



Disaster Recovery Programs Community Engagement and Accountability Report

- September 2024 -



Disaster Recovery Programs
Community Engagement and
Accountability

Report

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EXECUTIVE SUMMARY

The Turkish Red Crescent Society (TRCS) Disaster Recovery Project Management Coordination Office is dedicated to addressing the needs that emerged in the aftermath of the catastrophic earthquakes that struck the south-eastern part of Türkiye on 6 February 2023. With the emergency phase that was concluded in August 2023, the Coordination Office has been engaged in numerous projects across various sectors to improve the lives of disaster-affected individuals residing in the earthquake zone. The sectors of focus include Psychosocial Support (PSS), Disaster Risk Reduction (DRR), Health, Reconstruction, Protection, Gender, and Inclusion (PGI), Water, Sanitation, and Hygiene (WASH), Cash and Voucher Assistance (CVA), Shelter, Livelihoods, and Nutrition.

The target community comprises of individuals affected by the earthquake in six provinces, including Hatay, Kahramanmaraş, Gaziantep, Malatya, Osmaniye, and Adiyaman. TRCS established Community Service Centres in these provinces, that offer a wide range of services such as providing psychoeducation services, organising workshops, supporting livelihoods, as well as ensuring access to basic rights. Strategically situated within container cities, these facilities facilitate access for populations affected by disasters. Supported by mobile outreach teams, multiple service units are deployed across provinces, extending their reach to rural areas with limited accessibility.

Key findings collected through project implementation indicate a significant improvement in accountability, attributed to the specialized teams dedicated to each sector and support functions such as finance, procurement, human resources, and planning, monitoring, evaluation and reporting (PMER). Despite its recent inception, the project benefited from the project team's expertise, establishing a robust foundation from the start. Moreover, the deployment of Community Service Centres in the field has significantly enhanced implementation capabilities and feedback mechanisms. Thanks to the high-capacity team stationed within these centres, valuable insights into community needs have been provided, allowing for the tailoring of projects to address these needs effectively. Additionally, data gathered from the Advisory Committee and the analysis of calls received by the Kızılay 168 unit have been instrumental in shaping these activities. The coordination office communicates these insights to partners during discussions on new projects, ensuring that community feedback, as well as the valuable input from these advisory channels, is integrated into planning and execution.

INTRODUCTION

In response to the devastating earthquakes, TRCS mobilized thousands of staff and volunteers immediately. Humanitarian organizations within or outside the Red Cross and Red Crescent Movement, joined forces to alleviate the suffering in the earthquake zone. The significant number of individuals impacted by the disaster, coupled with the breadth of their requirements, as well as the rapid mobilization of financial resources and expansion of initiatives, mandated implementing a systematic approach to ensure a proficient and timely response within the TRCS. Consequently, the Project Management Coordination Office was convened in April 2023 to guide and manage response efforts.

This report aims to demonstrate how the TRCS engages with its target community, and how community feedback is utilized to shape and improve ongoing projects. Additionally, the report outlines the methods used to gather and process information, ensuring transparency and accountability in all activities.

The disaster affected approximately 16 million people, and stands as one of the deadliest in the nation's history, leaving a trail of devastation and profound socio-economic implications in its wake. The immediate aftermath painted a grim picture: over 50,000 lives were lost, thousands more were injured, and over half a million buildings have incurred damage, including at least 710,000 residential units either collapsing or experiencing





severe damage. The disaster stands as one of the deadliest in the nation's history, leaving behind devastation and profound psychosocial and socio-economic implications. The socio-economic conditions in these areas have significantly deteriorated, as many workplaces were destroyed and are yet to be rebuilt due to the widespread destruction. Those with resources have often relocated to unaffected provinces, leaving behind a population needing substantial support and intervention.

This report is based on data collected between March 2023 and the end of August 2024. Moving forward, the report is published quarterly to ensure timely updates and continuous monitoring of the program's progress and impact.

The purpose of publishing this CEA (Community Engagement and Accountability) report is to provide transparent and timely insights into the ongoing efforts of TRCS to engage with and be accountable to the communities it serves. By regularly sharing detailed updates and analysis, the report aims to foster trust, ensure that the voices of beneficiaries are heard, and guide the continuous improvement of programs. It also serves as a vital tool for stakeholders to assess the effectiveness of communication channels, service delivery, and the overall impact of the disaster recovery initiatives, ensuring that they remain responsive to the evolving needs of the communities.

COMMUNITY ENGAGEMENT AND ACCOUNTABILITY MECHANISMS

The TRCS Disaster Recovery Project Management Coordination Office employs a variety of data collection methods to ensure comprehensive and accurate information gathering while effectively engaging the affected community. Complaints and feedback are meticulously recorded within Türk Kızılay's internal databases, and online tools are used to engage program beneficiaries through sessions like Post-Distribution Monitoring (PDM) or Focus Group Discussions (FGD). Every interaction is systematically logged according to categories defined in the Community Engagement and Accountability (CEA) SOP, ensuring organised data management.





In addition to the central complaint and feedback mechanism (Kızılay 168), each sector, guided by its specialists and managers, drafts questionnaires tailored to their specific goals. These questionnaires align with the logical frameworks and indicators developed with project partners.

Target groups for each questionnaire are selected based on the study's objectives. For example, while Key Informant Interviews (KIIs) target project partners, perspectives from assisted populations are gathered through sampling. Primary data collection methods include satisfaction surveys, PDMs, KIIs, group discussions, and verification surveys, often conducted using the Open Data Kit (ODK) for immediate digital recording. Depending on the context, TRCS' 168 Call Centre or Community Service Centre staff may conduct these surveys, with the Call Centre transitioning from 24/7 during the emergency phase to extended hours in the recovery period.

Once collected, data undergoes thorough analysis using tools like Excel, Power Query, Power BI, and Python, ensuring findings are robust, actionable, and informative for project planning.



The TRCS takes a strategic approach to community engagement, ensuring that the voices of those affected are heard and acted upon. Türk Kızılay employs various channels, including complaint hotlines, WhatsApp, social media, and field personnel, to gather valuable feedback. The 168 Call Center is the most utilized, handling 84% of interactions, supplemented by channels like web chat, contact forms, WhatsApp, and the AFOM (Crisis Desk). Lesser-used channels include X (Twitter), Sikayetvar, video chat, Facebook, Instagram, and onsite services. These tools are crucial in gathering feedback that informs tailored solutions.

Key initiatives include using data collection methods like PDMs, KIIs, FGDs, and verification surveys to gain insights into the community's experiences. To streamline communication and feedback collection, the Call Centre's capacity is continuously enhanced to handle more inquiries and ensure timely responses. Ongoing research efforts refine information-gathering

techniques and feedback mechanisms, addressing the community's evolving needs with precision and care.

As a CEA channel, the advisory committee brings together stakeholders and affected communities in the field, providing a broader perspective on the needs and challenges faced by those impacted. Held monthly, the committee enhances the effectiveness of services provided by the Turkish Red Crescent (TRC), identifies community needs, ensures accurate information flow, raises awareness in communities affected by the earthquake, encourages participation in TRC programs, gathers feedback on these programs, strengthens community bonds, and ensures clear and effective communication between TRC and local communities. The committee is composed of community members who are familiar with the local social structure and who can contribute to post-disaster recovery and resilience. Members include those who benefit from the services of the TRC Community Service Centers, as well as representatives from relevant public institutions and NGOs. To represent the committee, a team leader and a deputy leader are elected. The structure of the committee is inclusive, with members representing all segments of society, including women, men, the elderly, youth, and people with disabilities.



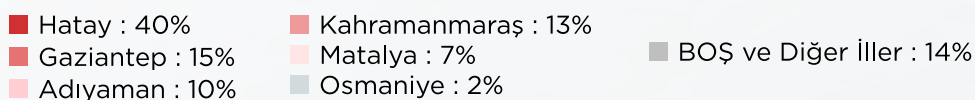
CEA FEEDBACK ANALYSIS: Insights and Results

The TRCS Disaster Recovery Project Management Coordination Office has significantly improved Community Engagement and Accountability (CEA) by integrating community feedback into its operations. Key achievements include increased transparency, regular feedback collection, and the expansion of communication tools like the 168 Call Centre and a WhatsApp bot, which have enhanced the project's responsiveness. High levels of community satisfaction have been reported due to timely and relevant assistance, with a preference for cash aid being incorporated into the project. Success factors include effective use of technology, proactive communication, and a focus on continuous improvement based on real-time feedback.

Strategically located in Ankara, Balıkesir, and Uşak, 168 Call Centre played a significant role in TRCS' response. Initially staffed with 150 operators working around the clock, the centre received approximately **1,262,758 calls** from February 6, 2023, to August 31, 2024. As the response phased out of emergency into a recovery operation, the call centre operations were scaled down to 12 operators working daily from 08:00 to 00:00. To keep the high number of calls under record with relevant disaggregation; a dashboard was created to visualise the feedback, also enabling programme teams to act on it effectively. As of September, the call centre services are now centralized in Ankara. In the visual below, the distribution of incoming calls received is shown.



Province Based Requests



**Number of Calls Received by TRCS 168 Call Centre disaggregated by province (6 February – 31 August 2024)*

In 2023, the CEA system recorded a total of 1,168,027 entries. As of 2024, the system has registered 83,859 records. These figures reflect the number of entries recorded monthly following the peak of the acute phase. This data provides insight into the current volume of records being collected on a monthly basis as the recovery process continues.

When reviewing the monthly records, a noticeable decline over time is observed. This decrease is attributed to changes and reductions in field needs during the summer months compared to winter. The summer holiday, along with the temporary migration of children and youth out of the region, is considered to have contributed to this decline in calls. Additionally, the increased call volumes in earlier months may have been influenced by the periods of Eid al-Adha (Kurban Bayramı) and Ramadan. Below are the data for monthly calls:

These figures offer valuable insights into how needs fluctuate throughout the year. Additionally, with the establishment of a new operational database, some records are still in the process of being transferred, which may also influence the current figures.

2024 Montly CEA records



64%

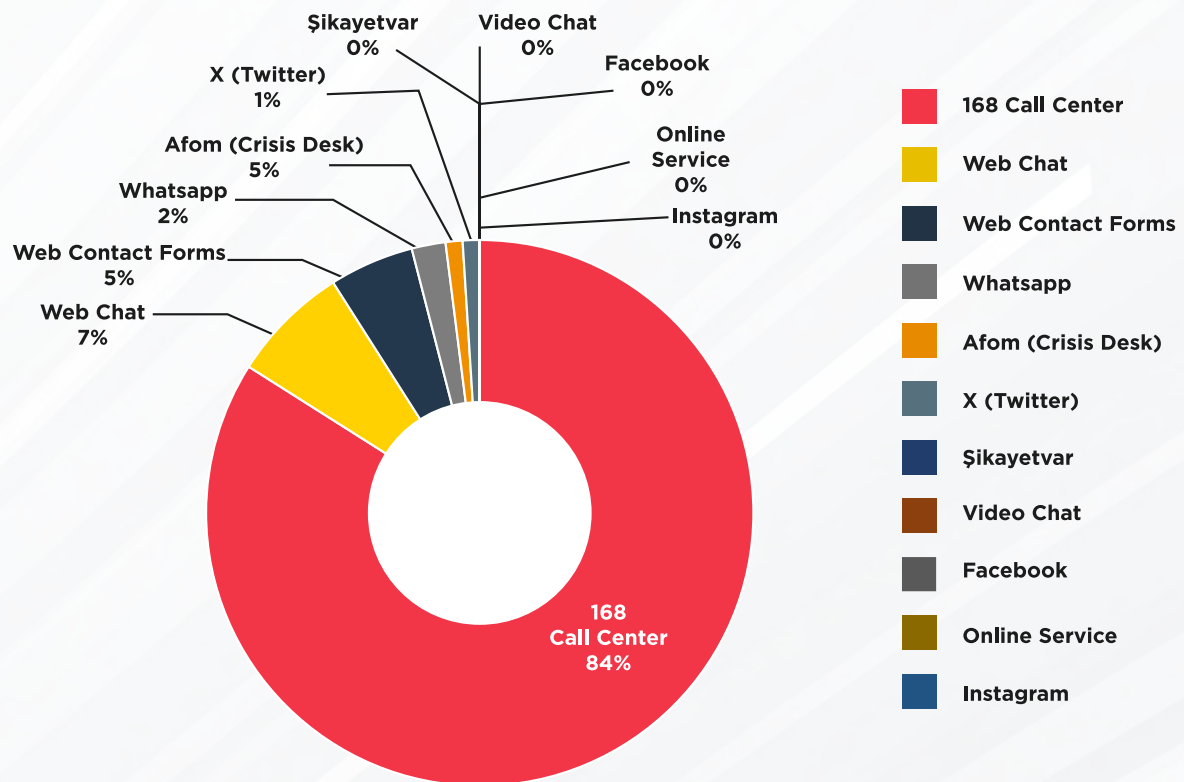


36%

This analysis of calls made to the complaint hotlines found that approximately **36%** of the total calls were made by men and **64%** by women. These percentages indicate that women were more likely to use the complaint hotlines, highlighting the significant impact of gender on help-seeking behaviour.



Preferred Communication Channels



The primary channel for engaging with beneficiaries is the **168 Call Centre as 84%** of the records reflected. In addition to the call centre, the project conducts workshops where community members can engage directly with staff on the ground. Feedback is also gathered through the Community Service Centres, which serve as accessible points for community interaction.

The analysis of the call types received by the complaint hotlines reveals the following:

- Information Requests: The vast majority of the calls, approximately 99,5 %, were related to information requests or inquiries. This indicates that the primary use of the complaint hotlines is for seeking information or assistance.
- Complaints/Negative Feedback: About 0.4% of the calls were related to complaints or negative feedback. While this represents a small portion of the overall call volume, it highlights specific issues or dissatisfaction that may require further attention.
- Positive Feedback/Thank You: Positive feedback or expressions of

thanks accounted for approximately 0.015% of the total calls. This suggests that although rare, some users do express gratitude or satisfaction through the hotline.

- Suggestions: Calls that involved suggestions made up about 0.006% of the total. This low percentage may indicate that the community is less inclined to use the hotline for providing suggestions.
- Unspecified Call Types: Approximately 0.02% of the calls did not fall into any specified categories, indicating a small number of calls that may have been challenging to categorize or involved incomplete data recording.

This percentage-based analysis highlights that the Türk Kızılay complaint hotlines are predominantly used for seeking information, with a very small fraction of calls related to complaints, positive feedback, or suggestions. The data underscores the significance of these hotlines as a key resource for the community while also pointing to potential areas for improvement in encouraging and capturing feedback beyond information requests.



Upon reviewing the data from January to August 2024, it was found that 96% of the cases recorded through the CEA were successfully resolved by the call centre agents following their information and actions. The remaining 4% of the cases were referred to the Türk Kızılay program teams. Of these referrals, 66% remain open, still being addressed by the program teams, while 34% have been successfully closed by the respective program actions.

In addition, TRC consistently employs various methods to maintain strong connections with beneficiaries. On the day of the main earthquakes, TRC sent 289,379 SMS messages to individuals in affected areas, providing essential information on post-earthquake actions and relevant contact details. The TRC's CEA team also played a key role in developing a comprehensive set of FAQs for program activities such as livelihoods and cash for protection. These FAQs were included in informative SMS messages sent to recipient lists.

Call center operators conducted verification calls to ensure the accuracy and efficiency of the MPCA distribution process. To further support beneficiaries, informative SMS messages were sent to all recipients regarding the aid they received, helping them understand how to access and utilize the assistance provided. Additionally, workshops and community meetings are regularly organized to facilitate direct interaction between the community and project staff, creating a collaborative environment where feedback from the community can be openly shared and addressed.

Project	Number of SMS sent
Farmer Support	852
Multi-Purpose Cash Support	4,180
Small and Medium Enterprise	31,966
Winter Cash Assistance Project	56,754
Kızılay Esen	87,975
Protection Support Program	1,350
Cash Support Payment	7,492
Basic Needs Cash Support Project	152,562
Orphan Support Program	4,960
Total	348,091

Number of SMS sent to beneficiaries (6 February 2023 - 31 August 2024)

These SMSs were sent for various purposes for which SMS messages were sent to beneficiaries. The SMS types included reminders for key actions, notifications about payments, fraud awareness, instructions regarding sweepback processes, prevention of cheating, and general information related to the assistance programs. These messages aimed to keep



beneficiaries informed, protected, and engaged with the ongoing support processes, ensuring clear communication and proper utilisation of the assistance provided.

Training and capacity building were essential aspects of TRCS' CEA strategy. Between 9-20 September, a comprehensive two-week training program was conducted for operators to facilitate the transition to the new database system. The training provided in-depth knowledge across several key areas, ensuring that all operators were well-equipped to manage their roles efficiently. The program included an introduction to various sectors and their specific scopes, familiarisation with the database interface, and practical sessions on screen and device usage.

A significant training component was focused on **Community Engagement and Accountability (CEA)**. This CEA training with support of IFRC, provided to 45 operators working under the Turkish Red Crescent, aimed to enhance their understanding of community feedback, transparency, and accountability in all interactions with beneficiaries. Additionally, the training covered essential TRCS HR induction, ensuring that operators are not only proficient with the technical aspects of the system but also adhere to TRC's core values of accountability and community engagement. Overall, this training aimed to create a solid foundation for the operators to contribute effectively to the new system, improving service delivery and maintaining awareness regarding the services provided.

To eliminate misinformation and monitor social tensions, TRCS engaged in active rumour tracking through manual social media monitoring and field observations. This effort was crucial in verifying announcements and updates with key institutions, ensuring the dissemination of accurate information. Additionally, TRCS worked with community service centres and Protection, Gender, and Inclusion (PGI) teams to explore ways to accommodate community-led approaches and establish advisory community meetings in six provinces. TRCS' efforts were further supported by active participation in interagency protection and basic needs working groups.

Between August and September 2024, a series of **Advisory Committee** meetings were conducted in six earthquake-affected provinces: Kahramanmaraş, Gaziantep, Adıyaman, Malatya, Osmaniye, and Hatay. These meetings engaged a total of **166 participants** (72 in the first phase and 94 in the second phase), including community leaders, NGO representatives, Turkish Red Crescent (TRC) personnel, public officials, and local residents. The purpose of these meetings was to assess ongoing challenges in the container cities and develop locally informed solutions for issues such as infrastructure deficiencies, addiction, health, and safety.

In **Kahramanmaraş**, the focus was on the growing addiction problem in container cities, particularly among youth. The committee emphasised the need for preventive education and closer cooperation with Yeşilay (the Turkish Green Crescent) to offer support and rehabilitation for individuals struggling with substance abuse and addiction. The lack of basic infrastructure, such as water supply and healthcare services, was also discussed, with action points to involve local authorities and increase community education on these issues.



In **Gaziantep**, participants highlighted transportation issues within large container cities, making it difficult for elderly and disabled residents to access markets and health services. Security concerns were raised due to a lack of personnel, particularly after the completion of the “Community Benefit Project” funded by İŞKUR. The committee recommended increasing the security presence and providing transport services within the camps. Additionally, the need for social spaces, particularly for children and adult males, was noted, with plans to enhance recreational areas within the camp.

In **Adıyaman**, the committee focused on addressing safety and social infrastructure deficiencies, such as inadequate lighting, fire safety, and social spaces. A particular concern was the lack of communal spaces, libraries, and centers for children and women. The committee emphasized the need for more psychosocial support (PSS) outreach and education to raise awareness about addiction and public health issues.

In **Malatya**, discussions centered on family violence and the impact of limited personal space in the container cities, which has led to a rise in domestic violence incidents. The committee recommended launching socio-cultural activities and workshops to address these issues. The increasing rate of addiction among youth and the lack of proper lighting and sanitation were also significant concerns. The committee highlighted the need for improved infrastructure, including water purification systems and waste management services, to maintain hygiene and reduce health risks.





In **Osmaniye**, health and hygiene were the primary focus areas, with several cases of scabies reported. The committee collaborated with local health authorities to provide treatment and hygiene kits to affected residents. They also stressed the importance of regular community education on personal and environmental hygiene to prevent the spread of infectious diseases.

In **Hatay**, participants raised concerns about security issues, particularly the absence of security personnel at container city entrances, which has contributed to rising addiction. The committee called for immediate action to address these safety risks, including better lighting, fencing, and collaboration with law enforcement. Additionally, the committee discussed the need for recreational spaces and activities to support community well-being and reduce the negative social impact of displacement.

In response to these findings, the Turkish Red Crescent (TRC) has begun taking proactive steps to address the identified needs. TRC is in the process of developing targeted action plans to ensure these insights are effectively integrated into ongoing programs and future operations.

SATISFACTION OF TRC CEA SYSTEM

The TRCS Disaster Recovery Project Management Coordination Office employs a systematic approach to gather and analyze feedback across multiple dimensions to ensure the effectiveness and relevance of its assistance programs. Key areas of focus include accessibility, security, beneficiary satisfaction, communication effectiveness, program relevance, and modality preferences. This comprehensive and structured feedback mechanism allows the office to monitor and evaluate all critical aspects of the project, ensuring that services provided are aligned with community needs and expectations.

Post-program monitoring activities have shown that **69%** of cash program beneficiaries were aware of Kızılay's communication channels, with **4%** having previously engaged with Kızılay. Remarkably, those who had been in contact reported a **100%** satisfaction rate with the services they received, highlighting the effectiveness of the organization's communication and service delivery efforts.



Furthermore, this accountability component and approach will be integrated into all programs, ensuring that similar monitoring activities are conducted across all initiatives. This consistent application of accountability measures will allow for comprehensive oversight and evaluation, further enhancing the effectiveness and impact of TRCS's disaster recovery efforts across the board.

The TRCS Disaster Recovery Project Management Coordination Office actively uses live data to make swift adjustments to project implementation. For example, real-time feedback allows the team to modify distribution locations or methods quickly if necessary, enhancing responsiveness and efficiency.

Furthermore, the insights gained from community feedback are crucial during the planning stages of new projects. Each sector uses this data to refine their approaches, ensure the chosen modalities align with community preferences, and address any gaps in communication. This process ensures that the projects are continuously improved and tailored to the evolving needs of the community, thereby enhancing the overall impact and effectiveness of the humanitarian efforts.



LESSONS LEARNED AND PLANNED ACTIONS

Although the operations related to the call center were well-structured and ran smoothly, some challenges were still observed in the accountability activities conducted in the field. The project faced several key challenges, including participation hesitancy and exaggeration, where many community members were reluctant to engage in surveys due to fears of repercussions or a general unwillingness to participate. Additionally, some respondents exaggerated their situations, possibly hoping to receive more aid. The limited time available for CEA activities also posed a challenge, as the urgency to deliver aid quickly left little room for detailed community engagement and feedback processes. Literacy barriers in the earthquake-affected zones further complicated the situation, as some individuals were unable to read and write, making traditional survey methods less effective. Integrating technology into CEA activities presented difficulties as well, given that not all community members were familiar with digital tools, and the earthquake-damaged infrastructure often resulted in internet connectivity issues and delays in procuring necessary equipment.





To address these challenges, several strategies were implemented. Ensuring anonymity and confidentiality in surveys was critical to overcoming participation hesitancy, with efforts made to reassure participants that their responses would be kept confidential and would not impact their recipient status. Efficient time management was achieved through careful planning, automation of processes, clear role distribution, and strong team coordination, all guided by a collaborative timetable developed with partners. Alternative communication methods were employed to overcome literacy barriers, including direct outreach by the 168 Call Centre, personal contact by Community Service Centre staff, and assistance from government officials. Training sessions were conducted via Teams for field staff whenever new formats or technologies were introduced, and the procurement department ensured that necessary materials and reliable internet connections were available in the field.

In addition to these measures, **Advisory Committee** conducted in the field further expanded community and stakeholder engagement. These committees brought together affected communities and stakeholders to



observe field conditions and gather insights, ensuring that the project could take more informed and appropriate actions. The committees, composed of community members familiar with the local social structure and capable of contributing to recovery efforts, played a vital role in facilitating two-way communication between the Turkish Red Crescent and the communities. Through regular meetings, the committees enabled the project team to understand evolving community needs, provide feedback to stakeholders, and ensure more tailored and effective interventions.

Moreover, improvements to the database and the development of new software were implemented, integrating AI technology to regularly monitor the database. This ensures that actions are evaluated against current needs and adjusted accordingly. A new referral mechanism is also being developed within the organization, allowing Kızılay 168 to work in an integrated manner to streamline responses. Suggestion and complaint boxes have been installed in the field, with a Standard Operating Procedure (SOP) currently being drafted to govern the management of these complaint boxes.

The project also yielded valuable lessons. It highlighted the importance of flexibility and adaptability in implementation, with quick adjustments based on real-time feedback proving crucial to maintaining relevance and effectiveness, especially during the transition from emergency response

to recovery. Effective communication strategies were essential in ensuring that information was accessible to all community members, regardless of literacy or technological barriers. Building and maintaining trust with the community was fundamental, with the anonymity and confidentiality of feedback helping to demonstrate that community input leads to tangible improvements. The project also underscored the importance of optimally leveraging technology, ensuring that all community members could access and use these tools effectively, supported by staff and volunteer training and robust infrastructure development. Finally, the project reinforced the need for collaborative planning and execution, with clear timelines, well-defined roles, and open communication being essential to navigating challenges and ensuring success. The Disaster Recovery Project Management Coordination Office continues to work closely with other TRCS departments, governmental entities, and I/NGOs involved in the earthquake response efforts.

Based on the experiences and lessons learned from the TRCS Disaster Recovery Project Management Coordination, several recommendations can be made to enhance future Community Engagement and Accountability (CEA) efforts:



- **Strengthen Feedback Mechanisms:** Expand and diversify feedback channels, particularly through SMS and digital tools, to ensure broader reach, especially in rural areas. Regularly review feedback data to quickly adapt and improve project planning and execution.
- **Improve Communication Strategies:** Ensure clear, consistent, and accessible communication. Use a variety of formats—audio, visual, and direct outreach—to overcome literacy and technological barriers, as seen with the success of SMS and workshops.
- **Enhance Community Participation:** Involve community members early in the planning stages, with an emphasis on using advisory committees. Empower local leaders to act as liaisons to build trust and ensure community-driven project decisions.
- **Leverage Technology Effectively:** Invest in infrastructure to ensure reliable connectivity and digital tools. Provide regular training for staff and community members to maximize the impact of technology in communication and feedback collection.
- **Ensure Inclusiveness:** Tailor CEA mechanisms to reach vulnerable groups, ensuring accessibility for women, people with disabilities, and marginalized populations. Provide materials in diverse formats and ensure accessible service points.
- **Focus on Sustainability:** Plan for long-term community engagement and capacity building. Strengthen local staff and community leadership to manage CEA activities beyond the immediate recovery phase.
- By implementing these recommendations, future CEA efforts can be more effective, inclusive, and responsive to the needs of the communities served. These strategies will help in building stronger relationships with community members, enhancing the overall impact and sustainability of humanitarian projects.





CONCLUSION

The TRCS Disaster Recovery Project Management Coordination Office has made significant strides in its Community Engagement and Accountability (CEA) initiatives, delivering a positive impact across the earthquake-affected regions. Through sustained and dedicated efforts, the project has successfully addressed the needs of communities by ensuring that aid is delivered in a timely and relevant manner. A key factor in this success has been the seamless integration of community feedback into its operations. By utilizing various feedback mechanisms—surveys, direct communication channels, and digital tools—the project has maintained a high level of adaptability and responsiveness, which has both enhanced aid delivery and fostered trust and confidence among community members.

Key achievements include strengthened accountability through transparent operations, high satisfaction rates among beneficiaries, and the successful adoption of preferred aid modalities, such as cash assistance. The project's effective communication strategies have ensured wide dissemination of information about available assistance, helping to bridge information gaps and enabling beneficiaries to access the support they need. Its focus on inclusivity—particularly the efforts to reach vulnerable groups—has ensured





that all segments of the community are served and supported. Furthermore, the integration of technology, despite early challenges, has improved the efficiency of feedback collection and data analysis, amplifying the project's overall impact.

The report's extensive analysis highlights the pivotal role of the TRCS Disaster Recovery Project Management Coordination Office in placing the needs and voices of affected communities at the heart of recovery efforts. The systematic approach to collecting, analyzing, and integrating feedback through multiple channels—including the 168 Call Centre, workshops, and social media—demonstrates a steadfast commitment to accountability and continuous improvement. Data shows that 97% of cases were resolved efficiently, with high levels of beneficiary awareness regarding Kızılay's communication channels, signaling strong engagement and outreach efforts.

Moving forward, the commitment to publishing quarterly CEA reports will ensure sustained transparency and allow for real-time adjustments, ensuring that TRCS continues to meet evolving community needs. The cross-sector collaboration, refinement of communication strategies, and dedication to upholding high service delivery standards will collectively contribute to the ongoing success of TRCS's disaster recovery operations. This focus on accountability and engagement not only strengthens trust with the affected communities but also ensures that recovery efforts are effective, inclusive, and sustainable.

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Special thanks are extended to the members of the Advisory Committees, whose insights and recommendations have shaped the direction and effectiveness of recovery efforts. We are equally grateful to local authorities, partner organizations, and community members for their collaboration and support in addressing the diverse needs of affected populations.

This report would not have been possible without the technical and financial support of TRCS's national and international partners, who have demonstrated unwavering solidarity and commitment in the wake of this devastating disaster.

Together, these collective efforts exemplify the strength of unity and the shared resolve to build a brighter, more resilient future for all communities affected by the February 2023 earthquakes. Thank you for your partnership, trust, and dedication.

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