Mülteciler ve Sığınmacılarla Yardımlaşma Dayanışma ve Destekleme Derneği
2018 Faaliyet Raporu
Association of Assistance Solidarity and Support for Refugees and Asylum Seekers
2018 Annual Report

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Executive Director’s Note

Now it is the 7th year of the Syrian crisis, the current situations of Syrian refugees under temporary protection began to evolve. Within this concept, protection and livelihood related projects started to form primary projects for mainly Syrian refugees who want to realize future expectations in Turkey. In addition to this, social cohesion related subjects is still an actual question with no satisfying answers. In other words, it is mind-boggling as to whether full refugee integration, including social, economic and legal integration is possible in a short time or not? This issue is quite perplexing for experts, academics and scientists, and is still an actual question.

Turkey is the one of the primary neighbouring countries which have unprecedentedly affected from the biggest humanitarian crisis of our age emerged just across the border. According to the last records, Turkey hosts the largest number of Syrian refugees, with 47,000 more coming since February 2017 alone. Turkey has used unconditional open door policy for Syrian civilians fleeing the conflict, outbreak of the devastating civil war in Syria, April 2011. Turkey has kept its doors open to Syrians based on the GoT›s self-declared open door policy. The number of registered Syrian refugees have reached to 2,910,281 people of concern as a result of this. The number of Syrian refugees who live in camp run by Disaster and Emergency Management Presidency (AFAD) is just 262,868. The tragic numbers behind Syrian refugees requires new approaches based on different understanding of role distribution between whole actors in humanitarian field.

Our organization has implemented a wide range of projects which is mainly aims at answering people’s urgent need in the protection sector in the line with general transformation.

Erdem AYÇİÇEK

Nazli AYHAN ALGAN

About Us
The dynamic founded Association of Assistance Solidarity and Support for Refugees and Asylum-Seekers (MSYD-ASRA) based upon the student clubs which voluntarily implement projects under the concept of social responsibility all around Turkey. All of the students meeting under MSYD-ASRA roof are a chain rings of hope and peace. Accordingly our story is a transformation story which brings together inquisitive and venturesome youth with international standards in humanitarian field.

Our role involves three main functions:

1) Developing protective environment for the vulnerable refugees through mobile protection services and units
2) Providing accessible, high quality and culturally-appropriate mental health and psycho-social supports
3) Publishing need assessment and situation reports on the living conditions of refugees with the main challenges to play a key role in further actions on the finding durable solutions and identifying potential and alternative service approaches for different groups (girls, women, boy, men, child, youth, adult, lgbti, sgbv etc.)
The period of 2018-2019 has been an important year for MSYD-ASRA, expanding its programming. MSYD-ASRA concentrates its work from emergency response including saving lives in the border region to durable and transitional solutions such as increasing the quality of life for persons of concern in the long term. Thematic transition of MSYD-ASRA’s strategic approach fairly reflects the entire programming. MSYD-ASRA succeed in a wide range of sectors by reaching international standards and reflect the spirit of these principles to the field. MSYD-ASRA knitted Turkey all around with Protection Field Offices. In this regards, Protection Offices and Community Centers which were established for refugees to provide easy and equal access to the basic services and activating their own rights take an important place for MSYD-ASRA’s national profile.¹

¹ In this report, the word of “refugee” indicates The Syrians under temporary protection status in Turkey
Since 2017, ASRA chose to change organizational structure and intent to be a direct implementing and/or operational partner in the field. Thematic transition of ASRA’s strategic approach fairly reflects the entire programming. In 2018-2019, MSYD-ASRA’s human resource capacity increased to 72 operational staff. In addition to this, finance, logistics and procurement services were developed in compliance with the regulations of different partners.

The development of MSYD-ASRA organizational structure enable itself to provide mental health and psycho-social support, strengthen with the protection services, as an integrated approach. MSYD-ASRA has developed a new organisational structure to align policies and functions with a focus on developing an integrated and unified approach. Since 2017, we have advanced important priority areas, including specialised services such as mental health and psycho-social support and protection.

There is no doubt, MSYD-ASRA’s priorities and work program have been continued to be influenced by developments at the local, national and international levels. In parallel to those developments which surround our organizational structure, preferred areas of MSYD-ASRA is determining as protection and mental health and psycho-social support for the people of concern who live out of camp-settings.
Support to Refugees
Middle East countries have been drifted toward religious, sectarian and ethnic internal conflicts and disintegration again since Syrian civil war. Current developments in Middle East have deranged given balances of power between social groups and political subjects in the region. The transition that Arab Spring has created began to be observed objectively in the Middle East and Northern Africa. Current migration crisis is a unique example in terms of its size, speed and timing. Millions of people have fled to neighbouring countries to seek asylum. Neighboring countries have still confronted with a huge migration waves as a result of the event embodies “the biggest humanitarian and refugee crisis of our time”. While refugee crisis has entered its sixth years, most of neighborhood countries of Syria have been affected from the conflict. It is well-argued that the Syrian refugee crises is no longer a regional problem, it has transformed into a major global issue.

According to the academic studies published in the last period, the principal focal point began to change from civil society to the state in terms of sustainability. Indeed this approach advocates an active role for governments to make humanitarian aid and interventions more responsive and much faster. Government of Turkey develop new mechanisms such as Disaster and Emergency Management Presidency (AFAD) and Directorate General Of Migration Management (DGMM) to meet the basic needs of refugee population. Turkey continues to have a proactive role commensurate to its economic power and works to address community-level needs.

Till 2014, status of Syrian refugees in Turkey was mostly known as “guest”. Their access to basic services such as health care and education and social services were limited because this definition did not have valid legal status in Turkey. Board of Ministers Decision declared a temporary protection regime as a protection status dated to 22 October 2014. “Temporary Protection Regulation” is applied for the foreigners who were forced to leave their country, cannot return to the country that they left, arrived at or crossed Turkish borders en masse or individually, will not have their international protection needs adjudicated under an individual procedure. It is main document by granting Syrians Access to health care services, education, social assistance and legal assistance.

The position of Turkey in the concept of international migration is usually known with its in Turkey preeminent transit point to Europe. Since 2011, a massive migration movement inside and beyond of Middle East has happened. Turkey is among the countries which have unprecedentedly affected from humanitarian crisis taking place just across the border. Turkey hosts the largest number of refugees in the world in the number of Syrian refugees. Concordantly with that movement, irregular migration and the adaptation processes of those who migrated became contemporary issues. Migration movement, which could not be confined to the territories of Middle East, has wide-ranging impacts on both Syrian refugees and host community. That is why Turkey has added to its ordinary transit position new one (destination country).
According to the official numbers published on web page of Directorate General of Migration Management, there are 3,623,191 Syrian refugees in Turkey as of October 2018. However, as witnessed in the field, there are many unregistered refugees who struggle to survive in Turkey.

The total number of Syrians resided in temporary refugee accommodation centers which are located in ten of Turkey’s southeastern provinces is 174,256. The number refers that %95,2 of Syrians who have already registred have to live outside of camp. MSYD-ASRA attached strategic priorities and importance to Syrians living outside camps in accordance with the general framework and living conditions of Syrian refugees in Turkey. MSYD-ASRA started its works by opening community center in Şanlıurfa (bordering city) while other (I)NGOs design its operational planning based on Gaziantep at the beginning of humanitarian crises.
As it is known, Syrian refugees mainly settle down in the border region after their transition to Turkey. However, in the beginning of 2014, Syrian refugees began to move across western provinces of Turkey and borders in search of a new home are expected to rise in the future. MSYD-ASRA improving their own and their family’s well-being are basic motivation behind the widespread secondary movements of Syrian refugees. With the increase of refugees’ tendency on passing through European countries and second hand information about the lack of services and bad conditions in border region, many Syrian refugees have started to move towards western provinces of Turkey.

Beings leading industrial provinces in Turkey, nowadays Ankara, Bursa, Istanbul, Izmir and Kocaeli are a center of attraction for Syrians. According to the field research conducted by MSYD-ASRA, The refugee population indicated that their primary concern is unemployment. Employment opportunities offered by these provinces are ‘pulling factors’ against the backdrop of secondary movement.

Although temporary protection status enables registered individuals to access fundamental rights and/or entitlements including health care services, education, social assistance and interpretation, there are various number of Syrians who are not able to access these services due to lack of information, language barriers, socio-economic circumstances etc. Core problems such as lack of awareness on service accessibility and limited access to services as a one of the largest barriers for social cohesion lie behind other social problems for refugees who are still experiencing unstable and potentially traumatic situations all in all. Previously mentioned problems show clearly that many refugees are still facing difficulties to enjoy their rights and meet their basic needs.
Although tension between Syrian refugees and Turkish citizens was observed in the field with increased number of immigrant entrance to Turkey, local authorities and non-governmental actors play a crucial role in the society as they provide awareness raising and information dissemination. Positive attitudes among the host community based on some moral obligations such as having family ties with refugees. However, it is obvious that the positive attitudes might immediately change into the negative ones as a result of any kind of problem on the micro, mezo and macro relations between two communities. Micro and mezo level reasons imply proximate causes for example economic competition regarding jobs. Macro level reasons refer to structural causes such as high level of poverty, resource scarcity and media as a part of the bigger picture. Prejudices and rumors on the micro and mezo level and media representation on the macro level are the main drivers of the emerging tension, as well.
Mainstream media is capable of playing strong roles in the exacerbation of tensions by producing negative perceptions of assistance. Mainstream media position was taken to be the one of the significant factors influencing the public opinion. For these reason, Turkish citizens have shared widespread negative sentiments and perceptions towards refugees. Especially negative images, representations and derogatory language applied to refugees by Turkish media emgendor amd incites the sense of that social crises including the increase in crime rates are looming. Considering these kinds of negative portrayals of refugees in the press, it is important to note that discourses used in media tend to be of a negative nature.

Socio-economic indicators are main determinants in the effectiveness of rumours. But area-based approaches should be deployed in order to determine these indicators systematically. Syrian refugees mostly reside in the periphery (rural areas) of the cities hosting Turkish citizens have specific needs. Hundreds of refugees live in the evacuated houses with city’s residents. Additionally Syrian refugees are vulnerable to exploitation in labor market as well such as extremely low wages, long hours, unsafe conditions, etc. This in turn negatively influences their relationships with Turkish communities, who perceive the situation as Syrians stealing their jobs and driving down competitive wage rates. In addition to these, media representation in terms of macro level relations has big role as it helps bring important issues to the attention of the community as it is the case of the ongoing Syrian refugee crisis.
There are four type of threat perceptions. These are existential, economic, symbolic, and status/dignity. In Turkey, most of the people who do not show tolerance towards refugees tend to measure refugees as a economic threat. It might be observed in some of the poorest areas where refugees have densely settled. This perception of threat easily harbours possible another symbolic threat perception in the near future. Indeed, in case of increasing the well-being of refugees, some circles might start to evaluate refugees as threat against their own status/dignity. On the contrary, it is worth mentioning very briefly that believing same religions and sharing somehow same/similar cultural and social norms prevent symbolic threat perceptions among the host community. In order to prevent potential risks of intolerance and withdrawal of host community assistance to Syrians, multiple social cohesion and community support initiatives are key elements in terms of intercommunity social cohesion.

Local authorities such as municipalities as the most local actor in the field faces several challenges in relation to its refugee population density and prolongation. Although municipalities are trying their best to meet the growing challenges, taking their limited capacities into consideration, there is a growing need for contribution preparedness of host community in order to allow full refugee integration. Therefore capacity building in municipal services and infrastructure is forming important and current issue.

MSYD-ASRA continues to maintain a strong focus on national capacities. MSYD-ASRA has conducted preliminary fieldwork including vis-a-vis interviews with representatives of local authorities and community leaders in order to determine what kind of actions municipalities take and what type of suggestions could be effective to make their effort more responsive to the emerging situation. This extensive survey forms a basis for broad-based partnership relations with INGOs and municipalities. In other saying, triangle partnership has been evaluated as a solution during the process.
A-) Protection Program
At the beginning of the crises, Government of Turkey adopted unconditional “open-door” policy and try to increase the role of the country. By the end of 2011, Turkey had spent at least $15 million on setting up six camps, and designated the status of refugees to be ‘guests’. Then now President Erdoğan was determined to position Turkey as a ‘global humanitarian actor’ and a major player in the regional politics.

Although Turkey attaches great importance to the wellbeing of Syrian refugees, vulnerable situation of Syrians is still continuing. Despite of Turkey’s increasing humanitarian activism in the field, the situation are still below expectations for refugees who are living off-camp settings.

MSYD-ASRA Protection Program aims at creating more protective environment for the refugees who are under temporary protection. In other words, identifying most common and unusual cases in the field and developing a direct and indirect service provision mechanism are one of the main goal.
As can be shown in the table (Table 1) below, our team overreached the given targets for Ankara in line with the indicators in 2018:

**TABLE - 1**

<table>
<thead>
<tr>
<th>Indicator</th>
<th>Target</th>
<th>Achieved</th>
</tr>
</thead>
<tbody>
<tr>
<td>1) Households reached through mobile teams for MHRPSS and protection screening</td>
<td>1500</td>
<td>1662</td>
</tr>
<tr>
<td>2) Clients receive individual protection services (including case management, counseling)</td>
<td>500</td>
<td>659</td>
</tr>
<tr>
<td>3) SGBV Case management processes</td>
<td>55</td>
<td>58</td>
</tr>
<tr>
<td>4) Girls, boys, women and men attend to promote resilience program</td>
<td>450</td>
<td>652</td>
</tr>
</tbody>
</table>

MSYD-ASRA Protection Team continues to deliver comprehensive and high quality protection screening in hard to reach areas in Ankara.

Since it requires a great deal of information-gathering to find the optimum action, case management team is conducting interviews (including secondary ones), questionnaires and observations. With the active participation of the case, the comprehensive assessment was made and a care-plan was prepared. In view of the complexity of vulnerability situations for each cases, assessment was made with a few general and detailed considerations, including external actors which are currently providing services in the field.

Case management teams has been registering each case and doing assessments for intervention, and scoring systems for the case intervention, between, low, medium and high. The main problems observed are issuance of Identification Cards, accessing the health, education and legal services. Among these cases, a high number of beneficiaries are identified as sharing their houses with another Syrian families which prevents privacy and puts the women are at risk of abuse.

With regard to the third indicator, SGBV Department has been established and conducted group and individual counselling for the beneficiaries. SGBV is a sensitive and common issue within both refugee and host communities. SGBV Department has managed to reach out to people at risk or people who were victims of SGBV through information dissemination and awareness raising sessions to promote the prevention of SGBV and to support the victims. During the International 16 Days of Activism, focus group discussions on violence against women were organized. As a result of this, early marriage topic was identified during the reporting period. During the sessions, well-being of children’s health, reproductive issues, educational opportunities, risk of violence and abandonment and legal aspects were presented to women and girls. Men were also targeted during discussions and awareness raising sessions.
B-) Specialized Mental Health Services
Refugees are at a high risk of mental health problems due to their precarious and unstable living conditions. From the general experience of being a refugee, to the different type of traumatic experiences that each refugee have pass through as an individual, there are several reasons which have direct effect on the adoptive systems of people of concern during the the pre-migration/migration and post-migration processes.

During the displacement process, general structures of the refugee-hosting areas causes suitable backcloth for repeat and prolongation of experiences and memories on violence, war, and persecution in the form of ‘secondary traumatization’. The problems that refugees are facing have its roots mainly in the district of Altındağ. Lack of secure and healthy socialization area, economic hardships, growing tension in community/between society, limited access to main services have severe and long-term influences on their adjustment to life in Ankara. With limited educations and income, these impoverished refugees have several problems could be seen as a part of broader protection backcloth -so that basic registration and case management steps are critical. At the same time, they have direct effect on the mental health and psycho-social wellbeing of refugees - so that problems should be evaluated through a ‘holistic’ approach by combining different intervention types.

For a long time, the problems have not received the attention it deserves, by (I)NGOs and other service provider organizations. While a kind of protection ‘reductionism’ in the humanitarian responses in Ankara focus on shortening and closing the distance between the services and refugees, the level and quality of service provision on mental health and psychosocial support are less than expectations. Whatever debates there are about what those services should be, there is consensus that at present there is simply not enough mental health care. In the situation of lack of adequate public services, community-based mental health services progressively come into prominence. mental health care service contacts can be conducted either with an individual or in a group session.
General aim of the project is to decrease the levels of mental health problems amongst refugees. Proposed activities are designed as comprehensive as to greatly contribute to improving the mental health and social outcomes of refugees who are currently living with mental health problems and illnesses. The added value of those specialised services is being culturally-safe, and responds to the diverse needs of different groups in refugee population. Within this frame, individual counseling sessions are supported with the peer-group activities to increase the impact on the individual by ensuring the participation of whole family members to the group activities. Since importance of families can not be questioned in Syrian refugee population, we believe that families in promoting recovery and well-being could be best input, so their needs should be supported with protection services.

By force of the ecological case management approach, not only the one-to-one individual sessions but also with a range of other supports and services provided to encourage the meso and macro environment which surround the case. Where services are designed, intervention plans are designed according to the person-centric approach to deliver services to match the needs of individuals and particular population groups, in a way that enables them to lead contributing lives.
Concerning significant outputs of the project in Ankara for 2018 period, Table 2 demonstrates indicators based on target and achieved factors:

**TABLE - 2**

1- Individuals received mental health promotion

<table>
<thead>
<tr>
<th>Target</th>
<th>Achieved</th>
</tr>
</thead>
<tbody>
<tr>
<td>1350</td>
<td>1414</td>
</tr>
</tbody>
</table>

2- Clients receive individual protection services (one-to-one counseling etc.)

<table>
<thead>
<tr>
<th>Target</th>
<th>Achieved</th>
</tr>
</thead>
<tbody>
<tr>
<td>200</td>
<td>267</td>
</tr>
</tbody>
</table>

3- Individuals provided with Psycho-Education, Life Skills, and development opportunities through Peer Group Work

<table>
<thead>
<tr>
<th>Target</th>
<th>Achieved</th>
</tr>
</thead>
<tbody>
<tr>
<td>1200</td>
<td>1834</td>
</tr>
</tbody>
</table>

4- Children participating in informal education activities who have improved their skills / knowledge

<table>
<thead>
<tr>
<th>Target</th>
<th>Achieved</th>
</tr>
</thead>
<tbody>
<tr>
<td>60</td>
<td>112</td>
</tr>
</tbody>
</table>

5- Participants attend to training awareness sessions on their own rights and available services

<table>
<thead>
<tr>
<th>Target</th>
<th>Achieved</th>
</tr>
</thead>
<tbody>
<tr>
<td>840</td>
<td>926</td>
</tr>
</tbody>
</table>

With regards to the first indicator, one of the goals of the mental health promotion activity was also to reduce adverse attitudes towards psychological support because it was thought that the target beneficiaries have prejudice about psychological support such as assuming that only abnormal individuals should have psychological help, having the fear of being labeled as a crazy person, believing that the psychology is not useful or effective for well-being, and etc. For those individual sessions, there are greater levels of cases’ participation in their own treatment and in the provision of mental health services this might alleviate at least some of those concerns.

First MH Promotion team has been established as a “Depression Team” which is to debrief about depression in general. The main concern is to inform the beneficiaries about the definition, the signs and symptoms, and the treatment ways of depression. As a second mobile MH promotion team is “Stress Management Team”; since it is common concern among the refugees, in accordance with protection screening as well, this topic has been prioritized and chosen. This session aims to define stress, get information about signs and symptoms and how to cope with it.

As a third group established under MH promotion team is PTSD team, team is providing information about what is trauma, and traumatic events in a more interactive manner. General aim of the project is to decrease the levels of mental health problems amongst refugees. Proposed activities are designed as comprehensive as to greatly contribute to improving the mental health and social outcomes of refugees who are currently living with mental health problems and illnesses.

The added value of those specialized services is being culturally-safe, and responds to the diverse needs of different groups in refugee population. Within this frame, individual counseling sessions are supported with the peer-group activities to increase the impact on the individual by ensuring the participation of whole family members to the group activities. Since importance of families can not be questioned in Syrian refugee population, we believe that families in promoting recovery and well-being could be best input, so their needs should be supported with protection services.

As a third group established under MH promotion team is PTSD team, team is providing information about what is trauma, and traumatic events in a more interactive manner.
With reference to the second indicator, MSYD-ASRA further recognizes that a strong case management system, supported with information provision, life-skills, awareness raising activities and advocacy efforts, offers a framework within which, all humanitarian sectors can play a role in addressing MHPSS needs of refugees/asylum seekers in Ankara. An effective referral mechanism (starting with a thorough service mapping) and case management system is essential in ensuring that individual refugees/asylum seekers/migrants and/or households, the most vulnerable specifically, are identified, their MHPSS needs correctly assessed and that they receive cross-sectoral support, until there has been a positive outcome for that individuals and/or families. This MHPSS sessions are provided 1-1 and through a case management plan an initial trajectory is developed together with the beneficiary and adapted throughout the process, there is no fixed time limit for this support.

Regarding the third indicator, MSYD-ASRA has been conducted dialogue based, structured, scheduled and closed psycho-education/life-skills group works. Group work activities are run for an average of 6-8 sessions with same group of individuals that are composed of 6-8 persons with similar challenges, needs, conditions and demographic background. Beneficiaries are involved in planning activities, which will complement individual support by providing a space to develop social connections, receive psycho-education, and enhance/learn new life-skills.

PSS activities are the main activities of the community centre. PSS activities are important for the beneficiaries who have experienced trauma from war and/or are having difficulties adapting to the new society. Throughout the project, it has been observed that positive effects of the PSS are reflected especially by women and girls as it has been seen that they are more vulnerable to the psychological impact and culturally/socially have fewer support mechanisms in place. These activities have also minimized the psychological symptoms, correspondingly the physical disturbances of the individuals. At the same time, being a group activity, it has established a social network among the beneficiaries and created a space for them to solve their own problems within their communities.
Additionally, life skills activities are designed to increase the resilience of the communities and strengthen the coping mechanisms of the individual, increasing the mutual understanding and healthy communications. During the Project implementation period, protection in life skills sessions have been provided. Self-care, nonviolent communication and stress management sessions were conducted.

Under the fourth indicator, At the Community Centers, 5 days a week, activities adequate to children physical and intellectual abilities have been provided with 2 sessions a day. Morning sessions are dedicated to early childhood development aged between 5 to 8, and afternoon sessions to pre-schools activities aged 9 to 12. During the Project implementation period, 192 two hour sessions have been conducted 5 days per week and twice a day. Topics covered literacy, numeracy, sport activities, art based activities are being provided. These activities promote learning through fun methods and contain expression based activities through story reading, theaters, singing activities. Simultaneously, awareness raising activities have been provided especially on topics of hygiene, lice and scabies, eating habits, and time management. At the CFS sessions, structured, child development oriented activities have shown positive healing for children from the trauma of war. During the reporting period, 112 children (143 boys and 179 girls), have participated in informal education services.

With respect to the fifth indicator, several raising awareness sessions were conducted with the high number of participants in communal areas, beneficiaries’ houses and public places. Protection sessions touched upon topics like Child Rights, Risks and Impact of Child Labor, SGBV, Human Trafficking, Child Marriage, and Turkish Law. In the field, there is a consensus on the important value of raising awareness of mental illness in emergency situations, of reducing stigma, and of prevention and early intervention programs. Legal information sessions focused on International Refugee Rights, Turkish national law on Foreigners and International Protection (2014) and their provisions, rights and responsibilities under the TP-scheme, prerequisites regarding the ESSN-scheme, Refugee Resettlement, UNHCR Registration, Family Tracing and Reunification, Disability Certification and Civil Registries, etc.
C-) Health Special Need Fund Programmes
MSYD-ASRA expanded its programmes to meet health needs of people of concern who have to live under bad conditions through health-special need fund program. Building on our previous works, we collaborated with both the health and mental health sectors to develop more responsive service provision system. The main target of our health special need fund is to improve the coping mechanisms of Syrian refugees through cash or in-kind assistance.

In 2018, 58 beneficiaries benefited from Health-Special Need fund within the project. The related indicator can be seen in the Table 3 as below:

| TABLE - 2 |

1-) clients benefit from health-special need fund

- Target = 50
- Achieved = 58

The health-special need fund program mainly purposes to reach people who are not eligible to get medical services or other needs specified below related to the healthcare.

The financial support will continue to be provided for those clients who need health treatment and treatment fees are not covered under the temporary protection. Healthcare includes; costs of major/minor surgeries, providing medical equipment, payments for costs of diagnostic and laboratory tests, chronic medication or drugs, fees for transportation, accommodation and translation services related to health treatment.
D-) Capacity Building Trainings

MSYD-ASRA has conducted significant number of trainings which are crucial to ensuring the success of the Project by increasing the human resource capacity of teams in accordance with the internationally-established service standards. Those trainings have a particular focus on the code of conduct, child policy, sggbv-specific case management, gbv response, data collection tools and methods, IASC principles etc.
E-) GBV (Gender Based Violence) Sessions
GBV issue has been one of the prominent issues that MSYD-ASRA-ASRA focused on for both refugees and the host community member. In this respect, effective structured sessions were conducted for the survivors. In 2018, totally 157 women, girls, men and boys participated in the awareness raising sessions conducted by MSYD-ASRA-ASRA. They were informed about GBV prevention and response information. In addition, 433 women, girls, men and boys attended in awareness raising sessions. MSYD-ASRA-ASRA will continue to reach GBV survivors and provide the related sessions.
F-) Call Center

The purpose of the Call Center is to provide a reliable and comprehensive “point of access” to information and knowledge on existing service providers and pre-defined procedures on how to benefit from basic rights and services, primarily through the free on charge call center system. Sharing knowledge can play an important role in shortening the distance between the existing service providers and the requirements of the persons of concern. In 2018, 1098 beneficiaries benefited from Call Center for different issues. Based on the survey, it was revealed that 97.2% of these beneficiaries were satisfied with services provided by Call Center.
Information Campaigns

MSYD-ASRA Program Departments develop information-education-communication (IEC) materials in the concept of prevention campaigns which are targeting different vulnerable groups in the community with the message on the factors which could cause risks to their health and wellbeing.

As indicated in the Table 4 above, though the target was set as 5000 individuals to be reached by 2018, in total 6428 beneficiaries were reached through distribution of IEC materials.
The integrated modality on both mental health and physical-rehabilitation services is going to be designed as the pilot programs which will be selected will be evaluated for their effectiveness and potential to be implemented nationwide in Turkey.
İ-) Social Cohesion

MSYD-ASRA-ASRA promotes social cohesion between refugees and the host community members in all programs and projects. In this context, various socio-cultural group activities such as different workshops, cultural tours, recreational activities, social events, breakfasts, picnics and etc were conducted for strengthening social cohesion between refugees and the Turkish host community members.

The social cohesion activities provided the useful opportunity for beneficiaries to be interacted with each other. They shared the common experiences during the activities. These activities has ensued positive and long-standing impact on the beneficiaries in terms of intercultural interaction within social cohesion. Social cohesion will be promoted through different activities in upcoming periods.
The approach behind this distribution activity is based on the understanding that increasing the preparedness of refugees is first priority under the circumstances of freezing winter conditions. Because overwhelming majority of Syrian refugees in continuing to live in non-camp settings according to the latest records. While very few of refugees prefer to live in such accommodation centers, the rest, called ‘urban refugees’ who live outside the camps. Although all needs of Syrian refugees comprising food, health, clothing, education, telecommunication are met by AFAD, the urban refugees have several problems to easy and equal access to the basic services.

Within this framework, preparatory guide was developed as a leading tool which includes a clear picture on what people need at most and what is culturally appropriate. Soap, shampoo, cologne, toothbrush, toothpaste, thermal underwear, sweater, napkin, have been packaged separately in the family hygiene kits. Additionally, depending on the specific situation, requirement lists of each household are registered to distribute other items such as boots, coats etc. in the second and third stages of the program. Total number of beneficiaries who receiving hygiene items and winter kits is 3,196 for the duration of one-year period. 1,492 of the beneficiaries is Syrian, 1,213 is Iraqi and 491 is Turkish nationals.
Concerning with the abovementioned activities, the project aims for the protection and mental well-being of the Syrian refugees and conflict affected host communities in Ankara city center and its districts. Do No Harm is one of the main principles that MSYD-ASRA adopts in its projects and activities. It has aimed to ensure both People of Concern’s (PoC) access to basic rights, such as education, health, legal, etc. through case management, Special Needs Fund (SNF), Sexual Gender Based Violence (SGBV) protection, and enhance well-being of the PoCs by carrying out Psychosocial Support (PSS) activities including individual and group counseling were provided.

During this Project implementation period, the project has successfully achieved its goals. The Community Center has offered a wide range of services for the Syrians living out of camps and in the rural areas focusing specifically on ensuring access to services in Turkey. In other words, in the period of 2018/19, the results for most of the ten effectiveness indicators met or outperformed the targets.
Partner With MSYD-ASRA

We create and conduct innovative, high-performing, and long-lasting joint programs with our partnerships. MSYD-ASRA has developed effective and collaborative relations with governmental entities at districts & provincial levels. All MSYD-ASRA programs, projects and activities are closely coordinated and discussed with the local and provincial authorities. ASRA has successfully implemented its programs of operations thanks to the relations built with local government authorities until now. MSYD-ASRA is proud to have collaborated with a number of leading international and national organizations from a variety of sectors. Together with our partners, we aim to support people in need throughout the country.
We are grateful that our partners believe in MSYD-ASRA-ASRA’s approach and projects. Together with our partners, we are trying to help people in need and provide better conditions for them. Except the center in Istanbul, there are representation offices in Ankara, Adana, Batman, Kocaeli, Mersin, Hatay and Şanlıurfa.

In addition to representation offices in the above-mentioned provinces, MSYD-ASRA-ASRA’s wide network of volunteers in different regions of Turkey.
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