

## TIMELINE OF THE ASSESSMENT

14-21 June 2021

### NUMBER OF PEOPLE REACHED

**78** persons (refugees, persons in a refugee-like situation and asylum-seekers) **33** Men and **45** Women

**14** governmental and non-governmental service providers engaged in the provision of housing, social-economic, and healthcare support services and other cross-cutting services

### PEOPLE ORIGINATED FROM

Syria, Iran, Azerbaijan, Iraq, and other countries;

### METHODOLOGY

- Individual Phone Calls/Interviews;
- The UNHCR Tool for Participatory Assessment;
- The Community-Based Approach Manual;
- UNHCR Needs Assessment Handbook;
- UNHCR Age, Gender, and Diversity Mainstreaming accountability framework.

# The platform for dialogue with Persons of Concern to UNHCR(POC) Participatory Assessment 2021

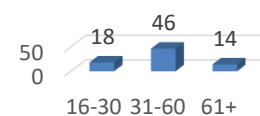
## Target Groups

- **12**-Mixed group of men and women. Newly-registered asylum seekers
- **11**- Mixed group of men and women newly recognized refugees
- **11**- Single parents headed households with school-age children
- **10**- Mixed group of men and women adolescents, young adults/students
- **11**- A separate group of women
- **11**- Employers/entrepreneurs who lost their income/business due to COVID-19 state of emergency and Social-Economic hardship

## Key Findings

- The COVID-19 pandemic and the Nagorno-Karabakh conflict in September 2020 imposed challenges and socio-economic hardship throughout the entire country including for refugees, asylum-seekers as well as persons in a refugee-like situation displaced from Syria;
- Housing, Livelihood, and Social/Financial needs were the main priority needs for participants;
- Lack of awareness about the rights of refugees among the state services providers;
- The language barriers and the importance of having more info-leaflets in the languages they understand;
- Very complex registration and documentation procedure;
- Healthcare, education and awareness-raising issues/needs are among priority needs voiced by PoC's;
- Specific attention to recently registered asylum-seekers, including asylum-seekers in detention identifying the issues faced concerning access to the asylum procedure.
- The importance to have awareness-raising activities/campaigns about refugee rights among the Armenian population.

## Age Data



## Priority Issues to Address

### Livelihoods/Employment

- Support for finding new job opportunities (trigger potential employers to hire PoC, develop online job placement service of POCs);
- Create employment-generating project (Armenian language classes, vocational skills/orientation courses, awareness-raising, projects supporting ownership of businesses);

### Social/Financial Assistance

- Provide more financial support;
- Information of social assistance programs in at least four languages;
- Increasing awareness about the issues and needs of PoCs in Armenia;

### Housing Needs

- More sustainable/flexible rental assistance programs (rental subsidy);
- Utility coverage assistance during winter;
- Improving the dormitory conditions;
- Improve the process of owning a property;

### Health Support

- Provision of health assistance or insurance packages for PoC;
- Awareness-raising campaigns/sessions about refugee rights among the healthcare service provider;
- Language as a barriers when accessing to healthcare;

### Education Needs

- Scholarship programmes for the students
- School registration issues based on lack of access to information;
- Language barriers during the education process.

### Other

- More social/humanitarian and legal support

## Way Forward

- Reliable communication and awareness building components, as well as building strong partnerships between the state, international and local organizations are crucial for effective response to needs of PoC. While immediate, short-term solutions shall be provided for those who are in a critical need for assistance, the long-term planning process can be recommended to build the capacities of PoC in Armenia for better integration into the society.