



**UNHCR**  
The UN Refugee Agency



## Urgent needs in Armenia | Armenia Emergency

### Figures at a glance



**101,000**

REFUGEES IN ARMENIA  
TARGETED FOR PROTECTION  
AND ASSISTANCE

**5,000**

LOCAL POPULATION  
HOSTING REFUGEES

**49%**

OF ALL REFUGEES ARE  
OLDER PEOPLE AND CHILDREN

**\$14.6 million**

TOTAL REQUIREMENTS

This appeal presents UNHCR's financial requirements for its response to the urgent needs of refugee arrivals in Armenia. UNHCR, the UN Refugee Agency, requires US **\$14.6 million** to provide protection and assistance to **101,000** refugees and an estimated **5,000** people from the host communities from **October 2023 to March 2024**.

### Overview of Needs

Since 24 September 2023, over 100,000 refugees arrived in Armenia from Karabakh in less than a week. While Armenian authorities reported that the flow into Armenia has largely ceased since 30 September evening, immediate humanitarian needs remain dire. Refugees are exhausted and distressed, having fled their home in haste and following the nine-month closure of the Lachin road. The lack of access to food, medicines, and other essential items during that time, has exacerbated their medical and psychological needs. This new influx alone represents 3.4 per cent of Armenia's population and creates pressure on public services and accommodation.

In support of the government-led response, UNHCR and partners aim to provide life-saving emergency assistance to vulnerable refugees and focus on inclusion, resilience, and solutions from the start, targeting both refugees and the host communities.

# UNHCR's response

Strategic objectives:

1. Assist the Government of Armenia in providing protection and assistance to refugees, particularly the most vulnerable, enabling them to address their immediate needs, with a particular focus on winterization and access to basic services.
2. Foster socio-economic inclusion and livelihoods of refugees and vulnerable host community members through support for self-reliance.
3. Ensure effective coordination of the refugee response, in support of government-led efforts.



## Protection

- Conduct protection monitoring to identify protection risks and gaps, and to inform the refugee response, jointly with Protection sector partners.
- Deliver protection services and assistance to vulnerable refugees.
- Distribute cash assistance to vulnerable refugees so that they can address their most basic needs, supporting national schemes in place.
- Prevent and respond to gender-based violence and sexual exploitation and abuse, through awareness raising, risk mitigation across sectors, and appropriate referrals to health, legal, and mental health and psychosocial support services for survivors.
- Strengthen access to information about protection-related assistance programmes and services, through community outreach and hotlines.
- Ensure Accountability to Affected Population (AAP) through refugee participation in programme design, implementation, and evaluation. Consult and empower refugee-led organizations and establish effective two-way communication and feedback mechanisms.

**Target:** 101,000 people | **Requirements:** US \$ 8,997,788



## Non-Food Items and Shelter

- Deliver essential items (such as foldable beds, mattresses, thermal blankets, bed linens, kitchen sets and hygiene kits) for an estimated 40,000 vulnerable refugees.
- Provide emergency shelter repairs, upgrades and equipment to improve living conditions for refugees hosted in public facilities/collective centres, especially to face the cold temperatures during winter.
- Support an estimated 1,000 local families (approximately 5,000 people) hosting refugee families.

**Target:** 45,000 people | **Requirements:** US \$4,602,212



## Resilience

- Create income generating opportunities that promote self-reliance and social cohesion between refugees and their hosts.

**Target:** 2,500 people | **Requirements:** US \$1,000,000

# Coordination

## Armenia

Under the leadership of the Government of Armenia, UNHCR is coordinating the inter-agency response of humanitarian organizations through the **Refugee Coordination Model** and with the support of the United Nations Resident Coordinator's Office. The coordination structure set up for the Armenia emergency includes five sector working groups: Protection, Shelter/NFIs, Health, Food and Nutrition, as well as Resilience to strengthen the resilience capacity of refugees and host communities. In addition to leading the Protection and Shelter/NFIs sectors, UNHCR co-leads cross-sector working groups on Cash Assistance (with UNICEF) and Information Management.

UNHCR, with the support of the UN Resident Coordinator's Office in Armenia, led the development of the [Armenia Emergency Refugee Response Plan \(RRP\)](#), with the participation of 60 partners, including UN agencies, NGOs, community-based and refugee-led organizations. The RRP seeks US \$97 million to target 101,000 refugees and 95,000 people part of the host community from October 2023 to March 2024, and includes activities and financial requirements laid out in this UNHCR appeal.

## Funding the response

Despite the severe underfunding faced by UNHCR in Armenia (29 per cent as of September 2023), the operation has responded to the urgent humanitarian needs of newly arrived refugees since the onset of the crisis. To immediately scale up the response and deliver the assistance set out in this document, UNHCR is urgently seeking US \$14.6 million from October to March 2024, in line with the requirements of the inter-agency RRP.

### 2023 financial requirements | USD

Activities	Total requirements
Protection services (favourable protection environment)	\$8,997,788
Non-Food Items & Shelter (well-being and basic needs)	\$4,602,212
Resilience (socio-economic inclusion and livelihoods)	\$1,000,000
<b>Total</b>	<b>\$14,600,000</b>