



**REFUGEES**  
ASSOCIATION

# 2022

## ACTIVITY REPORT

REFUGEES AND ASYLUM SEEKERS ASSISTANCE AND SOLIDARITY ASSOCIATION





## **PRESIDENT'S MESSAGE:**

*As the Refugees and Asylum Seekers Assistance and Solidarity Association, we are pleased to have completed another year on our journey, which began in 2014 with the aim of finding solutions to the problems of people who have left their countries and are in need of international protection.*

*In 2022, we expanded our service areas by increasing our efforts to reach out and meet the needs of individuals forced to leave their countries, demonstrating our commitment to responsibility. We are delighted to present to you our 2022 activity report, which reflects the numerous activities we undertook with a strong sense of duty.*

*In 2022, our association continued its work in two different buildings: Sultanbeyli Community Center and Children and Youth Center, focusing on areas such as protection, healthcare, education, employment, and social integration. In addition to our office providing services in the fields of protection and healthcare in Ümraniye İhalumarkuyu since 2019, we started offering services in Ümraniye Küçüksu through our second office, targeting a broader reach in the areas of protection, healthcare, and social integration. We continue our activities under the program areas with the support of Sultanbeyli Municipality and other local, national, and international donors, as well as individual contributors.*

*In the course of our activities conducted within our association in 2022, we initiated efforts in corporate development with the awareness of the importance of institutionalization, increased productivity, professionalism, and transparency to enhance the quality of our work and strengthen our institutional memory.*

*Our association, under the framework of food banking, continues to provide support in various areas such as food products, cleaning materials, textiles, and more, through our Social Market initiative located in our central building, benefiting many families including our citizens. Our goal for 2023 is to continue providing services to refugees and our citizens according to their needs, helping our applicants overcome their hardships as lightly as possible. We aim to deliver our services at the highest level as in previous years and strive for self-improvement. I am pleased that we continue our work in line with the sustainability and development principles we set for ourselves in previous years.*

*On this occasion, I would like to express my gratitude and respect to all our dedicated colleagues who have walked this valuable path with us, those who contributed to the preparation of this activity report, and all our national, international, individual, and corporate supporters who have supported our efforts.*

**ZAFER SÖĞÜTCÜ**  
**Chairman of the Board**



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## MISSION

To provide effective and comprehensive support tailored to legal, socio-economic, and psychosocial needs, in accordance with international humanitarian law, to ensure the social integration of refugees and asylum seekers.



## VISION

To be a civil society organization providing services to refugees and asylum seekers worldwide in a manner befitting human dignity.



## CORE PRINCIPLES

Respect for Human Dignity  
Commitment to Ethical Values  
Non-Discrimination  
Reliability  
Transparency  
Truth and Consistency  
Competence and Merit  
Social Responsibility  
Providing Quality Services

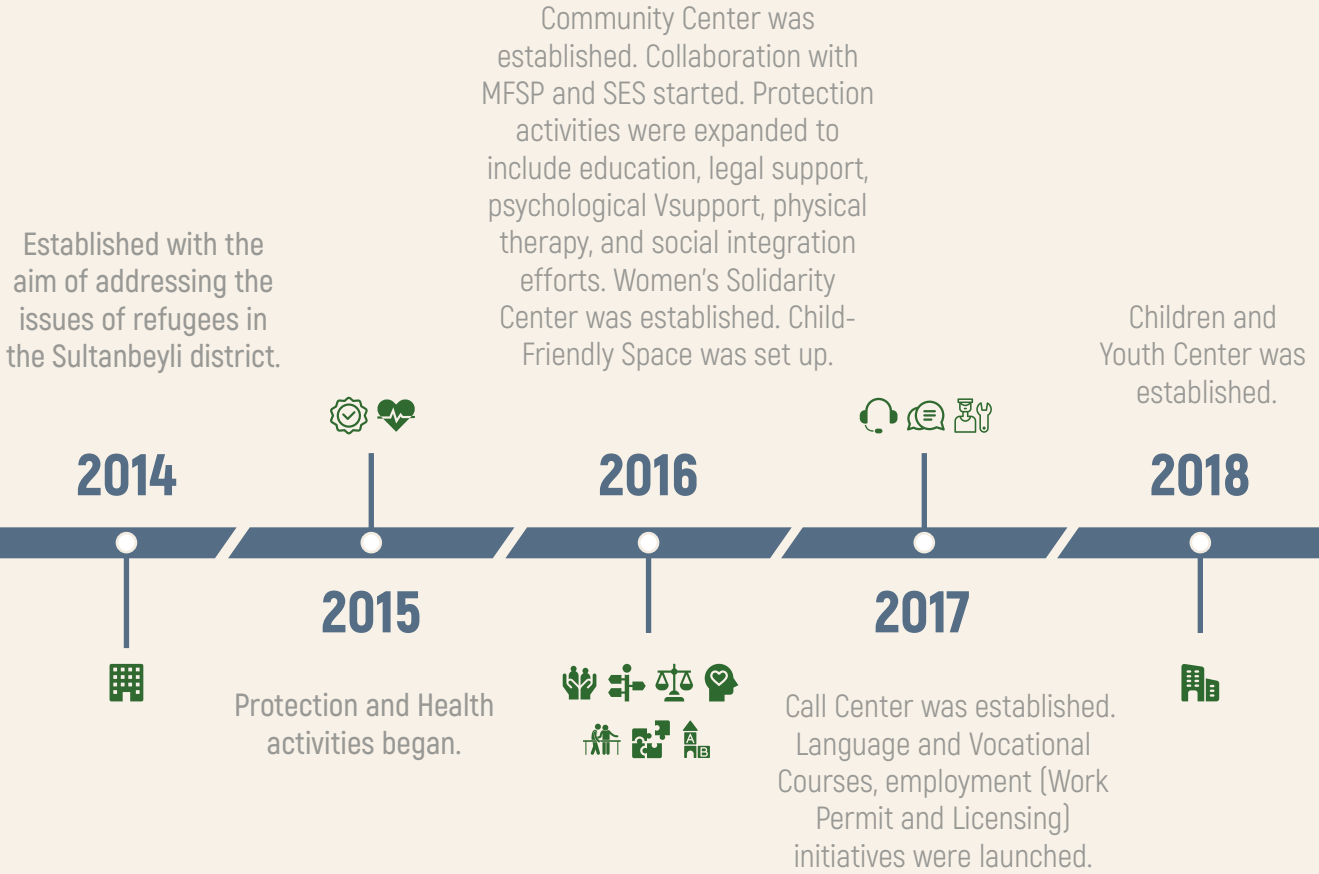


# What Sustainable Development Goals are We Working Towards?

The Sustainable Development Goals were established by the United Nations to call for universal action in order to improve the quality of life in communities, reduce poverty and inequality, meet basic needs such as education, health, clean water, and clean energy, protect the environment, and create a more just and sustainable future worldwide. The Refugee Association operates in line with this framework, actively working towards nine out of the total 17 goals.

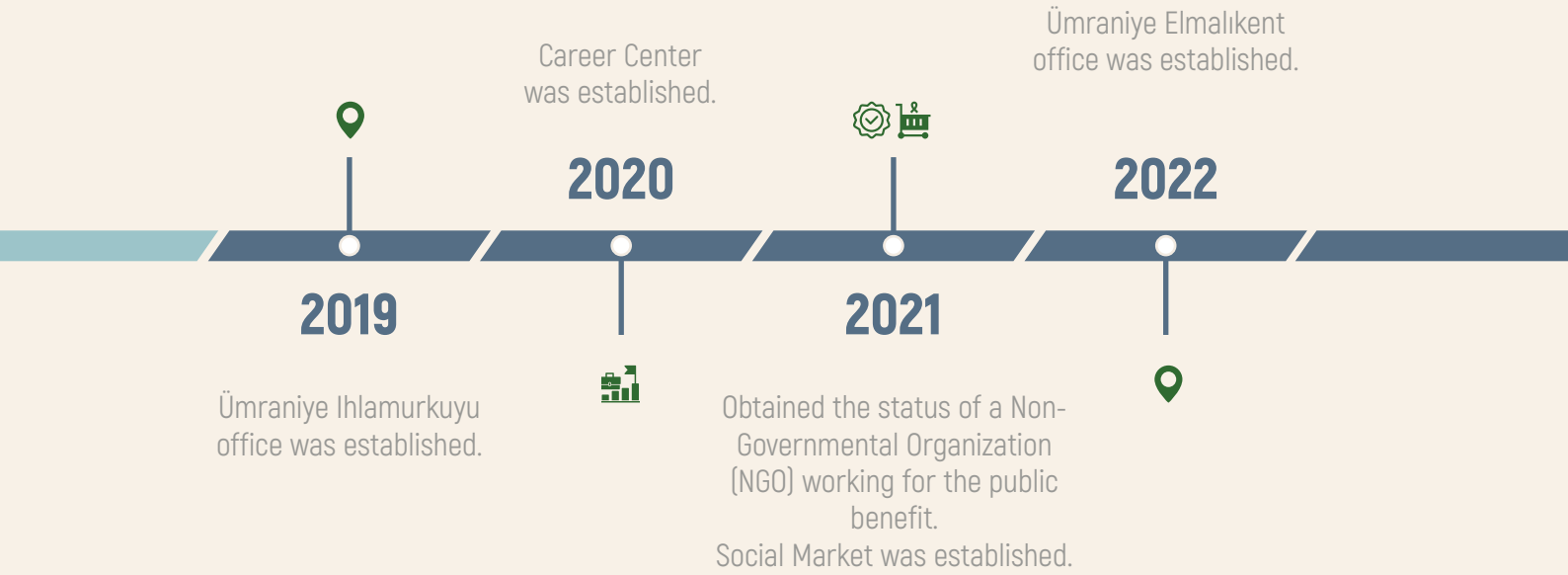


# HISTORY



\*MFSP: Ministry of Family and Social Policies. Now known as the Ministry of Family, Labor, and Social Services.

\*\*SES: Social Economic Support.



## STEERING COMMITTEE

Zafer Söğütçü

**PRESIDENT**

Mehmet Ali Kılıç

**VICE PRESIDENT**

Ahmet Cüneyt Şener

**SECRETARY**

Mehmet Aktaş

**TREASURER**

Halil İbrahim Akıncı

**MEMBER**

Mustafa Taktak

**MEMBER**

Süreyya Aydın

**MEMBER**

## AUDIT COMMITTEE

Hüseyin Kaplan

**CHAIRPERSON OF THE  
AUDIT COMMITTEE**

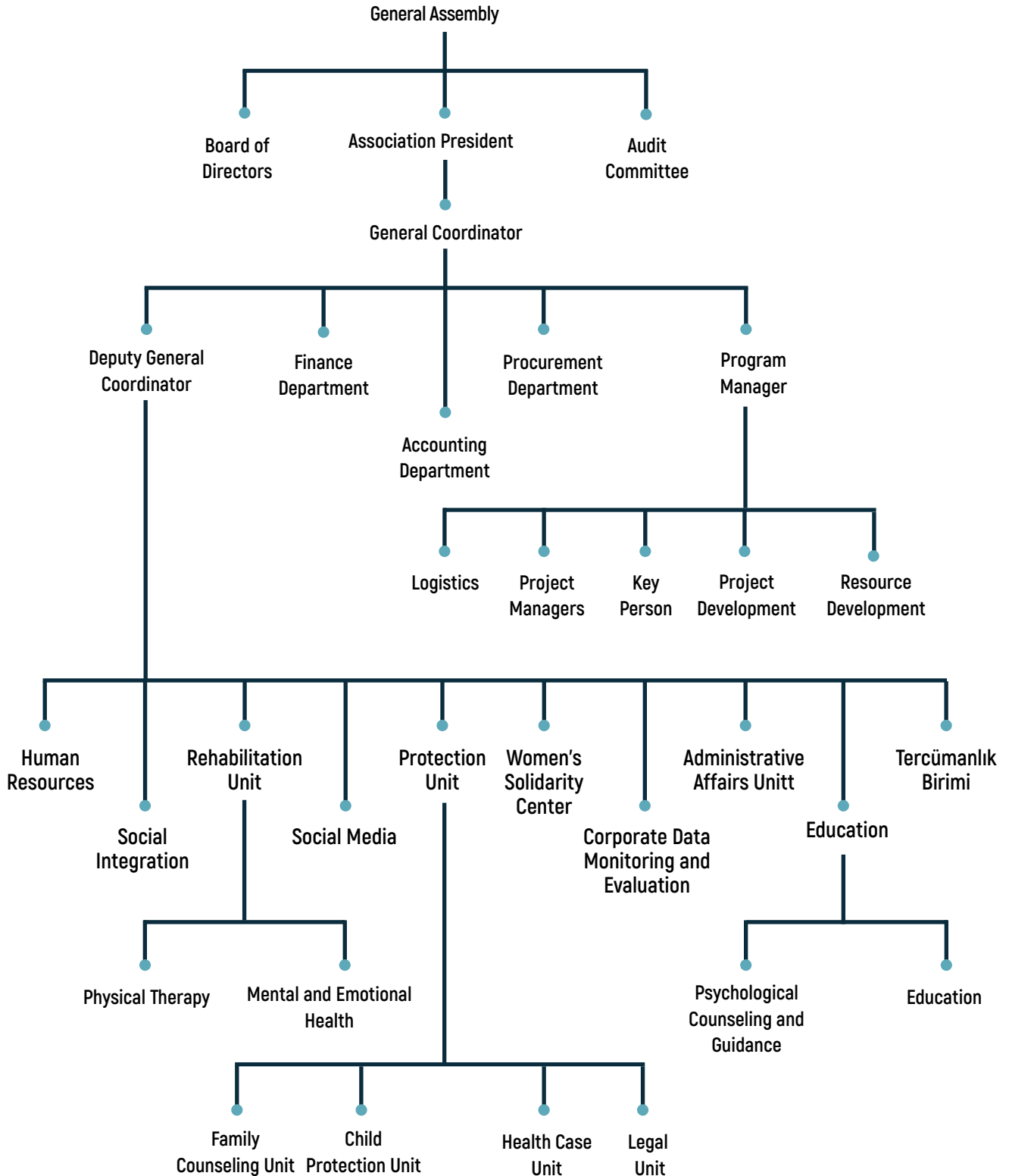
Sezgin Bulğu

**VICE PRESIDENT**

Hayati Ankaralı

**MEMBER**

# ORGANIZATIONAL CHART



# PHYSICAL INFRASTRUCTURE

## BUILDINGS

### SULTANBEYLİ COMMUNITY CENTER



#### SULTANBEYLİ

**Address:** Turgut Reis Mah. Fatih  
Bulvarı No:306 Sultanbeyli/İstanbul

**Phone:** 0 216 321 9450

**Email:** info@multeciler.org.tr

 **5.130**  **28**  
SERVICES

At the Sultanbeyli Community Center, services tailored to the needs of individuals in the areas of protection, education, health, employment, and social integration are provided to refugees and the local community who apply to the center. To ensure accessibility to these services, interpretation and transportation support are also offered to individuals in need.

Next to the Community Center building, there is a child-friendly area where children can have a safe and enjoyable time. Additionally, in order to increase social benefit within the center, corporate mentoring is conducted to transfer institutional experiences to other organizations, and volunteering activities are carried out to exchange experiences mutually.

## COMMUNITY CENTER

### ACTIVITY AREAS



PROTECTION



HEALTH



EDUCATION



EMPLOYMENT



SSOCIAL  
INTEGRATION



CORPORATE  
MENTORING



VOLUNTEERING



## CHILDREN AND YOUTH CENTER



### SULTANBEYLİ

**Address:** Abdurrahmangazi Mah.  
Petrol Yolu Cad. No:166 Sultanbeyli

**Phone:** 0 553 858 39 45

**Email:** info@multeciler.org.tr



2.800



10  
SERVICES

The Children and Youth Center (ÇOGEM) is an educational center that operates for local and refugee children. At the Children and Youth Center, services are provided in the areas of protection, education, health, and social integration with the aim of supporting children's social and emotional development and enhancing their adaptation to the environment while preserving their cultural identity. Additionally, volunteering activities are conducted. Interpretation and transportation support are also provided for individuals in need.

## ÇOGEM

### ACTIVITY AREAS



PROTECTION



HEALTH



EDUCATION



SOCIAL

INTEGRATION



VOLUNTEERING

## ÜMRANIYE IHLAMURKUYU OFFICE



### ÜMRANIYE

**Address:** Ihlamurkuyu Mah.  
Çanakkale Cad. Alpsoy Sok. No: 7/1  
Ümraniye/İstanbul

**Phone:** 0 553 809 58 19

**Email:** info@multeciler.org.tr

 **150**

 **3**  
SERVICES

At Ümraniye Ihlamurkuyu Office, services in the areas of protection and health are provided to both refugee applicants and the local community. While family counseling and financial support services are directly provided as part of protection activities, for other services, applicants are directed to the relevant centers and units of the association or other relevant institutions based on their requested services. The progress of directed applicants is also monitored. Interpretation and transportation support are also provided for individuals in need.

## IHLAMURKUYU

### ACTIVITY AREAS



PROTECTION



HEALTH





## ÜMRANIYE ELMALIKENT OFFICE



### ÜMRANIYE

**Address:** İnkılap Mah. Küçüksu  
Cad. KYK Plaza No:109-C Kat:5  
Daire: 21 Ümraniye

**Phone:** 0 501 343 27 42

**E-mail:** info@multeciler.org.tr



450



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SERVICES

At Ümraniye Elmalıkent Office, services in the areas of protection, health, and social integration are provided to both refugee applicants and the local community. While family counseling, financial support, child protection, and legal support services are directly provided as part of protection activities, for other services, applicants are directed to the relevant centers and units of the association or other relevant institutions based on their requested services. The progress of directed applicants is also monitored. Interpretation and transportation support are also provided for individuals in need.

## ELMALIKENT

### ACTIVITY AREAS



PROTECTION



HEALTH

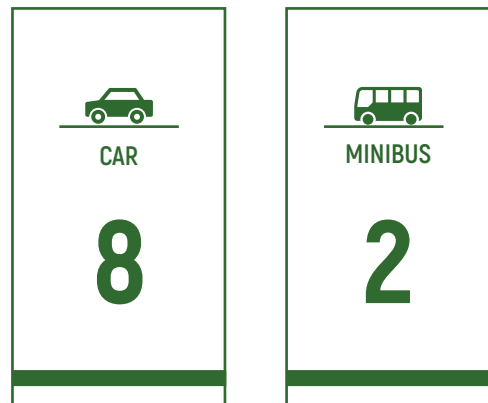


EDUCATION

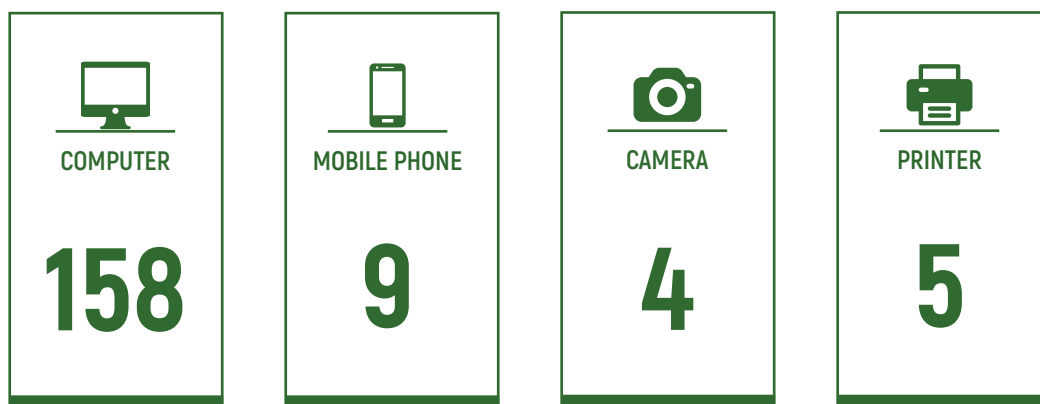


SOCIAL  
INTEGRATION

## VEHICLES



## INFORMATION and TECHNOLOGY RESOURCES



## SUKOM<sub>(Refugee Information System)</sub>

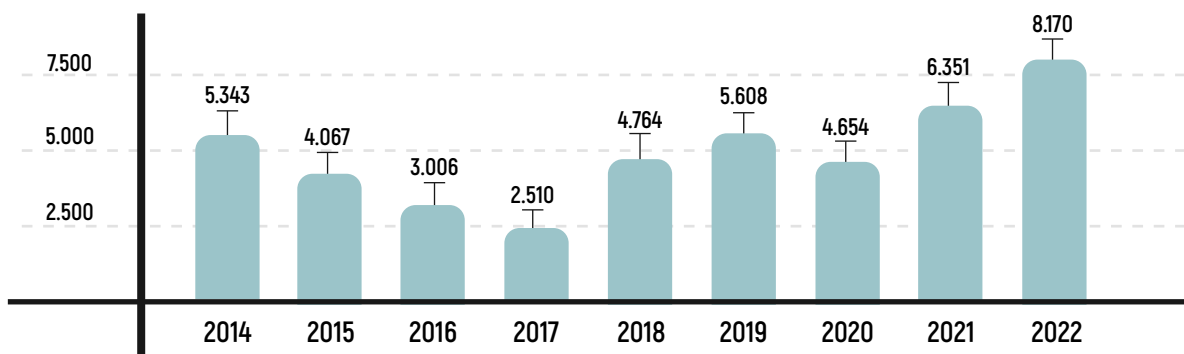
SUKOM is a web-based software developed by the Refugee Association starting in 2015 with the aim of creating records for refugees, facilitating their follow-up, determining their needs, analyzing these needs, and ensuring that these needs are met from a single center without duplication. SUKOM can be used on all devices with browser capability and internet access.

The process begins with individuals who request services from the Refugee Association being registered in the SUKOM system. It then continues with the entry of the association staff's activities, services provided, and assistance into the system. Processes such as evaluation of activities, needs analysis, and the fair distribution of assistance to all beneficiaries are carried out.



In 2022, SUKOM evolved into an internal software that includes features such as task and process tracking, a calendar, recording of training and meeting minutes, and staff announcements. The module prepared for task tracking enables staff to easily manage their tasks and service referrals for applicants.

**Number of New Records Added to SUKOM by Year**



SUKOM 2022

## AT A GLANCE...



TOPLAM RECORDS

**44.473**

INDIVIDUALS



IN 2022

**8.170**

NEW RECORDS



DATA SIZE

**9.85**

GB



DATA ENTRY

**126**

DIFFERENT  
FIELDS



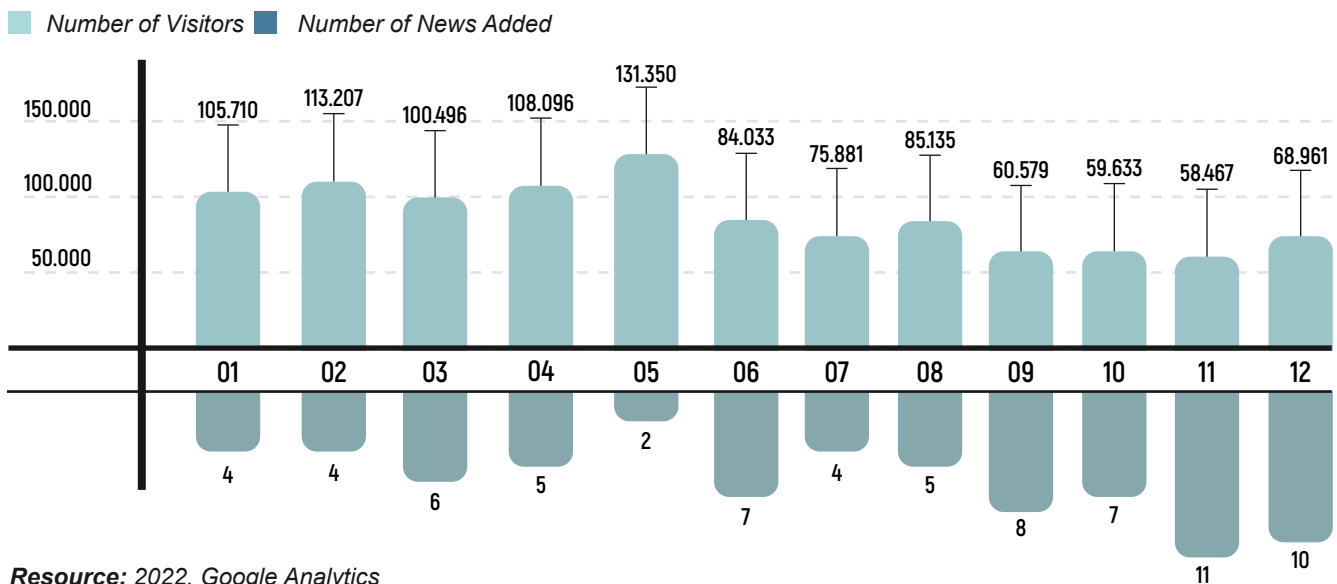
## DIGITAL MEDIA

Within the scope of digital media activities, services are provided to ensure the visibility of the Refugee Association's activities on its website and social media accounts and to meet graphic design needs. The visual representation of events organized by Refugee Association units, sharing on the website and social media accounts, and the preparation of digital or printed publications for the association are carried out.

### WEBSITE WORKS

The corporate website of the Refugee Association, which can be accessed at [www.multeciler.org.tr](http://www.multeciler.org.tr), is published in three different languages: Turkish, English, and Arabic. The website provides information about the services offered within the association, events, courses, and workshops.

**Number of Visitors by Month on the Website along with the Number of News Added**



## Website Visitors:

The Refugee Association website was visited 1,051,548 times by 899,064 different users in the year 2022. The number of visitors in 2022 **decreased by 27.8%** compared to the previous year. The highest number of visitors, 192,341 people, was reached in October. In addition to the existing content, a total of 83 new pieces of content were added in 2022. The total number of page views on the website was 1,248,731.

**Chart: Most Viewed Contents on the Website**

Content Title	View Count	Percentage
Number of Syrians in Turkey	307.248	%23,4
How to Get HES Code?	93.694	%7,1
What is Social Economic Support	77.237	%5,9
Conditions for Becoming a Turkish Citizen through Marriage	65.203	%4,9
Do Syrians Receive Money from the Government?	61.451	%4,7
Common Misconceptions About Syrians	54.990	%4,2
Will Syrians Vote in Elections?	39.880	%3,1
How Much Money Does the EU Pay for Syrians?	31.281	%2,4
e-Government Service for Foreigners	21.957	%1,6

**Resource:** 2022, Google Analytics

## Social Media Follower Count Table

As of December 31, 2022...

Platform	Follower Count	Change Compared to Previous Years	Platform	Follower Count	Change Compared to Previous Years
Facebook	22.274	↑ %11,5	Linkedin	6.623	↑ %26,5
Twitter	11.035	↑ %1	Youtube	1.297	↑ %13,2
Instagram	12.828	↑ %1,8	Telegram	260	↑ %0,1

**Resource:** 2022, Facebook, Twitter, Youtube, Linkedin ve Telegram



## HUMAN RESOURCES

The Human Resources Unit at the Refugee Association is responsible for tasks such as the organization's human resource policies, recruitment processes (advertising, interviews, etc.), preparation of personnel files, tracking and management of leave taken by staff, termination procedures, internal meetings, improvements, and the implementation and sustainability of internal regulations and procedures. The percentage of foreign nationals among the total staff is 14%. The master's degree rate, which was 1% in 2021, increased to 7% in 2022.

### Personnel Profile



### Distribution by Education Level:

Education Level	Number of Individuals	Percentage
Primary School	15	%10
High School	22	%14
Associate Degree	13	%8
Bachelor's Degree	94	%60
Master's Degree	11	%7
Doctorate	1	%1

### Distribution by Age Range:

Age Range	Number of Individuals	Percentage
18-25	34	%22
25-34	88	%56
35-44	21	%14
45-54	8	%5
55+	5	%3
Toplam	156	

Resource: KolayİK, 2022





# CORPORATE DEVELOPMENT

In the corporate development efforts aimed at enhancing efficiency, professionalism, and transparency, quality documents are created and implemented, primarily policies, procedures, and instructions, to improve the quality of the association's activities and strengthen institutional memory. Additionally, improvement efforts are conducted in the areas of the association's strategic plan, activity report, audit, archives, and automation system.

## Quality Documents

Document Type	Number
Policies	9
Procedures	230
Instructions	13

# APPLICANT PROFILE FOR SERVICES PROVIDED

Among the total of 44,473 applicants registered in the SUKOM system, 22,784 individuals, equivalent to 51.2%, are male, while 21,689 individuals, equivalent to 48.8%, are female.

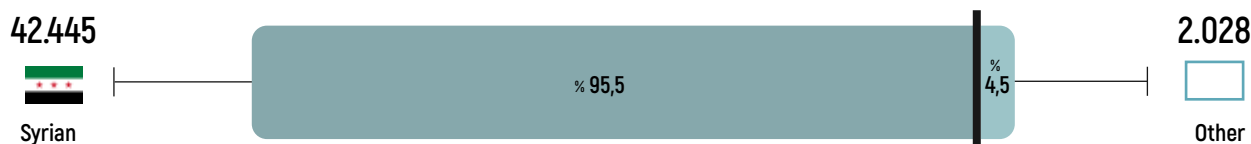
## Distribution by Gender



## Children-Adult Rate



## Distribution by Nationality





## Distribution by Education Level

Education Level	Number of Individuals	Percentage	Is the Person Attending School?	Number of Individuals	Percentage
Non-Literate	6,064	16.1%	Yes	9,191	61.6%
Literate	10,448	27.7%	No	5,673	38.4%
Primary School Graduate	13,215	35.1%	Of the 14,911 children of compulsory school age, 61.6% continue their education, while 38.4% do not attend school.		
Middle School Graduate	4,724	12.5%			
High School Graduate	2,247	5.9%			
Associate Degree Graduate	179	0.4%			
Bachelor's Degree Graduate	676	1.7%			
Master's Degree Graduate	46	0.01%			
Doctorate Degree Graduate	5	0.01%			

Source: SUKOM, 2022



### Distribution by Age Range

Age Range			Total	%
0-6	4.688	4.510	9.198	%20,6
7-14	4.756	4.361	9.117	%20,5
15-35	8.323	8.110	16.433	%36,9
36-59	4.331	3.994	8.325	%18,8
60+	686	714	1.400	%3,2
TOTAL	22.784	21.689	44.473	%100

### Distribution by Districts

Districts	Number of Individuals	Percentage
Sultanbeyli	22.509	%50,6
Sancaktepe	8.161	%18,4
Ümraniye	6.087	%13,7
Pendik	5.632	%12,7
Other	2.084	%4,6

### Distribution by Sultanbeyli Neighborhoods

Districts	Number of Individuals
Mehmet Akif	2.894
Fatih	2.507
Ahmet Yesevi	2.081
Battalgazi	2.064
Turgut Reis	2.026
Hamidiye	1.777
Mecidiye	1.638
Abdurrahmangazi	1.645
Hasanpaşa	1.052
Yavuz Selim	979
Mimar Sinan	918
Orhangazi	834
Necip Fazıl	806
Akşemsettin	721
Adil	567

According to the age range table, 36.9% of the individuals registered in SUKOM fall within the 15-35 age range. More than 50% of the registered individuals reside in the Sultanbeyli district.

The distribution of residents in Sultanbeyli district by neighborhoods is shown in the adjacent table. Overall, it is observed that individuals registered in SUKOM are evenly distributed in Sultanbeyli district.

# FIELDS OF ACTIVITY

## PROTECTION

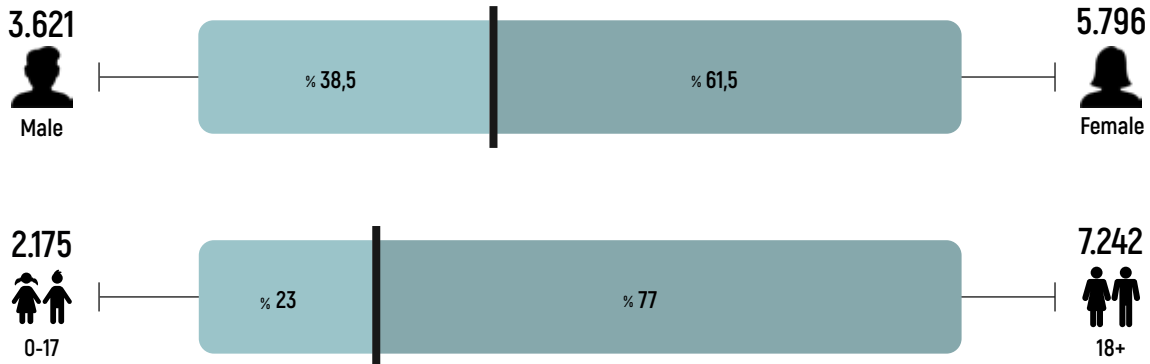
Protection activity encompasses a set of services offered to disadvantaged groups based on the principle of holistic work. The main purpose of these services is to empower individuals and families through protective, preventive, and rehabilitative services, making their lives easier. Within this scope, activities such as family counseling, child protection, women's protection, and legal counseling are conducted for individuals and families according to their needs. Additionally, a Social Market service is provided to enable those in need to meet their basic needs.

## FAMILY COUNSELING

The aim of family counseling activities is to provide counseling services tailored to individuals' sensitivities, reduce sensitivity levels by providing correct information and guidance, increase capacities by providing in-kind and cash assistance, and help minimize situations that may pose a risk.

The goal of the services under family counseling is to enable individuals to become self-sufficient. In this context, applications from all refugees in need are accepted without discrimination based on language, religion, race, gender, sect, or political views, and case management is carried out by social workers in accordance with principles of privacy and trustworthiness.

### Family Counseling Applicant Profile



### FAMILY COUNSELING 2022

## AT A GLANCE...



NUMBER OF APPLICANTS:

**9.417**

INDIVIDUALS



NUMBER OF INTERVIEWS

**30.345**

INTERVIEWS



HOME VISITS

**1.553**

ADDRESS



IN-KIND ASSISTANCE

**3.093**

FAMILIES



NAKDI YARDIM

**525**

FAMILIES



## CHILD PROTECTION

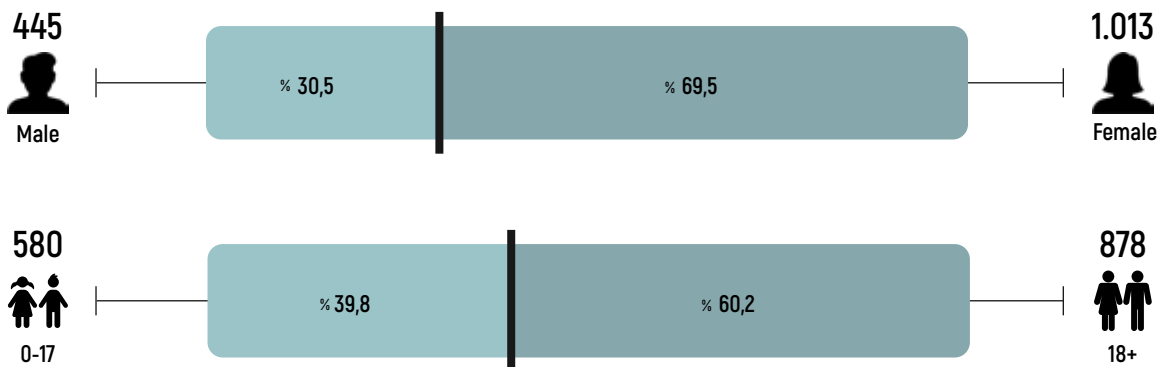
Child protection activities encompass efforts to ensure that children can access their rights inherent to being a “child” and to protect them from psychosocial risks such as rights violations and neglect-abuse that they may encounter or have encountered.

These activities aim to protect refugee children and families who have experienced negative life experiences such as war and migration from rights violations arising from neglect by individuals or institutions, establish their rights, enable them to assert their own rights, and ensure protection from neglect and abuse.

The activities are carried out with the goal of enabling children to become healthy adults who can contribute to societal well-being and shape the future of the community in a positive direction.

The scope and content of child protection activities are shaped by examining and evaluating national and international legislative documents and literature. The general framework of the activities includes conducting social investigations about children and families observed to be at risk, establishing collaboration with the child and their social environment, providing counseling support, facilitating the child’s participation, guidance, issuing protective-supportive measures, providing social and economic support services, and monitoring and follow-up through advocacy activities on a case-by-case or mass scale. While the activities are primarily carried out in the districts of Sultanbeyli and Ümraniye, some services also cover other districts.

### Child Protection Applicant Profile



### CHILD PROTECTION 2022

## AT A GLANCE...



\***Social and Economic Support Service (SES)**; Cash and psychosocial support provided to families unable to meet their basic needs in order to ensure the healthy development of children without separating them from the family environment.

\*\***Protective Supportive Measure Decision.**





## WOMEN'S PROTECTION

The aim of women's protection activities is to enable women who are striving to build a life free from violence, along with their accompanying children, to participate in life as strong individuals, taking their sensitivities into consideration.

Comprehensive plans are prepared under the guidance of social workers for applicants to access their rights in many areas such as law, education, employment, health, and social life. When necessary, advocacy is provided to ensure women's equal participation in social life without being subjected to violence. Within this scope, efforts are made to combat violence against women, prevent gender-based discrimination, and support the individual and social well-being of women.

### Applicant Profile for Women's Protection



### Topics of Organized Seminars

- ◆ Family Communication
- ◆ Privacy in Children
- ◆ Life in Turkey and Istanbul
- ◆ Women's Participation in the Workforce
- ◆ Personal Empowerment
- ◆ Preventing Gender-Based Violence

WOMEN'S PROTECTION 2022

## AT A GLANCE...



NUMBER OF APPLICANTS

**407**

INDIVIDUALS



NUMBER OF INTERVIEWS

**2.162**

INTERVIEWS



SEMINARS

**22**

SESSIONS



ATTENDANCE AT SEMINARS

**193**

PARTICIPANTS



## LEGAL COUNSELING

Under the scope of legal counseling activities, comprehensive and free information, counseling, and legal support are provided regarding application and evaluation procedures for individuals seeking asylum in Turkey due to events such as war, persecution, discrimination, or violence.

Information, counseling, and legal support are provided for individuals under administrative supervision, unaccompanied children under state protection, and women who are victims of violence. If necessary, refugees are accompanied to access legal support. These activities are carried out in collaboration with institutions, primarily bar associations. Additionally, seminars for refugees are organized to enhance their knowledge and capacities.

### Legal Counseling Applicant Profile



### Topics of Organized Seminars

- ◆ Family Law and Family Protection
- ◆ Prevention of Violence Against Women
- ◆ Criminal Law and Complaint Procedure
- ◆ Temporary Protection Law
- ◆ Rental Law and Tenant Rights
- ◆ Labor Law and Employment Rights

LEGAL COUNSELING 2022

## AT A GLANCE...







## SOCIAL MARKET

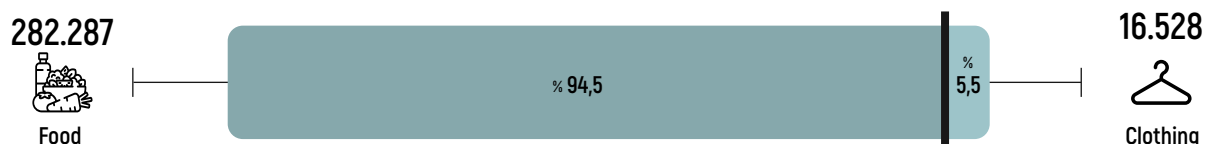
The Social Market operates within the framework of food banking to meet the basic needs of applicants in need, aiming to improve their quality of life and contribute to social solidarity. In the Social Market system, individuals and institutions can donate their surplus products to the Social Market.

After the assessment, applicants can select products tailored to their needs in various areas such as food, cleaning, and textiles, based on the points assigned to them, instead of all the necessary/unnecessary items in standard aid packages. This way, on one hand, the products they need are delivered to individuals in need in a manner befitting human dignity, and on the other hand, contributions are made to social awareness, mutual assistance, and solidarity.

### Social Market Applicant Profile



### Propensity to Spend Points



SOCIAL MARKET 2022

## AT A GLANCE...



NUMBER OF APPLICANTS

**3.087**

FAMILIES



NUMBER OF SHOPPING TRANSACTIONS

**5.517**

TRANSACTIONS



PRODUCT VARIETY

**19**

CATEGORIES



CLOTHING DISTRIBUTED

**16.528**

PIECES



TOTAL PRODUCTS DISTRIBUTED

**298.815**

PIECES







## HEALTH

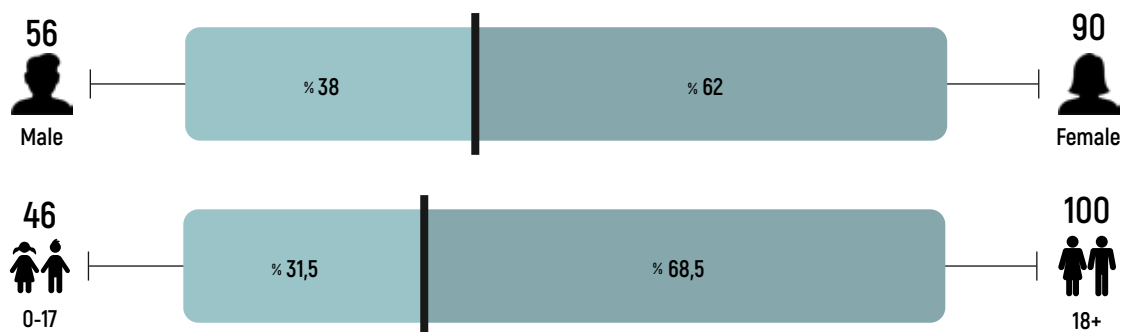
Health services constitute a set of services provided to applicants in need of health support tailored to their needs. The aim of these services is to help applicants lead a healthy life, thereby raising their quality of life and integrating them into social life. To achieve this goal, services such as health counseling, physical therapy and rehabilitation, psychosocial support and therapy services within the scope of mental health, and speech therapy are provided tailored to the needs of the applicants. Additionally, the Mother and Baby Health Program supports families in areas such as baby care and development.

## HEALTH COUNSELING

The aim of health counseling activities is to assist individuals in need of health support, facilitate their access to healthcare services, and provide solutions and treatment options for health issues. Health counseling services, provided through the collaboration of nurses and social workers, are initiated by taking the individuals' health history and assessing the urgency of their situation. During this process, individuals are accompanied through hospital procedures.

In hospitals, discussions are held with the hospital social worker, the chief physician, and the income determination department to advocate for the individual's access to healthcare services. Additionally, from the moment individuals access healthcare services, their condition is periodically monitored. If there is a need for medical supplies, their requirements are analyzed, and necessary referrals are made.

### Health Counseling Applicant Profile



### Topics of Organized Seminars

- ◆ Infectious Diseases
- ◆ Family Planning Methods
- ◆ Breast Milk and Breastfeeding
- ◆ Breast and Cervical Cancer
- ◆ Colon Cancer
- ◆ Pregnancy
- ◆ Hygiene
- ◆ Chronic Diseases
- ◆ Reproductive Health
- ◆ Obesity and Healthy Nutrition
- ◆ Covid-19
- ◆ Childhood Screenings

#### HEALTH COUNSELING 2022

## AT A GLANCE...



HEALTH MONITORING

**146**

INDIVIDUALS



NUMBER OF INTERVIEWS

**764**

INTERVIEWS



SEMINARS

**14**

SESSIONS



ATTENDANCE AT SEMINARS

**124**

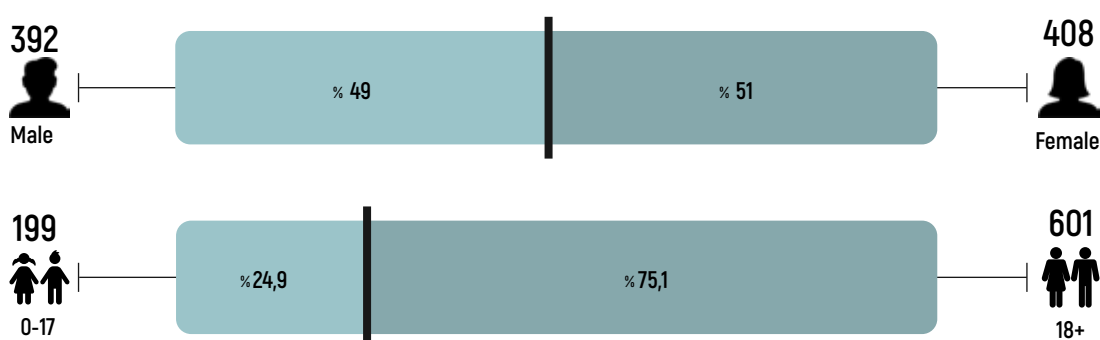
PARTICIPANTS

## PHYSICAL THERAPY AND REHABILITATION

The aim of physical therapy services is to improve the quality of life for individuals with physical limitations due to illness or disability. Within this scope, a comprehensive rehabilitation program is provided to increase the mobility and muscle strength of individuals with physical limitations, enabling them to perform daily life activities painlessly and seamlessly. The service is provided both in association centers and through online therapy sessions.

Furthermore, the association also provides assistive device support for individuals deemed appropriate by physiotherapists. These devices assist individuals in moving more independently in their daily lives and improve their overall quality of life.

### Physical Therapy and Rehabilitation Applicant Profile



### Number and Types of Provided Assistive Devices

Assistive Device	Quantity	Assistive Device	Quantity
Orthosis	57	Walker	14
Walking Stick/Cane	41	Rollator	5
Wheelchair	38	Cerebral Palsy Wheelchair	5
Toilet Chair	25	Active Wheelchair	4

### PHYSICAL THERAPY AND REHABILITATION 2022

## AT A GLANCE...



NUMBER OF APPLICANTS

**800**

INDIVIDUALS



PHYSICAL THERAPY SESSIONS

**8.333**

SESSIONS



ORTHOSIS-PROSTHESIS SUPPORT

**212**

PIECES



SEMINARS

**3**

SESSIONS



ATTENDANCE AT SEMINARS

**39**

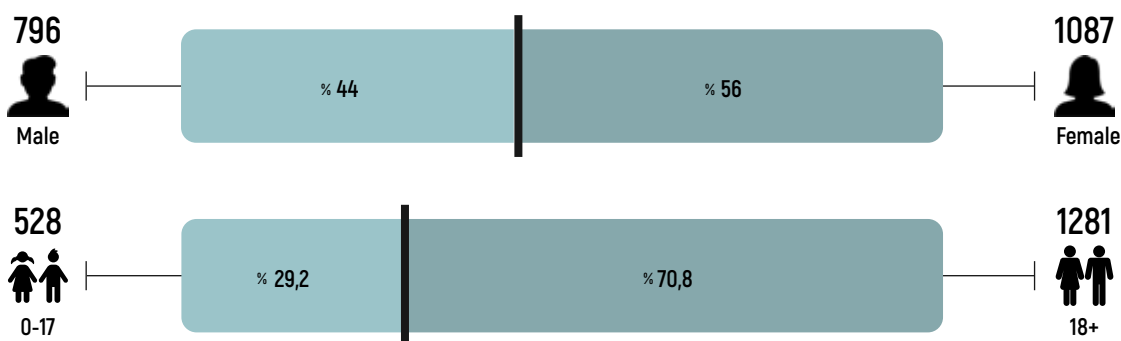
INDIVIDUALS



## MENTAL HEALTH

The aim of mental health services is to strengthen the well-being of individuals seeking support for their mental health, and to protect and enhance their mental well-being. To achieve this goal, psychiatrists provide one-on-one therapy and medication support through individual consultations. Clinical psychologists conduct individual and group therapy sessions to support individuals, while psychologists provide individual support and group psychosocial support. Mental health services conducted under the Ministry of Health prioritize the confidentiality and well-being of individuals in compliance with ethical standards and human rights.

### Mental Health Applicant Profile



### Group Therapy Participant Profile



MENTAL HEALTH 2022

## AT A GLANCE...



NUMBER OF APPLICANTS

**1.809**

INDIVIDUALS



PSYCHOLOGIST SESSIONS

**7.502**

SESSIONS



PSYCHIATRY SESSIONS

**490**

SESSIONS



GROUP THERAPY

**26**

SESSIONS



SEMINARS

**46**

SESSIONS



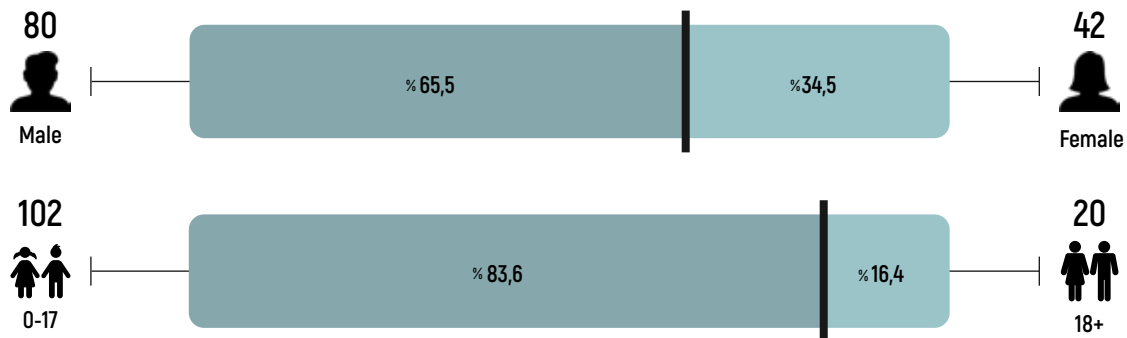




## SPEECH THERAPY

The goal of speech therapy services is to diagnose and treat individuals with disorders related to language, communication, speech, voice, swallowing, and hearing problems. Individuals in need are provided with treatment and hearing aids. Additionally, awareness sessions for families are conducted within this scope.

### Speech Therapy Applicant Profile



SPEECH THERAPY 2022

## AT A GLANCE...



NUMBER OF APPLICANTS

**122**

INDIVIDUALS



SPEECH SESSIONS

**698**

SESSIONS



HEARING AID SUPPORT

**84**

PIECES



## MOTHER AND BABY HEALTH PROGRAM

The program aims to raise awareness among families by providing comprehensive education and psychosocial support. Women enrolled in the program are monitored starting from the 7th month of their pregnancy. They are visited at home once a month before childbirth, and then every 15 days after childbirth until the baby reaches 12 months old.

During these visits, informative sessions are conducted regarding nutrition before childbirth, preparation for childbirth, support for mother-baby development, and prevention of postpartum depression. During the first visit after childbirth, a baby kit is provided to meet the basic needs of the baby. In the subsequent visits during the first 6 months, building a secure attachment between the mother and baby is supported, and the importance of baby development and breastfeeding is emphasized.

After 6 months, the transition to complementary feeding is supported during visits. Information and practices to support the baby's mental and physical development are provided.

### Age Distribution:

Age Range	Number of Individuals	Percentage
16-17	2	%1,4
18-24	52	%38,2
25-29	44	%32,4
30+	38	%28
Total	136	

### MOTHER AND BABY HEALTH PROGRAM 2022

## AT A GLANCE...



NUMBER OF APPLICANTS

**136**

FAMILIES



BABY KITS

**698**

PIECES



HOME VISITS

**2.030**

VISITS





## EDUCATION

The aim of education services is to facilitate the adaptation of disadvantaged children, youth, and adults to their new living conditions and support their social integration. Through national and international collaborations, as well as providing quality education, mentoring, and psychological counseling, the goal is to enhance individuals' personal and societal development. Within this scope, services include pre-school education, child-friendly spaces, psychological counseling and guidance services, as well as education and mentoring services for both children and adults, along with Turkish language education.

## PRESCHOOL EDUCATION

The aim of preschool education activities is to increase the number of supported children in the field of preschool education from early childhood onward within the framework of social inclusion. Additionally, STEM (Science, Technology, Engineering, and Mathematics) education is provided to enhance the knowledge and skills of preschool children through creative and innovative methods.

### Children Participating in Preschool Education



### Profile of Children Participating in STEM\* Education



*STEM; an approach that integrates four disciplines: Science, Technology, Engineering, and Mathematics, in learning, application, and development.*

## CHILD-FRIENDLY SPACE

The aim of the Child-Friendly Space is to develop the intellectual and motor skills of the children in a safe environment, where women can strengthen themselves socio-economically and increase their participation in Sultanbeyli Community Center activities by providing care for their children.

### Number of Children Benefiting from Child-Friendly Space



PRESCHOOL EDUCATION 2022

## AT A GLANCE...



NUMBER OF APPLICANTS

# 287

INDIVIDUALS

CHILD-FRIENDLY SPACE 2022

## AT A GLANCE...



NUMBER OF APPLICANTS

# 298

INDIVIDUALS



PRESCHOOL

# 194

INDIVIDUALS

## PSYCHOLOGICAL COUNSELING AND GUIDANCE

The aim of Psychological Counseling and Guidance services is to reduce the dropout rate of children from activities outside of school and to address issues related to school attendance. Individual meetings are conducted to assess the well-being of students, monitor their academic progress, and provide support. Guidance is provided to students with behavioral and emotional disorders.

In addition to students, meetings are also held with parents. During these meetings, sensitive issues

such as the risk of school dropout, absenteeism, and domestic violence are addressed, and families are informed. Furthermore, child/family seminars are conducted to provide information to both parents and children, and to raise awareness.

Meetings are held with school administrators to monitor refugee children in the school. To enhance integration between local students and refugee students, social integration activities are organized.

### Individual Meeting Applicant Profile



### Group Meeting Participant Profile



PSYCHOLOGICAL COUNSELING AND GUIDANCE 2022

## AT A GLANCE...



NUMBER OF APPLICANTS

**1.585**

INDIVIDUALS



GROUP MEETINGS

**1.881**

INDIVIDUALS



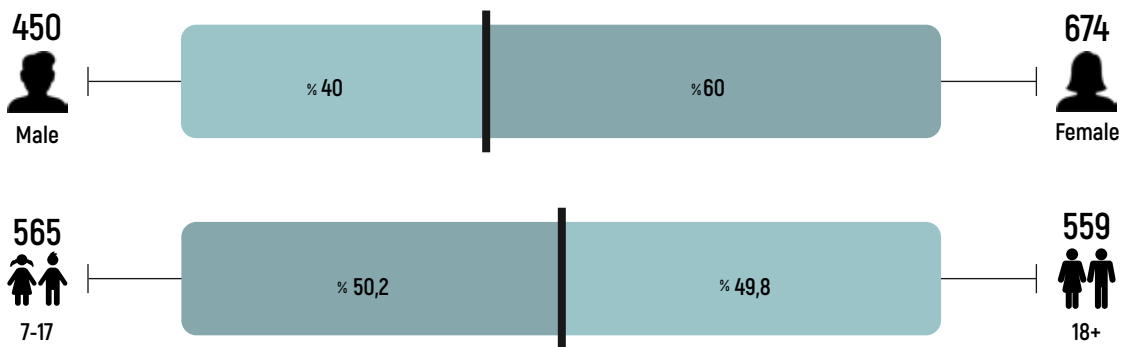




## EDUCATION AND MENTORSHIP

The aim of education and mentorship activities is to enhance the academic and life skills of young individuals. To achieve this goal, academic support programs are implemented, focusing on the physical, cognitive, and cultural needs of refugee children and youth who may have limited access to education, are academically behind their peers, or have left formal education, with the aim of developing their academic and life skills and gaining competencies.

### Education and Mentorship Applicant Profile



### EDUCATION AND MENTORSHIP 2022

## AT A GLANCE...



NUMBER OF APPLICANTS

**1.124**

INDIVIDUALS



MENTEES

**175**

INDIVIDUALS



EVENT PARTICIPANTS

**1.214**

INDIVIDUALS



SEMINARS

**44**

FAMILIES



SEMINAR PARTICIPANTS

**1.214**

FAMILIES

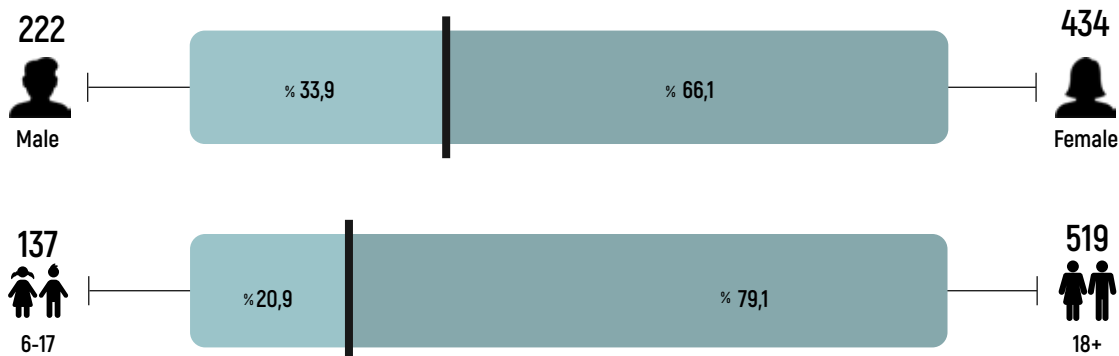




## TURKISH LANGUAGE EDUCATION

The aim of Turkish language education is to equip refugees with Turkish language skills, enabling adults to participate in social and work life, and children to effectively engage in education and exist in social life. This contributes to achieving social integration for all age groups.

### Turkish Language Education Applicant Profile



TURKISH LANGUAGE EDUCATION 2022

## AT A GLANCE...



NUMBER OF APPLICANTS

**656**

INDIVIDUALS



AGES 6-18

**137**

INDIVIDUALS



AGES 18+

**519**

INDIVIDUALS

## LABOR FORCE

The goal of labor force activities is to empower individuals with access to the labor market and livelihood sources. This aims to enhance the employability of applicants by developing their vocational capacities, supporting their entrepreneurial ventures, and ultimately enabling them to be economically self-sufficient, in line with the vision of “Career for Everyone”. Employment, career, entrepreneurship, as well as consultancy on work permits and licensing are provided.

## EMPLOYMENT

In employment services, the aim is to direct individuals to the labor market in line with its needs. People with suitable profiles are guided towards job opportunities and/or provided with training and competency development services to enhance their employability for accessing these opportunities, according to the needs of the labor market.

Within this scope, both the supply and demand sides of the labor force are analyzed in a mutually reinforcing way. In the labor force supply analysis,

factors such as individuals’ vocational and social competencies, past experiences, and language levels are profiled. Additionally, consultancy services on interview techniques and job search methods are provided. Turkish proficiency assessment and personality inventory consultancy are also offered. In the labor force demand analysis, employers’ needs and requests are collected to identify suitable sectors, positions, and competencies in the market. Moreover, informative and awareness-raising activities are conducted with stakeholders and employers.

### Employment Applicant Profile



EMPLOYMENT 2022

## AT A GLANCE...



NUMBER OF APPLICANTS

**790**

INDIVIDUALS



CONSULTANCY

**1.137**

INDIVIDUALS



JOB OPENINGS

**6.502**

POSITIONS



INTERVIEWS

**593**

MEETINGS



EMPLOYED

**82**

INDIVIDUALS

Belediyesi



**UNHCR**

The UN Refugee Agency



**MÜLTECİLER**  
DERNEĞİ







## WORK PERMIT AND LICENSING CONSULTANCY

The aim of work permit and licensing consultancy is to reduce informal employment among both the local population and refugees. Within this framework, efforts are made to identify informal workers and provide them with access to support. Additionally, information dissemination about services provided by public institutions, municipalities, and chambers is carried out, along with directing individuals to these institutions. Moreover, support for work permit and licensing fees is provided. As part of the consultancy, entrepreneurs are regularly informed about topics like digital integration.

- ◆ Work permit consultancy was provided to 222 individuals a total of 656 times.
- ◆ Consultancy on licensing for 102 micro-businesses and tradesmen was conducted.
- ◆ Support was provided to 67 employers through the Registered Employment Transition Program (KİGEP).
- ◆ Information about support and incentive programs for 234 micro-businesses and tradesmen was provided.
- ◆ Capacity-building training sessions for 87 micro-businesses and tradesmen were conducted.

### WORK PERMIT AND LICENSING 2022

## AT A GLANCE...



NUMBER OF APPLICANTS

**222**

INDIVIDUALS



CONSULTANCY

**656**

INDIVIDUALS



LICENSING CONSULTANCY

**102**

BUSINESSES



KİGEP\* SUPPORT

**67**

BUSINESSES



INFORMATION DISSEMINATION

**234**

BUSINESSES

\*Registered Employment Transition Program (KİGEP)



## CAREER

The goal of career services is to provide guidance and support for the careers of both the local population and refugees, encourage their participation in the workforce, and facilitate access to necessary skills training and services. Within the scope of career services, a mentorship program is conducted where university students mentor high school students, and working professionals mentor university students.

In addition to the mentorship program, career coaching is provided, and career meetings are organized. Social skills training sessions on topics such as intercultural communication, time management, analytical learning, and work life are provided based on individuals' needs. Vocational training is also provided in line with the needs of the labor market, supporting individuals in gaining both personal development and professional skills.

### Topics of Organized Seminars

- ◆ Work Life Education
- ◆ Intercultural Communication
- ◆ Resume Preparation, Job Search, and Interview Techniques Education
- ◆ Vocational Training

CAREER 2022

## AT A GLANCE...



NUMBER OF APPLICANTS

**1.890**

INDIVIDUALS



CAREER COACHING

**977**

INDIVIDUALS



CAREER MEETINGS

**651**

INDIVIDUALS



TRAINING SESSIONS

**4**

SESSIONS



TRAINING PARTICIPANTS

**1.189**

INDIVIDUALS



## ENTREPRENEURSHIP

Entrepreneurship services aim to support individuals who want to create business ideas, start businesses, or grow their existing businesses. The Innovation Center supports the creation and development of entrepreneurship ideas that meet the needs of the community, while the Application Center supports pilot projects of business ideas. The Incubation Center helps entrepreneurs strengthen and accelerate their businesses, and the Incentive and Support Programs support entrepreneurs by opening funding calls according to sector needs.

- ◆ In order to empower women, 35 individuals were supported through the establishment of the Hemdem Women's Cooperative.
- ◆ Through its activities, the cooperative has empowered 66 women economically and socially.

ENTREPRENEURSHIP 2022

## AT A GLANCE...



ESTABLISHED VENTURES

1

VENTURE



SUPPORTED

66

WOMEN





multipe Uzunlu  
BELGESİ  
GÜNDOĞDU  
2018 Mart - 2018 Mart  
2018 Mart - 2018 Mart

multipe Uzunlu  
BELGESİ  
GÜNDOĞDU  
2018 Mart - 2018 Mart  
2018 Mart - 2018 Mart

multipe Uzunlu  
BELGESİ  
GÜNDOĞDU  
2018 Mart - 2018 Mart  
2018 Mart - 2018 Mart

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GÜNDOĞDU  
2018 Mart - 2018 Mart  
2018 Mart - 2018 Mart

## SOCIAL COHESION

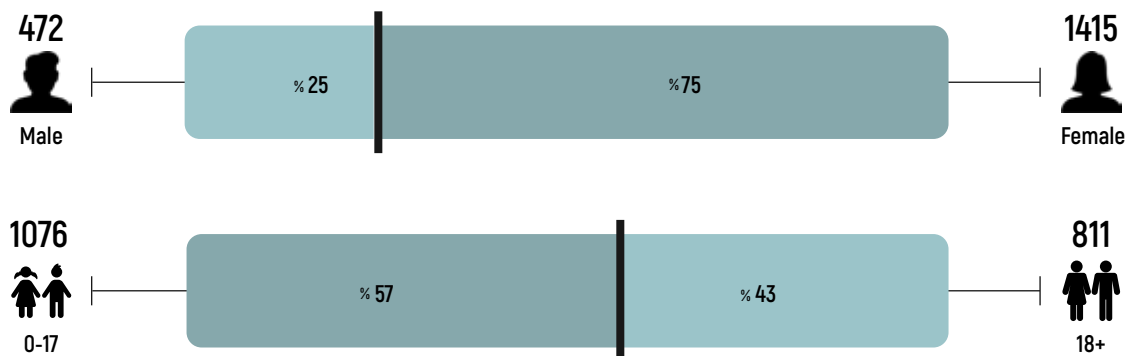
The goal of social cohesion activities is to facilitate harmonious living for both the local population and refugees, free from prejudices, and to sustain this harmony. This is achieved through informative and awareness-raising initiatives, events that increase social awareness, and involving all parties in the process of social cohesion to create a mass impact.

In line with these objectives, activities are carried out to overcome prejudices, inform about misconceptions regarding refugees, strengthen solidarity, and bring together the local population and refugees through education, health, social life, and rights-based informative events, local trips, workshops, cultural, artistic, and sports activities, as well as seminars. Additionally, meetings are conducted to determine needs, provide information about association services, develop activities tailored to needs, gather feedback on association activities, and create a potential participant profile.

## WORKSHOPS

Workshops aim to create an interactive, empathetic, cross-cultural learning environment, increase communication, and break down prejudices. To achieve this goal, workshops are designed on various topics suitable for different age groups, bringing together the local population and refugees.

### Profile of Workshop Participants



### WORKSHOPS IN 2022

## AT A GLANCE...



NUMBER OF PARTICIPANTS

**1.887**

INDIVIDUALS



TURKISH PARTICIPANTS

**794**

INDIVIDUALS



REFUGEE PARTICIPANTS

**1.093**

INDIVIDUALS



NUMBER OF WORKSHOPS HELD

**195**

WORKSHOPS



AVERAGE PARTICIPANTS

**9,67**

PER WORKSHOP





## ASSEMBLIES

The aim of the assemblies is to allow refugees to express their emotions and thoughts on current events, discuss proposed solutions, provide suggestions to improve association activities and service quality, and make societal issues more visible through their representation.

### Children's Assembly Session Topics

- ◆ **EDUCATION:** Exclusion of newcomers, transportation issues, classroom disruptions, inadequacy of courses, discrimination, misinformation, lack of importance given to education by families, school fees, security issues, bullying, education expenses.
- ◆ **SPECIAL TOPICS:** Generation conflicts, addiction to games, discrimination, early marriages, addiction to social media, lack of access to health services, family problems, friendship issues.
- ◆ **FAMILY:** Inability to help with lessons, forced labor, neglect, restriction, acts of exploitation and violence
- ◆ **MUNICIPALITY:** Scholarship opportunities for university students, inadequacy of parks and gardens, inability to meet the needs of the public, inadequate housing facilities, dirty side streets.
- ◆ **MEDIA:** Setting a bad example for children, the impact of death news on children, using vulnerable people for viewership, personal threats, unauthorized sharing.

### Adult Assembly Session Topics

- ◆ The difficulties faced by tradesmen, the transmission of the Third Country Resettlement Procedure to the community.
- ◆ Challenges in the education process, and social cohesion.

ASSEMBLIES in 2022

## AT A GLANCE...



NUMBER OF PARTICIPANTS

**106**

INDIVIDUALS



CHILDREN PARTICIPANTS

**51**

INDIVIDUALS



ADULT PARTICIPANTS

**55**

INDIVIDUALS



NUMBER OF SESSIONS

**10**

SESSIONS



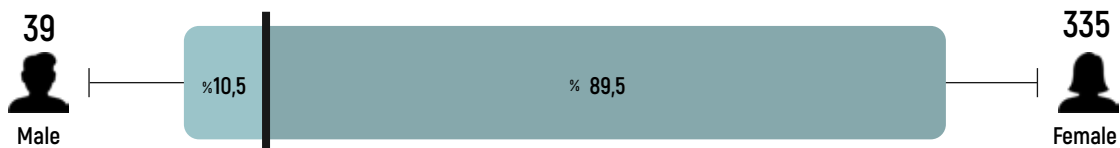




## SOLIDARITY GROUPS

The aim of solidarity groups is to enable individuals to generate solutions to the challenges they face, collectively contemplate on obstructed rights and ways to access them, enhance mutual assistance and collaboration, and strengthen problem-solving mechanisms through experience-sharing. In this context, active aging and women's solidarity groups are organized.

### Solidarity Groups Participant Profile



SOLIDARITY GROUPS in 2022

## AT A GLANCE...



NUMBER OF PARTICIPANTS

**374**

INDIVIDUALS



NUMBER OF SESSIONS

**42**

SESSIONS



## KEY STAKEHOLDER MEETINGS

Key stakeholder meetings are gatherings with influential individuals or organizations within the community with the aim of raising awareness about refugees and refugee rights, fostering collaboration, developing strategies, and solving issues. In 2022, a total of 7 meetings were organized. School guidance counselors from schools in Ümraniye and Sultanbeyli, as well as personnel from the Directorate of Religious Affairs, attended these meetings.

### Key Stakeholder Meetings Participant Profile



KEY STAKEHOLDER MEETINGS in 2022

## AT A GLANCE...



NUMBER OF PARTICIPANTS

**202**

INDIVIDUALS

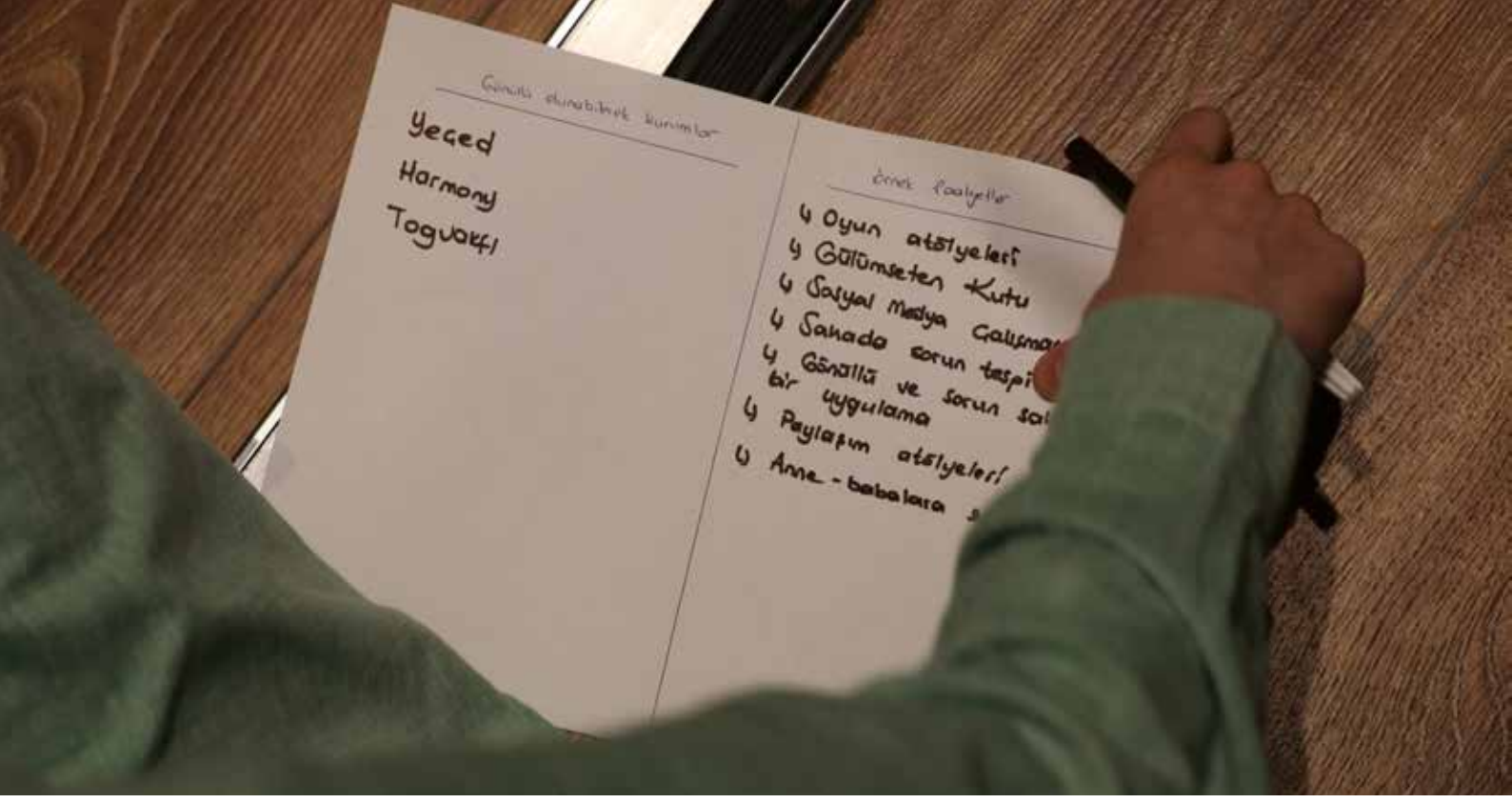


NUMBER OF MEETINGS

**7**

TIMES



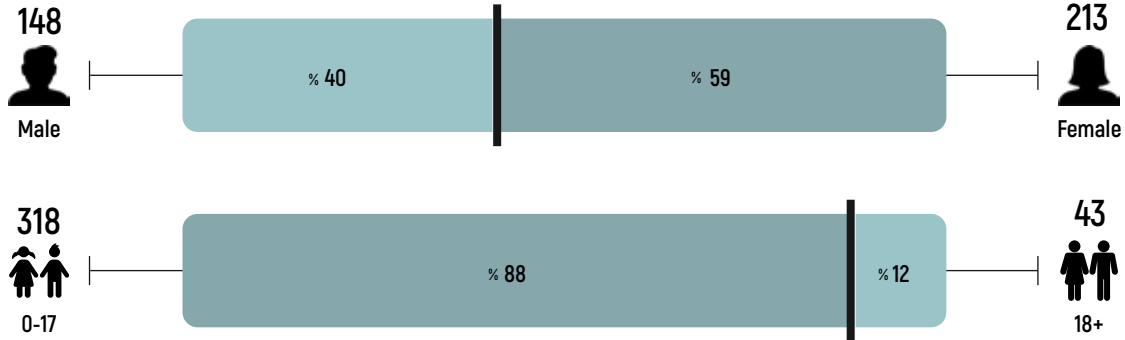


## YOUTH INITIATIVE SUPPORT PROGRAMS

The aim of the Youth Initiative Support Programs is to support project ideas that promote social and cultural integration among the local community and refugees living in the Sultanbeyli district, while strengthening community life.

Supported projects include the Robotics Coding Workshop, Let's Be a Lighthouse Together! Project, Creative Drama Workshop, Let's Play Project, School Climate Support Project, Communication without Labels with the Smurfs, and Diversity and Transformation.

### Participant Profile for Youth Initiative Support Programs



YOUTH INITIATIVE SUPPORT PROGRAMS in 2022

## AT A GLANCE...



NUMBER OF PARTICIPANTS

**361**

INDIVIDUALS



TURKISH PARTICIPANTS

**195**

INDIVIDUALS



REFUGEE PARTICIPANTS

**166**

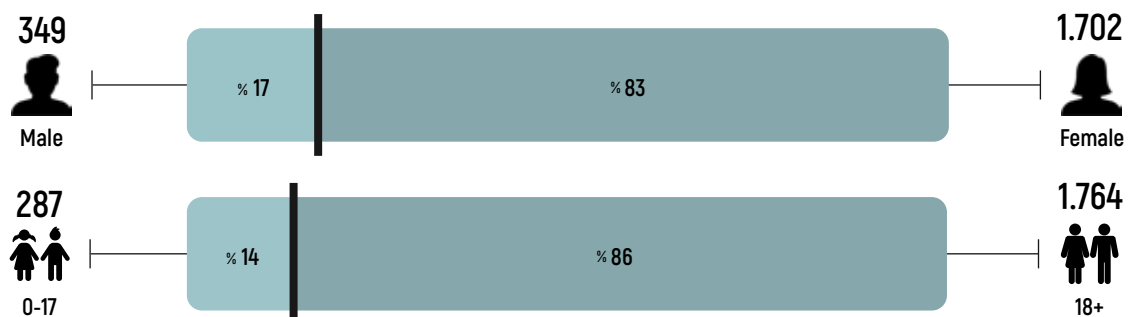
INDIVIDUALS



## INFORMATION AND AWARENESS CAMPAIGNS

The aim is to help refugees understand their rights and access services in the areas of education, health, law, and social integration. They are encouraged to acquire basic knowledge for daily life and disseminate the information through their own channels. In this context, informative sessions and awareness-raising activities are conducted with participants on days of importance related to refugees, migration, humanitarian aid, and human rights.

### Information and Awareness Campaigns Participant Profile



### INFORMATION AND AWARENESS CAMPAIGNS in 2022

## AT A GLANCE...



NUMBER OF PARTICIPANTS

**2.051**

INDIVIDUALS



SEMINARS

**98**

SESSIONS



SPECIAL DAY EVENTS

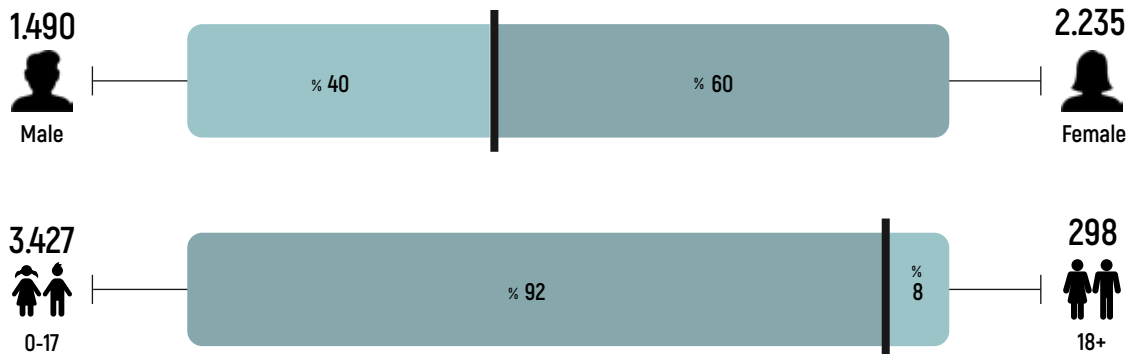
**10**

EVENTS

## CULTURE, ART, TRAVEL, AND SPORTS ACTIVITIES

Culture, art, travel, and sports activities aim to strengthen communication between the local population and refugees, allowing them to connect without language barriers.

### Participant Profile in Culture, Art, Travel, and Sports Activities Workshops



### Activities and Session Numbers

Activities	Number of Participants
Excursions	14
Sports Activities-	26
Music Workshops	8
Street Games	16
TOTAL	64

CULTURE, ART, TRAVEL, AND SPORTS ACTIVITIES in 2022

## AT A GLANCE...



NUMBER OF PARTICIPANTS

**3.725**

INDIVIDUALS



NUMBER OF ACTIVITIES

**64**

ACTIVITIES







## VOLUNTEERING

The goal of volunteering activities is to garner support from volunteers for association activities, contribute to the personal development of volunteers, provide benefits to various segments of society, promote and encourage volunteering activities in the community. University students and graduates are included in volunteering activities for this purpose

Volunteer candidates receive volunteer training before participating in association activities. In the first half of 2022, 2 volunteer training sessions were held, with 32 participants. 19 participants completed the volunteering process in their respective organizations and were awarded Volunteer Certificates.

5 individuals volunteered for protection activities, 5 for educational activities, 4 for health activities, 3 for social integration activities, 1 for corporate mentoring activities, and 1 for digital media activities. In the second half of 2022, activities were conducted within the association to improve the volunteering process. Therefore, no new volunteer requests were accepted.

VOLUNTEERING in 2022

### AT A GLANCE...



NUMBER OF PARTICIPANTS

**32**

INDIVIDUALS



NUMBER OF CERTIFICATES ISSUED

**19**

INDIVIDUALS



NUMBER OF TRAINING SESSIONS

**2**

SESSIONS



## INSTITUTIONAL MENTORSHIP

The aim of Institutional Mentorship activities is to strengthen the capacities of NGOs operating in different regions of Turkey. The scope of the activities focuses on the field of mental health.

Through the conducted mentorship activities, institutions that do not provide mental health services are prepared to do so, while those already providing such services have their capacities enhanced. In this context, 5 on-the-job support sessions were provided to 16 institutions, and 25 capacity-building activities were carried out. A total of 148 individual participants were directly supported through these activities.

INSTITUTIONAL MENTORSHIP in 2022

### AT A GLANCE...



INDIVIDUAL PARTICIPANTS

**148**

INDIVIDUALS



INSTITUTIONAL PARTICIPANTS

**16**

ORGANIZATIONS



CAPACITY BUILDING ACTIVITIES

**25**

SESSIONS



ON-THE-JOB SUPPORT SESSIONS

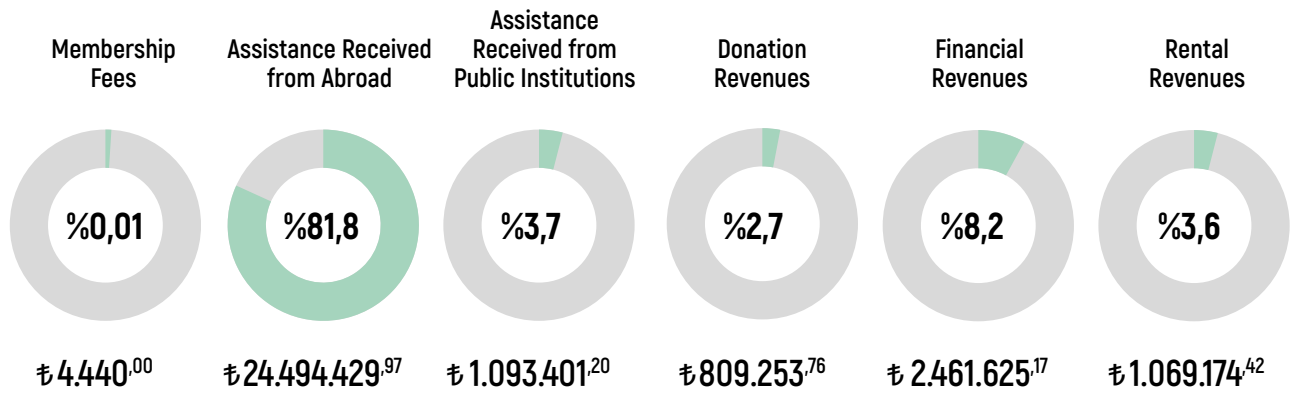
**5**

SESSIONS

## BUDGET

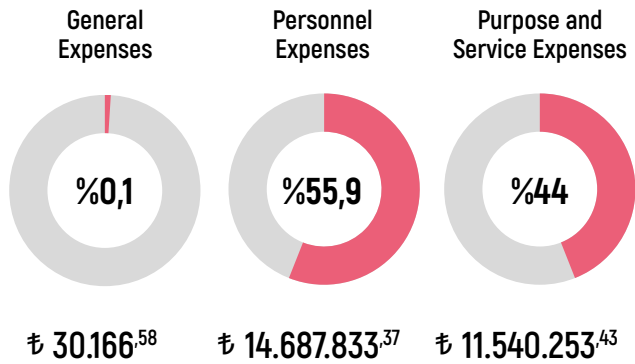
### REVENUES:

₺ 29.932.324<sup>52</sup>



### EXPENSES:

₺ 26.258.253<sup>38</sup>





# COLLABORATIONS AND STAKEHOLDERS

## COLLABORATIONS:



## STAKEHOLDERS:









# REFUGEES AND ASYLUM SEEKERS ASSISTANCE AND SOLIDARITY ASSOCIATION

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# 2022 ACTIVITY REPORT