

ARMENIA EMERGENCY REFUGEE RESPONSE

Inter-Agency Update 22 - 28 November 2023



A refugee family in Armavir has received household items from UNHCR to help them settle in and plan their future in the host community.
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KEY FIGURES

11,300 children and caregivers reached with mental health and psycho-social support (MHPSS) interventions and child-friendly spaces.

10,425 family food parcels (168 metric tons) distributed to refugees.

5,600 refugees (including over 3,000 children) received medical assistance, MHPSS and surgical medical procedures.

1,645 households (5,236 individuals) received 13,061 core relief items.

1,530 winter specific items were distributed, namely: heaters, winter jackets and winter gloves.

220 refugee children were provided with education supplies.

200 refugees from 12 different Armenian communities are supported with Safe spaces, where regional domestic violence support centers organized a total of 40 therapeutic workshops.

Second Refugee Coordination Forum with Deputy Prime Minister

The second Refugee Coordination Forum convened on 21st November, led by Deputy Prime Minister Mr. Tigran Khachatryan. International humanitarian and development partners joined in the discussion, focused on harmonizing efforts to address the needs of refugees. Deputy Prime Minister outlined the immediate Government actions taken to meet refugees' primary needs, underscoring the significance of partnering with stakeholders in the refugee response structure, also Deputy Prime Minister highlighted the necessity of sustained collaboration in both the medium and long-term perspectives.

During the session, UNHCR Representative Kavita Belani delivered a comprehensive overview of the ongoing initiatives outlined in the Refugee Response Plan.

Donor Engagement

Some 30 participants attended the second donor coordination meeting organized by UNHCR and the Residents Coordinator's Office, highlighting achievements and challenges in the implementation of the Armenia's Refugee Response Plan (RRP) one month since its launch. During the briefing, sector leads provided updates in their respective sectors, notably in protection, health, education, resilience, and NFIs/shelter/food.

SECTOR UPDATES



PROTECTION SECTOR (INCLUDING CHILD PROTECTION AND GENDER-BASED VIOLENCE)

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

Members: Action Against Hunger | AGBU | Armenian Progressive Youth | Armenia Round Table | Association of Healthcare and Assistance to Older People | ACTED | Children Protection Center | Democracy International | Doctors of the World France in Armenia | FAR (Fund for Armenian Relief) | GIZ | HEKS/EPER in Armenia | ICRC (International Committee of the Red Cross) | IFRC (International

Federation of Red Cross and Red Crescent Societies) | KASA Foundation | Médecins Sans Frontières (MSF) | Mission Armenia | New Generation Humanitarian NGO | OxYGen Armenia | PINK Armenia | SafeYOU | Save the Children | Sexual Assault Crisis Center | UNFPA | UNHCR | UNICEF | Women's Resource Center | Women's Support Center | WINNET Armenia | World Vision

- During the reporting period, through protection outreach, UNHCR reached 104 refugee households (covering 445 individuals) in 28 communities in 10 provinces and Yerevan. In total, since the 1st of November 1502 households were reached (covering 6950 individuals) in Yerevan and 11 provinces.
- UNHCR in collaboration with Migration and Citizenship Service has prepared awareness raising material on temporary protection. The draft is currently under review by the relevant line Ministries. The leaflets will be available online and will be distributed through awareness raising and community outreach, providing information to refugees on temporary protection.
- 149 refugees provided psycho-social support, 117 refugees provided with legal counselling, and 35 refugees received case management by “Mission Armenia” NGO covering Ararat, Yerevan and Kotayk, and Syunik provinces.
- Protection Sector is working with Ministry of Labour and Social protection to prepare a compendium of community messages. In this regard, partners have shared their information with MLSA.
- To participate in the sector working group meeting please write to daradkeh@unhcr.org and copy melikset@unhcr.org.

Child Protection Sub-Working Group

Lead: MLSA and **Co-lead:** UNICEF

Members:

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

Please note that some organizations may appear more than once in the provided list.

- UNICEF and partners involved in the Child Protection Sub-Working group have reached out to around

11,300 children (including approximately 50 with disabilities) and caregivers with mental health and psycho-social support (MHPSS) interventions and child-friendly spaces, including those established with UNICEF's support in recent years and sustained by community efforts.

- To date, 6,723 (over 1,200 additional this week) children and caregivers have been reached with case management and follow up support by social workers including through a call center with support of UNICEF.
- 4,631 children and caregivers received follow up community-based psychosocial support services. More than 1,300 children were reached with group psychosocial interventions during the reporting week. Listed interventions were implemented in almost all marzes and in Yerevan.
- UNICEF continues to organize and provide training and capacity development for social workforce and other professionals, expanding the overstretched capacity of the system. The capacities of more than 300 frontline social service workforce professionals (41 during the last week) were enhanced on PFA, psychosocial support in emergencies, child sensitive communication and “do no harm” approaches.
- Child Protection Sub-Working Group is conducting a mapping of service provision to children and caregivers and is harmonizing the needs assessment tools applied by different actors.
- Child Protection related activities and sub-indicators for the RRP indicators were defined and a methodological guidance was developed and shared with partners during SWG meeting. Offline template for 5Ws was adjusted accordingly and shared with SWG members for updates.
- To participate in the sector working group meeting please write to hkhemchyan@unicef.org and anahit.hovhannisyan@mlsa.am.

GBV Sub-Working Group

Lead: MLSA | **Co-leads:** UNFPA, UNHCR

Members: Democracy International | MLSA | OxYGen Foundation | RA Human Rights Defender Office | Real World Real People NGO | Sexual Assault Crisis Center NGO | Socioscope | Spitak Helsinki Group human rights NGO | UNFPA | UNHCR | UN Women | WINNET Armenia | Women Fund Armenia | Women Resource Center NGO | Women Rights House NGO | Women Support Center | Women's Center Shushi | WomenNet NGO | World Vision Armenia

- GBV Sub-working group working to map and coordinate existing activities during the 16 days of activism, while at the same time engaging other sectors to take mainstream GBV response.
- 40 women accessed women and girls' safe space, where 2 psycho-social sessions (PSS) were held by Family without Violence.
- 36 women participated in socio-psychological consultations; 34 women received hygiene kits and 30 women participated in a cultural event, supported by WINNET and UNFPA.
- 60 women received clothing and hygiene from For Equality NGO.
- 50 females participated in art therapy, 25 individual (22 women and 3 men) participated in the 16 Days of activism against GBV organised by Sose Women Issue NGO.
- 15 families (71 individuals) benefited from case management provided by Women's Rights House.
- 5 girls continue to participate in soft skills training organised by Armavir Development Center.
- 25 girls received psychosocial support from Arveyatsag Children's Support Center of the Armavir Development Center.
- Women support center is starting a project with support from CARE International and UN Women to help facilitate a rapid gender analysis and is in the process of finalizing the research tools. With the support of UN Women and the European Union Women Support Center will support an estimated 80 women and their families with household items.

- UNFPA supported “regional domestic violence support centers” which organised 40 therapeutic workshops reaching 200 refugees covering 12 communities. 15 women participated PSS services in the UNFPA supported women and girls’ safe spaces.
- The Sub-Sector developed and adapted To participate in the sector working group meeting please write to Lusine Sargsyan sargsyan@unfpa.org and Elsie Aroyan AROYAN@unhcr.org.



EDUCATION SECTOR

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

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

- UNESCO provides technical assistance to the MoESCS/RPPC to launch the Training of Trainers for 632 school psychologists on MHPSS in schools. UNICEF also plans to contribute to the process with an aim of supporting system strengthening based on the comprehensive UNICEF-UNESCO-WHO MHPSS in School Framework.
- During last week, 220 more refugee children were provided with education supplies, including 90 children benefitted from recreational kits, 80 children received school in a box and 50 children received ECD kits.
- To participate in the sector working group meeting please write to apoghosyan@unicef.org.



To date, around 4,300 refugee children and families have received social workers' support thanks to UNICEF's capacity-building activities to enhance the skills of social workers. ©UNICEF Armenia

BASIC NEEDS SECTOR



Shelter/ Non-Food Items

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

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

- During the reporting period, a total of 1,645 refugee households (5,236 individuals) received 13,061 core relief items. The distributions took place in the provinces of Lori, Shirak, Kotayk and Gegharkunik covering a total of eight communities. In addition, 1,530 winter specific items were distributed, namely: heaters, winter jackets and winter gloves.
- Under the newly agreed format, the technical working group meeting took place on the 22nd of November, co-lead by MLSA, MoTAI, UNHCR and UNDP. The focus of the meeting was to understand partners' capacity to undertake small to medium scale repairs in structures potentially able to be used for accommodation purposes. The final list was shared by MLSA on the 24th of November and technical

assessments are current ongoing, with five structures having been already technically assessed (technical documents being finalized).

- Basic Needs group will meet bi-weekly, and to participate in the sector working group meeting please write to sobral@unhcr.org.



FOOD SECURITY

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

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

- Since 28 September, WFP has provided in kind food assistance to about 50,000 refugees, covering initially targeted caseload for the immediate food response phase.
- Food response included distribution of 10,425 family food parcels (168 metric tons), and provision of about 40,000 portions of hot meals and ready-to-eat lunch boxes to refugees, following the Government's request. Immediate food assistance has been provided to refugees residing in all provinces of Armenia.
- More family food parcels are currently under distribution to about 8,000 refugees.
- To participate in the sector working group meeting please write to oscar.ekdahl@wfp.org and maria.muradyan@wfp.org



WFP ensures timely delivery of food packages for about 20,000 refugees living in different communities in Armenia. ©WFP Armenia



RESILIENCE SECTOR

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

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

- UNDP and Ministry of Labor and Social Affairs of Armenia commenced a new initiative dedicated to enhancing the employability of the refugees and the most vulnerable people in host communities, with a target of reaching 400 vulnerable households. The project will cover all region and will target refugee youth, women, person with disabilities and host populations.
- To participate in the Resilience sector working group meeting please write to dianna.areyan@undp.org.



UNDP-supported reconstruction works to improve shelter conditions for refugees are in full swing in Masis region.
©UNDP Armenia



HEALTH SECTOR

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

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

- On 27 November a new sector coordinator from WHO (via Standby Partnership mechanism) started which will allow for continuity of coordination over the duration of the RRP.
- Through the interventions, approximately 5,600 refugees (including over 3,000 children) received medical assistance, MHPSS and surgical medical procedures. Medical supplies were delivered, including 5 NCD modules with medicines for 50,000 people for 3 months. 115 healthcare providers were trained on NISP in SRH, and 20 reproductive health kits provided to facilities.
- IOM supported the Seda Ghazaryan Mental Health Foundation for the provision of group and individual psychological services. 71 refugees received services in Ararat and Kotayk marzes.
- WHO conducted basic psychosocial skills and self-care training with 80 nurses from Ararat and Gegharkunik marzes.
- On 30 November within the scope of activities conducted during the World Antimicrobial Awareness Week, WHO in collaboration with the MoH organized a two-day workshop for refugee health-care workers and pharmacists. Participants received continuing professional development credits. During the workshop participants were also introduced to Open WHO online learning platform.
- WHO co-developed a package of risk communication, community engagement and infodemic management (RCCE-IM) materials with the MoH. The package includes a set of materials on mental health, access to health care, health-care system navigation, ways to stay healthy in fall/winter and respond to the spread of influenza, COVID-19, and other respiratory viruses. In addition, WHO launched a social media campaign to promote these RCCE-IM messages and materials.
- The Union of Psychologists of Armenia has conducted a survey among refugees based on Patient Health and General Anxiety Disorder Questionnaires. The data is currently analyzed.
- To participate in the sector working group meeting, please write to esenamanovv@who.int.

CROSS SECTORAL GROUPS

CASH

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

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

- Following the Cash sector working group meeting co-chaired by UNICEF and UNHCR and MLSA, with participation of 27 members on November 23, at least 10 partners proceeded with signing the Agreement for providing cash (6 partners) and vouchers (4 partners) with MLSA, including in alignment with the Government-led schemes, targeting both rent and utility support and, multipurpose cash for basic needs programmes.
- One partner has also signed the respective Tripartite Contract, including commitment letter/data sharing arrangements, with the USS and the bank of partner's choice.
- The payment timelines and partners' eligibility considerations were shared with Nork Technology Center under MLSA to ensure that all payments can be processed in due course considering end-of-the year financial closures.

- Specific considerations for providing voucher support have also been finalized by MLSA in collaboration with the Cash WG and entail signature of the Agreement and commitment letter only, then provision of eligibility criteria to MLSA for further processing and provision of beneficiary lists. Discussions are ongoing on determining of voucher transfer values and locations to avoid duplication and ensure a standardized approach.
- To participate in the sector working group meeting please write to ahovakimyan@unicef.org

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

