

Emergency Appeal №: MDRAM012 Emergency Appeal launched: 30/09/2023 Operational Strategy published: 26/10/2023	Glide №: OT-2023-000180-ARM
Operation Update #3 Date of issue: 22/02/2024	Timeframe covered by this update: From 27/09/2023 to 31/12/2023
Operation timeframe: 16 months (30/09/2023 - 31/12/2024)	Number of people being assisted: 90,000
Funding requirements (CHF): CHF 15 million through the IFRC Emergency Appeal CHF 20 million Federation-wide	DREF amount initially allocated: CHF 1 million

As of 31 December 2023, the Federation-wide Emergency Appeal in Armenia, which seeks CHF 20 million is 49 per cent funded. Further contributions are essential to enable the Armenian Red Cross Society (ARCS), with the support of the IFRC, to continue with the provision of humanitarian assistance and protection to people on the move.



Distribution of food parcels and kitchen sets in Syunik region. Photo Credit: ARCS

A. SITUATION ANALYSIS

Description of the Crisis

The number of people who have arrived in Armenia after the escalation of hostilities in Karabakh starting from 19 September, remains stable at 101,848 individuals. About 70 per cent of these persons are staying in the capital region (Yerevan and surrounding districts of Kotayk and Ararat). According to the World Health Organization (WHO), 52 per cent of the persons having arrived are female, 48 per cent male, 18 per cent over the age of 65.31 per cent under 18, and 2 per cent of people with disabilities (30 October 2023). More than 2,000 women arriving are pregnant. According to the Prime Minister of Armenia, a few thousand people have reportedly left Armenia towards other countries, primarily the Russian Federation.

# of arrivals	Female	Male	<18	Older	Disabilities
					
101,848	52% 52,884	48% 48,964	31%	18%	2%

Overview of persons arriving from Karabakh, breakdown by gender, age, and disability.

The Government of Armenia (GoA) recognises the displaced persons as refugees who are eligible to apply for temporary protection. Thousands of refugees are still residing in accommodation provided through the government in vacant houses, apartments, hotels, and non-residential buildings (including collective centres), with many of them moving from one shelter or region to others, seeking permanent housing and/or income opportunities. Shelter therefore remains a priority need of vulnerable people, with the winter season exacerbating the situation.

The GoA has amended and adopted numerous legislative acts, initiatives, both regarding immediate humanitarian response, as well as facilitating longer-term integration of people arriving from Karabakh, including recent decisions on integration into pension schemes and budget reallocations.

According to the UNICEF report, more than 80 per cent of school-aged children have been enrolled in schools of the more than 30,000 children arriving to Armenia.¹

¹ [Armenia-Humanitarian-Situation-Report-31-December-2023.pdf \(unicef.org\)](#)



Distribution of essential household items in Ejmiatsin, Armavir region. Photo Credit: ARCS

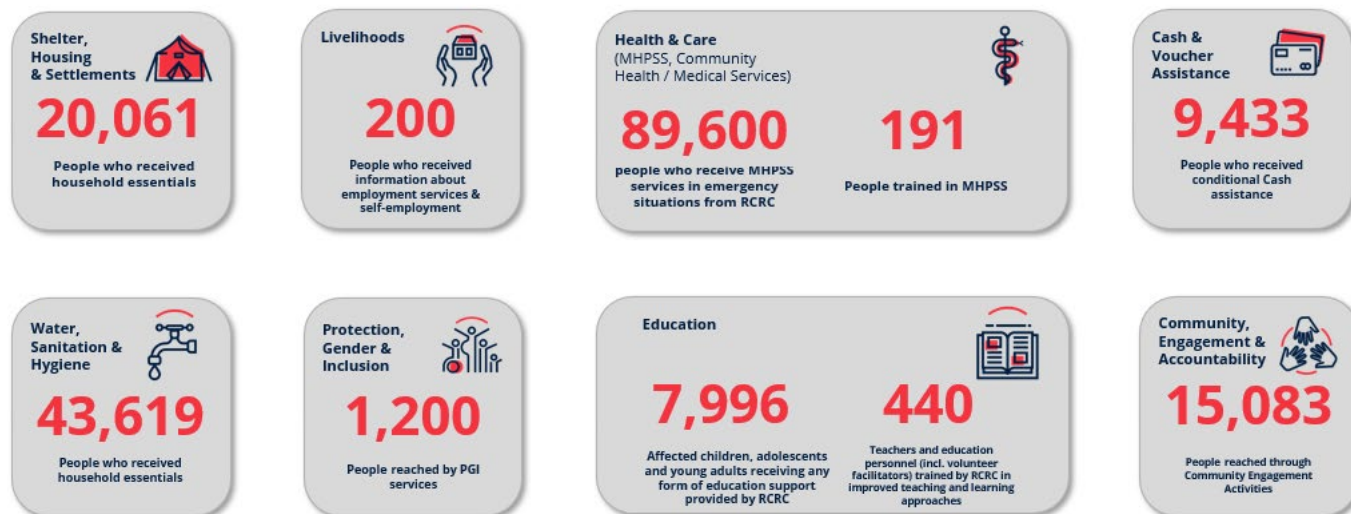
Summary of Response

The Armenian Red Cross Society (ARCS) is the largest voluntary organisation in Armenia, operating through a network comprising 12 regional branches, one territorial branch and 52 community branches, with over 300 experienced staff and 9,028 dedicated volunteers, of which 2,265 are active. Enjoying a positive reputation and a high level of trust from both authorities and local communities, ARCS can securely access all areas where displaced individuals have been located.

A total of 1,500 volunteers and staff members have deployed within the response operation, working around the clock. The areas of the operation requiring the most personnel include working at reception points (in Kornidzor, Goris, and Vayk), the distributions of essential household (HH) items, food, and hygiene materials, as well as the operation of Child-Friendly Learning Spaces (CFS).

The current focus of the ARCS response is on the distribution of in-kind assistance, provision of Mental Health and Psychological Support Services (MHPSS), educational activities through CFSs and cash distribution through Cash and Voucher Assistance (CVA) modality. Furthermore, Protection, Gender, and Inclusion (PGI) and Community Engagement and Accountability (CEA) encompass all activities within the response.

The below infographic summarises and highlights the main achievements of ARCS's response as of 30 December 2023, which are further detailed in section C.



ARCS response overview as of 31 December 2023

The **International Federation of Red Cross and Red Crescent Societies (IFRC)** team is supporting ARCS in the planning and implementation of activities on a daily basis. A budget scenario planning, reflecting the current funding situation has been finalised, prioritising CVA, MHPSS, educational activities, and National Society Strengthening.²

The **International Committee of the Red Cross (ICRC)** scaled up its response, working closely with the ARCS to respond to the protection and assistance needs of displaced people in border regions (Syunik, Gegharkunik, Vayots Dzor) and Yerevan. As part of its response, ICRC set up a helpline with the ARCS to support people finding their loved ones. Other services include providing hospitals with supplies, MHPSS, food and essential household items, multi-purpose cash, as well as support in capacity strengthening of ARCS branches to continue responding to the needs of affected people.

External humanitarian community and the GoA: Under the coordination of the governmental ministries in charge in the sectors of Protection, Education, Basic Needs, Resilience, Health and Nutrition, jointly with international organizations (including UNHCR, UNICEF, WFP, IOM, and FAO), international non-governmental organizations (such as ACTED, Médecins Sans Frontières, Save the Children, and Caritas among others), and local non-governmental organizations (NGOs) (such as the Women's Support Centre, Armenian Progressive Youth (APY), Children of Armenia Fund (COAF) and Mission Armenia among others) are responding to the needs of people having arrived to Armenia. United Nations agencies are co-leading the GoA coordinated technical working groups³, with UNHCR co-leading on strategic and operational layers. A comprehensive approach and effective coordination among international and local stakeholders are imperative. Therefore, Movement partners (ARCS, ICRC, and IFRC) are actively participating in coordination fora to ensure coherent efforts supporting the affected persons and communities.

² For further details, see Section C of the Operation Update.

³ For further details, see the section on "Coordination".

Needs Analysis



*Distribution of essential household items in Martuni, Gegharkunik region.
Photo credit: ARCS*

The [Rapid Needs Assessment \(RNA\)](#) report provides a snapshot of the immediate needs of the refugee population in Armenia, conducted in collaboration with the Ministry of Labour and Social Affairs (MoLSA), UN agencies, and other stakeholders. The RNA⁴ highlights critical areas requiring immediate attention for the displaced population in Armenia. Key informants (KIs) identified specific needs within their communities, emphasizing the vulnerable groups of pregnant or breastfeeding women, people with disabilities, and those with severe medical conditions. Concerns were raised about the MHPSS needs, particularly for children exposed to violence, and legal assistance emerged as an essential need. Critical need for

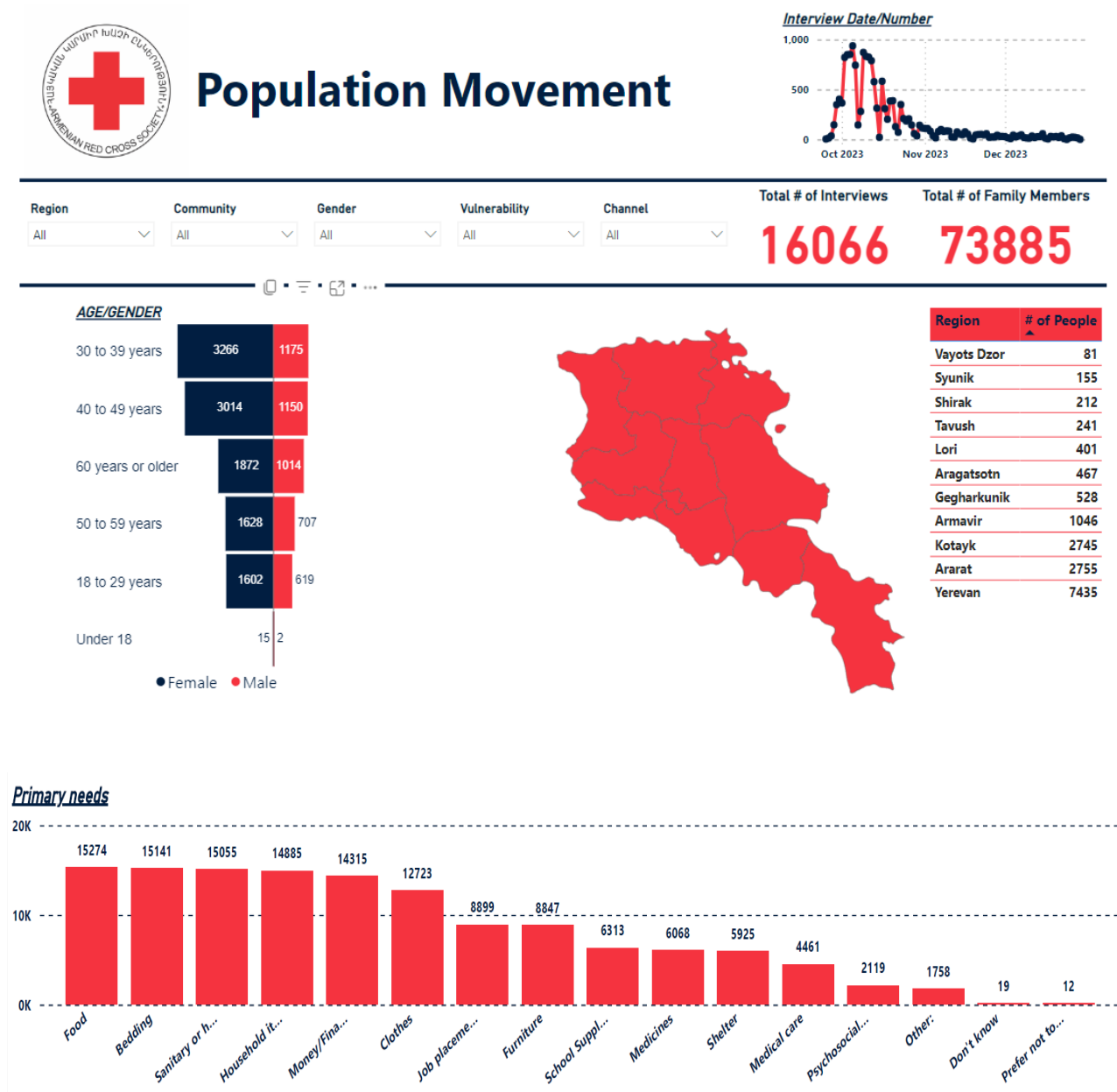
shelter and essential household items were further identified, with KIs emphasizing the need for cash assistance to cover rent, utilities, and living conditions enhancements. Food security heavily relied on humanitarian aid, local markets, and community support, with state assistance playing a crucial role. Health issues prevalent among displaced people included chronic conditions, serious injuries, respiratory infections, and skin diseases, raising concerns about the health system's capacity. Education challenges included low kindergarten enrolment due to housing uncertainties, infrastructure concerns, and shortages of teachers and textbooks. KIs underscored the pressing need for employment support, emphasizing mid- and long-term interventions for integration, social cohesion, and economic empowerment.

The key recommendations stemming from the RNA outline comprehensive actions tailored to specific sectors. In the **protection** sector, there is a call to centralize protection, ensuring clear outcomes guided by protection principles and strengthened mechanisms for preventing sexual exploitation and abuse (PSEA). Social cohesion initiatives, community-based approaches, and livelihoods programmes are suggested to enhance resilience and self-reliance, emphasizing the prioritisation vulnerable groups. **Shelter and essential Household Items (HHIs)** recommendations include prioritising rental assistance, improving collective shelter conditions, and addressing the risk of eviction through permanent housing strategies. **Food security** demands sustained targeted assistance, collaboration with partners, and optimization of food distribution initiatives. **Health and nutrition** recommendations focus on expedited registration, enhanced trauma care, and mental health support. **Education** proposals include targeted awareness campaigns, infrastructure enhancement, teacher provision, and inclusive education programmes. **Resilience-building** efforts centre on job placement, self-employment opportunities, and income-generating tools. **Cross-sectoral** measures emphasize mainstreaming age, gender, and diversity considerations to ensure an inclusive response, addressing overstretched capacities hindering service access. Overall, the recommendations advocate for a holistic, collaborative, and inclusive approach to meet the diverse and evolving needs of both displaced and host populations.

The GoA is also collecting data for an in-depth multi-sectoral needs assessment to be published later.

⁴ The Rapid Needs Assessment was conducted in October 2023 and made available on 13 November 2023.

As of 30 December 2023, 16,066 arriving families (73,885 family members) were registered in the ARCS database. The registered families have been requesting assistance through the ARCS Helpline as well as directly approaching the Headquarters and branch offices. The below dashboard provides information on the inquiries, divided by region and by age group.



Priority needs provided to the ARCS Helpline (as of 30 December 2023).

Operational risk assessment

The operational risk assessment for Armenia remains high, with attention focused on two main areas of concern:

1. Conflict resurgence:

Stalled peace talks: The Armenia-Azerbaijan peace agreement remains in process and negotiations are focused on the “Zangezur corridor,” a road project that runs through southern Armenia to connect Azerbaijan with its exclave of Nakhichevan.

2. Impact of harsh winter:

Vulnerable Populations at Risk: The harsh winter months pose a significant threat to vulnerable populations already dealing with the aftermath of the conflict. It is important to highlight concerns about the worsening impact of cold on already fragile populations, noting the threat to those suffering from chronic diseases.

Logistical challenges: Worsening weather conditions could significantly hamper humanitarian operations as snow and ice could limit access to the areas where affected people are residing. This could delay, or even prevent, the delivery of critical winter preparedness aid, healthcare, and other essential support, further challenging the well-being of affected people and the safety of humanitarian workers. To mitigate these risks, establishing safe and accessible distribution points and repositioning of essential supplies in vulnerable areas remains a priority.

Operational risk assessment is expected to stay high. The central focus remains on possible increases in conflict, amid the absence of a bilateral peace agreement, as well as managing the risks associated with severe cold in the coming months.

B. OPERATIONAL STRATEGY

Update on the strategy

The Operational Strategy reflects ongoing adjustments to align with the evolving situation and governmental directives. In light of budget constraints, strategic shifts have been made to optimize resource allocation and enhance coordination with other stakeholders. The changes are detailed below:

- **Shelter, Housing, and Settlements:**

- The Cash for Rent and Utilities (programmed in line with the GoA “40+10” rental / utilities assistance scheme) transitioned from a duration of six (6) months for 9,500 individuals to five (5) months for 11,400 individuals. It is noteworthy that these amendments do not change the overall budget of the respective Emergency Appeal activity.
- As mentioned in the previous [Operation Update](#), the allocation for winter clothing, initially intended for 4,500 children, has now been transformed into a more flexible modality, providing one-off multi-purpose cash (MPC) assistance of AMD 50,000 (CHF 125) to 3,600 individuals, in line with a governmental MPC scheme. Importantly, this adjustment maintains the integrity of the original budget foreseen without any financial alterations. This allows the families participating in the

assistance programmes to decide the distribution of resources based on their needs and according to their priorities.

- **Livelihoods:** With an intent to fully transition from in-kind food assistance to cash-based basic needs assistance, the future modality of food assistance is pending decision.⁵ Options are a) food vouchers, or b) bank transfer, based on the food component of the expenditure basket / Inter-agency agreement. The final decision needs to be in line with GoA approaches, with discussion ongoing.

Due to **funding limitations**, the operation cannot implement the full range of activities planned. With current funding limits, priority has been given to assistance with essential household items, food security, MHPSS, livelihoods, and education, with a strong emphasis on CVA modalities. Strictly contingent on available funding, community-based health, homecare services, rehabilitation of sanitation facilities, and integration-focused activities had to be de-prioritized.

The table below reflects the operational outcomes - components de-prioritized at present due to funding constraints. Deprioritized activities are shown in **red**.

	Multi-purpose Cash (MPC) for 3,600 people		Cash for shelter and utility costs to 9,500 people for 5 months
	Food for 15,211 households		• 4 integration centres up and running • 20 community-based initiatives on social cohesion set up
	• Blankets 21,035 units • Electric heaters 2,635 units • Water boiler 2,635 units • Bucket 3,300 units • Bedlinen 7,100 sets		• 10 protection, gender, and inclusion (PGI) trainings for 200 people • PGI mainstreaming across all sectors
	• Establishment of 27 child-friendly spaces • Stationary and educational material packs for 1,000 children		• Family Hygiene kits for 3,000 households • Renovation of sanitation facilities in 10 collective centres
	• Job counselling and vocational trainings in different sectors for 1,000 people • 200 households receive seed funding for micro-entrepreneurship		• Community engagement and accountability (CEA) enhancement • Distribution of information materials
	• MHPSS for 61,850 people • Information campaigns for non-communicable diseases (NCD) among 20,000 people • 50 First Aid community teams formed		National Society Development (NSD): • Strengthened operational response capacities (enhancing fleet capacity, response equipment and capacitating warehousing)

⁵ In-kind support may be used for exceptional cases requiring immediate assistance, and in case of dysfunctional markets in specific areas.

	• Service provision for older people		• Enhanced longer-term capacities in areas of priority with focus on sustainable impact • Development of ARCS HR capacities, increased support to branch level capacity building • Strengthened volunteer management • Refurbished branches in 4 regions
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Emergency Appeal: intended outcomes, components de-prioritized due to funding constraints in red font

As the ARCS was present at the arrival point from day one to assess and respond to the initial needs of displaced people arriving from Karabakh, the National Society has reached the majority of people crossing the border (85 per cent by November 2023) with on arrival and initial support. To avoid double counting of people reached, two phases of the response was identified. Accordingly, the total number of people reached during the first phase of the operation is not added to the number of people assisted during the second phase. Please see a detailed explanation of the two phases below.

Phase 1 - On arrival and initial support (September 2023 – end of November 2023):

In this initial phase, the ARCS quickly mobilized staff and volunteers and offered support to over 80,000 people upon arrival to Armenia. Some of the activities included psychological first aid, setting up and supporting children at child-friendly spaces, and the **distribution** of essential food and household items. During this phase, the **Helpline** was activated and scaled up to support the rising need of the newly arrived population, while providing critical information, orientation, and referrals. The operation continued to work with tens of thousands of newly arrived people up until the end of November 2023.

Phase 2 - Long-term support (December 2023 – end of December 2024):

The second phase of ARCS activities is characterized by the continuation of provision of essential services as well as a holistic and integrated support to displaced people's integration and inclusion in the society. This is achieved through **MHPSS activities including PFA, counselling and community-based activities**. Cash and Voucher Assistance has also been a modality of support, in accordance with the government coordinated CVA scheme. More **Child-Friendly Spaces** will be up and running while the **Helpline** continues to respond to the information and orientation needs of the displaced people.

DETAILED OPERATIONAL REPORT

STRATEGIC SECTORS OF INTERVENTION



Shelter, Housing and Settlements

People reached (phase 1): 21,825

People reached (phase 2): 16,669

Objective: *Population arriving to Armenia and host communities restore and strengthen their safety, well-being and longer-term recovery through shelter and settlement solutions*

Key indicators:	Indicator	Actual	Target
	<i># of people (and households) provided with household items that support the restoration and maintenance of health, dignity and safety and the undertaking of daily domestic activities in and around the home</i>	29,061 people (7,400 HHs)	6,600 people (1,650 HHs)
	<i># of targeted people reached with Multi-purpose Cash Assistance to address basic needs</i>	9,433	13,100

ARCS has distributed the following essential household items in the reporting period, reaching a total of 7,400 households (29,061 individuals). The breakdown of items distributed are outlined in the table below:

Items Distributed	Total items distributed
Blanket (individual)	21,035
Bed linen (individual)	7,100
Pillows (individual)	2,800
Heater (HH)	2,635
Water boiler (HH)	2,635
Mattresses (individual)	1,500
Kitchen set (HH)	1,995
School bag (child)	2,544
Foldable bed (child)	20

Funding from the initial Disaster Response Emergency Fund (DREF), prior to launching the current Emergency Appeal, were used to procure essential household items.

Winter clothing turned into Multi-purpose Cash Assistance

- The previously planned budget for cash for winter clothing for children is redirected and used to join another government-coordinated cash-assistance scheme, providing one-off Multi-purpose Cash assistance for displaced people. For further details, see the Multi-Purpose Cash section of the report.

Cash Modality

Rental and utility costs:

The ARCS holds a Memorandum of Understanding (MoU) with the MoLSA to join the Government-coordinated CVA scheme covering rental costs and utility fees to people, i.e. AMD 50,000 (CHF 125) per person/month. The amount includes AMD 40,000 for rental support and AMD 10,000 for utility costs, also known as 40+10 programme. The duration of the coverage is for five months, starting from November 2023 to March 2024.

A value of AMD 50,000 was transferred to around 3,879 people in December 2023. Eligibility criteria applied are for families with three or more children, and/or families with persons with disabilities (same criteria as the 40+10 programme).⁶

The selection criteria for the rental and utility programme (AMD 40,000+10,000 assistance project) have been established collaboratively by IFRC and ARCS, with considerations taken from discussions within the Cash Working Group. Targeted households will include those who have experienced recent displacement and have three or more children. Additionally, displaced families with one or more members living with disabilities will be eligible.

After signing the tripartite contract between ARCS, Unified Social Service (USS) and the Financial Service Provider (FSP) and receiving the lists with people to be assisted from USS for cash, for shelter and utilities (AMD 40,000+10,000 assistance project), ARCS volunteers conducted verification and validation of the lists before starting the payment process. Those eligible were called to check the criteria set for the intervention.

Similar to the “rental and utility assistance” cash-scheme, a tripartite contract between the ARCS, the USS and the FSP (Converse bank) was signed. This contract also includes a letter of commitment regarding data protection which was signed by all partners who need to have the data of people to be assisted.

With given limitations towards voucher-based assistance, the previously planned budget for cash for winter clothing for children was redirected towards a multi-purpose approach and was used to implement a government-coordinated cash-assistance scheme, targeting displaced people with Multi-purpose Cash assistance.

After each transfer, SMS texts were sent to the target people with information of the assistance and helpline numbers to collect feedback. Two operators were recruited from various financial resources to respond to calls via the cash helpline and address any questions or concerns related to the cash support. Additionally, the operators on the 8184 and 060625066 Helplines were also briefed to answer people’s questions. In December the cash helpline received 3,721 calls.

CRM tool for improved data management

The IFRC Digital Transformation Team, in collaboration with [510 \(the Data & Digital initiative of the Netherlands Red Cross\)](#), implemented EspoCRM to streamline CVA interventions for the ARCS. This digital customer relationship management (CRM) solution, tailored to the specific needs of the ARCS, encompasses various categories of support. The system is designed to process and monitor CVA provided not only through the Emergency Appeal but also from other contributions within the Red Cross Red Crescent (RCRC) Movement and external partners. The platform allows for comprehensive tracking of payment status, along with providing contact information and indicating the source of funding, as well as conducting analyses and generating reports.

⁶ Resourcing Local Actions for Timely Preparedness and Response to Humanitarian Needs in Armenia Associated with the Tensions between Armenia and Azerbaijan, June 2023 – June 2024.

Next immediate steps:

- The lists of people targeted for January with cash for shelter and utilities is expected by the third week of January 2024.
- Data of the people assisted will be uploaded into EspoCRM database.
- Continuous monitoring during the encashment will take place to address any issues that may arise.

With the support of other funding sources:

- ICRC and UNHRC funds with ARCS, positioned as an Implementing Partner for UNHRC, are being co-used to increase the number of people assisted via the “rental and utility” cash scheme.
- Distributions of pre-stocked items from other funding sources, including a pre-established IFRC-USAID’s BHA project and a UNICEF partnership.⁷
- Pre-existing funds (from an IFRC-USAID’s BHA project) topped up the Multi-purpose Cash assistance with additional 1,643 persons.

**Livelihoods****People reached (phase 1): 67,649****People reached (phase 2): 200****Objective:**

Immediate response: People arriving to Armenia meet their food and other basic needs and protect their livelihood assets.

Recovery: People’s capacities arriving to Armenia are enhanced for restoring their livelihoods and increasing their prospects for local integration

Key indicators:**Indicator****Actual****Target**

of targeted households (and people) reached with essential services/information for employment opportunities, including self-employment

Preparation phase

1,000 HHs
(4,000 people)

of targeted households (and people) reached with essential services/information for income generation

Preparation phase

500 HH

% of households receiving food rations from RCRC are satisfied with the amount/volume received

PDM under preparation

70%

Food assistance:

The ARCS has distributed monthly food parcels to a total 15,211 households since the operation began. In addition, ARCS distributed wheat flour (50 kg per family) to families with more than seven members living in rural areas.

⁷ Based on a pre-agreed ARCS-UNICEF partnership on preparedness and response, covering Child Protection, Education, WASH, Humanitarian Relief, Warehouse Management, Cash Assistance, and Communication, the following activities have been activated through formal letters in the current response:

- 10 bio toilets and hygienic supply have been installed at registration points;
- Case managers for child protection have been engaged in all branches, reaching 2,000+ children by now;
- 11 Temporary Learning Spaces (Child-Friendly Spaces) have been established;
- Blankets, schoolbags, diapers have been distributed to approx. 570 families.

Livelihoods:

In parallel to preparing IFRC-supported income generation assistance, ARCS is implementing UNHCR-funded income generation support to refugees from Karabakh (who arrived during previous escalations in 2020 and 2022). This type of support includes informational sessions that cover a spectrum of topics, including employment opportunities, job placement, career development, and other relevant subjects, as well as assistance with income generation tools and specialized business training sessions.

Existing mapping of socio-economic projects accessible for displaced people from Karabakh is regularly updated to ensure proper information provision and effective referrals to people. Displaced people who applied to ARCS for socio-economic support were consulted on the available state and non-state projects, as well as informed about the application processes.



Distribution of hygiene parcels in Shengavit, Yerevan by ARCS volunteers. Photo Credit: ARCS

Outside of this Emergency Appeal, the ARCS continues to support the population arrived from Karabakh during the last conflict with employment support activities. Since September 2023, the ARCS has supported 105 individuals who have been earlier displaced.

Next immediate steps:

- Families that are considered vulnerable among the recently arrived (vulnerability criteria to be developed) will receive comprehensive support through the IFRC Emergency Appeal funding, including assistance in income generation, provision of food for livelihoods, facilitation of job placement, and participation in requalification/vocational training programmes. Activities will build on the experience from previous and ongoing activities (see UNHRC above).

Challenges:

- Not all agencies and donors engaged in the ongoing response are planning interventions for the (early) recovery phase and funding opportunities are limited. Thus, the intended livelihoods support will have to prioritize vulnerable individuals with adequate potential and possibilities of self-reliance to generate best impact.

With the support of other funding sources:

- ARCS continues the implementation of economic integration activities with the support of UNHCR which includes provision of income generation tools, financial literacy, and business trainings.
- In collaboration with Austrian Red Cross, ARCS started the implementation of the RENEW project, funded by the ECHO HIP. The livelihood component allows to support 1,000 persons with proper referrals and job placement support.



Health & Care

(Mental Health and psychosocial support / Community Health / Medical Services)

People reached (phase 1): 85,902

People reached (phase 2): 993

Objective:	Access of affected populations to essential health services (emergency, primary, secondary, community/public health) is facilitated, including mental health and psychosocial support		
Key indicators:	Indicator	Actual	Target
	# of people who receive mental health and psychosocial services in emergency situations from RCRC (Phase 1: Arrival and Initial Support)	85,902	61,850
	# of people who receive mental health and psychosocial services in emergency situations from RCRC (Phase 2: Long-term Support)	993	TBC
	# of people trained in Mental Health and Psychosocial Support (including Psychological First Aid and other MHPSS related trainings)	191	350
	# of people reached with health promotion activities related to NCD management in emergencies	De-prioritized	20,000
	# of First Aid community volunteer teams	De-prioritized	50

Through MHPSS service, the newly arrived were supported in two phases:

- Phase 1 - Arrival and Initial Support (September 2023 – November 2023):**

In this initial phase, the ARCS offered Psychosocial First Aid (PFA) by trained staff and volunteers to approximately 70,000 individuals arriving to Armenia, at the reception points. This included comforting people in distress, helping them feel safe and calm, assessing needs and concerns, as well as providing emotional support, active listening, and information to help individuals regain a sense of support and safety while making referrals to other relevant institutions as required.

During this phase, the **Helpline** was activated and scaled up to support the rising need of the newly arrived population. The Helpline also received requests from individuals to be referred for further MHPSS support. In response to the increased demand, four additional operators have been trained and joined the ARCS helpline offering online PFA. For more information on the Helpline, please refer to the Community, Accountability and Engagement section below.

During this period, MHPSS was provided in one-to-one and group sessions, which will continue in phase 2 of the response.

- Phase 2 - Long-term support (December 2023 – December 2024):**

The second phase of the ARCS MHPSS activities is characterized by the continuation of providing PFA.

Through this phase, there was a significant scale-up of additional support programmes through counselling sessions, both group and individual, as well as information / sensitization sessions and PSS events. The Helpline also continues to respond to the needs and the questions of the vulnerable population.

Community health:

ARCS has hired two instructors from Karabakh to help overcome the dialect barrier and to better handle challenges around communication and cultural sensitivity.

During December 2023, more than 35,000 people received information on how to apply and receive medical support from health facilities and/or polyclinics providing free of charge services by the state.

Among those supported are people with tuberculosis who received psychosocial support on treatment adherence, food and hygiene parcels based on needs assessment. Older people displaced from Karabakh have also received professional home care services, care materials, and equipment.

The ARCS Social and Health Care Department staff participate in different meetings and discussions such as Interagency Working Group (WG), WHO WG and Network of older people, to present ARCS services and to keep up to date on the MHPSS activities provided by other organisations. In addition, the ARCS, IFRC, and ICRC established a Movement Technical MHPSS Working Group to ensure harmonized operational response based on the MHPSS framework.

Information-sensitization sessions have been carried out in communities to inform and educate people about ARCS's MHPSS activities for those aiming to reach out to other services. To further expand and enhance MHPSS services, 176 staff and volunteers have received training in MHPSS to provide psychological and psychosocial support within various programmes. In addition, 15 representatives from the Human Rights Defender (HRD) Office were trained by the ARCS staff on PFA.

Well-being guidelines were distributed to the staff and volunteers providing information and strategies for managing stress and addressing self-care needs. In addition, a guideline on facilitation techniques for the community-based counsellors is being developed to be distributed to the community-based counsellors.

Next immediate steps:

- Country-wide expansion of the community-based MHPSS activities.
- Launch ECHO HIP project MHPSS component in Ararat, Armavir, and Kotayk regions.
- Train more volunteers and staff on PFA and PSS.
- Organise PSS events for staff and volunteers.

Challenges:

- Constant relocation of people arriving to Armenia pose a challenge by interrupting some MHPSS sessions. To address this issue and enhance coverage through referrals, ARCS is working to expand MHPSS activities across Armenia. To fully meet demand and effectively manage the dynamic nature of the situation, additional staff is to be hired.
- People displaced from Karabakh do not prioritise MHPSS.

With the support of other funding sources:

- ARCS is implementing UNICEF-funded MHPSS activities and continues to provide MHPSS with ICRC support.
- As part of the ARCS/ICRC joint project, arriving individuals who have settled in the border regions of Armenia already have access to MHPSS group support sessions provided by ARCS community-based counsellors. A total of 666 individuals have participated in these group and individual psychological sessions. Supervision sessions have been conducted by the specialists. 32 medical staff members have received psychosocial support in Vardenis region.
- ARCS will expand its MHPSS activities in three more regions: Ararat, Armavir, Kotayk through the ECHO HIP project. Through this funding, ARCS is in the process of recruiting community-based counsellors/psychologists to be ready to launch the project in January 2024.

**Water, Sanitation and Hygiene****People reached: 43,619****Objective:***Improve access of affected population to WASH services to reduce their immediate and medium-term risk of waterborne, water-related, and vector-borne diseases***Key indicators:****Indicator****Actual****Target***# of people reached by WASH assistance*

43,619

23,200

Through this reporting period, 10,025 households received hygiene kits and 5,600 children received hygiene items, in total reaching 43,619 individuals.

Item name	Quantity distributed on the 1 st round	Quantity distributed on the 2 nd round	Quantity distributed on the 3 rd round	Total
Hygiene kits (HH)	7,400	450	2,175	10,025
Hygiene items (child)	2,000	3,600	0	5,600

During December 2023, more than 25,000 families received basic information on water sanitation and hygiene through trained community volunteers.

With the support of IFRC Emergency Appeal funding:

The initial DREF fund was used to procure hygiene material (1,150 HH hygiene kits and 4,033 hygiene items).

With the support of other funding sources:

- Distributions of pre-stocked items from other funding sources, including USAID funded preparedness project.
- 1,567 hygiene items for children procured with UNICEF support.



Education

People reached (phase 1): 7,096

People reached (phase 2): 900

Objective:	<i>Support safe, continued, and equitable access to education for affected populations, especially children and young people, vulnerable and marginalized groups</i>		
Key indicators:	Indicator	Actual	Target
	# of affected children, adolescents and young adults receiving any form of education support provided by RCRC in affected area (Phase 1: Arrival and initial Support)	7,096	-
	# of affected children, adolescents and young adults receiving any form of education support provided by RCRC in affected area (Phase 2: Long-term Support)	460	3,700
	# of teachers and education personnel (incl. volunteer facilitators) trained by RCRC in improved teaching and learning approaches in affected areas	440	450

Children and young people were supported on arrival in September 2023 in Child Corners set up by ARCS. These safe spaces welcomed 4,250 young people.

As part of its long-term support, the ARCS is actively advancing its initiative to establish more Child-Friendly Spaces (CFS) called Smiley Clubs. A group of volunteers, mainly comprised of schoolteachers, were recruited and successfully trained on delivering the CFS services by the end of November 2023. Additionally, 98 volunteers took part in PFA trainings. As of 4 December 2023, 11 newly established



WASH Activity Session at a Smiley Club. Photo Credit: IFRC

Child-Friendly Learning Spaces commenced their operation, serving to the educational and psychosocial needs of children. Currently, 624 children aged 6-14 are already registered and engaged in daily activities of the 11 clubs, providing homework support, PSS activities, as well as social and cultural events aimed at fostering the integration of children and cultivating a sense of community bond and social cohesion. The establishment of an additional 21 spaces are in the process, which will commence operations from 1 February 2024. In addition to providing services to young people, PFA trainings were organised for parents/caregivers with 75 participants.

A comprehensive educational and PSS needs assessment of the children has been completed. The findings of this assessment will guide in shaping the upcoming activities planned for January - May 2024.



Smiley Club. Photo credit: ARCS

The 13 spaces which have been already established are operational. To discuss matters such as challenges, need for additional supplies, and to exchange experiences, the ARCS is conducting weekly meetings with volunteers. Furthermore, volunteers' capacities are strengthened through a range of trainings exploring topics such as PFA, PSS for children, Protection from Sexual Exploitation and Abuse (PSEA), Children's Rights Convention, Child Safeguarding Policy, and Safety and Security of volunteers.

A dedicated community feedback mechanism has been instituted, equipped with processes to manage sensitive complaints. This ensures that the voices of the community are heard and respected. The feedback is collected in various ways:

- **Gathering Children's Feedback Using Child-Friendly Boxes:** Child-friendly suggestion boxes are strategically placed in Smiley Clubs to empower children to anonymously express their thoughts, fears, wishes, feedback, and complaints. Additionally, children actively participate in needs assessment focus group discussions, enabling to gain insights on children's needs and adjusting activities and services accordingly.

- Parents' Feedback: Parent meetings and focus group discussions are employed to gather valuable insights as parents' perspectives play a crucial role in shaping project development.
- Volunteer Teachers' Feedback: Regular feedback sessions and informal discussions with volunteer teachers maintain an open line of communication, fostering collaboration and improvement.

Next immediate steps:

- Renovation and refurbishment of spaces of 32 CFSs.
- Trainings of 230 volunteers for 21 CFSs..
- Commence of the activities of 21 CFSs.

With the support of other funding sources:

- The ARCS set up 11 learning spaces funded by UNICEF, three Smiley Clubs funded by the Italian Red Cross, eight by ICRC, two by the Austrian Red Cross, six by the Austrian Red Cross and ECHO HIP fund and 15 through the IFRC Emergency Appeal.



Migration

People reached: -

Objective:

Specific vulnerabilities of populations arriving to Armenia and people on the move are analysed and their needs and rights are met with dedicated humanitarian assistance, protection, and humanitarian diplomacy interventions, in coordination with relevant stakeholders

Key indicators:

Indicator

of people reached by RCRC social cohesion activities to improve relations between migrants / people arriving to the country and host communities

Actual

Preparation phase

Target

20,000

ARCS is preparing migration activities, which are foreseen to be starting in the transition phase of the operations. Efforts are put in place to use expertise, methodology and tools to develop new socio-economic and socio-cultural integration activities, as well as strengthen the capacities of branches to implement. Funding constraints will potentially be hampering the implementation of further integration activities foreseen as per the Operational Strategy.

Next immediate steps:

- The ARCS intends to establish Integration centres in four regions with the largest concentration of the displaced people. Full comprehensive package of integration activities will be proposed, such as awareness raising, information provision, social and cultural integration, cohesion aimed activities, humanitarian assistance, job placement support, MHPSS support, vocational trainings, and livelihoods improvement advice.
- ARCS initiated application to the US Embassy in Armenia for the "Democracy Commission Small Grants Program" aimed at implementation of community mobilization projects.



Protection, Gender and Inclusion

People reached: 1,726

Objective:

Dignity, Access, Participation and Safety are mainstreamed throughout the operation to ensure the unique needs of people from all groups, including marginalized groups, are met. An emphasis on keeping the people we serve safe from harm in the form of violence, discrimination, and/or exclusion is ensured.

Key indicators:

Indicator

Actual

Target

of sectoral or PGI assessments conducted using the PGI Minimum Standards

1

4

of people trained on implementing the PGI Minimum Standards

157

200

of people reached by protection, gender, and inclusion service

1,726

15,000

With the support of IFRC Emergency Appeal funding:

ARCS and IFRC representatives participate in sectoral coordination working groups led by the Government of Armenia and co-led by UN agencies (Protection Working Group, Child Protection Sub-Working Group). Through the coordination groups, ARCS contributes to information coordination that can result in coordinated approaches with other partners for protection, gender and inclusion needs on a case-by-case basis.

The ARCS PGI working group met to plan PGI training for staff in Yerevan and branches, including a basic PGI training for sectoral integration. ARCS drafted a Child Safeguarding Policy, complementing the existing Code of Conduct. The policy has been translated into Armenian, sent to leadership for approval, and shared with branches. Training and dissemination of the Child Safeguarding Policy began by training 16 social workers, 12 psychologists, 107 teachers and 20 volunteers working in child protection and ARCS Smiley Clubs. Additionally, 40 teachers and 12 volunteer leaders, 16 social workers, 12 psychologists, one supervisor and one assistant were trained on Prevention of Sexual Exploitation and Abuse (PSEA) through the UN online training.

PGI assessment analysis is integrated into case management. PGI assessment of individual needs are done through requests that come to ARCS through email, helpline, and branches. Through individual assessment, needs based on gender, disability and protection needs are evaluated to meet the needs of the individual. These include providing furniture to institutions for vulnerable older people in complement to renovations by UNDP, or provision of specific mobility aids and medical equipment to individuals.

Next immediate steps:

- The Child Safeguarding Policy will be approved by ARCS senior leadership. The policy will be included in the volunteer onboarding package, and a plan for dissemination for staff and volunteers will be developed and implemented, prioritizing staff and volunteers working with children first. In coordination with Youth and Volunteering, a PGI training tracker will be created for volunteers, and in coordination with Organizational Development Department, a tracker and plan for PGI trainings will be developed.
- PGI training is planned to be organized by PM department on 24 - 25 January 2023 in close cooperation with IFRC colleagues and will include focal point from regional branches and HQ departments representatives, also CEA and organizational development responsible persons. The ARCS aims to provide PGI training to all its key staff.

Challenges:

- Lack of dedicated full-time PGI staff to mainstream and move specific work results is a slow process. Based on ARCS management decision, following the completion of a Training of Trainers (ToT), relevant staff were assigned to support protection, gender, and inclusion activities.
- Conducting PGI specific and/or integrated assessments is challenging, as the government is leading in needs assessments. The respective indicator, therefore, can be interpreted as integrated into analysis, such as case management, through internal assessments that will be conducted through the PGI training, and individual activity assessments, for instance through design of individual Smiley Clubs.

With the support of other funding sources:

ARCS implements Child Protection Case Management to ensure timely identification and response to children's protection needs within the framework of a UNICEF-funded project: Case managers for child protection have been engaged in all branches, reaching approx. 2,600 children by now (the total aim is 3,000 children). In the reporting period, the Child Protection case managers ran 218 child protection cases, supporting 526 children. The cases are referred to CP through the ARCS helpline and directly from ARCS branches.



Community Engagement and Accountability

People reached: 15,083

Objective:

Support safe, continued, and equitable access to education for affected populations, especially children and young people, vulnerable and marginalized groups

Key indicators:

Indicator

Actual

Target

% of people surveyed who report receiving useful and actionable information

Preparation phase

70%

Number and % of complaints or feedback about the RCRC operation which receive a response through established community communication

Preparation phase

70%

% of community members who feel their opinion is taken into account during operation planning and decision-making

Preparation phase

60%

Initial efforts towards building the CEA community of practice were taken. Branches submitted nominations for local CEA focal points, who will be trained in CEA in 2024. These focal points will also play a key role in strengthening the central feedback mechanism as they will be trained in feedback collection and tasked with ensuring that feedback is consistently recorded and submitted.

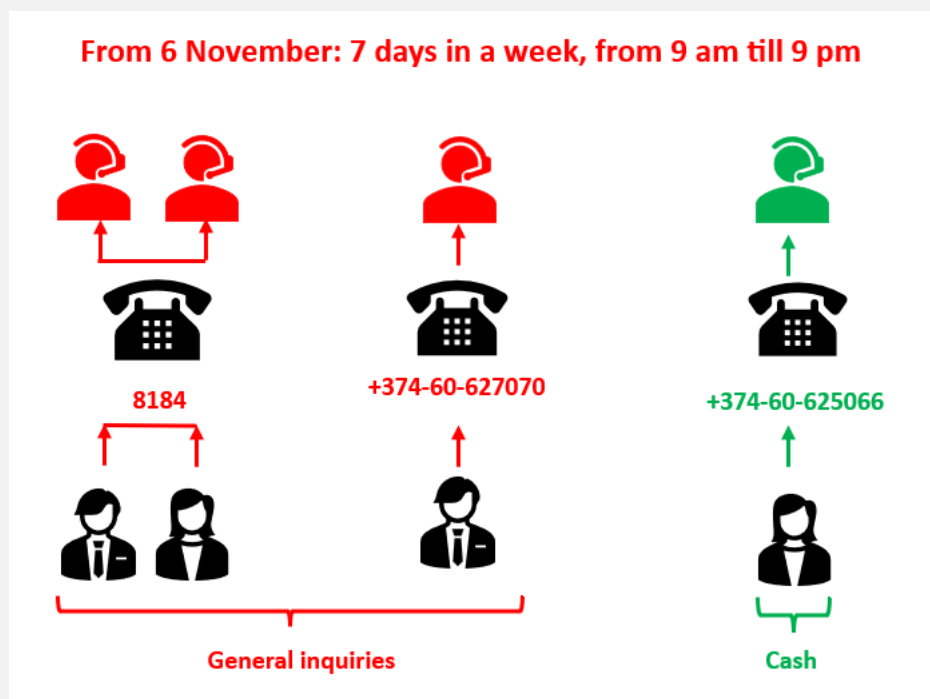
The work on the **central feedback mechanism** continued in December 2023 with the second in-person workshop organized by the ARCS, Netherlands Red Cross's (NLRC) 510 Team, and IFRC. During the workshop, NLRC provided a demo of the "Digital Engagement Hub" (feedback system), which is currently under development. Space was provided for the ARCS team, including helpline operators, to practice the use of the system. Additionally, all participating parties collaborated jointly on defining fields, workflows, roles and responsibilities, as well as initiated training on the administration of the system and designing dashboards.

To prepare for the launch of the Digital Engagement Hub system, ARCS prepared a workplan outlining major milestones and required policy documents, including the Standard Operating Procedures (SOPs) for the use of the new system. Furthermore, efforts are focused on not just data collection, but also on closing the feedback loop. This also includes the development of Frequently Asked Questions (FAQs) to empower helpline, social media, and, ultimately, branches to respond to more feedback directly and to guide the National Society in building information materials.

Pending the launch of the Digital Engagement Hub system, ARCS began an informal **feedback tracking exercise**. Helpline and social media teams were asked to recall the most frequently asked questions from their shift. Responses were compiled and will inform the development of the FAQ document.

ARCS Helpline

The ARCS helpline for general inquiries operates through multiple lines. The helpline is used for gathering inquiries/feedback related to ARCS activities, with a separate number allocated for cash assistance. With the gradual stabilisation of the number of calls received, the helpline operating hours have been adjusted to 09:00 to 21:00 daily, compared to the 24/7 availability during the immediate phase of the emergency.



ARCS Helpline structure and operating times (from 6 November 2023).

A total of 16,057 individuals received Psychological First Aid through the ARCS helpline as well as face-to-face meetings.

Next immediate steps:

- As the demand continues, the need for scaling up the helpline's capabilities to handle multiple simultaneous calls is essential.
- ARCS plans to upgrade the helpline to complete the transition to the EspoCRM database, with the valuable support of NLRC 510 Team.⁸ The upgrade will facilitate the categorization of calls into three distinct categories, 1) running projects, 2) emergencies, and 3) general inquiries, enabling more efficient routing to the relevant departments.



ARCS Helpline flyer (promoting 8184)



Risk Reduction, climate adaptation and Recovery

People reached: 1,500

Objective:	<i>Affected people are not put at increased risk, and their vulnerability to future disasters and crises is reduced, including to climate change impacts</i>		
Key indicators:	Indicator	Actual	Target
	<i># of branches that have the capacity to lead the operation at local level</i>	longer-term indicator	12
	<i># of volunteers involved in the response operation that have increased their skills in response and management of operations</i>	1,500	2,000
	<i>Operational strategy is climate smart</i>	longer-term indicator	Yes

Recovery

ARCS is evaluating the local market for the products expected to be procured locally in the [MobTable](#). There could potentially be a transition from global to domestic procurement for certain items, depending, for instance, on availability, price, quality, and environmental impact. The procurement of essential items for efficient warehouse management is prioritized to enhance warehouse capacity.

ARCS Relief/Logistics and the IFRC Disaster Management Delegate, based at the IFRC South Caucasus Country Cluster Delegation in Tbilisi, Georgia, are working on the improvement of the relief/logistics interface and monitoring/reporting systems for in-kind assistance.

Next immediate steps:

- Online Disaster Preparedness Awareness sessions (DPAS) for 100 ARCS staff and volunteers from five ARCS regional branches are in preparation.

⁸ For further detail, please see the section on Multi-Purpose Cash.

Enabling approaches



National Society Strengthening

Objective:	<i>Further strengthen the ARCS' institutional and emergency response capacities, complementing and building on the ARCS's Country Plan and Master NSD Action Plan</i>		
Key indicators:	Indicator	Actual	Target
	<i>National Society has successfully articulated short-term emergency and NSD objectives with long-term NSD ones</i>	ongoing	Yes

ARCS has identified the following priority actions, which the National Society is following up on with the IFRC and other Movement partners:

Staffing, recruitment, and onboarding of personnel

The recruitment process has been initiated following extensive management meetings and discussions regarding the project staff organization and responsibility framework. Each department has delineated its responsibilities and identified the pertinent staff members to participate in the response activities. For instance, in the Organizational Development department, the Planning, Monitoring, Evaluation, and Reporting (PMER) Officer will oversee the reporting process, collaborating with the newly hired Reporting Officer and departmental focal points. Additionally, close collaboration with the regional branch coordinator and interregional coordinator is established to acquire and verify data collected from various regions. Recruitment decisions are strategic, guided by informed considerations tailored to each position's requirements.

Increase in the operational capacities (both sectoral and at branch level)

Operational capacities are expanding in tandem with the ongoing transformations within the ARCS, particularly associated with the integration of Community Engagement and Accountability, implementation of Feedback mechanisms, enhancement of the PMER system, digitalization initiatives, branch development efforts, and various other initiatives.

Volunteer management (new Armenian law on volunteering; Duty of Care)

In December 2023, the package of agreements to be signed by volunteers was completed through collaboration with an external lawyer. All regional branches were duly informed and invited to familiarize themselves with the updated requirements.

The finalization of the National Society Development (NSD) plan is underway, with an emphasis on testing the new NSD plan template, which now includes a dedicated section for Human Resources (HR). Each department has been tasked with assessing and addressing their HR needs and gaps within the framework of this template.

The ARCS annual plan 2024 is at the final stage and subject to ARCS governing board approval.

Next immediate steps:

- Engage RCRC partner in country to align foreseen HR contributions to ensure feasibility of the ongoing operation;
- Fully integrate the EA operation into the ongoing wider NSD support, ensuring compliance with existing plans, goals, and frameworks.



Coordination and Partnerships

Objective:

To guide the operation in accordance with the principles of Collective Movement Response, and strategically harmonize it with response efforts by the public authorities and other actors on the ground, ensuring efficiency and complementarity.

Movement:

An additional Movement Technical Working Group on CEA is under establishment, completing the Movement coordination structure, as per the Strengthening Movement Coordination and Cooperation (SMCC) approach with respective fora on strategic, operational, and technical levels, as articulated below.

Armenia is one of the 14 countries globally piloting the New Way of Working (NWoW). As part of the journey, a Country Coordination Team (CCT) has been formed since early 2022, co-chaired by IFRC and ARCS, integrating Partner National Societies and ICRC (with observer status). The Country Coordination Team (CCT) meetings were resumed on 15 November 2023, after a two-month break due to the current situation. The existing Platform will continue working to ensure the members' joint efforts toward the IFRC Network Country Plan for Armenia. National Society Strengthening will continue to be a key agenda point, with the aim to fully align NSD activities under the Emergency Appeal, in line with the ARCS longer-term priorities and needs. The 2024 IFRC Network Country Plan for Armenia will be revisited to incorporate the ongoing IFRC-wide Emergency Appeal within the unified planning.

On 16 November 2023, a full-day Federation-wide PMER workshop took place, bringing together representatives from ARCS, Austrian Red Cross, ICRC, and IFRC. The primary objectives were 1) to outline the plans of action for each department within the Emergency Appeal, 2) emphasize the importance of collaborative efforts and coordination (specifically under the Federation-wide NWoW, amplifying impact, and to 3) introduce stakeholders to the Monitoring and Evaluation (M&E) plan and the Indicator Tracking Table (ITT).

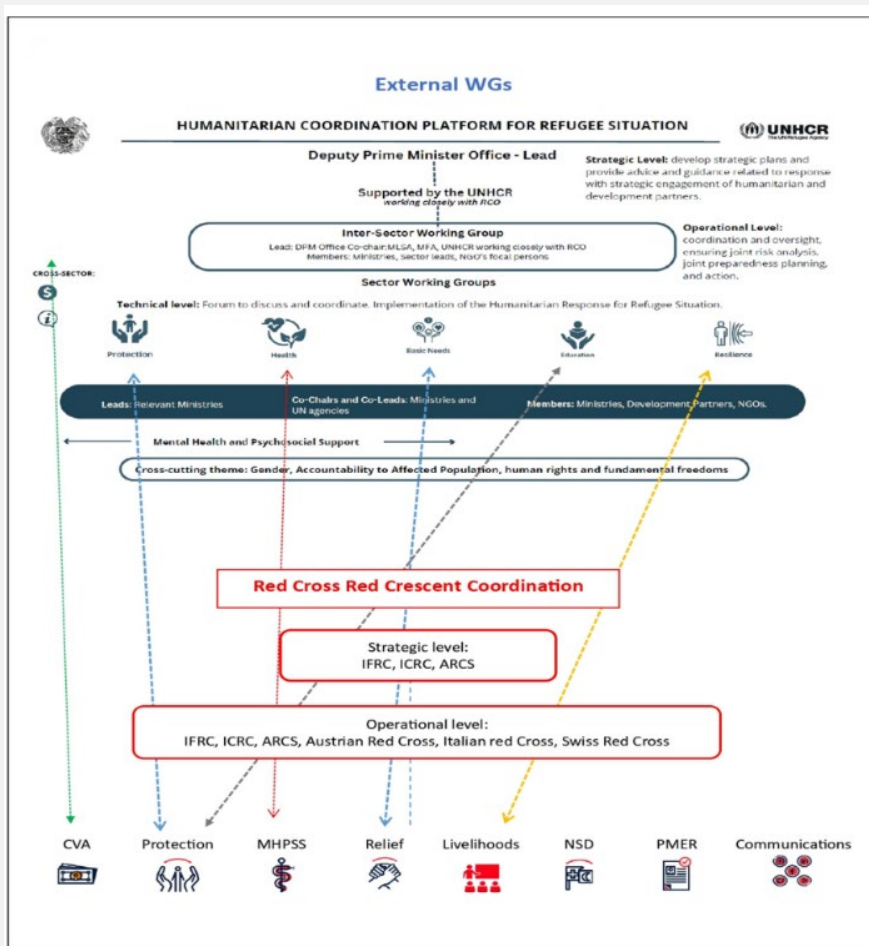
Inter-agency Coordination:

The UN Country Team has developed the [Armenia Refugee Response Plan](#) to support and complement the government response by outlining and aligning the activities of humanitarian partners including civil society, refugee-led organizations, UN agencies, international and national NGOs.

Interagency working groups have been activated, including Protection (sub working groups on Child Protection, Gender Based Violence and Education), Food Security and Nutrition, essential household items and Shelter, Resilience, Health; with Cash and Information as inter-sectoral WGs. Movement partners are actively involved in all mentioned groups.

ARCS is active as Implementing Partner for UNHCR and UNICEF under pre-existing Contingency Programme Agreements.

The below visual provides an overview of the Inter-agency and Red Cross Red Crescent Movement Coordination, as well as correlations between technical working groups:



Secretariat Services

Objective:

IFRC Secretariat provides strategic orientation, facilitation, and coordination to enhance the ARCS response to the current situation and toward the long-term positioning and further capacity development of the National Society. This will be done building on the existing Country Office and Country Cluster Delegation, toward strong stewardship and accountability for all programming. The IFRC Secretariat will facilitate channelling global resources to sustain the localized response and recovery efforts.

IFRC has been supporting the ARCS response since the start of the operation, with focus on:

- Strengthening the response capacity of ARCS by providing tailored operational and sectoral support and guidance from IFRC Secretariat, including Surge capacity deployed to Armenia;
- Resource mobilization within the IFRC Membership and with external donors;
- Scaling up communication with the global public (media engagements in Armenia and internationally, including social media);

- Scaling up information management and data analysis to support the ARCS in crisis / disaster management;
- Producing data analysis and visualization products with IFRC information Management capacity;
- Ensure continued and effective support in planning, monitoring, and reporting, including structured data collection / analysis, and monitoring of achievements and impact;
- Strategic strengthening of the position of ARCS, specifically in areas with unique added value of ARCS;
- Coordination with Movement partners and external stakeholders;
- Capitalization of learnings and knowledge gained from the operation and wider programming in country.

IFRC conducted a mission briefing session in Tbilisi, Georgia in December 2023, by inviting representatives from various embassies as well as representatives from offices of international organizations covering Armenia. The attendees were briefed on the IFRC and ARCS current activities in the areas of Population Movement response by highlighting the existence of both short-term as well as mid to longer-term needs and the eventual shift from relief to recovery.

Since the launch of the Emergency Appeal, the IFRC has deployed various technical staff to support the operation, including an Operations Coordinator, PMER Officer, Finance and Admin Officer, MHPSS Officer and Communication Delegate. Further support was provided by some staff in a hybrid modality.

C. FUNDING

As of 17 January 2024, the funding situation under the current Emergency Appeal is as follows:

IFRC has mobilized CHF 7,821,313 which represents 52 per cent of the IFRC Secretariat request of CHF 15,000,000. Additional funding is currently under negotiation. The current expenditure stands at CHF 2,008,774.24.

Bilateral contributions to the Federation-wide Emergency Appeal amount to a total of CHF 2,016,544 which makes 40 per cent of CHF 5,000,000 foreseen.

The total Federation-wide Appeal therefore stands at 49 per cent out of CHF 20,000,000 requested.

Federation-wide coverage	Amount Raised (CHF)	Funding Gap (CHF)	Coverage %	Funding Requirement (CHF)
Total Secretariat contributions*	7,821,313	7,178,687	52%	15,000,000
Total bilateral contributions to contributions recorded through 31 December 2023, total CHF 7.8 million plus the CHF 2 million Fed Wide are CHF 9.8 million, the percentage is 49 per cent through that date, 52 per cent is the sum of contributions recorded in January 2024. Federation-wide Appeal**	2,016,544	2,983,456	40%	5,000,000
Total Federation-wide contribution (Secretariat + bilateral)	9,837,857	10,162,643	49%	20,000,000

*[Donor contributions](#) (registered hard pledges)

**Bilateral contributions comprise:

Donor	Contribution	Amount (original currency)	Amount (CHF)
Austrian Red Cross	Bilateral cash contribution	30,000 EUR	28,948 CHF
	ECHO HIP	1,470,000 EUR	1,418,440 CHF
Monaco Red Cross	Bilateral cash contribution	20,000 CHF	20,000 CHF
Swiss Red Cross	Bilateral cash contribution	450,000 CHF	450,000 CHF
Hungarian Government	Bilateral cash contribution	40,000,000 HUF	99,156 CHF
Total			CHF 2,016,544

Operational Strategy

INTERIM FINANCIAL REPORT

Selected Parameters			
Reporting Timeframe	2023/9-12	Operation	MDRAM012
Budget Timeframe	2023-2024	Budget	APPROVED

Prepared on 21 Feb 2024

All figures are in Swiss Francs (CHF)

MDRAM012 - Armenia - Population Movement

Operating Timeframe: 28 Sep 2023 to 31 Dec 2024; appeal launch date: 30 Sep 2023

I. Emergency Appeal Funding Requirements

Total Funding Requirements	15,000,000
Donor Response* as per 21 Feb 2024	7,833,622
Appeal Coverage	52.22%

II. IFRC Operating Budget Implementation

Planned Operations / Enabling Approaches	Op Strategy	Op Budget	Expenditure	Variance
PO01 - Shelter and Basic Household Items	8,982,000	3,385,563	1,406,314	1,979,249
PO02 - Livelihoods	795,000	733,199	0	733,199
PO03 - Multi-purpose Cash	0	0	15,361	-15,361
PO04 - Health	495,000	475,667	149,732	325,936
PO05 - Water, Sanitation & Hygiene	466,000	213,850	0	213,850
PO06 - Protection, Gender and Inclusion	91,000	63,961	0	63,961
PO07 - Education	433,000	342,522	123,062	219,461
PO08 - Migration	246,000	0	0	0
PO09 - Risk Reduction, Climate Adaptation and Recovery	703,000	726,405	181,988	544,416
PO10 - Community Engagement and Accountability	50,000	49,523	0	49,523
PO11 - Environmental Sustainability	5,000	5,325	0	5,325
Planned Operations Total	12,266,000	5,996,015	1,876,456	4,119,558
EA01 - Coordination and Partnerships	0	0	0	0
EA02 - Secretariat Services	1,145,000	1,036,669	110,035	926,634
EA03 - National Society Strengthening	1,589,000	725,720	658,737	66,983
Enabling Approaches Total	2,734,000	1,762,389	768,772	993,617
Grand Total	15,000,000	7,758,404	2,645,228	5,113,175

III. Operating Movement & Closing Balance per 2023/12

Opening Balance	0
Income (includes outstanding DREF Loan per IV.)	5,453,925
Expenditure	-2,645,228
Closing Balance	2,808,696
Deferred Income	2,270,596
Funds Available	5,079,292

IV. DREF Loan

* not included in Donor Response	Loan :	1,000,000	Reimbursed :	1,000,000	Outstanding :	0
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Operational Strategy

INTERIM FINANCIAL REPORT

Selected Parameters			
Reporting Timeframe	2023/9-12	Operation	MDRAM012
Budget Timeframe	2023-2024	Budget	APPROVED

Prepared on 21 Feb 2024

All figures are in Swiss Francs (CHF)

MDRAM012 - Armenia - Population Movement

Operating Timeframe: 28 Sep 2023 to 31 Dec 2024; appeal launch date: 30 Sep 2023

V. Contributions by Donor and Other Income

Opening Balance						0
Income Type	Cash	InKind Goods	InKind Personnel	Other Income	TOTAL	Deferred Income
Bloomberg	2,453				2,453	
Danish Red Cross	106,716				106,716	
European Commission - DG ECHO	192,910				192,910	
Finnish Red Cross	113,861				113,861	
French Government	2,369,406				2,369,406	
Italian Government Bilateral Emergency Fund	1,900,332				1,900,332	
Italian Red Cross	99,656				99,656	
Japanese Red Cross Society	29,917				29,917	
Slovenian Red Cross	9,667				9,667	
Spanish Government	193,564				193,564	
Swedish Red Cross	83,243				83,243	
Taiwan Red Cross Organisation	8,812				8,812	
The Canadian Red Cross Society	38,452				38,452	
The Canadian Red Cross Society (from Canadian Gov	25,907				25,907	
The Netherlands Red Cross (from Netherlands Govern	279,031				279,031	
United States Government - USAID	0				0	2,270,596
Total Contributions and Other Income	5,453,925	0	0	0	5,453,925	2,270,596
Total Income and Deferred Income					5,453,925	2,270,596

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- **Logistics Coordinator**, Riku Assamaki, Logistics Coordinator, Europe, riku.assamaki@ifrc.org

Reference documents



Click here for:

- [Link to IFRC Emergency landing page](#)
- [Previous Appeals and updates](#)
- [IFRC GO Platform](#)
- [Emergency Appeal](#)
- [Operational Strategy](#)

How we work

All IFRC assistance seeks to adhere the **Code of Conduct** for the International Red Cross and Red Crescent Movement and Non-Governmental Organizations in Disaster Relief, the **Humanitarian Charter and Minimum Standards in Humanitarian Response (Sphere)** in delivering assistance to the most vulnerable, to **Principles of Humanitarian Action** and **IFRC policies and procedures**. 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.