



Appeal: MDRAM013	Total DREF Allocation: CHF 499,759	Crisis Category: Yellow	Hazard: Flood
Glide Number: FF-2024-000087-ARM	People Affected: 30,000 people	People Targeted: 5,600 people	People Assisted: 5,042 people
Event Onset: Sudden	Operation Start Date: 10-06-2024	Operational End Date: 30-11-2024	Total Operating Timeframe: 5 months
Targeted Regions: Lori, Tavush			

The major donors and partners of the IFRC-DREF include the Red Cross Societies and governments of Australia, Austria, Belgium, Britain, China, Czech Republic, Canada, Denmark, Germany, Ireland, Italy, Japan, Luxembourg, Liechtenstein, Malta, Norway, Spain, Sweden, Switzerland, Thailand, and the Netherlands, as well as DG ECHO, Mondelez Foundation, and other corporate and private donors. The IFRC, on behalf of the National Society, would like to extend to all for their generous contributions.

Description of the Event

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, Deghdsavan, 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 was 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 formed 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 worked diligently to respond to the emergency and help the affected population.

Since the event began, emergency and rescue operations were carried out in both flood-affected regions of Lori and Tavush. On 28 May, the Armenian government declared 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 organized 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 actively addressed the primary needs of affected areas, including food supply. Efforts were also made to transfer individuals with destroyed homes to temporary shelters.



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. This operation focused on supporting the affected population in these regions, addressing the severe damage and disruption caused by the flood. According to the latest population reports at that time, more than 500 people were evacuated within 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° 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 were reported.

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. The flood 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. Hydrometeorology and Monitoring Center report	https://www.facebook.com/mnparmenia/posts/pfbid02hnRYLopUrdBqVKsxFthZjBk2CDNwHQ1LPigUNgCWXMk4gnsSRwPSrGzdRxSwHipjl
2. 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/
3. Government of Armenia modifies and amends the decree	https://www.primeminister.am/en/press-release/item/2024/08/15/Cabinet-meeting/
4. Government of Armenia approved decree on on the provision of the assistance	https://www.arlis.am/DocumentView.aspx?DocID=196470
5. 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
6. Post Distribution Needs Assessment (PDNA)	https://www.undp.org/armenia/publications/armenia-floods-may-2024-post-disaster-needs-assessment
7. Armenian Government declares a disaster zone.	https://www.gov.am/en/news/item/10542/
8. The Main Results of RA Census 2022	https://www.armstat.am/en/?nid=82&id=2623

National Society Actions

Have the National Society conducted any intervention additionally to those part of	Yes
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this DREF Operation?	
Please provide a brief description of those additional activities	In parallel to the current operation, ARCS addressed immediate needs of the affected population with the help of the Hungarian Helps Agency. Within the mentioned operation, 250 families were supported with essential items including food parcels and hygiene kits. The mentioned food parcels included a variety of staple foods, ensuring that families had access to the nutrients necessary for their health and well-being during a time of crisis. In parallel, hygiene kits were distributed to the families, including essential items such as soap, toothbrushes, and sanitary products, enabling families to maintain a basic level of hygiene amidst challenging circumstances. Moreover, the project has placed a strong emphasis on psychosocial support. Psychological support sessions were organized for both adults and children in a safe environment, providing coping strategies and fostering a sense of community to ensure the emotional well-being and resilience of the affected population.

IFRC Network Actions Related To The Current Event

Secretariat	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. 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. 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.
Participating National Societies	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 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	Following immediately the disaster the Armenian Government declared a disaster zone in Lori and Tavush regions and initiated response activities. According to Prime Minister’s decree a working group was established to coordinate and monitor the disaster response. The working group was working under the direct supervision of the Minister of Territorial Administration and Infrastructure (MTAI). Overall, activities were implemented through key ministries: Ministry of Internal Affairs (MIA) activated search and rescue response as well as evaluation of people and provision of accommodation, MTAI managed emergency repair activities and restoration of utilities. Additionally, the Ministry of Labor and Social Affairs (MoLSA) coordinated needs assessment in the affected areas with the collaboration of local governmental bodies. The government of Armenia, with the leadership of MIA conducted Post Disaster Needs Assessment (PDNA) in the affected areas collaboratively with the UN and EU. The assessment findings highlight that the productive, infrastructure, and environmental sectors experienced the most significant effects. Furthermore, the details reveal that the majority of the damage and losses were concentrated in transport, agriculture, businesses, and housing. The flooding affected approximately 12 communities across the Lori and Tavush regions. However, the greatest impact was observed in the Alaverdi community (Lori region), followed by the Noyemberyan (Tavush region) and the Tumanyan communities (Lori region). To mitigate the impact of the disaster, on 4 July 2024, the Government of Armenia approved a procedure to support families affected by the floods in the Lori and Tavush regions. 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. On 15 August 2024, the decree was modified and amended, aiming to support the restoration of livelihoods for affected households through one-time cash assistance. This assistance targeted households whose non-residential buildings or livelihood-related infrastructure had been damaged. The rationale for determining the allocated amounts of assistance is as follows: - A provision of AMD 1,000,000 (CHF 2,460) was aimed at supporting families who have lost a family member. For Alaverdi (Lori region) and Ayrum (Tavush region) communities: - A provision of AMD 60,000 (CHF 127) was granted to per person of the households with damaged residential building (apartment/house). - A provision of AMD 200,000 (CHF 423) was allocated to households with damaged non-residential buildings exceeding five square meters. - An allocation of AMD 50,000 (CHF 106) was provided to households with damaged non-residential buildings measuring less than five square meters. For Tumanyan, Pambak, Tashir, Stepanavan, Gyulagarak communities Lori region and Arjis, Bagratashen, Debedavan, Haghtanak, Ptghavan, Dilijan and Ijevan communities (Tavush region):



	- A provision of AMD 40,000 (CHF 85) was allocated to per person of the households with damaged residential building (apartment/house). - A portion of AMD 150,000 (CHF 318) was granted for households having damaged non-residential building bigger than five square meters. - An allocation of AMD 50,000 (CHF 106) was provided to household having damaged non-residential building less than five square meters.
UN or other actors	Following the disaster, in June 2024, 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 essential household items and cash assistance should be prioritized. In addition, there is also a need for immediate debris and waste removal. Additionally, PDNA was conducted by the UN, EU and Armenian government. The assessment proved that 12 communities in Lori and Tavush regions, especially Alaverdi and Noyemberyan communities were affected the most. The flood caused serious damage to transport, agriculture, businesses, and housing in the communities. In details, the assessment indicates that 464 dwelling including 327 family houses and 137 apartments were flooded, out of which 269 dwellings were either partially damaged or destroyed.

Needs (Gaps) Identified



Shelter Housing And Settlements

Examination of shelter needs revealed 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 indicated substantial damage to their overall household structures. This underscored 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 indicated 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 emphasized the broader impact on their functionality and daily lives. The analysis underscored the pressing need for comprehensive support in addressing shelter-related needs. As a result support was crucial to repair damaged homes, replace bedding, and restore essential household items.

Twelve percent (62 out of 520) of the evacuated people reported during the assessment that their houses were destroyed or severely damaged. However, a detailed damage assessment was later conducted with the local authorities.

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 was a clear need for immediate support with shelter kits and essential household items, 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 were severely impacted. Livestock and gardens suffered from significant damage and local shops suffered from loss of stock, infrastructure damage and loss of income. As a result, half of the rural families in the faced urgent need of essential livelihood support to resume their primary income-generating activities. Small shops and mining were the main source of income and subsistence for most rural households, were particularly disrupted, exacerbating their vulnerability. The main livelihoods findings after the rapid needs assessment included:

- o Some small shops collapsed
- 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 used included 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 created an immediate shortage of food and the consequent rise in prices. Based on the available data, food security was partially compromised. This not only threatened the availability of essential food, but also destabilized the economic foundations of affected rural communities. Ensuring food security was 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 included complete housing structures, appliances, warehouses, and furniture. Consequently, populations in vulnerable situations were unable to cover their basic needs. The markets and supply chain was functional, although in some isolated villages, access was only by foot.

Priority Actions were:

- 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 multi-purpose cash (MPC) assistance.



Water, Sanitation And Hygiene

The WASH sector required immediate attention. There was a likelihood that flood waters could contaminate drinking water sources, leading to the spread of water-borne diseases. To ensure access to safe water, adequate sanitation, and hygienic practices was 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 was the delivery of hygiene items for the affected population, along with hygiene promotion talks.

Operational Strategy

Overall objective of the operation

The overall objective of the operation was to provide urgent and essential assistance to the households severely affected by the floods in Lori and Tavush regions. The operation was successful in meeting the urgent needs individuals whose residences and means of livelihoods have been affected due to the floods. The operation was closely coordinated with the authorities, and, in total, 5,042 individuals were supported primarily:

1) 1,877 people (699 families) were supported with multi-purpose cash (MPC) assistance to cover their social needs and restore their livelihoods. The assistance was aligned with the governments decree and procedures of supporting the affected people within the frames of agreement between IFRC and Ministry of Labor and Social Affairs.

2) 2,815 people were supported with in-kind assistance within the first week of the response to meet their urgent needs as well as families were supported with the winterization support towards the end of the operation.



In addition, 100 staff and volunteers involved in the operation were supported through training provision to ensure the effective, accountable, quality support is provided to affected people and 250 volunteers were supported with relevant equipment to ensure safe response to the disaster.

Operation strategy rationale

To effectively response to the floods, within five months, the strategy outlined in the operation was implemented through the following stages:

1. Immediate response operation: As an immediate response search and rescue activities were implemented, including cleaning streets and sites from mud. Additionally, assessment was conducted within 72-hour after the disaster to develop responsive actions.
2. Distributions of Non-Food Items: Within the first week of the disaster hygiene kits and shelter items were distributed in cooperation with local municipalities. In addition to this, next round of distributions was conducted at the end of the project as winterization support.
3. Distribution of MPC: Implementation of livelihoods and basic needs support through MPC distribution.
4. Psychological first aid (PFA) and Community engagement and accountability (CEA): Trainings were provided to volunteers and staff involved in the operation.
5. Post distribution monitoring (PDM): After the completion of activities PDM was conducted to gather feedback of beneficiaries.

The operation was successful in providing immediate support and covering the basic needs of the affected individuals as well as creating a basis for long term support.

Targeting Strategy

Who was targeted by this operation?

The operation primarily targeted flood-affected families, including those who were evacuated for more than two weeks and those residing in communities isolated by the flooding. Additionally, the response focused on families whose houses, apartments, or livelihoods were severely damaged. Priority was given to families with persons with disabilities, individuals living with chronic illnesses, or those with three or more children.

ARCS disseminated the selection criteria to the affected population through group discussions, addressing their questions during distributions and via ARCS helpline communication. The selection criteria of IFRC and the government were aligned and since the largest portion of the operation, cash distribution, was implemented in cooperation with the government and people had to apply through the government platforms for the assistance, the affected population received information about the criteria and selection process through governmental communication channels and platforms.

Explain the selection criteria for the targeted population

The operation focused primarily on the provision of MPC and the distribution of essential household items. Assistance was provided to flood-affected families whose residential buildings or means of livelihood were damaged or destroyed, as well as those who were evacuated due to the flooding. Priority was given to families with persons with disabilities, individuals living with chronic illnesses, or those with three or more children.

To support affected individuals, the Government of Armenia adopted a decree for the provision of cash assistance. The rationale for this assistance was twofold: covering basic social needs based on the affected areas (primary or secondary impacted settlements) and supporting livelihood restoration based on the damage per square meter. The selection criteria of the Government of Armenia and the IFRC were aligned, ensuring that targeting and assisting affected families were carried out through joint efforts. A detailed explanation of the government's assistance rationale is provided in the "National Authorities" section.



Total Assisted Population

Assisted Women	-	Rural	70%
Assisted Girls (under 18)	-	Urban	30%
Assisted Men	-	People with disabilities (estimated)	16%
Assisted Boys (under 18)	-		
Total Assisted Population	5,042		
Total Targeted Population	5,600		

Risk and Security Considerations (including "management")

Please analyse and indicate potential risks for this operation, its root causes and mitigation actions.

Risk	Mitigation action
Disruption of cash distribution due to damaged infrastructure (roads, bridges, communication networks).	The MPC assistance was closely coordinated with local and national authorities. Since banks and markets were functional and markets were accepting card payments, cash assistance remained the best modality of assistance. The ARCS provided assistance by transferring funds directly to the bank accounts of individuals, ensuring accessibility for those affected.
Potential for civil unrest or conflict in flood-affected areas, especially near disputed borders.	Although protests occurred, they did not escalate into significant unrest across the country. Nevertheless, regular security assessment was conducted, and strong communication channels were established with the authorities.
Lack of trust or acceptance from the community regarding the MPC program.	To support affected individuals with MPC, ARCS and IFRC joined the government led programme which ensured the trust toward to the assistance. Also, in recent years cash modality has been most used modality for response in the country. Additionally, ARCS and IFRC were present in the communities immediately after the disaster, along with the local authorities to support with the evacuation, rescue and cleaning activities which increased the visibility of ARCS and IFRC. This allowed to conduct a rapid need assessment, which revealed that needs of affected families are diverse, and cash would be the best type of intervention. Also, feedback mechanisms were established to ensure affected individuals have access to information related to the operation and could change cash intervention modality if needed. ARCS ensured that a helpline was available for the affected population to contact in case of immediate needs. Additionally, ARCS conducted focus group discussions in the affected areas.
Inflation or shortages of goods due to increased demand from cash distributions.	The risk has been mitigated through the alignment with the government assistance programme, as ARCS and IFRC joined the efforts of the government of Armenia in assisting the flood affected families. No complaints were received from affected population regarding the shortages of goods in the market.



Exposure to health risks for staff, volunteers, and beneficiaries during distribution, especially in the context of ongoing flood recovery.	ARCS staff and volunteers were provided with the personal protective equipment (PPE) and eight-hour rotation system was established to ensure their safety and well-being during the response action. Additionally, health and safety protocols and measure were kept during the in-kind distribution.
Breach of beneficiary data privacy.	ARCS and IFRC received the lists of affected families from the MoLSA, as part of the government programme, individuals submitted applications for assistance. The transfer of the lists was conducted based on the signed consent forms. In parallel, ARCS and IFRC followed data protection protocols and ensure secure data management systems.
Misappropriation of funds, fraud, or corruption during the distribution process.	The risk was effectively managed through the verification of beneficiary lists received from the government. Additionally, cash assistance was provided through direct transfers to the bank accounts of individuals. Also, ARCS ensured that feedback mechanisms, such as hotline were available. PDM results did not reveal any cases of corruption.
Exclusion of vulnerable groups or inclusion of non-eligible individuals.	Families were selected based on the selection criteria which was also aligned with the governments' criteria and requirements. Additionally, the provision of assistance was coordinated with the MoLSA and local municipalities.
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: Although protests occurred, they did not escalate into significant unrest across the country. Nevertheless, regular security assessment was conducted, and strong communication channels were established with the authorities.	
Has the child safeguarding risk analysis assessment been completed?	Yes

Implementation



Shelter Housing And Settlements

Budget: CHF 27,871

Targeted Persons: 2,060

Assisted Persons: 2,115

Targeted Male: -

Targeted Female: -

Indicators

Title	Target	Actual
Number of persons from affected/destroyed households are provided with essential sleeping sets and shelter items.	2,060	2,115
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
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Narrative description of achievements

Shelter and Housing needs were prioritized in the assessment conducted by the Fed-wide assessment team. Within three days following the disaster, with the close collaboration with local municipalities, ARCS supported 515 individuals with sleeping sets and shelter items. Assistance included blankets, sheets, mattresses and pillows, as well as tea pots. The distribution targeted families whose houses or apartments were destroyed and who were evacuated to hotels for accommodation. Given the immediate need to distribute items to families at the start of the operation, the shelter situation assessment was not prioritized, and the following indicator was removed from the initial plan: # of target communities or sites undergoing shelter situation assessments at least once. The modification of the indicators was done under the Operational Update No.1.

Given the typically harsh winters in Armenia's northern regions, including Lori and Tavush, winterization items were distributed to flood-affected individuals following additional discussions with the MoLSA and municipalities. This assistance targeted 1,600 (400 families) people and included essential items such as tea kettles, kitchen sets, and heaters.

According to the PDM, 67 per cent of recipients of essential household items reported that the assistance was delivered promptly, while 32 per cent partially agreed with the statement. Additionally, most of the beneficiaries were fully satisfied with the support provided.

Furthermore, ARCS was actively involved in mud-cleaning activities during the first two weeks after the disaster. Once the MTAI established a working group to coordinate the response, ARCS received priority sites from the authorities for cleaning. Among the critical locations, ARCS cleaned pharmacies, hospitals (including equipment), as well as the first floors of residential buildings and yards, as these areas were limiting movement and restricting access to the buildings. In total, 51 sites were cleaned by ARCS volunteers.

Lessons Learnt

Close cooperation with local authorities facilitated an effective response. Additionally, eight-hour rotation system was implemented to safeguard the well-being of volunteers participating in the operation. ARCS will continue its efforts to support volunteer care through recognition programs and well-being sessions.

Challenges

Due to the urgent need to distribute essential household items to affected families, the detailed site and shelter situation assessment was not prioritized. As a result, the indicator "# of target communities or sites undergoing shelter situation assessments at least once" has been removed from the indicator list in the Operational Update No.1.



Multi Purpose Cash

Budget: CHF 327,488
Targeted Persons: 2,500
Assisted Persons: 1,877
Targeted Male: 931
Targeted Female: 946

Indicators

Title	Target	Actual
Number of people from affected/destroyed households are provided with Multi Purpose Cash Assistance	2,500	1,877

Narrative description of achievements

The Federation-wide assessment revealed the necessity to provide cash assistance to affected families to cover their immediate needs. On 4 July 2024, the Government of Armenia adopted a procedure to provide cash assistance to affected families, aimed at covering



renovation and social expenses, through the Ministry of Labour and Social Affairs (MoLSA). The following month, on 15 August, the government amended the decree to expand the scope of cash assistance, focusing on the restoration of livelihoods for affected households. Leveraging the established collaboration between the IFRC, ARCS, and MoLSA, the IFRC and ARCS joined the government-led assistance program, coordinating its activities closely with the Ministry.

MoLSA shared the initial list of affected families in mid-August. To support those families whose residential building were affected by the flood, 827 people (267 families) have benefited from the multi-purpose cash assistance. Out of total 267 families, 158 families (476 people) received AMD 60,000 (CHF 127) assistance per family member, and 109 families (351 people) received AMD 40,000 (CHF 85) assistance per family member. To support the restoration of the livelihood 1,050 people (432 families) benefited from the cash assistance. Out of total 432 families, 346 families (772 people) received AMD 200,000 (CHF 423) assistance, 78 families (258 people) received AMD 150,000 (CHF 318) and eight families (19 people) received AMD 50,000 (CHF 106) assistance. The amount of the assistance was based on the square meter damage and the settlement. In total, assistance reached to 1,877 people (699 families) out of which 19 per cent of the assisted households had three or more children, while 30 per cent included an older person. The detailed rationale behind the provided assistance can be viewed under the "National authorities" section.

During the post-distribution monitoring (PDM) conducted after the provision of assistance, 92 per cent of individuals reported that their homes and livelihoods had been either completely or partially damaged and 69 per cent noted being evacuated due to the damage. The PDM also highlighted the importance of cash assistance, as it enabled families to meet their essential needs. Beneficiaries primarily used the cash to purchase food, clothing, footwear, hygiene products, and materials for shelter repair. Additionally, the assistance allowed families to cover utility bills and rental expenses. Worth mentioning that assessment conducted with 196 beneficiaries out of which 53 per cent was male and 47 per cent was female.

The ARCS conducted the payments based on the lists provided by the ministry and in accordance with the pre-defined 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. It is important to note that, prior to the payment ARCS volunteers conducted a verification of the lists by phone calls.

The transfer of funds was conducted through card payments made directly to individuals' bank accounts. Payments were processed by Conserve Bank (financial provider), with whom and MoLSA IFRC has tripartite agreement signed to make the transfers.

During the response implementation, the ARCS and IFRC encountered challenges, particularly delays in receiving lists of affected families from the Ministry and processing payments. The Government of Armenia adopted the initial decree and provided the lists of families nearly two months after the onset of the response. Despite these delays and the constrained timeline for implementation, the IFRC managed to deliver cash assistance to all flood affected families included in lists provided by the Government, reaching a total of 1,877 individuals out of the initial target of 2,500 people.

Notably, nearly 93 per cent of assisted individuals acknowledged the cash modality as essential, underscoring its critical role in meeting their needs. Furthermore, aside from the cash compensation provided to four families having lost family member due to the flood, the entirety of the cash assistance provided to flood-affected individuals was funded and facilitated by the IFRC and ARCS.

Lessons Learnt

The PDM results illustrated once again the criticality of the cash modality to cover basic needs of affected families. People were able to cover basic essential needs such as purchasing food, hygiene items and cloths, as well as covering most of the rent and utility expenses. Despite the challenges, the experience highlights that a collaborative framework and adaptive strategies served as a solid basis for an effective response.

Additionally, since the main challenge faced during the implementation of cash distributions was the delay in receiving the lists of affected people, it is advised for similar operations that ARCS cash standard operating procedures are clearly communicated with the government, including the operation timeline. Furthermore, it would be beneficial to ensure that signed agreements are in place with government bodies and financial service providers.

Challenges

IFRC and ARCS faced several challenges during the implementation of cash transfers. One major challenge was the delay in the government's approval of the decree, which was introduced approximately two months after the flood. Since the assistance was to be implemented in collaboration with MoLSA, the delay in approving the decree subsequently caused delays in delivering the cash program.

Additionally, banking procedures further contributed to the delays. The bank required both card and account numbers to process payments, and it took time for MoLSA to collect the necessary details.



As a result of these challenges and the limited implementation timeframe, IFRC and ARCS provided assistance to 1,877 individuals from the government-provided lists, compared to the initially planned target of 2,500.



Budget: CHF 1,598
Targeted Persons: 45
Assisted Persons: 50
Targeted Male: 12
Targeted Female: 38

Indicators

Title	Target	Actual
Number of staff and volunteers trained on Psychological First Aid	45	50

Narrative description of achievements

Eight-hour training course was provided to 50 volunteers of the Disaster Management team of ARCS, who are also involved in the ongoing DREF response: 38 volunteers were trained in August and 12 volunteers were trained November. 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 Reference Centre for Psychosocial Support 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.

Lessons Learnt

Although PFA training was provided to volunteers during the operation, it was recommended during the lessons learnt workshop to ensure that such trainings are provided on a regular basis to ensure that staff and volunteers are adequately equipped and ready for rapid deployment in response to disasters. Additionally, as a result of the training conducted within this operation, the trained volunteers will be available to provide PFA support to affected populations in similar operations.

Challenges

Given the urgency of delivering humanitarian assistance to affected individuals, mental health and psychosocial support (MHPSS) interventions were not prioritized within the operation.



Budget: CHF 17,240
Targeted Persons: 700
Assisted Persons: 700
Targeted Male: -
Targeted Female: -



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

Narrative description of achievements

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. The activity was closely coordinated with local and national authorities. The ARCS received beneficiary lists from municipalities, which included individuals who had been evacuated and those living in communities isolated by the flood.

The hygiene promotion and WASH situation assessment activities have been excluded from the DREF operation due to the immediate distribution following the disaster, which provided limited time for adequate preparation specifically for WASH promotion activities. This was a single distribution, and no additional WASH-related distributions or interventions are planned under the DREF. Consequently, the "# of people to be reached by hygiene promotion activities" and "# of target communities/sites with WASH situation assessments" indicators were removed in the Operational Update No.1.

Lessons Learnt

The activity has been closely collaborated with the local municipalities and ministries which ensured alignment with the needs of the communities. Additionally, ARCS warehouse was stocked with relevant essential households items ensuring timely delivery of the assistance.

Challenges

The urgency of disturbing the essential household items created a challenge to conduct WASH situation analysis and to implement the hygiene promotion activity. Eventually, the indicators "# of people to be reached by hygiene promotion activities" and "# of target communities/sites with WASH situation assessments" were removed from the operation in the Operational Update No.1.



Community Engagement And Accountability

Budget: CHF 1,598
Targeted Persons: 45
Assisted Persons: 50
Targeted Male: 12
Targeted Female: 38

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	50



Narrative description of achievements

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 focused on providing multi-purpose cash assistance and addressing WASH and shelter needs.

Additionally, during the operation two trainings were held among 50 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.

In addition to the activities, beneficiary feedback was gathered through PDM. Overall, 196 individuals were contacted by the ARCS to provide feedback on the operation. Out of the total 196 participants 53 per cent men and 47 per cent women and 26 per cent of the respondents had family member with a disability. Most beneficiaries reported receiving information about the assistance and being informed through SMS sent by ARCS. Sixty per cent of participants were fully satisfied with how ARCS or the municipality communicated with them about the opportunity to receive NFIs, almost 40 per cent were partially satisfied. Almost 60 per cent of community members considered that the information provided about aid was very helpful and clear, 35 per cent thought that it was somewhat helpful, four per cent had a neutral opinion and one person thought that it was somewhat unhelpful. Overall, 78 per cent knew how to contact ARCS to report complaints/provide feedback on the cash assistance programme.

Furthermore, Focus group discussions were conducted in two settlements to gather feedback on essential household items distributions. In total, 33 individuals participated in the discussions, including six men and 27 women. Discussion happened in August and participants expressed satisfaction with the delivered items, particularly their quality, and highlighted the need for continued provision of such support. Based on this feedback, the second round of essential household item distributions was organized and implemented.

Lessons Learnt

Immediately after the disaster Federation wide assessment team composing members from IFRC, ARCS and Italian RC were capable to conduct rapid assessment to make sure that the operation actions are built up on the actual needs of the affected people, also considering that the CEA component is crucial for the implementation of the DREF operations. During the lessons learnt workshop, it was emphasized that CEA should be integrated into all possible aspects of the operation to ensure a participatory approach is effectively implemented.

Challenges

The entire operation has been closely coordinated with national authorities. However, since certain activities, such as cash intervention, have been primarily overseen by the government, fully integrating the CEA component into the implementation has been challenging.



Secretariat Services

Budget: CHF 82,005

Targeted Persons: 0



Assisted Persons: 0

Targeted Male: -

Targeted Female: -

Indicators

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

Narrative description of achievements

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 personnels: Information Management Coordinator, CEA Officer and Communications Officer. Additionally, IFRC provided tailored operational and sectoral support and guidance on the implementation of the operation through deployed technical staff: Operations Manager, DM Delegate, CVA/Livelihood Delegate, MHPSS Delegate, PMER Delegate, and Finance and Admin Delegate. The staff was deployed to support the implementation of the Emergency Appeal and was also available for DREF operation.

Also, IFRC supported ARCS in coordination with the local authorities, especially the MoLSA and USS (Unified Social Service) for the provision of the cash assistance and Ministry of Internal Affairs for the rescue and cleaning activities.

Lessons Learnt

Surge personnel were deployed to support the implementation of the response. Additionally, already deployed technical staff was present to provide technical support such as Operations Manager, DM Delegate, CVA/Livelihood Delegate, MHPSS Delegate, PMER Delegate, and Finance and Admin Delegate. No Lessons Learned were captured related to this activity.

Challenges

Deployed personnel were available to support the implementation of the operation. No challenges were reported related to this activity.



National Society Strengthening

Budget: CHF 41,961

Targeted Persons: 250

Assisted Persons: 250

Targeted Male: -

Targeted Female: -

Indicators

Title	Target	Actual
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 Workshop conducted to assess the impact of the operation	1	1



Narrative description of achievements

At the request of the Working group coordinated by minister of MTAI, ARCS has joined the efforts in mud and debris cleaning and distribution activities. ARCS has provided volunteers with essential equipment such as boots, gloves, shovels and other protective equipment to ensure their safety during the cleaning operations. 250 volunteers from eight ARCS regional branches participated in the response activities during 12 days of action. The activities encompassed rapid assessments, search and rescue operations, PFA support, first aid, clearing sites of mud, as well as the loading, unloading, and distribution of humanitarian assistance, among other tasks.

The operation was design based on the 72-hour rapid assessment and needs of the affected population. The assessment found that 12 per cent of the surveyed population had their houses or apartments damaged, and those who were evacuated required assistance with mud removal and infrastructure repairs. Furthermore, the affected individuals also requested essential household items.

During the final month of operation implementation, IFRC and ARCS conducted two-day DREF lessons learned workshop to capture the key insights and improve future implementation of similar interventions. Participants from various partner stakeholder organizations and institutions involved in the disaster response, such as officials from MoLSA, MIA, local municipalities, IFRC, ARCS staff and volunteers, representatives from Austrian RC, Italian RC, Swiss RC and ICRC took part in the lessons learned workshop. This was a good opportunity for the various stakeholder to come together and reflect on and evaluate the whole implementation process and providing recommendations for the further improvement.

During the workshop, participants had the opportunity to reflect on the implemented activities and processes, as well as to assess and strengthen their current capacities. Additionally, the workshop aimed at enhancing response mechanisms for more effective disaster and crisis management through the Preparedness for Effective Response (PER) approach. As part of the PER approach, group discussions were structured around five key areas: Policy, Strategy and Standards; Analysis and Planning; Operational Capacity; Coordination and Operations Support.

Key findings, lessons learnt and recommendations across the areas are the following:

- **Policy, Strategy, and Standards:** It is recommended that ARCS prioritize the adoption of the Red Cross law, although this remains outside of ARCS's direct influence. Additionally, efforts should focus on strengthening its auxiliary role and mandate, as well as enhancing national-level communication and raising awareness among decision-makers. Furthermore, ARCS will work on improving its DRM policy and integrating CEA into all policies.
- **Analysis and Planning:** Under this sector, ARCS will focus on strengthening hazard, context, and risk analysis in collaboration with the government by conducting risk assessments, establishing baseline data, and improving access to remote communities. In terms of risk management, it would be beneficial for ARCS to expand the DM operational center to other regions, create risk registers, and enhance procurement processes. Another key priority is maintaining prepositioned stock and ensuring that CVA is integrated into preparedness activities. Additionally, expanding current agreements and establishing MoUs with governmental entities will ensure a quicker response to disasters.
- **Operational Capacity:** Key focus areas in this sector include continuously improving volunteer management, maintaining disaster response teams' preparedness, and strengthening technical capacity in CVA, MHPSS, DM, and Communications. Additionally, expanding staff and improving early action mechanisms will enhance response effectiveness. ARCS should continue the smooth implementation of distributions, continue advocating for cash as the primary response modality, and ensuring cash-in-envelope assistance for people with disabilities. Furthermore, ARCS will continue optimizing the use of the Emergency Operations Centre, strengthening information management processes, and enhancing testing and learning practices. Strengthening regional and international support coordination will further improve ARCS's disaster response effectiveness.
- **Coordination:** ARCS will maintain close and effective cooperation with MoLSA, MIA, and MTAI while also strengthening coordination and collaboration with external agencies and other NGOs. Additionally, ARCS will focus on promoting a more robust humanitarian role in emergency response and reinforcing authorities' capacity, particularly in CVA. To further enhance coordination within the Movement, ARCS will resume and improve the Movement Platform meetings with IFRC and ICRC, ensuring more effective and aligned response efforts.
- **Operational Support:** One of ARCS key priorities will remain ensuring the safety, security, and well-being of volunteers by securing insurance for staff and volunteers, implementing recognition programs, and providing well-being sessions. Additionally, ARCS will focus on improving monitoring processes and integrating CEA into all processes. Another priority will be continuously strengthening the capacities of staff and volunteers, with a particular focus on providing PSS support, especially for helpline workers. To enhance resource mobilization, ARCS should develop a resource mobilization strategy, establish emergency funds, and maintain adequate funds to ensure timely and effective responses to future emergencies.



Lessons Learnt

The Lessons Learnt activity proved to be an excellent exercise for the entire team, providing an opportunity to collectively reflect on the implemented activities and develop a roadmap for future improvements. Additionally, it served as a valuable reminder of the DREF procedures and processes.

Challenges

No challenges were reported during the implementation of the activities.



Financial Report

DREF Operation

FINAL FINANCIAL REPORT

MDRAM013 - Armenia - Floods

Operating Timeframe: 10 Jun 2024 to 30 Nov 2024

Selected Parameters			
Reporting Timeframe	2024/6-2025/5	Operation	MDRAM013
Budget Timeframe	*	Budget	APPROVED

Prepared on 27/Jun/2025

All figures are in Swiss Francs (CHF)

I. Summary

Opening Balance	0
Funds & Other Income	499,759
DREF Response Pillar	499,759
Expenditure	-426,463
Closing Balance	73,296

II. Expenditure by planned operations / enabling approaches

Description	Budget	Expenditure	Variance
PO01 - Shelter and Basic Household Items	27,870	13,979	13,891
PO02 - Livelihoods			0
PO03 - Multi-purpose Cash	327,488	308,202	19,286
PO04 - Health	1,598	1,700	-102
PO05 - Water, Sanitation & Hygiene	17,240	19,058	-1,818
PO06 - Protection, Gender and Inclusion			0
PO07 - Education			0
PO08 - Migration			0
PO09 - Risk Reduction, Climate Adaptation and Recovery		32,275	-32,275
PO10 - Community Engagement and Accountability	1,598	1,598	1
PO11 - Environmental Sustainability			0
Planned Operations Total	375,794	376,811	-1,017
EA01 - Coordination and Partnerships		3,546	-3,546
EA02 - Secretariat Services	82,005	46,106	35,899
EA03 - National Society Strengthening	41,961		41,961
Enabling Approaches Total	123,966	49,652	74,314
Grand Total	499,760	426,463	73,297

[Click here for the complete financial report](#)

Please explain variances (if any)

The operation budget was planned based on the number of affected individuals identified during the rapid field assessment, estimating cash assistance for 2,500 people. However, during the implementation, ARCS and IFRC received the lists of affected population from the government and after covering all individuals included in the lists, a total of 1,877 people were supported. As a result, there were savings from the allocated budget. Additionally, savings were recorded under the international staff, since the staff working as part of the Emergency Appeal for Population Movement (MDRAM012) supported the DREF operation.



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[Click here for reference](#)

