



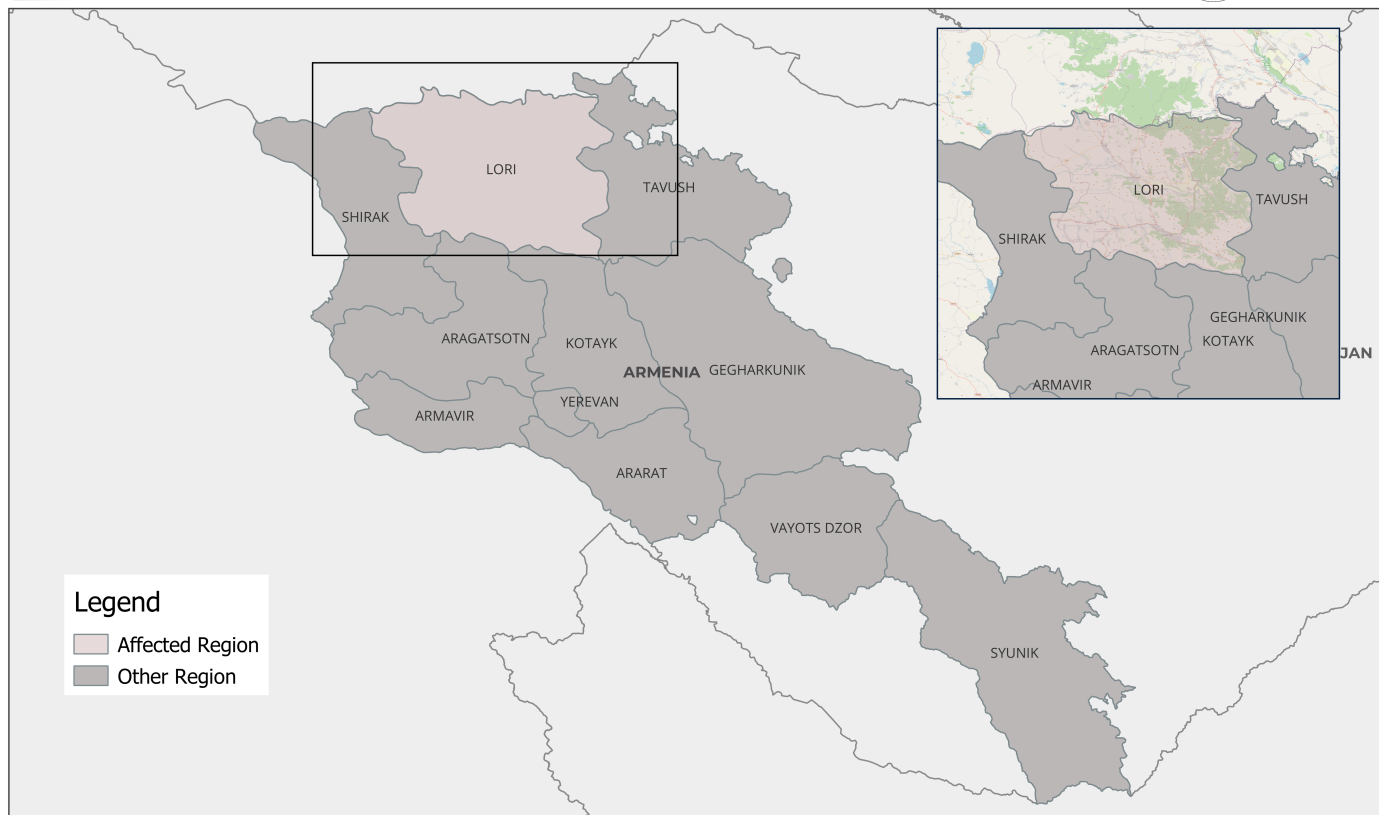
The photo displays the size of the hail in comparison to an apple to show the severity of the damage caused by the disaster.
Photo credit: Municipality

Appeal: MDRAM011	Total DREF Allocation CHF 386,194	Crisis Category: Yellow	Hazard: Other
Glide Number: ST-2023-000106-ARM	People Affected: 18,000 people	People Targeted: 3,870 people	
Event Onset: Slow	Operation Start Date: 2023-06-29	New Operational end date: 2023-12-31	Total operating timeframe: 6 months
Additional Allocation Requested 140,330	Targeted Areas:	Lori, Tavush	

Description of the Event

Armenia : Hailstorm

29 August 2023 • MDRAM011 • ST-2023-000106-ARM



The maps used do not imply the expression of any opinion on the part of the International Federation of the Red Cross and Red Crescent Societies or National Societies concerning the legal status of a territory or of its authorities.

Map data sources: GADM, Armenia RC, IFRC. Map produced by: IFRC Europe Region Office, Budapest.

Map of the the areas which have been mostly affected by the hailstorm of 2 August 2023.
The overall DREF operation targets both Lori and Tavush regions.

What happened, where and when?

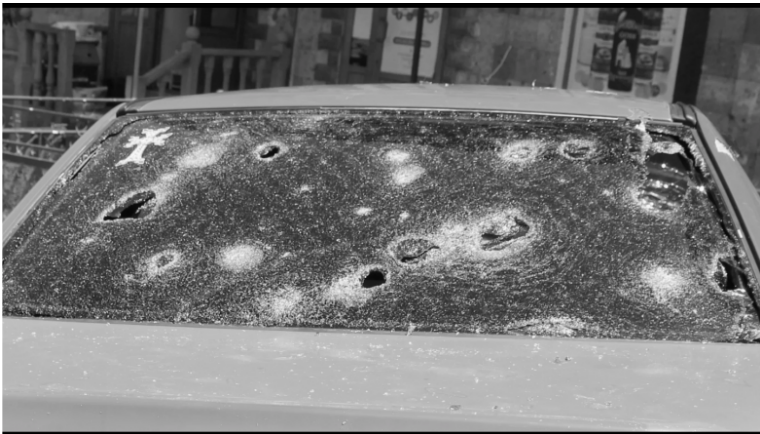
During the summer of 2023, severe hailstorms struck various regions of Armenia, causing extensive damage and disruption. Both the south and north of Armenia experienced heavy precipitation, followed by floods, which resulted in severe agricultural losses.

The Armenian Red Cross Society (ARCS) has started a DREF operation in Tavush and Lori regions. While in the frame of the current operation Needs Assessment was completed, the selection criteria were set up and the registration process of affected people to receive cash assistance has started, on 2 August the severe hailstorm struck another part of the targeted Lori region, the Alaverdi community. The heavy hail started at 8 p.m. local time, and continued until 8.30 p.m., followed by rain and wind. The disaster mainly affected the urban area of Alaverdi and rural areas near the city. On the following day, Head of the Municipality sent a formal letter to ARCS with the request to support the most vulnerable, as the burden on the Municipality has been extensive.

Windows, doors, and roofs of the most part of the affected households have been significantly damaged; gardens and crops were completely destroyed. The Municipality has created several committees to assess the needs of different groups of the population to report it to the National Government for possible support. Starting from 7 August 2023, ARCS volunteers have joined these committees for the collection of initial information on the situation and to apply the same operation strategy to the newly affected communities as well.



The overall number of people affected by the hailstorm is 18,000. Using initial data from social services, the number of vulnerable households to be included in addition to the initial planned target will be 295 (4 member in each household). During the initial assessment, a structured questionnaire was used by the branch, and data was collected through the Kobo tool. The initial data collected by the ARCS reveals that almost 80% of the families express concerns about meeting their essential livelihood needs as they faced significant damage of the house (80% of respondents) and more than 75% agricultural loss. From the interviewed 68 families, only four have a member with a permanent job, more than 80% of families rely on income from agricultural activities, 33% mentioned also seasonal work, and 20% have some other private activities.



The photo displays the damage caused by the hail on cars.
Photo credit: Municipality



The hail has covered, blocked and damaged essential infrastructure. Photo credit: Municipality

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 hailstorms 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 DREF operation has been focusing on supporting affected population in Lori and Tavush regions; the new allocation will target a new community in Lori region, where an overall 18,000 people were affected.

Summary of changes

Are you changing the timeframe of the operation	Yes
Are you changing the operational strategy	No



Are you changing the target population of the operation	Yes
Are you changing the geographical location	Yes
Are you making changes to the budget	Yes
Is this a request for a second allocation	Yes
Has the forecasted event materialize?	No

Please explain the summary of changes and justification

The current response offers the following adjustments:

Geographical Scope Change: The initial response plan covered only two regions - Lori and Tavush, however, due to the widespread impact of the hailstorm, the geographical scope has been changed, including of Alaverdi district in Lori region.

Targeting Strategy Shift: ARCS has opted to concentrate its efforts on the most vulnerable households in Alaverdi district as the most affected. To ensure equitable distribution and efficient support, vulnerability criteria were developed to identify the households in dire need of assistance.

Assistance Modality Change: The method of delivering aid remains the same as initially planned.

Operation Timeframe Change: Due to a significant increase in the number of people affected, a timeframe extension until the end of 2023 is required.

Given the extent of the disaster's impact, which affected both urban and rural settlements, these adjustments were deemed necessary to effectively reach and provide essential assistance to the mostly affected people across the targeted regions.

Current National Society Actions



Visit of the ARCS branch volunteer to the household. Photo credit: ARCS

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 disasters during the last two years. In 2022, it is estimated that the total cash distribution conducted by ARCS is approximately CHF 7 million during the response 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.
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 the 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	In the frame of the active DREF operation, the ARCS already conducted a needs assessment in Tavush and Lori regions, specifically targeting the communities of Ijevan, Stepanavan, Urut, Bovadzor, and Lori Berd. This informed the operational strategy for the ongoing DREF operation. Following the heavy rain and hailstorm affecting the Alaverdi communities, the ARCS initiated a second phase of needs assessment, conducted with the help of its volunteer teams with the aim to examine the humanitarian needs arising as a consequence of the disaster in Alaverdi. Although the findings from the second phase of the needs assessment are mostly similar to the findings of the initial assessment, the data collection and analysis revealed significant losses and needs among the communities. A total of 68 people (64% female / 36% male) were interviewed with a structured questionnaire. The average age of the interviewed people is 58, and the median level is 61. The sample was developed taking into account the convenience to cover all parts of rural and urban areas. The findings revealed that the impact of the disaster was severe at household level, in particular on agricultural conditions, which directly impacts people's sources of income. Almost the entire sample stated that the main source of income is from agricultural activities. Only 6% of the participants have a family member



	with a permanent job, and more that 40% of families have a member with disabilities. While the entire sample was affected by the hailstorm, only 3% was impacted by the heavy rain. 76% of the sample stated that the value of loss suffered is on the range of 75% - 100%, and 24% experienced loss valued between 50% - 74%. The bulk of the interviewed people stated that the main damages were caused on the agricultural land (82%), and their building (87%). The assessment also confirmed that 98.5% of the interviewed people preferred to receive cash/financial assistance to address their most urgent needs.
Coordination	Coordination is mainly established between regional authorities, local authorities and local rescue services which are working in the field.

Movement Partners Actions Related To The Current Event

IFRC	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 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. Partner National Societies are not involved in the current operation.

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.	

Needs (Gaps) Identified



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.



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.



Protection, Gender And Inclusion

As mentioned before, initial need assessment specifically in Alaverdi community identified that almost all families have at least one child and one older person in the family, 80% families mentioned having a member who is receiving pension or other government allowance, and 40% of families have a member with a disability. Based on the data above, the same selection criteria and vulnerable groups that have been identified among the affected population during the Needs Assessment will be applied to the new target groups. Older people, with the only income as pension, having less financial, physical and emotional resources to cope with the damages of the disaster, will identify as the priority vulnerable group, followed by families with more than three children and families with one parent (mainly women).

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.



Water, Sanitation And Hygiene

Materials on personal hygiene, including safe water, proper handwashing and waste management 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.



Health

According to official announcements from communities there were severe damages to water-supply infrastructure and sewage system in certain communities affected by the hailstorm. Even though during the initial assessment specific health needs was not identified however the same strategy regarding the dissemination sessions on personal hygiene, including safe water, proper handwashing and waste management will be applied.



Multi purpose cash grants

The initial findings of the rapid assessment by the ARCS and the secondary data collected from the local authorities evidence 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. The initial assessment discovered that almost 95 % of families need Multipurpose cash to recover from the disaster, to renovate houses and recover gardens. It's not surprising that such a significant number of people were worried about their financial situation, as natural disasters often bring unexpected expenses and damages.

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 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 winterization DREF operations (2022-2023), ICRC and ARCS conducted an exercise to calculate the Minimum Expenditure Basket (MEB) to set the transfer value of the winterization 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.



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 in the region. 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. The initial assessment discovered that almost 95 % of families need Multipurpose cash to recover from the disaster, to renovate houses and recover gardens. The same multipurpose cash reveled as a primary need in the previous Need Assessment. When asked about the second and third priority needs following cash assistance, for the second priority, 29.55% of households considered food as their primary concern. This was followed by physical or medical care at 20.68% and money/finances at 17.98%. Similarly, for the third priority, food remained a significant concern at 20.44%, closely followed by physical or medical care at 17.98% and property support at 17.24%.



Shelter Housing And Settlements

During the initial assessment in Alaverdi, examination of shelter needs reveals the extensive damage inflicted upon households affected by the hailstorm. Almost 88% out of the households surveyed during the initial assessment experienced damage to the house. The damage to buildings included the roof, heating system, energy supply, windows and/or walls. The initial assessment survey found that 80% of households faced damage of crops and gardens.

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.

Any identified gaps/limitations in the assessment

The one notable limitation is the small sample size and sample developed by convenience however the sample covers all parts of rural and urban areas, also the revealed data are very much similar to the already finalized Needs Assessment and can be used as a reference and evidence for the application of the same Operational strategy to newly affected community. The Needs assessment captured almost the same groups of population that have almost similar structure and provide valuable data on the impact of the disaster and the immediate needs of the affected population. However, the initial assessment is somehow supporting the previously identified needs.

Operational Strategy

Overall objective of the operation

The new allocation will address the needs of approximately 295 vulnerable households in Alaverdi community of Lori region (Marz), 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 selection criteria developed based on the needs assessment. The same operational strategy will be applied as follows:

- Provision of Multi-Purpose Cash support so that the most affected people
- Water Sanitation and Hygiene Promotion
- 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., one 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 will be applied to an additional 295 vulnerable affected households promptly based on information obtained from local administrations and the 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 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.

ICVA interventions will support a total of 855 households (HHs); 295 HHs from this extension and 560 HHs from the ongoing operation. Each household which consists of 4 persons will be provided with approximately CHF 350 per household.

Targeting Strategy

Who will be targeted through this operation?

According to official data, an estimated 18,000 people were affected in this particular community. Out of the total affected population, ARCS plans to directly assist 3,420 individuals with multi-purpose cash and to cover the needs related to livelihoods and basic needs support based on the strict selection criteria and registration process. The operation will reach the same target group and additional 300 community member from 10 locations and local authority representatives through CEA/awareness activities, reaching 3,870 people in total. ARCS will conduct community meetings that include risk communication sessions in both urban and rural communities, targeting 3,870 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. In total, it 3,870 individuals are to be reached; 1,180 individuals who have been affected in Alaverdi and 2,690 individuals from the ongoing operation in Armenia.

Explain the selection criteria for the targeted population

The final selection criteria are developed in collaboration with local authorities and community representatives and based on the data from Need Assessment since the needs and the structure of families are very similar to findings of the previous Needs Assessment:

As a result of Need Assessment primary criteria were selected:

- Families who have faced significant damage to household
- 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.

For the vulnerability following criteria were selected:

- 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 more than five members, including two or more members who have disabilities.

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:	1,051	Rural %	Urban %
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Girls (under 18):	785	30.00 %	70.00 %
Men:	929	People with disabilities (estimated %)	
Boys (under 18):	1,105	7.00 %	
Total targeted population:	3,870		

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 Multi-Purpose Cash Assistance (MCPA) 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	3,420 (Male: 1,812; Female: 1,608)
Indicators	Target	Actual	
Number of families reached with cash assistance (one time)	855	0	

	Risk Reduction, Climate Adaptation And Recovery	Budget		CHF 2,982
		Targeted Persons		3,870 (Male: 2,051; Female: 1,819)
Indicators		Target	Actual	
Number of printed materials developed on climate risk communication and mitigation events		2,000	2,000	
Number of risk communication sessions in the communities		50	0	
Progress Towards Outcome				
• Informational materials are developed and printed				

	Community Engagement And Accountability	Budget	CHF 4,652
		Targeted Persons	3,870 (Male: 2,051; Female: 1,819)
Indicators	Target	Actual	
Number and type of methods established to respond to community about their feedback of feedback channels actively operating throughout the response	3	3	
Number of dedicated CEA personnel involved throughout the response	1	1	
	5	5	

Number of questions included in the needs assessment on how best to engage communities		
Number of feedback comments collected, disaggregated by sex, age and disability, including sensitive feedback linked to SEA, fraud, corruption or protection concerns	10	3

Progress Towards Outcome

- 3 mechanisms are established to respond to community about their feedback.
- 1 CEA person are fully involved in the operation
- Questions are included in the needs assessment on how best to engage communities

	Secretariat Services	Budget	CHF 9,542
		Targeted Persons	2 (Male: 1; Female: 1)
Indicators	Target	Actual	
Number of IFRC Country Officer Support Service	1	1	
Number of Banking Services / Charges	1	1	
Number of CCD Team members conducted Monitoring, Evaluation and Technical Support visits	2	0	

Progress Towards Outcome

IFRC is supporting the operation.

	National Society Strengthening	Budget	CHF 49,807
		Targeted Persons	40 (Male: 15; Female: 25)
Indicators	Target	Actual	
Number of assigned branches to support the operations for a period of 2 months	2	2	
Number of delegated existing staff to support the operations for a period of 2 months	3	3	
	1	0	

Number of lessons learned workshops conducted		
Number of volunteers involved in the operation	28	28

Progress Towards Outcome

ARCS has mobilized all relevant HR recourses for the operation.

	Multi-purpose Cash	Budget	CHF 319,211
		Targeted Persons	3,420 (Male: 1,812; Female: 1,608)

Indicators	Target	Actual
Number of households reached with cash assistance (one time)	855	0
Amount of the cash assistance distributed (CHF)	319,211	0
Percentage of the assisted people who reports satisfaction with the transfer value	75	0

Progress Towards Outcome

Need assessment was conducted. ARCS finalized the list of affected people to be assisted with CVA. The final cross-check is ongoing.

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.

Contact Information

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

- **National Society contact:**

Lusine Kocharyan, Head of Disaster Management Department, arcs-dm@redcross.am,
+374077371115

- **IFRC Appeal Manager:**

Hicham Diab, Programmes & Operations Manager, hicham.diab@ifrc.org, +37494277678

- **IFRC Project Manager:**

Hicham Diab, Programmes & Operations Manager, hicham.diab@ifrc.org, +37494277678

- **IFRC focal point for the emergency:**

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[Click here for the reference](#)





DREF OPERATION

MDRAM011 - Armenian Red Cross Armenia Hailstorm 2023

Operating Budget

Planned Operations	326,845
Shelter and Basic Household Items	0
Livelihoods	0
Multi-purpose Cash	319,211
Health	0
Water, Sanitation & Hygiene	0
Protection, Gender and Inclusion	0
Education	0
Migration	0
Risk Reduction, Climate Adaptation and Recovery	2,982
Community Engagement and Accountability	4,652
Environmental Sustainability	0
Enabling Approaches	59,349
Coordination and Partnerships	0
Secretariat Services	9,542
National Society Strengthening	49,807
TOTAL BUDGET	386,194

all amounts in Swiss Francs (CHF)