

ARMENIA EMERGENCY REFUGEE RESPONSE

Inter-Agency Update 31 October - 07 November 2023



Naira a refugee woman is baking bread for her family, hosted in a temporary shelter in Yeranos village of Gegharkunik province. October 2023. ©UNFPA / Aspo Manukian

KEY FIGURES

101,848 refugees from Karabakh region registered by Migration and Citizenship Service.

38,909 core relief items distributed to 2,844 households (12,815 individuals) (3 October to 3 November).

31,000 hot meals, about 4,800 ready-to-eat lunch boxes, and 7,615 in-kind family food parcels (123 metric tons) to refugees. (Since 24 September).

16,371 refugee children enrolled in public school (as of 31 October).

900 children and their caregivers benefitted from case-management support by social workers.

48 mobile hybrid solar systems with 97 kW capacity distributed to benefit over 2,500 people in several critical facilities (medical, rapid response and emergency and other essential service centers).

SITUATION OVERVIEW

- As of 7 November 2023, the Migration and Citizenship Service in Armenia has registered 101,848 refugees from Karabakh region. Though the refugee population remains mobile and move across regions.
- The Ministry of Labour and Social Affairs announced that starting from 25 October, refugees can apply for a pension at the regional center of the Unified Social Service. For this purpose, the Armenian authorities will amend the 2024 state budget draft to include the expenditures covering the pensions and benefits of refugees from Karabakh region.
- 53,000 refugees have been registered in the primary health care centers and 5,000 individuals have received first aid through mobile medical team.
- Inter-sector coordination and sectoral working group meetings are being held on weekly basis with participation of Government, UN, NGOs, INGOs, CBOs/RLOs and Development partners providing services in all locations hosting refugee populations.
- The Rapid Needs Assessment Report was finalized and submitted to the Government for validation. Sectors will undertake a needs and gaps analysis for upcoming winter months to inform winterization plan to ensure that adequate measures are put in place to ensure that refugees, and host communities have appropriate protection against the harsh climatic conditions.
- Funding Tracker for RRP partners and introduced and launched.

SECTOR UPDATES



PROTECTION SECTOR (INCLUDING CHILD PROTECTION AND GENDER BASED VIOLENCE)

Sector lead: Ministry of Labour and Social Affairs (MLSA); **Co-lead:** UNHCR

Members: AGBU | UNHCR | UNICEF | Democracy International | Women's Resource Center | Fund for Armenian Relief (FAR) | UNFPA | Women's Support Center | GIZ | PINK Armenia | World Vision | Sexual Assault Crisis Center | IFRC | Armenia Round Table | ACTED | Children Protection Center | HEKS/EPER in Armenia | KASA Foundation | Mission Armenia | ICRC | MSF - Médecins Sans Frontières | Action Against Hunger | OxYGen Armenia | Doctors of the World France in Armenia | New Generation Humanitarian NGO | WINNET Armenia | SafeYOU | Save the Children | Association of Healthcare and Assistance to Older People | Armenian Progressive Youth

- Protection Sector convened the working group meeting chaired by Deputy Minister of the Ministry of Labor and Social Affairs of the Republic of Armenia and UNHCR Senior Protection Officer with participation of 73 members on 27 October 2023. The meeting highlighted the importance of close cooperation for effective coordination of refugee response, and major outcome included agreements reached towards setting out strategic priorities and developing an action plan. To participate in the sector working group meeting please write to daradkeh@unhcr.org and copy melikset@unhcr.org.
- 80 families (385 individuals) covering seven communities (Ashtarak, Aparan and Talin (Aragatsotn), Dilijan (Tavush), Goris, and Kapan (Syunik), and in Yerevan interviewed by UNHCR Protection Monitoring Team. Refugees indicated blankets, heaters, repairs of the house, payment of rentals, access to healthcare, core relief items, and documentation assistance as priority needs. When needs for specific services, assistance or information are identified during interviews, UNHCR's protection monitoring partners refer the individuals concerned accordingly.
- 15,000 temporary protection/refugee certificates printed and delivered by UNHCR to the Migration and Citizenship Service of Armenia to ensure provision of identity documents to refugees from Karabakh region.
- 150 refugees from Karabakh region provided individual case management, and 64 refugees from Karabakh region provided with legal assistance by Mission Armenia. 132 calls received on UNHCR



UNHCR protection monitoring team meeting with refugee family in Verin Karmiraghbyur village of Berd community.

hotline. 27% callers requested bedding sets, 25% food support, 18% household items, 10% hygiene kits, and 8% access to healthcare. A total of 1,662 calls received since 1 October.

Child Protection Sub-Working Group

Lead: MLSA and Co-lead: UNICEF

Members: AGBU | UNHCR | UNICEF | Democracy International | Women's Resource Center | Fund for Armenian Relief (FAR) | UNFPA | Women's Support Center | GIZ | PINK Armenia | World Vision | Sexual Assault Crisis Center | IFRC | Armenia Round Table | ACTED | Children Protection Center | HEKS/EPER in Armenia | KASA Foundation | Mission Armenia | ICRC | MSF - Médecins Sans Frontières | Action Against Hunger | OxYGen Armenia | Doctors of the World France in Armenia | New Generation Humanitarian NGO | WINNET Armenia | SafeYOU | Save the Children | Association of Healthcare and Assistance to Older People | Armenian Progressive Youth Ministry of Labour and Social Affairs | Human Rights Defender's Office | Action Against Hunger South Caucasus Mission | Mission Armenia NGO | Medecins du Monde France | KASA Swiss Humanitarian Foundation | Children of Armenia Fund (COAF) | "Parenting School" Parenting, Educational and Psychological Support Center NGO | World Vision Armenia | Arevamanuk NGO | Armenian Association of Child and Educational Psychologists | Child Development Foundation | Armenian Red Cross Society | People in Need | Syunik Marzpetaran | ICRC | "Youth Initiative Centre" NGO (YIC) | Save the Children International | Armenian Caritas | Child Protection Centre Foundation | Armenian Association of Social Workers | World Health Organization | SOS Children's Villages Armenia | UNHCR | UNICEF | UNFPA | Children of Armenia Fund (COAF)

- Child Protection sector convened the working group meeting chaired by MLSA and UNICEF, with participation of 51 members. The meeting highlighted the need to identify and map the capacity gaps of child protection service providers, the priority of conducting the geographical mapping of services (in process) with the aim of identification of uncovered settlements/locations, the issue of harmonization of needs assessment tools used by different actors. The major outcomes included endorsement of the ToR of the CP WG, as well as presentation and discussion of proposed sub-indicators and the methodological guide for RRP indicators, which will be endorsed early next week to inform performance monitoring tools (5Ws/ActivityInfo). The training will be conducted for WG members. Funding Tracker for RRP partners was also introduced. To participate in the sector working group meeting please write to hkhemchyan@unicef.org and anahit.hovhannisyan@mlsa.am.
- Three child-friendly spaces expanded in Vayots Dzor region supported by UNICEF and partners to strengthen the provision of education services for refugee and host community children.
- Over 900 children and their caregivers benefitted from case-management support by social workers. Among them, 25 families, including 212 children and caregivers, have received in-kind support, such as bedding, kitchen utensils, and other items.
- 500 children and caregivers received community-based psycho-social support services. Capacities of 71 frontline social service professionals enhanced to provide psychological first aid support.

GBV-Sub working Group.

Lead: MLSA | Co-leads: UNFPA, UNHCR

Members: UNFPA Armenia CO | MLSA | Sexual Assault Crisis Center NGO | "Women Resource Center" NGO | "Spitak Helsinki Group" human rights NGO | OxYGen Foundation | RA Human Rights Defender Office | Democracy International | Women's Support Center | "WomenNet" NGO | UNHCR | UN Women |

World Vision Armenia | WINNET Armenia | Womens Center.Shushi | Real World Real People NGO | Women Fund Armenia | Women's Rights House NGO| Socioscope

- GBV sector convened the working group meeting chaired by UNFPA/UNHCR and participation of 41 members. During the meeting the TOR of the GBV-sub sectorial working group was presented and the 5Ws table was shared for further completion by the working group members. The major outcome included is the ensuring of the cooperation with all GBV stakeholders and service providers in the field. To participate in the sector working group meeting please write to Lusine Sargsyan sargsyan@unfpa.org and Elsie Aroyan AROYAN@unhcr.org.
- Partnership agreement has been finalized with Women's Support Centre and from coming Monday 11 safe spaces will be functioning in all marzes of Armenia.



EDUCATION SECTOR

Sector lead: Minister of Education, Science, Culture, And Sports and **Co-lead:** UNICEF

Actors: UNICEF | UNHCR | UNFPA | World Bank (WB) | Asian Development Bank (ADB) | Armenian Red Cross Society | People in Need (PIN) | Save the Children | AGBU | KASA | Teach for Armenia | Ministry of Education, Science, Culture, and Sport (MoESCS) | Civil Initiative for the Right to Education - Umbrella Coalition for 30 CSOs | UNESCO

- Education sector convened the working group meeting chaired by UNICEF and participation of 20 members. The meeting highlighted current situation with access to education, the needs of the education system for effective inclusion of refugee children into education as well as remaining challenges related to accessing kindergarten, TVET and HEI. Major outcome included increased number of refugee children enrolled in schools (80% as of 7 Nov.) and the Ministry of Education, Culture, Science and Sport efforts to establish a platform for recruiting refugee teachers to teach in Armenian schools .To participate in the sector working group meeting please write to apoghosyan@unicef.org.
- Over 80% of school-age refugee children have been enrolled in public schools across Armenia.
- During the reporting period, UNICEF and the Ministry of Education, Science, Culture and Sports (MESCS), as co-chairs of the Education working Group, organized a donor coordination meeting, laying down the needs of the education system for an effective inclusion of refugee children.
- 11 learning spaces for refugee children established by UNICEF and Armenian Red Cross.
- Over 800 school bags were distributed to refugee children in Ararat, Gegharkunik and Tavush regions.

BASIC NEEDS SECTOR

- Basic Needs Sector convened the first working group meeting on 25th October 2023, chaired by Deputy Ministry, MLSA, and co-chaired by UNHCR, UNDP, WFP and FAO and included the participation of many implementing partners, active members of the Food Security, Shelter and NFI Sectors. The meeting highlighted the centrality of coordination through MLSA with key ministry

counter parts for each subsector. The major outcome included that each sub-sector should meet regularly to discuss the technicality of their response with their government counterpart. For Shelter/NFI, MLSA and MoTAI are the lead with UNHCR and UNDP as co-lead, for Food Security MSLA with the Ministry of Economy as lead and WFP and FAO as co-lead. Basic Needs group will meet on an adhoc basis, and to participate in the sector working group meeting please write to sobral@unhcr.org

Shelter/ Non Food Items

Sector lead: MLSA and **Co-leads:** UNHCR, UNDP

Members: UNHCR | UNDP | UNICEF | IOM | UNWFP | UNFPA | ARCS (Armenian Red Cross Society) | APY (Armenian Progressive Youth) | Mission Armenia | World Vision | People in Need | CARE | Caritas | CRS (Catholic Relief Services) | ACF Spain | ACTED | ICRC | Rescue | Democracy International | HDIF

- During the reporting period, 512 households (2,023 individuals) received 8,010 core relief items, including 1,647 pillows, 1,573 blankets, 1,753 bed linens, 661 towels, 551 hygiene kits, 901 folding beds, and 896 mattresses, as well as 21 slipping bas and other essential items. The distribution has been carried out in Ararat, Armavir, Shirak, and Vayots Dzor provinces.
- From 3 October to 3 November, the total amount of 38,909 core relief items were distributed to 2,844 households (12,815 individuals) living in provinces of Argatsotn, Ararat, Armavir, Gegharkinik, Syunik, Tavush, Vayots Dzor and the capital Yerevan.
- As of 31 October, 28 trucks with core relief items have arrived in Armenia, including winter clothing from private donors, are expected to arrive in Armenia in coming weeks.



Reconstruction works are well in progress in Masis region, Ararat province. October 2023. © UNDP



FOOD SECURITY

Sector lead: Ministry of Economy and **Co-leads:** WFP, FAO

Members: Democracy International Inc. | ICRC | ACTED | REACH | ACF Spain | World Vision International (WVI) | ARCS/IFRC | AGBU | WFP | FAO | UNHCR | FAO

- Since 24 September, WFP has provided in kind food assistance to 38,811 refugees, accounting for 78 percent of the initially targeted caseload for the immediate food response. So far, 31,000 hot meals, about 4,800 ready-to-eat lunch boxes, and 7,615 in-kind family food parcels (123 metric tons) to refugees by WFP, following the Government's request. Immediate food assistance has been provided to refugees in 8 out of 10 provinces Syunik, Armavir, Ararat, Lori, Kotayk, Shirak, Gegharkunik, and Tavush.
- 5,000 family food parcels (80 metric tons) are being prepared for distribution to up to another 20,000 refugees in other provinces in upcoming weeks.



RESILIENCE SECTOR

Sector lead: MLSA and **Co-lead:** UNDP

Members: Action Against Hunger | ACTED | AGBU | Aleppo-NGO | Armenian Caritas | Armenian Red Cross Society | CARE International | Catholic Relief Services | COAF | Confederation of Trade Unions of Armenia | Democracy International | DRR National Platform | EU Delegation | FAO | Fund for Armenian Relief | Goris Women's Development "Resource Center" Foundation | Green Lane | HDIF | Hungarian Interchurch Aid | ICRC | ILO | IMWG | International Federation of Red Cross and Red Crescent Societies | International Rescue Committee | IOM | Kooyrigs NGO | Médecins du Monde France | Miaseen NGO | OxYGen Foundation | People in Need | REACH | Republican Union of Employers of Armenia | RCO | SALAR International | Samaritan's Purse International Disaster Relief | Save the Children | UNDP | UNFPA | UNHCR | UNICEF | UNIDO | UMCOR | UN Women | WCC Armenia Round Table Foundation | WFP | WHO | Women's Rights House in Gyumri | Women's Support Center NGO | World Bank | World Vision

- Resilience Sector convened the working group (WG) meeting chaired by Ruben Sargsyan, the Deputy Minister of Labour and Social Affairs and co-chaired by Ani Ispiryan, the Deputy Minister of Economy and Konstantin Sokulskiy, Deputy Resident Representative of UNDP in Armenia, with participation of 30 members. The meeting highlighted the need of developing and implementing durable solutions for refugee integration, stressed the significance of consolidated support from all actors and alignment of joint efforts to the Government vision and priorities, updates were shared on ongoing and anticipated support in employment; including upskilling/reskilling schemes, grant mechanisms, incentives for employers, as well as business support and access to finance. Major outcome included shared understanding and endorsement of the WG vision, core function, working

modality by the members, as well as feedback on different aspects of provided support. To participate in the sector working group meeting please write to dianna.areyan@undp.org.

- UNDP continues renovating two buildings to host up to 130 people targeting older people and other most vulnerable refugees with capacity, which is scheduled to be completed by December 2023. In addition, an assessment of another building for 150 refugees, requiring more substantial works, is in progress. The building is expected to be completed by spring 2024.
- So far, UNDP has distributed 48, out of planned 52, mobile hybrid solar systems with 97 kW capacity to benefit over 2,500 people in several critical facilities (medical, rapid response and emergency and other essential service centers) in host communities of Gegharkunik, Syunik and Vayots Dzor regions.



HEALTH AND NUTRITION SECTOR

Sector lead: Ministry of Health and **Co-leads:** WHO/IOM

Members: WHO | IOM | UNICEF | UNFPA | UNDP | ICRC | MSF Operations Center of Geneva | Jinishian Memorial Foundation | WFP | Armenian Psychiatric Association | Traveling Doctors | AMAA | Fund for Armenian Relief | Sante Armenie | Henar | SGMHF "Intra" MHC | COAF (Children of Armenia Fund) | Project HOPE | New Generation Humanitarian NGO | Association of Healthcare and Assistance to Older People | Habitat for Humanity Armenia | Armenian Red Cross Society | Pan-Armenian Psychological Association | Armenian Association of Child of Educational Psychologists (AACPE) | Yerevan State University Center of Applied Psychology | ARPI | Armenian Union of Psychologists | Armenian Association of Social Workers | City of Herouse | KASA Swiss Humanitarian Foundation | "Ambra" Mental Wellbeing Center | Psychosocial Recovery Center | MdM France (Medecins du Monde) | "Centre for Psychosocial Recovery" | Frontline Therapists | Armenian Red Cross Society | IFRC (International Federation of Red Cross and Red Crescent Societies) | People in Need | Oxygen

- Health Sector convened its fourth working group meeting chaired by WHO and IOM with the participation of 42 working group members. The meeting highlighted strategic updates from the Ministry of Health focused on enhancing coordination on MHPSS, a mapping of the health-focused activities across Armenia, presentations on winterization and RCCE, a reminder for all members to update the email list, and updates about RRP-related processes (i.e., financial reporting, indicator targeting, and upcoming reporting). To participate in the sector working group meeting, please write to esenamanovv@who.int.
- WHO and the Ministry of Health (MoH) developed the risk communication and community engagement (RCCE) material such as frequently asked questions (FAQs), and social media posts on mental health, access to healthcare, healthcare system navigation, staying healthy during fall and winter seasons. The RCCE materials were published on MoH website and WHO Armenia social media channels.

- From 31 October to 7 November, IOM supported the Ministry of Health's mobile clinics in three visits in Kotayk, Tavush, and Shirak provinces to assist 160 refugees and vulnerable community members (73 women, 45 men, 19 girls, and 23 boys) of which 57 were suffering from chronic diseases. 40 patients received symptomatic treatment, 24 received psychological counselling, and 51 patients were referred to additional services. For patients not in the United Information System of Electronic Healthcare (ArMed) system, mobile clinics assisted them in their registration. Since the launch of the RRP, mobile clinics have reached 2,221 patients.

CROSS SECTORAL GROUPS

CASH

Sector lead: MLSA and **Co-leads:** UNICEF, UNHCR

Members: Armenian Red Cross Society | UNICEF | UNHCR | CARE Caucasus | People in Need | European Union Delegation to Armenia | AGBU Armenia | Acted Armenia | Asian Development Bank | "Armenian Caritas" Benevolent NGO | "Mission Armenia" Charitable NGO | World Bank | ICRC | Armenian Progressive Youth NGO | USAID | UNFPA | Save the Children International | Action Against Hunger | USAID Bureau for Humanitarian Assistance | UN Women | IFRC | WFP | New Generation Humanitarian NGO | Partnership and Teaching NGO | Armavir Development Center | WCC Armenia Inter-Church Charitable Round Table Foundation | FAO

- Cash sector convened the working group meeting co-chaired by UNICEF and UNHCR and MLSA, with participation of 40 members. The meeting highlighted the changes and updates to ongoing Government-led cash assistance programmes, including expansion of eligibility and adjustment of procedures for the 100,000 AMD one-off support and rollout of rent and utilities programme. Major outcomes included clarifications on the draft Agreement to be signed with MLSA and draft tripartite Contract, including commitment letter/data sharing, to be signed with the Unified Social Service and partner bank for providing cash and voucher support. To participate in the sector working group meeting please write to ahovakimyan@unicef.org
- The Sector has simplified and revised the package of templates for providing cash and voucher assistance, including through Government-led programmes. The revised package includes a generic Agreement between the Ministry and partners, and a more detailed Contract between the implementing partner,
- Unified Social Service and the bank of choice, as well as the data sharing protocol.
- Acted NGO has distributed a one-time voucher support to 1,256 refugees in Syunik region, and People in Need NGO has distributed vouchers to 5,080 refugees in Vayots Dzor region.

INFORMATION MANGEMENT

Sector lead: Office of DPM and **Co-lead:** UNHCR

Members: ACTED/ REACH | World Bank | UNHCR | RCO (UN Resident Coordinator's Office) | UNFPA | UNICEF | WHO | IOM | UN Women | UNDP

- During the reporting period, the Information Management Working Group was initiated to follow up on action points, including reviewing the terms of reference of the Working Group and presenting the tool to record various assessments to ensure harmonization and coordination of assessments among partners.

CROSS-CUTTING THEMES

(Protection Mainstreaming, Accountability to Affected People, PSEA, Age, Gender, and Diversity)

- The gender task force terms of reference are being finalized and nominations for the task force from humanitarian partners are being received.
- During the reporting period, the PSEA Coordination Group convened its regular meeting during which updates on the unified UNCT PSEA phone number were provided. The number will be owned by the RCO and operating by the co-chairing agencies UNHCR and WFP to receive the allegations of SEA cases. The co-chairing organizations are also preparing for the PSEA training of the RRP organizations' focal persons.

See the [Operational Data Portal for the Armenia Emergency](#) for more details on refugee population figures and information resources and the [Refugee Funding Tracker for RRP](#) funding information.

