Armenia Inter-Agency Response Plan Report

October 2020 – June 2021

Coordination Steering Group

Front cover photograph:

Playful sister and brother displaced from Nagorno-Karabakh in their rented apartment in Hrazdan, Kotyak Province.

@UNHCR/ Anahit Hayrapetyan

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Introduction

On 27 September 2020, heavy clashes broke out along the line of contact (LoC) and quickly expandedto other areas in and around Nagorno-Karabakh (NK), until a nine-point ceasefire agreement was signed between Armenia and Azerbaijan during the night of 9-10 November. The six-week conflict resulted in significant civilian casualties and the destruction of many houses and public infrastructure in the NK and neighboring districts, 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 NK had fled to Armenia.

From the 90,000 persons in a refugee-like situation[1] that were living in Armenia, at the start of the response, it is estimated that some 36,989 persons remain across ten regions of the country[2] and Yerevan, as of 30 June 2021. UNHCR and its partner monitored buses provided by the Mayor of Yerevan Municipality facilitating return to NK. From mid-November to 15 June, 34,564 have embarked on these buses. Yet the nature and sustainability of these returns are yet to be determined and many of the persons interviewed at the point of departure admitted using the buses multiple times. 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. According to Migration Services data from March 2021, about 72% of refugee-like persons that remain in Armenia are from the areas returned under Azerbaijani control and therefore unlikely to return. This is largely corroborated by findings of Protection Monitoring from March-April 2021, where 76% of respondents wanted to remain in Armenia or unsure about return. Moreover, according to the second Multi Sectoral Needs Assessment (MSNA), 94% of people in refugee-like situation intended not to move or were unable to communicate their intension.

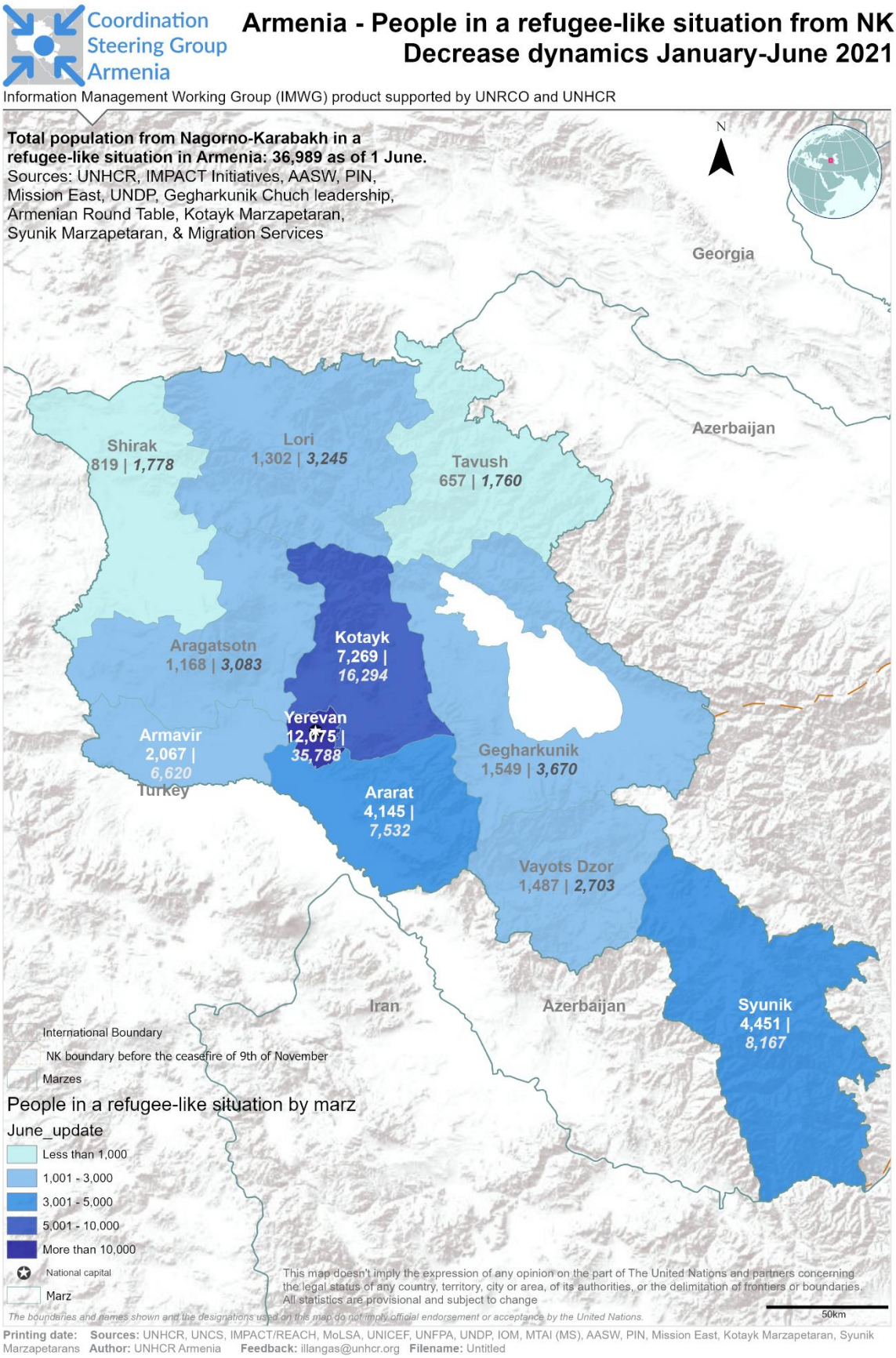
In terms of needs of refugee-like persons, shelter and cash remained the top two priority needs, according to Protection Monitoring and MSNA reports. Other needs, in descending order, identified by Protection Monitoring during early stages on emergency in November-December were employment, food, and clothing items. In March-April, refugee-like reported household items, employment, and clothing items to round up their top five needs.

The Government of Armenia (GoA), both at national and local levels, continued to respond to the needs of refugee-like population from NK, providing critical support since the onset of the emergency. Among others, support from the host government included provision of communal shelters, health services and cash assistance programmes. On 31 March 2021, the Ministry of Foreign Affairs (MFA) of Armenia made a Humanitarian Appeal addressed to international partners to respond to the humanitarian and socio-economic needs of people affected by the hostilities in and around Nagorno-Karabakh.[3] The Appeal[4] calls for “urgent and comprehensive actions” to provide support to affected NK population by all humanitarian actors. However, it does not differentiate between the refugee-like population in Armenia and returnees in NK. For the latter population, Armenian inter-agency response lacks jurisdiction. The Appeal was supported by a comprehensive needs-assessment commissioned by the Government and carried out by the Anna Astvatsaturian Foundation in both Nagorno-Karabakh and Armenia.

Following the renewed fighting on 27 September 2020, the UN Secretary-General called for unimpeded access to humanitarian workers and delivery of humanitarian assistance and services to civilians in and around the NK conflict zone. Since the 9 November trilateral ceasefire statement, the UN has reiterated its readiness to deploy an initial independent inter-agency humanitarian assessment mission to NK and other conflict-affected areas. The UN continues to engage with all concerned parties to secure access to NK and discussions on the specific parameters and timing of the initial planned scoping mission continue.

[1] Source: Migration Services.
[2] Aragatsotn, Ararat, Armavir, Gegharkunik, Kotayk, Lori, Shirak, Syunik, Tavush, and Vayots Dzor.
[3] https://www.mfa.am/hy/press-releases/2021/03/31/fm_humanitarian_appeal/10876.
[4] At the time of writing, the funding level of the appeal was not known.

Map of Armenia



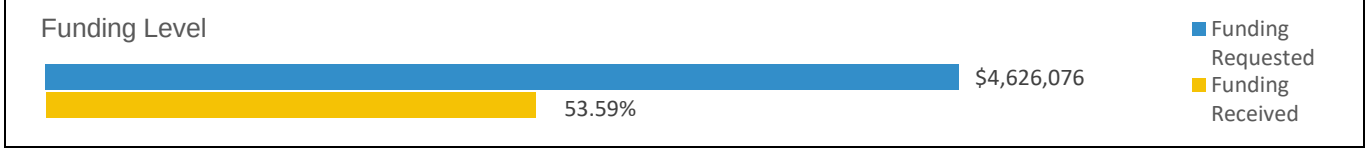
Achievements by Working Group

Workers install solar plates to support refugee-like in Armenia with their energy needs. © UNDP

Protection

Partner and funding information

# of reporting partners (including Child Protection)	12



Key outcome indicators

# of individuals assessed through protection monitoring exercise	**13,216**
# of individuals reached through awareness raising activities regarding protection concerns as well as availability of services	**90,000**
# of individuals participating in capacity-building activities to support the provision of quality of services	**2,254**
# of individuals provided with specific protection services and case management, including the most vulnerable individuals	**12,997**
# of individuals provided with mental health and psychosocial support, including the most vulnerable individuals	**16,272**

Achievements

For the first nine months of the Inter-Agency response, the Protection Working Group (PWG) continued to coordinate protection activities at the national, regional, and local levels, organizing interventions, seeking consensus on issues, creating partnerships and linkages for better prioritization of available resources with an overall goal of enhancing the protection of persons in a refugee-like situation from NK. Summary of key activities implemented by 12 reporting partners of PWG and Child Protection Sub-Working Group (CP SWG) partners, since October 2020 are listed below:

1. Protection monitoring, protection mainstreaming and vulnerability assessment

- The protection monitoring exercise has been conducted since November 2020 and was slightly modified in February 2021, notably to capture the refugee-like population willing to go to a third country. In total, 11,661 individuals were reached through protection monitoring interviews conducted at a household level in person or by phone and a further 1,555 individuals at community/site level. The responses look to capture refugee-like population's needs, capacities, opportunities, and vulnerabilities.
- Daily monitoring of departures from Yerevan to Stepanakert started from 14 November 2020. By end of June, 36,281 individuals and 800 buses were observed departing Yerevan to Stepanakert. The monitoring focused on the organization of the transport, observation of the profile of individuals going to NK and their possible specific needs, use of COVID-19 preventive measures, collection of individual information through random interviews at the departure place. 769 key informant interviews were conducted at the departure point in Yerevan.
- 1,951 individuals provided with specific protection services and case management.

2. Awareness raising and dissemination of information

- PWG partners reached 53,000 individuals through awareness raising campaigns on broad protection issues, such as availability of services, good hygiene habits, and mine risk among others and a further 30,000 individuals were reached through distribution of information leaflets on PSEA, fraud, and various means to complain against such violations and the availability of services from UNHCR, its partners along with their contact information. Likewise, CP SWG partners raised awareness on importance and availability of mental health and psycho-social support and information on emergency foster care for children amongst 51,952 individuals.

3. Provide effective and efficient targeted assistance, including legal counselling and referrals

- Through Protection Monitoring exercise, 7,787 individuals were referred for specialized services such as child protection, GBV, disability, family reunification and psycho-social support, as well as NFI-s and shelter support.
- Protection partners provided legal aid/counselling to 603 individuals.

4. Strengthen capacity and communication with communities and community-based protection mechanisms

- 2,474 persons were reached through Community Support Initiative (CSI), which are small-scale projects of different nature, for example, knitting, art therapy, psycho-social support projects, libraries, and computer classes among others.

5. Ensure continuous provision of community based MHPSS

- PWG and CP SWG actors assisted 16,272 individuals with structured and sustained resilience individual or group psycho-social support sessions.
- 716 persons received support on parenting skills, prevention of abuse and neglect, and psycho-social first aid.
- Child Protection partners in early months of displacement supported about 20,000 children, adolescents, parents and professionals through family strengthening interventions, case management support, and MHPSS.

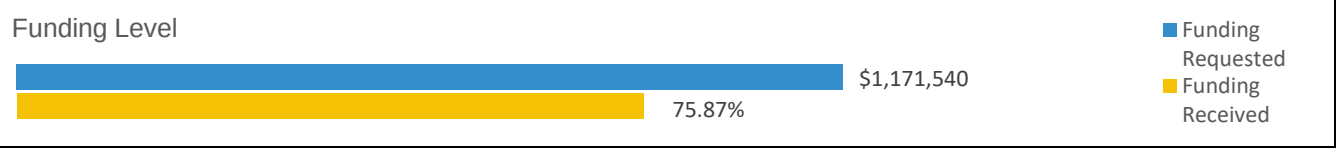
6. Ensure strong child protection system

- CP SWG members provided protection services and case management to 11,046 girls and boys.
- Child Protection partners in early months of displacement, identified and provided emergency foster care and support to 8 unaccompanied and separated children; in 6 cases, children were successfully reunited with their parent or close family member.
- 480 refugee-like persons benefited from Child Friendly Spaces setup for the emergency response.

Education

Partner and funding information

# of reporting partners	8



Key outcome indicators

# of children from the refugee-like population enrolled in host community school	**11,500 (Nov 2020)[5]**
# of temporary learning spaces, including early learning spaces, established for children from the refugee-like population	**26**

Achievements

Since October 2020, Education sub-working group (ESWG) member organizations worked closely with the Ministry of education, science, culture and sport (MoESCS), regional education departments and local communities for ensuring needs based and targeted support to school-aged children within the refugee like population (including those with disabilities). The SWG was able to facilitate the enrollment and inclusion of conflict affected boys and girls into the host community schools through extensive cooperation with the MoESCS and dozens of community-based organizations. Achievements against planned activities in four categories are described below:

1. Secure access for conflict affected boys and girls to learning and development opportunities

- 26 temporary learning and safe spaces were established serving 4,012 children from refugee like population

[5] Source: Education Management Information System (EMIS) registry, under the Ministry of Education, Science, Culture and Sports (MoESCS).

residing in Tavush, Vayots Dzor, Syunik, Gegharkunik, Kotayk, Ararat, and Armavir Marzes and Yerevan.

- Psycho-social support, non-formal education activities and art therapy sessions were organized for 1,871 children, including 547 preschool age and 674 with special education needs and disabilities.

2. Provide school and IT supplies

- 5,813 school bags with stationary, hygienic supplies for COVID-19 prevention were provided to displaces students from NK and temporary living in Yerevan, Kotayk, Vayots Dzor, Syunik, Aragatsotn, Gegharkunik, Armavir, and Tavush Marzes.
- To ensure conflict sensitive approach UNICEF distributed 300 emergency kits, including 100 Early Childhood Development kits (each is designed to be used by 50 children), 100 recreational kits (each is designed to be used by 40 children) and 100 School-in- a-Box kits (each is designed to be used by 40 children) to schools/preschools hosting children from NK and surrounding areas. The distribution of these kits reached a total of 13,000 children.
- 761 tablets/IT supplies were distributed in Syunik, Kotayk, Gegharkunik and Armavir Marzes to support distance learning of students from NK and surrounding areas during COVID-19 restrictions.
- 2 solar panels were distributed to Kapan schools for emergency use.

3. Mine-risk Education

- UNICEF and the Foundation of Demining and Demolishing revised and tested awareness raising materials on explosive Ordnance Risk Education (EORE).
- UNICEF and ICRC provided funding to ARCS for implementation of EORE program for conflict-affected children, their caregivers, and internally displaced persons. In total, around 5,000 children and 8,187 caregivers, community members, and teachers attended EORE sessions that enhanced their knowledge on landmines and explosive ordnance risks.

4. Capacity Building of teachers and education staff working with boys and girls with special education needs

- 1,350 preschool teachers and specialists from 951 preschools throughout the country received a 7-day training in childcare in emergency situations and awareness on COVID-19 prevention and control.
- 42 trained teachers and 11 refugee-like family members were trained and able to provide quality learning, recreation services, and psychological support for children at 21 temporary learning spaces in 10 Marzes and Yerevan.
- 182 teachers were trained to deliver EORE/mine risk education sessions in schools.
- Strengthened resilience of 40 teachers from schools located on bordering areas on stress management and provided basic psychological support to children in the framework of a pilot project of “Help the Helpers” in collaboration with the Republican Psychological Pedagogical Center.

Shelter/NFI

Partner and funding information

# of reporting partners	18

Key outcome indicators:

# of individuals receiving in-kind assistance for basic needs	**71,218**
# of individuals receiving seasonal assistance	**45,440**
# of collective sites/centers receiving multiple improvements/maintenance	**24**
# of individuals benefiting from improvements/maintenance of collective sites/centers	**1,242**

Achievements

Eighteen partners in Shelter and NFI Working Group provided humanitarian assistance to refugee-like population across all Marzes and Yerevan, since the start of the conflict in NK on 27 September 2020. The Response was divided into two priority areas by working group partners and are listed as follows:

1. Provide support to refugee-like and host community to access adequate shelter

- Shelter partners conducted maintenance and renovation work in 24 collective centers hosting refugee-like population. This involved quick-fix repair jobs that improved the living conditions of some 942 refugee-like population. Shelter improvement work included repair of electric wiring, doors and windows, floors and walls, water supply and bathroom facilities, and kitchens in various locations. One of the maintenance works was conducted in a community-based hotel that provided accommodation to more than 150 refugee-like persons in Metsamor, Armavir Marz. Renovation included renovation of roof, hall, rooms and bathrooms, electricity network, sanitation and hot water supply, and provision of beds and mattresses. In future, the community will use the renovated facility to address needs of its members.
- UNDP covered the utility bills for the months of December 2020 for 64 collective centers.

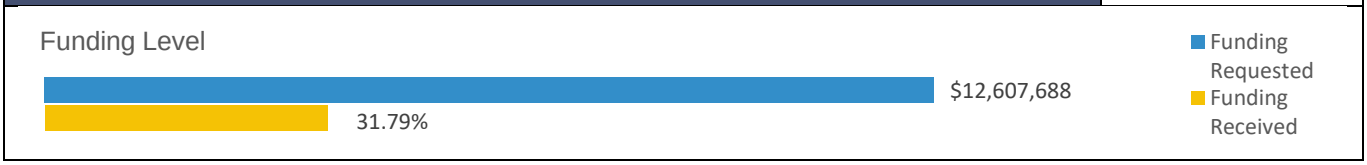
2. Distribute NFI kits like hygiene kits, domestic or household items, and winterization support

- The working group partners distributed seasonal items such as blankets, heaters, and warm clothes to better protect the refugee-like from the harsh winter conditions and other basic yet essential items such as hygiene kits, cooking kits, and bedding items for domestic consumption to some 71,218 individuals in October-December 2020 and 59,471 individuals in January-June 2021.
- For the period of review, 167,128 NFIs, including, 56,652 warm clothes, 38,935 blankets, 25,260 miscellaneous bedding items, 19,823 hygiene kits, 4,268 folding beds, 3,437 cooking kits, 3,273 jerry cans, and 2,740 heaters, were distributed based on the needs to the refugee-like population.
- It was common practice for partners to conduct on-site monitoring, assess distributions, and make recommendations. As a result, refugees volunteers and local youth volunteers were involved in distribution process, leading to better identification of beneficiaries, shortening waiting time and overall improvement in the process.

Food and Nutrition

Partner and funding information

# of reporting partners	10



Key outcome indicators:

# Individuals who receive monthly food assistance	**20,784**
# Individuals who receive nutritional support activities in a given month	**405**
# Individuals who benefited from having their means of existence protected, reconstituted, or created	**2,043**

Achievements

When establishing a strategy for the response the members of the Food Security and Nutrition Working Group identified three key priority areas to respond in line with when designing response activities to support refugee-like persons from NK and surrounding areas in Armenia as well as part of the host community. Key achievements are captured below for each of the three priority objectives.

1. Saving lives through support to food access for food insecure refugee-like population in Armenia from Nagorno Karabakh and the communities hosting them

- Ten working group members supported refugee-like persons that arrived in Armenia from NK and surrounding areas, the households hosting them, and food insecure Armenians through both in-kind and cash modalities. Actors included 4 national NGOs, 4 International NGOs, and 2 UN Agencies and are as follows- Action Against Hunger, Armenian General Benevolent Union, Armenian Progressive Youth, Care, Armenian Red Cross Society, Mission Armenia, People in Need, WFP, World Vision, and UNICEF. To ensure equitable access to assistance both distribution-centers and door-to-door distribution modalities were adopted by the actors. Where possible recurrent support was prioritized so that a household would receive continuous support on a monthly basis. However, due to funding gaps recurrent support for all households was not always possible. The table below shows month by month break down of individuals reached with food assistance from all targeted communities with both cash and in-kind modalities.

Nov-20	20-Dec	21-Jan	21-Feb	21-Mar	21-Apr	21-May	21-Jun	Total	Average monthly food assistance
18,412	18,074	16,758	15,738	18,708	13,350	45,881	44,571	191,492	23,937

2. Ensure adequate nutrition for at risk groups, including pregnant women, breast-feeding mothers and children

- Nutritional support was one of the most underfunded and under-responded areas. Action Against Hunger and its partner Mission Armenia were the only actors that were able to respond. Their nutrition programme, which was launched in April 2021 prioritized infant and young child feeding support to prevent malnutrition and guide parents on best practices for infant and young child feeding during emergencies. Four breastfeeding corners were established in four community centers in Kotyak and Ararat Marzes and Yerevan City. Through their work 405 caregivers of vulnerable infants and young children received basic support on infant and young child feeding, childcare practices, and psycho-social well-being.

3. Protect, reconstitute, or create the means of existence of displaced and host communities in fragile environments following a crisis situation

- From April 2021, WFP and FAO delivered support in Syunik and Gegharkunik that protected, reconstituted, and created livelihood assets for 2,043 refugee-like persons from NK and surrounding areas and Armenian families living in border communities that had seen their livelihoods disrupted. Support was given in the areas of agriculture and livestock.

Health

Partner and funding information

# of reporting partners	9

Key outcome indicators:

# Individuals referred to primary and secondary health care through interventions of health partners	8,897
% of target population receiving medical supplies	100 %

Achievements

Nine agencies and organizations in Health Working Group provided humanitarian assistance across all Marzes to refugee-like population that arrived in Armenia since the military hostilities that took place in and around NK in late September 2020. Multiple organizations ensured large procurements of medications and supplies to support the primary and secondary health facilities throughout Armenia to meet the needs of the refugee-like and hosting populations. The majority of supplies were transferred to the Ministry of Health (MoH), who in return carried out the distribution and reported back to the organizations. Based on the MoH reports, medications and supplies were provided to all regions of Armenia hosting refugee-like population. Key responses in three priority areas by Health partners are listed in the points below:

1. Ensure access to Primary Health Care through provision of health kits and medical supplies, deployment of mobile clinics, support to referrals and ensure access to Secondary Health Care

- UNFPA distributed Emergency Reproductive Health Kits to MoH to supply 12 maternity hospitals in Armenia, supporting uninterrupted provision of reproductive health services to more than 5,000 refugee-like and host populations.
- Project Hope supported MoH with 500,000 surgical masks to assure availability of PPE at primary and secondary healthcare facilities, donated 30 Essential Health Packs (EHP) to MOH to support up to 27,000 individuals to access essential drugs (high blood pressure and diabetes medication, analgesics, anti-inflammatories, etc.) at primary health care facilities in Kotayk, Ararat, and Armavir, and arranged the donation of Interagency Emergency Health Kits to MOH in support of up to 10,000 individuals to access required drugs, renewables and equipment at secondary health care facilities for three months.
- WHO supplied following PHC kits of drugs, consumables, and equipment to benefit the conflict affected population:
    - 20 Non-Communicable Diseases (NCD) kits, each kit designed to treat 10.000 people for 3 months.
    - 20 Interagency Emergency Health Kits (IEHK), each kit designed to treat 10.000 people for 3 months.
    - 3,000 glucometers with strips and 2000 pulse-oximeters to bolster PHC level service provision.
- Early during the hostilities in NK and surrounding areas, WHO procured medications and supplies to provide advanced trauma care. Goods were distributed by MoH to health care facilities along the border and to Yerevan hospitals. Assistance included 5 Trauma kits, each designed to treat 100 patients; 7 Surgical kits, each designed to treat 100 patients; and 100 slide boards and 100 toilet commodes to cover post war trauma rehabilitation needs.
- WHO carried out nationwide assessments of rehabilitation services and developed recommendations for strengthening community rehabilitation services. A coordination group with partners was established together with MoH resulting in provision of rehabilitation services, joint planning, distribution of roles, and implementation of rehab programs that were intended to benefit refugee-like and host community in need of trauma rehabilitation services.
- MdM provided medication and transportation to health facilities for refugee-like and host communities in Yerevan, Kotayk, Ararat, Armavir.
- Working closely with the National Centre for Disease Control, IOM supported two mobile primary health care teams in rural areas, where the sudden influx of displaced populations would impact the most severely the local medical infrastructure. The mobile clinics, comprised of a general therapist, a radiographer, a psychologist, clinic nurse, and laboratory technician, conducted 140 visits in communities of Kotayk, Armavir, Aragatsotn, Lori, Tavush, Ararat and Gegharkunik Marzes. In early June, the teams were expanded to include three more specialists on a rotating basis as there was a need identified for trauma, gynecological and neurological support services. The mobile team screened 7,800 persons and referred 300 persons to different specialists for further treatment.
- UNDP in partnership with “Homeland Defender” rehabilitation center supported capacity-building and up-skilling of 30 mid-level medical personnel, including ergo-therapists, physiotherapists, and rehabilitation nurses through specialized curricula to support the rehabilitation services of veterans.
- UNDP provided digital and mobile health services were provided in two communities of Shirak with overstretched service capacities.
- In close collaboration with the MoH and reginal health authorities, UNICEF assessed the needs of health facilities and provided required equipment for provision of children and women in a refugee-like situation and those living in host communities with quality basic health services.
- ARCS distributed around 600,000 masks and 150,000 sanitizers to reduce the spread of COVID-19.
- Action Against Hunger also provided support with in-kind hygiene items and COVID-19 prevention materials in association with Armenian Progressive Youth to 1,365 displaced households.

2. Mental Health and Psychosocial Support (MHPSS) activities

- WHO contributed to the MHPSS response by co-leading the ATRG-MHPSS together with MoH. WHO supported the translation of the stress management guide for coping with adversity 'Doing What Matters in Times of Stress: An Illustrated Guide', which provides practical skills/tips to help cope with stress. This guide was disseminated to 355 Health Care Centers and will reach thousands of recipients for years to come.
- IOM provided PSS training to the mobile health teams, which included a psychologist who provided Psychological First Aid (PFA) training and referred people to IOM's partner NGO, INTRA, for further specialized follow up. By the end of June, the mobile teams had undertaken a total of 512 psychological assessments.
- ARCS provided psychological support and received approximately 22,000 calls on its Hotline.
- MdM facilitated psychosocial support groups for front line workers, built capacity for social workers and psychologists through trainings in GBV and MHPSS, and developed and disseminated Information, Education and Communication material such as brochures on access to state health services, production of guidebook for social workers on state health care navigation, and translation and production of tool kits on GBV.
- Première Urgence Internationale (PUI) worked towards assessing psychological and social needs at community level, identifying background, practical needs, and gaps. The developed technical intervention plan was partly implemented through capacity building, field supervision, and case discussion in cooperation with Santé Arménie.
- UNDP supported the establishment of the Psychosocial Rehabilitation Centre for service persons and victims of war. Psychologists and psychiatrists provided appropriate services to 89 targeted beneficiaries to overcome mental health problems. A need assessment was also completed, covering 300 war veterans.
- With the support of UNFPA, 302 women received psychological counseling and 171 women received legal counseling as part of an initiative to creation of safe spaces for women. 60 elderlies were provided with opportunities to socialize and receive psychosocial support from a social worker and a nurse, which also included assistance in terms of finding a better shelter, hospitalization, health checkups, pension etc. Due to the situation with COVID-19 psychological support to 200 elderlies has been conducted remotely. Moreover, social workers involved in the project have made 180 home visits and identified special needs of vulnerable families. As a result of the home visits the most vulnerable families were identified based on the relevant criteria. These families were later provided with related support planned within the framework of the project. During the implementation of the program, the health worker visited 21 pregnant women living in rural communities and provided them with medical consultations.

3. Health coordination

- MdM's work on a gap analysis and Referral Pathway for Gender Based Violence has significantly elevated the quality of the response.
- UNICEF and MOH developed clinical modules and guidelines for health providers on child nutrition, growth and development monitoring, and psycho-social support, to be used for capacity building of health providers who serve children in a refugee-like situation in their current locations of living.

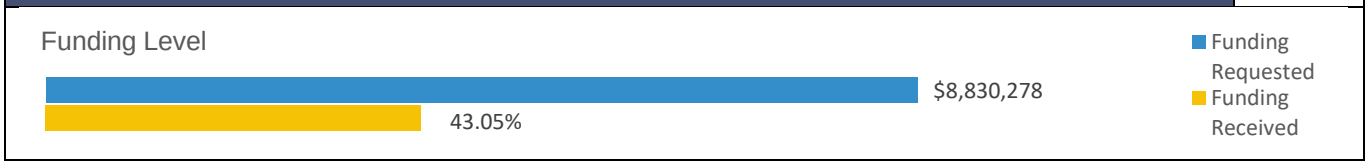
Early Recovery

Key outcome indicators:

# Individuals supported through Cash-for-Work related interventions or other employment related assistance	**214**
# Individuals benefiting from vocational or business trainings or supported in establishing or scaling up Small Business Enterprises	**3,028**
# Individuals benefiting from community basic and social infrastructure rehabilitated/constructed	**9,086**

Partner and funding information

# of reporting partners	**9**



Achievements

Early Recovery Working Group comprised of 6 UN agencies and 4 NGOs that supported 20,920 refuge-like persons and host community members across all 10 regions of Armenia and Yerevan. Building on the four key areas of response activities outlined in the IA-RP, the ERWG members have delivered activities across the following six response categories.

1. Support to livelihoods, business, and SMEs:

Provision of livelihood grants to support micro and small businesses, and self-employment income generating activities for the refugee-like population

- 195 temporary jobs were created through a "pay-for-work" modality in Kotayk, and through "on-the-job-trainings" in Syunik, Gegharkunik, and Vayots Dzor. Emergency jobs and on-jobs trainings have considerably contributed to the improved livelihoods, raised competitiveness and employability of the beneficiaries, enhanced their self-confidence as well as improved social cohesion at the community level.
- A total of 64 individuals were assisted of their livelihood Small and Medium-sized Enterprises (SMEs) in Syunik, Yerevan, Tavush, Lori, and Shirak through business development and skills training. This included sewing operator trainings, technical, and financial support to establish fruit, vegetables and cheese processing units, including training, technology and equipment.
- Small grants for 18 non-profit organizations and individuals, supporting initiatives that fostered community leadership, strengthened social cohesion, resilience and livelihood rehabilitation and created opportunities for both host and refugee-like population. Such grants also helped self-help groups, in the communities, especially among refugee-like population.
- Renovated agricultural machineries that was being used by 500 people. Moreover, 50 tons of potato seeds were provided to 40 individuals in Gegharkunik.

Provision of vocational and entrepreneurship trainings for the refugee-like population

- 14 youth from vulnerable groups were trained on video and animation production for better social cohesion and skills development. They produced 4 animations and 6 videos on Kapan community's potentials and challenges.
- 60 displaced women and children in Vardenis municipality, Gegharkunik region, received clothing, psychological support and 20 women received sewing and culinary trainings.
- Business development and vocational trainings (such as sewing, handicraft, hairdressing, make up, etc.) were organized for 100 refugee-like women from NK residing in Goris, Syunik Marz. The handicraft and sewing skills allowed the women to prepare beddings for refugee-like families residing in Syunik Marz. They also received trainings and necessary tools and materials for in-house (self-employment) and salon work. As a result-improved livelihood conditions of beneficiaries through getting jobs or continuing in-housework.

Strengthening capacities to increase employability and entrepreneurial opportunities of the refugee-like population, as well as host communities

- In Tegh community, 17 female farmers also received agricultural inputs, seedlings and training to increase their productivity and profitability.
- Partners provided training and skill improvement opportunities for refugee-like women who wished to work in the textile/apparel sector. From December 2020 to March 2021, there were three groups of women from NK trained in operating sewing machines. The majority of graduates were able to generate incomes for their families by securing jobs in textile/clothing companies or starting family sewing business.
- In shelters, 10 Early Learning Corners were established. These corners allowed mothers to engage in income generating opportunities, while the children were taken care at the ELCs.

2. Restoration of social infrastructure and services:

- Energy support to more than 9,000 members of affected host communities of Syunik, Kotayk, Armavir and Gegharkunik included provision of energy saving solutions that generated savings intended for covering utility bills, basic renovation, and repairs of host public facilities, and supporting communities to find alternative ways to safeguard their economic and agriculture activities. For example:
    - photo-voltaic (PV) systems with overall 700 kW capacity and 29 solar heaters with 300 liters capacity were installed in 10 communities to support them with hot water.
    - 100 tons of briquet for heating of houses were provided to 50 refugee-like families in Lori.
    - Installation of new windows and heating systems completed in the kindergartens of Goris and Tegh communities, Syunik region, benefitting in total 83 people in a refugee like situation.
- Solar power and thermal systems and energy efficient streetlight lamps were set up in 15 host communities in

Syunik. To highlight, in order to enhance public security and generate community cost savings on electricity, energy-efficient street luminaries were installed in two settlements of Syunik region, Vorotan and Shurnukh, with 433 persons benefitting from the initiative.

3. Capacity building for community, social cohesion, peacebuilding and leadership:

- Partners of social cohesion and peacebuilding trained 15 community leaders on community-led identification, prioritization and planning of social cohesion and peacebuilding actions. Leadership trainings were offered to vulnerable women and youth to promote their participation in local development and advance women's political participation and leadership.
- A quick response volunteer team in Srashen village, Kapan of Syunik region, was formed and trained to improve the level of fire safety in the borderline communities. In addition, two firefighting corners in Srashen village (near the border), were equipped with firefighting supplies. 198 individuals benefited from these activities.
- In Yeghvard and Gorayk municipalities of Kotayk and Syunik Marzes, 7 quick response teams were formed and capacitated to support the municipalities during crisis time. The teams, among other things, participate in design and implementation of public awareness campaigns to better protect the population in emergency situations, initiate small-scale needs assessments in case of emergency, and lead small scale community initiatives. 330 individuals benefitted from these activities.
- Development of the Disaster Risk Management (DRM) community fund model and partial pilot with local self-government in Stepanavan enlarged municipality, Lori region. Furthermore, DRM plans developed in Lori, Gegharkunik, Tavush, Shirak and Syunik, with municipalities of Goris, Kapan, Sisian and Vardenis already adopting early warning systems for disasters such as forest fire, landslides, hail-storm, etc.
- Launched EmployeeProtect.am, an online platform, allowing quick registration, acceptance, and examination of applications on violations of the rights of employees, which are then processed by the Health and Labor Inspection Body of the Republic of Armenia.

4. Veteran support

- Assessment was conducted to identify and support needs of disabled and development of specific training of medical staff.
- Prosthesis equipment, tools and materials to make prosthesis (for example, tube cutter, adjustable pin wrench, bending iron, body cover sets, etc.) for veterans were handed over to newly established Prosthetic Center.

5. Needs assessments and evaluations

- To better understand emerging early recovery needs, existing vulnerabilities and challenges in delivery of and access to services, a Capacity and Vulnerability Assessment (CVA) was initiated in three locations (Yerevan, Kotayk, and Syunik) targeting about 1,800 HHs and a further 300 KI interviews with service providers. Data collection and analysis is completed, and findings, conclusions, and recommendations will be developed in July-August 2021. CVA covers 11 sectors such as basic services, livelihoods and employment, health, education, emergency, environment, social cohesion, etc., and looks to establish baseline to inform better recovery planning and coordination.

Cash

Key outcome indicators:

# of displaced persons supported through humanitarian cash-based interventions (disaggregated by age, gender, location, programme – if possible)	**34,735**[6]
# of host families supported through humanitarian cash-based interventions	**6,586**[7]

[6] The total number of unique beneficiaries was calculated using the highest figures supported through certain programmes, such as the 68,000 AMD programme, utility payment, cash for work, etc. Double-counting may have occurred in the figure presented due to complexity of the data on hand.
[7] The total number of hosts families was calculated using overall figures of supported host families. Double counting may have occurred in the figure presented due to complexity of the data on hand.

Achievements

Overall, 9 partners have implemented cash support programmes (food and nutrition, shelter/NFIs, early recovery and multipurpose) targeting at their peak in one month simultaneously some 37,585 beneficiaries with a total volume of 85,152 transactions (92% displaced, 8% host community) and a total budget of approx. USD 9.4 M (out of which USD 8.6 M was leveraged in support of the GoA approved programmes).

- WFP provided cash support to cover food needs of displaced women and children residing in Armenia, contributing AMD 26,182 as the food portion towards the Government-led recurrent AMD 68,000 programme. The support covered four months (USD 24 per month per beneficiary) and was provided in three installments of 32 USD per eligible beneficiary. Cumulatively, 37,757 beneficiaries,[8] 20,800 children (10,188 girls and 10,612 boys) and 16,957 adults (109 men, 16,848 women) received their entitlements from WFP by the end of June 2021.
- UNICEF provided cash support to 5,000 displaced children (2,500 girls and 2,500 boys) residing in Armenia through the Treasury system to cover the portion of access to services within the recurrent 68,000 AMD programme in the amount of 25,000 AMD per child. The PDM results showed that 26% of funds were spent on food, followed by clothes, utility payments and rent, hygiene and household items, and access to health and education services.
- ICRC, through Armenian Red Cross Society (ARCS), provided four-month cash support to a total of 6,186 host families hosting 17,540 refugee-like persons.
- Save the Children, with Mission Armenia support, provided one-time cash assistance in the amount of 68,000 AMD to 274 (59 adults, 111 girls, and 104 boys) displaced persons in Yerevan, Kotayk, and Ararat. Another cash support in the form of utility payments to Collective Shelters was provided by SCI through Armavir Development Center NGO and in coordination with MoTAI to 520 refugee-like persons (259 adults, 132 girls and 129 boys) in Armavir.
- The World Bank signed an agreement with the Government of Armenia to support 4 cash programmes through the Treasury system and jointly with MoLSA focusing on two cash for work programmes, host family support and recurrent payments to persons in refugee-like situation.
- UNHCR, through the ARCS, has supported 14,000 refugee-liker persons residing in Armenia with one time AMD 68,000 support.
- ACTED supported 800 refugee-like persons with the recurrent AMD 68,000 programme and a further 200 host families in Vayots Dzor and Gegharkunik. Additionally, 3,900 refugee-like persons and 200 host families received one-time value-based vouchers of 12,000 AMD in Tavush, Lori, Shirak, Gegharkunik and Kotayk regions.
- People in Need implemented a cash-based utilities reimbursement / subsidy (paid directly to the electric and gas companies) activity both for displaced individuals and for collective shelters, reaching 16,120 beneficiaries by June 2021.

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

Children holding their drawings during World Refugee Day event organized in Kotayk Regional Pedagogical-Psychological Support Centre, which also served as shelter for families displaced from NK. © UNHCR/David Dadalyan

Coordination and Partnership

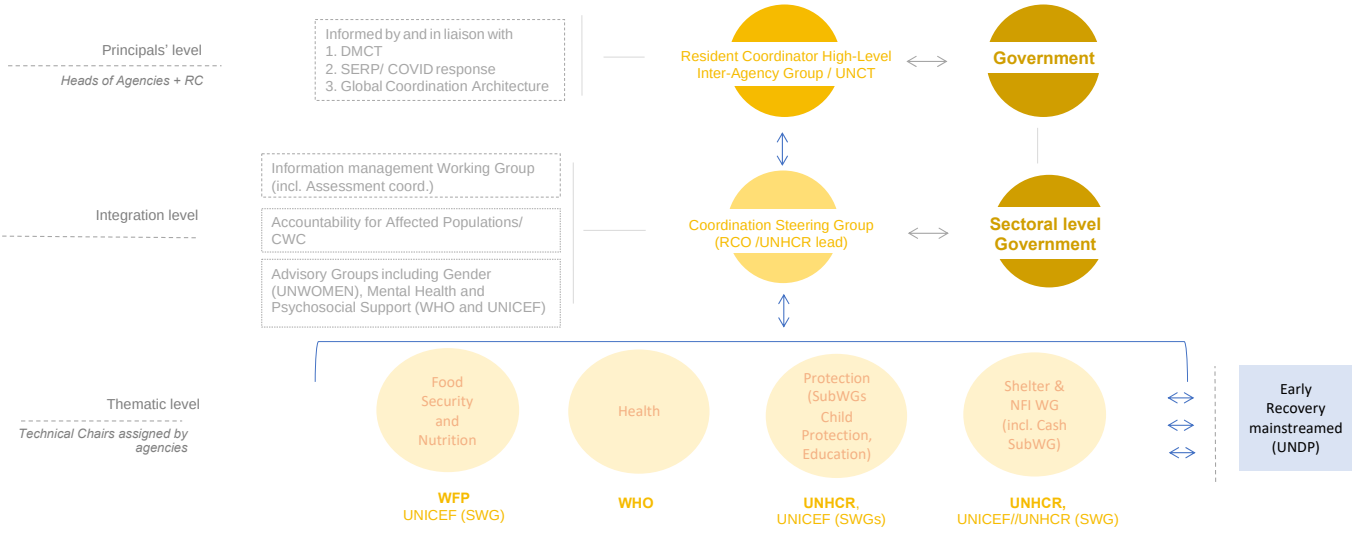
The UN team in Armenia established a coordination structure, which, at the technical level, is centred around five main humanitarian Working Groups (WG) – Shelter and NFIs, Protection, Food Security and Nutrition, Health, and Early Recovery. Additional Sub-Working Groups have been established for Child Protection, Education, and humanitarian cash transfer programming. These technical Working Groups form the backbone of the coordination of the humanitarian response and serve to mobilize and strengthen coordination and collaboration among the different UN agencies, international organizations, local and international NGOs with the ultimate goal to ensure provision of most efficient, swift and cost-effective humanitarian response to challenges generated by the conflict in NK. To date, 13 UN agencies, 22 international NGOs, 19 national NGOs, 2 intergovernmental organizations, 5 Government entities and 1 international organization are part of the coordination system. The Inter- Agency Response Plan brought together 35 appealing partners.

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

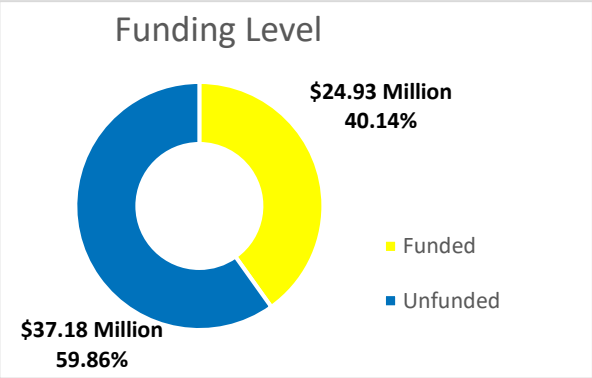
Interagency coordination is ensured by the Coordination Steering Group (CSG), which is comprised of chairs of the activated WGs and co-lead by the UN Resident Coordinator's Office and UNHCR. The CSG is supported by Information Management WG to ensure a harmonized approach among agencies and partners in collecting information on activities and to facilitate data and information gathering as well as dissemination. A Technical Reference Group on Mental Health and Psychosocial Support ensures a coordinated and effective approach on MHPSS activities across WGs.

At the Principals level, the coordination structure brings together the UNHCR Representative, the Resident Coordinator and Heads of UN Agencies to ensure overall alignment and clear guidance of the humanitarian response. The coordination model has been communicated to the Ministry of Foreign Affairs, as well as to all relevant stakeholders. Given the fluidity of the crisis, the coordination modalities are reviewed continuously and adjusted according to the evolving situation on the ground, in full respect of globally established mandated roles and responsibilities.

Inter-Agency Coordination Structure



Funding Information



Under the leadership of UNHCR and the Resident Coordinator Office in Armenia, the Inter-Agency Response Plan October 2020- June 2021 to address the broader humanitarian consequences of the NK crisis brought together 35 operational partners involved in the response, with total financial requirements amounting to USD 62,122,194 for the nine-month period. The Response Plan included not only humanitarian activities (under Protection, Health, Food Security and Nutrition, and Shelter/NFIs) but also early recovery component. In addition to the displaced population from in and around NK in Armenia, the plan also included part of the host community.

The current funding level for the Inter-Agency Response Plan 2020-2021 stands at USD 24,938,768, which is equivalent to approximately 40 percent of the requested amount. Contributions have been received from the USA, Japan, the European Union, France, Canada, Private Donors and CERF.

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