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# Final report

## Armenia: Extreme winter conditions

 International Federation  
of Red Cross and Red Crescent Societies

<b>DREF Operation</b>	<b>Operation n° MDRAM002</b> <b>Glide n° CW-2014-000012-ARM</b>
<b>Date of issue:</b> 27 June 2014	<b>Date of disaster:</b> January-February 2014
<b>Operation manager (responsible for this EPOA):</b> Susanna Harutyunyan, Head of IFRC Office / Programme Coordinator	<b>Point of contact:</b> Dr. Anna Yeqhiazaryan, Secretary General of the Armenian Red Cross Society
<b>Operation start date:</b> 30 January 2014	<b>Operation end date:</b> 31 March 2014
<b>Number of people assisted: 980 people (263 families)</b>	
<b>Host National Society(ies) present (n° of volunteers, staff, branches):</b> 10 volunteers, 10 HQ staff members, one volunteer responsible for the operation on Service Contract base, HQ office and all regional branches.	
<b>Other partner organizations actively involved in the operation:</b> Armenian Ministry of Diaspora and the NGO "Centre for Coordination of Syrian Armenians"	

CHF 138,746 was allocated from the International Federation's Disaster Relief Emergency Fund (DREF) to support the Armenian Red Cross Society in responding to the arising needs of Syrian refugees during the extreme winter by delivering assistance to 250 families (about 1,000 beneficiaries). During the operation, warm clothes, shoes and blankets as well as hygiene and sanitary items were provided to the vulnerable population affected by the extreme winter conditions.

**Summary:** The harsh weather conditions in Armenia had a considerable negative impact on the vulnerability of the Syrian refugees who had escaped from the conflict in Syria. The last month of 2013 saw an unprecedented cold temperature, below minus 12 degrees Celsius in Yerevan and in the surrounding regions at daytime. During the nights, the temperature was falling down to minus 20 degrees Celsius.



Distribution of hygiene parcels to Syrian Armenians.  
Photo: ARCS, January 2014

The Netherlands Red Cross Silent Emergency Fund (SEF) donated CHF 51,989, whereas the European Commission Humanitarian Aid and Civil Protection (ECHO) gave CHF 69,373, and the Canadian Government donated CHF 16,022 through the Canadian Red Cross, those donors replenishing 99 per cent of the DREF allocation. Other major donors and partners of the DREF include the Australian, American and Belgian Governments, the Austrian Red Cross, the Danish Red Cross and the Danish Government, the Irish and the Italian Governments, the Japanese Red Cross Society, the Luxembourg Government, the Monaco Red Cross and the Monaco Government, the Netherlands Government, the Norwegian Red Cross and the Norwegian Government, the Spanish Government, the Swedish Red Cross and the Swedish Government, the United Kingdom Department for International Development (DFID), the Medtronic and Z Zurich Foundations, and other corporate and private donors.

On behalf of the Armenian Red Cross Society, the IFRC would like to extend their thanks to all donors and partners for their generous contributions.

After finalizing the operation, there is a final balance of CHF 2,528 which will be returned to the DREF account.

## The situation

The harsh weather conditions in Armenia had a considerable negative impact on the vulnerability of the Syrian refugees who escaped from the conflict in Syria. Being unprepared for such cold weather conditions, the refugees from Syria lacked proper clothing. According to the filled applications and personal observations, these people mostly needed winterization items to face one of the coldest winters in the recent history of Armenia. According to the data provided by the Armenian Ministry of Diaspora, approximately 300 newcomers arrive from Syria every month. About 3,300 Syrian refugees have applied to the Armenian Red Cross Society (ARCS) for support and have been registered in the ARCS database so far.

In response to the extreme weather conditions, the ARCS was able to act immediately and applied for a DREF allocation, thus being able to provide assistance to the most vulnerable. Within the framework of the DREF operation, assistance was provided to 980 beneficiaries.

## Coordination and partnerships

For the purpose of ensuring the coordination of activities related to Syrian refugees, the non-governmental organization called "Centre for Coordination of Syrian Armenians' Issues" (thereafter NGO) was established with the support of the Ministry of Diaspora of the Republic of Armenia. The members of this NGO are familiar with the Syrian Armenian community, its problems and the current situation. Also, a State Inter-Agency Coordination Commission was established for coordinating the state structures' support to Syrian refugees, developing state policy for supporting Syrian Armenians and addressing their urgent needs. The Ministry of Diaspora is leading the commission. Thus, the Ministry of Diaspora conducts the overall state coordination, while the operational coordination is done by the NGO "Centre for Coordination of Syrian Armenians' Issues".

The ARCS is one of the key players on migration issues in Armenia being involved in activities related to Syrian refugees starting from 2012. It has established a permanent contact with the Ministry of Diaspora, and the above mentioned NGO, as well as other stakeholders, including WFP, Caritas and Mission Armenia. The NGO "Centre for Coordination of Syrian Armenians' Issues" has established a database containing detailed information about 10,000 Syrian refugees' present situation, background etc. This helped ARCS coordinate its efforts during the selection and identification of the beneficiaries. All stakeholders dealing with the issues of Syrian Armenians are encouraged to coordinate their efforts with the NGO to ensure that there is no duplication in terms of beneficiaries and the types of assistance.

The ARCS closely cooperated with the key stakeholders during the implementation of the DREF operation, including beneficiary selection, to avoid any duplication coordination with the NGO, and on the presentation and agreement on the DREF operation with the Ministry of Diaspora of the Republic of Armenia.

The ARCS was invited to participate in the State Inter-Agency Coordination Commission meeting held in February 2014 and presented its activities directed at supporting the Syrian refugees. The DREF operation highlighting the donors' activities and assistance planned within the operation was also presented at the meeting.

## Red Cross and Red Crescent action

ARCS mobilized 10 staff members and 10 volunteers in order to carry out the planned activities related to the DREF operation. The National Society distributed winterization vouchers for purchasing warm clothes and shoes and also provided hygiene and sanitary parcels and blankets; four blankets per family.

The ARCS staff that was involved in the DREF operation set up criteria for selection of the most vulnerable beneficiaries and developed the list of beneficiaries. These criteria included the following:

- Not receiving the same type of assistance from any other organization,
- Born in Syria and being citizen of the Arab Republic of Syria,
- Affected by the current conflict in Syria,
- Families with people with disabilities,
- Families with children below 18,
- Single-headed households with children,
- Families with elderly and/or lonely elderly,

- Families living in the regions of Armenia.

The list was afterwards cross-checked with relevant stakeholders so as to identify any mistakes and to avoid duplication of efforts.

ARCS volunteers were mostly involved in the process of distribution of relief items during the operation and contacting beneficiaries during the selection process.

All activities were coordinated with the IFRC's Yerevan Office. Visibility of the work of the ARCS was ensured during the operation through project banners, uniform jackets and IFRC and ARCS emblems on parcels. Operation-related articles and news were also posted in the web media and printed newspapers and on the ARCS website.

## Achievements against outcomes

Water, sanitation and hygiene promotion	
Outcome: Provide assistance to 250 Syrian refugee families who arrived in Armenia by setting up minimum living conditions and providing hygiene and sanitation services	
Outputs (expected results)	Activities planned
The hygienic and sanitation needs of 250 Syrian refugee families will be met with the provision of relevant parcels assigned for two months.	<ul style="list-style-type: none"> <li>• Development of beneficiary list in close coordination with the NGO "Centre for Coordination of Syrian Armenians' Issues"</li> <li>• Local procurement of emergency items (hygiene and sanitary items)</li> <li>• Distribution of hygiene and sanitary parcels by RC staff and volunteers from the HQ office</li> <li>• Coordination with key state and non-state stakeholders</li> <li>• Monitoring and reporting</li> </ul>

**Impact:** As a result of the successful DREF operation, ARCS was able to overcome the challenges caused by the extreme weather conditions and organized its work efficiently to assist 263 families (980 people) in need.

The beneficiary list was developed in close cooperation with the relevant stakeholders, namely the Ministry of Diaspora and the NGO "Centre for Coordination of Syrian Armenians' Issues".

Although initially it was decided to involve 250 families (it was estimated that these would involve about 1,000 people), in fact the National Society was able to **assist more families, although with less family members, that matched the selection criteria**. Thus, 263 families with 980 people were selected and assisted. The content of the hygiene parcel is presented in Table 1 below.

**Table 1: Content of hygiene and sanitary parcel**

Hygiene kit item	Quantity
Washing detergent 0.45kg	8
Soap 75gr	16
Shampoo 0.75l	1
Shower gel 1l	2
Tooth paste 80ml	5
Dishwashing liquid 0.45 l	7
Toilet paper	15
Sanitary napkin	9
Cleaning/anti-bacterial supplies	9
Napkins	5
Box with visibility sticker	1

## Shelter and settlements

**Outcome: 1: Support 1,000 Syrian refugees by providing them with the needed winterization items.**

### Outputs (expected results)

Warm clothes, shoes and blankets will be provided to 1,000 Syrian refugees.

### Activities planned

- Development of a beneficiary list in close coordination with the NGO "Centre for Coordination of Syrian Armenians' Issues"
- Local procurement of blankets
- Contracting a local supplier for the provision of warm clothes and shoes through voucher
- Distribution of blankets by RC staff and volunteers from the HQ office
- Distribution of vouchers and monitoring of purchasing process
- Coordination with key state and non-state stakeholders
- Monitoring and reporting

**Impact:** Provision of warm clothes and shoes was extremely relevant to cover the needs of beneficiaries, as most of them had come to Armenia without any warm clothes, unprepared for the winter season. Overall, 980 people received winterization vouchers, which allowed them to obtain the necessary clothing from one of the most reliable network of shops in Yerevan.

The list of beneficiaries was provided to the shops, and the shops provided vouchers per family, with certain agreed amounts. ARCS conducted the distribution of vouchers to the beneficiary families. The vouchers were designated only for purchasing warm clothes and shoes. The relevance and efficiency of the provision of vouchers was proved by numerous enquiries from some Syrian refugees, particularly those involved in other ARCS projects asking about possibilities of being involved in the DREF operation.

Each family also received blankets; four pieces per family. Overall, 1,052 blankets were distributed within the framework of the operation.

## Operational implementation

To achieve the overall objective of the operation, the following actions were prioritized: provision of warm clothes and shoes and blankets to withstand cold weather, as well as hygiene and sanitary items to ensure the minimum living conditions and to increase the resilience of the vulnerable population affected by the extreme winter conditions.

As a result, the following items were procured and distributed among the selected beneficiaries.

Each family/household received :

- One (1) winterization voucher, based on the family size, for purchasing warm clothes and shoes;
- One (1) hygiene and sanitary parcel for each family as well as blankets (four blankets per family).

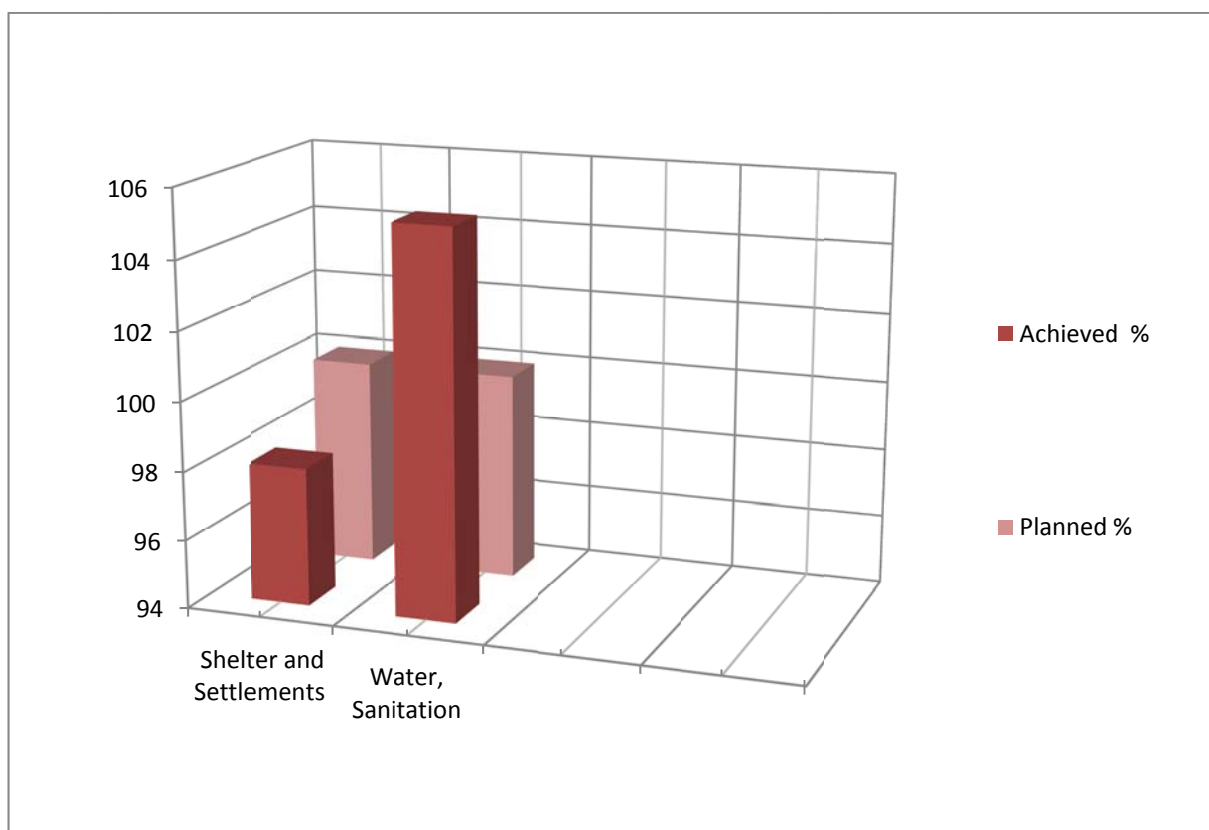


Distribution of gift cards.  
Photo: ARCS, March 2014

The selection of beneficiaries was done in the following way. Although initially it was decided to involve 250 families with an estimated 1,000 people in total, **in fact more families with less family members matched the selection criteria. Thus, 263 families with 980 people were selected and assisted.** First, ARCS distributed hygiene parcels and blankets. It is important to mention that between the distribution of vouchers and the distribution of hygiene parcels, some 2-3 families had left the country. The ARCS had to replace those families with new ones according to the set selection criteria.

Planned interventions	Achieved (%)
<b>Water, sanitation, &amp; hygiene promotion</b>	
Outcome 1: Provide assistance to 250 Syrian refugee families who arrived in Armenia by setting up minimum living conditions and providing hygiene & sanitation items.	<b>105.2</b>
<b>Shelter and settlements</b>	
Outcome 1: Support 1,000 Syrian refugees by providing them with the needed winterization items.	<b>98</b>

**Chart 1: Achieved results of the DREF operation**



### Lessons learnt

- The assistance was relevant to the needs of vulnerable Syrian refugees, but not sufficient.
- A lot of vulnerable families (among them families with young adults – juniors over 18 years old) were not assisted as they were not matching the selection criteria. The ARCS should consider the revision of vulnerability criteria and possible inclusion of such families in the list in future disaster relief operations.
- Checking of the list of beneficiaries made the process of the operation more effective in identifying the most vulnerable people.
- It is important to check the beneficiaries' availability before each distribution as there is a tendency that from one distribution to another, there are families leaving the country.

- Medicine for chronic diseases and food could be also included in the assistance list as was requested in many applicants.
- Winterization vouchers for clothes and shoes were relevant as many beneficiaries did not have warm clothes and thus had the opportunity to choose these personally.
- Time management was effectively applied for a speedy action, and hundreds of beneficiaries have expressed their satisfaction with the content of assistance and the process of distribution.
- Some beneficiaries were voluntarily participating in distribution process together with ARCS volunteers.

### Monitoring mission

In May 2014, a monitoring visit was conducted by a staff member of the IFRC Europe Zone Office to assess, together with the National Society and the IFRC Office in Armenia, the implementation of the extreme weather condition DREF operation, and to review and evaluate the impact of the intervention. During the monitoring process, a meeting was organized with a randomly selected group that represented the assisted beneficiaries so as to measure the satisfaction of those individuals/households targeted in the operation. (Meeting report in Annex 1.)

### Challenges

This was the first time that ARCS had to deal with such a severe winter storm, learning and implementing the lessons learnt on the move. Some beneficiaries left the country after receiving warm clothes and shoes, and the ARCS team was urged to include new beneficiaries in parallel to distribution after cross-checking with the previously mentioned NGO and defining that they were really out of the country. On another note, many vulnerable families were not assisted as they were not matching the selection criteria, and therefore ARCS staff and volunteers were put under pressure through requests and visits.

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## Contact information

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

- **Armenian Red Cross Society:** Dr. Anna Yeqhiazaryan, Secretary General,  
Phone: +37410583630, email: [redcross@redcross.am](mailto:redcross@redcross.am)
- **IFRC Country Office in Armenia:** Susanna Harutyunyan, Head of Office/Programme Coordinator  
Phone: +37491 401593, email: [susanna.harutyunyan@ifrc.org](mailto:susanna.harutyunyan@ifrc.org)
- **IFRC Europe Zone Office:**
  - Mette Petersen, Head of Country Cluster,  
Phone: +36 1 888 4500, email: [mette.petersen@ifrc.org](mailto:mette.petersen@ifrc.org)
  - Alberto Monguzzi, Disaster Management Coordinator;  
Phone: +36 1 888 4500; email: [alberto.monguzzi@ifrc.org](mailto:alberto.monguzzi@ifrc.org)
- **IFRC Geneva:** Christine South, Operations Support,  
Phone: +41.22.730.4529, email: [christine.south@ifrc.org](mailto:christine.south@ifrc.org)



**Click here**

1. Click [here](#) to return to the title page
2. Click [here](#) to see the final financial report of the DREF operation
3. Click [here](#) to see Annex 1

## 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 Disaster 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.

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**Saving lives, changing minds.**



The IFRC's work is guided by Strategy 2020 which puts forward three strategic aims:

1. Save lives, protect livelihoods, and strengthen recovery from disaster and crises.
2. Enable healthy and safe living.
3. Promote social inclusion and a culture of non-violence and peace.

**Disaster Response Financial Report**

MDRAM002 - Armenia - Extreme Winter

Timeframe: 30 Jan 14 to 30 Mar 14

Appeal Launch Date: 30 Jan 14

Final Report

**Selected Parameters**

Reporting Timeframe	2014/1-6	Programme	MDRAM002
Budget Timeframe	2014/1-3	Budget	APPROVED
Split by funding source	Y	Project	*
Subsector:	*		

All figures are in Swiss Francs (CHF)

**I. Funding**

	Raise humanitarian standards	Grow RC/RC services for vulnerable people	Strengthen RC/RC contribution to development	Heighten influence and support for RC/RC work	Joint working and accountability	TOTAL	Deferred Income
<b>A. Budget</b>		138,746				138,746	
<b>B. Opening Balance</b>							
<b>Income</b>							
<u>Other Income</u>							
<i>DREF Allocations</i>		138,746				138,746	
<b>C4. Other Income</b>		138,746				138,746	
<b>C. Total Income = SUM(C1..C4)</b>		138,746				138,746	
<b>D. Total Funding = B + C</b>		138,746				138,746	

\* Funding source data based on information provided by the donor

**II. Movement of Funds**

	Raise humanitarian standards	Grow RC/RC services for vulnerable people	Strengthen RC/RC contribution to development	Heighten influence and support for RC/RC work	Joint working and accountability	TOTAL	Deferred Income
<b>B. Opening Balance</b>							
<b>C. Income</b>		138,746				138,746	
<b>E. Expenditure</b>		-136,218				-136,218	
<b>F. Closing Balance = (B + C + E)</b>		2,528				2,528	

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Subsector:	*		

All figures are in Swiss Francs (CHF)

**III. Expenditure**

Account Groups	Budget	Expenditure					TOTAL	Variance
		Raise humanitarian standards	Grow RC/RC services for vulnerable people	Strengthen RC/RC contribution to development	Heighten influence and support for RC/RC work	Joint working and accountability		
	A					B	A - B	
<b>BUDGET (C)</b>			<b>138,746</b>			<b>138,746</b>		
<b>Relief items, Construction, Supplies</b>								
Clothing & Textiles	110,000						110,000	
Water, Sanitation & Hygiene	14,528						14,528	
<b>Total Relief items, Construction, Sup</b>	<b>124,528</b>						<b>124,528</b>	
<b>Logistics, Transport &amp; Storage</b>								
Distribution & Monitoring	200		8			8	192	
Transport & Vehicles Costs	250						250	
<b>Total Logistics, Transport &amp; Storage</b>	<b>450</b>		<b>8</b>			<b>8</b>	<b>442</b>	
<b>Personnel</b>								
National Staff	700						700	
Volunteers	300						300	
<b>Total Personnel</b>	<b>1,000</b>						<b>1,000</b>	
<b>General Expenditure</b>								
Travel	3,500		1,419			1,419	2,081	
Information & Public Relations	300						300	
Office Costs	200						200	
Communications	240						240	
Financial Charges	60						60	
<b>Total General Expenditure</b>	<b>4,300</b>		<b>1,419</b>			<b>1,419</b>	<b>2,881</b>	
<b>Contributions &amp; Transfers</b>								
Cash Transfers National Societies			126,478			126,478	-126,478	
<b>Total Contributions &amp; Transfers</b>			<b>126,478</b>			<b>126,478</b>	<b>-126,478</b>	
<b>Indirect Costs</b>								
Programme & Services Support Recove	8,468		8,314			8,314	154	
<b>Total Indirect Costs</b>	<b>8,468</b>		<b>8,314</b>			<b>8,314</b>	<b>154</b>	
<b>TOTAL EXPENDITURE (D)</b>	<b>138,746</b>		<b>136,218</b>			<b>136,218</b>	<b>2,528</b>	
<b>VARIANCE (C - D)</b>			<b>2,528</b>			<b>2,528</b>		

**Disaster Response Financial Report**

MDRAM002 - Armenia - Extreme Winter

Timeframe: 30 Jan 14 to 30 Mar 14

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Final Report

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Reporting Timeframe	2014/1-6	Programme	MDRAM002
Budget Timeframe	2014/1-3	Budget	APPROVED
Split by funding source	Y	Project	*
Subsector:	*		

All figures are in Swiss Francs (CHF)

**IV. Breakdown by subsector**

Business Line / Sub-sector	Budget	Opening Balance	Income	Funding	Expenditure	Closing Balance	Deferred Income
<b>BL2 - Grow RC/RC services for vulnerable people</b>							
Disaster response	138,746		138,746	138,746	136,218	2,528	
Subtotal BL2	138,746		138,746	138,746	136,218	2,528	
<b>GRAND TOTAL</b>	<b>138,746</b>		<b>138,746</b>	<b>138,746</b>	<b>136,218</b>	<b>2,528</b>	

**Armenian Red Cross Society  
Budget vs. Expenditure Report**

Project Name: Armenia: Extreme Winter Condition  
Project Code: PAM033/ MDRAM002  
Implementation period: February-March 2014  
Date: 07/04/2014

	Budget Group	DREF Grant Budget CHF	Expenditures for the Period of 01.02-31.03/2014	Total Balance as at 31/03/2014
500	Shelter - Relief			0
501	Shelter - Transitional			0
502	Construction - Housing			0
503	Construction - Facilities			0
505	Construction - Materials			0
510	Clothing & Textiles	110000	109586.7	413.3
520	Food			0
523	Seeds & Plants			0
530	Water, Sanitation & Hygiene	14,527.5	15264.4	-736.9
540	Medical & First Aid			0
550	Teaching Materials			0
560	Utensils & Tools			0
570	Other Supplies & Services			0
578	Cash Disbursements			0
	<b>SUPPLIES</b>	<b>124,527.5</b>		
580	Land & Buildings			0
581	Vehicles			0
582	Computer & Telecom Equipment			0
584	Office/Household Furniture & Equipment			0
587	Medical Equipment			0
589	Other Machinery & Equipment			0
	<b>Total LAND, VEHICLES AND EQUIPMENT</b>			
590	Storage, Warehousing			0
592	Distribution & Monitoring	200		200
593	Transport & Vehicle Costs	250	252.7	-2.7
594	Logistics Services			0
	<b>Total LOGISTICS, TRANSPORT AND STORAGE</b>	<b>450</b>		
600	International Staff			0
661	National Staff			0
662	National Society Staff	700	700	0
667	Volunteers			0
	<b>Total PERSONNEL</b>	<b>700</b>		
670	Consultants			0
750	Professional Fees			0
	<b>Total CONSULTANTS &amp; PROFESSIONAL FEES</b>	<b>0</b>		
680	Workshops & Training			0
	<b>Total WORKSHOP &amp; TRAINING</b>	<b>0</b>		
700	Travel			0
710	Information & Public Relations	300	153.4	146.6
730	Office Costs	200	235.7	-35.7
740	Communications	240	284.6	-44.6
760	Financial Charges	60		60
790	Other General Expenses			0
799	Shared Office and Services Costs			0
	<b>Total GENERAL EXPENDITURES</b>	<b>800</b>		
830	Partner National Societies			0
831	Other Partners (NGOs, UN, other)			0
	<b>Total TRANSFER TO PARTNERS</b>	<b>0</b>		
599	Programme and Services Support Recovery			0
	<b>Total INDIRECT COSTS</b>	<b>0</b>		
	<b>TOTAL BUDGET</b>	<b>126477.5</b>	<b>126477.5</b>	<b>0.0</b>

Total amount of transfers for the project as at: 31.03.14  
Balance of cash at the end of the period:

in AMD  
in AMD

1CHF=455AMD  
57547035  
0.0

NS Budget Holder E.Azaryan  07/04/2014  
Name Signature Date

NS Finance Validation M.Knyazyan  07/04/2014  
Name Signature Date

IFRC Budget Holder S.Harutyunyan  07/04/2014  
Name Signature Date

IFRC Finance Validation S.Harutyunyan  07/04/2014  
Name Signature Date

<b>DREF Operation MDRAM002</b> <b>Operation end date:</b> 31 March 2014 Number of targeted beneficiaries : 980 people	<b>Interviewer(s):</b> Edmon Azaryan ( ARC) Susanna Harutyunyan (IFRC)# #####Alma Alsayed (IFRC)	<b>Location:</b> Armenian RC HQ	<b>Date:</b> 20 May 2014
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### Meeting with DREF Beneficiaries

Information on respondents	
<b>People Interviewed</b>	Randomly selected group of 5 house household representatives including single- headed households.
<b>Gender of respondents</b>	2 males, 3 females
<b>Location/community</b>	Yerevan

Question and alternatives	Thematic category	Observations/ comments
<b>1. Where did you come from? Why did you come?</b>  a) I almost lost my life    b) I was injured    c) A family member was injured  d) A family member died    e) My property was damaged    f) Other	Background	All interviewed beneficiaries are Syrians; most of them came from Aleppo through Turkey, using different means (by car, by plane, etc.) At the beginning, some families were hosted by Armenian families for a short period of time, but now they are all staying in rented apartments. All of them fled Syria due to the recent violence and hostilities; some have lost a family member.
<b>2. When did you arrive to Armenia?</b>		Most of beneficiaries arrived approx. 1.5 - 2 years ago.
<b>3. What did you need during winter season?</b>  a) Food                                    b) A place to sleep    c) Clothes/blankets d) Water                                    e) soap and sanitary towels    e) kitchen sets	Appropriateness of the operation	All the beneficiaries agreed that type of support provided by the Armenian Red Cross was very appropriate and matched their most urgent needs (Hygiene parcels, blankets and Voucher to buy winterization items).
<b>4. What did you receive? And from which organization?</b>  a) Food                                    b) A place to sleep c) Clothes/blankets    d) Water                                    e) Other items f) soap and sanitary towels    g) jerry cans	Appropriateness	<ul style="list-style-type: none"> <li>- Most beneficiaries had received food assistance from WFP for a limited period of time.</li> <li>- Other local NGOs (Syrian NGO Homenetmen's local branch) had distributed food items as well.</li> <li>- Only limited number of Syrians had received some financial support to cover part of the apartment renting fees.</li> <li>- Caritas has provided humanitarian assistance to Syrians including food and hygiene items.</li> </ul>

<b>Of the items received, what did you use?</b>		All the items were needed and used.
<b>5. Is there anything that you need that you did not receive?</b>	Background	The beneficiaries agreed on the following needs: - Bed linens / pillows/ blankets. - Kitchen sets. - Furniture (particularly beds). - Fans (for summer period) - Food
<b>11. Where did you hear about the Red Cross/ assistance?</b> a) On radio    b) In TV    c) In a newspaper d) From a neighbour/friend    e) Other (please specify)	Information dissemination	Most of the beneficiaries heard about ARC assistance through their relatives/ friends or neighbours.
<b>12. Was all necessary information on the date, time and place of the distribution included? How were you informed about distribution?</b>	Information dissemination	All beneficiaries were informed personally by phone calls, after that information leaflets were distributed with more details.
<b>21. How was the behaviour of the RCRC staff and volunteers during the distribution?</b> a) Very good    b) Good    c) Average d) Bad    e) Don't know	Image	The beneficiaries had positive feedback regarding the behaviour of RC staff and volunteers.
<b>23. Is there anything else you would like to share with us?</b>		Old peoples need some medical support particularly in providing medicines for chronic diseases and simple household devices (blood pressure apparatus, glucometer, etc.)
<b>General notes:</b> - The beneficiaries emphasized the necessity to make sure that selection criteria are applicable to all targeted beneficiaries to reach the most vulnerable people in need, as some of the people tend to provide fake data about themselves. - Most Syrians need to be assisted in finding job opportunities, as many of them are unemployed, while many of them who are currently working are exploited or underpaid. - Financial support to start a family micro-business is a very efficient way to help Syrians on a long-term basis.		