

## Emergency Plan of Action (EPoA)

### Armenia: Winterization support to the refugee-like displaced population

<b>DREF Operation n°</b>	<b>MDRAM008</b>	<b>Glide n°:</b>	<b>OT-2021-000206-ARM</b>
<b>Date of issue:</b>	<b>27 December 2021</b>	<b>Expected timeframe:</b>	<b>4 months</b>
		<b>Expected end date:</b>	<b>30 April 2022</b>
<b>Category allocated to the crisis: Orange</b>			
<b>DREF allocated: CHF 628,367</b>			
<b>Total number of people affected:</b>	<b>20,433</b>	<b>Number of people to be assisted:</b>	<b>6,120 via DREF</b>
<b>Provinces affected:</b>	Yerevan, Aragatsotn, Ararat, Armavir, Gegharkunik, Kotayk, Lori, Shirak, Syunik, Tavush, Vayots Dzor	<b>Provinces/Regions targeted:</b>	Yerevan, Aragatsotn, Ararat, Armavir, Gegharkunik, Kotayk, Lori, Shirak, Syunik, Tavush, Vayots Dzor
<b>Host National Society presence:</b> The Armenian Red Cross Society (ARCS) works countrywide through its 11 regional, 1 territorial, and 52 community branches and with the support of over 3,500 volunteers.			
<b>Red Cross Red Crescent Movement partners actively involved in the operation:</b> The operation will be implemented by ARCS with the support from IFRC, Swiss Red Cross, ICRC.			
<b>Other partner organizations actively involved in the operation:</b> Unified Social Service of Armenia, the Ministry of Health, Labour and Social Affairs of Armenia, UNHCR Armenia.			

## A. Situation analysis

### Description of the disaster

The escalation of the conflict in 2020 resulted in the influx of up to 90,000 people from the impacted regions to Armenia, the vast majority of whom are older people, women and children. Currently, 20,433 displaced people are still living in the refugee-like situation in Armenia, sheltering with host families, collective shelters, and rented accommodation across 11 provinces (see Table 1 below). While the absolute majority of the refugee-like population are already facing needs in the areas of shelter, livelihoods, household items, employment, and food, the winter season is expected to further exacerbate their living conditions due to the increased expenses associated with heating and purchase of winter apparel, inflation on the housing market in Armenia, decreasing support from the host communities and the cessation of the Government Cash Assistance Programs. Data<sup>1</sup> shows vulnerabilities among the refugee-like population, including approximately 14% having disabilities/special needs, 11.5% infants (0-59 months), 24% children aged 5-17 years and 12% older people (50+). To prevent the humanitarian crisis and also to ensure the gradual transition from humanitarian-aid to longer-term recovery interventions within the DREF Operation, the Armenian RC, with the support from the IFRC, will provide unconditional cash assistance to 6,120 individuals, including the people with disabilities and children under 18, to help them meet the basic winterization needs of their households, according to their priorities.

<sup>1</sup> Protection Monitoring Armenia Snapshot, UNHCR, August 2021, (Retrieved from: <https://data2.unhcr.org/en/documents/details/88902>)

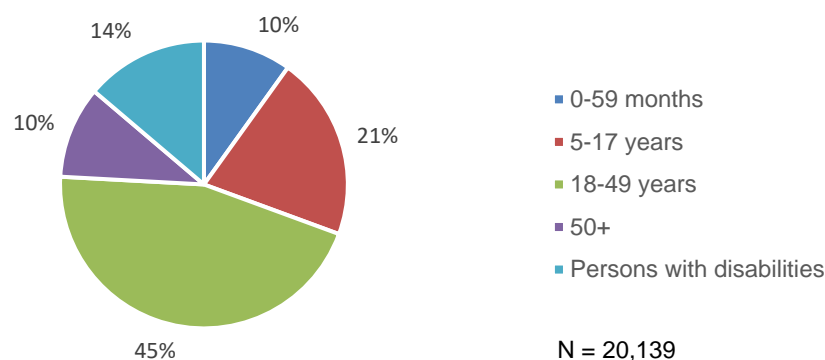
Table 1 – Number of people affected

Marz (Province)	Number of Refugee-Like Individuals in Armenia (as of December 2021)
Aragatsotn	538
Ararat	3056
Armavir	1064
Gegharkunik	940
Kotayk	3159
Lori	714
Shirak	587
Syunik	3340
Tavush	223
Vayots Dzor	1156
Yerevan	5656
<b>Total</b>	<b>20,433</b>

The population living in refugee-like conditions are staying with relatives, host families, and in makeshift collective centers. Assessments show that a large part of this population continues to live in dire economic situations, struggling to cover basic needs and day-to-day costs. During the coming winter months, heating will increase expenses while there are less employment opportunities. At the same time, significant inflation in the housing market will likely lead to increased rental expenses in the coming months<sup>2</sup>. The same factors will also impact host communities whose resources have been depleted too, likely leading to their support decreasing. Forecasts indicate a regular winter for 2021/2022 which, on average for all of Armenia, means mean temperatures between -2.4 and 0.6 degrees Celsius during December, January and February, and sustained sub-zero temperatures at higher elevation.

Based on the information from Unified Social Service, a vast majority (**20,139** of 20,433) of the displaced population are those who have lost property in the impacted areas and are eligible for the Government introduced cash intervention of **AMD 25,000**<sup>3</sup> (for men/women and pensioners) and **AMD 50,000**<sup>4</sup> (for the people with disabilities in the 1<sup>st</sup> and 2<sup>nd</sup> groups and children under 18).

### Refugee-like individuals from impacted areas living in Armenia eligible for cash assistance



The majority of the refugee-like population are sheltering in Yerevan and surrounding areas with relatives, host families, and 205 individuals are still staying in makeshift collective centers that include hotels, hostels, boarding houses, old sanatoriums, kindergartens, and communal buildings with poor or non-existent heating, water, and sanitation facilities.

According to the Economic Resilience Assessment of the refugee-like population in Armenia<sup>5</sup> prepared and published by REACH<sup>6</sup> in September 2021, the conflict-affected communities continue to struggle financially. They have a hard time covering basic livelihood needs and balancing such needs as utility payments, food and clothes, healthcare, and education costs. Due to its complex mountainous terrain and geographical location, Armenia has several climate zones. The varying altitudes, from 375m to 4090m, strongly influence the climate, and with winter approaching, the refugee-like population already anticipates facing additional challenges covering everyday costs. To a large degree, this is caused by increased household expenses

<sup>2</sup> Based on Statistics Committee "Armstat" data.

<sup>3</sup> Approximately CHF 45

<sup>4</sup> Approximately CHF 90

<sup>5</sup> Economic Resilience Assessment of the refugee-like population in Armenia, REACH, September 2021 (Retrieved from: [https://reliefweb.int/sites/reliefweb.int/files/resources/REACH\\_ARM\\_Report\\_ARM2102\\_ERA\\_September-2021.pdf](https://reliefweb.int/sites/reliefweb.int/files/resources/REACH_ARM_Report_ARM2102_ERA_September-2021.pdf))

<sup>6</sup> a joint initiative of IMPACT Initiatives, ACTED, and the United Nations Institute for Training and Research - Operational Satellite Applications Programme (UNITAR-UNOSAT)

associated with heating and the decline in the availability of seasonal working opportunities, and depleting resources of the host communities.

Since the onset of the emergency in the fall of 2020, the Government of Armenia, at both the national and local levels, has provided critical support to the new arrivals, including space in communal shelters and 18 different cash assistance programs. Host communities also played a critical role in welcoming and accommodating the refugee-like population, sharing their housing, food, and other resources. However, the conflict severely impacted the refugee-like and host community populations in Armenia, with a notable increase in reported physical, social and mental trauma and financial challenges. In this context, the Government and humanitarian community faced increasing difficulties coordinating, financing, and addressing essential needs<sup>7</sup>. Notably, on 18 November 2021 the Ministry of Foreign Affairs (MoFA) of Armenia made a request to the IFRC during the meeting between the IFRC Head of South Caucasus Country Cluster Delegation and the MoFA Head of Human Rights and Humanitarian Division, concerning the assistance required for supporting the winterization of the refugee-like population. Following this meeting and the request, the feasibility of supporting the cash programme was explored, including options for financial service providers, and Movement coordination took place to confirm a complimentary approach. This process resulted in a tentative positive response to the authorities in the second week of December and the launch of this operation two weeks later.

## **Summary of the current response**

### **Overview of Host National Society Response Action**

As an auxiliary organization to the public authorities in the humanitarian field and the largest voluntary organization in the country, Armenian Red Cross Society has a network of 11 regional, one territorial, and 52 community branches, over 60 experienced and committed staff, and over 3,000 volunteers.

From the onset of the crisis, the Armenian RC has been responding to the humanitarian consequences of the conflict escalation with the support from the Movement partners, including the IFRC and its member NSs and ICRC. Coordination and information exchange between ARCS and the Government, including the Ministry of Health, Ministry of Labour and Social Affairs, regional and local authorities, and the Ministry of Emergency Situation, occurs regularly. ARCS is a part of the national response mechanism, which was set up under the management of the Deputy Prime Minister. ARCS has safe access to all areas where people who arrived from areas affected by the conflict reside. ARCS has a proven track record of cooperation and partnership with the public authorities and the local communities, has successfully cultivated a positive reputation, and enjoys a high level of trust from both authorities and communities.

Movement Contingency Plan (MCP) was activated on 28 September 2020, and the President of ARCS declared the emergency status and nominated the Secretary General as the response Coordinator. Within the operation timeframe, the ARCS called for three Movement coordination meetings to share information about humanitarian needs and shape the Movement response per the agreed lead agency role of ICRC in the frame of the MCP in this situation of armed conflict.

From October 2020 to November 2021, with the resources allocated by the RCRC movement partners, including IFRC DREF allocation for the response to the Conflict Escalation, has enabled the ARCS to assist around 90,000 conflict-affected individuals in the areas of relief and livelihoods, health and WASH, shelter, protection, and education: up to 70,000 individuals were supported with the relief and livelihoods support, up to 90,000 received non-food support, 16,000 – shelter (utility payments), over 70,000 – Health and WASH (including the MHPSS), and over 12,000 through the tracing service. The Armenian Red Cross hotline operates in an emergency mode, providing the conflict-affected population PSS/PFA essential information and referral to the state and non-state services.

Shortly after the escalation of the conflict, ARCS started delivering cash programs to support the refugee-like population with meeting their prioritized needs. As mentioned above, from November 2020, the NS provided assistance to the vulnerable refugee-like communities to increase their access to basic needs, including the

<sup>7</sup> Armenia Inter Agency Response Plan, October 2020 – December 2021 (Retrieved from: <https://armenia.un.org/sites/default/files/2021-10/Updated%20Armenia%20IARP.pdf>)

utility fees of the shelters where displaced people were accommodated. In total, ARCS covered the utility fees for 545 shelters throughout Armenia, reaching over 16,000 people with a total budget of AMD 370,5 mln (CHF 676,248) in close cooperation with the Ministry of Territorial Administration and Infrastructure of Armenia.

One of the assistance programs that the Government of Armenia rolled out was a cash assistance scheme to the host families aimed to support their efforts of solidarity, relieve their financial burden, and create a dignified shelter environment for refugee-like people. The displaced people who lost their homes were the primary targets of the scheme. The cash transfer value based on the program objectives was AMD 30,000<sup>8</sup> per hosted individual, to support their urgent utilities and rent needs following the displacement from their places of origin. The program assisted in a total of 6,184 host HHs and 17,538 hosted individuals with a total budget of over CHF 1,000,000.

Another cash assistance program launched by the Government was AMD 68,000<sup>9</sup> to people displaced from impacted areas. In support of the mentioned program, 14,000 refugee-like people were provided unconditional cash assistance by the Armenian RC with the UNHCR support with a total budget of approximately CHF 2,000,000. 91% of the assisted individuals used it to cover the rental expenses.

At the initial stage of the response operation, ARCS trained its 62 volunteers to work with 2,500 children living in temporary shelters in schools, kindergartens, and hotels, organizing their daily lives and providing psychological support. In total, the ARCS mobilized CHF 9,188,090 (USD 9,982,390) to respond to the needs of the refugee-like population and the host communities.

Persons in a refugee-like situation can access the Armenia RC hotline numbers for information, feedback or complaints.

### **Overview of Red Cross Red Crescent Movement Actions in country**

Throughout the Movement response to the humanitarian crisis caused by the Conflict Escalation, efforts were put in place to ensure efficient coordination of the Movement Partners' activities, including but not limited to the establishment of a Tripartite Movement Platform for coordination and information exchange; development of a Movement Roadmap establishing response milestones, communication key messages and outlining the operational complementarity; regular meetings of the technical working groups to discuss the Armenian RC National Society Development Plan, RFL, First Aid, preparedness, MHPSS, and cash assistance; joint trainings on CEA, cash assistance programming and EcoSec, Tracing Service in Emergencies and other relevant topics; regular meetings with the PNSs for coordinated Movement response.

Since the emergency response operation to the Conflict Escalation in 2020, the IFRC reopened its physical office (embedded in the ARCS HQ in Yerevan) with dedicated and extended support from the Country Cluster Delegation (CCD) for South Caucasus. Partner National Societies including the Swiss Red Cross, German Red Cross, and Austrian Red Cross are present in Armenia, and ICRC has a Country Delegation. Italian Red Cross and Danish Red Cross provide technical support and guidance to Armenia Red Cross from its headquarters and frequent visits to the country. Monaco Red Cross provides its support via the Swiss Red Cross. All Movement partners in South Caucasus have agreed to work together in the spirit and mindset of the Strengthening Movement Coordination and Cooperation (SMCC) agreement, with the Council of Delegates Resolution (CD/17/R1, Antalya 2017) as a core guiding document.

Throughout the response to conflict escalation in 2020, the PNSs have extended their support to the Armenian RC to assist the conflict-affected communities in the areas of relief and livelihoods, shelter, health and WASH, education, protection, as well as organizational development of the NS.

The Swiss RC plans to provide cash assistance to 15,000 people through the Armenian RC, of whom 13,500 are the refugee-like population and 1,500 - host communities, to cover their utility fees with AMD 15,000/ CHF 28 per person for November and December 2021. The assistance will be distributed in January 2022. The 13,250 people from impacted areas living in host communities and 1,500 vulnerable people from

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<sup>8</sup> Approximately CHF 55

<sup>9</sup> Approximately CHF 126

the host communities will receive the funds through a one-off transfer on their bank account. Of the abovementioned 13,500 people, 205 are still living in collective centers, for whom the ARCS will directly pay the funds to the utility service providers.

ICRC has had a strong presence in Armenia for over 30 years due to the conflict, with 21 international and 120 national staff in Armenia. ICRC supports the National Society in its institutional and organizational development, mainly strengthening the capacities of the regional and community branches in four bordering regions. In response to conflict in fall 2020, ICRC provided services within their mandate and acted as a neutral intermediary to support affected people. It carried out continuous needs assessments to define the impact of hostilities on people's lives, livelihoods, and mental health. During the conflict escalation and afterward, ICRC mainly provided the emergency humanitarian response. It supported hospitals and medical facilities and helped affected civilians with food and non-food items. At the beginning of 2021, it facilitated resilience programming and supported refugee-like individuals and host families. It has expanded their presence in Armenia by opening two sub delegations in Ijevan and Goris regions to ensure their proximity to the affected population living along with the bordering areas.

The ICRC winterization project for exposed communities in the 4 eastern bordering regions was implemented through ARCS. Within the program, more than 1,600 households will receive AMD 280,000 until the end of December 2021. In addition, ICRC has earmarked cash support for December 2021 to January 2022, with CHF 400,000 planned to be distributed in January 2022. It is one-time support as unconditional cash that will go to people a) people with disabilities and children aged 0-18 years, and/or B) 2- unemployed people (Women/Men) and pensioners, which is a pre-set government criterion & scheme. In addition, **5,260** unemployed men and women and pensioners (not targeted within the DREF) will be provided unconditional cash assistance in the amount of CHF 48 (AMD 25.000) by ARCS with the ICRC support.

### **Overview of non-RCRC actors' actions in the country**

Since the escalation of the conflict, 36 local and international organizations (Inter-Agency Response Plan Partners) have worked in coordination to respond to the needs of the affected population; these include: ACTED, Action Against Hunger, Armenian General Benevolent Union, Armenian Progressive Youth, Armenian Progressive Youth and Care Caucasus, Asian Development Bank, Child Development Foundation, IOM, Medecins du Monde, Mission Armenia NGO, People in Need, Project Hope, Samaritan's Purse, Save the Children International, SOS Children's Villages Armenia, UNICEF, UNDP, UNHCR, WFP, World Bank, World Food Programme, WHO, World Vision Armenia, UNFPA, UNIDO, Kasa Foundation, Homeland Development Initiative Foundation, Catholic Relief Services, and Caritas Armenia, UNESCO, APY, Hungarian Interchurch Aid, OxYGen. The support has been provided in the areas of cash, child protection, early recovery, education, food security and nutrition, health, protection, and shelter/NFI.

In light of the remaining humanitarian needs and parallel efforts undertaken to align humanitarian assistance with longer-term development objectives, the 14 local and international organizations (IARP Partners) and the Government of Armenia are remaining engaged in the response agreed to extend the Plan until December 2021, to continue providing assistance to the refugee-like population in the country<sup>10</sup>. To generate an in-depth understanding of the longer-term recovery needs of this particularly vulnerable population within the context of a transitioning humanitarian response, this Economic Resilience Assessment (ERA) was undertaken by REACH to inform ongoing, and future cash and voucher assistance and in-kind transfers and livelihoods support to the refugee-like population and host communities by identifying the main obstacles for the defined population groups in terms of getting a job/finding an income-generating activity, their intentions related to livelihood development and self-reliance, and possible support needed<sup>11</sup>.

Persons in a refugee-like situation can access the UNHCR hotline for information, feedback, or complaints.

<sup>10</sup> Armenia Inter Agency Response Plan, October 2020 – December 2021 (Retrieved from: <https://armenia.un.org/sites/default/files/2021-10/Updated%20Armenia%20IARP.pdf>)

<sup>11</sup> Economic Resilience Assessment of the refugee-like population in Armenia, REACH, September 2021 (Retrieved from: [https://reliefweb.int/sites/reliefweb.int/files/resources/REACH\\_ARM\\_Report\\_ARM2102\\_ERA\\_September-2021.pdf](https://reliefweb.int/sites/reliefweb.int/files/resources/REACH_ARM_Report_ARM2102_ERA_September-2021.pdf))

## Needs analysis, targeting, scenario planning, and risk assessment

### Needs analysis

The needs of the targeted population were identified through a thorough analysis of primary and secondary data, including the continuous needs assessment and community engagement efforts of the Armenian RC and the desk review of the assessment reports of REACH, UNHCR, and other international organizations.

According to the UNHCR Protection Monitoring Report (July-August 2021), the refugee-like population is facing the following priority needs: shelter, household items, employment, and food. Notably, 95% of the UNHCR protection survey respondents reported paying rent for accommodation. Just as significantly, according to the Economic Resilience Assessment conducted by the REACH, most of the refugee-like population rely on state assistance and seasonal labor. While some of the refugee-like population (mostly men) have been able to engage in irregular, non-formal, or daily paid jobs, most of these activities had a seasonal nature and are expected to terminate in winter<sup>12</sup>.

Approaching winter season is expected to put the refugee-like population in a dire financial and social situation; on the one hand, due to the increasing expenses associated with heating and the need for winter apparel, and, on the other hand, due to the inflation in the housing market, which in some regions reaches up to 3.3% compared to the prices of November 2020. Based on Statistics Committee "Armstat" data, the refugee-like population are likely to face increased rental expenses in the coming months. Given that the refugee-like population was already facing financial hardships before the winter season, having a hard time covering basic livelihood needs and trying to find a balance between such needs as utility payments, food and clothes, healthcare, and education costs, the imminent winter season will exacerbate those difficulties, precipitating a severe humanitarian crisis. It is also worth noting that while the host communities have played a critical role in welcoming the refugee-like population and providing shelter and livelihood support, their resources have been depleting as well. With the increased expenses associated with the winter season, their support is likely to decrease.

The **increasing winterization needs** of the refugee-like population have been further confirmed by the continuous needs assessment and community engagement efforts of the National Society. Starting from January of this year, 3,518 people were registered for assistance by the Armenian RC's hotline of whom 90% asked for cash assistance, as most of them are renting accommodation and cannot cover all expenses, particularly during the winter season.

In combination with the abovementioned factors, the Government support to the most vulnerable refugee-like groups is decreasing. Since the onset of the Conflict Escalation in the fall of 2020, the Government of Armenia, at both the national and local levels, has provided critical support to the new arrivals, including space in communal shelters and hotels and different cash assistance programs. Nevertheless, as the conflict severely impacted the displaced and host community populations in Armenia, with a significant increase in reported physical, social and mental trauma and financial challenges, the Government is increasingly facing difficulties in addressing the growing needs of the refugee-like population<sup>13</sup>. The Government cash assistance program targeting the most vulnerable cohorts within the refugee-like population, including the PWDs, children under 18, pensioners, and economically vulnerable women and men, has not been assisting the target population since November 2021. Consequently, in November 2021, the Government of Armenia has appealed to the international and local humanitarian actors with the request to support the particularly vulnerable refugee-like population with unconditional cash assistance to enable them to meet their diverse needs associated with the winter season. It is noteworthy that during December 2021, the people targeted by the Government cash program have not received cash assistance due to the unavailability of public funding.

While meeting the winterization needs of the refugee-like population is the most urgent priority, the longer-term livelihoods and recovery needs of the people unlikely to return have been confirmed by the assessments undertaken by different humanitarian and development actors. The Rapid Needs Assessment of People Affected by the conflict in Armenia conducted by the Armenian RC in June 2021 revealed that the displaced families are interested in longer-term solutions to their economic challenges, involving the recovery of their income and livelihoods: 43.1% of the needs assessment respondents indicated that they require general advice and career counseling, 37.4% needed start-up capital to relaunch their income generation activities,

<sup>12</sup> Ibid

<sup>13</sup> Armenia Inter Agency Response Plan, October 2020 – December 2021 (Retrieved from: <https://armenia.un.org/sites/default/files/2021-10/Updated%20Armenia%20IARP.pdf>)

36.6% expressed the desire to receive vocational training to have better access to the local labor market. The Economic Resilience Assessment conducted by REACH underscored that, given the continued stay in Armenia and need for longer-term self-reliance, the refugee-like population was found to be more actively seeking jobs or income-generating activities than during the first months of displacement. Notwithstanding the job-seeking efforts, the refugee-like population has been mostly unable to find stable employment opportunities due to multiple barriers limiting their access to the labor market, including, but not limited to the mismatch between their skills and the labor market demands, discrimination due to belonging to the refugee-like population, care responsibilities (identified mainly by women), legal barriers limiting the eligibility of the refugee-like population for different support programs, lack of productive assets, lack of information about the available employment support programs, and other factors<sup>14</sup>.

The precipitated humanitarian crisis is expected to take a significant toll on the refugee-like population's physical, social, and mental well-being. With the increasing winterization costs, food security is becoming an issue of concern, especially in ensuring proper dietary diversity for all family members. Moreover, the economic and social challenges are expected to have a detrimental effect on refugee-like communities' mental and psychological well-being. It is noteworthy that, to date, around 50% of the incoming calls to the Armenian RC hotline have requested psychosocial support.

While the challenges described above having a detrimental effect on the quality of life of all refugee-like population, the most vulnerable cohorts, including older people, people with disabilities, pregnant and lactating women, children under 18, and economically vulnerable women, are expected to be hit hardest during the approaching winter season, due to the limited employment and income-generating opportunities, social isolation and limited access to information about the availability and accessibility of existing state and non-state support services.

To mitigate the above mentioned humanitarian crisis associated with the winterization needs of the refugee-like population, the DREF operation will respond to the appeal of the Government of the Republic of Armenia by providing unconditional cash assistance to 6,120 people, focusing on the most vulnerable groups, including people with disabilities, children under 18 and the economically vulnerable (unemployed women). While the operation will focus on addressing the urgent winterization needs of the targeted population through the provision of unconditional cash assistance during January 2022, it will also envision the institutionalization of the community engagement tools and practices to proactively engage with the refugee-like communities and identify their livelihoods needs, to devise a longer-term vision and strategy towards ensuring the effective transition from the humanitarian aid-focused activities to longer-term recovery and development interventions.

## Targeting

The Armenian RC aims to target a total of **7,487** individuals from the refugee-like population (including PWDs, children under 18, unemployed men and women, and pensioners) with financial resources from various partners, who are eligible for the Government cash assistance program and have not been able to receive cash assistance since November 2021 due to the unavailability of the public funds.

Within the DREF, the focus will be placed on the people with disabilities of the 1<sup>st</sup> and 2<sup>nd</sup> category disability groups (categories of disability groups are established by the national legislation) and the children under 18. According to the USS, a total of **7,487** eligible individuals belonging to the mentioned target group (390 PWDs and 7,097 children under 18) require urgent assistance. Of these, 7,487, **6,120** will be assisted with the DREF funds, and the remaining **1,367** will be assisted with the ICRC funding allowing ARCS to achieve *the entire target group (refugee-like people with disabilities and children under 18)*. All will receive the unconditional cash assistance in the amount of CHF 85 (AMD 45,000) and the lists of the recipients will be provided by the public authorities (the Unified Social Service (USS)), afterward verified and validated by the Armenian RC. After receiving the lists, the Armenian RC will have three days for verification and validation. If the verification reveals people not matching the criteria, the names will be shared with the USS and will be excluded from the lists after explanatory communication to the persons. The verification sample is the 10% of the total population to be assisted and is conducted by volunteers using the KoBoToolbox for data collection.

<sup>14</sup> Economic Resilience Assessment of the refugee-like population in Armenia, REACH, September 2021 (Retrieved from: [https://reliefweb.int/sites/reliefweb.int/files/resources/REACH\\_ARM\\_Report\\_ARM2102\\_ERA\\_September-2021.pdf](https://reliefweb.int/sites/reliefweb.int/files/resources/REACH_ARM_Report_ARM2102_ERA_September-2021.pdf))

In addition to the refugee-like individuals targeted within the DREF operation, the ARCS, with the financial support from the Swiss Red Cross, will additionally pay AMD 15,000<sup>15</sup> (per person) to **15,000** people for winterization for covering their utility fees, but this assistance is contributing to the Government launched cash assistance program for specifically covering the utility fees of the vulnerable refugee-like households. Moreover, **5,260** unemployed men and women and pensioners (not targeted within the DREF) will be provided unconditional cash assistance in the amount of CHF 48 (AMD 25.000) by ARCS with the ICRC support.

#### Estimated disaggregated data for population targeted.

Category	Estimated % of target group	% female	% male
Young Children (under 5 years)	11.5%	53%	47%
Children (5-17yrs)	24%	53%	47%
Adults (18-49 yrs)	52.5%	53%	47%
Older people (>50 yrs)	12%	53%	47%
People with disabilities	5.2%	53%	47%

#### Scenario planning (300 words)

Scenario	Humanitarian consequence	Potential Response
Government Cash Assistance Programs are terminated due to the lack of public funds.	The refugee-like population relying on state assistance cannot meet their basic shelter and livelihoods needs. Food security becomes a significant concern.	While the Resources allocated through Swiss RC, ICRC, and IFRC (DREF) will mainly cover some of the needs for December and January 2021, and throughout the winter season, a detailed PDM and situation analysis will be conducted to inform the development of a livelihood strategy, and other sectors. Hence long-term solutions and strategies will be developed in parallel to this DREF operation to support the refugee-like individuals with the sustainable recovery of their livelihoods
Refugee-like people temporarily accommodated in the hotels are evicted.	The evicted households have to rent accommodation; hence their financial situation worsens, and the humanitarian crisis deepens.	With the support from the IFRC, the Armenian RC will engage in high-level humanitarian diplomacy and evidence-based advocacy to ensure that responding to the shelter, livelihoods, health, and protection needs of the refugee-like communities remain on the public authorities' policy agenda. Furthermore, the efforts will be extended to advocate for the uninterrupted support of the humanitarian community (including the donor entities) to the refugee-like individuals in the areas of livelihoods, MHPSS, and CVA for shelter. Advocacy messages will be designed to convey the diverse needs of the refugee-like communities and the most vulnerable cohorts within them to the targeted audiences, including the public authorities and the international community.
Escalation of the Conflict, leading to the influx of people to Armenia.	The humanitarian crisis exacerbates; the newly arriving refugee-like population requires assistance to meet their shelter, livelihoods, and basic needs.	Activating an MCP and IFRC Global emergency tools, and ICRC emergency resources to support rapid response undertaken by the Armenian RC in Armenia to meet the urgent needs of the newly displaced people and early recovery activities. Relief aid will be provided through prepositioned stocks, followed by emergency procurements. RFL mechanism will be activated, and resources will be mobilized from the onset of the response to support the shelter, food, NFI, HiE, and general protection interventions.

<sup>15</sup> Approximately CHF 28

## Operation Risk Assessment

Risk	Impact (1 to 5)	Likelihood (High/Medium/Low)	Mitigation strategy
Heavy hostilities leading to an influx of displaced people, resulting in a large-scale humanitarian emergency	5	Medium	The MCP is in place, with the revised and extensive scenario planning. Intervention measures have been agreed on amongst movement partners, and preparedness measures and relevant actions are a priority to guarantee an adequate response.
The new wave of COVID-19 infections due to the Omicron variant led to tightened government measures, hindering operational continuity.	3	Medium	The NS will carefully monitor the COVID-19 related epidemiological and political situation and adjust the operational PoA accordingly.
The NS staff and volunteers are exposed to COVID-19, and the operational continuity is disrupted	2	Medium	The business continuity protocols will be revised/put in place. The staff and volunteers involved in the operation will be provided PPE and regular briefings on COVID-19 safety.
Failure to effectively communicate the scope and scale of operation, selection criteria, and other relevant matters to the targeted community, damaging the reputation of the Armenian RC	4	High	Clear communication messages and plan will be developed at the initial phase of the response operation to keep the target communities informed and manage their expectations; the messages about the selection criteria, scope, and scale of operation will be delivered to the target communities through their prioritized communication channels. Feedback and complaints mechanism will be put in place to ensure continuous and consistent two-way communication with the target population.
Natural/geophysical disasters leading to the humanitarian crisis, overstressing the Armenian RC's financial and institutional capacities to respond	4	Medium	The MCP is in place, with the revised and extensive scenario planning. Intervention measures have been agreed on amongst movement partners, and preparedness measures and relevant actions are a priority to guarantee an adequate response.

Other operational risks which will be monitored and managed include the occurrence of protection risks such as Sexual and Gender-Based Violence (SGBV) and Sexual Exploitation and Abuse (SEA) at community levels. Cash and Voucher Assistance-related risks, such as extortion and theft, will also be considered in activity design and monitoring controls.

## B. Operational strategy

The **overall objective** of the DREF operation is to support the refugee-like population residing in Yerevan and the regions of Armenia, including Aragatsohn, Ararat, Armavir, Gegharkunik, Kotayk, Lori, Shirak, Syunik, Tavush, and Vayots Dzor to meet the basic needs of their households in view of the winter season, according to their priorities, through unconditional cash assistance. The operation will target the most vulnerable refugee-like groups (PWDs and children under 18) registered within the Government Cash Assistance program, who, due to the shortage of public funding, have not been able to receive government assistance since November 2021. The operation envisions a one-off distribution of cash assistance in the amount of CHF 85 (45,000 AMD) per person to 6,120 people. The Unified Social Services of Armenia determined the amount of assistance, calculated based on the (national) minimum expenditure basket for food per person per month.

Per the decree of the Government (1709-L 18.10.2021), within this intervention, the cash assistance will be delivered onto the bank account numbers of the affected people. In case of the children under 18 the amount will be transferred to the account of their primary caregiver.

The cash assistance is envisioned to help the refugee-like population prepare, prioritize and take care of their families based on their preferences and decisions. It will support them to address a wide range of winterization needs such as rent, heating, apparel, household supplies, food, and other identified priorities. The objective of the operation will be achieved through the activities outlined in the detailed implementation plan.

Throughout the DREF operation, a focus will be placed on facilitating the institutionalization and implementation of hands-on, effective PMER and community engagement mechanisms to ensure the continuous analysis of the relevance of the response undertaken, identify the longer-term livelihoods and recovery needs of the refugee-like population and to identify and confirm the response modality that will best meet the needs of the vulnerable communities in the subsequent phases of the response. Cooperative dialogues will be established with the targeted population to ensure transparency and accountability to accommodate inclusive communication and participation. This will include community engagement activities through the Armenian RC hotline service as well as timely community meetings and household visits before distribution and proactive promotion of the support, and post-distribution monitoring (PDM) survey to be carried out after the distribution of cash assistance to measure the relevance, effectiveness, and efficiency of the support provided; for the development of a longer-term vision and strategy for contributing to the longer-term recovery of the refugee-like population, the PDM will also examine the longer-term needs and priorities of the target community, with the due consideration of gender and diversity aspects.

The reinforcement and institutionalization of Community Engagement and Accountability (CEA) are some of the key deliverables of the present DREF operation considering the necessity to raise the standard of the National Society when planning, consulting, and delivering assistance to affected populations. The IFRC CEA specialist will work with Armenian RC to define clear standard operating procedures for engagement and accountability and facilitate the process throughout the response through relevant staff and volunteers of the NS.

To keep the target communities informed about the progress of the operation, including the selection criteria, support available, and possible delays, the Armenian RC, with the support from the IFRC, will devise a detailed communication plan and key messages and ensure they are communicated timely with the targeted communities through their prioritized communication channels.

The Armenian RC has undertaken an extensive analysis of potential risks and identified the mitigation strategies; throughout the response, the NS will continue to monitor the changes in the local context and update its risk matrix as necessary.

To ensure the analysis of the response operation and foster learning and knowledge sharing, a participatory lessons-learned workshop will be organized at the end of the DREF operations. The report will be produced and shared within the Armenian RC and the Movement partners for incorporating the lessons learned in the programmatic decisions and replicating the best practices across operations.

### **Coordination**

The financial and social hardships of the refugee-like individuals are expected to linger; more than 20,000 individuals are unlikely to return to impacted areas and will require longer-term solutions to their needs in the areas of shelter, livelihoods, health, and education. The growing needs of the refugee-like communities call for continued close coordination of efforts between the IFRC, with its member ONS and PNSs, and the ICRC within any short-, medium- and long-term response operations, aimed at meeting the dignified shelter, food, livelihoods, health and protection needs of the vulnerable communities. An internal coordination mechanism chaired by the Armenian Red Cross has been established to monitor the changes in the numbers of the refugee-like communities remaining in Armenia, their needs and priorities, and devise a unified response strategy. Just as significantly, the Armenian RC participates in the monthly Emergency Situations Meetings organized by the Ministry of Emergency Situations and the Ministry of Labor and Social Affairs of Armenia to present the response provided within the frameworks of its auxiliary role and share its findings and observations concerning the needs and priorities of the refugee-like communities. Armenian Red Cross Society is also a member of the Cash Working Group, including all stakeholders who deal with Cash and Voucher Assistance in the country. The group has regular coordination meetings and discussions about the programs and cash interventions implemented by various actors in the country.

### **Complementarity**

Shortly after receiving the appeal of the public authorities concerning the support required for the refugee-like individuals, the IFRC country team engaged with the Swiss Red Cross and ICRC. They had already confirmed the allocation of resources for Cash Assistance within the pre-defined government scheme. A unified intervention, envisioning the highest degree of the Movement complementarity for efficient response, has been agreed upon; the unified response will envision the delivery of cash support to 7,487 refugee-like individuals through the Armenian RC pipeline. The support provided will enable the vulnerable communities

to meet their urgent winterization needs. With the support of the Swiss RC, the Armenian RC will provide cash assistance to the refugee-like individuals for covering their utility bills.

In contrast, the funding allocated by IFRC and ICRC will be distributed as unconditional cash assistance to help the target population meet their urgent winterization needs. Information has been exchanged bilaterally during the planning process of the DREF operation. The Intervention Working Group comprising the Armenian RC, Swiss RC, IFRC, and ICRC has been formed to verify, monitor, and coordinate the response's implementation during the set timeline of December 2021 to mid-April 2022.

### **Logistics and supply chain**

The logistics services related to the DREF intervention will mainly be concerned with cash operations processed through the Banks contracted by ARCS. The same FSP's have been used in different cash interventions throughout 2021, including but not limited to cash distributions supported by IFRC, PNS, ICRC, and UNHCR. The Banks contracted also have signed a data protection agreement regulating the processing of personal data of the targeted individuals. Also, worth noting that ARCS has carried out a cash self-assessment in September 2021. They are committed to further developing relevant business processes, while cash is considered one of their main flagships and preferred operating models. Due to some changes in terms and conditions, the NS will rollout a restricted tender for this intervention. The procurement file will be available and submitted to IFRC GLS for review and technical approval. Other essential logistics support services will be put into effect and supported by DREF, mainly related to transporting volunteers or other essential procurement for equipment needed during PDM activities, which the ARCS Logistics Department will manage.

### **Information Management (IM)**

The ARCS will ensure that their volunteers are equipped with tablets to use the KOBO platform for the PDM activities. Some extra tablets need to be provided for an adequate number of volunteers joining the operation and reaching the maximum number of beneficiaries. Furthermore, DREF will seek IM surge (secondment technical delegate) to support the processes and other CEA activities to establish a feedback mechanism to serve the operations and future recovery programming.

### **Communications**

The Armenian RC will ensure appropriate media coverage to promote the operation and profile the work of the National Society. This will be done in close coordination with the ICRC and IFRC in line with the provisions of the Movement Contingency Plan. The Armenian RC website will cover the project implementation process, sharing the updates from the field, and photos, and other relevant materials.

After signing an MoU with the MLSA, ARCS, jointly with the Ministry, will share a press release giving detailed information about the program. Moreover, as soon as the assistance is transferred onto the bank accounts of the targeted people, ARCS will send SMSs to the affected people informing them about the assistance, where to approach to receive the assistance, and how to communicate with ARCS.

### **Security**

The staff and volunteers are briefed on the risks and safety measures to follow. The area of the operation does not have significant security issues. Worth noting that ARCS has recently identified a Security Focal point sitting in the DM department and being supported by ICRC in terms of personal development and orientation to the function responsibility, which is an excellent asset to the NS and operations endured in the country.

### **PMER**

A Federation-wide approach will be maintained in PMER. In this regard, the IFRC South Caucasus Country Cluster Delegation will support the Armenian RC in developing and implementing extensive PMER tools. A lessons learned workshop is planned to be conducted at the end of the operation, and the Lessons Learned report will be produced and shared with the key stakeholders. Monthly DREF operation progress reports and indicator tracking tools will be shared with IFRC Regional Office for Europe (ROE) to inform the operation progress and achievements. This operation is expected to be implemented within four months; a final report will be made available three months after the end of the operation.

### **Protection, Gender, and Inclusion**

Protection, Gender, and Inclusion will be cross-cutting across the entire operation. The PGI aspects will be mainstreamed in the PDM to confirm the relevance of assistance to the different vulnerable groups within the target community and identify the diverse livelihoods and recovery needs of men and women and boys and girls, as well as the cohorts facing multiple vulnerabilities. The response will take account of accessibility to ensure the inclusiveness of the response at all stages.

### **Human Resources**

ARCS CVA focal point will be responsible for all activities carried out within the operation. 10 volunteers will be involved in verification, monitoring, and PDM; the operation coordinator will lead and organize the activities envisioning the engagement of volunteers. As mentioned above, ARCS has established a hotline for cash programs' feedback, and complaints and designated staff will be responsible for answering the hotline and registering feedback and complaints. As verification and monitoring will be performed using KOBO, the IFRC IM focal point will support the NS with dealing with its technical issues.

Resources will be dedicated to the NS's institutional development to ensure that it comes out stronger from this operation. A particular focus will be placed on strengthening the CVA, Livelihoods, CEA, IM, and PMER capacities of the Armenian RC through technical and advisory support by the IFRC. CVA/Livelihoods and IM Delegates will be deployed to Armenia to support the Armenian RC's efforts within the DREF operation and contribute to developing the NS's operational and institutional capacities in the mentioned areas.

### **Administration and Finance**

The Armenian RC Finance Officer will closely follow the financial component implementation and provide assistance through the implementation and provide inputs for the development of the final report.

### **Community Engagement and Accountability**

The Armenian RC will ensure people affected by this crisis are consulted about their approach, clearly informed of the ARCS mandate and methodology, and – through participatory, community-based, and co-production approaches - involved in program design, development, and implementation as much as possible. A feedback and complaints mechanism will be established and integrated into the response, with clear feedback mechanisms informing program adaptation and decision-making. Feedback mechanisms will be monitored to ensure people are aware of them, able to access them, and confident that giving feedback will result in a response. Monitoring will also include satisfaction monitoring, both of the relevance and effectiveness of the support provided, but also the manner in which the NS is delivering support and remains accountable to the targeted communities.

## C. Detailed Operational Plan



### Livelihoods and basic needs

People targeted: 6,120

Male: 3,244

Female: 2,876

Requirements (CHF): 557,016.37

**Needs analysis:** The Escalation of Conflict in 2020 resulted in the influx of up to 90,000 people to Armenia. Currently, 20,433 displaced people are living in a refugee-like situation in Armenia, sheltering with host families, collective shelters, and rented accommodation. While the absolute majority of the refugee-like population are already facing needs in the areas of shelter, livelihoods, household items, employment, and food, the winter season is expected to further exacerbate their living conditions due to the increased expenses associated with the heating and purchase of winter apparel, inflation on the housing market in Armenia, decreasing support from the host communities and the cessation of the Government Cash Assistance Programs. To prevent the humanitarian crisis and also to ensure the gradual transition from humanitarian-aid to longer-term recovery interventions within the DREF Operation, the Armenian RC, with the support from the IFRC, will provide unconditional cash assistance to **6,120** individuals, including the people with disabilities and children under 18, to help them meet the basic winterization needs of their households, according to their priorities.

**Risk analysis:** The primary risks associated with the implementation of DREF operation revolve around the renewal of hostilities and the increased numbers of the refugee-like population requiring assistance, worsening of COVID-19 epidemiological situation, and the risks related to managing the expectations of the target population. Detailed risk analysis has been undertaken (see above), and mitigation measures and strategies have been identified. The Armenian RC will continue to monitor the changes in the local context and revise the risk matrix accordingly.

**Population to be assisted:** The operation will target the most vulnerable refugee-like groups (people with disabilities and children under 18) registered within the Government Cash Assistance program, who, due to the shortage of public funding, have not been able to receive government assistance since November 2021. The operation envisions a one-off distribution of cash assistance in the amount of CHF 85 (45,000 AMD) per person to 6,120 people.

**Program standards/benchmarks:** Targeted population will be provided a one-off distribution of cash assistance in the amount of CHF 85 (AMD 45,000) per person. The amount has been determined by the Unified Social Service Agency of Armenia, calculated based on the national minimum expenditure basket for food.

P&B Output Code	Livelihoods and basic needs Outcome 1: Communities, especially in disaster and crisis-affected areas, restore and strengthen their livelihoods	% of assisted households who report being able to meet the basic winterization needs of their households, according to their priorities (target: 80% of the respondents of the PDM)															
	Livelihoods and basic needs Output 1.1: Households are provided with unconditional/multi-purpose cash grants to address their basic winterization needs	# people who successfully received cash for basic needs after being identified and processed for transfer (target 6,120 persons, SADD)															
	Activities planned/ Week	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
AP081	Deployment of IFRC CVA/Livelihoods delegate	x															
AP046	Deployment of IFRC IM delegate	x															

AP081	Identification of caseloads for assistance (obtaining the beneficiary lists from the public authorities)	x																
AP081	Training of volunteers for the beneficiary verification process.	x																
AP081	Verification of people's eligibility for the cash assistance		x	x														
AP081	Development of key messages for communication entry points (hotline, financial service provider, ARCS branches, and HQ)		x															
AP081	Communication with the communities and volunteers of the cash assistance's key elements, including its objectives, feedback mechanism, timeline, transfer value, distribution, and monitoring process.		x															
AP081	Validation and Technical Approval of an FSP		x	x	x													
AP081	Design of PDM methodology and a questionnaire				x	x												
AP081	Distribution of multi-purpose cash assistance						x	x										
AP081	Training of volunteers for post-distribution monitoring data collection						x											
AP081	Post-distribution monitoring with a satisfaction survey and a needs assessment component (data collection, analysis, and reporting)							x	x	x	x							
AP081	Identification of community participation modalities in program design and implementation							x	x	x	x							
AP081	Collecting and responding to community feedback		x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x
AP081	Promotion of the ARCS Hotline		x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x
AP081	Handling of incoming hotline calls		x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x
AP081	Coordination with Government and other stakeholders		x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x
AP081	Coordination with other relevant sectors for integrated programming		x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x
AP081	Lessons learned workshop												x					

## Strategies for Implementation

Requirements (CHF): 71,351.06

P&B Output Code	<b>S1.1: National Society capacity building and organizational development objectives are facilitated to ensure that National Societies have the necessary legal, ethical, and financial foundations, systems and structures, competencies, and capacities to plan and perform</b>	<i>% of volunteers involved in response who are trained on PDM (100%) % of volunteers involved in the response who are insured (100%)</i>															
	<b>Output S1.1.4: National Societies have effective and motivated volunteers who are protected</b>	<i># of volunteers trained on PDM (Target: 20)</i>															
	Activities planned	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16

	Week																
AP081	Provide complete briefings on volunteers' roles and the risks they face			x													
AP040	Provide the staff and volunteers PPE and information on COVID-19 protection measures.		x	x													
AP040	Ensure volunteers' engagement in the development of the livelihoods/recovery strategy												x	x	x	x	x
<b>P&amp;B Output Code</b>	<b>Output S1.1.6: National Societies have the necessary corporate infrastructure and systems in place</b>																
	Activities planned Week	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
AP042	Strengthen the NS capacities in the areas of CVA		x	x	x	x	x	x	x	x	x	x	x				
AP042	Strengthen the NS capacities in the area of IM		x	x	x	x	x	x	x	x	x	x	x				
<b>P&amp;B Output Code</b>	<b>Outcome S2.1: Effective and coordinated international disaster response is ensured</b>							# of surge missions or deployments (Target: 2)									
	<b>Output S2.1.1: Effective and respected surge capacity mechanism is maintained.</b>																
<b>P&amp;B Output Code</b>	Activities planned Week	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
	AP046	Operational support implemented by IFRC for the host national society delivering the service and developing the livelihoods/recovery strategy	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x
<b>P&amp;B Output Code</b>	<b>Output S2.1.3: NS compliance with Principles and Rules for Humanitarian Assistance is improved</b>							Community feedback and complaints mechanism is established and operational (Target: Yes)									
								The operational staff of the NS is briefed on the principles and rules of DREF procedures and Emergency Response Framework (Target: Yes)									
<b>P&amp;B Output Code</b>	Activities planned Week	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
	AP049	Ensure that the Principles and Rules, and DREF procedures are well understood and applied	x	x	x	x	x	x	x	x	x	x	x	x			
AP084	Methods are put in place to ensure communities can participate in the response and influence decision-making	x	x	x	x	x	x	x	x	x	x	x	x				
AP084	Community communication activities ensure people are kept informed of operational plans and progress and have the information they need about the response	x	x	x	x	x	x	x	x	x	x	x	x				

AP084	Community feedback systems (including rumour and/or perception tracking) are established, and feedback acted upon and used to improve the operation	x	x	x	x	x	x	x	x	x	x	x	x				
AP084	Community engagement activities help to promote healthy and safe behavior concerning the identified risks and vulnerabilities	x	x	x	x	x	x	x	x	x	x	x	x				
AP084	Develop a Long-term livelihoods/recovery strategy that includes community consultation. Share the final results with the community and other stakeholders				x	x	x	x	x	x	x	x	x	x	x		
<b>P&amp;B Output Code</b>	<b>Output S2.1.4: Supply chain and fleet services meet recognized quality and accountability standards</b>																
	Activities planned/ Week	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
AP050	Logistics services to support the mobilization of the volunteers <b>not related to a specific area of focus</b> (Output S2.1.4)	x	x	x	x	x	x	x	x	x	x	x	x				
AP050	Procurement of Framework Agreement with the financial service provider	x	x	x													
AP050	Global logistics validation of the procurement file for the FSP	x	x	x													
<b>P&amp;B Output Code</b>	<b>Output S2.1.6: Coordinating role of the IFRC within the international humanitarian system is enhanced</b>																
	Activities planned /Week	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
AP049	Work in coordination with the humanitarian actors and the public authorities	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x
<b>P&amp;B Output Code</b>	<b>Outcome S2.2: The complementarity and strengths of the Movement are enhanced</b>								<i>Movement coordination mechanism is described and active (Target: Yes)</i>								
	<b>Output S2.2.1: In the context of large-scale emergencies, the IFRC, ICRC and NS enhance their operational reach and effectiveness through new means of coordination.</b>								<i># of movement coordination meetings conducted (Target: 8)</i>								
	Activities planned/ Week	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
AP051	Bi-weekly Movement Coordination Meetings conducted with ICRC and Swiss RC. SMCC and Movement coordination (Output S2.2.1)		x	x	x	x	x	x	x	x	x	x	x	x	x	x	x
<b>P&amp;B Output Code</b>	<b>Outcome S3.2: The programmatic reach of the National Societies and the IFRC is expanded.</b>																
	<b>Output S3.2.1: Resource generation and related accountability models are developed and improved</b>																
	Activities planned /Week	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
AP058	Support the improvement of the NS PMER capacity		x	x	x	x	x	x	x	x	x	x	x	x	x	x	x
<b>P&amp;B Output</b>	<b>Outcome S4.1: The IFRC enhances its effectiveness, credibility, and accountability</b>																

Code	Output S4.1.2: IFRC staff shows a good level of engagement and performance																	
	Activities planned/ Week	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	
AP063	HR work	x	x															
P&B Output Code	Output S4.1.3: Financial resources are safeguarded; quality financial and administrative support is provided, contributing to efficient operations and ensuring effective use of assets; timely quality financial reporting to stakeholders																	
	Activities planned/Week	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	
AP064	Finance work	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	
AP065	Administration work	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	
P&B Output Code	Output S4.1.4: Staff security is prioritized in all IFRC activities												<i>% of operational staff for IFRC receive security briefings (target 100%)</i>					
	Activities planned/ Week	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	
AP066	Security briefings for all staff and volunteers	x																

## D. Budget Funding

The budget of this DREF operation is **CHF 627,367**. [Please click here to see the budget.](#)

**For further information, specifically related to this operation, please contact:**

### In the Armenian Red Cross Society

- **Dr. Anna Yeghiazaryan**, Secretary General; email: [redcross@redcross.am](mailto:redcross@redcross.am); phone: +374 60 625050
- **Hayarpi Karapetyan**, CVA focal point; email: [arcs-ts@redcross.am](mailto:arcs-ts@redcross.am), phone: +374 60 625066, +374 94 086208

### IFRC Country Cluster Support Delegation

- **Davron Mukhamadiev**, Head of Delegation *ad interim*, Email: [Davron.Mukhamadiev@ifrc.org](mailto:Davron.Mukhamadiev@ifrc.org), Tel.: +995 595 566 195 / +36 70 430 65 08

### IFRC Country Office

- **Hicham Diab**, Programmes and Operations Manager, Email: [Hicham.diab@ifrc.org](mailto:Hicham.diab@ifrc.org), Tel.: +374 94 277 678

### In the IFRC Regional Office for Europe

- **Andreas von Weissenberg**, Head of DCC, [andreas.WEISSENBERG@ifrc.org](mailto:andreas.WEISSENBERG@ifrc.org)
- **Agnes Rajacic**, Senior Disaster Management Officer; email: [agnes.rajacic@ifrc.org](mailto:agnes.rajacic@ifrc.org)

### In IFRC Geneva

- **Programme and Operations focal point:** Antoine Belair, Senior Officer, Ops Coordination, [antoine.belair@ifrc.org](mailto:antoine.belair@ifrc.org)
- **DREF focal point:** Karla Morizzo, Senior Officer, DREF – Disaster and Crisis Department; email: [karla.morizzo@ifrc.org](mailto:karla.morizzo@ifrc.org)

### For IFRC Resource Mobilization and Pledges support:

- **Andrej Naricyn**, Head of Partnerships and Resource Development, email: [andrej.naricyn@ifrc.org](mailto:andrej.naricyn@ifrc.org)

### For In-Kind donations and Mobilization table support:

- **Matyas Daroczi**, Senior Officer, Global Operational Procurement, email: [matyas.daroczi@ifrc.org](mailto:matyas.daroczi@ifrc.org)

### For Performance and Accountability support (planning, monitoring, evaluation, and reporting enquiries)

- **Nana Gamkrelidze**, South Caucasus Country Delegation PMER Officer, [Nana.GAMKRELIDZE@ifrc.org](mailto:Nana.GAMKRELIDZE@ifrc.org)
- **David Kohlmann**, Regional PMER Manager a.i., [david.kohlmann@ifrc.org](mailto:david.kohlmann@ifrc.org)

## How we work

All IFRC assistance seeks to adhere to the **Code of Conduct** for the International Red Cross and Red Crescent Movement and Non-Governmental Organizations (NGO's) in Disaster Relief and the **Humanitarian Charter and Minimum Standards in Humanitarian Response (Sphere)** in delivering assistance to the most vulnerable. The IFRC's vision is to inspire, **encourage, facilitate and promote at all times all forms of humanitarian activities** by National Societies, with a view to **preventing and alleviating human suffering**, and thereby contributing to the maintenance and promotion of human dignity and peace in the world.



The boundaries and names shown and designations used on this map do not imply official endorsement or acceptance by the IFRC.



### Armenia, Winterization Disaster Relief Emergency Fund

OT-2021-000206-ARM  
2021/12/20  
Map data source: ICRC  
DCC | IM | BUD



**DREF OPERATION**

MDRAM008 - Armenia: Winterization support to the refugee-like displaced population

27/12/2021

**Budget by Resource**

Budget Group	Budget
Cash Disbursement	520,455
<b>Relief items, Construction, Supplies</b>	<b>520,455</b>
Vehicles	1,500
<b>Land, vehicles &amp; equipment</b>	<b>1,500</b>
Logistics Services	1,000
<b>Logistics, Transport &amp; Storage</b>	<b>1,000</b>
International Staff	48,000
National Society Staff	4,000
Volunteers	1,600
<b>Personnel</b>	<b>53,600</b>
Workshops & Training	3,000
<b>Workshops &amp; Training</b>	<b>3,000</b>
Travel	4,500
Information & Public Relations	1,000
Communications	400
Financial Charges	4,561
<b>General Expenditure</b>	<b>10,461</b>
DIRECT COSTS	590,016
INDIRECT COSTS	38,351
<b>TOTAL BUDGET</b>	<b>628,367</b>

**Budget by Area of Intervention**

AOF1	Disaster Risk Reduction	
AOF2	Shelter	
AOF3	Livelihoods and Basic Needs	593,222
AOF4	Health	
AOF5	Water, Sanitation and Hygiene	
AOF6	Protection, Gender and Inclusion	
AOF7	Migration	
SFI1	Strengthen National Societies	
SFI2	Effective International Disaster Management	6,390
SFI3	Influence others as leading strategic partners	
SFI4	Ensure a strong IFRC	28,755
<b>TOTAL</b>		<b>628,367</b>

