



<b>Sector:</b>	Social Cohesion	<b>Strengthening Survival Skills of Displaced People in Şanlıurfa</b>  <i>The main objective of the Urfa Community Center is to promote survival skills of the war-affected community through improving their livelihood, social integration, reducing the effects of the crisis and ensuring full access of the basic rights and raise awareness among both displaced and host communities</i>
<b>Lead Authority or Organization:</b>	IMPR Humanitarian, Turkey	
<b>Target Area:</b>	Urfa province and districts, Turkey	
<b>Beneficiaries:</b>	Urfa province host communities and refugees	
<b>Start Date – End Date:</b>	September 1 <sup>st</sup> 2015 – September 29 <sup>th</sup> 2017	
<b>Keywords:</b>	Social Cohesion, Refugees, Syria, Turkey, Şanlıurfa, community center	
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## Context and Challenge



The Urfa district is experiencing a high Syrian refugees' influx, with an increasing need of social cohesion between host communities and refugees. Therefore, the International Middle East Peace Research Center (IMPR) has established a community center to provide services and improve social cohesion between host and refugees' communities. IMPR proposes a multi-sectoral project focusing on health, education, hygiene, nutrition and protection.

Protection is mainstreamed in all activities of the project to address the needs of the targeted group with dignity and provide step by step a sense of normalcy essential for long-term integration in the host community. Personal well-being is a first step to integrate in the host community, education and employment are further step that need to be taken.

The project reached 47,108 individuals (as of October 31st 2016), of which 24,721 males, 22,387 females and 22,052 under-18-year-old children, showing its relevance to refugees' needs. A feasibility study revealed that the community center has a pivot role in providing services to non-camp refugees and hosting community through livelihood, education, psychosocial support, cultural activities and outreach.



## Actions and Outcomes



The Community Center's activities include case management, strong referral mechanism, awareness raising (reproductive health, child labor, basic rights, computing, interview techniques, communication skills, CV), information counseling, mobile information protection points, educational registration, document translation and outreach activities. Main actions involved during the project are:

- ✓ Activities organized at Community Centers: Turkish and Arabic language courses for both Syrian refugees and Turkish employees, recreational activities and technical courses;
- ✓ Seminars have been organized with local host communities and universities so to gain awareness on the Syrian situation;
- ✓ A primary health service has been set up;
- ✓ Providing relevant education, legal and other counseling to refugees in Urfa to reach their rights and services in Turkey by using the local human rights instruments;
- ✓ Identification of victims of torture facilitating their access to psychosocial counseling and other relevant treatments, given by government agencies and Turkish NGOs;
- ✓ Conducting income-generating activities to support refugees' self-sufficiency;
- ✓ Facilitating the access of Syrian children to non-formal education services as well as creating a friendly atmosphere, which can assist refugee children to integrate in the Turkish community easier;
- ✓ Creation of a "Special Needs Fund" for meeting the critical needs of highly vulnerable Syrians and host community members through in-kind assistance;
- ✓ Conducting "Community Initiative Projects" creating social value and leaving visible influence on the communities through conducting.

### **Outcomes:**

- increased social cohesion between host and refugees' populations: through activities addressed to both the host and refugee populations aiming at meeting the needs of refugees, increasing host community's awareness on the Syrian situation, and creating a friendly social environment through the establishment of Community Centers.
- increased refugee socio-economic inclusion: the project enabled refugees to learn specific activities, e.g. to learn arts and crafts techniques in order to sell hand-made products on the Turkish market, so to better integrate in host economy and society.
- better delivery of services: Arabic language courses for employees dealing with Syrian refugees enabled them to better communicate with the refugee population, thus leading to a better delivery of services.

## Lessons Learned and Follow up



### Challenges and risks

- ✓ Ensuring access to the center's services for all vulnerable people concerned is a challenge due to various barriers, such as lacking transport facilities or difficult health conditions.
- ✓ Capacity building is not sufficient: a higher number of beneficiaries need support and access to services.
- ✓ Waiting lists for activities are at the same time an important challenge and a risk.

### Key Ingredients of success:

- ✓ Correct analyses of refugees' needs and timely implementation by collaborating and coordinating with other service providers can be ensured by a well-established referral mechanism and case management services of community centers and a follow-up mechanism, with a result-based approach.
- ✓ Increasing social cohesion through activities addressed to both the host and refugee populations, including women, children, and men.
- ✓ Arabic language courses for employees dealing with Syrian refugees facilitate the communication with the refugee population also improving service delivery.

### Innovative aspects:

- ✓ Outreach activities to include those beneficiaries who would not have the possibility to benefit from the Multi-Service Centre and its activities. Upon completion of the courses, participants receive certificates.
- ✓ Special emphasis is given to the needs of children with PTSD (post-traumatic stress disorder) inter alia by providing child-friendly spaces and psycho-social support.

## Recommendations for scaling up or replication



One of the major components of this project is capacity building of IMPR's staff in different fields, such as project proposal writing, project cycle management, finance management, security, etc. This helps to have a financially sustainable project and increase chances of applying for future funds. This project also relies heavily on advocacy both at local level in Urfa and at central level in Ankara to encourage Governmental and local authorities to take over the funding for the community centre. A strong collaboration with the municipality is advisable for any replication of a project of this kind.



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## Technical Arrangements



### Collaborations:

The project was funded by the European Commission's Humanitarian aid and Civil Protection department (ECHO) through the Danish Refugee Council. The Urfa Community Center is implemented by IMPR Humanitarian. The U.S. Bureau of Population, Refugees and Migration (BPRM) of the U.S. Department of State has been the major donor till the end of September 2015. Since then the project has been funded by the German Ministry for Economic Cooperation and Development (BMZ) via the German Technical Cooperation Agency (GIZ) and World Vision (WI).

### Resources:

- ✓ Funding amount: 2'513'000 \$ (for 2 years- BMZ through WV) and 948.540 € (for 2 years through GIZ) plus IMPR Head Quarters contribution depending on needs.
- ✓ Human resources: staff is composed by 48 people, including Project Manager, Project Officer, M&E Officer, Finances and Logistics, IT/Data Base, Translator, Social Worker, Outreach Officer and Assistant, PSS officer and Assistant, Case Manager and Assistants, Protection Officer and Assistants, Psychologists, Gynecologist, Dermatologist, Psychotherapist, Drivers, Cleaners, Receptionist, Communication Officer, Trainer, Volunteers.
- ✓ Sources of funding: U.S. Bureau of population, Refugees and Migration (BPRM) through Danish Refugee Council – between 2013-2015, BMZ (WV and GIZ) between 2015-2017.