

Key Findings Overview

Following the COVID-19 pandemic and the hostilities in and around Nagorno-Karabakh (NK), the United Nations Development Programme (UNDP), with support from IMPACT Initiative's AGORA initiative, conducted a CVA to understand the impact of the shocks on service delivery in Yerevan, Syunik, and Kotayk, in order to identify the best paths forward for early recovery projects across sectors and inform local recovery and development plans in Armenia

Each of these area profiles presents the key specific findings for each assessed area (Yerevan, Kotayk, Syunik), this first profile presents overall key findings. Findings are based on the data collected between May and June 2021. A total of 1807 household (HH) (1202 host and 605 in a refugee-like situation) surveys were conducted across three strata: rural, urban, and refugee-like populations. HH surveys generated findings generalizable with a 95% level of confidence and a 7% margin of error for Kotayk and Syunik and a 5% margin of error for Yerevan.

Refugee-like HHs in Yerevan were maintained at a 95% level of confidence, and a 7% margin of error. Additionally, 318 key informant interviews were conducted with service providers, of which 75 in Yerevan, 105 in Syunik and 138 in Kotayk. Service provider interviews comprised cross-sectoral questions, as well as sector-specific questions, which generated indicative findings. More information on the CVA Armenia methodology can be found [here](#).

EDUCATION

23% of refugee-like HHs reported that their displacement affected their ability to access educational services, among whom:
30% reported not having been able to enroll in educational facilities following their displacement

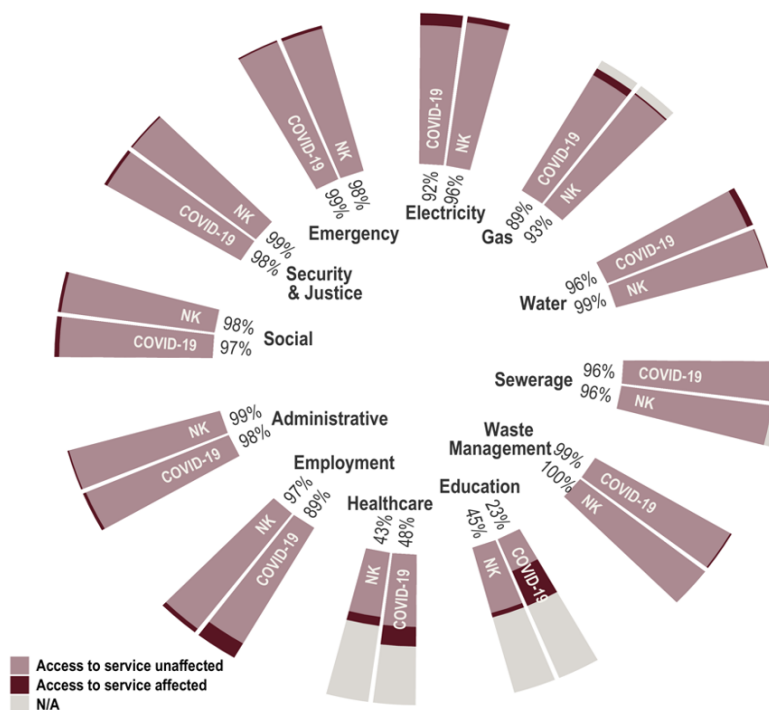
HEALTHCARE

Service providers (n=37) most commonly reported the following resources lacking in healthcare facilities:*
59% medical supplies
41% qualified staff
14% ratio of patients per medical personnel
14% medicine

EMPLOYMENT

53% of refugee-like HHs reported their employment status had been affected by the hostilities in and around NK, among whom:
79% reported having been formerly employed in NK but losing their job due to displacement

% of HHs reporting COVID-19 and the hostilities in and around NK had not affected their access to services, per sector



The graph above summarizes whether the double shocks of the COVID-19 pandemic and the hostilities in and around NK impacted host HHs' access to services. The percentages present the populations unaffected by the COVID-19 pandemic and the hostilities in and around NK.

SOCIAL COHESION

Most commonly reported needs for better community engagement, by % of total service providers:*
42% trainings for civic engagement mechanisms
29% support to develop/improve interactive communication tools
24% trainings for conflict resolution/peacebuilding
21% trainings for efficient public expenditure/budgeting
16% training for facilitating electoral processes

COVID-19

72% of service providers reported having changed their human resources (HR) strategy due to COVID-19
64% of service providers reported having initiated/scaled-up service delivery remotely due to COVID-19

HOSTILITIES IN & AROUND NK

62% of service providers reported having changed their HR strategy due to the hostilities in and around NK
29% of service providers reported having mobilized/engaged informal volunteer groups

*Multiple choice question

CAPACITY AND VULNERABILITY ASSESSMENT (CVA)

Yerevan

Following the COVID-19 pandemic and the hostilities in and around Nagorno-Karabakh (NK), the United Nations Development Programme (UNDP), with support from IMPACT Initiative's AGORA initiative, conducted a CVA to understand the impact of the shocks on service delivery in Yerevan, Syunik, and Kotayk, in order to identify the best paths forward for early recovery projects across sectors

and inform local recovery and development plans in Armenia. This area profile presents the key specific findings for Yerevan. Findings are based on the data collected between May and June 2021. In Yerevan, a total of 600 household (HH) surveys were conducted across two strata: urban (402 host HHs) and refugee-like populations (198 HHs). HH surveys generated findings generalizable with a 95% level of confidence and a 5% margin of error for Yerevan. Refugee-like HHs in Yerevan were maintained at a 95% level of

confidence and a 7% margin of error. Additionally, 75 key informant interviews were conducted with service providers. Service provider interviews comprised cross-sectoral questions, as well as sector-specific questions, which generated indicative findings. More information on the CVA Armenia methodology can be found [here](#).

EDUCATION

27% of host HHs reported that the COVID-19 pandemic affected their access to education, among whom:

92% reported that the switch to online education decreased the effectiveness of learning

Education service providers (n=8) reported that educational facilities lack the following key resources*:

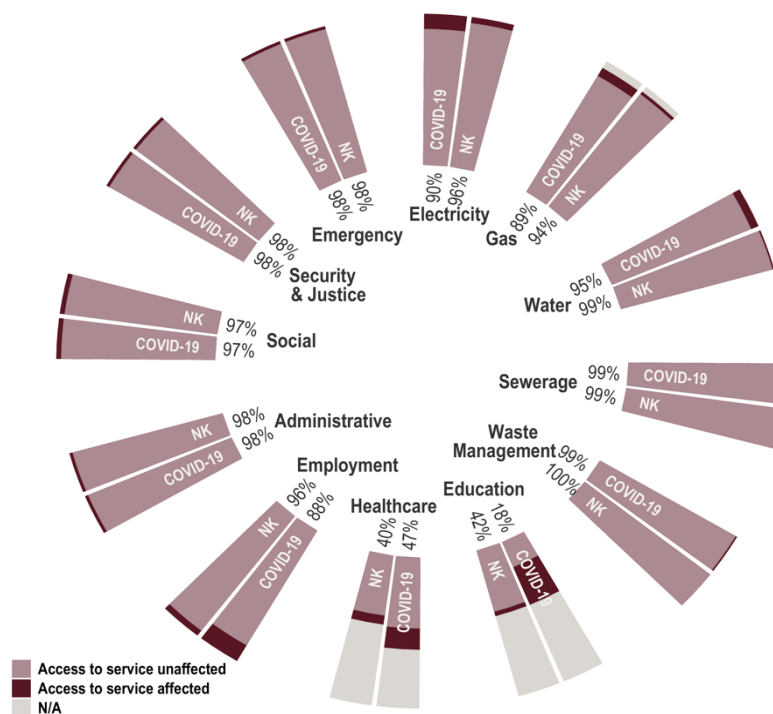
- Computers for pedagogical purposes
- Lack of amenities for students with disabilities
- Internet for pedagogical purposes
- Libraries
- School supplies

HEALTHCARE

Healthcare service providers (n=5) noted the following pressures experienced as a result of the COVID-19 pandemic and hostilities in and around NK:

- Lack of qualified staff
- Increase in the ratio of patients per doctor
- Increase in the ratio of patients per medical personnel

% of HHs reporting COVID-19 and the hostilities in and around NK had not affected their access to services, per sector



The graph above summarizes whether the double shocks of the COVID-19 pandemic and the hostilities in and around NK impacted host HHs' access to services. The percentages present the populations unaffected by the COVID-19 pandemic and the hostilities in and around NK.

WASTE MANAGEMENT

Among waste management service providers (n=6), the most commonly reported challenges to service provision were:

- Regular payments by HHs
- Service supply to HHs

Among those providers reporting challenges, the most commonly reported reasons for these challenges were:

- Lack of financial resources by clients to pay the bills
- Lack of financial resources to enhance service provisions

ADMINISTRATIVE SERVICES

Across all assessed marzes, interviewed administrative service providers in Yerevan (n=19) most commonly reported having needs for service provision that they cannot provide. Among these service providers, the most commonly reported reasons for this were*:

- Lack of financial resources
- Lack of qualified staff
- Old/outdated equipment

SOCIAL SERVICES

Nearly half of service providers (n=20) reported that the COVID-19 pandemic and the hostilities in and around NK affected service delivery.

*Multiple choice question

Syunik

Following the COVID-19 pandemic and the hostilities in and around Nagorno-Karabakh (NK), the United Nations Development Programme (UNDP), with support from IMPACT Initiative's AGORA initiative, conducted a CVA to understand the impact of the shocks on service delivery in Yerevan, Syunik, and Kotayk, across in order to identify the best paths forward for early recovery

projects across sectors and inform local recovery and development plans in Armenia. This area profile presents the key specific findings for Syunik. Findings are based on the data collected between May and June 2021. In Syunik region, a total of 601 household (HH) surveys were conducted across three strata: rural (194 host HHs), urban (204 host HHs), and refugee-like populations (203 HHs). HH surveys conducted in Syunik marz generated findings generalizable with a 95% level of confidence and a 7%

margin of error. Additionally, 105 key informant interviews were conducted service providers. Service provider interviews comprised cross-sectoral questions, as well as sector-specific questions, which generated indicative findings. More information on the CVA Armenia methodology can be found [here](#).

EDUCATION

Educational service providers (n=16) reported the following lacking resources in their facilities:*

- Computers for pedagogical purposes
- Library
- Amenities for students with disabilities

HEALTHCARE

Healthcare service providers (n=12) most commonly reported their facilities were lacking the following resources:*

- Lack of qualified staff
- Medical supplies

9 healthcare service providers reported their facility has been affected by the COVID-19 pandemic

8 healthcare service providers reported their facility has been affected by the hostilities in and around NK

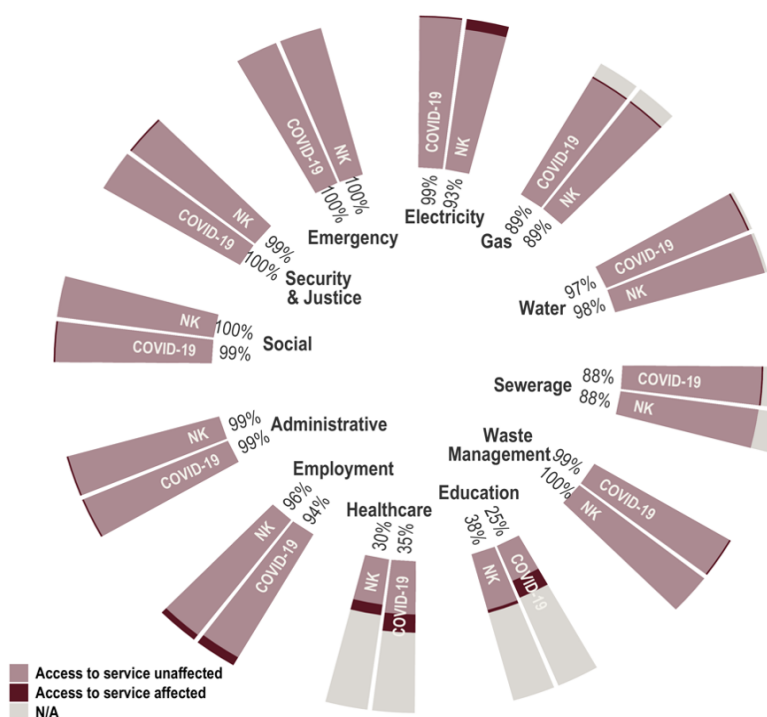
EMPLOYMENT

39% of refugee-like HHs reported the hostilities in and around NK affected their access to employment, among whom:

59% reported having lost their job due to displacement

44% reported having lost their agricultural land and/or livestock

% of HHs reporting COVID-19 and the hostilities in and around NK had not affected their access to services, per sector



The graph above summarizes whether the double shocks of the COVID-19 pandemic and the hostilities in and around NK impacted host HHs' access to services. The percentages present the populations unaffected by the COVID-19 pandemic and the hostilities in and around NK.

EMERGENCY SERVICES

Top three types of disasters that host and refugee-like HHs reported considering being a risk for their family and livelihoods:*

- Natural hazards
- Conflict escalation
- COVID-19

SOCIAL COHESION

Across the assessed areas, service providers (n=13) in Syunik most commonly reported being aware of challenges between service providers and constituents. Among these service providers, the most commonly reported challenges pertaining to the hostilities in and around NK are:*

- Security concerns
- Inability to support the facilitation of services

UTILITIES

Since arriving to Armenia:

90% of refugee-like HHs reported not having experienced problems with accessing electricity

90% of refugee-like HHs reported not having experienced problems with accessing water

74% of refugee-like HHs reported not having experienced problems with accessing gas

*Multiple choice question

CAPACITY AND VULNERABILITY ASSESSMENT (CVA)

Kotayk



Following the COVID-19 pandemic and the hostilities in and around Nagorno-Karabakh (NK), the United Nations Development Programme (UNDP), with support from IMPACT Initiative's AGORA initiative, conducted a CVA to understand the impact of the shocks on service delivery in Yerevan, Syunik, and Kotayk, in order to identify the best paths forward for early recovery projects across sectors

and to inform local recovery and development plans in Armenia. This area profile presents the key specific findings for Kotayk. Findings are based on the data collected between May and June 2021. In Kotayk region, a total of **606** household (HH) surveys were conducted across three strata: rural (203 host HHs), urban (199 host HHs), and refugee-like (204 HHs) populations. HH surveys conducted in Kotayk marz generated findings generalizable with a 95% level of confidence and a 7% margin of error.

Additionally, **138** key informant interviews were conducted with service providers. Service provider interviews comprised cross-sectoral questions, as well as sector-specific questions, which generated indicative findings. More information on the CVA Armenia methodology can be found [here](#).

EDUCATION

19 educational service providers (n=23) reported that COVID-19 pandemic has affected service delivery.

Among those service providers, the most commonly reported types of pressure experienced are:*

- Lack of distance learning capacity
- Lack of attendance by students
- Lack of attendance by teachers

The main challenges experienced by education service providers due to the COVID-19 pandemic were as follows:*

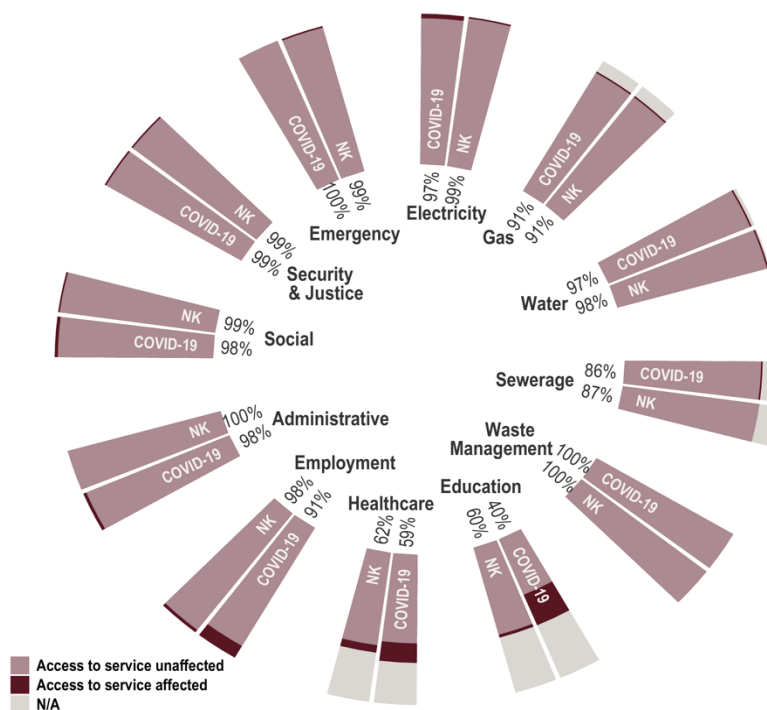
- Limited availability of technological equipment
- Limited quantity of pupils/students
- Lack of qualified staff

EMERGENCY SERVICES

Top three types of disasters that host and refugee-like HHs reported considering being a risk for their family and livelihoods:*

- Natural hazards
- Conflict escalation
- COVID-19

% of HHs reporting COVID-19 and the hostilities in and around NK had not affected their access to services, per sector



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HEALTHCARE

Healthcare service providers (n=19) reported that COVID-19 pandemic has affected service delivery.

Among those service providers, the most commonly reported pressures caused by COVID-19 were:*

- Increased ratio of patients per doctor
- Increased ratio of patients per medical personnel
- Lack of specialized equipment for COVID-19 treatment

EMPLOYMENT

% of refugee-like HHs by reported average monthly income:

- 31% up to 68,000 Armenian Dram (AMD)
- 56% 68,100-185,000 AMD
- 10% 185,100-300,000 AMD
- 1% 300,100-400,000 AMD
- 1% refused to answer
- 0% more than 500,000

47% of refugee-like HHs reported the hostilities in and around NK affected their access to employment, among whom:

85% reported having lost their jobs as a result of their displacement

*Multiple choice question