



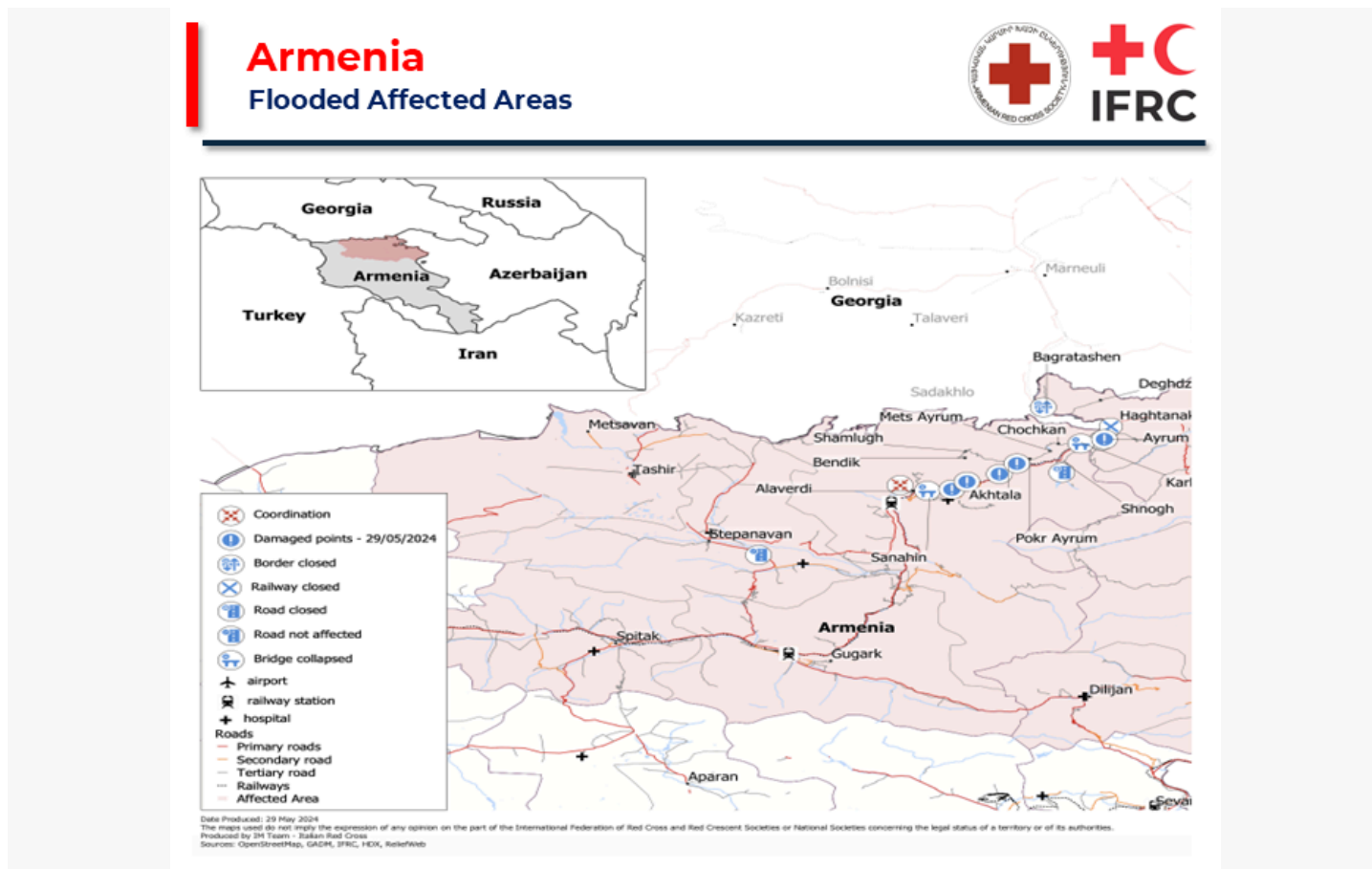
Armenian Red Cross Society (ARCS) conducting a needs assessment. Photo credit: IFRC

Appeal: <b>MDRAM013</b>	Country: <b>Armenia</b>	Hazard: <b>Flood</b>	Type of DREF: <b>Response</b>
Crisis Category: <b>Yellow</b>	Event Onset: <b>Sudden</b>	DREF Allocation: <b>CHF 499,759</b>	
Glide Number: <b>2024-000087</b>	People Affected: <b>30,000 people</b>	People Targeted: <b>5,600 people</b>	
Operation Start Date: <b>10-06-2024</b>	Operation Timeframe: <b>5 months</b>	Operation End Date: <b>30-11-2024</b>	DREF Published: <b>11-06-2024</b>
Targeted Areas: <b>Lori, Tavush</b>			

# Description of the Event

## Date of event

26-05-2024



Flood damage along the Debed river in Tashir, Stepanavan & Tumanian municipalities, Lori province, Armenia. Map produced by Italian Red Cross

## What happened, where and when?

A severe flash flood struck the Lori and Tavush regions in Armenia on 26 May 2024, following heavy rain the previous day. Between Alaverdi and Chochkan, the flooding affected at least 15 villages, including Alaverdi, Akhtala, Bagratashen, Bendik, Deghdsavan, Haghtanak, Karkop, Mets Ayrum, Pokr Ayrum, Sanahin, Shamlug, and Shnogh. The flooding resulted in significant damage to infrastructure, homes, livestock, and businesses. Based on the latest national population census of Armenia, the combined population of these villages exceeds 30,000 people. Therefore, the impact on these people is imminent.

The National Crisis Management Center of the Armenian Ministry of Internal Affairs received the first reports of the Debed River overflowing overnight on 26 May at 00:40, creating an extreme situation for residents of neighboring settlements. Prime Minister Nikol Pashinyan decided to form an operational headquarters at the regional level under the leadership of the Minister of Territorial Administration and Infrastructure, Gnel Sanosyan, and localized it in Alaverdi. The government, regional authorities, local rescue services, and municipalities are working diligently to respond to the emergency and help the affected population.

Since the event began, emergency and rescue operations have been carried out in both flood-affected regions of Lori and Tavush. On 28 May, the Armenian government decided to declare a disaster zone in the communities of the Tavush and Lori regions. The decision was formalized in Resolution nr. 492-A issued on 28 May 2024 by the Prime Minister of the Republic of Armenia.

At the onset of the disaster, the Armenian Red Cross Society (ARCS) mobilized its volunteers and disaster response teams to the affected areas, assisting the local authorities in search and rescue efforts. A Federation-wide assessment team (ARCS, IFRC, Italian Red Cross) performed rapid needs assessment activities in the country on 29 and 30 May 2024.



From the beginning, the government and responsible agencies have been organizing a rapid response to support the affected communities with rescue services, assess the needs of the affected population, and support the restoration of viability and infrastructure, re-establishment of communication, and basic services (potable water, gas, electricity).

The Municipality of Alaverdi and related extended communities are actively addressing the primary needs of affected areas, including food supply. Efforts are underway to transfer individuals with destroyed homes to temporary shelters.



Teams conducting a needs assessment. Photo credit: IFRC



Teams conducting a needs assessment. Photo credit: IFRC

## Scope and Scale

On May 25 2024, heavy thundery rain showers across Armenia led to significant rainfall, with up to 100 mm recorded locally. This caused the sudden overflowing of the Debed, Aghstev, and Tashir rivers, exacerbating the flood impact in the Lori and Tavush regions. The current operation will focus on supporting the affected population in these regions, addressing the severe damage and disruption caused by the flood. According to the latest population reports, more than 500 people were evacuated in the first 24 hours.

On May 26, the "Hydrometeorology and Monitoring Center" reported that from May 24 to May 26, the amount of precipitation across the entire territory of the republic exceeded the monthly norm, reaching 180-230% of the norm. Particularly intense precipitation was observed in the Lori-Tavush regions, with 40-55 mm, which is 40-60% of the monthly norm.

### Damages and Losses:

The severe flash flood caused extensive damage to multiple sectors. Twenty bridges were overflowed or destroyed, and the 31° km section of the M6 highway between Vanadzor and Alaverdi was severely compromised, with a 50-meter portion collapsing. On 30 May, the entire M6 was re-opened and became accessible to all cars and trucks. The flood also damaged houses, gardens, livestock, and businesses along the Debet river's sides. Neighboring Georgian settlements in the Kvemo-Kartli region also experienced significant impacts.

### System Disruption:

The flood disrupted critical public services and infrastructure. Many villages initially became isolated, though access was restored via dirt roads suitable only for heavy 4x4 vehicles. Specific areas, such as Karkop, were evacuated entirely and faced electricity issues, while Ayrum experienced disruptions in its water system, with spring water available for drinking but insufficient for sanitation. The disruption of roads, bridges, and basic services significantly hindered mobility and accessibility, complicating rescue and relief efforts. No immediate security issues have been reported, but specific concerns remain under observation.

### Drivers and Aggravating Factors:

The entire country is a high-risk zone, with 100 per cent of its territory prone to natural disasters and exposed to various hazards, both natural and conflict-related, particularly in disputed border areas. Agriculture remains a significant income-generating activity for 24 per cent of the workforce, and 26 per cent of the population lives below the national poverty line, making a significant portion extremely vulnerable to the aftermath of disasters.

According to the INFORM index, Armenia scores 1.8 for vulnerabilities relating to socioeconomic conditions and 3.7 for vulnerable groups (out of 10), while the scores for coping capacity related to institutional and infrastructure are 6.5 and 1.7 (out of 10), respectively. Recent



events have heightened the threats faced by vulnerable population groups, particularly in communities already burdened by the recent conflict and its aftermath.

## Source Information

Source Name	Source Link
1. Armenian Government declares a disaster zone.	<a href="https://massispost.com/2024/05/armenian-authorities-to-declare-a-state-of-emergency-in-lori-and-tavush-provinces/">https://massispost.com/2024/05/armenian-authorities-to-declare-a-state-of-emergency-in-lori-and-tavush-provinces/</a>
2. Armenian Government declares a disaster zone.	<a href="https://www.gov.am/en/news/item/10542/">https://www.gov.am/en/news/item/10542/</a>
3. The Main Results of RA Census 2022	<a href="https://www.armstat.am/en/?nid=82&amp;id=2623">https://www.armstat.am/en/?nid=82&amp;id=2623</a>
4. Hydrometeorology and Monitoring Center report	<a href="https://www.facebook.com/mnparmenia/posts/pfbid02hnRYLopUrdbqVKSxFthZJBk2CDNwHQ1LPigUNgCWXMk4gnsSRwPSrGzdRxSwHipjI">https://www.facebook.com/mnparmenia/posts/pfbid02hnRYLopUrdbqVKSxFthZJBk2CDNwHQ1LPigUNgCWXMk4gnsSRwPSrGzdRxSwHipjI</a>

## Previous Operations

Has a similar event affected the same area(s) in the last 3 years?	Yes
Did it affect the same population group?	No
Did the National Society respond?	-
Did the National Society request funding form DREF for that event(s)	-
If yes, please specify which operation	-

**If you have answered yes to all questions above, justify why the use of DREF for a recurrent event, or how this event should not be considered recurrent:**

-

### Lessons learned:

Over the past three years, ARCS has honed its capabilities as a vital humanitarian partner. By providing essential aid like shelter, winterization, and financial assistance during population movements, ARCS has solidified its role as a government auxiliary. Notably, the organization has embraced new approaches like cash assistance and community feedback mechanisms, enhancing its operational effectiveness. Strong collaboration with authorities during the 2023 Hailstorm DREF response exemplifies this successful partnership.

This DREF operation targets flood-affected communities in Lori and Tavush. Already facing economic hardship, these residents struggle with limited job opportunities and low incomes. The intervention aims to address these challenges and empower communities for recovery.

Key Learnings from 2023 Hailstorm DREF:

Community Engagement and Accountability (CEA): The vital role of CEA principles was reinforced, fostering trust and ensuring program effectiveness.

Communication: Targeted communication strategies and diverse channels optimize information dissemination and feedback collection.

Collaboration: Continued strong partnerships with authorities ensure a coordinated response.

These valuable lessons learned will guide the current DREF operation, ensuring a targeted and impactful intervention for flood-affected communities in Armenia.



# Current National Society Actions

## Start date of National Society actions

26-06-2024

<b>Health</b>	During the rapid assessment, psychological first aid (PFA) was provided to the ten families who were assessed.
<b>Coordination</b>	Coordination is mainly established between local authorities and local rescue services working in the field. IFRC is coordinating the Federation-wide response together with the ARCS, keeping into account relations with the local authorities. ARCS is represented at the National Emergency Commission, ensuring liaison and interagency coordination at all levels is well established. Coordination and alignment with the Ministry of Labor and Social Affairs (MLSA) and USS (Unified Social Service) at Governmental level is continuously ongoing.
<b>Assessment</b>	<p>A Federation-wide assessment team (ARCS, IFRC, Italian Red Cross) performed RNA activities in the affected area on 29 and 30 May to evaluate the urgent needs of the affected population. The action targeted the whole Debed river valley from Alaverdi to the Georgian border, focusing on the communities of Akhtala, Alaverdi and Shamlug. These areas were selected due to their significant impact from the disaster and in order to complete the assessment of the most isolated villages. A sample-sized around 5 per cent or around 250 people of the evacuated people have been used to define trends and insights to provide an understanding of the most pressing needs and issues faced by the affected communities.</p> <p>The interviewed sample (chosen randomly) displayed demographic characteristics that render them particularly vulnerable to disasters. With a median age of 50 years, the sample includes individuals who may face increased challenges in coping with the aftermath of a flood due to potential health and economic issues. The gender distribution revealed that 53 per cent of the interviewees were female, a group that may have specific vulnerabilities during and after a disaster.</p> <p>52 per cent of the households in the sample were registered in a social system as vulnerable, indicating a higher susceptibility to socio-economic hardships. Moreover, many of the households rely solely on income from pensions or social sources, which could make recovering from the financial impact of a flood more challenging.</p> <p>Aside from interviews of the population, the assessment teams had meetings with key informants (deputy mayor, community leaders, emergency commission), as well as a damage assessment of business structures (including analysis of the number of people who lost their job), causing long term effects on the economy (e.g. railway disrupted, loss of workplace at the ore mines among others). A market assessment has also been done considering both shops and stores near the affected area, as well as bigger stores at about 1-hour distance by a car.</p> <p>The focus had been to conduct a 72-hour rapid assessment to define a prior course of action and provide a rapid response.</p> <p>Key Findings:</p> <ul style="list-style-type: none"><li>• Total Affected: 6,943 people (26 per cent of the population in the assessed area)</li><li>• Access: Main roads are accessible; some villages require 4x4 vehicles or temporary bridges. Akhtala is partially isolated.</li><li>• Shelter: Evacuees are accommodated. 12 per cent of evacuees have severely damaged houses.</li><li>• Food: Food security is ensured, but logistical challenges are affecting delivery to some areas.</li><li>• Water: The water system was disrupted in some areas; deliveries are ongoing.</li><li>• Sanitation: The sewage system was disrupted in some areas; expected repairs within 48 hours.</li><li>• Health: Urgent medical assistance was provided; concerns about access to medication in Alaverdi hotels.</li></ul>



- Logistics: Main roads open, distribution points can be set up on M6 road or villages.

Immediate Needs:

- Logistics: 4x4 vehicles for deliveries to isolated areas, potential airlift for medical emergencies in Akhtala.
- Shelter: Cleaning kits, repair materials, plastic sheeting for damaged houses (requested by 6.25 per cent).
- Non-Food Items (NFIs): Hygiene kits (requested by 87.5 per cent), kitchen sets (requested by 31.25 per cent).
- Health: Ensure access to medication in Alaverdi hotels.
- Livelihoods: Support for businesses affected by road closures and damage (loans, salaries).

Recommended Actions:

- Prioritize bridge repairs or establish alternative routes to reach isolated villages.
- Distribute hygiene kits, kitchen sets, and cleaning/repair materials.
- Coordinate with local authorities to ensure access to medication in Alaverdi Shelters.
- Develop a plan to support livelihoods affected by the floods (loans, salary support).
- Establish communication channels with nearby towns for medical evacuation coordination in Akhtala.

Additional Notes:

Due to functioning markets and ATMs, cash assistance may be immediately needed and feasible as part of the first response. Consider Cash for Work activities and IFRC implementation to support the activities of the Disaster Response Emergency Fund (DREF).

**Other**

On 26 May 2024, the ARCS team visited the disaster site to gather information about the situation and obtain initial secondary data from local authorities. ARCS, jointly with IFRC, participated in the emergency committee meeting chaired by the Ministry of Territorial Administration and Infrastructure.

Upon receiving the urgent request for humanitarian assistance from the local authorities, ARCS swiftly deployed 25 volunteers from two regional branches on 27 May. These dedicated individuals immediately began aiding in mud-cleaning activities, relocating people from the affected households, and distributing food, water, and other basic goods. Within the first 72 hours, this rapid response involved a total of 230 volunteers from eight branches, assisting the people from the most affected areas and contributing to the identification of 200 displaced persons and 5,000 affected, reassuring the local community of ARCS' commitment to their welfare.

The following plans of ARCS include delivering hygiene and essential shelter kits for more than 500 households from ARCS stock once access to the affected region is confirmed by the emergency management system, developing an operational strategy and implementation plan based on findings from the rapid needs assessment (RNA), and focus on response to health, livelihoods, relief, and WASH needs. One of the added values of the ARCS is territorial coverage, which allows the deployment of volunteers in the affected areas to be promptly done. Moreover, as part of the Red Cross and Red Crescent Movement and as a member of the IFRC, ARCS can access emergency resources through the IFRC Global Emergency Tools and might receive support from other Partner National Societies in line with the Emergency Plan of Action developed based on specific needs.

## IFRC Network Actions Related To The Current Event

**Secretariat**

IFRC has been present in the South Caucasus region, including through a Country Delegation in Armenia since 1992 with large-scale humanitarian assistance. Currently, IFRC has a Country Cluster Delegation for the South Caucasus based in Tbilisi, Georgia, to support the three Red Cross and Red Crescent National Societies in Georgia,



Azerbaijan, and Armenia. A full-fledged IFRC country office is maintained in Armenia, directly supporting the ARCS in this DREF response. The IFRC Country Cluster Delegation for South Caucasus and the Country Office in Armenia have such expertise as Operations & Programmes Manager, Disaster Management (DM), Logistics expert, Communications, Community Engagement and Accountability, Education in Emergencies, Health, Planning, Monitoring, Evaluation and Reporting (PMER), Cash and Voucher Assistance (CVA), and Information Management to support capturing and analyzing the situation and need continuously.

Since early February 2024, ARCS is experiencing an internal institutional crisis that has affected the capacity to deliver humanitarian services. IFRC, together with Partner National Societies in country, Austrian Red Cross, Italian Red Cross and Swiss Red Cross, has been working since the beginning to preserve business continuity, including a more direct role in implementation of activities, coordination with ARCS branches and with local governmental authorities.

A temporary operating modality with stronger IFRC involvement has been put in place, ensuring that critical services reach those affected by disaster and crisis events in Armenia. IFRC will maintain this approach until the internal institutional crisis is solved and the IFRC country office in Armenia, for the time being equipped with more staff, will manage, monitor and coordinate the implementation of the current operation and reporting.

<p><b>Participating National Societies</b></p>	<p>Partner National Societies, including the Austrian Red Cross and Swiss Red Cross, are present in Armenia, based in Yerevan. The Italian Red Cross has a delegation based in Tbilisi, Georgia, covering both Armenia and Georgia. It provide technical support in DM (through the PPRD East 3 project funded by DG ECHO) to the ARCS from its headquarters and frequent visits to the country.</p> <p>The Italian Red Cross supported the ARCS in the current response by conducting a 72-hour rapid needs assessment from May 28 to May 30. They developed the assessment tool and deployed four staff members to the disaster site. During the assessment, colleagues from Italian Red Cross conducted key informant interviews with representatives of the emergency committee and owners of affected private sectors. They also conducted interviews with households evacuated from their homes to temporary accommodation in Alaverdi and surrounding villages using the KOBO toolbox.</p>
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## ICRC Actions Related To The Current Event

The ICRC has been partnering consistently with the ARCS since 1992. Since 2020, it has further enhanced support in the areas of communication, restoring family links (RFL), disaster management (DM), dead body management, first aid, preparedness for emergency response, access to education, weapon contamination, and significantly strengthening the capacities of the regional and community branches in four international border (IB) areas exposed to conflict.

Regarding this operation, the ICRC will support the ARCS in transporting 250 hygiene kits and 250 shelter/sleeping kits to the Akhtala Alaverdi municipality, where the total number of evacuated people is higher.

## Other Actors Actions Related To The Current Event

<p><b>Government has requested international assistance</b></p>	<p>Yes</p>
<p><b>National authorities</b></p>	<p>The national authorities have undertaken key activities in response to the disaster:</p> <ul style="list-style-type: none"> <li>• Search and Rescue: Search and rescue operations were promptly initiated to locate and assist individuals affected by the disaster.</li> <li>• Evacuation and accommodation of evacuees.</li> <li>• Public works (including mud cleaning activities, organization of improvised bridges, restoration of utilities, identification of alternative routes)</li> </ul>



- Damage assessment: Efforts to restore damaged infrastructure are ongoing, with signs of progress made in repairing roads, bridges, and public buildings.
- Restoration of utilities: Restoration of gas, water, electricity, and communication services in the disaster-affected settlements has reached approximately 90 per cent completion. Intensive work is being carried out in low-income areas where issues persist to fully restore services.

The government continues to monitor and address the needs of the affected population.

#### UN or other actors

UN agencies had a coordination meeting to determine whether their support is needed. UNDP did an initial assessment on-site, and UNHCR informally requested information on needs from the ARCS. FAO is also operational in the affected area.

## Needs (Gaps) Identified



### Shelter Housing And Settlements

Examination of shelter needs reveals the extensive damage inflicted upon households affected by the flood. Both secondary data provided by public authorities and the findings of the Italian Red Cross' rapid assessment indicate substantial damage to their overall household structures. This underscores the severity of the impact, highlighting the urgent need for shelter-related interventions. In addition to the structural damage, assessment interviews reported harm to their bedding items. This indicates the disruption caused to their sleeping arrangements and other essential household items, such as electronic devices, carpets, and tableware. Notably, among the preferred types of assistance, the rapid assessment survey respondents noted their need for clothing, furniture, and household items. These findings emphasize the broader impact on their functionality and daily lives. The analysis underscores the pressing need for comprehensive support in addressing shelter-related needs. Support is necessary to repair damaged homes, replace bedding, and restore essential household items.

Twelve percent of the evacuated people's houses were destroyed or severely damaged, but damage assessment is ongoing with the local authorities, and engineers are assessing the damage together with the evacuees.

Displaced and evacuated individuals in the affected areas have been relocated to temporary shelters, such as the homes of relatives or hotels. Given the extensive impact across the region, there is a clear need for immediate support with shelter kits and non-food items (NFI), as well as long-term assistance with permanent shelters.



### Livelihoods And Basic Needs

In the north-western part along the sides of the Debet river, the livelihoods of the local population have been severely impacted. Livestock and gardens have suffered significant damage and local shops have suffered loss of stock, infrastructure damage and loss of income. As a result, half of the rural families in the area are in urgent need of essential livelihood support to resume their primary income-generating activities. Small shops and mining are the main source of income and subsistence for most rural households, has been particularly disrupted, exacerbating their vulnerability. The main livelihoods findings after the rapid needs assessment include:

- o Some small shops collapsed. Several additional shops are at risk of collapsing due to further river erosion
- o Damages in physical building infrastructure
- o Complete or partial loss of stock
- o Loss of income
- o Supply chain disrupted in some areas due to collapse of 17 bridges
- o Several warehouses completely lost/flooded
- o Big bread factory affected (30 employees not working)
- o Undergoing cleaning and damage assessments
- o Software/financial management/bookkeeping lost (offline in PCs)
- o No electricity in the first days after the emergency
- o Loans to be repaid, rent and salaries of employees to be paid

The main coping strategies people are using include the use of savings, indebtedness to keep paying loans/rent without an income, relocating of stock to safer areas, and relying on relatives/friends and authorities to clean and assess damages on businesses.



Closely linked to the livelihood sector, the destruction of productive stock, livestock and food stocks creates an immediate shortage of food and the consequent rise in prices. Based on the available data, food security is partially compromised. This not only threatens the availability of essential food, but also destabilizes the economic foundations of affected rural communities. Ensuring food security is essential to sustain recovery and maintain the livelihoods of affected populations.



## Multi purpose cash grants

The rapid assessment identified the need for cash assistance for affected households to protect livelihoods and support covering basic needs. The flooding led to the loss or severe damage of houses and livelihoods, including critical elements such as floors, walls, electricity, water, and sanitation facilities. These damages include complete housing structures, appliances, warehouses, and furniture. Consequently, populations in vulnerable situations are unable to cover their basic needs.

The markets and supply chain are functioning, although in some isolated villages, access is only by foot (this is expected to be restored soon for cars).

Priority Actions:

- Household profiling and recipient verification.
- Refresher training of volunteers.
- Deployment of volunteers to support and monitor the cash intervention process.
- Launch of the cash and voucher intervention.
- Conduct post-distribution monitoring (PDM) of operations.
- Engagement with a financial service provider.
- Engagement with authorities for coordination and targeting.
- Distribution of multipurpose cash (MPC) assistance.



## Water, Sanitation And Hygiene

The WASH sector requires immediate attention. Flood waters can contaminate drinking water sources, leading to the spread of water-borne diseases. Ensuring access to safe water, adequate sanitation, and hygienic practices is crucial to preventing disease outbreaks and protecting public health.

Due to the evacuees' loss of all their belongings, a critical aspect to address with the first distributions is the delivery of hygiene items for the affected population, along with hygiene promotion talks.

## Any identified gaps/limitations in the assessment

There is currently no evidence that needs assessments have been done in all affected areas, and where they were performed, whether the vulnerabilities of the population, disaggregated by sex, age, and gender, have been taken into account or not.

The rapid assessment conducted by Italian Red Cross identified vulnerable groups among the affected population. The interviewed sample presented many people over 60 who may face challenges due to health issues. Alarmingly, many rely on pensions or social income, and have seasonal workers, exacerbating their vulnerability. Other vulnerabilities include limited stable income, older people, and households with multiple children. The application of the Protection, Gender and Inclusion (PGI) approach will be crucial to address the principle of "do no harm" and adopt specific measures to better protect and keep people safe while addressing their needs.

### [Assessment Report](#)

# Operational Strategy

## Overall objective of the operation

The overall objective is to provide urgent and essential assistance to the households severely affected by the recent floods in four areas: Akhtala, Alaverdi, Karko, and Shamlugh. In total, 5060 individuals will be targeted based on need, according to selection criteria, and in cooperation with local authorities. This DREF intends to help families whose homes, crop fields, livestock and/or food supplies were destroyed during the floods. They will be supported with:

1) livelihoods and basic needs through MPC distribution targeting 2,500 individuals. This is aligned with the programmes that the government is currently distributing (the agreement that IFRC has with the ministry of labor and social affairs is under these premises).



2) basic needs support through in-kind provision in the first week of response. This Action will cover the needs of approx. 2,760 individuals in Shelter and WASH areas.

In addition, staff and volunteers will be supported through training and equipment to provide an effective, accountable and quality-based response.

## Operation strategy rationale

The operation strategy outlined in this DREF will ensure that Federation-wide activities contribute effectively to supporting the three planned stages of the response:

1. First response operation: This includes search and rescue activities, street and house cleanup, and sanitation efforts, to be conducted within the first two weeks of the operation.
2. Implementation of livelihoods and basic needs support through MPC distribution.
3. Post distribution monitoring: This involves monitoring the impact and effectiveness of distributions one month after each distribution cycle.

Overall, the activities will cover five months in total, encompassing both the immediate response phase and longer-term support.

## Targeting Strategy

### Who will be targeted through this operation?

The target group mainly includes individuals and families who have been evacuated for more than two weeks.

Related to relief distributions, these are the primary criteria:

- Individuals evacuated for more than 2 weeks (mid to long-term)

For multipurpose cash assistance via bank transfer, people will be targeted with 123 CHF per person/month (this includes bank fees).

Primary Criteria:

- Individuals evacuated for more than 2 weeks (mid to long-term)

Secondary criteria:

- Lost house
- Lost livelihood/business
- People with a disability or living with chronic disease (If the above criteria is not enough to reach 1600 HH)
- Families with three or more children (if the above criteria is not enough)

### Explain the selection criteria for the targeted population

The Multipurpose Cash Assistance (MPCA) programme serves as a crucial support system intended to assist the most vulnerable, bridging the gap until the Ministry of Labor and Social Affairs (MLSA) launches a compensation scheme.

The aim of this initial MPCA is to support basic food and non-food item needs, and provide compensation for income loss.

## Total Targeted Population

Women	2,009	Rural	70%
Girls (under 18)	903	Urban	30%
Men	1,855	People with disabilities (estimated)	16%
Boys (under 18)	833		
Total targeted population	5,600		



# Risk and Security Considerations

## Please indicate about potential operation risk for this operations and mitigation actions

Risk	Mitigation action
Lack of trust or acceptance from the community regarding the MPC program.	Conduct community sensitization and information sessions about the MPC programme's objectives and processes. Engage local leaders and stakeholders to build trust and ensure community support. Provide clear and accessible communication channels for people benefiting from the programme to ask questions and provide feedback.
Inflation or shortages of goods due to increased demand from cash distributions.	Conduct market assessments to ensure local markets can absorb the increased demand without significant price hikes. Monitor market conditions regularly and adjust cash amounts if necessary. Collaborate with local vendors and suppliers to ensure a stable supply chain.
Exposure to health risks for staff, volunteers, and beneficiaries during distribution, especially in the context of ongoing flood recovery.	Provide personal protective equipment (PPE) and health training for staff and volunteers. Implement health and safety protocols at distribution sites, including social distancing and hygiene measures. Coordinate with health authorities to address any emerging health concerns in the affected areas.
Breach of beneficiary data privacy.	Implement robust data protection protocols and secure data management systems. Ensure staff and volunteers are trained on data privacy principles and practices. Obtain informed consent from people before collecting personal information.
Misappropriation of funds, fraud, or corruption during the distribution process.	Implement stringent recipient identification and verification processes. Use electronic payment systems where possible to reduce cash handling. Conduct regular audits and establish a feedback mechanism for people to report issues.
Exclusion of vulnerable groups or inclusion of non-eligible individuals.	Develop clear criteria for beneficiary selection in collaboration with community leaders and local authorities. Use transparent and participatory methods to identify and verify eligible beneficiaries. Regularly review and update the beneficiary list to ensure accuracy.
Disruption of cash distribution due to damaged infrastructure (roads, bridges, communication networks).	Pre-assess access routes and establish alternative distribution points if necessary. Coordinate with local authorities and other organizations for logistics support. Use mobile teams and secure transport to reach remote or isolated areas.
Potential for civil unrest or conflict in flood-affected areas, especially near disputed borders.	Conduct regular security assessments and establish strong communication channels with local authorities. Train staff and volunteers on security protocols and emergency evacuation procedures. Limit cash distribution to daylight hours and secure locations to minimize risks.

## Please indicate any security and safety concerns for this operation

Risk: Potential for civil unrest or conflict in flood-affected areas, especially near disputed borders.

Mitigation: Conduct regular security assessments and establish strong communication channels with local authorities. Train staff and volunteers on security protocols and emergency evacuation procedures. Limit cash distribution to daylight hours and secure locations to minimize risks.



Has the child safeguarding risk analysis assessment been completed?

No

## Planned Intervention



### Shelter Housing And Settlements

**Budget:** CHF 27,871

**Targeted Persons:** 2,060

#### Indicators

Title	Target
Number of persons from affected/destroyed households are provided with essential sleeping sets and shelter items.	2,060
Number of target communities / sites with Shelter situation assessments conducted at least once	10
Number of sites for which debris removal has been completed	30

#### Priority Actions

- Needs assessment
- Distribution of sleeping sets
- Hygiene promotion activities
- Debris removal on sites



### Multi Purpose Cash

**Budget:** CHF 327,488

**Targeted Persons:** 2,500

#### Indicators

Title	Target
Number of people from affected/destroyed households are provided with Multi Purpose Cash Assistance	2,500

#### Priority Actions

- Needs assessment
- Verification of recipients
- Implementation of the multi purpose cash assistance programme
- Post Distribution Monitoring

Details on CVA assistance are as follows:

Transfer value: 50,000 AMD per person (123 CHF including 0,3% of service fee). The Government calculates this transfer value for MPCA, and all organizations must align with it. This is also the MPCA transfer value used for the Emergency Appeal (EA) operation, and all organizations and the government (MLSA) are aligned through the Cash Working Group (CWG). For example, if a family has three



members and meets the eligibility criteria, each member receives CHF 123, adding up to CHF 369 per family to meet basic emergency needs.

Financial Service Provider (FSP): Converse Bank (Framework Agreement already signed). This follows current practices in the EA and the CVA preparedness exercises, which compared FSPs in the country.

Delivery mechanism: Bank card transfer

Duration: 2 months, with 1,250 people targeted each month, totaling 2,500 people. (Based on experience, the lists vary each month according to the selection criteria.)

In Armenia, it is important to note that humanitarian MPCA payments are not subject to income tax. This is a significant relief for individuals receiving cash assistance, ensuring that the total amount of the assistance reaches them. In addition, in previous cash assistance programmes, the government prohibited banks from deducting these grants to cover individual debts, further safeguarding the financial well-being of people benefiting from the programme.

Primary Selection Criteria (every beneficiary has to fulfill): People evacuated for more than two weeks due to damages to their houses

Secondary Selection Criteria (to complete target if necessary):

People who lost livelihoods/business (Prioritizing people with disability or chronic disease in the household or having three or more children below 18)



**Budget:** CHF 1,598

**Targeted Persons:** 45

### Indicators

Title	Target
Number of staff and volunteers trained on Psychological First Aid	45

### Priority Actions

- 3 x Psychological First Aid Trainings for first responders



**Budget:** CHF 17,240

**Targeted Persons:** 700

### Indicators

Title	Target
Number of target communities / sites with WASH situation assessments conducted at least once	10
Number of people (and households) reached by hygiene promotion activities in the response period	700
Number of families that received hygiene kits	175



## Priority Actions

- Needs assessment
- Hygiene promotion activities
- Distribution of hygiene kits



## Community Engagement And Accountability

**Budget:** CHF 1,598

**Targeted Persons:** 45

## Indicators

Title	Target
The operation is informed by a needs assessment which includes information gathered from affected populations	1
Number of staff and volunteers trained on receiving and managing safeguarding-related disclosures	45

## Priority Actions

- 3 x CEA Trainings for first responders

CEA will be mainstreamed throughout the intervention to guarantee maximum and meaningful participation of the affected communities following the Minimum Actions for CEA. The beneficiary selection criteria will be developed with communities, and the process will be communicated to all affected populations.

Throughout the intervention, the community will be informed about planned activities, timelines, selection criteria, and exit plans using the communication channels of their preference.

Opportunities will be designed to involve the community in decision-making regarding the response. A feedback and complaint box will be placed for recipients of distributed items to provide direct feedback on the distribution exercise. Additional feedback channels will also be available and communicated to the community, including face-to-face interaction with the ARCS branches and the ARCS helpline. Feedback will regularly be analysed and responded to, such that the intervention remains relevant and accountable to the affected communities.

During the evaluation phase, communities will also discuss the findings.



## Secretariat Services

**Budget:** CHF 82,005

**Targeted Persons:** -

## Indicators

Title	Target
Number of rapid response personnel support the operation	3

## Priority Actions

- Surge personnel deployments
- Coordination with authorities
- Coordination with key actors
- Support to NS in the response





Budget: CHF 41,961

Targeted Persons: 249

## Indicators

Title	Target
The operation is informed by a needs assessment which includes information gathered from affected people	1
Number of volunteers provided with equipment for protection, safety and support (e.g. PSS) appropriate to the emergency	250
Lessons Learned Workshop conducted to assess the impact of the operation	1

## Priority Actions

- Rapid needs assessment
- Lessons learned workshop

# About Support Services

## How many staff and volunteers will be involved in this operation. Briefly describe their role.

The DM Department is responsible for the NS to lead emergency operations. To ensure the ARCS has effective and motivated volunteers, this operation will support the following activities:

- Ensuring volunteers' safety and wellbeing.
- Ensuring volunteers are adequately trained.
- Ensuring that staff and volunteers involved in emergency relief operations are aware of their rights and responsibilities.
- Ensuring volunteers' engagement in decision-making processes of respective projects they implement.
- Ensuring that volunteers are insured by the ARCS.
- Organizing refresher training on CEA activities for volunteers and staff.
- Responding to community concerns by the ARCS.
- Conducting CEA feedback mechanisms by trained volunteers and staff.
- Frequent monitoring of the security situation, progress, and performance will also be carried out based on IFRC instructions.

The ARCS will provide continuous support and protection for its staff and volunteers in the field.

### Administration and Finance:

Administrative and financial processes are structured within the framework of the ARCS quality system to support all aspects of our humanitarian mission, ensuring adequate transparency and accountability. ARCS will adhere to IFRC financial procedures to maintain compliance, with ongoing monitoring and technical support provided by the IFRC to ensure the effective and responsible management of financial resources.

### Logistics and Supply Chain:

Logistics will be coordinated by the IFRC Logistic Delegate in the country. All purchases will be made locally following the IFRC procurement SOPs and standards.

### Protection, Gender and Inclusion (PGI):

Briefing for staff and volunteers involved will include Code of Conduct training and signature of the Prevention and response to sexual exploitation and abuse and child safeguarding codes of conduct. All sectors will seek to meet the IFRC Minimum Standards on PGI in Emergencies with support from the IFRC PGI Focal Point.

The IFRC country office, leveraging its extended capacity, will provide support to the operation through the following profiles: Operations



Manager, CVA/Livelihood Delegate, MHPSS Delegate, and three rapid response personnel that have been requested: IM Coordinator, Communication Coordinator, CEA Coordinator.

## **Will surge personnel be deployed? Please provide the role profile needed.**

1 IM/CVA Coordinator  
1 CEA Coordinator  
1 Communications Coordinator

## **If there is procurement, will it be done by National Society or IFRC?**

For procurement: The IFRC in-country is leading the procurement process. The country office has a dedicated Logistics and Procurement Delegate and local staff who provides support for handling small/large-scale procurements. The primary focus will be on replenishing relief supplies.

For cash assistance: The IFRC has a pre-existing agreement with a service provider for the immediate delivery of cash assistance.

## **How will this operation be monitored?**

Monitoring of this DREF will be done in adherence to IFRC standards to support efficient and effective implementation. The PMER Delegate will input measures and support to ensure data that is collected is timely, accurate, complete, and disaggregated by gender, age and other vulnerabilities (IDPs, disabilities, pregnant and lactating women, children, etc.).

The IFRC Country Cluster Office and Country Office have PMER delegates who have implemented monitoring measures such as an Indicator tracking table in the cloud to store the data provided by the field, in addition to a calendar of scheduled field visits in order to monitor the activities developed as part of the response. Finally, it is planned that the IM coordinator will integrate the tools into dynamic visualization models such as dashboards that allow constant remote monitoring.

## **Please briefly explain the National Societies communication strategy for this operation**

For this operation, the support of a communications coordinator has been requested to support the NS in structuring a clear and concise communications strategy for this operation and to implement a similar triggering mechanism for future response operations.



# Budget Overview



## DREF OPERATION

### MDRAM013 - Armenia Red Cross Floods 2024

#### Operating Budget

<b>Planned Operations</b>	<b>375.793</b>
Shelter and Basic Household Items	27.871
Livelihoods	0
Multi-purpose Cash	327.488
Health	1.598
Water, Sanitation & Hygiene	17.240
Protection, Gender and Inclusion	0
Education	0
Migration	0
Risk Reduction, Climate Adaptation and Recovery	0
Community Engagement and Accountability	1.598
Environmental Sustainability	0
<b>Enabling Approaches</b>	<b>123.966</b>
Coordination and Partnerships	0
Secretariat Services	82.005
National Society Strengthening	41.961
<b>TOTAL BUDGET</b>	<b>499.759</b>

*all amounts in Swiss Francs (CHF)*

Internal

12.06.2024

#V2022.01

[Click here to download the budget file](#)



# Contact Information

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

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[Click here for the reference](#)

