

OCTOBER 2020 - DECEMBER 2021



**ARMENIA INTER-AGENCY
RESPONSE PLAN**

FINAL REPORT

Front Cover Photograph

These three sisters displaced from Nagorno-Karabakh enjoy their every-day life—with difficult and cheerful times—in the host community of Getahovit, Tavush province. December 2021.

Photo ©UNHCR/Areg Balayan

Acronyms

| | | | |
|--------------|--|---------------|---|
| AAP | Accountability to Affected Population | NCD | Non-Communicable Diseases |
| AASW | Armenian Association of Social Workers | NFI | Non-food items |
| AMD | Armenian Dram | NGO | Non-governmental Organization |
| ARCS | Armenian Red Cross Society | NK | Nagorno-Karabakh |
| CBO | Community-Based Organization | PCP | Peaceful Coexistence Projects |
| CP | Child Protection | PDM | Post-Distribution Monitoring |
| CSG | Coordination Steering Group | PFA | Psychological First Aid |
| CSI | Community Support Initiative | PHC | Primary Health Care |
| CVA | Capacity and Vulnerability Assessment | PIN | People in Need |
| EHP | Essential Health Pack | PoC | Persons of Concern |
| ELC | Early Learning Center | PPE | Personal Protective Equipment |
| EORE | Explosive Ordnance Risk Education | PRLS | Persons in a Refugee-like Situation |
| ER | Early Recovery | PSAP | Protection Solutions Advisory Platform |
| ERWG | Early Recovery Working Group | PSS | Psychosocial Support |
| FAO | Food and Agriculture Organization | PV | Photo-voltaic |
| FSNWG | Food Security and Nutrition Working Group | PWG | Protection Working Group |
| GBV | Gender-Based Violence | RCO | Resident Coordinator's Office |
| GoA | Government of Armenia | SHC | Secondary Health Care |
| IARP | Inter-Agency Response Plan | SME | Small and Medium-sized Enterprises |
| IASC | Inter-Agency Standing Committee | sWG | Sub-Working Groups |
| ICRS | International Committee of the Red Cross | UNCT | United Nations Country Team |
| ICT | Information and Communication Technologies | UNDP | United Nations Development Programme |
| IEHK | Interagency Emergency Health Kits | UNHCR | United Nations High Commissioner for Refugees |
| ILO | International Labour Organization | UNICEF | United Nations Children's Fund |
| IOM | International Organization for Migration | UNIDO | United Nations Industrial Development Organization |
| LoC | Line of Contact | UNSDCF | UN Sustainable Development Cooperation Framework |
| MS | Migration Service | WASH | Water, Sanitation, and Hygiene |
| MHPSS | Mental Health and Psychosocial Support | WFP | World Food Programme |
| MoFA | Ministry of Foreign Affairs | WG | Working Group |
| MoH | Ministry of Health | | |
| MoLSA | Ministry of Labor and Social Affairs | | |
| MoTAI | Ministry of Territorial Administration and Infrastructure | | |
| MoU | Memorandum of Understanding | | |
| MSNA | Multi-Sector Needs Assessment | | |

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INTER -AGENCY RESPONSE

October 2020-December 2021

26,725

as of Dec. 2021
Refugee like population

US\$ 49.3M

Requirements

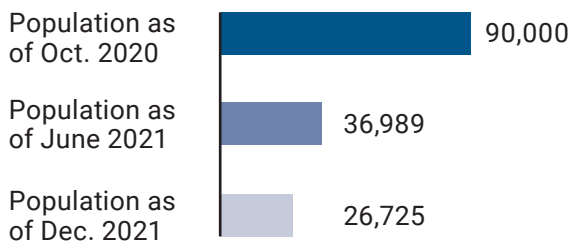
41

Partners involved

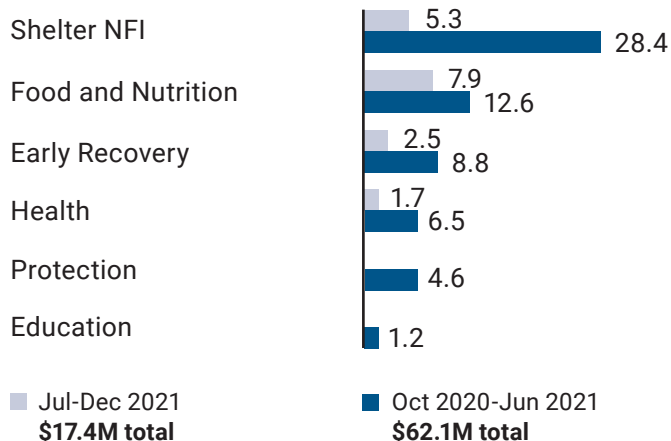


Map source: UNHCR. Note: The boundaries and names shown, and the designations used on this map do not imply official endorsement or acceptance by the United Nations.

Refugee-like Population Planning Figures¹

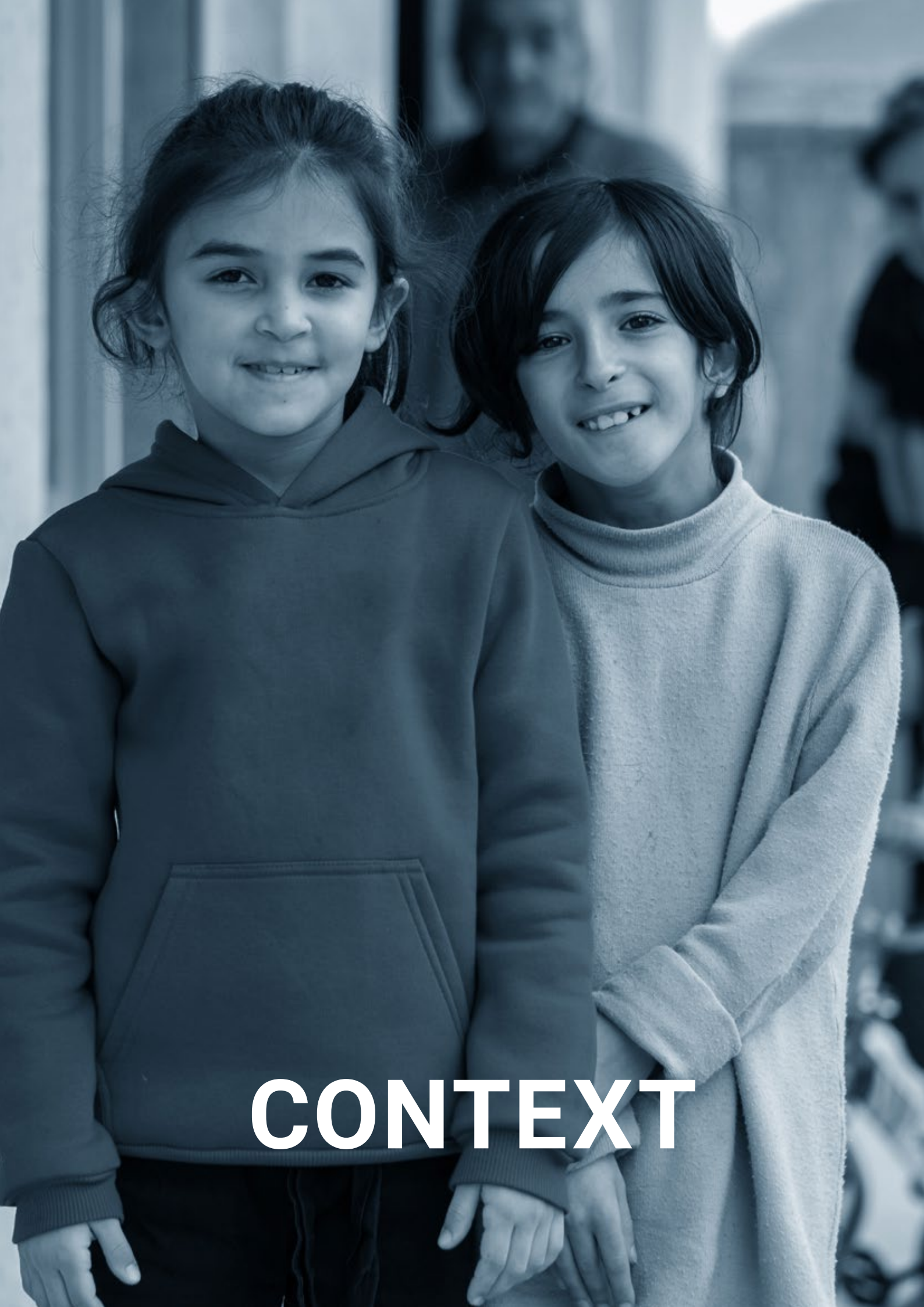


Requirements by Sector in \$ Million



¹ October 2020 Population Source: Migration Service. June 2021 Population Source: Migration Service, UNHCR, UNDP, IMPACT Initiatives, AASW, PIN, Mission East, Gegharkunik Church Leadership/Armenian Round Table, and Kotayk and Syunik Marzpetarans.





CONTEXT

Context Cover Photograph

Displaced children and their families are looking for new opportunities and a better future in the host community of Debed, Lori province. December 2021.

Photo ©UNHCR/Areg Balayan

Inter-Agency Response

On September 27, 2020, heavy clashes broke out along the line of contact (LoC) and quickly expanded to other areas in and around Nagorno-Karabakh (NK), until a nine-point ceasefire agreement was signed between Armenia and Azerbaijan on 9 November 2020. Six weeks of conflict resulted in significant civilian casualties and destruction of houses and public infrastructure in the NK conflict zone, including schools, roads and communication networks. At the peak of the crisis, it was estimated that the majority of the population living in NK (estimated to be 150,000) had fled to Armenia.

From the initial 90,000 persons in a refugee like situation² that arrived in Armenia between October 2020 and December 2021, some 26,725 persons still remained across ten regions of the country³ and Yerevan, as of 31 December 2021. While more than two-thirds seem to have returned more permanently again to NK, those remaining in Armenia are likely not to return to NK as the places of their origin (e.g. Hadrut) are under Azerbaijani control.

However, in light of numerous continuing ceasefire violations, and the volatile situation within NK and along the new line of contact including the border regions, the sustainability of returns is yet to be determined.

The conflict in the fall/winter of 2020 compounded an already fragile socio-economic situation resulting from the impact of the COVID-19 pandemic. This left the refugee-like population at the beginning of their displacement with very few prospects for employment and livelihood opportunities; which further stretched the limited resources in the cities and localities where they have settled. Consequently—and from the very beginning—the inter-agency response linked immediate humanitarian assistance (shelter, food, protection) to more durable solutions (e.g. livelihoods, recovery, health, education).

The Inter-Agency Response Plan (IARP) for Armenia—initially formulated for the period of October 2020 to June 2021—outlined a multi-agency comprehensive response strategy and consolidated the financial requirements of 41 humanitarian partners supporting the Armenian Government to provide humanitarian assistance and protection

services to the 90,000 refugee-like individuals. The geographic coverage of the IARP extended across the country (i.e. territory of the Republic of Armenia) to provide comprehensive assistance, in light of the movements and the concentration of people in need outside urban centres.

Overall the IARP was designed to complement the efforts of the Government of Armenia (GoA), which responded to the needs of new arrivals, by providing some critical support and implementing a broad range of support measures, including 18 cash assistance programmes for rent and utilities. Thus, the IARP focused on the sectors of Protection (including child protection and education), Shelter and NFIs, Food Security and Nutrition, Health, Early Recovery, and Cash. As of June 2021, the GoA actively participated at the Working Group (WG) level and in the Coordination Steering Group. WGs and sub-WGs (sWGs) were co-chaired by representatives from the Government, including representatives from Ministry of Labour and Social Affairs (MoLSA), Ministry of Territorial Administration and Infrastructure (MoTAI), Ministry of Foreign Affairs (MoFA), and the Deputy Prime Minister's Office.

Two rounds of Multi-Sector Needs Assessments (MSNA) in December 2020 and June 2021, respectively, informed the evolution of the IARP. With consideration of the remaining refugee-like population of 36,989, the UN Country Team in Armenia extended the Response Plan until December 2021, and reflected the financial requirements of 14 of the 41 partners to continue providing assistance to 26,725 refugee-like persons remaining in the country as well as some 7,500 host community members.

At the June/July 2021 review point and informing the extension decision, the coordination structure was simplified to reflect the changing needs based on the results of the first nine months of the response and in line with GoA's policy aiming at integrating the refugee-like population within the existing services. For example, the Health WG was folded into the UNSDCF Results Group 1 from September 2021 onwards, while the sub-WGs on Child Protection and Education were merged with the Protection WG. (see Annex 1)

² Source: Migration Service.

³ Aragatsotn, Ararat, Armavir, Gegharkunik, Kotayk, Lori, Shirak, Syunik, Tavush, and Vayots Dzor.



10 August 2021—Gyumri, Armenia—The children of socially vulnerable families residing in Shirak region of Armenia receiving food parcels provided by WFP and its partners. © WFP

The combination of the COVID-19 pandemic and the NK conflict both exacerbated existing vulnerabilities and created new vulnerabilities across the refugee-like and the hosting populations in Armenia, such as physical, social, mental and financial aspects; while adding pressure on institutions and their capacities to understand, coordinate, finance, and address essential needs.

Host communities warmly welcomed the refugee-like population from in and around NK, sharing their accommodation, food, and other available resources for an extended period. Over time however, host community households that had previously been socio-economically stable were concerned about significant challenges in covering the cost of rent and utilities and providing food as a result of hosting refugee-like families. Furthermore, most refugee-like individuals were hosted for free at the onset of the emergency and by June 2021 only 50% of those individuals were paying rent. Thus, the IARP thus included also to a degree the emerging needs of the host communities in order to strengthen social cohesion within and between the host communities and the refugee-like populations, contributing to a peaceful environment.

As a result, the IARP produced meaningful interventions and impact:

In **Protection**, 26,730 individuals were reached through protection monitoring, allowing family strengthening interventions, case management support and mental health and psychosocial support (MHPSS). In Child Protection, 2,771 children were reached through interventions such as MHPSS services for them and their caregivers, establishment of child-friendly spaces (or other

mobile interventions) to provide psychosocial assistance to girls and boys, legal aid counselling, and to support adolescents to organize peer to peer support activities. In Education, 8,383 children and adolescents were reached through various activities such as non-formal education for adolescents, distribution of school supplies, early childhood development corners for children under the age of 5, and distribution of school equipment such as furniture and consumable items that enable a good learning environment.

In **Shelter and NFI**, 24 collective centres hosting the refugee-like population were renovated, benefiting 942 individuals; 45,745 individuals benefitted from seasonal items such as blankets, heaters, and warm clothes to better protect the refugee-like population from the harsh winter; and 71,218 individuals benefitted from basic assistance.

In **Food Security and Nutrition**, 9,398 vulnerable individuals were reached with nutrition assistance, including pregnant women, breastfeeding mothers, and children.

In **Health**, IARP partners procured medications, consumables, equipment, and supplies. Goods were distributed to health care facilities along the border and to Yerevan hospitals. Primary Health Care (PHC) kits of drugs, consumables, and equipment supplied to benefit the conflict affected population included Non-Communicable Diseases (NCD) kits and Interagency Emergency Health Kits (IEHK), to treat 20,000 people; and psychosocial support was offered to more than 20,000 individuals, including 1,900 children.

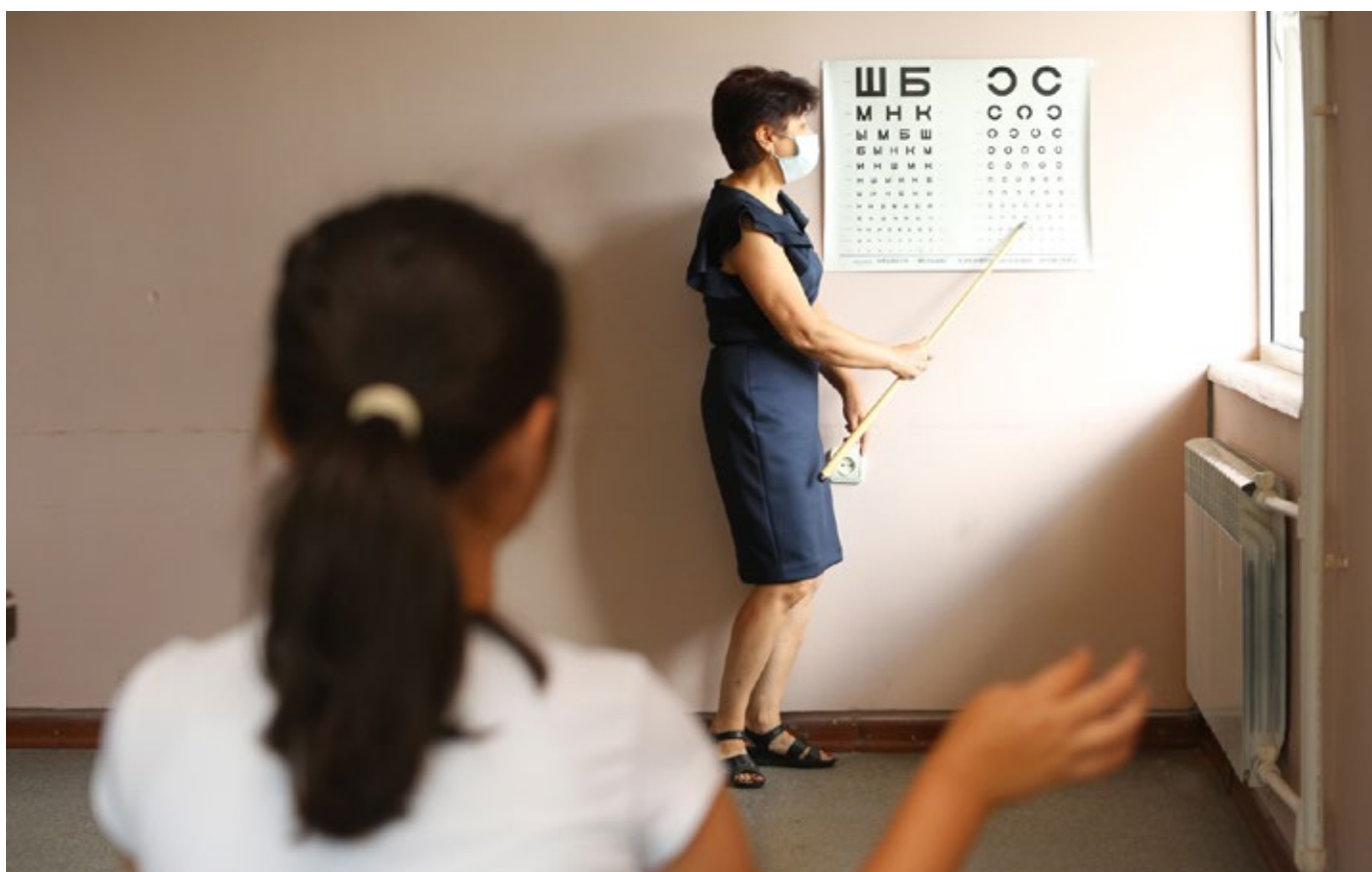
In **Early Recovery**, IARP partners supported 23,128 refugee-like persons and host community mem-

bers across all 10 regions of Armenia and Yerevan, through needs assessments and evaluations; support to livelihoods, business, and small and medium-sized enterprises; restoration of social infrastructure and services; and capacity building for community, social cohesion, peacebuilding and leadership.

In **Cash**, IARP partners implemented cash and voucher assistance programmes (food and nutrition, shelter/NFIs, early recovery, and multipurpose) targeting at their peak in one month simultaneously some 37,585 beneficiaries with a total volume of 114,023 transactions.

The parallel formulation and adoption in June 2021 of the UN Sustainable Development Cooperation Framework (UNSDCF)⁴—jointly developed and implemented by the UN and GoA between 2021 and 2025—allows for the remaining needs of the refugee-like population to be addressed beyond December 2021, providing a broader development cooperation strategy for Armenia (humanitarian-development nexus, see Annex 2). All WGs and sWGs have been folded into the new structure, save for the Protection WG, which has its own Protection Solutions Advisory Platform (PSAP) outside the UNSDCF, and will advise the UNCT through its overarching and consolidating advisory role for Groups active in the UNSDCF and implemented within UNHCR’s global protection mandate.





A young girl undergoing a vision test carried out by a mobile health worker. © UNICEF / Marine Babayan



4 See here: <https://armenia.un.org/en/135999-united-nations-sustainable-development-cooperation-framework-2021-2025>
See here: <https://armenia.un.org/en/135999-united-nations-sustainable-development-cooperation-framework-2021-2025>

Beneficiary Population

Disaggregated Data: Percentage of assisted refugee-like population

| |  Infants and young children (0-59 months) |  Children (5-17 years) |  Adults (18 -59 years) |  Older persons (> 60 years) |
|-------------------|--|---|---|--|
| | 11.5% | 24% | 52.5% | 12% |
| 53% Female | 6% Female | 12% Female | 29% Female | 7% Female |
| 47% Male | 6% Male | 12% Male | 24% Male | 5% Male |

Host Communities In The Response

The socio-economic impacts of the COVID-19 pandemic combined with the arrival of conflict-affected persons from NK placed additional stress on host communities in terms of their capacity to address immediate needs, provide basic services, cover the costs of energy and other needs of the refugee-like population, and maintain order and social cohesion. Previously stable households faced significant challenges in paying utilities and rental fees and providing food as their household sizes increased while hosting refugee-like families from NK. Therefore, the Response Plan aimed to provide support and assist an estimated 7,500 people from host communities in need of targeted assistance.

Response Strategy & Priorities

RESPONSE OBJECTIVES

The Inter-Agency Response Plan for the whole period between October 2020 and December 2021 was organized around the following strategic objectives below.

STRATEGIC OBJECTIVES

Strategic Objective 1: Assist the Government of Armenia in providing protection (including gender-sensitive) support to the refugee-like population, particularly the most vulnerable, and enable them to enjoy their rights equally and efficiently, including through the provision of legal assistance and counselling.

Strategic Objective 2: Strengthen inclusive access of the refugee-like population hosted in Armenia to dignified living conditions, including access to decent shelter, non-food items, food security and basic services (including social protection, health and education).

Strategic Objective 3: Strengthen resilience of the refugee-like population in Armenia, as well as the host community, until adequate conditions are met to facilitate dignified returns to NK.

Strategic Objective 4: Ensure an effective humanitarian-development nexus through linkages to existing and emerging frameworks, such as the COVID-19 Socio-Economic Response and Recovery Plan currently in place and the United Nations Sustainable Development Cooperation Framework (UNSDCF), which will govern the work of the UN in Armenia from 2021 to 2025. While most of the Working Groups are expected to be transitioned into UNSDCF, protection and targeted assistance will need to continue as some refugees are likely to remain in Armenia.



A displaced woman from Nagorno-Karabakh practices her skills as a dental assistant at a local dental clinic in Vardenis, Gegharkunik region of Armenia, during her paid on-the-job training. She has received a full time employment offer in the same dental clinic. © UNDP

Accountability for Affected Population

The IARP was in line with the Inter-Agency Standing Committee's (IASC) Six Core Principles Relating to Sexual Exploitation and Abuse.⁵

IARP partners put in place several hotlines⁶ that aimed at preventing and/or mitigating incidents of exploitation and abuse, and to facilitate reporting of possible issues faced by beneficiaries while respecting confidentiality principles. Throughout the IARP lifecycle, the hotlines together received, and responded to, 27,143 calls.

In addition, some activities under the response included Post-Distribution Monitoring (PDM) exercises conducted through phone interviews in light of the COVID-19 context; which assessed the satisfaction of persons of concern (PoC) with the assistance they received, and also captured possible challenges they experienced upon its reception. IARP partners, including implementing partners, were trained to record such complaints and ensure they were effectively reported and addressed appropriately. PDM was done in the Protection, Shelter and NFI, Food Security and Nutrition, and Cash sectors.

Displaced children drawing during an art class at a temporary education centre established by UNICEF. © UNICEF



⁵ According to the key findings from the Protection Monitoring, and Multi-Sector Needs Assessment.

⁶ Hotline numbers for complaint and feedback UNHCR- 08000 0025, ARCS- 8184, and UNICEF [through Armenian Association of Social Workers] 60540150. For UNHCR's Hotline, a total of 2,143 calls were responded to from persons in a refugee like situation from NK. Among the priority concerns identified through the calls were, in descending order, humanitarian aid, financial issues, access to social payment, living condition and search for accommodation, health issues, employment issues, education, and issuance of documents by government authorities. The ARCS Hotline handled more than 22,000 calls and made referrals on services in regard with educational, social, medical, financial and other issues, as well as providing necessary information. UNICEF and partners handled over 3,000 calls on the hotline and other numbers, providing comprehensive case management services and psychosocial support. Overall, UNICEF reached more than 19,000 persons.

For Protection, PDM visits to the community support initiatives (CSI), larger peaceful coexistence projects (PCP) and support of local community-based organizations (CBO) revealed that the projects were a success, particularly regarding empowering communities and maintaining peaceful coexistence between host communities and persons in a refugee-like situation. About 1,500 women and children benefited from the projects. For Shelter and NFI, the PDM found that the project interventions such as provision of hygiene kits were very relevant to the needs of target groups and addressed the main challenges that displaced and conflict-affected people face every day, as

a result of which they were able to meet their basic needs. In Food Security and Nutrition, two separate PDM exercises were held. Of those who received cash to cover their food needs, 99% of those surveyed were satisfied with the distribution process and management and all mentioned that they were satisfied with the assistance. In the Cash sector, PDM of the first round of transfers showed that 26% of funds were spent on food, followed by clothes, utility payments and rent, hygiene and household items, and access to health and education services with 96% reporting that the cash support helped improve their situation and helped cope with immediate needs.

IARP Partners' Achievements⁷



Partner and funding information

| | |
|--|-----------|
| # of reporting partners (including Child Protection & Education) | 12 |
|--|-----------|

Funding level

■ Funding requested
 ■ Funding received

\$5,797,616

\$5,439,822

Key outcome indicators

| | |
|--|---------------|
| # of individuals assessed through protection monitoring exercise | 26,730 |
|--|---------------|

| | |
|---|---------------|
| # of individuals reached through awareness raising activities regarding protection concerns as well as availability of services | 19,656 |
|---|---------------|

| | |
|--|--------------|
| # of individuals participating in capacity-building activities to support the provision of quality of services | 3,300 |
|--|--------------|

| | |
|--|---------------|
| # of individuals provided with specific protection services and case management, including the most vulnerable individuals | 13,993 |
|--|---------------|

| | |
|--|---------------|
| # of individuals provided with mental health and psychosocial support, including the most vulnerable individuals | 21,924 |
|--|---------------|

| | |
|---|--------------|
| # of children from the refugee-like population enrolled in host community schools | 6,836 |
|---|--------------|

| | |
|--|-----------|
| # of temporary learning spaces, including early learning spaces, established for children from the refugee-like population | 26 |
|--|-----------|

⁷ As of 31 December 2021.

⁸ Includes Education.

Achievements

The Protection Working Group (PWG) coordinated protection activities at the national, regional and local levels, organizing interventions, seeking consensus on issues, creating partnerships and linkages for better prioritization of available resources with an overall goal of enhancing the protection of persons in a refugee-like situation (PRLS) from NK.

Protection

Protection monitoring facilitated evidence-based advocacy to strengthen protection of PRLS from NK through face-to-face or telephone interviews in all provinces of Armenia. It aimed at providing indications on living conditions, return intentions, access to services, financial challenges, social cohesion and security, and plan effective, efficient, and targeted assistance through referrals. In total 26,730 individuals/6,051 households (HHs) were reached through protection monitoring interviews.

Around 20,000 children, adolescents, parents and professionals were reached through family strengthening interventions, case management support, and MHPSS (including awareness raising on MHPSS, psychological first aid, provision of direct psychosocial support (PSS) through individual and group interventions, art, music leisure and recreation activities, referrals) and capacity-building for professionals, paraprofessionals, and volunteers. Individual case management is part of the individual protection assistance and is the basis of evaluating and identifying the various needs of vulnerable individuals. A total 2,000 cases of case management were carried out by IARP partners.⁹

Some 100 families from NK received livelihood support, after being identified through protection monitoring or through IARP partners to allow them to become self-reliant further and not dependent on rental or other support from different organizations.

For the UNHCR Hotline, accessible and timely information about activities and partners' programmes,

Protection monitoring included key informant interviews in collective centres. The most frequently reported priority needs identified through protection monitoring were shelter, cash, household items, employment, and food, which were partially covered by IARP partners' direct interventions.

procedures, structures and processes were provided. A total of 814 eligible individuals (58 male, 756 female) were identified and registered through the Hotline from PRLS from NK. The priority concerns identified through the calls included: humanitarian aid, financial issues, access to social payment, living condition and search for accommodation, health issues, employment issues, education, and issuance of documents by government authorities. In total, 10,843 persons in a refugee-like situation from NK were reached by IARP partners through the distribution of information leaflets and through awareness raising campaigns on general protection issues. Social workers provided services to more than 4,000 persons through projects, including needs assessment, counselling and referrals, interventions, home visits, representation of special cases before internal and/or inter-agency commissions, and distribution of in-kind assistance for basic needs.

In total, 241 pregnant and lactating women and mothers were supported in the form of online and offline sensitization/counselling sessions on breastfeeding and infant and young child feeding practices, along with group and one-to-one psychosocial support in Ararat and Kotayk provinces and in Yerevan.

IARP partners in Armenia finalized 36 peaceful coexistence projects: 15 projects supporting community-based organizations and 19 projects supporting community initiatives; about 1,500 women and children benefited from the projects¹⁰.

⁹ As of February 2021—when the highest number reached between October 2020 and December 2021 occurred.

¹⁰ Post-distribution monitoring (PDM) visits of the community support initiatives (CSI), larger peaceful coexistence projects (PCP) and support of local community-based organizations (CBO) which were implemented by IARP partners in the capital and 10 provinces of Armenia revealed that the projects were a success particularly with regard to empowering communities and maintaining peaceful coexistence between host communities and people of concern to UNHCR. About 1,500 women and children benefited from the projects which gave them an opportunity to 1) develop or improve skills to find a job, generate income and provide for family, 2) receive better quality services, such as through better equipped libraries or cultural centers, and 3) integrate within host communities by interaction of the children in a refugee-like situation and the host community in the newly installed sportsgrounds and playgrounds.

Child Protection (CP)

IARP partners reached a total of 4,638 individuals, including 2,771 children. Interventions included both group and individual MHPSS services for children and their caregivers, support for parents and caregivers on parenting, establishment of child-friendly spaces (or other mobile interventions) to provide psychosocial assistance to girls and boys, legal aid counselling, and to support adolescents to organize peer to peer support activities. Yerevan and Tavush, Kotayk, Syunik, Vayots Dzor, Armavir and Ararat provinces were covered by the CP interventions. In addition, a mobile child-friendly space in Kornidzor of Syunik province was established.

More than 1,700 children participated in different

child resilience building events on community and individual/family levels in 6 provinces. Four child-friendly spaces were established (two in Yerevan, one in Masis, and one in Hrazdan) within the framework of a project for lactating women. These baby-friendly spaces host pregnant women, mothers, and women who have children under the age of two. Around 950 children attending fully operational child friendly spaces benefitted from recreational, psychological first aid, and PSS activities.

Capacity building was carried out for 940 social service workforce professionals (social workers, teachers, school psychologists, youth workers) on psychological first aid and MHPSS.

Education

A total of 8,090 displaced children received basic learning supplies, including ICT. Resilience kits were distributed to children in the form of backpacks, notebooks, etc. and 60 children who were identified as most vulnerable received tablets to ensure their access to education, especially considering the unpredictable situation with COVID-19. A total of 191 children received school supply packages, and 60 children were enrolled in summer camp activities. IARP partners in coordination with regional education departments distributed 375 tablets and 5,000 school bags with basic educational and hygienic supplies. A total of 8,383 children and adolescents were reached through various activities such as non-formal education for adolescents, distribution of school supplies, early childhood development corners for children under the age of 5, and distribution of school equipment such as furniture and consumable items that enable a good learning environment.

IARP partners ensured 420 displaced children participated in art therapy sessions and social integration activities. Eleven early learning corners were established to provide services for 440 3-6-year-old children. IARP partners completed the "Closing the learning gap of displaced children with learning disabilities" programme in 15 schools of Ararat, Syunik, Armavir and Kotayk regions, reaching 250 children.

Training of Trainers was conducted for 75 teachers on provision of supplementary/remedial classes to 6th grade displaced children from NK on Armenian language and math syllabi. A total of 44 children, including 25 children in a refugee-like situation from NK and surrounding areas with moderate and severe disabilities were provided with supporting devices, comprehensive services, as well as support to learning activities. Those who returned to NK continued to receive online consultations.

IARP partners launched the Explosive Ordnance Risk Education project, reaching 2,400 people (including 1,000 children).

IARP partners completed the emergency Explosive Ordnance Risk Education (EORE) project with the focus on risk education activities through trainings, information sessions, and direct outreach in Tavush, Gegharkunik, Vayots Dzor, Syunik provinces, reaching around 5,000 beneficiaries.

IARP partners ensured partial renovation of water, sanitation, and hygiene (WASH) facilities in 10 schools that host the biggest number of students in a refugee-like situation. Furniture and hygienic supplies were provided to the same schools to improve the learning environment and enhance compliance to COVID-19 prevention measures.

IARP partners provided scholarships to 40 students living in a refugee-like situation to support their studies at Armenian universities. A total of 1,326 preschool teachers were trained on "Provision of emergency care, development and education services" as part of the World Bank emergency pro-

gramme. The main topics covered included safe and effective ways to provide learning services to preschool and kindergartens during the COVID-19 pandemic, ways to deal with stress and adapting to education process, and anger prevention and control among children and adults.

SHELTER AND NFI

Partner and funding information

| | |
|-------------------------|-----------|
| # of reporting partners | 18 |
|-------------------------|-----------|

Funding level

■ Funding requested

■ Funding received

\$33,660,303

\$17,004,923

Key outcome indicators

| | |
|---|---------------|
| # of individuals and/or households receiving in-kind assistance for basic needs | 71,218 |
|---|---------------|

| | |
|--|---------------|
| # of individuals and/or households receiving seasonal assistance in-kind | 45,745 |
|--|---------------|

| | |
|---|-----------|
| # of collective sites/centres receiving multiple improvements/maintenance | 24 |
|---|-----------|

Achievements

IARP partners worked in close coordination with national and local authorities and other stakeholders, including the refugee-like population and host families. The main strategic objectives of the Shelter and NFI Working Group (WG) for the response were as follows:

- Improve adequate and safe access to shelter and non-food items for vulnerable refugee-like and host community population.
- Enhance advocacy and search for sustainable solutions in terms of shelter for persons in a refugee-like situation (PRLS).

For the period covering October 2020 to December 2021, WG members targeted some 50,000 Persons in a Refugee-Like Situation (PRLS) and 18,000 host community members with NFI distribution and shelter interventions. Shelter-NFI priorities for activities included provision of basic household items such as hygiene kits and domestic items such as bedding materials, rental support, advocacy

for longer term housing solution, and support for winterization, among others. WG partners aimed to reach some 14,000 persons in a refugee-like situation and 2,000 host community members with their activities. WG partners also provided assistance to cover repair of collective accommodation centers to benefit 907 refugee-like persons. Such shelter interventions included establishing a social house for elderly and single mothers by renovating and furnishing an existing building.

Overall, 18 partners and donors were active in the Shelter and NFI sector, carrying out in-kind assistance for basic needs, seasonal in-kind assistance, and shelter support across the ten provinces of Armenia.

A total of 24 collective centres hosting the refugee-like population were renovated, benefiting 942 PRLS. Shelter improvement work included repair of electric wiring, doors and windows, floors and walls, water supply and bathroom facilities, and kitchens in various locations throughout the country.

A total of 45,745 individuals benefitted from seasonal items such as blankets, heaters, and warm clothes to better protect the refugee-like population from the harsh winter conditions; and 71,218 individuals benefitted from basic assistance in the form of clothes, cooking kits, folding beds, bedding items, hygiene kits, jerrycans, and other household items.

A total of 169,868 NFIs, including, 56,652 warm clothes, 38,935 blankets, 25,260 miscellaneous bedding items, 19,823 hygiene kits, 4,268 folding beds, 3,437 cooking kits, 3,273 jerry cans, and 2,740 heaters were distributed to the refugee-like population.

One-month coverage of the utility bills for 64 facilities was provided by IARP partners. Ten privately owned hotels that were accommodating around 500 displaced persons, were supported throughout Yerevan and Vanadzor with food, hygiene items, and staff costs. The activities were aimed to provide the continuity of the provided services in those collective shelters.

Post-distribution monitoring was performed to ensure that interventions remained adapted to the needs of populations and tailored to the feedback received. As revealed through the evaluation, the project interventions were very relevant to the needs of target groups and were addressing the main challenges that displaced and conflict-affected people face every day. It was highlighted that on upon arrival to Armenia, the beneficiaries lacked means and resources for living. Provision of humanitarian assistance such as hygiene kits proved to be a very valuable support for them, as a result of which they could meet their basic needs.



FOOD SECURITY AND NUTRITION

Partner and funding information

of reporting partners **14**

Funding level

■ Funding requested

■ Funding received

\$20,537,301

\$7,290,266

Key outcome indicators

of individuals who receive monthly food assistance **14,622**

of individuals who receive nutritional support activities **9,398**

of individuals who benefited from having their means of existence protected, reconstituted, or created **2,586**

Achievements

At the onset of the NK conflict, IARP partners provided life-saving food and nutrition support to vulnerable food insecure populations, including persons displaced from NK, and at-risk local Armenian populations. Support was provided in line with standards agreed at the technical level and based around three priority areas:

- Providing food support to food insecure persons; Between October 2020 and December 2021, 14 IARP partners contributed to the objectives of the
- Ensuring adequate nutrition for at-risk groups, including pregnant women, breastfeeding mothers and children;
- Protecting, reconstituting or creating the means of subsistence for refugee-like and host communities in fragile environments.

TABLE 1. Individual food parcels distributed each month of the response

| Nov-20 | Dec-20 | Jan-21 | Feb-21 | Mar-21 | Apr-21 | May-21 | Total | Monthly Average |
|--------|--------|--------|--------|--------|--------|--------|---------|-----------------|
| 18,482 | 18,199 | 17,258 | 15,738 | 18,708 | 13,350 | 45,881 | 204,701 | 14,622 |
| Jun-21 | Jul-21 | Aug-21 | Sep-21 | Oct-21 | Nov-21 | Dec-21 | | |
| 44,877 | 2,130 | 2,891 | 0 | 0 | 417 | 6,770 | | |

Food Security and Nutrition Working Group. Of these, three were United Nations agencies, six were international NGOs and five were national NGOs.

To promote consistency in assistance provided, regardless of the specific service provider, at the outset of the response the Food Security and Nutrition Working Group (FSNWG) led the process of developing technical guidance documents of minimum standards for food basket composition.

While sustaining critical food assistance, the FSNWG prioritized ensuring equitable access to food assistance. To that end, a capacity strengthening presentation was provided to all active members in November 2020 which provided insights and advice on how to mainstream accountability to affected populations (AAP), enhance accessibility, and address protection concerns within food assistance programming. Further, members were dedicated in ensuring that any assistance provided would apply

COVID-19 preventive measures. The Food Security and Nutrition WG moreover served as a platform for sharing best practices among members.

Overall, 9,398 vulnerable individuals were reached with nutrition assistance, including pregnant women, breastfeeding mothers, and children—65% of the target of 14,505. Prioritization was given to infant and young child feeding support to prevent malnutrition and provide guidance for parents on best practices for infant and young child feeding during emergencies. Counselling and education sessions for parents and caregivers of young children and for pregnant women on essential childcare and nutrition principles was conducted in five provinces, including Ararat, Armavir, Kotayk, Syunik and Vayots-Dzor. In addition, mobile pediatric teams conducted screenings of children, with frontline health specialists providing trainings in the same five provinces.

Partner and funding information

of reporting partners **9**

Funding level

■ Funding requested ■ Funding received

\$8,216,309

\$2,312,025

Key outcome indicators

of individuals referred to primary and secondary health care through interventions of health partners **8,897**

% of target population receiving medical supplies **100**

Achievements

Nine agencies and organizations in the Health Working Group (WG) provided humanitarian assistance across all the provinces to the refugee-like population that arrived in Armenia since the military hostilities that took place in and around NK in late September 2020. Multiple organizations ensured large procurements of medications and supplies to support the primary and secondary health facilities throughout Armenia to meet the needs of the refugee-like and

hosting populations. The majority of supplies were transferred to Ministry of Health (MoH), who in return carried out the distribution and reported back to the organizations. Based on the MoH reports, medications and supplies were provided to all regions of Armenia hosting the refugee-like population. Key responses in three priority areas by Health partners are listed in the points below:

Ensuring access to Primary Health Care (PHC) and Secondary Health Care (SHC)

Early during the hostilities in NK and surrounding areas, IARP partners procured medications, consumables, equipment, and supplies to provide advanced trauma care. Goods were distributed by MoH to health care facilities along the border and to Yerevan hospitals. PHC kits of drugs, consumables, and equipment supplied to benefit the conflict affected population included:

- 20 Non-Communicable Diseases (NCD) kits, each kit designed to treat 10,000 people for 3 months;

- 3,000 glucometers with strips and 2,000 pulse-oximeters to bolster PHC level service provision.

Transportation to health facilities for refugee-like and host communities in Yerevan, Kotayk, Ararat, Armavir was also provided.

IARP partners:

- Assisted the MoH with 30 Essential Health Packs (EHP) to support up to 27,000 individuals

- to access essential drugs at primary health care facilities in Kotayk, Ararat, and Armavir;
- Arranged the donation of Interagency Emergency Health Kits to MoH in support of up to 10,000 individuals to access required drugs, renewables and equipment at secondary health care facilities for three months;
- Distributed Emergency Reproductive Health Kits to MoH to supply 12 maternity hospitals in Armenia, ensuring uninterrupted provision of reproductive health services to more than 5,000 refugee-like and host populations.
- Screened 9,985 individuals, with 3,335 individuals referred for specialized medical treatment, and 2,197 individuals received symptomatic treatment by the specialists of the mobile clinics.

IARP partners launched a social media campaign called “Ankeghts-Asats” (Sincere Talk) on Facebook and Instagram pages that was used for information dissemination regarding information on COVID-19 measures, stress management and other health related issues to people displaced from the conflict affected areas.

IARP partners carried out nationwide assessments of rehabilitation services and developed recommendations for strengthening community rehabilitation services. A coordination group with partners was established together with MoH resulting in provision of rehabilitation services, joint planning, distribution of roles, and implementation of rehabilitation programmes intended to benefit the refugee-like individuals and host community in need of trauma rehabilitation services.

IARP partners, in close collaboration with MoH implemented a multi-component set of interventions comprised of capacity building of frontline health specialists to respond effectively to the needs of children and women in a refugee-like situation. As such, more than 600 frontline health specialists in five provinces were trained on how to assess/monitor child nutrition, growth and development, and how to provide psychosocial support.

Working closely with the National Centre for Disease Control, IARP partners supported two mobile primary health care teams in rural areas, where the sudden influx of displaced populations would impact the most severely the local medical infrastructure. The mobile clinics:

In total:

- Conducted 140 visits in communities of Kotayk, Armavir, Aragatsotn, Lori, Tavush, Ararat and Gegharkunik provinces;
- 5,500 children in a refugee-like situation and those living in host communities were screened comprehensively by mobile pediatric teams, including referrals for further assessment/treatment in case of a need;
- More than 2,100 parents/caregivers and pregnant women participated in counselling/education sessions facilitated by national experts.

Mental Health and Psychosocial Support (MHPSS) activities

IARP partners carried out a large-scale response by promoting Mental Health and Psychosocial Well-being among the war-affected population throughout the country.

- The ARCS Hotline handled more than 22,000 calls and made referrals on services in regard with educational, social, medical, financial and other issues, as well as providing necessary information.
- Psychological and educational support for 1,900 children were organized according to a special model, and included individual work with 350 children. PSS activities were conducted countrywide in November 2020 and completed in January 2021.
- 138 group psychosocial support meetings were held, in which 2,180 displaced people from NK benefited directly.

Psychosocial support (PSS) activities included group support meetings; psychoeducation on identifying the phases of stress, symptoms occurring to them and their family members, stress coping and adaptation strategies, increasing resilience, self-help tips and life and self-care skills in the new environment; individual psychological consultations based on the identified needs of deeper professional interventions; and referrals to other specialized services in case of other mental health problems.

PSS was offered by IARP partners through the UNICEF hotline to more than 19,000 persons (the number may include nationals as well). Furthermore, 260 children and 150 adults also received similar support through group work and individual consultations.

IARP partners contributed to the MHPSS response by co-leading the Armenian Technical Reference Group-MHPSS together with MoH.

IARP partners also supported the translation of the stress management guide for coping with adversity 'Doing What Matters in Times of Stress: An Illustrated Guide', which provides practical skills/tips to help cope with stress. This guide was disseminated to 355 Health Care Centres and will reach thousands of recipients for years to come.

IARP partners conducted psychological assessment of 502 individuals displaced from NK, provided psychological therapy, organized a group for art therapy sessions at sites where the displaced population was residing, created mobile teams of psychologists to provide psychological assistance to displaced population in different regions of Armenia to reduce emotional distress, and supported families of the displaced population in the process of post-war adaptation via family therapy sessions. Other families received psychological counseling and psychotherapy courses in the framework of a project "Supporting urgent food security, nutrition, hygiene and health needs for spontaneous arrivals and vulnerable host communities in Armenia."

In total 240 pregnant and lactating women were supported through 7 face-to-face and remote psychosocial training sessions in 4 baby-friendly spaces located in Masis, Hrazdan, and Nor-Nork and Avan districts of Yerevan.

More than 590 persons benefited from psychological services conducted in Yerevan and provinces, including needs assessment, group sessions, psy-

chological counselling and psychotherapy. Under the Refugee Protection and Economic Integration project, during the period of July to December 2021, 55 group psychological meetings were conducted for 1,038 participants displaced from NK in 6 regions of Armenia: Yerevan, Ararat, Armavir, Kotayk, Vayots Dzor, and Syunik. A total of 818 children displaced from NK were provided with individual counselling sessions.

IARP partners supported Yerevan State University's Centre of Applied Psychology to establish the Psychosocial Rehabilitation Centre for service persons and victims of war.

- Psychologists and psychiatrists provided services for 254 military personnel and war-affected people undergoing psychotherapy,
- One-time telephone/online consultations were held with the 634 beneficiaries (888 in total) to overcome mental health problems.

With the support of IARP partners

- 302 women received psychological counseling and 171 women received legal counseling as part of an initiative to create safe spaces for women.
- Sixty elderly individuals were provided with opportunities to socialize and receive psychosocial support from a social worker and a nurse, which also included assistance in terms of finding a better shelter, hospitalization, health checkups, pension, and more;
- Social workers involved in the project made 180 home visits and identified special needs of vulnerable families. As a result of the home visits, the most vulnerable families were identified based on the relevant criteria. These families were later provided with related support planned within the framework of the project.
- During the implementation of the programme, the health worker visited 21 pregnant women living in rural communities and provided them with medical consultations.

IARP partners, in partnership with local NGOs and in coordination with Ministry of Labour and Social Affairs (MoLSA), provided mental health and psychosocial support (MHPSS) to the most affected and vulnerable children, adolescents, and parents

(mainly women) in Syunik, Gegharkunik, Vayots Dzor, Kotayk, Aragatsotn and Tavush regions. In addition, IARP partners worked with local NGOs to enhance the capacity of local state and NGO social service workforce professionals in responding to the MHPSS needs.

IARP partners provided PSS training to the mobile health teams, which included a psychologist who facilitated a Psychological First Aid (PFA) training and referred people to IARP partners for further specialized follow up. By the end of June 2021, the mobile teams had undertaken a total of 512 psychological assessments. In 2021 IARP partners with the Seda Ghazarian Mental Health Foundation (SGMHF) "INTRA" implemented the project "Pro-

viding health assistance to address the immediate needs of displaced populations affected by the NK conflict in Armenia." During the project, psychological support was provided to 1,278 beneficiaries from NK.

IARP partners also facilitated psychosocial support groups for front line workers, built capacity for social workers and psychologists through trainings in Gender Based Violence (GBV) and MHPSS, and developed and disseminated Information, Education and Communication materials such as brochures on access to state health services, production of a guidebook for social workers on state health care navigation, and translation and production of tool kits on GBV.

Health Coordination

IARP partners' work on a gap analysis and Referral Pathway for GBV significantly elevated the quality of the response. IARP partners also developed clinical modules and guidelines for health providers on

child nutrition, growth and development monitoring, and psychosocial support, to be used for capacity building of health providers who serve children in a refugee-like situation in their current locations.

EARLY RECOVERY

Partner and funding information

| | |
|-------------------------|-----------|
| # of reporting partners | 13 |
|-------------------------|-----------|

Funding level

■ Funding requested ■ Funding received

\$11,340,278

\$8,376,947

Key outcome indicators

| | |
|---|------------|
| # of individuals supported through Cash-for-Work related interventions or other employment related assistance | 665 |
|---|------------|

| | |
|---|--------------|
| # of individuals benefiting from vocational or business trainings or supported in establishing or scaling up Small Business Enterprises | 4,408 |
|---|--------------|

| | |
|--|--------------|
| # of individuals benefiting from community basic and social infrastructure rehabilitated/constructed | 9,463 |
|--|--------------|

Achievements

The Early Recovery Working Group (ERWG) worked closely with respective stakeholders to ensure a holistic and system-wide response along the humanitarian-development-peace nexus, targeting people affected by the conflict. The ERWG aimed to accelerate the early recovery by reducing dependency on humanitarian aid and helping in transition from humanitarian response to sustainable development. The ERWG's geographic coverage was countrywide given the extensive spread of the refugee-like population across Armenia. Response activities for the first stage of the IARP (October 2020–June 2021) included provision of livelihood grants to support micro and small businesses, including women-led enterprises, and self-employment income generating activities. WG partners also focused on provision of vocational and entrepreneurship training and strengthening capacities to improve employability and entrepreneurial opportunities for refugee-like and host communities. A needs assessment on key aspects of early recovery, especially on capacity needs was

conducted. In the second stage of the IARP (July–December 2021), the movement dynamics of the refugee-like population stabilized, which implied growing needs and expectations for early recovery (ER) and development efforts and interventions by the ER partners, including in relation to livelihoods, institutional capacity building, public service provision, community resilience, and social cohesion. Thus, the ERWG partners, while continuing to deliver the ER activities commenced during the first stage of the IARP, gradually expanded their focus towards response activities that addressed needs beyond those of humanitarian character. Further needs assessments were conducted to better understand the needs of the refugee-like population with regard to their socio-economic conditions and the job market and employment barriers, as well as the socio-economic environment in which the refugee-like population must integrate themselves in the case of long-term stay. Overall, 13 Early Recovery Working Group partners (comprised of seven UN agencies and six NGOs)

supported 23,128 refugee-like persons and host community members across all 10 regions of Armenia and Yerevan during the implementation of the IARP. Building on the key ER strategies and

approaches outlined in the IARP, the ERWG members have delivered activities and made achievements across but not limited to the following response categories:

Need Assessments and Evaluations

To better understand emerging early recovery needs, existing vulnerabilities and challenges in delivery of and access to services, a Capacity and Vulnerability Assessment (CVA) was completed by IARP partners, with the support of IMPACT Initiatives, in three locations (Yerevan, Kotayk, and Syunik). During the CVA, about 1,807 households (from which 605 were persons in a refugee-like situation) were targeted and a further 318 key informant interviews with service providers were conducted. The CVA covered 11 sectors such as

basic services, livelihoods and employment, health, education, emergency, environment, social cohesion, etc. To identify the most vulnerable families related to their needs for winterization and utilities, IARP partners started the beneficiary identification and selection process in September-November 2021 in Armavir, Ararat, Kotayk, Vayots Dzor and Syunik regions. Assessment visits were conducted in those five regions with around 2,800 households registered in the database.

Support to livelihoods, business, and small and medium-sized enterprises (SMEs)

During the first stage of the IARP, IARP partners created 195 temporary jobs through a “pay-for-work” modality in Kotayk region (Charentsavan and Hrazdan municipalities), and through “on-the-job-trainings” in Syunik, Gegharkunik, and Vayots Dzor. IARP partners designed and delivered on-the-job trainings for a total 45 refugee-like women to upgrade their capacities and reboot their skills to better match the labor market needs and increase their chances for employment after completing the trainings directly delivered by the local employers. Sixteen employers, mainly from the SME sector in the target regions of Syunik and Gegharkunik were identified for this purpose. In addition to 45 direct beneficiaries, the activity also considered the respective households as beneficiaries, taking into account the increased sources of income of households (additional 191 persons). IARP partners supported 500 people to benefit from agricultural support such as access to renovated agricultural machines. In addition, 50 tons of potato seeds were provided to 40 individuals in Gegharkunik region. Business development and vocational trainings (such as sewing, handicraft, hairdressing,

make up, etc.) were organized by IARP partners for 100 refugee-like women residing in Goris, Syunik province. The handicraft and sewing skills allowed the women to prepare beddings for refugee-like families. Women also received trainings and necessary tools and materials for in-house (self-employment) and salon work. As a result, the beneficiaries enjoyed improved livelihood conditions, e.g. through improved access to employment or self-employment opportunities through continued in-house work. IARP partners provided training and skill improvement opportunities for refugee-like women who wished to work in the textile/apparel sector. From December 2020 to March 2021, there were three groups of women from NK trained in operating sewing machines. The majority of graduates were able to generate incomes for their families by securing jobs in textile/clothing companies or starting family sewing business. Ten Early Learning Corners (ELCs), established in shelters, allowed mothers to engage in income generating opportunities, while the children were cared for at the ELCs.

Restoration of social infrastructure and services

IARP partners provided energy support to more than 9,000 members of affected host communities of Syunik, Kotayk, Armavir and Gegharkunik. The support included provision of energy saving solutions that generated savings intended for covering utility bills, basic renovation, and repairs of host public facilities, and supporting communities to find alternative ways to safeguard their economic and agriculture activities. For example: photo-voltaic (PV) systems with more than 700 kW capacity and 29 solar heaters with 300 litres capacity were installed in 10 communities to support them with hot water. Solar power and thermal systems and energy efficient streetlight lamps were set up in 15 host communities in Syunik. In particular, in order to enhance public security and generate community cost savings on electricity, energy-efficient street luminaires were installed in two settlements of Syunik region, Vorotan and Shurnukh, with 433 persons benefitting from the initiative. In Vardenis community, Gegharkunik region, installation of 37 kW PV systems and upgrading streetlights to LED luminaires was completed. In particular, solar PV

stations were installed in the community kindergarten, music school and municipality building, and the street lighting system was upgraded through replacing 320 streetlights with new LED lamps. In addition, lighting systems at all 43 yards of apartment buildings were installed, thus ensuring comfort and safety of the community members. As a result of the implemented measures, the community will have around 6,000 USD saving annually, which will be directed to cover the utility bills of vulnerable population and people displaced from in and around NK. A total of 237 people in a refugee-like situation in Vardenis municipality benefitted from this activity. As part of initiatives to expand access to existing services, including job creation and access to social services for children, the Child and Family Support Center of the Syunik region (which also serves as a crisis centre) was refurbished and provided with equipment. With the new equipment, the Center will be able to serve up to 140 children, including providing specialized support to children with disabilities and displaced children.

Capacity building for community, social cohesion, peacebuilding and leadership

A quick response volunteer team in Srashen village, Kapan, of Syunik region, was formed and trained to improve the level of fire safety in the borderline communities. In addition, two firefighting corners in Srashen village (near the border), were equipped with firefighting supplies; 198 individuals benefited from these activities. In Yeghvard and Gorayk municipalities of Kotayk and Syunik provinces, 7 quick response teams were formed and capacitated to support the municipalities during crisis times. The teams participated in the design and implementation of public awareness campaigns to better protect the population in emergency situations, initiate small-scale needs assessments in case of emergency, and to lead small scale community initiatives; 330 individuals benefitted from these activities. To support the establishment of foundations of longer-term recovery, IARP partners

supported national authorities with policy formulation in employment and social protection areas as a response to double crisis. Key elements of that response included improvements to the national policy framework, coordinated delivery of social protection, and employment services and promotion of social dialogues. In particular, guidance was provided to ensure that strategic documents include international labour and social security standards, shock response, and needs of different disadvantaged groups, including servicemen and the refugee-like population. Capacity-building seminars and workshops were offered to the Integrated Social Services, tasked with provision of specific services to the affected population (e.g. employment). A total of 162 staff from the Integrated Social Services and the MoLSA benefited from these capacity building activities.



Key outcome indicators

| | |
|--|----------------------------|
| # of displaced persons supported through humanitarian cash-based interventions | 34,735¹¹ |
| # of host families supported through humanitarian cash-based interventions | 6,586¹² |

Achievements

Cash assistance was consistently voiced among the most urgent needs by families in a refugee-like situation (after shelter and food) and as a primary need for host families as per the various rounds of the Multi-Sector Needs Assessment (MSNA) and protection monitoring. While the Government of Armenia (GoA) initially prioritized provision of in-kind support, including food and non-food items, as of November 2020 and following a number of advocacy meetings and discussions between the GoA and the Cash sub-Working Group (sWG), cash assistance became the preferred modality of support; considering that cash-based assistance is regarded as the most dignified, flexible, and preferred way of providing support to affected families.

Throughout November 2020–December 2021, the GoA rolled out approximately 20 different cash support initiatives. Following a series of joint discussions with active participation of the Ministry of Labour and Social Affairs (MoLSA) in the Cash sub-Working Group (sWG), the GoA approved special clauses on provision of support by national and international partners and individuals complementing Government-led cash support interventions. Overall, nine partners implemented cash and voucher assistance programmes (food and nutrition, shelter/NFIs, early recovery, and multipurpose) targeting at their peak in one

month simultaneously some 37,585 beneficiaries with a total volume of 114,023 transactions (94% displaced, 5% host community and 1% local population). There was a total budget of approximately USD 11.2 M; from which 9.2 M was leveraged in support of the GoA-approved programmes. Some examples from IARP partners included:

- Provision of cash support to cover food needs of displaced women and children residing in Armenia, contributing AMD 26,182 as the food portion towards the GoA-led recurrent AMD 68,000 programme. The support covered four months (USD 24 per month per beneficiary) and was provided in three installments of 32 USD per eligible beneficiary. Cumulatively, 37,757 beneficiaries,¹³ 20,800 children (10,188 girls and 10,612 boys) and 16,957 adults (109 men, 16,848 women) received their entitlements by the end of June 2021.
- Provision of cash support to 8,000 displaced children (4,000 girls, 4000 boys) residing in Armenia through the national social protection system to ensure access to life-saving services complementing the GoA-led cash programmes (25,000 AMD per child and 30,500 AMD per child). The Post-Distribution Monitoring (PDM) results¹⁴ of the first round of transfers showed

11 The total number of unique beneficiaries was calculated using the highest figures supported through certain programmes, such as the 68,000 AMD programme, utility payment, cash for work,

12 The total number of host families was calculated using overall figures of supported host families. Double counting may have occurred in the figure presented due to complexity of the data on hand.

13 The total number of beneficiaries is calculated by summing up each cycle beneficiaries: April cycle–13,350; May cycle - 12,779; June cycle - 11,628

14 UNICEF carried out PDM in June 2021 via phone calls to randomly selected 498 beneficiaries. Monitoring results showed that the majority of households spent the money on basic needs: 26% bought food, 18% bought clothing, 13% paid for utilities, 11% for rent, while 8% bought hygiene items and 6% directed it to healthcare expenses. Sixty percent of surveyed participants mentioned that the received assistance mainly helped them to meet their needs at that moment and 37% said that it helped a lot. Seventy percent of participants said that they need additional assistance and would prefer to receive it in cash, while 29% mentioned that they would prefer both monetary and in-kind assistance. Eighty-four percent indicated the need for employ-

that 26% of funds were spent on food, followed by clothes, utility payments and rent, hygiene and household items, and access to health and education services; 96% of them reported that the cash support helped improve their situation and helped cope with immediate needs.

- Supporting 14,000 refugee-like persons residing in Armenia with one time AMD 68,000 support in complement to the GoA-led programme. Moreover, in collaboration with the MoLSA/ USS, IARP partners provided cash-based rental subsidy support to 118 displaced households who left collective shelters and rented apartments, and provided essential winterization support to 1,131 displaced households ranging from two to four months coverage.
- Supporting 800 displaced persons with the recurrent 68,000 AMD programme and 200 host families in Vayots Dzor and Gegharkunik in complement to Government-led programmes. IARP partners reached 4,166 displaced persons (988 households) and 200 host families with one-time value-based vouchers of 12,000 AMD in Tavush, Lori, Shirak, Gegharkunik, and Kotayk regions. The PDM results showed that the vouchers were spent on food (94%), hygiene (66%) and household items (38%). Finally, multi-purpose voucher assistance for clothes, shoes and other items of 24,000 AMD per beneficiary was provided to 1,363 individuals from 275 displaced and war-affected local households residing in Gegharkunik, Tavush, Lori, and Aragatsotn regions.
- Implementation of a cash-based utilities reimbursement/subsidy (paid directly to the electric and gas companies) activity both for displaced individuals and for collective shelters, reaching 16,908 beneficiaries (4,227 families).

ment. Only 7% of surveyed families said that they were able to take care of all the needs in the family, and 41% said that they could take care of only half of the needs that they had. The majority of families (258) were living in rented accommodations, 184 in a free of charge house or host family, and only 24 in their own house. Thirty percent of families did not know whether they would be able to return to Nagorno-Karabakh or not.

Partnership and Coordination

In total, 41 IARP partners worked together in Armenia to provide assistance and support persons in a refugee-like situation (PRLS). The partners consisted of UN agencies, international and national NGOs, intergovernmental organizations, government entities, and international organizations.

The IARP was fully integrated within the coordination structure established by the UN team in Armenia, under the leadership of the Resident Coordinator's Office (RCO) and UNHCR. At the technical level, the coordination structure centered around five Working Groups (WG): (i) Protection, (ii) Shelter/NFI, (iii) Food Security and Nutrition, (iv) Health, and (v) Early Recovery, the latter allowing mainstreaming of longer-term initiatives to strengthen communities in Armenia.

Additional sub-WGs were established under the Protection WG for Child Protection and Education, both led by UNICEF. Under the Shelter/NFI WG, a sub-WG on Cash Assistance was co-led by UNICEF and UNHCR.

Inter-agency coordination, outreach and advocacy (e.g., regular donor and government briefings) was ensured through the Coordination Steering Group (CSG), which was co-led by the RCO and UNHCR and comprised of the chairs of the activated WGs. To facilitate coordination and ensure a harmonized approach among agencies and partners vis-a-vis data collection, survey design, data treatment, production of regular infographics, maps and other products for the coordination and all WGs, the CSG was supported by the Information Management Working Group (IM WG), chaired by UNHCR and REACH. The IM WG was an overall service provider for all thematic WGs on the following:

- Survey design: each sector decided on the data it needs the IM unit supports;
- Data collection: sampling, training of enumerators from the WG;
- Data treatment: transferring the collected data into the database;
- Data analysis: extracting statistics and more from the database;
- Reporting: supporting the production of reports for the WG, (infographic, statistics editing);
- Mapping: producing thematic maps based on the data collected.

Furthermore, a formal contact between the IM WG and the Migration Service (MS) enabled regular sharing of information on the number and location of the refugee-like population that humanitarian actors subsequently were able to support.

Partners in the IARP

| |
|--|
| Agency for Technical Cooperation and Development |
| Action Against Hunger |
| Arevamanuk |
| Armenian Association of Child and Education Psychologists (AACEP) |
| Armenian Association of Social Workers (AASW) |
| Armenian Caritas |
| Armenian Progressive Youth (APY) |
| Armenian Red Cross Society (ARCS) |
| CARE |
| Catholic Relief Services (CRS) |
| Child Development Foundation (CDF) |
| Food and Agriculture Organization (FAO) |
| Green Lane NGO |
| Homeland Development Initiative Foundation (HDIF) |
| House of Hope Charity Foundation |
| International Committee of the Red Cross (ICRS) |
| International Labour Organization (ILO) |
| International Organization for Migration (IOM) |
| KASA Foundation |
| Medecins du Monde |
| Mission Armenia |
| Mission East |
| Open Society Foundations Armenia |
| OxYGen Foundation |
| Parenting School NGO |
| People In Need (PIN) |
| Project Hope Armenia |
| Première Urgence Internationale (PUI) |
| REACH |
| Samaritan's Purse |
| Save the Children |
| UMCOR Armenia Foundation |
| United Nations Children's Fund (UNICEF) |
| United Nations Development Programme (UNDP) |
| United Nations High Commissioner for Refugees |
| United Nations Industrial Development Organization |
| United Nations Population Fund (UNFPA) |
| World Food Programme (WFP) |
| World Health Organization (WHO) |
| World Vision Armenia |
| Young Syunik NGO (Kapan Youth Center)/OSF |

Financial Requirements & Funding Received Summary

To implement the initial Inter-Agency Response Plan activities and better address the needs of those who have fled to Armenia from NK, IARP partners sought a total of USD 62,122,194 for the nine-month period from October 2020 to the end of June 2021.

As of June 2021, the funding level stood at USD 24,938,768, which was equivalent to approximately 40 per cent of the requested amount.

For the extension period July to December 2021, 14 partners sought an additional USD 17,409,613

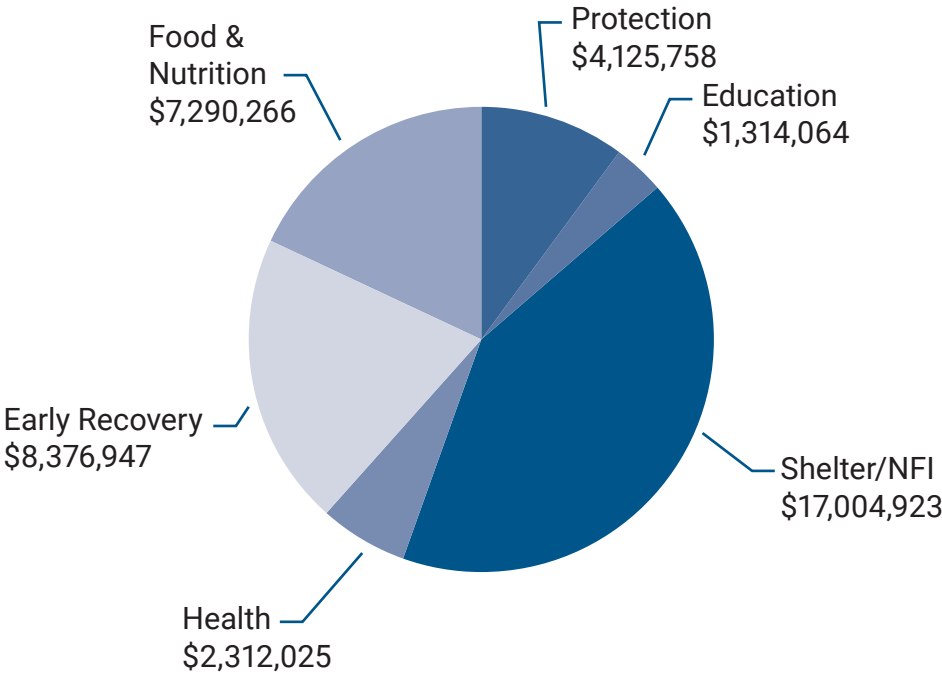
to continue providing necessary humanitarian assistance; hence the identified overall funding need for the NK response totaled a request of USD 79,551,807.

At closing of the IARP in December 2021, a total of USD 40,423,983 was mobilized, representing a funding level of 65 per cent compared with the originally requested amount (for the initial period from October 2020 to June 2021), and 51 per cent of the overall funding requested (for the complete period from October 2020 to December 2021).

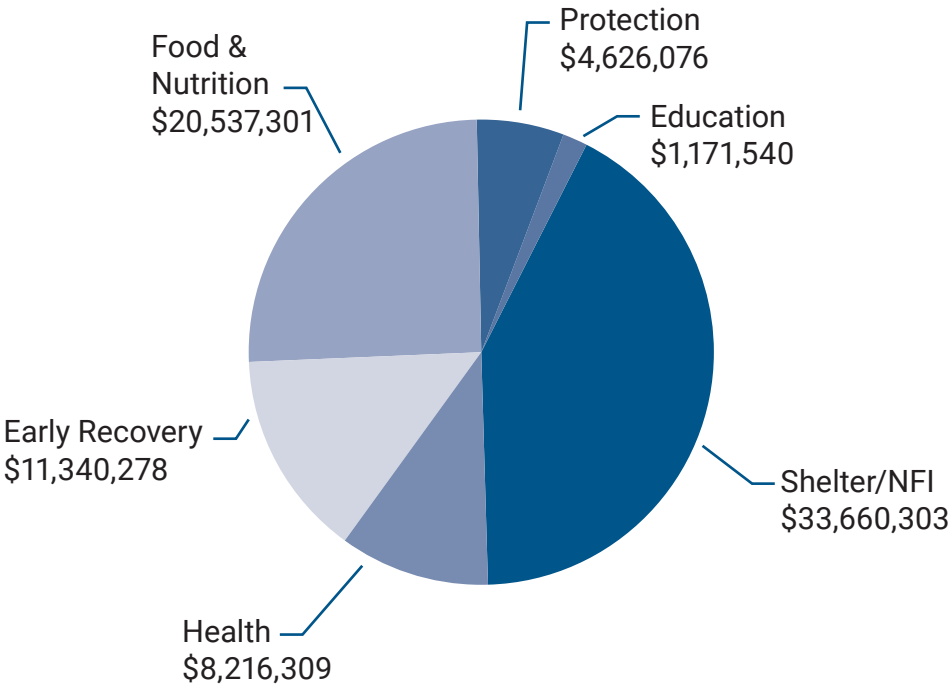
Funding Requirements & Funding Received (by Sector)

| Sectors | Protection | Education | Shelter/NFI | Health | Early Recovery | Food & Nutrition | Grand Total |
|---|------------|-----------|-------------|-----------|----------------|------------------|---|
| Total requirement in US \$ for Oct 2020 to Jun 2021 | 4,626,076 | 1,171,540 | 28,410,303 | 6,476,309 | 8,830,278 | 12,607,688 | \$62,122,194 |
| Total new requirement in US \$ for Jul to Dec 2021 | 0 | | 5,250,000 | 1,740,000 | 2,510,000 | 7,929,613 | \$17,429,613 |
| Total required | 4,626,076 | 1,171,540 | 33,660,303 | 8,216,309 | 11,340,278 | 20,537,301 | \$79,551,807 |
| Funded | 4,125,758 | 1,314,064 | 17,004,923 | 2,312,025 | 8,376,947 | 7,290,266 | \$40,423,983 |
| Funding level | 89% | 112% | 51% | 28% | 74% | 36% | 51% (Oct 2020 – Dec 2021) 65% (Oct 2020 - June 2021) |

Funding Received by Amount



Funding Requested by Amount



Funding Requirements by Organization and Sector & Funding Received

| | Protection | Education | Shelter/NFI | Food and Nutrition | Health | Early Recovery | Total Requirement By Partner | Total Received By Partner |
|---|------------|-----------|-------------|--------------------|-----------|----------------|------------------------------|---------------------------|
| ACTED | | | 283,000 | 99,200 | | 900,000 | \$1,282,200 | \$534,563 |
| Action Against Hunger | | | 698,200 | 737,726 | 255,000 | 250,000 | \$1,940,926 | \$1,532,637 |
| Armenian Red Cross Society | 225,000 | 54,180 | 2,823,846 | | 1,455,000 | | \$4,558,026 | \$5,052,868 |
| Arevamanuk | 83,808 | | | | | | \$83,808 | \$0 |
| AACEP | 48,000 | | | | | | \$48,000 | \$0 |
| Armenian Association of Social Workers (AASW) | 38,000 | | | | | | \$38,000 | \$0 |
| Armenian Caritas | | | | | | | NA | \$2,059,723 |
| Armenian Progressive Youth | | | | | | | NA | \$77,000 |
| CARE | 400,000 | | 750,000 | 1,050,000 | | 500,000 | \$2,700,000 | \$0 |
| Catholic Relief Services (CRS) | | | 2,750,000 | | | | \$2,750,000 | \$700,000 |
| Child Development Foundation (CDF) | 171,232 | | | | | | \$171,232 | \$0 |
| Food and Agriculture Organization (FAO) | | | | 850,000 | | | \$850,000 | \$350,000 |
| Green Lane NGO | | | | | | 155,320 | \$155,320 | \$0 |
| HDIF | | | | | | 39,300 | \$39,300 | \$0 |
| House of Hope Charity Foundation | | 545,425 | | | | | NA | \$20,000 |
| International Committee of the Red Cross (ICRS) ¹⁵ | | | | | | | \$545,425 | See footnote |
| International Labour Organization (ILO) | | | | | | 50,000 | \$50,000 | \$0 |
| International Organization for Migration (IOM) | 160,000 | | 1,795,000 | | 780,000 | 930,000 | \$3,665,000 | \$763,966 |
| KASA Foundation | 70,000 | | | | | | \$70,000 | \$0 |
| Medecins du Monde | | | | | 1,900 | | \$1,900 | \$0 |
| Mission Armenia | | | 161,000 | | | | \$161,000 | \$391,277 |
| Mission East | 60,000 | | 42,000 | | | | \$102,000 | \$0 |
| Open Society Foundations Armenia (OSF) | | | | | | | NA | \$454,525 |

| | | | | | | | | | |
|--|------------------|------------------|-------------------|-------------------|------------------|-------------------|---------------------|---------------------|-------------|
| OXYGen Foundation | | | 551,686 | | | | 597,158 | \$1,148,844 | \$0 |
| Parenting School NGO | 336,000 | | | | | | | \$336,000 | \$0 |
| Project Hope Armenia | 35,000 | | | 357,555 | | | | \$392,555 | \$0 |
| People in Need (PIN) | | 2,270,000 | | | | | | \$2,270,000 | \$4,251,192 |
| Première Urgence Internationale (PUI) | | | | 1,150,000 | | | | \$1,150,000 | \$297,475 |
| REACH | | | | | | | | NA | \$0 |
| Samaritan's Purse | | | 1,250,000 | 500,000 | | | | \$1,750,000 | \$0 |
| Save the Children | 300,000 | 325,000 | 600,000 | | | 100,000 | | \$1,325,000 | \$959,753 |
| UMCOR Armenia Foundation | 40,000 | | | | | | | \$40,000 | \$0 |
| United Nations Children's Fund (UNICEF) | 1,240,000 | 207,635 | 2,573,000 | 381,000 | 1,160,000 | 150,000 | | \$5,713,635 | \$3,486,977 |
| United Nations Development Programme (UNDPw) | | | 975,000 | 650,000 | 990,000 | 7,162,000 | | \$9,777,000 | \$2,887,061 |
| United Nations High Commissioner for Refugees | 1,454,036 | | 16,135,571 | | | | | \$17,589,607 | \$9,263,742 |
| United Nations Industrial Development Organization | | | | | | 369,000 | | \$369,000 | \$0 |
| United Nations Population Fund (UNPF) | | 4,300 | | | 83,480 | 100,000 | | \$187,780 | \$668,920 |
| World Food Programme | | | | 15,817,675 | | | | \$15,817,675 | \$4,482,166 |
| World Health Organization | | | | | 1,983,374 | | | \$1,983,374 | \$500,000 |
| World Vision Armenia | | | | 440,100 | | 37,500 | | \$477,600 | \$1,678,538 |
| Young Syunik NGO/OSF | | | | 11,600 | | | | \$11,600 | \$11,600 |
| Total | 4,626,076 | 1,171,540 | 33,660,303 | 20,537,301 | 8,216,309 | 11,340,278 | \$79,551,807 | \$40,423,983 | |

15 The ICRC was part of the humanitarian response for the refugee-like population in Armenia and participated in the working groups to ensure good coordination, either directly or through its partners. It should be noted, however, that the ICRC is independent and participated as an observer, and ICRC's received funding has therefore not been reported in the IARP nor in the RFT.

Donors

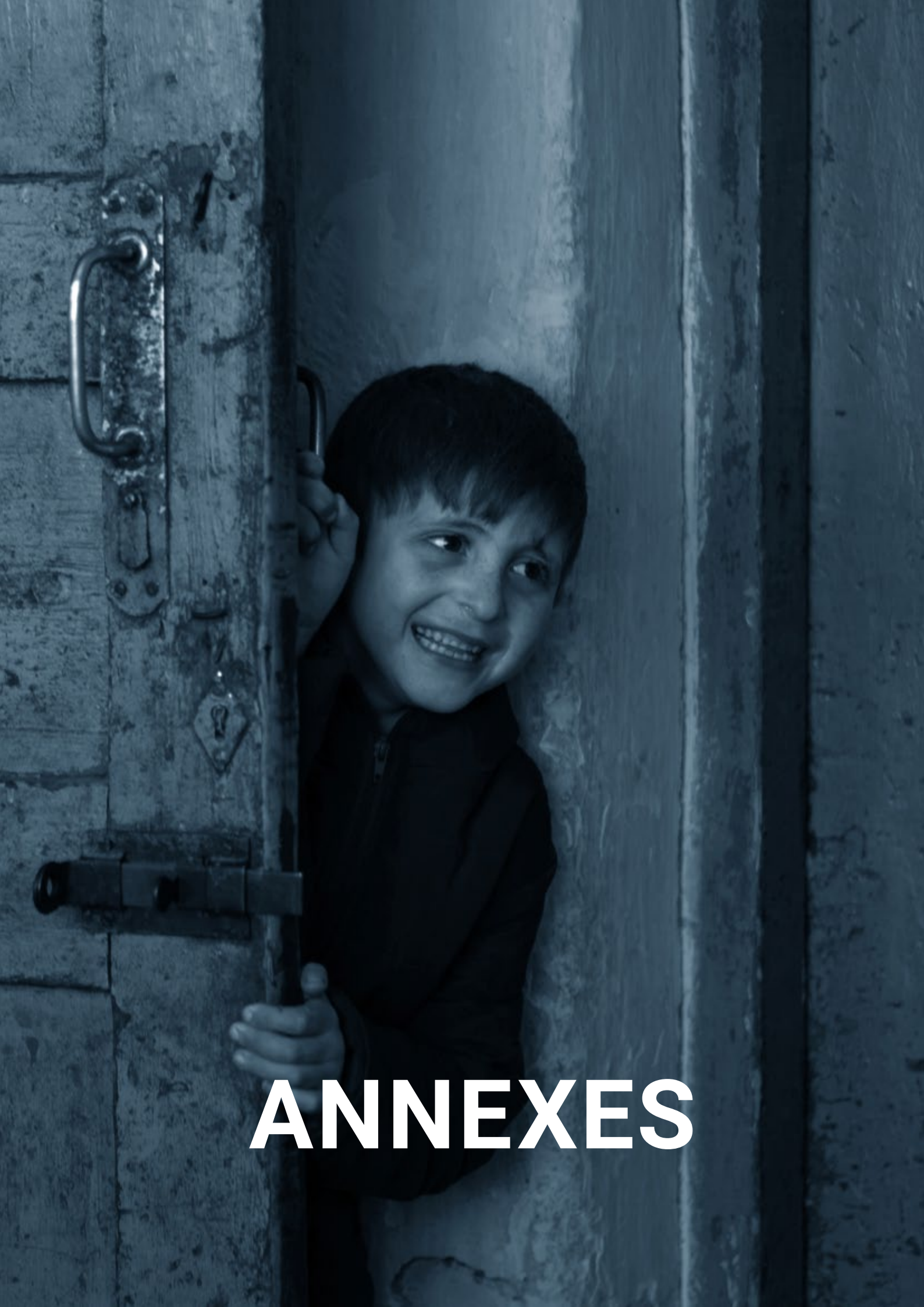
The work of IARP partners would not have been possible without the extremely generous support provided by the following donors:

Belgium | CERF | European Union | France | Germany | Japan | Norway | Russian Federation | Spain | Sweden | Switzerland | United Kingdom | United States of America

IARP Partners are also grateful to private donors, charities, and other organizations for their contributions, as well as other government donors whose flexible funding at a global, regional, or sub-regional level has contributed to the response.







ANNEXES

Annex Cover Photograph

A displaced boy peeking through the front door of a rented house in the host community of Bagratashen, Tavush province, December 2022.

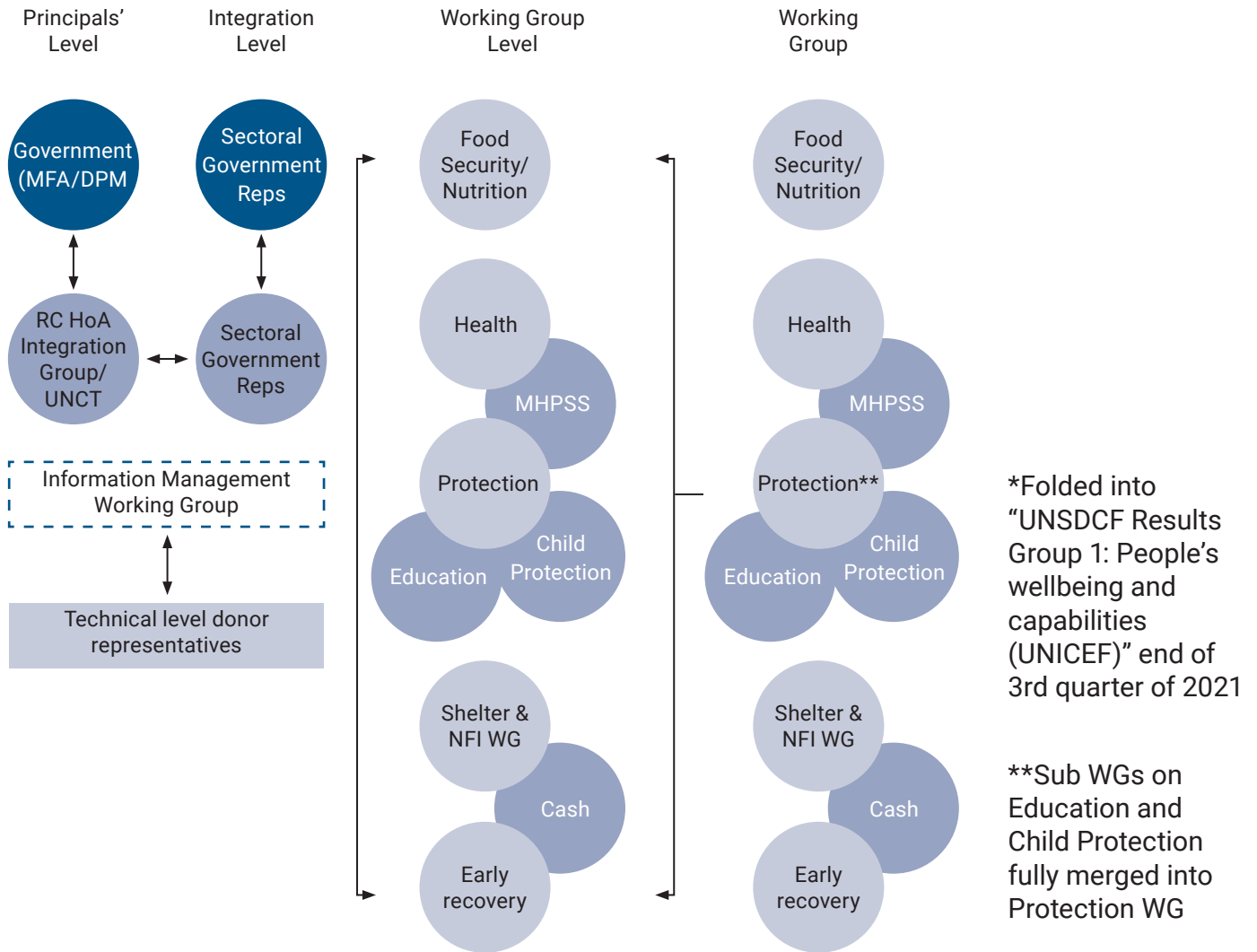
Photo ©UNHCR/Areg Balayan

Annex 1

EVOLUTION OF THE INTER-AGENCY RESPONSE PLAN COORDINATION ARCHITECTURE

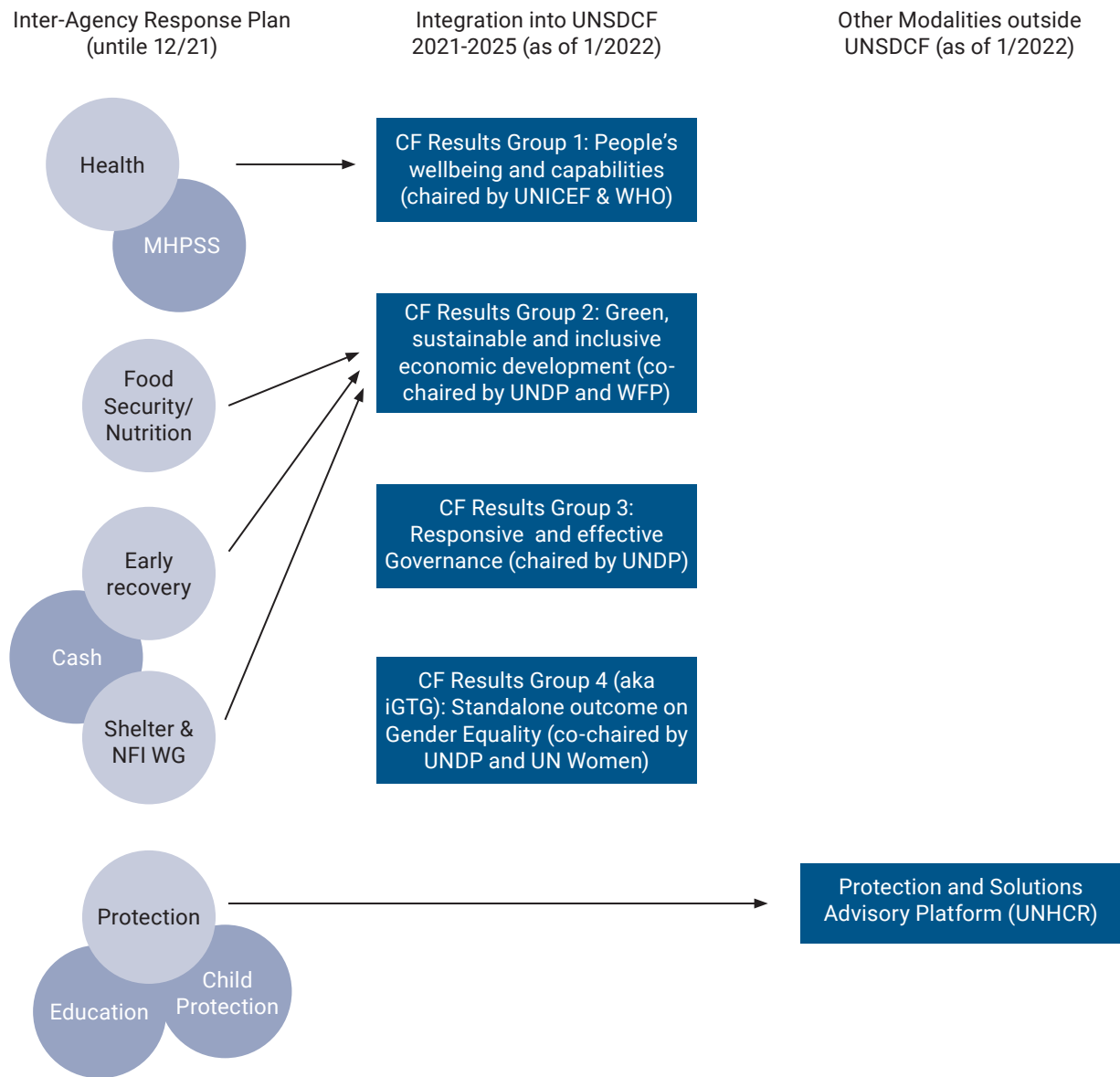
Inter-Agency Response Plan October 2020-2021 (simplified coordination architecture)

Inter-Agency Response Plan Extension July to December 2021



Annex 2

TRANSITION OF INTER-AGENCY RESPONSE INTO UNSDCF JOINT WORK PROGRAMME AND OTHER MODALITIES







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