

Evaluation of "Strengthening Information Sharing and Case Management for Syrian Refugees in 6 Districts of Mersin, Türkiye"

Final Evaluation Report
July 2024

Submitted by

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LIST OF ABBREVIATIONS

ET	Evaluation team
EQ	Main evaluation question
FGD	Focus group discussion
FCRM	Feedback and Complaint Response Mechanism
GBV	Gender-based Violence
HH	Households
KII	Key informant interview
KI	Key informant
REALs	Reach Alternatives
SOPs	Standard Operating Procedures
PCQ	Psychological Consultation Questionnaire
PWD	People with Disabilities
JPF	Japan Platform
PDMM	Provincial Directorate of Migration Management
LESS	Life Event Stress Scoring
TOT	Training of Trainer
CBI	Cash-Based Interventions

I. Executive Summary

In the six districts of Mersin Province, including four districts in Mersin City, as well as Erdemli and Tarsus districts, Syrian refugees face significant challenges in accessing their rights and support services due to a lack of support organizations, insufficient information, and language barriers. Women and girls are particularly vulnerable, facing high risks of gender-based violence (GBV) due to a lack of knowledge on prevention and available resources. The situation is exacerbated by the impacts of earthquakes, economic hardship, and the COVID-19 pandemic, which have further strained the already difficult living conditions, especially for households headed by women, the disabled, the elderly, and children.

In response, Japan Platform has funded a multifaceted intervention aimed at alleviating these hardships by enhancing access to essential services and support systems. Legal and psychological counselling services are being provided to empower refugees, helping them navigate their complex situations with increased resilience. Efforts to prevent GBV are also being intensified, focusing on strengthening local support networks and raising community awareness. By building the capacity of both refugees and external support groups, the initiative aims to create a collaborative framework that not only protects vulnerable individuals but also facilitates their integration into host communities, enabling them to lead more stable and secure lives despite the challenges they face. The project was implemented through a collaborative effort between Maharet, a local Syrian partner based in Mersin, and [REALs \(Reach Alternatives\)](#), a Japanese partner organization registered in Türkiye. An overview of the project key stakeholders is provided in Annex A.

Key findings and recommendations:

Translation Services: Beneficiaries highly praised the translation services, which effectively address their needs for scheduling medical appointments and receiving translated consultations. The translator's collaborative attitude was commended, although some delays were noted due to high demand. Given the significant pressure on the translator and the healthcare system's booking constraints, it is recommended to hire an additional translator to meet the demand.

Legal Counselling Services: The legal consultation services are a core component of the program, essential given the current challenges facing Syrian refugees in Türkiye, including strict regulations on Temporary Protection ID cards and deportations. It is advised to adapt the project activities to provide services beyond consultations, potentially involving a Turkish lawyer to advise, facilitate, and legally represent critical cases until issues are fully resolved and link the legal cases with Bar Associations to receive free / pro-bono lawyer services. Reviewing available studies and collecting secondary resources about the scale, depth, and complications of these cases is suggested, followed by discussions between REALs and Maharet to implement practical solutions.

Psychological Counselling Services: Psychological counselling services are essential to the program. Beneficiaries cited concrete examples of how sessions positively impacted their individual cases. It is recommended to continue providing these services, diversifying them to include in-person, phone, and mobile consultations. Counsellors should make ad-hoc visits to different project locations such as Erdemli and Tarsus to offer in-person consultations as needed. Understanding the stigma issue among community members, this mobile model can be applied after multiple sessions when trust is built with the beneficiary.

Case Management: Case management serves as the entry point for extended support that the affected community receives from Maharet or other organizations. While the internal system appears to be working well, there are issues with external systems, such as Turkish organizations' inability to provide services due to language barriers and limited resources. Maharet can leverage their strong position as a Syrian NGO in Mersin and be more proactive in addressing these barriers in case management coordination meetings with other organizations to collectively find suitable solutions.

Awareness-Raising Activities: Awareness-raising activities are impactful, with all respondents and Maharet team members noting benefits and increased community awareness regarding legal, GBV, and protection issues. Beneficiaries reported improved awareness reflected in their families and social circles. It is recommended to continue these services, focusing on trendy topics that beneficiaries are interested in, such as updating personal information in the Turkish migration system, girls' education, rights, and access to basic services. Given the socioeconomic challenges and limited educational opportunities faced by many target beneficiaries, it is essential to provide incentives beyond refreshments, such as transportation allowances, to encourage participation.

Internal Controls and Management Systems: Internal controls and management systems could benefit from further enhancement. In Phase 2, Maharet and REALs improved upon Phase I by utilizing shared sheets and a shared drive system for timely updates and access. However, the project would significantly benefit from detailed Standard Operating Procedures (SOPs) for each department, outlining the sequential steps required to complete services, including specific actions, methods, necessary tools or materials, and quality control measures. Currently, each service process is explained in the project plan and discussed at the kick-off meeting, complemented by a data entry manual illustrating the project's data management system and tracking sheets. To further strengthen the project, it is essential for the Maharet team to invest in establishing comprehensive SOPs, data protection and confidentiality policies, and robust quality control measures. This will enhance operational capacity, ensure efficiency, maintain compliance, and align with strategic goals.

Feedback and Complaint Response Mechanism (FCRM): The project introduced an FCRM, but it is superficial and underutilized by beneficiaries. There is a need to complete the FCRM setup by having a feedback log and an SOP to explain different complaint categories according to their nature and severity, management and reporting processes, and confidentiality measures. After setting up the system, training should be conducted for the Maharet team and volunteers. The Maharet team, especially volunteers, should then actively promote the system,

explaining how it works and emphasizing the anonymity of the process to ensure a meaningful FCRM.

Documentation and Internal Systems: The project's monitoring and feedback system employs multiple mechanisms to ensure intervention effectiveness and continuous improvement. Tools like the Psychological Consultation Questionnaire (PCQ), FGDs, and pre- and post-tests for GBV programs assess service impact, while legal and rights seminars are evaluated through questionnaires. Despite these efforts, there are significant discrepancies in beneficiaries' awareness and utilization of feedback channels. Many Households (HH) respondents and Focus Group Discussion (FGD) participants were unaware of the complaint's mechanism, indicating a need for better communication and accessibility.

Regarding documentation and data management, the project uses a sophisticated, secure database system designed by Japanese experts. However, the analysis of collected data is not always fully developed, limiting comprehensive insights. Additionally, using WhatsApp for referrals is inadequate for documentation purposes, and reliance on verbal agreements with authorities for approvals risks transparency and accountability. Recommendations include transitioning to email for referrals and obtaining written approvals to enhance documentation practices and ensure compliance with governmental regulations.

Capacity Building, Localization and HDP Nexus: Capacity building from REALs to Maharet has focused primarily on compliance with JPF rules and regulations and the protection technical component, with less emphasis on developing Maharet's organizational capacity. REALs have managed project setup, higher management, and budget management, tasks that could be shifted to Maharet to allow REALs to focus more strategically on building Maharet's institutional and organizational capacity, in line with Grand Bargain commitments.

Also, the project's focus on providing essential services such as protection, legal consultation, psychosocial support, and translation to Syrian refugees in Türkiye is crucial for bridging immediate humanitarian aid with long-term development and peacebuilding goals. Enhancing the organizational capacity of local actors like Maharet is pivotal in ensuring sustained support and fostering resilience within refugee communities. Continued support from JPF in terms of funding and capacity-building remains essential to further strengthen these efforts and achieve lasting impact in targeted locations.

Organizational Sustainability: Maharet's reliance on REALs subsequently on [Japan Platform \(JPF\)](#) as a sole donor poses a significant risk. If JPF funding is cut, the entire organization would cease operations, wasting the progress made so far. REALs should prioritize supporting Maharet in finding additional donors to ensure their expansion and sustainability. This could be achieved by connecting Maharet's management with other organizations or partners known to JPF or REALs in Türkiye and beyond. REALs should also assist Maharet in writing and submitting proposals to secure additional funding. This should be a priority in their exit strategy if the project concludes.

Maharet should proactively engage in coordination meetings, such as the protection working group and active cluster system of the UN and have regular visits to Gaziantep (NGO hub) to enhance visibility, establish new connections, and explore partnership or funding opportunities.

II. Introduction and Project Background

Context Overview

Many Syrian refugees living in 6 districts of Mersin Province (4 districts in Mersin City, Erdemli District, Tarsus District) are unable to fully enjoy the rights and support they are entitled due to lack of support organizations, lack of appropriate information and language barrier. Especially women and girls, are exposed to a high risk of GBV because they do not know how to prevent GBV and who to consult¹.

In the six districts of Mersin Province in the Republic of Türkiye, including four districts in Mersin itself, as well as Erdemli and Tarsus districts, a multifaceted approach is being implemented to address the challenges faced by vulnerable refugees, particularly those affected by circumstances like earthquakes, economic hardship, and the COVID-19 pandemic. These districts are home to a significant population of Syrian refugees who endure severe living conditions compounded by various socio-economic factors.

The situation is especially dire for households headed by women, the disabled, the elderly, and children. Japan's intervention aims to alleviate these hardships by bolstering access to essential services and support systems. Through initiatives like the provision of legal and psychological counseling, refugees are empowered to navigate the complexities of their situation with greater resilience. Furthermore, efforts to prevent GBV are being intensified, with a focus on enhancing local support networks and fostering community awareness. By strengthening the capacity of both refugees and external support groups, the goal is to create a collaborative framework where vulnerable individuals are not only protected but also integrated into host communities, enabling them to lead more stable lives despite the challenges they face.

Project Details

The project "Strengthening Information Sharing and Case Management for Syrian Refugees in 6 Districts of Mersin, Türkiye" was implemented through a collaborative effort between Maharet, a local Syrian partner based in Mersin, and REALs, a Japanese partner organization registered in Türkiye. REALs played a crucial role in overseeing and enhancing Maharet's capacity to effectively carry out project activities. Acting as the implementing partner, Maharet focused on delivering the project interventions. The primary beneficiaries of this initiative were Syrian refugees residing in Türkiye. The below map illustrates the project implementation locations².

¹ Project design matrix

² Source: JPF business site map phase 2

Project locations map



The project outcome is that Syrian refugees in 6 districts of Mersin Province (4 districts in Mersin City, Erdemli District, and Tarsus District) will be able to enjoy the rights and public support that they are entitled, by promoting access to administrative and public services. In addition, a system will be put in place for Maharet to conduct training related to GBV prevention and response support, and refugees themselves will be able to take action to prevent and avoid the risk of GBV.

The project was divided into two phases. The first phase spanning from 14th October 2022 till 31st August 2023 and the second phase spanning from October 1, 2023, to June 30, 2024³. The project outcomes and output are listed below:

Phase I project outputs and activities are:

Desired Outcome		Indicators and target values to measure the achievement of outcomes	
In the province of Mersin in the Republic of Türkiye, a total of six districts (four districts within Mersin city, Erdemli district, Tarsus district) will see improved access to administration and public services. This will enable refugees to enjoy the rights and public support they are entitled to. Additionally, local partner organizations will establish a system to conduct training on gender-based violence (GBV) prevention and response. This will empower refugees to take actions to prevent and mitigate the risks of GBV themselves.		(1) Over 70% of the individuals monitored through Individual Support via Focus Group Discussions (FGDs) respond that "their individual challenges have improved or been resolved."	
		(2) Completion of procedures in individual consultation cases beneficial to individuals, such as obtaining or renewing Temporary Protection IDs, applying for emergency social assistance programs like the Emergency Social Safety Net (ESSN), submitting documents for births, marriages, divorces, or address registrations, and procedures related to hospitals and education, in at least 50% of the cases.	
		(3) The scores of 80% (8 out of 10) of Trainer Training participants in the comprehension test improve before and after the training.	
		(4) 65% of the GBV Prevention Awareness Monitoring participants respond that they have "practiced learned prevention measures or utilized knowledge."	
Theme	Output	Indicators and target values to measure the achievement of outputs	Activity

³ The phase 2 project was also extended recently. _Between JPF and REALs, the project period was extended for one month until 30th June. *While, between REALs and Maharet, the project period was extended for two weeks until 14th June.

Information Sharing and Case Management	<p>By providing information and individual support (legal counseling, psychological counseling, Turkish interpretation support and referrals to other organizations), refugees will be able to obtain information and receive support according to their challenges and needs.</p>	<p>1-1. Fifty individuals requiring specific support (25 females, 25 males) are referred to other support-providing organizations. [3RP Protection 2.1.3] 1-2-1. Fourteen supporters (7 females, 7 males) are registered in the Tarsus Supporter Group. 1-2-2. Through the Erdemli and Tarsus Supporter Groups, 600 individuals utilize the services of consultation points (direct visits and hotlines). (User number management data) 1-3-1. A total of 6,300 individuals (3,300 females, 3,000 males) utilizes the services of consultation points (direct visits and hotline) and telephone outreach. (User number management data) [3RP Protection 2.1.1] 1-3-2. 610 individuals (305 females, 305 males) have their individual needs identified and assessed. (Case management list) [3RP Protection 2.1.2] 1-4-1. 240 individuals (110 females, 130 males) receive individual legal consultations. (Legal individual consultation beneficiary list) [3RP Protection 1.4.1 & 2.1.3] 1-4-2. Over 70% of the legal individual consultation beneficiaries who responded to the survey report that "the consultation helped resolve or progress with their problems." (Survey results of legal individual consultation beneficiaries) 1-5-1. One hundred sixty individuals (90 females, 70 males) receive individual psychological counseling. (Psychological</p>	<p>1.1 Referral to other support services. Creation of support groups 1.2 Outreach services (help desk, hotline, and direct visit) 1.3 Identification and assessment of individuals (case management) 1.4 Legal consultation from a lawyer 1.5 Psychological counselling 1.6 Turkish interpreter service 1.7 Rights and legal seminar 1.8 Surveys to measure legal counselling, psychological counselling, interpretation service, legal seminar effectiveness.</p>
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		<p>counseling beneficiary list) [3RP Protection 2.1.3 & 2.1.5]</p> <p>1-5-2. The scores of 70% of the beneficiaries of individual psychological counseling increase on the mental health assessment before and after counseling. (Mental health assessment score)</p> <p>1-6-1. One hundred sixty individuals (80 females, 80 males) utilize Turkish language interpretation support. (Turkish language interpretation support beneficiary list) [3RP Protection 2.1.3]</p> <p>1-6-2. Eighty percent of the beneficiaries of Turkish language interpretation support who responded to the survey report that "the interpretation support was helpful." (Survey results)</p> <p>1-7-1. Two hundred forty individuals (110 females, 130 males) attend rights and legal seminars. (Participant list for rights and legal seminars) [3RP Protection 1.4.2 & 2.2.1 & 2.3.1]</p> <p>1-7-2. Over 70% of the participants in rights and legal seminars who responded to the survey report that they "acquired new knowledge." (Survey results)</p>	
Awareness raising activities for GBV prevention	<p>The knowledge and skills of Maharet staff and volunteers for GBV prevention will be enhanced, and the system to provide support related to GBV will be developed. Through distribution of GBV and Preventing Sexual Exploitation, Abuse and Harassment (PSEAH) leaflets, and</p>	<p>2-1. Ten staff members and volunteers from local partner organizations (6 females, 4 males) complete the Trainer Training for GBV Prevention and Response. (Participant list for training, activity reports) [3RP Protection 2.6.1 & 2.6.2 & 3.3.3]</p> <p>2-2-1. Out of 600 recipients of GBV Prevention Awareness Leaflets, 400 individuals (250 females, 150 males) receive verbal explanations about the contents</p>	<p>2-1. TOT on GBV prevention (for Maharet)</p> <p>2-2. Distribution of GBV prevention leaflet</p> <p>Distribution of PSEAH leaflets</p> <p>2-3. GBV prevention sessions</p> <p>2-4. Surveys to measure GBV prevention</p>

	<p>GBV prevention sessions, Syrian refugees will acquire knowledge about GBV and its preventive measures as well as where to consult.</p>	<p>of the leaflets. (Leaflet distribution record list) 2-2-2. Seventy-five percent of the respondents to the GBV Prevention Awareness Leaflet survey achieve perfect scores on a simple test. (Simple test) 2-2-3. Six hundred individuals receive PSEAH Awareness Leaflets. (Leaflet distribution record, WhatsApp read count, reactions on social media) [3RP Protection 2.4.4] 2-3-1. One hundred forty individuals (80 females, 60 males) participate in GBV Prevention Awareness Sessions. (Participant list for GBV Prevention Awareness Sessions) [3RP Protection 3.2.1 & 3.2.2] 2-3-2. Before and after GBV Prevention Awareness Sessions, the knowledge and awareness of GBV among over 80% of the participants improve. (Comprehension test)</p>	<p>leaflet and GBV prevention sessions effectiveness.</p>
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Phase 2 project outputs and activities are:

Desired Outcome	Indicators and target values to measure the achievement of outcomes
<p>In the six districts of Mersin province (four districts within Mersin city, Erdemli district, Tarsus district), access to administration and public services for particularly vulnerable refugees, such as earthquake victims, women, persons with disabilities, the elderly, households headed by children, and other vulnerable individuals, is facilitated. This enables them to access the rights and public support they are entitled to as refugees. Additionally, the capacity of external support organizations operating locally to prevent and respond to gender-based</p>	<p>(1) Over 70% of the individuals monitored for individual support respond that "their individual challenges have improved or been resolved." (Individual Support Monitoring Survey Results, Activity Reports)</p> <p>(2) Completion of procedures in 50% of individual consultation cases beneficial to individuals, such as obtaining or renewing Temporary Protection IDs, applying for emergency social assistance programs like the Emergency Social Safety Net (ESSN), submitting documents for births, marriages, divorces, or address registrations, and procedures related to hospitals and education. (Individual Consultation Case Progress Report, Activity Reports)</p>

violence (GBV) is strengthened, allowing more refugees to take proactive measures for GBV prevention.

(3) Eighty percent (16 out of 20) of the participants in the GBV Prevention and Response Capacity Enhancement Training strengthen their skills related to GBV prevention and response. (Attendance list, Pre- and Post-Training Tests)

(4) Sixty-five percent of the participants in the GBV Prevention Awareness Monitoring Survey (calculated based on a confidence level of 95% and a margin of error of 10%) respond that they have "practiced learned prevention measures or utilized knowledge." (GBV Prevention Awareness Monitoring Survey Results, Activity Reports)

Theme	Output	Indicators and target values to measure the achievement of outputs	Activity
Information Sharing and Case Management	I. Providing information to refugees who are particularly vulnerable and providing individual legal counselling, psychological counselling, Turkish language interpretation, and referral support to other organizations will enable them to access the information and knowledge they need and help them meet their needs and challenges.	<p>I-1. A total of 5,000 individuals (2,500 females, 2,500 males) utilizes the services of consultation points (direct visits and hotline) and telephone or visit outreach. (User number management data) [3RP Protection 2.1.1] (Duplicates with Components I-2-1, I-2-2, I-3-1, I-4-1, I-5-1, I-6-1)</p> <p>I-2-1. A total of 520 individuals (265 females, 255 males) has their individual needs identified and assessed. (Case management list) [3RP Protection 2.1.2] (Duplicates with Components I-2-2, I-3-1, I-4-1, I-5-1)</p> <p>I-2-2. Fifty individuals requiring specific support (25 females, 25 males) are referred to other support-providing organizations. (Referral management table) [3RP Protection 2.1.3]</p> <p>I-3-1. One hundred ninety individuals (90 females, 100 males) receive individual legal consultations. (Legal individual</p>	<p>I-1 Consultation services (direct visits and hotlines) and telephone and door-to-door reach services</p> <p>I-2 Identification and assessment of individuals (case management) Referral to other support services</p> <p>I-3 Legal consultation from a lawyer</p> <p>I-4 Individual psychological counseling</p> <p>I-5 Turkish language interpretation support</p> <p>I-6 Rights and law seminars</p> <p>I-7 Surveys to measure legal counselling, psychological counselling, interpretation service, legal seminar effectiveness.</p>

	<p>consultation beneficiary list) [3RP Protection 1.4.1]</p> <p>I-3-2. Seventy percent of the individuals who respond to the post-support completion survey report that "the consultation helped resolve or progress with their problems." (Post-support completion survey results)</p> <p>I-4-1. One hundred forty individuals (80 females, 60 males) receive individual psychological counseling. (Psychological counseling beneficiary list) [3RP Protection 2.1.5]</p> <p>I-4-2. The scores of 70% of the beneficiaries of individual psychological counseling increase on the mental health assessment before and after counseling. (Mental health assessment score)</p> <p>I-5-1. One hundred forty individuals (70 females, 70 males) utilize Turkish language interpretation support. (Turkish language interpretation beneficiary list)</p> <p>I-5-2. Eighty percent of the beneficiaries of Turkish language interpretation support who respond to the post-support completion survey report that "the interpretation support was helpful." (Post-support completion survey results)</p> <p>I-6-1. One hundred ninety individuals (90 females, 100 males) attend rights and legal seminars.</p>	
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		<p>(Participant list for rights and legal seminars) [3RP Protection 2.2.1]</p> <p>1-6-2. Over 70% of the participants in rights and legal seminars who respond to the survey report that they "acquired new knowledge." (Survey results)</p>	
Capacity Building and Awareness raising activities for GBV prevention	<p>2. Participants in training courses on GBV prevention and response by external support organizations working in the field, and through the distribution of leaflets for GBV prevention and the provision of GBV prevention education sessions, the opportunities for refugees to acquire knowledge on GBV and its prevention, avoidance, and consultation destinations are increased.</p>	<p>2-1-1. Ten staff members and volunteers from local partner organizations (6 females, 4 males) participate in Trainer Refresher Training for GBV Prevention and Response. (Participant list for training, activity reports) [3RP Protection 3.3.1]</p> <p>2-1-2. The ten staff members and volunteers from local partner organizations (6 females, 4 males) who participated in the Trainer Refresher Training for GBV Prevention and Response complete the exercises conducted during the training. (Activity reports)</p> <p>2-2. Twenty staff members and volunteers from external support organizations (10 females, 10 males) complete the GBV Prevention and Response Capacity Enhancement Training. (Participant list for training, activity reports) [3RP Protection 3.3.1]</p> <p>2-3-1. Out of 500 recipients of GBV Prevention Awareness Leaflets, 350 individuals (200 females, 150 males) receive verbal explanations about the contents of the leaflets. (GBV Prevention Awareness Leaflet distribution record list)</p>	<p>2-1 Trainer refresher training for GBV prevention and response</p> <p>2-2 GBV Prevention and Response Capacity Development Training (external support organizations)</p> <p>2-3 GBV prevention education leaflet and some receive oral explanation of the contents of the leaflet. PSEAH Awareness Leaflet and some receive oral explanation of the contents of the leaflet.</p> <p>2-4 GBV prevention awareness sessions</p> <p>2-5 Surveys to measure GBV and PSEAH prevention oral explanation of leaflet and GBV prevention sessions effectiveness.</p>

	<p>2-3-2. Seventy-five percent of all beneficiaries (target value of 350 people) who received verbal explanations of the GBV Prevention Awareness Leaflets achieve perfect scores on a simple test. (GBV Prevention Awareness Leaflet simple test)</p> <p>2-3-3. Out of 500 recipients of PSEAH Awareness Leaflets, 350 individuals (200 females, 150 males) receive verbal explanations about the contents of the leaflets. (PSEAH Awareness Leaflet distribution record list)</p> <p>2-3-4. Seventy-five percent of all beneficiaries (target value of 350 people) who received verbal explanations of the PSEAH Awareness Leaflets achieve perfect scores on a simple test. (PSEAH Awareness Leaflet simple test)</p> <p>2-4-1. One hundred forty individuals (80 females, 60 males) participate in GBV Prevention Awareness Sessions. (Participant list for GBV Prevention Awareness Sessions) [3RP Protection 3.2.1]</p> <p>2-4-2. Before and after GBV Prevention Awareness Sessions, the knowledge and awareness of GBV among over 80% of the participants improve. (Comprehension test)</p>	
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III. Evaluation Methodology

Scope and Purpose

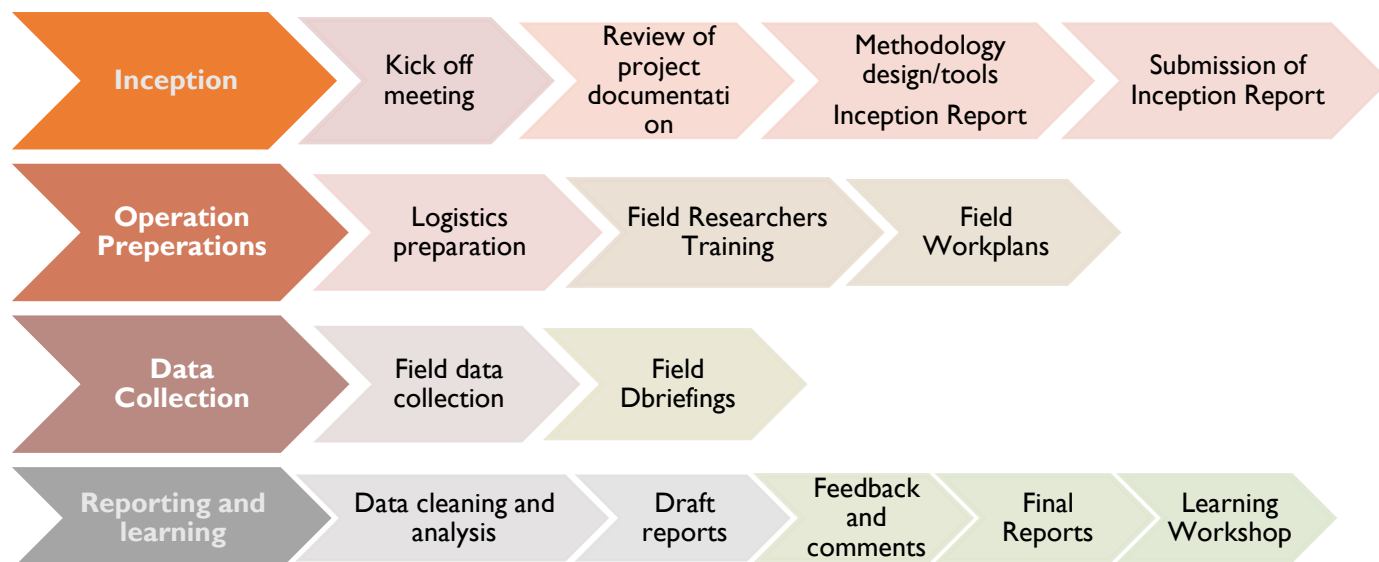
The evaluation of JPF project is geared towards achieving accountability and enhancing learning. It is structured to assess the project's processes and outcomes, document successes, highlight challenges, and formulate recommendations for improving the quality of programme design and implementation. The findings are expected to contribute to JPF's and partners project development, and organizational learning, thereby fostering continuous improvement in humanitarian efforts. The evaluation will cover phase 1 and phase 2 of the project.

Specific Evaluation objectives: According to the TOR and communications, the evaluation will focus on several key objectives:

- (i) verify that the project funds are being used according to the project proposal;
- (ii) verify that the project outcomes and outputs were reached to its goals;
- (iii) verify that the humanitarian principles and standards are respected;
- (iv) understand the beneficiary satisfaction;
- (v) analyze the impact of the project with the available data;
- (vi) evaluate Japanese NGOs/JPF member organizations manage local implementing partners and their input
- (vii) evaluate whether the types of assistance were effectively provided for localization in the short-term, medium-term, and long-term
- (viii) provide technical assistance, guidance, and advisory service to NGOs, project implementing partners, JPF with aims to improve project implementation.

Methodology

The evaluation methodology was systematically implemented across four phases as shown in the below graph.



In the inception phase, a kick-off meeting with the JPF M&E Consultant initiated the process, where objectives, plans, and field operations were discussed. A WhatsApp group was created to facilitate coordination. A comprehensive desk review of project documents followed, forming a foundational understanding of the project's progress and implementation details. The ET then developed the Inception Report, detailing the evaluation methodology, including data collection and analysis plans, and addressing potential obstacles.

Participatory mixed methods were employed, utilizing both quantitative and qualitative tools such as key informant interviews (KIIs), FGDs, and household surveys. In the operational preparation phase, coordination with local partners was established to confirm data collection plans. The sample covered the three provinces and the below table illustrate the sample distribution:

Sample distribution:

Province/District	# of Survey	# of FGDs
Mersin	4	1
Tarsus	2	1
Erdemli	2	0

Whereas the KIs was conducted with internal and external project stakeholders as per the below:

- REALs team, 2 KIs
- Maharet team, 7 KIs
- GBV consultant 1 KIs
- External stakeholder (other NGO who has information on the project.) 1 KI

Data analysis included processing quantitative data using Excel and coding qualitative data based on content analysis techniques. Finally, the reporting phase involved drafting the evaluation report. The report submitted to REALs, Maharet and JPF for feedback and based on the feedback received, it is incorporated into a revised version ensuring the report is evidence-based and useful for informing future decisions.

Challenges and Limitations

The evaluation's limited scope in terms of beneficiary sample size did not allow for an in-depth review of all project activities. Instead, it provided a snapshot of beneficiaries' perceptions regarding some of the services received. It is recommended that the evaluation findings be systematically triangulated with ongoing monitoring and feedback collected during the project implementation to generate a more comprehensive understanding.

Ethical Considerations

The ethical approach for the JPF Project Evaluation is rooted in the principles of impartiality, objectivity, and a deep respect for the rights and dignity of all individuals involved. By grounding statements and judgments in evidence and applying critical thinking to triangulate information, the evaluation aims to achieve a credible and trustworthy understanding of the intervention's impact. This methodological rigor, despite the evaluation's limited scope and beneficiary involvement, ensures that the findings provide a valuable snapshot of the project's outcomes.

Central to this approach is an emphasis on the experiences and perspectives of project participants and partners. This focus reflects a commitment to understanding the outcomes of the project in ways that are relevant and beneficial to those at the heart of the humanitarian endeavor. The evaluation design reflects a responsibility to prevent any harm to communities or stakeholders and adheres to JPF's policies and procedures, including the organization's code of conduct and safeguarding policy.

Throughout the evaluation assignment, all field team members adhered to strict ethical standards, treating respondents and key informants with respect. They emphasized voluntary participation in the evaluation study and explicitly sought consent from all participants. Despite the limited engagement with beneficiaries, no safeguarding issues were reported, ensuring the integrity and ethical conduct of the evaluation. The findings should be triangulated with ongoing monitoring and feedback to generate a more comprehensive understanding.

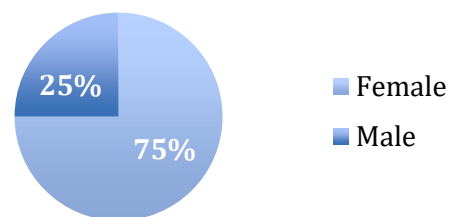
IV. Evaluation Findings

Demographics and General Findings

Gender of respondents

Gender of respondents	Count off#
Female	6
Male	2
Grand Total	8

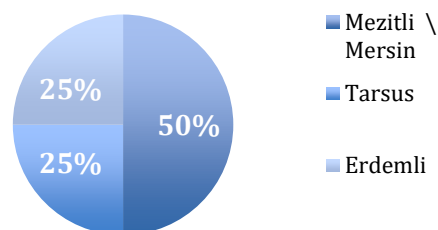
Gender of respondents



Location of respondents

Location of respondents	Count off#
Mezitli \ Mersin	4
Tarsus	2
Erdemli	2
Grand Total	8

Location of respondents



The respondent's age

Ranged from 28 to 54

Evaluation Findings as Per the Evaluation Objectives

Evaluation Objective 1: Verify that the project funds are being used according to the project proposal

According to key informant interviews with the Maharet team, REALs is responsible for setting up the detailed project budget. This budget is divided by project component (Component 1 and Component 2) and includes planned expenses for various activities, as well as other costs such as office and car rentals and staff expenses.

Maharet has a finance officer dedicated to managing the budget and overseeing expenditures. The team reported being cautious with spending due to increasing prices, particularly in Phase 2, and they anticipate higher rent costs in the next project phase. Despite careful management, Maharet noted some budget limitations, including necessary but uncovered costs such as the salaries of cleaning staff and local insurance fees (stoppage), which cannot be covered by the donor due to regulatory constraints.

REALs confirmed that financial plans are developed to effectively match project activities, allowing for some flexibility within budget lines. To ensure accountability, Maharet submits all financial documents to REALs for review and auditing. For purchases, they follow a protocol that includes understanding the market, obtaining three price quotes, and selecting the best option based on these quotes.

Limitations:

The evaluation did not include a comprehensive review of actual expenditures due to timeframe and scope constraints of the evaluation, also these documents were not available at the desk review phase.

Conclusion:

The findings indicate that Maharet, under the guidance of REALs, has implemented effective budget management practices, adhering to financial protocols and maintaining transparency and accountability. However, some necessary costs remain uncovered due to donor regulations, and the evaluation faced limitations due to the unavailability of actual expenditure documents. Overall, the project funds appear to be used prudently and in alignment with the project proposal.

Evaluation Objective 2: Verify that the project outcomes and outputs were reached to its goals

I. Verification of Project Outcomes and Outputs

The overall project aim is to enable specifically vulnerable refugees to access administration and public services, secure their rights and public support, and increase awareness of GBV, allowing more refugees to take proactive measures for GBV prevention.

KIs with the Maharet and REALs teams highlighted significant efforts to support vulnerable groups, including patients, the elderly, and children. Notable initiatives included providing transportation for women traveling alone to access health services and prioritizing critical referrals for individuals needing wheelchairs, crutches, hearing aids, and glasses, particularly for those with disabilities. Childcare support was also offered during activities, allowing women to participate fully without concerns about their children.

When activities were conducted in Erdemli or Tarsus, the team personally went to these locations to provide assistance, ensuring accessibility and engagement. Activities for youth were scheduled based on their time preferences to maximize participation. For individuals with disabilities, transportation was provided to activity locations, ensuring they could attend without accessibility issues. This holistic approach ensures that all beneficiaries can engage in the activities regardless of their personal circumstances.

However, these were common practices followed by the Maharet team rather than part of the project design or formal program activities. This indicates a need for a clearer approach to

formalize these initiatives into the program plan, with written procedures to streamline them rather than relying on ad hoc practices. This formalization would allow for better monitoring and measurement of their impact.

According to household respondents, nearly 70% (N=6) of households in Mersin felt that the Syrian communities have greater needs than the provided services, especially for humanitarian assistance amid rising prices and inflation. One respondent indicated that the support provided covered barely 3-5% of their overall needs. While some beneficiaries appreciated the E-card (market card for food and daily items) provided earlier in the project, many do not plan to settle in Türkiye due to difficult circumstances. Conversely, two households reported that Syrian communities in Mersin have become stronger and more aware of legal, protection, and GBV issues.

It is noteworthy that the project's scope and design focus on providing access to administrative and public services, securing rights and public support, and increasing GBV awareness, rather than offering in kind humanitarian assistance. Thus, the project contributes to meeting the protection and awareness-raising needs of refugees in Türkiye, other critical needs remain unmet, as they fall beyond the project's scope. According to project documents and data collected in this evaluation, the project achieved its outputs and outcomes.

FGD attendees in Mersin echoed the sentiment that the challenges faced by Syrian refugees are significant and cannot be fully addressed by current services, although these services do help alleviate some burdens. One participant remarked on the need to address root issues, while another highlighted difficulties with obtaining travel permits, likening their situation to being trapped in a large prison. One participant emphasized, "There are some problems that no organization can solve. We need to address these issues at their root." They specifically highlighted financial constraints as the main barrier to meeting their protection needs. For example, families often marry off their daughters at a young age to alleviate financial burdens and responsibilities. Another shared, "We encounter difficulties with obtaining travel permits, making us feel like we're trapped in a large prison."

In Tarsus, services were beneficial in settling Temporary Protection ID situations, obtaining work permits, and accessing medical services through translation support, but respondents highlighted the dire situation for other Syrian refugees, with many unaware of whom to contact for legal issues, underscoring the critical role of the organization's services.

Most recently, the PDMM (Provincial Directorate of Migration Management) stricter regulations toward Syrian refugees under Temporary Protection Identification Documents, including increased deportations, closure of registration system and rejected permits, have further complicated their situation, highlighting the need for adaptive strategies. REALs explained, to tackle these challenges, Maharet actively participates in various meetings to establish connections and expand their network. Whenever there is a new manager at the directorate, they meet them to build rapport. They also advocate at different levels in Ankara, working closely with UNHCR systems.

Conclusion:

The project has made significant efforts to support vulnerable refugees and provide necessary services within its focused scope. However, substantial gaps remain in meeting the overall needs of the community. The specific vulnerabilities and weak financial situations of the target groups necessitate additional in-kind or financial assistance, which the project currently does not cover.

While the project services have been beneficial, particularly in providing access to health services and legal support, the challenges faced by the refugees, such as insufficient coverage of needs and systemic issues like obtaining travel permits, indicate that further efforts are required to fully achieve the project's objectives. Additionally, the stricter regulations by the Turkish government have further complicated the situation for Syrian refugees, highlighting the need for adaptive strategies to address these evolving challenges.

2. Output I: Information Sharing and Case Management

Achieving outputs and outcomes:

Phase I: According to the project completion report, the project aimed to support Syrian refugees in Mersin and also the displaced by the earthquake in southeastern Turkey on February 6, 2023. While the initial target was to reach 6,300 beneficiaries, only 4,366 (69%) were reached by April 2023. However, by May 2023, the project saw increased participation, achieving 12 out of 13 output indicators.

Outcome indicators showed high success rates:

- 99% of participants in individual support monitoring reported improvement and resolution of their issues (144% achievement rate).
- 85% of legal consultation cases for temporary protection IDs and public assistance applications were completed (170% achievement rate).

Although the initial beneficiary target was not met, the project successfully achieved its outputs and significantly surpassed many outcome targets. Therefore, Component I was judged to be "more than planned."

Phase 2: According to the project plan, it is aimed to reach 5000 individuals under phase 2⁴. As per the interviews with REALs and Maharet team, the project achieved its outputs and sometimes exceeded its set targets.

Process:

The case management and psychological support process begins when a case is referred from the case management team. Initially, the psychological support team contacts the beneficiary to assess

⁴ The final reporting number is not included because it was not ready during the evaluation process.

their needs. If the support required falls outside their capability, such as medical assistance, they refer the case to other organizations. For instance, they encountered cases related to involuntary urination and provided diapers but referred medical cases to appropriate entities.

One important component added in Phase 2 is the enhancement of the case intake stage. The Maharet team now clearly explains the case management process, specifying that the case might be entitled to an internal referral for necessary consultation or an external referral to another organization. Improved communication at this stage greatly contributes to managing people's expectations and reduces the risk of beneficiaries feeling let down.

The team follows a structured approach, utilizing a Service Map to identify and transfer cases to organizations that can better address specific needs. They transparently communicate to beneficiaries when they cannot provide direct support, ensuring beneficiaries are aware their cases are being transferred for specialized assistance.

According to REALs, they further utilize the LESS (Life Event Stress Scoring) questionnaire to identify the psychological needs of beneficiaries, aligning with international standards. After receiving the sessions, Maharet evaluates their effectiveness using the PCQ. This involves assessing the mental status of beneficiaries before and after a few sessions to measure improvement. While the details of individual cases are not disclosed, the PCQ results indicate continuous support and significant enhancement in the beneficiaries' well-being.

Successful Cases and Challenges: Referrals for special needs, particularly for children with disabilities, are often successful. However, challenges include an increasing demand for services and limited financial resources. Additionally, the lack of Arabic-language psychological services from Turkish organizations poses a barrier, as beneficiaries often return without having benefited from the support.

The follow-up on referrals is handled by the case management department, which communicates with beneficiaries within one to two weeks to ensure their needs are met. The referral system involves collaboration between Syrian and Turkish organizations, facilitated through a common form shared via email. There is a feedback and follow-up mechanism where beneficiaries are contacted weekly to ensure satisfaction and needs fulfilment. Internal referrals are processed quickly, while external ones may take longer.

Effectiveness: Psychological counselling activities show varied effectiveness. Some cases benefit fully if the issues are purely psychological, while those with concurrent organic disabilities see a 50-60% improvement. Both online and in-person sessions are equally effective, with some beneficiaries preferring online support due to geographical constraints.

A significant issue is the stigma associated with receiving psychological support, causing hesitation among beneficiaries to continue with the sessions. Fully engaged beneficiaries notice substantial improvements, while those less committed do not. Expansion into areas like Tarsus has been positive, addressing the noticeable need for support.

Feedback from beneficiaries highlights the impact of psychological counselling. One household member reported significant improvements in managing anger and self-control after completing the sessions. External organizations also recognize Maharet's case management team's expertise, particularly in handling GBV cases due to specialized training.

Challenges: The program faces numerous challenges. Some beneficiaries seek sessions with the intention of obtaining in-kind assistance, often providing false information. The overwhelming demand for services coupled with insufficient financial and human resources further complicates service delivery. Additionally, some psychological conditions require medication, which the team cannot provide as they are not licensed medical practitioners.

Conclusion:

The case management and psychological support process at Maharet has demonstrated a structured and comprehensive approach, significantly enhancing beneficiary outcomes. Key improvements, such as the enhanced case intake process and the utilization of tools like the LESS and PCQ, have contributed to better managing expectations and ensuring effective support. Successful referrals, particularly for special needs cases, and collaborative efforts between Syrian and Turkish organizations highlight the program's strengths.

However, challenges persist, including high demand for services, limited financial resources, and language barriers for Arabic-speaking beneficiaries. The stigma associated with psychological support also affects engagement levels. Despite these challenges, the program has positively impacted beneficiaries, with reported improvements in managing psychological issues and external recognition of Maharet's expertise.

Overall, while the program effectively addresses many needs, ongoing improvements in resource allocation, communication, and addressing cultural sensitivities will be crucial for continued success and sustainability.

3. Output 2: Capacity Building and Awareness raising activities for GBV prevention

Achieving outputs and outcomes:

Phase I: According to the project completion report, a total of 10 staff and volunteers from affiliated organizations were trained for GBV prevention and response, with 80% of trainees improving their comprehension test scores. A GBV prevention session for refugees also achieved a 185% target rate. Additionally, 98% of GBV prevention awareness monitors implemented the preventive measures they learned. All six output indicators and both outcome measures met or exceeded their goals. Thus, the project successfully achieved its outputs, demonstrating significant improvements in comprehension, awareness, and implementation of GBV prevention measures.

Phase 2: According to the project plan, it is aimed to reach 5000 individuals under phase 2⁵. As per the interviews with REALs and Maharet team, the project achieved its outputs and sometimes exceeded its set targets.

Process and effectiveness:

The GBV activities implemented by Maharet are conducted at the Erdemli, Mezitli, and Tarsus offices. Staff feedback indicates these services are highly effective, particularly in Tarsus, where there is a significant need for such activities.

Interviewees highlighted that the GBV sessions are tailored to meet the needs of attendees, many of whom come from low social status backgrounds. The content is simplified for better comprehension. While attendees initially seek financial assistance, the psychological support and moral encouragement provided are highly valued.

The impact of these sessions varies based on the social background of the beneficiaries. Some participants are enthusiastic and engage deeply, while others, including some men, express diverse opinions on the discussions. Notably, the sessions have led to significant behavior changes, such as one beneficiary deciding against the early marriage of his daughter after attending a session.

Collaboration between Maharet and REALs has been crucial in developing effective GBV presentation materials. Maharet received Training of Trainers (ToT) on GBV from REALs, which has improved their approach. Plans are in place to update presentation materials and pre- and post-tests to ensure continued relevance and impact. Interest in GBV sessions remains high, indicating a strong desire for further education on this topic. An interviewee from an external organization affirmed the growing expertise and capacity of Maharet in implementing GBV activities, particularly in the challenging contexts of Mersin and Tarsus.

Despite the positive feedback, some challenges persist, such as the need to distribute GBV leaflets efficiently within budget constraints and limited staff. To address this, a verbal explanation was added to the leaflets in phase 2 to maximize their impact. REALs ensure that Maharet staff maintain their presence and effectively deliver GBV training to other organizations in Mersin.

Furthermore, key informants explained that the Maharet team sometimes faces difficulties in conveying content effectively due to the conservative nature and customs of the served communities, particularly in Tarsus. To address this, REALs ensures that the materials are designed to be religiously neutral and acceptable, adhering to a rights-based approach. Additionally, if there is a request for separation between men and women during sessions, this is accommodated to respect cultural and religious sensitivities.

Feedback from HHs respondents shows variability in the perceived effectiveness of the sessions. Some beneficiaries found the sessions very helpful and reported that the sessions effectively raised their awareness of several topics they were previously too ashamed to discuss, such as the

⁵ The final reporting number is not included because it was not ready during the evaluation process.

harms of early marriage and its negative impact on the family. One respondent mentioned that the sessions improved her teenage daughter's behavior and suggested that physical consultations might have been more effective. Conversely, another respondent rated the sessions as neutral. And One respondent mentioned that physical consultations might have been more effective.

Conclusion:

Overall, the coordinated efforts of Maharet, REALs, and external organizations demonstrate significant progress in addressing GBV and supporting affected communities in Mersin and Tarsus. The implementation of simplified content, collaboration in material development, and the provision of ToT have enhanced the capacity and expertise of Maharet. However, to further improve the effectiveness, the project should consider increasing physical consultations and refining documentation practices to ensure all beneficiaries fully benefit from the GBV activities. Also, continuous improvement of materials and training, alongside feedback from beneficiaries, will further enhance the impact and reach of these vital services.

Evaluation Objective 3: Verify that the humanitarian principles and standards are respected

The evaluation reveals that the Maharet team consistently adhered to key humanitarian principles and standards throughout the project implementation. According to KII with the Maharet team, a core organizational goal is to uphold and propagate these principles. This commitment is reflected in their approach to training employees of other organizations, where they meticulously emphasized the importance of humanitarian standards.

One KII highlighted that the Maharet team treats every case with respect and assesses each situation individually, serving all Syrian refugees regardless of their religious, ethnic, or national background. This inclusive approach ensures that all beneficiaries are treated with dignity and respect. Additionally, the team regularly engages in reflective discussions with volunteers to reinforce the importance of empathy and understanding in their interactions with affected communities.

REALs also contributed to this effort by emphasizing humanitarian standards, such as the Sphere standards, during the project's kick-off meeting. These standards were communicated as essential guidelines to ensure the project's success. This commitment to humanitarian principles was echoed in FGDs, where all household participants reported that Maharet staff treated them with the utmost respect and dignity. One participant shared an example of this respectful treatment, mentioning that when they were unable to visit the center, the staff offered to either pick them up or conduct the session over the phone.

Conclusion:

Overall, the coordinated efforts of Maharet and REALs in upholding humanitarian principles have fostered an environment of respect, dignity, and inclusivity. These practices have been positively

received by beneficiaries, as evidenced by their feedback, and have reinforced the project's commitment to humanitarian standards.

Evaluation Objective 4: Understand the beneficiary satisfaction

The evaluation of beneficiary satisfaction reveals a nuanced picture of the services provided by Maharet and REALs, highlighting both strengths and areas for improvement. Analysis of HH surveys and FGDs shows that translation services and assistance with booking hospital appointments are considered the most useful by beneficiaries. Many participants praised these services, with one noting, "The staff member responsible for translation arrives at the hospital before I do, and they follow up with me afterward."

However, legal services received lower satisfaction ratings. Some HH participants felt their legal needs were inadequately addressed, citing unresolved issues such as identity reactivation and child registration. One beneficiary remarked, "I received legal advice, but it didn't resolve my issue." Another participant emphasized the practical limitations, explaining, "The lawyer just advises us, but my husband and son are imprisoned, and he hasn't helped." And others had further expectations such as having the lawyer defending their specific case which is beyond the project scope.

Some HHs who received psychological consultation services spoke highly of the Maharet team's interactions and dedication. One respondent explained that she benefited from online consultation sessions to address issues with her teenage daughter, who was not interested in studying and had uncontrollable behavior. After hearing the counsellor's advice, the respondent applied the suggested methods effectively and has seen positive changes. Another household member said, "Yes, it definitely helped. Before, I would react quickly and struggle to control my anger, often exploding suddenly. By the end of the sessions, I learned to manage myself and control my nerves." However, some of them explained that they prefer to have these sessions in person instead of phone calls.

These mixed responses are influenced by several contextual factors. During Phase 2, the legal and financial situation for Syrian refugees became more complicated due to stricter government regulations on obtaining Temporary Protection ID cards and travel permissions across provinces. Additionally, municipal elections and changes within the Mersin Directorate of Migration Management disrupted established connections and hindered Maharet's ability to resolve issues efficiently. Maharet staff noted that they had better success addressing legal matters under the previous management, which had been more cooperative.

Political pressures also played a significant role, with Syrian refugees in Türkiye facing increased regulatory scrutiny and deportations as part of policy measures. This environment of uncertainty and instability left many refugees contemplating illegal means to leave the country, placing their families at significant risk. The demand for financial and in-kind assistance further complicated the situation, as Maharet's scope did not cover such support, leading to dissatisfaction among those with acute financial needs.

Despite these challenges, Maharet proposed focusing on deportation issues and providing free legal representation through a Turkish lawyer. However, REALs' budget constraints prevented the implementation of this model. Beneficiaries often expressed dissatisfaction due to the slow resolution of legal issues and the lack of continuous support from the PDMM, exacerbating their precarious situation.

Conclusion:

The evaluation highlights that while the project effectively provided translation services and hospital appointment assistance, legal and psychological support services fell short of beneficiary needs. Increasingly strict government regulations and political pressures have compounded these challenges, leaving many refugees in precarious situations. Despite adherence to humanitarian principles and respectful treatment of beneficiaries, the project's limited scope and resources resulted in unmet needs and dissatisfaction. Enhanced legal support, better resource allocation, and improved follow-up mechanisms are recommended to address these gaps and better support the Syrian refugee community in Türkiye.

Evaluation Objective 5: Analyze the impact of the project with the available data

The project had varied impacts on beneficiaries, with translation services and assistance with hospital appointments receiving the highest satisfaction. Beneficiaries consistently highlighted the translation services as crucial, helping them navigate hospital visits and administrative procedures, often making life-changing differences.

Another emphasized the affordability and accessibility of translation and transportation support, which would otherwise be financially out of reach.

However, the feedback on legal and psychological services was mixed. While some beneficiaries found psychological consultations effective, others preferred direct interactions between the counselor and their children for better outcomes. Legal assistance also received varied responses. One beneficiary noted that updating personal details to obtain a Temporary Protection ID card prevented deportation, significantly improving their stability in Türkiye. Although legal assistance was beneficial in some cases, it was often seen as insufficient, particularly in complex issues like addressing unjust immigration decisions. Additionally, one respondent mentioned unmet needs such as obtaining physiotherapy or orthopedic shoes for children, which they could not afford to buy every month.

This sentiment was echoed in focus group discussions, where participants acknowledged the limitations of legal support and expressed the need for stronger collaboration with government departments to address special cases, such as registering children born in Syria.

Conclusion:

Overall, while the project made significant positive impacts, especially through its various services, there remains a clear need for expanded legal assistance that goes beyond consultations and more targeted psychological support to further address the broader and more complex needs of the refugee community in Türkiye.

Evaluation Objective 6: Evaluate Japanese NGOs/JPF member organizations manage local implementing partners and their input

The evaluation of the management of local implementing partners by Japanese NGOs and JPF member organizations reveals a well-coordinated and supportive relationship between REALs and Maharet, characterized by mutual respect, strategic collaboration, and effective communication.

REALs Role

REALs play a crucial role in planning, budgeting, and managing the project. They are responsible for all coordination with JPF and Maharet, ensuring activities are implemented according to the project's goals and reporting back to JPF. Additionally, REALs provide the necessary technical support and training to the Maharet team. Due to budget constraints, REALs had to make strategic decisions, such as discontinuing Cash-Based Interventions (CBI) and focusing on conflict rehabilitation, leveraging their experience from previous projects. REALs assist Maharet by sharing insights from key forums like 3RP and UN meetings, imparting legislative and procedural knowledge, and enhancing report preparation skills. Over two years, REALs adhered to JPF standards, which now allows them to focus on more professional points of project management and support.

Maharet Role

Maharet is responsible for the on-the-ground implementation of project activities according to the work plan and schedule. They monitor the project's progress, submit monthly narrative reports to REALs, handle purchasing and financial reporting, and coordinate with other organizations and local authorities for case management and legal assistance. This local implementation ensures that the project activities are culturally appropriate and responsive to the beneficiaries' needs.

Relationship and Support

The relationship between REALs and Maharet is described as strategic, longstanding, and characterized by mutual respect and collaboration. KIs indicate that REALs view Maharet as partners, conducting frequent support visits and involving them in decision-making processes. Post-earthquake, REALs provided moral support, reflecting a deep concern for Maharet's well-being. Maharet appreciates this supportive dynamic, noting that despite being funders, REALs engage in discussions and seek Maharet's input to tailor project activities to the cultural and actual needs of Syrian beneficiaries. Training provided by GBV experts, such as a professor from Ankara, further underscores the commitment to capacity building and professional development within Maharet.

Conclusion:

The partnership between REALs and Maharet showcases an effective model of collaboration and support in managing local implementing partners. REALs' strategic planning, technical support, and inclusive approach in decision-making, combined with Maharet's local expertise and implementation capacity, contribute significantly to the project's success. This synergy ensures that the project activities are well-planned, culturally relevant, and responsive to the beneficiaries' needs.

Capacity Building and the HDP Nexus

Capacity building

Capacity building from REALs to Maharet has primarily focused on compliance with JPF rules and regulations and the protection technical component, with less emphasis on developing Maharet's organizational capacity. REALs have managed project setup, higher management, and budget management—tasks that could be shifted to Maharet in phase 2 or later. This shift would allow REALs to focus more strategically on building Maharet's institutional and organizational capacity, aligning with Grand Bargain commitments. Additionally, REALs could significantly enhance Maharet's capacity in grant management, communication, and partnerships. This support would enable them to effectively pursue funding opportunities, develop compelling proposals, and strengthen their communication and partnerships with other protection actors. These efforts are crucial for ensuring Maharet's sustainability and its ability to continue delivering impactful services.

Current Nexus Considerations

The project is currently providing protection, legal consultation, psychological support, and translation services to refugees in Türkiye. These services are crucial steps towards bridging immediate humanitarian aid with long-term development and peacebuilding initiatives. By addressing urgent protection needs and enhancing legal and psychological support, the project is laying the groundwork for sustainable development and community resilience. Ensuring the safety and legal rights of refugees not only meets fundamental humanitarian needs but also contributes to a stable foundation for their future development. Legal consultation is vital in helping refugees secure their rights, which is essential for their long-term integration and stability within host communities. psychological support addresses immediate mental health needs and fosters long-term well-being and social cohesion, both of which are critical for peacebuilding.

Translation services play a key role in facilitating communication, ensuring refugees have access to essential services and can integrate more effectively, supporting both their immediate needs and longer-term development goals. This comprehensive approach demonstrates how ongoing emergency aid can be seamlessly connected to localization and the Humanitarian-Development-Peace Nexus, reflecting JPF's commitment to fostering sustainable and resilient refugee communities in Türkiye.

Therefore, this project is critically needed for Syrian refugees in Türkiye, and the involvement of local protection actors like Maharet represents a strategic approach to enhance and achieve the goals of the Nexus. However, additional support—both financial and in terms of capacity—is required from JPF in targeted locations to further strengthen these efforts. This continued

support will ensure sustained impact and contribute effectively to the long-term well-being and resilience of refugee communities in Türkiye.

Conclusion:

In conclusion, the project's focus on providing essential services such as protection, legal consultation, psychosocial support, and translation to Syrian refugees in Türkiye is crucial for bridging immediate humanitarian aid with long-term development and peacebuilding goals. Enhancing the organizational capacity of local actors like Maharet is pivotal in ensuring sustained support and fostering resilience within refugee communities. Continued support from JPF in terms of funding and capacity-building remains essential to further strengthen these efforts and achieve lasting impact in targeted locations.

Evaluation Objective 7: Evaluate whether the types of assistance were effectively provided for localization in the short-term, medium-term, and long-term

The evaluation of the types of assistance provided for localization reveals a multi-faceted approach that addresses short-term, medium-term, and long-term needs. This approach has led to significant improvements in the capabilities and effectiveness of the local implementing partner, Maharet.

Short-Term Impact

In the short-term, the focus on continuous training and professional development for counselors has had a direct and immediate impact. Regular attendance at training sessions and sharing training opportunities have improved the counselors' skills, enhancing the quality of support provided to beneficiaries. The ToT on GBV delivered to Maharet's team in phase 2 has been particularly impactful. The updated and context-specific GBV training materials have made the sessions more practical and applicable, resulting in more accurate and higher quality data management compared to two years ago.

Medium-Term Impact

In the medium-term, the project has seen improvements in coordination and volunteer management. Maharet's team has developed better management practices, maintaining direct contact with beneficiaries and handling coordination tasks effectively. The project's focus on compliance with JPF rules and regulations has ensured adherence to necessary standards, while the technical support on protection components has enhanced Maharet's operational capabilities. However, there is a noted need for REALs to shift some responsibilities to Maharet to focus more strategically on building Maharet's institutional and organizational capacity, aligning with the grand bargain commitments.

Long-Term Impact

In the long-term, the collaboration between REALs and Maharet has fostered a strong partnership characterized by mutual respect and continuous improvement. The capacity building efforts have led to Maharet's team gaining significant knowledge and experience, enabling them to manage projects more independently. The project coordinator plays a crucial role in bridging communication between REALs and Maharet, ensuring a smooth flow of information and

alignment of activities. Regular visits and consultations by REALs have strengthened the relationship and trust between the two organizations, making the partnership more effective and resilient.

Conclusion:

The assistance provided for localization has been effective across all timeframes. Continuous training and professional development have had immediate benefits, while improved management practices and compliance have enhanced medium-term outcomes. The long-term partnership and capacity building efforts have positioned Maharet as a capable and reliable implementing partner. However, there is room for further empowering Maharet by shifting more strategic responsibilities from REALs, which would allow for greater focus on building Maharet's organizational capacity.

Evaluation Objective 8: Provide technical assistance, guidance, and advisory service to NGOs, project implementing partners, JPF with aims to improve project implementation.

Monitoring and Feedback mechanisms

The project's monitoring and feedback system incorporates several mechanisms to monitor and track implementation. Key informants highlighted the use of various tools, such as the PCQ, FGDs, and pre- and post-tests for GBV programs, to assess the impact of their services. Additionally, legal and rights seminars are evaluated through questionnaires, and feedback from these assessments informs updates to materials and services. Specific measures, such as short questionnaires on GBV and PSEA awareness, help gauge beneficiaries' understanding and retention of critical information. Satisfaction surveys conducted after each phase further ensure that services meet beneficiaries' needs and expectations.

- **PCQ, FGDs, Pre- and Post-Tests:** Used to assess service impact, especially for GBV activities.
- **Legal and Rights Seminars:** Evaluated through questionnaires.
- **Short Questionnaires:** Measure GBV and PSEA awareness.
- **Satisfaction Surveys:** Conducted after each phase to ensure services meet needs.

However, a deeper analysis reveals that the primary application of these tools is mainly for reporting purposes. However, their implementation is not consistently adequate. While the project team has reported receiving mostly positive feedback from beneficiaries, which is documented and reported, this feedback does not capture the dynamic nature of beneficiaries' needs and circumstances.

Beneficiaries' needs can change due to various internal and external factors. Therefore, it is crucial for ongoing monitoring and engagement with beneficiaries to accurately capture these evolving needs. This information should then be reported to inform and suggest necessary adjustments to activities. Currently, this dynamic monitoring is lacking, and there is a need for more robust mechanisms to ensure that changes in beneficiaries' needs are promptly identified and addressed in the reporting process.

As for the feedback mechanism, discrepancies were noted in the feedback system's implementation. While key informants described multiple feedback channels, including contact information on leaflets, complaint boxes, and direct feedback via questionnaires, interviews with HH respondents revealed a lack of awareness about these mechanisms. Most HH respondents reported not being informed about the complaints mechanism or how to submit complaints. This sentiment was echoed in FGDs, where participants expressed varying levels of awareness about feedback channels. Some were aware of a WhatsApp group for sharing feedback, while others were not part of this group or were unaware of any complaints mechanism.

Despite these issues, some participants acknowledged receiving brochures with contact details for submitting complaints and feedback. The inconsistency in awareness suggests that while the project has established feedback systems, their communication and accessibility to all beneficiaries require improvement.

Conclusion:

The project demonstrates a good approach to monitoring and feedback, using multiple tools to assess the effectiveness of interventions and gather beneficiary insights. However, there is a significant gap in capturing emerging needs and changes and ensuring their reporting, also beneficiaries' awareness and utilization of the feedback mechanisms. Ensuring all beneficiaries are informed about and can access these mechanisms is crucial for improving service delivery and addressing any concerns promptly.

Documentations and data management

The evaluation reveals that while the project has a comprehensive data management system, the overall documentation practices are inconsistent and require improvement. REALs developed a database system, designed by Japanese experts, which includes spreadsheets to log case details and follow-up actions. This system is secure, with access restricted to authorized personnel only, and consent forms are securely stored as hard copies. However, despite these measures, the analysis of collected data is not always fully developed, which limits the project's ability to draw comprehensive insights from the information gathered.

Furthermore, there are additional gaps in the documentation process. Referrals are often made through WhatsApp, which is not ideal for documentation purposes. A more formal method, such as email, would enhance the traceability and archival quality of these communications.

One notable deficiency is the lack of formal documentation for the approvals Maharet receives from authorities. Currently, Maharet relies heavily on verbal agreements and a strong network to navigate bureaucratic challenges, which poses risks to transparency and accountability. For future projects, it is recommended that all approvals be obtained in written form. This would ensure documented proof of authorization, aiding in compliance with governmental regulations and enhancing the project's credibility and security.

Additionally, there is a need for a robust documentation approach to record communications with external stakeholders. This would support transparency and accountability, ensuring all project activities are well-documented and traceable.

As for the project, detailed SOPs are explained in the project plan and discussed with staff during the kick-off meeting. However, these SOPs could benefit from further formalization and development, ensuring that each service has a specific SOP that details the step-by-step procedures, responsibilities, timelines, necessary resources, and quality control measures. This formalization will help standardize operations, improve consistency, and enhance the overall effectiveness of service delivery.

Conclusion:

The current data management and documentation practices, while foundationally sound, exhibit gaps that need addressing. The lack of formal documentation for approvals and reliance on informal communication channels undermine the project's transparency and accountability. Enhancing documentation practices and formalizing communication processes will bolster the project's credibility and compliance with governmental regulations.

V. Recommendations

Evaluation Objective	Recommendations
Overall	<ul style="list-style-type: none"> • Add flexibility to the project activities and budget to accommodate the ongoing challenges faced by refugees in Turkey, enabling the project to respond effectively to critical changes. • Re-activate Cash Card Support: Significantly benefit vulnerable groups, complement current services, and encourage further engagement in project activities. • Enhance cooperation with other organizations to increase the effectiveness of support by simultaneously targeting the same beneficiaries through complementary projects. This collaborative approach can help bridge gaps and provide more comprehensive assistance to meet the overall needs of the community.
Verify that the project outcomes and outputs were reached to its goals	<p>Targeting the most vulnerable</p> <ul style="list-style-type: none"> • Include a dedicated section in the project plan to address the needs of the most vulnerable individuals. This section should outline specific strategies and best practices, such as prioritizing people with disabilities (PWD), widowed women, and the elderly for priority referrals and extended support. Formalizing these practices and monitoring its progress will ensure they become standard procedures across all activities and departments, thereby enhancing the project's inclusivity and effectiveness in reaching those who need it most. <p>Output 1: Case Management and Psychological Support</p> <ul style="list-style-type: none"> • Continue to improve communication during the case intake stage. Ensure that beneficiaries clearly understand the entire case management process, including potential internal and external referrals. Use simple, non-technical language and provide written materials if necessary. • Address the stigma around psychological support by training volunteers and the data collection team to better evaluate responses and elicit more accurate information from beneficiaries. This can help in understanding the beneficiaries' needs more effectively and providing appropriate support without causing discomfort or shame. • Conduct awareness campaigns to reduce the stigma associated with receiving psychological support. Use success stories and testimonials from beneficiaries to highlight the positive impact of these services. • Encourage community leaders and influencers to speak about the importance of mental health and support services, helping to normalize seeking help. • Continue to provide continuous training opportunities for the case management and psychological support teams, focusing on new methodologies, cultural competence, and updated practices.

	<ul style="list-style-type: none"> • Encourage staff to share best practices and lessons learned from their experiences to foster a culture of continuous improvement. • Consider deploying mobile units or conducting regular visits to remote areas to reach beneficiaries who cannot travel to the main centers. • Leverage Maharet strong position as a Syrian NGO in Mersin to play a proactive role in bridging needs of Syrian population with in collaboration with other services providers and stakeholder in Mersin. REALs and Maharet can establish a strong referral system and a mapping of services in Mersin, they can become a key actor. <p>Output 2: Capacity Building and Awareness raising activities for GBV prevention</p> <ul style="list-style-type: none"> • Increase the frequency and availability of in-person consultations to provide more effective support. • Continue to update GBV presentation materials and pre- and post-tests to ensure they remain relevant and impactful. Incorporate feedback from previous sessions to refine the content. • Continue to provide verbal explanations alongside written materials to enhance understanding, particularly for beneficiaries with lower literacy levels. • Develop and implement strategies that promote behavior change, such as storytelling, role-playing, and interactive discussions that resonate with the social background of the beneficiaries. • Enhance collaboration with local organizations and stakeholders to broaden the reach of GBV activities. Leverage these partnerships to share resources, knowledge, and best practices. • Engage with community leaders and influencers to advocate for GBV awareness and support. Their endorsement can help overcome cultural barriers and promote acceptance of GBV interventions.
Verify that the humanitarian principles and standards are respected	<ul style="list-style-type: none"> • Continue providing regular training sessions on humanitarian principles for all staff and volunteers to ensure consistent adherence. • Increase the frequency of reflective discussions among staff and volunteers to reinforce the importance of empathy and respectful treatment. • Improve documentation practices to capture examples of adherence to humanitarian principles, which can be used for training and accountability purposes.
Understand the beneficiary satisfaction	<ul style="list-style-type: none"> • Adapt the legal consultation component to the extent possible to address current challenges, such as deportation. Increase the availability and scope of legal services to manage complex cases, including deportation and child registration issues. Strengthen connections with local legal experts who are well-versed in the evolving regulatory landscape and link the legal cases with Bar Associations to receive free / pro-bono lawyer services.

	<ul style="list-style-type: none"> Engage in advocacy efforts to address policy changes and pressures affecting Syrian refugees, ensuring their rights and needs are adequately represented and met. Foster stronger partnerships with Turkish organizations, emphasizing the need for language support in psychological services and other areas where refugees face barriers due to language differences. Take advantage of Maharet's presence and its acceptance during case management regular coordination meetings to bring up the translation issue to the table. Expand the use of online and mobile services to reach beneficiaries in remote areas, reducing the need for physical travel and associated costs. To address the high demand and alleviate pressure on the current translator, consider recruiting another translator. If budget constraints are a concern, this additional support can be provided on a part-time basis. This will enhance service efficiency and ensure timely assistance for beneficiaries.
Analyze the impact of the project with the available data	<ul style="list-style-type: none"> Given the mixed feedback on legal services, it is essential to expand beyond consultations to include advocacy and representation in critical cases. Collaborate closely with legal experts and local authorities to develop strategies that address complex issues such as unjust immigration decisions and legal documentation for vulnerable groups, including children born in Syria and Türkiye.
Evaluate Japanese NGOs/JPF member organizations manage local implementing partners and their input	<ul style="list-style-type: none"> Continue fostering a collaborative relationship between REALs and Maharet, ensuring that both parties are involved in decision-making processes and strategic planning.
Evaluate whether the types of assistance were effectively provided for localization in the short-term, medium-term, and long-term	Capacity Building and Localization <ul style="list-style-type: none"> Gradually shift more project setup, higher management, and budget management responsibilities to Maharet to allow REALs to focus on strategic planning and capacity building. Ensure Maharet takes on more leadership roles in project implementation and management, aligning with localization goals and empowering local organizations. Facilitate knowledge transfer and skill-building activities to enhance Maharet's ability to manage projects independently. Enhance efforts in regions like Tarsus, particularly in areas such as school registration support, to better serve the local community's needs. Continue and expand training programs, especially those that build on previous successes like the GBV ToT, to further improve the skills and knowledge of Maharet's team.

	<ul style="list-style-type: none"> • Create a detailed plan to enhance Maharet's institutional and organizational capacity. This should include training in leadership, strategic planning, financial management, and donor relations. Regularly assess and adjust the plan based on Maharet's evolving needs and goals. • Encourage the development of local leaders within Maharet to take on more significant roles in decision-making and management. This can be achieved through targeted leadership development programs and providing opportunities for local staff to lead initiatives. <p>Organizational Sustainability</p> <ul style="list-style-type: none"> • Assist Maharet in identifying and securing additional donors to reduce dependency on REALs/JPF. This includes mapping potential donors, networking, and attending relevant donor forums and conferences. • Provide training and support in writing and submitting grant proposals. REALs can help by reviewing drafts, offering feedback, and sharing successful proposal templates. • Facilitate connections between Maharet and other organizations, partners or donors, both within Türkiye and internationally. These partnerships can lead to collaborative projects, shared resources, and joint funding opportunities. • Encourage Maharet to actively participate in coordination meetings, such as the protection working group and the UN cluster system. Regular engagement in these forums will increase Maharet's visibility, foster relationships with other NGOs, and open doors for potential collaborations and funding. • Recommend regular visits to Gaziantep, the NGO hub, to establish new connections, explore partnership opportunities, and enhance organizational visibility. This will position Maharet as a key player in the region's humanitarian response.
<p>Provide technical assistance, guidance, and advisory service to NGOs, project implementing partners, JPF with aims to improve project implementation.</p>	<p>Monitoring and Feedback</p> <ul style="list-style-type: none"> • Establish a more dynamic and continuous monitoring system that can quickly adapt to and reflect the changing needs and circumstances of beneficiaries. • Ensure that the reporting process includes mechanisms for regularly updating and adjusting activities based on the evolving needs of beneficiaries. • Provide training to project teams on the importance of dynamic monitoring and how to implement adaptive reporting practices effectively. • Ensure that all beneficiaries are aware of the feedback and complaints mechanisms. This can be achieved through regular reminders, more visible signage at service locations, and repeated communication via various channels, including WhatsApp groups and in-person meetings.

- Simplify the process for submitting feedback by providing clear instructions and ensuring that contact information is prominently displayed and easily accessible.
- Implement periodic awareness campaigns to educate beneficiaries not only about the available feedback mechanisms, their importance, and how to use them effectively, but also how the feedback will be managed and what they should expect out of their feedback. These campaigns can be integrated into regular program activities and community meetings.
- Develop and implement more comprehensive methods for analyzing the collected data to generate actionable insights and improve project outcomes.
- Transition from using WhatsApp for referrals to a more formal method, such as email, to ensure proper documentation and traceability.
- Ensure that all approvals from authorities are obtained in written form to maintain transparency, accountability, and compliance with regulations

Strengthen Follow-Up

Implement a robust follow-up mechanism to track the long-term impact of individual consultations and awareness rising sessions on beneficiaries' behavior and attitudes. The following suggestions might apply:

- Establish a clear timeline for follow-up, including immediate post-session evaluations, and subsequent check-ins at 3, 6, and 12 months. Use a mixed-methods approach, incorporating both quantitative surveys and qualitative interviews or group discussions to gather comprehensive data.
- Develop detailed interview guides for in-depth follow-up interviews, focusing on personal experiences, behavior changes, and the practical application of session content.
- Implement digital surveys via mobile apps or online platforms to facilitate easy and timely data collection that can be sent on WhatsApp groups whenever applicable such as Kobo, survey monkey or google forms.
- Regularly analyze collected data to identify trends, successes, and areas for improvement.
- Produce regular reports summarizing follow-up findings, including success stories, challenges, and recommendations for improvement.
- Share these reports with stakeholders, including donors, partners, and other organizations, to demonstrate the impact and advocate for continued support.
- Create a culture of learning and adaptation within the organization, where feedback and data from follow-up activities are used to continuously refine and enhance GBV programs such as holding periodic learning meetings, and reflection discussions.

- Make sure these discussions are documented and required actions are tracked by the management team to ensure programs adaptation and improvements.

VI. Annexes

Annex A. Overview of Project Management Team

Japan Platform (JPF) is an international emergency humanitarian aid organization which offers more effective and prompter emergency aid, in response to the world situation, focusing the issues of refugees and natural disaster. JPF conducts such aid with a tripartite cooperation system where NGOs, business community, and government of Japan work in close cooperation, based on equal partnership, making the most of the respective sectors' characteristics and resources⁶.

Since its inception in 2000, the organization has provided humanitarian aid to more than 60 countries and regions, with a total of more than 84 billion yen and over 2,100 projects (as of September 2023). Some of the countries and regions that have received aid include Afghanistan, Yemen, Israel, Iraq, Iran, India, Indonesia, Uganda, Ukraine, Uzbekistan, Ecuador, Eswatini, Ethiopia, Eritrea, Cambodia, Cyprus, Guatemala, Kenya, Democratic Republic of Congo, Zambia, Sierra Leone, Djibouti, Syria, Zimbabwe, Sudan, Sri Lanka, Slovakia, Somalia, Solomon Islands, Thailand, Tajikistan, Chad, China, Chile, Türkiye, Niger, Japan, Nepal, Haiti, Pakistan, Vanuatu, Palestinian Territories, Hawaii, Bangladesh, East Timor, Philippines, Brazil, Burkina Faso, Vietnam, Venezuela, Peru, Poland, Madagascar, Malawi, South Africa, South Sudan, Myanmar, Mozambique, Mauritania, Moldova, Morocco, Mongolia, Jordan, Laos, Liberia, Romania, Lesotho, and Lebanon⁷.

Since its inception in 1999, **the REALs** has remained steadfast in its commitment to conflict prevention and peacebuilding efforts across Asia, Africa, and the Middle East. Their vision is to cultivate a society where conflict, violent extremism, and social violence are prevented and overcome, fostering co-existence amidst diversity. Anchored in sustainability, their mission involves collaboratively creating and implementing pragmatic solutions with all stakeholders involved in conflicts and violence, ensuring interventions do not inadvertently exacerbate existing tensions. The essence of their organization's name lies in pioneering innovative approaches and fostering collective action to realize these objectives, striving to extend our reach to as many individuals as possible in conflict-affected areas.

Established in 2016, **Maharet for Capacity Building (Maharet)** is an NGO officially registered in Türkiye since 2017, with Mr. Mohammed Zein at as the representative. Based in Mersin, southern Türkiye, Maharet is dedicated to empowering marginalized groups, particularly refugees, by providing essential support services and fostering their integration into host communities. With a

⁶ <https://www.devex.com/organizations/japan-platform-49339>

⁷ <https://www.japanplatform.org/about/profile/index.html>

team of 10 staff members and 9 volunteers, Maharet collaborates closely with local authorities and organizations such as the Turkish Ministry of Education and Turkish Red Crescent. Actively engaged in regional initiatives like the 3RP Southeast Protection Working Group, Maharet plays a vital role in advocating for and assisting vulnerable populations on the ground.