Good Practice Examples in Refugee Hosting in Turkey

Survey Report

February 2020

İGAM İLTİCA VE GÖÇ ARAŞTIRMALARI MERKEZİ

OXFAM

KADIN EMEĞİNİ DEĞERLENDİRME VAKFI

hayata destek İNSANİ YARDIM DERNEĞİ

Table of Contents

Introduction 2
Background and objectives 2
Methodology 2
Profile of the respondents 3
Overview of the responses 3
Types of good practices shared by the respondents 3
Good practice outcomes 3
Reasons for being considered successful 4
Future implications: Potential to be scaled up 4
Examples of good practices in refugee hosting in Turkey 5
JOBS AND LIVELIHOODS PROGRAMS 5
IMECE Project - Entrepreneurship Component of Refugee Studies Programme 5
Embark Initiative – Mentoring Program 6
Migport - Refugees Knowledge Sharing Platform 8
The Training and Employment Program 9
Worker Support Centre 10
Mahir Eller Project 11
Snow Finch Project 12
EDUCATION PROGRAMS 13
Summer Preschool for Syrian and Turkish Children 13
Child Caravan 14
Multiple services provided by Bağcılar Municipality 16
SOCIAL COHESION PROGRAMS 17
Shoulder to Shoulder - Psychosocial Support Project for Syrian Children 17
Social cohesion project in the Women and Youth Empowerment Center 18
Live Together Project 18
Being A Woman in Mesopotamia 19
Migration: What We Know, We Don't Know 20
Cultural Integration of Migrant and Refugee Children 21
PROTECTION PROGRAMS 22
Strengthening Child Protection at the Local Level 22
Various services provided by Sancaktepe Municipality 23
Improving the Health and Protection of Vulnerable Syrian and Marginalized Migrants in Southern Turkey Project 24
Protection Program 25
Don't Hit, Talk! and ABC Projects 26
The Orphans Sponsorship Program 27
SUKOM Database; Children and Youth Education Center (ÇOGEM); Protection Unit for Women 28
Mental Health Physiotherapy and Special Needs Rehabilitation 29
Examples of initiatives for refugees in Turkey 30
KAZAN – " A gastronomical journey through memory" 30
Volunteers in Action Project 31
Pathways to Social Cohesion - International Conference 32
Conclusion 34
Annex 1. Survey Questions 35

Introduction

This report is based on a 2019 study conducted to identify good practices in refugee hosting in Turkey. Its overall purpose is to provide an overview of good practice examples that were collected through an online survey, as well as detailed information on some of the inspirational projects / programs carrying out this work.

Background and objectives

The first Global Refugee Forum (GRF) will take place on 17-18 December 2019 in Geneva. As per the Global Compact on Refugees (GCR), affirmed by members of the United Nations General Assembly in December 2018, the GRF aims to provide an opportunity for UN member states and other stakeholders to collaborate to achieve a more equitable distribution of responsibility for international refugee protection. It seeks to do this by encouraging stakeholders to make pledges and contributions towards achieving the objectives of the GCR, and to exchange good practices and experiences in relation to refugee protection.[1] Hosted by the United Nations High Commissioner for Refugees (UNHCR) and the Swiss government, the event will be co-convened by the governments of Costa Rica, Ethiopia, Germany and Turkey.

As part of an effort to create visibility and recognition for good practices of various national actors in Turkey, an online survey was launched in September 2019 by the Asylum and Migration Research Centre (IGAM), Oxfam, Foundation for the Support of Women's Work (KEDV) and Support to Life (STL). The survey was designed to collect good practice examples from the actors that have engaged in all aspects of refugee issues in Turkey. Analysis of the projects / programs shared through the survey will pave the way for a better understanding of the main areas of focus and strengths of the refugee response in Turkey. It will be a valuable input for the GRF and contribute to the future collaborative work of diverse actors in Turkey and beyond in order to strengthen refugee response.

Methodology

The online survey was available between 27 September and 20 October 2019 in three languages (English, Turkish and Arabic). The survey consisted of open-ended questions to collect information on the project/ program on issues such as: aims, target groups, strategies for expanding constituencies, the nature of activities, and monitoring and evaluation process. Key program outcomes, elements that make the work with refugee communities a good practice example and the potential for those practices to be scale up were also covered in the survey questions. The survey data collected was analysed using the statistical program SPSS.

Limitations of the methodology:

- Participation in the survey process was limited to the organizations that could be reached through professional networks. As a result, the good practice examples listed are not conclusive or representative of all practices that can be considered successful, but ratherthey are limited to activities of the organizations whose representatives completed the survey. However, it is worth presenting them in this report to give an initial idea about good practice examples in Turkey.
- Completion of the survey might have been influenced by the number of open-ended questions, which required respondents to dedicate a certain amount of time to complete the necessary information.

[1] https://www.unhcr.org/5c700a654

Profile of the respondents

Overall, there were a total of 68 valid survey responses. More than half of the respondents (53%, 36 respondents) were from civil society organizations, while one third was working for government and municipalities (13% and 18% respectively) at the time of the survey. Some private companies, universities, UN bodies, a professional organization and a social enterprise also responded to the survey.

61 respondents (90%) indicated that they had a good practice example, however, only half of them provided detailed information about their examples by completing the survey. These 32 respondents were from a range of national actors whose activities included working with refugee communities in Turkey: civil society organizations (66%, 21 respondents), municipalities (16%, 5 respondents), a district governorate, a local chamber of commerce, academia (9%, 3 respondents) and a social enterprise.

The majority of the respondents who shared their good practice examples stated that their institutions worked in at least one of the provinces with the highest concentration of Syrian refugees, i.e. Istanbul, Gaziantep, Şanlıurfa, and Hatay.

Overview of the responses

Types of good practices shared by the respondents

The good practice examples primarily relate to social cohesion and integration (41%); jobs and livelihoods (25%); education (22%) and psycho-social support (16%). Other good practices relate to social protection (9%); child protection (6%); access to services (6%) and violence against women (3%). While there seem to be several sectors in which multiple actors are implementing similar projects / programs, there are very few examples of gender programs/projects, with only one of the municipalities implementing a violence against women program. However, the examples are largely focused on long-term development and integration, rather than humanitarian activities, which shows a long-term perspective that matches the situation in Turkey.

The main target groups of the good practice examples were refugees (59%), followed by projects targeting both refugee and host communities (34%). One third of the projects targeted refugee children (32%), either alone or together with host community children as beneficiaries. Survey respondents also indicated host community members (1) and local/ national actors including researchers, authorities, etc. (2) as beneficiaries.

Good practice outcomes

According to respondents, the good practice examples **primarily** contributed to social cohesion and integration between refugee and host communities (88%); refugee children's education and development (69%); collaborations amongst diverse actors (41%); and refugees' access to jobs and livelihoods (34%). Other key outcomes include improvement in refugees' psycho-social well-being (25%) and their easy access to information, services and assistance (25%). Fewer respondents indicated improvements in organizational capacity (9%); enhanced refugee participation in implementation and monitoring (6%); and documentation of refugee needs (6%) as key outcomes of their projects / programs.

Reasons for being considered successful

The main criteria for consideration as a good practice appeared to be institutional characteristics and capabilities[2] (31%), project / program contribution towards social cohesion (28%), participation of affected groups in project design and implementation (22%); project / program contribution towards partnership and coordination amongst diverse stakeholders (19%); its relevance to the needs of affected people (19%), taking a multi-stakeholder approach (16%), and sustainability (13%). There are fewer examples that are considered successful on the basis of the access of the target groups to the programs (9%), contribution to the self-reliance of refugee communities (9%), and engagement of experts in the implementation of programs (9%).

Other success indicators quoted by the respondents include taking a rights-based approach or a holistic approach to programming; replicability of projects / programs; their effectiveness and efficiency; integrating impact evaluation in the program cycle; collaboration with the private sector; and innovative approaches, such as the adaptation of digital or non-digital tools (a game box, for example) to meet the needs of refugees or to reach beneficiaries.

None of the good practice examples shared focused on the expansion of facilitating access to third country solutions or supporting conditions on countries of origin for voluntary return.

Future implications: Potential to be scaled up

Responses received indicate that a vast majority of the projects / programs can be scaled up. This is possible through multiple strategies including: expanding outreach in different or similar contexts (39%), establishing new collaborations or maintaining the existing ones (19%), expanding institutional capabilities - such as increasing numbers of team members or improving their skills, etc. (16%), sharing information and experience (16%); having access to funding (13%) and using improved tools or activities (10%). The importance of planning, carrying out need assessments, and monitoring impact in order to scale up the programs / projects were also emphasized.

[2] Such as dialogue among team members, planning, institutional knowledge and ability to reach target groups.

Examples of good practices in refugee hosting in Turkey

This section presents the key information related to the projects or programs that was shared by the respondents of the survey and identified by a variety of stakeholders as their good practices in refugee hosting in Turkey.[3] For each good practice example that is included in the following tables, a description of the project / program, its key outcomes, the elements that made it successful, and how it can be scaled up from the perspective of the respondent are presented.

JOBS AND LIVELIHOODS PROGRAMS

IMECE Project - Entrepreneurship Component of Refugee Studies Programme	
Name of organization	Habitat Association
Type of organization	Civil society organization that works in the field of sustainable development
Area of good practice	Jobs and livelihoods; Social cohesion
Good practice criteria	Contributes towards the achievement of self-reliance of refugees; Participation of refugees in the program implementation
Potential to be scaled up	Yes
Link to the project	https://habitatdernegi.org/projelerimiz/imece-programi/

Description

The Refugee Studies Programme aims to support the integration of refugees into Turkish economy and wider society. Its entrepreneurship component, the IMECE Project, aims to help refugees start their own businesses, and, in this way, it promotes the self-sufficiency of refugees and their socio-economic cohesion. The project is funded by the EU and implemented in partnership with UNHCR. The implementation covers eleven provinces that host the highest number of refugees in Turkey.

In 2019, this component reached 1,430 young people, 90% of whom were refugees and 10% were (aspiring) entrepreneurs from the host community; 60% of the trainees were male and 40% female.

The training provided within the scope of this project covers the fundamentals of entrepreneurship, including market research, financial and technological literacy, and presentation skills. In order to develop entrepreneurs' skills in programming and robotics, technology trainings are also provided. Design thinking training aims to increase the success rate of transforming business models into registered businesses. The bootcamp and acceleration phases help develop entrepreneurial skills through trainings, mentoring sessions and inspirational talks given by peer entrepreneurs.

Since 2017, IMECE Project has disbursed 132 conditional grants to support refugee entrepreneurship. With the help of these grants, around 50 businesses have been formally registered and are still in operation.

Outcomes

1. More than 50 businesses have been established.

[3] Only the projects / programs with enough information could be included in this document.

2. More than 1000 people acquired work permits for sustained livelihoods.
3. More than 5000 people's employability increased through skills such as coding and Structured Query Language (SQL)[4].

Elements of success

1. The project has a "training of trainers" model. A team of 100 young people from across the target provinces were trained to deliver the entrepreneurship, financial and IT literacy modules, and design thinking training. Young people who apply to be trainers are selected on their skills, experience and enthusiasm in specific subjects, which means that they can deliver the trainings in Arabic and can tailor the content to the specific challenges that young people might face in their provinces regarding the set up and registration of their businesses.
2. The project offers access to finance for refugees, who are excluded from financial services by default due to the know-your-customer approach that is dominant in the industry. The financial grants enable the refugees to start their business, which is expected to result in the creation of a proto-financial footprint in the financial system.

Potential to be scaled up

Information on how to scale up the project is not available.

Embark Initiative – Mentoring Program	
Name of organization	Gelecek Daha Net Gençlik Platformu / Future is Brighter Youth Platform
Type of organization	Civil society organization that works to increase employability of young people in Turkey; encourages youth to be proactive members of society and empowers them to make more informed life, education and career choices.
Area of good practice	Jobs and livelihoods
Good practice criteria	Takes a multi-stakeholder approach, contributing towards establishment of new partnerships; Collaborates with the private sector; Addresses needs of different groups with respect to age, gender, ability, class etc.
Potential to be scaled up	Through establishing new collaborations and partnerships, and information and experience sharing
Link to the project	https://www.youtube.com/watch?v=1wzcT5ZGxVI

Description

Embark is a unique initiative in Turkey, **bringing together high-level business leaders, refugees and host community youth**. It is a **mentoring program** that aims to **integrate talented and qualified young refugees into the Turkish economy and community** by connecting them with business leaders and university students and increasing the employability of Syrian youth. The program **pairs refugee mentors that have recently graduated from university with senior business leaders** and together they are engaged in a series of face-to-face conversations to exchange ideas, develop a common understanding, and build meaningful connections. The first-year of the pilot program took place between 2018-2019. The total number of beneficiaries is 30 pairs of mentors and company executives. The impact of the program is measured through an offline and online monitoring system and an evaluation survey. The outcomes and feedback from the program participants assured the implementation team of the value of **social connections to**

[4] SQL statements are used to perform tasks such as updating data on a database, or retrieving data from a database (http://www.sqlcourse.com/intro.html)

challenge misinformation, and of the gap in provision of services for youth empowerment and economic integration.

Outcomes

1. Increased understanding, empathy and interaction between refugee and host communities, which helps combat stereotypes and change negative perceptions in the host community.
2. Business leaders benefited from mentoring sessions that target the market/product needs of the refugee community and become 'champions' of inclusivity. They also gained access to local knowledge and insights to build stronger brands and greater trust amongst new customers for targeted marketing.
3. A network of talented and mobilized refugee youth who are ready to inspire and engage private sector teams.
4. Multiple institutions and individuals are engaging through sharing meaningful human stories of Embark mentors and their potential to contribute to the Turkish economy.

Elements of success

- Reverse mentorship is a distinctive way of empowering young refugees. It enables them to take on the role of a mentor to lead the mentoring sessions together with a senior business executive. The benefits of the program are not only cross-cultural, but also cross-generational.
- Unilever Turkey supported the project at the pilot phase and during the first cohorts. Launch of the project with Unilever has created great reputation and helped the project team to reach out to other global companies. Since its inception, the Embark Initiative has expanded with new partners such as Mastercard Turkey and broadened its activities in Turkey. In November 2018, Embark was selected out of hundreds of projects to be showcased at the Paris Peace Forum, hosted by the French President Emmanuel Macron. Embark was presented as a trailblazing, collaborative solution to a current global challenge. More recently, Embark was invited to present at the annual meeting for the European Bank for Reconstruction and Development (EBRD) in Sarajevo in May 2019.

Potential to be scaled up

The project team aims to continue supporting Syrian entrepreneurs, especially women; identify new markets and stakeholders to scale up the project; and incorporate other companies in other industries, including those owned by Syrians, in order to empower a greater number of qualified refugee youth, making this model a global movement and more widely shifting the narrative about refugees' potential. The project team strongly believes that long-term governance solutions require collaboration between the public, private and social sectors, and Embark's impact is limited unless the outcomes are broadcast to a large global audience.

Migport - Refugees Knowledge Sharing Platform	
Name of organization	Migport
Type of organization	Social enterprise that started as a knowledge-sharing platform in 2016 and currently serves as a mobile application, i.e. a virtual meeting point for locals and refugees.
Area of good practice	Jobs and livelihoods; Social cohesion
Good practice criteria	Participation of affected groups in identification of their needs and expressing their own problems
Potential to be scaled up	Through using improved tools / activities
Link to the project	http://www.migport.com

Description

The lack of a comprehensive and unified database of refugee needs and skill sets slows down the integration process of refugees. For example, refugees need to wait 15 days for approval to visit a city in Turkey other than their city of residence. Migport started questioning whether organizations listen to the needs and concerns of refugees when designing social cohesion programs. Their solution was to listen to refugees' problems through an online platform. **Migport helps refugees exchange knowledge and daily problems with each other, and with members of their host community and organizations; it provides access to employment opportunities** through the categorization of refugee profiles, needs and skill-sets; **and offers an opportunity for refugees to apply online for city travel permits and have automatic approvals in Turkey**. The platform also **helps civil society organizations to prepare better social cohesion programs for refugees by providing evidence- and data-based reports** and with the help of its outreach to refugees that is easy, secure and anonymous. It has generated 10,000 unique users from more than 100 countries, who benefitted from application assistance. The envisioned next step is to partner with organizations to help refugees share their feedback with them.

Outcomes

1. 10,000 people received help to solve their daily problems.
2. 2000 people received entrepreneurship training.
3. 15 organizations reached to refugees to seek advice for their social cohesion programs;
4. 15 organizations received feedback from refugees on how to make better use of refugee funds.

Elements of success

1. Migport uses big data analytics to tackle refugees' problems unlike field research feasibility studies.
2. Its Q&A application collects anonymous real-time data regarding daily problems of refugees in Turkey. Having profiles' categorization, skill-sets and an inventory, Migport's database functions as an anonymous digital identification connecting refugees with employment opportunities in Turkey.
3. It impacts positively on the lives of beneficiaries by using resources effectively and contributing to Sustainable Development Goal (SDG) Goal 10: Reduced Inequalities. Additionally, it pilots online applications for automatic city travel permits for refugees and contributes to Digital ID solutions under SDG Goal 16 Peace, Justice and Strong Institutions.
4. It creates a positive impact on refugees' lives through producing database reports and developing policies.
5. It relies on a dedicated team of engineers, economists and refugees themselves who are trying to find solutions.

Potential to be scaled up

Through presenting the final version of IOS and android application by early 2020 and through piloting a travel permit digital solution in the application, which will allow more than 200,000 refugees to be reached by 2020.

The Training and Employment Program	
Name of organization	Rizk Professional Development
Type of organization	Refugee-led civil society organization that works to promote refugees' self-reliance
Area of good practice	Jobs and livelihoods
Good practice criteria	Institutional capabilities (ability to reach beneficiaries)
Potential to be scaled up	Through expanding outreach in different locations
Link to the project	https://www.facebook.com/rzktr/

Description

The program was designed to target people participating in the labour market (both those unemployed but seeking work as well as those in employment), as well as the owners of small businesses. Program activities include trainings on workers' rights in the labour market in Turkey, an introduction to Turkish labour law, and comparative discussions on working culture in Syria and Turkey. The trainings on the avenues for formal employment and formalization process for the informally established small and medium enterprises empowered many business owners. Program offices in Sanliurfa, Gaziantep and Istanbul reached out to job seekers and employers, and fostered communication between them. Program impact was measured during the training, when a person was employed and after his/ her employment. In the period 2014-2019, 20,000 job seekers were employed in a total of 3000 agencies and companies.

Outcomes

1. Contributes to refugees' self-reliance by providing job opportunities and employment.
2. Contributes to the economic development of the host community by helping skilled refugees to participate in the labour force.
3. Fosters social cohesion through refugees' engagement in the Turkish labor market and promotes establishment of relations between refugee and Turkish workers, which helps refugees smoothly acquire the customs of the Turkish community.
4. Helps refugees learn the Turkish language easily through daily interaction with their workmates.

Elements of success

- A major component of success for this program is its ability to reach all beneficiaries.

Potential to be scaled up

This project could be scaled up by increasing the number of beneficiaries and expanding the outreach by including more areas, especially as employment is one of the essential ways that refugees can improve their lives.

Worker Support Centre	
Name of organization	MUDEM - Refugee Support Centre
Type of organization	Civil society organization working to address the challenges faced by asylum-seekers, refugees, migrants, trafficking victims, international protection applicants, and stateless persons.
Area of good practice	Jobs and livelihoods
Good practice criteria	Takes a multi-stakeholder / whole of society approach, engaging diverse stakeholders; Private sector engagement; Institutional capabilities
Potential to be scaled up	Through information / experience sharing to consolidate beneficiaries' trust and partnership opportunities with the private sector
Link to the project	http://www.iscidestekmerkezi.org

Description

The primary objective of the project is to improve the working conditions of Syrians who work in the garment industry in Turkey. Through the website (www.iscidestekmerkezi.org) that was launched in September 2018 in four languages (Turkish, English, Arabic and Farsi), workers could access information about their working rights in their mother-tongues. Project caseworkers offer free consultancies for garment industry workers via the website and refer them to relevant state offices and/or other NGOs within the framework of privacy and collaboration policies. As of September 2019, more than 50,000 people had visited the website and there were 3000 users, 82% of whom were Syrians. The share of Syrian refugees working in the garment and textile industry who used the website to raise their work-related issues and concerns increased from 25% in the first three-month period to 62% in the last period. Website content was controlled and approved by the experts of the Ministry of Family, Labor and Social Services Directorate General of International Labor Force; project-based referrals were made to İŞKUR (Turkish Employment Agency); and beneficiaries were informed about ALO 170 Family, Labour and Social Security Call Centre and other public services. In the first year, the project signed agreements with six international clothing brands. Following these protocols, it expanded its outreach to include more than 800 clothing producers. Thus, the website has become a platform which more than 150,000 workers (both host community and foreign workers) can directly benefit from.

Outcomes

1. **Innovative**: Besides the traditional field offices, a website was used to effectively create a connection between the beneficiary and the project. Project workers are just a phone call away from the beneficiaries, and the beneficiaries can be immediately referred to relevant institutions.
2. **Fast problem-solving:** Workers who reach out to the website are called back within the same day and can receive free legal consultancy. The system effectively connects the partner institution, which can solve the problem, and the beneficiary.
3. **Multi-stakeholder approach**: State institutions and organizations, the private sector, NGOs, and international organizations work in collaboration to improve the working conditions of the beneficiaries.
2. **Rights-based:** The website endorses a vision for rights-based and decent work, and supports workers to be employed in formal jobs, receive equal payment, and work under safe conditions.

Elements of success

- Reaching out to the beneficiaries through a website and without a field office.

- Private sector partnership.
- Partnership with the state institutions.
- Collaboration with Amfori[5] to inform employers about the process of employing non-national workers and capacity building; Bar Association Trainings for lawyers (200 lawyers received training).

Potential to be scaled up

Being presented as a key good example and highlighting success stories increase beneficiaries' trust in the system as well as offering partnership opportunities with the private sector. Thus, more workers and workplaces can benefit from the project.

Mahir Eller Project	
Name of organization	Bursa Chamber of Commerce and Industry
Type of organization	Local chamber of commerce
Area of good practice	Jobs and livelihoods
Good practice criteria	On-going project
Potential to be scaled up	On-going project
Link to the project	http://www.btso.org.tr/Default.asp?page=notice/noticedetail.asp&id=46529

Description

The project is a joint venture of the Union of Chambers and Commodity Exchanges of Turkey (TOBB) and the Economic Policy Research Foundation of Turkey (TEPAV) and was first initiated in December 2017. The project's primary objective is **to increase the employability of both Turkish citizens and Syrians under temporary protection via certification of their existing vocational skills.** Through the project, Syrians and Turkish citizens get an **opportunity to document knowledge, skills and competencies when applying for a job and an opportunity to obtain a cost-free vocational certificate** that is compatible with international standards. This will contribute to enhancing the economic and social empowerment of Syrians and enable them to participate in the labor force by getting certifications and work permits. **This two-year project, funded by the EU, is being** implemented in cities that are densely inhabited by Syrians. It is implemented with the cooperation of Bursa Chamber of Commerce and Industry. The Bursa local project team is currently analyzing and identifying the vocational skills of Syrians and Turkish citizens, and the skill demands of the companies in the province. Eligible candidates will be invited to vocational examinations to acquire certificates.

Expected outcomes

1. Documenting knowledge, skills and competencies when applying for a job.
2. Obtaining a cost-free vocational certificate that is compatible with international standards.
3. The opportunity for employers to reach qualified labour force.
4. A more productive workplace through a qualified labour force.

[5] Amfori is a global business association that works for open and sustainable trade by supporting retailers, importers, brands and national associations to enhance human prosperity, use natural resources responsibly and drive open trade globally (https://www.amfori.org/).

Snow Finch Project	
Name of organization	Zeytinburnu Municipality, Supporting Family, Women and Disabilities Center (AKDEM)
Type of organization	District municipality in Istanbul that aims to be an exemplary district that meets the urban needs of its residents
Area of the good practice	Jobs and livelihoods
Good practice criteria	Contributes towards the achievement of self-reliance of refugees; Institutional capabilities (institution's reputation; service provision without discrimination); Holistic approach in service provision
Potential to be scaled up	Through information / experience sharing; establishing new collaborations / partnerships
Link to the project	http://www.akdem.org.tr

Description

The project aims to increase the labour force participation of refugee women who completed vocational trainings provided in the Migrant Women's Club. Women first received Turkish language training and then participated in awareness raising activities about hygiene, nutrition, healthcare, child development, family communication, and legal rights, in order to be eligible for vocational training and therefore participate in the Snow Finch activities.

Snow Finch initially started as a space where women could learn new hobbies within the Migrant Women's Club. In 2018, in partnership with UNHCR, it became a project where women started selling their products after receiving vocational training. Following the design process supported by experts, a textile workshop was established and courses on sales, marketing and branding were provided. During the implementation of the project, the municipality worked in collaboration with various state institutions in the district, NGOs (including IKGV and Mülteci-der) and international organizations. They also conducted interviews with women throughout the project and evaluated their satisfaction levels and expectations.

The project is still ongoing with 12 new participants, and the aim is to include Turkish women in the project as part of an effort to foster social integration.

Outcomes

1. The project was developed organically based on needs that were identified during trainings, and that captured the attention of both the participants and various national and international institutions. It was essential for supporting women to participate in production processes.
2. The project, which started with a target group of 20 women, later became a sustainable project under Supporting Family, Women and Disabilities Center (AKDEM). It continues with new participants.
3. Project participants shared their experience with others, who later applied to the Center to be part of the project, thus expanding outreach.
4. A partnership agreement was signed with UNHCR, which has increased the sustainability and outreach of the project.

Elements of success

- Supporting Family, Women and Disabilities Center's integrated approach to services, such as: its reputation as a trustworthy state institution; its provision of services to all regardless of their religion, language or race and free of charge; and child-friendly spaces in the Center that allow women to bring their children along when they come to the language courses, trainings and workshops.

- Awareness raising activities for women such as language courses, courses on women's health, child development, nutrition and rights; and resulting regular and enthusiastic participation of women in trainings.

Potential to be scaled up

Snow Finch is a good practice example as it provides language courses, counseling, and training to ensure social integration and women's professional skill development. The project can be disseminated through national and international migration programs and through publications that show it as a good practice; and its outreach can be expanded by establishing new collaborations.

EDUCATION PROGRAMS

Summer Preschool for Syrian and Turkish Children	
Name of organization	AÇEV (Mother Child Education Foundation)
Type of organization	Civil society organization that provides training programs targeting all stages of human development and all members of the family to reduce disparities and address inequalities in various domains.
Area of good practice	Education
Good practice criteria	Takes a multi-stakeholder approach, engaging diverse stakeholders in implementation; Contributes towards social cohesion; Effectiveness and efficiency; Expert engagement in the project
Potential to be scaled up	Through expanding its outreach in different contexts
Link to the project	https://www.acev.org/wp-content/uploads/2019/10/3.Syrian-Children.CaseStudy.pdf

Description

Summer Preschool is an accelerated 10-week **preschool education intervention program** for 5-to-6-year-old Syrian and Turkish children that was implemented across **10 provinces of the Southeastern Anatolia** region of Turkey in partnership with UN and government institutions, namely UNICEF, Southeastern Anatolia Project Regional Development Administration, and Turkish Development Foundation. The program **aimed to support children in acquiring essential skills in major development domains and to increase school readiness**. Across 140 classrooms, 2620 children participated in the program. Impact evaluation research was conducted with 711 children to identify the developmental effects of the program. **Children's development in six sub-domains of cognitive, language and socio-emotional development was examined using various research tools.** Participant children showed higher progress in all domains measured, including receptive/expressive language skills, pre-literacy/pre-numeracy skills, emotion regulation and social competence, compared to a control group of 353 children from the same local communities who did not participate in the summer school

Outcomes

1. Syrian refugee children who participated in the program showed improvements in developmental domains that are considered key aspects of "school readiness."
2. One skill set determining school readiness is language skills, namely receptive and expressive language, indicating to what extent a child can comprehend a language and express themselves in that language. Summer Preschools have been effective in increasing participating refugee children's overall language skills.
3. Another set of skills considered part of "school readiness" is pre-numeracy, i.e. math skills, which showed a significant increase for participating children.

4. Children's social competence and emotion regulation skills improved, which determine their school readiness level, helping with adapting to the culture and building social relationships, decreasing the likelihood of problem behaviors, such as aggression.

Elements of success

- **A multi-stakeholder implementation structure** was effective in obtaining positive results. This structure facilitated the use of ready-made learning content, reaching out to families, building and maintaining trust with them, and cooperating with local institutions.
- **Teacher training** was composed of theoretical and practical modules and in-service support systems, which enabled teachers to receive regular feedback on their performance and enabled the Summer Schools to be implemented in an effective manner.
- **A bilingual and multicultural program**: In order to ensure a smooth transition of children to the Turkish education system and to facilitate children's adaptation to the Summer Schools, teachers translated the content into the children's mother tongue as needed and the program was conducted in the mother tongue at certain periods of time for the Syrian children.
- **Working with bilingual teachers** in order to help children use both Turkish and their mother tongue during classes.
- **Investment in learning environment** including the use of small class sizes (with around 20 students each), the provision of specialized materials and furniture, the recruitment and training of enough teachers and monitoring of the quality of instruction by trained provincial supervisors.

Potential to be scaled up

Summer preschools are an example of a successful adaptation of a program that was initially developed for children in Turkey, whose native tongue was not Turkish. This constitutes evidence for the program's scalability. Scaling up the program to different contexts is possible.

Child Caravan	
Name of organization	International Blue Crescent Relief and Development Foundation (IBC)
Type of organization	Civil society organization, which is an implementing partner of INGOs in reaching affected people through emergency relief projects, risk mitigation, rehabilitation and development clusters.
Area of good practice	Education; Social Cohesion
Good practice criteria	Accessibility; Addresses needs of different groups with respect to age, gender, ability, class etc.
Potential to be scaled up	Through expanding outreach in similar contexts
Link to the project	https://www.ibc.org.tr/EN/980/great-interest-to-child-caravan-in-kucukcekmece

Description

The aim of the project was **to enhance the basic life skills of refugee and host community primary school children, and to ensure their social inclusion.** The implementation took place inside a specially designed mobile truck and a special curriculum was used that included activities related to basic life skills, psychosocial support and language skills. In order to help refugee children to adapt and interact with other children at schools, the mobile truck was moved between schools, parking in the gardens of the primary schools. The project then offered children alternative activities during their "free activity" classes. In cooperation with school

management, children were grouped based on their grades, citizenship and gender; each child received one of the six project modules consisting of various activities. Activities were enriched through the use of tablets, which provided an opportunity to develop computer skills, as well as through creative activities such as role playing, singing and dough making. Children were also expected to practice daily life skills such as recycling, hygiene rules, as well as respect for cultural differences and basic human rights in order to sustain the social wellbeing of both refugee and host community members. The modular nature of the project enabled more than **3000 children from the local and refugee community to interact with each other in an eight-month period.**
All children were asked to fill out a **satisfaction survey and the project implementation team filled out a survey upon the closure of each activity. Teacher's opinions on the project's impact were also collected both before the activity period at school and after the completion of activities with children** to understand whether there was any change in children's behavior and skills.

Outcomes

1. Refugee children obtained basic life skills to help them interact with the local community.
2. Interaction between the host community and refugee children was improved.
3. Encouraged the continuation and adaptation of refugee children to public schools.
4. Fostered cooperation with state institutions, municipalities and NGOs for better social inclusion of children.

Elements of success

- The truck visited primary schools with high refugee populations in Küçükçekmece district.
- Based on the protocol with the provincial directorate of the Ministry of National Education (MoNE), **activities at the school campuses that were** monitored by the school management **were incorporated into children's "free activity" classes**.
- Outside activities were implemented either in the schoolyard during the school holidays or at other places where technical requirements for the Child Caravan Truck were met.
- The curriculum of the Child Caravan was quite flexible with respect to school hours for children.

Potential to be scaled up

The project is unique due to its physical mobility capacity and flexible curriculum, which means it could be adapted depending on the emerging needs of the local contexts across the country.

Multiple services provided by Bağcılar Municipality	
Name of organization	Bağcılar Municipality
Type of organization	District municipality in Istanbul
Area of good practice	Education; Social integration
Good practice criteria	Takes a multi-stakeholder / whole of society approach, engaging diverse stakeholders in implementation; Addresses needs of different groups with respect to age, gender, ability, class etc.
Potential to be scaled up	Through carrying out needs assessments of refugees; New collaborations / partnerships
Link to the project	http://www.bagcilar.bel.tr

Description

Refugees could benefit from all services that Bağcılar Municipality offered to Turkish citizens. However, in special circumstances, some more specific strategies were also developed, for instance, in order to solve the communication problem, Turkish classes were offered at schools with refugee students in the previous years. The classes were open to both Syrian refugees and Turkish children with a 50% quota for each group. Moreover, a science laboratory was established, and art classes were provided in Children Support Centers, called Information House (*Bilgi Evi*) for achieving inclusion. There is currently a total of 40,000 registered children in 17 information houses. The number of active participants is 20,000, of which 1,000 are estimated to be Syrians, and refugees can easily use the available support mechanisms of the municipality. Partnerships were established with various institutions with whom experiences were shared. Impact assessment of these activities on refugees has not been carried out, however, studies carried out in the district by universities and various institutions show a positive effect. The municipality works in cooperation with national and international organizations/ institutions, including UNHCR, Union of Marmara Municipalities. Red Crescent, WALD, and ASAM.

Outcomes

1. Humanitarian aid and social equilibrium was balanced out.
2. Language training contributed to the elimination of communication problems between host and refugee communities.
3. Refugee children's disadvantaged position in the education system (particularly related to language) was largely eliminated.
4. Information and experience sharing was achieved to a large extent due to the collaborations established with various institutions.

Elements of success

- Collaboration with various institutions.
- Needs-based work relying on the information from the field made these activities a success.

Potential to be scaled up

Needs assessment of the refugees who live in different residential areas of the district could be done to shape the future projects. Partnership structure can be re-organized based on these needs.

SOCIAL COHESION PROGRAMS

Shoulder to Shoulder - Psychosocial Support Project for Syrian Children	
Name of organization	Bir İz Association
Type of organization	Civil society organization that works for implementing preventative mental health programs at schools, prisons, private sector institutions and civil society organizations.
Area of good practice	Social integration; Psychosocial support
Good practice criteria	Contributes towards social cohesion; Sustainability, stability and continuity; Adaptation of an easy to use tool (a board game)
Potential to be scaled up	Yes
Link to the project	http://www.yanyana.biz; https://ab-ilan.com/wp-content/uploads/2019/02/YanYana-Etki-Raporu-Buyuk.pdf

Description

The project was implemented over 20 months between 2017-2018, in partnership with Yuva Association and Association of Game Therapies and with financial support from EU European Commission Representative, European Instrument for Democracy and Human Rights. The main objective of the three-pillar project was to eliminate xenophobia.
In order to evaluate the project's impact and understand the feelings and thoughts of children, both quantitative means (questionnaires and scales) and qualitative methods (drawing pictures, photograph interpretation, answering open-ended questions, focus group interviews and more) were used.

Outcomes

1. The Shoulder-to-Shoulder Board Game was developed in Arabic and English for children aged 8-11 years old.
2. Through the Shoulder-to-Shoulder School Program, 120 teachers received teacher training and a 10-week implementation curriculum was prepared. This program reached 3500 students in Istanbul.
3. This school program was expanded to cover 10 cities as of November 2019;
4. Structured group therapy for Syrian children aimed at improving their well-being and addressing the war and post-war trauma that they experience.

Elements of success

- The board game and the school program were efficient and effective tools for teachers and facilitators who were actively involved.
- The tools fostered empathy and enabled children to get to know each other, take joint actions and work together as a team.
- The game is valuable since teachers can easily use it and it is sustainable, i.e. hundreds of children can still play it although the project has ended.

Potential to be scaled up

Information on how to scale up the project is not available.

Social cohesion project in the Women and Youth Empowerment Center	
Name of organization	Maram Foundation
Type of organization	Civil society organization that works on humanitarian relief and development
Area of good practice	Social Cohesion
Good practice criteria	Addresses needs of different groups with respect to age, gender, ability, class etc.; Contributes towards social cohesion; Contributes towards the achievement of self-reliance of refugees
Potential to be scaled up	Through using improved tools / activities; Expanding outreach;
Link to the project	N/a

Description

This project, which is based on one of the activities carried out in the **Women and Youth Empowerment Center,** enabled **social cohesion** amongst **host community and refugee women** by engaging them in cooking meals together in the center to be **delivered to the elderly in the community,** in addition to providing other services for the elderly.

Outcomes

1. Increased social cohesion between host community and refugee women.
2. Strengthened outreach to the elderly in the community.
3. Vocational training of refugee and host community women.
4. Active involvement of refugees in the community.

Elements of success

- Provision of care services to the elderly and engaging women in this project.
- The fact that both Syrian and Turkish women worked together and learned from each other.
- Most importantly, the training that the women received will help in their self-reliance in a sustainable manner.

Potential to be scaled up

The project could be scaled up through including more activities for women in and out of the center, by expanding outreach and providing awareness.

Live Together Project	
Name of organization	The Association of The Refugees Rights Development
Type of organization	Civil society organization dealing with refugees' literary intellectual rights and relief
Area of good practice	Social Cohesion
Good practice criteria	Institutional capabilities
Potential to be scaled up	Through continuing collaborations / partnerships; Access to funding
Link to the project	N/a

Description

The project targets Turkish and refugee children aged 12 – 16 in Mevlana Neighbourhood in Bornova District, Izmir. It aims to foster **social integration,** love, tolerance and peace between

refugee and host community children and tackle all forms of discrimination and racism. Activities carried out within the scope of the project included Turkish and Arabic language training, football tournaments and touristic visits (museum or refugee associations in Izmir and historical places at Ephesus). Ten refugee children and ten Turkish children benefited from the project that is implemented in partnership with the International Migration Organization (IOM). The project was not systematically evaluated; the evaluation was based on observations.

Outcomes

1. Created an environment of love and familiarity and prevented hatred and strife between host community and refugee children.
2. Shared ideas, languages and ways to build a common life.
3. Exchanged skills.
4. Achievement of community integration between host community and refugee children.

Elements of success

- A coherent base between host and refugee community children was built through the building of personal and institutional capabilities including desire, conviction, determination common factors; insistence on achieving the goal; pooling of caring forces, tolerance and coexistence.

Potential to be scaled up

This project could be implemented at greater scale with more children, however, there is a need for continuous, primarily financial, support from the concerned authorities for this.

Being A Woman in Mesopotamia	
Name of organization	Hasan Kalyoncu University, KalMIREC Migration Research Center, Gaziantep
Type of organization	University
Area of good practice	Social cohesion
Good practice criteria	Promotes refugees' participation and identification of their own needs; Expert engagement
Potential to be scaled up	Through expanding outreach
Link to the project	N/a

Description

The project aimed to build a bridge between women from refugee and host communities; foster solidarity amongst them; provide a platform that they could share their knowledge and life experiences; and unravel the common challenges women from both communities face.

It brings together 20 women representatives from Turkish and refugee-led civil society organizations on a regular basis. Women share their experiences at different stages of life during the meetings, which are moderated using the Frigga Haug methodology (including collective memory work and human library). Recordings of these meetings will be analyzed to shed light on the experiences of Syrian and Turkish women and the common challenges they face.

Outcomes

1. Providing an opportunity for women of Turkish and Syrian communities to interact and eliminate prejudices.
2. A two-day seminar was organized by women who participated in the meetings in order to share their experiences with a wider audience.

Elements of success

- Using a solid methodology while moderating the meetings helped avoiding conflicts amongst women.
- Provided a platform for refugees to express themselves.

Potential to be scaled up

The same methodology can be used in different settings / cities to increase the number of groups and include more women.

Migration: What We Know, We Don't Know	
Name of organization	Istanbul Bilgi University, Center for Migration Research (BILGI-Migration), Istanbul
Type of organization	University
Area of good practice	Social cohesion
Good practice criteria	Accessibility; Contributes towards social cohesion
Potential to be scaled up	Through expanding its outreach and improving the tool that is used to reach the target group
Link to the project (in Turkish)	https://goc.bilgi.edu.tr/tr/aktiviteler/12/goc-bildiklerimiz-bilmediklerimiz/

Description

In order to address the anti-migrant attitude in Turkey and raise awareness about the case of refugees and migrants, **BILGI-Migration developed an online training open to the public,** which was launched in September 2019. The video training is composed of lectures and interviews conducted by academics, NGO representatives and refugees. It also covers migration terminology, the importance of human mobility, the main national and international regulations, the history of migration in Turkey, good practices from NGOs, and the individual experiences of migrants and refugees through their own narratives. In order to further visualize the information and **contribute both to knowledge and awareness**, the video training is accompanied by a compilation of excerpts from documentaries by various directors, about different forms of migration in Turkey. The training mainly targets university students and is also available as a distance-learning module that can be used for other university courses. The online video material is available for the general public. **The training focuses on common needs and the rights of refugees and responsibilities of members of host societies in developing lives together**.

Outcomes

1. Since September 2019, the training has been viewed over 1000 times. Outcomes of the project are yet to be monitored due to its recent launch, but the impact of this training on the participants in institutions for example, will be evaluated via pre- and post-tests.

Elements of success

- It is one of the first attempts in Turkey to develop extensively accessible online training material on migration covering both informative and practical aspects in order to raise awareness and prevent discrimination against migrants and refugees.

Potential to be scaled up

The current version of the online training mainly includes content that is specific for universities and students. It will be customized for further target groups, such as white collar and blue-collar workers. The content will become more interactive and inclusive of practical data. The dissemination methods will be diversified to further increase the impact as well.

Cultural Integration of Migrant and Refugee Children	
Name of organization	Maltepe District Governorate, Foreign Relations and European Union Project Office
Type of organization	Civil administration of Istanbul's Maltepe District
Area of good practice	Social integration
Good practice criteria	Contributes towards social cohesion; Contributes towards establishment of new partnerships and coordination amongst diverse stakeholders
Potential to be scaled up	Yes
Link to the project	http://projemaltepe.gov.tr

Description

The main goal of the project is, in a nine-month period, to increase the degree of social inclusion and cultural integration of **432 migrant and refugee children** from 22 nationalities and their families who live in Maltepe through integrated activities in four areas: music, folklore, gastronomy and literature. Other goals of the project are increasing Turkish citizens' level of cultural tolerance towards 216 Syrian children and their families; preventing the common misinformation regarding refugees and migrants, and ensuring cultural interaction between Turkish people and migrants (782 participants) through various activities.

Outcomes

1. Intercultural communication activities were organized with the participation of 237 migrant and 272 Turkish children who go to school in Maltepe district;
2. 10 intercultural interaction activities were organized with the participation of 40 women from 13 nationalities;
3. 24 project overview meetings were organized with the participation of 266 parents (110 Turkish and 156 foreigners). In these meetings, informative presentations were made in Arabic, Russian and Turkish to eliminate common misinformation about the Syrians under temporary protection;
4. As a result **of aptitude tests** carried out in 28 schools, 96 migrant/refugee children who are talented in music were discovered.

Elements of success

- In the district of Maltepe, the new generation of children, who are more tolerant towards cultural diversity, learns together through joint activities; and loves and respects each other through cultural and artistic activities (782 children).
- These traits are also disseminated among the project participants' families through spillover effect (126 families).
- Turkish citizens and Syrians develop positive relationships and successful steps are taken for the cultural integration of Syrians and migrants and refugees from other countries living in the district.
- Under the leadership of the district governorate, an exemplary project-based cooperation protocol was developed and implemented amongst public institutions, leading NGOs working in the district and two universities. In addition to the outcomes achieved on the ground, this protocol ensures the engagement of diverse stakeholders (public institutions-NGO-university partnership) and is the reason why this project is a good practice example.

Potential to be scaled up

Information on how to scale up the project is not available.

PROTECTION PROGRAMS

Strengthening Child Protection at the Local Level	
Name of organization	Support to Life
Type of organization	Civil society organization that primarily works in emergency assistance, refugee support, child protection in seasonal agriculture and capacity building
Area of good practice	Child Protection
Good practice criteria	Participation of affected groups in implementation and monitoring
Potential to be scaled up	Through expanding institutional capabilities; through information / experience sharing
Link to the project	Video produced as a part of the project: https://www.youtube.com/watch?v=6ECI11gik3Y

Description

The project aimed to raise **awareness among local actors who are working on child protection about violence against children and strengthen their skills in recognizing and addressing violence.** It enabled local actors, namely community based organizations, local NGOs and local administrations, to develop their child safeguarding policies and practices; and provided all the technical support to build such capacity. Participation of children in protection activities was a specific feature of the project. The key actors were encouraged to follow a participatory approach, and ensure the participation of children in their activities and programs.. The project targeted local actors and community initiatives to ensure a sustainable impact at the grassroots level. Financial contributions were provided to the organizations with limited resources who were interested in building their child safeguarding capacity.

Outcomes

1. Child protection mechanisms and child safeguarding capacities of local NGOs, community-based organizations and authorities were strengthened.
2. Organizational capacity in implementing child safeguarding in line with standards increased through: the development of a child safeguarding policy and focal person system in 5 community centers; the establishment of effective and child friendly complaint and feedback mechanisms and the implementation of all related procedures.
3. Child/youth participation in the implementation and monitoring of child safeguarding mechanisms and general child protection issues was ensured.

Elements of success

- Children/youth committees were established in all of the community centers to promote child participation in the implementation and monitoring of child safeguarding mechanisms. Through the activities of these committees, 320 refugee and local children were provided with information regarding their rights, organizational child safeguarding implementations and protection mechanisms.
- A trainer pool on child safeguarding was established for the first time in Turkey, and is serving as a multiplier to build child-safeguarding capacity among local organizations and authorities working with host community and refugee children.
- 473 staff members from 29 local administrations and NGOs received Child Safeguarding Standards and Implementations Trainings.
- Five local organizations working with 300 children were provided with sub-grants in order to build their own organizational child safeguarding capacity.

Potential to be scaled up

The existing child safeguarding trainer pool could be extended and an additional Arabic speaking trainer pool could be established in order to provide trainings for refugee and migrant community-based organizations s. An 'experience-sharing' platform, such as a "Child Safeguarding Academy" might be established. This project could be replicated in other global contexts, with little financial support.

Various services provided by Sancaktepe Municipality	
Name of organization	Sancaktepe Municipality
Type of organization	District municipality in Istanbul with 430,000 residents including both residential and industrial areas
Area of good practice	Psychosocial support; Social integration; Education;
Good practice criteria	Sustainability, stability and continuity; Institutional capabilities (planning); Contributes towards social cohesion; Contributes towards coordination amongst diverse stakeholders
Potential to be scaled up	Yes
Link to the project	http://www.wald.org.tr; http://www.sancaktepebilgievleri.org/

Description

Activities of the municipality include registering the refugees living in Sancaktepe district; ensuring their referral to Turkish language courses and vocational training that are provided by the municipality; raising refugees' living standards through psychological support and legal counseling; fostering social integration and school enrolment of refugee children by being in contact with refugee families in order to ensure that they send their children to school; and providing extracurricular activities at their Information Houses that are open to host community and refugee children. They identified multiple stakeholders from a range of sectors, including the Provincial Directorate of the MoNE, and worked in coordination with them.

Outcomes

1. Increased level of education among refugee children.
2. Increased sense of responsibility.
3. Talented children were identified during the activities.
4. Fostered social integration.

Elements of success

- Stability, planning and sustainability.
- Working in coordination with other units.
- Raising the level of education and consciousness of hundreds of people.
- Ensuring integration

Potential to be scaled up

Information on how to scale up the project is not available.

Improving the Health and Protection of Vulnerable Syrian and Marginalized Migrants in Southern Turkey Project	
Name of organization	Development Workshop Cooperative
Type of organization	A rights-based civil society organization working in the field of human rights, child rights, women's rights, and migrants' rights.
Area of good practice	Social protection
Good practice criteria	Participation of affected groups at every stage of the project; Evaluates the long-term impact of the project on affected groups; Institutional capabilities
Potential to be scaled up	Through expanding institutional capabilities (well-thought project design process)
Link to the project	http://www.ka.org.tr/dosyalar/file/Yayinlar/Raporlar/TURKCE/04/PROJE BROŞÜR.pdf

Description

The project was carried out primarily in Adana between May and November 2018, in collaboration with GOAL Global and with the financial support of Directorate General for European Civil Protection and Humanitarian Aid Operations (DG-ECHO). Activities had three components: Information Management and Situation Analysis, Information Dissemination through Social Networks, and Non-Food Supplies

Distribution. Development Workshop Cooperative was responsible for the project management of the 'Situation Analysis' and 'Non-Food Supplies Distribution'. It also aimed to alleviate the protection-related risks faced by refugee groups who are agricultural workers, through an integrated approach, which includes information sharing, advocacy and humanitarian aid. The project also aimed at dissemination of this good practice model to local authorities, i.e. municipalities, governorships, city councils, in order to ensure its sustainability. Thus, the model was presented to the organizations working with refugees. Also, the documents relating to the model were published. The dissemination of the model however, was not monitored systematically.

The key target group of the project was the Syrian refugee population. However, both Turkish and Syrian communities benefited equally to avoid discrimination and foster social cohesion among agricultural workers that live under the same conditions.

Overall, 1271 people benefited from information presentations and 1271 booklets were disseminated. 1150 houses and 5890 people benefited from non-food supplies.

The organization is continuing their work as a member of Cross Regional Centre for Migration and Refugees (CCRM).

Outcomes

1. The current situation of Syrian seasonal agricultural workers and Syrian Dom population[6] was analyzed and evaluated.
2. Awareness of these groups regarding their rights, responsibilities, and ways of accessing services was raised.
3. Non-food supplies were distributed for addressing the special needs of these groups based on a model that is respectful to human rights, and advocacy work was carried out for developing needs-based practices such as this one.

[6] The Domari-speaking communities, which have their origins in India, are commonly identified as Dom or Nawar.

Elements of success

- In every stage from team formation to situation analysis, strategy development, pilot implementation, operational preparation, and implementation, both the project team and the beneficiaries were actively involved.
- In-situ observation, monitoring, and evaluation and risk planning were conducted.
- Special attention was given to in-team communication, and dialogue.
- Safe and regular information activities and aid distribution were performed in a non-discriminatory way conducive to human dignity.

Potential to be scaled up

Right planning, operational preparation, and management could be used in different support works.

Protection Program	
Name of organization	Watan Foundation
Type of organization	Civil society organization that works in humanitarian aid and protection
Area of good practice	Access to Services
Good practice criteria	Takes a multi-stakeholder / whole of society approach, engaging diverse stakeholders in implementation; Institutional capabilities (team work and positive working environment)
Potential to be scaled up	Through expanding institutional capabilities (well-informed, well-equipped field workers); information / experience sharing (with refugees through social media channels)
Link to the project	https://watan.org.tr/EXPERTISE/Protection_PROGRAM

Description

The aim of the protection program was to support refugees in their access to services. Information sharing and dissemination constituted important parts of the activities in efforts to support access to services. The project put special emphasis on working in partnership with state agencies to support the refugee communities in solving their problems. Within the scope of this program, there are projects on women's empowerment (in total, 791 women benefitted, 42 women received small grants); cooperatives, psycho-social support counseling, risk education for people who want to go back to Syria, distribution of winter clothes, Ramadan / Qurbani campaigns, awareness raising, technical training, child protection and increasing school enrollment. In Ankara alone, there were 25,000 beneficiaries.

Watan is working in partnership with AFDA, Care International, DGMM, and local authorities. Partner organizations support monitoring and evaluation of the programs. Post satisfactory surveys are conducted following the meetings organized for information sharing and the distribution of goods. Watan is part of an internal and external referral mechanism established with the aim of collaborating with other institutions in meeting refugee needs.

Outcomes

1. Refugees received information on how to get access to healthcare, education and social rights.
2. Refugees received information about the legal processes in Turkey and the rights and responsibilities within this framework.
3. Risk-prone situations were avoided.

4. Refugees had a better idea about what to expect from public services.

Elements of success

- The collaborative working with state institutions.
- A pleasant and comfortable working environment.
- A fully developed team spirit

Potential to be scaled up

This program could be scaled up through having well-informed and well-equipped field workers and/or through dissemination of information to refugees through social media.

Don't Hit, Talk! and ABC Projects	
Name of organization	Foundation for Promoting Counseling and Training Counsels in Higher Education (YÖRET Foundation)
Type of organization	Civil society organization working to contribute to raising youth and children, increasing society's life quality through continuing education and service projects; carrying out advocacy for children's rights and protection of children from violence and abuse
Area of good practice	Psycho-social support
Good practice criteria	Addresses the needs of different groups with respect to age, gender, ability, class etc.; Expert engagement
Potential to be scaled up	Through having access to funding; expanding outreach; using improved tools / activities
Link to the project	http://www.yoret.org.tr/

Description

The Don't Hit, Talk! project was set up with the aim of ensuring that children are protected from violence, that they develop peaceful behaviors in safe spaces, that they get to know their peers during extracurricular activities such as art, drama and games, experience co-habitation with other cultures through recognizing differences in language, religion, and culture and that they gain awareness about children's rights. The project reached out to 246 children in total.

ABC project was a psychosocial support project that targeted refugee mothers with the aim of improving parenting skills. . Between December 2017 and May 2018, 8 weekly group works on parenting were conducted with mothers from disadvantaged backgrounds (3 to 11 participants) in various community centers in Istanbul, including Small Projects Istanbul, ASAM Al-Farah, ASAM Karagümrük, ASAM Dolapdere, Tarlabaşı and Şişli Community Centers. In total, 65 participants benefited from these group works. Each group was facilitated by two group leaders, who both received two-and-a-half-days of training and eight hours of supervision.

Outcomes

1. Psycho-social support groups were organized with refugee mothers and children.
2. Communication skills of mothers and children were enhanced.
3. Children's non-violent communication skills were strengthened and their awareness regarding violence was raised.
4. Children's level of aggression decreased compared to the pre-project period.

Elements of success

- Both projects were successful because they involved anti-violence and psycho-social support works.

- The primary determinant of the success of the ABC project was supporting mothers through group sessions given by graduate students who are family and couple therapists.

Potential to be scaled up

Both projects were carried out in a limited number of districts in Istanbul. If more funding could be found, these projects could be disseminated to a broader group of beneficiaries in Istanbul; trainings could be longer than 8 weeks; and outreach could be expanded to refugee mothers and children in other cities.

The Orphans Sponsorship Program	
Name of organization	Masrrat - The Establishment of Human Care and Development
Type of organization	Refugee-led civil society organization
Area of good practice	Social Protection
Good practice criteria	Institutional capabilities (ability to reach beneficiaries);
Potential to be scaled up	Through monitoring the impact; having access to funding; expanding outreach in different provinces/ districts
Link to the project	https://masrrat.org/en/humanitarian-care-and-orphan-care/

Description

The project aimed at supporting the largest number of Syrian orphans in Turkey and targeted their families with the provision of technical and skills trainings to widowed mothers. A total of 1400 orphans benefited from the project and received support in access to health, education and finance. The duration of sponsorship was between six months to one year. The children were visited once or twice a week throughout the duration of the program; their situation was assessed on annual or semi-annual basis. They also paid visit to the mothers as well. Reports related to the education and health status of children were received from their schools.

Outcomes

1. Increased education and cultural exposure amongst orphans.
2. Fostered Syrian children's inclusion in Turkish society.
3. Empowered families to become productive rather than being dependent.

Elements of success

- Having immediate contact with orphans.
- Previous experience in specialized project monitoring.

Potential to be scaled up

This project has the potential to be implemented in Ceyhan, Hatay, and Gaziantep, through allocating more funds to develop activities and organize events for the entire family of orphans and to develop strategies to monitor and follow up the project's impact.

SUKOM Database; Children and Youth Education Center (ÇOGEM); Protection Unit for Women	
Name of organization	Sultanbeyli Municipality
Type of organization	District municipality in Istanbul
Area of good practice	Access to services; Elimination of violence against women; Education;
Good practice criteria	Holistic approach in migration management; Addresses needs of different groups with respect to age, gender, ability, class etc.; Promotes the rights of refugees
Potential to be scaled up	Through expanding outreach (the area of coverage) and institutional capabilities (planning)
Link to the project	https://multeciler.org.tr/eng/

Description

- **Syrian Coordination Center Software (SUKOM) database** registers all refugees living in Sultanbeyli district and provides with demographic and economic indicators for this group. Data analysts are employed at the municipality to analyse this data and identify refugees' needs.
- **Children and Youth Education Center (ÇOGEM):** Sultanbeyli municipality, in partnership with UNHCR, assigns counseling teachers to the schools with high numbers of refugee children in order to help improve their academic, language skills and social adaptation; provides catch up courses on mathematics, language, etc. It has a special unit working with pre-school children (aged 4 to 5) to support their adaptation, as well as identifying out of school children with the help of the list of primary school age children that is obtained from SUKOM database and works in cooperation with MoNE to develop strategies to ensure these children are enrolled. According to the impact evaluation, ÇOGEMs had a great impact on refugee children's schooling.
- **Protection unit:** women shelter that can accommodate 40 women and 30 children and is run in partnership with UNCHR. The municipality provides guidance services in the shelter. This shelter has had a great impact on refugee women's lives - not only those living in the district but also in other parts of Istanbul through referrals made by CSOs.
    - **Community center:** a model that provides not only counseling and guidance, but also services including health services (such as emergency services, laboratory, translation, mental and psycho-social support), education, and employment and support in accessing legal rights and social assistance. Both Syrians and non-Syrian refugees (Uzbeks, Pakistanis, Afghans) can equally benefit from this center (there is also a unit for non-Syrian minority refugees at the municipality). The center addresses the needs of disabled refugees, women, children, and elderly; and provides healthcare services to 350 to 400 patients every day at the health unit.

Overall impact of these services is subject to **monitoring, evaluation and learning standards** of partner organizations (including UNHCR, GIZ, Relief International), and other independent evaluators. The municipality conducts focus groups and surveys to measure and analyze the impact via a range of indicators. There is also a complaint mechanism at the municipality.

Outcomes

1. Established coordination among diverse stakeholders at local level.
2. Management of the process using the evidence base.
3. Established communication channels and networks.

Elements of success

- Holistic approach towards migration management;
- Well-identified priorities and needs of refugees;
- A model that is based on knowledge of existing issues/problems of refugees on the ground;
- Evidence-based project development;
- Humanistic approach in addressing refugees' needs.

Potential to be scaled up

With the available analysis and reports, the activities organized at ÇOGEM provide a method and a good example for migration management. The methods and models that are developed to address issues concerning refugees in Sultanbeyli could be implemented in other districts of Istanbul.

Mental Health Physiotherapy and Special Needs Rehabilitation	
Name of organization	UOSSM Turkey (Union of Medical Care and Relief Organizations)
Type of organization	Civil society organization that has worked with refugees in Turkey since 2012 and is currently focusing its work on mental health and physiotherapy
Area of good practice	Psycho-social support (mental health and rehabilitation)
Good practice criteria	Recognizes and promotes available resources and capacities; Institutional capabilities (skilled team members)
Potential to be scaled up	Through expanding institutional capabilities; Establishing partnerships / collaborations
Link to the project	https://www.uossm.org/what_we_do

Description

The program aims to fill the gap in mental health and rehabilitation service provision, in coordination with the Ministry of Health (MoH) in Turkey and provide these services in refugees' mother tongue.

Outcomes

1. Provision of specialized mental health services.
2. Provision of physiotherapy services.
3. Provision of special needs rehabilitation services to refugees with autism, downs syndrome, etc.
4. Enhanced referral pathway and case management.

Elements of success

- Enabling legal environment.
- Having access to funds.
- Competencies of the team members.

Potential to be scaled up

This program could be scaled up through working in coordination with the MoH system and training Arabic speaking people to provide services with permission from the MoH.

Examples of initiatives for refugees in Turkey

This section presents the key information related to the initiatives that were shared by the respondents of the survey, and that have the potential to be replicated.

KAZAN – " A gastronomical journey through memory"	
Name of organization	IKGV (Human Resource Development Foundation)
Type of organization	Civil society organization that works on irregular migration to Turkey during recent years; an implementing partner of UNHCR
Area of good practice	Social Cohesion
Good practice criteria	Contributes towards social cohesion; Sustainability, stability and continuity; Has the potential to be adapted, replicated, and/or broadened in scale
Potential to be scaled up	Through expanding institutional capabilities (for example, human resources training)
Link to the project	N/a

Description

KAZAN means "cauldron" as well as "winning" in Turkish. The project was initiated as an effort to foster social cohesion, find common ground and mitigate rising social tensions between refugees and host communities. Since food culture is very similar in Turkey and in the countries of origin of most of the refugees in Turkey, the description of the workshop was: "scent and flavors accumulate, and they never disappear. We have memories formed by scent and taste. In most cases, people correlate their memories with scent or taste, rather than actions of the event. The scent of a baby's skin, the smell of the earth that emerges with the pouring rain, a dish that we eat at a special family gathering brings us back to a happy childhood memory. If shared, lovely memories created by scent and taste can heal others. A get-together for a bite to eat is a joy. Food brings us around the same table. The most beautiful, most special days are feasted with food." The project aimed to bring **refugee women together with Turkish women** to share their memories about scent and taste through a gastronomical meeting. Two meetings were held, first to share memories and to cook their own cultural dishes connected to their memories, which were then was shared in an international lunch gathering.

Anecdotal feedback was collected which indicated the desire for more workshops and the realization of how similar Turkish and Syrian culture were.

Outcomes

1. Participants shared quite traumatic memories from their childhood as well as nostalgic and positive memories from their past. This process provided emotional and psychological catharsis for them.
2. Turkish women reported the prejudices and stereotypes they held about refugees and asylum seekers disappeared significantly when they realized they shared mutual cultural common ground.
3. Participants discussed how easy it is to build cultural bridges between different nationalities through cooking.
4. Because of the project's positive impact, Turkish women have decided to run similar informal workshops in their houses to help Turkish women get to know refugee women without any prejudice.

Elements of success

- At the end of the activity, women shared the view that the gastronomical culture of the Middle East is very similar, and that this in turn results in the memories set by scent and taste being alike.
- Participants highlighted the ease of connecting different cultures through cooking.

Potential to be scaled up

Food is an indispensable cultural aspect of the Middle East. Women who came together through the KAZAN project had the chance to see how "similar" they were. It is easy and inexpensive to implement this project. In order to scale up the project, IKGV started giving facilitation trainings to their employees and is ready to offer the same service to other NGOs. There is an intention to publish a cookbook including the recipes, and to organize more seminars.

Volunteers in Action Project	
Name of organization	Afghan Refugees Solidarity Association (ARSA)
Type of organization	Refugee-led civil society organization that works on the social protection of refugees and asylum seekers
Area of good practice	Social cohesion
Good practice criteria	Contributes towards social cohesion; Participation of affected groups in design and implementation
Potential to be scaled up	Through expanding the outreach by organizing activities and meetings; establishment of partnerships / collaborations;
Link to the project	https://www.haberturk.com/kayseri-haberleri/65621635-il-goc-idaresi-muduru-tasci-kayseride-122-ayri-milletten-insan-yasiyortopluluk-gonulluleri

Description

The project was carried out in partnership with UNHCR, in Kayseri, Niğde and Kırıkkale provinces of Turkey. Between March and December 2018, information meetings were held in order to eliminate misinformation about refugees. Close to 500 people, including high school students and host community members, participated in these meetings. Socio-cultural activities at the meetings included a picnic that brought together Turkish and refugee families from Iraq, Iran, Afghanistan and Syria (30 families in total), and preparation and distribution of ashura (a dessert that is made of a mixture consisting of grains, fruits, dried fruits and nuts and served especially during Muharram, the first month of the Islamic calendar) by Turkish and refugee women. The project resulted in the formation of 'sister families', composed of refugee and host community families that got together during the picnic and started helping and visiting each other regularly afterwards.

Outcomes

1. Increased social acceptance and self-esteem.
2. Strengthened and expanded community mobilization.
3. Enhanced community leadership and decision-making of refugees.
4. The information meetings helped in reducing prejudices of the groups towards each other, and they then formed the 'sister families'.

Elements of success

1. Local community and diverse refugee groups were involved at every stage of the project.
2. Prejudices of host and refugee communities towards each other were eliminated.

Potential to be scaled up

- Strengthening mutual trust and developing common interests are necessary to enhance social cohesion.
- Lack of information is an important issue and should be eliminated by organizing social cultural activities as well as informative meetings. This could help in familiarizing communities with each other.
- Establishment of partnerships with various stakeholders, including Directorate General of Migration Management, Istanbul Metropolitan Municipality, UNHCR, Turkish Red Crescent, is important.

Pathways to Social Cohesion - International Conference	
Name of organization	Hacettepe University Migration and Politics Research Center (HUGO), Ankara
Type of organization	University
Area of good practice	Social cohesion
Good practice criteria	Takes a multi-stakeholder / whole of society approach, engaging diverse stakeholders in design; Participatory mechanism; Contributes towards the establishment of new partnerships and coordination amongst diverse stakeholders
Potential to be scaled up	Through new collaborations / partnerships
Link to the project	https://www.facebook.com/asamsgdd/posts/1077748412411135/

Description

The conference organized by GIZ, ASAM and HUGO in April 2019 was initially a closing meeting for GIZ's 3-year project that targeted **teachers with the aim of helping them be prepared for multicultural classrooms**. **Panels on education** were organized by GIZ, and HUGO organized two sessions on social cohesion, as part of an effort to strengthen the academic dimension of the conference. The conference brought together a range of stakeholders including a teachers' network of around **1000 teachers**; representatives of the Directorate General Migration Management, municipalities from Turkey and Germany, and refugees (namely **100 refugee youth that were a part of the "Together we stand" project** implemented by ASAM).

HUGO invited academics, researchers, civil society organizations and refugees themselves to share their research and/or experiences in order to understand the local dynamics; what academics and local authorities think about social cohesion; what has been done by academics and civil society, and what should be done in the future; and how structural issues can be improved.

In terms of impact evaluation, reactions of the conference participants were not gathered systematically; however, participants expressed their positive thoughts and enough time was dedicated to the discussions at the end of each session. Although all discussions were recorded, a report has not been published.

Outcomes

1. A network and potential channels for cooperation among local actors were established.
2. Experience was shared among people working in the field.
3. Information was exchanged with people working in the field getting information about important topics.

Elements of success

- Included various stakeholders, such as academics, refugees, etc.
- Gave visibility to experiences and local knowledge.
- Pointed out deficiencies and pathways towards enhanced collaboration.

Potential to be scaled up

This conference could be organized annually, if human resources and funding are available. It could be scaled up by looking at wider formal and informal networks at the local level and including them in future conferences.

Conclusion

This report has presented an overview of the good practice examples of 68 national actors that engaged in refugee response in Turkey - including civil society organizations, municipalities, academia, government institutions, and the private sector. Although these examples do not cover all projects and programs that make a meaningful and positive change in the lives of affected communities, they do constitute a basis for the discussion on what has been achieved so far and how, who benefitted from them and what can be done to improve refugee response.

According to our analysis, majority of good practices in refugee hosting concentrates on social cohesion between refugee and host communities, their access to jobs and livelihoods, education and psycho-social support. This finding highlights the long-term nature of work carried out in the field of forced displacement in Turkey. Access to employment and education were also identified as policy priorities by mainly civil society organizations that participated in a consultation process ahead of International Refugee Congress in 2018.[7]

There is a range of criteria used to define what good practice is and identify these practices in refugee hosting. Some of the criteria that we came across during the literature review[8] [9] find an echo in the survey findings: participation of affected groups in design and implementation; partnership and coordination amongst diverse stakeholders; relevance to the needs of affected groups; sustainability, rights-based approach, replicability, effectiveness and efficiency and monitoring the impact were identified by survey respondents as elements that made their projects successful. In addition, respondents repeatedly highlighted institutional characteristics and capabilities, and projects' contribution towards social cohesion as key elements of success. Other new elements include accessibility, contribution towards achievement of self-reliance, experts' or private sector engagement in the implementation.

[7] International Refugee Congress, Consultation Report, March 2018. http://www.refugeecongress2018.org/resources-files/Consultation_Report_2018_March_03.05.2018.pdf

[8] The project Pre and Post Arrival Schemes to facilitate inclusion and prevent xenophobia and radicalization (EU Funded) - "Welcome!" Collection of good practices already existing for refugees' welcoming and first inclusion; Jesuit Refugee Service - I GET YOU - Promoting best practices to prevent racism and xenophobia towards forced migrants through community building; MigrEmpower - Study on policies and good practices addressed to migrants and refugees' social and labour integration; Good Practices for Urban Refugees - Database For Professionals Working With Urban Refugees; APRRN - Positive Practices in Refugee Protection in the Asia-Pacific region; EU Council - Good Practices on Health and Migration in the EU (2007); Mediterranean Host Municipalities Network, 2017 – Best practices in Hosting Refugees (a selection of good practices).

[9] According to our literature review, criteria that are used in identifying good practices include, but not limited to, projects' / programs' relevance, innovativeness, feasibility, replicability, effectiveness and efficiency, sustainability, taking a rights-based approach or gender approach, facilitating participation of refugees, and fostering coordination.

Annex 1. Survey Questions

Respondent information

Q1. Which organization do you work for?
Q2. Which type of organization do you work for?
- Civil society
- Government
- Private sector
- Academic institution or think tank
- Municipality
- Other, please specify.

Q3. Please tell us briefly about the kind of organization that you work for.
Q4. In which provinces in Turkey does your organization work?
Q5. What is your gender?
- Female
- Male
- Other

Identifying good practices

Q6. Does your organization have any program or project that you consider to be an example of a good practice?
- Yes
- No

Q7. If yes, please describe this example.
Q8. Please describe up to 4 key outcomes of your program or project that make you think this is an example of a good practice.
Q9. Please describe the elements that made this program or project a success.
Q10. Do you think this program or project can be scaled up?
- Yes
- No

Q11. If yes, why and how?
Q12. If you have any other comments to make about your good practice example, please share them here.

Further information

Q13. If possible, please provide a link to further details about this good practice example.
Q14. Would you be happy to be contacted for further details about this good practice example?
- Yes
- No

Q15. If yes, please share your email address here