

Republic of Turkey
Ministry of Family, Labour, and Social Services

Republic of Turkey
Data Collection Survey on Social Service
for Syrians

Final Report

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Abbreviations

AAR	Association for Aid and Relief Japan
AFAD	Disaster and Emergency Management Authority
ASAM	Association for Solidarity with Asylum Seekers and Migrants
ASDEP	Family Social Support Program
CBP	Community Based Protection
CP	counterpart
DGMM	Directorate General of Migration Management
ECHO	European Civil Protection and Humanitarian Aid Operations
ESSN	Emergency Social Safety Net
GAP	Southeastern Anatolian Project
GBV	Gender-Based Violence
GIZ	German Corporation for International Cooperation
IFSW	International Federation of Social Workers
ILO	International Labour Organization
IOM	International Organization for Migration
ISKUR	Turkish Employment Agency
JICA	Japan International Cooperation Agency
KOSGEB	Small-Medium Enterprise Development Agency
LEIP	Law on Foreigners and International Protection
LGBTI	Lesbian, gay, Bisexual, Transgender Intersex
NGO	Non-Governmental Organization
NPO	Non-Profit Organization
ODA	Official Development Assistance
OECD	Organization for Economic Cooperation and Development
PDCA	Plan Do Check Act
PDM	Project Design Matrix
PTSD	Post-Traumatic Stress Disorder
RIZK	NGO's name after Livelihood in Arabic
SADA	Women Only Centre
SASF	Social Assistance and Solidarity Foundations
SDM	Social Solidarity Fund
SED	Socio-Economic Support
SGBV	Sexual and Gender-Based Violence
SIRAC	Syrian NGO
SNS	Social Network Service
SOP	Standard Operational Procedure
SSC	Social Service Centre
TEC	Temporary Education Centre
TRC	Turkish Red Crescent
UNFPA	United Nations Population Fund
UNHCR	United Nations High Commissioner for Refugees
UNICEF	United Nations Children's Fund
UN Women	United Nations Entity for Gender Equality and the Empowerment of Women
WFP	World Food Programme
WHO	World Health Organization
3RP	Regional Migrant & Resilience Plan

1. Background and Purpose

1.1 Background

It has been six years since the outbreak of the Syrian Civil War, yet the situation has not improved and over five million people have already fled the country. Turkey has played host to the largest number of Syrian migrants; about 3.58 million¹ are under the protection of Turkey.² Because of the longer stay of the Syrians, there has been a shift in foreign donors, such as UN agencies and NGOs, from humanitarian aid to developmental support.



Photo 1-1 Syrians arriving in Turkey (Source: UNHCR)

JICA implemented the “Pilot Activities for Strengthening the Social Services for Syrians Under Temporary Protection in Turkey” (May 2016–February 2017) (hereinafter referred to as the “previous survey”) to determine the support needs of vulnerable people including Syrians, and to seek the possibility of formulating a technical cooperation project for strengthening the capacity of the Ministry of Family, Labor, and Social Services (hereinafter referred to as the “MoFLSS”) that provides social services to vulnerable people.

As a result of the previous survey, four major topics have surfaced for the MoFLSS to tackle: 1. Improvement of access to the social services that are provided by the Government of Turkey, NGOs, and so forth; 2. Improvement of the quality of psychosocial care for vulnerable people; 3. Promotion of social cohesion between Syrians migrants and local communities; and 4. Strengthening economic self-reliant support. The request for a new technical cooperation project related to these four needs was made to the Government of Japan. However, these needs are vast and spread out over various fields. Thus, JICA decided to implement a supplementary survey called the “Data Collection Survey on Social Service for Syrians in Turkey” (hereinafter referred to as “this survey”) to articulate the issues and to narrow down the target topics. Accordingly, the aim of this survey is to clarify the needs of both Turkish locals and Syrian migrants, especially in relation to the improvement of psychosocial care and the promotion of social cohesion³ that were ranked as high priorities.

Survey Period: From October 2017 to February 2019

Survey Area: Ankara, Istanbul, Mersin

Involved Institutions (Counterparts): Department for Psychosocial Support for Migration, Disaster and

¹ According to a document issued by the Ministry of Interior on October 10, 2018, there are 3,585,738 registered Syrians in Turkey and the number had increased by 7,492 compared to the 3,578,246 registered on April 12, 2018.

² The Turkish government has been accepting these Syrians as Syrians Under Temporary Protection and have provided them with social services such as education and healthcare.

³ At the beginning of this survey, the word “Social Integration” was used, but as the survey moved forward, the Government of Turkey changed it to “Harmonization/Social Cohesion.” In Turkish, the word “Uyum” is used. Refer to 8.2 in this report for a description of social cohesion

Emergency, Directorate General of Family and Community, Ministry of Family, Labor and Social Services, and Social Service Centers (SSC)

The SSCs in which the pilot activities are to be implemented are listed below (Table 1-1).

Table 1-1 Pilot SSCs

Province	SSC	Address	Reasons for Selection
Istanbul	Güngören SSC	Gençosman, Doğanbey Cd., 34200 Güngören/ Istanbul	As it was the pilot SSC during the previous survey, continuity of the activities can be assured, and compared to other SSCs, it could play a role as an example of implementable support policies. It has a strong interest in supporting Syrians.
Mersin	Akdeniz SSC	Gündoğdu Mahallesi, 5790 Sokak, No:1/A Akdeniz/ Mersin	It is an ideal SSC as it is situated in the area of Mersin where many Syrians live.

1.2 Purpose of Survey

The purpose of this survey is listed below:

- To collect data and analyze the current situation in detail that was already extracted in the previous survey.
- To clarify the needs of the Turkish people and Syrian migrants in relation to the fields of psychosocial care and social cohesion.
- Based on the findings above, to articulate and suggest concrete ideas for the formulation of a technical cooperation project and JICA's medium- to long-term support policy.

1.2.1 Purpose of Survey

This survey has proceeded in accordance with the following criteria. Through the results of the survey, methods of support for psychosocial care, social cohesion, and the needs of vulnerable people (women and children in particular) will be analyzed. Such analyses will be used for recommendations of mid- to long-term support plans for Syrians in Turkey as part of Japan's technical cooperation and articulation of the contents of the proposed technical cooperation project.

Table 1-2 Survey Criteria

Major Criterion	Sub Criterion
Situation of the survey target areas and other main areas hosting the Syrians	<ul style="list-style-type: none"> • Flow of the number of Syrians, where they live/stay • Needs of the vulnerable people
National policies of the support for the Syrians in Turkey	<ul style="list-style-type: none"> • Policies and implementation by MOFLSS and other public institutions (MoI, MoH, etc.) after the previous survey • Activities by local governments in the target areas (Istanbul: Güngören, Mersin: Akdeniz)
Situation of the activities implemented in the target areas and other main areas hosting Syrians by the international donors in Turkey after Previous Survey	<ul style="list-style-type: none"> • Situation of international donors • Support by NGOs/NPOs • Istanbul • Mersin
Situation of SSCs in the target areas	<ul style="list-style-type: none"> • Service functions at SSCs • Human resources at SSCs • SSC users • SSCs' cooperation with related institutions • Situation and issues of consultations at SSCs • SSCs' needs for implementing support for the Syrians
Social cohesion activities and issues	<ul style="list-style-type: none"> • Issues and progress of the social cohesion activities • Sample social cohesion activities
Implementation of pilot project and its outputs	<ul style="list-style-type: none"> • Implementation of pilot projects • Support for strengthening social cohesion • Support for strengthening consultations

1.2.2 Survey Schedule

The table below shows the survey schedule.

Period		Work Flow				
Oct	Preparation in Japan	A1-1 Prepare the Inception Report (in Japanese/English)		(1) Collect and compile project-related documents available in Japan, discuss the actual work of the project (2) Explain the project to JICA and CP		
	First Survey (1)	A2-1 Meeting at JICA, receiving security guidance				
		A2-2 Discuss of policies and plans of activities with CP				
		A2-3 Interview Syrians		A2-4 Interview SSC and other isntitutions in the pilotsites		
Nov		Preparation of pilot project	A2-5 Prepare the content of counseling and social cohesion activities			
			A2-6 Prepare the pilot project and TOT schedule and materials			
			A2-7 Check the progress with CP and plan for follow-up schedule			
		A2-8 Report the activity progress to JICA				
	A2-9 Participate in the International Conference for Syrian Refugee Support in Thessaloniki					
	First Survey (2)	A3-1 Report the activity plan and schedule to JICA				
Dec		Prepare the pilot project	A3-2 Confirmation on the activity schedule and contents with CP		Collect information	A3-3 Progress Management and follow-up on subcontracted survey in Turkey
			A3-5 Prepare instruction contents of counseling/ social cohesion activities			A3-4 Follow-up on information collection
			A3-6 Confirmation on the activity progress with CP and follow-up			
Jan		A3-7 Report the activity progress to JICA				
Feb	Second Survey	A4-1 Report the activity plan and schedule to JICA				
		Prepare the pilot project	A4-2 Implementation of Training of Trainers (TOT) as pilot activity		Collect information	A4-4 Implement the additional interview (if needed)
			A4-3 Try out the mobile SSC			
Mar			A4-6 Prepare the draft Interim Report			
		A4-7 Confirm the activity progress with CP and plan for the follow-up schedule				
	A4-8 Report the activity progress to JICA					
Apr	First period work in Japan	A5-1 Prepare the Interim Report				
Jul	Third Survey (1)	A6-1 Report the activity plan and schedule to JICA				
		A6-2 First joint monitoring				
Aug		A6-3 Follow-up activities in the pilot sites				
	Third Survey (2)	A6-5 Report the activity progress to JICA				
Sep		A7-1 Report the activity plan and schedule toJICA				
		Technical Instruction	A7-2 Follow-up on the progress of pilot activities and give technical instruction		Suggestion for the project formulation	A7-3 Discuss with project related personnel on narrowing down the project ideas previously suggested
						A7-4 Discuss the mid- and long-term support with the project related personnel
		A7-5 Report the activity progress to JICA				
Oct		A6-4 Exchange knowledge and have a sharing event with related institutions				
		A9-1 Second joint monitoring				
	Second period work in Japan	A8-1 Prepare to submit the Draft Final Report				
Nov	Fourth Survey	A9-2 Compile the pilot project		(1) Prepare the needs of female, children and others (2) Compile the support activities of social cohesion		
		Prepare the suggested support plans	A9-3 Prepare the plan for the mid- and long-term support plan			
			A9-4 Prepare the draft of the requested technical project			
			A9-5 Suport the preparation of continuing the pilot project plan			
		A9-6 Report the activity progress to JICA				
Dec~Jan	Final work period in Japan	A10-1 Prepare and submit Final Report				

1.2.3 Responsibilities of Experts

The following table shows the names, positions, and responsibilities of the Japanese experts.

Name	Position	Responsibilities of Expert
Takujiro ITO	Chief Advisor/ Social Welfare 1	<ul style="list-style-type: none"> • Coordination of the project as a whole, discussion and negotiation with relevant institutions, reporting to JICA • Management of and instruction of other project members • Management of various reports to be submit to JICA • Analysis and extraction of JICA's support strategy, achievement of other projects, general issues regarding the migrant support program • Data collection of migrant support from other donors and NGOs, data collection and analysis on support for vulnerable people • Social Welfare <ul style="list-style-type: none"> – Establishment of activity models for the mobile SSC-related work and social integration work • Management of pilot activities <ul style="list-style-type: none"> – Development of the entire project plan and explanation to the relevant personnel – Management of progress in pilot centers and compilation of issues – As the main expert in charge of the Ankara pilot center, instruction to C/Ps in Ankara in collaboration with Chizuru Asahina who is the support expert for the Ankara pilot center. • Suggestion for JICA's medium- to long-term support plans and concrete project formulation ideas <ul style="list-style-type: none"> – Development of support plans and project formulation ideas through the results of the survey – Explanation to JICA and other relevant institutions
Gen FUJII	Deputy Chief Advisor/ Social Welfare 2	<ul style="list-style-type: none"> • Support and acting for Chief Advisor during the absence of the Chief Advisor • Social Welfare <ul style="list-style-type: none"> – Support for the development of an activity model through action research • Management of pilot activity <ul style="list-style-type: none"> – Regular monitoring of the pilot activities as a whole – Supporting Naoe Sato at the Istanbul pilot center • Management of relevant institutions and international organizations
Shima HAYASE	Migrant Support/ International Cooperation	<ul style="list-style-type: none"> • Data collection on migrant support in Turkey • Development of survey plan and questionnaire for the position • Report writing on the relevant field <ul style="list-style-type: none"> – Understanding, analysis, and issue-extraction of the current situation of migrant support – Monitoring, analysis, and issue-extraction of the pilot activity plan and implementation, activities on migrant support – As the main expert in charge of the Mersin pilot center, instruction to C/Ps in Mersin in collaboration with Makiko Konno who is the support expert for the Mersin pilot center. – Advice and consideration on effective ways of providing migrant support
Naoe SATO	Psychosocial Care/ Community Welfare 1	<ul style="list-style-type: none"> • Implementation of survey and analysis on social welfare in Turkey (welfare system, human resource development, community cooperation) • Survey and analysis on the usage of SSCs by migrants and service provision by SSCs • Pilot activity-related issues: <ul style="list-style-type: none"> – Development of activity planning from the viewpoint of social welfare – As the main expert in charge of the Istanbul pilot center, instruction to C/Ps in Istanbul in collaboration with Gen Fujii – Suggestion for the direction and issue-extraction of psychosocial care for vulnerable people • Report writing on the relevant field

Name	Position	Responsibilities of Expert
Makiko KONNO	Psychosocial Care/ Community Welfare 2/ Gender 1	<ul style="list-style-type: none"> Data collection on migrant support in Turkey and policy trends in gender and development Pilot activity-related issues: <ul style="list-style-type: none"> Advice and instruction for service improvement from the Syrian migrants' point of view Advice and instruction on activities related to gender-minded social integration Suggestions on the support direction and issue-extraction for social cohesion and the incorporation of gender and vulnerable people's points of view Supporting Shima Hayase at the Mersin pilot center Report writing on the relevant field
Chizuru ASAHINA	Gender 2/ Project Coordinator	<ul style="list-style-type: none"> Support for the data collection and questionnaire of the gender-related survey Support for the survey topics and questionnaire contents, data input work, and analysis Support for the implementation of survey-related activities Management of survey budget and accounting Management of vehicles (car rental, taxi arrangement, etc.) Management of work records of personnel contracted by the project Safety management, communication with Japan Report writing on the relevant field

1.2.4 Survey Target Areas (Ankara, Istanbul, Mersin, Gaziantep)

The survey target areas are shown below.



Figure 1-1 Locations of Target Areas

Ankara

Ankara, the capital of Turkey, is situated at the center of the Anatolian Peninsula. As it is the center of Turkey's public administration, and various international donors and embassies are located in Ankara; thus, a large number of government officials, foreign diplomats, and United Nations-related personnel are present there. It is the second most populated city in Turkey after Istanbul. Its main industry is service related, while agriculture is still practiced in rural areas. There are twenty-four districts in Ankara and it has six SSCs. Keçioren SSC was one of the target SSCs but was dropped from candidacy as enough support from other donors had been recognized. Ankara still remained as a target area for this survey, as the survey mandate requires information gathering from the MoFLSS, other ministries, international donors, and NGOs. The location of the JICA Turkey office was another reason that Ankara remained a target area.

Istanbul

Istanbul is an internationally recognized city, located on both the European and Asian side of the Bosphorus Strait. It has a population of 15 million. Istanbul covers 23% of the entire GDP of Turkey and the GDP per capita is twice as much as that of the average Turkish citizen.⁴ The service industry is the main industry; Istanbul's share is 72% of that of the entire country.⁵ Being the economic center of Turkey, Istanbul hosts the largest number of registered Syrian migrants. There are 32 districts in Istanbul and 28 SSCs are located there. Güngören SSC, a pilot site in the previous survey, continues to serve as a pilot SSC for this survey. The pilot activities being implemented include the strengthening of consultation work and social cohesion.

Mersin

Mersin is located in the southern part of Turkey. It is traditionally known for the production of citrus fruits and cotton, taking advantage of its year-round mild climate. Mersin is also known as the region's export hub, especially for wheat, cotton, wool, and chromite owing to its location in the bay of the Mediterranean Sea. Because Syria is on the other side of the Mediterranean Sea, Mersin is considered a transit point for those aiming to reach other parts of Turkey or Europe. Including unregistered migrants, Mersin is considered to host between 300,000 to 600,000 Syrians (registered Syrians: approximately 200,000).⁶ There are ten districts in Mersin and seven SSCs are located there. Mersin was selected as one of the target areas because it received less support from international donors than other areas hosting many Syrian migrants. The survey team has implemented the pilot activities at the Akdeniz SSC in Mersin. The pilot activities include the strengthening of social cohesion and consultation work.

In addition, the survey team has conducted information collection and small-scale social cohesion activities in Gaziantep. This is due to a request by the Embassy of Japan in Ankara for seeking the possibility of a collaboration between JICA support and the Women Only Center (SADA)⁷ in Gaziantep, which received a financial contribution from the Government of Japan through UNWOMEN.

1.2.5 Counterpart Institutions

Ministry of Family, Labor, and Social Services

The counterpart ministry for this survey is the Ministry of Family, Labor, and Social Services. It was originally established as the Ministry of Family and Social Policies in 2011 as a result of combining several public administrative offices to take on responsibilities related to family issues and social services. After the presidential election of June 2018, it was merged with the Ministry of Labor and Social Security and became the MoFLSS. The following services are the responsibility of MoFLSS. Each service is related to an individual Directorate General. At the time of writing, a restructuring process is still ongoing and these directorates are tentatively functioning as they did before the merger.

⁴ Japanese Consulate in Istanbul "Overview of Istanbul"
<http://www.istanbul.tr.emb-japan.go.jp/consulate/Keizai/201703istanbul.pdf>

⁵ Ibid.

⁶ JCCP

⁷ The facility built by UN Women to implement educational training and counselling for Syrian women

Former Ministry of Family and Social Policies related directorates:

- Services for Children
- Services for Women's status
- Services for Disabled and Elderly
- Social Support Services
- Services for Veterans and Martyr Families
- Services for Family and Community

Former Ministry of Labor and Social Security

- Directorate General of Labor
- Directorate General of External Affairs and Services for Workers Abroad
- Directorate General of Occupational Health and Safety
- Directorate General of International Labor Force
- Directorate of European Union and Financial Assistance

The responsible Directorate General remains the same as before, that is the “Directorate General for Family and Community Services.” It has eight departments and the one in charge of the survey is the “Department of Psychological Support for Migration, Disasters, and Emergency.” Headed by Mr. Ibrahim Toros, the acting director, the CP team consists of two section chiefs and five staff members. The team's main responsibility is to take care of psychosocial support for migrants and victims of disasters and emergencies, as well as international donor coordination.

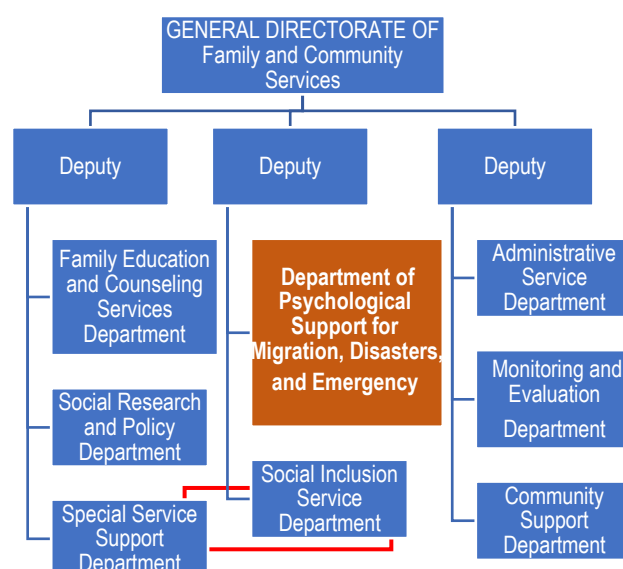


Figure 1-2 Organogram of Family and Community Services¹

Social Service Centers (SSC)

In total, 278 SSCs have been established all over Turkey. Each province has its own provincial directorate that provides a coordination function or works with the SSCs within the province. The tasks include the planning of activities in common with all other SSCs and liaising between the SSCs and the Ministry. SSCs should function as an entrance point for various social services that address the issues of the people who live in the area. The MoFLSS considers SSCs as being implementing institutions of the psychosocial care necessary to rehabilitate society in the event of a disaster or emergency. In other words, SSCs are not only the entrance point for general social services for the local community but are expected to promote social cohesion so that migrants are able to establish a base in Turkish society. As such, an increasing number of SSCs, within the authority of the directors, are conducting consulting services aimed at migrants.

In addition to information collection, the survey team also conducted pilot activities mainly concerning psychosocial care and social cohesion. Pilot sites are, as mentioned earlier, the Güngören SSC in Istanbul and the Akdeniz SSC in Mersin.

- **Güngören SSC (Istanbul)**

The Güngören SSC is situated in Güngören District in the southern part of Istanbul where textile production is the main industry. It served as a pilot site for the previous survey and continues to do so in this survey. There are 28 employees at the Güngören SSC, including a Syrian interpreter hired with the support of UNHCR.⁸ The chart and list below show the organogram and the main support it offers:

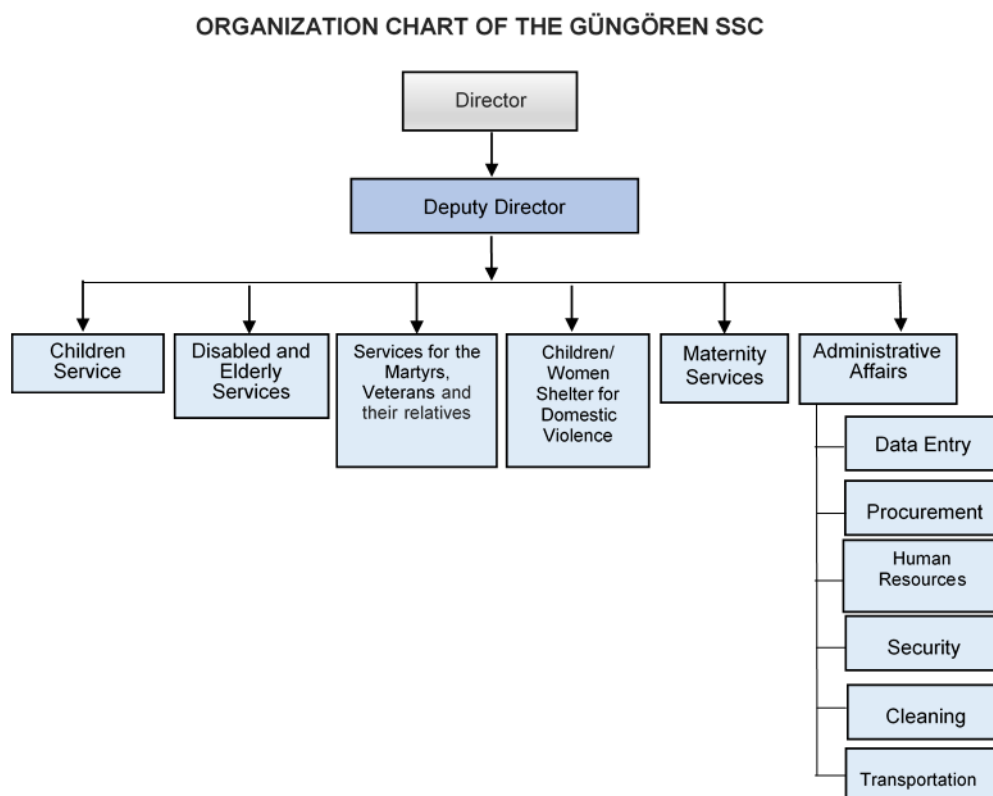


Figure 1-3 Organization of Güngören SSC

- Home Care
- Family Economic Support
- Child Protection
- Home Care for the Disabled
- Veterans and Their Families

- **Akdeniz SSC (Mersin)**

The Akdeniz SSC is situated in the Akdeniz District in the heart of Mersin. Traditionally known for hosting immigrants, this district hosts approximately 60,000 Syrians which is considered to be the largest number in Mersin. The Akdeniz SSC was originally established as a child protection center but was later transformed into a full-scale SSC. There are 65 staff members⁹ working at the SSC, of which 29 are permanently employed and have expertise such as social work and psychology. The Akdeniz SSC provides

⁸ Based on the research findings by the survey team in February 2018

room for an ASDEP¹⁰ office where 26 contracted workers are employed. Two Arabic interpreters have been deployed with the support of UNICEF. The rest are drivers, security guards, and others. The chart and list below show the organogram and the main support it offers:

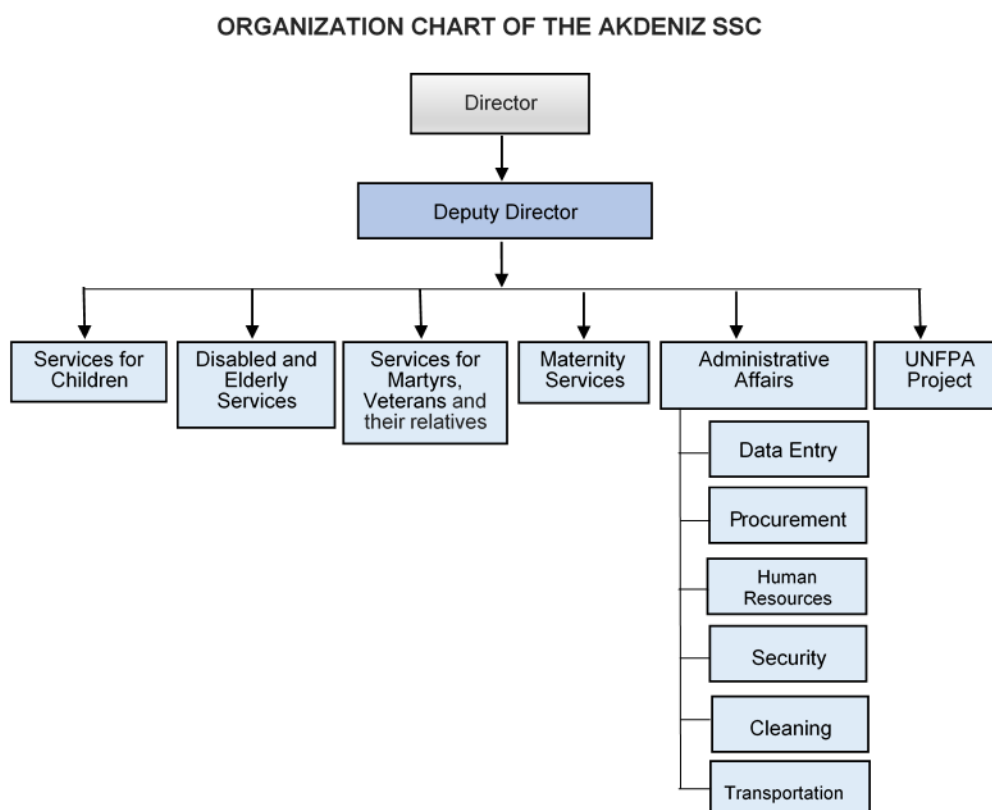


Figure 1-4 Organization of Akdeniz SSC

- Home Care for Disabled
- Social Benefit
- Child Protection
- Education Consultation
- Delivery Support

¹⁰ ASDEP (Aile Soysyal Destek Programı) was started as part of the self-reliance support for the vulnerable people in 2012. At the moment, approximately 3000 members are working on the programme mostly for the development of support models and household surveys. As of November 2018, they have carried out surveys at approximately 130,000 households. The collected survey data are managed in the information system at MoFLSS. Due to the nature of information contained in the survey data, the access is limited even within MoFLSS. The survey targets include the Syrians and thus ASDEP is highly relevant to this survey. However there are issues such as the questionnaire is not specifically set for the Syrians. World Bank is now formulating the project to improve ASDEP service through introducing case management.

2. Syrians' Status in Major Host Areas with a Focus on Target Areas

2.1 Flow of the Number of Syrians and Where They Live/Stay

The Syrians who fled into bordering countries such as Jordan, Lebanon, Iraq, Egypt, and Turkey exceeded 5.6 million¹¹ because of the Syrian civil war that broke out in 2011; 6.1 million people were internally displaced.¹² Turkey is next to the southeastern part of Syria and there was significant traffic between the two countries before the conflict. Therefore, Turkey has become the largest recipient of migrants, and the number of Syrians who had applied for migrant status in Turkey as of October 2018 had exceeded 3.58 million. This number corresponded to approximately 65% of those who have flowed out to the five neighboring countries. Among the registered Syrian migrants, those who are living in fifteen Temporary Protection Centers in eight prefectures near the border numbered 171,640 (4.8% of total population) and the majority of the 3,416,290 people (95.2%) lived in urban settings.¹³



Figure 2-1 Distribution of Syrian Migrants Living in Turkey¹⁴

Comparing the distribution by prefecture, about 560,000 Syrian migrants are registered in Istanbul (Table 2-1). This could be explained by the fact that Istanbul is the largest city and the economic center of Turkey

¹¹ As of October 18, 2018, 5,627,644 Syrians fled out of their country, out of which 6.38% (3,587,930) are registered as SUTP in Turkey. <https://data2.unhcr.org/en/situations/syria>

¹² IOM Appeal 2018: Syria crisis - Humanitarian Response Plan Regional Migrant and Resilience Plan, February 2018 https://www.iom.int/sites/default/files/country_appeal/file/IOM-Syria-Crisis-Appeal-2018.pdf

¹³ Announcement by the Ministry of Interior Directorate General of Migration Management, March 8, 2018

¹⁴ <https://reliefweb.int/sites/reliefweb.int/files/resources/66215.pdf> Retrieved from Reliefweb, UNHCR map on September 26, 2018.

with more job opportunities in tourism and the manufacturing industry, while it is also a contact point for a land route to Europe. Other than Istanbul, three prefectures near the Southeastern border, namely, Şanlıurfa, Hatay, and Gaziantep, host a large number of registered Syrian refugees.

Table 2-1 Comparison of the Number of Registered Syrians and Population (Unit: People)

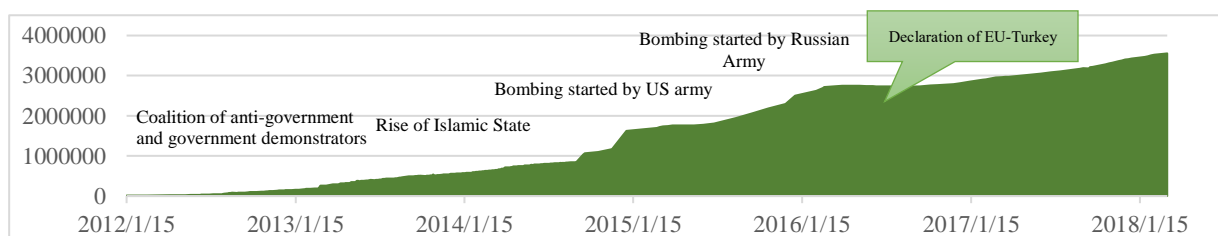
No.	Prefecture	No. of registered Syrians	Population	Ratio of Syrians
Turkey (total of 81 prefectures)		3,587,930	80,810,525	4.44%
1	Istanbul	560,385	15,029,231	3.73%
2	Şanlıurfa	468,725	1,985,753	23.60%
3	Hatay	438,335	1,575,226	27.83%
4	Gaziantep	406,183	2,005,515	20.25%
5	Adana	227,066	2,216,475	10.24%
6	Mersin	206,974	1,793,931	11.54%
12	Ankara	85,987	5,445,026	1.58%

Source: Ministry of Interior Turkey HP Retrieved on October 18, 2018

The items in bold pertain to the target area of this survey

Table 2-2 shows an increasing pattern in the number of Syrians in Turkey in chronological order. From 2011 to the beginning of 2012, the number of registered Syrian migrants was 10,000 or less. Given that major upheavals occurred frequently from March 2011 until around 2013, most people who had left the country around this time were vulnerable citizens escaping a conflict zone because of the confusion, those who received pressure from the government because their family members were involved in a dissident organization, or people who escaped to the internal area of the country due to persecution. Furthermore, internally displaced people who stayed in the country but moved away from their settlements to other safe cities due to confusion were also increasing. Along with the deterioration of the economic situation from 2012 to 2013, potentially deadly kidnapping incidents frequently targeted wealthy people; thus, many citizens left the country. Nevertheless, after the second half of 2014, highly educated citizens, those closer to the Syrian government, and wealthy people with a sense of crises began to flow out owing to the expanded power of the Islamic State and other extremist Islamic fundamentalists.¹⁵

Table 2-2 Trend in the Number of Syrians Registered in Turkey¹⁶



Source: Syrian Migrant Regional Response¹⁷

2.2 Situation of Vulnerable People

In this survey, based on the information publicly announced by the Turkish Government, the survey team collected information from the reports of UN institutions and NGOs; yet, the quantitative data related to

¹⁵ Truth about Syrians, April 30, 2016, Asahi Shimbun

¹⁶ Remarks in graph describe changes in the situation in Syria.

¹⁷ <https://data2.unhcr.org/en/situations/syria/location/113> UNHCR Situation Report No. 113, retrieved on October 18, 2018.

the Syrians are limited. Data on vulnerable people is particularly restrictive, thus it is indicated with the qualitative information.

The Syrians who fled to Turkey were already vulnerable, but among those people, women, children, and disabled people were particularly so. As described in Section 2.1, approximately 94% of the migrants who flowed into Turkey are living in cities. Approximately 70% of which are women and children, and their living conditions are precarious.¹⁸ According to a survey on the beneficiaries of the Emergency Social Safety Net (ESSN)¹⁹ conducted by the United Nations World Food Program (WFP), families headed by women have low living standards because their income is unstable and they are mentally vulnerable compared to those headed by men.²⁰ In addition, in cases where families fall into economically difficult situations, they often force their children to work to repay their debts instead of sending them to school.²¹ One of the challenges is to circulate information. For example, in a case of migrants who have just come to Turkey, they do not have ways to access adequate information because of a lack of networks and acquaintances. They would not know of the availability of the services that they can receive, and in some cases such people decide to sleep in parks. According to a survey conducted by the Mercy Corps, an NGO based in the United States, when Syrian women (15–18 years old) were asked whether they knew of the services offered in the area where they live, only 20% of the respondents said they knew of such services. When NGOs asked a similar question to Turkish women of the same age who lived in the same area, 66% said that they knew of these services.²²

According to the Multi-Service Center of Association for Solidarity with Asylum Seekers and Migrants (ASAM) in Gaziantep, some children who entered Turkey as migrants did not have fathers. Their lives become difficult and they are sometimes forced to work in poor conditions. Some children are going to get involved with drugs because they cannot bear such conditions. As a consequence, they could end up being involved with mafias and becoming drug dealers because they have handled drugs.²³ There are also some issues relating to child marriage. Polygamy is illegal in Turkey, but is commonly practiced in Syria. For the compensation of living expenses, some families send their daughters to Turkish men for marriage. There have been many cases reported where men leave these girls when they fall pregnant and are not legally recognized, or as they become older. From an interview conducted in Mersin, there are many children who are living on the streets because they do not have parents.²⁴

According to interviews at the Multi-Service Center, some Syrian women reach protection camps where they may suffer sexual violence. Other cases may be that even though a wife wanted to get divorced from her husband and temporarily asked for protection from a women's shelter, Syrian women could only stay

¹⁸ WFP Migrants in Turkey: Comprehensive Vulnerability Monitoring Exercise (Round 1), September 2017 <https://docs.wfp.org/api/documents/WFP-0000039740/download/> Retrieved on April 4, 2018

¹⁹ Emergency Social Safety Net (ESSN) is the largest Syrian migrants support program funded by EU implemented in 2017.

²⁰ Ibid.

²¹ Ibid.

²² "I'm here," Mercy Corps, August 2016

²³ Based on the research findings by the project team, March 13, 2018

²⁴ Based on the research findings by the project team, December 29, 2017

in such shelters for up to fifteen days, while Turkish women could stay for up to six months. Even if such a woman found a job during this 15-day stay, she may be subjected to sexual harassment at work, and may fall into a situation where her only option is to return to her husband's house. Some women choose to stay at home rather than being homeless or going to protection camps, even if they face domestic violence. At a shelter, Turkish citizens and Syrians need to be separated because Syrians may be abused owing to the prejudice of the Turkish women living there.²⁵

Even if a Syrian with disabilities has an identification card, in case of injury, he or she cannot receive its guarantee, so it is necessary to pay the full medical fee. Currently, there are only a few organizations supporting injuries, such as AAR Japan.²⁶ In addition, SSCs provide subsidies to people with disabilities, but Syrians need to register their domestic addresses in Turkey in order to receive the service. Therefore, people such as Syrian women who do not have a periodic income and struggle to secure an appropriate housing environment find it difficult to receive such social services.

2.3 Needs of Vulnerable People

Section 2.2 overlooked the situation of Syrian migrants in Turkey especially the vulnerability of women and children. Now this section discusses the definition of vulnerable people, which is one of the main topics of this survey. As the scope of the survey is within the service delivery of the SSCs, the target group of this survey as "vulnerable people" are those who are able to receive services from SSCs and who are at the "stage of developmental support." Given the above conditions, this section attempts to classify "vulnerable people" by introducing (1) to (4) described below.

(1) Migrants with ID cards²⁷ who can access social services but are in a vulnerable situation

Those who are classified in this category have ID cards (hence having proof of address) and have access to social services, but their income tended to be low or nonexistent. According to regulations, those who could receive annual socio-economic support (SED) have a monthly income of under 1,500 TL (the average monthly income in Turkey is more than 2,000 TL). As the rent average is over 800 TL, 1,500 TL per month would not be enough to cover the cost of living expenses. These people are thus classified as vulnerable. In addition, they are often unemployed and have many children and/or family members who require medical or psychological treatment or attention.

(2) Migrants with ID cards but without access to social services

Those who have the right to receive social services in Turkey because they are ID card holders, but

²⁵ Ibid.

²⁶ Based on the research findings by the project team, December 29, 2017

²⁷ Regarding the obtainment of ID cards, the Turkish Government has established the registration system by defining those Syrian migrants as "Syrians Under Temporary Protection". Those Syrians who wish to register are required to register their finger prints at the police and go through the 1.5 months of background check. After passing the check, the migration bureau gives ID with No. 99. Those who receive the ID with No. 99 have the access to social services such as SSCs, hospitals, schools provided in Turkey (There are ID with No. 98 at the time of urgent health services). MoFLSS functions as the institution to provide psycho-social services to mainly those migrants with ID based on "Plan for Turkish emergency response (Gazette No. 28871 Dated March 1, 2014.)"

who encounter difficulties in accessing these services because of problems. Those who face difficulties such as taking care of children at home, socio-cultural limitations and medical conditions. Moreover, those who are sexual minorities (LGBTI) and have psychological problems yet cannot find the way to receive adequate support are also included in this category.

(3) Migrants with neither ID cards nor access to social services

These people who live in Turkish society but cannot prove their addresses as they do not have ID cards. This category should include those who do not know where to receive support (such as SUTP registration) or even that such support exists due to a lack of information. They may prefer to keep their identities undisclosed because of their illegal status.

(4) Migrants in temporary camps or who are not included in the settlement process

This group may have access to humanitarian aid but are not integrated into the developmental support stage. In most cases, they are still in a temporary camp or have not been settled. They do receive aid, but it is a far cry from becoming independent in Turkish society.

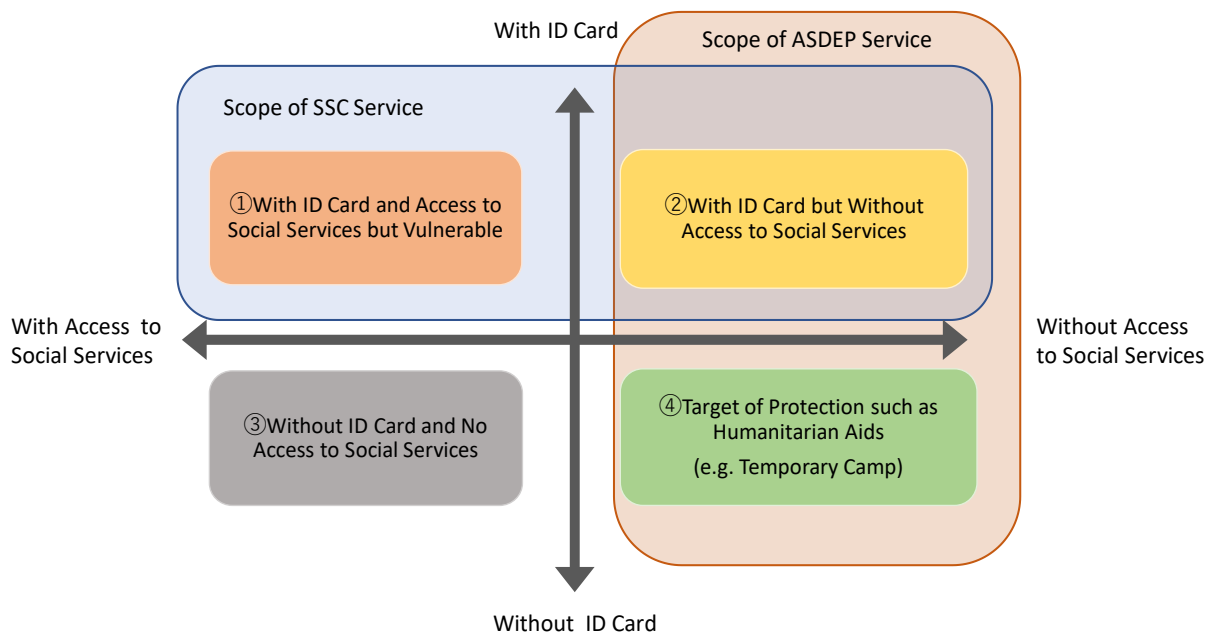


Table 2-3 Definition of Vulnerable Peoples and Possible Support Scope in This Survey

2.4 Needs of Vulnerable People in the Developmental Support Stage

Based on the classification in 2.3, this section discusses the needs of vulnerable people in the developmental support stage. The following needs in Table 2-3 have been discerned from interviews with SSC staff in each city.

Table 2-4 Current Needs of Syrians

Place	Needs of Syrians ²⁸
Ankara	Education, Stable Job
Istanbul	Housing, education, stable job
Mersin	Housing, income, stable job (some issues on seasonal labors)
Adana	Child protection (Street children, child marriage, child labor)

Source: Survey at SSC

It is important to mention that the above list is a summary of opinions with high priority, but other needs have also been mentioned. These are access to medical institutions, obtaining public IDs, trauma and psychological care, women's empowerment, and care for disabled people. The survey team also conducted interviews with Syrian migrants (male: 8, female 13) that clarified more detailed needs from their points of view. The participants were introduced by the SSCs and only those who agreed to be interviewed participated. The list of participants is indicated in Table 2-4.

Table 2-5 List of Participants

No	Sex	Age	Hometown	Current Residency	Note
1	Male	30's	Aleppo	Istanbul	Working at a factory
2	Male	40's	Palmyra	Istanbul	Restaurant owner
3	Male	30's	Damascus	Istanbul	NGO employee
4	Male	40's	Latakia	Mersin	Working at a juice shop
5	Male	20's	Damascus	Mersin	University student
6	Male	50's	Hama	Ankara	Unemployed
7	Male	40's	Palmyra	Gaziantep	Driver
8	Male	30's	Palmyra	Gaziantep	Unemployed
9	Female	40's	Latakia	Istanbul	NGO employee (Director)
10	Female	30's	Northern Aleppo	Istanbul	Unemployed
11	Female	60's	Palmyra	Mersin	Unemployed
12	Female	30's	Deir Ez-Zor	Mersin	Unemployed
13	Female	30's	Hama	Mersin	Freelance illustrator
14	Female	50's	Aleppo	Gaziantep	Unemployed
15	Female	30's	Palmyra	Gaziantep	Unemployed (Process of starting a women's support group)
16	Female	50's	Hama	Ankara	Unemployed
17	Female	60's	Northern Aleppo	Mersin	Unemployed (Applying for social welfare)
18	Female	30's	Northern Aleppo	Istanbul	Unemployed (Going to Turkish language school)
19	Female	50's	Damascus	Istanbul	Unemployed (Studying)
20	Female	10's	Aleppo	Istanbul	High School Student (Participant at an NGO activity)
21	Female	10's	Latakia	Istanbul	High School Student (Participant at an NGO activity)

Because of the nature of this survey, some Syrians feel reluctant to share their personal feelings with foreigners, the survey team focused on building the trust-relationship first and interviewed for two to three

²⁸ The background in changes in staying in Turkey permanently is that the main population of Syrians now consists of the first generation from Syria to the second generation of migrants who were born in Turkey. According to the statistics of the Ministry of Interior dating from August 17, 2017, of those registered Syrians, 12% is aged 0 to 4, 14% is aged 5 to 9, and it is estimated that of those aged 0 to 7, 20% were born in Turkey, 37% are under the age of 15, and 45% are under the age of 18. Thus, there is a large population of young people.

hours per person. Even though the number of interviewees are low, the result has a great significance for collecting actual needs and cases of Syrians.

Need 1: Information dissemination

Gaining information is vital for Syrian migrants. Employed males and school children have easier access to information since they have contact with Turkish society at their workplaces and schools. Women, on the other hand, especially those who are housewives mentoring children, have fewer opportunities to gain information as they mostly tend to stay at home. In the case of a 60-year-old woman who has a son with a mental disability, neither of them can speak Turkish despite passing six years of language training since they moved to Turkey. Their source of income is limited to financial support from another son who is employed in Turkey. Apart from communication with other family members by telephone, they have very limited social contacts. Though they have heard of social services, they do not receive such a service because they do not know how to apply for it.²⁹ This case highlights the need for the diversification of information dissemination methods as important information may not reach those who need it most due to the environments they live in.

Need 2: Mutual understanding on cultural differences

There is a dire need for the promotion of mutual respect between Turkish and Syrian cultures. An interpreter at the Akdeniz SSC reported that anti-Syrian feelings tend to arise not because of particular incidents, but because of cultural differences in everyday life, such as the usage of public space and active time. The interpreter told the survey team that “use of time in daily cycle can be a trigger to lift the anti-Syrian feelings. For example, we see many Syrians smoking *shisha* (water tobacco) in the park, when Turkish people are going to work in the morning. In addition, late at night, they are chatting outside when Turkish people are going to bed. Such cultural differences exacerbate the anti-Syrian feelings amongst Turkish people.” On the other hand, many Syrian interviewees told the survey team that they also perceive anti-Syrian feelings from Turkish people. Another case of issues involving cultural differences was shared by a woman from Hama. When Turkish people see Syrian women wearing an Abaya³⁰, they may show obvious discomfort. She added that the Turkish people’s prejudice against Syrians stems from the impression that they are all poor and seeking financial support or material aid. She stipulated that while many Syrians in Turkey are indeed poor, there are also many Syrians in Turkey who pay Turkish taxes, which is something that Turkish people should know. Such cultural misunderstandings seem widespread at both ends and thus activities to encourage mutual understanding and respect for other cultures are in high demand.

Need 3: Social participation by women, the elderly, and disabled people

From the results acquired by the survey, women, the elderly, and disabled people are found among the most vulnerable people with the possibility of isolation. As a relatively large number of Syrians live in the region, those in Mersin seem to find more opportunities to visit one another and socialize by themselves. On the

²⁹ Information from a home visit record by UNFPA staff at Akdeniz SSC on September 4, 2018.

³⁰ Traditional clothing in Arab states.

other hand, even in large cities such as Istanbul and Ankara where the number of Syrian migrants may be high, the opposite has been found. Syrian migrants tend to feel more isolated as they are scattered around the city and not concentrated in one place.

An interview with an elderly couple represents this case well. They are a couple with two sons and a daughter, but they are currently living by themselves. The couple have ID cards and took a Turkish language course provided by the Turkish government. Despite completing the course, they do not remember what they learned in the course as they do not use the language in their everyday life. They spend their days looking after their grandchildren. Their days pass without doing much and they now feel isolated. It is thus important to create an environment where they feel a sense of belonging to a society as they have fewer connections to the community.

Need 4: Increase employment opportunities for women and child protection

Employment opportunities for Syrian women are limited in Turkey. The example below is the experience of a female head of a large family. She has eight sons and five daughters, but her husband passed away a year and a half ago. The family income is limited to the salaries of two of the eight sons. As she used to visit Turkey frequently for her job, she can speak Turkish. Even with her language ability, she has difficulty finding a job. With other cases, especially with single mothers, some are forced to work illegally in poor environments and there are a number of women who have experienced sexual harassment in their workplaces. The women protection NGO in Gaziantep provides shelters for single mothers, but the issue at stake is the limited room in their facilities. Providing employment opportunities for such women leads to positive results not only for themselves, but also for the life stability of other family members. The more income female members of a family earn, the less necessary it becomes to force children to work or get married. Preventing child labor and other things could potentially open up more education opportunities.

Need 5: Measures against gender-based violence and psychosocial care

As mentioned in the section 2.2, cases are reported where women have been exposed to the dangers of Gender Based Violence (GBV) at temporary camps, workplaces, and even at home. However, support for such cases are not found nearly enough. The reality is, as mentioned earlier, women protection shelters are limited and only able to provide shelter for a short period of time. Furthermore, according to interviews with Syrian women, there are cases where women suffered mental breakdowns due to stress disorders. Since these women are clearly found to be vulnerable, considerations for the safety of women and psychosocial care should be taken into account in potential support strategies.

3. Trends in the Support for Syrian Migrants by the Turkish Government³¹

3.1 Policies and Measures for Syrian Migrants Undertaken by the MoFLSS and Other Related Institutions

Five governmental institutions, namely Ministry of Family, Labor, and Social Services (MoFLSS), Ministry of Interior, Disaster and Emergency Management Authority (AFAD), are strongly involved in providing assistance to Syrians. Since the MoFLSS is the counterpart of this survey, this chapter mainly describes the policies and measures that have been undertaken by the MoFLSS. Their involvement and trends after the previous survey are also discussed.

The precondition for the legal basis for governmental organizations in Turkey to support Syrian migrants is based on No. 6458, 2018, in the Law on Foreigners and International Protection (LEIP) and the Regulation of Temporary Protection (RTP), which was formulated to complement chapter 91 of LEIP, and has not been modified since the previous survey.

The relationship between government institutions and other related agencies involved in providing assistance to Syrian migrants in Turkey has shifted from a bilateral to a program-based approach; thus, the concerned organizations form task forces to jointly produce a program plan, implement a pilot program, and engage in operational management. For example, in the largest scale program, “Emergency Social Safety Net (ESSN),” implemented since 2017, the ESSN Task Force formulated the plan and implemented the pilot project. Meanwhile, the WFP and the Turkish Red Crescent Society established a Joint Management Cell in Ankara and engaged in operational management.³² The application process in rural areas is operated by the Solidarity Foundation which is under the control of the MoFLSS and the Directorate General of Migration Management (DGMM). The Directorates General for Population and Citizenship Affairs are responsible for the issuance of IDs and the registration of addresses that are necessary to apply for the ESSN. The donor institution, ECHO, oversaw the direction of the ESSN Program, conflict resolution, and the stipulation of entire policies in cooperation with the AFAD.³³

3.1.1 Ministry of Family, Labor and Social Services (MoFLSS)

- Restructuring of the Institutional Structure of the MoFLSS

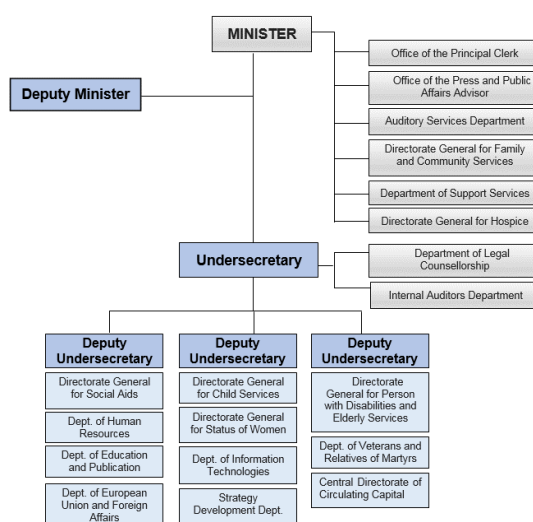
As mentioned earlier, the MoFLSS was originally established as the Ministry of Family and Social Policies in 2011. After restructuring in 2017, one of the departments was added by appointing an additional undersecretary. With this change, the Department of Family and Community Services, which oversaw SSCs, was moved from the direct control of the minister to a position under the newly designated undersecretary. The Department of Family and Community Services changed its name to the Department of Psychological

³¹ The AFAD has played the key role in the assistance that has been provided for Syrians thus far in which the Bureau of Migrants of the Ministry of Interior takes over the key role of providing assistance to Syrians and others. Additionally, the policies of each ministry are written in the five-year Strategic Plan or the annual plan; plans after 2018 have not been published at present.

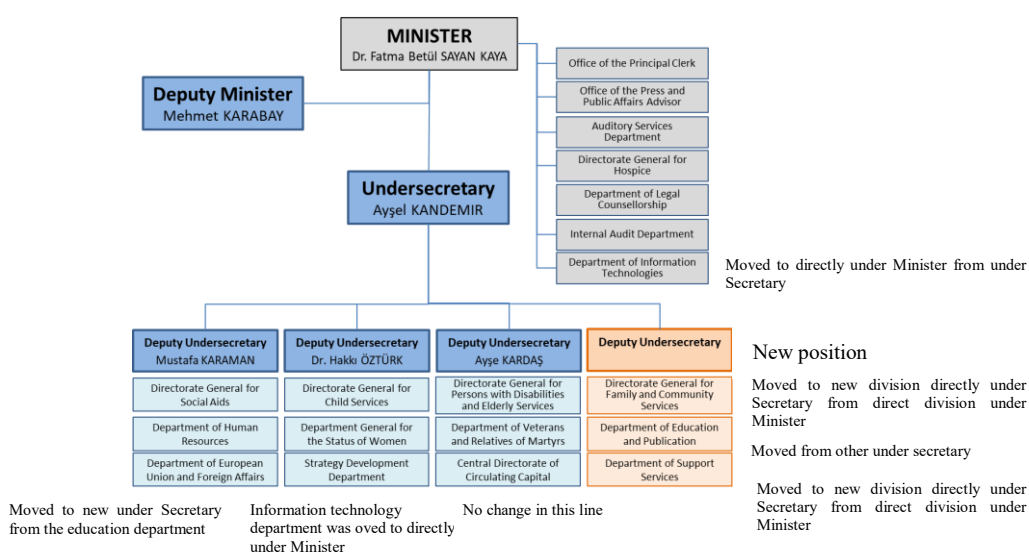
³² Two institutions each had an office, but they were merged as frequent communication and coordination were necessary. In order for staff of the two institutions to communicate easily, they are seated face-to-face in the office.

³³ docs.wfp.org/api/documents/WFP.../download/ (Reported by World Food Program (Dec. 2017))

Support for Migration, Disasters, and Emergency as a result of the restructuring (see Figure 1-2). This change was part of the establishment of a system to respond to emergencies caused by natural disasters or large-scale accidents, the inflow of migrants including Syrians, protection and support for victims of terrorism, and so forth. After the presidential election on June 24, 2018, further restructuring was announced, and this included the merging of the MFSP and the Ministry of Labor and Social Securities to establish a single ministry as the Ministry of Family, Labor, and Social Services. As of October 2018, restructuring within the MoFLSS was still in progress and the undersecretary positions were to be abolished. This means that the directors of each DG would take on the responsibility after the deputy ministers. The minister and three deputy ministers have been appointed but the directors of the DGs have not been announced. The organization charts below show the changes after major restructuring at the time of January 2017 and March 2018.



Institutional chart of MFSP as of January 2017



Institutional chart of MFSP as of March 2018

Figure 3-1 Comparison between Before and After the Reorganization

(Source: Comments added by the survey team based on the institutional chart on MFSP website)

At the time of November 2018, the Minister is Ms. Zehra Zümrüt Selçuk, Deputy Ministers are Mr. Ahmet Erdem, Mr. Ahmet Koca, and Ms. Ayşe Kardaş Ergezen. The process of restructuring the ministry and reassignment is still expected to be continued, but the new institutional chart and personnel reassignment has not been announced yet.

For Syrians in Turkey, the term “migrant” has not been officially used at present, and they are called “Syrians under the Temporary Protection” (SUTP). Although the AFAD has thus far been in charge of funding and the operation of protection camps since March 2011, the DGMM has taken over the responsibility. The new policy paper, “Action plan for adaptation strategy of Turkey 2018–2013 (Tentative translation),” was drafted in accordance with the governmental policy but has not been released. The major changes discussed in the new policy are as follows:

(1) Shift to social cohesion “Uyum” policy

Thus far, the terms, “Social Integration” and “Social Adaptation” have been used to describe the position of Syrians in Turkish society; the social integration of Syrians into Turkish society has been expected. In the new policy, however, the term “Uyum” (often translated as “Social Cohesion” or “Harmonization” in English), which approximately means “Coexistence,” is used, and the coexistence of Syrians in Turkish society is being discussed instead of integration.

(2) Shift from humanitarian assistance to developmental assistance

Although humanitarian assistance such as migrant camps and livelihood assistance have been the major contents of the assistance provided thus far, the assistance is expected to shift to the developmental stage including independence support.

(3) Current situation regarding strengthening function and human resources

The MoFLSS, in cooperation with UNHCR, UNICEF, and UNFPA, is planning to strengthen the function of SSCs which includes the following four measures according to the paper published on Feb. 8, 2018:³⁴

1. Capacity building of current and future staff members; 2. Maintenance support of equipment and furniture such as IT devices, furniture, office supplies, facility maintenance, and mobile units; 3. Employment of staff members such as interpreters, social workers, teachers, drivers, and so forth; and 4. Empowerment of migrants including awareness training. The targets of the program are 20 SSCs in 19 prefectures, and capacity building will be implemented through a training program which consists of 26 courses.

There are five expertise for staff at SSCs: psychologists, social workers, infant education experts, child development experts, and education experts. This expertise is defined by the MoFLSS’s regulations. For

³⁴ Inter-Agency Coordination Team, SUPPORT TO SOCIAL SERVICE CENTERS, a presentation prepared for 2nd consultation with Protection Partners, ECHO, February 8, 2018

internal human resource development, the Ministry of Interior provides one month's fresher's training for civil servants. After the in-service training, the MoFLSS provides them with 20 days of basic training, and each department provides three months the longest. There is a promotion examination after eight years of work experience, but no specific program for career development planning and human resources related to social welfare services. For the work process, there are regulated processes for tasks such as protection activities and economic support provision, but manuals and tools to support such tasks are not prepared. Capacity development materials are not available from the MoFLSS at present.

3.1.2 Disaster and Emergency Management Presidency and the Ministry of Interior

(1) Disaster and Emergency Management Presidency (AFAD)

The AFAD is the governmental organization³⁵ that is responsible for emergency responses after natural disasters such as earthquakes and flooding. It has branch offices in 81 prefectures and 11 search and rescue teams in Turkey.

The organization has played the key role³⁶ in the assistance that has been provided to Syrians, as it was given the responsibility concerning the Syrian crisis and large-scale migration in January 2011. It also became the coordinator of the entire service for Syrians temporarily protected in the Temporary Protection Center since 2014.

As of October 2018, approximately 180,000 Syrians are residing in the fifteen protection camps located in eight prefectures mainly around the southeastern border with Syria. The AFAD introduced "The Electronic Food Card: e-Food Card" for every protection camp since the middle of 2014 as a case of their cooperation. The idea of the card had been discussed since 2012. The card replaced the food voucher introduced through cooperation between the Turkish Red Crescent Society and the WFP and distributed to everyone in the camps. The card can be used to purchase 80 TL of food per person per month.³⁷

Cases of cooperation outside the camps differ in each area. In Şanlıurfa prefecture where four protection camps exist and a number of international donors and NGOs are active even in the urban area, the local office of the AFAD was organizing a monthly assistance cooperation meeting. The meeting was a place where participating organizations could exchange information and coordinate to fill the gap or avoid duplication of assistance provided by organizations.³⁸ However, the involvement of the AFAD differs in each area; zero AFAD involvement can be seen in Istanbul and Mersin where no protection camp exists. After the presidential election in June 2018, the management of temporary camps was transferred from the AFAD to the DGMM.

³⁵ Law no. 5902 on the Organization and Functions of AFAD was adopted on May 29, 2009

³⁶ Law no. 5902 published in the official gazette numbered 27851 on February 19, 2011

³⁷ [trcsmanual_for_e-vouchers_for_food_program.doc](#) (Reported by WFP, retrieved on March 28, 2018)

³⁸ The survey team visited the coordination meeting on June 9, 2016

(2) Ministry of Interior

In the Ministry of Interior, the Directorate General of Migration Management (DGMM) is responsible for supporting Syrian migrants. The DGMM was established in 2013 to deal with policy and strategy making and their implementation regarding migration, coordination among related organizations, and to deal with the tasks and procedure of entry, stay, exit, international protection, temporary protection, and the protection of victims of human trafficking.³⁹ Providing social services to Syrians in and out of the camps and its coordination are included.

In 2018, the DGMM is expected to issue the “Action plan for adaptation strategy of Turkey 2018–2013 (Tentative translation)” which will be the new mid-term plan for assistance provided to Syrians; yet, it is not published.

3.1.3 Other Ministries

(1) Ministry of Health

The Ministry of Health provides Syrians residing inside and outside of protection camps with healthcare and medical services. Syrians who are temporarily under protection can receive the service free of charge. However, limited communication in the Turkish language and the cultural difference caused difficulties, especially in psychological care. To solve these problems, the Turkish government decided to open the Migrant Health Center in 12 prefectures where many Syrians resided, and to employ medical doctors and nurses from the population of Syrians in the country to work for the centers.⁴⁰

When employing medical practitioners from the Syrian population in Turkey, to fill the gap between professional education in Turkey and Syrians’ education level, the Ministry of Health and the WHO provided training, including classroom lectures and practical training, for six weeks at the Migrants’ Health and Education Center to ensure the skills of the Syrians with doctor license or nurse certification, and supported them in acquiring work permits. Since 2016, 1,200 medical practitioners have completed their training in seven Migrants’ Health and Education Centers; 700 have obtained regular positions in the Ministry of Health and are providing health services for fellow Syrians.⁴¹

(2) Ministry of National Education (MoNE)

In Turkey, the right to receive free primary and secondary school education is granted to every child including foreigners; Syrians under temporary protection are also covered. In Chapter 28 of the Regulation of Temporary Protection, in addition to primary and junior high school, it is written that the provision of education services such as pre-school for children between the ages of 36 and 66 months, language education, vocational training, and skill training are the duty of the MoNE.

³⁹ Law of 04/04/2013 No. 6458 on Foreigners and International Protection. Article 103 of Law no 6458

⁴⁰ http://www.euro.who.int/en/countries/turkey/news/news/2017/05/inauguration-of-migrant-health-training-centre-in-turkey?utm_source=feedburner&utm_medium=feed&utm_campaign=Feed%3A+who%2Feuro%2Frss%2Fen+%28WHO%2FEurope+%27C+News+feed%29 (WHO web, retrieved on April 2, 2018)

⁴¹ <http://www.euro.who.int/en/countries/turkey/news/news/2018/3/out-of-conflict,-a-new-life-for-syrian-health-workers-in-turkey> (March 15, 2018 WHO web, retrieved on April 2, 2018)

School-age children of Syrian migrants can choose from either schools that provide Turkey's official education or Temporary Education Centers (TECs), which are also called Syrian schools. Approved TECs are being managed under the supervision and cooperation of the MoNE, and Syrian teachers are teaching in Arabic based on the Syrian education curriculum. The Turkish language is also included in the curriculum.⁴²

Because of the prolonged stay of Syrian migrants, it was decided that from September 2016, kindergarten or 1st grade at primary school, 5th grade equivalent to the first year of middle school, and 9th grade equivalent to the first year of high school children must enter official Turkish schools. This rule has applied to all prefectures.⁴³

While the education is provided for free, it is estimated that as of August 2018, there are 350,000 Syrians and other migrant children who do not attend school.

Table 3-1 Number of Syrians and Other Migrants in School (Unit: People)

Items	Syrians		Other Migrants		Total
	Male	Female	Male	Female	
Population of Migrants	1,927,877	1,627,587	231,565	136,662	3,923,691
Children under 18 among migrants	824,868	753,584	63,752	55,894	1,698,098
Children under 5 among migrants	280,882	263,104	15,700	14,886	574,572
Children taking official education by Turkish government	570,471		38,807		610,278
Estimated number of children not going to school	N/A		N/A		350,000

Source: UNICEF Turkey 2018 Humanitarian Situation Report#24 August 2018⁴⁴

According to AFAD statistics, the number of Syrian migrant students who receive normal Turkish education is as listed below. The number of Syrian children of educational age (5–18) are 1,135,250;⁴⁵ the numbers show that only half of the children are in the formal education system.

Table 3-2 Number of Syrian Children Enrolled in School and Types of Schools

School	No of SUTP children	Type of schools	Number of children at education	Ratio
Kindergarten	33,397	Schools inside temporary camp	83,246	13.6%
Primary school	378,304	State schools	381,593	62.3%
Secondary school	141,278	TECs	138,387	22.6%
High school and others	59,867	Open Schools	9,620	1.6%
Total	612,846	Total	612,846	100.0%

Source: AFAD⁴⁶

⁴² <http://help.unhcr.org/turkey/information-for-syrians/education/> (Guide for Turkish Life by UNHCR, Retrieved on April 3, 2018)

⁴³ In order to promote the transition to Turkish public schools, it was made for the first enrolling Syrian migrants' children compulsory.

⁴⁴ <https://reliefweb.int/sites/reliefweb.int/files/resources/UNICEF%20Turkey%20Humanitarian%20Situation%20Report%20No.%2024%20-%20August%202018.pdf> Retrieved on October 24, 2018)

⁴⁵ The number is taken from the SUTP at the website of the Ministry of Interior (retrieved October 18, 2018). The number would even be higher when including those unregistered children.

⁴⁶ https://www.afad.gov.tr/upload/Node/2374/files/15_10_2018_Suriye_GBM_Bilgi_Notu_1.pdf (retrieved October 24, 2018)

(3) Ministry of Labor and Social Security

Although the issuance of work permits to Syrians was approved in January 2016,⁴⁷ the number of Syrians who could acquire work permits in Turkey as of April 2016 were only 2000, which accounted for less than 0.1% of the total number of Syrians in Turkey (270,000). This was caused by several difficulties such as the fact that a work permit could only be applied for by an employer who has to pay a fee, there are jobs that foreigners were not allowed to apply for, and the number of foreign workers was limited to less than 10% of Turkish workers.⁴⁸

In 2017, the MoLSS in cooperation with UNHCR and ILO strengthened the function of İŞKUR and expanded opportunities for vocational training for Syrians; the acquisition of work permits increased to 7,500.⁴⁹ The Ministry of Health is also considering employing medical practitioners and Syrian teachers. In 2017, approximately 100,000 applications for work permits were submitted and 87,000 were approved, out of which 21,000 were Syrians.⁵⁰ The breakdown by nationality from the highest number is 7,317 Georgians (8%), 6,360 Kirgiz (7%), 5,761 Ukrainians (7%), and 4,288 Chinese (5%).

3.2 Efforts by the Local Governments in the Pilot Sites

3.2.1 Istanbul (Güngören)

Güngören in Istanbul has long had a large number of laborers and migrants since a textile-related industry has historically been concentrated in the area.⁵¹ Among the Syrians registered in Istanbul, affluent people are concentrated in Fatih and Beşiktaş, and those that make up the poverty group are concentrated in Esenyurt and Bağcılar. The middle class reside in Güngören.⁵² The population of Syrians registered in Güngören is 12,727 (4.21% of the total population of the area, 302,066),⁵³ which ranks 17th out of 39 areas in Istanbul (at the time of November 201).

When the inflow of Syrians began, Güngören had no budget and preparation to deal with them. According to district officers, they could not even provide blankets for Syrians who had crossed the border in winter, so they procured three trucks with fan heaters as protective measures against the cold. After six years, a support system was established to provide services such as education and immunization for Syrian children in the area in cooperation with the Ministry of Health. Since the district is the center of the textile industry, 450 uniforms for Syrian children are being prepared for them to shift to Turkish official education.⁵⁴ In

⁴⁷ The Directive on Work Permits for Foreigners Under Temporary Protection, the Official Journal No. 2016/8375, dated 15 January 2016

⁴⁸ The Guardian, 11 April 2016 <https://www.theguardian.com/world/2016/apr/11/fewer-than-01-of-syrians-in-turkey-in-line-for-work-permits>

⁴⁹ Interview with UNHCR Livelihood section on March 19, 2018

⁵⁰ <https://aa.com.tr/en/turkey/turkey-gives-work-permits-to-87-000-foreigners-in-2017/1063134> (Anadule Post, February 14, 2014, viewed on April 3, 2018)

⁵¹ Interview with the Güngören Solidarity Foundation on November 17, 2017

⁵² Interview with the Güngören Municipality office on November 14, 2017

⁵³ URBAN MIGRANTS FROM “DETACHMENT” TO “HARMONIZATION” Syrian Migrants and Process Management of Municipalities: The Case of Istanbul JANUARY 2017, Marmara Municipalities Union’s Center for Urban Policies

⁵⁴ Interview with the Güngören Municipality office on November 14, 2017

particular, to assist vulnerable Syrians, a coordination structure among the departments of communication and coordination of Güngören district, the Solidarity Foundation,⁵⁵ and Güngören SSC was developed. They jointly analyze the cases of vulnerable people found through applications received by each office or home visit, and coordinate to provide the most effective service.

The Solidarity Foundation in Güngören district provides such items as food and clothing, drugs and medicine, and cleaning tools for vulnerable people. It also receives applications and conducts a review of the Emergency Social Safety Net (ESSN) for Syrians started in 2017. In the Güngören district, the foundation distributed aid by the ESSN (120 TL per person per month) to 110,800 households. While the acceptance mechanism for Syrians by the local government is organized, the local government is also facing complaints from Turkish citizens. To enter a high-ranked school, although Turkish children have to take an examination, 52 Syrian children were admitted without taking the examination. As a result, 200 Turkish citizens conducted a protest demonstration to express their grievances in front of the ward office. According to the Solidarity Foundation, because of change to the rule that relaxed limits on the employment of foreigners, the employment of Syrians is increasing as employers have to pay 15,000 TL per month for Turkish citizens, including social security, while they only have to pay 5,000 TL for Syrians. Under such circumstances, the unemployment rate of Turkish people working in small-scale shoemaking and sewing factories around Güngören ward has dropped to the worst level in the past seven years. As of the end of 2017, it was said that the unemployment measure was given higher priority.⁵⁶

3.2.2 Mersin (Akdeniz)

Assistance for vulnerable people including Syrians has officially started being implemented by Mersin city in 2014. Since Mersin has a good climate and no heating is necessary during winter, employment of agricultural labor exists throughout the year. Therefore, historically it has been an area that has seen inflows of seasonal workers and migrants and is thus prone to poverty and unemployment.

Along with securing the budget related to the social welfare (the annual budget was \$6 million in 2017 and \$7 million in 2018), the city is providing a service for “Vulnerable” people who are defined as people suffering from illnesses, disabilities, single mothers, and households without an earner due to imprisonment or military duty.⁵⁷ The city is also considering supporting Syrians’ basic social lives. Among the programs implemented by the city, the representative examples that seem related to the SSC are shown in the table below.

⁵⁵ An organization that was founded in 2006. The English name is Solidarity Foundation, and the Turkish name is Belediyesi Sosyal Dayanışma Merkezi (SDM).

⁵⁶ Interview with the Güngören Solidarity Foundation on November 17, 2017

⁵⁷ Interview with the Mersin Municipality office on March 23, 2018

Table 3-3 Assistance for Vulnerable People by Mersin City: Items That Seem Related to SSC

Assistance for vulnerable people <ul style="list-style-type: none"> • Women's Counseling Center: Founded in 2015. It is a counseling center for vulnerable women and provides rehabilitation and psychological counseling services. • Women's shelter: Founded in February 2016; 125 women and 96 children are registered. • Social Welfare Center: Providing a one-stop service for all vulnerable people to access comprehensive services and home visits by social workers (provision of clothing, food, housing, and wheelchairs). • Provision of supermarkets and shopping cards for vulnerable people: Opened Dosteli Market (Friendly Market) in six wards. Vulnerable people can purchase clothing and food by using the distributed debit card (Dosteli card). Started in March 2017. • Aşhane feeding center: Delivering food for the elderly, families living in poverty, and people who cannot make food due to illness; 6,000 beneficiaries. The center is also creating employment.
Assistance dedicated to migrants <ul style="list-style-type: none"> • Distribution of food, blankets, and boots for Syrians • Support of housing restoration for Romani; implemented for 25 households in 2016
Education <ul style="list-style-type: none"> • Support for entering higher education: To break the cycle of poverty, a scholarship is provided for the top performers of university entrance examinations. A budget of \$6.7 million has been secured for four years. • Provision of free education courses to prepare for university: Providing courses to prepare for university exams for high school students who are willing to go to university. • Child Friendly City: Mersin city has been selected as a Child Friendly City to focus on supporting children in Turkey. The city produced educational materials on children's rights for children and adults with UNICEF. • Established a children's center and host events such as dramas, movies, and field trips. • Provision of stationary for newly enrolled students: Provided for 87,000 students in the ward since 2016. • Playground for children: Created an area where cars are prohibited, making it a space where children can play safely. • Provision of goods for babies born in Mersin
Vocational training <ul style="list-style-type: none"> • Establishment of a sports and vocational training center for women: 200 women are taking training courses for embroidery, jewelry design, and so forth. • Start-up business seminar: Jointly hosted with the KOSGEB; 360 participants launched their businesses • There are also art and vocational training courses (painting, mosaics, glass-working, and nursing care)
Services for general citizens <ul style="list-style-type: none"> • Iftar dinner after Ramadan: Served dinner for 148,000 people in 2015, 130,000 people in 2016, and 240,000 people in 2017 • Hosting gatherings for military veterans and family members of the war dead • Placing recycling posts for clothing: Placed 300 recycling posts to collect clothing donations in the ward. After being washed, the collected clothing is given to people living in poverty. • Healthcare service: 720 women participated. Seminar concerning health and dental checkups was included. • As the city was selected as an Elder Friendly City in 2016, it is conducting improvements in related services such as health checkups for the elderly. • Fundamental value training for prisoners
Responses to natural disasters <ul style="list-style-type: none"> • Mobile kitchen (truck): Since Mersin is an area that is prone to natural disasters such as flooding, it is prepared to send a mobile kitchen to offer food in disaster-hit areas. One truck is capable of preparing meals for 2,000 to 2,500 people. • Assistance in the reconstruction of households affected by fires and natural disasters: Psychological care and provision of furniture
Others <ul style="list-style-type: none"> • Fundamental Value Training to prisoners.

Source: Based on an interview at the Mersin municipal office on March 23, 2018. Prepared by the survey team.

Cooperation among Mersin city, the Akdeniz SSC, and the Solidarity Foundation did not exist as of March 2018. Although the city has different administrative division from the SSCs under MoFLSS, the city acknowledges that there are many things that they cannot achieve by themselves and requests cooperation with SSCs to improve community welfare.

In the future, there is the possibility of practicing social cohesion activities in local communities led by the Akdeniz SSC. In September 2018, a coordination meeting was organized amongst the NGOs that are concerned with the support and protection of vulnerable people in Mersin. The meeting was found useful for information exchange, as well as coordination to find overlap to avoid redundancy. As a result of pilot activities implemented by this survey, Mersin city council and these NGOs have started communicating; cooperation with SSCs should be expected. The ESSN's support has been present in Mersin since June 2017. As of August 2018, 114,385 people (23,921 households) have applied, while 65,080 people (57%) in 11,832 households (49%) have successfully received financial support. Syrian Support in Turkey by Donors in the Target Areas (since the previous survey)

4. Syrian Support in Turkey by Donors in the Target Areas (since the previous survey)

4.1 Status of Support by International Donor Agencies

On March 18, 2016, an “EU-Turkey Statement” was agreed upon, which was structured on principles of inflow countermeasures concerning the Syrians moving from Turkey to Greece. Among them, “The Facility for Migrants Fled into Turkey” was set up as a support framework for the Syrians under Temporary Protection and Turkey (3 billion euros in contribution breakdown: EU 1 billion euros, EU member countries 2 billion euros). With the amount given by the Facility 2016–2017, 72 projects have started, and 1.94 billion euro has been dispersed. The second batch, Facility 2018–2019, was agreed on March 14, 2018 when another 30 billion euro and five project contracts were agreed (14.6 million euro), making the total amount to 6 billion euro.⁵⁸

The European Civil Protection and Humanitarian Aid Operations (ECHO) is the fund management agency. ECHO manages a humanitarian assistance project for 370,000 migrants living in Turkey (Syria, Iraq, Afghanistan, Iran, Somalia, etc.). This organization aims to support Syrians to be able to access basic services. In collaboration with partner organizations in Turkey, UN agencies (UNHCR, UNICEF, UNFPA, WHO, WFP), NGOs, and 19 other organizations, it covers 45 cases (about 1.4 billion euros).⁵⁹

Among the humanitarian aid projects, ESSN as mentioned before is listed as a representative project. It is a single implemented financial support. Yet, the number of beneficiaries has reached to about 143 million people in Turkey at the time of September 2018 (announced on December 6, 2018). This makes up about 40% of registered Syrian migrants receiving the aid.⁶⁰ While ESSN provides many opportunities to people, there are numerous conditions associated with continuing to receiving aid from it and these have been criticized for taking away people’s will to work.⁶¹ In July 2018, the project implementation policy was changed and in addition to 1.3 million vulnerable migrants, seasonal workers and sexual minorities (LGBTI⁶²) were included.⁶³

Project implementing institutions funded by the Facility are Turkish governmental institutions such as Directorate General of Migration Management, Ministry of National Education, and Ministry of Health as well as development banks such as World Bank (WB)⁶⁴, Kreditanstalt für Wiederaufbau (KfW), Council of Europe Development Bank (CEB), and Agence Française de Développement (AFD). Projects which are all

⁵⁸ https://www.avrupa.info.tr/sites/default/files/uploads/facility_table_0.pdf (retrieved October 24, 2018)

⁵⁹ http://ec.europa.eu/echo/files/aid/countries/factsheets/turkey_syrian_crisis_en.pdf European Civil Protection and Humanitarian Aid Operations 10 January 2018 (Retrieved on March 29th, 2018)

⁶⁰ The beneficiaries of ESSN are 1,427,503 people and registered migrants are 3,587,930 (based on the announcement by the Ministry of Interior on December 6, 2018), therefore it is 39.8%.

⁶¹ March 19, 2018 From the interview conducted to UNHCR Livelihood

⁶² Abbreviation for Lesbian, Gay, Bisexual, Transgender, and Intersex.

⁶³ https://ec.europa.eu/echo/sites/echo-site/files/echo_tur_bud_2018_91000_v2.pdf (retrieved October 24, 2018)

⁶⁴ WB’s policy is social support and adaptation, labor market and economy, and education for Syrians. It implements Turkish language lessons, vocational training for Syrian migrants and host community, financial support including employment and starting business support, and building schools in the areas where many migrants live by the Facility.

or a part funded by the Facility and related to strengthening the abilities of social service centers is described in 4.2.

4.2 Outline of MoFLSS & SSC Capacity Development by the UN

The United Nations has been working mainly on humanitarian support at the district level with NGOs and municipalities as counterparts (CPs); however, because of the prolonged conflict, the UN has come to realize that it is necessary to shift from the stage of humanitarian support to the stage of developmental support to focus on securing the sustainability of Syrian migrants' self-reliance. As a result, three UN agencies, namely UNFPA, UNHCR, and UNICEF with the Government of Turkey to jointly strengthen SSCs decided to implement a project to strengthen the abilities of SSCs. Based on the interview to the source, responsibilities for each institution is divided as follows: UNICEF to strengthen the outreach focusing on ASDEP, UNFPA to train SSC staff, and UNHCR to support logistics such as SSC buildings (renting new facilities or renovation of current ones) and to assign translators. The field of strengthening SSC staff's abilities are utilized based on each institution's strength. UNICEF will conduct trainings on children, UNFPA on reproductive health, and UNHCR on human rights and protection of migrants. (See Table 4-1, 4-2 for more details.) The name of this project is the "Social Service Center Support Project as Preventive Service," and it includes the following 19 cities⁶⁵ as target areas: This project is about providing psychosocial care to sensitive and vulnerable migrants under temporary protection through SSCs. The total amount of the project is 18 million USD; depending on the situation of the existing SSCs in the target area, the UN will finance the opening of new SSCs and expand existing SSCs through funding building rent, running costs, vehicle and driver, social workers' salaries, and training expenses. For cities with enough SSCs, vehicles and interpreters can be increased in accordance with requirements. In the proposal dated October 2, 2017, the project period is 20 months, and UNFPA has placed 23 service mediators other than interpreters. The role of the mediators is to support Syrians to communicate with the host community. Meanwhile, UNFPA will strengthen the 20 SSCs in the 19 target cities, procuring three mobile SSC units, 23 social workers, 23 interpreters, 23 mediators, 23 psychologists, 23 children care experts, 23 teachers and trainers, and 138 staff members. Figure 4-1 shows the distribution of provinces and targets SSCs covered by three UN agencies.

⁶⁵ These cities are Ankara, Adana, Adıyaman, Bursa, Batman, Istanbul, İzmir, Mersin, Hatay, Şanlıurfa, Gaziantep, Kahramanmaraş, Kilis, Osmaniye, Konya, Kocaeli, Diyarbakır, Matthia, and Mardin.

4. Syrian Support in Turkey by Donors in the Target Areas (since the previous survey)



Figure 4-1 Assistance Target Areas of Three UN Agencies

Source: Presentation document obtained from the UN

Table 4-1 shows the support intended for three UN agencies and corresponding SSCs. The target SSCs, content of support, agency responsible for training content, and implementation status to date are summarized below.

Table 4-1 UN Agencies' Support to SSC

UN agency	UNFPA	UNICEF	UNHCR
Target SSC	20 SSCs in 19 Provinces	35 SSCs in 7 Provinces	53 SSCs in 6 Provinces
Target Provinces	19 Provinces: Ankara, Adana, Adiyaman, Burusa, Batman, Istanbul, Izmir, Mersin, Hatay, Şanlıurfa, Gaziantep, Kahramanmaraş, Kilis, Osmaniye, Konya, Kocaeli, Diyarbakir, Matatia, Mardin	7 Provinces: Ankara, Adana, Burusa, Istanbul, Izmir, Mersin, Şanlıurfa	6 Provinces: Ankara, Istanbul, Burusa, Hatay, Gaziantep, Şanlıurfa
Support provided	Employment of staff, training for new staff, in-service training to MoFLSS staff, supervision of service providers, procurement of mobile SSC, SOP, and guidelines of SSC, local public administration workshop, preparation of policies	Provide human resources, training, and technical support for 105 outreach teams. 1) extraction of persons for support and referrals: 1 ASDEP staff, 1 Arabic-speaking case worker, 2) monitoring/evaluation team: 1 SSC staff, 1 translator	Employment of staff, employment of translator, provision of cars and drivers, expansion of facilities, rental cost of buildings, capacity building of SSC staff, awareness-raising activities toward migrants
Training content	Psychosocial first aid and support, gender equality, prevention and treatment of SGBV, communication skills, treatment of trauma, maternal and child health, family	Training: Child protection, outreach and case management, psychosocial support, interviews with children and vulnerable people, child marriage, orphans	Basic concepts based on international migrant law, national legal outline of international protection, rights and responsibilities of migrants, tracing and reuniting families, orphans, specification of child interests, outline

4. Syrian Support in Turkey by Donors in the Target Areas (since the previous survey)

	training, social inclusion, Syrian culture and social life, work life and rights of laborers, and job-hunting skills	Technical support: Operational guidelines, Standard case management tools (including assessment, support plan, referral, case review, and case close), and monitoring and evaluation	of international/national legal law on referral functions for migrant women, gender equality, prevention and treatment of SGBV, civil law (birth certificate, marriage/divorce certificate, and etc.), outreach and case management, identification of people in need and referral function, framework of community-based protection, communication and interview skills, Turkish law (work permits, access to labor market), labor standards act (prevention of exploitation)
Progress	Needs assessment workshop for service provider and management staff, employment of staff, curriculum development, renovation of SSC, and bid for mobile SSC	Recruiting human resources (preparing TOR, transferring money to MoFLSS), kick off meeting with provincial director, field survey, deployment of MoFLSS staff to outreach team	Implementation of session for 500 mothers and children in 2017, and 550 in 2018. Graduates from TOMER language course, plan to train more than 400 SSC staff in Istanbul Provincial Directorate

Source: Prepared by the survey team based by the documents obtained from the UN in March 2018

Table 4-2 describes the current situation of UN agencies for each training and associated modules.

Table 4-2 Training Programs and Materials Planned by UN Agencies at the End of March 2018

Training			Agency	Module Exists
Topics	INTERNATIONAL PROTECTION	General Principles of the International Migrant Law	UNHCR	○
		National Legal Framework on International Protection, Law on Foreigners and International Protection, Secondary Legislation: Temporary Protection Regulation, National procedures and safeguards	UNHCR	○
		Rights and Obligations of Asylum-seekers and Migrants: Access to Documentation; Access to services: education, health, social assistance, legal aid; Selected topics of Criminal Law	UNHCR	○
	CHILD PROTECTION	Child Protection	UNICEF	○
		Child Protection in Emergencies	UNICEF	○
		Family Tracing and Reunification	UNHCR	×
			TRC	×
		Unaccompanied and Separated Children	UNICEF	○
			UNHCR	○
		Best Interest Determination of Children	UNHCR	○
		Turkish Law: Child Labour Child/Early Age Marriage	UNICEF	○
		Mother and Child Health	UNFPA	○
	MIGRANT WOMEN	International and National Legal Framework and Referral Mechanisms on Protection of Migrant Women	UNHCR	×
		Gender equality; Prevention and Response to Sexual and Gender Based Violence	UNHCR	○
			UNFPA	○
		Civil Law: Legislation on birth registration, Marriage, divorce and custody	UNHCR	×

4. Syrian Support in Turkey by Donors in the Target Areas (since the previous survey)

	PSYCHOSOCIAL SUPPORT	Psychosocial First Aid and Support	UNICEF	○
			UNFPA	○
		Mental Health of Migrants	UNFPA	○
		Cultural Sensitivity - being a migrant in Turkey	UNFPA	○
		Trauma and Coping Mechanisms	UNFPA	○
	OUTREACH AND CASE MANAGEMENT	Outreach and Case Management	UNICEF	×
			UNHCR	×
		Identification of Persons with Special Needs and Referral Mechanisms	UNHCR	○
			UNICEF	○
		Community-Based Protection Mechanisms	UNHCR	○
		Developing Communication Skills and Efficient Interview and Communication Techniques	UNFPA	×
			UNICEF	MoFLSS
			UNHCR	○
	SOCIAL INCLUSION	Disabled and Elderly	UNFPA	×
		Adolescents	UNICEF	○
	EMPORWERMENT AND INCOME GENERATION	Work Life and Employee Rights	UNFPA	○
		Developing Job Seeking Skills	UNFPA	×
		Turkish Law: Access to work permits/labor markets labor law (prevention of exploitation and abuse)	UNHCR	○

4.3 Support to Syrians by NGOs and NPOs

For the prolonged support of Syrians, the United Nations agencies started the “Regional Migrant & Resilience Plan (3RP) in the Syria Region” from 2015 and implemented the plan for assistance by analyzing the needs of the communities and host countries around Syria in the five countries: Turkey, Iraq, Jordan, Lebanon, and Egypt. There are 270 organizations of UN agencies, NGOs, and private sectors in the five countries, coordinating adjustments to avoid the duplication of aid and blank periods.

Social cohesion is added to the sector of livelihood improvement. In the 3RP of 2018, in addition to the 5.3 million Syrians from five countries, protection, food, education, health and nutrition, basic needs, shelter, water and sanitation, livelihood improvement, and social cohesion plans are formulated for eight areas. In Turkey, coordinators (focal points) are established in these eight areas and regions, and coordination between partners and cooperative relationships with Turkish government agencies are undertaken. Until 2017, livelihood improvement was one sector, but since 2018 “social cohesion” has been added. 3RP does not indicate specific activities, but in the needs analysis, services for vulnerable people and avoidance of conflict within the community are provided in the host community, as well as support for the employment and entrepreneurship of Syrian migrants. Moreover, the prevention of conflict between Syrian children and host community children—project development of focusing on social cohesion—is emphasized in the education sector as Syrians stay longer.

Table 4-3 Transition of Annual Budget of UN Agencies in Turkey

Source: 3RP Interagency Funding Reports, 2012–2017

ORGANIZATION	2012*	2013	2014	2015	2016	2017**	TOTALS
IOM	462,240	1,565,898	1,858,600	15,472,431	7,831,313	13,638,285	40,828,767
UNHCR	2,118,303	69,633,769	84,376,385	67,056,906	101,053,927	126,211,575	450,450,865
UNICEF	406,061	16,879,923	31,045,038	83,269,210	85,905,853	86,733,334	304,239,419
Partners - Turkey				37,498,219	134,455,309	89,910,329	261,863,857
UNDP				7,206,354	10,100,000		17,306,354
UNFPA		1,903,000	308,414	3,671,202	14,578,660	2,589,100	23,050,376
WFP		47,570,929	58,204,361	69,507,007	354,706,766	10,873,086	540,862,149
WHO		801,333	2,059,750	2,350,125	4,100,707	1,277,823	10,589,738
ILO					500,000		500,000
UNOCHR					350,000		350,000
ANNUAL TOTALS	2,986,604	138,354,852	177,852,548	286,031,454	713,582,535	331,233,532	1,650,041,525

4.3.1 Istanbul

While many NGOs are active in the Güngören area, the following NGOs are cooperating with the SSCs.

Human Resource Development Center⁶⁶

Before the Syrian crisis, the Human Resource Development Center began providing assistance to migrants who flowed in from Bulgaria in the 1990s, and in 2000 it established a social psychology service center for migrants and vulnerable people. At the outbreak of the Syrian crisis in 2011, it began providing support at three social psychological service centers in Istanbul with UNHCR. Since 2014 it has provided social psychological services to Syrians in the vicinity of Bağcılar. The relationship with the local community is good, and the number of Turkish users is also increasing. Sometimes the needs are high in areas with immigrants and economically vulnerable people. The center receives 18,000 applications, of which 20–25% are eligible for direct assistance.

The MAYA Foundation⁶⁷

The MAYA Foundation was established for the purpose of practicing child psychotherapy and it has been doing so at public schools in Turkey since 2014. For children, self-expression through dance and music, and methods to control emotions using balloons, cloths, and other materials are practiced. The programs undertaken are as follows.

- Volunteer training

It has a network of volunteers, including Syrian university students, with whom they have conducted training for 450 registered volunteers. Currently, 170 people are active, and 100 of them can handle Arabic, Turkish, and English. Together with therapists, they are involved in art therapy and other activities. Volunteers receive mental health care from therapists to avoid stress due to dealing with trauma cases.

⁶⁶ November 14, 2017. From the interview conducted with The Human Resource Development Center.

⁶⁷ An interview with the MAYA Foundation on November 15, 2017

- Child Safe Spaces

These are a form of workshop that provide children a safe place in school. In the basic plan, an orientation to child protection and social psychological education is given to school teachers, school principals, social workers, coordinators, cleaners, security guards, interpreters, and other staff. This orientation includes observation of training, and monitoring for the volunteers and school social workers.

- Training in the GAP area (Southern border area in Turkey)

These training programs are provided in the GAP area for those NGO and UN staff who handle trauma cases, child protection, psychosocial education, etc. These programs are implemented to prevent secondary trauma and had been carried out 16 times by December 2017.

- Program for Families

The MAYA Foundation, in cooperation with UNHCR from 2018, plans to implement programs to teach public school teachers how to prevent bullying through the “sister family program.” This program aims at social unity and takes into account the feeling of those bullied at schools in Turkey through art sessions.

Association for Aid and Relief (AAR) Istanbul Office⁶⁸

Activities carried out by SSCs are being implemented in the areas where many Syrian migrants live. Outreach and care management workers correspond with 20–40 cases per week. Depending on need, the AAR carries out group sessions and individual consultations (by home visits or through the hot line). It is helping to connect necessary services to vulnerable people identified through home visits and the hotline. Direct assistance includes interpretation services (providing interpreter support by accompanying clients to immigration bureaus and hospitals), support for the mobility of pregnant women and disabled people, and economic and physical support for Syrian migrants’ care. For indirect support, the referral service connects medical needs to Doctors Without Borders. This service includes making phone calls for the person in need rather than just providing the phone number.

(1) Syrian Foundation RIZK⁶⁹

RIZK was established in Şanlıurfa in June 2014 for the purpose of mediating employment and capacity development for Syrian migrants. More precisely, their activities include matching services between private companies and Syrian migrants. Other work includes vocational training, sharing information, such as regulations and applications for work permits, with Turkish companies to explain how to employ Syrian migrants. The Istanbul office was opened in February 2018. RIZK undertook a Memorandum of Cooperation with IŞKUL in August 2018 for the promotion of Syrian employment. This meant that their job matching employers and migrants received official recognition from the Turkish government. RIZK acts as a referral destination for those Syrians who come to SSCs to consult

⁶⁸ An interview with the AAR Istanbul Office on November 15, 2017

⁶⁹ <https://www.syrianforumusa.org/institutions.html#rizk> (Accessed on October 24, 2018)

about employment opportunities.

4.3.2 Mersin

The following NGOs are at work in Mersin.

Turkish Red Crescent Society (TRC)

In Mersin, the community center run by the TRC Mersin was established with the financial support of the Japanese government. Services provided at the community center include the following:

- a protection program;
- vocational training and Turkish language program
Vocational training includes hair and beauty, knitting, sewing, cooking, and IT. By taking these courses, participants are able to open up and begin to talk about their experiences, thereby leading to psychological healing;
- a psychotherapy program (not as medical treatment, but as part of social work counseling).

Inside the community center, there are consultation rooms (individual meeting room and group consultation room), a vocational training room, a seminar room, and a play room for children. These facilities can be used by 200–300 people a day. Of the 1,500 migrants registered, most are Syrians.

Japan Conflict Prevention Center (JCCP)

JCCP is a Japanese NGO active in Mersin. It is implementing distribution of food and daily goods through e-vouchers, mainly for Syrian-Iraqi migrants in the four districts of Mersin city (Akdeniz, Yenışehir, Toroslar, Mezitli). The implementation period was a First Phase Project (October 2016–April 2017) and a Second Phase Project (May–September 2017). The Third Phase Project ran from (November 2017– April 2018). JCCP is planning to implement protection of vulnerable people and social cohesion activities together with Mahanet, an NGO run by the Syrian migrants.⁷⁰

Association for Solidary with Asylum Seekers and Migrants (ASAM)

Active in Mersin since 2015, ASAM implements a joint project with the WHO and Ministry of Health to train Syrian doctors and nurses while they run the Women and Girls Safe Space (UNFPA funded) and Protection Office (UNICEF/UNHCR). Similar to the activities that SSC is conducting, ASAM has an agreement with MoFLSS's Mersin Provincial Directorate to implement outreach and psychosocial services. Despite working under the umbrella of MoFLSS, there was no previous engagement with the SSCs. Therefore, the survey team requested their participation in the social cohesion activities conducted by Akdeniz SSC. They have agreed to cooperate on child abuse issues in future.

⁷⁰ Based on an interview on September 6, 2018

5. Current Situation of SSCs in Pilot Sites

In Turkey, SSCs are established as the basis of welfare support administration. SSCs are welfare institutions aligned with Article 4 of the Social Welfare Act enacted in 1983 and Article 2 of the laws and ordinances related to the structure and duties of the MOFLSS started in 2011. In addition, the Social Service Center Regulation⁷¹ has been prepared and SSCs have been providing services based on this regulation.⁷²

SSCs function as entrance points to livelihood and welfare services at the municipal level. The main services include administrative procedures related to welfare support. Turks who wish to receive such services may visit a local SSC and, in accordance with the assessments through home visits, can apply for financial support for living expenses. When a child such as an orphan needs assistance, s/he is introduced to an orphanage or other suitable facility. These services are provided according to each applicant's needs.

There are 278 SSCs in Turkey: 27 of them are in the Istanbul metropolitan area and seven in Mersin.⁷³ An overview of social services provided at SSC is provided below:

- basic information including the division of duties, budget, and environment of the facility;
- human resources;
- the number of services provided.

5.1 Basic Information of SSCs

5.1.1 Division of Duties

Table 5-1 shows the summary of duties and objectives of SSC regulated in Article 7 of the Social Service Center Regulations.⁷⁴ In the current regulations, there are no specific articles indicating services that are mandatory for supporting Syrian migrants. However, Syrians coming into the country, after filing for temporary protection registration designated by the Turkish government, become eligible to receive social services the same as Turkish citizens. This support includes services targeting families with children under 18 years old as well as the elderly who are 65 years old or above, and people with disabilities. These services are implemented in alignment with regulations described in Table 5-1; within activity outline, SSCs provide support to Syrian individuals and families.

⁷¹ SOSYAL HİZMET MERKEZLERİ YÖNETMELİĞİ in Turkish, Official Gazette February 9, 2013 No. 28554.

⁷² The Ministry of Family and Social Policies considers the SSC a facility for realizing the idea of “psychosocial support”; a variety of experts in all fields support this conception at all levels as a means of improving social resilience at times of natural disaster and/or emergencies. In other words, SSCs play a role in providing social services, such as consultations for migrants, and in coordinating and supporting the promotion of social cohesion so that migrants can establish their lives within Turkish society.

⁷³ Based on the research findings by the project team, March 2018.

⁷⁴ The “Social Service Center Regulation” is in Turkish; Table 1 is provisionally translated into English by the author.

Table 5-1 Summary of Duties and Objectives of SSC

No.	Duties and Objectives of the Facility
1	Protect the family integrity and improve the family welfare and implement social service activities to promote cooperation and coordination with related public institutions, other organizations and volunteer organizations.
2	Secure the healthy development of children and youth. Implement social service activities for children and youth and promote cooperation and coordination with related public institutions, other organizations and volunteer organizations.
3	Secure the equal right and opportunities for women in all fields of social life. Implement social service activities for women and promote cooperation and coordination with related public institutions, other organizations and volunteer organizations.
4	Secure the opportunities of those with disabilities and elderly to participate in social life. Implement social service activities for persons with disabilities and elderly and promote cooperation and coordination with related public institutions, other organizations and volunteer organizations.
5	Implement social service activities for survivors of war and families/relatives of veterans and promote cooperation and coordination with public institutions, other organizations, and volunteer organizations.
6	Strengthen families through education, counseling, and social economic support for raising children within families.
7	Engage with individuals and families who require necessary services such a protection, care and support
8	Supervise and manage social service activities implemented by the human resources of the public institutions, other organizations and volunteer organizations within the principles, procedures and basic outlines decided by the ministries
9	Information related to the social service activities and these targets shall be stored and managed through the database created in the system of the ministry.
10	Implement these activities in the areas of no first unit, violence prevention and monitoring center
11	Implement educational activities and projects for individuals and families and hold meetings, seminars and similar activities, including cultural and art activities.
12	Evaluate information obtained through field research and share with the related implementation institutions and other organization to support the development of services and creation of new service model.
13	Perform other duties and services provided by the ministries

5.1.2 Authority and Budget of SSC

Each SSC has a director whose authority is related to the implementation of social services. For example, the director applies to the ministry for the necessary budget to manage SSC and the cost of social services. After approval, the budget is sent to SSC and the director manages the procurement of goods. There is no financial support from the provincial directorates that oversee the SSCs. The approval from provincial directorates was required in some instances in the past; however, because of the decentralization, the director now has the authority to make judgments. Thus there are some cases where services are provided with the authority of the director. The 2017 annual budgets of both Güngören SSC and Akdeniz SSC are listed below:⁷⁵

Güngören SSC	TL 648,211.63
Akdeniz SSC	TL 4,001,097.87

Staff salaries, general running cost for the centers (e.g., electricity, water, gas, etc.), and costs for training requested by MoFLSS are directly paid by MoFLSS, while each SSC applies for ad hoc expenditures, such as job-related trips and occasional training participation costs, through the responsible provincial directorate. Once the application is approved, the equivalent amount is deposited into the SCC's account. The social welfare benefits are distributed from each provincial directorate and the emergency costs are covered

⁷⁵ Based on the research findings by the project team in August 2018

directly by the program at MoFLSS (e.g., disaster support).

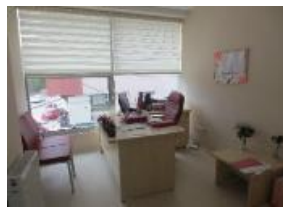
The main issue in the budgeting system at SSCs is the fact that only costs related to regular work can be taken into account. In other words, although their importance is recognized by both the MoFLSS and SSCs, activities such as social cohesion are outside of the regular activities thus expenses are unable to be taken into account. This means that even if the outcomes of the pilot activities are seen as effective, sustainability of the activities cannot be ensured. One way to secure the budget for such activities is to use miscellaneous allowances secured by MoFLSS and provincial directorates, but only a specified number of approved cases with SSC applications are evident. Thus, dependence on such a budget does not lead to securing sustainable funds. Instead, it is more realistic to seek funding through international donors. This is especially so in the current circumstances where the Turkish lira has been significantly downgraded against other currencies.

5.1.3 SSC Facilities

Each SSC facility's equipment in Turkey differs in design and specification, yet many of them were recently built and equipped with an elevator and barrier-free bathroom.⁷⁶ There are consultation rooms, a waiting room for mothers and children, a conference hall for meetings, and others. At Güngören SSC and Akdeniz SSC, barrier-free facilities are in place. Because Güngören SSC is in a building with four floors, an elevator has been installed for easier access to each floor.



Barrier-free toilet Güngören SSC



Consultation room Güngören SSC



Barrier-free slope at the entrance
at Akdeniz SSC



Consultation room Akdeniz SSC

Photo 5-1 SSC Facilities

5.2 Human Resources of SSC

There are staff specialized in areas such as sociology, psychology, social work, education, and nursing who provide social services.

5.2.1 Güngören SSC

There were 28 staff at Güngören SSC as of March 2018.⁷⁷ Figure 5-1 indicates the ratio of experts and management/general staff at the SSC. Of these, 50% are experts and the other 50% are management/general. Table 5-2 shows the list of staff expertise. Among the experts, there are sociologists, psychologists, and a child education expert but no staff in social work at Güngören SSC. The number of staff has increased since

⁷⁶ Although some local areas/agricultural areas are providing welfare services, some facilities need improvement. When the project team visited an SSC in Shunlulfa in the southeast area of Turkey, the consultation room was too small, and the conference room space was limited according to the research findings of the project team.

⁷⁷The actual number of staff is 29, but one person is currently assigned to another SSC thus the total number is 28 in this report, based on the research findings by the project team, December 2017, and March 2018.

the previous survey. In addition, the deputy director was reappointed in March 2018.

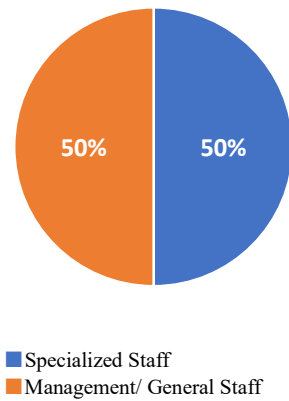


Figure 5-1 Ratio of specialization at Güngören SSC

Specialization	No. of people
Sociology	7
Social worker	0
Psychology	4
Education	0
Nursing	0
Child Education	1
Nutrition	0
Others	2
Total	14

Table 5-2 Field of specialties at Güngören SSC

5.2.2 Akdeniz SSC

There are 65 staff at the Akdeniz SSC.⁷⁸ Figure 5-2 indicates the ratio of expertise to management/general staff at Akdeniz SSC. Of the total, 57% are experts and 43% are in management and general administration. Table 5-3 shows the list of expertise among 37 staff. In the list, there are 12 sociologists, eight social workers, and six psychologists. Since this SSC was a child protection center in the past, there are also nurses, child education specialists, and nutritionists.

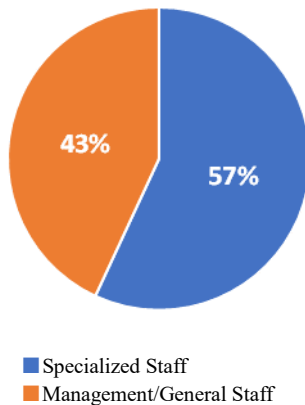


Figure 5-2 Ratio of specialties at Akdeniz SSC

Specialization	No. of people
Sociology	12
Social worker	8
Psychology	6
Education	5
Nursing	3
Child Education	2
Nutrition	1
Total	37

Table 5-3 Specialties at Akdeniz SSC

5.3 Main services of SSCs

The main services of SSCs are to provide protection support to children, people with disabilities, the elderly, women, and other vulnerable people according to the regulations. The list of social services provided regularly at SSC include the following:

Child care	Disabled home care	Report/Consultation call line (AOL183)
Elderly care	Education/Guidance	Support for veterans and war victims
Socio-economic support	Maternity support	Protection for women

⁷⁸Based on the list of employees at Akdeniz SSC at the end of December 2017. According to the list, one staff member was assigned to Akdeniz SSC, but the work area was at the Mersin Municipality. Therefore, one person was deducted from the total number. In addition, Akdeniz SSC is the management center for Torosler SSC in Mersin. On the list, six persons are at Torosler SSC and are thus excluded from the total number of staff at Akdeniz SSC.

5.3.1 Situation of Migrant Support by the Number of Services Provided

As stated in 5.1.1, the Government of Turkey established the registration system by designating Syrians who fled the country to Turkey as “Syrians Under Temporary Protection.” These migrants, who obtained registration ID are eligible to receive social services provided in Turkey such as those at an SSC, hospital, or school. However, there are some pre-conditions such as having a permanent address. Living at a temporary residence, most migrants cannot provide a permanent address and are thus ineligible to receive social services as the Turkish do. However, any migrants who can provide their address receive socio-economic support (SED). Table 5-4 indicates the number of Syrian migrants who received SED services in the Istanbul metropolitan area.⁷⁹ In 2017, there were 45,000 people who received services. This socio-economic support is described below.

Table 5-4 The number of people who received socio-economic support

	2017 (persons)	2018 up to March (persons)
Accepted	45,000	22,432
Rejected	54	25

The survey team interviewed staff at Güngören SSC and found that the SSC had provided socio-economic service to 120 people between January and the end of November, 2017. According to the social welfare division of Güngören Municipality, there are 35,000 Syrian migrants in Güngören District, which is about 10% of the total population. The fact that support was only given to 120 people indicates the limited services provided at the SSC. Table 5-4 shows the number of migrant supported by each type of social service at Akdeniz SSC.⁸⁰

Table 5-5 Number of people receiving social services to migrants at Akdeniz SSC in 2017

Social Services	Number of people
Child protection	53
Elderly support	0
Social economic support (SED)	4
Disabled people support	5 (Iraqi migrants)
Education/Guidance	0
Delivery (first born) support	0
Report/Consultation phone	0
Support for war victims /veterans	0
Women protection	0
Outreach (ASDEP)*	623

The social services provided most often to the migrants at Akdeniz SSC are related to child protection. In Table 5-5, the number of outreach activities (ASDEP) to assess migrant families is highest of all the categories at 623. However, this activity, provided through home visits, involves a survey to identify basic family conditions and does not lead to providing social services. Thus, it does not reflect the number of services provided.

⁷⁹ Data were obtained from the Güngören SSC staff based on the research findings of the project team, March 2018.

⁸⁰ Data were obtained from Akdeniz SSC staff based on the research findings by the project team, March 2018.

The number of Turkish people accepted for SED services at Akdeniz SSC in 2017 was 1,384 while the number of Syrian migrants receiving the same services was four. According to the Akdeniz SSC staff, the reason for the low number of service recipients was because the procedure involves referring the SED application to the Turkish Red Crescent or Social Assistance and Solidarity Foundation in the Mersin Office when it is received at the Akdeniz SSC. On the other hand, according to the Mersin Provincial Directorate, there have been issues with street children and child labor among migrants in the Mersin area, and protection cases of migrant children at SSC have been reported. Specifically, Akdeniz SSC was previously a child protection center, and had nurses and nutrition staff. Thus, their expertise in child protection has grown and developed.

According to the interviews with the Akdeniz SSC staff, the one occasion that Syrian migrants used the “report/consultation call line 183” was in February 2018. There is a system to refer a woman to a shelter in cases of domestic violence in the area but because of the referral service to the shelter, no consultation services are provided on domestic violence at Akdeniz SSC. From examining the number of services provided, it can be said that the services provided to Syrian migrants are not yet sufficient. Moreover, the information on social services for Syrian migrants is not well-known in the target population.

5.3.2 Socio-Economic Support (SED)

This section reviews the details of SED services provided mainly to migrants at SSCs. As noted previously, although the number of SED services provided by SSCs is limited, it is a vital service for Syrians in financial difficulties.

This service provides family support through living subsidies, and its aim is for children under protection to receive education and to live with their families. Therefore, it gives direct financial support to families with children up to 18 years. The prioritized families are single parents with children and those families whose children must work, as well as youth 18 years or older who cannot obtain support from their families or relatives. In addition, those families with elderly members who are 65 years old or older, or those with two or more persons with disabilities are eligible for support in some cases.

The amount of SED given is determined by the school grade of the child. A pre-school child receives 487 TL/month in total, a child in elementary school (Grades 1-8) receives TL 731/month, and a high school student TL 780/month. The maximum amount of financial support one family can receive is TL 3,000. When there are special reasons such as death of a family member, health issues, or advance payment of the rent, SSC takes measures to pay the total amount of six months payment in advance. SED regulations do not allow financial support to be given to families with three or more children, therefore, the municipality provides TL200/month to those families with three or more children under 18 years old.⁸¹

⁸¹ SSC started to divide the service between the municipality and the Turkish Red Crescent in about March 2017. Therefore, the number of those given economic supports has decreased.

At Güngören SSC, 120 Syrian migrants received support in 2017.⁸² As many of the Syrian families have three or more children, it is sometimes decided that services will be provided according to family conditions such as no family member earning money, rather than limiting support solely to the number of children. As Güngören SSC has been flexible, there was a case where a Syrian had applied for support to Bağcılar SSC but changed to Güngören SSC. Staff at Güngören SSC monitor whether children are attending school. Regarding school enrollment, staff check the child's medical certificate or school certificate. Also, through home visits, staff can confirm the family's condition. This SSC not only provides financial support for living expenses, but also refers adults, both women and men, to the employment security office.⁸³

Looking at the conditions of Syrians based on the information of 30 out of 120 people who had received SED support for one year in 2017 at Güngören SSC, 27 were women and three were men. All of them had already completed the residence registration. Regarding family status, 23 were married, five were widowed, one was single, and one was not recorded (of the three men, two were married and one was not recorded). About 16 of the 30 people do not have a monthly income. The average number of children in the family without income is 6.4, and it can be estimated that these families cannot secure adequate income for raising children (In comparison, the average number of children in families with some income is 3.5).

All the family members of these 16 people have some income, but 14 people earn less than 1500 TL/month. Husband, brothers, and children aged 18 or above in families earn some income, but it is less than the average income 2,029.50 TL/month earned by Turkish families.⁸⁴ In addition, the average rent of these 30 people was 800.83 TL. As stated previously, if living expenses are less than the 1500 TL income, and the rent is 800 TL, only 700 TL is left for other necessities.

As exemplified here, the applicants for SED are those with children up to 18 years and other low-income people. In addition, in the case of 15 people, at least one person was living with some kind of sickness or disability. For example, in one case a child had a problem with his heart but could not receive appropriate treatment. Moreover, in a male single parent household where the father had a physical disability and had difficulty in working, the child became a target of protection because of being a street vendor rather than going to school. The aim of SED is to provide financial support for living expenses, but to support these vulnerable families, SSC needs to provide not only financial, but also welfare support and connections to more appropriate social services based on their analysis of the issues from different points of view.

⁸² Out of 120 people, 30 received one year of social economic support, and 90 people received "one time only" support according to the research findings by the project team, March 2018. We obtained approval for the usage of data by Güngören SSC under the condition that names and other information did not allow for the identification of individuals.

⁸³ However, the SSC does not have a system for following up on these referrals, and it does not know how the referrals have helped the recipient families.

⁸⁴ Minister of Labor and Social Security, Turkey; Retrieved March 28, 2018, <https://www.csgeb.gov.tr/en/contents/istatistikler/asgariucet/>

5.4 Cooperation of SSC and Related Institutions

5.4.1 Güngören SSC

Photo 5-2 is a map drawn by Güngören staff describing the social resources in the area. According to the map, Güngören SSC cooperates with four organizations: the hospital, the Turkish Red Crescent, the municipality, and the police. At the same time, the staff recognize the importance of schools, but they do not have strong relationships with them. Also, the SSC staff know that NGOs in the same area are running various activities, but they do not know what these activities are. The municipality plays a leading role in cooperating with other public institutions, such as İŞKUR and MoNE-related organizations, with which the SSC has weak links. The director of Güngören SSC, on the other hand, has a strong network with nearby SSCs as he is the coordinator of the SSCs in the southwest area of Istanbul.

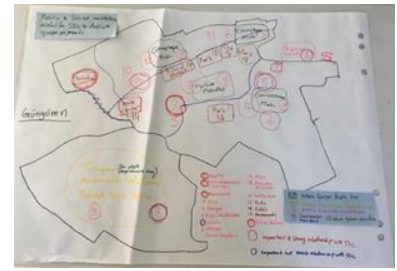


Photo 5-2 Map by Güngören SSC

The council of Syrian migrants' support was established in January 2017 in this area. It discusses the countermeasures to issues by sharing information among different cases brought to various institutions including the municipality, the district, and the SSC.⁸⁵ The purpose is to avoid the duplication of support, and to prioritize support for high-risk families. Staff at Güngören SSC would like to obtain information about Syrian communities in the area and are planning to make a list of these.

5.4.2 Akdeniz SSC

Photo 5-3 is a map of social resources in the area drawn by Akdeniz SSC staff. According to the map, the Akdeniz SSC cooperates with the Provincial Directorate of the MOFLSS, the municipality, council, Mersin metropolitan office, Solidarity Foundation, Provincial Directorate of the MoNE, police, Provincial Migration Directorate, Turkish Red Crescent, community center, rehabilitation center of the MOFLSS, and schools in each community. At the same time, they have insufficient cooperation with hospitals, public employment organizations, and the Humanitarian Aid Foundation.



Photo 5-3 Example of Akdeniz SSC

In addition to the information shown in photo 5-3, Akdeniz SSC has created a list of 65 communities within the city. On the list are names and contact information of community representatives. When Akdeniz SSC staff visit a community, they contact the representative on the list. In addition, there are temporary camps in the city and the SSC cooperates with the person in charge of support for these camps. Akdeniz SSC works in a different way from Güngören SSC by having the staff intervene in each area through community representatives.

⁸⁵ Participants in this council are leaders of each organization, persons in charge of social service support, and those from the Solidarity Foundation. There is a social service unit at the municipality and its coordinator takes part in the council as well. The council usually meets once a month, but if cases needed to be discussed, it holds an additional meeting.

5.5 Current Situation and Issues of Consultation at SSC

Consultation at the SSC includes administrative procedures beginning with the acceptance of visitors, a survey of the client's situation, analysis, assessment, interventions, monitoring, and evaluation. However, there are some differences in procedure depending on the applicant, for example children, the elderly, persons with disabilities, and women. At SSC, there is no guidebook that indicates the procedure for supporting migrants or the ways to support them. In the current situation, both Syrian migrants and Turkish people can receive the same social services, and the support for Syrians can proceed along the same lines as the procedures of social service support for the Turkish.

This section describes the kind of survey conducted when a Syrian applies for support for the first time or when the SSC staff do home visits. The current situation of individuals and their families are surveyed to analyze their issues and create consultation documentation. Güngören SSC had developed an item survey to collect basic information. SSC staff conduct the survey and collect 1) basic information such as names and address, 2) the family structure and marital status, 3) the financial situation, 4) health history, 5) criminal record, and 6) living conditions. After collecting basic demographic information, they also ask three questions: "what kind of obstacles do you see in your life?" "Do you have any concerns because of negative experience recently?" and "when did you come to Turkey?"⁸⁶ However, it is not enough to understand the psychological issues that migrants may have with these three questions. It is important to ask about the kind of support needed when clients have psychological issues due to the severe experience of conflict and separation from their families. As not all staff are specialized in psychology, some may face technical difficulties. Thus, a check list for staff without expertise on how to cover questions concerning basic psychological conditions can be a useful resource. It is also a more systematic means of gaining basic knowledge related to psychological care.

SSC staff prepare a summary of applicants based on the information collected. The summary is four to five pages long and all the information is organized. The service to be provided is then decided. However, despite surveys and home visits to collect basic information on Syrian migrants, the information is not utilized in making the support plan, which is an issue in many cases.

When an application is received for financial support, the SSC staff decide on provision according to the financial situation. In other words, the current procedure only considers whether the applicants fulfill the requirement of receiving support. However, it is important that SSC staff have a point of view on how to resolve the issues of individuals and families who are facing poverty, and what to do to make their living conditions better. For example, although a user has applied for financial support, the SSC staff may find multi-layered issues such as lack of nutrition and depression. SSCs do not have the support systems to

⁸⁶ The contents of the survey on basic information collection differ in each SSC. When the project team visited an SSC in Sunulfa, northeast Turkey, some simple questions were used to check migrants' psychological conditions. All SSCs do not need to use exactly the same survey; however, the Ministry of Family and Social Policies reviews the surveys and tries to improve them so that they convey the needs of migrants accurately.

address these complex family issues.

In addition, as most migrants apply for SED, it is sometimes understood that they are the ones to receive support. However, it is essential to support migrants in a way that leads to their self-reliance. Moreover, although migrants wish to change their lives, the current support systems do not respect their thoughts and decisions effectively. As noted elsewhere, this is because the only judgment made concerning support is whether the applicants are eligible to receive financial support. As migrant support is included in the development process, it is time to change the idea that migrants are merely vulnerable people who need support to one that recognizes those who are self-reliant, and have various strengths.

There are no results that evaluate SSCs and their services from the point of view of gender. Thus the survey team established evaluation items on social services that took gender into account, and assessed each item qualitatively. This survey was conducted with 37 staff at Güngören SSC and Akdeniz SSC. Those who responded included 16 staff (males 5, females 11) at Güngören SSC and 21 staff (males 11, females 10) at Akdeniz SSC. The age of respondents ranged from seven staff in their early 20s and 19 in their late 20s, to three staff in their late 30s and seven over 40. With regard to the evaluation items, the team prepared a list of evaluation criteria focusing on women and children who are vulnerable (See Table 5-6). As this table shows, staff at the SSC are highly oriented to gender. As for the facilities, nursing rooms and play rooms may not be available due to resource limitations, which may thereby affect the quality of social services' provision. A similar survey was conducted with the Syrians who use the SSCs. The results are shown in the examples.

Table 5-6 Evaluation criteria focusing on women and children who are vulnerable

Criteria	Current situation and viewpoint of the service providers	Opinions and viewpoints of Syrian users
1 Physical environment of the center		
Center	<p>[Location]</p> <ul style="list-style-type: none"> • Accessible to women and children as a metro station and minibus stop are close (Güngören SSC) • There are female users who are unable to access the service • Lack of information available concerning the SSC services 	<ul style="list-style-type: none"> • On the way to Akdeniz SSC, the person got lost and could not find the place. It was complicated to find so she decided not to visit. • The person was worried and scared as it was unclear if the place was the right one or not without a signboard in Arabic.
	<p>[Time]</p> <p>The opening hours (8:00–17:30) are relatively user friendly. There are some opinions about opening later as the Syrians often do not start the day early</p> <ul style="list-style-type: none"> • The center is open even during lunch breaks • If necessary, the staff stay later than 17.30 to attend consultations • Working women may find it is not accessible as it is closed on weekends 	
	<p>[Facility]</p> <ul style="list-style-type: none"> • The center is mainly accessible with installation of elevators and other assistive facilities • Empty rooms can be used for nursing children • No child toilets at the center, but parents usually attend so this is not a major issue • UNFPA has installed a child friendly room but it has never been used • One room is allocated for nursing and playing at Güngören SSC. They are discussing the allocation of a play room 	
2 Service		
Reception/Visit	<p>Q: When Syrian women and children come to the reception for the first time as intake cases, do you try to navigate the intake requirements with them in order to make them feel safe? Of 28 answers, 7 answered “usually,” 21 “always”</p> <p>Q: When Syrian women and children come to the reception for the first time as intake cases, do you try to speak to them as simply and slowly as possible so that they can understand you? Of 28 answers, 2 answered “sometimes,” 10 “usually” and 16 “always”</p> <p>Q: When Syrian women and children come, do you consider your attitude to be appropriate (non-discriminatory) whether they are men or women (gender)? Of 28, 4 answered “usually” and 24 “always”</p> <p>Q: When Syrians come, do you listen to women and children’s requests at the same level as with men?</p>	<ul style="list-style-type: none"> • Staff are friendly and they listened to me very well. • I was not sure if this was the right place or not as there is no Arabic sign.

	<p>Of 27 answers, 2 answered “usually” and 25 “always”</p> <p>Comments:</p> <ul style="list-style-type: none"> • A female Arabic interpreter is assigned at Güngören SSC. • In case of the interpreter’s absence, leaflets in Arabic are available at the reception. • Akdeniz SSC has an Arabic interpreter at the reception to deal with the Syrians when they visit the center. If they require services that are not available at the SSC, they can be referred to other institutions. 	
Consulting work (Counseling)	<p>Q: When Syrians request counseling, do you take the precaution of not making sensitive comments related to physical features? Of 32 answers, 1 answered “sometimes,” 4 “usually,” and 27 “always”</p> <p>Q: During counseling and/or advising Syrians, are you careful to avoid sexual harassment? Of 32 answers, 1 answered “sometimes,” 1 “usually,” and 30 “always”</p> <p>Q: During counseling, do you try to listen to Syrians’ requests and stories whether they are men or women? Of 32 answers, 2 answered “sometimes,” 3 “usually,” and 27 “always”</p> <p>Q: During counseling and/or advising Syrians, do you consider the different needs of men and women so that they people receive appropriate service based on their needs? Of 32 answers, 1 answered “never,” 1 “sometimes,” 9 “usually,” and 21 “always”</p> <p>Comments:</p> <ul style="list-style-type: none"> • Women seem to be able to share their problem with the SSC staff while it usually takes more time to establish trust with the staff. This causes a delay in initiating services. • Men sometimes find difficulties in share their problems with female staff. Sometimes, male staff are allocated to deal with male clients. • SSC services are more accessible to women than men. • For those who do not speak Turkish, I try to be cheerful. • In cases of child abuse, separate consultations are conducted parents and with children in different rooms. 	<ul style="list-style-type: none"> • SSCs are providing financial support especially for those who have more than four children, widows, or families where the husband is unable to work • I was introduced to SSC by another institution and the staff listened to me very carefully.
Home visit	<p>Q: During home visits, do you try to listen to and collect opinions not only from men but also from women and children? Of 30 answers, 5 responded “usually,” and 25 “always”</p> <p>Q: Do you do home visits people where Syrian women and children feel comfortable and safe to answer questions? Of 29 answers, 1 responded “never,” 2 “sometimes,” 12 “usually,” and 14 “always.”</p> <p>Comment</p> <ul style="list-style-type: none"> • When visiting with the Arabic interpreter, the clients seem more comfortable. • When listening to children, parents sometimes force answers; I try to interview them in a different room while other staff listen to the parents. • When visiting their homes, I try to listen to all the family members. Women tend to be more emotional; I also care 	<ul style="list-style-type: none"> • As SSC staff visited our home, I could get the support from the SSC which made our living standard better. Before we got old bread from the bakery, but now I can give proper food to our children. • The cost of education is still a problem, but SSC staff deal with me very seriously. • I often visit SSC. They changed my life.

5. Current situation of SSCs in pilot sites

	<p>about the gestures and facial expressions.</p> <ul style="list-style-type: none"> • Cases of child labor, child marriage, and sexual abuse are often seen so I speak with children and parents separately. 	<ul style="list-style-type: none"> • Because of the SSC staff, our Turkish neighbors now help us a lot.
Community work	<p>Q: While planning community activities, do you take precautions to choose activities in which Syrian women can participate? Of 28 answers, 1 responded “never,” 4 “sometimes,” 7 “usually,” and 16 “always.”</p> <p>Q: When implementing community activities, do you take precautions not to exclude Syrian women as participants? Of 24 answers, 3 answered “sometimes,” 7 “usually,” and 14 “always”</p> <p>Q: During activities, if a Syrian woman wants to give her opinion, do you respect her statements as much as those of the men? Of 26 answers, 1 answered “never,” 2 “sometimes,” 3 “usually,” and 20 “always.”</p> <p>Comment:</p> <ul style="list-style-type: none"> • More women participate in activities, and especially when meeting new people, such a tendency is more apparent. • The contents of the activities are planned by the SSC staff but they do not force participation. 	<ul style="list-style-type: none"> • When there is any activity, the SSC staff call us to let us know. So, I participate in the activities with my children.

5.6 The Needs for SSCs to Implement Support for the Syrians

The needs of the SSCs to implement support for the Syrians are described below.

5.6.1 Necessity of the Development of SSC Work Policies Related to Migrant Support

At the SSCs, the services provided are based on the Social Service Center Regulations. There is no regulation specifically dedicated to support Syrian migrants. When considering continuous support for migrants such as consultations and advice, the SSC should be strengthened with the necessary expertise for migrant support as the basis of welfare administration. For example, implementation of migrant support policies at SSCs, including guidelines on what to consider when implementing support, are needed. Migrant support work should be integrated appropriately into the current service framework to raise shared understandings of migrant support among staff and enable them to provide better quality services.

5.6.2 Improvement and Strengthening Consultations with Syrians⁸⁷

In the SSC facilities, psychological counseling is not provided. However, in some cases, the allocation of private rooms and a secure environment for migrants to consult are needed. More experienced personnel are necessary for SSC case work. Specifically, in the case of migrants, where some have suffered from post-traumatic stress disorder (PTSD) and face difficulties in carrying out vital functions, staff should be able to understand and analyze their mental health. Some SSC staff are not specialized in psychological care, hence the need for systematic capacity building trainings.

It is important to implement comprehensive support because SSCs can deal with very complex issues. In order to do so, the introduction of support planning and practice is necessary.⁸⁸ This will lead to effective care management. Care management is also needed to change the conception of migrants, according to social work theory. By changing the idea of migrants from one of vulnerable people who need support from experts to one of people with strengths, the migrants' requests and their own decisions can be included into activities when developing a support plan.

5.6.3 Strengthening Community Welfare by Utilizing Social Resources

As in Akdeniz SSC, there are some SSCs with little experience in supporting migrants even though they

⁸⁷ Care management is a service provided through activities that involve cooperating with the client, doctor/nurses, social workers, helpers, and community at hospitals and welfare-supporting institution. By using communication in the process of management, continuous care is provided to fulfill individuals' health and welfare needs through coordinating services and available resources. This process is undertaken through the PDCA cycle, which involves plan/coordination, implementation, and monitoring/evaluation of services. The goal of care management includes the achievement of the appropriate health and welfare conditions, access to care and appropriate use of resources, and the right of clients to make balanced decisions about their lives (partially based on the definition of the American Case Management Association). In Japan, the process was introduced in the field of elderly care in the 1980s. Since then, care management has expanded with the aim of enabling self-reliance support of persons with disabilities. It is sometimes used as case/care management. In Japan, the work flow is understood as the process of grasping the level of care needed and the living conditions of the client who is going to use the care service. First, this involves making a care plan by combining various care services so that the client can spend the days as they request, coordination with the operator to carry out the plan accordingly, and then checking the results of the actual services provided.

⁸⁸ Introducing comprehensive support requires some additional hours per case. Therefore, when considering the number and balance of intakes to other work, the current number of staff at the SSC is insufficient. As it is necessary to have Arabic-speaking staff able to provide services directly, it is necessary to strengthen the human resources at the centers.

are living in the area. However, Akdeniz SSC is strengthening their support for migrants through improving their cooperation with other related organizations in the area. In addition, Akdeniz SSC staff work with the community leaders and make requests for cooperation with home visits. There are also various ways of expanding the local SSCs. The MoFLSS needs to compile migrant support policies from the point of view of community welfare to extend support by utilizing social resources in the area. In addition, it is recommended that the MoFLSS may find it useful to analyze issues and good practice by supporting migrants through SSCs' experience in the country and reflecting on the migrant support policies of the ministry. It is also important to refer to information for the development of SSCs' operational policies. SSC does not prepare an annual migrant support plan, i.e., a welfare plan corresponding to the migrant issues in the area. However, it is essential to analyze the migrant case information handled annually, extract the needs of migrants, and make a plan to respond to these needs; this would lead to extending social services according to actual evidence.

In Akdeniz, there are some cases of Syrians living in the same area helping each other by forming a group. There are also NGO activities to support migrants and to open private clinics with Arabic-speaking doctors. Providing support for Syrians in Turkey is not limited to public services. In the process of stabilizing the circumstances of migrants, it is important to generate an understanding of the community surrounding migrant individuals and families and to promote mutual aid. Just as with the idea of community welfare in Japan, multi-layered services combining "self-help," "cooperation," and "public assistance" can strengthen extension work with the community. The SSCs understand the support situation but wish to be able to connect to the social resources necessary to further enable migrants' basic life conditions other than through public services in the area.

Various activities have been tested at SSCs. MoFLSS should support SSCs to utilize the social resources by strengthening the SSC staff capacity as well as providing the ways of social services. Further to this, it is important to analyze the lessons learned and good practice so as to reflect them in the making of the ministry's migrant support policy. In addition, SSCs do not have annual plan for the migrant support activities. It is important to conduct statistical analysis on the cases they dealt with migrants so that needs form the migrants can be discerned. By using these needs, SSC can develop an annual plan.

5.6.4 Necessity for Utilizing Expansion of Services Through Awareness-Raising and Outreach

The migrants who register for protection within the country can receive the same welfare support/services as Turkish people. Yet those women and children who often have difficulty leaving their homes do not receive enough information on social services in Turkey. The MoFLSS raised the number of human resources of ASDEP to 3,000 in 2017 and is planning to employ 3,000 more in 2018. Since 2017, ASDEP staff at Akdeniz SSC have already consulted 623 Syrian migrants through home visits in the city. Through awareness-raising activities, such as outreach by SSC staff to migrant homes, it is possible to engage in the expansion of opportunities for migrants to receive SSC services. As staff from ASDEP are hired to collect basic information on people in the area through home visits, they do not yet have enough capacity as social

service providers; however, as they have the time to contact Syrian migrants, it is essential to strengthen their ability to provide social services by understanding the consultation process.

5.6.5 Service Provision Based on a Pender perspective

The gender related survey raises three points to take into account when conducting consultations with women and children. First, increasing the variety of languages spoken would enable women and children to feel comfortable. The languages in high demand for consultations with migrants are diverse and include Turkish, Kurdish, and Arabic. Therefore, a variety of languages is important.

Second, interpretation alongside understanding of cultural differences is important. When interviewed with interpreters present, staff told the survey team that they take extra care in their explanations by adding background information to the context. Moreover, by translating the religious connotations into everyday language, both parties understand the same thing. When conducting interviews with Syrian women, what interpreters care about most is taking into account the cultural context of women's roles and gender norms in Syrian society. To support the SSC staff's conceptual understanding of Syrian women further, staff make efforts to provide additional information on gender differences between Turkey and Syria. Understanding the cultural and gender issue differences between the two countries is a necessary skill for interpreters engaged in SSC's work. Further, when cases are related to sexual and gender-based violence, it is preferable to have an interpreter of the same sex.

Third is the importance of a waiting room for children. This point was specifically raised by the NGOs. Syrian women often come to the consultations with their children and the contents of the conversation may involve sensitive issues that it is preferable children do not hear. Therefore, provision of separate rooms for children to wait in is vital and may increase the number of Syrian women who visit SSCs. In Güngören SSC and Akdeniz SSC, there are rooms where children can wait, but no nursing staff have been assigned to them. At one of the NGOs where the survey team conducted interviews, the staff received positive comments from mothers on how they could focus on the consultation and talk honestly without feeling insecure or uncomfortable. Thus, the establishment of a comfortable situation through provision of an appropriate physical environment is important.

6. Efforts and Challenges for Social Cohesion

Turkey ratified the “Geneva Convention Relating to the Status of Refugee” (herein after the 1951 Refugee Convention), and also a State Party to the 1967 Protocol. However, Turkey’s definition has geographical limitation by specifying the term “Refugee” as the people who fled from Europe.⁸⁹ In Turkey, Syrian refugees are not recognized as the refugee defined by the conventions. At the beginning of the crisis in April 2011, Turkey accepted Syrian refugees as “guests” without legal definition.

In April 2013, the Turkish National Grand Assembly adopted the “Law on Foreigners and International Protection (No.6458 on 4 April 2013)”⁹⁰ (herein after the Law of Foreigners) to be the legal basis to accept Non-European refugees. Furthermore, in order to respond mass influxes of Syrian refugees, Article 91 of the law was modified, and the “Regulation of Temporary Protection (RTP)” (Cabinet Decision 2014/ No.6883, issued October 2014)⁹¹ was formulated. The article defines Syrian refugees as “Syrians under Temporary Protection (SUTP)” describes the rights and obligations to live in Turkey, guarantees freedom of repatriation, and make it as the legal basis of the Turkish Government to provide social services to them.⁹²

As the durable solutions for refugees, the United Nations Office of the United Nations High Commissioner for Refugees (UNHCR) cites (1) voluntary repatriation : refugees to safely return back to the country of origin with dignity, and to be able to receive protection from the country again; (2) Local Integration: refugees to be legally, economically and socially integrated to the host country, and to be able to receive protection from the host country; (3) resettlement to a third country: refugees with needs resettle in a third country that agrees to provide rights of settlement.

In comparison to them, the Turkish laws and major regulations do not specify measures for durable solutions for refugees. Only the refugees from European countries who are under the definition of the Conventions may choose (2) local Integration. On the other hand, Non-European refugees, according to the Law of Foreigners, are permitted to reside in Turkey, but the period is stated as “temporary” and no specific period for the stay is set. From this, it is assumed that the government is supposing durable solutions for refugees other than integration to Turkish society.⁹³

Moreover, the Law of Foreigners use “Harmonization” as the alternative term to “Integration.” In Chapter 4, Article 96 ⁹⁴ clearly stated the purpose of “Harmonization” is not to promote integration to Turkish society, but to promote mutual harmonization between them and Turkish society, and to facilitate them to prepare repatriation and resettlement to a third country.

However, there is also a reality that the Turkish government is partly advancing social integration as the stay of Syrian refugees, which legally positioned as temporary, has been prolonged. The prominent example is the

⁸⁹ DGMM HP http://www.goc.gov.tr/icerik6/types-of-international-protection_917_1063_5781_icerik (accessed on December 10, 2018)

⁹⁰ Law on Foreigners And International Protection, Law No. 6458 http://www.goc.gov.tr/icerik6/the-law-on-foreigners-and-international-protection-in-10-languages_914_1017_1405_icerik (accessed on December 10, 2018)

⁹¹ DGMM HP http://www.goc.gov.tr/icerik6/types-of-international-protection_917_1063_5781_icerik (accessed on December 10, 2018)

⁹² Including the followings, (1) Registration, (2) possible social services (health care and medical, education, labor market, social support, interpretation /translation), (3) Residence, (3) Resettlement and voluntary repatriation.

⁹³ Challenges and Opportunities of Refugee Integration in Turkey, December 2016 https://tr.boell.org/sites/default/files/hb_rapor_duezlt_1904173.pdf (accessed on December 10, 2018)

⁹⁴ DGMM HP http://www.goc.gov.tr/icerik6/about-harmonisation_917_1066_1411_icerik# (accessed on December 10, 2018)

education for children of Syrian refugee that has large young population. In 2016, Ministry of National Education (MoNE) decided to gradually reduce Temporary Education Centers (TEC) for Syrian Refugees that provide education for Syrians in Arabic, and shift to Turkish formal education system. In 2017, Syrian children who are in the new enrollment year of school are obliged to enter the Turkish formal education. Furthermore, the government eased SUTP's work regulations started citizenship grant to SUTP with certain conditions.⁹⁵

While the Turkish government is taking such measures, international organizations, donors, and NGOs who are providing support to Syrian refugees are increasing programs and projects that are focusing on "Social Cohesion" for the purpose of avoiding conflicts with host communities, and consideration for the needs of vulnerable people in the host communities (See 6.2.2 for case example).

In the report on migration by the International Organization for Migration (IOM),⁹⁶ "integration" is the process of bi-directional adaptation between migrants and the host community, which occurs as migrants are incorporated into the life of the host community (society, economy, culture, politics);⁹⁷ as a result of the integration process, trust is created among the citizens that leads to forming a community, which the IOM regards as socially cohesive.

The Council of Europe, a leading donor in Turkey whose stated aim is to uphold human rights, democracy, and the rule of law, defines "social cohesion" as "the capacity of a society to ensure the welfare of all its members, minimizing disparities, and avoiding polarization."⁹⁸ In other words, a socially cohesive community is in a state where its members, regardless of differences in culture, religion, and other differences, cooperate with each other in pursuing common goals by democratic means. The Council of Europe, however, also states that no society or community is fully cohesive. It thus regards the state of a "socially cohesive society" as "an ideal to be striven for rather than a goal capable of being fully achieved."⁹⁹

In the Law of Foreigners which is the basis of Turkish Government's definition the original Turkish word for English translation of Harmonization is "Uyum." In Turkey, the term is newly coined, and its connotations are mixed with concepts such as assimilation, integration, harmonization, multi-culturalism, and so on. Unlike the previous definition, the meaning of "social cohesion" in Turkey is not fully understood in the fields of sociology and social welfare.¹⁰⁰

It is unlikely that the Syrian civil war will end and the stay of Syrian refugees has prolonged, the Turkish Government is at the phase to reconsider the acceptance policy which respond to voluntary return and resettlement to a third country. For this reason, the government agencies, mainly DGMM are reviewing and revising their Syrian refugee acceptance policies and the roles of each agency.

⁹⁵ The Politics of Syrian Refugees in Turkey: A Question of Inclusion and Exclusion through Citizenship (March 29, 2018) https://www.researchgate.net/publication/324017682_The_Politics_of_Syrian_Refugees_in_Turkey_A_Question_of_Inclusion_and_Exclusion_through_Citizenship (accessed on December 10, 2018)

⁹⁶ IOM, 2017. "Integration and Social Cohesion: Key Elements for Reaping the Benefits of Migration." Global Thematic Paper. Integration and Social Cohesion. https://www.iom.int/sites/default/files/our_work/ODG/GCM/IOM-Thematic-Paper-Integration-and-Social-Cohesion.pdf (accessed Feb. 19, 2018).

⁹⁷ Larson C.A. 2013. The Rise and Fall of Social Cohesion. The Construction and De-construction of Social Trust in the USA, UK, Sweden and Denmark. Oxford: Oxford University Press.

⁹⁸ "Social cohesion is the capacity of a society to ensure the welfare of all its members, minimizing disparities and avoiding polarization" (A New Strategy for Social Cohesion by Council of Europe 2004: 3).

⁹⁹ "No society is fully cohesive. Social cohesion is an ideal to be striven for rather than a goal capable of being fully achieved" (Ibid.).

¹⁰⁰ Interview with Dr. Saime Ozcurumez, Bilkent University, political science and sociology department (March 19, 2018)

The survey team aims to develop a situation where Turks and Syrians cooperate with each other in local communities to solve social issues through enhancing the capacity of the SSCs by implementing social cohesion activities. With regard to social cohesion activities, the team, along with the Turkish government and other donors, understands the current situation as the entrance point to “social participation.” Based on such an understanding, the team has implemented activities to create mutual understanding between the Turks and the Syrians in the community as explained in Chapter 7. More specifically, trainings have been implemented on the methodology of facilitation skills, so that the pilot SSC staff will be able to continue the activities without the survey team’s further intervention, and even be able to train staff at other SSCs. Given the inputs to SSCs, including future technical cooperation projects, the pilot activities carried out in this survey will become the basis of possible inclusion in the SSCs’ regular work.

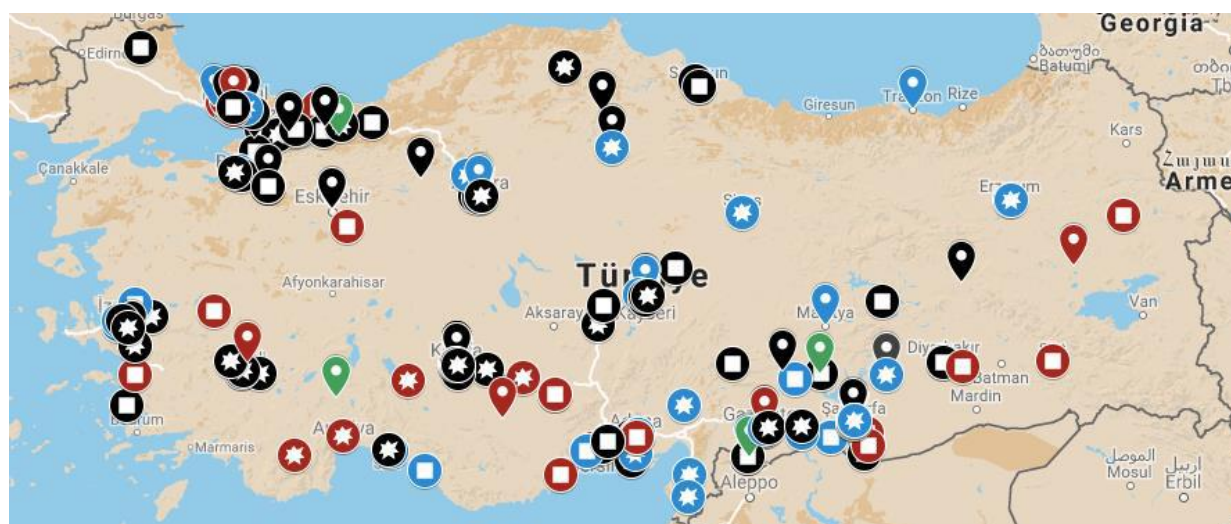
6.1 Problems and Trends in Social Cohesion

As mentioned above, Turkey hosts the greatest number of Syrian migrants, at more than 3.5 million, or 65% of the Syrian migrants who fled the country because of the crisis. , a think tank that continuously works on analysis and advocacy issues in international conflicts, reports that while Turkish people have demonstrated outstanding resilience to accepting the migrants, hostility toward Syrian migrants is also increasing in the host communities.¹⁰¹ According to the statistics given by the think tank, 181 conflicts and crime incidents related to migrants occurred in Turkey during the seven months from May to November 2017, and 35 people died as a result (24 of whom were Syrians). This was the number of cases taken up by media and police, and it is presumed that there were more cases that were not reported.

In particular, it is thought that tensions are increasing in major metropolitan areas such as Istanbul, Ankara, and Izmir. It is said that in these large cities the increase in tensions is caused by the fact that the host communities regard the Syrians as a culturally different ethnic group; there is also dissatisfaction expressed in rumors of social inequality whereby priority is given to Syrians concerning public services and aid, and dissatisfaction with the fact that Syrians are employed as irregular workers, which deprives Turkish people of jobs at a time when economic growth is decelerating.¹⁰²

¹⁰¹ <https://www.crisisgroup.org/europe-central-asia/western-europemediterranean/turkey/248-turkeys-syrian-migrants-defusing-metropolitan-tensions> (Turkey’s Syrian Migrants: Defusing Metropolitan Tension Europe Report N248 29 January 2018, International Crisis Group, accessed March 25, 2018)

¹⁰² <https://www.crisisgroup.org/europe-central-asia/western-europemediterranean/turkey/248-turkeys-syrian-migrants-defusing-metropolitan-tensions> (Turkey’s Syrian Migrants: Defusing Metropolitan Tension Europe Report N248 29 January 2018, International Crisis Group, accessed March 25, 2018)



Source: UNHCR Social Cohesion Strategy, presentation material on January 29, 2018

Figure 6-1 Conflicts and Crime Incidents Related to Migrants in Turkey

In Istanbul where the largest number of Syrian migrants are registered, it is estimated that the number of Syrian migrants has exceeded 700,000, including those who are registered in other areas but reside in Istanbul and those who have not been registered.¹⁰³ The fact that there are many non-registrants has led to the creation of an image that the Syrians are secretive. Certain aspects of social media also risk spreading erroneous information on both the Turkish and Syrian sides. One conflict between Turks and the Syrians that occurred in Ankara in June 2017 was triggered by anger against misinformation sent to social media indicating that a 5-year-old girl had been assaulted by Syrian migrants.

Violent conflicts have occurred in Istanbul, mainly in the centers where many low-income groups reside. Because Syrian migrants can find affordable rents and they live in areas where they can find unskilled jobs, such as in small fabrication enterprises like shoe or furniture factories, conflicts involving these workers has become conspicuous in Istanbul. Similar trends are seen in construction and seasonal agricultural work. The number of Syrian irregular workers is estimated to be 750,000–950,000 (mainly men),¹⁰⁴ and competition with Turkish workers for employment in the host community is getting tougher.

In Mersin, September 2018, Turkish workers who lost their jobs at a pasta factory, ambushed a pickup bus carrying Syrian workers to the factory and attacked them. This incident is one of the cases that illustrate that Syrian workers have become targets of violence. Turkish workers believed they were laid off because Syrians were irregular workers and cheap laborers.¹⁰⁵

¹⁰³ <https://www.crisisgroup.org/europe-central-asia/western-europemediterranean/turkey/248-turkeys-syrian-migrants-defusing-metropolitan-tensions> (Turkey's Syrian Migrants: Defusing Metropolitan Tension Europe Report N248 29 January 2018, International Crisis Group, accessed March 25, 2018)

¹⁰⁴ <https://www.crisisgroup.org/europe-central-asia/western-europemediterranean/turkey/248-turkeys-syrian-migrants-defusing-metropolitan-tensions> (Turkey's Syrian Migrants: Defusing Metropolitan Tension Europe Report N248 29 January 2018, International Crisis Group, accessed March 25, 2018)

¹⁰⁵ Based on the research findings by the project team, September 2018, data was obtained from Social Assistance and Solidarity Foundation Mersin Office.

6.2 Case Example of Support for Social Cohesion

The following measures describe examples of support for social cohesion.

According to the “Regional Refugee & Resilience Plan: 3RP” 2018–2019 version issued by the UN organizations, “better livelihood and social cohesion” was included as a basis for activities from one of the eight sectors examined. Many governmental institutions and NGOs have been trying to develop a project for social cohesion, however it is difficult to actualize long-term social cohesion, and many organizations are still at the stage of trial and error.

6.2.1 Efforts by the Government of Turkey

- Orientation program for foreigners, materials in each language, and programs by the DGMM¹⁰⁶
- Acceptance of Syrian migrants’ children into formal education in Turkey. Prior to October 2018, there were 380,000 Syrian children enrolled in Turkish public schools.
- “Improving Labor Market Integration of Syrian Refugees and Host Communities in Turkey” led by the better livelihood section of KOSGEB, ILO, and UNHCR was provided to participants, including 20–30% of the participants who were Turkish. After completion of this program, Turkish and Syrian participants started a business together in medical device sales and building design.

6.2.2 Efforts by International Organizations/NGOs

- UNHCR and the MAYA Foundation

These organizations are planning a program aimed at social cohesion begun in 2018; 1. The “Sister Family Program” involves 25 Turkish and 25 Syrian families, who participate in art sessions, movie screenings, picnics, and sharing stories. Along with observing the process, a place where family members can make online contact will be created in 2019. 2. Public schools in Turkey that have Syrian students have taken “bullying” as a theme. Children express the feelings of those who bully and those who are bullied through art sessions and other activities, and teachers learn how to prevent and stop bullying.

- Turkish Red Crescent Society

The organization invites Turkish children to activities for Syrian children. Through playing games, it aims to rid the participants of prejudice.

6.2.3 Efforts by Local Governments

Gaziantep city carried out a job creation (cash for work) project in cooperation with GIZ and ASAM. It also aimed to promote social cohesion by hiring 1,500 Syrians and Turkish people for park maintenance, garbage collection, and recycling in the city for three months.

Izmir city’s contribution has been to hold a migrant documentary film festival. Its purpose was for citizens to develop better understanding and promote social cohesion through engaging with documentary evidence.

¹⁰⁶ Depending on the content of the program, it seems to be social integration, not social cohesion

7. Results and Implementation of Pilot Activities

Table 7-1 shows the results, methodologies, and purposes of pilot activities thus far. Details are provided in 7.2.1 onwards. Please note that the pilot activities are still ongoing and the complete results shall be provided in the final report.

Table 7-1 Purposes, Methodologies, and Results of the Pilot Activities

	Issues at SSCs	Purpose of Training/Workshop (Pilot Activities)	Hypothesis and methodologies for Improvement	Activities Implemented	Result
Consulting work (social work incl. care management)	1. only financial support but no self-reliance support 2. No Support Plan	1. To be able to provide support for self-reliance through grasping the migrants' life issues as a whole 2. To be able to make necessary support plans	1. verifying the possibility to introduce comprehensive case analysis through the view point of ICF 2. Verifying the possibility of support plan making by combining several services	Step 1: Methodologies for case analysis and plan making Step 2: Implementation of actual case work consultation Step 3: Debriefing	Improvement of case analysis understanding with holistic view point Improvement in planning capacity
	1. No consulting work minding the psychosocial state of migrants 2	1. to be able to conduct brief analysis by understanding psychological issues migrants have 2. To be able to conduct consulting works by minding psychological issues migrants have	1. Verifying the possibility of grasping the trauma through brief check list 2. Verifying degree of improvement by the SSC staff on the knowledge of the vulnerable people including migrants in general and women and children through implementing trainings (3 modules planned)	Step 1: Implementation of basic training (introduction) Step 2: Implementation of case work consultation by using checklist Step 3: Debriefing Step 4: Implementation of next training	Implementation of basic training (基礎研修) (March 2018) <i>Activities are still on-going and outcome has not emerged yet</i>
Referral (Network with other related institutions)	1. Weak network with other related institutions 2. Not enough utilization of local resources (institutions, human resources)	1. To be able to provide social service through cooperating with other related institutions 2. To be able to provide support utilizing local resources (institutions and human resource)	1. Verifying the possibility of local resource understandings through introducing social mapping 2. Verifying the possibility of implementing activities for strengthening the networking with other institutions 3. Verifying the possibility of community involvement through social cohesion activities	Step 1: Practice of social mapping Step 2: Activity planning for extracting issues of networking with other related institutions and improvement Step 3: Implementation Step 4: Debriefing	Both pilot SSCs have produced social maps and identifying the issues. Improvement activities are planned <i>Activities are on-going and major outcome has not yet emerged</i>
Community Work (community involvement incl. social cohesion)	1. No experience of social cohesion activities by SSC staff 2. No knowledge on the community work methodologies	1. For SSC staff to be able to facilitate the activities and promote social cohesion 2 Social cohesion activities are implemented as part of SSC's mandate activities 3 To be able to extract social cohesion methodologies appropriate for SSC work	Setting for temporary development process for social cohesion : 1. Human resource development of SSC staff, 2. Experiencing at community level, 3. Extracting needs for the social cohesion, 4. Determining the activity plan, 5. development of community leaders, 6. Determining the activity plan by the community leaders, 7. Implementation of activities, 8. Monitoring and Evaluation <i>The pilot activities mainly deal with 1. and 2.</i> 1. Verifying the effectiveness of self-realization method as the basis of social work such as understandings on cultural difference, ways of relating to others and acceptance through introducing performance psychology 2. Verifying the possibility of implementing community work through the acquired knowledge	Step 1: Human resource development of SSC staff Step 2 Community based practice or knowledge transfer training Step 3: Debriefing <i>*Steps can be decided further</i>	SSC staff have deepened basic understandings of social cohesion SSC staff acted as facilitators and implemented training to other SSC staff SSC staff implemented welfare activities for the mixed group of Turkish and Syrian participants SSC staff have implemented activities together with local NGOs (also related with referral skills)

7.1 Outline of the Pilot Activities

(1) Activities in the previous survey and changes

The previous survey dealt with the support needs of vulnerable people from both Turkey and Syria as well as suggesting the possibility of technical cooperation to enhance the capacity of MoFLSS regarding the general social services provided for vulnerable people, including the Syrians. The results of the previous survey showed that MoFLSS should tackle issues related to strengthening the following: 1. Access to social services provided by the Government of Turkey, NGOs, and other institutions, 2. Strengthening psychosocial care for vulnerable people, 3. Promoting the social integration of Syrians in the community, and 4. Strengthening the economic stability of vulnerable people. A preparatory discussion with MoFLSS before the start of this survey period resulted in a narrowed survey scope focused on “strengthening the psychosocial care” and “promoting social integration” through pilot activities. After the survey started, the basic concept of support for Syrians in Turkey shifted from using the term “social integration” to “social cohesion;” thus, the survey is worded accordingly.

For changes made in the pilot activities, MoFLSS requested “Mobile SSCs,” which are vehicles that provide psychosocial care and counseling to those who have difficulties accessing SSCs by visiting each household. This is part of MoFLSS’s strategy to enhance the role of SSCs, as the need for social services has increased due to the large number of Syrian migrants in the country. The procurement of such vehicles and validation of the program’s effectiveness were one objective of the survey. However, it became apparent that a similar plan had been developed by UN agencies. To avoid duplication of efforts, the procurement of Mobile SSCs had to be reconsidered.

(2) Direction of social cohesion activity and its purpose

The purpose of social cohesion activities in this survey is to consider the necessary functions for psychosocial care and social cohesion activities to support Syrians, as SSCs are public social welfare institutions. In addition, through the pilot activities, the discussion will address whether SSCs are appropriate facilities for implementing “psychosocial care” and “social cohesion” activities.

When considering the support of the migrants, examples of necessary functions include the following: 1. Facility enhancement, such as the procurement of Mobile SSCs and the provision of consultation rooms; 2. Recruitment of additional staff to match the increasing number of migrants, 3. Capacity development of the existing staff. Regarding the enhancement of facilities, survey results determined that this function should not be carried out as explained above. The provision of consultation rooms cannot be implemented because of the scale of this survey. For the second item, the procurement of facilities had to be carried out by MoFLSS and reconsidered as the recruitment of new staff is not appropriate as it is not sustainable. Bearing in mind the suggestion for the formulation of future technical cooperation projects, the survey team has focused on implementing the pilot activities for the third item. Capacity enhancement of the existing staff would focus on developing additional skill sets related to “psychosocial care” and “social cohesion” activities.

(3) Concept of social work and framework of pilot activities

Reflecting on the four issues identified in the previous survey, this section discusses the functions that SSCs should implement as pilot activities related to migrant support. SSCs are public institutions with the purpose of improving the welfare of the community and families who live in a given locale. In other words, they are service provision agencies for the protection and care of those individuals and families who need social support. Regarding migrant support, the roles of SSCs are to help migrant individuals become active participants through their use of social resources, such as the system and policies of specific institutions and organizations providing welfare services and community activities.¹⁰⁷

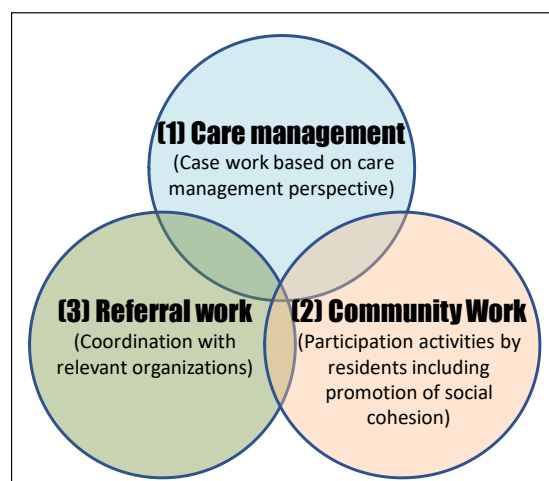


Figure 7-1 Functions needed at SSCs

This approach is often perceived as “community welfare.” The goal of community welfare is to establish a society where diverse individuals respect, collaborate, and complement one another as members of a given community. Social workers who work in SSCs are the main actors who contribute to the process of establishing such a society. Thus, migrant support at SSCs should be a platform through which the concept of community welfare is realized.

The global definition of “social work” approved at the International Federation of Social Workers (IFWS) General Meeting and the International Association of Schools of Social Work General Assembly¹⁰⁸ is as follows: “a practice-based profession and an academic discipline that promotes social change and development, social cohesion, and the empowerment and liberation of people.” In addition, the definition above states that “principles of social justice, human rights, collective responsibility and respect for diversities are central to social work.”¹⁰⁹ As migrant support concerns respect for diversity, implementing social cohesion training signifies the realization of the thesis of social work. Hence, social workers at SSCs should acquire knowledge and skills in this area. The pilot activities in this survey address social cohesion for the migrants by considering the enhancement of SSC’s capacity to implement social works in the

¹⁰⁷ http://www.google.co.jp/url?sa=t&rct=j&q=&esrc=s&source=web&cd=4&ved=0ahUKEwiM9-6Y2ZjaAhXCHpOKHcOwBj4QFgg5MAM&url=http%3A%2F%2Fwww.koubundou.co.jp%2Ffiles%2F61177_1.pdf&usg=AOvVaw1Ij7liAThoQL_cVUMI3vr7 (accessed April 1, 2018)

¹⁰⁸ IFWS & IASSW 2014, p.2

¹⁰⁹ The definition above concerns the term ‘social cohesion.’ However, there is no internationally agreed-upon definition of this concept. Furthermore, it should be noted that the term ‘social cohesion’ is seen as synonymous with ‘social integration,’ which has the connotation of forcibly adapting to the nation or any organized entity. Accordingly, some tend to avoid using the term. The concept of social cohesion was originally developed as a policy goal of European nations and the term was first used by OECD. The term came into use during the 1990s when the high unemployment rate and the increased income gap resulting from the economic recession created the notion of social exclusion. In the 2000s, social cohesion again emerged as the means for solving social tension caused by the political shift to new liberalism occurring worldwide because of globalization. In addition, the migration and migrant issues become a global issue requiring resolution, for which social cohesion was a focus. (Cheong et al, 2007)

community.

The main purpose of this survey is to enhance SSC's functions to ensure that each pilot SSC has the capacity to implement migrant support based on the notion of community welfare. Figure 7-1 shows the functions that SSC should embody to ensure migrant support. These functions are mainly divided into 3 aspects as follows: 1. Enhancement of consulting work (case work based on the care management point of view), 2. Enhancement of referral services (collaboration with related institutions and utilization of social resources), and 3. Enhancement of community social work (promotion of social work, including social cohesion and the promotion of community participation). Pilot activities are thus implemented for the purpose of enhancing SSC's functions based on these three aspects. More precisely, the program shown in Table 7-2 suggests a way to enhance SSC's functions.

Table 7-2 Training Program (Draft)

Main Subject	Sub Subject	Style	Content (Draft)
Consulting work and referral at SSCs	Consulting Skill 1 (Basic)	Lecture Exercise	• Introduction of social service and social workers from the point of psychosocial care (winning trust and ease)
	Consulting Skill 1 (Case Analysis)	Lecture Exercise	• Exercise on case analysis (risk, vulnerability, resource) • Introduction to service procedure
	Consulting Skill 2 (Referral)	Lecture Exercise	• Methodology for social resource analysis (social mapping) • Planning and implementation for referral services
Methodologies on Social Cohesion	Participatory Development Method	Lecture	History, concept, and examples of social cohesion
		Lecture Exercise	Method of facilitation (actual practice) • Required skills for social cohesion activities (group work, communication, etc.) • Exercise in utilizing community resource
		Exercise	• Debriefing through activities (observation and conceptualization) • Creation of an action plan (towards active implementation)

7.2 Implementation of Pilot Activities

Pilot activities have been implemented at Güngören SSC in Istanbul and Akdeniz SSC in Mersin. Section 7.2.1 describes the process as follows: 1. Planning, 2. Progress, 3. Results of consulting work. Meanwhile, Section 7.2.2 discusses the social cohesion activities.

7.2.1 Consulting Work

(1) Plan

To improve and enhance the consulting method for managing the migrants at SSCs, plans have been made for the following: 1) consulting work and 2) referral services. For 1) consulting work, basic training on psychological care was conducted from March to July 2018. For 2) referral services, social mapping methods were introduced in February and March 2018. Table 7-3 shows the progress at Güngören and Akdeniz SSCs.

Table 7-3 Plan and progress of training (March 2018)

	Güngören SSC	Akdeniz SSC
Consulting Work		
Case Analysis using ICF, exercise related to creating a support plan	Implemented in 2016	Not planned
Establishment of secure environment for migrants, checklist for psychological observation, identification of strengths	Basic training implemented in March 2018	Planned for implementation in July 2018
Social Mapping		
Grasping local social resources and understanding current networks	Implemented in March 2018	Implemented in March 2018

(2) Progress

1. Consulting work

Methodologies for establishing comprehensive support by examining life issues from different angles were already introduced, mainly at Güngören SSC, in the previous survey. Therefore, this survey pertains to the basic training focused on providing psychological support for migrants, which was conducted on March 20 and 21, 2018 at Güngören SSC. A total of 39 people participated, as nearly all SSC personnel attended. Dr. Neslihan Arici Özcan (Psychology) of Istanbul Medeniyet University gave a lecture on the identification of the resources and strengths of each migrant to encourage self-reliance. Table 7-4 presents the contents of the lecture. The participants practiced using a “trauma check sheet” and a “resource analysis sheet,” which were introduced during the training for their consulting work as of May 2018. On May 31, 2018, Dr. Neslihan Arici Özcan gave another lecture as a follow-up training based on consulting work related to methods of approaching children with trauma. As Güngören SSC staff had invited staff from the other SSCs, 22 people attended.

	Content
I	Psychology: early handlings
	A. On trauma
	B. On psychosocial support
	C. On detecting the traumatic tendency
II	Evaluation of traumatic state
	A. Psychological support (How to intervene)
	B. Purpose of support for trauma
	C. Basics of trauma
	D. Support for trauma and utilization of resources
	E. Utilization of physical (feeling of safe) resources (indirect intervention)
III	Case analysis and resource identification

Table 7-4 Contents of the Lecture

On July 25, 2018 at Akdeniz SSC, case analysis training was conducted as a basic course for consulting work. After the training, each staff member practiced their consulting work skills by selecting actual Syrian family cases, visiting their homes, and writing reports. Each staff member chose one case and fabricated a case with which they could practice the case analysis.

2. Social mapping (referral services)

Social mapping training sessions were conducted at Güngören SSC and Akdeniz SSC on March 1, 2018 and March 23, 2018, respectively. This training provided participants with the opportunity to identify social resources and understand ways to establish networks. After acquiring the skills introduced in the workshop, SSC staff members were able to use them to implement activities for community work. Through the workshop, the participants shared visuals related to where most Syrians live, Syrian-run outlets, related public institutions, and NGOs. The participants found the training so useful that one of the participants at

Akdeniz SSC suggested incorporating it into the family education training program, which is a mandatory activity for SSCs. The workshop provided instruction on ways to support Syrians by using the social resources in the community shared by SSC staff.

(3) Results of the pilot activities thus far

Table 7-5 shows the results of the training and workshops on consulting work and social mapping.

Table 7-5 Results of the training

Güngören SSC	
Training Content	Result
1) Consulting Work: Establishment of secure environment for the migrants, checklist for the psychological observation, identification of strengths	<ul style="list-style-type: none"> Participants understood that establishing a secure environment, such as a friendly atmosphere, is the most basic, yet important, aspect of consulting work. Participants improved their understanding on psychological issues: regarding the question “do you understand basics of the migrant trauma?” 28.1% answered that they “understood well”, 62.5% “understood”, 9.4% did “not understood well”, 84.4% said that the content of the training could be applied in their own work, 15.6 % said that it could possibly be applied. 0% said the training could not be applied. The workshop strengthened the relationship with Istanbul Medeniyet University (as a social resource network) Networking with other SSCs (strengthened the function of Güngören SSC as a model SSC)
2) Social Mapping: Identification of social resources and networking	<ul style="list-style-type: none"> Staff shared information regarding where most of the Syrians live, public institutions, NGOs, and Syrian-run institutions. The institutions with weak links were identified.

Akdeniz SSC	
Training Content	Result
1) Consulting Work: Practicing case analysis and support planning based on the International Classification of Functioning, Disability, and Health (ICF).	<ul style="list-style-type: none"> Staff understanding of comprehensive case analysis for supporting Syrians was improved. The basics for developing a service support plan for Syrian families were grasped.
2) Social Mapping Identifying social resources and networking	<ul style="list-style-type: none"> Staff shared information regarding where most of the Syrians live, public institutions, NGOs, and Syrian-run institutions. The institutions with weak links were identified One staff member suggested incorporating the social mapping technique in family education training.

(4) Output:

1. The survey team has put together Draft Social Work Manual Ver. 1. This draft contains the techniques dealt during the social work trainings in the pilot activities. Further trials at different SSCs and official procedures at MoFLSS if this manual is to be distributed to the SSCs. As it takes steps to be officialized, this version is to be used as a reference material. The table of contents of the draft manual is shown below.

Part 1: SOCIAL WORK GUIDELINES 1. Legal Framework 1.1. Refugee and Asylum Law in Turkey 1.2. Legal Status of Social Work Centers 2. Infrastructure 2.1. Human Resources 2.2. Technical Infrastructure 3. Scope of the Social Work 3.1. Medical Support	Part 2: SOCIAL WORK PROCESSES 1. Acceptance of application 2. Pre-interview and Registration 3. Preliminary Evaluation 4. Staff Assignment 5. Social Review 5.1. First Meeting 5.2. Social Research 5.3. Last View
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3.2. Economic / Physical Support 3.3. Psychological Support 3.4. Pedagogical Support 3.5. Career Advice Support 3.6. Social Cohesion Support 4. Collaboration and Coordination Studies	5.4. Preparation of Social Review Report 6. Rating 7. Appointment of Expert Staff 8. Planning 9. Application 10. Tracking and Control 11. Intermediate Evaluation 12. Concluding
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2. As a sample document for consulting work, a life guide was prepared in Arabic (only for Mersin) for Syrians. Although the guidebook prepared at the time of the previous survey focused on words and phrases, this guidebook contains basic information related to health, education, transportation, housing, shopping for food, and jobs for Syrians in Mersin as well as the contact information of relevant institutions.

3. In addition, video interview materials were provided for use at SSC staff training sessions to provide a better understanding of the Syrian people and their culture. The video made at the time of the previous survey was more focused on stories of Syrians' trials when traveling to Turkey and their difficult experience once they had arrived. This time, through interviews, the video aims to raise awareness on Syrians using the positive aspects of their life stories. Their stories can be referenced to prepare the guidebooks for other areas, such as technical cooperation projects. Unfortunately, because of time constraints, the survey team could not validate their effectiveness by using these materials, but it is hoped that MOFLSS will use them and make further improvements.

7.2.2 Support for Community Social Work

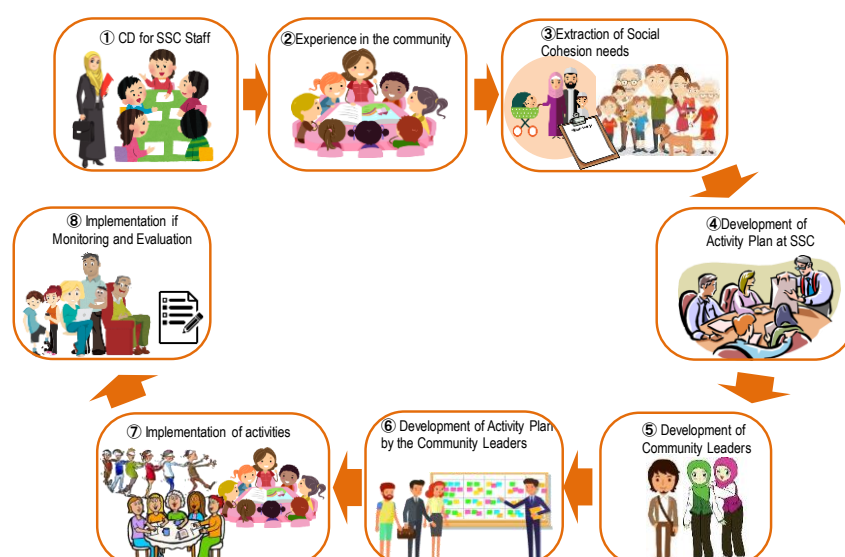


Figure 7-2 Eight Processes of the Social Cohesion Activities

As stated in section 7.1, when considering the development of the social cohesion activities in stages, the process can be divided into the following steps: 1) SSC staff development, 2) experiences in communities, 3) identification of needs related to social cohesion, 4) determination of an activity plan at SSC, 5)

development of community leaders, 6) determination of an activity plan by community leaders for social cohesion, 7) implementation of activities, and 8) monitoring and evaluation. In addition, based on the current situation of social cohesion activities in Turkey described in Chapter 6, verification was conducted on items 1) and 2). The capacity development of SSC staff was carried out by presupposing that the participants do not have sufficient experience in the community work or group work. Therefore focus was placed upon understanding Syrian refugees and the ways to establish social relations with them. That is to say, the impact may be limited as it was one of the many ways to start the social cohesion activities. On the other hand, as both good practices and lessons learned were extracted through questionnaires, the activities were seen as useful experience when thinking about the future technical cooperation project.

1. Capacity Development of SSC Staff

Plan

To realize the goal of social cohesion prescribed in this survey, that is, “a situation in which Turkish and Syrian people cooperate and resolve social challenges in the community,” it is required to follow the process above. The first stage of the process comprises the development of SSC staff.¹¹⁰ This pilot activity emphasizes strengthening the development of the necessary capacity of SSCs to ensure they can assume responsibility for community building related to community welfare in Turkey. As such, Impro¹¹¹ was introduced as an activity to understand the importance of creating a new performance and building relationships in the group through which the SSC staff could facilitate social cohesion activities. Four activities were selected after careful consideration of the current context of Turkey and Syria. It is preconditioned that the activities are carried out in a mixed group consisting of Turkish and Syrian people. Therefore, activities were selected which participants can join that are not contingent on language ability (Turkish). Table 7-6 shows the four activities selected in this practice. The name of each activity was created by a social worker from Güngören SSC, one of the counterparts.

Table 7-6 Contents and outline of the four activities selected as improvisation

Activities	Contents
[1] Line up game	
Objective	Determine commonalities among participants through the performance and share empathy and emotion.
Method	Performance that determines its position while communicating with others in response to questions. When the facilitator says, for example, “Some of us are good at English and others are not; come get in line, come get in line,” the participants determine their standing position while talking to those in their surroundings. The question should be related to the activities that follow, such as “degree of shyness”, “good at playing or not good”. Once a line has formed, the facilitator will make a small group with a nearby person and exchange opinions regarding why they chose their place. By doing so, participants can share emotions with people regarding shared thoughts, concerns, distress, and awareness of problems.

¹¹⁰ The development process of social cohesion described here is divided into the following steps: 1) SSC staff development, 2) experiences in communities, 3) identification of needs related to social cohesion, 4) determination of an activity plan at the SSC, 5) development of community leaders, 6) determination of an activity plan by community leaders for social cohesion, 7) implementation of activities, and 8) monitoring and evaluation.

¹¹¹ The practice of improvisation attracts not only children but is also incorporated into corporation training, teacher training, and the learning process for adults (a relaxed learning process). Impro means to learn activities as a group. To do well as a group, like that which is required in improvisation, it is essential to listen to each other, examine the words and movement of others, and act upon those observations. Impro is not a competition but a cooperative activity. When participants become one and create an impro, the group learns to cooperate and create together. In the practice of performance psychology, many exercises including impro have been used. Since these activities can be implemented without special facilities or locations, this project introduced impro for the practice of learning the meaning and methodology of social cohesion.

Variation	There are also options for making a circle, or moving one step forward at a time according to the question. For example, the diversity of those included in the group can be shared by asking questions such as "anyone who wants to eat a pizza, come one step towards the center" or "step back".
[2] Ding Dan Dong	
Objective	Experience in creating a single performance by the group. Through this performance, participants can experience the feeling of solidarity, and at the same time they create rules and experience developing the game on their own based on a given rule.
Step	(1) Make a circle. (2) First, moving in the clockwise direction, participants clap hands and send a signal to the next person. The recipient will turn to the next person and continue until the clap can be passed smoothly and quickly. When a rhythm develops, the direction turns counterclockwise. (3) Then, a signal should be introduced; participants must say "Ding" if passing the clap to the right, "Dan" to the left, and "Don" to anyone. It is important to be clear so that the other participants can surely receive the signal (4) After the rule is created, and once participants can create a rhythm or start playing according to the rule, the game ends.
[3] Praising Mistakes	
Objective	By praising all the mistakes, participants will enjoy their mistakes and build a "base" that accepts mistakes positively. Making a mistake causes anxiety and terror for everyone. Particularly in situations when you must work together with someone you do not know, it is quite a challenge because people think, "it is embarrassing to make mistakes", and "I do not want to bother others by making mistakes". It is best to do it before "ensemble".
Step	(1) Participants freely walk slowly through the room. When they hear the signal, they stop and pair up with nearby people. (2) Make a pair and say to each other "1, 2, 3". (3) Instead of saying "1", clap hands. In addition, participants can add a new rule. For example, when a person makes a mistake, shout out "I made a mistake!" loudly and making exaggerated gestures with both hands to ensure that everyone notices. Everyone stops the game and applauds the person who made a mistake. (4) Then, instead of saying "2", stamp feet. (5) Then, instead of saying "3", shake hips.
[4] Ensemble	
Objective	To build relations through ensemble's experience.
Step	(1) Make a circle. (2) One participant stands in the middle (the stage) and strikes a pose. (3) Another person adds another pose to create meaning and add the element of story. The first person returns to the original position, showing his/her appreciation to the person who joined the pose. (4) The person who joined in the creation of the pose determines the last pose by adding something new, and another person joins the pose. (5) Add new poses in order.
Variation	This time, participants are not in pairs. Four people join, and five people create a new performance. Then, people other than the performer name the performance and make a story.

Outline of the activities

As shown in Table 7-7, pilot activities have been implemented five times:

- **Activities 1 and 4:** Workshops mainly focused on the social workers. By implementing the workshops in different places (Istanbul and Mersin), regional peculiarities for the approach were examined.
- **Activity 2:** Workshop for those university students who are studying Social Work. In collaboration with Istanbul Medeniyet University, 20 students from the Department of Social Work participated in the workshop. Three social workers who participated in Activity 1 facilitated the workshop to assess the feasibility of the approach. N.B, a series of intensive facilitation training sessions, was provided for the three social workers between February 26 and March 3, 2018.
- **Activity 3:** Workshop for both Turkish and Syrian people. The team assessed whether the participants with different cultural background and upbringings could learn from one another and create mutual understanding.
- **Activity 5:** Workshop for Syrian women. The workshop verified the feasibility of the approach towards

Syrian women who are generally considered culturally and socially conservative.

Table 7-7 Outline of the activities

	Date and Time	Venue	Participants	No. of Participants
Activity 1	Dec. 25–26, 2017 (10:00–16:00)	Güngören SSC (Istanbul)	Social workers	12
Activity 2	Feb. 27, 2018 (13:00–16:00)	Güngören SSC (Istanbul)	Students studying social work	20
Activity 3	March 3, 2018 (10:00–16:00)	NGO run by Syrians (Istanbul)	Turkish students (14) Syrian students (12)	26
Activity 4	Mar. 8, 2018 (13:00-16:00) Mar. 9, 2018 (10:00-16:00)	Akdeniz SSC (Mersin)	Social Workers	14
Activity 5	March 14, 2018 (13:00-16:00)	ASAM Multiservice Center (Gaziantep)	Syrian women	29



Lecture on Social Cohesion



Improvisation Activity



Lecture by Güngören SSC Staff

Photo 7-1 Scenes from Workshop

Outcome of Activities

1. Enhancement of the understanding of the diversity and multiculturalism

The survey team tested the use of the assessment indicators based on the five viewpoints¹¹² developed by the Scanlon Foundation and Monash University: Belonging, Worthiness, Social Justice and Equity, Participation, and Acceptance and Rejection. The interpretive definition of these five points for the pilot activities was discussed during the implementation of Activity 1.

Table 7-8 Assessment standard of Social Cohesion Activities

Five viewpoints used in the Pilot Activities	UNHCR's Five Viewpoints	Relationship with Performance Psychology
Belonging	Belonging	Enable the sharing of the rules and trusting each other as members of the community
Worthiness	Recognition	Enable the creation of an ensemble through respect for diversity and differences
Social Justice and Equity	Equalization (of opportunities)	Enable a sense of belonging, self-worth, and a positive relationship with others
Participation	Participation	Enable participation as a leader to produce activities as a member of the community
Acceptance and rejection, Legitimacy	Legitimacy	Enable the protection of one's rights and benefits (using the rights for participation and/or rejection)

Quantitative data were collected after Activities 1, 2, and 4 through a questionnaire. Table 7-9 presents the results of the analysis. Except Activity 2, when evaluating participant viewpoints on the activities, more

¹¹² These five viewpoints are similar to those used by UNHCR. The survey team started the pilot activities using these five viewpoints since the previous survey prior to that of UNHCR suggested its own five viewpoints; thus, the survey team continued using the viewpoints developed by the Scanlon Foundation and Monash University.

than 90% of participants answered that the activities were effective in providing training on social cohesion. For Activity 2, 20% of the participants (students) answered that they were uncertain about its effectiveness. Overall, not all participants fully appreciated the activities. Some comments indicated the following sentiment: “I knew I could make mistakes, but I was still afraid of participating in ensemble activities,” “I thought my idea was not interesting as other participants had better ideas. So, I didn’t join the ensemble.” The qualitative data were translated into English and coded according to the related groups. These coded data were further categorized for analysis¹¹³.

Table 7-9 Results of the Analysis on the Meaning of Social Cohesion Activity

No	Category	Code
1	Establishment of Relationship	Able to share thoughts and feelings without relying on the word. Deriving a sense of self worth through the act of giving. Creating unique and meaningful things together while experiencing feelings of enjoyment. Everyone took part in the activity without prejudice. When everyone is pleased, it is easy to establish a relationship.
2	Mutual Understanding	Individual differences vanished. I realized that I had a prejudice and stereotypes and it was a good opportunity to get to know each other.
3	Establishment of Collaborative Relationship	I could experiment because of other people’s support. The possibilities widened when everyone participated. I saw a different side of myself.

2. Results of Analysis from the Viewpoint of Collaborative Community Development

A questionnaire survey was conducted related to collaborative community development at the end of the workshop. Questions focused on the usefulness related to: (1) community development; (2) self-learning and development; (3) establishment of relationship amongst those with different cultural backgrounds; and (4) sharing emotions and feelings. Table 7-11 shows the analysis of the questionnaire results. Approximately 20% of the participants who took part in Activities 1 and 4 answered “neutral” or “disagree” on “Self-development”. However, more than 90% of participants found the “development of collaborative relationship among different cultural background” and “sharing emotions” to be effective.

3. Outcome and issues related to social cohesion activities among culturally different participants

Outcome and issues related to social cohesion activities between Turkish and Syrian students

The analysis of Activity 3 was based on observation, as language issues were an obstruction for the questionnaire survey. Participant comments related to aspects to which they applied significant effort and encountered difficulties were also used as supplementary data. Two major points were gleaned from the observations:

Students do not fully understand “collaboration and mutual learning” as a social norm. Students were interested in getting attention from the facilitators but not in what other students said. When the facilitators were initiating activities to let them play, students’ reactions were directed to the facilitators but the students did not continue the activity amongst themselves. In the activities in which participants were asked to share their feelings, such as Lego play or the Exchange game, the participants tried to engage with the facilitators

¹¹³ This method of analysis, widely known as the KJ Method, articulated three major categories; namely, establishment of relationship, mutual understanding, and establishment of collaborative relationship

and did not engage with other students.

However, with some degree of intervention, the facilitators succeeded in guiding students to pay attention and collaborate among themselves. The facilitators found it difficult to guide students at the beginning but with patience, the activity gradually took shape, and the facilitators managed to guide the students' attention in the right direction. The groups were divided into Turkish and Syrian participants, but gradually they began merging and talking with each other.

Table 7-10 presents results of 69 comments given by the students. The results show that the approach used in the workshop can be effective in providing an opportunity for overcoming new challenges with “joy” and a “collaborative mind” that extend beyond cultural differences. Furthermore, through the activities, the students realized the joy of collaborating and working together in addition to learning the method of carrying out the activity. Their comments, such as “what is important is not where you are born but how you grew up” provided an apt summary, indicating that the students understood the aim of this workshop.

Table 7-10 Results of the analysis of the comments from students

Category	Code	No. of Code
New Challenge	<ul style="list-style-type: none"> • I improved my imagination through improvisation activities • We conducted many activities in different languages • I was able to praise mistakes • We created activities together • We managed to create a story without words • I am no longer afraid of making mistakes • We learned a lot from the different activities 	25
Making new friends through doing activities together	<ul style="list-style-type: none"> • We found commonalities in the Line Up Game • What is important is not where you were born but how you grew up • It was more fun to conduct activities with more people • I learned how to play with people from a different culture • I learned how to share personal thoughts and feelings with others • We learned the importance of making rules together • We learned how to help others • I made friends with other students. • I was pleased to be helped by others • It was the best day I've had since arriving in Turkey. • We had great fun 	27
Interests in Japanese culture	<ul style="list-style-type: none"> • I was glad to meet Japanese people • I was glad to learn how to write my name in Japanese • Thank you for playing fun games • I would like to make more objects using origami techniques 	15
Others	<ul style="list-style-type: none"> • It was fun but I did not learn much. 	2

From the above results, it was confirmed that continuous social cohesion activities could provide students with the experience of collaboration and ways to learn about collaboration at the same time. This could increase the future prospect of establishing a collaborative community. Another positive outcome was that the SSC staff themselves witnessed the changes and capacity for adaptation shown by the students in such a short period of time and it gave them confidence that the Turkish and Syrian students can not only pursue their own individual self-development, but such activities can be a fruitful means of establishing meaningful

relationships and developing a community-oriented attitude.

Conversely, some issues emerged from which the SSC staff could learn. First, there was a language issue. The survey team provided an English-Turkish interpreter. Despite the Syrian students' experiences studying at Turkish schools, their understanding of the language was not sufficient. Thus, the language barrier created minor confusion when activity instruction was provided. For training sessions in the future, an Arabic-Turkish interpreter may be required, depending on the situation. Further, facilitators should ensure that they are giving clear instructions using simpler language. Sensitivity to gender dynamics is the second issue to consider. While male Turkish students had fewer problems, Syrian students showed hesitation when participating in activities with the opposite sex. Despite providing an opportunity to "go beyond who they are," the students' cultural norm should also be respected in improvisation activities where active participation is required regardless of sex.

Outcome and issues on the social cohesion activities with Syrian women

When receiving feedback from the participants of Activities 5 and 6, facial expressions, as shown in the picture below, were used because many participants were not able to write or read in formal Arabic. Out of 23 comments received, 22 were positive feedback. This feedback included the following: "it was fun", "I would like to participate again", "I could make friends", "I was very pleased", "glad to be do some group work", "it reminded that I love Syria", "How beautiful love and hope are", "I felt I did something for someone", "I was glad to talk about hope with others". However, one comment expressed a negative sentiment with the following: "it opened up the wounds." As the participants may have varying psychological states, the workshop should be organized carefully with consideration for the reactions of sorrow or anger that participants may harbor.



Photo 7-2 Example of participant's comment

4. Assessment and lessons learned on the social cohesion approach

After Activities 1 and 4, group discussions were organized for the improvement of the methodology. Those who did not give the highest rating in the post-workshop questionnaire were asked to give their reasons and suggest ways to improve the activities. The results shown in the table below were identified from the facilitators' expectations of the five roles.

Table 7-11 Points of Improvement in the methodology

No	Points of Improvement
1	It is important for the participants to enjoy the activities, as everyone has difficulty participating in the activities with which they are unfamiliar. It is important to create an atmosphere where everyone can enjoy the fact that they do not understand what they are supposed to do. A sense of achievement can be a reference point for establishing social relations.
2	Forced participation does not align with the philosophy of social cohesion as it is only meaningful when the activities invite voluntary self-realization and acceptance. Participants' active participation is key in such activities.
3	One should first accept any opinion and behavior as a meaningful gesture. To facilitate this, it is important to accept and develop the activities accordingly. Giving feedback each time will provide meaning. This is a difficult task as it requires skill in improvisation but is an important technique for creating a safe atmosphere.
4	Sharing appreciation and respect for all offers so it creates an atmosphere in which participants feel comfortable taking part
5	Activities should be determined according to the interests and characteristics of the group. Rather than preparing in advance, activities should be determined as the situation develops.

Issues and lessons learned by the facilitators related to community building

The following five points comprise the assessment given to the three facilitators:

1. They facilitated effectively to create a flow in the activities
2. They were unsure about when to end each activity
3. They found the handling of unexpected opinions and reactions difficult
4. Giving instruction to the whole group and managing the ensemble was difficult
5. They were conscious of the importance of participation and focused on creating a safe environment.

While some difficulties were revealed, the three facilitators played their roles well in persuading the participants to collaborate and establish relationships while supporting self-learning and development. The points articulated thus far should be a point of reference used to strengthen future training.

Activities after training

After the workshops, each SSC held a meeting to discuss how to proceed with the social cohesion activities. Güngören SSC planned to implement the following: 1. social cohesion activities with NGOs and universities; 2. A workshop in June for staff at other SSCs with the participants of 1.; and 3. A social cohesion activity for children in August with the participants of 1. However, following a discussion and preparation, the following were conducted: 1. Two social cohesion activities for children in May and 2. Cooking activity in September.



Collaboration meeting with NGO



Activities with Children in May 2018



Cooking activities in September 2018

Photo 7-3 Activities at Güngören SSC

Akdeniz SSC suggested five ideas for activities as follows: 1. Family training; 2. Games; 3. Sports; 4. Cooking; and 5. Theater/play. Considering the aspects of sustainability, validity, and feasibility, the group decided to implement the pilot activity as part of the family training. Family training is an MOFLSS-oriented program for Turkish families. As part of SSC's mandate, Akdeniz SSC plans to incorporate the pilot activity by inviting Syrian families. The program consisted of five seminars on the following: 1. Marriage and family life (May); 2. Reproductive health and motherhood (June); 3. First aid for emergencies and health literacy; 4. Sexual abuse; and 5. Role of family in schooling. As a result, on May 15, two themes, "individual sanitation" and "issues for youth," from the contents related to family training were selected; based on these themes, a seminar was held for Turkish and Syrian parents and guardians. Consequently, "family planning" on July 4 and "family role for employment" on September 26 were conducted.



Family training in July 2018



Family training in September 2018



Meeting with community leaders September 2018

Photo 7-4 Activities at Akdeniz SSC

In Akdeniz SSC, based on the first joint monitoring at the end of July, a briefing to raise community leaders' awareness for Syrians and receive their support for social issues was conducted. Another session was held on September 24 and attended by 20 Turkish and Syrian peoples from Akdeniz SSC. In addition, Akdeniz SSC implemented a workshop for neighboring Turkish and Syrian people at the community center.

Output

The survey team has developed a draft social cohesion handbook for the purpose of introducing the experiences earned by the pilot activities to other SSCs. The table of contents is shown below.

1 Introduction 2 The conceptual framework of Social Cohesion 3 The role of social workers in Social Cohesion 4 Model proposed for Social Cohesion 4.1 Training of social workers and field applications 4.2 Identifying the sources of community 4.3 Strengthening civil society and leaders 4.4 Supporting Social Cohesion activities 4.5 Monitoring and evaluation of activities 5 Pilot Project implementation and achievements 5.1 Training of social workers	5.2 Making a creation 5.3 Planning social compliance activities 5.3 Preparing the first activity 5.4 Performing an activity 5.6 Reproduction and evaluation 5.7 Training of community leaders 5.8 Monitoring and evaluation 6 Possible challenges and recommendations for future social cohesion activities APPENDICES
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The pilot activities only dealt with the first two steps out of the aforementioned eight steps. Activities should continue to complete all the eight steps and reflect the experiences in the handbook.

7.2.3 Joint Monitoring

(1) First Joint Monitoring

From July 31 to August 2, 2018, the First Joint Monitoring was held in Istanbul. Table 7-15 illustrates the list of pilot activities implemented at each SSC after the workshop in March 2018.

Table 7-12 Pilot activities implemented up to the First Joint Monitoring in 2018

SSC in charge	Date	Place	Theme	Main participants
Güngören	April 11	Güngören SSC	Joint seminar with NGO in the community for social cohesion	SSC staff NGO staff
	May 3		Social cohesion activities for children	7 Turkish children 8 Syrian children
Akdeniz	May 15	Elementary school in the area	Social cohesion activities (family training on individual hygiene)	52 Turks 8 Syrians
			Social cohesion activities (family training on health of youth)	
Güngören	May 30	Güngören SSC	Social cohesion activities for children	Turkish children 4 Syrian children: 3

	May 31		Consulting work training (follow up on March training)	42 SSC staff including staff from neighboring SSCs
Akdeniz	July 4	Elementary school in the area	Social cohesion activities (family training on family planning)	16 Turks 6 Syrians
	July 25	Akdeniz SSC	Consulting work training (practice case analysis of Syrians)	9 SSC staff 1 UNFPA staff

Each SSC presented their pilot activities, results, and issues at the Joint Monitoring. Participants shared the implementation process of the activities and the kind of change they observed before and after as an organization and as SSC staff. The monitoring became a chance to exchange different opinions related to supporting Syrians at each SSC and discuss the direction for providing future support to Syrians as government institutions. Akdeniz SSC reported that through the social cohesion activities and towards developing a better understanding of Syrians in the community, they made plans to expand activities seeking cooperation from community leaders after the Joint Monitoring. In addition, the steps required by consulting work to provide support for Syrians were reviewed by the participants. With the cooperation of a professor from Istanbul Medeniyet University, a report was prepared on this procedure (and will be completed by the end of November 2018).



Güngören SSC staff reporting



Akdeniz SSC reporting



Steps of consulting work

Photo 7-5 During the First Joint Monitoring

(2) Second Joint Monitoring

On October 11, 2018, the Second Joint Monitoring was held at the JM Marriot Hotel in Ankara. The participants comprised staff from both SSCs, relevant personnel from MoFLSS, as well as a staff member of the JICA Turkey Office. Table 7-16 indicates the list of pilot activities implemented at both SSCs after the first Joint Monitoring.

Table 7-13 Pilot activities implemented up to the Second Joint Monitoring in 2018

SSC in charge	Date	Place	Theme	Main participants
Akdeniz	Sep. 6	Akdeniz SSC	Training on consulting work (Follow up on July training)	4 SSC staff 4 UNFPA staff
	Sep. 21	Café space in the area	Social cohesion activity with community leader	20 Turkish
	Sep. 26	Elementary school in the area	Social cohesion activity (Family training on starting school)	40 parents/guardians including Syrians
Güngören	Sep. 27	Syrian NGO facility	Social cohesion through cooking	8 Turkish 7 Syrians
Akdeniz	Sep. 30	Akdeniz SSC	Self-assessment activity	SSC staff
	Oct. 8	Community center in the area	Social cohesion activity (Cultural exchange meeting in the area)	25 Turkish 15 Syrians Staff from ASAM and Red Crescent

At the Second Joint Monitoring, each SSC reported the results and issues of the pilot activities implemented

after the First Joint Monitoring. Akdeniz SSC shared the experience that having a joint meeting with community leaders facilitated mutual concessions between Turkish and Syrian people. Because of the current infrastructure of SSC, social cohesion activities are classified as extracurricular activities. Therefore, SSC staff members are trying to include the activities in the family training program, which is considered regular work. Staff recognize the high interest in social cohesion activities from Syrians. They originally estimated that 10 to 15 participants would take part in an activity, but the number of participants exceeded their expectations. According to the reports from Akdeniz SSC, Syrians started recognizing that they were part of Turkish society and showing interest in receiving social welfare services. With these activities, the awareness of services provided by SSCs has been spreading. A cultural exchange meeting was implemented with ASAM and Red Crescent. During this meeting, ASAM staff talked to participants who were not registered. This provides a good example of cooperation with NGOs. Güngören SSC planned to hold several social activities. However, because of time constraints, they held only one activity, which was a cooking event. From planning to implementation, the SSC staff took charge. The location was the same NGO facility where a social cohesion activity for children was held in March 2018. This demonstrated that the SSC maintained a good relationship with the community. Two staff members from Güngören attended the activity. The participants willingly cleaned before and after without being told and demonstrated their ability to work collaboratively. In Güngören SSC's presentation, they reasoned that the participants' behavior was an indication of different cultural groups moving towards one goal through cooperation. In addition, this activity was designed to allow Syrian participants to cook for Turkish participants to promote the recognition of self-acceptance by serving others rather than just receiving services.

The meeting was highly effective, but issues were raised. First, there are issues with sustainability because social cohesion activities were not included in the annual SSC budget. Moreover, these events must be held on either weekends or after hours to allow more participants to join. Although there is a system in which staff receive a compensatory day off, not all SSC staff know about it; hence, there are some cases in which they do not apply for it. In addition, to obtain approval for the activities, the regulations related to collaboration between ministries such as MoFLSS and the Ministry of Education are unclear. Thus, it is sometimes hard to conduct activities at educational institutions or facilities smoothly. Although a few issues were raised, there were many opportunities to learn from each other, and the participants recognized the purpose of the Joint Monitoring. There was no time for the preparation of an action plan, but the participants are aware of its importance. According to the current plan, MoFLSS will support them in creating it.



Akdeniz SSC staff reporting



Güngören SSC staff reporting



Discussion

Photo 7-6 Second Joint Monitoring

(3) Information sharing seminar

On October 12, 2018, an information sharing seminar was held in Ankara. The aim of the seminar was to share the results of the pilot activities in this survey with MoFLSS and international organizations with more than 30 participants. The director and staff in charge of this project from the Embassy of Japan in Turkey and JICA attended. Four personnel participated from MoFLSS, including the deputy director of Family and Community Services, the department head of Migration, Disasters, and Emergency Psychosocial Support Department. Regarding international institutions, UNHCR, UNICEF, UNDP, UN Women, UNFPA, IOM, and Red Crescent were present. Three personnel participated from UNHCR, including the deputy director of its Turkey Office, which demonstrated their great interest in this matter. The content of the seminar included reports related to supporting Syrians in Turkey from the Government of Japan, the results related to refugee support by the JICA Turkey Office, reports from MoFLSS, actual results of this survey, and reports on pilot activities from Güngören and Akdeniz SSCs. In addition, Professor Abdulkadir Yeller of Istanbul Medeniyet University explained the outline of the social work operation manual that was prepared in this survey.

In the actual report of the results from this survey, although there are some problems related to language and others regarding social cohesion activities, it is generally effective in eradicating the prejudice against Syrians. At the same time, validation is necessary for implementing appropriate activities. It also highlighted the challenges of each region. For example, in Mersin, many migrants live in camps and there are issues related to access to education and hygiene. Moreover, when compared to large cities such as Istanbul, few UN agencies and NGOs exist. Thus, creating a networking system is another issue. Regarding consulting services, training on PTSD, case analysis, social mapping training, and others directly related to practical activities, many participants expressed that these are effective in improving the quality of work. Conversely, the necessity of standardizing the questionnaire and adjusting the questions related to Syrians was raised. Activities implemented in this survey were considered trials and are merely the beginning of comprehensive care management. Therefore, the need for the overall verification of the process was also suggested.



Presentation on survey results by Project Chief Advisor, Ito



Participants of the seminar

Photo 7-7 Information Sharing Seminar

8. Recommendations and Lessons Learned for Strengthening Social Services for the Syrians

The goal of this survey is “to articulate the support needs and the direction of cooperation for the Syrian migrants in Turkey by the Government of Japan.” Section 8 describes lessons and proposals from the pilot activities in this survey, and in the next chapter 9, the draft technical cooperation project is outlined.

8.1 Analysis of Psychosocial Care

In this section, it will be described the general topics on psychosocial care (consultation work), centering on points to be noted in the implementation of future technical cooperation. To facilitate SSC staff participation in pilot activities, in the pilot activities related to consultation work, the content of the training was assembled from a viewpoint that can fully understand the work procedure of the current SSC and immediately reflect the acquired things to the day-to-day work. As a result, it can be said that SSC officials were able to carry out pilot activities autonomously, even if CPs and Japanese experts of the ministry were absent. In strengthening SSC's capacity to support refugees, it is desirable to incorporate it as an activity in accordance with the work procedure of SSC, and the future technical cooperation needs to take this into consideration.

Also, there were cases in which it was not possible to secure enough time for exercises in cases of Syrian refugees because there are many consultation cases (for Turkish people) in charge of SSC officials. When implementing the technical cooperation projects for the future, it is necessary to thoroughly examine work hours and work volume of officials at the beginning, and to clarify the scope (amount) of the activities between the project side and the staff.

Since the pilot activities were conducted experimentally in this survey, it was made flexibility in activities according to the local needs, so it is effective to collaborate and realize activities with universities and local NGOs. Because of the situation for the refugee support changes every moment, for the implementation of the technical cooperation in the future, it is desirable to ensure flexibility to adapt those project activities while utilizing activity plan and budget according to the situations.

Although the SSC staff has a high level of interest in psychosocial care, their knowledge on trauma is insufficient. Thus, a systematic training course is necessary. On the training on trauma and post-traumatic stress disorder (PTSD), in this pilot activity, Turkish psychologists was invited and conducted the training. Psychological care such as trauma and PTSD were a field with high expertise and correspondence to SSC staff to accurately convey training contents in their mother tongue. In such topics, misunderstandings and lack of understanding may lead to serious mistakes, so it is important to pay close attention and work in cooperation with local experts. It is also useful to devise techniques that take advantage of Japan's strengths, such as analyzing psychological care issues in Turkey by inviting medical professionals who have experienced trauma care such as earthquake disaster in Japan. However, staff members who do not directly

play a role in psychosocial care shall also receive training applicable to them such as basic survey methods. This will be implemented by using a checklist used for referring to professionals rather than obtaining specific techniques to deal with the cases themselves.

In addition, because support policies for Syrians at the SSC are insufficient, the annual activity plan does not include many support activities for the Syrians and other migrants. For future technical cooperation, guidance and advice for Syrian support is needed. Moreover, it is necessary to analyze data such as the number of annual consultations and the types of consultations. Based on this data analysis, it is necessary to evaluate social issues in the community. The annual plan for the next year will be prepared based on the trend of social issues derived in the evaluation. Such systems are not implemented in the SSCs. For technical cooperation, it is important to develop capacity for the registration of consulting cases and trend analysis on consulting types, and to provide instructions on how to use the database system.

For pilot activities, the project team tried to introduce comprehensive support for Syrian families; that means expanding multiple services at the same time. To implement comprehensive support, it is important to expand the support by teams that consist of experts in different fields. At the same time, although it depends on the situations of the families, there is an issue with budgeting. It is essential to discuss the budgeting issues and reach an agreement with the implementation institutions of the country for realizing technical cooperation.

To introduce comprehensive support, it is necessary to reform the service systems currently being implemented at the SSCs in Turkey. The main task of the SSCs is to provide funding for protecting life and protect children and women, which is arranged upon their entering a facility. This system does not support some users who face some problems in solving them and becoming self-reliant. In future technical cooperation, it is necessary to discuss further with MoFLSS how best to implement social services in Turkey.

In relation to the state of the services, the SSC has the necessary interview sheets and the filing and interview methods. However, details such as how to use the interview sheets depend on the SSC. Therefore, it is hard for MoFLSS to unify the process. In addition, some changes in the contents have been needed. For technical cooperation, it is hoped that the section in charge at the MoFLSS could be clarified to revise and unify the official documents. Additionally, the project should secure focal persons who have a strong level of commitment. As consulting work takes time due to legal issues, it is important to ensure that MoFLSS takes the main responsibility at the time of revision and change.

In strengthening the capacity of the consultation service with this pilot activity, due to temporal restrictions, efforts of the Japanese experts to accompany the family visit, advise and instruct about how to interview refugees and to record were inadequate. Since the method of interviewing and recording occupies an important position of consultation work, it is important to prepare an action plan so that direct technical guidance by Japanese experts or local resources is sufficiently implemented.

8.2 Analysis of Social Cohesion

As mentioned at the beginning of 7.2.2, in the component of social cohesion in this pilot activity, it was focused on (1) SSC staff development and (2) experience in the community out of the eight activity stages.

Social cohesion activities in general are new to the SSCs. As the issues for the Syrians in Turkey are no longer temporary, the concerns of the Turkish government and international donors are changing from 'social integration' to 'social cohesion.' On the other hand, regarding social cohesion, even looking over the activities of the Turkish government and UN agencies, it cannot be said that specific support has been settled but understand that it is at the stage of the introduction part to ascertain the direction of support. After grasping the above situation, two steps such as 1) SSC staff development, 2) experiences in the communities are implemented in this survey. From now on, it is important to complete a series of cycles such as 3) identification of needs on social cohesion, 4) determination of activity plans at the SSCs, 5) community leadership development, 6) determination of an activity plan for social cohesion by community leaders, 7) implementation of activities, 8) monitoring and evaluation. With these cycles in consideration, at the Akdeniz SSC, some activities were conducted from 3) to 5) based on the workshop implemented in this pilot activity. In particular, the discussion with the community leader which was on the activity of 5) became experience to deepen the confidence of the staff in promoting the activities in the community. It is necessary to continue these activities while extracting lessons and learns, and to improve and strengthen social services in supporting refugees.

In this survey, pilot activities are implemented at the level of 1) training on SSC staff and 2) experiences in a community. For 1) training on SSC staff, the facilitation capacity of SSC staff was strengthened through the introduction of a performance psychology methodology as well as such means as an understanding of cultural diversity, and lectures on having relationships with others and various communication strategies. In addition, the Güngören SSC staff facilitated a workshop with the techniques mastered during the pilot activities for the staff of the Akdeniz SSC. The Güngören SSC staff did not only gain knowledge but also strengthened their ability to share with others what they had learned. For 2) experiences in a community, the Güngören SSC staff held a workshop for Turkish and Syrian students, invited children for a play meeting, and worked with a local NGO that supports Syrians in the area. Moreover, at the Akdeniz SSC, Syrian and Turkish families received training at the same time by using the family training methodology. Such examples demonstrate that the facilitation abilities for social cohesion activities of SSC staff have been strengthened.

From the staff of the SSC who participated in the activity said, "Through this pilot activities, the way of thinking has changed by learning the reality of how the Syrians lived and "It was an opportunity to think about problems and solutions in this society". SSC staff who have been in contact with the Syrian problem only through cases such as consultation work at SSC and family visits, by participating in this pilot activity, and through collaborative efforts with community residents and related organizations, it can be said that

they began to understand the current situation of Syrian refugees.

Although it is not directly related to the steps mentioned above, the survey team held another workshop for the students of Istanbul Medeniyet University who study social work. This workshop used the community recourses at SSC and shared the concepts of social cohesion with these students who will work in the field of social services. These steps helped promote the strategies in relation to migrants' support at the SSCs. Through accumulation of these cases, it is important to strengthen and promote SSC's methods for supporting refugees. In addition, the Güngören SSC staff said, "I was able to strengthen the network with other SSCs, municipality offices and other public institutions through the pilot activities, in particular to obtain information on other agencies in refugee support, and it also helped to improve the methodology of support for refugees". Since expanding the network with local resources and organizations will lead to higher quality service provision, it is necessary to strengthen these activities in the future.

While numerous positive outcomes were observed, a few issues have been found. For example, NGOs conducting social cohesion activities told the survey team that they encountered difficulties when organizing workshops for both Turkish and Syrian participants because one side refuses to take part in activities when the other side participates. The pilot activities verified the possibility of establishing relationships between the two groups, but the problem lies in the way to make both groups sit together in the same place. Thus, to strengthen social cohesion activities at the community level, it is necessary to promote understanding of social cohesion with community leaders as focal persons and encourage both groups to participate in activities at the same time. This survey did not reach the point of promoting social cohesion activities at the community level. However, with the implementation of future technical assistance, it is hoped that it can be achieved. Moreover, in the pilot activities, evaluations were conducted immediately after the activities were completed. However, long-term evaluations to assess impact are also essential. Thus, it is vital to set proper indicators for long-term assessment and implement such assessment.

Social cohesion activities at the SSCs are expected to be organized on an ad hoc basis. Thus, it would be hard to incorporate such activities into the SSC's mandate. It is also necessary to consider the costs and the preparation period for such activities. In addition, the impact of these activities may be limited because the number of participants and the frequency of such events are likely to be restricted due to the capacity of the SSCs. These events are usually organized locally and may not be extended to other areas or regions. However, during this pilot activity, both the Güngören SSC and the Akdeniz SSC developed a plan and implemented social cohesion activities from April to September 2018. These results indicate a possibility of implementing such activities even during regular work hours. In the future, it is a challenge to examine the processes from planning to implementation at SSC and to build an exemplary methodology.

In addition, to implement social cohesion activities continuously in the future, it will be proposed the following three points.

First, collaboration should be strengthened with NGOs and other organizations in the area. For example, NGOs have a wide network of Turkish and Syrian people in their areas. These NGOs should have records of the contact information of those who visited or used facilities when conducting activities, and there are focal points who participate in the activities. These focal points could expand the network. Because NGOs have a significant amount of information on Syrians, there is a possibility of conducting activities that take Syrian needs into greater consideration during social cohesion activities by working with SSCs. Moreover, when many Syrians are needed for activities, and when SSC staff would like to ask Syrians about specific issues, SSC staff can contact Syrians accordingly. In the case of 7.2.2, for example, the SSCs collaborated with the Syrian NGO in the area and cooperated with ASAM. The former case had the following criteria: “school-aged children, mixed gender and possible participation at weekends” and the latter invited participants on the condition that “Syrian women in their 20s to 40s are interested in manufacturing.” As demonstrated by these cases, based on their interests and needs, SSCs can contact Syrians, which is one strength of collaborating with NGOs. Through collaboration, SSCs can integrate methods used by NGOs and other institutions to support Syrians into their own social cohesion activities. By doing so, it is hoped that the implementation of the activities and their development will leverage the local society’s diversity.

Second, social media should be used. Twenty-one Syrians, consisting of eight men and thirteen women, interviewed by the survey team are all acquiring information using social networking services (SNS). Syrians have an online community, and now, information communication and raising awareness through SNS is an indispensable method in the development of social services. Meanwhile, neither Güngören nor Akdeniz SSC conducts public relations through a website or Facebook. Although there is some restriction on information communication through the media in Turkey, the widely publicized promotion of social cohesion activities improves Syrians’ access to social services while also improving the recognition and trust of SSCs.

As a precaution, when Syrians receive information from someone they trust, they accept it positively. Conversely, if they do not know much about the source of information, even if the information conveys an attractive activity, they are reluctant to participate in it. Based on the situation in which it is easy to share information in a range of acquaintances, Al-Farah, an organization providing diverse activities to local people, including Syrians, confirms that more people can be notified and invited to participate by asking those people who are consistent resources regarding the organization’s activities. In alignment with this example, because SNS plays a role of delivering information widely within a range of acquaintances with whom Syrians feel safe, it is possible to use SNS.

Third, Syrian focal points should be used as intermediary to connect multiple organizations. Some NGOs working in Turkey are promoting training on Syrian focal points so they may be used to connect “support groups” and “communities.” For example, AAR Japan trains Syrians who are familiar with the services offered by the organization so they can provide necessary information and connect with AAR Japan. ASAM takes a similar approach. It is possible for SSCs to take such an approach. In fact, it is also possible for

women who are supported by Güngören SSC and have become self-reliant to play the role of linking Syrians in their area who are having difficulties to an SSC.

These are suggestions based on the results of social activities conducted through the pilot project. It is important to advance the practical expansion of social cohesion activities to SSCs in other cities in Turkey and identify lessons from various angles. Ideally, Syrian and Turkish people who live in the community can develop activities voluntarily for social cohesion; human resource development is an important key for that goal. Regarding such a process, budget issues can emerge. As mentioned in Chapter 5, the budget of an SSC is not designed with the capacity for recording expenses for ad hoc events such as social cohesion activities or to foster necessary human resources. Securing the budget is an important issue that can ensure sustainability; meanwhile, by implementing these activities as part of family training, as Akdeniz SSC has done, these activities are encapsulated as part of the work of an SSC. Meanwhile, it is necessary to devise methods for addressing potential budgetary issues, such as procuring funds through collaboration with UN agencies and NGOs.

8.3 Perspectives on Vulnerable People (Women and Children)

This survey places importance on women and children. The psychosocial care activities included the gender point of view. Many of the needs lie in the areas of language and psychosocial care. However, the inability of the SSCs to address such issues became clear. The survey team took such issues into account and emphasized setting proper assessment criteria for the methods to reach vulnerable people. In the social cohesion activities, this was done by providing vulnerable people with opportunities to express themselves within the community.

The social cohesion activities were facilitated by the SSC staff. The participants, especially women, made contact with others and had a chance to build mutual relationships. It would be desirable if such activities became a basis for group formation among women to solve their problems.

In some cases, when emphasizing “vulnerability,” it would be helpful to specify what it means by making statements such as “female migrants are vulnerable.” It is often said that Syrians want to learn how to make themselves self-reliant (“how to fish, not just to eat fish”) and would like to do something for others. Syrians also have a desire for social participation. Through discussions with the SSC staff, the survey team found that many Syrians who are recognized as “vulnerable” also have many possibilities. Therefore, it is vital to maximize the support and social resources surrounding Syrians and empower them.

There are three steps in this process. The first is to empower vulnerable people psychologically. It was confirmed that social cohesion leads to higher self-esteem and self-affirmation and the obtainment of social skills (see Table 7-9). It can be the key for migrants to build relationships with local Turks and other Syrians comfortably.

Second, it is necessary to have Syrians form groups around common interests and issues. The survey team found that many Syrians, especially women and the elderly, are isolated from the community. Their social circle includes only neighboring Syrian families and interactions are limited to the exchange of greetings. They are not involved with people other than their families. This situation was one of the reasons why women felt isolated. Through social cohesion activities, women can not only meet new people and experience mutual support and connection, but also gain a chance to develop self-reliant and mutual support groups. It is hoped that the SSC staff will create such activities and play a role in supporting people and groups doing such activities.

The last step is for Syrians to discuss their issues and solve them as a group. This means that Syrians conduct their own social activities. At ASAM and other NGOs, a few self-support groups have already formed which are trying to solve their own problems. It is hoped that the SSCs will include these activities in their future plans for the following two reasons. The first is for securing sustainability. On one hand, many NGO projects rely on funds from outside sources, and such projects last for a single year or several years. On the other hand, because the SSCs are public institutions, there remains the possibility for them to implement the projects permanently. The second is facilitation by professionals. To proceed with social cohesion activities with refugees, it is necessary to be considerate of their psychological state including stress and trauma care. The SSCs have such professionals. When there is no professional, it is possible to provide referrals through a network with other institutions. With the network, activities with psychological care and empowerment can be implemented and expanded.

In this project, the pilot project for the first step for social cohesion activities was implemented. The next step needs to be taken to move forward. In order to promote empowerment of women, it is important that SSC staffs should take into consideration in enhancement of the refugees' self-esteem and self-affirmation, building the relationships of mutual aid (social skills), strengthen mutual solidarity, and carrying out care through visualization and sharing of emotions.

9. Proposal: Japanese Government's Technical Cooperation in Migrant Assistance

This chapter examines the Japanese government's technical cooperation policies and peace building guidelines in Turkey, considering the need for improving social services for Syrian migrants in Turkey, and the necessity of further support.

9.1 Consideration of Country-Specific Aid Policies, Validity from the Viewpoint of Peace Building

First of all, two perspectives are considered, namely Japan's country-specific aid policy and peace building activities.

9.1.1 Position of This Survey in Consideration of the Policies of Japan's Technical Cooperation with Turkey

The Japanese government's aid policy to Turkey in December 2012 states, "As Turkey is located at the nodal point between Asia, the Middle East and Europe, its geopolitical significance is high. Because it is a pro-Japanese country, it holds the key for regional peace, stability, and prosperity. Moreover, its population is growing, and further economic development through the promotion of a market economy and an opening-up policy is expected. Furthermore, the activities of Japanese companies in the country are expanding. In recent years, under a stable government, Turkey has actively involved in the settlement of disputes between its neighboring countries. It has also been active in diplomacy to promote economic cooperation. As a G20 member, Turkey has become a major country in the global power balance instead of just one of the major countries in the region. Regarding its relationship with Japan, Turkey is an important partner to Japan and vice versa because they share the same universal values such as freedom, human rights, democracy, the rule of law and a market economy. In addition, Japan is willing to join in the efforts of third-party countries to support Turkey and see that it is strengthened; there is a higher level of significance in building a global partnership in development assistance."

The aid policy to Turkey has the Main Goal of "strengthening the relationship as mutually beneficial global partners," and the following priority areas: (1) Provide support for sustainable economic development; and (2) Strengthen cooperation as a development partner. It is suffice to say that this survey is in a cross-sectoral position covering both areas.

9.1.2 The Relationship of This Issue in "Peace Building" Guidelines

In its issue-specific guideline "Peace Building" in September 2009, JICA, focusing on supporting peace building under the ODA medium-term policy, listed the following undertakings.

- 1 Support for reconstruction of social capital
- 2 Support for reconstruction of economic activities
- 3 Support for restoration of state governance functions
- 4 Support for strengthening security

For reconstructing social capital, the following activities were to be implemented: 1) improvement of living infrastructure, 2) transportation, electricity, communication network development, 3) strengthening the functions of the health and medical system, 4) enhancement of the educational system, and 5) stability of the supply of food items. “Strengthening the functions of the health and medical care system” includes support for psychological aspects such as trauma care.

On the other hand, in addition to the four priority areas mentioned above, it is necessary to consider the following cross sectoral issues: 1) promotion of reconciliation and coexistence, and 2) consideration for socially vulnerable people. Regarding the assistance for peace building, the guideline clearly states that assistance is to be provided to the countries receiving migrants and regions. Based on these provisions, Japanese assistance for Syrians in Turkey has been in support of the improvement of the living environment of both Syrians and Turkish residents, mainly by supporting Turkish municipalities. Specific projects include an ODA Loan for the “Local Government Infrastructure Improvement Project” (Budget: 45 billion yen) in May 2015 and infrastructure development, focusing on water and sewage and waste management for the southeastern part of Turkey.

This survey is expected to help improve the quality of social services to Syrians by strengthening the welfare functions of the Turkish government that receive them. Therefore, the purpose of this survey is in line with peace-building efforts by enhancing the health care system through the improvement of services in Turkey. As a cross-cutting issue, consideration is given to socially vulnerable people because the survey covers the promotion of acceptance to Turkey and services to vulnerable people.

9.2 Expanding Needs to Strengthen Social Services and Present the State of Social Services of MoFLSS

Turkey has 278 SSCs in 81 prefectures, providing to resident services on social welfare. However, because of the Syrian crisis that began in March 2011, many Syrian migrants started coming to Turkey. More than 3.6 million Syrians have evacuated to Turkey as of 2018. Many of these people are in a vulnerable state and support is needed.

From the viewpoint of humanitarian aid, support was provided mainly through the AFAD, Turkish Red Crescent, municipality NGOs, international NGOs and UN agencies, primarily in the area of providing community centers, counselling, living assistance, education and training. However, from the six years that have passed since the Syrian crisis began, international organizations and donors started to shift from the humanitarian aid stage to the developmental support stage. To meet this change, it has been discussed that the services mentioned above should be shifted to public social services provided by the Turkish government.

While the SSCs should play the key role, it is difficult for them to deal with many Syrian migrants who

need assistance. It is also difficult for the Turkish government to expand facilities to meet the migrants' needs by such means as purchasing equipment and increasing the number of staff members. To solve these issues, discussions have been held with the support of the United Nations, the ECHO, the World Bank and other donors. With regard to strengthening the capacity of the SSCs, discussion is being prompted by UNHCR, UNFPA, and UNICEF to organize task teams for support to MoFLSS. The scope and content of the coverage at the end of 2017 has been agreed on with MoFLSS. Because the plan set here is only a list of items based on interviews with MoFLSS and social workers in the field,¹¹⁴ the structure is not necessarily systematic. It is necessary to set a goal of human resources development, and then develop a training plan for personnel based on a scenario for strengthening the systematic framework to formulate their careers.

9.3 Refining the Contents of Technical Cooperation Project

Based on the Japanese government's aid policy and the needs of the MoFLSS side, as well as the support situation of the donor, this section will review the content of the request for technical cooperation dated November 17, 2016. Moreover, this section elaborates on the direction of a medium- and long-term technical cooperation project proposal.

9.3.1 Review of Requests from the Turkish Government

The outline of the request submitted by the Turkish government dated November 17, 2016 is shown below.

Outline of the Project

- Overall Goal: The psycho-social support needs of the most vulnerable peoples including Syrian under the temporary protection are fulfilled in all provinces over the Turkey
- Project Purpose: The psychosocial support function of Social Service Centers is strengthened, enable to responds to the needs of most vulnerable peoples including Syrian under the temporary protection.
- Outputs:
 - a. Strengthening the capacity of social service centers to promote accessibility and opportunity for social services.
 - b. Strengthening the capacity of social service centers in providing necessary psychosocial care.
 - c. Strengthening the capacity of social service centers to promote Syrians' social adaptation and host community's awareness
 - d. Strengthening the capacity of social service centers to enhance Syrians self-reliance
- Area to be covered by the Project:
 - a. Pilot site for development of the model: Ankara, Istanbul and Mersin.
 - b. Extension: 17 provinces where most of the Syrians are living
(Adana, Adıyaman, Batman, Bursa, Diyarbakır, Gaziantep, Hatay, İzmir, Kahramanmaraş, Kayseri, Kilis, Konya, Malatya, Mardin, Osmaniye, Şanlıurfa, Şırnak)

Project Activities:

Activities related to all outputs :

- 0-1 Conduct baseline survey
- 0-2 Analysis of the data
- 0-3 Conduct joint monitoring of the project
- 0-4 Conduct end line survey
- 0-5 Conduct terminal evaluation of the project
- 0-6 Finalization of the guidelines and instruments

¹¹⁴ Based on an interview with UNHCR personnel

Output 1: Strengthening the capacity to promote accessibility and opportunity for social services

- 1-1 Elaboration of draft guidelines and instruments
- 1-2 Elaboration of the training plan based on the draft guidelines
- 1-3 Train the SSC staff about promotion activities
- 1-4 Implement promotion activities determined by staff of the SSC (Validation1)
- 1-5 Evaluation of the activities and improve the draft guidelines and instruments
- 1-6 Implement promotion activities in other SSC (Validation2)
- 1-5 Evaluation of the activities and finalization of the guidelines and instruments

Output 2: Strengthening the capacity in providing appropriate psychosocial care

- 2-1 Elaboration of draft guidelines and instruments
- 2-2 Elaboration of the training plan based on the draft guidelines
- 2-3 Train the SSC staff about psychosocial care
- 2-4 Implement field activities in the community of the SSC (Validation1)
- 2-5 Evaluation of the activities and improve the draft guidelines and instruments
- 2-6 Implement field activities in other SSC area (Validation2)
- 2-7 Development of the knowledge system to accumulate and share the experiences of analyzed cases and its countermeasure among the SSC staff.
- 2-8 Evaluation of the activities and finalization of the guidelines and instruments

Output 3: Strengthening the capacity to promote Syrians' social adaptation and host community's awareness

- 3-1 Elaboration of the hypothesis and needs assessment plan
- 3-2 Conduct assessment to analyze the needs in Syrians' social adaptation and host community's awareness
- 3-2 Analyze the needs and elaborate activity plan
- 3-3 Implement promotion activities (Validation1)
- 3-5 Evaluation of the activities and improve the activity plan and instruments
- 3-6 Implement promotion activities (Validation2)
- 3-7 Evaluation of the activities and improve the activity plan and instruments
- 3-8 Implement promotion activities (Validation3)
- 3-9 Evaluation of the results and finalization of the guidelines and instruments

Output 4: Strengthening the capacity to support Syrians to be self-reliant

- 4-1 Need analysis of the beneficiaries who are under the financial support services to be self-reliant
- 4-2 Conduct research and elaborate the database of the referral resources
- 4-3 Networking among the referral resources such as job matching, legal support, vocational training, etc.
- 4-4 Implement referral service (Validation1)
- 4-5 Follow-up and monitoring of the referral and improvement
- 4-6 Implement referral service (Validation2)
- 4-7 Follow-up and monitoring of the referral and improvement
- 4-8 Implement referral service (Validation3)
- 4-9 Evaluation of the results and finalization of the guidelines and instruments

Input from the Recipient GovernmentHuman Resources

- 1 Project Director at MFSP
- 1 Project Coordinator at MFSP
- 2 Project Technical staff at MFSP
- Focal person at Provincial Directorate of MFSP of the target provinces
- Project Local Coordinators at target SSCs
- Technical staff at SSCs (the number will depend on the target population)
- Arabic/Kurdish/ spoken staff for the psychosocial field activities (for each target SSC)
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Cost sharing by Turkish side

Running cost for activities at SSCs and trip expenses for MOFSP personnel

Input from the Japanese Government

<p>Assignment of experts:</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 Migrant 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 the 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 SSC outreach teams <p>Period of Implementation: January 2017 - December 2021</p>

Source: excerpt from the Turkish government request form

9.3.2 Current Situation of MoFLSS and SSCs Related to the Contents of the Request Form

Two years have passed since the submission of the request of technical cooperation in November 2016, and various changes have occurred in the environment surrounding the Syrian migrants who cope with each issue. The current situation is summarized on the following four issues that were proposed as a result of the previous survey and the project outcome from the request form.

Issue 1: Improve the accessibility for social services provided by the Government of Turkey, NGOs and others
<p>In this issue, the following three items were listed below which correspond to the technical support project</p> <ol style="list-style-type: none"> 1) Obtaining information from the Syrians and their families through home visits and registration (cooperation with ASDEP) 2) Promotion of raising awareness on social services through PR (such as the elaboration of guidebook) from the SSCs 3) Mobile SSC activities as part of capacity development of outreach
Current situation at the time of April 5, 2018
<p>Continuous capacity development of outreach activities by MoFLSS</p> <ul style="list-style-type: none"> - The home visits by ASDEP have been continued in 2018 (Proceeding home visits by 3,000 ASDEP staff) - These 3,000 staff members were hired temporally, but they became permanent staff on April 3, 2018. Moreover, there is a plan to hire 3,000 more people, yet the process has been interrupted by the election in July 2018 and organizational restructuring.
<p>Other donors supporting social service projects</p> <p>[WB] Contributed to building the system of ASDEP. With the funds from ECHO, it is hoped to support ASDEP further in the field of social protection.</p> <p>[UNHCR] Expanded the support of the SSCs nationwide. Supported the facilities, transport, employment of contract based social workers, and translators at 53 SSCs.</p> <p>[UNFPA] Supporting capacity building of social workers of 20 SSCs and providing mobile units for the accessibility.</p> <p>[UNICEF] Employed contract based social workers and translators to 35 SSCs.</p>
<p>Introduction of mobile SSC unit</p> <ul style="list-style-type: none"> • MoFLSS and UN had already agreed that UN would provide three mobile SSC units and deploy them to targeted SSCs as needed in order to strengthen the functions of SSCs. However, as of November 2018, there is no information that the mobile units were deployed. • In December 2017, as a result of discussion between JICA and MoFLSS, it was decided that JICA would not procure the mobile SSC units. Because of this decision, this pilot project was not involved in the implementation of mobile SSC activities.
Possible area to support by future Japanese technical cooperation
<p>[Support possibilities of outreach activity]</p> <p>MoFLSS suggested that there would be no need for JICA support for outreach activities because there was a high possibility of implementation by other donors financial support.</p> <p>[Support to ASDEP]</p>

<p>MoFLSS is planning to identify vulnerable Syrians in need of social welfare services by providing training to ASDEP. However, because of the ministerial reform, many activities have been interrupted.</p> <p>[Support access to Syrians]</p> <p>Although other donors are expanding their support to the SSCs, it is not enough to solve the issues of access for Syrians. Care management shall respond through a technical support project, but it is essential to build other plans as needed.</p> <p>[Support elaboration of Living guide]</p> <p>To promote awareness regarding social services for the Syrian migrants, the survey team elaborated the living guide for Syrians in Mersin. The technical support project could validate the utility of this guidebook and make improvements in the contents. It is also considered necessary to develop similar information guidebooks in other areas as well.</p>

<p>Issue 2: Strengthening the capacity to provide appropriate psychosocial care to vulnerable people</p> <p>As for this issue, there are two items listed below which correspond to the technical support project</p> <p>1) Identification of the situation of Syrian migrants and their families and implement an improvement in the techniques used for analysis</p> <p>2) The introduction and implementation of techniques used for consultations</p> <p>Current situation at the time of November, 2018</p> <p>Other donors starting training courses for the SSCs</p> <p>[UNHCR]: UNHCR with MoFLSS is providing TOT for Syrians in order to extend the Family Education Program by the MFSP to Syrian families. In addition, it implemented training courses for the SSC staff based on the needs of each SSC, mainly in Ankara.</p> <p>[UNICEF]: Developing and implementing an action plan including the ASDEP and ESSN. For strengthening the SSCs, it has been developing training materials since 2016 which will be completed soon.</p> <p>[UNFPA]: Support the SSCs with funding from ECHO. There is a plan to implement training courses on the guidelines and Standard Operation Procedures (SOP) of the consultations.</p> <p>[IOM]: It is not implementing training courses but is in discussions to provide support for people with disabilities and the elderly.</p> <p>Lacking follow-up for the consultation work</p> <ul style="list-style-type: none"> Currently, implementation of case management for Syrians is focused more on provision of financial aid. The current “case management” is referring to the process from the start to the end of provision of the financial aid to the clients and is not covering until the clients’ self-reliance. During this pilot project the activities focused on 1) case management, 2) community work, and 3) referrals (cooperation with other institutions) and implemented practices of Syrian cases <p>Lacking consultation with consideration for the psychological conditions of migrants</p> <ul style="list-style-type: none"> The current consultation to the clients is missing the consideration of the psychological conditions. For example, there are no questions for refugees concerning such topics as PTSD. A psychological workshop was implemented to take into consideration. The psychological consulting methods such as consideration for trauma cases was conducted by professional psychologists. <p>Necessity of strengthening cooperation with organizations in the area</p> <ul style="list-style-type: none"> Both at the Güngören SSC and the Akdeniz SSC was observed the lack of information on other organizations and community groups in the area. Therefore, for one of the sessions, the practice of social mapping to identify the social resources such as schools, hospitals, NGOs, etc. was implemented to identify specific organizations in the area. <p>Possible area to support by future Japanese technical cooperation</p> <p>[Support for introducing comprehensive case management]</p> <p>Other donors such as UN agencies and the EU have been implementing logistical support and training courses in the field of social services. Yet, their projects focus on fulfilling the Syrian’s temporary needs, and lack the viewpoint of long-term support. Moreover, because it is based on bilateral cooperation, the strength of JICA’s support is that it can implement long-term activities for institutional capacity building. By the technical cooperation project, JICA can introduce the standardized comprehensive case management and capacity building of SSCs including strengthening of referral activities.</p>
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<p>Issue 3: Strengthening the capacity to promote Syrians’ social cohesion and host community awareness</p> <p>The following two items correspond to the technical support project:</p> <p>1) Implementation of programs to raise awareness and promote social cohesion such as the technical workshop for the SSC staff, and strengthening the networking among the local institution, etc.</p> <p>2) Strengthening promoting awareness through the use of mass media.</p> <p>Current situation at the time of November, 2018</p> <p>Waiting for the issue of a migrant support strategy of “social cohesion”</p> <ul style="list-style-type: none"> Turkish government was considering a Mid-term strategy to support to the Syrians but as of Nov. 2018, it was not officially announced yet. On other hand, through the interview, the survey team obtain information that the Turkish government focuses on the “Social Cohesion” (Uyum). The DGMM will be the responsible institution to carry out the activities, and SSCs is expecting to support the social cohesion of the most vulnerable peoples. <p>Implementation of workshops and the decisions of the pilot activities</p> <ul style="list-style-type: none"> Implemented the workshops on social cohesion (February - March 2018) Implemented the workshops on facilitation in Istanbul (February – March 2018)
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<ul style="list-style-type: none"> After the workshops on social cohesion, during April to August 2018, pilot SSCs in Mersin and Istanbul implemented social cohesion activity and shared its results during the joint monitoring workshops. At the Multi-Service Center in Gaziantep established by UN WOMEN with the fund from the Government of Japan, social cohesion activities for Syrian women were implemented during March 2018.
Necessity of promotion <ul style="list-style-type: none"> The promotion of social cohesion activities is set as one of the priority goals in the mid-term plan. (Unreleased) During the first phase survey, JICA survey team produced Interview Video of the Syrians with their episode how they arrived at Turkey under difficult condition. During this phase, the team produced the interview with success stories to encourage audience. These videos will be shown at seminars held by MoFLSS in order to defuse any prejudice of Turkish people towards Syrians.
Possible area to support by future Japanese technical cooperation
<p>[Continuing social cohesion activities]</p> <p>Even when Syrians start returning, it is estimated that up to half of the Syrians will remain in Turkey. It is important to support social cohesion activities for those people who wind up living in Turkey.</p> <p>[Spread and expansion of social cohesion activities]</p> <p>Social cohesion activities were introduced and implemented at pilot SSCs. In the technical cooperation project, it is hoped to expand these activities to other SSCs and to implement new activities.</p>

Issue 4: Strengthening the capacity to support vulnerable people to be self-reliant
<p>At the beginning of this survey, providing support for employment and improving income were out the range of the MFSP's duties, therefore, it was out of this survey's target. However, after the election in June 2018, and the subsequent institutional reconstruction, the Ministry of Family and the Ministry of Labor were merged. Because of that, it became part of the MFSP's work to support vulnerable people to be self-reliant. However, it is still under deliberation within the Turkish government and details concerning structural reconstruction, human resources, and job descriptions have yet to be announced.</p>
Current situation at the time of November, 2018
<ul style="list-style-type: none"> The process of hiring Syrians is not moving forward because the employment ratio of foreigners should be a maximum of 10% and the new systems and/or long-term policies in connection with Syrian employment, other than agricultural and industrial fields, has not yet been established. Under the initiative of UNHCR, IŞKUR, MoNE (Ministry of National Education), NGOs, and private companies joined their effort and implemented a project for obtaining work permits, conduct vocational training and support the employment. In Mersin, vocational training for Syrians has been implemented by IŞKUR, and employment support activities have been carried. The lack of information and knowledge on the employment by the Social Workers was the issue during the counseling to the Syrians. Through interviews at the pilot sites for the Syrians, identified that the need for "stable job" is in high demand. The MFSP and the Ministry of Labor have been merged and have become the Ministry of Family, Labor and Social Services, and have gotten a new ministry's mandate. However, it's possible that they may be separated again.
Possible area to support by future Japanese technical cooperation
<p>[Support for financial self-reliance]</p> <p>This component is not targeted in this survey and pilot project. However, the prospects for their return are still far from certain, and funds from donors to the Syrian refugees are decreasing. Because of this situation, it has become an important issue for the Turkish government and donors to provide support for the financial self-reliance of Syrians. For a while, it will be possible to accomplish this through the support of the referral systems as part of comprehensive case management and by following up individually.</p>

9.3.3 The Perspective of the Technical Cooperation of Japan for the Social Services

This section reviews the considerations of Japan's technical cooperation based on the Japan's experience in the social services, country assistance policy of Japan for Turkey, thematic guidelines on peacebuilding, local needs, MoFLSS and the circumstances surrounding the SSCs. Since situations of Japan and Turkey, the team will consider what aspects could be applied from the social services of Japan to support the Syrians in Turkey.

While comparing and examining social welfare system of Turkey and Japan, rather than spreading new methodology or techniques from Japan, it is necessary to jointly build an assistance model adapted to the local situation so that the needs of Syrians in Turkey can be responded.

As part of the background of this survey, in addition to how to implement support a project for migrants, improvement of the ability of the Turkish government to implement social services is also under

consideration. In other words, as a long-term, the survey aims to strengthen the capacity of social services to fulfill the need of the citizen in case of crises and emergencies.

The role of SSC in supporting migrants is roughly divided into two aspects. The first one is to carry out consultation services to migrants and their families. Particularly in the issue of migrant support, although it is based on the conventional service function of SSC, a more diversified and comprehensive approach toward solving poverty and living issues is required. Furthermore, it is important to promote empowerment of migrants themselves not only to locate migrants as “people who are vulnerable and in needs”, but also to become autonomous for living and become active contributors in the local community and Turkish society. There is a need to implement functional improvements with the viewpoint of SSC service contents, work processes, and human resource development.

The second aspect is the coordinating functions. The SSC should promote cooperation with related public institutions, organizations, and volunteer organizations in improving the lives of local people with needs. Syrians, to live their lives in the Turkish society; cooperation of various actors such as public organization as well as community leaders, regional organizations, NGOs, volunteers are necessary, and SSC is expected to play a role to identify the local resources as well as to coordinate and link it for their cooperation and support. Such a role also includes promoting a mutual understanding of Turkish and Syrians. In the pilot activities of this survey, based on the viewpoint of social cohesion, opportunities are provided for Syrians and Turkish people to understand each other, and with participation of university students, volunteers, NGOs and community leaders, through dialogue and cooperation, the attempts are made to collaboratively implement social cohesion activities in the local community. However, as current SSC mandate is to carry out consultation services within the facility, the trials are conducted within the limitation of the actual SSC framework.

In this context, the technical cooperation points are explained from the following two aspects.

- (1) Improvement of the Services of the SSC from the point of view of the beneficiaries (Introduction of the comprehensive care management)
- (2) Support the community empowerment thought the strengthening the coordination function of SSC.

- (1) Improvement of the Services of the SSC from the point of view of the beneficiaries (Introduction of the comprehensive care management)

The current services provided by the SSC are connected vertically with function of the different departments of the ministry and each service are independent. Especially, the support services for the Syrians is mainly through the financial aids with temporary assistance and is currently not supporting the empowerment for the self-reliance. From the point of view of the client (especially Syrians) who are facing various difficulties and problems in their life, it is necessary to provide after intake a comprehensive support that covers the need of each client such as first aid, elaboration of care plan, necessary counseling, rehabilitation, financial aid, empowerment, vocational training, employment support, etc. until they become psychosocially and economically self-reliant and independent. For the implementation of such kind of

comprehensive social service, it is necessary to strengthen care management capacity and mechanism of the service provider side.

The care management is the services provided through the cooperative work between physicians, nurses, social workers, users, etc., at the hospitals and social services support institution, together with different institutions of the local community.

Through the management process, the client's need of health and social service are identified by communication with the social workers. And by the coordination of available services and resources, the client can receive the continuous care. The goal of the care management includes but not limited to; reach the best condition of health and social welfare, access to the services and appropriate utilization of the resources, empowerment of the client and promotion of self-decision. Subsequently, this concept was expanded to the empowerment and self-sufficiency of the people with disability. In case of Japan, an analysis of the livelihood and physical condition of the client are conducted. Then, a care plan is prepared by combining various services that could help client to reach the level of the expected living condition. Finally, based on this care plan, the social services are provided. Because of the limitation of the time and scope of the survey, the entire process of the care management methodology could not be validated. However, the survey team discussed with SSC personnel on the possible activities and summarized it as first draft of the psycho-social care handbook.

Basic concepts and methods of care management are thought to be versatile for support to migrants in the SSCs, and in future technical cooperation, through the intervention of the Japanese experts with experience in care management of elderly and disabled peoples as well as experience in elaboration of care plan for single mothers, fathers, child problems, etc. the actual process shown in Figure 9-1 could be implemented, and as results, the improvement of the case work is expected to be reached. In the process of support, it may be important to respond to psychological support such as PTSD, so could consider dispatching health workers who have experience of trauma response during disaster in Japan.

On the other hand, for the incorporation of the care management which requires to spend more time for each case, the current number of the personnel could be not enough to cover the demand of the SSCs including the personnel who can handle Arabic Language. Regarding official procedure of the new activities to be introduced, may require amendment for the current acts and regulation.

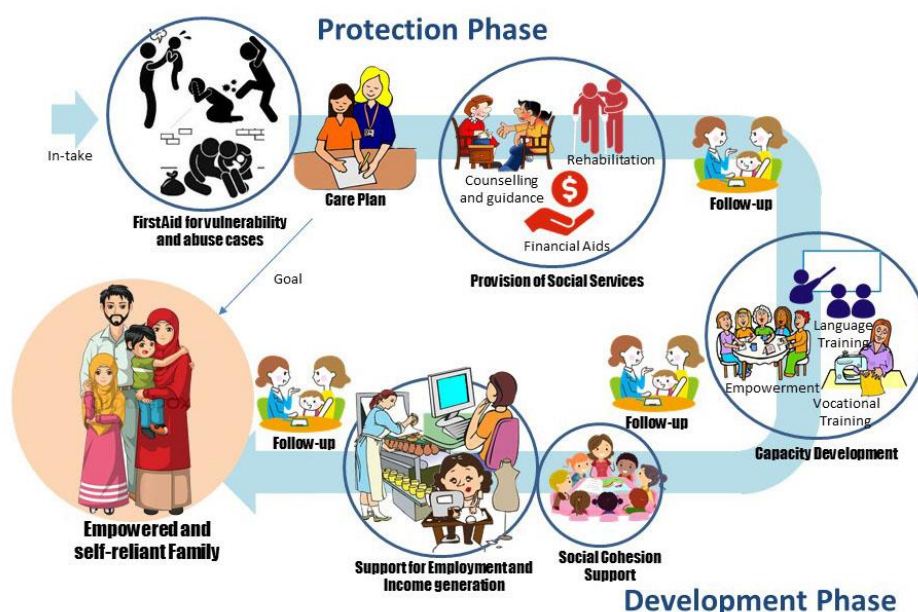


Figure 9-1 Comprehensive Care Management Flow to Support the Self-Reliance of the Most Vulnerable People

Source: Elaborated by the Survey team

(2) Support the community empowerment through the strengthening the coordination function of SSC

Traditional customs such as family and community are designed to help people cooperate each other and there have long been practiced. The idea of community-based welfare involves the local people cooperating with such entities as local administrations and NGOs. Elsewhere, the idea of promoting the welfare of residents is becoming a mainstream.¹¹⁵ UNHCR also recommends Community Based Protection (CBP) for and other socially vulnerable people and thus various resource materials and manuals have been published on their website.¹¹⁶

As mentioned before, SSC is expected to play the role of coordinating institution that promotes the cooperation between related public institutions, organization, volunteer groups, supporting the improvement of the life of the vulnerable peoples (in this case Syrians and their families). As shown in Figure 9-2, the SSCs has to become an general reception and one-stop services for vulnerable peoples who cannot directly access various social services. Therefore, a mechanism is necessary to connect clients to local social services, social capital, professionals, human social capital and follow-up their progress.

¹¹⁵ Sample community welfare support plan in Kagawa: <http://www.pref.kagawa.jp/kenkosomu/tiiki/pdf/keikakuimage9.pdf>, Katsufumi Matsubata, University of Momoyama Gakuin “How to think of “community” in community welfare and issues of social care”

¹¹⁶ <http://www.unhcr.org/558bc6a46.pdf>, <https://emergency.unhcr.org/entry/50479/community-based-protection>

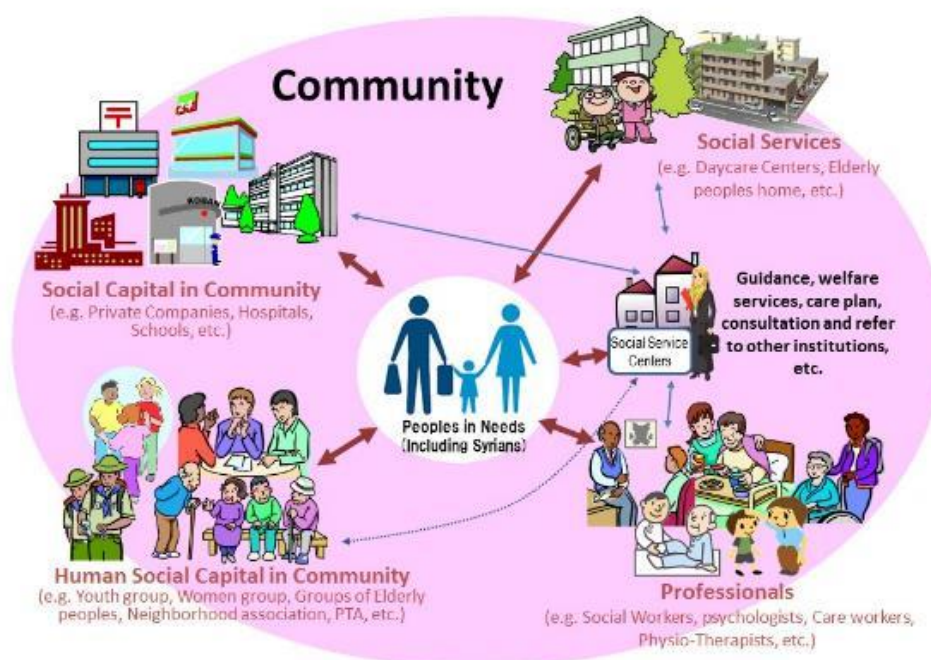


Figure 9-2 The Role of Community based Protection and SSCs

Source: Prepared by the survey team

In Japan, this kind of initiative is usually taken by municipalities and social welfare council. For example, Suzuka City in Mie Prefecture, Misato City in Saitama Prefecture, Hamamatsu City in Shizuoka Prefecture, the municipality is offering the one-stop service for the foreign migrants such as providing basic living information, guide and referral service to other institution, promotion of the understanding of local community and related institutions, support the employment through the coordination with companies, training of the community volunteers among others. In recent years, Hamamatsu city is turning from the traditional “support to foreigners” to utilizing the cultural diversity of the foreign migrants as boost for the creation and the new culture to rejuvenate the community¹¹⁷. The team suggests the dispatch of the civil servant or NGO personnel of Japan who has experience for the social cohesion of the foreigners and local community to share their experience and knowhows.

9.3.4 Refining Ideas for Projects

The request form submitted by MoFLSS in November 2016 contains four components. As a result of this survey and pilot activities, the following revisions as shown in Table 9-1 were made for each component.

Table 9-1 Refining ideas for projects

Component	Selection	Reasons
1. Strengthen the capacity of social service centers to promote access and change to social services	△	MoFLSS has started strengthening outreach through ASDEP. In addition, with the support of the UN, a mobile unit has been introduced. MoFLSS announced that enough countermeasures have been taken to satisfy the needs for the improvement of access to social services by the Syrians through these projects. In the actual

¹¹⁷ Forum for Local Government Internationalization Forum 343 (May 2018), page 27:
http://www.clair.or.jp/j/forum/forum/pdf_343/09_tabunkakyosei.pdf

		situation, however, ASDEP is taking a great deal of time for general screening because it covers all of Turkey. Mobile units have neither been introduced nor deployed yet, and the number of Syrians coming to the SSCs is not increasing remarkably. From these points, the intention is to keep addressing the issues for the Syrians as they access SSCs. In the project, this will not be an independent component, but will be addressed as a part of comprehensive case management according to the need.
2. Strengthen the capacity of social service centers to provide psychosocial care as needed	○	The capacity development of SSCs on psychosocial care has been conducted with the support of three UN organizations, but there is still a high level of need for the improvement of a social service framework based on basic concepts of CBP care management and the work process. The pilot project implemented parts of capacity building such as the case analysis method, taking into consideration PTSD, and social mapping among three functions 1) consulting work, 2) referral systems, and 3) community work. For the technical support project, other techniques will be introduced and will strengthen the consulting work and follow-up functions based on comprehensive care management including all the process needed to help vulnerable people to become self-reliant.
3. Strengthen the capacity of social service centers to improve social cohesion among Syrians and raise awareness in the host community	○	Currently, no donor has tackled this area, and MoFLSS also expects to continue making prototypes at the pilot projects and expand to the targeted SSCs. The project team has conducted training on facilitation, world café, and awareness raising activities based on performance psychology. After the training, the SSC staff implemented social cohesion activities. For the technical support project, based on experiences, the team intends to raise community leaders and volunteers in order to promote community work so that sustainable social cohesion activities will be expanded at the community level and led by the community.
4. Strengthen the capacity of social service centers to support the economic self-reliance of Syrians	△	Seven years have passed since Syrian Civil War. The interests of Turkish government and other donors towards the Syrians is shifting from emergency support such as protection activities and life support to the development stage for self-reliance. In particular, the merger of the MFSP and the Ministry of Labor received a great deal of attention for future collaborative work in regard to vocational training and employment support. However, it is now under discussion to cancel the merger. At the current stage, it can be considered to follow vulnerable people covering issues ranging from receiving support by governmental institutions and/or NGOs to being self-reliant as a part of comprehensive care management

N.B: ○To be incorporated into the project, △Partially incorporated according to the needs.

For the reasons listed above in this survey, it is recommended that results should be narrowed down to 2 and 3 and focus on strengthening the following three functions:

- (1) Strengthening consulting work and the follow-up to the vulnerable peoples based on comprehensive care management covering the process from the protection to the self-reliance.
- (2) Develop social cohesion activities aimed at strengthening the SSC's community work function.
- (3) Develop comprehensive care management guidelines and a work process manual and provide support for its institutionalization.

9.4 Recommendations on Technical Cooperation Project Proposals

The recommendation for the technical cooperation project proposal mainly focuses on the component 2 (psychosocial care) and 3 (social cohesion activities). Further to this, for the sustainability of the project activities, this report proposes the framework for the mid-to long term support plan as shown in Figure 9-3.

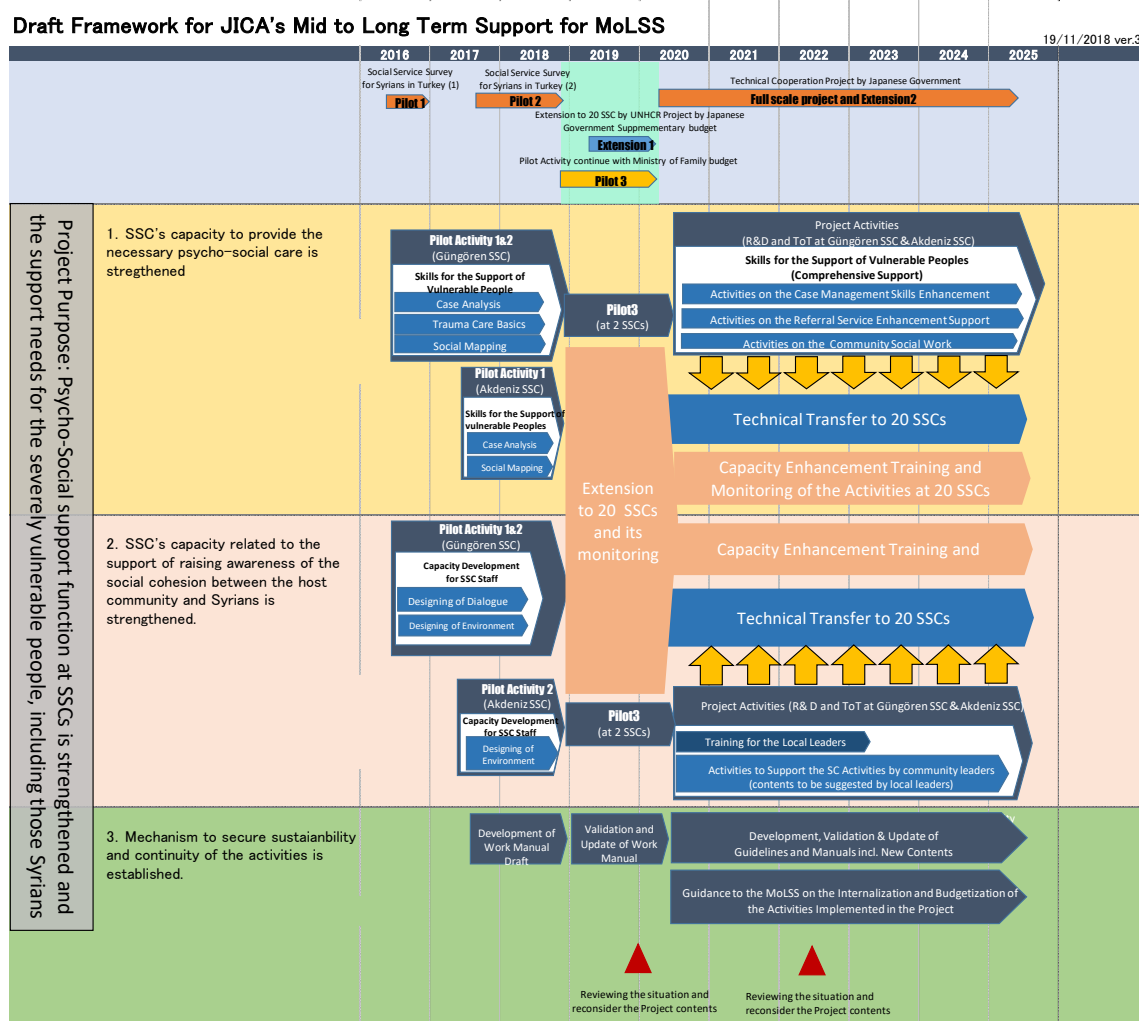


Figure 9-3 Framework for mid- and long-term support by Japanese technical cooperation

The following describes the flow for mid- and long-term support of Japanese technical cooperation based on Figure 9-3.

(1) Pilot project 1

During the “Pilot Activities designed to Strengthen the Social Services for Syrians Under Temporary Protection in Turkey” from May 2016 to February 2017, the following activities have been implemented: case analysis, for the Güngören SSC staff in Istanbul, technical support (consulting work) for vulnerable people, and training and practice for social cohesion support activities such as facilitation skills, world café, and games.

(2) Pilot project 2

The “Data Collection Survey on Social Services for Syrians in Turkey” was implemented from October 2017 to October 2018. While the activities such as consulting work for considering trauma and social mapping were being continued, staff from the Güngören SSC facilitated a workshop for the staff at the Akdeniz SSC in Mersin. The Akdeniz SSC also implemented mainly social cohesion activities. These experiences were shared at a joint monitoring held twice.

(3) Pilot project 3

From November 2018, the MFSP announced that it would continue these activities at both pilot sites obtaining the budget from MoFLSS. Currently, MoFLSS and the UNHCR are discussing the possibility of spreading the technical support (consulting work) and social cohesion activities to 20 SSCs as a follow-up at the beginning of 2019. If not, it would be desirable if the JICA Turkey Office could implement some follow-up activities.

(4) Implementation of the technical cooperation project

By following up on the results of these pilot projects from 1 to 3, the future technical cooperation project should support the establishment of comprehensive care management and the strengthening of social cohesion activities. Specifically, the two following steps shall be taken. 1) Model activities at the pilot sites: first, comprehensive support activities for vulnerable people at two pilot sites, namely Istanbul and Mersin, a) strengthening consulting related techniques, b) strengthening referral systems, and c) strengthening community work. Both phases will be covered in order to support the process of self-reliance including the protection phase; such as taking new visitors to the most vulnerable people (intake) in order to make a care plan, provide counseling, and give life support; and the development phase which includes strengthening language abilities, empowerment, and job training. The project will train community leaders for the social cohesion support activities by using the techniques developed through the pilot activities such as designing communication. Through these leaders, community center based sustainable social cohesion support activities will be expanded. At the same time, these activities and work processes will be listed and a work manual will be developed. The project shall validate these manuals and aids simultaneously and provide support to standardize the guidelines and the approval process of activities at the SSCs.

9.4.1 Expanding from Pilot Project to Technical Cooperation Project

For the pilot projects in this survey, the survey team identified what it aimed to accomplish for building and strengthening comprehensive care management by understanding the system and structure of the projects run by the donors, and the activities conducted in the field by the SSCs related to the two components namely, psychosocial care and social cohesion at MoFLSS. However, because these inputs and the period of time the Japanese experts were in the field was limited, the team was only able to cover the restrictive points which need to be strengthened. A five-year full-scale technical cooperation project is suggested to provide comprehensive support to the vulnerable people until they become self-reliant. The project will support systematization through the preparation of guidelines and manuals to secure its sustainability and continuity. Social cohesion support shall be included in this process.

Draft Project Design

A specific project idea is suggested below which is based on the official request made by the Government of Turkey to the Government of Japan on November 17, 2016. (MoFLSS and JICA Turkey office reviewed and confirmed it on November 20, 2018).

Proposed Modified Project Design (Draft)

1. Overall Goal: The psychosocial support function of the Social Services Center will be strengthened, and the most vulnerable people including Syrians under temporary protection will be able to receive comprehensive support for self-reliance.
2. Project Purpose: Effective case management and social cohesion support activities based on comprehensive care management implemented at the Social Service Center (SSC) are strengthened.
3. Expected project outputs:
 - a. Comprehensive care management guidelines to supporting clients' self-reliance based on the concept of community-based protection (CBP), operation manuals for counselling, follow-up and social cohesion support activities are developed and validated.
 - b. Case work and follow-up based on the comprehensive care management at the SSCs are strengthened.
 - c. Effective and sustainable community-based social cohesion support activities at the SSCs are strengthened.
4. Implementing agency: Ministry of Family, Labor and Social Services, Provincial Directorate and SSCs in the target areas
5. Project target areas:
 - a. For the pilot sites to conduct activities and trainer's training to use Istanbul Güngören SSC and Mersin Akdeniz SSC which were the counterpart of the preliminary surveys.
 - b. The extension areas of 20 cities where most of Syrian migrants live (Adana, Adyaman, Batman, Bursa, Diyarbakir, Gaziantep, Hatay, Izmir, Kaframan Marash, Kayseri, Kilis, Konya, Malatya, Mardin, Osmaniye, Sanliurfa , Sirnac, Istanbul, Mersin and Ankara)

6. Project activities:

Overall activities:

Activity 0-1 Implementation of the baseline survey.

Activity 0-1-1 Implementation of basic information gathering in the target areas.

Activity 0-1-2 Collecting data related to target SSCs.

Activity 0-1-3 Data analysis on target areas and SSCs.

Activity 0-1-4 Formulation of basic strategy of the project.

Activity 0 - 2 Implementation of the Joint Coordination Committee (JCC).

Activity 0-2-1 Approval of the Annual Work Plan.

Activity 0-2-2 Evaluation of the annual activities and its results.

Activity 0-3 Implementation of the joint project monitoring by pilot SSCs and extension SSCs.

Activity 0-4 Implementation of project promotion activities.

Activity 0-5 Implementation of end line survey.

Activity 0-5-1 Data collection.

Activity 0-5-2 Data analysis.

Activity 0-5-3 Verification of the project results.

Activity 0-6 Implementation of the Project evaluation.

Activity 0-6-1 Implementation of internal mid-term evaluation.

Activity 0-6-2 Implementation of internal final evaluation.

Output 1: A comprehensive care management guidelines, case work and its follow-up and operation manual of social cohesion support activities are developed.

Activity 1-1 Review of pilot activities and subsequent activities.

Activity 1-2 Preparation of guidelines and draft of operational manual.

Activity 1-3 Preparation of training plan of SSC staff based on guideline and operation manual.

Activity 1-4 Preparation of the annual workplan based on the results of on-site field verification, revision of draft operation manual.

Activity 1-5 Recommendation to MoFLSS for institutionalization of the activities and budgeting.

Activity 1-6 Finalization of operational manual, evaluation of activities and guidelines.

Output 2: Case work and follow-up based on the comprehensive care management at the SSCs are strengthened.

Activity 2-1 Implementation of training of new activities related to case work and follow-up based on comprehensive care management

Activity 2-2 Implementation of case work and follow-up based on comprehensive care management at pilot sites

Activity 2-3 Development of process of case work and follow-up (monitoring, evaluation of results and extraction of lessons learned)

Activity 2-4 Development of job aids for SSC staff (Various forms and resource materials for case work)

Activity 2-5 Implementation of TOT for pilot SSC trainers
 Activity 2-6 Implementation of the case work training by Pilot SSC trainers
 Activity 2-7 Implementation of case work services at extension SSCs and its follow-up
 Activity 2-8 Monitoring and guidance for Improvement by Pilot SSC trainers
 Activity 2-9 Evaluation of annual activities and prepare report for improvement of guidelines and manuals

Output 3: Effective and sustainable community-based social cohesion support activities at the SSCs are strengthened.

Activity 3-1 Implementation of the training of new activities to support community-based social cohesion at pilot sites.

Activity 3-2 Implementation of the trial of community-based social cohesion support activities at pilot site

Activity 3-3 Development of process for social cohesion support activities (design, implementation, monitoring, evaluation of results and extraction of lessons learned)

Activity 3-4 Development of job aids for SSC staff (Various forms and resource materials for case work)

Activity 3-5 Implementation of TOT for pilot SSC trainers

Activity 3-6 Implementation of the social cohesion training by Pilot SSC trainers

Activity 3-7 Implementation of the social cohesion activity at the extension SSC

Activity 3-8 Monitoring and guidance for improvement by the pilot SSC trainers

Activity 3-9 Evaluation of annual activities and prepare the report for improvement of guidelines and manuals

Turkish Side Input

Human Resource input

- 1 Project manager from the MoFLSS
- 1 Project coordinator at head office of the MoFLSS
- 2 Technical staff at head office of the MoFLSS
- 1 Focal person at each provincial directorate of the MoFLSS
- 1 Local coordinator at the pilot SSCs and the extension SSCs
- SSC technical staff at each SSCs (the number of people to be determined)
- 1 Community mediator for each SSCs who can speak Arabic or Kurdish (SSC)

Turkish side cost sharing:

- Personnel expenses of personnel (CP) of the MoFLSS
- In-house lecturers of the MoFLSS
- Provision of the office space for Japanese experts within the MoFLSS and at each pilot SSCs.
- Provision of the working space of Japanese experts at extension SSCs (when is necessary)
- Running cost related to Social services of the SSCs
- Vehicle at SSC (by availability)
- Social cohesion support activity cost at the extension SSCs for the second year and following years.

Japanese Side Input

Human Resource input (long-term experts) 5

- 1 Project manager
- 1 Social Services Expert
- 1 Social Cohesion Support expert
- 1 Syrian refugee support expert
- 1 IEC expert

Human Resource input (short-term expert) 3 or 4 people

- 1 psychosocial counseling expert
- 1 Intercultural communication expert
- Others, to be decided according to needs of the activities

Japanese side cost sharing

- Cost of basic information gathering survey in target areas
- Cost of the baseline and end line survey
- Costs for the SSC staff workshops and the field validation activities
- Cost of local lecturers for workshops
- Placement of interpreters necessary for workshops and expert activities
- Expenses for social cohesion at extension SSCs during the first year of the project.
- Cost of field monitoring and joint monitoring
- Purchase of necessary equipment for the field activities
- Media production cost for promotional activities

Proposing Implementation schedule:

- April 2020 - March 2025 (five years)

Contents of the Activities in the Proposed Project Design

The project activities in the proposed project design are explained below.

Output 1: A comprehensive care management guidelines, case work and its follow-up and operation manual of social cohesion support activities are developed.

Revising the hypothesis established in this survey through activities for Output 2 and 3 as validation, the work process will be established so that it can be integrated into the social welfare system in Turkey while guideline and tools for process standardization are developed.

Output 2: Case work and follow-up based on the comprehensive care management at the SSCs are strengthened.

This output aims at implementing the activities to manage the sequential process along with the support plan so that SSC's staff can follow the social service users from administration to the self-reliance. As implemented in this survey's pilot activities, capacity enhancement activities, such as for the case analyses, trauma consultation, will be conducted according to the necessity. It is assumed that the activity shall start with 2-3 case examples, but this may be depended on the workload at SSC.

Output 3: Effective and sustainable community-based social cohesion support activities at the SSCs are strengthened.

Regarding social cohesion activities, in the situation where the definition of social cohesion, the Turkish government's policy and the roles of the respective ministries and agencies are not clarified, it is unavoidable that the activities can only be trials. This survey proposed the 8 steps as a hypothesis these steps will be continued. On the other hand, it is important to seek the ways of community work to connect the vulnerable people and the local community. The proposed project should aim at developing a community where Turkish and Syrians can establish a common ground through implementing activities starting from identifying the social resources in the community to developing the community leaders.

Timeline for the activity period

The expected project implementation period is 5 years. During these 5 years, the project should develop the necessary work tools such as guidelines, forms and checklist while implementing the care management process and social cohesion activity steps. The flow of timeline is described below.

1st year: the characteristics and issues of the target areas should be identified while baseline survey us to be conducted. Parallely, trainings on the consultation and strengthening of the referral function, community works including the social cohesion activities and manual and training materials development should be implemented. For the consultation work, first year expects care plan development and improvement on the welfare service provision skills. For the social cohesion activities, validation activities for the aforementioned 8 steps should be continued.

2nd year: using the draft manual and training materials developed, trainings for the 10 SSC each should be implemented at 2 pilot SSCs. In the training, care plan development and welfare service provision skills trainings which conducted at the 2 pilot SSCs in the first year will be conducted. These activities should lead to the development of action plan at each of the 20 SSCs. Meanwhile, the 2 pilot SSCs (Güngören and Akdeniz) should conduct supports for employment and income increase in collaboration with related public agencies so

that the activities can directly be linked with the self-reliance of the vulnerable people. As shown in the Figure 9-4, joint monitoring workshops will be organized to monitor the progress of the activities at each SSCs. At the end of the year, the 10 SSCs of the region should gather and conduct the annual review and follow up trainings and development of the action plan. The MoFLSS should start the drafted work manual approval process and the standardization of these drafts.



Figure 9-4 Joint Events and activities at each SSC

3rd-4th year: each SSC should continue the activities implanted in the previous year. The 2 joint monitoring events should monitor the activities and share the good practices and lessons learned. At Güngören SSC and Akdeniz SSC, vulnerable people who receive the services at SSCs should be followed and produce good practices.

5th year: while continuing the activities in the previous year, the work manual should be finalized. The end line survey should also be conducted and the lessons learned and good practices are to be extracted.

The flow of expansion to the target SSCs

For the expansion of these activities, as seen in the Figure 9-5, the asset from the pilot activities are to be utilized. The manuals and training materials to be used in the training should be validated through the trails implemented at Güngören SSC and Akdeniz SSC. After that, the 2 SSCs will conduct trainings to the 10 SSCs each. These 20 SSCs will then implement the service improvement and social cohesion activities at their own municipalities. The joint monitoring workshop should be organized twice a year to review the progress at each SSCs and share the findings. According to the result, the contents of the manual should be revised. MoFLSS manages these activities and give necessary permissions and release the budget accordingly.

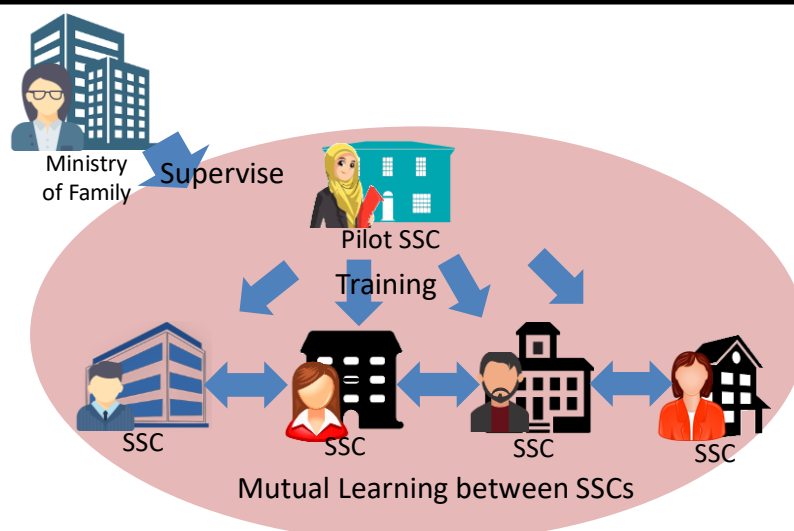


Figure 9-5 Pilot Activities and Expansion to the 20 SSCs

9.5 Issues of the Blank Period between the End of the Survey and the Start of the Project

While the field survey was completed in October 2018, as the new technical cooperation project can only be started at earliest in April 2020, a blank period of at least over one year seems inevitable. Considering that more than six years has passed since the outbreak of the Syrian crisis and the trend of international aid by the UN and the EU as well as the Turkish government's policies concerning the Syrian migrants is changing, this blank period may potentially lessen the impact of this survey and the pilot activities which were implemented. Thus, the blank period could mean the restarting of negotiations with MoFLSS over technical cooperation from scratch. To avoid such a situation, it is desirable that MoFLSS continue the activities at the two pilot SSCs and, if possible, share the experiences with other SSCs. To support such an option, JICA and the Embassy of Japan have discussed the possibility of using funds that the Japanese government currently provides to UN agencies to formulate a follow-up project to fill the gap until the start of the new JICA technical cooperation project. As a result of the survey team seeking this possibility, UNHCR has shown interest and is considering this option as of November 2018. Meanwhile, MoFLSS has reportedly secured the budget for the Güngören SSC and the Akdeniz SSC to continue their activities, and has already given an order to do so. Moreover, MoFLSS is considering giving further orders to extend the activities to other SSCs after the restructuring. However, to deepen the impact of the survey and pilot activities, while demonstrating the presence of Japan in this field, it is important for JICA to consider dispatching short-term experts or at least contracting local consultants to implement further training and monitor the activities that the SSCs implement.

ATTACHMENT

Contents

1. Personnel Assignment
2. Work Flow Chart
3. List of Workshops and Seminars

Attachment 1. Personnel Assignment

1. Field

Name Position	Rank		No. of visits	2017			2018												2018			
				10	11	12	1	2	3	4	5	6	7	8	9	10	11	12	1	2	Days	MM
Takujiro Ito	2	Plan	5		<div></div> <div>(19)</div>	<div></div> <div>(22)</div>			<div></div> <div>(21)</div>				<div></div> <div>(28)</div>			<div></div> <div>(25)</div>					115	3.83
Chief Advisor/Social Welfare 1		Result	6		<div>10/29 11/8</div> <div>(11)</div>	<div>12/22 1/12</div> <div>(22)</div>			<div>3/1 3/24</div> <div>(24)</div>				<div>7/14 8/15</div> <div>(33)</div>			<div>10/3 10/14</div> <div>(12)</div>	<div>11/13 11/22</div> <div>(10)</div>				112	3.73
Gen Fujii	3	Plan	4		<div></div> <div>(25)</div>			<div></div> <div>(14)</div>						<div></div> <div>(17)</div>		<div></div> <div>(14)</div>					70	2.33
Deputy Chief Advisor/Social Welfare 2		Result	3		<div>10/29 11/22</div> <div>(25)</div>			<div>2/21 3/3</div> <div>(11)</div>								<div>10/1 10/15</div> <div>(15)</div>					51	1.70
Shima Hayase	3	Plan	3		<div></div> <div>(25)</div>			<div></div> <div>(30)</div>				<div></div> <div>(28)</div>									83	2.77
Refugee Support/International Cooperation		Result	5		<div>10/29 11/22</div> <div>(25)</div>			<div>3/11 3/28</div> <div>(18)</div>			<div>5/29 6/10</div> <div>(13)</div>			<div>8/25 9/21</div> <div>(28)</div>		<div>10/10 10/19</div> <div>(10)</div>					94	3.13
Naoe Sato	3	Plan	3			<div></div> <div>(14)</div>			<div></div> <div>(21)</div>				<div></div> <div>(28)</div>								63	2.10
Psychosocial Care/Community Welfare 1		Result	4			<div>12/23 1/7</div> <div>(16)</div>			<div>3/3 3/23</div> <div>(21)</div>				<div>7/17 8/6</div> <div>(21)</div>		<div>9/3 9/15</div> <div>(13)</div>						71	2.37
Makiko Kishi Konno	3	Plan	4		<div></div> <div>(19)</div>	<div></div> <div>(10)</div>			<div></div> <div>(20)</div>						<div></div> <div>(17)</div>						66	2.20
Psychosocial Care/Community Welfare 2		Result	4		<div>10/29 11/6</div> <div>(9)</div>	<div>12/22 1/2</div> <div>(12)</div>		<div>2/21 3/18</div> <div>(26)</div>						<div>8/25 9/10</div> <div>(17)</div>							64	2.13
Gender 1																						
Chizuru Asahina	5	Plan	4		<div></div> <div>(25)</div>			<div></div> <div>(30)</div>					<div></div> <div>(20)</div>			<div></div> <div>(10)</div>					85	2.83
Gender 2/ Project Coordinator		Result	4		<div>10/29 11/22</div> <div>(25)</div>			<div>2/21 3/23</div> <div>(31)</div>					<div>7/23 8/3</div> <div>(12)</div>	<div>8/25 9/10</div> <div>(17)</div>							85	2.83
																		Plan		482	16.06	
																		Result		477	15.89	

2. Domestic

Takujiro Ito	2	Plan								<div><div></div><div>2</div></div>					<div><div></div><div>1</div></div>	<div><div></div><div>2</div></div>				5	0.25
Chief Advisor/Social Welfare 1		Result								<div><div></div><div>4/4</div><div>4/5</div></div>					<div><div></div><div>10/1</div></div>	<div><div></div><div>2</div></div>		<div><div></div><div>1/16</div><div>1/17</div></div>		5	0.25
Gen Fujii	3	Plan																		0	0.00
Deputy Chief Advisor/Social Welfare 2		Result																		0.0	0.00
Shima Hayase	3	Plan								<div><div></div><div>2</div></div>					<div><div></div><div>1</div></div>	<div><div></div><div>2</div></div>				5	0.25
Refugee Support/International Cooperation		Result								<div><div></div><div>4/1</div><div>4/2</div></div>					<div><div></div><div>9/28</div></div>		<div><div></div><div>12/17</div></div>			3.2	0.16
Naoe Sato	3	Plan								<div><div></div><div>2</div></div>					<div><div></div><div>1</div></div>	<div><div></div><div>2</div></div>				5	0.25
Psychosocial Care/Community Welfare 1		Result								<div><div></div><div>4/2</div><div>4/3</div></div>		<div><div></div><div>8/22</div><div>8/23</div></div>	<div><div></div><div>9/10</div><div>9/12</div></div>			<div><div></div><div>12/26</div><div>12/27</div></div>			8.8	0.44	
Makiko Kishi Konno	3	Plan																		0	0.00
Psychosocial Care/Community Welfare 2		Result								<div><div></div><div>4/2</div><div>4/3</div></div>										1.40	0.07
Gender 1																					
Chizuru Asahina	5	Plan																		0	0.00
Gender 2/ Project Coordinator		Result																		0	0.00
Example		Plan																	計画	15	0.75
		Result																	実績	18.40	0.92

Attachment 2 Work Flow Chart

[illegible]

Period		2017							2018												2019														
Work Flow		10		11		12		1		2		3		4		5		6		7		8		9		10		11		12		1		2	
Fourth Survey																																			
A9-1	Second Joint Monitoring																																		
A9-2	Compile the pilot project																																		
A9-3	Prepare the plan for the mid- and long-term support plan																																		
A9-4	Prepare the draft of the requested technical project																																		
A9-5	Support the preparation of continuing the pilot project plan																																		
A9-5	Report the activity progress to JICA																																		
Final work period in Japan																																			
A10-1	Prepare and submit Final Report																																		

注) 国内作業の配置は、チャート上のすべての期間従事するのではなく、この区間で適宜業務を実施することを意味する。

総括については、標記期間中に、他団員の工程管理、成果品の品質チェック等の業務も並行して行うものとする。

計画(国内)

計画(現地)実績(国内)

Attachment 3 List of Workshops and Seminars

Activities on Counseling Work

No.	Date	Area	Venue	Workshop/Seminar etc.	Lecturer/Facilitator	No. of Participants
1	2018/3/1	Istanbul	Güngören SSC	Workshop on strengthening referrals (Social Mapping)	Fujii, Kishi, Asahina	5
2	2018/3/15	Istanbul	Istanbul Medeniyet University	Lecture to students of Social Welfare Department, Istanbul Medeniyet University	Sato	60
3	2018/3/20-21	Istanbul	Güngören SSC	Workshop on counseling work for social workers (Basic theory on trauma)	Sato, Dr. Arici	39
4	2018/3/23	Mersin	Akdeniz SSC	Workshop on strengthening referrals (Social mapping)	Sato	8
5	2018/5/31	Istanbul	Güngören Municipal Disabled Center	Follow-up workshop on counseling work for social workers (Basic theory on trauma)	Dr. Arici, Maya Foundation staff	26
6	2018/7/25	Mersin	Akdeniz SSC	Workshop on counseling work for Güngören SSC social workers (Case Analysis)	Sato, Asahina	10
7	2018/9/6	Mersin	Akdeniz SSC	Workshop on counseling work follow-up	Sato, Hayase	9

Activities on Social Cohesion

No.	Date	Area	Venue	Workshop/Seminar etc.	Lecturer/Facilitator	No. of Participants
1	2017/12/26-27	Istanbul	Güngören SSC	Workshop 1 on social cohesion for Güngören SSC staff	Kishi, Fujii, Asahina	12
2	2018/2/27	Istanbul	Güngören SSC	Workshop 2 on social cohesion for Güngören SSC staff	Kishi, Güngören SSC staff	20
3	2018/3/3	Istanbul	Güngören Municipal NGO Meeting Facility	Workshop 3 on social cohesion for Güngören SSC staff	Kishi, Güngören SSC staff	26
4	2018/3/8-9	Mersin	Akdeniz SSC	Workshop on social cohesion for Akdeniz SSC staff	Kishi, Güngören SSC staff	14
5	2018/3/14	Gaziantep	Gaziantep Multi-Service Center	Workshop for Syrian women at Gaziantep Multi-Service Center	Kishi, Asahina	29

No.	Date	Area	Venue	Worksho/Seminar etc.	Lecturer/Facilitator	No. of Participants
6	2018/4/11	Istanbul	Güngören SSC	Joint meeting on social cohesion with local NGOs	Güngören SSC staff	7
7	2018/5/3	Istanbul	Güngören Municipal Disabled Center	Workshop on social cohesion (Building relationship among children)	Güngören SSC staff	15
8	2018/5/15	Mersin	Akdeniz Primary School	Workshop on social cohesion (Family training program 1 and 2)	Akdeniz SSC staff	60
9	2018/5/30	Istanbul	Güngören Municipal Disabled Center	Workshop on social cohesion (Building relationship among children)	Güngören SSC staff	11
10	2018/7/4	Mersin	Akdeniz Primary School	Workshop on social cohesion (Family training program 3)	Akdeniz SSC staff	22
11	2018/9/21	Mersin	Adanalioğlu local cofffe house	Meeting of awareness raising to local leaders (Promoting social cohesion in communities)	Akdeniz SSC staff	20
12	2018/9/26	Mersin	Akdeniz Primary School	Workshop on social cohesion (Family training program 4)	Akdeniz SSC staff	40
13	2018/9/27	Istanbul	Syrian NGO facility	Cooking exchange by Turkish and Syrian women group	Güngören SSC staff	9
14	2018/9/30	Mersin	Akdeniz SSC	Review meeting on social cohesion activities	Akdeniz SSC staff	4
15	2018/10/8	Mersin	Public Hall in Mersin	Social cohesion exchange meeting (Promoting social cohesion activities in communities)	Akdeniz SSC staff	45
16	2018/11/14	Istanbul	Istanbul Medeniyet University	Lecture to students of Social Welfare Department at Istanbul Medeniyet University	Ito	26

Joint Monitoring/Information Sharing Seminar

No.	Date	Area	Venue	Worksho/Seminar etc.	Lecturer/Facilitator	No. of Participants
1	2018/7/31-8/2	Istanbul	Güngören Municipal Disabled Center	Pilot Project 1st Joint Monitoring	Ito, Sato, Toros, Asahina	21
2	2018/10/11	Ankara	Marriot Hotel	Pilot Project 2nd Joint Monitoring	Ito, Toros, Fujii	31
3	3018/10/12	Ankara	Marriot Hotel	Information Sharing Seminar	Toros, Ito, Dr. Kadir, Fujii	16