmasını, istatistiksel bilgilerin hazırlanmasını, iş programlarının, faaliyet ve değerlendirme raporlarının hazırlanmasını ve ilgili mercilere zamanında ulaştırılmasını sağlamak.

f) Merkez hizmetlerinin 6'ncı maddede belirtilen ilkeler doğrultusunda yürütülmesini sağlamak,

g) Merkezde çalışan personelinin özlük hakları ile ilgili iş ve işlemlerin yürütülmesini sağlamak.

ğ) Merkezin yıllık bütçe teklifini hazırlayarak il müdürlüğü aracılığı ile Aile ve Toplum Hizmetleri Genel Müdürlüğüne göndermek, ödeneklerin amacına ve performans programına uygun olarak etkili, ekonomik ve verimli harcanmasını sağlamak.

h) Merkezin taşınır ve taşınmazlarına ilişkin iş ve işlemlerinin yürütülmesini sağlamak.

ı) Hizmet binasının yangın, sabotaj ve diğer afetlere karşı korunmasına yönelik tedbirleri almak veya aldirmek.

i) Personelin hizmet içi eğitim programlarının hazırlanması ve uygulanmasını sağlamak.

j) Merkez hizmet birimlerinde, yönetim işlevini görmek üzere birim koordinatörü görevlendirmek.

k) Merkezdeki birimler ile diğer kurum, kuruluşlar arasında hizmetlerin aksamadan yürütülebilmesi için gerekli koordinasyonu sağlamak.

l) İdari görevlerinin yanı sıra mesleğinin gerektirdiği çalışmalar ile amirleri tarafından verilen diğer görevleri yapmak.

Müdür yardımcısı

MADDE 17 – (1) Müdür yardımcısı, merkez hizmetlerinin yürütülmesinde müdüre yardım eder ve hizmetlerin yürütülmesinde müdüre karşı sorumludur.

Meslek elemanı (Değişik madde başlığı:RG-1/8/2013-28725)

MADDE 18 – (1) Merkezde, sosyal çalışmacı, psikolog, sosyolog, çocuk gelişimcisi, öğretmen, psikolojik danışman ve rehber öğretmen ile aile ve tüketici bilimleri bölümü mezunu olan meslek mensupları tarafından aşağıdaki görevler yerine getirilir:

a) Sosyal hizmet sunulacak birey ve ailelere yönelik, sorunların çözümü için mesleki çalışmalarda bulunmak, rapor düzenlemek ve bunlarla ilgili işlemleri yürütmek.

b) Merkezin amacı, işleyişi ve sunulan hizmetleri bireylere, ailelere ve topluma tanıtmak.

c) İlgili mevzuat uyarınca öngörülen tedbirlerin uygulanması ile gerekli hizmet modelinin bireylere ve ailelere sunulmasına yönelik sosyal inceleme raporunu düzenlemek ve amirine sunmak.

ç) İhtiyaç olması durumunda yatılı kuruluşlarda gerekli mesleki çalışmalarda bulunmak

d) Gizlilik ilkesine uygun olarak, yapılan çalışmalar ile ilgili kayıtları tutmak, yapılan mesleki çalışmalarla ilgili rapor ve dosyaları düzenlemek, arşivlemek.

e) Çalışanların hizmet içi eğitim programlarının hazırlanması ve uygulanmasında görev almak.

f) Görevlerini müdürün gözetiminde diğer meslek elemanları ile işbirliği içerisinde yürütmek.

g) Genelge ve talimatlarla belirlenen görev tanımları içerisindeki diğer görevleri ve müdür tarafından verilecek görevleri yapmak.

Sosyal çalışmacı

MADDE 18/A – (Ek:RG-1/8/2013-28725)

(1) Sosyal çalışmacının 18 inci maddede belirtilenlerin yanında diğer görevleri şunlardır:

a) Sosyal hizmet sunulacak birey, aile, topluluk ve topluma yönelik sorunları tespit etmek, değerlendirmek ve ihtiyaç duyulan hizmetleri belirlemek.

b) Planlanan hizmetlere yönelik bilimsel yöntemlerde öngörülen müdahale tekniklerine uygun mesleki çalışmalarda bulunmak.

c) Birey ve ailelerin desteklenmesi ve güçlendirilmesini sağlayacak mesleki müdahaleler yapmak.

ç) Birey ve ailelere yönelik mesleki uygulamaları değerlendirmek, izleme çalışmalarını yürütmek ve yeni hizmet modelleri önermek.

d) Birey ve aileler hakkında düzenlenen form ve raporlarla ilgili iş ve işlemleri yapmak.

Psikolog

MADDE 19 – (1) Psikologun, 18 inci maddede belirtilenlerin yanında diğer görevleri şunlardır:

a) İhtiyaç duyulması halinde bireylerin psikolojik değerlendirmelerini yapmak ve rapor hazırlamak.

b) Birey ve ailelere yönelik psiko-sosyal alanda koruyucu, önleyici ve danışmanlık hizmetlerini gerçekleştirmek.

c) Psikolojik sorunları olan bireyler için, ihtiyaç duyulması halinde sağlık kuruluşlarının psikiyatri bölümleriyle işbirliği yaparak ortak programlar düzenlemek ve yürütmek.

ç) Psikolojik değerlendirme teknikleri ve gözlem metotları kullanarak bireylerin yetenek ve ilgi alanlarını belirlemek, zamanlarını değerlendirme ve uygun etkinliklere katılmaları konusunda yardımcı olmak.

d) Klinik psikolojide uzmanlık derecesine sahip olmak kaydıyla, davranışsal veya duygusal psikolojik sorunların giderilmesi amacıyla aile ve aile bireylerine yönelik bireysel ve grup çalışmaları düzenlemek.

e) Alan taraması ve başvurularla ilgili yapılacak mesleki değerlendirme doğrultusunda danışmanlık ve rehberlik hizmeti vermek.

Çocuk gelişimcisi

MADDE 20 – (1) Çocuk gelişimcisinin 18 inci maddede belirtilenlerin yanında diğer görevleri şunlardır:

a) Merkeze yapılacak başvuru, ihbar ve alan taramaları veya herhangi bir şekilde tespit edilen çocukların; gelişim düzeylerini belirlemek, gelişimlerini izlemek, sorunların çözümüne yönelik olarak bu çocuklara danışmanlık hizmetlerini yürütmek.

b) Gelişimlerinde davranış bozukluğu belirlediği çocukları kesin tanı, tedavi ve erken eğitim amacıyla uygun kurum veya kuruluşlara yönlendirmek, sonucunu izlemek ve ilgili kuruluşlardaki uzmanlarla işbirliği içinde merkez bünyesinde verilebilecek destek hizmetlerini organize etmek.

c) Mesleki test, teknik ve yöntemlerini kullanarak, çocukların gelişimlerini değerlendirmek, gelişimleri yaşlarına uygun olmayan çocuklar için bireysel destekleyici eğitim programları hazırlayarak uygulama sürecinde ailelere danışmanlık yapmak ve uygulama sonuçlarını takip etmek.

Psikolojik danışman ve rehber öğretmen

MADDE 21 – (1) Psikolojik danışman ve rehber öğretmenin 18 inci maddede belirtilenlerin yanında diğer görevleri şunlardır:

a) Çocuk ve gençlerin gelişimlerini değerlendirmek, sorunların çözümüne yönelik olarak çocuklar ve ailelerine rehberlik ve danışmanlık yapmak, çocukları ve ailelerini gerektiğinde uygun kurum veya kuruluşlara yönlendirmek, sonucunu izlemek ve ilgili kuruluşlardaki uzmanlarla işbirliği içinde merkez bünyesinde verilebilecek destek hizmetlerini organize etmek.

b) Başvurularla ilgili yapacağı mesleki değerlendirmeler doğrultusunda danışmanlık ve rehberlik yapmak, rapor hazırlamak.

c) Ailelere, çocukların eğitimleriyle ilgili rehberlik ve danışmanlık yapmak, eğitim programları önermek.

ç) Hizmetin amacına uygun nitelikteki araştırma ve incelemelerde görev almak.

Sosyolog

MADDE 22 – (1) Sosyologun, 18 inci maddede belirtilenlerin yanında diğer görevleri şunlardır:

a) Toplumu, toplumsal ilişkileri, olayları ve toplumsal değişimleri araştırmak ve araştırma sonuçlarına dayalı rapor hazırlamak.

b) Ulusal ve uluslararası örnekler ile merkezin hizmet bölgesindeki toplumsal değer ve yargıları da dikkate alarak Bakanlık hizmet alanı ile ilgili her türlü olay ve olguya dair sosyoloji odaklı çalışmalar yapmak, rapor hazırlamak.

c) Bakanlık tarafından ya da diğer kurum ve kuruluşlarla işbirliği içerisinde gerçekleştirilen sosyal hizmet alanıyla ilgili araştırma, proje ve etkinlik çalışmalarında görev almak, istatistikî verileri toplamak ve rapor hazırlamak.

ç) Başvuru gruplarını ilgili sosyal, ekonomik, kültürel, demografik, yatay ve dikey hareketlilik gibi değişkenler üzerinden incelemek, aralarında bağlantılar kurmak ve inceleme sonuçlarının işaret ettiği çalışmalara ilişkin öneriler sunmak ve planlar yapmak, proje geliştirmek.

İstatistikçi

MADDE 23 – (1) İstatistikçinin görevleri şunlardır:

a) Kurum tarafından ya da diğer kurum ve kuruluşlarla işbirliği içerisinde gerçekleştirilen hizmet alanlarıyla ilgili araştırma, proje ve etkinlik çalışmalarında görev almak, sonuçları kullanılabilecek istatistikî verilere dönüştürerek veri tabanına kaydetmek, sosyologla işbirliği halinde analiz raporları hazırlamak ve analiz sonuçlarına dayalı öneriler geliştirerek ilgili birimlere iletmek.

b) Başvuru grupları ve alan taraması sonuçlarını, sosyal, ekonomik, kültürel, demografik, yatay ve dikey hareketlilik gibi değişkenler üzerinden incelemek, aralarında bağlantılar kurarak inceleme sonuçlarının işaret ettiği çalışmalara ilişkin öneriler sunmak, plan yapmak ve proje geliştirmek.

Öğretmen

MADDE 24 – (1) Öğretmenin 18 inci maddede belirtilenlerin yanında diğer görevleri şunlardır:

a) Çocuk ve gençlerin gelişimlerini değerlendirmek, sorunlarının çözümü için çocuklar ve ailelerini uygun kurum veya kuruluşlara yönlendirmek, sonucunu izlemek ve ilgili kuruluşlardaki uzmanlarla işbirliği içinde merkez bünyesinde verilebilecek destek hizmetlerini organize etmek.

b) Ailelere, çocuklarının eğitimleri ile ilgili konularda görev alanıyla ilgili eğitim programları önermek ve uygulamak.

c) Çocuk ve gençlerin eğitimleri ile ilgili konularda resmi ve özel öğretim kurumlarıyla işbirliği yaparak ortak programlar düzenlemek ve yürütmek.

ç) Aile yanında sosyal yardımla desteklenen korunmaya muhtaç çocukların bir eğitim kurumuna gündüzlü veya yatılı olarak devamına; iş ve meslek edinmesi amacıyla bir meslek veya sanat edinme kursuna gitmesine veya meslek sahibi bir ustanın yanına yahut kamuya ya da özel sektöre ait işyerlerine yerleştirilmesine yönelik çalışmalar yapmak.

Aile ve tüketici bilimleri bölümü mezunu olan personel

MADDE 25 – (1) Aile ve tüketici bilimleri bölümü mezunu personelin 18 inci maddede belirtilenlerin yanında diğer görevleri şunlardır:

a) Ailelere, sahip oldukları mali imkânların yönetimi ve geliştirilmesi konusunda danışmanlık yapmak, bu alanda karşılaşılan problemlerle ilgili çözüm önerileri geliştirmek.

b) Ailelere, kaynakların planlanması, kontrol edilmesi, değerlendirilmesi ve verimliliğin artırılması konusunda rehberlik ve danışmanlık yapmak.

c) Ailelerin ve bireylerin tüketici hakları konusundaki bilincini artıracak eğitim programları ve eğitici materyaller hazırlamak.

Sağlık personeli

MADDE 26 – (1) Sağlık personelinin görevleri şunlardır:

a) Merkeze başvuran ailelere ve aile bireylerine verilecek koruyucu, önleyici sağlık eğitimi hizmetlerini planlamak ve uygulanmasına karar verilen eğitim programlarında görev almak, gerektiğinde ilgili sağlık merkezleri ile koordinasyon içinde bu çalışmaları yapmak.

b) Evde bakım hizmeti alan ailelere yönelik ve diğer hizmetlerle ilgili alan tarama çalışmalarına katılmak.

c) Merkeze başvuran aile ve bireyleri, ihtiyaç duydukları hizmeti alabilecekleri sağlık kuruluşlarına yönlendirmek, sonucunu izlemek ve ilgili kuruluşlardaki uzmanlarla işbirliği içinde merkez bünyesinde verilebilecek destek hizmetlerini organize etmek.

Ortak görevler

MADDE 27 – (1) Görevleri 18 ve 26'ncı maddeler arasında belirtilen personel, ilgili maddelerdeki görevleri yanında aşağıdaki görevleri de yerine getirirler:

a) İş programları ve alan taraması çalışmaları ile faaliyet raporlarının hazırlanması ve uygulanmasında görev almak.

b) Görev alanı ve yürüttüğü çalışmalarla ilgili kayıtları tutmak, veri girişlerini yapmak, raporları hazırlamak ve arşivlemek.

c) Kurum, kuruluş ve gönüllülerle görev alanıyla ilgili yapılacak işbirliği çalışmalarında görev almak.

ç) Görev verilmesi halinde merkez bünyesinde oluşturulacak çalışma gruplarında görev almak.

d) Çalışma programlarının hazırlanması ve uygulanmasında görev almak.

e) Görev alanıyla ilgili konularda eğitim programları önerileri geliştirmek, eğitim materyalleri hazırlamak ve gerektiğinde uygulamak.

f) Yerel kaynaklardan da faydalanarak hizmet bölgesindeki toplumsal sorunların çözümüne katkı sağlayacak öneriler hazırlamak.

g) Hizmet verilen kişilere ait edinilen bilgiler gizli tutularak, mesleki etik ilkeleri çerçevesinde görev yapmak.

ğ) Merkezin faaliyetleri ile ilgili mesleğinin gerektirdiği diğer çalışmaları yapmak.

h) Müdür tarafından verilen diğer iş ve işlemleri yapmak.

Diğer personel

MADDE 28 – (1) Merkezlerde, idari, teknik, mali hizmetler ile diğer hizmetleri yürütmek üzere istihdam edilen personel, kadro ve görev unvanlarının gerektirdiği görevleri ve görev unvanlarıyla ilgili olmak kaydıyla merkez müdürü tarafından verilen görevleri yürürlükteki mevzuata uygun olarak yapar.

Personelin eğitimi

MADDE 29 – (1) Merkezde çalışan personel için, verilmesi zorunlu olan eğitimler yanında ayrıca sosyal hizmet ve sosyal politika alanına ilişkin teori ve uygulama esaslı hizmet içi eğitim ve uyum eğitim programları da düzenlenir.

(2) Hizmet içi eğitim ve uyum eğitimi programları, merkezin hizmet ve faaliyetlerini aksatmayacak şekilde gerçekleştirilir.

(3) Hizmet içi eğitim ve uyum eğitim programları Bakanlıkça planlanır.

ALTINCI BÖLÜM

Çeşitli ve Son Hükümler

Merkez hizmet binaları

MADDE 30 – (1) Merkez hizmet binalarının özelliklerine ilişkin standartlar Bakanlık tarafından belirlenir.

Bağış

MADDE 31 – (1) Merkeze yapılan her türlü ayni ve nakdi bağışlar hakkında, 10/12/2003 tarihli ve 5018 sayılı Kamu Mali Yönetimi ve Kontrol Kanununun 40'ıncı maddesi hükümleri uygulanır. Merkezlere yapılan ayni bağışlar taşınır işlem fişi karşılığında kabul edilir. Taşınır mallarla ilgili iş ve işlemler 18/1/2007 tarihli ve 26407 sayılı Resmî Gazete'de yayımlanan Taşınır Mal Yönetmeliği hükümlerine göre gerçekleştirilir.

Yürürlükten kaldırılan yönetmelikler

MADDE 32 – (1) 7/10/2007 tarihli ve 26666 sayılı Resmî Gazete'de yayımlanan Sosyal Hizmetler ve Çocuk Esirgeme Kurumu Genel Müdürlüğü Aile Danışma Merkezleri Yönetmeliği ile 11/7/2000 tarihli ve 24106 sayılı Resmî Gazete'de yayımlanan Sosyal Hizmetler ve Çocuk Esirgeme Kurumu Genel Müdürlüğü Toplum Merkezleri Yönetmeliği yürürlükten kaldırılmıştır.

Mevcut hizmet binalarının kullanımı

GEÇİCİ MADDE 1 – (1) Bu Yönetmeliğin yürürlüğe girdiği tarihte faaliyette olan aile danışma ve toplum merkezleri, gündüzlü hizmet veren çocuk ve gençlik merkezleri ile yaşlı hizmet merkezlerinin binalarının, merkez binası olarak hizmet sunmaya elverişli olduğu Bakanlıkça uygun görülenler,

(Değişik ibare:RG-1/8/2013-28725) kuruluş onayını müteakiben faaliyetlerine merkez olarak devam ederler. Aksi takdirde bu yerler, Yönetmeliğin yayımlandığı tarihten itibaren en geç bir yıl içerisinde kapatılır. Kapatılan kuruluşlar tarafından sunulmakta olan hizmetler, en yakın merkez tarafından sunulmaya devam olunur.

(2) Birinci fıkra uyarınca kapatılan kuruluşların hizmet binaları; bulunduğu bölge nüfusunun fazlalığı, coğrafi konumu, hizmetin gereği ve iş yoğunluğu gibi hususlar dikkate alınarak ihtiyaç halinde merkez tarafından **(Ek ibare:RG-1/8/2013-28725)** ek hizmet binası olarak kullanılabilir.

Merkezlerin giderleri

GEÇİCİ MADDE 2 – (1) Merkez olarak hizmet vermeye devam eden veya 2013 yılı içerisinde yeni açılan merkezlerin her türlü giderleri, 2013 yılı bütçesine aile danışma ve toplum merkezleri, gündüzlü hizmet veren çocuk ve gençlik merkezleri ve yaşlı hizmet merkezleri için konulan ödenekten karşılanır.

Personelin devri

GEÇİCİ MADDE 3 – (Değişik:RG-1/8/2013-28725)

(1) İl ve ilçelerde;

a) Kapatılan veya merkeze dönüştürülen kuruluşların müdür ve müdür yardımcıları hariç tüm personelinin atamaları,

b) Bakanlık il ve ilçe müdürlükleri ile gündüzlü ve yatılı kuruluşlarda görev yapan meslek elemanlarının ihtiyaca göre atama ve görevlendirilmeleri, kuruluş onayını müteakiben merkezlere valilikçe yapılır.

(2) Meslek elemanları ihtiyaca göre diğer sosyal hizmet kuruluşlarında görevlendirilebilir.

Faaliyete geçmemiş merkezlerin bölgelerine hizmet sunumu

GEÇİCİ MADDE 4 – (Ek:RG-1/8/2013-28725)

(1) Birden fazla merkez kurulacak illerde faaliyete geçmiş olan merkezler, valilikçe yapılacak planlama doğrultusunda henüz faaliyete geçmemiş merkezlerin bölgelerine de hizmet sunarlar.

Yürürlük

MADDE 33 – (1) Bu Yönetmelik yayımı tarihinde yürürlüğe girer.

Yürütme

MADDE 34 – (1) Bu Yönetmelik hükümlerini Aile ve Sosyal Politikalar Bakanı yürütür.

Yönetmeliğin Yayımlandığı Resmî Gazete'nin		
	Tarihi	Sayısı
	9/2/2013	28554
Yönetmelikte Değişiklik Yapan Yönetmeliklerin Yayımlandığı Resmî Gazetelerin		
	Tarihi	Sayısı
1.	1/8/2013	28725
2.		

Annex 7: Summary of the basic information of SSC visited in the first survey

		Istanbul			Sanliulfa
		Fatih	Güngören	Sultanbeyli	Eyyübiye
1	Number of Staff	23	22-23	30	31
2	Professionals	3 Psychologist 3 Sociologist 1 Social Worker 2 Teachers for Child	5 Psychologist 3 Sociologist 1 Social Worker	3 Psychologist 5 Sociologist 3 Social Worker 1 Physical Therapist	2 Teachers 2 Consultancy 2 Child Educator (*this number should be updated)
3	Introduction of the ASDEP	On going (Will be employed 6 Staff for the program)	On going (Will be employed 4 Staff for the program)	On going (Will be employed 6 Staff for the program)	Not yet
4	Receiving Syrian people at the center	Not have had experiences to receive Syrians before	Yes	Yes	Received several Syrians until now and had provided for them financial support
5	Number of visitors for one day	60~100 (50% of visitors are to ask about financial support)	20~30	15~20	60~70
6	Existing any Staff who speak Arabic and attend Syrians	No	No	Yes (1)	Yes(1)
7	Existing any network with NGO and Local Resources	Yes	Yes Have relationships with 30-40 NGOs	Yes	Yes Existing relationships with the Turkish Red Crescent (Türk Kızılayı) Center, Women's Cultural Center
8	Integration of volunteers	Not enough	Yes (ex; volunteers works at nursery)	Yes	3 university students are helping reception work at the center
9	Availability of Staff to integrate pilot project	Not have sufficient time for the pilot but Staff have motivation to work with it	Staff have motivation to work, also director is taking initiative for improving the service for refugees.	Staff have motivation to work	Staff have motivation to work
10	Relation with the Provincial Office	Having good relations	Having good relations (and with the municipal office)	Having good relations (and with the municipal office)	Having good relations
11	infrastructure	1 floor with Staff offices parking space, basketball court	Building with Staff offices, shared with the municipal office. There is a group therapy room	Building with Staff offices, shared with other institutions	Building with Staff offices
12	Other relevant information		The director of the SSC is responsible for the Syrian refugees issues for all the European area of the Istanbul.		
13	Selection of the Pilot Site		Istanbul Site This SSC is the best in readiness and condition to implement the pilot project.		Urfa Site This is the only SSC in this area and their staff is capable to implement the pilot project.

The 1st Workshop on Psycho-Social Support for Syrian Guests Under Temporary Protection in Turkey

General Information

Objective of the Workshop: The workshop aims to train Social Service Center personnel on the knowledge and techniques of Psycho-Social support and develop an action plan for the pilot project to be implemented during September to December 2016.

Date: September 6 and 7, 2016

Venue: Ramada Hotel and Suites Istanbul (Melter)

Organizers: Ministry of Family and Social Policies (MFSP) and Japan International Cooperation Agency (JICA)

Facilitators and Resource Persons:

- Dr. Takujiro Ito, Team Leader of JICA Expert team
- Dr. Naoe Sato, Deputy Team Leader of JICA Expert Team
- Ms. Shima Hayase, JICA Expert
- Dr. Makiko Kishi, JICA Expert
- Mr. Yuki Sakai, JICA Expert
- Mr. Ibrahim Toros, Section Director, MFSP
- Prof. Filiz Demiröz, Hacettepe University (Resource Person)
- Prof. Nedret Öztan, Bilkent University (Resource Person)
- UNHCR Istanbul office (Resource Person)
- IMPR Istanbul office (Resource Person)
- AAR Japan Urfa branch office (Resource Person)
- RIZK Istanbul branch office (Resource Person)

Participants:

- Technical staff of Güngören SSC (5 staff)
- Technical staff of other SSCs (5 staff)
- Technical staff of Güngören Municipality (2)
- Focal Person of Istanbul Directorate of MFSP (1)
- Technical staff of MFSP Ankara head office (2)
- Representatives of JICA Turkey (Observer)

Program (Draft 7)

Time	Activity	Facilitator
[Day 1] September 6 (Tuesday)		
Opening Session		
9:00 – 9:10	Welcome	Ms. Deveci
9:10 – 9:30	Presentation of the facilitators and Introduction of the Workshop	Mr. Toros
Session 1: Issue of SGUTP		
9:30 – 10:00	Introduction on situation of the SGUTP in Turkey	Hayase
10:00 – 10:30	From emergency relief to social adaptation	UNHCR
10:30 – 11:00	The needs of social services for SGUTP	IMPR
11:00 – 11:30	Tea Break	
11:30 – 12:00	Issues regarding employment and income generation	RIZK
12:00 – 13:00	Lunch Break	
Session 2: Psycho-Social Services		
13:00 – 13:15	The current state and problem for support to Syrians at SSC level	Mr. Toros
13:15 – 14:15	Approach of psychosocial services for Syrians	Prof. Demiröz Sato
14:15 – 14:30	Tea Break	
14:30 – 16:30	Psychological functions: Observation points for outreach	Prof. Öztan
[Day 2] September 7 (Wednesday)		
Session 3: Psycho-Social Services (Continue)		
9:00 -10:30	Lecture on Personal and Environmental Factors Activity (1) The Life Story Interview	Kishi Sato
10:30 – 10:45	Tea Break	
10:45 – 12:00	Activity (2) Case Study Analysis	Kishi Sato
12:00 – 13:00	Lunch Break	
13:00 – 14:00	Dialogue on Social Adaptation	Kishi
Session 4: Action Plan and Follow-up schedule		
14:00 – 14:15	Framework of the Pilot Project of MFSP/JICA	Ito
14:15 – 14:45	Action Plan elaboration by Group Work	Sato
14:45 – 15:00	Tea Break	
15:00 – 16:00	Presentation and Discussion	Sato
16:00 – 16:30	Wrap up of the Workshop and closing	Toros



Pilot Project for strengthening the social Services for Syrian Refugees
under Temporary Protection in Turkey

2nd Workshop on Psycho-Social Support for Syrian Guests Under Temporary Protection in Turkey

Background

Turkey hosts the largest number of refugees in the world, including more than 2.7 million Syrians. The refugees are addressed through the Law on Foreigners and International Protection and the Temporary Protection Regulation. Turkey has established a strong asylum framework to address the immediate humanitarian needs of refugees, and to build up the resilience of the displaced population.

The resilience has been build up through the provision of health care, education services, access to the labor market and social cohesion strategies.

Under this plan, the Ministry of Family and Social Policy (MFSP) by the technical support of the Japan International Cooperation Agency (JICA) started jointly the “Pilot Project for strengthening the social Services for Syrian Refugees under Temporary Protection in Turkey” Since June 2016. The pilot project aim to identify the issues to be address in the future cooperation Project regarding the improvement of the social services for the Syrian peoples under the temporary protection in Turkey, develop model of the Psychosocial support services for the national implementation at Social Service Centers and establish networking of the different stakeholders working in the field of the social services to the Syrian peoples.

Objectives

The objectives of the workshop are followings:

- (1) To share the results of trial implementation of the outreach survey (home visits) to the Syrian families and social integration dialogues at Güngören SSC
- (2) To enhance the understanding on the difficulty that Syrian peoples faced in their life in Turkey though their life history.
- (3) To identify the possible activities to support the social integration of the Syrian people in the host community though the joint effort between the different stakeholders.

The Workshop

The Güngören social service center’s personnel under the Ministry of Family and Social Policies (MFSP) and the Japan International Cooperation Agency (JICA) expert team (hereafter refer as the project team) had been implementing the outreach program and dialogue session at Güngören to identify the issues and improvement of the psychosocial services for Syrian peoples living in turkey since September 2016.

The 1st workshop on Psycho-Social support (Outreach survey and dialogue for social Integration) held at Ramada Hotel on September 6 and 7, 2016 inviting social services workers from different academic institutions, government and non-government institutions and developed an action plan for the pilot project to be implemented during September to December 2016.

In this 2nd workshop, the project team will share the results of the first period of the pilot project implementation as well as will help participants deepen the understanding about Syrian

issues though the interview to the Syrian families. After listening to their life stories, we will have an intercultural dialogue session to identify the possible activities to support the social integration of the Syrian peoples in their host community by the joint effort of the different stakeholders such as NGO, INGO, International organizations and Social Service Centers.

The project team invites you kindly to joint for this second workshop and construct networks of stakeholders, to share the experiences and resources for the future collaboration.

General Information

Following are the general information:

- (1) Date: November 1 and 2, 2016
- (2) Venue: Güngören Social Service Center, Gençosman Mahallesi, Doğanbey Caddesi No. 12A, Güngören, Istanbul (0212-611-42-4748)
- (3) Organizers: Ministry of Family and Social Policies (MFSP) and Japan International Cooperation Agency (JICA)
- (4) Organizers:
 - Mr. Ibrahim Toros, Section Director, MFSP
 - Mr. Gökmen Çelik, Güngören SSC director
 - Dr. Takujiro Ito, Team Leader, JICA expert team
 - Ass. Prof. Dr. Makiko Kishi, Participatory development Expert, Meiji University
 - Mr. Yuki Sakai, Coordinator
- (5) Facilitators, resource persons and invited participants:
 - Technical staff of Güngören SSC
 - Technical staff of Fatih SSC
 - Technical staff of Güngören Municipality
 - Focal Person of Istanbul Directorate of MFSP
 - Technical staff of MFSP Ankara head office
 - Representatives of JICA Turkey
 - IMPR Istanbul field office
 - AAR Japan Istanbul field office
 - Kızlay Ankara Community Center
 - JICA Turkey

Contact

For more information contact

- Mr. Ibrahim Toros, 05557917237
- Güngören SSC (Ms. Şeyda SÜNGER, Ms. Zehra AYDIN or Ms. Dilek ÇAKIROĞLU)
0212-611-42-4748

Address: Gençosman Mahallesi, Doğanbey Caddesi No. 12A, Güngören, Istanbul (In front of the Bağcılar Eğitim ve Araştırma hastanesi)

Nearest station:

- Metro M1B line Üçyüzlü station
- Tramway T1 line Soğanlı Station

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Program

Time	Activity	Facilitator
[Day 1] November 1st (Tuesday)		
Opening Session		
10:00 – 10:10	Reception and Welcome	<i>Mr. Ibrahim Toros, MFSP</i>
10:20 – 10:30	Introduction	<i>Dr. Takujiro Ito, JICA expert team leader</i>
Session 1: Sharing the findings of home visits to Syrian Families		
10:30 – 10:50	Presentation on Home Visit and discussion	<i>Zehra Aydın, Psychologist, Güngören SSC</i>
10:50 - 11:10	Presentation on Home Visit and discussion	<i>Şeyda Sünger, Sociologist, Güngören SSC</i>
11:10 - 11:30	Tea Break	
11:30 - 11:50	Presentation on Home Visit and discussion	<i>Dilek Cakıroğlu, Psychologist, Güngören SSC</i>
11:50 - 12:30	The Overall Discussion	<i>Zehra Aydın, Psychologist, Güngören SSC</i>
12:30 – 13:30	Lunch Break	
Session 2: Intercultural dialogue session		
13:30 – 13:40	Introduction	<i>Zehra Aydın</i>
13:40 – 14:00	Life Story Telling by Syrian	<i>Rabia Sheikh (Interviewer: Şeyda)</i>
14:00 – 14:20	Life Story Telling by Syrian	<i>Omer Şehirli (Interviewer: Şeyda)</i>
14:20 – 14:40	The 1 st Round dialogue	<i>Zehra Aydın</i>
14:45 – 15:00	Tea Break	
15:00 – 15:20	The 2 nd Round dialogue	<i>Zehra Aydın</i>
15:20 - 15:40	Sharing the group dialogue results (Presentation)	<i>Zehra Aydın</i>
15:40 - 16:00	Reflection on the home visit and dialogue session	<i>Dr. Makiko Kishi, Meiji University</i>

[Day 2] November 2 nd (Wednesday)		
Session 3: Networking and cooperation		
10:00 – 10:30	Sharing experiences from the other country project about the participative approach	<i>Dr. Takujiro Ito</i>
10:30 - 11:00	Round-table session: Sharing experiences on Social Integration activities - AAR - IMPR - Kızlay Ankara Community Center	<i>Mr. Ibrahim Toros</i>
11:00 – 11:15	Question and answer from the audience	<i>Mr. Ibrahim Toros</i>
11:15 – 11:30	Tea break	
11:30 – 12:00	Group discussion on the specific topic: (1) How to help finding job opportunity or income generation for Syrian peoples. (2) How can socialize Syrian women and children in the host community.	<i>Group 1: Dilek, Latife Group 2: Şeyda, Zehra</i>
12:00 – 13:00	Lunch Break	
13:00 – 13:30	Presentation by each group (15 min. x 2)	<i>By each group leader</i>
13:30 – 14:00	Open discussion	<i>Mr. Ibrahim Toros</i>
14:00 – 14:15	Tea break	
14:15 – 14:30	Wrap up of the Workshop and closing	<i>Mr. Ibrahim Toros</i>
14:30 – 16:00	Tea and free networking discussion between participants	

The 3rd Workshop on Psycho-Social Support for Syrian Guests Under Temporary Protection in Turkey

General Information

Objective of the Workshop: The objective of the 1 day workshop is followings:

- (1) To improve the project activities through group reflection on the trial implementation of the outreach survey (home visits).
- (2) To strength capacities and/or techniques of the staffs of SSC to analyze Syrian cases.

Date: December 1, 2016

Venue: Güngören SSC, Istanbul

Organizers: Ministry of Family and Social Policies (MFSP), Japan International Cooperation Agency (JICA) and Güngören SSC of MFSP

Facilitators, Resource Persons and Participants

- Mr. Gökmen Çelik, Güngören SSC director
- Technical staff of Güngören SSC: Ceren YILDIZ, Şeyda SÜNGER, Zehra AYDIN, Dilek ÇAKIROĞLU.
- Technical staff of another SSC of Istanbul Municipality
- Technical staff of MFSP Ankara head office
- Member of Consultant Team

Program

Time	Activity	Facilitator
[Day 1] December 1 st (Tuesday)		
Opening Session		
9:00 – 9:10	Reception and Welcome	
9:10 – 9:20	Introduction	
Session 1: Sharing the findings of home visits to Syrian Families		
9:20 – 9:35	Presentation on Home Visit (Case Analysis)	Güngören SSC staff (1)
9:35 – 9:55	Presentation on Home Visit (Case Analysis)	SSC staff (2)
9:55 – 10:10	Presentation on Home Visit (Case Analysis)	SSC staff (3)
10:10 – 10:30	Tea Break	
10:30 – 10:45	Presentation on Home Visit (Case Analysis)	SSC staff (4)
10:45 – 11:00	Presentation on Home Visit (Case Analysis)	SSC staff (5)
11:00 – 12:00	The Overall Discussion	
Session 2: Intercultural dialogue session		
13:00 – 13:45	Presentation of Cases from Syrian School (Guest Speaker)	Guest Speaker
13:45 – 14:00	Introduction of the Planning)	
14:00 – 15:00	Case Practice (Group Work)	SSC staff Sato
15:00 – 15:15	Tea Break	
15:15 – 15:30	Presentation of the Case (1) and Discussion	Group 1
15:30 – 15:45	Presentation of the Case (1) and Discussion	Group 2
15:45 – 16:00	Presentation of the Case (2) and Discussion	Group 3
15:45 – 16:15	Presentation of the Case (2) and Discussion	Group 4
16:15 – 16:30	Conclusion	

Annex 9: List of Workshop Participants

Date: September 6 and 7, 2016**Place:** Ramada Hotel and Suites Istanbul (Melter), Salon of Kehri

Day 1

1	Erkut ÖNEŞ	MFSP Provincial Directorate
2	Salih Zeki Kaplan	Güngören Municipality
3	İbrahim TOROS	MFSP
4	Gökmen ÇELİK	MFSP Güngören Municipality Office
5	Nedret Öztan	Bilkent University
6	Filiz Demiröz	Hacettepe University
7	Yazgülü Sezgin	UNHCR Officer of Community Based Protection
8	Kerim Algan	IMPR
9	Miray Yücel	Protection/ Auspices Project Manager
10	Natsuki Matsumoto	AAR
11	Melisa Gunduz	AAR
12	Mooad alshehab	RIZK
13	ANAS AL SHEIKH	RIZK
14	Miyuki Konnai	JICA Turkey Office
15	Aslı DEVECİ	MFSP
16	Latife USLU	MFSP
17	Dilek ÇAKIROĞLU	MFSP Güngören SSC
18	Ceren YILDIZ	MFSP Güngören SSC
19	Şeyda SÜNGER	MFSP Güngören SSC
20	Zehra AYDIN	MFSP Güngören SSC
21	İsmail DENİZ	MFSP Güngören SSC
22	Selin ÇELİKEL	MFSP Eyüp SSC
23	Ülkü Alaca AYTİŞ	MFSP Bahçelievler SSC
24	Hüseyin Avni AKIN	MFSP Bağcılar SSC
25	Zehra KIRAN	MFSP Fatih SSC
26	Dicle YÜCEKAYA	MFSP Esenyurt SSC
27	Takujiro ITO	JICA Expert Team
28	Naoe SATO	JICA Expert Team
29	Shima HAYASE	JICA Expert Team
30	Makiko KISHI	JICA Expert Team
31	Yuki SAKAI	JICA Expert Team

Day 2

1	Erkut ÖNEŞ	MFSP Provincial Directorate
2	Salih Zeki Kaplan	Güngören Municipality
3	İbrahim TOROS	MFSP
4	Gökmen ÇELİK	MFSP Güngören Municipality Office
5	Nedret Öztan	Bilkent University
6	Filiz Demiröz	Hacettepe University
7	Kerim Algan	IMPR
8	Miray Yücel	Protection/ Auspices Project Manager
9	Natsuki Matsumoto	AAR
10	Melisa Gunduz	AAR
11	Miyuki Konnai	JICA Turkey Office
12	Aslı DEVECİ	MFSP
13	Latife USLU	MFSP

14	Dilek ÇAKIROĞLU	MFSP Güngören SSC
15	Ceren YILDIZ	MFSP Güngören SSC
16	Şeyda SÜNGER	MFSP Güngören SSC
17	Zehra AYDIN	MFSP Güngören SSC
18	İsmail DENİZ	MFSP Güngören SSC
19	Selin ÇELİKEL	MFSP Eyüp SSC
20	Ülkü Alaca AYTİŞ	MFSP Bahçelievler SSC
21	Hüseyin Avni AKIN	MFSP Bağcılar SSC
22	Zehra KIRAN	MFSP Fatih SSC
23	Dicle YÜCEKAYA	MFSP Esenyurt SSC
24	Yasuyuki Murahashi	JETRO
25	Takujiro ITO	JICA Expert Team
26	Naoe SATO	JICA Expert Team
27	Shima HAYASE	JICA Expert Team
28	Makiko KISHI	JICA Expert Team
29	Yuki SAKAI	JICA Expert Team

Date: November 1 and 2, 2016

Place: Güngören Social Service Center

Day 1

1	Ibrahim Toros	MFSP
2	Şeyda SÜNGER	MFSP Güngören SSC
3	Zehra AYDIN	MFSP Güngören SSC
4	Dilek ÇAKIROĞLU	MFSP Güngören SSC
5	Keziban KORKMAZ	MFSP Güngören SSC
6	Sema ŞULEKOĞLU	Güngören Belediyesi
7	Rukiye BAKAN	MFSP Eyüp SSC
8	Ülkü Alaca AYTİŞ	MFSP Bahçelievler SSC
9	Tülin SAYİM ACAR	Zeytinburnu Ek Hizmet Birimi
10	Erkut ÖNEŞ	ASPB
11	Aynur GÖNCÜ	MFSP
12	Latife Uslu	MFSP
13	Ali Bekin	JICA Turkey
14	Melisa Ggunduz	AAR Japan
15	Kamil Yücel	Turkish Red Crescent Ankara Community Center
16	Nidjad Ahamedov	IMPR
17	Semseettin Yalcin	Aspb il md. Yard.
18	Esra kocademir	Güngören Belediyesi
19	Takujiro Ito	JICA expert team
20	Makiko Kishi	JICA expert team
21	Yuki Sakai	JICA expert team

Day2

1	Ibrahim Toros	MFSP
2	Şeyda SÜNGER	MFSP Güngören SSC
3	Zehra AYDIN	MFSP Güngören SSC
4	Dilek ÇAKIROĞLU	MFSP Güngören SSC
5	Keziban KORKMAZ	MFSP Güngören SSC
6	Uğur İNAN	MFSP Güngören SSC
7	Rukiye BAKAN	MFSP Eyüp SSC
8	Ülkü Alaca AYTİŞ	MFSP Bahçelievler SSC
9	Tülin SAYİM ACAR	Zeytinburnu Ek Hizmet Birimi
10	Aynur GÖNCÜ	MFSP

11	Latife Uslu	MFSP
12	Junko Yanagida	AAR Japan
13	Nidjad Ahamedov	IMPR
14	Takujiro Ito	JICA expert team
15	Makiko Kishi	JICA expert team
16	Yuki Sakai	JICA expert team

Date: December 1, 2016

Place: Güngören Social Service Center

1	Aynur GÖNCÜ	MFSP
2	Gokmen Celik	MFSP Güngören SSC
3	Ceren YILDIZ	MFSP Güngören SSC
4	Şeyda SÜNGER	MFSP Güngören SSC
5	Zehra AYDIN	MFSP Güngören SSC
6	Dilek ÇAKIROĞLU	MFSP Güngören SSC
7	Zehra KIRAN	MFSP Faith SSC
8	Salih Emre MİNARLI	MFSP Faith SSC
9	Rukiye BAKAN	MFSP Eyüp SSC
10	Selçuk Yıldız	MFSP Bahçelievler SSC
11	Hüseyin Avni AK	MFSP Bağcılar SSC
12	Dicle Yucekaya	MFSP Esenyurt SSC
13	Candon Coskun	MFSP Sultangazi SSC
14	Dilek Elnaci	Güngören Belediyesi
15	Duha SEYİR ALI	Hatie Sehirli
16	Esra ABU NEBUT	Hatie Sehirli
17	Jabir Albani	Hatie Sehirli
18	Rabia Şeyh	Tercüman
19	Hasan HERGİL	Sosyal Çalışmacı Stajyer
20	Naoe Sato	JICA expert team
21	Shima Hayase	JICA expert team
22	Yuki Sakai	JICA expert team
23	Keramettin Çelik	JICA expert team

[illegible]

[Form 2] Psychological Observation Points

İsim :

Tarih :

/

/

SHM çalışanının ismi

Ailede görüşülen kişiye göre aşağıdaki belirtileri yaşayan kişi var mı?

	HAYIR	EVET İSE KİM
Kabus, Sıkıntılı Rüyalar		
İçe Kapanma Davranışı		
Kaçınma Davranışı		
Umutsuzluk		
Çabuk Sinirlenme		
Yoğun Korku, Kaygı Hali		
Yoğun Ağlama Davranışı		
Dikkat Sorunları		
Elde olmadan davetsizce akla gelen düşünceler		
Çocuklarda Alt Islatma		
Çocuklarda Kekemelik		
Depresif düşünceler		
Uyku sorunları		
Suçluluk duygusu		
Dışarı çıkmak istememe		
Diğer		

İsim Nur Cinsiyet K • E Doğum Tarihi / / (33 yaşı nda) Tarih 06/09/2016 SHM çalışanının ismi

Status of Life

(Status):

Body Functions and Structures
(Physical and Psychological Health Condition)

Activities

Social Integration
(Participation)

Environmental Factors

Personal Factors

Genogram

[Assessment Sheet 2 (Summary of Brief Planning for Support)]

Name Nour Sex M • F Birth date / / (33 old) Assessment date 06/09/2016

Name of staff of SSC Naoe SAT

Assessment (Brief Conclusion)
Desire of the Clients:
Main object for support:
Immediate activities of support:
Mid-Long term object for support:

Plan for Social Services/Sosyal Hizmetler Planı												
Kullanıcı Adı				Doğum Tarihi				Kullanıcı Adresi				
SHM çalışanının adı				SHM adı								
Değerlendirme Tarihi												
Kabul tarihi				Bu planın süresi								
Ekonomik Destek		Evet <input type="checkbox"/>	süresi			Hayır <input type="checkbox"/>						
(1) Değerlendirme (Kısa sonuç):												
(2) Hizmet alanın istekleri:												
(3) Desteğin esas amacı:												
Kisi ya da ailenin guclu yanalari												
	Süre	Hizmetlerin İçeriği			Hizmetlerin Türü		Bağlantıya geçilmesi gereken ya da ilgili kurum		Hizmetlerin Sıklığı	Diğer		
(4) Destek için hemen uygulanacaklar:												
(5) Destek için ileride uygulanacaklar:												

Project Design Matrix (PDM)

Project title (Tentative): Project for Strengthening the Social Services for Syrian Under Temporary Protection in Turkey

Implementation Agency: Ministry of Family and Social Policies, Republic of Turkey

Collaboration Agency: Istanbul Güngören Municipality, Mersin Akdeniz Municipality, Ankara Altındağ Municipality

Pilot Project Site: (1) Güngören SSC, Istanbul, (2) Akdeniz SSC, Mersin, (3) Altındağ SSC, Ankara

Target Area for the Pilot Activities: (1) Istanbul, (2) Mersin and (3) Ankara

Target Area for the Extension: 17 Cities

Target Group:

(1) Direct Target Group: Social Service Center Personnel of the MoFSP

(2) In-direct Target Group: Most vulnerable group among the Syrian under temporary protection

Narrative Summary	Objectively Verifiable Indicators	Means of Verification	Important Assumptions
Super Goal: Financial burden of the Turkish government for social welfare are decreased	<ul style="list-style-type: none"> Percentage of the vulnerable population who are receiving the financial support by the MoFSP are decrease by xx % in target provinces Income of the vulnerable population increase by xx % in target provinces 	Annual Report of MoFSP	
Overall Goal: The psycho-social support needs of the most vulnerable peoples including the Syrian under the temporary protection are fulfilled in the target areas in Turkey	<ul style="list-style-type: none"> At least xx% of the vulnerable peoples including Syrians residing in the target area receive some form of social services provided by the Turkish government. 	Annual Report of MoFSP	
Project purpose: The psychosocial support function of Social Service Centers is strengthened, enabling responds to the needs of most vulnerable peoples including Syrian under temporary protection.	1-1 The number of vulnerable peoples who received Psychosocial services at the SSC increased by xxx. 2-1 Number of Syrians who answer that they are satisfied with the psychosocial care service from the SSC reach to 80% 2-2 Number of Syrians who answer that their problem solved after they received the psychosocial care service from the SSC reach to 50% 3-1 Number of Syrian who answered that they feel they have adapted better to the local community after the intervention of the SSC increase to 50% 3-2 Number of people from the local communities who answered that they feel they are more aware of the Syrians after the intervention of the SSC increase to 50% 4-1 75% of the job seekers among the beneficiary of the financial support program are referred for job opportunities 4-2 25% of the referred beneficiaries obtain a job through the referred resources.	Project base-line/end-line survey	

Outputs 1. Strengthening the capacity to promote accessibility and opportunity for social services	<ul style="list-style-type: none"> • Guideline and instruments for the implementation of the promotion activities are developed and validated at least 2 times in the field. • The number of the SSC staff who received the training for the promotion reach to 50% of the total number of SSC staff of the project target SSCs. • Number of Syrians who answer that they know about the SSC services reach to 50% of the target population. • Number of Syrians that have access to SSC increase by 50% from the above target. 	<ul style="list-style-type: none"> • Project progress report • Final report • Monitoring report 	
2. Strengthening the capacity in providing necessary psychosocial care	<ul style="list-style-type: none"> • Guideline and instruments for the implementation of the psychosocial care activities are developed and validated at least 2 times in the field. • The number of the SSC staff who received training for psychosocial care reach to 50% of the total number of SSC staff of the project target SSCs. • Experiences of analyzed case and its countermeasure are accumulated and shared among the SSC staffs. 	<ul style="list-style-type: none"> • Project progress report • Final report • Monitoring report 	
3. Strengthening the capacity to promote Syrians' social adaptation and host community's awareness	<ul style="list-style-type: none"> • Guidelines and instruments for the implementation of the promotion of social adaptation and awareness are developed based on needs analysis. • The number of the SSC staff who received training for promotion of social adaptation and awareness reach to 50% of the total number of SSC staff of the project target SSCs. • Each SSC conducted dialogue sessions with the community and local resources at least 5 times in a year. • As results of the above sessions, at least 5 activities are organized by Turkish host community and Syrians in each SSC • Good practices of dialog sessions and activities are extracted and shared among the SSCs and other stakeholders. 	<ul style="list-style-type: none"> • Project progress report • Final report • Monitoring report 	
4. Strengthening the capacity to enhance Syrians' self-reliance	<ul style="list-style-type: none"> • Guideline and instruments for the implementation of the promotion of self-reliance are developed based on needs assessment. • A database available for Syrians for the resources on Job matching, legal support and vocational training is developed and updated monthly. • The number of the SSC staff who received training for the promotion of self-reliance reach to 50% of the total number of SSC staff of the project target SSCs. 	<ul style="list-style-type: none"> • Project progress report • Final report • Monitoring report 	

<p>Activities</p> <p>0. Activities related to all outputs</p> <p>0-1 Conduct baseline survey</p> <p>0-2 Analysis of the data</p> <p>0-3 Conduct joint monitoring of the project</p> <p>0-4 Conduct end line survey</p> <p>0-5 Conduct terminal evaluation of the project</p> <p>1. Strengthening the capacity to promote accessibility and opportunity for social services</p> <p>1-1 Elaboration of draft guidelines and instruments</p> <p>1-2 Elaboration of the training plan based on the draft guidelines</p> <p>1-3 Train the SSC staff about promotion activities</p> <p>1-4 Implement promotion activities determined by staff of the SSC (Validation1)</p> <p>1-5 Evaluation of the activities and improvement of the draft guidelines and instruments</p> <p>1-6 Implement promotion activities in other SSC (Validation2)</p> <p>1-5 Evaluation of the activities and finalization of the guidelines and instruments</p> <p>2. Strengthening the capacity in providing appropriate psychosocial care</p> <p>2-1 Elaboration of draft guidelines and instruments</p> <p>2-2 Elaboration of the training plan based on the draft guidelines</p> <p>2-3 Train the SSC staff about psychosocial care</p> <p>2-4 Implement field activities in the community of the SSC (Validation1)</p> <p>2-5 Evaluation of the activities and improvement of the draft guidelines and instruments</p> <p>2-6 Implement field activities in other SSC area (Validation2)</p> <p>2-7 Development of the knowledge system to accumulate and share the experiences of analyzed cases and its countermeasures among the SSC staff.</p> <p>2-8 Evaluation of the activities and finalization of the guidelines and instruments</p>	<p>Inputs</p> <p>Turkish side:</p> <p><u>Human Resources</u></p> <ul style="list-style-type: none"> • 1 Project Director at MoFSP • 1 Project Coordinator at MoFSP • 2 Project Technical staff at MoFSP • Focal person at Provincial Directorate of MoFSP of the target provinces • Project Local Coordinators at target SSCs • Technical staff at SSCs (the number will depend on the target population) • Arabic/Kurdish speaking staff for the psychosocial field activities (for each target SSC) <p><u>Cost sharing by Turkish side</u></p> <ul style="list-style-type: none"> • Running cost for activities at SSCs and trip expenses for MoFSP personnel 	<p>Japanese side:</p> <p><u>Assignment of experts:</u></p> <p>Long-Term Experts:</p> <ul style="list-style-type: none"> • 1 Project Manager • 1 Expert for Social Services • 1 Expert for Participatory development • 1 Expert for Refugee Assistance • 1 IEC Expert <p>Short-Term Experts:</p> <ul style="list-style-type: none"> • 1 Expert on Psychological counseling • 1 Expert for Intercultural communication • Upon the need of the program <p><u>Cost Sharing by Japanese side</u></p> <ul style="list-style-type: none"> • Cost for workshop implementation for SSC staff and field verification activities • Arrangement of resource person for the workshop • Arrangement of the translators for the workshop and activities to help experts' activities • Purchasing of some instruments and materials for the psychosocial field activities • Cost of media production for promotion activities • Vehicle for Outreach Mobile Units • Tablet PCs for each SSC staff 	<p>Pre-Condition</p>
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<p>3. Strengthening the capacity to promote Syrians' social adaptation and host community's awareness</p> <p>3-1 Elaboration of the hypothesis and needs assessment plan</p> <p>3-2 Conduct assessments to analyze the needs in Syrians' social adaptation and host community's awareness</p> <p>3-2 Analyze the needs and elaborate activity plans</p> <p>3-3 Implement promotion activities (Validation1)</p> <p>3-5 Evaluation of the activities and improvement of the activity plans and instruments</p> <p>3-6 Implement promotion activities (Validation2)</p> <p>3-7 Evaluation of the activities and improvement of the activity plans and instruments</p> <p>3-8 Implement promotion activities (Validation3)</p> <p>3-9 Evaluation of the results and finalization of the guidelines and instruments</p> <p>4. Strengthening the capacity to support Syrians to be self-reliant</p> <p>4-1 Needs analysis of the beneficiaries who are under the financial support services to be self-reliant</p> <p>4-2 Conduct research and elaborate the database of the referral resources</p> <p>4-3 Networking among the referral resources such as job matching, legal support, vocational training, etc.</p> <p>4-4 Implement referral service (Validation1)</p> <p>4-5 Follow-up, monitoring and improvement of the referrals</p> <p>4-6 Implement referral service (Validation2)</p> <p>4-7 Follow-up, monitoring and improvement of the referrals</p> <p>4-8 Implement referral service (Validation3)</p> <p>4-9 Evaluation of the results and finalization of the guidelines and instruments</p>			
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ⁱ Planned to be established by the MoFSP during 2017.