



Armenian Red Cross Society (ARCS) volunteer from Ijevan - Tavush Branch is conducting a Household visit as part of the initial assessment. Photo credit: ARCS

Appeal: MDRAM011	Country: Armenia	Hazard: Other	Type of DREF Response
Crisis Category: Yellow	Event Onset: Slow	DREF Allocation: CHF 245,864	
Glide Number: ST-2023-000106-ARM	People Affected: 16,000 people	People Targeted: 2,390 people	
Operation Start Date: 2023-06-29	Operation Timeframe: 3 months	Operation End Date: 2023-09-30	DREF Published: 2023-06-30
Targeted Areas:	Lori, Tavush		

Description of the Event



Map: targeted areas by the DREF Operation.

What happened, where and when?

Severe hailstorms struck various regions of Armenia, causing extensive damage and disruption. On 15 June 2023, the South region, particularly rural communities near the border, experienced heavy precipitation that overwhelmed sewage systems, flooded streets and houses, and rendered roads and bridges impassable. The hail and subsequent flooding resulted in significant damage to houses, livestock, gardens, and food stocks.

The impact of the storms extended to other regions as well. On 18 June, Gyumri and neighbouring villages in the Shirak region were hit by a hailstorm, followed by heavy rainfall in Ijevan and neighboring villages in the Tavush region on 19 June. Furthermore, the Lori region experienced heavy rain on 19 and 20 June, affecting rural areas near Stepanavan. These events led to road destruction, disruptions in energy and water supply, and other infrastructure damages.

The Tavush Regional Rescue Department Crisis Management Center received numerous alerts on 19 June, reporting significant damage caused by heavy rain, hail, and wind in Ijevan, Tavush. Uprooted trees, flooded roads and buildings, damaged roofs, and disruptions in power and gas supply networks were observed. Crop gardens and fields were also affected, leading to accidents in utility and energy systems. Committees were formed in Tavush Marz and Ijevan municipalities to assess the extent of the damage.

The government, regional authorities, local rescue services, and municipalities are working diligently to restore energy and water supply, reconstruct roads and bridges, while vulnerable population groups seek urgent assistance for basic needs, such as food and household items to cope during the restoration of houses and recovery of agricultural activities.

The Armenia Red Cross Society (ARCS) conducted an initial assessment, whereas a structured questionnaire was tailored and used by the branches, and volunteers mobilised and collected data through the Kobo tool. The data was collected from households in a hybrid mode, 54% through face-to-face interviews and 45% via phone calls. In addition, ARCS branch representatives have also participated in the local committees on the municipality level, where data on the damages and people affected were registered. The initial data collected by the ARCS reveals that nearly half of the rural families express concerns about meeting their essential livelihood needs as they strive to resume their main income-generating activities. Farming, which is the primary source of income and subsistence for the majority of rural households, has been severely disrupted, further increasing their vulnerability in terms of food security and livelihoods in the coming months. Many villagers have debts, relying on the harvest season to repay them. Although the government introduced an insurance scheme for farmers, only a few have insured their crops, and the compensation amounts are often insufficient. Certain crops, such as beans, basil, and cumin, are not eligible for insurance coverage. Among the affected households, the most vulnerable are those whose houses have been significantly damaged by flooding and require additional support to restore dignified living conditions.

The current DREF Operation will address the needs of approximately 560 vulnerable households in Tavush and Lori regions (Marzes), whose houses had been severely damaged and livelihood security compromised as a result of heavy rain and hailstorm.



Local government rescue services support families trapped in affected areas to reach their homes safely. Photo credit: ARCS

Scope and Scale

Armenia is a landlocked country in the geopolitical South Caucasus region, with the total population amounting to 2.9 million people (2021), with over 12% aged over 65. The republic consists of 10 regions called "Marzes" and the capital city of Yerevan, which has status of a Marz. The whole country is a high-risk zone area, with 100% of Armenian territory prone to natural disasters and exposed to various hazards, both natural and conflict, on border disputed areas. Agriculture remains a significant income generating activity for 24% of total workforce in the country. In addition, 26% of the population live below the national poverty line. These factors combined make the significant portion of the population extremely vulnerable to the aftermaths of the natural and manmade disasters, which, in many cases, exacerbate already existing multiple vulnerabilities in the same households.

The recent hailstorm had a significant impact on four regions of Armenia: Syunik, Shirak, Lori, and Tavush. These

regions have experienced recurrent hailstorms, landslides, and floods due to climate change, resulting in severe agricultural losses. The recent events have heightened the threats faced by vulnerable population groups, particularly in communities already burdened by the recent conflict and its aftermath. The current operation will focus on supporting affected population in Lori and Tavush regions, while coordinating with certain international agencies, including World Food Programme (WFP), on the possibility of mobilizing aid in the Syunik and Shirak regions.

The damage of the disaster within the two regions is the following:

- A total of 1,224 people were affected in Tavush, located in the northeast of Armenia, sharing borders with Georgia and Azerbaijan, and Gegharkunik, Kotayk, and Lori provinces internally. The town of Ijevan, the capital of Tavush, mainly suffered the consequences of the hailstorm.
- A total of 1,720 people were affected in Lori, which is situated in the northern part of Armenia, sharing a border with Georgia.
- A total of 12,500 people were affected by the hailstorm in Syunik and Shirak areas.

Previous Operations

Has a similar event affected the same area(s) in the last 3 years?	Yes
Did it affect the same population groups?	Yes
Did the National Society respond?	Yes
Did the National Society request funding from DREF for that event(s)?	Yes
If yes, please specify which operations	MDRAM006 – 2020, MDRAM005 – 2019, MDRAM004 – 2018

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

The current DREF Operation is to respond to two specific regions and communities affected by the recent hailstorm, namely Lori and Ijevan region, which were not affected by past hailstorms and where the severity of the community is considered high due to the harsh infrastructure conditions and other challenges affecting their livelihood.

Lessons learned

Over the past three years, the Armenia Red Cross Society (ARCS) has carried out operations related to population movements, providing support for basic needs, such as shelter, winterization, and cash assistance. In addition to responding to the ongoing needs of the displaced population, the ARCS has implemented various parallel operations in response to natural disasters, the COVID-19 pandemic, and the Surmalu Market explosion in August 2022 in the capital of Armenia. These experiences have reinforced the National Society's position as a key auxiliary to the government in all sorts of crises. The operations have led to significant capacity development in implementing new modalities, such as cash assistance and community feedback mechanisms. ARCS has demonstrated proactive efforts to enhance coordination with the government. In response to the recent escalation in September 2022, ARCS has implemented effective interventions, such as using cash, clarifying its role, and mandated in less traditional emergencies.

Lessons learned workshops (LLW) were carried out after the completion of each response. The LLW has always been fully participatory by National Society (NS) headquarters (HQ) key staff, branch representatives and volunteers, concluding recommendations to inform priority actions for preparedness for effective response.



Current National Society Actions

Resource Mobilization	ARCS has adequate number of staff and volunteers in targeted regions, who are essential resources to activate specific mechanisms related to reactive and proactive data collection and onset relief distribution IFRC DREF support is critical to allow the ARCS to cover immediate needs of the most vulnerable and correspond with their auxiliary role in Armenia.
Community Engagement And Accountability	The ARCS has a dedicated Community Engagement and Accountability (CEA) team in place, comprising of a CEA Officer, an Information Management (IM) Officer, and a Communication Manager. The CEA team will ensure communities are consulted about the approach, and clearly informed of the ARCS mandate and the scope of operation through various different channels. The proactive risk communication will start in the phase of the needs assessment and will continue until the end of the operation in compliance with the CEA minimum standards. The communication efforts will be informed by insights shared by community members. A central community feedback mechanism (CFM) of ARCS is in place, which comprises a combination of feedback channels including the ARCS helpline, face-to-face communication and social media. The CFM will serve for collecting, documenting, sharing and acting on, as well as responding to feedback of community members, including children. ARCS will assure access of relevant staff representing all departments, who will be able to refer and receive community feedback comments that require further action.
Assessment	To evaluate the urgent needs of the affected population, the ARCS conducted a rapid assessment in the Tavush and Lori regions, specifically targeting the communities of Ijevan, Stepanavan, Urut, Bovadzor, and Lori Berd. These areas were selected due to their significant impact from the disaster. Although the sample size of 50 households out of a total of 590 is not representative, it still offers valuable insights and information as it provides an initial understanding of the most pressing needs and issues faced by the affected communities. The interviewed sample displayed demographic characteristics that render them particularly vulnerable to disasters such as hailstorms. With a median age of 50 years, the sample includes individuals who may face increased challenges in coping with the aftermath of a hailstorm due to potential health and mobility issues. The gender distribution revealed that 54% of the interviewees are female, a group that may have specific vulnerabilities during and after a disaster. The sample's urban-rural split of 52% urban and 48% rural suggested a diverse geographical representation, with rural areas potentially facing limited access to resources and support systems. Alarming, 76% of the households in the sample were registered in a social system as vulnerable, indicating a higher susceptibility to socio-economic hardships. Moreover, 54% of the households rely solely on income from pensions or social sources, which could make recovering from the financial impact of a hailstorm more challenging. The presence of seasonal workers in 28% of the households suggests that they may have irregular employment and limited financial stability, further exacerbating their vulnerability in the face of a disaster.



	While only 18% of the households have a member with a fixed salary, the remaining majority reported lacking a stable income source, making it difficult to recover from hailstorm-related damages. The presence of older people in all households indicated a higher likelihood of age-related vulnerabilities, including potential health issues and limited mobility, making it harder for them to cope with the physical and emotional impacts of a hailstorm. Furthermore, 28% of the households reported having disabled members, highlighting the additional challenges they may face in evacuations, access to healthcare, and overall recovery. Lastly, the fact that all surveyed households reported having more than one child signifies the potential strain on resources, emotional support, and the need for appropriate infrastructure to ensure the safety and well-being of vulnerable young individuals during and after a hailstorm. Collectively, these demographic characteristics underscore the heightened vulnerability of these communities to the impacts of a disaster, necessitating targeted support and resources to ensure their resilience and recovery.
Coordination	Coordination is mainly established between local authorities and local rescue services which are working in the field. While ARCS is getting formal information, in parallel Disaster Response Teams (DRTs) of corresponding branches were mobilized for initial need assessment. Also, the joint effort of the IFRC Programmes & Operations Manager together with the ARCS Head of Disaster Management has initiated contact with the WFP Office in Armenia, which is known to have some preposition stock, particularly food parcels, which could potentially be mobilized to fulfil the food security needs of people affected, possibly outside of the scope of the current DREF. Preliminary information will be exchanged, and collaboration will be considered for filling some of the needs. The in-kind agreement will likely be achieved and included in the ARCS response plan.
Multi-purpose Cash	ARCS has undergone a structured capacity-building process focused on Cash and Voucher Assistance (CVA) and has the experience of implementing multi-purpose cash in response to several during the last two years, where alone in 2022, it estimated the total cash distribution conducted by ARCS is approximately CHF 7 million, responding to conflict escalation, winterization response, and the Surmalu explosion in the capital of Armenia. ARCS is establishing framework agreements with financial service providers for the cash operating model whenever deemed necessary, as this is one of the priorities pre-identified in the Preparedness for Effective Response (PER) framework.

Movement Partners Actions Related To The Current Event

	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 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, providing direct support to the Armenian Red Cross Society through DREF allocations and the resources generated
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IFRC	through the "Armenia - 2023 IFRC Network Country Plan. The IFRC Country Cluster Delegation for South Caucasus and the Country Office in Armenia have such expertise as Operations & Programmes Manager, Disaster Management, Logistics expert, Communications, Community Engagement and Accountability, Education in Emergencies, Health, Planning, Monitoring, Evaluation and Reporting (PMER), CVA, and Information Management to support capturing and analysing the situation and need continuously.
ICRC	The ICRC has been partnering consistently with the ARCS since its presence in 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 IB areas exposed to conflict. In response to the Nagorno-Karabakh conflict recurring in September 2020 and September 2023, ICRC provided services within their mandate as a co-convenor to ARCS.
Participating National Societies	Partner National Societies, including the Swiss Red Cross and Austrian Red Cross, are present in Armenia, based in Yerevan. Italian Red Cross has a delegation based in Tbilisi, Georgia, covering both Armenia and Georgia, and 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. Armenia is one of the 14 countries globally piloting the New Way of Working (NWoW), and a Country Coordination Team has been formed since early 2022. In contrast, a Federation-wide member with ARCS in the centre has joint effort to implement the "Armenia - 2023 IFRC Network Country Plan" whenever a collective movement emergency response is deemed necessary. Moreover, 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.

Other Actors Actions Related To The Current Event

Government has requested international assistance	No
National authorities	In addition to the rescue operations that the rescue services department led during the initial days of the emergency to restore critical infrastructure affected by the climate hazard, the local authorities have mobilized personnel for the "unified social service department", established committees at respective municipalities, closer to the people affected. The committees collected information regarding essential needs and infrastructure conditions, and liaising on rescue operations was deemed necessary. Also, they have launched a registration system for people to report damages from the hailstorm and followed flooding. The understanding is that the information compiled on the conditions of people affected will be reported to the regional level administration and analyzed, and possibilities to

	support specific groups similar to farmers and the structure of the household (HH) is likely, which is yet to be determined.
UN or other actors	No action has been announced by any UN agency yet.

Are there major coordination mechanisms in place?

In natural disasters, local administration coordinates activities in the affected region. In all three affected areas, local administration has established committees to monitor, assess and coordinate community response activities. Reconstruction of roads, bridges and recovery of water and energy supply is under the control of municipalities.

IFRC / ARCS initiates informal coordination with selective UN agencies known to have secured resources that could be mobilised in this situation, similar to WFP.



Needs (Gaps) Identified



Shelter Housing And Settlements

Examination of shelter needs reveals the extensive damage inflicted upon households affected by the hailstorm. Both secondary data provided by public authorities and the findings of the ARCS's rapid assessment indicate significant harm to shelters.

Out of the households surveyed, 69% reported substantial damage to their overall household structures. This underscores the severity of the impact, highlighting the urgent need for shelter-related interventions. Furthermore, an overwhelming 84% of the households indicated damage to their houses specifically, indicating the widespread destruction of homes.

In addition to the structural damage, 32% of the households reported harm to their bedding items. This indicates the disruption caused to their sleeping arrangements and overall comfort. Furthermore, 22% of the households mentioned damage to other essential household items, such as electronic devices, carpets, and tableware. It is also noteworthy, that among the preferred types of assistance, 44% of the rapid assessment survey respondents noted their need for bed linen, and 36% - for 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.



Livelihoods And Basic Needs

Support for livelihoods and basic needs is of utmost importance not only due to the current disaster but also because of the already high vulnerability faced by certain communities, compounded by multiple hazards and the conflict situation at the border of Armenia and Azerbaijan. These communities have already been grappling with challenges that have impacted their income generation, particularly in the agriculture sector, which has suffered significant setbacks.

The current disaster exacerbates the severity of the situation for these vulnerable communities, as they now endure losses in their homes, agricultural plots, and livestock, leading to dire consequences for their livelihoods and food production. It is important to note that 46% of the interviewed households stated that they were in need of food assistance, highlighting the importance of ensuring access to nourishment and meeting basic nutritional requirements. Furthermore, 44% of the households identified a specific need for bedlinen, underscoring the significance of restoring comfort and essential amenities for their daily lives. The survey revealed that 36% of the households required assistance with household items, indicating the necessity of replacing or repairing essential belongings that were damaged during the disaster. Support is significant in addressing the food and basic livelihoods needs of the affected people.



Multi purpose cash grants



The initial findings of the rapid assessment by the ARCS and the secondary data collected from the local authorities evidences that this disaster has severely impacted the region's community and resulted in having people not being able to meet their various needs. The demand for assistance extends beyond food, household items, hygiene, and shelter; financial support emerges as a significant requirement, as evidenced by the substantial volume of requests received through the ARCS helpline. Preliminary assessments conducted by ARCS volunteers on-site also reveal that cash assistance is named as the preferred modality by a vast majority (94%) of those affected. It is important to note that 24% of the households expressed unique assistance needs that were not covered by the standard modalities of assistance, offered as alternative options within the initial needs assessment. This highlights the diversity range of requirements that may arise based on households' individual circumstances.

A one-off multi-purpose cash support may not be extensive enough to meet all those multi-sectorial needs. Still, it can enable the most affected people to prioritize and choose their most pressing needs to meet. By providing comprehensive support that includes financial assistance, to help alleviate the devastating impacts of the disaster and enhance their resilience in the face of ongoing challenges.

In response to the escalation-related winterisation DREF operations (2022-2023), ICRC and ARCS conducted an exercise to calculate the Minimum Expenditure Basket (MEB) to set the transfer value of the winterisation support. This exercise revealed that a family of 4 needs AMD 156,500 (approx. CHF 350) to meet their various monthly needs at a minimum level, including food, transportation, hygiene, utilities, and house maintenance. This MEB is also validated based on the latest information and guidance from the Armenian Government, the United Social Services (USS) department at the Ministry of Labour and Social Services. Intended one-off multi-purpose cash support with specified transfer value can address these multiple needs of one affected household with 4 for a month, which is aligned to the response and assistance provided to the people affected in the other areas in the country.



Health

The rapid needs assessment results make the psychological toll of the disaster evident, with 40% of the households reporting feelings of fear and anxiety, underscoring the emotional impact on their mental well-being. It is worth noting that 10% of the surveyed households also reported health-related issues resulting from the disaster, emphasizing the potential physical consequences and the need for medical attention. Collectively, these reported damages demonstrate the significant repercussions experienced by the interviewed sample, encompassing both tangible and intangible impacts. The findings underscore the urgent need for assistance and support to help affected households recover and rebuild their lives in the aftermath of the disaster.

Trained community volunteers from the affected communities will conduct the risk communication and community engagement sessions within the communities on prevention of various diseases, with focus on the communicable ones: waterborne and foodborne diseases. Mental Health & Psychosocial Support (MHPSS) will be provided by the trained Red Cross (RC) volunteers for people in need.



Water, Sanitation And Hygiene

Official announcements have confirmed the disruption of water-supply infrastructure and electricity supply in certain communities affected by the hailstorm. Additionally, the reconstruction of roads, particularly in rural settlements, is of paramount importance as it directly impacts the functioning of small markets. The absence



of accessible markets poses a significant challenge for the affected population, who will incur additional costs and face difficulties in procuring essential supplies and food. This issue is underscored by the findings of the rapid assessment, which indicate that 36% of the respondents are in need of hygiene supplies. In light of these circumstances, it becomes evident that apart from providing cash assistance to affected households, which would enable them to prioritize and purchase their essential items, there is also a crucial need for information dissemination regarding personal hygiene, including safe water, proper handwashing and waste management. Materials will be prepared by the branches with the technical oversight of the ARCS Health Department, and information sessions will be delivered by the branches during community meetings. This will additionally be done by trained community volunteers, selected within the affected communities. Ensuring that the affected population has access to the financial means to purchase hygiene supplies (if deemed necessary) and is well-informed about proper sanitation practices is vital to prevent the outbreak and spread of diseases in these challenging conditions.

Hygiene items, such as personal care products, were sought by 38% of the households, emphasizing the importance of upholding hygiene standards and sanitation in the aftermath of the event.



Protection, Gender And Inclusion

The rapid assessment conducted by ARCS identified vulnerable groups among the affected population. The interviewed sample, with a median age of 50, includes individuals who may face challenges due to health and mobility issues. The gender distribution reveals that 54% are female, highlighting specific vulnerabilities. The urban-rural split of 52% urban and 48% rural indicates diverse geographical representation, with limited resources in rural areas. Alarming, 76% of households are registered as vulnerable, relying on pensions or social income (54%) and having seasonal workers (28%), exacerbating their vulnerability. Other vulnerabilities include limited stable income (18%), older people (100%), disabled members (28%), and households with multiple children (100%). 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.



Risk Reduction, Climate Adaptation And Recovery

Qualified staff of Stepanavan and Lori branch will develop risk communication material for community meetings, both to mitigate risk of climate related challenges.



Community Engagement And Accountability

ARCS maintains an active and open line of communication with the affected communities through its network of branches and dedicated volunteers. The ARCS helpline serves as a vital channel for community engagement, and these existing efforts will be expanded and intensified. To ensure an effective response, ARCS has implemented a central feedback mechanism that enables the organization to receive valuable input from the community. This feedback serves as a means to monitor the progress of the response, allowing ARCS to regularly review and update the information shared with community members. It also provides an opportunity for learning and



adaptation throughout the response process, ensuring that ARCS can effectively address the evolving needs and challenges faced by the affected population.

Any identified gaps/limitations in the assessment

It is important to acknowledge the limitations of the assessment conducted in the aftermath of the hailstorms. One notable limitation is the potential lack of representativeness in the sample collected through the ARCS's branches and volunteers. The sample might not fully capture the diversity and needs of the affected population, as certain households or locations may have been underrepresented. This limitation could impact the accuracy and generalizability of the assessment findings. Nevertheless, despite the limitations mentioned, the assessment conducted by the ARCS still provides valuable insights into the impacts of the disaster and the immediate needs of the affected population.

Operational Strategy

Overall objective of the operation

The current DREF Operation will address the needs of approximately 560 vulnerable households in Tavush and Lori regions (Marzes), whose houses had been severely damaged and livelihood security compromised as a result of heavy rain and hailstorm.

The ARCS will focus on the provision of immediate assistance based on the initial findings of the needs assessment. Thereby, the operational strategy will revolve around the following priorities:

- Provision of Multi-Purpose Cash support so that the most affected people can prioritise and meet their various pressing needs.
- Water Sanitation and Hygiene Promotion: Qualified staff of Ijevan and Lori branches will develop and present hygiene promotion materials at community meetings, including topics such as safe water, proper handwashing and waste management with the aim of preventing the outbreak and spread of diseases in affected areas. Trained community volunteers will also provide this information within their respective communities.
- Risk Reduction, Climate Adaptation And Recovery: Qualified staff of Stepanavan (in Lori) branch will develop and distribute risk communication material for community meetings, both to inform about immediate prevention measures and focused on mitigation the risks associated with the climate related challenges.
- Cross-Cutting Priorities: Proactive and continuous engagement of communities to ensure they have the information they need, participate in decision making, and their feedback guides the operation.

The response will be organized into three phases, as follows:

1. Phase - Information as aid

The first phase of the operation will focus on providing information to the affected population on the support that may be expected from the ARCS. This phase will be led by Community Engagement and Accountability, with technical support of the health sector, to include health and hygiene promotion during the community engagement activities, i.e. to mitigate the risk of people being exposed to contaminated water and food as a result of the disaster. Additionally, the community engagement activities will also accommodate community meetings focused on risk reduction, climate adaptation and recovery, i.e. to facilitate the communities to have a collective observation of the disaster, the preparedness and disaster risk reduction (DRR) actions that were undertaken by the communities. During the first phase, the planning and design for the second phase will also be undertaken, i.e. to involve the targeted communities in the planning of the response, including identification, registration and validation for the support. This phase will also serve to identify any protection risks, and limitation among the targeted communities with regard to accessibility to the market.



2. Phase – Distribution and provision of support

The second phase will revolve around the delivery of the support, i.e. the distribution, and the assistance from ARCS with accessing the assistance. The distribution is envisioned with a two-fold approach, i.e., on the one hand, direct distributions to households, and, on the other hand, collection of requests from the targeted population with accessing the market for support. The ARCS branches will be mobilized to provide transportation, and delivery support, with a particular attention to people with disabilities, and older people.

3. Phase – Monitoring and Evaluation

The operation will be monitored and evaluated with a particular attention to i) relevance of the type of support provided, ii) efficiency, and iii) effectiveness.

The ARCS will conduct a post-distribution monitoring (PDM) survey to examine the level of satisfaction among the targeted population.

Apart from the quantitative indicators and data on people reached by response activities of the operation, which will be collected by the volunteers, the operation will also accommodate two sets of community platforms for community meetings to review and validate the relevance, efficiency and effectiveness of the response. The community groups established during the first phase of the operation will be utilized for evaluation purposes, to verify i) the findings of the PDM exercise, and ii) whether the support fulfilled the communities' expectations in line with the information provided during the first phase.

Operation strategy rationale

The operational strategy is designed to respond to the needs of approximately 560 vulnerable affected households promptly based on initial information obtained from local administrations and the preliminary needs assessment conducted by the ARCS branches. These assessments have revealed that the vulnerability of the most affected families in the hailstorm and subsequent flood-impacted areas has significantly increased.

In light of this, our response prioritizes providing humanitarian assistance to those families who have suffered the most severe consequences as a result of the hailstorm, heavy rain, and subsequent flooding. These families are facing considerable challenges due to the extensive damage to their houses, crops, and livestock. They are in urgent need of support to cover their basic needs, enabling them to begin the process of recovery.

While the government is undertaking efforts to restore community infrastructure, energy and water supplies, clean and rebuild roads, the vulnerable families within these communities are encountering difficulties in renovating their homes. They require assistance to repair windows, doors, and roofs, as well as help in cleaning their gardens and replenishing food stocks. Additionally, they need support in recovering clothing and basic household items that have been damaged or lost during the disaster.

By focusing on the immediate needs of these vulnerable families, the DREF Operation aims to ensure the well-being of people affected, as well as to facilitate their recovery process. The combined efforts of the government and ARCS are vital in addressing both the broader community needs and the specific challenges faced by the most vulnerable households.

Targeting Strategy

Who will be targeted through this operation?

According to data collected from local authorities through ARCS branches, an estimated 16,000 people were affected by multiple hailstorm events on different dates in numerous regions, including Tavush and Lori. Out of the total affected population, ARCS plans to directly assist 2,240 individuals with multi-purpose cash and to cover the needs related to livelihoods and basic needs support. The operation will reach the same target group and additional 150 community leaders and local authority representatives through CEA/awareness activities, reaching 2,390 people in total. The primary focus will be on households residing in the neighborhoods of Lori and Tavush regions that



have experienced severe damage to their houses as a result of the hailstorms. The selection of people assisted will involve the active participation of local authorities and community members, following specific criteria that prioritize the most vulnerable households. In addition to providing direct assistance, ARCS will conduct community meetings that include risk communication sessions in both urban and rural communities, targeting 2,390 individuals. These sessions will involve the people assisted with the multi-purpose cash grant support, as well as community members and local authorities, aiming to raise awareness about the risks associated with hailstorms and flooding, hygiene promotion, enhancing preparedness and response capacities within the affected areas. By fostering dialogue and knowledge sharing, ARCS seeks to strengthen community resilience and promote a proactive approach to disaster management.

Explain the selection criteria for the targeted population

The final selection criteria for identifying the most vulnerable households will be established in collaboration with local authorities and community representatives. However, ARCS has outlined primary criteria that will be taken into consideration during the selection process. These criteria include:

- Families with more than five members, including two or more children under the age of 18. Alternatively, families with more than two children under 18 and one parent present in the household.
- Households composed of older people only, aged 65 and above.
- Families with members who have disabilities.
- Households that have experienced significant crop loss, ranging from 75 to 100% of their yield capacity. The average yield capacity is calculated as the ratio of the actual crop yield to the total harvest area.

These criteria are designed to prioritize households facing multiple vulnerabilities and significant impacts from the hailstorms. By considering these factors, ARCS aims to ensure that the assistance provided reaches those who are most in need and can effectively support their recovery process.

Total Targeted Population

Women:	645	Rural %	Urban %
Girls (under 18):	455	30.00 %	70.00 %
Men:	558	People with disabilities (estimated %)	
Boys (under 18):	732	7.00 %	
Total targeted population:	2,390		

Risk and security considerations

Please indicate about potential operational risk for this operations and mitigation actions

Risk	Mitigation action
Difficulties in communication with the targeted population.	Feedback mechanism fully functional throughout the operation with trusted channels of communication for proactive risk communication.
People are frustrated that they do not receive the support.	Clear targeting criteria will be communicated and coordinated through relevant and appropriate communication channels.



Re-escalation and any possible military advancement to the southern regions of Armenia, thus a battlefield will be on the territories of Armenia, resulting in a large-scale humanitarian emergency.	The MCP is in place with the revised and extensive scenario planning. Intervention measures have been agreed on amongst Movement partners, and preparedness measures and relevant actions are a priority to guarantee an adequate response.
Difficulties in communication with relevant authorities.	There is already very strong belief and trust of the national and local level government authorities towards ARCS based on scale and the quality of the humanitarian response during the last severe events.

Please indicate any security and safety concerns for this operation

Although a peace agreement was signed in November 2020, periodic border skirmishes may occur along the Armenia-Azerbaijan border north of the conflict zone. For this reason, the risks associated with travelling to the border with Azerbaijan are rated higher than the rest of the country.

The main risk to security and safety is in the bordering communities where the military forces are very close to civilians in some areas.

Maintaining efforts in collecting and tracking alerts, situation highlights, and summaries to be exchanged with the ARCS staff, volunteers and Federation-wide country team (existing staff, PNS and IFRC Country Cluster Delegation) to stay up-to-date on evolving situations.



Planned Intervention

	Livelihoods And Basic Needs	Budget	CHF 0
		Targeted Persons	2240
Indicators		Target	
Number of families reached with cash assistance (one time)		560	
Priority Actions:		Livelihoods and Basic needs will be addressed through multi-purpose cash grants priority action.	

	Risk Reduction, Climate Adaptation And Recovery	Budget	CHF 2,386
		Targeted Persons	2390
Indicators		Target	
Number of risk communication sessions in the communities		50	
Number of printed materials developed on climate risk communication and mitigation events		2000	
Priority Actions:		• Development of information materials on risk communication on mitigation of climate related events for rural population/urban population. • Provision of risk communication sessions with community members, including community authorities, in urban and rural communities.	

	Community Engagement And Accountability	Budget	CHF 2,386
		Targeted Persons	2390
Indicators		Target	
Number of Assessment Activity/ies completed during the emergency		1	
		1	

Number of post-distribution monitoring / satisfaction survey completed during the response	
Number of dedicated CEA personnel involved throughout the response	1
Number of feedback channels actively operating throughout the response	3
Priority Actions:	• Develop a communication plan for sharing critical information with community members through diverse and trusted communication channels and enabling two-way communication. • Continuous sharing of needed and up-to-date information. • Documenting reactive community feedback received through channels of the central feedback mechanism, including child-friendly channels. • Regular analysis of community feedback and sharing of community insights with relevant internal and external stakeholders. • Administering a satisfaction survey.

	Secretariat Services	Budget	CHF 5,182
		Targeted Persons	2
Indicators		Target	
Number of CCD Team members conducted Monitoring, Evaluation and Technical Support visits		2	
Number of Banking Services / Charges		1	
Number of IFRC Country Officer Support Service		1	
Priority Actions:		• Technical, PMER and CEA support by the IFRC Country Cluster Delegation • Field support services	

	National Society Strengthening	Budget	CHF 26,836
		Targeted Persons	40
Indicators		Target	
Number of volunteers involved in the operation		28	



Number of lessons learned workshops conducted	1
Number of delegated existing staff to support the operations for a period of 2 months	3
Number of assigned branches to support the operations for a period of 2 months	2
Priority Actions:	• Mobilization of volunteers • Dedicated Operations Management Staff (DM, PMER, CVA staff) to support the implementation • Dedicated field management staff at targetted areas • Communication for branches • Logistics support services and procurement (contracting FSP) • Conducting Lessons Learnt Workshop • Mobilization of volunteers

	Multi-purpose Cash	Budget	CHF 209,074
		Targeted Persons	2240
Indicators		Target	
Percentage of the assisted people who reports satisfaction with the transfer value		75	
Amount of the cash assistance distributed (CHF)			
Number of households reached with cash assistance (one time)		560	
Priority Actions:		• Finalization of needs assessment and baseline report issuance. • Response analysis, including preferred delivery mechanism, registration and verification process of the people to be assisted. • Encashment process with the contracted financial service provider. • Reconciliation with the financial service provider. • Post-distribution monitoring with a satisfaction survey and a needs assessment component (data collection, analysis, and reporting). • Community feedback is collected and responded to.	

About Support Services

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

In liaison with branch coordinators and the respective volunteers in targeted areas, the Armenian Red Cross Disaster Management Staff assembled and activated emergency communication channels with the branch leaders in the affected areas, analyzing first-hand information in terms of situations and anticipated needs and analyzing severity from the onset of the hailstorm as of 15 June. A preliminary Needs Assessment was conducted, and the development of a DREF Emergency Plan of Action is being considered since the hailstorm events were multiple and the affected regions were varying, which seemed to be the most flawed.

In total, 28 volunteers were involved, and several ARCS staff engaged at the onset of the emergency. Throughout the response, volunteers will continue to be involved, in addition to dedicated staffing to support the quality of the operation, particularly, but not limited to, the following officers: DM Officer, CEA Focal Point, IM Officer, CVA, and PMER focal point.

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

The IFRC Country Cluster Delegation for South Caucasus will provide technical support to the ARCS throughout the operation's implementation, monitoring and evaluation. The IFRC Programme and Operations Manager, based in Yerevan, will oversee the implementation and mobilize and coordinate the technical team based in Tbilisi, particularly the Senior PMER Officer and CEA delegate from the Country Cluster Delegation, will be mobilized as deemed necessary in liaison with ARCS to strengthen the quality assurance for both the PMER framework and the Community Engagement by providing technical assistance and guidance across all relevant areas.

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

All necessary procurement of supplies (mostly administrative and communication material) and services conducted by ARCS comply and are in line with the IFRC funding framework agreement that has been in effect since early 2022. ARCS do adhere to the relevant measures fully.

As for the contracting financial services providers (FSP) to deliver cash assistance and as part of the priorities of the preparedness for effective responses, they are already finalizing a tender for a framework agreement with multiple FSPs, and IFRC Regional Procurement Delegate technically supports the procurement process. The file is compiled, which will be passed to IFRC Regional Office for Europe for technical approval. As a result of the tender, the ARCS has evaluated and selected two types of service providers: a post office with branches available in far remote areas and another service provider is a bank that offers different cash visa modalities, and both do have experience in working with the ARCS, for both humanitarian development programming and emergency operations.

How will this operation be monitored?

IFRC and ARCS DM department will jointly conduct planning, monitoring and evaluation of the intervention.

- DREF progress monthly reports will be compiled by the National Society, informing the IFRC on the progress and challenges of the operation, along with a monitoring plan / indicator tracking table to map out, ensure the collection, and keep track of the key project indicators.
- A lessons learned workshop will be conducted at the end of the implementation to follow up on key operational and organizational learnings and document the findings as a reference for future interventions.
- The ARCS will conduct a post-distribution monitoring survey to examine the level of satisfaction among the targeted population.
- Progress reports will be shared with IFRC Regional Office for Europe to inform on the operation progress and achievements. This operation is expected to be implemented within three months.
- Apart from the quantitative indicators on the number of people reached throughout the operation, for which data will be collected by the volunteers, the operation will also accommodate two sets of community platforms for community meetings to review and validate the relevance, efficiency and effectiveness of the response. The community groups established during the first phase of the operation will be utilized for evaluation purposes, to verify i) the findings of the post-distribution monitoring exercise, and ii) if the support fulfilled the communities' expectations in line with the information provided during the first phase.
- A final report will be made available three months after the end of the operation.



Please briefly explain the National Societies communication strategy for this operation.

The ARCS will ensure all relevant communication via already established channels, contacts and will assure visibility of both the ARCS and IFRC.



Budget Overview



DREF OPERATION

MDRAM011 - Armenian Red Cross Armenia Hailstorm 2023

Operating Budget

Planned Operations	213,845
Shelter and Basic Household Items	0
Livelihoods	0
Multi-purpose Cash	209,074
Health	0
Water, Sanitation & Hygiene	0
Protection, Gender and Inclusion	0
Education	0
Migration	0
Risk Reduction, Climate Adaptation and Recovery	2,386
Community Engagement and Accountability	2,386
Environmental Sustainability	0
Enabling Approaches	32,018
Coordination and Partnerships	0
Secretariat Services	5,182
National Society Strengthening	26,836

TOTAL BUDGET	245,864
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all amounts in Swiss Francs (CHF)





Contact Information

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

- **National Society contact:**

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- **IFRC Appeal Manager:**

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- **Media Contact:**

[Click here for the reference](#)

