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TURKISH RED CRESCENT

ZONGULDAK COMMUNITY CENTER FIELD NEED ASSESSMENT REPORT

EXTERNAL STAKEHOLDER REPORT



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ABBREVIATIONS

CBMP	: Community-Based Migration Programs
AFAD:	: Disaster and Emergency Management Presidency
CC	: Community Centers
DMGM	: Directorate General of Migration Management
NGO	: Non-Governmental Organization
BAKKA	: Western Black Sea Development Agency
OIZ	: Organized Industrial Zone
ESKKK	: Credit and Guarantee Cooperative for Tradesmen and Craftsmen
İŞKUR	: Turkish Employment Agency
CCI	: Chamber of Commerce and Industry
KOSGEB	: Small and Medium Enterprises Development Organization
IHH	: Foundation for Human Rights and Freedoms and Humanitarian Relief
BABEP	: Father Education Project
CMHC	: Community Mental Health Center
AMATEM	: Alcohol and Substance Addiction Treatment Center
ÇEMATEM	: Child and Adolescent Substance Addiction Treatment Center
YEDAM	: Green Crescent Counseling Center
SASF	: Social Assistance and Solidarity Foundation
SSC	: Social Solidarity Center
AÇŞHM	: Provincial Directorate of Family, Labor and Social Services

1. INTRODUCTION AND BACKGROUND

As the internal conflicts, started in Syria in 2011, turned into a big war, people living in Syria forced mass migrations to different geographies, especially neighboring countries. According to the official reports, it is recorded that approximately 3,655,525 migrants took refuge in Turkey, being the border neighbor of Syria, since the beginning of the war and conflict (DGMM, 2021).

According to the 2020 year-end data of the Directorate General of Migration Management, 31.334 foreign nationals applied for the "International Protection Status" (DGMM, 2020).

Turkish Red Crescent operates in provinces, receiving intensive external migration through the Community Centers (CC). Thanks to the CCs, the studies are performed under various program titles for migrants and local community in the region. 17 Community Centers actively provide service in 16 provinces (Adana, Ankara, Bursa, Gaziantep, Hatay, İstanbul Avrupa Yakası, İstanbul Anadolu Yakası, İzmir, Kahramanmaraş, Kayseri, Kilis, Kocaeli, Konya, Mardin, Mersin and Şanlıurfa, Zonguldak) since January, 2015. The 17th Community Center was opened in Zonguldak. A regional needs map was prepared during the construction of Zonguldak Community Center. The literature was reviewed during the preparation stage of this map and the meetings with various institutions were completed and focus group interviews were conducted on 09.02.2021 - 09.03.2021 in order to develop the focus group profile and also identify the needs in the region.

The Community Based Migration Programs (CBMP) has a structure, regularly following the changing needs of the field, develop long-term partnerships with relevant stakeholders and strengthen existing ones and benefiting from the interdisciplinary expertise. The main purpose of the programs is to make sustainable contributions to the improvement of social resilience by strengthening the physical, psychological, social and economic well-being of communities and individuals. In order to realize this main purpose, the activities are carried out under four main programs through the Community Centers.

1.2. PROTECTION AND SOCIAL COHESION PROGRAM

The Protection Program aims to prevent, mitigate or eliminate the violence, abuse and access risks, threats and results, encountered or likely to be encountered by the vulnerable Turkish citizens or individuals, groups or communities who have been displaced by war and humanitarian crisis and taken refuge in Turkey.

The individuals, whose protection needs are met, are both included in decision-making mechanisms and supported for the resilience through various activities carried out with the aim of strengthening social cohesion. The Social Cohesion Program aims to improve and strengthen the cultures of coexistence of the local people and migrants from different nationalities, who had to migrate to Turkey due to compelling reasons such as civil war, conflict and terrorism. In this context, it includes the communication activities, volunteering activities, cultural, social and sports

Activities and hobby course for improving the culture of coexistence. The participation and accountability processes are also ensured by the operation of feedback mechanisms through the mechanism of advisory boards.

1.3 SOCIO-ECONOMIC EMPOWERMENT PROGRAM

The Socio-Economic Empowerment Program aims to increase the employability of foreigners under temporary and international protection as well as local people and also their participation in the economy to ensure their economic self-sufficiency.

1.4 HEALTH AND PSYCHOSOCIAL SUPPORT PROGRAM

The Health and Psychosocial Support Program aims to increase the coping skills of the individuals and communities, experienced difficult situations, with similar situations by supporting their social, psychological and physical well-being. It aims to create awareness in the field of health by increasing the access of local people and migrants to psychosocial supports, protective and preventive services in the field of health.

2. PURPOSE OF STUDY

The Community Based Migration Program, within the structure of the Turkish Red Crescent Migration Services Directorate, which has given acceleration to its studies conducted in the migration field with the outbreak of Syria crisis, also aims to identify the needs of local vulnerable people by expanding its study focuses. The primary purpose is to identify the problems and needs of the vulnerable groups in the regions of activity. Pursuant to the current situation analysis of Zonguldak, the CBMP identifies, analyzes the current problems of the communities and produces sustainable solutions by performing its activities under the umbrella of national association and aims to increase its cooperation with public institutions.

3. SCOPE AND METHOD OF STUDY

Various meetings were held in order to regionally analyze the current situation in the districts of Zonguldak regarding the current potential that may create vulnerability requirement and to produce sustainable solutions by evaluating the communities' problems.

Institutions and organizations working with vulnerable communities in the province;

- Offices of Headman
- Social Service and Public Education Centers
- Provincial and District Directors of National Education and also Principals in certain regions
- Migration Authority
- Provincial and District Municipalities
- Green Crescent Counseling Center (GCCC)
- Provincial and District Directorate of Health
- Technoparks
- Governorate
- District Governorships
- Provincial Chamber of Commerce and Industry (CCI)
- Union of Chamber of Merchants and Craftsmen (ZESOB),
- Provincial and District Offices of İŞKUR
- Non-Governmental Organizations
- Cooperatives
- Western Black Sea Development Agency (BAKKA)
- AFAD
- KOSGEB

The direct meetings were held with the stakeholders such as the above-mentioned institutions. Furthermore, the "focus group interviews" were conducted with citizens with vulnerability criteria, mainly Afghan Immigrants and Romani people.

The structured needs assessment forms were used at the face-to-face interviews. In this line, the structure of the focus group interviews are as follows;

- Within the scope of focus group interviews, the interviews were conducted in groups of at least three and at most eight people, adhering to the COVID-19 measures.
- While conducting face-to-face interviews for different age groups, the needs assessment forms were also used by benefiting from the questionnaire technique.
- Within the scope of focus group interviews, the face-to-face interviews were conducted with 36 adult women and men of Turkish, Romani and Afghan nationality over the age of 18.
- Face-to-face interviews were conducted with 17 young people between the ages of 14-17 from the local community, mostly Afghan and Romani.
- Face-to-face interviews were conducted with 21 children between the ages of 8-13 from the local community, mostly Afghan and Romani.
- Within the scope of focus group interviews, the face-to-face interviews were conducted with 10 TRC volunteers working actively in the field.
- Within the scope of field needs assessment studies, the face-to-face, telephone and e-mail interviews were conducted with 38 public institutions and

organizations, non-governmental organizations (NGOs) and their affiliated organizations in Zonguldak province and Karadeniz Ereğli, Çaycuma and Gökçebey districts.

3.1. DATA COLLECTION

3.1.1. Focus Group Studies:

The focus group interviews in the region have contributed to provide information for the local community's needs and expectations.

The aim of the interviews was to understand the general situation in the province as well as to identify the vulnerable groups and also to assess the needs and problems of the vulnerable groups.

The focus groups were classified by age, gender and ethnicity. 13 focus groups, categorized by certain characteristics, were interviewed within the scope of study.

ROMANI CITIZENS	Women	11
	Men	3
	Young	6
	Children	7
AFGHAN MIGRANTS	Women	7
	Men	6
	Young	5
	Children	8
OTHER CITIZENS	Women	4
	Men	5
	Young	6
	Children	6

3.1.2. Individual Interviews:

The individual interview is that asking a question to another person in order to obtain information. The individual interviews are used to obtain descriptive data with the participants' own words.

- The individual interviews were conducted with the public institutions and organizations and also NGOs. In total, 40 interviews were conducted.

3.2. RESEARCH LIMITATIONS

Due to the COVID-19 measures, household visits and scheduled surveys could not be conducted, so there were limitations in the regional current situation analysis phase. Since the working hours of public institutions were shortened during the pandemic period, time limits affected the working time.

4. SIGNIFICANT FINDINGS

As a result of meetings with public institutions and organizations and non-governmental organizations within the scope of field needs assessment and analysis studies carried out before the establishment of Zonguldak Community Center, data based on different sectors were obtained. The data acquired during the research and analysis process, are completely based on the information obtained from the institutions and includes parallel findings.

4.1. ISSUES AND POSSIBILITIES FOR ACCESS TO LIVELIHOODS

The information on employment areas of the vulnerable local community, mainly Romani people and migrant groups, residing in Zonguldak, their basic livelihoods, how they access to job opportunities, in which sectors there are gaps and labor market were obtained through the meetings with the institutions and organizations in the region. In the light of this information, the following evaluations were achieved.

- Mining, being an important source of income for the region, is the sector that offers the most employment opportunities in the region. However, the sector has gone downsizing in recent years and the employment opportunities have decreased.
- Public Education Centers: Paid and free vocational courses, certified vocational courses for women employment and personal development courses for supply and demands of the people in the region are organized.
- Western Black Sea Development Agency (BAKKA): Supports the region through the support mechanisms such as Social Development Support Program, Financial Support Programs, Controlled Project Supports, Technical Support.
- BAKKA organizes the applied entrepreneurship trainings in cooperation with KOSGEB with the aim of increasing the number of entrepreneur women in the province and directing the disadvantaged groups to business life. The entrepreneurship trainings have been provided to 436 women entrepreneur candidates since 2012. However, it is not known how many of these women started active business life.
- Zonguldak Chamber of Commerce and Industry: It will concentrate its studies on the following fields in the forthcoming period. The studies to be conducted in these fields may lead to an increase in employment in the province and a change its direction. The goals of Zonguldak Chamber of Commerce and Industry in the forthcoming period are:
 - To conduct studies for Filyos Valley Project
 - To conduct studies for strengthening the industry and commerce infrastructure
 - To conduct studies for the sectoral diversity
 - To conduct studies for boosting the tourism
 - To conduct studies for the development of agriculture and livestock
 - To conduct studies for the development of maritime and ports
 - To organize activities for strengthening the entrepreneurship ecosystem

- To organize activities for increasing university-industry cooperation
- To lead the development of vocational training.
 - It is foreseen that there will be a need for technical expert staff and qualified intermediate staff after the completion of Filyos Port Project, the establishment of the Greenhouse Specialized Organized Industrial Zone (OIZ) and industrial zone projects and Çaycuma will be positioned as a district, receiving immigration while emigration.
 - The studies are conducted for training the qualified staff at the apprenticeship training center by Çaycuma Credit and Guarantee Cooperative for Tradesmen and Craftsmen (ESKKK). Thus, it is aimed to meet the intermediate staff needs of employers.
 - Çaycuma Organized Industrial Zone (OIZ); It is located in the middle of Zonguldak, Bartın and Karabük provinces. It is located close to transportation roads, 80 km from Ereğli and Karabük Iron and Steel Plants, and approximately 10 km from Filyos Industrial Zone and Filyos Port, which are expected to be completed in the near future. It is foreseen that the region will be an attraction center and thus, it is expected that Zonguldak, being in a state of emigration, will become a province receiving immigration again. This development will positively affect the employment movement in the region.
 - It was observed that the employers wanted the migrants to be employed, but the recruitments did not take place because the employers did not know the work permit procedures and therefore did not want to deal with the procedures.

4.2. ISSUES AND OPPORTUNITIES FOR ACCESS TO FOOD

The information on food support programs conducted by different stakeholders for the vulnerable local community, mainly Romani people and migrant groups, residing in Zonguldak, were obtained through the meetings with the institutions and organizations in the region. In the light of this information, the following evaluations were achieved.

- The Turkish Red Crescent Zonguldak Branch provides in-kind and cash aid, directs the mobile catering vehicles in case of disasters, and provides food boxes and canned food to those in need.
- According to the criteria determined by Zonguldak
- Municipality during the COVID-19 process, one-time cash support was provided to individuals, experienced the economic victimization.
- Through the initiative of Zonguldak Municipality, cash support is provided by reaching those in need via the Vefa Support Groups.
- Food aid is provided to the families in need during Ramadan by Zonguldak Municipality.
- In-kind and cash aids are provided by the Social Assistance and Solidarity Foundation. These supports, which immigrant groups can also benefit from, consist of aids such as shopping checks, food boxes and Bairam allowance.
- Foundation for Human Rights and Freedoms and Humanitarian Relief (IHH); the foundation aiming to meet the humanitarian needs of individuals in need of assistance, provides services to the regions on fundamental issues

such as food, health, shelter and education.

- Turkish Charity Association; the widows, orphans, who are not in good condition and the disabled individuals incapable of working, are determined by researches and applications, and they are constantly provided with weekly provisions, meat, bread.
- The food aid is provided to the needy families by receiving supports from the budget of the Chamber of Commerce and Industry and also the affiliated companies.

4.3. ISSUES AND OPPORTUNITIES FOR ACCESS TO EDUCATION

The information on educational programs conducted by different stakeholders for the vulnerable local community, mainly Romani people and migrant groups, residing in Zonguldak, were obtained through the meetings with the institutions and organizations in the region. In the light of this information, the following evaluations were achieved.

- There are schooling activities for the local community, mainly Romani people and the communities under Temporary and International Protection by the provincial and district directorates of National Education.
- Before the pandemic period, a 6-month Turkish course was provided to the foreign nationals within the scope of the Life-long Learning Project, conducted by the Ministry.
- Through BABEP (Father Education Project), the fathers were trained on their approaches to children in the evenings.
- Through the Public Education Centers and Green Crescent, the advisory teachers and parents were trained on addiction.
- The courses on sous chef, computer, handicrafts, wood painting, hand embroidery and clothing, relief, tile ceramics, instrument provided by the Public Education Center attract the attention of local community and foreign nationals.
- The officials of Karadeniz Ereğli Çınar Boru Primary School, located in Bakırlı and Kızılcı villages, where the population is mostly Romani people, stated that Romani children have problems in attending school. The different needs of these children were also expressed.
- It was stated during the meetings at the schools that one of the biggest problems in the field of education and training is that the number of students per classroom varies according to schools. Since other parents do not want to enroll their children in schools where the number of Romani children is high, the classroom sizes vary greatly from school to school.
- It is understood that the peer victimization by Romani children is very common and also immigrant children are largely exposed to this in schools. The lack of social domain for Romani children to spend time and the exclusion problem caused by prejudices leads up to the peer victimization.
- Some of the secondary school-age children are begged by their families.
- It is known that working children generally work as junk dealer. The families see their children as a source of income and so the schooling rate of school-age children decreases.

- Some Romani families send their children to their relatives in Istanbul, Adapazarı and Düzce at certain times and they are forced to steal and beg. The children keep away from their schools and also they face numerous risks on the streets.
 - It is known that Romani children start working from the age of 7-8, and they work in jobs requiring heavy manpower at the age of 13-14.
 - It was observed that Romani families do not culturally give due importance to education. For this reason, the children start the education period late. However, it is seen that primary school students regularly attend the school with the exceptions.
 - It was observed that Romani girls are not sent to school after they turn 12-13 for fear of being kidnapped, and they get engaged after the age of 15 and get married with parental consent between the ages of 16-17.
 - The vulnerability of the Romani people in the society has been reacted normally and their vulnerability has been ignored. Romani people mostly stayed out of the social support mechanism.
 - There is an increase in informal child labor as Afghan and Romani children and young ones take responsibility for earning a living for their families under the age of majority due to economic deprivation.
 - It was reported that Afghan and Romani children and young ones are not able to exercise due diligence and sensitivity to their lessons because they economically support their siblings, even completely take the responsibility of the house and help their parents in housework.
 - Afghan and Romani children and young ones residing in the province/district of Zonguldak, who are at the educational age, have a lack of information about their access to fundamental rights and services and also they do not have sufficient information about the public institutions and NGOs required for guidance.
 - It is observed that Afghan and Roma children and youth are exposed to exclusion, marginalization and stigmatization.
 - It was stated that there is a lack of seminars and courses that can be beneficial for children and young ones to improve themselves in different fields and gain their self-confidence.
 - The residential addresses of Afghan and Romani children and young ones are 30-40 minutes away from the schools where they study, and this increases the attendance problems.
 - It was determined that these children cannot use public transportation due to economic deprivation, therefore they do not want to go to school.
 - Afghan and Roma children and youth come from large families. For this reason, they do not have a suitable study spaces at home, personal spaces where they can do their homework and follow the course. In addition, they cannot receive support from their families for their lessons due to the low literacy level of their parents.
 - An increase was observed in the absence rate compared to the pre-pandemic period due to the lack of attendance necessity and the insufficient access of children who have to attend the distance education system to resources such as internet, tablets, computers and smart phones. For example; 40 of 240 students are Romani children in Karadeniz
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Ereğli Kızılca Secondary School. Before COVID-19, 30 of 40 students attended the school regularly but only 11 students have attended the school regularly during the pandemic.

- It was determined that Afghan and Romani children and young ones find the lessons difficult due to the language barrier and their friendship relations are weak during the process of learning a different language.
- Due to the insufficient number of Non-Governmental Organizations in Zonguldak province, the sufficient field surveys cannot be conducted to identify disadvantaged groups. Therefore, the field studies cannot be carried out about the child labor and schooling problems, the protection decisions and injunctions cannot be issued and the necessary legal actions cannot be initiated

4.4. ISSUES AND OPPORTUNITIES FOR ACCESS TO HEALTH SERVICES

The meetings were held with the Provincial Directorate of Health, which is responsible for providing the health services in the province, and also with the Green Crescent and the Issues and Opportunities for Access to Health Services in the province were discussed. The findings obtained from the meetings are as follows:

- The apartments were disinfected by the municipality, and hygiene and food kits were distributed for combating the COVID-19 pandemic.
 - The coordination boards were established by the Provincial Directorate of Health with the aim of implementing the health measures for individuals who need intervention, such as the patients with mental health problems and their relatives, women and their children, exposed to violence, and individuals who attempt to suicide.
 - The units of the Community Mental Health Centers (CMHC) provided training on Covid-19 measures to the personnel working at the Provincial Directorate of Health.
 - There are no projects as specific to the immigrants conducted by the Provincial Directorate of Health. However, the foreigners also benefit from all studies offered to the local community.
 - Green Crescent has been conducting studies for addicted individuals in the province for 3 years.
 - YEDAM, affiliated to the Green Crescent, has been working on the fight against addiction for 1.5 years. Green Crescent and YEDAM work with 6 people and serve only in the Center of Zonguldak due to the capacity limitations. There are no studies for districts.
 - There are no projects as specific to the immigrants conducted by the Green Crescent-YEDAM. However, the foreigners also benefit from all studies offered to the local community.
 - It was determined that the Romani people do not encounter any difficulty in accessing the health services.
 - However, the situation for Afghans does not progress in the same way; since their residential address and contact numbers change frequently, there are problems in accessing immigrants.
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- Due to the absence of Alcohol and Substance Addiction Treatment Center (AMATEM) and ÇEMATEM (Child and Adolescent Substance Addiction Treatment Center) in Zonguldak, the outpatient services can be provided.
- The alcohol and substance addiction in adults and psychological problems in children are observed. The addicted patients' relatives also need psychosocial support.
- Children are unable to attend their sessions and do not come to appointments in the psychiatry clinic due to poor family communication, difficulties in confronting the problem and their tendency to refuse the problem. There are also difficulties in the coordination that must be established among the institutions as required by law.
- Seasonal agricultural work is common in Alaplı-Ereğli region in the months of August-September. Health screenings were conducted by the mobile health service of the district health centers and hygiene kits were distributed to temporary workers who were hazelnut harvesters.
- In order to provide isolation for individuals with COVID-19 symptoms and in need of shelter, the support is provided for their accommodation in the dormitory, meeting their fundamental needs until the quarantine processes are ended, and providing hygiene kits.
- In Karadeniz Ereğli Healthy Life Center, the information and awareness-raising consultancy services regarding the COVID-19 process were provided by the professional staff over the phone. If deemed necessary, the psychosocial support was provided by the Provincial Directorate of Health.
- Due to the inaccessibility of legal guidance

channels, there are problems in the access of immigrants to health services.

- Information studies on preventive health services and vaccination were conducted by family physicians in Ereğli.

4.5. ISSUES AND OPPORTUNITIES FOR PROTECTION STUDIES

- The identification of individuals in need of protection, education, health, accommodation, counseling and care measures are implemented by the Provincial Directorate of Family, Labor and Social Services (PDoFLSS), and the orientations are fulfilled to different institutions when necessary.
- There are no projects as specific to the immigrants conducted by the PDoFLSS. However, the foreigners also benefit from all studies offered to the local community.
- In-kind and cash aids are provided for the local community, mainly Romani people and the immigrants under Temporary and International Protection by the Governorate and they consist of aids such as shopping checks, food boxes and Bairam allowance. shopping checks, food boxes and Bairam allowance.
- The aid activities provided by the Governorate and District Governorship are coordinated by the Social Assistance and Solidarity Foundation (SASF) and Ereğli Social Assistance and Solidarity Foundation. The coordination is ensured in the follow-up of social aid allowances, in-kind and cash aid supports.
- There are no projects as specific to the immigrants conducted by the SASF. However, the foreigners also benefit from all studies offered to the local community.

- The service support for the schooling of school-age children who do not attend any educational institution is also provided by the Governorate.
- The cooperation established with public institutions for necessary interventions in different fields in order to keep the records of foreigners with temporary protection, humanitarian residence, travel permit and international protection status, and to facilitate adaptation processes, is provided under the coordination of the Provincial Directorate of Migration.
- Individuals who were deemed to have suffered economic victimization according to the criteria determined by Zonguldak Municipality during the COVID-19 process were reached through Vefa support groups and one-time cash support was provided.
- Ereğli-Alaplı Social Services Center: works actively to identify disadvantaged groups in need of protection and to provide education, health, sheltering, counseling and care services in Ereğli. There are no projects as specific to the immigrants conducted by the Ereğli Social Services Center. However, the foreigners also benefit from all studies offered to the local community.
- Ereğli, Gökçebeş ve Çaycuma District Governorships support vulnerable groups in their own regions by providing in-kind and cash aids, consultancy services, health support, and vocational training courses for employment and also carry out activities to encourage children to go to school and take preventive and restrictive measures in this regard.
- There are no projects as specific to the

immigrants conducted by Ereğli, Gökçebeş and Çaycuma District Governorships. However, the foreigners also benefit from all studies offered to the local community.

- The District Governorships carry out these activities through their own SASF or social service centers.
- The information and awareness-raising consultancy services regarding the COVID-19 process were provided by AFAD. The psychosocial support studies have not been conducted.
- In order to provide isolation for individuals with COVID-19 symptoms and in need of shelter, their fundamental needs were met by AFAD during their accommodation in the dormitory and until their quarantine processes are ended, and also the hygiene kits were provided by AFAD.
- In-kind and cash aids are provided for the local community, mainly Romani people and the immigrants under Temporary and International Protection, directing the mobile catering vehicles in case of disasters, and food and roasting support for those in need are conducted by Zonguldak Provincial/District Branches of the Turkish Red Crescent.
- It is foreseen that the designed Social Solidarity Center (SSC) project is expected to come into operation upon the opening of centers, being active in order to provide psychosocial, sociocultural, professional, artistic and personal development in order to ensure social cohesion in places where the population is mostly Romani people.
- The Afghan immigrant live mainly in the province. Other immigrants are respectively;

Immigrants in the Province (Rank By Population)	<ul style="list-style-type: none"> • Afghanistan (IP status), • Iraq (IP status), • Syria (TP status), • Turkmenistan (Residence permit-regular migration), • Iran • Azerbaijan
Population by Official Status	<ul style="list-style-type: none"> • International Protection; 1.837 people • Temporary Protection; 677 people • Residence permit; 1.615 people • Humanitarian residence; 4 (2 of them are Afghan and one is Kirgiz) (TUİK, 2020).

- The total number of immigrants under international protection and Syrians under temporary protection is approximately 3,000. People placed in the province under international protection mostly demand to move their records to another province due to unemployment.
- While there are mostly Afghan nationals in Zonguldak province/district, the immigrants from Iran and Iraq are also in the majority. The identity problems of individuals from other nationalities under international protection are at the forefront. There is no NGO/law office that provides free support in advocacy to people who have lost their status.
- Since many Afghan families have fled their country, they face difficulties in proving their status in their country.
- The Afghan families, who came illegally, have applied for international protection. The identity applications are usually negative as a result of interviews conducted by the Migration Authority.

- It is necessary to provide support for both the identity application process and the writing of objection petitions, applying to the court and following the process for these individuals. There is a need for studies on legal information and legal support for immigrant individuals. At present, there is no active NGO working on these issues in the province.
- In general, many of the individuals with international protection status come to Zonguldak, where they are registered, only at certain times for the obligation to sign, because they have found jobs in other provinces.
- Migrants are mostly employed informally, exposed to labor exploitation and the fear of deportation because of informal employment prevents them from accessing their rights.
- The worker market is established for day labor in front of the headmen's offices. Due to the downsizing of previously active mines, the employment opportunities have started to become more limited. This has led to a reduction in permanent job opportunities for vulnerable groups.
- During the pandemic process the rates of domestic violence and child labor, delinquent children, alcohol and substance addiction increased, and the rate of schooling decreased. For this reason, a coordination board was established by the Governorate within the scope of providing on-site preventive and protective services in case of emergency. PDoFLSS, HLC, Provincial Directorate of Health, Provincial Directorate of Migration and Police Department.

4.6. SOCIAL ENVIRONMENT RELATIONS

As a result of the focus group interviews, the following findings were obtained under the title of relations with the social environment.

- Romani people stated that they face problems such as exclusion, social isolation and inability to find a job because of their Romani identity and that they are bullied by their neighbors. They stated that they are neglected because they are Romani people and they do not have equal rights with the rest of the community.
- In the focus group interviews with Afghan immigrants, it was observed that they had difficulties in finding a job due to the language barrier. They stated that they have no problem in their relations with the local community and that the local community adapt them.

5. EXPECTATIONS FROM THE COMMUNITY CENTER

Zonguldak Provincial/District Branches of the Turkish Red Crescent conduct studies for the vulnerable groups in coordination with the public institutions, headmen's offices and NGOs in the province.

The need to act in coordination and in cooperation with public institutions and NGOs carrying out their activities in Zonguldak and to conduct studies for strengthening the beneficiaries, fits for the establishment purposes of the community centers. As a result of the meetings held with the institutions and organizations and focus group interviews, the emerging expectations regarding the function of the community center are as follows.

5.1. EXPECTATIONS REGARDING THE ACCESS TO LIVELIHOODS

- By acting as an intermediary between the portfolio of job seekers and business owners seeking workers, it should be ensured that beneficiaries are directed to work and it should be aimed to increase employment.
- It is recommended to support the foreigners, who are employee or employer, in informing them about work permits and applying for work permit and to increase incentives at this point.
- It was observed that the employers wanted the migrants to be employed, but the recruitments did not take place because the employers did not know the work permit procedures and therefore did not want to deal with the procedures. In case that the work permit consultancy services are provided by the Community Center, the employment of immigrants in insured jobs will increase.

- Due to the legislation, İŞKUR cannot receive job-seeking requests from foreigners in Zonguldak. Therefore, the job orientation cannot be fulfilled.
- Through the Technopark, the projects on digital cooperation, mobile applications, web design, software training should be carried out throughout the province and the socio-economic development of individuals should be ensured and different resources should be created to improve their livelihoods with the entrepreneurship supports.
- The presence of sectors such as textile and furniture in Çaycuma district is an important opportunity for employment. Employment of immigrants can be increased by providing support to the employers who want to employ foreign personnel such as work permit consultancy services and payment of fees.

5.2. EXPECTATIONS REGARDING THE EDUCATION AND SOCIAL COHESION

- The Romani people are psychosocially and socioeconomically vulnerable as they are exposed to marginalization and social exclusion. It would be beneficial to provide protection, socioeconomic empowerment and psychosocial support to the Romani people.
- The common activities should be organized for the Romani people by İŞKUR, Public Education Center and Turkish Red Crescent and the vocational courses and trainings should be opened to improve their personal and social skills.
- It is recommended to carry out supportive activities to strengthen the communication among the local people, Afghans and Romani people and to increase the cohesion processes.

- The different ethnic groups live in the region. It is recommended to carry out studies that support the culture of coexistence with people from different nationalities and ethnic groups. The social inclusion activities should be offered, especially in terms of combating prejudices against children and young people.
- The family counseling, psychologist interviews, and institutional directing support should be provided for children and parents, experiencing or exposed to peer victimization. It was determined that the local children under the age of 14 and young ones between the ages of 14-17 do not have problems with their peers, but they have communication problems with children of different nationalities. It will be beneficial to provide cultural activities such as arts, sports and travel etc. for strengthening communication with their peers.

5.3. EXPECTATIONS FOR PARTNER RELATIONS

- On-the-job trainings that we conduct within the scope of the socioeconomic empowerment program should be organized.
- The attendance to education can be supported with EBA support classes established in the community center for the students who have to continue distance education during the COVID-19 period but do not have tablet, internet or phone access.
- There were problems in accessing the education system due to COVID-19. For students who have difficulties in accessing education, the study opportunities can be provided at the Community Center on certain days of the week through volunteer educators.
- It was determined that some children have difficulties in speaking and understanding

Turkish, so they do not want to go to school. It would be beneficial to provide facilitating exercises in order to overcome the Turkish language barrier. The psychosocial support group studies are recommended for these children.

- Although the schools in Bakırlık Village were opened, it was determined by school principals that Romani children were absent. The studies will be made by the Ereğli District Governorship, the Headman's Office and the School Principal to bring the children to school.
 - The trainings on subjects such as migration, immigrants, CC functioning should be organized at the Community Mental Health Centers for the personnel, working at the Provincial Directorate of Health.
 - The vocational courses based on production, involving women and young ones, should be given in Gökçebeş district.
 - The vocational courses and awareness seminars should be given to eliminate the problem of qualified, educated and skilled personnel and the lack of technical expert staff in Çaycuma district.
 - In cooperation with the relevant public institutions and non-governmental organizations, it was determined that there is a need for vocational courses in the fields of lathe, CNC, welding metal, electric-electronics and furniture. It is recommended that opening courses in this field would be beneficial.
- ### 5.4. ACCESS TO HEALTH SERVICES
- In order to ensure that the individuals residing in the region become conscious about health measures during the COVID-19 period, the informative health seminars on official health services and individual measures to be taken against COVID-19 should be organized.

- There is a significant gap in the field due to the lack of institutions providing support for the supply of medical supplies and devices and consultancy for the execution of legal processes for the demands of individuals with health problems. The Community Center will fill this significant gap in the province.
- All individuals, affecting COVID-19 should be controlled and tracked through the filiation/contact and isolation tracing system (FITAS) conducted by the Headmen's Office.
- Due to the absence of AMATEM and ÇEMATEM in Zonguldak, outpatient services are provided only on a provincial basis. The lack of addiction centers limits the access to service. At the same time, the patient relatives also need serious psychosocial support.
- It is also recommended to provide trainings on family planning or women, attending the vocational courses in Gökçebeý district.

5.5. PROTECTION STUDIES

- In order to reduce the difficulties, they experience in accessing fundamental rights and services, the information, guidance and legal seminars on children's rights should be organized and they should be supported psychosocially.
- The legal sanction processes cannot be completed because the field surveys regarding the problem of child labor and schooling are not carried out, the notifications are not provided for situations at the protection risk, and the injunctions cannot be issued.
- It was determined that the psychosocial

support should be provided for the disaster victims.

5.6. SOCIAL BENEFITS

- The rental support can be provided to those, experiencing economic poverty or the cooperation can be carried out in this regard.
- Manual or electric-powered wheelchair support can be provided for disabled individuals, depending on their needs. The medicines of individuals who cannot buy their medicines should be supplied.

5.7. AGRICULTURE AND LIVESTOCK

- It is recommended that livestock can be done in Çaycuma district, water buffalo breeding and water buffalo yogurt are famous and this sector can be supported.
- It was observed that the local community is actively engaged in agriculture, set greenhouses in the gardens of the households and do greenhouse cultivation. It is thought that providing incentives for the agriculture in the garden, balcony can be a role model in the development of the region.
- It was determined that it would be beneficial to establish a chicken farm within the scope of agriculture and livestock activities for Gökçebeý district and also to organize vegetable and fruit growing courses (especially persimmon tree growing).

5.8. GOVERNANCE AND PARTNER RELATIONS

- It was determined that foreign nationals cannot benefit from the services of public institutions due to the language barrier and the institutions do not have an interpreter. It is recommended to support institutions with Persian and Arabic interpreters in order to avoid difficulties in accessing services.
- Due to the fact that the residential addresses and contact numbers belonging to most of the immigrants are not up-to-date, the provincial directorate of health has difficulties in accessing foreigners. It should be cooperated with the Provincial Migration Management during the studies on this problem.
- The coordination board was established by the Governorate in case of emergency.
- It was observed that there is not any tracking system for the residence time of foreign nationals in the region, any information is not provided to the Headmen's Office and for this reason there is no information on their settlement and relocation status. A joint study should be conducted for keeping up-to-date their residential address and contact information at regular intervals.

5.9. PUBLIC INFORMATION STUDIES

- The informative activities regarding the services provided by the institution should be conducted in writing or verbally in villages, quarters, coffee houses and schools during the period of COVID-19.
- The promotional activities should be organized in order to reach the target group in the district where the training programs are organized.

6. INTERVIEWS LIST

09-10-11.02.2021	"Focus group interviews" were conducted with Afghan/Romani people and other beneficiaries (women, men, young ones and children).
12.02.2021	Headmen's Offices of Mithat Pasa and Çınar Tepe Quarters
15.02.2021	Zonguldak Family, Labor and Social Services Center / Social Service and Public Education Centers
16.02.2021	Provincial Directorate of Migration/ Social Assistance and Solidarity Foundation
18.02.2021	Provincial Directorate of National Education, Zonguldak Municipality, Green Crescent Counseling Center (YEDAM)
19.02.2021	Provincial Directorate of Health and Technopark
22.02.2021	Zonguldak Governorate, Chamber of Commerce and Industry, Union of Chamber of Merchants and Craftsmen, Headmen's Office of İncivez Quarter Headmen's Office of Meşrutiyet Quarter.
23.02.2021	KOSGEB, Headmen's Office of Baştarla and Terakki Quarters
24.02.2021	Ereğli District Governorship, Ereğli Social Assistance and Solidarity Foundation, Ereğli- Alaplı Social Service Center, Ereğli District Directorate of National Education, Ereğli Public Education Center, Ereğli District Directorate of İŞKUR and Headmen's Office of Bakırlı Villae
26.02.2021	AFAD
01.03.2021	Gökçebeş District Governorship, Gökçebeş Social Assistance and Solidarity Foundation and Gökçebeş Public Education Center
03.03.2021	Çaycuma Social Service Center, Çaycuma District Governorship and Çaycuma OSB
05.03.2021	Çaycuma Public Education Center and Çaycuma Credit and Guarantee Cooperative for Tradesmen and Craftsmen
09.03.2021	Karadeniz Ereğli Çınar Boru Primary School and Ereğli Kızılca Secondary School, located in Bakırlı and Kızılca villages of Ereğli District where the Romani people reside.



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