

<p>Emergency appeal №: MDRAM012</p> <p>Emergency appeal launched: 30/09/2023</p> <p>Operational Strategy published: 26/10/2023</p>	<p>Glide №:</p> <p>OT-2023-000180-ARM</p>
<p>Operation update#2</p> <p>Date of issue: 13/12/2023</p>	<p>Timeframe covered by this update:</p> <p>From 27/09/2023 to 24/11/2023</p>
<p>Operation timeframe: 16 months (30/09/2023 - 31/12/2024)</p>	<p>Number of people being assisted: 90,000</p>
<p>Funding requirements (CHF):</p> <p>CHF 15 million through the IFRC Emergency Appeal</p> <p>CHF 20 million Federation-wide</p>	<p>DREF amount initially allocated:</p> <p>CHF 1 million</p>

To date, this Federation-wide Emergency Appeal, which seeks CHF 20 million is 27 per cent funded. Further contributions are essential to enable the Armenian Red Cross Society (ARCS), with the support of the IFRC, to continue with the provision of humanitarian assistance and protection to people on the move.



A child-friendly space in Metsamor, Armavir region. Photo: ARCS

A. SITUATION ANALYSIS

Description of the Crisis

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

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

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

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

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

More than 80 per cent of school-aged children have been enrolled in schools (UNICEF, 16 November) with more than 30,000 children entering Armenia in the current crisis.

Summary of Response

The Armenian Red Cross Society (ARCS) is the largest voluntary organisation in Armenia, operating through a network comprising 12 regional branches, one territorial branch, 52 community branches, with over 300 experienced staff and 6,850 dedicated volunteers. Enjoying a positive reputation and a high level of trust from both authorities and local communities, ARCS can securely access all areas where displaced individuals have been located.

A total of 1,500 volunteers and staff members have deployed within the response operation, working around the clock. The areas of the

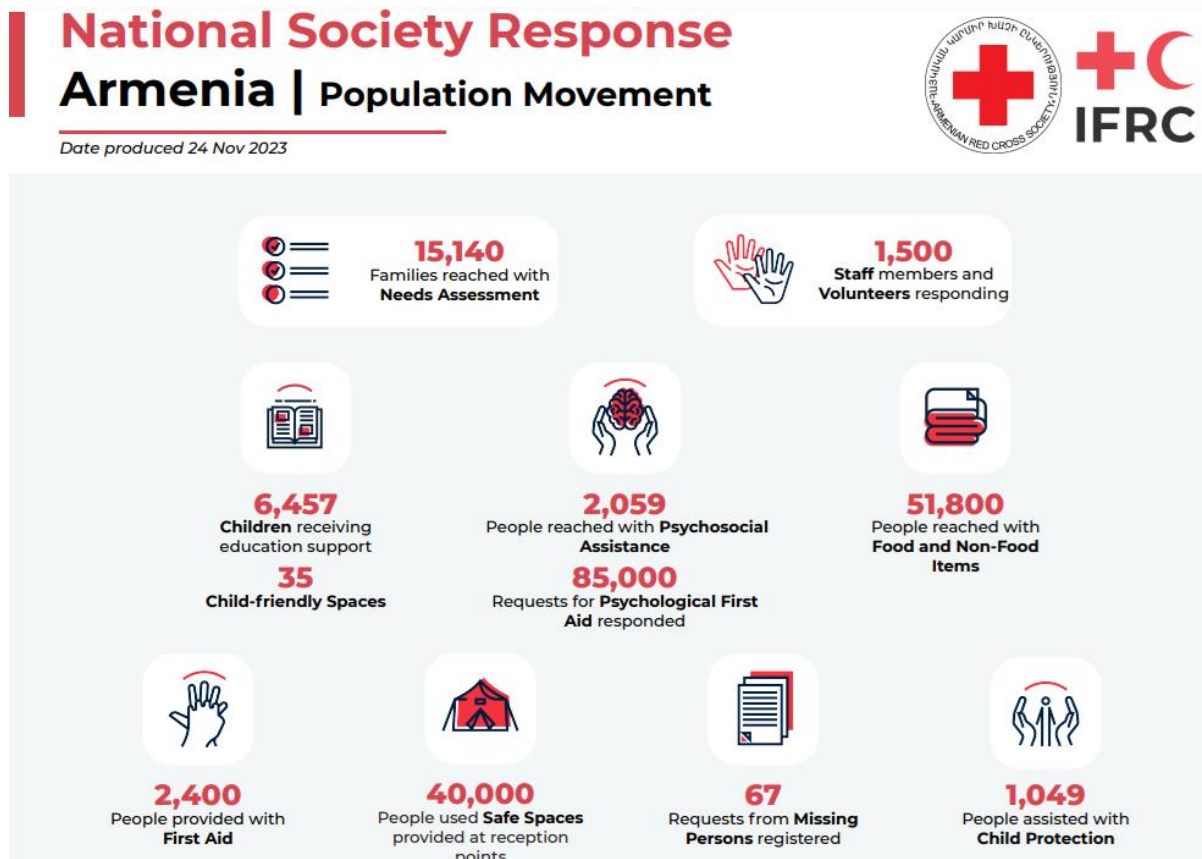


Distribution of essential household items in the Ararat region. Photo ARCS

operation requiring the most personnel include working at reception points (in Kornidzor, Goris, and Vayk), the distributions of essential household (HH) items, food, and hygiene materials, as well as the operation of Child-Friendly Spaces (CFS).

The current operational focus of the ARCS response is on the distribution of in-kind assistance, as well as the provision of Mental Health and Psychological Support Services (MHPSS), and educational activities through Child-Friendly Spaces. In parallel, the operation is preparing to move towards a Cash and Voucher Assistance (CVA) modality. Detailed sectoral implementation plans per sector are currently under finalisation.

The below infographic summarises and highlights the main achievements of ARCS’s response as of 24 November 2023, which are further detailed in section C. Detailed Operational Report:



ARCS Response overview (as of 24 November 2023).

The **International Federation of Red Cross and Red Crescent Societies (IFRC)** team is supporting ARCS in the planning and implementation of activities on a daily basis. A budget scenario planning, reflecting the current funding situation has been finalised, prioritising CVA, MHPSS, educational activities, and National Society Strengthening.¹

The **International Committee of the Red Cross (ICRC)** scaled up its response, including deploying staff specialized in the fields of protection, health, forensics, and weapon contamination to respond to the evolving humanitarian needs following the launch of military operations on 19 September. The ICRC provided hospitals with supplies to treat trauma injuries, including the wounded and burn victims from the fuel depot explosion, facilitated medical evacuations to Armenia of those in need of further medical treatment, supported the evacuation of 220 bodies of the deceased, and worked with morgues and hospitals to help identify and ensure the respectful and dignified treatment of the dead.

¹ For further details, see Section C of the Operations Update.

The ICRC works closely with the ARCS to respond to the protection and assistance needs of displaced people in border regions (Syunik, Gegharkunik, Vayots Dzor) and Yerevan. As part of this response, ICRC set up a helpline with the ARCS to support people finding their loved ones. MHPSS is also provided to the affected families by the ICRC and the ARCS teams. Furthermore, the ICRC donated 10,000 blankets, 6,140 food parcels, more than 16,000 hygiene kits, and 110 tons of wheat flour to the ARCS to distribute among displaced people arriving to Armenia. Nine generators were also donated to the ARCS to enhance the capacities of ARCS branches to continue supporting the affected people. Further response activities are in the pipeline, including multi-purpose cash assistance (MPCA) planned through ARCS to the affected people in the border regions.

External humanitarian community and the GoA: Under the coordination of the governmental ministries in charge in the sectors of Protection, Education, Basic Needs, Resilience, Health and Nutrition jointly with international organization (UNHCR, UNICEF, WFP, IOM, and FAO among others), international non-governmental organizations (such as ACTED, Médecins Sans Frontières, Save the Children, and Caritas among others), and local non-governmental organizations (NGOs) (such as the Women's Support Centre, Armenian Progressive Youth (APY), Children of Armenia Fund (COAF) and Mission Armenia among others) are responding to the needs of people having arrived to Armenia. United Nations agencies are co-leading the GoA coordinated technical working groups², with UNHCR co-leading on strategic and operational layers. A comprehensive approach and effective coordination among international and local stakeholders are imperative. Therefore, Movement partners (ARCS, ICRC, and IFRC) are actively participating in coordination fora to ensure coherent efforts supporting the affected persons and communities.

Needs Analysis



ARCS staff and volunteers registering displaced people arriving to Armenia at registration point. Photo credit: ARCS

The [Rapid Needs Assessment \(RNA\)](#) report provides a snapshot of the immediate needs of the refugee population in Armenia, conducted in collaboration with the Ministry of Labour and Social Affairs (MoLSA), UN agencies, and other stakeholders. The RNA³ highlights critical areas requiring immediate attention for the displaced population in Armenia. Key informants (KIs) identified specific needs within their communities, emphasizing the vulnerable groups of pregnant or breastfeeding women, people with disabilities, and those with severe medical conditions. Concerns were raised about the MHPSS needs, particularly for children exposed to violence, and legal assistance emerged as an essential need. Critical need for shelter and essential household items were further identified, with KIs emphasizing the need for cash assistance to cover rent, utilities, and living conditions enhancements. Food security heavily relied on humanitarian aid, local markets, and community support, with state assistance playing a crucial role. Health issues prevalent among displaced people included chronic conditions, serious injuries, respiratory infections, and skin diseases, raising concerns about the health system's capacity. Education challenges included low kindergarten enrolment due to housing uncertainties, infrastructure concerns, and shortages of teachers and textbooks. KIs

² For further details, see the section on "Coordination".

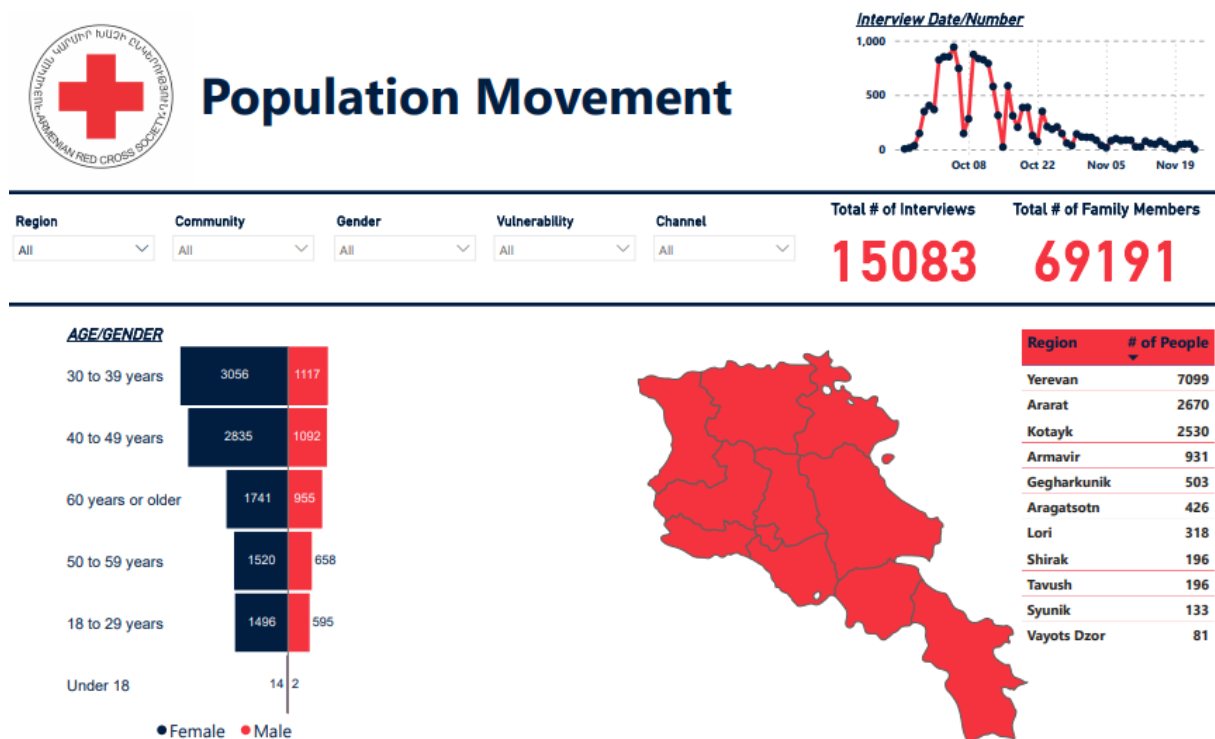
³ The Rapid Needs Assessment was conducted in October and made available on 13 November.

underscored the pressing need for employment support, emphasizing mid- and long-term interventions for integration, social cohesion, and economic empowerment.

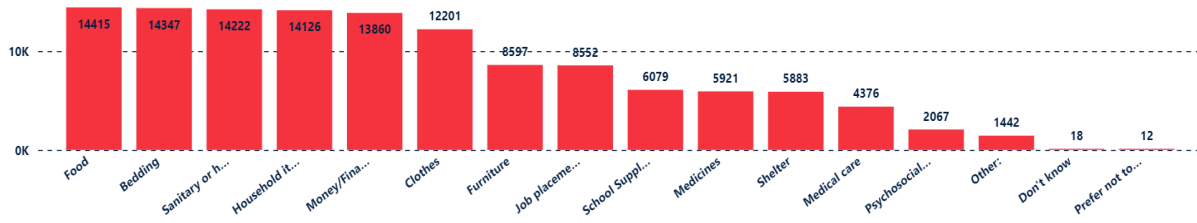
The key recommendations stemming from the RNA outline comprehensive actions tailored to specific sectors. In the **protection** sector, there is a call to centralize protection, ensuring clear outcomes guided by protection principles and strengthened mechanisms for preventing sexual exploitation and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

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

As of 24 November, 15,083 arriving families (69,191 family members) were registered in the ARCS database. The registered families have been requesting assistance through ARCS Helpline as well as directly approaching the Headquarters and branch offices. The below dashboard provides information on the inquiries, divided by region, and by age group.



Primary needs



Priority needs provided to the ARCS Helpline, n=15,083 households (as of 24 November 2023).

Operational risk assessment

Operational risk assessment remains broadly unchanged. The risk of a resurgence of hostilities remains, including the territorial escalation in Armenia, despite ongoing negotiations of parties to the conflict.

The upcoming winter season may exacerbate the living conditions of the affected people due to the extremely cold temperatures. Concerns include inadequate shelter conditions resulting in subsequent exacerbation of chronic diseases, increased morbidity due to acute respiratory infections, and the adverse impact of inappropriate indoor heating. While the operational response was designed considering respective interventions as priorities, however, additional focus may be given to the communication of winter-related risks to the affected population.

B. OPERATIONAL STRATEGY

Update on the strategy





In line with the development of the overall situation and with governmental requirements, the [Operational Strategy](#) has been slightly amended in order to align activities with other stakeholders.

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









- **Livelihoods:** With an intent to fully transition from in-kind food assistance to cash-based basic needs assistance, the future modality of food assistance is pending decision.⁴ Options are a) food vouchers, or b) bank transfer, based on the food component of the expenditure basket / Inter-agency agreement. The final decision needs to be in line with GoA approaches, with discussion ongoing.

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

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

	Multi-purpose Cash (MPC) for 3,600 people		Cash for shelter and utility costs to 11,400 people for 5 months
	Food for 1,650 households		<ul style="list-style-type: none"> • 4 integration centres up and running • 20 community-based initiatives on social cohesion set up


⁴ In-kind support may be used for exceptional cases requiring immediate assistance, and in case of dysfunctional markets in specific areas.

	<ul style="list-style-type: none"> Blankets 7,000 units Electric heaters 1,650 units Water boiler 1,650 units Bucket 1,650 units Bedlinen 7,000 sets 		<ul style="list-style-type: none"> 10 protection, gender, and inclusion (PGI) trainings for 200 people PGI mainstreaming across all sectors
	<ul style="list-style-type: none"> Establishment of 27 child-friendly spaces Stationary and educational material packs for 1,000 children 		<ul style="list-style-type: none"> Family Hygiene kits for 3,000 households Renovation of sanitation facilities in 10 collective centres
	<ul style="list-style-type: none"> Job counselling and vocational trainings in different sectors for 1,000 people 200 households receive seed funding for micro-entrepreneurship 		<ul style="list-style-type: none"> Community engagement and accountability (CEA) enhancement Distribution of information materials
	<ul style="list-style-type: none"> MHPSS for 61,850 people Information campaigns for non-communicable diseases (NCD) among 20,000 people 50 First Aid community teams formed Service provision for older people 		<p>National Society Development (NSD):</p> <ul style="list-style-type: none"> Strengthened operational response capacities (enhancing fleet capacity, response equipment and capacitating warehousing) Enhanced longer-term capacities in areas of priority with focus on sustainable impact Development of ARCS HR capacities, increased support to branch level capacity building Strengthened volunteer management Refurbished branches in 4 regions

Emergency Appeal: intended outcomes, components de-prioritized due to funding constraints in grey font

C. DETAILED OPERATIONAL REPORT

STRATEGIC SECTORS OF INTERVENTION

		Shelter, Housing and Settlements		People reached: 26,409	
Objective:		<i>Population arriving to Armenia and host communities restore and strengthen their safety, well-being and longer-term recovery through shelter and settlement solutions</i>			
Key indicators:	Indicator	Actual	Target		
	<i># of people who received rental assistance during the response period</i>	Preparation phase	9,500		
	<i># of people (and households) provided with household items that support the restoration and maintenance of health, dignity and safety and the undertaking of daily domestic activities in and around the home</i>	26,409 people (7,100 HHs)	6,600 people (1,650 HHs)		
	<i># of children supported to access to essential winterization items</i> <i>(the indicator has been amended and placed under the Multi-purpose Cash section)</i>	-	4,500		

Essential Household items:

ARCS has distributed the following essential household items in the reporting period, reaching a total of 7,100 households (26,409 individuals).

Item	Quantity distributed in previous reporting period	Quantity distributed since 10 November	Quantity total
Blanket (individual)	13,350	745	14,095
Bedlinen (individual)	2,800	550	3,350
Pillows (individual)	1,500	1,300	2,800
Heater (HH)	700	0	700
Water bowler (HH)	700	0	700
Mattresses (individual)	1,225	275	1,500
Kitchen set (HH)	11	689	700
School bag (child)	2,500	44	2,544
Foldable bed (child)	20	0	20



Distribution of IFRC and UNICEF pre-stocked school bags. Photo: ARCS

Rental and utility costs:

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

The total number of persons supported by the EA-funded assistance should be 11,400. ARCS is targeting a total of 18,000 persons under this scheme (including several other funding sources).

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

Winter clothing turning into Multi-purpose Cash Assistance

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

Cash for utility payments:

- The ARCS was planning to cover utility fees of affected persons living in collective shelters for winter months (December 2023 - February 2024), directly paying to service providers, within the initial operational strategy. However, due to the lack of funding, as well as Governmental strategy to close down collective shelters within a short period of time, this activity had to be de-prioritized.

Next immediate steps:

- For the rental and utility scheme, a tripartite contract between the ARCS, the Unified Social Service (USS) and the Financial Service Provider (Converse Bank) will be signed (expected for the last week of November). This agreement includes a letter of commitment regarding data protection which will also be signed by the IFRC.

- Subsequently, datasets of persons matching selection criteria will be shared by authorities, followed by data verification, and subsequent transfer of assistance (first half of December).
- Continuous monitoring during encashment will take place to address any arising issues.

With the support of IFRC Emergency Appeal funding:

- Initial DREF means have been used to procure essential HH items.
- The programming and preparations for the rental and utility scheme were supported by an IFRC CVA delegate.

Challenges:

- Signature of the tripartite agreement (ARCS-USS-Converse Bank; annexed IFRC Letter of Commitment is slightly delayed).

With the support of other funding sources:

- Distributions of pre-stocked items from other funding sources, including a pre-established IFRC-USAID BHA project and a UNICEF partnership.⁵
- ICRC and UNHRC funds with ARCS positioned as an Implementing Partner for UNHRC are being co-used to increase the number of persons assisted via the “rental and utility” cash scheme.



Livelihoods

People reached: 50,360

Objective: *Immediate response: People arriving to Armenia meet their food and other basic needs and protect their livelihood assets.
Recovery: People’s capacities arriving to Armenia are enhanced for restoring their livelihoods and increasing their prospects for local integration*

Key indicators:	Indicator	Actual	Target
	# of targeted households (and people) reached with essential services/information for employment opportunities, including self-employment		Preparation phase
# of targeted households (and people) reached with essential services/information for income-generation		Preparation phase	500
% of households receiving food rations from RCRC are satisfied with the amount/volume received		PDM under preparation	70%

Food assistance:

The ARCS has distributed monthly food parcels to a total 12,950 households since the operation began.

⁵ Based on a pre-agreed ARCS-UNICEF partnership on preparedness and response, covering Child Protection, Education, WASH, Humanitarian Relief, Warehouse Management, Cash Assistance, and Communication, the following activities have been activated through formal letters in the current response:

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

In addition, ARCS distributed:

- 68 tonnes of wheat flour to families living in rural areas with more than seven members (50 kg per family);
- 600 kilogrammess of honey;
- 4,000 portions of dried soup.

Livelihoods:

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

Next immediate steps:

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

Challenges:

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

With the support of other funding sources:

- ARCS continues implementation of economic integration activity with support of UNHCR which includes provision of income generation tools, financial literacy, and business trainings.



Multi-purpose Cash

People reached: -

Objective:	<i>Households are provided with unconditional/multipurpose cash grants to address their basic needs</i>		
Key indicators:	Indicator	Actual	Target
	<i># of targeted people reached with Multi-purpose Cash Assistance to address basic needs (new indicator)</i>	Preparation phase	3,600

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

The value transfer will be a one-off AMD 50,000 (CHF 125), which will be paid in December 2023 to around 3,600 people, funded through the Emergency Appeal funding solely. Eligibility criteria applied are families with three or more children, and/or families with persons with disabilities (same criteria as the 40+10 programme).

Accordingly, a revised indicator for the Operational Strategy has been set up for Multi-purpose Cash assistance.

Pre-existing funds from the USAID funded preparedness project⁶ are allocated to this Multi-purpose Cash assistance programme, reaching additional 1,550 people with one-off distribution in December 2023.

CRM tool for improved data management

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

The screenshot displays the EspoCRM interface for a beneficiary profile. The top navigation bar includes 'Beneficiaries', 'Transfers', and 'Projects'. The main content area is titled 'Beneficiaries > [Beneficiary Name]'. Below this is an 'Edit' button. The form is divided into several sections:

- Personal Details:** Fields for First Name, Last Name, Fathers Name, Gender, Social Security Number, Passport Number, Date Of Birth, Age, Phone Number (694-985-1806), and Valid Phone Number (checkbox).
- Bank Details:** Fields for Bank Account Number and Bank Identification Number.
- Transfers:** A table with columns: Planned Transfer Date, Actual Transfer Date, Transfer Amount, Status, and Project. One record is shown: 01 Nov, 01 Nov, 15,000, Transferred, One Off Unconditional C...
- Stream:** A text input field for comments, currently empty, with 'No Data' below it.

*EspoCRM demo version (ARCS);
screenshot: IFRC*

Next immediate steps:

- Similar to the “rental and utility assistance” cash-scheme, a tripartite contract between the ARCS, the Unified Social Service (USS) and the Financial Service Provider (Converse bank) will be signed (expected for the last week of November). This agreement includes a letter of commitment regarding data protection which will also be signed by the IFRC.
- Subsequently, datasets of persons matching selection criteria will be shared by authorities, followed by data verification, and subsequent transfer of assistance (first half of December).
- Continuous monitoring during encashment will take place to address any issues that may arise.

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

- The digital solution shall be expanded to other sectors of interventions (such as Livelihoods, and relief, and integrating CEA components ([Central Feedback Mechanism]) within the next months. It will as well be used in future operations.

With the support of IFRC Emergency Appeal funding:


- CVA programming and preparations, as well as the digital solution specifications and implementation, were supported by an IFRC CVA delegate.

Challenges:

- Signature of the tripartite agreement (ARCS-USS-Converse Bank; annexed IFRC LoC) slightly delayed

With the support of other funding sources:

- Pre-existing funds (from an IFRC-USAID BHA project) are topping up the Multi-purpose Cash assistance with additional 1,550 persons.
- A pre-existing project involving IFRC Digital Engagement Hub (DEH) and the Netherlands Red Cross has been amended to create a solution for CVA data management on short notice.

	<p>Health & Care (Mental Health and psychosocial support / Community Health / Medical Services)</p>	<p>People reached: 89,600</p>
---	--	--------------------------------------

Objective:	Access of affected populations to essential health services (emergency, primary, secondary, community/public health) is facilitated, including mental health and psychosocial support		
-------------------	---	--	--

Key indicators:	Indicator	Actual	Target
	# of people who receive mental health and psychosocial services in emergency situations from RCRC	85,000	61,850
	# of people trained in Mental Health and Psychosocial Support (including Psychological First Aid and other MHPSS related trainings)	160	350
	# of people reached with health promotion activities related to NCD management in emergencies	De-prioritized	20,000
	# of First Aid community volunteer teams	De-prioritized	50

Community health:

ARCS started the procurement procedures for purchasing First Aid kits and two instructors from Karabakh to help overcome the dialect barrier and better handle communication and cultural sensitivity difficulties.

Information campaigns for non-communicable diseases (NCD) and homecare service provision for older people had to be de-prioritized due to current funding limitations.

Mental health and psychosocial support (MHPSS)

A total of 15,000 individuals received PFA through the ARCS helpline and in face-to-face meetings. In addition, the ARCS offered PFA support by trained staff and volunteers⁷ to approximately 70,000 individuals arriving in Armenia at the reception points at an early stage of the operation, including comforting people in distress and helping them feel safe and calm, assessing needs and concerns, and providing emotional support.

Arriving individuals who have settled in the border regions of Armenia already have access to MHPSS group support sessions provided by ARCS counsellors as part of the ARCS/ICRC joint project. 264 individuals have participated in these group sessions.

Individual counselling sessions have been provided for 55 adults. Case managers are actively involved in working with parents and caregivers, supporting children to access psychological counselling sessions, while other children participated in psychosocial events.

To further expand and enhance MHPSS services, 160 staff and volunteers have received training in MHPSS to provide psychological and psychosocial support within various programs.

Well-being guidelines were distributed to the staff and volunteers that provide information and strategies for managing stress and addressing self-care needs.

ARCS and IFRC MHPSS Focal Points actively participate in interagency working group meetings. In addition, the ARCS, IFRC, and ICRC established a Movement Technical MHPSS Working Group to ensure harmonized operational response across the layers of the MHPSS framework.

Next immediate steps:

- Expand community-based MHPSS activities country-wide.
- Recruit additional MHPSS staff.

Challenges:

- A constant relocation of people arriving to Armenia poses a challenge, interrupting some MHPSS sessions. To address this issue and enhance coverage through referrals, ARCS is working to expand MHPSS activities across Armenia. To fully meet demand and effectively manage the dynamic nature of the situation additional staff is to be hired.

With the support of other funding sources:

- ARCS is implementing UNICEF-funded MHPSS activities and continues to provide MHPSS with ICRC support.

⁷ Important to note that PFA is not exclusively provided by professionals.



Water, Sanitation and Hygiene

People reached: 37,000

Objective: *Improve access of affected population to WASH services to reduce their immediate and medium-term risk of waterborne, water-related, and vector-borne diseases*

Key indicators:	Indicator	Actual	Target
	<i># of people reached by WASH assistance</i>	37,000	23,200

A total of 7,850 households and 5,600 children have received hygiene items.

Item name	Quantity distributed in previous reporting period	Quantity distributed since 10 November	Total
Hygiene kits (HH)	7,400	450	7,850
Hygiene items (child)	2,000	3,600	5,600

With the support of IFRC Emergency Appeal funding:

- Initial DREF means have been used to procure hygiene material (1,150 HH hygiene kits and 4,033 hygiene items).

With the support of other funding sources:

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



Protection, Gender and Inclusion

People reached: 1,049

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

Key indicators:	Indicator	Actual	Target
	<i># of sectoral or PGI assessments conducted using the PGI Minimum Standards</i>	0	4
	<i># of people trained on implementing the PGI Minimum Standards</i>	0	200
	<i># of people reached by protection, gender, and inclusion service</i>	1,049	15,000

ARCS and IFRC representatives participate in sectoral coordination working groups led by the Government of Armenia and co-lead by the UN agencies (Protection WG, Child Protection Sub-WG).

ARCS continues to review its draft child safeguarding policy, complementing the existing Code of Conduct.

16 ARCS Child Protection Case Managers and 12 psychologists work all over Armenia, overseeing the well-being of 319 HHs.

With the support of IFRC Emergency Appeal funding:

- The Child Safeguarding Policy is drafted.

Next immediate steps:

- The Child Safeguarding Policy will be reviewed by the respective IFRC PGI unit (after ARCS-internal review), followed by adoption, provision of operational guidance, roll-out of training of staff and volunteers.
- Train all staff on basic PGI.

Challenges:

- Lack of dedicated full-time PGI staff to mainstream and move specific work results is a slow process.

With the support of other funding sources:

ARCS implements Child Protection Case Management to ensure timely identification and response to children’s protection needs within the framework of a UNICEF-funded project: Case managers for child protection have been engaged in all branches, reaching approx. 2,000 children by now (total aim: 3,000 children).



Community Engagement and Accountability

People reached: 15,083

Objective:	<i>Support safe, continued, and equitable access to education for affected populations, especially children and young people, vulnerable and marginalized groups</i>		
Key indicators:	Indicator	Actual	Target
	<i>% of people surveyed who report receiving useful and actionable information</i>	Preparation phase	70%
	<i>Number and % of complaints or feedback about the RCRC operation which receive a response through established community communication</i>	Preparation phase	70%
	<i>% of community members who feel their opinion is taken into account during operation planning and decision-making</i>	Preparation phase	60%

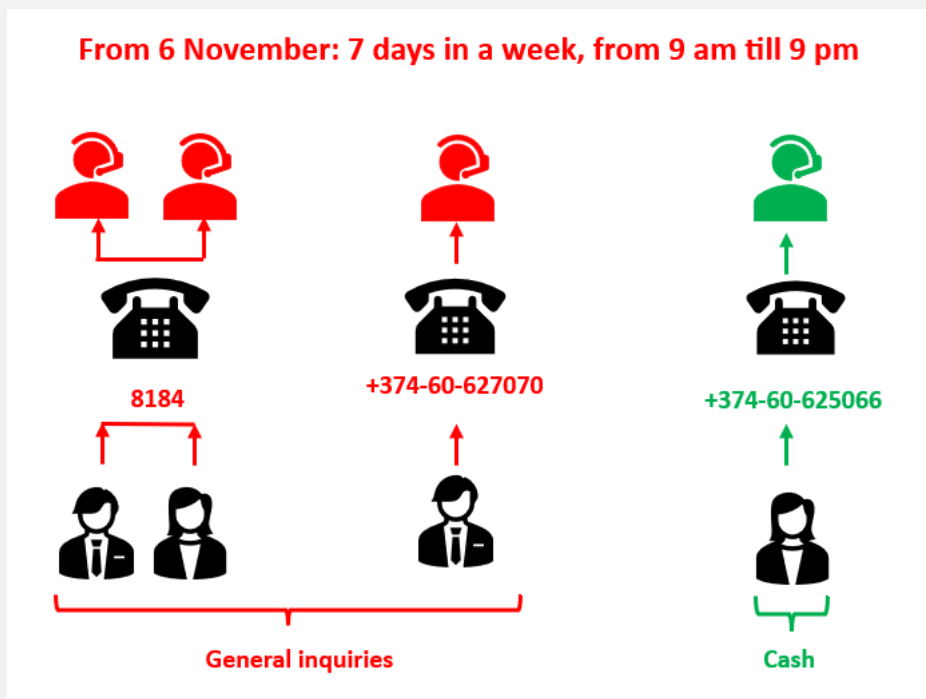
For incoming inquiries, a response mechanism was established, assessing vulnerability and protection perspectives, and subsequent referrals and support. The feedback received will be further analysed to guide operational decisions and information materials.

ARCS Helpline

The ARCS helpline for general inquiries operates at **+374-60-627070**, and **8184**, as well as an additional number added after the escalation **+374-60-625050**. The helpline is used for gathering inquiries/feedback related to ARCS

activities, with a separate helpline number being allocated for cash assistance. With the gradual stabilisation of the number of calls received the helpline operation hours have been adjusted to 09:00 to 21:00 daily, instead of 24/7 operation mode during the immediate phase of the emergency.

The helpline for Cash operates at +374-60-625066.



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

Next immediate steps:

- With foreseeable increasing demand (due to the cash-shift of the operation), there is a need to scale up the helpline's capabilities to handle multiple simultaneous calls.
- ARCS plans to upgrade the helpline, aiming to complete the transition to the EspoCRM system by the end of 2023, with the valuable support of 510 (the Data & Digital initiative of the Netherlands Red Cross).⁸ The upgrade will facilitate the categorization of calls into three distinct categories: running projects, emergencies, and general inquiries, enabling more efficient routing to the relevant departments.



ARCS Helpline flyer (promoting 8184)

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



Migration

People reached: -

Objective:

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

Key indicators:

Indicator

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

Actual

Preparation phase

Target

20,000

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

Next immediate steps:

- The ARCS intends to establish Integration centres for displaced people in four regions with the largest concentration of the displaced. Full comprehensive package of integration activities will be proposed centres, such as awareness raising, information provision, social and cultural integration, cohesion aimed activities, humanitarian assistance, job placement support, MHPSS support, vocational trainings, and livelihoods improvement consultancy.



Risk Reduction, climate adaptation and Recovery

People reached: 1,500

Objective:

Affected people are not put at increased risk, and their vulnerability to future disasters and crises is reduced, including to climate change impacts

Key indicators:

Indicator

of branches that have the capacity to lead the operation at local level

Actual

longer-term indicator

Target

12

of volunteers involved in the response operation that have increased their skills in response and management of operations

1,500

2,000

Operational strategy is climate smart

longer-term indicator

Yes

ARCS is assessing the local market for the goods foreseen for local procurement in the [MobTable](#). There might be a shift from international to national procurement for some items (e.g., truck).

The procurement of essential items for efficient warehouse management is prioritized to enhance warehouse capacity.

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

Next immediate steps:

- In the coming weeks, Disaster Preparedness Awareness sessions (DPAS) are foreseen online for 100 ARCS staff and volunteers from five ARCS regional branches.



Education

People reached: 7,096

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

Key indicators:	Indicator	Actual	Target
	# of affected children, adolescents and young adults receiving any form of education support provided by RCRC in affected area		6,457
# of teachers and education personnel (incl. volunteer facilitators) trained by RCRC in improved teaching and learning approaches in affected areas		639	450

The ARCS is continuing the establishment of Child-Friendly Learning Spaces (Smiley Clubs). Based on the requests received from local authorities, 26 schools with a high number of displaced children selected. Visits took place at 11 schools, rooms/infrastructure provided, and volunteers for the operation of these additional Child-Friendly Spaces selected.

In the meantime, the already established 13 Smiley Clubs are integrating the displaced children into their regular activities.

Next immediate steps:

- Renovation and refurbishment of spaces;
- Trainings of volunteers;
- Registration of children and needs assessment.

With the support of other funding sources:

- The ARCS is also setting up 11 learning spaces funded by UNICEF, 3 Smiley Clubs funded by the Italian Red Cross, 8 by ICRC, and two by the Austrian Red Cross.

Enabling approaches



National Society Strengthening

Objective: *Further strengthen the ARCS' institutional and emergency response capacities, complementing and building on the ARCS's Country Plan and Master NSD Action Plan*

Key indicators:	Indicator	Actual	Target
	<i>National Society has successfully articulated short-term emergency and NSD objectives with long-term NSD ones</i>	ongoing	Yes
	<i># of surge missions or deployments</i>	8	10

ARCS has identified the following priority actions under this operational area:

- staffing, recruitment, and onboarding of personnel
- the increase of operational capacities (both sectoral and at branch level)
- volunteer management (new Armenian law on volunteering; duty of care)

as key priority activities for NS Development and is following up on these jointly with IFRC / RCRC partners.

The National Society Development (NSD) Master Plan 2024 - 2026 is under consolidation and shall be open for feedback from RCRC partners from mid-December. In parallel, a marketing plan is being developed to support further fundraising for intended NSD activities.

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

Next immediate steps:

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



Coordination and Partnerships

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

Movement:

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

Armenia is one of the 14 countries globally piloting the New Way of Working (NWoW). As part of the journey, a Country Coordination Team (CCT) has been formed since early 2022, co-chaired by IFRC and ARCS, integrating Partner National Societies and ICRC (with observer status). The Country Coordination Team (CCT) meetings were

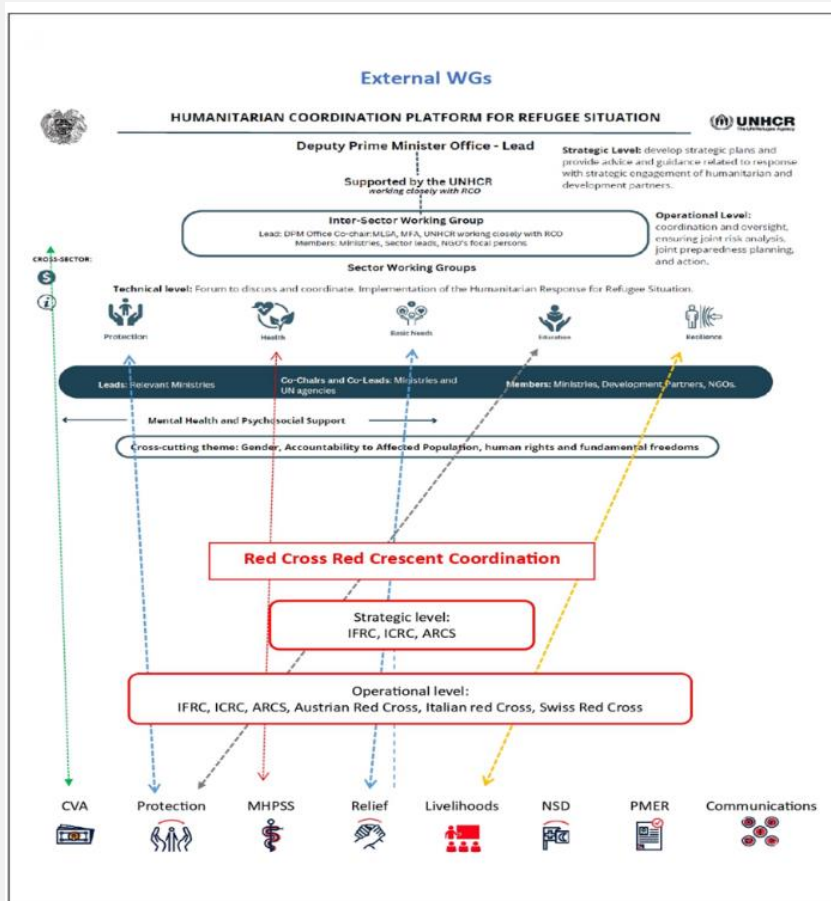
resumed on 15 November, after a two-month break due to the ongoing crisis. The existing Platform will continue working to ensure the members' joint efforts toward the Federation-wide Country Support Plan. National Society Strengthening (NSD) will continue to be a key agenda point, with the aim to fully align NSD activities under the Emergency Appeal, in line with the ARCS longer-term priorities and needs. The 2024 Country Support Plan will be revisited to incorporate the ongoing IFRC-wide Emergency Appeal within the unified planning.

Inter-agency Coordination:

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

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

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



Overview of Inter-agency and RCRC Movement Coordination, and correlations between technical WGs.

On 16 November, a full-day Federation-wide Planning, Monitoring, Evaluation, and Reporting (PMER) workshop took place, bringing together representatives from ARCS, Austrian Red Cross, ICRC, and IFRC.⁹ The primary objectives were 1) to outline the plans of action for each department within the EA, 2) emphasize the importance of collaborative efforts and coordination (specifically under the Federation-wide New Way of Working Together (NWoW), amplifying impact, and to 3) introduce stakeholders to the Monitoring and Evaluation (M&E) plan and the Indicator Tracking Table (ITT).



Federation-wide PMER workshop, 16 November 2023.
Photos: ARCS

Participants Fed-wide PMER Workshop (16 November 2023)					
Organization	in person	Online	Male	Female	Total
ARCS	8	-	2	6	8
Austrian RC	1	1	1	1	2
ICRC	3	-	3	-	3
IFRC	6	4	4	6	10
Total	18	5	10	13	23

The event saw a total attendance of 23 individuals, with a gender distribution of 10 males and 13 females. Among the participants, 18 attended in person, while 5 joined online. The representation included 8 ARCS staff members, 2 from the Austrian Red Cross, 3 from ICRC, and 10 from IFRC.



Secretariat Services

Objective:

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

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

- Strengthening the response capacity of ARCS by providing tailored operational and sectoral support and guidance from IFRC Secretariat, including Surge capacity deployed to Armenia,
- Resource mobilization within the IFRC membership and with external donors,
- Scaling up communications with the global public (media engagements in Armenia and internationally, including social media),
- Scale-up information management and data analysis to support the ARCS in crisis / disaster management,

⁹ Italian and Swiss Red Cross representatives were occupied.

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

Role Profile	Status	Deploying Entity
	In field / pipeline /requested	PNS, IFRC
Emergency Operations Coordinator	In field	IFRC (seconded by Austrian RC)
PMER Coordinator, Rotation 1	In field	IFRC
PMER Coordinator, Rotation 2	Pipeline	TBC
CVA Delegate	Mission ended	IFRC
Finance and Admin Delegate	In field	IFRC
Support Service Delegate	Mission ended	IFRC
DM Delegate	Hybrid (field mission ended)	IFRC
Communications Delegate	Hybrid (field mission ended)	IFRC
PRD Delegate	Hybrid (field mission ended)	IFRC
MHPSS Delegate, Rotation 1	Hybrid (field mission ended)	IFRC (supported by Danish RC)
MHPSS Delegate, Rotation 2	requested	TBC

Personnel deployed to the Armenia PMO (period of 26 September – 24 November)

D. FUNDING

As of 24 November, the funding situation under the current EA is as follows:

IFRC has mobilized CHF 3,400,000, which represents 23 per cent of the IFRC Secretariat request of CHF 15,000,000. Additional funding is currently under negotiation. The current expenditure stands at CHF 444,552.97.

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

The total Federation-wide Appeal therefore stands at 27% out of CHF 20,000,000 requested.

Federation-wide coverage	Amount Raised (CHF)	Funding Gap (CHF)	Coverage %	Funding Requirement (CHF)
Total Secretariat contributions*	3,386,558	11,613,442	23%	15,000,000
Total bilateral contributions to Federation-wide Appeal**	2,016,544	2,983,456	40%	5,000,000
Total Federation-wide contribution (Secretariat + bilateral)	5,403,102	14,596,898	27%	20,000,000

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

**Bilateral contributions comprise:

Donor	Contribution	Amount (original currency)	Amount (CHF)
Austrian Red Cross	Bilateral cash contribution	30,000 EUR	28,948 CHF
	ECHO HIP	1,470,00 EUR	1,418,440 CHF
Monaco Red Cross	Bilateral cash contribution	20,000 CHF	20,000 CHF
Swiss Red Cross	Bilateral cash contribution	450,000 CHF	450,000 CHF
Hungarian Government	Bilateral cash contribution	40,000,000 HUF	99,156 CHF
Total			2,016,544

Contact information

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

At the Armenian Red Cross Society

- **Secretary General:** Dr. Anna Yeghiazaryan,
- **Operational coordination:** Lusine Kocharyan, Head of Disaster Management Department, arcs-dm@redcross.am

At the IFRC

- **IFRC Regional Office for Europe:** Jennifer Vibert, Manager, Operations Coordination, jennifer.vibert@ifrc.org
- **IFRC Country Cluster Delegation:** Ivar Schram, Programme Coordinator, ivar.schram@ifrc.org
- **IFRC Country Office:** Hicham Diab, Programme and Operations Manager, hicham.diab@ifrc.org
- **IFRC Country Office:** Juergen Hoegl, Emergency Operations Coordinator, jurgen.hoegl@ifrc.org
- **IFRC Geneva:** Antoine Belair, Senior Officer, Operations Coordination, antoine.belair@ifrc.org

For IFRC Resource Mobilisation and Pledges support:

- **IFRC Regional Office for Europe** Andrej Naricyn, Head, Strategic Partnerships and Resource Management, Andrej.naricyn@ifrc.org

For In-Kind Donations and Mobilisation table support:

- **Global Logistics Services** - Stefano Biagiotti, Head, Global Humanitarian Services & Supply Chain Management, Europe, Stefano.biagiotti@ifrc.org
- **Logistics Coordinator**, Riku Assamaki, Logistics Coordinator, Europe, riku.assamaki@ifrc.org

Reference documents



Click here for:

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

How we work

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