



# DREF OPERATION FINAL REPORT

## Armenia | Population Movement

|                                                                                                                                                                          |                                           |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------|
| <b>DREF n°:</b> MDRAM010                                                                                                                                                 | <b>GLIDE n°:</b> CE-2022-000237-ARM       |
| <b>Timeframe covered by this update:</b> 03/10/2022 – 31/01/2023                                                                                                         | <b>Operation timeframe:</b> 4 months      |
| <b>Funding requirements (CHF):</b> CHF 499,318                                                                                                                           | <b>N° of people being assisted:</b> 6,639 |
| <b>Red Cross Red Crescent Movement partners actively involved in the operation:</b><br>Armenian Red Cross Society, IFRC, ICRC                                            |                                           |
| <b>Other partner organizations actively involved in the operation:</b> The Ministry of Labour and Social Affairs (MoLSA), UNHCR, UNICEF, WHO, ACTED, Mission Armenia NGO |                                           |

## A. SITUATION ANALYSIS

### Description of the disaster

On 13 September 2022, major conflict escalation took place along the international state border between Armenia and Azerbaijan. Local authorities in Armenia reported that from 13 to 15 September, villages were affected by shelling, which made evacuation of vulnerable families impossible. However, starting from the morning of 15 September, when the conflict intensity decreased and roads became relatively safe, the officials announced that more than 2,700 people, mainly children and women, had left their communities of origin. During the subsequent days, the number of displaced people increased significantly. As of 19 September, the government announced that a total of 7,600 people were displaced. The official sex-disaggregated data is not available, however, according to the announcement of the Public Defender of Armenia, the majority of the displaced people were women; 1,500 were children, and 99 people with disabilities. Among civilians, there were four fatal casualties, one person reported missing, and seven wounded.

The escalation heavily affected three regions (marzes) of Armenia in the east and south of the country: Syunik, Vayots Dzor, and Gegharkunik. It is worth noting that based on the population size of the 46 settlements affected by the escalation, around 128,000 people have been at risk. However, considering that more settlements are close to the affected areas, the population of concern is estimated to be around 160,000 people. Locations along the border were targeted around towns like Kapan, Goris, Tchambarak, Vardenis, Sisian and in Sev Lake and Jermuk, including civilian and military infrastructure.

A total of 46 communities have been affected by the conflict with 36 communities directly damaged. In addition, 192 homes, two schools, and one hospital have reported as damaged. Due to damage to roads and infrastructure, communities' livelihood systems have been impacted. Loss of livelihoods, access constraints to their points of origin, and lack of water, electricity and gas supply hindered the return of the displaced population.

## **Summary of current response**

### **Overview of Host National Society**

The Armenian Red Cross Society (ARCS), as an auxiliary organization to the public authorities in the humanitarian field and the largest voluntary organization in the country, has a network of 11 regional, one territorial, and 52 community branches, over 300 experienced staff and over 3,000 active volunteers. The ARCS activated a Movement Contingency Plan on 13 September 2022, and the President of ARCS declared the emergency status and nominated the Secretary-General as a Response Coordinator. On 14 September 2022, the ARCS convened a mini summit with the ICRC and the IFRC to coordinate the Movement humanitarian response to exchange the reading of the situation in the country. Alongside with the immediate humanitarian response, the assessment of impact of the latest escalation in Armenia was launched. In line with the Movement Coordination for Collective Impact Agreement (MCCIA, Seville Agreement 2.0), the ARCS had the role of Convener, and the ICRC retained the role of the Co-convener supporting of the ARCS response to people affected by the armed conflict and its direct result. The IFRC supported the National Society development during the emergency and provided technical expertise as required, including support to the ARCS for implementation of the Unified Planning for Armenia, application of the IFRC DREF and other global tools. Within the operation timeframe, the ARCS convened several Tripartite Movement coordination meetings to share information about humanitarian needs and direct the Movement response. Coordination between the Armenian Red Cross Society and the Government, mainly the Ministry of Labour and Social Welfare, and regional and local authorities were established. Resource mobilization for emergency response was activated, and both human resources and stocks and disaster response teams of ARCS branches were mobilized. Local authorities provided regular updates about the situation through ARCS local branches and the requests on humanitarian needs and the corresponding response were recorded on the Information Management (IM platform).

ARCS initially responded to the crisis with its resources providing fuel, first aid kits, blankets, and material for dead body management upon the request from national and local authorities, and distributed food and hygiene parcels (2,140 parcels) donated by ICRC to the displaced through its branches. The ARCS helpline started receiving calls for psychological support from affected families, families of soldiers, families of the dead and injured and the missing persons. Psychologists and first aid teams were deployed immediately to the urban areas of all three regions, where displaced families are resettled to provide psychological assistance and psychological first aid.

Community volunteers were selected within the affected communities to provide risk communication and community engagement sessions on the prevention of various diseases, including measles, COVID-19, Monkeypox, diarrhoea, and others. Importance of immunization for vaccine-preventable diseases, including COVID-19, was communicated. Printed materials on protection of health and well-being were disseminated among the affected communities.

In parallel to the rapid response, the ARCS led a joint needs assessment with IFRC and ICRC. A task force for a Joint Rapid Need Assessment was established and the National Society (NS) facilitated the implementation of data collection and analysis.

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

Partner National Societies including the Swiss Red Cross, and Austrian Red Cross are present in Armenia, and ICRC has a Country Delegation based in Yerevan. Italian Red Cross has a delegation based in Tbilisi, Georgia, covering both Armenia and Georgia, and Danish Red Cross provides technical support and guidance to Armenia Red Cross from its headquarters and frequent visits to the country. Monaco Red Cross provides its support via the Swiss Red Cross. All Movement partners in South Caucasus have agreed to work together in the spirit and mindset of the Strengthening Movement Coordination and Cooperation (SMCC) agreement, with the Council of Delegates Resolution (CD/17/R1, Antalya 2017) as a core guiding document.

With the onset of this emergency response, Monaco Red Cross made available an unearmarked bilateral transfer to ARCS for an amount of CHF 20,000 for relief operations which was used for food and hygiene items. Austria

Red Cross allocated resources for the dissemination of 440 food and hygiene parcels to the conflict-affected population.

The ICRC has been partnering consistently with the ARCS since 1992. Since 2020, the joint efforts were further enhanced 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 strengthening the capacities of the regional and community branches in four International Border areas exposed to conflict. In response to the September 2020 escalation, ICRC provided services within their mandate and acted as a neutral intermediary to support affected people. It has expanded its presence in Armenia by opening two sub-delegations in Ijevan and Goris regions to ensure their proximity to the affected population living along with the international border areas. Within the response to the 2022 escalation, ICRC continued supporting the Movement response with ARCS as co-convenor according to the role assigned by Seville 2.0 agreement. Activities were jointly coordinated with ARCS and ICRC to ensure coherence between partners and coverage of the affected areas. ARCS and ICRC conducted a comprehensive multidisciplinary needs and protection assessment serving as a basis for the response to the needs of the communities exposed to conflict and civilian infrastructures in the affected areas. The ICRC provided 2,400 food parcels from their prepositioned stock to the ARCS for initial distribution and to respond to the acute needs.

ARCS, as the convenor, established three layers of coordination within the Movement, at the strategic, operational, and technical levels. ARCS maintained close coordination with other humanitarian actors and the public and local authorities through coordination mechanisms established by the authorities. In line with the SMCC tools and mechanism, a mini summit convened on 14 September with representatives of the tripartite membership and respective leadership and representatives of ARCS, IFRC, and ICRC. The mini summit was followed by forming a task force with the operational NS staff attending and taking on responsibilities for executing actions to reach people with aid, as per the commitment the NS made within their auxiliary role to the government, with the support of IFRC and ICRC. The task force was active throughout the DREF response and supported by IFRC Surge. A joint statement was made to communicate to the entire Movement the operational situation, confirm each Movement partner's role and responsibilities and define the "ask" with regard to possible additional resources.

### **Overview of non-RCRC actors in country**

The Ministry of Labour and Social Affairs (MoLSA) was responsible for the coordination of humanitarian assistance to the internally displaced. MoLSA activated its Unified Social Services (USS) system to collect all the information on the needs of people in the regions. Furthermore, it held coordination meetings with relevant organizations on the level of Deputy Ministers. The social support services mapping platform established by MoLSA was shared with the relevant actors for information on the existing resources and planning the coordinated response. The ministry was responsible for consolidating the data and the needs, directing humanitarian assistance, and mobilising resources through auxiliary institutions. The information collected on the number of displaced and their needs was communicated through an official request to the ARCS for support. MoLSA introduced social support services mapping platform, which was shared with the relevant actors for information sharing on the existing resources and planning the coordinated response.

UNHCR and UNICEF conducted a joint mission to the affected town of Vardenis, Gegharkunik province, to assess the displacement situation. UN officers actively engaged with the authorities to emphasize the importance of up-to-date data and the priority needs of the displaced persons. UNHCR, with its local NGO partner "*Mission Armenia*" and in collaboration with the Municipality in Vardenis, distributed basic hygiene and food items to the displaced families hosted in the province of Gegharkunik. UNHCR coordinated their onset intervention with ARCS, yet they were not involved in response/support operations due to a lack of emergency funds. ARCS and IFRC jointly met with WHO to exchange a preliminary understanding of the situation and humanitarian needs of the people affected and to explore support areas. WHO carried out a field observation visit to the displacement areas. ACTED launched a rapid needs assessment focusing on 12 out of 46 affected settlements, and results were shared with the wider humanitarian community in Armenia. Further engagement for coordination purposes will be established between ARCS, ACTED and other organizations responding.

The private sector companies also contributed to the response to the crisis. With the support from the private company “*Majorel*”, ARCS distributed food and hygiene supplies to the conflict-affected families in Gegharkunik region.

## Needs analysis and scenario planning

### Needs analysis

To identify the priority needs of the affected communities and devise tailored and locally driven response strategies, in September 2022, the Armenian Red Cross Society (ARCS) initiated the initial rapid needs assessment with the support of IFRC. The findings of the assessment are as follows:

- Food Security and Livelihoods were identified as the main short-term priority need of the displaced population. According to the analysis of the assessment data, 76% of the respondents identified food as their number one priority need. It is also noteworthy, that 44% ranked access to cash as one of top three priority needs and a preferred aid modality, and when they were asked what they would use the cash for, 20.6% indicated food.
- Water, Sanitation, and Hygiene (WASH) items were identified as the second priority: 45% of the respondents mentioned sanitation or hygiene-related items among their top three priority needs. While 10% of those who listed cash as one of their top three priority needs claimed that they needed money for sanitation or hygiene related items.
- Only 3.85% of the people interviewed during the needs assessment reported not having accommodation arranged at their current location. Most of the respondents (70.98%) reported having accommodation with their friends/relatives, while 3.4% were staying with a host family. Although most of the respondents had arranged temporary accommodation at the time of the assessment, shelter or housing were still ranked as a top priority after food, WASH, and cash. 20% of the respondents identified shelter as their priority need, and 7.9% of those who listed cash as one of the top three priority needs, claimed that they needed money for shelter or housing.
- In addition, the assessment examined the information needs of the affected population to amplify ARCS' risk communication efforts. 20% of the respondents claimed that they did not have proper access to information about the state and non-state assistance programmes, and information about conflict-related developments (17%).

Within the DREF Operation, ARCS opened three communication channels (helpline, online feedback form and personal contact with the ARCS volunteer and staff) to collect feedback and suggestions from the target communities. The feedback was regularly collected, responded to, and analysed to ensure responsive programming.

Displacement caused by the conflict escalation has exacerbated the pre-existing vulnerabilities and created new ones in Gegharkunik, Vayots Dzor and Syunik regions. Initially, the ARCS response targeting criteria were solely based on the displacement status of the individual. However, following additional needs assessments conducted by the Red Cross Red Crescent (RCRC) Movement, it was determined that the rural (non-displaced) residents of the affected communities were also subjected to food insecurity, putting them in a more precarious position than some of the displaced individuals. These non-displaced people were vulnerable on several fronts: as the emergency happened in the early autumn, in the stage of the intensive agricultural works and harvest collection, it directly affected the livelihoods of the households by resulting in disruption of crops, livestock losses and main sources of income. In addition, they are experiencing other negative consequences of the conflict, including limited market access.

Besides the rapid needs assessment, ARCS launched a livelihood needs assessment examining the priority needs of the affected communities, their coping strategies, recovery readiness and preferred assistance modalities. Using the quantitative methods of data collection, surveying 852 conflict-affected individuals from Gegharkunik, Syunik and Vayots Dzor, the assessment established the economic profile of the population of concern before

and after the conflict escalation, identified their basic and early recovery needs and produced a set of recommendations for short- and medium-term interventions aimed at early recovery of the vulnerable communities.

Protection, Gender and Inclusion (PGI) approaches were mainstreamed throughout the entire operation. The collected data was disaggregated by age and gender and PGI aspects were considered while designing and implementing the methodologies of the Rapid Needs Assessment and the Post-Distribution Monitoring (PDM) survey to assess the different perspectives and preferred assistance modalities of men and women about the support received.

### **Operation Risk Assessment**

A detailed risk matrix was developed at the planning stage of the operation, in which both internal and external risks were identified, their likelihood was estimated, and mitigation strategies were defined. The risk matrix was regularly revisited and revised during the operation to ensure the availability of hands-on mitigation strategies to the identified risks.

## **B. IMPLEMENTATION STRATEGY**

### **Implementation strategy**

The overall objective of the operation was to reduce the vulnerabilities of the affected population, and to support them in coping with the humanitarian consequences of the conflict. The operation focused on the provision of immediate assistance to the displaced people based on the findings of the ARCS' needs assessment, which indicated a clear need to focus on livelihoods and basic needs, health, with a particular emphasis on Mental Health and Psychosocial Support (MHPSS), sanitation and hygiene, and educational support to conflict-affected children and their parents.

The findings of the Initial Rapid Assessment conducted in September 2022 informed the operational scope, priorities, and approaches of the ARCS to respond to the humanitarian needs of the population affected by the conflict escalation. The targeting strategies and eligibility criteria for the selected forms of assistance were identified based on the vulnerabilities, needs and priorities revealed by the assessment, and the analysis of the available secondary data.

The following priority objectives have been identified for the response operation:

- To meet the immediate and mid-term food needs and restore/protect the livelihoods of vulnerable and marginalized groups.
- To improve the access to food for the displaced population, returnees, and the population of the affected and vulnerable communities.
- To contribute to reducing the level of risks to prevent the spread of illness and diseases.
- To support the displaced communities with ensuring safe and dignified living conditions.
- To improve the access of children and youth affected by the conflict to appropriate education opportunities.
- To provide MHPSS support to the displaced individuals.

The general eligibility criteria for selecting people to be assisted by ARCS in its response operation are as follows:

- All people affected from the 13 - 14 September escalation and living in the mentioned affected communities (the ones still in displacement as well as the returnees).
- Vulnerable population of host communities (up to 10%) meeting the following criteria: households living under the national poverty line, women headed households, households with more than three children, households with persons with disabilities, households with at least one person in poor health condition, and households with older adults only.

### **Eligibility Criteria for Food and Non-food Items/Hygiene Kits:**

- A blanket approach was applied for rural areas due to the double and triple vulnerabilities experienced by the rural communities.
- For urban areas, the following vulnerability criteria were applied: households living under the national poverty line, women headed households, households with more than three children, households with persons with disabilities, households with at least one person in poor health condition, and households with older adults only.

### **Eligibility Criteria for Bed linen and Towels:**

Based on the official data, 192 residential houses were damaged in Gegharkunik, Vayots Dzor, and Syunik; 60 of them were completely destroyed as a result of the conflict escalation. Based on the available secondary data, the following eligibility criteria have been developed for receiving bed linen and towels kits:

- In the rural communities, already identified as vulnerable and in Jermuk city, bed linen and towel kits were provided to the household (HH), whose residential houses were partially or completely damaged.
- Bed linen and towel kits were provided to the families who are still in displacement.
- The kits were provided to the vulnerable families from the host communities, not amounting to more than 10% of direct recipients of the support.

### **Eligibility Criteria for Education support**

- Children aged 6 to 14 who have been displaced, are living in the conflict affected community or have been exposed to the conflict in some way.

### **Eligibility Criteria for MHPSS, Community Engagement & Accountability (CEA) and Risk Communication Support**

- All individuals displaced or affected by the conflict, as well as the host communities.

While the original operational strategy was targeting mainly the displaced population group and activities were structured based on the locations of displacement, two weeks after the need assessment, displaced population groups started to return to their homes. However, based on both formal requests from the local administrations and on multisectoral needs assessment of ICRC, it was determined that especially the rural population, all families equally, are facing food insecurity due to loss of their main income and inability to continue agricultural activities. In some communities' roads and drinking water pipes were destroyed and return to normal life in some places was very slow and with difficulties.

While initially the DREF Operation envisioned the distribution of food and hygiene parcels (two-month supply) to 3,200 individuals selected according to the abovementioned criteria, eventually, due to high levels of vulnerability of all conflict-affected families, and the fact that the majority of displaced families returned to their points of origin within a month, a decision was made to make minor adjustments to the DREF budget and apply a blanket approach to reach 6,639 people instead with one month supplies of food and hygiene items.

To enhance transparency and accountability of the operation, the monitoring framework was developed at the beginning of the operation, and monthly monitoring reviews were undertaken. Three monitoring and evaluation visits were conducted by the representatives of the IFRC South Caucasus Country Cluster Delegation, and an operational review – a Lessons Learned Workshop was conducted as a concluding event of the intervention.

## C. DETAILED OPERATIONAL REPORT



### Shelter

**People reached: 450**

Male: 225

Female: 225

| Indicators:                                                                                                                       | Target | Actual |
|-----------------------------------------------------------------------------------------------------------------------------------|--------|--------|
| % of targeted individuals who report being able to meet the basic shelter needs of their households as a result of the assistance | 80%    | 90%    |
| Number of displaced families reached with bed linen and blankets                                                                  | 300    | 155    |
| Number of displaced persons reached with bedlinen and blankets                                                                    | 1,200  | 450    |

### Progress towards outcomes

Based on the Operational Strategy described above (please refer to section B), the following activities were carried out to meet the shelter needs of the targeted population:

To identify the priority needs of the affected communities and devise tailored and locally driven response strategies, ARCS initiated the initial rapid needs assessment with the support of IFRC.

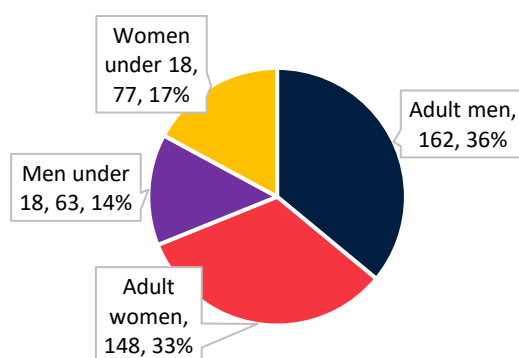
The purpose of the assessment was to

- define the scope and the scale of the disaster;
- identify the most affected population of the disaster;
- develop the selection criteria for people assisted under the response operation;
- identify and assess the most urgent humanitarian needs prioritized by the affected population;
- determine the most relevant and appropriate modality of assistance to the affected population; and
- identify priority areas of interest for deeper assessment and analysis.

A structured questionnaire was used as the research tool. The data was collected from 22 to 25 September 2022. A total of 391 respondents (325 women and 66 men) took part in the assessment. The assessment identified the priority needs of the displaced population and informed the operational strategy of the ARCS.

The suppliers of the relief items envisioned within the DREF were selected through a closed tender, carried out in compliance with the ARCS procurement procedures and the legal requirements. Two suppliers were selected and contracted for the provision of shelter supplies.

By 29 November 2022, sets of shelter items (a set consisted of bed linen, blanket and a towel) were provided to **450** individuals (**155** households) living in Sotk and Kut communities of Gegharkunik marz. The age and gender disaggregation of the population reached is presented in the figure below:



Post-distribution monitoring methodology and data collection tools were developed by the IFRC Planning, Monitoring, Evaluation and Reporting (PMER) Consultant supporting the ARCS with monitoring, evaluation, and reporting of the present DREF Operation. The data collection instruments were constructed in Kobo Toolbox by the ARCS Information Management (IM) Officer and IFRC Senior IM Officer. For conducting the PDM, the ARCS Disaster Management Department developed a detailed plan of action and schedule. Experienced data collectors (ARCS staff and volunteers) from headquarters (HQ) and branches were selected for this exercise. Based on the team members' previous experience, a team of call centre and face-to-face interviewers was assembled. On 23 December 2022, the Disaster Management (DM) department organized a remote introduction and coordination meeting with the PDM team. During the meeting, the leadership of the branches and the data collectors were introduced to the strategic and logistical details of the work plan, the PDM methodology, and data collection instruments. All the questions raised were addressed. Mock interviews were conducted on 29 December 2022, and based on the observations, a final debriefing was organized. The PDM data was collected from 11 to 19 January 2023. In total, 852 individuals from Vayots Dzor, Gegharkunik and Syunik were conducted.

The PDM confirmed the satisfaction of the target population with the received shelter supplies: most respondents (89.7%) evaluated the received shelter supplies as good, with 10.3% saying the quality was average. The vast majority of the respondents (98.1%) stated that their families needed the received shelter assistance very much, and 1.9% said they needed it more or less.

ARCS has put efforts in informing the target communities about the channels for submitting their feedback and complaints. The ARCS helpline number was proactively communicated through the NS's website and social media channels. Moreover, the volunteers involved in the distribution of relief items informed the target population about the ways they can submit feedback and complaints to the NS. The following feedback channels are available: ARCS helpline, direct telephone communication with the ARCS Disaster Management team, online feedback tool. The feedback is collected and analysed through the ARCS centralized feedback mechanism.

The initial operation strategy planned dissemination of essential HH items to people on the move, setting the target proportionally to the amount of displaced people in the immediate aftermath of escalation (1,200). However, in the following weeks of the escalation, the majority of the displaced were able to return to their homes. The ARCS adjusted their target to the actual amount of people whose houses have been heavily damaged or lost as a consequence of the escalation (450).



## Livelihoods and basic needs

**People reached: 6,639**

Male: 3,320

Female: 3,319

| Indicators:                                                                                                                                                          | Target | Actual       |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------|--------------|
| % of targeted individuals who state that they were able to meet the basic food needs of their households during the period of 1 months as a result of the assistance | 80%    | 75%          |
| Number of displaced people reached with food parcels for a period of 1 month                                                                                         | 6,800  | <b>6,639</b> |

### Progress towards outcomes

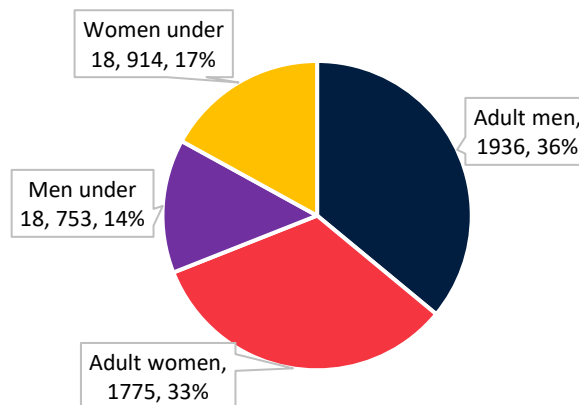
*Based on the Operational Strategy described above, within the DREF Operation the following activities were carried out to meet the food and livelihoods needs of the targeted population:*

Please, refer to the section above (Shelter) to see the description of activities carried out to complete the needs assessment.



The suppliers of the relief items envisioned within the DREF were selected through a closed tender, carried out in compliance with the ARCS procurement procedures, and, due to IFRC requirement for food and value of procurement, the files were reviewed and approved by IFRC Global Logistics. Two suppliers were selected and contracted for the provision of food and hygiene supplies.

ARCS provided food parcels to **6,639** individuals (about **1,660** HH) living in Gegharkunik, Vayots Dzor and Syunik marzes. The age and gender disaggregation of the population reached is presented in the figure below:



The PDM exercise confirmed the relevance and effectiveness of the food support provided. Overall, the majority of respondents (86.7%) evaluated the received food supplies as good, with 12.3% saying the quality was average, and 0.9% rating it as bad. The respondents from Vayots Dzor were the least satisfied with the quality of food supplies, with 26.13% evaluating them as average, while the absolute majority of the respondents from Gegharkunik (93.6%) and Syunik (95.26%) evaluated them as good. The vast majority of the respondents (81%) noted that their household needed food assistance very much, while 18.9% said they needed it more or less. The majority of respondents (75.32%) noted that the food supplies lasted for a month or longer, and 24.7% said they ran out in less than a month.



## Health

**People reached: 6,639**

Male: 3,320

Female: 3,319

| Indicators:                                                                                                                                                                                          | Target | Actual       |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------|--------------|
| % of targeted individuals who can recall at least 2 key messages received through risk communication, including health prevention for communicable diseases (CD) and non-communicable diseases (NCD) | 80%    | 25%          |
| % of targeted individuals who state that they were satisfied with the MHPSS support received                                                                                                         | 80%    | 85%          |
| Number of persons reached directly and indirectly in the affected population regions reached by risk communication, including health prevention for CD and NCD                                       | 5,000  | <b>6,639</b> |
| Number of displaced persons reached by MHPSS activities                                                                                                                                              | 5,000  | <b>6,639</b> |
| Based on the Operational Strategy described above, within the DREF Operation the following activities been conducted to meet the health-related needs of the targeted population:                    |        |              |
| All volunteers involved in the operation were briefed on the topics of risk communication and health promotion, community feedback, its importance and available channels to receive the feedback.   |        |              |

A refresher training on community-based health was organized for ARCS Yerevan, Tavush, Syunik, Vayots Dzor, Gegharkunik and Ararat regional staff and volunteers. In total, the training was attended by 27 participants.

The main topics covered:

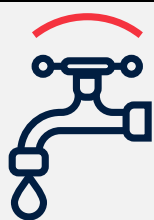
- communicable diseases (CD) and non-communicable diseases (NCD), types of infections, causes and ways of transmission;
- vaccine preventable diseases, including COVID-19;
- community-based health and the main role of volunteers;
- types of NCDs;
- the main ways to prevent NCD; the importance of healthy living of community members.

Face-to-face and online Psychological First Aid (PFA) was provided to the volunteers from Vayots Dzor, Gegharkunik and Syunik regions and PFA and Psychosocial Support (PSS) trainings were delivered for the volunteers from Vayots Dzor, Gegharkunik and Syunik regions.

PFA was continuously provided to the targeted population through the ARCS helpline. Where relevant, the persons calling the helpline were referred to the relevant state and non-state services. ARCS MHPSS team provided psychological support to the displaced families. About 3,350 people received MHPSS support through ARCS helpline, face-to-face conversations, and other relevant activities.

To evaluate the relevance, effectiveness and efficiency of the Risk Communication, Community Engagement and Accountability efforts of the ARCS, the PDM asked the respondents a set of questions to collect their perceptions on the disseminated Risk Communication and Community Engagement (RCCE) messages. The data analysis suggests that most respondents (75%) either did not receive or could not recall receiving the information about protecting their health from communicable and non-communicable diseases. Those who remembered receiving any information, were asked to recall two topics on which they received information. The mostly recalled topics were COVID-19 prevention, infectious diseases prevention, disease prevention (general), poisoning prevention and treatment.

The PDM survey showed that only 25% of people were able to recall at least two key messages received through risk communication, including health prevention for CD and NCD. This can be explained by the extreme vulnerability of the target population which diverted their focus on the urgent need for social assistance and de-prioritization of health-oriented messages. The ARCS will consider this learning during planning their CD and CND risk communication strategies for future operations.



## Water, sanitation and hygiene

**People reached: 6,639**

Male: 3,320

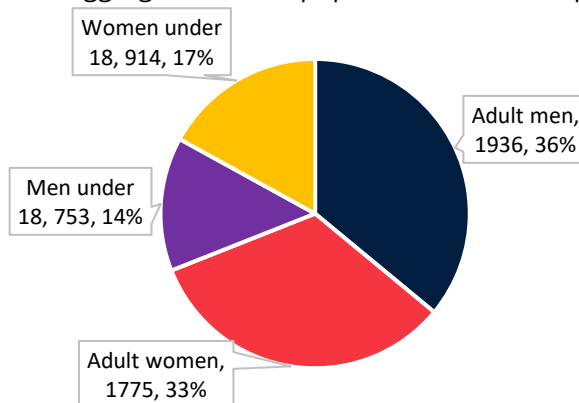
Female: 3,319

| Indicators:                                                                                                                          | Target | Actual       |
|--------------------------------------------------------------------------------------------------------------------------------------|--------|--------------|
| % of target population who state that, during the response phase, they were satisfied with their access to hygiene supplies          | 80%    | 85%          |
| Number displaced persons reached with hygiene parcels for a period of 1 month                                                        | 6,800  | <b>6,639</b> |
| Number of persons reached directly and indirectly in the affected population regions by risk communication, including WASH promotion | 5,000  | <b>6,639</b> |
| Number of sessions of personal hygiene                                                                                               | 10     | 130          |
| Number of Information, Education, and Communication (IEC) material on WASH printed and distributed                                   | 6,800  | <b>6,639</b> |
| <b>Progress towards outcomes</b>                                                                                                     |        |              |

Based on the Operational Strategy described above, within the DREF Operation the following activities been conducted:

Please, refer to the section above (Shelter) to see the description of activities carried out to complete the needs assessment.

ARCS provided hygiene parcels to **6,639** individuals (about **1,660** HH) living in Gegharkunik, Vayots Dzor and Syunik marzes. The age and gender disaggregation of the population reached is presented in the figure below:



Five types of Information, Education, and Communication (IEC) materials covering ten WASH related topics were prepared and printed by ARCS. 6,639 individuals living in Gegharkunik, Vayots Dzor and Syunik Marzes who were reached with food and hygiene parcels have also received IEC materials on WASH.

Nine face-to-face group sessions on WASH practices were conducted with the branch volunteers by ARCS, who will share the key WASH messages with their respective communities.

Information sessions were organized on community level with participation of the ARCS branch volunteers. In total, over 130 sessions were conducted, including practical sessions on handwashing and personal hygiene.

The PDM exercise confirmed the relevance and effectiveness of the food support provided. The majority of respondents (86%) evaluated the food supplies received as good, with 13.7% saying the quality was average, and 0.3% rating it as bad. The majority of the respondents (77%) noted that their household needed the WASH assistance very much, while 23% said they needed it more or less. The majority of respondents (77.79%) noted that the food supplies lasted for a month or longer, and 22.2% said they ran out in less than a month.



## Protection, Gender and Inclusion

**People reached: 31**

Male: 18

Female: 13

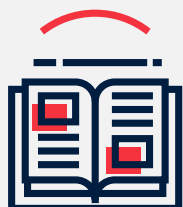
| Indicators:                                                                              | Target | Actual |
|------------------------------------------------------------------------------------------|--------|--------|
| Number of volunteers receiving basic induction sessions on PGI standards and principles. | 20     | 31     |

### Progress towards outcomes

Based on the Operational Strategy described above, within the DREF Operation the following activities been conducted:

Training on Protection, Gender, and Inclusion (PGI) for 31 ARCS volunteers (18 men, 13 women) involved in the operation was held on 22 December 2022. The training included a refresher session on Dignity, Access, Participation, and Safety (DAPS), ARCS Code of Conduct, and PGI approaches in Emergency programming.

The ARCS Code of Conduct was updated in June 2022 and a specific article was added on Prevention of Sexual Exploitation and Abuse, investigation and whistle-blower mechanisms. The refresher session ensured that the volunteers are well-informed about the changes to the Code of Conduct. The presentation was followed by practical examples and experience sharing session about preventing violations of Code of Conduct and managing the incidents. The second part of the agenda was dedicated to the introduction to PGI in Emergencies. The presentation covered the basics of PGI, its main principles, including dignity access, participation, safety, and areas and mechanisms of application in emergency situations.



## Education

**People reached: 320**

Male: 144

Female: 176

| Indicators:                                                                                                                                      | Target | Actual |
|--------------------------------------------------------------------------------------------------------------------------------------------------|--------|--------|
| % of targeted children, adolescents and young adults who report that they found the educational support received within the operation helpful    | 80%    | 85%    |
| Number of child-friendly spaces established to provide education support to the children and youth affected by conflict escalation               | 2      | 2      |
| Number of teachers and education personnel (incl. volunteer facilitators) receiving a training on psychosocial support by RCRC in affected areas | 70     | 32     |
| Number of affected children, adolescents and young adults receiving any form of education support provided by ARCS in affected areas             | 250    | 175    |

### Progress towards outcomes

*Based on the Operational Strategy described above, within the DREF Operation the following activities were carried out to meet the education needs of the conflict-affected communities:*

Two Safe Learning Spaces (Smiley Clubs) were established at the public schools of Jermuk (Vayots Dzor marz) and Goris (Syunik marz). Two trainings on PFA and PSS for children was organized in Jermuk and Goris for 20 volunteer facilitators, 10 teachers and two leader volunteers. 20 tablets were procured for the Safe Learning Spaces to facilitate the educational and monitoring and evaluation processes. The rooms where the Safe Learning Spaces were established were renovated and refurbished.

Technical issues related to registration of children, the setup of safe spaces, session structure, homework support and other relevant topics was also discussed.

The sessions at the Smiley Clubs commenced in November 2022. The clubs run on weekdays. By the end of December 2022, 175 children (84 boys and 91 girls; 100 in Jermuk and 75 in Goris) attended grades 1-6 were registered.

In December 2022, ARCS organized a PFA training for the high school pupils at Jermuk Smiley Club; 82 pupils (30 boys and 52 girls) attended the training.

Healthy Parenting training was organized in Jermuk for the parents of children affected by conflict escalation. 22 individuals (all women) took part in the training.

IFRC Education in Emergencies Delegate conducted a monitoring visit to Jermuk Safe Learning Space (Smiley Club) and met with the school personnel and volunteers. She examined the working process of the Smiley Clubs; the existing feedback channels and the state of renovation works. Monitoring observations and recommendations were then shared with the NS.

The ARCS Monitoring & Evaluation (M&E) Specialist administered a survey among 13 teachers, 50 parents and 50 pupils, which revealed major signs of stress caused by the conflict escalation of September 2022, as well as

the one of 2020. The surveyed children also highlighted that they require support with mathematics and foreign languages, as well as the demand for art and crafts classes. The findings informed the schedule of Smiley Club activities. In addition, the demand for parenting courses was also revealed, particularly the classes around the issues of managing the child's behaviour and education. ARCS has made a decision to organize a course on these topics in the near future. In addition, ARCS volunteers encouraged the targeted parents to enrol in a training course implemented by UNICEF and Parenting School NGO.

Regular field visits were conducted by M&E specialists and focus group discussions with the Jermuk and Goris teachers, volunteers, parents, and children took place. People assisted (parents and children) and stakeholders (teachers) have shared positive feedback on the project. Parents and teachers reported that children are motivated and have altered their attitudes toward education and the school performance improved. Children's mood improved, they became happier, kinder, and more communicative than before.



## Community Engagement and Accountability

**People reached: 6,639**

Male: 3,320

Female: 3,319

| Indicators:                                                                                                        | Target | Actual |
|--------------------------------------------------------------------------------------------------------------------|--------|--------|
| % of targeted individuals who state that they know how to provide feedback or make a complaint about the operation | 80%    | 66%    |
| Number of feedback channels actively operating throughout the response                                             | 3      | 3      |
| Number of dedicated CEA personnel involved throughout the response                                                 | 2      | 1      |
| Number of CEA trained volunteers involved in community outreach for health prevention and promotion                | 20     | 20     |
| Post-distribution monitoring / satisfaction survey completed during the response                                   | 1      | 1      |

### Progress towards outcomes

Based on the Operational strategy described above, within the DREF Operation the following activities were carried out in the area of CEA:

ARCS carried out activities aimed at informing the target communities about the channels for submitting their feedback and complaints. Accordingly, the below three feedback channels were utilized within the operation:

- ARCS Helpline;
- Online feedback collection tool;
- Direct communication with the ARCS staff involved in the operation.

The feedback is collected and analysed through the ARCS centralized feedback mechanism.

Between 18 - 20 October 2022, a Training of Trainers (ToT) for Volunteers – DREF Operations on “Community Engagement and Accountability” and “Education in Emergencies” was conducted by ARCS in “Rosia” hotel, Tsaghkadzor, Kotayk marz. The ToT was carried out jointly by IFRC and ARCS experts. The trainers included the IFRC CEA Delegate for the South Caucasus Country Cluster Delegation, IFRC Education in Emergencies Delegate for the South Caucasus Country Cluster Delegation, ARCS Education Unit Coordinator/CEA Focal Point, ARCS Head of the Disaster Management Department, ARCS MHPSS Service Coordinator and the ARCS IM Officer. The ToT was held with the aim of increasing the knowledge and awareness on the key topics of CEA, feedback mechanisms, Education in Emergencies, and PFA. The presentation of each topic was accompanied by practical examples demonstrating the use of appropriate toolkits. The ToT was conducted using interactive methods and instruments, such as group exercises. The aim of the final group work was the development of an action plan for conducting trainings at the regional level by trained NS volunteers. In total, 33 people participated in the ToT, including the relevant employees of the ARCS HQ office and IFRC experts, ARCS RB volunteers. In general, participants were very satisfied with the course (it was rated as excellent by

87% of the participants and good by 13%). The participants unanimously confirmed that the topics were clearly presented, and they acquired new and useful knowledge; 91% that the course contents corresponded to their professional/personal development (9% rated it as neutral).

Post-distribution monitoring methodology and data collection tools were developed by the IFRC PMER Consultant supporting the ARCS with monitoring, evaluation, and reporting of the present DREF Operation. The data collection instruments were constructed in Kobo Toolbox by the ARCS IM Officer and IFRC Senior IM Officer. For conducting the PDM, the ARCS Disaster Management Department developed a detailed plan of action and schedule. Experienced data collectors (ARCS staff and volunteers) from HQ and branches were selected for this exercise. Based on the team members' previous experience, a team of call centre and face-to-face interviewers was assembled. On 23 December 2022, the DM department organized a remote introduction and coordination meeting with the PDM team. During the meeting, the leadership of the branches and the data collectors were introduced to the strategic and logistical details of the work plan, the post-distribution monitoring methodology, and data collection instruments. All the questions raised were addressed. Mock interviews were conducted on 29 December 2022, and based on the observations, a final debriefing was organized. The PDM data was collected from 11 – 19 January 2023. In total, 852 individuals from Vayots Dzor, Gegharkunik and Syunik were conducted.

The PDM found that only 66% of the surveyed population were aware of the ways of providing feedback and complaints to the ARCS, with 33.8% being uninformed. Of those who were aware of the feedback and complaints mechanisms, the majority (74.5%) said they knew about the ARCS helpline. The finding that a significantly larger portion (66%) of the surveyed were aware of availability of feedback indicates that the ARCS community engagement and risk communication activities can cover the majority of the target population. However, there is a need of amplifying certain areas of communication – feedback channels and instructions on their application. The PDM recommended strengthening the ARCS CEA efforts to ensure proactive, timely and effective communication of all relevant information about the operation, as well as its feedback and complaints mechanisms with the target communities, through the communication channels preferred.



## Disaster Risk Reduction

People reached: N/A

Male: N/A

Female: N/A

| Indicators:                                                                | Target | Actual |
|----------------------------------------------------------------------------|--------|--------|
| <i>Number of hibernation kits purchased for branches in affected areas</i> | 3      | 3      |

### Progress towards outcomes

*Based on the Operational strategy described above, within the DREF Operation the following activities were carried out in the area of Disaster Risk Reduction (DRR):*

The ARCS purchased the hibernation kits and generators for three branches involved in the operation. Moreover, 30 food and hygiene parcels were purchased and disseminated to the branches as emergency supplies. ARCS replenished the hibernation kits with warm blankets, sleeping bags and water tanks.

## Strengthen National Society

| Indicators:                                                             | Target | Actual |
|-------------------------------------------------------------------------|--------|--------|
| <i>Number of volunteers mobilized</i>                                   | 30     | 70     |
| <i>Number of Lessons Learned Workshops conducted</i>                    | 1      | 1      |
| <i>Number of crisis communication channels are used during response</i> | 3      | 3      |

|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |    |    |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----|----|
| # of branches started implementing risk mitigation plans                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | 12 | 12 |
| <b>Progress towards outcomes</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |    |    |
| <p>ARCS DM staff / Security focal point at HQ was appointed as the Emergency Liaison Officer to ensure 24/7 open communication with the regional branches and the operations management. He maintained constant contact with the regional units in the areas affected by the conflict escalation to ensure the safety of ARCS staff and volunteers, and follow-up on the response efforts aimed at ensuring safe pathways for people on the move through mobilization of essential items (non-food items (NFI), First Aid (FA) kits and other equipment). To follow-up on the response efforts related to ensuring the safe pathways for people on the move, essential FA items, NFIs and other equipment were mobilized. Displacement process was closely monitored in cooperation with the local authorities. Real-time Situation reports were provided to ARCS leadership, and exchanged with the tripartite Movement members (ARCS, IFRC and ICRC), including the correlated data from other regional branches in the regions hosting the displaced people.</p> <p>ARCS staff was assigned as a procurement and administration focal point, who then received on-the-job mentoring from the IFRC during the procurement tendering. Moreover, the Regional Procurement of Europe provided necessary advisory and technical remote support, resulting in successful tendering and IFRC review and approval for the procurement of food and hygiene parcels of a total value of CHF 343k.</p> <p>Up to 70 ARCS volunteers were mobilized and involved in the DREF Operation. All volunteers were briefed about the activities envisioned within the DREF Operation, and their role in it.</p> <p>In September 2022, a regional contingency planning workshop was organized by IFRC for 12 ARCS regional branches. 12 heads of regional branches with 12 volunteer leaders from all ARCS branches developed 12 drafts of regional contingency plans. Each plan includes the most relevant scenarios in case of further escalation in Armenia territory, mapping of capacities, plan for response and plans for hibernation, relocation, and evacuation. It was revealed that ARCS' branches in the central and western part of Armenia have the capacity to host ARCS' branches from the east and the north-eastern parts of the country if they are evacuated due to security reasons. Information about the branch capacities, challenges and needs was shared with partners for their information and possible support in the frame of the institutionalization interventions for ARCS.</p> <p>Information Management (IM) Surge Delegate and the PMER Consultant were deployed within the DREF Operation continued to support the ARCS with the IM and PMER related tasks associated with implementation of the present operation. The support was primarily focused on the development of the PDM and the follow-up Livelihoods Assessment methodology for the DREF Operation, development of the NS CEA Dashboard, provision of capacity building support to relevant NS staff and reporting related tasks.</p> <p>Lessons learned workshop was conducted on 25 – 26 January 2023, with the participation of 30 people from ARCS HQ, branch representatives, IFRC Secretariat staff from the Country Cluster Delegation and Country Office Team, Partner National Societies (PNS) in Country and ICRC reflecting on the last two DREF emergency operations (<i>MDRAM009 - Massive explosion and MDRAM010 - Population Movement</i>), identifying the main challenges and lessons and how they are linked to ARCS' response mechanism. The workshop was structured around five areas of the Preparedness for Effective Response (PER):</p> <ol style="list-style-type: none"> <li>1. Policy, Strategy and Standards</li> <li>2. Operational Capacity</li> <li>3. Operational Support</li> <li>4. Analysis and Planning</li> <li>5. Coordination</li> </ol> <p>The results of the workshop will be used by the ARCS to revise its PER Plan of Action. On 27 January 2023, a subsequent day was dedicated to Movement Contingency Plan (MCP) review, with the participation of Movement partners that aimed to inform and adjust scenarios that have slightly altered from the original description and analysis.</p> |    |    |



## Secretariat Services

| Indicators:                                                                                                                    | Target | Actual |
|--------------------------------------------------------------------------------------------------------------------------------|--------|--------|
| <i>Local vehicle and drivers secured and made available for Surge commuting and field engagement</i>                           | 0      | 1      |
| <i>Number of technical and monitoring and evaluation visits conducted by the Country Cluster Delegation (CCD) Team members</i> | 3      | 3      |
| <i>Facilitator for Lessons learned workshop is assigned from IFRC Regional Office for Europe and implementing the exercise</i> | 1      | 2      |
| <i>Number of experts contracted for professional services (1 surge and 1 consultant)</i>                                       | 2      | 2      |

### Progress towards outcomes

Within the Scope of DREF Emergency Plan of Action (EPoA), three surge profiles were requested, one of them being budgeted as a contingency, and through the global surge pool, only one (IM) was secured, sponsored by the German Red Cross. Regardless of extensive attempts, including the support from the IFRC Regional Office for Europe (ROE) and IFRC Secretariat in Geneva, the remaining two surge profiles, Food Security and Basic Needs (FSBN) and PMER, were not secured. Therefore, the FSBN profile was stood down and the PMER professional service remained as an alternative. Later in mid-November, an IFRC PMER Consultant was contracted and joined the team. A Terms of Reference was developed for the PMER consultancy (in liaison with ROE PMER) to accompany the DREF Operations, upscale the existing M&E practices, and support the in-depth analysis for further planning to inform long-term planning.

CCD technical delegates were mobilized in a different timeframe. CEA Delegate and Education in Emergencies (EiE) Delegate were deployed to support relevant thematic activities within their areas of expertise, including, but not limited to, training of staff and volunteers on CEA and EiE, revision of the Plan of Action for community engagement and establishment of safe space for conflict-affected children or youth.

Humanitarian Information Analysis surge delegate was deployed to Armenia in October 2022 to support the ARCS with the IM-related tasks within the DREF Operation. Humanitarian Information Analysis Delegate supported the ARCS with the finalization of the rapid needs assessment of the population affected by the conflict escalation of September 2022. He also provided support to the ARCS IM unit with finalizing the CEA feedback mechanism Dashboard and contributed to the development of the DREF PDM survey questionnaire.

A PMER Consultant was contracted to support the ARCS with the monitoring, evaluation, reporting and learning tasks within the DREF Operation. The consultant worked closely with the NS to design the PDM methodology and survey tools, implementation of the PDM and livelihoods assessment, and supported the reporting efforts of the ARCS.

IFRC operations refrained from locally leasing an additional vehicle and allocated a VRP vehicle for duty services, covering its recurring costs for the DREF timeframe.

Lessons Learned Workshop was conducted in January 2023, as a concluding event of the intervention.



# Financial Report

The budget for the DREF Operation was **CHF 499,318**, of which **CHF 499,318** was spent. The remaining balance of CHF 0 is returned to the DREF account as per standard IFRC regulations.

For details, please refer to the final financial report annexed to this document.

*The major donors and partners of the Disaster Response Emergency Fund (DREF) include the Red Cross Societies and governments of Belgium, Britain, Canada, Denmark, German, Ireland, Italy, Japan, Luxembourg, New Zealand, Norway, Republic of Korea, Spain, Sweden and Switzerland, as well as DG ECHO and Blizzard Entertainment, Mondelez International Foundation, and Fortive Corporation and other corporate and private donors. The Government of Canada has replenished the DREF in the occasion of this operation. The IFRC, on behalf of the National Society, would like to extend thanks to all for their generous contributions.*

## Contact Information

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

### **In the Armenian Red Cross Society:**

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### **In IFRC Geneva**

- **Programme and Operations focal point:** Eszter Matyeka, Senior DREF Officer, [eszter.matyeka@ifrc.org](mailto:eszter.matyeka@ifrc.org)

### **For IFRC Resource Mobilisation and Pledges support:**

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### **For in-kind donations and mobilization table support:**

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### **For planning, monitoring, evaluation and reporting enquiries:**

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## Reference

Click here for:

- [Previous Plans and Updates](#)

## How we work

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

# DREF Operation

## Final FINANCIAL REPORT

| Selected Parameters |                |           |          |
|---------------------|----------------|-----------|----------|
| Reporting Timeframe | 2022/10-2023/8 | Operation | MDRAM010 |
| Budget Timeframe    | 2022/10-2023/8 | Budget    | Approved |

Prepared on 11/Oct/2023

All figures are in Swiss Francs (CHF)

## MDRAM010 - Armenia - Population Movement

Operating Timeframe: 03 Oct 2022 to 31 Jan 2023

### I. Summary

|                                 |                 |
|---------------------------------|-----------------|
| Opening Balance                 | 0               |
| <b>Funds &amp; Other Income</b> | <b>499,318</b>  |
| DREF Response Pillar            | 499,318         |
| <b>Expenditure</b>              | <b>-499,318</b> |
| Closing Balance                 | 0               |

### II. Expenditure by planned operations / enabling approaches

| Description                                            | Budget         | Expenditure    | Variance       |
|--------------------------------------------------------|----------------|----------------|----------------|
| PO01 - Shelter and Basic Household Items               |                |                | 0              |
| PO02 - Livelihoods                                     | 3,195          | 3,195          | 0              |
| PO03 - Multi-purpose Cash                              |                |                | 0              |
| PO04 - Health                                          |                |                | 0              |
| PO05 - Water, Sanitation & Hygiene                     |                | 60,873         | -60,873        |
| PO06 - Protection, Gender and Inclusion                |                |                | 0              |
| PO07 - Education                                       |                |                | 0              |
| PO08 - Migration                                       |                |                | 0              |
| PO09 - Risk Reduction, Climate Adaptation and Recovery | 471,152        | 379,729        | 91,423         |
| PO10 - Community Engagement and Accountability         |                |                | 0              |
| PO11 - Environmental Sustainability                    |                |                | 0              |
| <b>Planned Operations Total</b>                        | <b>474,347</b> | <b>443,797</b> | <b>30,550</b>  |
| EA01 - Coordination and Partnerships                   |                |                | 0              |
| EA02 - Secretariat Services                            | 4,539          | 7,767          | -3,228         |
| EA03 - National Society Strengthening                  | 20,432         | 47,754         | -27,322        |
| <b>Enabling Approaches Total</b>                       | <b>24,971</b>  | <b>55,521</b>  | <b>-30,550</b> |
| <b>Grand Total</b>                                     | <b>499,318</b> | <b>499,318</b> | <b>0</b>       |

# DREF Operation

## Final FINANCIAL REPORT

| Selected Parameters |                |           |          |
|---------------------|----------------|-----------|----------|
| Reporting Timeframe | 2022/10-2023/8 | Operation | MDRAM010 |
| Budget Timeframe    | 2022/10-2023/8 | Budget    | Approved |

Prepared on 11/Oct/2023

All figures are in Swiss Francs (CHF)

## MDRAM010 - Armenia - Population Movement

Operating Timeframe: 03 Oct 2022 to 31 Jan 2023

### III. Expenditure by budget category & group

| Description                                | Budget         | Expenditure    | Variance      |
|--------------------------------------------|----------------|----------------|---------------|
| <b>Land, vehicles &amp; equipment</b>      | <b>478</b>     | <b>478</b>     | <b>0</b>      |
| Computers & Telecom                        | 478            | 478            | 0             |
| <b>Logistics, Transport &amp; Storage</b>  | <b>7,344</b>   | <b>4,070</b>   | <b>3,274</b>  |
| Transport & Vehicles Costs                 | 7,344          | 4,070          | 3,274         |
| <b>Consultants &amp; Professional Fees</b> | <b>8,539</b>   | <b>13,188</b>  | <b>-4,649</b> |
| Consultants                                | 8,539          | 13,188         | -4,649        |
| <b>Workshops &amp; Training</b>            | <b>3,850</b>   | <b>3,849</b>   | <b>1</b>      |
| Workshops & Training                       | 3,850          | 3,849          | 1             |
| <b>General Expenditure</b>                 | <b>6,313</b>   | <b>4,938</b>   | <b>1,374</b>  |
| Travel                                     | 3,884          | 3,627          | 257           |
| Information & Public Relations             |                | 506            | -506          |
| Financial Charges                          | 1,547          | 619            | 927           |
| Other General Expenses                     | 882            | 186            | 696           |
| <b>Contributions &amp; Transfers</b>       | <b>442,320</b> | <b>442,320</b> | <b>0</b>      |
| Cash Transfers National Societies          | 442,320        | 442,320        | 0             |
| <b>Indirect Costs</b>                      | <b>30,475</b>  | <b>30,475</b>  | <b>0</b>      |
| Programme & Services Support Recover       | 30,475         | 30,475         | 0             |
| <b>Grand Total</b>                         | <b>499,318</b> | <b>499,318</b> | <b>0</b>      |