

SO FIE

Support for empowerment and integration of refugee families

Guidelines for Best Practice of Inclusion based on Needs Analysis of Refugee Families

 *Turkey National Report*

support-refugees.eu



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IO1 – Turkey National Report

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1. Introduction

With the increase in the number of refugees and migrants in Europe, the European Union set as a priority their integration and inclusion in our societies. It acknowledged on one hand the challenges that third-country nationals (TCNs) face in the education system, on the labour market and in accessing decent housing, and on the other hand the positive impact that TCNs can have on the local economies when they are well integrated (European Commission, 2016). In 2016 the EU adopted the Action Plan on the Integration of Third-Country Nationals (European Commission, 2016) setting key policy priorities in the areas of pre-departure / post-arrival; education; labour market and vocational training; and access to basic services (European Commission, 2016). The Action Plan highlights that education and training, especially learning of the local language, are among the most powerful tools for integration. The combination of language learning with the acquisition of other skills and competences is a gateway to integration, employment and social inclusion. Finally, the Action Plan recognized that women face extra challenges in their integration and proposed that a special effort should be made to ensure that such programmes reach both women and men (European Commission, 2016).

This research is part of SOFIE¹, a European project funded by Erasmus+, which aims to contribute to the social inclusion of asylum seekers/refugees by provision of educational trainings targeting women and children on the one hand, and on the other hand by training trainers and volunteers in order to better prepare them for the needs of the refugee families. SOFIE is implemented by a consortium of five civil society organisations, Verein Multikulturell from Austria, CESIE from Italy, CARDET from Cyprus, Mozaik from Turkey and Folksuniversitetet from Sweden.

In order to be able to develop and deliver training material and tools targeted to the needs of refugees and volunteers, the first phase of the project consists of a research and needs analysis. This report presents the results of the national research conducted in Italy. It identified the needs and challenges that refugee families face, especially in terms of integration and training support, best practices on the integration of refugee families as well as the training needs of volunteers.

¹ support-refugees.eu

2. Methodology

The aim of this research is to identify and understand the needs and challenges of refugee families in European countries, the training needs of persons volunteering with refugees as well as best practices on the integration of refugee families. The research is the first part of the European project SOFIE and it will inform the development and delivery of training tools that will be tailor made on the specific needs of the target groups. This report presents the research results for Italy.

The methodology adopted to produce this report consists of a 5-step process with the use of different qualitative and quantitative research tools, implemented from November 2017 to February 2018:

1. Desktop research and literature review on the needs of refugee families, existing tools and best practices for empowerment and integration support to refugee families.
2. Focus Group Discussions (FGDs) with at least 15 refugees or asylum seekers to identify the needs and challenges of refugee families, especially in terms of integration and training support. Special attention was given to have a representative sample of asylum seekers/refugees with different nationalities and ensure the inclusion of refugee women.
3. Interviews with representatives of five organisations working with refugees/asylum, to identify the needs of refugee families from an experts' viewpoint.
4. Collection of qualitative and quantitative data on the experiences and training needs of volunteers with the use of a questionnaire. The goal of the questionnaire was twofold: i) to identify needs of refugee families, especially in terms of integration and training support. Ii) to gain an understanding on the experience of volunteers, especially to identify any specific challenges they face while supporting / engaging refugees/asylum and their training needs.

CARDET, the lead partner of this research, developed detailed guidelines and research tools. The guidelines consisted of a description of each task, specific instructions on how to deliver all the research activities by all partners, as well as templates such as consent form, instructions and interview guides.

The FGDs and interviews were semi-structures with the use of a research guide and open-ended questions, in order to allow participants to expand on the issues they felt were most important. At the same time, this approach enabled the researcher to investigate in more depth on the key issues. The set of questions included two types: demographic questions and main questions. The aim of the initial questions was to make a comfortable atmosphere and help the participants to start a discussion as well as to

collect demographic information on the sample. The main questions were focused on topics interesting from the perspective of the project. The questions could be reviewed and modified by the researcher to meet the situation during the focus group / interview session.

The volunteers' questionnaire included both structured and open-ended questions and was distributed in electronic forms. The online tool survey monkey was used for the collection of data and their analysis. In total 54 questionnaires were filled by the volunteers in Turkey.

As a result of the analyses, categories were developed indicating the challenges and needs of asylum seekers/refugees and volunteers, and best practices on integration were identified.

Specific national level recommendations were proposed, related to refugee integration and training needs.

3. Literature Review

a) Refugees in Turkey (*brief provision of data about refugees and asylum seekers, numbers, nationalities and some demographic data if available.*)

Definition of refugee

According to national legislation in Turkey, refugee is a person who are forced into leaving their country because of his/her race, religion, membership to any social group or political thoughts. Because a refugee is concerned about being safe in his/her country, this person migrates to another country. In Turkey, the refugee issue is arranged by Foreigners and International Protection Law. International Law means the statue of “refugee”, “conditional refugee” and “subsidiary protection”. In line with this law, Immigration Authority within The Ministry of Interior was established in order to answer the needs of refugees. International protection process is carried by provincial organization in each province.

Today, Turkey has become a major hub for mixed flows of asylum seekers, irregular migrants and migrants as a result of conditions in the region and its open-door policy. Lastly, Turkey is now host to the world’s largest community of Syrians displaced by the ongoing conflict their country. According to the last statistic of General Directorate of Immigration Authority, the number of refugees has reached a record high, 3.588.877. As regards to the last demographic information, their 70 percent of refugees are women and children. For better illustration, see the table about their demographic information (age range) below.

	MEN	WOMEN	TOTAL
TOTALLY	1.947.025	1.641.852	3.588.87
0-4	255.787	238.820	494.607
5-9	248.293	232.803	481.096
10-18	358.437	312.024	670.461
19-24	320.942	228.256	549.198
25-34	369.852	271.038	640.890
35-44	197.233	164.535	361.768

45-59	140.109	133.975	274.084
60-90+	56.372	60.401	116.773

More than 90 percent of refugees in Turkey live outside of camps in different cities of Turkey. (219.813 of the refugees live in the refugee camps and 3.369.064 live in the different cities in Turkey). As regards to their background, majority of the refugees and migrants consist of the ones with low skilled and education. Especially, refugees have psychological and identity problems as a result of negative experiences in their countries and in flow process. As regards engagement in the host country's social life, the position of refugee women comes forward as a challenge. The most commonly reported problem are traumata induced by gender-based and sexual violence. They face with obstacles on adaptation and inclusion into the hosting community because of different cultures, visions, life styles and language between Turkey and their homeland. Beyond their adaptation problems, they have demands and needs in order to access to labour market, education and social services for better integration. However, the high number of refugees has effect on Turkey as a hosting country and these effects are indicated below.

Effects of refugees on Turkey:

- Differences between refugees' cultures, languages and life styles and cultures, languages and life styles in Turkey make social integration more challenging.
- Polygamy among local communities is spreading as a result of an increase in divorce rates.
- Child labour is increasing according to statistics.
- Considering the fact that refugees have different background, ethnic and sectarian polarization can be observed at present.
- Uncontrolled urban development is increasing.
- In some bordering and big cities of Turkey, there has been disturbance due to changing demographics.
- The obstacles about living conditions and educational opportunities for refugees might worsen certain social issues in the long term.
- There have been some problems about recognition of refugees by the hosting community because of heavy increase of refugee population.
- The economic effect of the refugees in the hosting community.
- There has been a heavy increase in rental prices and, as a result, it is often difficult to find affordable rentals for local residents and refugees.
- There has been an increase in inflation in border cities.

- Uninsured employment for refugees is spreading. This situation leads unfair competition between businesses that hire illegal workers and companies that do not employ illegal workers. Moreover, it causes to decrease in wages in areas where there are high refugee population.
- Because locals believe that job opportunities have been taken away from them. Some workplaces prefer refugees to local people because many refugees consent to low salary and uninsured employment. But however, they are filling a demand for labour creates a suitable environment for investment.
- Hospitals in the cities where there are high refugee population offer approximately 30% to 40% of their services to Syrian refugees. Thus, it leads capacity issues in the hospitals.
- Municipality services such as garbage collection, cleaning, public transportation, water distribution, controls, etc. are planned according to the population. Thus, the services are not sufficient because of the rapid population of refugees.

1. The rights of refugees in Turkey

When a person migrates to Turkey because of his/her race, religion, membership to any social group or political thoughts, she/he has to register with the Directorate General Migration Management for “international protection”. After application to receive international protection, DGMM evaluates application for conclusion. When applicant is granted an “international protection status” by the Government of Turkey, he/she is allowed to stay in Turkey until DGMM makes final decision for refugee. Until this final decision, he/she is under the title of asylum seeker. Each person receiving international protection and each refugee can benefit from some basic rights and services.

Right to access labor market

One of the rights which are identified above is to work according to The Law on Work Permits of Foreigners. In order to access the labor market, the refugee and the employer must jointly file the papers for the work permit. The Ministry of Labor and Social Security decides whether or not to approve work permit applications on the basis of certain “evaluation criteria,” e.g., “for a work place to be eligible for hiring a foreign national, at least five Turkish citizens must be employed at the same work place. For every additional foreign national to be hired, the work place is obliged to demonstrate another 5 Turkish employees.” After approval of work permit, the refugee can be involved in labor market.

Right to access healthcare services

In order to access healthcare services, each refugee is required to register his/her international protection application with local authorities. A refugee's ID Number is essential in ensuring access to the right to healthcare services in all health institutions.

Right to accommodation

As the first destination, most of refugees stay in refugee camps where reportedly have markets, reliable heating, religious services, communications infrastructure, firefighting services, interpreters, psychosocial support, banking services, and cleaning services. Camp residents are given three meals a day and also electronic cards that provide some money for personal needs." After their applicant to the PDMM or UNHCR offices which choose the city for accommodation. It is possible to choose the city to live, refugees can express their preference to PDMM and officials during registration.

Right to access education

Refugees have right to access education and it is possible to enroll their child in public schools with their "International Protection Applicant Identity Card" or with their "International Protection Status Holder ID." Enrollment procedures are determined by the Provincial Education Commission at the province; however, in general it is important to present some documents demonstrating previous school attendance or certificates or diplomas. If they do not have these documents, the Provincial Education Commission carries out a grade placement test which can either oral or written. Following this assessment, their children can attend their education.

The systems of support and integration for refugees in Turkey

a. The concept of integration (how integration is defined in Turkey)

it is hard to claim that there is the term of integration aimed at incorporating migrants and refugees into the wider societal context of the country. The Law of Foreigners and International Protection rather employs "harmonization" as a term to replace "integration". The term harmonization, however, is used in a different and much more restricted sense than the definition given by International refugee law. Currently, helping refugees requires practical actions

for better integration opportunities. There are two points which can develop the term of integration; Turkey has to develop a comprehensive and multifaceted integration program which tackles the areas of decent work, housing, education, and health opportunities and services for the refugees and other migrants; and also Turkey needs solidarity and cooperation with other states, the international community, and intergovernmental and nongovernmental organizations to provide resources and services for better social and economic inclusion of refugees. Despite some successful governmental initiatives, Refugee Law does not contain any provision stating the general obligation of the state to facilitate the integration of refugees. These obligations have evolved through historical evaluation of the international refugee law. It requires time to mainstream the definition of integration throughout all institutional levels.

b. Problems and integration of refugee families

Education

The challenges about education consist of challenges about enrollment, language barriers, lack of space in the classroom, non-recognition of diploma, lack of data about the number of student refugees, logistic problems, lack of information about education in Turkey.

Language

Due to the language barrier, many refugees do not know the rights they have in Turkey and what services they can access. Language is the key to integration, to taking part in social life in Turkey, to beginning studies or integrating in the labor market and to be involved in the community in Turkey.

Employment

Many refugees face with problem about employment because of lack of skills and background, lack of knowledge about job opportunities, lack of language skills, prejudice of employers against refugees, low salary and unsuitable work environments. For refugee women, it is hard to find baby-sitter for their children and afford that.

Challenges underlying refugees' integration

There are policy challenges which lead not to develop the term of integration and to adopt effective approach on integration of refugees in long term. To give examples on policy challenges; uncertainty on refugees' status, the lack of coordination,

ineffectiveness of implementation, etc. Therefore, it requires some improvements in order to overcome with policy challenges.

Tools and initiatives for empowerment and integration of refugee families

Language courses for refugees and migrants (specify if any of these are specifically targeting only refugees/ asylum seekers)

All refugees who wish to learn Turkish may approach Public Education centers which provide free language courses. They can register by presenting their Temporary Protection Identity Card. In addition, many civil society organizations, universities and public institutions also run free Turkish language courses for refugees/migrants. Temporary Education Centers (TECs), which follow a modified Syrian curriculum and are taught in Arabic, are another option for the children of Syrian refugees.

Other integration tools and initiatives (especially focusing on education, housing, employment, health, social life).

- Legal and psychosocial services:

Name of organisation / tool / initiative	Very brief description (2-3 sentences)	link
Mülteci Hakları Merkezi/Centre of Refugee Rights	It provides legal services complimentary for refugees and asylum seekers. Refugees can apply to receive information about current procedures related their rights.	http://www.mhd.org.tr/tr/hukuki-destek
Uluslararası Mülteci Hakları Derneği/Association of International Refugee Rights	They offer many services to refugees in order to facilitate refugees' adaptation process. One of these services is legal counseling for refugees.	https://www.umhd.org.tr/hukuk/

- Vocational training:

Name of organisation / tool / initiative	Very brief description (2-3 sentences)	link
Halk Eğitim Merkezi/Public Education Center	It has many branches in each city in Turkey. Its main objective is to support life-long learning by different vocational trainings according to target groups' needs.	https://hbogm.meb.gov.tr
Mülteciler Derneği/Association of Refugees	It provides vocational courses in four different fields, cookery, stitching, music and painting	http://multeciler.org.tr

Relevant EU funded projects.

<p>Hand in hand for Syrian Refugee</p>	<p>Objective: It aims at enhancing the law, educational, economic and social conditions for refugee children in Turkey by transferring the practices into Turkey.</p> <p>Partners:</p> <ul style="list-style-type: none"> -Merhum Hacı Habibullah Geredevi Vakfı/NGO (Turkey) -Centro Internazionale Per La Promozione Dell'educazione E Lo Sviluppo (Italy), -Üsküdar University (Turkey) <p>Results:</p> <ul style="list-style-type: none"> - Detailed desk research on good practices on migrant policies in Europe, - Drama trainings for Syrian children in a kindergarten to facilitate social integration, - Better cooperation on integration of refugees among NGOs in Turkey and EU, - Working visit to Helsinki and Palermo, - Conference on International Migration and Children by invitation for academicians from EU countries, U.S and Turkey. 	<p>http://siviltoplumdiyalogu.org/project/suriyeli-multeci-cocuklarla-elele/</p>
<p>Their-world Project</p>	<p>The aim of Theirworld's pilot projects in Turkey are to identify cost-effective interventions to get around the economic, cultural and language barriers that prevent Syrian refugees from getting an education.</p>	<p>http://theirworld.org</p>

	<p>The project goals</p> <ul style="list-style-type: none"> -Teach Turkish to Syrian children and enhance their knowledge to eliminate language barriers at school. -Contribute to the enrolment of Syrian children into public schools in Turkey so they can have free access to education like their Turkish peers. -Enhance the education level of Syrian children and ensure equal standards with Turkish children by giving them the opportunity to continue in the Turkish system. -Alleviate children’s anxieties for the future and give them confidence for life. -Support children to continue courses by giving transportation, food and stationary assistance. -Facilitate the smooth transition to educational and vocational life by increasing language competency -Ensure social integration of the Syrian population, starting from children, by expanding communication opportunities for the young generation. 	
<p>Provide Technical Education and Legal Support in order to enable refugee children to access to education, transition resources and protection services</p>	<p>The project started in January 2017 and it is planned to last 12 months in cooperation with the NRC. The project includes strengthening legal advice services in existing ASAM Offices and building training programs for children aged 6-14. Totally 1500 children refugees living in Ankara, Konya and Gaziantep where there is highest refugee population in were involved in the project</p>	

Examples of best practices

Vocational Education & Training for Syrian Refugees and Turkish People

This project was implemented in cooperation with Provincial Migration Administration and UNHCR in order to improve education and language skills which continue to be the most crucial integration challenges for Syrian people. Education and language training the only way for children to adapt to the society quickly and for adults to improve their skills and possibilities to be legally employed. In this scope, there is a project in Izmir which aims to give sewing machine operator training to the Syrian participants. Meanwhile there was also Turkish language course for them to adapt easier.

Target Group:

The target group of the project are the refugees from Syria holding a temporary protection status and Turkish citizens residing in Izmir, both without access to the labor market. This is also important for Syrian people to have opportunities to be together with Turkish citizens and socialize.

Advantages and Opportunities of the Program:

- 232 hours sewing training of Men's Shirt
- 136 hours language course of Turkish at A1 level
- Social activities
- Daily pocket-money during program
- Participants who complete the course successfully and wish to continue to work will be given at least 50% employment support.
- Children's playroom will be provided for attendees' children.

Social Integration and Progress of Syrians Refugees

This is a project implemented since 2011. The aim of the project is to enable the refugees to integrate in Turkey and to support their personal development. There are 4 main points where it focused: education, health, aid and culture.

Project partners; Ministry of National Education, Ministry of Family and Social Policy, The university of Gaziantep and Governorship of Gaziantep.

Within the project, the results foreseen are:

- To guarantee their education rights in Turkey, to increase the awareness of the refugee families on the issue, to provide school needs;
- To support entrepreneur Syrians, Syrians families and children, Syrians teachers by providing various trainings, to organize cultural activities;
- To build libraries for Syrians refugees which they can use complimentary,
- To increase connection between the hosting community and Syrians, to open a radio channel for acculturation and better integration;
- To give vocational training for 50 primary and secondary students;
- To offer accommodation and psychological support for orphan Syrian children;
- To provide food, housing and clothing support for 10,000 Syrians.

Adaptation School Project

This project has been implemented by the Center of Supporting of Family, Women and People with Disabilities. The main target group is children aged between 6-14 who are not able to attend school because of obstacles on language and location. The project was providing courses and trainings on Turkish language, Turkish culture, the dynamics of Turkish society, health services, environment, transportation and child rights. The methodology of the project was shaped through the curricula in primary school.

Project activities:

- Turkish language courses,
- Free legal and psychological counseling,
- Various events,
- Art workshops,
- Cultural and educational training,
- Women clubs.

Empower Syrian women and children refugees in Turkey

The project aims to support Syrian women and children refugees' emotional and cognitive wellbeing and help them establish both a sustainable and a honorable life in Turkey. They do this by vocational trainings that improve and strengthen professional skills and help them gain new income generating activities to support their families.

In the framework of Syrian Refugees Program which was initiated in 2013, YUVA has established two community centers (Nizip, Gaziantep & Kırıkhan, Hatay) two vocational training centers (Nizip, Gaziantep & Konya) and one Children's & Youth Center (İstanbul). Through these centers, YUVA has been providing education and protection

services in order to empower both Syrian and the host community through non-formal learning activities.

The main objectives of the Syrian Refugees Program are:

- To empower both Syrian and the host community through non-formal learning activities
- To develop and implement psycho-social support program especially for Syrians emotional and cognitive well-being
- To Improve self-sufficiency and strengthen refugees' professional skills through vocational trainings and income generating activities
- To increase the dialogue and solidarity between Syrian refugees and the local people through social activities
- Furthermore, YUVA has a firm focus on Turkish language education extensively in all of its centers and levels to minimize the language barrier, to improve access to government services, hospitals and to increase employment rate of the refugees.
- It has provided education and protection courses for 3 monthly systematic periods. The project covered 3 periods and will exclusively focus on Syrian children and women in Nizip. YUVA will provide extensive outreach activities to announce its services and will provide education and protection to 1000 children and women in total in 12 months.
- Children benefitted from psychosocial support activities such as art classes (calligraphy, drama, drawing etc.), language classes (Turkish, Arabic literacy and English for all levels), study support program for their education (math, English, basic computer skills etc.), exam preparation classes and also skill development courses. Women will also benefit from language courses, skill development trainings (handcraft, hairdressing, knitting, sewing, soap forming, ribbon work etc.) where they can learn activities to support their families and awareness raising activities such as social (hygiene, maternal, nutrition etc.), legal empowerment and carrier counseling.

Women Guesthouse

The project focuses on building a guesthouse for women refugees who have been exposed to violence and have low skills. The main objective is to provide safe environment for refugees and also to support them to be a part of the hosting community. It provides services in 9 different guesthouses in order to reach more women and children refugees who have psychological problems and adaptation problems. The beneficiaries can benefit from the services provided by the coordinator of the guesthouse, social worker and psychologist. These services consist of;

- Psychological counseling;
- Vocational trainings;
- Hobby courses according to their interest and competences;

Caravan for children refugees

The Children's Caravan project was developed for children living in difficult areas of Istanbul to benefit from life skills games and psychological support services through a non-formal education curriculum. During the project, participating children will learn language with special computer games, cartoons and children's documentaries and culture in the hosting community. Besides, they will be informed about protecting personal hygiene and nature. In order to start adaptation into the formal education system, they will take simple curriculum lessons. Moreover, young people and women will get training on functional health through games and multimedia visuals, hygiene education and psychological support to become strong emotionally in their daily life in Turkey.

Goals of the Children's Caravan:

- Make contribution to the Syrian population in Turkey through life skills training
- Enable Syrian children to enroll to schools in Turkey
- Raising individual education levels through information technologies
- To develop language capacities of individuals with Turkish lessons
- To ensure that Syrian children are accustomed to environmental conditions and to describe the society where they live in through drawing and child documents
- Support children to build new friendships
- To solve the health and hygiene problems caused by the life of the Syrian families in crowded houses
- Make contribution to the dissolution of Syrian children's nutrition problem by distributing tools
- To alleviate future concerns of children and to make them trust in their life
- To develop artistic skills and competences
- To increase their interest on music, theater, etc.

The Children's Caravan will serve in a specially designed container made of durable materials. The majority of the two divided caravans will be used as the activity area and the other part as the living area. The activity area will be equipped with the necessary furniture and electronic devices and will be suitable for children's trainings, drawing and documentary watching and artistic activities.

3. Mapping the needs of refugee families and existing best practices (Analysis of Interviews with NGOs)

We have carried out interviews with 5 trainers working with migrants/refugees. Moreover, we carried out an additional interview with a trainer on language in order to address their language needs and to receive specific information on the issue.

-Participants' characteristics and experience working with refugees

All of them have experience with migrants/refugees for many years. Four of them provide psychological and educational counseling and one of them supports refugees/migrants on legal issues. In addition, as it was mentioned before, a linguist having experience with migrants/refugees was also interviewed to share their experience and knowledge about linguistic needs.

The following issues emerged from our interviews with people working with migrants and refugees.

-Specific needs and challenges of refugee families-There is need for improvement on the issues of language, social services and employment.

-There is lack of communication between the hosting society and refugees because of linguistic problems.

- There is lack of awareness of the hosting community on the existence of refugees. This awareness can be increased through various social events and refugees-centered projects.

- Refugees don't have their identity number which causes many problems in relation to reaching and benefiting from social services

- Refugee families have integration problems because of their different cultures and habits which they used to maintain in their countries and they tend to maintain their customs in Turkey as well. That leads to big challenges for their adaptation process.

-Family refugees have social problems because of linguistic incapability, they tend to make contact only with other refugees and to spend all their time at home. It results to the extension of the adaptation process.

-They don't have knowledge of their rights and opportunities to be integrated in educational and vocational life.

-Identification of education/training needs of refugees

-Majority of refugees face problems on keeping up with the education system in Turkey because of differences between the country where they have migrated and Turkey.

-The rate of illiteracy among refugees is so high and illiterate refugees have problems with learning the language in the hosting society and receive information from

orientation brochure and tools created by public institutions and NGOs for integration of refugees.

- Main problem about education need is lack of linguistic skills. They can't express themselves on their requirements and asking for information about services. Moreover, it is so hard to make friends from the local community and the most essential step is to encourage refugees to learn the language in the hosting community. It is very important for children of refugee families to integrate into the education system in Turkish schools and to establish relationship with Turkish children.

- Especially, refugees coming from Syria have low educational skills according to the other ones. It requires collaboration among NGOs and public institutions for providing training considering their interest and skills. They need educational training in order to integrate into the labor market and increase their competences in different fields. In addition, these kinds of trainings are opportunities for refugees in order to establish new contacts with the local society.

- Refugees should be informed on services of public institutions in order to benefit from social services effectively. This information can be provided by workshop given by experts and detailed dissemination tools in their mother languages.

- They need to know the cultural structure of Turkey and components of multiculturalism for better integration.

- The main focus on language training of women refugees is important, considering the fact they will role model for the family and encourage other members of families to learn Turkish language.

Identification of training needs for volunteers

The content of training should have very specialized knowledge, skills and attitudes that are essential for working with refugee populations.

- Training on post-traumatic stress disorders considering the fact that they arrive in the hosting country after long and challenge journey and also with traumatic experiences. Volunteers should be aware of and monitor target group psychological situation while piloting process.

- Volunteers should recognize components of multiculturalism that enable them to carry out the piloting process in an effective way and to respect different cultural backgrounds and tolerate different point of views of refugees. However, this training can avoid conflicts and disagreement arising from different cultures.

- Recognize of approaches, theories, best practices implementing on integration and adaptation of refugees

- Training and learning assessments,

- Training on communication, body language, voice, tone

- Time management and cross-cultural communication

- Engaging refugees by using a variety of techniques

- Training on working with an interpreter, they should know when to allow time for interpretation and

Identification of Best practices

-The activities and implementations carried out by the Ministry of Family and Social Policies such as orientation workshops and information in different distribution channels. The Ministry of Family and Social Policies has a major role for welcoming refugees and supporting of their adaptation process.

- Turkish language and vocational trainings and courses given by NGOs and public institutions. Entrepreneurship courses are given to enable the refugees to be aware of opportunities for integration labor market and to be self-employed entrepreneurs.

4. Support and Integration needs of Refugee Families (*analysis of FGDs with Refugees*)

As part of the steps of IO1, Mozaik held two focus groups with refugees in Samsun, Turkey in February 2018. The focus groups were held in Turkish and an Arabic interpreter was invited in order to facilitate the communication with refugees. The purpose of the focus groups was to receive information on their needs and expectations of refugees on integration into the hosting society, because they have a unique and important perspective on adaptation and inclusion. Within the scope of the research, refugees were asked questions related to their experiences.

Participants' characteristics

Mostly participants were consisted of women refugees. Most of them don't have regular income and benefit from financial aid provided by the government. They have felt the impact of the experiences they had during their migration path. They share common concerns about the future for themselves and their children. Most of them face adaptation problems in the hosting community.

Challenges of refugee families in their daily life

Considering their responses, the main problems and challenges are on social life, employment, social services, language and access to services. They stated that there is lack of access to services on different fields. -There is a need for improving awareness in the hosting society about different cultures. Although there are some similarities between the cultures of refugees coming from Syria and other Muslim countries, there are many differences between life styles and cultures.

Specific Challenges of refugee women

Primarily the challenges of women refugees are related to healthcare, finding housing and enrolling their children in a school. However, they have talked about the issue of nutrition and other basic needs. They discussed the need for orientation to access social services, the places where they can fulfill their needs. Some of them migrated to Turkey without their husbands and they have to live on alone with their children. They pointed out that they have to overcome difficulties alone and it is hard to live alone as a woman in Turkey. They are not accepted by the society and they can communicate with just their Syrian friends.

Specific Challenges of refugee children

Their main challenges consist of the language problems and integration problems. It is hard for them to adapt in a different society and migration is a big challenge which they have to manage. They are not accepted by Turkish children in their daily life.

Access to information on their rights and to public services

Most of the refugees are pleased with informing activities and tools in order to become aware of their rights and ways to access public services. The ones who have problems in these fields stated that there are a number of services gaps affecting adaptation of refugees into the local area and the need for better coordination. They need better orientation for more effective information on their rights, better access to public services. However, some of them stated that they remain under pressure because of information overload provided by different channels and institutions in the hosting country. Especially, at the beginning of their flux, the information can collect under one title they need sources on simpler information on these issues.

Identification of education/training needs for refugees

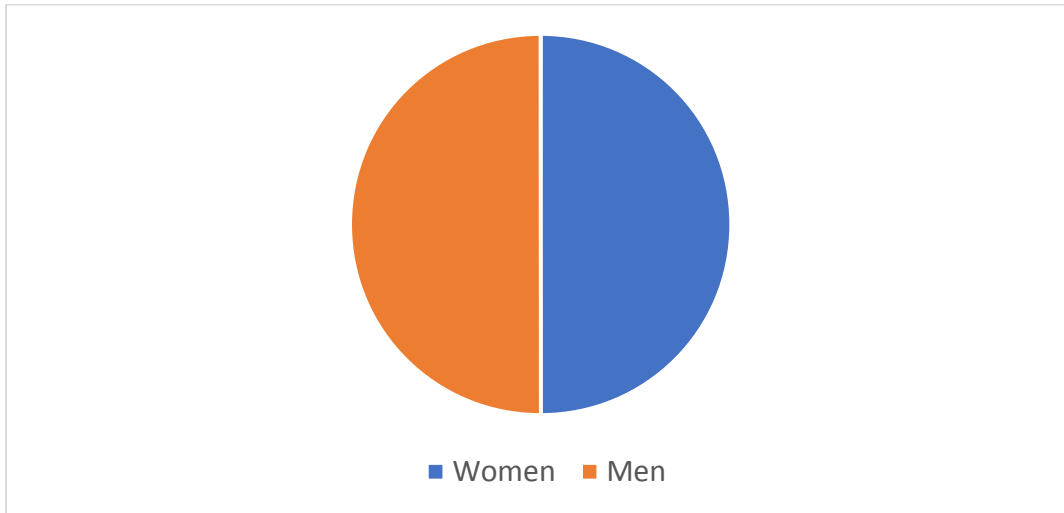
Considering the results of focus groups, the main concern of refugees is related to their children's future and education. Most of them have had negative experiences on access to the education system for their children. The main problems refugee families face are obstacles on education. It is clear that this topic should be addressed by decision makers and member of NGOs as a priority. However, they need more orientation to benefit from trainings provided for refugees.

5. Mapping Volunteers' Experience

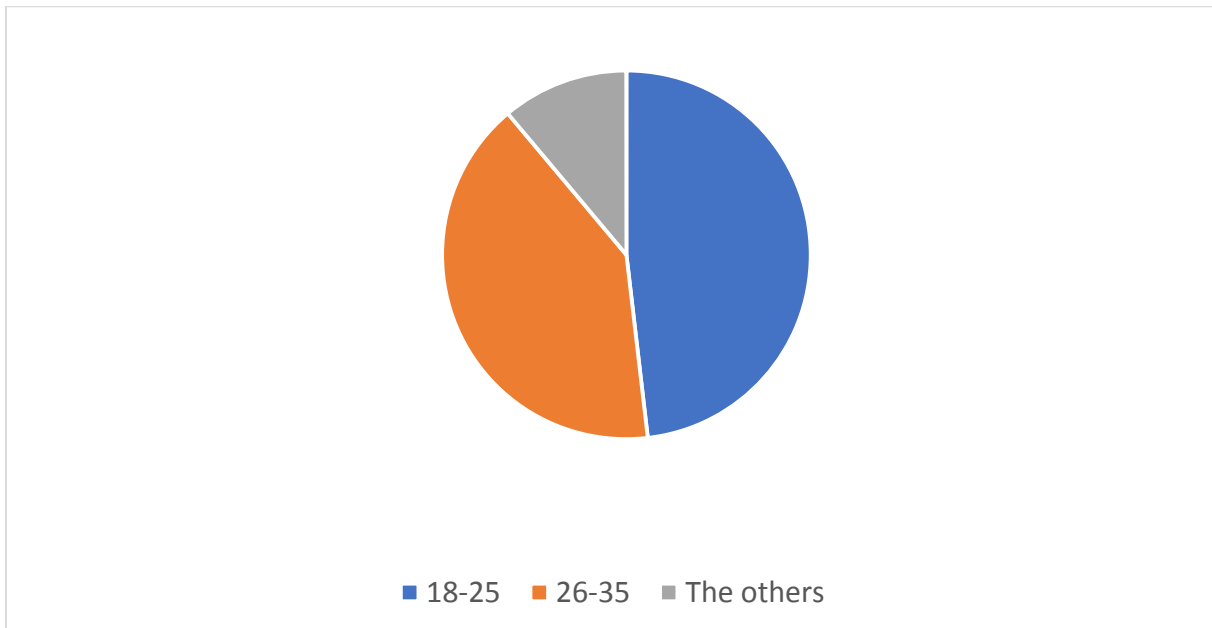
We have carried out the survey which was created by the leader of IO1 with 54 volunteers working with refugees and migrants in Turkey. Most of them are the volunteer who we are in contact with by our previous implementation and projects. The others were informed by our stakeholders' contacts. The eligibility criteria for volunteers was that participants must have had experience with experience and been eager to share their experience. We have informed them about details about workshops and SOFIE by mailing and other dissemination tools such as post on our Facebook account and organizational. Before the implementation of survey, Mozaik has implemented 3 workshops to inform them about the project and on how to fill the survey in Turkish. After they filled the survey in paper version by our orientation, we transferred survey in paper version into the online version. The general overview about survey consisting of 22 questions about;

- Gender
- Age group
- Nationality
- Place of living
- Highest education that they have completed
- Occupation
- If they are refugees, IDP or they come from a refugee or IDP family
- If they have ever been a migrant
- Greatest challenges that refugee families face with in Turkey
- Integration tools or projects that refugees use to make their life easier in Turkey
- How often do you work with refugees,
- What kind of activities d they do
- If they want to work with more refugees
- Challenges which they face with
- Their experiences in volunteer training sessions
- Their interest to be involved in training about volunteerism

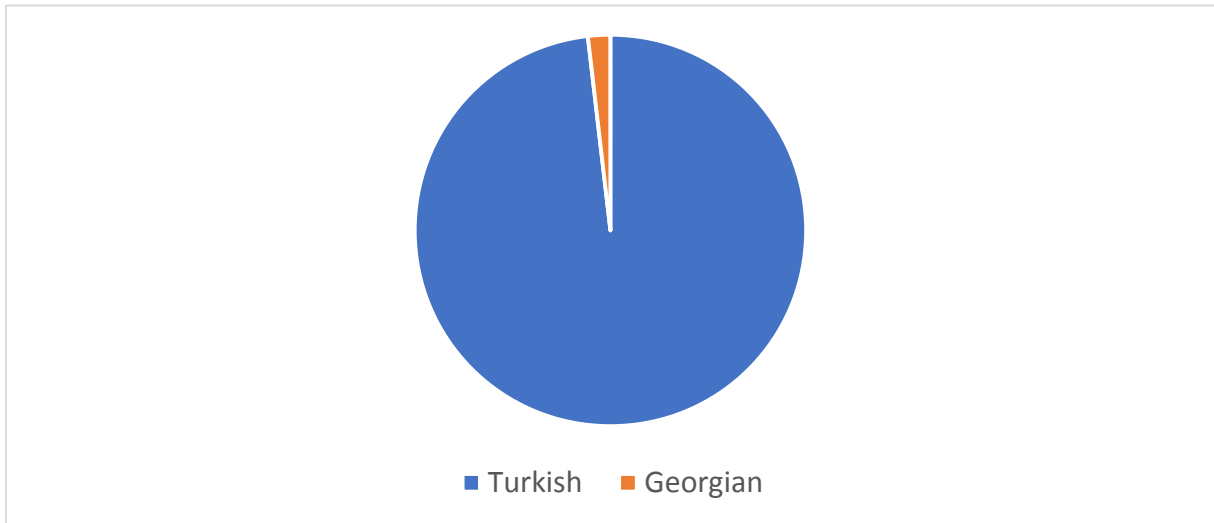
Equality-----There was equality on participants' gender---27 male 27 women



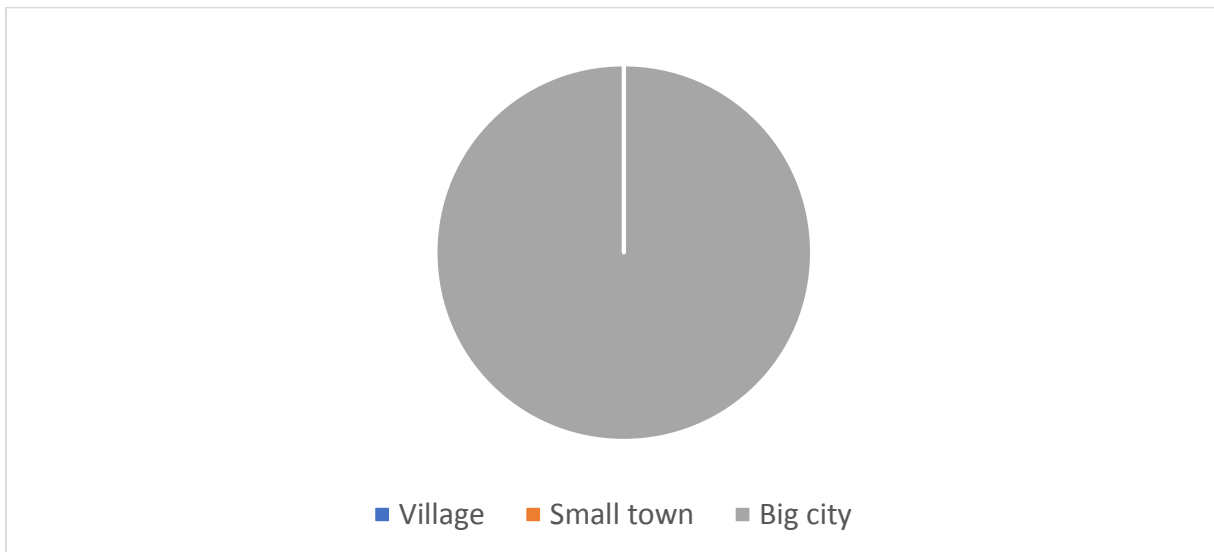
Age group --- Most of them aged between 18-25 and 26-35, the rest ones is minority as identified in the graphic below.



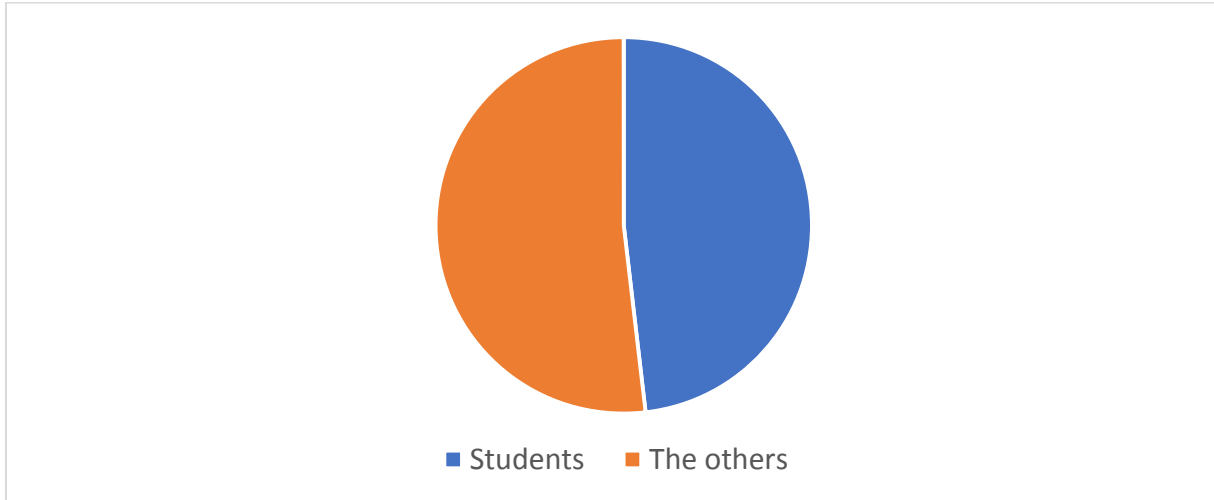
Nationality---Only one volunteer has Georgian background, the others have Turkish background.



Place of living---- All of volunteers live in big city.



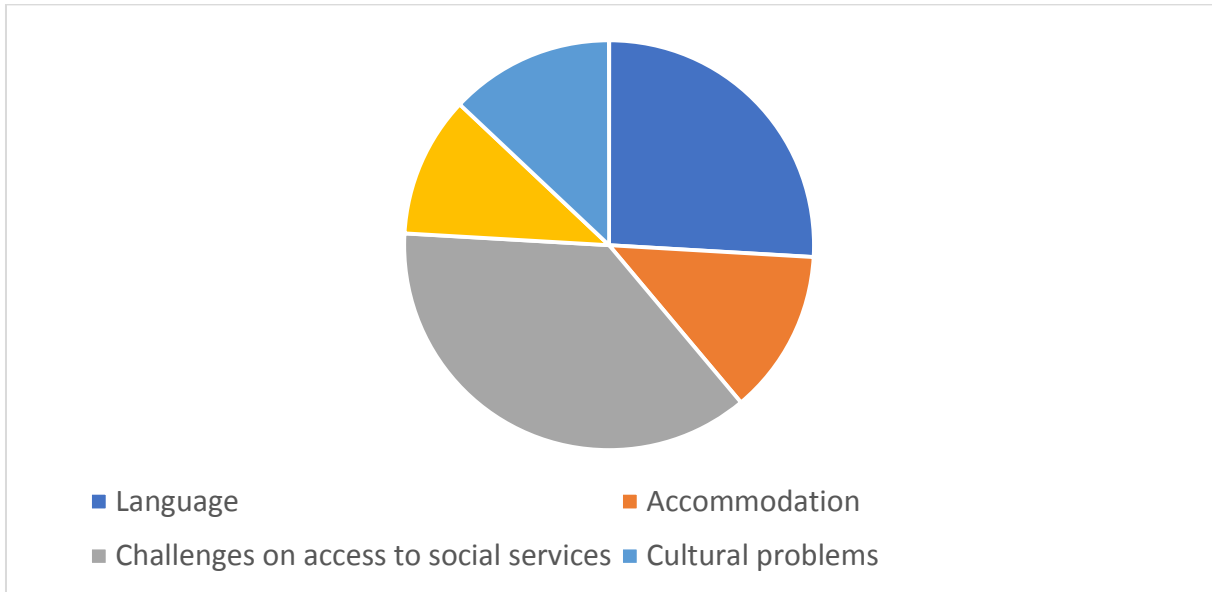
Occupation: Most of volunteers are students



Their background---Most of them don't have IDP or come from a refugee or IDP family



Greatest challenge that the refugee families face in Turkey----Language, Accommodation, Challenges on access to social services, Discrimination and Cultural Problems. The dark blue exploded pie represents problems about language, the yellow one discrimination, the orange one is accommodation and the light blue is cultural problems.



Other results of questionnaires;

Integration tools and projects---Most of them are aware of local implementation and projects having the aim of increasing language and vocational integration

Frequency on working with refugees----Mostly, once a week and once a month

Activities with refugees----Mostly, they collect material and organize or participate in recreation activities

Working with more volunteer- Mostly, they are eager to work with more refugees. If they don't want to work with refugees, the reason is they have no extra time,

Challenges ---They have challenges on languages and cultural issues

Attendance to training on volunteerism-----The ones who have joined training on concept of volunteerism and the methodology for being better volunteer

Their interest to attend training course relevant to volunteerism----Most of them are interested in getting involved in training

Subjects-----Mostly, they want to get topic on cultural issues and on how to manage with different learning level, conflict management.

Survey were useful opportunity to think about their volunteer experiences and needs to carry out volunteerism activities in a more effective way. They have considered SOFIE and its milestones as efficient chance in order to increase their skills and competences. Their general overview, many volunteers and refugees will benefit from the outcomes of project.

6. General Recommendations

For better implementation of SOFIE project, it is essential to recognize the needs of refugees as target group and to develop sustainable outputs considering their needs. In line with this aim, it matters to be keep in touch with social workers and trainers working with refugees and to reflect their experience. For linguistic development of refugees to be attended in the project, it is necessary to include linguistic experts besides contribution of project staff. Moreover, the target groups in each project country should be monitored regularly to reflect their progress during the project span. In order to keep volunteers' and trainers' interest alive for project, it requires to implement effective methodology and tools by project staff. Finally, cooperation with decision makers will lead long-term and permanent steps on integration of refugees in the community.

Results for a Better Immigrant/Refugee Integration

Considering the general situation of immigrants in EU member states, it is important that each country has own practices, experiences and situation. Institutions of the European Union should establish common principles to work in this area in order to integrate third-country nationals into EU societies.

- o To inform the host country about the characteristics of immigrants the refugees they have received;
- o To prepare a host society so that immigrants can be welcomed positively;
- o To become open-minded and good listeners about cross-cultural skills;
- o To be predictive on accommodation and acceptance procedures;
- o To provide language courses and civil education courses;
- o To provide information about the procedures and services for refugees
- o To ensure that refugee access to basic rights on health, social life and education
- o To enable refugees to access to the labor market by vocational training
- o To facilitate women's social inclusion.

7. References

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SO FIE

Support for empowerment and integration of refugee families

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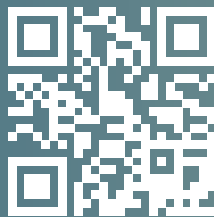
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