



ARMENIA INTER-AGENCY RESPONSE PLAN

OCTOBER 2020 - JUNE 2021

FRONT COVER PHOTOGRAPH

A displaced mother and daughter at the distribution point for food and non-food items in Goris, Syunik Province, Armenia. ©UNHCR/Anahit Hayrapetyan

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INTER-AGENCY PLANNED RESPONSE

OCTOBER 2020 – JUNE 2021

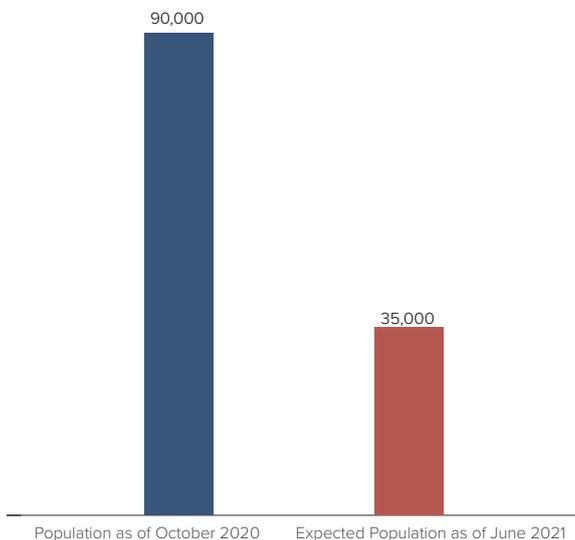
90,000
REFUGEE-LIKE POPULATION

US\$ 62.1 M
REQUIREMENTS

35
PARTNERS INVOLVED

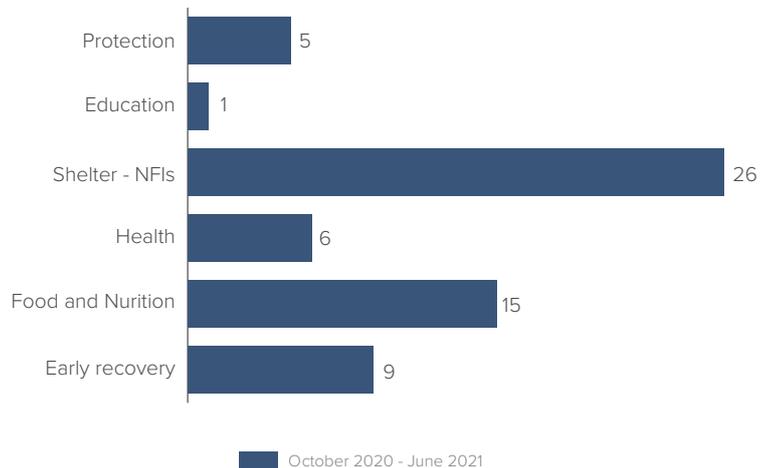


Refugee-like Population Planning Figures



Source: Migration Service, 8 December 2020

Requirements by Sector | Total US \$ 62 M



Context

Situation Overview

On 27 September 2020, heavy clashes broke out along the line of contact (LoC) and quickly expanded to other areas in and around Nagorno-Karabakh, until a nine-point ceasefire agreement was signed between Armenia and Azerbaijan during the night of 9-10 November. The six weeks of conflict resulted in significant civilian casualties and the destruction of many houses and public infrastructure in the Nagorno-Karabakh conflict zone, including schools, roads and communication networks. As a result, at the peak of the crisis, it is estimated that the majority of the population living in Nagorno-Karabakh had fled to Armenia.

According to the Armenian Migration Service, some 90,000 persons are in a refugee-like situation in Armenia, spread across the ten regions of the country¹, and Yerevan. The vast majority among them (around 88 percent) are women and children². At the same time, various reports indicate that between 20,000 to 50,000 individuals have returned to Nagorno-Karabakh since mid-November, but the nature and sustainability of these returns are yet to be determined. While the ceasefire agreement is currently holding, concerns have emerged due to reports of punctual incidents, which could affect the willingness of the population from Nagorno-Karabakh to return. Due to the current winter weather, severely damaged infrastructure and concerns over security in Nagorno-Karabakh, the majority of the refugee-like population in Armenia will likely opt to remain in Armenia for the coming months. This is corroborated by preliminary intention surveys showing that 70 per cent of arrivals to Armenia from Nagorno-Karabakh have no intention to return for now or remain unsure.

Returns are therefore expected to take place in a phased manner, pending improvement of security and living conditions with an increase expected in the spring. A residual number of people, estimated at 35,000, will be either unable or unwilling to return and will remain in Armenia for the foreseeable future.

The conflict aggravated an already fragile socioeconomic situation in Armenia, also compounded by the impact of COVID-19. This has left

the refugee-like population with very few prospects for employment and livelihood opportunities and has further stretched the limited resources in the cities and localities where they have settled.

The Government of Armenia, at both the national and local levels, has responded to the needs of new arrivals, providing some critical support since the onset of the emergency. Host communities warmly welcomed the refugee-like population from Nagorno-Karabakh, sharing their accommodation, food and available resources. The Government provided some communal shelters for the new arrivals and has recently been rolling out several cash assistance programmes for the affected population. According to various needs assessments and monitoring exercises, the refugee-like population reports feeling safe and secure in the host community and is not experiencing challenges related to social cohesion. However, they indicate the longer-term concern of becoming an economic burden on their hosts, due to the unknown duration of their stay in Armenia, which they perceive may result in a decreasing willingness of receiving communities to host them, if adequate support is not provided.

The impact of the conflict on host communities and refugee-like populations includes physical, social, mental and financial aspects, and is adding pressure on institutions and their capacities to understand, coordinate, finance and address essential needs. Host community households that had previously been socioeconomically stable may face significant challenges in covering the cost of rent and utilities and providing food as a result of hosting refugee-like families from Nagorno-Karabakh.

¹ Aragatsotn, Ararat, Armavir, Gegharkunik, Kotayk, Lori, Shirak, Syunik, Tavush, and Vayots Dzor.

² REACH Rapid Needs Assessment of Displaced Population from Nagorno-Karabakh, 10-20 October 2020.



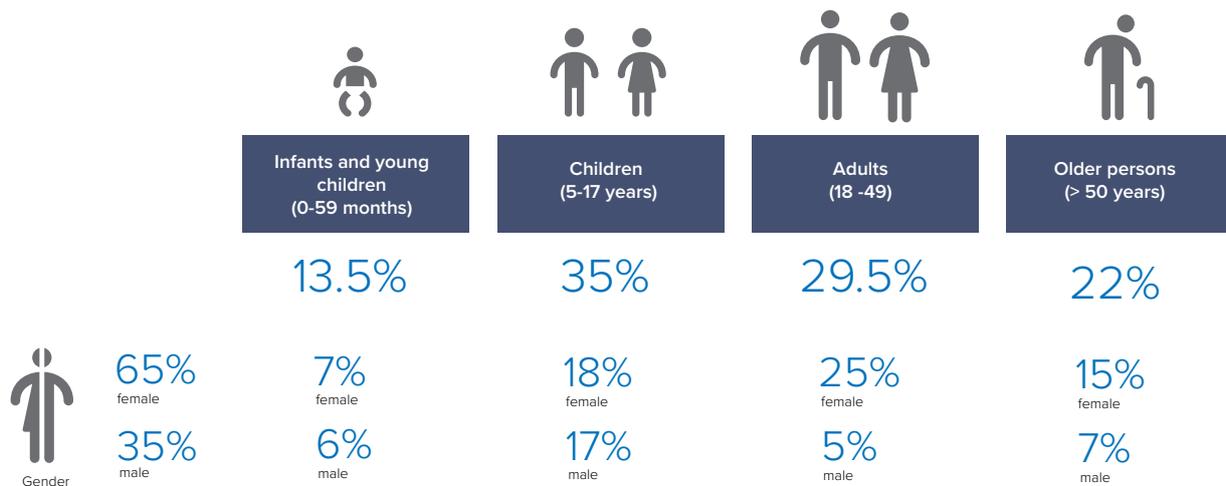
A kindergarten serves as an emergency shelter for families, vulnerable women and older persons in a refugee-like situation in Goris, Syunik Province, Armenia. ©UNHCR

Beneficiary Population



	Population as of October 2020	Expected population as of July 2021
Refugee-like population	90,000	35,000
Host community population	18,000	7,000

Disaggregated Data: Percentage of assisted refugee-like population



Source: Migration Service, 8 December 2020

Inter-Agency Response

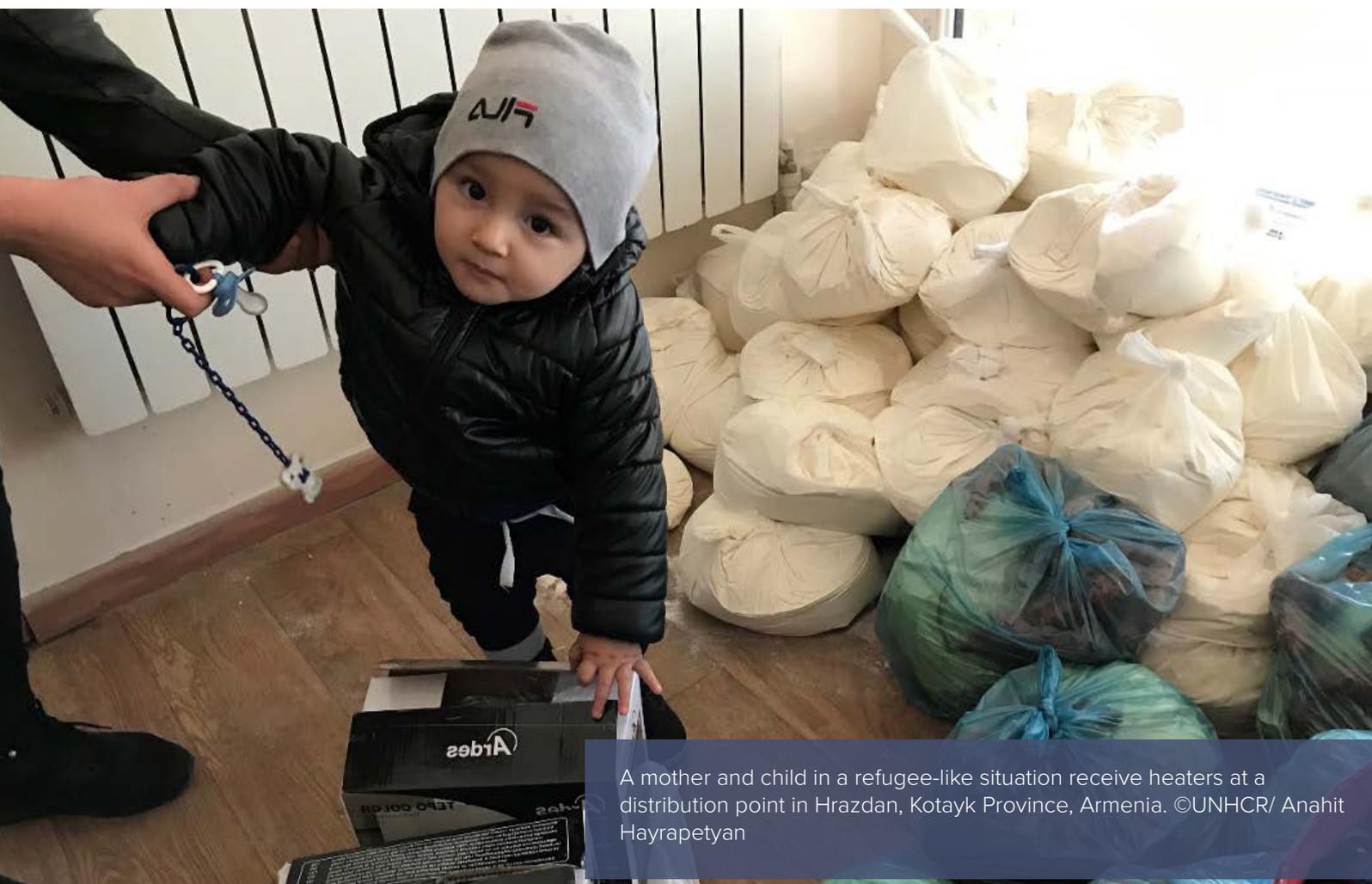
This **Inter-Agency Response Plan (IA-RP)** for Armenia outlines the multi-agency comprehensive response strategy and financial requirements of 35 humanitarian partners supporting the Armenian Government to provide a first stage of urgent humanitarian assistance and protection services to 90,000 refugee-like individuals who fled Nagorno-Karabakh.

More specifically, it is expected that the number of people continuing to be in need of assistance in Armenia will remain at approximately 90,000 during the winter months and gradually decrease over time

to 35,000, provided that the conditions in Nagorno-Karabakh are improved and that no new events occur that affect their willingness to return.

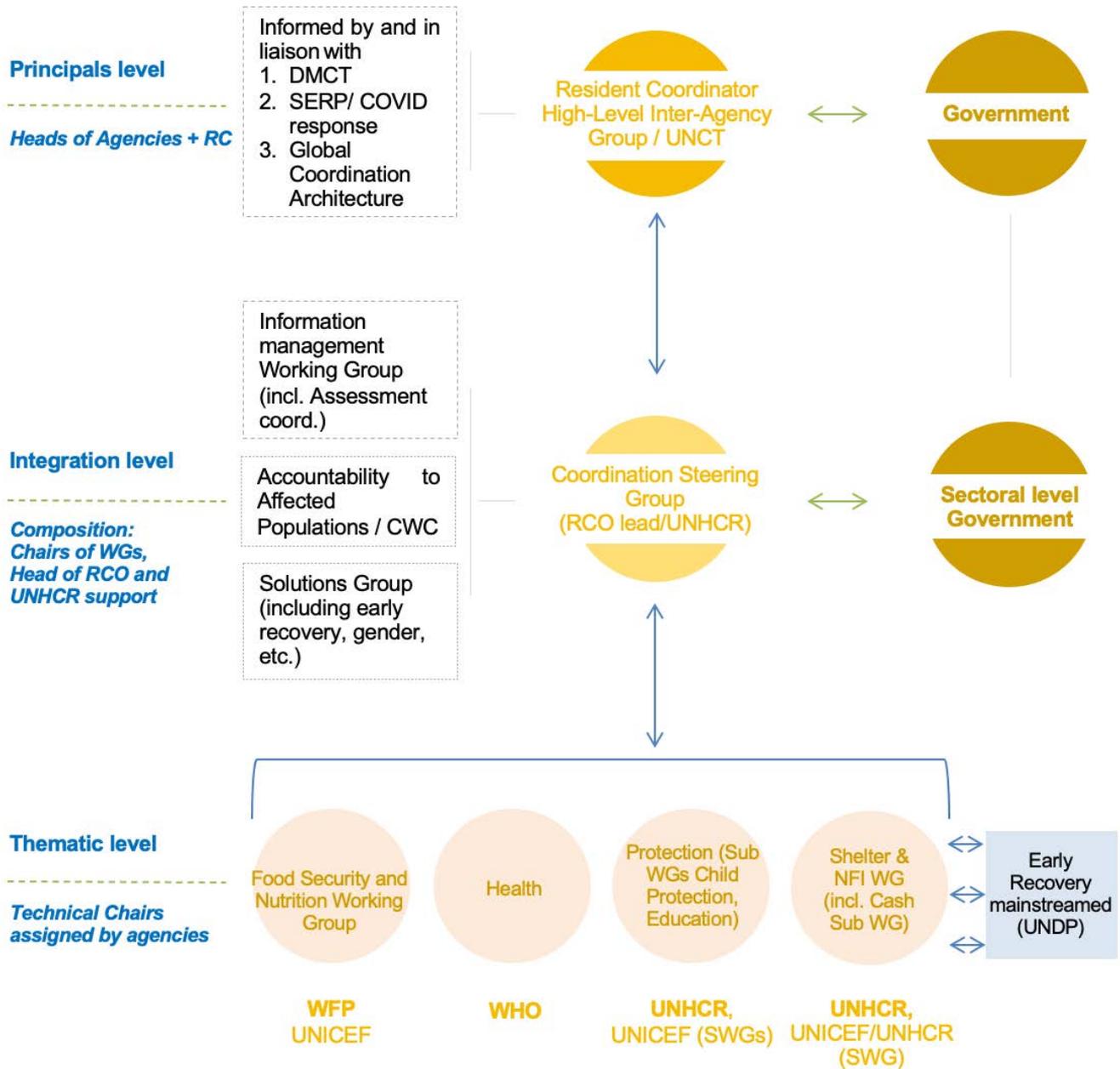
This plan also targets some 18,000 members of the affected host communities for assistance through the inter-agency response mechanism, aiming at strengthening social cohesion within and between the host communities and refugee-like populations and contributing to a peaceful environment.

The **geographic coverage** of the Inter-Agency Response Plan will be countrywide given the extensive spread of the refugee-like population across Armenia.



A mother and child in a refugee-like situation receive heaters at a distribution point in Hrazdan, Kotayk Province, Armenia. ©UNHCR/ Anahit Hayrapetyan

Inter-Agency Coordination Model



*The structures can be adapted and replicated based on context and need, depending on the activation phase of the Contingency Plan.

Needs Analysis

Most of the people that arrived during the conflict are women and children, which together represent 88 per cent of the overall refugee-like population in Armenia. Their economic situation is worrying, with two-thirds earning less than the minimum wage in the country (approximately US\$ 145)¹, and a portion having already contracted debts to meet their basic needs. Following the sudden influx of individuals into Armenia and in order to support the capacity of local authorities to absorb this population, ten

and a **Multi-Sector Needs Assessment**, which constitute the baseline for the current emergency response.

Current findings indicate that needs remain paramount in all locations, including beyond the ten municipalities initially assessed, where people arrived from Nagorno-Karabakh have settled. Shelter and cash assistance, food and winter items, such as heaters, shoes and warm clothing are among the priority needs, particularly given that the majority of this population will spend the winter months in Armenia (with temperatures dropping as low as minus 10 degrees Celsius in the capital). Preliminary findings also show the urgent need for mental health and psychosocial support (MHPSS), given that Armenia's resources and services in this sector were already limited, and were further stretched by the impact of COVID-19 on mental health and psychosocial well-being.³ Given the limited resources of arrived persons to sustain themselves, early recovery activities, including strengthened access to livelihood opportunities, will also be needed.

The ongoing protection monitoring has been critical to collecting accurate data on the needs of the population in a refugee-like situation in Armenia, and protection interventions remain a central element of the response. **Protection risks** were identified, especially among the most vulnerable and persons with specific needs (including unaccompanied and separated children, older persons without support, persons with disabilities, pregnant and lactating women, survivors of serious trauma, etc.) who require special attention and robust protection, social and legal support. Key findings also indicated the need to raise levels of awareness among new arrivals about their rights, available services and existing assistance programmes. **Legal aid and access to information** are vital as people need to know how and where to apply for basic services, including health care, education, documentation, social protection and other basic services. For example, the recent conflict, coupled with high numbers of COVID-19 cases, has

Centrality of protection and age and gender consideration

Protection is a central element that has been considered in the design of every project across all sectors of the response. The current protection monitoring exercise plays a key role in informing the overall response and is critical in identifying protection risks and gender-specific needs, as well as the most vulnerable persons and persons with specific needs. Protection mainstreaming is also identified as a critical activity within the overall multi-sector response. In addition, gender inequality and discrimination, which persist since before displacement, tend to increase during conflict and crisis. Thus, the response plan will use an age, gender and diversity sensitive approach. To ensure accountability towards gender equality commitments, as well as to address the specific needs of women and girls, the inclusion of gender equality and women's empowerment principles into programming is crucial.

municipalities² were prioritized for a joint **Rapid Needs Assessment** conducted by a multi-functional team. This was part of the humanitarian response and coordination architecture put in place under the lead of the UN Resident Coordinator's Office and UNHCR in Armenia. This assessment has since been complemented by a **Protection Monitoring Exercise**

¹ According to the Protection Monitoring

² In the North: Dilijan, Ejhmiadzin, Goris, Hrazdan, and Martuni; and in the South: Goris, Jermuk, Kapan, Sisian, Yeghegnadzor.

³ Socio-Economic Impact Assessment of the COVID-19 Outbreak in Armenian Communities, September 2020

stretched the capacity of health facilities, thus access to qualified and timely health care, and provision of medicines might be limited.

Targeted care and assistance should be considered for persons with disabilities (including children), people with serious diseases and survivors of serious trauma, including those experiencing mental health issues or victims of gender-based violence. Free legal counselling and assistance is also needed for certain specific cases and vulnerable individuals, to ensure their timely access to documentation and assistance programmes. In addition, there is a critical need to improve individuals' access to information in order to receive timely life-saving assistance (through food and nutrition programmes, for example) and to strengthen their ability **to improve resilience and self-reliance** while in Armenia.

Monitoring of ongoing returns, albeit remotely, is important, including to assess the sustainability of those returns and gauge the scope of future movements. This monitoring focuses on the specific protection needs of returnees, and their living conditions and access to assistance in Nagorno-Karabakh, in particular of at risk women and children, persons with disabilities and older persons without family support.

Women, men and children who arrived in Armenia have been affected by the conflict and uprooted from their homes, communities and services, making them extremely vulnerable to mental health and psychosocial distress. The protection monitoring so far shows that 85 per cent of the families reached declare some form of stress mostly related to the conflict and the general loss of hope. Although the present inter-agency response plan does not address the impact of the COVID pandemic,⁴ the high number of COVID-19 cases in Armenia is further impacting populations who arrived from Nagorno Karabakh and their host communities, thus exacerbating negative effects on the mental health and overall well-being of the affected populations. Considering the Government's limited capacity and resources, protecting and improving the mental health and psychosocial well-being of persons of concern is a priority for effective protection. Mental health and psychosocial (MHPSS) support will be addressed in a complementary way by the Protection and Health sectors

Psychosocial support is among the main needs of **affected children**, parents and caregivers, both in collective shelters and those residing within the communities. Awareness of available MHPSS services is low, and MHPSS is not always prioritized by the affected parents and caregivers as many of their other primary needs also go unfulfilled. Assessments further show the need for gender considerations and gender-differentiated needs to be taken into account while planning and implementing the response. Regarding child protection, the burden of stress caused by the conflict and the COVID-19 situation heightens the risk of violence against children, especially emotional abuse and neglect, as well as gender-based violence, sexual exploitation and abuse.

According to **Protection Monitoring** findings, some 30 per cent of new arrivals from Nagorno-Karabakh are hosted in **collective accommodations** (including collective shelters, hotels, sanatoriums, kindergartens and communal buildings). These buildings are often in poor condition and urgently need repairs, including to roofing, heating and water and sanitation facilities. In the current winter season, there is also an immediate need for **non-food items (NFIs)**, such as winter clothing and shoes, heaters, hygiene items and bedding supplies, including bed frames and mattresses, warm blankets, sheets and pillows.

In many localities, women and children are mainly housed in collective shelters. Among other concerns identified by protection actors is the high concentration of persons in the shelters, which complicates the social distancing necessary to mitigate COVID-19 spread.

Access to **education remains limited**. Some displaced children do not attend school classes for reasons including stress, trauma, lack of school supplies and clothing, as well as language/dialect barriers. Families also hesitate to enrol children in school due to uncertainty regarding the length of their stay. Although the national **education system** has accepted to integrate all displaced children in preschool, secondary and higher education, its capacity is limited and additional support is required to ensure continuity of education through the provision of relevant assistance (electronic devices, school supplies, clothes, etc.) and special education support. This would enable these children to continue

⁴ To address the impact of the COVID-19 pandemic, the UN country team in Armenia concurrently implements the "COVID-19 Socio-Economic Response and Recovery Plan for Armenia."

attending school during their displacement, while also mitigating the psychological impact of the conflict and providing a sense of stability, structure and hope for the future.

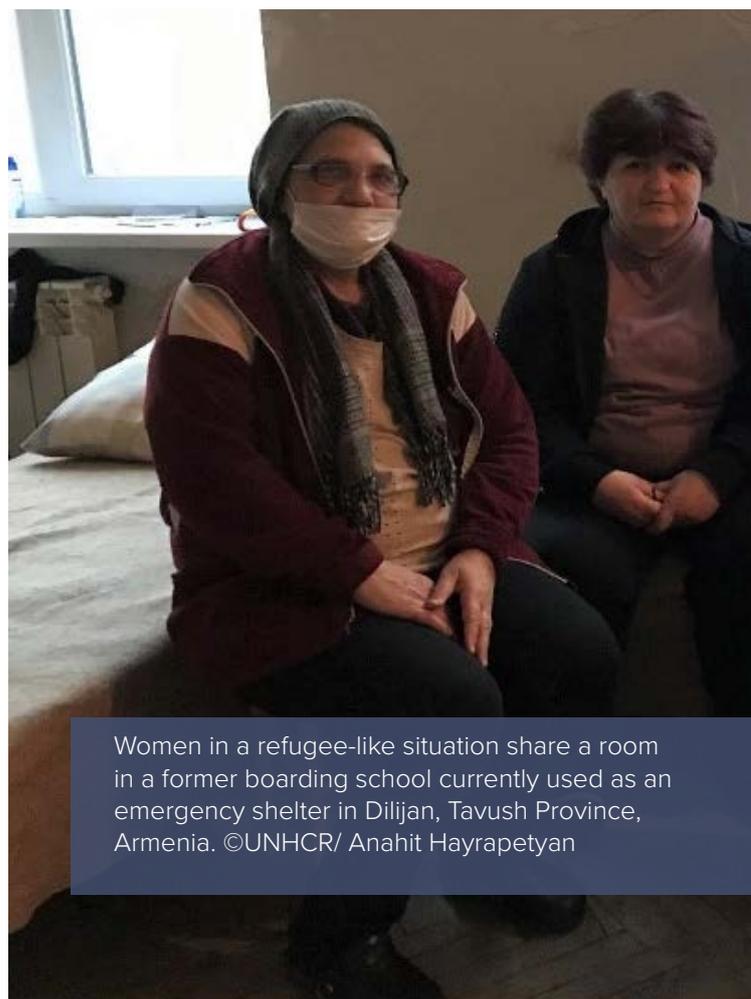
Health remains a major concern due to the dire living conditions of the refugee-like population, as well as the rapid spread of the COVID-19 disease. Shortages of essential medicines and medical equipment have been observed in many locations where new arrivals have settled, which also adds pressure on host communities' access to health. The Ministry of Health (MoH) is the sole provider of health services and while primary health services are free of charge for the persons in a refugee-like situation, as they are for Armenian citizens, further resources are required to bolster health care capacities, including of primary and secondary health care services, many of which are over-stretched. Support is specifically needed to ensure continuity and access to reproductive health services for women and girls. In addition, support is also needed to establish or enhance mobile clinics and medical teams serving priority settlements hosting large numbers of displaced arrivals located far from existing facilities.

Of the 90,000 refugee-like individuals from Nagorno Karabakh currently in Armenia, 62 per cent are estimated to need food assistance. Currently, in order to meet food needs, many of these households are relying on potentially damaging coping strategies, including selling household and productive assets or entering into debt.⁵ Some 78 per cent of the persons who arrived from Nagorno-Karabakh are children or women of childbearing age. These groups have specific nutritional needs. Specific nutrition support must be provided to prevent micronutritional deficiencies that negatively impact development and health.

Support should be given to working age adults to generate income for their households and increase their resilience. It is crucial to provide support to protect the income-generating assets of arrived persons, including their livestock and poultry, in order to maintain a certain level of resilience and ensure that households have the means to reduce their future reliance on food assistance and can generate their own income. According to a nationwide household food security assessment conducted by WFP in December 2020, since the start of the conflict,

Armenian households have reported increases in crisis and emergency coping strategies, and 50 per cent reported consuming a smaller variety of food since before the conflict. This is concerning also as it comes on top of a general decline in economic activity since March 2020 due to COVID-19-related movement restrictions.

The socioeconomic impact of COVID-19 and the escalation of the conflict have generated pressing livelihood and self-reliance issues. Economic activities in several communities have been affected by the multi-layered dimensions of the crisis. The recent conflict has resulted in damages to infrastructure, disruption of markets, lack of access to farmlands, loss of assets and displacement, which have collectively impacted the lives of the displaced population and host communities. An estimated 30 per cent of these individuals are adults of working age who typically live in small household units. A number of recovery and livelihoods assessments are either planned or ongoing in order to provide a more detailed understanding of the exact needs in terms of short- and long-term recovery.



Women in a refugee-like situation share a room in a former boarding school currently used as an emergency shelter in Dilijan, Tavush Province, Armenia. ©UNHCR/ Anahit Hayrapetyan

⁵ WFP Rapid Food Security Assessment, December 2020/ REACH MSNA, December 2020

Response Strategy and Priorities

RESPONSE OBJECTIVES

The Inter-Agency Response Plan will be organized around the following **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 equally and efficiently enjoy their rights, 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 Nagorno-Karabakh.

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.

HOST COMMUNITIES IN THE RESPONSE

The socioeconomic impacts of the COVID-19 pandemic combined with the arrival of conflict-affected persons from Nagorno-Karabakh have 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 displaced, and maintain order and social cohesion. Previously stable households may face significant challenges in paying utilities and rental fees and providing food as their household sizes increase while hosting refugee-like families from Nagorno-Karabakh. Therefore, the Response Plan aims to provide support and assistance to an estimated 18,000 people from the host community in need of targeted assistance.

Planned Response Activities



IA-RP partners will strengthen the Protection mainstreaming and vulnerability assessments with a view to incorporating protection principles, ensure collection of disaggregated data (age, gender, specific needs) and promote meaningful access, safety, dignity, accountability, participation and empowerment for all gender, age and diversity groups in every assistance project. This approach will span all sectors and include safeguarding and protection from sexual exploitation and abuse by humanitarian and development actors involved in the response and other possible perpetrators. In parallel, sector partners will conduct capacity-building of all humanitarian partners on protection principles to ensure effective protection (GBV, exploitation, child protection) and meaningful access to assistance programmes.

Moreover, coordinated and comprehensive protection monitoring through structured phone and in situ interviews will continue to (i) identify protection risks and gaps in assistance; (ii) assess the impact at the local level of the assistance programmes and humanitarian response, including post-distribution monitoring, and relevant changes in policy and practice related to the affected population; and (iii) assist evidence-based advocacy efforts for effective protection, including of the most vulnerable people, and ensure their access to rights. Key findings from the protection monitoring and other needs assessments will support the development of an evidence-based advocacy strategy. IA-RP partners will also work toward strengthening awareness-raising and dissemination of information, with a primary focus on enhancing access to services from national service

providers and humanitarian actors on GBV, MHPSS and free legal aid. Communication with communities and community-based protection mechanisms will also be improved, to facilitate identification of the most vulnerable individuals. It will be essential to develop community-based programmes focused on improving protection conditions, and provide capacity-building support to formal and informal community representatives and organizations, as well as to service providers.

Finally, IA-RP partners will work toward strengthening the national child protection system to better respond to child protection needs and support the functioning of State mechanisms related to the protection of child rights. It will also be key to enhance the MHPSS capacities of the social service workforce (including professionals, paraprofessionals and volunteers) and strengthen access to specialized services while supporting the mental well-being and resilience of children, parents and caregivers. In this regard, IA-RP partners will also strengthen joint advocacy efforts toward local and national authorities in a harmonized and coordinated manner to maximize the effectiveness of the response and ensure its sustainability. In the framework of the Response Plan, IA-RP partners will also promote specific PSEA prevention and complaints mechanisms that exist currently in Armenia, and will establish PSEA focal points to enhance the capacity of all partners involved in the PSEA response through regular trainings and refresher sessions.

Sector	Response Activities
PROTECTION	<p>Protection</p> <ul style="list-style-type: none"> • Protection mainstreaming and vulnerability assessments • Protection and human rights monitoring • Secure awareness raising and dissemination of information • Strengthen existing protection mechanisms and social services • Provide effective, efficient and targeted assistance, including legal counselling, and referrals • Strengthen the capacity and communication with communities and community-based protection mechanisms • Conduct harmonized and evidence-based advocacy • Strengthened resilience and support durable solutions. • Strengthened social cohesion <p>Child Protection</p> <ul style="list-style-type: none"> • Ensure continuous provision of community based MHPSS (including support to child mental health care in emergency, development of child friendly spaces, training and deployment of dedicated psychologists and psychiatrists, and social workers) • Ensure strong child protection system action • Work in coordination with national, regional and local authorities to ensure availability and accessibility of targeted community-based services



A mother with six-children in a refugee-like situation live in an apartment provided by a host family in Martuni, Gegharkunik Province, Armenia. ©UNHCR/ Anahit Hayrapetyan

EDUCATION

IA-RP partners will work closely with the Government to identify the school-aged children within the refugee-like population (including those with disabilities) and support their inclusion in host community schools. Temporary learning spaces will be established in line with identified needs. Support to distance learning options will also be considered (in light of the COVID-19 situation in the country), through ensuring provision of ICT materials and short trainings on usage for participation in schooling. Constant monitoring of learning environments will be carried out to ensure security and safety and promote the protection and psychosocial well-being of learners, teachers and other education personnel.

Host community needs will also be considered and addressed to ensure a conflict-sensitive approach and smooth social integration of these children. Within each programme, at least 20 per cent of the host community will be included. Additionally, the interventions will be adjusted as the overall situation around the conflict evolves, which may impact the scope and reach of the planned activities. Where needed, IA-RP partners will also provide learning and school supplies and reinforce the capacities of teachers in the area of critical survival skills and coping mechanisms through mine education and disseminating information about landmine safety.

Sector	Response Activities
EDUCATION	<p>Education</p> <ul style="list-style-type: none"> • Provide support to the national education system • Secure access of conflict-affected boys and girls to learning and development opportunities • Provide school and IT supplies to facilitate school and distant learning to the refugee-like children • Mine-risk education • Capacity building of teachers and education staff on working with girls and boys with special needs (including conflict-affected children).



Children in a refugee-like situation make art at a new child-friendly space in a former boarding school now used as an emergency shelter in Dilijan, Tavush Province, Armenia. ©UNHCR/ Anahit Hayrapetyan



IA-RP partners will continue to work in close coordination with national and local authorities and other stakeholders, including the refugee-like population and host families, to ensure adequate access to shelter and core relief items for the identified vulnerable population. This will include support for winterization of homes, and provision of items (including the provision of warm clothing, blankets, shoes and electric heaters), especially to those living in collective centres, and host families without access to adequate heating systems.

While helping mitigate the consequences of the harsh winter months, this will also help the displaced population from Nagorno-Karabakh to develop or re-establish sustainable livelihoods. Assistance to cover rental costs for the most vulnerable families and the repair of public facilities in collective accommodation centres are also foreseen. IA-RP partners will also strengthen their advocacy efforts to identify long-term solutions, including social housing initiatives, which

will be implemented in coordination with development actors to ensure early recovery transition.

To the extent possible, IA-RP partners will deliver the assistance to meet and shelter and basic domestic needs through cash-based interventions in line with Government-led programmes, thus providing support in a dignified and harmonized manner. The option of providing in-kind support will be maintained, as will a combination of both modalities, pending outcomes related to the ongoing discussion with Government on cash-based interventions. Beneficiary targeting will be based on shelter/NFI assessments, as well as Government assessments, to ensure that the most vulnerable individuals and households are prioritized, and to align with national social protection and cash assistance schemes. Post-distribution monitoring will be performed to ensure that interventions remain adapted to the needs of populations and tailored to the feedback received.

Sector	Response Activities
SHELTER & NFIs	<ul style="list-style-type: none"> • Provide support to 50,000 refugee-like individuals and 15,000 individuals from the host community to access adequate shelter in all marzes within Armenia, including: <ul style="list-style-type: none"> - Support the rental costs and possibly utilities, - Minor repairs - Upgrading of some shelters including rehabilitation and improvement of water and sanitation infrastructure • Provision and distribution of NFI kits to 50,000 refugee-like individuals and 18,000 individuals from the host community including personal hygiene supplies/kits, and domestic items (cleaning materials, living space hygiene items), kitchen items, and winterizations kits (including bed linen, pillow, beds, mattresses, and winter blankets) • Conduct regular post-distribution monitoring <p>* The above listed key activities are expected to be implemented either in the form of cash (pending further clarification on its feasibility) or in-kind.</p>



FOOD SECURITY & NUTRITION

IA-RP partners will provide life-saving support to the refugee-like population and host communities in line with standards agreed at the technical level, and around three key priorities:

- 1) Saving lives through support to food access for food insecure persons in a refugee-like situation and part of the communities hosting them;
- 2) Ensure adequate nutrition for at risk groups, including pregnant women, breast-feeding mothers and children;
- 3) Protect, reconstitute, or create the means of subsistence of refugee-like and host communities in fragile environments following a crisis situation.

The provision of a minimum expenditure basket for food needs is calculated at an average of US\$ 25 for one person in a 30-day period (where in-kind food assistance is given in lieu of cash, a minimum of 2,100 Kcal per day per person for a period of 30 days will be provided). Project design will be assessed considering gender and age to identify how these factors are mainstreamed within the response plan,

and to promote greater integration. To ensure a uniform approach to identifying households that qualify for food support, IA-RP partners will generate a suggested targeting criterion that all partners can follow. In addition, IA-RP partners have agreed on a breast Milk Substitute SOP that supports all actors working on infant and young child feeding in the design of their activities. Groups considered for nutritional support include infants (children under five), growing children, breastfeeding and lactating women, women of childbearing age, older persons, the chronically ill, and people with disabilities.

IA-RP partners will also collaborate to identify the existing skills and assets of the affected population, as well as the appropriate support that can be offered, both in terms of asset support and skill development to facilitate the building of economic coping mechanisms, including through the protection of livestock of the refugee-like population and agricultural lands of host communities.

Sector	Response Activities
FOOD SECURITY & NUTRITION	<ul style="list-style-type: none"> • Sustain critical assistance to the refugee-like population to food assistance, • Ensure equity of accessibility to food assistance support • Prioritise infant and young child feeding support to prevent malnutrition • Conduct nutritional monitoring of high-risk groups • Support critical assistance to refugee-like population and part of the households hosting them in the protection and the restoration of their livelihood assets link to food production



IA-RP partners will continue to work in closely with national authorities, including the Ministry of Health (MoH) and other relevant authorities at the national and local levels. The health consolidated approach will assure complementary and interlinked interventions to ensure that critical sector needs are addressed.

To this end, IA-RP partners will support the provision of medical supplies based on needs assessments and other information from the MoH. This will include the delivery of health kits (composed of essential medicines for Non-Communicable Diseases (NCD) to cover 10,000 people for three full months) to be delivered to the MoH and distributed through their supply chain mechanisms. In addition, mobile clinics and outreach services will be provided to increase the access to primary and secondary health care through primary health consultations, referrals to higher level care, and provision and distribution of personal protective equipment paired with health promotion activities, covering NCD and COVID-19

(in a complementary manner with the existing Socio-Economic Recovery Plan in place in Armenia). Medical supplies provided under the Response Plan will be accessed by referrals from mobile services to primary health care centres to benefit both the refugee-like population in Armenia and the host community.

The MHPSS response has been identified as cross-cutting under the Health and Protection sectors. Within the Health sector response, MHPSS will be addressed through clinical support and therapy by clinical management of mental conditions by specialized and non-specialized health care providers. IA-RP partners will also establish a coherent coordination mechanism for MHPSS activities with the aim of facilitating an integrated, strengthened and effective approach to address the most urgent mental health and psychosocial support needs.

Sector	Response Activities
HEALTH	<ul style="list-style-type: none"> • Ensure access to Primary Health Care through provision of health kits and medical supplies, deployment of mobile clinics, support to referrals • Ensure access to Secondary Health Care • MHPSS activities (including counselling services, referral to specialized clinical psychological or psychiatric services, training to medical staff etc.) • Communicable Diseases control (aside COVID)



EARLY RECOVERY

The creation of temporary jobs for the refugee-like population and income security among refugee-like and host community populations are critical entry points for survival and recovery, and are a precondition for stability, reintegration and socioeconomic development in the post-conflict context. To this end, the IA-RP partners will advocate with the Government to support the refugee-like population for equal access to livelihood opportunities; strengthen their capacities to increase employability and entrepreneurial opportunities; and support opportunities for education/skills development (formal/non-formal). Livelihoods activities will target the most vulnerable and food-insecure groups, with specific focus on women, as well as host communities whose coping mechanisms are overstretched.

In addition, IA-RP partners will provide rapid and responsive support to assist local communities with repairs of damaged infrastructure according to current needs and circumstances and considering the usefulness of the infrastructure and housing solutions beyond the recovery phase. IA-RP partners will also work towards strengthening social cohesion

and community resilience by sustaining the ability of communities to use available resources, recover from adverse situations and reduce immediate risks to border communities, including through Mine Action. These actions will allow for the adaptation and growth of the community after the crisis.

IA-RP partners will conduct periodic monitoring analysis of access and capacity to identify needs and potential gaps in the early recovery response. The overall goal of the sector partners is to ensure a holistic and system-wide response across the humanitarian-development-peace (HDP) nexus that includes national and local actors to improve aid effectiveness, reduce vulnerability to shocks and pave the way for sustainable peace and development by strengthening the linkages between humanitarian, peace and development frameworks. Accordingly, close collaboration with all other sectors and HDP actors will be sought to strengthen the link between humanitarian and development approaches and efforts to coherently address people's and communities' vulnerabilities, as well as their sources of resilience.

Sector	Response Activities
EARLY RECOVERY	<ul style="list-style-type: none"> • Provision of livelihood grants to support micro and small businesses, and self-employment income generating activities for the refugee-like population • Provision of vocational and entrepreneurship trainings for the refugee-like population • Strengthening capacities to increase employability and entrepreneurial opportunities of the refugee-like population, as well as host communities • Needs assessments in collaboration with the IM WG, focusing on key aspects of early recovery: governance and capacity needs, livelihoods, socio-economic recovery, public services, infrastructure, social cohesion, mine action and community resilience

MODALITY OF ASSISTANCE PROVISION

Cash-based assistance is ranked¹ second among the most urgent needs by affected families, as their already limited resources are diminishing, their basic income security has been shattered and they fear becoming a burden on their hosts. The Government is developing standard schemes for cash assistance whose modalities are still being defined. However, considering that cash-based assistance is regarded as the most dignified, flexible and preferred way of providing support to affected families, since it is tailored to the individual needs of beneficiaries and respects their freedom of choice, the Government has announced fifteen cash support programmes to date.

These programmes range from recurrent support to affected adults and children at the minimum wage amount of AMD 68,000 (around US\$ 145), top-ups for utility costs, support to those whose houses were damaged or whose properties have come under the control of Azerbaijan, support to host families that have provided shelter to displaced families, as well as cash for work initiatives. The Government has called on all humanitarian partners to support Government-

led programmes either through the Treasury system, Haypost or banks.

However, modalities for such support are not yet clear, including development of beneficiary lists, financial accountability, data sharing and post-distribution monitoring. Standard Operating Procedures and sample agreements are being designed for a harmonized approach by all IA-RP partners jointly with the Government. Moreover, more durable and predictable support programmes should be developed – informed by individual needs assessments by social workers – to cover the multiple needs of those affected, especially families that will not be able to return immediately or in the medium- to long-term.

¹ According to the key findings from the ongoing Protection Monitoring exercise, and Multi-Sector Needs Assessment



Members of an eighteen-person household in a refugee-like situation are hosted by a local family in a residential building in Kapan, Syunik Province, Armenia. ©UNHCR/ Anahit Hayrapetyan

ACCOUNTABILITY FOR AFFECTED POPULATION

The Plan will be implemented in line with the Inter-Agency Standing Committee's (IASC) Six Core Principles Relating to Sexual Exploitation and Abuse.¹ IA-RP partners have put in place a well-established mechanism for receiving and managing complaints from beneficiaries to prevent and / or mitigate incidents of exploitation and abuse. In Armenia, this mechanism consists of a hotline that facilitates reporting of possible issues faced by beneficiaries and respects confidentiality principles.

In addition, some activities under the response include a Post-Distribution Monitoring exercise (that may be conducted through phone interviews in light of the COVID-19 context), which aims at assessing the satisfaction of persons of concern with the assistance they receive, but also to capture possible challenges they experience during implementation. IA-RP partners (including implementing partners) will also be trained to be able to record such complaints and ensure they are reported so they can be addressed.

¹ According to the key findings from the ongoing Protection Monitoring exercise, and Multi-Sector Needs Assessment



Lia, 5, plays dominoes with a UNICEF staff member in a shelter where she lives with her mother, sister and grandmother. UNICEF delivered backpacks with school supplies and games to the shelter to enable children affected by the conflict in Nagorno-Karabakh to continue their education in Armenia. ©UNICEF/Galstyan

Ongoing Response

IA-RP Partners' Achievements¹



PROTECTION

- Rapid Need assessments in the 10 municipalities to assess the vulnerability profile of refugee-like population in early October;
- Protection monitoring ongoing since November 2020;
- Daily monitoring of returns from Yerevan to Stepanakert is ongoing since 14 November 2020;
- Interviews of returnees in NK (remotely) to inform on challenges for returnees and their living conditions;
- Multi-Sector Needs Assessments ongoing, conducted in December; final report to be released soon;
- 239 refugee-like households / 941 individuals interviewed (face-to-face or by telephone) through the protection monitoring ongoing since November, to provide indications on return intentions, living conditions, access to services, financial challenges, and social cohesion and security;
- 100 persons provided with legal counselling on documentation and obtained new passports in Armenia

CHILD PROTECTION

- Residential care services, including MHPSS, provided to 28 children from Nagorno-Karabakh boarding schools left without parental care;
- 145 displaced families enrolled into family strengthening programmes and shelter provided to nine displaced families;
- Eight unaccompanied and separated children identified and provided with emergency foster care and support; in six cases, children were successfully reunited with their parent or close family member;
- Child Protection Hotline and Helpline for Social Service Workforce Professionals, providing 24/7 response, advice and guidance on child protection cases;
- Capacity building of 940 social service workforce professionals (social workers, teachers, school psychologists, youth workers) on psychological first aid and MHPSS;
- 355 children, 520 adolescents and 394 parents have benefited from MHPSS, including through individual and group interventions, art and music;
- 1,257 people received case management support, including referrals and provision of care packages;
- 25 refugee-like adolescents trained as peer support volunteers for continuous provision of MHPSS;
- 100 at-home art kits distributed to the most vulnerable adolescents;
- Children resilience programmes organized in Kotayk, Ararat and Vayots Dzor regions (to be expanded to other regions), as well as training of volunteers in Syunik and Gegharkunik regions;
- Mobile MPHSS teams were deployed in the communities adjacent to Goris;
- 20,000 children, adolescents, parents and professionals reached through family strengthening interventions, case management support and MHPSS (including awareness raising on MHPSS, psychological first aid, provision of direct PSS through individual and group interventions, art, music leisure and recreation activities, referrals) and capacity-building for professionals, paraprofessionals and volunteers.



EDUCATION

- 5,100 school kits to be distributed, consisting of a school bag with basic learning supplies and hygiene items, in 10 municipalities; some 1,500 kits have already been delivered;
- 11,500 displaced school-age children from the refugee-like population currently enrolled in secondary education in Armenia as of 10 December 2020;
- Teacher trainings conducted on risk awareness and safer behaviour in schools of Tavush region;
- Peer-to-peer learning initiated through a network of peer educators for 100 refugee-like students;
- Informal education activities conducted in collective accommodation sites in Syunik and Vardenis regions.

¹ As of 17 January 2021



SHELTER / NFIS

- Initial distribution of core relief items, including beddings items, towels, hygiene supplies and household items, to 10,577 refugee-like individuals in November;
- As part of the winterization response, a total of 1,475 bedding kits, including bed sheets, pillows and winter blankets, were distributed in Dilijan, Sisian and Kapan. In addition, 8,000 bedding kits were also distributed in various regions, including Yerevan;
- An additional 21,000 winter blankets and 648 heaters were distributed in different locations across the country. Some 2,250 children in Vardenis, Kotyak, Hrazdan and Goris also received warm clothing;
- In response to shelter needs, 2,300 foldable beds have been distributed to families mainly in Gegharkunik, Tavush, Syunik and Kotyak;
- Payment of utility costs for 64 facilities has been covered as of 10 December;
- A total of 16,000 individual hygiene kits and 805 family hygiene kits were distributed in various locations, including Yerevan;
- A total of 1,000 packages of baby diapers were provided to the refugee-like population in Goris, Sisian and Kapan.



FOOD & NUTRITION

- 24,500 individuals were identified as in need of food assistance across Armenia, of which 17,965 were assisted in November and 18,074 in December (including 8,400 from the host community and 9,674 from the refugee-like population);
- Provision of complementary assistance including the provision of food rations/baskets (wheat flour, lentils, oil, salt, and canned fish/meat) for 8,000 new arrivals in Syunik region and 3,000 individuals from the refugee-like population in Vayots Dzor region.



EARLY RECOVERY

- Provision of support to the affected communities, including of energy-saving solutions that generate savings intended to cover utility bills, basic renovations and repairs of host public facilities, and support to help communities find alternative ways to safeguard their economic and agriculture activities;
- LED street lighting provided to and installed in three communities;
- 100 tons of fuel briquetting provided to 50 refugee-like and host families in Lory region.



HEALTH

- 100 Oxygen Concentrators and other COVID-19 supplies delivered to the Ministry of Health;
- Deployment of medical expert for case management and on-the-job training in Sant Grigor Lusarovich Hospital-Yerevan;
- Deployment of MPHSS expert to support inter-agency efforts to assist in the establishment and leadership of the technical reference group for MHPSS;
- Provision of medical equipment, medicine and medical supplies, wheelchairs, walkers and canes for primary health care and tertiary health care services, including 40,000 antigen rapid tests, 20,000 glucometers and testing strips, 20,000 hygiene kits, 2,000 face masks and hand sanitizers, 700 surgical kits, 500 trauma kits, and 11 patient monitors and spare parts for oxygen concentrators;
- Risk communication campaigns conducted with a specific focus on COVID-19 and MHPSS. Messages were delivered to target group through social media platforms reaching over 135,347 persons.

Partnership and Coordination

In total, 85 partners are working together in Armenia to provide assistance and support to people in a refugee-like situation in need of humanitarian aid, including 15 UN agencies, 32 international NGOs, 26 national NGOs, three intergovernmental organisations, three government entities and six international organizations. **This Inter-Agency Response Plan (IA-RP) brings together 35 appealing partners.**

The IA-RP is fully integrated within the coordination structure established by the UN team in Armenia, under the leadership of the Resident Coordinator's Office and UNHCR. At the technical level, the coordination structure is centred around four 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 (for more details, see Annex 3).

Additional Sub-Working Groups have been 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 has been established, which is co-led by UNICEF and UNHCR.

Inter-agency coordination, outreach and advocacy (e.g. regular donor and government briefings) is ensured through the Coordination Steering Group (CSG), which is co-led by the RCO and UNHCR and comprised of chairs of the activated WGs. The CSG is supported by the Information Management WG, chaired by UNHCR and supported by REACH, 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.

Specifically, the IM WG plays the role of service provider for all thematic Working Groups on the following:

- Survey design: each sector decides 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

A formal contact has been established between the IM WG and the Migration Service (MS), and it is anticipated that the MS will regularly share information on the number

and location of the refugee-like population and that humanitarian actors will support.

PARTNERS IN THE IA-RP

Agency for Technical Cooperation and Development
Action Against Hunger
ARCS
Arevamanuk
Armenian Association of Child and Education Psychologists
Armenian Association of Social Workers
Armenian Red Cross Society
CARE
Catholic Relief Services
Child Development Foundation
Food and Agriculture Organization
Green Lane NGO
Homeland Development Initiative Foundation
International Committee of the Red Cross
International Labour Organization
International Organization for Migration
KASA Foundation
Medecins du Monde
Mission East
OxYGen Foundation
Parenting School NGO
People In Need
Project Hope Armenia
PUI - Première Urgence Internationale
Samaritan's Purse
Save the Children
UMCOR Armenia Foundation
United Nations Children's Fund
United Nations Development Pro-gramme
United Nations High Commissioner for Refugees
United Nations Industrial Development Organization
United Nations Population Fund
World Food Programme
World Health Organization
World Vision Armenia
Young Syunik NGO (Kapan Youth Center)/OSF

Financial Requirements Summary

To implement the Inter-Agency Response Plan activities and better address the needs of those who have fled to Armenia from Nagorno-Karabakh, IA-RP partners are currently seeking a total of **US\$ 62,122,194** for the nine-month period from October 2020 to the end of June 2021.

Given the emergency context in Armenia that occurred at the end of September 2020, IA-RP partners who

were present on the ground had to react quickly to provide the necessary emergency humanitarian support to respond to the acute needs of the refugee-like population. While limited funding was received, most UN agencies and partners have been working, to date, with their pre-existing funds by reprioritizing programmes or activating their own emergency reserves.

BY SECTOR

Sectors	Protection	Education	Shelter/NFIs	Health	Early Recovery	Food and Nutrition	Grand Total
Total in US \$	4,626,076	1,171,540	28'410'303	6,476,309	12'607'688	8,830,278	\$62'122'194

BY ORGANIZATION AND SECTOR

	Protection	Education	Shelter / NFIs	Health	Food and Nutrition	Early Recovery	TOTAL BY PARTNER
ACTED						900'000	\$900'000.00
Action Against Hunger			698'200	255'000	500'726	250'000	\$1'703'926.00
Armenian Red Cross Society	225'000	54'180	2'823'846	975'000			\$4'078'026.00
Arevamanuk	83'808						\$83'808.00
Armenian Assosiation of Child and Education Psychologists	48'000						\$48'000.00
Armenian Association of Social Workers	38'000						\$38'000.00
CARE	400'000		750'000		1'050'000	500'000	\$2'700'000.00
Catholic Relief Services			2'750'000				\$2'750'000.00
Child Development Foundation	171'232						\$171'232.00
Food and Agriculture Organization					500'000		\$500'000.00
Green Lane NGO						155'320	\$155'320.00
Homeland Development Initiative Foundation						39'300	\$39'300.00
International Committee of the Red Cross		545'425					\$545'425.00
International Labour Organization						50'000	\$50'000.00
International Organization for Migration	160'000		1'625'000	570'000		480'000	\$2'835'000.00
KASA Foundation	70'000						\$70'000.00
Medecins du Monde				1'900			\$1'900.00
Mission East	60'000		42'000				\$102'000.00
OxYGen Foundation			315'686			597'158	\$912'844.00
Parenting School NGO	336'000						\$336'000.00
Project Hope Armenia		35'000		357'555			\$392'555.00
People in Need			2'270'000				\$2'270'000.00
PUI - Première Urgence Internationale				800'000			\$800'000.00
Samaritan's Purse			1'250'000		500'000		\$1'750'000.00
Save the Children	300'000	325'000	600'000			100'000	\$1'325'000.00
UMCOR Armenia Foundation	40'000						\$40'000.00
United Nations Children's Fund	1'240'000	207'635	2'175'000	660'000	231'000	100'000	\$4'613'635.00
United Nations Development Programme			975'000	990'000	650'000	5'252'000	\$7'867'000.00
United Nations High Commissioner for Refugees	1'454'036		12'135'571				\$13'589'607.00
United Nations Industrial Development Organization						369'000	\$369'000.00
United Nations Population Fund		4'300		83'480			\$87'780.00
World Food Programme					8'724'262		\$8'724'262.00
World Health Organization				1'783'374			\$1'783'374.00
World Vision Armenia					440'100	37'500	\$477'600.00
Young Syunik NGO (Kapan Youth Center)/OSF					11'600		\$11'600.00
Total	4'626'076	1'171'540	28'410'303	6'476'309	12'607'688	8'830'278	\$62'122'194.00

Annexes

ANNEX 2: Monitoring Framework

SECTOR / THEMATIC LEVEL	INDICATORS
PROTECTION ¹	<ul style="list-style-type: none"> • # of individuals assessed through protection monitoring exercises • # of individuals reached through awareness-raising activities regarding protection concerns as well as availability of services • # of individuals participating in capacity-building activities to support the provision of quality protection services • # of individuals provided with specific protection services and case management, including the most vulnerable individuals (boys, girls, older persons and persons with disabilities) • # of individuals provided with mental health and psychosocial support including the most vulnerable individuals (boys, girls, older persons and persons with disabilities)
BASIC NEEDS	<ul style="list-style-type: none"> • # of individuals/HHs receiving in-kind assistance for basic needs • # of individuals/HHs receiving cash assistance for basic needs • # of individuals/HHs receiving seasonal assistance in-kind • # of individuals/HHs receiving seasonal assistance in cash
SHELTER & SITE MANAGEMENT	<ul style="list-style-type: none"> • # of collective sites/centres receiving multiple improvements/maintenance (suggestion) • # of HHs/individuals benefitting from improvement/maintenance to collective sites/centres • # of site managers provided with trainings and/or technical support • # of collective sites with site representation/site committees established from within the displaced community • # of collective sites with female representation in the site committees or established women's committees
EDUCATION	<ul style="list-style-type: none"> • # of children from the refugee-like population enrolled in host community schools² • # of temporary learning spaces, including early learning spaces, established for children from the refugee-like population³
CASH ASSISTANCE	<ul style="list-style-type: none"> • # of displaced persons supported through humanitarian cash-based interventions (disaggregated by age, gender, location, programme – if possible) • # of host families supported through humanitarian cash-based interventions
FOOD SECURITY & NUTRITION	<ul style="list-style-type: none"> • # of individuals who receive monthly food assistance • # of individuals who receive nutritional support activities in a given month (disaggregated by month) • # of individuals who benefited from having their means of existence protected, reconstituted or created
HEALTH	<ul style="list-style-type: none"> • # of individuals referred to primary and secondary health care through interventions of health partners • % of target population receiving medical supplies • % of medical facilities who have staff trained to identify mental disorders and to support people with mental health and psychosocial problems
EARLY RECOVERY	<ul style="list-style-type: none"> • # of individuals supported through Cash-for-Work related interventions or other employment-related assistance • # of individuals benefitting from vocational or business trainings or supported in establishing or scaling up Small Business Enterprises • # of individuals benefitting from rehabilitation/construction of community buildings for social use and infrastructure

1 Where possible, the indicators will be disaggregated by girls, boys, women and men, as well as gender.

2 Disaggregation by gender, age or education level (primary, middle, high school)

3 Disaggregation by geographical locations and placement: school, preschool, shelter, library, etc.

ANNEX 3: IA-RP Coordination Contact List

ARMENIAN GOVERNMENT

- Mane Adamyan, Deputy Prime Minister's Office
- Arman Khachatryan, Director, Department of Multilateral Policy and Development Cooperation, Ministry of Foreign Affairs
- Ministry of Labour and Social Affairs -Collective Centres' Coordinator and Representative, Davit Dadalyan, email: ddadalyan@gmail.com

SECTOR WORKING GROUPS

Sector	Sector-Leads	Contact Name	email
Protection	UNHCR	Umar Yakhyaev	yakhyaev@unhcr.org
Education Sub-Working Group	UNICEF	Alvard Poghosyan	apoghosyan@unicef.org
Health	WHO	Adrienne May Rashford	rashforda@who.int
NFIs/Shelter	UNHCR	Almaz Burkutov	mailto:burkutov@unhcr.org
Food & Nutrition	WFP	Ivory Hackett-Evans	ivory.hackett-evans@wfp.org
Early Recovery	UNDP	Mihaela Stojkoska	mihaela.stojkoska@undp.org
Cash Sub-Working Group	UNICEF	Armenuhi Hovakimyan	ahovakimyan@unicef.org
	UNHCR	Scott DiPretoro	DIPRETOR@unhcr.org
Information Management	UNHCR	Milindi Illangasinghe	illangas@unhcr.org
	REACH	Evangeline McGlynn	evangeline.mcglynn@reach-initiative.org

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