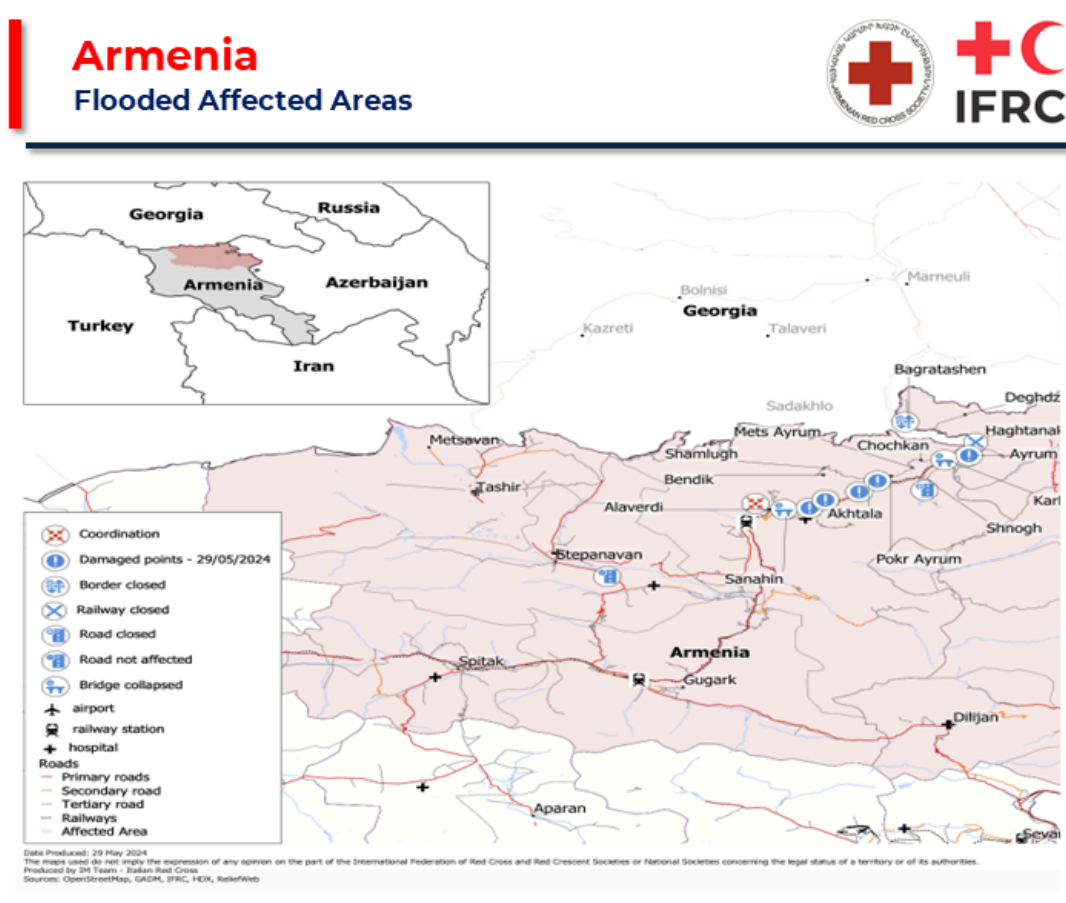




Armenian Red Cross Society (ARCS) volunteers cleaning the yard of mud. Photo credit: IFRC

Appeal: MDRAM013	Total DREF Allocation: CHF 499,759	Crisis Category: Yellow	Hazard: Flood
Glide Number: 2024-000087	People Affected: 30,000 people	People Targeted: 5,600 people	
Event Onset: Sudden	Operation Start Date: 10-06-2024	New Operational End Date: 30-11-2024	Total Operating Timeframe: 5 months
Reporting Timeframe Start Date: 10-06-2024		Reporting Timeframe End Date: 15-08-2024	
Additional Allocation Requested: 0		Targeted Areas: Lori, Tavush	

Description of the Event



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

Date of event

26-05-2024

What happened, where and when?

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

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

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

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



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

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



Teams conducting a needs assessment. Photo credit: IFRC



Teams conducting a needs assessment. Photo credit: IFRC

Scope and Scale

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

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

Damages and Losses:

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

System Disruption:

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

Drivers and Aggravating Factors:

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

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

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

Source Information

Source Name	Source Link
1. Armenian Government declares a disaster zone.	https://massispost.com/2024/05/armenian-authorities-to-declare-a-state-of-emergency-in-lori-and-tavush-provinces/
2. Armenian Government declares a disaster zone.	https://www.gov.am/en/news/item/10542/
3. The Main Results of RA Census 2022	https://www.armstat.am/en/?nid=82&id=2623
4. Hydrometeorology and Monitoring Center report	https://www.facebook.com/mnparmenia/posts/pfbid02hnRYLopUrdBqVKSxFthZjBk2CDNwHQ1LPigUNgCWxMK4gnsSRwPSrGzdRxSwHijl
5. Armenian Government approves compensation procedure for disaster affected families in Lori and Tavush regions	https://www.primeminister.am/en/press-release/item/2024/07/04/Cabinet-meeting/
6. UNDP MIRA (Multi Sector/Cluster Initial Rapid Assessment) report	https://www.undp.org/armenia/publications/mira-report-analysis-humanitarian-situation-lori-and-tavush-regions-armenia

Summary of Changes

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

Please explain the summary of changes and justification:

Through this Operations Update No. 1, the Armenian Red Cross Society aims to inform about:

1. A change in the geographical areas of intervention, as explained below.

The original DREF request was planned for four communities in the Lori region: Akhtala, Alaverdi, Karkop, and Shamlugh. However, after needs assessments were concluded, a significant number of affected and vulnerable families were identified in other areas from Lori region as well as in the Tavush region.

In addition, three indicators need to be modified as given the immediacy of the disaster and the pressing needs of beneficiaries affected by the flood, assessments in the Shelter, Housing and Settlement, and Water, Sanitation, and Hygiene (WASH) sectors were not conducted. The provision of the support and its modality relied on the Federation wide assessment carried out 72 hours after the disaster.

Specifically, the following indicators will be taken out from the indicator list:

- # of target communities or sites undergo shelter situation assessments at least once,
- # of communities or sites with WASH assessments conducted at least once.

Additionally, hygiene promotion activities were not prioritized, due to the urgency of addressing the immediate needs of the affected population and the necessity to distribute hygiene kits at the earliest opportunity. The hygiene promotion activity has been excluded from the DREF operation due to the immediate distribution following the disaster, which provided limited time for adequate preparation for WASH promotion activities. This was a single distribution, and no additional WASH-related distributions or interventions are planned under the DREF.

Consequently, the following indicator will also be removed from the indicator list:

- # of people to be reached by hygiene promotion activities.

Current National Society Actions

Start date of National Society actions

26-06-2024



PFA and CEA training for ARCS volunteers. Photo credit: IFRC



ARCS volunteers packing hygiene kits. Photo credit: IFRC

<p>Health</p>	<p>During the rapid assessment, psychological first aid (PFA) was provided to the ten families who were assessed.</p>
<p>Coordination</p>	<p>Coordination is mainly established between local authorities and local rescue services working in the field. IFRC is coordinating the Federation-wide response together with the ARCS, keeping into account relations with the local authorities. ARCS is represented at the National Emergency Commission, ensuring liaison and interagency coordination at all levels is well established. Coordination and alignment with the Ministry of Labor and Social Affairs (MLSA) and USS (Unified Social Service) at Governmental level is continuously ongoing.</p>
<p>Assessment</p>	<p>A Federation-wide assessment team (ARCS, IFRC, Italian Red Cross) performed RNA activities in the affected area on 29 and 30 May to evaluate the urgent needs of the affected population. The action targeted the whole Debed river valley from Alaverdi to the Georgian border, focusing on the communities of Akhtala, Alaverdi and Shamlug. These areas were selected due to their significant impact from the disaster and in order to complete the assessment of the most isolated villages. A sample-sized around 5 per cent or around 250 people of the evacuated people have been used to define trends and insights to provide an understanding of the most pressing needs and issues faced by the affected communities.</p>



The interviewed sample (chosen randomly) displayed demographic characteristics that render them particularly vulnerable to disasters. With a median age of 50 years, the sample includes individuals who may face increased challenges in coping with the aftermath of a flood due to potential health and economic issues. The gender distribution revealed that 53 per cent of the interviewees were female, a group that may have specific vulnerabilities during and after a disaster.

52 per cent of the households in the sample were registered in a social system as vulnerable, indicating a higher susceptibility to socio-economic hardships. Moreover, many of the households rely solely on income from pensions or social sources, which could make recovering from the financial impact of a flood more challenging.

Aside from interviews of the population, the assessment teams had meetings with key informants (deputy mayor, community leaders, emergency commission), as well as a damage assessment of business structures (including analysis of the number of people who lost their job), causing long term effects on the economy (e.g. railway disrupted, loss of workplace at the ore mines among others). A market assessment has also been done considering both shops and stores near the affected area, as well as bigger stores at about 1-hour distance by a car.

The focus had been to conduct a 72-hour rapid assessment to define a prior course of action and provide a rapid response.

Key Findings:

- Total Affected: 6,943 people (26 per cent of the population in the assessed area)
- Access: Main roads are accessible; some villages require 4x4 vehicles or temporary bridges. Akhtala is partially isolated.
- Shelter: Evacuees are accommodated. 12 per cent of evacuees have severely damaged houses.
- Food: Food security is ensured, but logistical challenges are affecting delivery to some areas.
- Water: The water system was disrupted in some areas; deliveries are ongoing.
- Sanitation: The sewage system was disrupted in some areas; expected repairs within 48 hours.
- Health: Urgent medical assistance was provided; concerns about access to medication in Alaverdi hotels.
- Logistics: Main roads open, distribution points can be set up on M6 road or villages.

Immediate Needs:

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

Recommended Actions:

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

Additional Notes:

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

<p>Other</p>	<p>On 26 May 2024, the ARCS team visited the disaster site to gather information about the situation and obtain initial secondary data from local authorities. ARCS, jointly with IFRC, participated in the emergency committee meeting chaired by the Ministry of Territorial Administration and Infrastructure.</p> <p>Upon receiving the urgent request for humanitarian assistance from the local authorities, ARCS swiftly deployed 25 volunteers from two regional branches on 27 May. These dedicated individuals immediately began aiding in mud-cleaning activities, relocating people from the affected households, and distributing food, water, and other basic goods. Within the first 72 hours, this rapid response involved a total of 230 volunteers from eight branches, assisting the people from the most affected areas and contributing to the identification of 200 displaced persons and 5,000 affected, reassuring the local community of ARCS' commitment to their welfare.</p> <p>The following plans of ARCS include delivering hygiene and essential shelter kits for more than 500 households from ARCS stock once access to the affected region is confirmed by the emergency management system, developing an operational strategy and implementation plan based on findings from the rapid needs assessment (RNA), and focus on response to health, livelihoods, relief, and WASH needs. One of the added values of the ARCS is territorial coverage, which allows the deployment of volunteers in the affected areas to be promptly done. Moreover, as part of the Red Cross and Red Crescent Movement and as a member of the IFRC, ARCS can access emergency resources through the IFRC Global Emergency Tools and might receive support from other Partner National Societies in line with the Emergency Plan of Action developed based on specific needs.</p>
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IFRC Network Actions Related To The Current Event

<p>Secretariat</p>	<p>IFRC has been present in the South Caucasus region, including through a Country Delegation in Armenia since 1992 with large-scale humanitarian assistance. Currently, IFRC has a Country Cluster Delegation for the South Caucasus based in Tbilisi, Georgia, to support the three Red Cross and Red Crescent National Societies in Georgia, Azerbaijan, and Armenia. A full-fledged IFRC country office is maintained in Armenia, directly supporting the ARCS in this DREF response. The IFRC Country Cluster Delegation for South Caucasus and the Country Office in Armenia have such expertise as Operations & Programmes Manager, Disaster Management (DM), Logistics expert, Communications, Community Engagement and Accountability, Education in Emergencies, Health, Planning, Monitoring, Evaluation and Reporting (PMER), Cash and Voucher Assistance (CVA), and Information Management to support capturing and analyzing the situation and need continuously.</p> <p>Since early February 2024, ARCS is experiencing an internal institutional crisis that has affected the capacity to deliver humanitarian services. IFRC, together with Partner National Societies in country, Austrian Red Cross, Italian Red Cross and Swiss Red Cross, has been working since the beginning to preserve business continuity, including a more direct role in implementation of activities, coordination with ARCS branches and with local governmental authorities.</p> <p>A temporary operating modality with stronger IFRC involvement has been put in place, ensuring that critical services reach those affected by disaster and crisis events in Armenia. IFRC will maintain this approach until the internal institutional crisis is solved and the IFRC country office in Armenia, for the time being equipped with more staff, will manage, monitor and coordinate the implementation of the current operation and reporting.</p>
<p>Participating National Societies</p>	<p>Partner National Societies, including the Austrian Red Cross and Swiss Red Cross, are present in Armenia, based in Yerevan. The Italian Red Cross has a delegation based in Tbilisi, Georgia, covering both Armenia and Georgia. It provides technical support in DM (through the PPRD East 3 project funded by DG ECHO) to the ARCS from its</p>



headquarters and frequent visits to the country.

The Italian Red Cross supported the ARCS in the current response by conducting a 72-hour rapid needs assessment from 28 to 30 May. They developed the assessment tool and deployed four staff members to the disaster site. During the assessment, colleagues from Italian Red Cross conducted key informant interviews with representatives of the emergency committee and owners of affected private sectors. They also conducted interviews with households evacuated from their homes to temporary accommodation in Alaverdi and surrounding villages using the KOBO toolbox.

ICRC Actions Related To The Current Event

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

Regarding this operation, the ICRC was not involved in supporting flood-affected families in cooperation with ARCS.

Other Actors Actions Related To The Current Event

Government has requested international assistance	Yes
National authorities	<p>The national authorities have undertaken key activities in response to the disaster:</p> <ul style="list-style-type: none">• Search and Rescue: Search and rescue operations were promptly initiated to locate and assist individuals affected by the disaster.• Evacuation and accommodation of evacuees.• Public works (including mud cleaning activities, organization of improvised bridges, restoration of utilities, identification of alternative routes)• Damage assessment: Efforts to restore damaged infrastructure are ongoing, with signs of progress made in repairing roads, bridges, and public buildings.• Restoration of utilities: Restoration of gas, water, electricity, and communication services in the disaster-affected settlements has reached approximately 90 per cent completion. Intensive work is being carried out in low-income areas where issues persist to fully restore services. <p>The government continued to monitor and address the needs of the affected population.</p> <p>Following the disaster, on July 4th, 2024, the Government of Armenia approved a procedure to support families affected by the floods in the Lori and Tavush regions on May 25th and 26th. The Government introduced two types of assistance programmes: cash assistance to families whose apartments were damaged by the floods and additional support to cover their social needs.</p> <p>To address social needs, families will receive between 40,000 AMD (99 CHF) and 60,000 AMD (148 CHF) per household member, depending on the area they live in. For renovation costs, families will also receive assistance ranging from 40,000 AMD (99 CHF) to 60,000 AMD (148 CHF) per square meter of their home.</p>
UN or other actors	<p>UN agencies had a coordination meeting to determine whether their support is needed. Following the disaster, in June, MIRA (Multi Sector/Cluster Initial Rapid Assessment) conducted by the UN Country Team coordinated by the UNDP. The assessment revealed similar results to the Federation wide rapid assessment. The assessment indicate that the shelter and non-food items (NFIs) and cash assistance should be prioritized. In addition, there is also a need for immediate debris and waste removal.</p>

Needs (Gaps) Identified



Shelter Housing And Settlements

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

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

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



Livelihoods And Basic Needs

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

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

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

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



Multi purpose cash grants

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

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

Priority Actions:

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



Water, Sanitation And Hygiene

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

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

Any identified gaps/limitations in the assessment

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

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

Operational Strategy

Overall objective of the operation

The overall objective of the operation is to provide urgent and essential assistance to the households severely affected by the floods in Lori and Tavush regions. In total, 5,600 individuals will be targeted based on need, according to selection criteria, and in cooperation with local authorities. This DREF intends to help families whose homes, crop fields, livestock and/or food supplies were destroyed during the floods. They will be supported with:

- 1) livelihoods and basic needs through MPC distribution targeting 2,500 individuals. This is aligned with the programmes that the government is currently distributing (the agreement that IFRC has with the ministry of labor and social affairs is under these premises).
- 2) basic needs support through in-kind provision in the first week of response. This Action will cover the needs of approx. 2,760 individuals in Shelter and WASH areas.

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



Operation strategy rationale

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

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

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

Targeting Strategy

Who will be targeted through this operation?

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

Related to relief distributions, these are the primary criteria:

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

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

Primary Criteria:

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

Secondary criteria:

-Lost house

-Lost livelihood/business

-People with a disability or living with chronic disease (If the above criteria is not enough to reach 1600 HH)

-Families with three or more children (if the above criteria is not enough)

Explain the selection criteria for the targeted population

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

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

Total Targeted Population

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

Risk and Security Considerations

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

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

Please indicate any security and safety concerns for this operation

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

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



Has the child safeguarding risk analysis assessment been completed?

No

Planned Intervention



Shelter Housing And Settlements

Budget: CHF 27,871

Targeted Persons: 2,060

Indicators

Title	Target	Actual
Number of persons from affected/destroyed households are provided with essential sleeping sets and shelter items.	2,060	515
Number of target communities / sites with Shelter situation assessments conducted at least once	10	0
Number of sites for which debris removal has been completed	30	51

Progress Towards Outcome

Shelter and Housing needs were prioritized in the assessment conducted by the Fed-wide assessment team. Since the start of the operation ARCS supported 515 individuals with sleeping sets and shelter items. The assistance included blankets and bed linen sets.

The activity was coordinated with the municipality, and items were distributed within three days following the disaster. The distribution targeted families whose houses or apartments were destroyed in Alaverdi and who were evacuated to hotels for accommodation. Given the immediate need of distributing the items to the families, shelter situation assessment was not prioritized. For the modification, please refer to the Section: Summary of Changes.

Additionally, ARCS was actively involved in mud-cleaning activities during the first two weeks after the disaster. Once the MIA established a working group to coordinate the response, ARCS received priority sites to be cleaned from the authorities. Among the critical locations, ARCS volunteers cleaned a hospital, including its equipment. In total, 51 sites were cleaned by ARCS volunteers, including pharmacies, shops, and house/building yards. Approximately, 250 volunteers actively participated in the cleaning activities.



Multi Purpose Cash

Budget: CHF 327,488

Targeted Persons: 2,500

Indicators

Title	Target	Actual
Number of people from affected/destroyed households are provided with Multi Purpose Cash Assistance	2,500	539

Progress Towards Outcome

The Federation-wide assessment revealed the necessity to provide cash assistance to affected families to cover their immediate needs. Additionally, on July 4th, the Government of Armenia adopted a procedure to support these families with cash assistance for renovation and social costs. Due to the standing collaboration between the IFRC, ARCS, and the RA Ministry of Labour and Social Affairs (MoLSA), the IFRC joined the assistance programme initiated by the Government of Armenia.

MoLSA shared the initial list of beneficiaries in mid-August. As of now, 539 people (165 families) have benefitted from the multi-purpose cash assistance. Out of total 165 families, 84 families (293 people) received 60,000 AMD (148 CHF) assistance per family member and 81 families (246 people) received 40,000 AMD (99 CHF) assistance per family member. The amount of assistance depends on whether families live in primary or secondary affected areas. Approximately 55 per cent of the families receiving assistance had either their houses or apartments damaged, or their livelihoods or businesses affected. Around 19 per cent of the families had three or more children in the household. Most of the assisted families were from the Lori region, however, several vulnerable families affected and meeting the criteria in the Tavush region were also supported through the operation.

Within the Emergency Appeal (EA) operation, the IFRC had already signed an MoU with MoLSA to provide cash assistance to families displaced from Karabakh. To enable support for local families in Lori and Tavush regions affected by the floods, the IFRC extended the MoU with MoLSA.

The IFRC conducted the payments based on the lists provided by the ministry, in accordance with the pre-defined IFRC selection criteria. Families were primarily selected based on the loss of their house or livelihood. Additionally, families with disabilities and those with three or more children were prioritized. The selection criteria were developed in coordination with local, regional, and national authorities. It is important to note that, prior to the payment ARCS volunteers conducted a verification of the lists.

The transfer of funds was conducted through card payments made directly to beneficiaries' bank accounts. Payments were processed by Conserve Bank (financial provider), with whom the IFRC has an agreement to make the transactions. To make the payments, IFRC faced a minor challenge, as the bank required bank card numbers as well as account numbers to proceed with the transfers. Acquiring card numbers from beneficiaries by MoLSA may take some time, leading to delays in the payment process. Nevertheless, the IFRC is in close contact with the MoLSA and the Converse Bank to resolve the issue as quickly as possible.



Budget: CHF 1,598

Targeted Persons: 45

Indicators

Title	Target	Actual
Number of staff and volunteers trained on Psychological First Aid	45	38

Progress Towards Outcome

Two Psychological First Aid, 8-hour training courses were provided to 38 volunteers of the Disaster Management team of ARCS, who are also involved in the ongoing DREF response on 15-16 August. Most of the participants were from Lori and Tavush, the flood affected regions while the rest were from Aragatsotn, Ararat, Armavir, Gegharkunik, Kotayk and Shirak regions. This training was adapted from the IFRC Ps Center training manual on 'Training in Psychological First Aid for Red Cross and Red Crescent Societies. Module 2. Basic PFA' to meet the needs of the target participants.

The training aimed at enhancing the capacity of the volunteers in supporting the mental health and wellbeing of the affected population. As a result, to build a resilient community while supporting the wellbeing of the first responders. The training design focused on introducing the fundamental principles of PFA, the action principles; LOOK, LISTEN and LINK, psychosocial triaging and self-care for the volunteers. During the 8-hour training the volunteers engaged in developing a case-study and practiced the PFA skills through role play. This training also encouraged the participants to be aware that engaging with the community was important especially when applying the LINK principle of PFA.





Water, Sanitation And Hygiene

Budget: CHF 17,240

Targeted Persons: 700

Indicators

Title	Target	Actual
Number of target communities / sites with WASH situation assessments conducted at least once	10	0
Number of people (and households) reached by hygiene promotion activities in the response period	700	0
Number of families that received hygiene kits	175	175

Progress Towards Outcome

To address the needs of the affected population ARCS distributed hygiene kits to the affected families. In total, 175 (700 individuals) families benefitted from the assistance. Distributed hygiene kits included basic and essential items such as towels, dishwasher and laundry liquids, soaps, toothbrushes, napkins and other essential items. In addition to hygiene kits, Families were also supported with the electric water boiler.

The activity was coordinated with both local and national authorities. ARCS received a list of beneficiaries from the municipality, while the remaining evacuated families were assisted directly by the municipality.

The WASH situation assessment and hygiene promotion activities have been removed from the indicator list due to the immediate distribution of items following the disaster, which limited the time available for thorough preparation. As a result, no further WASH-related distributions or interventions are planned under the DREF. For more details, please refer to the "Summary of Changes" section.



Community Engagement And Accountability

Budget: CHF 1,598

Targeted Persons: 45

Indicators

Title	Target	Actual
The operation is informed by a needs assessment which includes information gathered from affected populations	1	1
Number of staff and volunteers trained on receiving and managing safeguarding-related disclosures	45	38

Progress Towards Outcome

To assess the situation and understand the immediate needs of the affected population, a Federation-wide assessment was conducted by the IFRC, ARCS, and the Italian RC within 72 hours after the disaster. The assessment conducted primarily in Akhtala, Alaverdi and Shamlugh communities. The situational analysis indicated that the areas between Alaverdi and the Georgian border, along the Debed River, were the most affected. Additionally, the flood impacted approximately 26 per cent of population of the assessed area (the total number of populations across Alaverdi and nearby communities is 25,818).



Out of the affected population, 520 people were evacuated and accommodated in hotels and households. Among them, around 200 were cleaning their houses, while more than 300 had no access to their residences. Approximately, 12 per cent of the evacuated population had their homes either severely damaged or destroyed. As a result, the evacuated individuals required assistance with cleaning their houses of mud and repairing infrastructure and utilities, including plastic sheets and tools for repairs.

In addition, during the assessment, 87.5 per cent of interviewed persons requested hygiene kits, 31.25 per cent requested kitchen sets, and approximately 93.5 per cent asked for broader support, including furniture, clothing, mobile phones, laptops, and renovation work and tools.

Therefore, based on the identified needs, the operational strategy primarily focused on providing multi-purpose cash assistance and addressing WASH and shelter needs.

Additionally, during the operation two CEA trainings were held among 38 Disaster Management Department volunteers, who were the first responders during the flood. Participants were mainly from Lori and Tavush regions, however, volunteers from Aragatsotn, Ararat, Armavir, Gegharkunik, Kotayk and Shirak were also participating in the training.

The trainings covered the main concepts of Community Engagement and Accountability (CEA), including the introduction to CEA, its importance during emergency situations, importance of collecting feedback and a guide on handling sensitive feedback, including guidelines on managing safeguarding-related disclosures. The evaluation held after the trainings showed that approximately 68 per cent of the training participants gained a new knowledge on CEA, about 87 per cent learned what CEA is and isn't, about 90 per cent recognized what feedback is, its' types, means of collection, as well as handling the sensitive feedback.



Secretariat Services

Budget: CHF 82,005

Targeted Persons: 0

Indicators

Title	Target	Actual
Number of rapid response personnel support the operation	3	3

Progress Towards Outcome

IFRC continues supporting ARCS for better disaster response in Lori and Tavush regions. For the effective implementation of the DREF operation, IFRC deployed three surge personnel: Information management delegate, CEA delegate and communication consultant. Also, ARCS operates the response under the direct supervision from the Disaster Management Delegate, from the Country Cluster Delegation office.

IFRC continues providing tailored operational and sectoral support and guidance on operations, PMER, CEA, finance and admin support to ARCS, through deployed technical staff. Also, IFRC supports ARCS in coordination with the local authorities, especially the Ministry of Labour and Social Affairs of the Republic of Armenia and USS (Unified Social Service) for the provision of the cash assistance.



National Society Strengthening

Budget: CHF 41,961

Targeted Persons: 250

Indicators

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

Progress Towards Outcome

At the request of the Ministry of Internal Affairs (MIA), ARCS has joined the efforts in mud and debris cleaning and distribution activities. ARCS has provided volunteers with essential equipment such as boots and gloves to ensure their safety during the cleaning operations.

The operation is design based on the assessment and needs of the affected population. For the report, please refer to 72-hour assessment elaborated under the CEA sector.

At the end of the operation lessons learned workshop will be conducted.

About Support Services

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

The DM Department is responsible for the NS to lead emergency operations. Around 250 volunteers actively participated in the activities. To ensure the ARCS has effective and motivated volunteers, this operation supported the following activities:

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

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

Administration and Finance:

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

Logistics and Supply Chain:

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

Protection, Gender and Inclusion (PGI):

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

The IFRC country office, leveraging its extended capacity, will provide support to the operation through the following profiles: Operations Manager, CVA/Livelihood Delegate, MHPSS Delegate, and three rapid response personnel that have been requested: IM Coordinator, Communication Coordinator, CEA Coordinator.



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

The following surge personnel were deployed to support the operation:

1 IM/CVA Coordinator

1 CEA Coordinator

1 Communications Coordinator

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

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

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

How will this operation be monitored?

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

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

Please briefly explain the National Societies communication strategy for this operation

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

Budget Overview



DREF OPERATION

MDRAM013 - Armenia Red Cross Floods 2024

Operating Budget

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

all amounts in Swiss Francs (CHF)

Internal

12.06.2024

#V2022.01

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



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[Click here for the reference](#)

