

IOM RESPONSE OVERVIEW

ARMENIA REFUGEE RESPONSE PLAN

OCTOBER 2023 - MARCH 2024



\$ 9.6 M

FUNDING REQUIREMENT

101,000

PEOPLE AFFECTED

40,660

PEOPLE TARGETED



IOM providing assistance via its mobile clinic. Credit: IOM/National Center for Infectious Diseases

SITUATION OVERVIEW

Since 24 September 2023, over **one hundred thousand refugees** have arrived in Armenia, following the recent escalation of the decades-long conflict in the region. Prior to their arrival, the refugees – including people in vulnerable situations, such as older people, women, newborns, children, pregnant women, and persons living with disabilities and chronic health conditions – faced months of blockade that limited access to food, medicine, and other basic supplies. This population has now arrived in Armenia, leaving behind their homes and assets, in need of immediate, lifesaving as well as medium to long term support.

Most of the refugees are settling in areas with pre-existing family networks and access to services. Those without host family support or the ability to rent accommodation, are directed by the government to the localities with available temporary accommodations. As of 11 October, 40 per cent of the refugees are housed in government-run temporary accommodation including old or empty buildings.

Most refugees are in and around the area of the capital Yerevan (43%) or in the border region of Syunik (15%). While the prospect of return remains very uncertain, mobility will continue to be a defining feature of the crisis.

The Government of Armenia is leading the response with a focus on life-saving needs while devising medium to longer term solutions for new arrivals. The Deputy Prime Minister is coordinating a working group composed of line ministries, humanitarian partners including UN agencies, national and international NGOs and community-based organizations.

The UN Country Team in Armenia has coordinated its response as part of the Armenia Refugee Response Plan, to complement the national response, through inclusive interventions, supporting urgent life-saving needs with a particular focus on the approaching winter. This response plan also paves the way to invest in the resilience of both the refugees and communities hosting them through Early Recovery interventions.

The IOM Response Overview represents an extract from the [inter-agency Armenia Refugee Response Plan](#). The present document outlines the role of IOM and its planned support through Emergency Shelter/Non-food Items (NFI), Protection, Health and Early Recovery interventions. The figures in the IOM response plan may be revised in the days ahead in coordination with the government and partners, as additional information through ongoing needs assessments becomes available.

| FUNDING REQUIREMENT (USD) | |
|------------------------------------|--------------------|
| Emergency Shelter / Non-Food Items | 4.9 M |
| Health | 1.1 M |
| Protection | 1.5 M |
| Early Recovery | 2.1 M |
| Total | 9.6 MILLION |

IOM CAPACITY TO RESPOND

Leveraging on its global operational capacities and the footprint in Armenia, **IOM is able to quickly scale up its programming to meet the most urgent needs of the refugees, particularly in the areas of Emergency Shelter/NFI support, Protection assistance, Health and Mental Health and Psychosocial Support service provision, and Early Recovery action.** IOM Armenia's ongoing programmes align with international commitments and government priorities across the Humanitarian-Development-Peace nexus in Labor Migration, Voluntary Return and Reintegration, Integrated Border Management, and Counter-Trafficking. In the context of previous crises in Armenia (2020, IOM adopts a comprehensive response strategy to assist arrivals from the conflict zone and in host communities.

IOM Armenia was established in 1993, when the Republic of Armenia became an IOM Member State. For the past three decades, **IOM Armenia has been instrumental in shaping migration policies and management reforms through policy advice, high-quality evidence, capacity building, technical assistance, and providing direct assistance to diverse migrant groups.** Since 2021, IOM has taken on the role of Coordinator and Secretariat for the UN Network on Migration in Armenia.

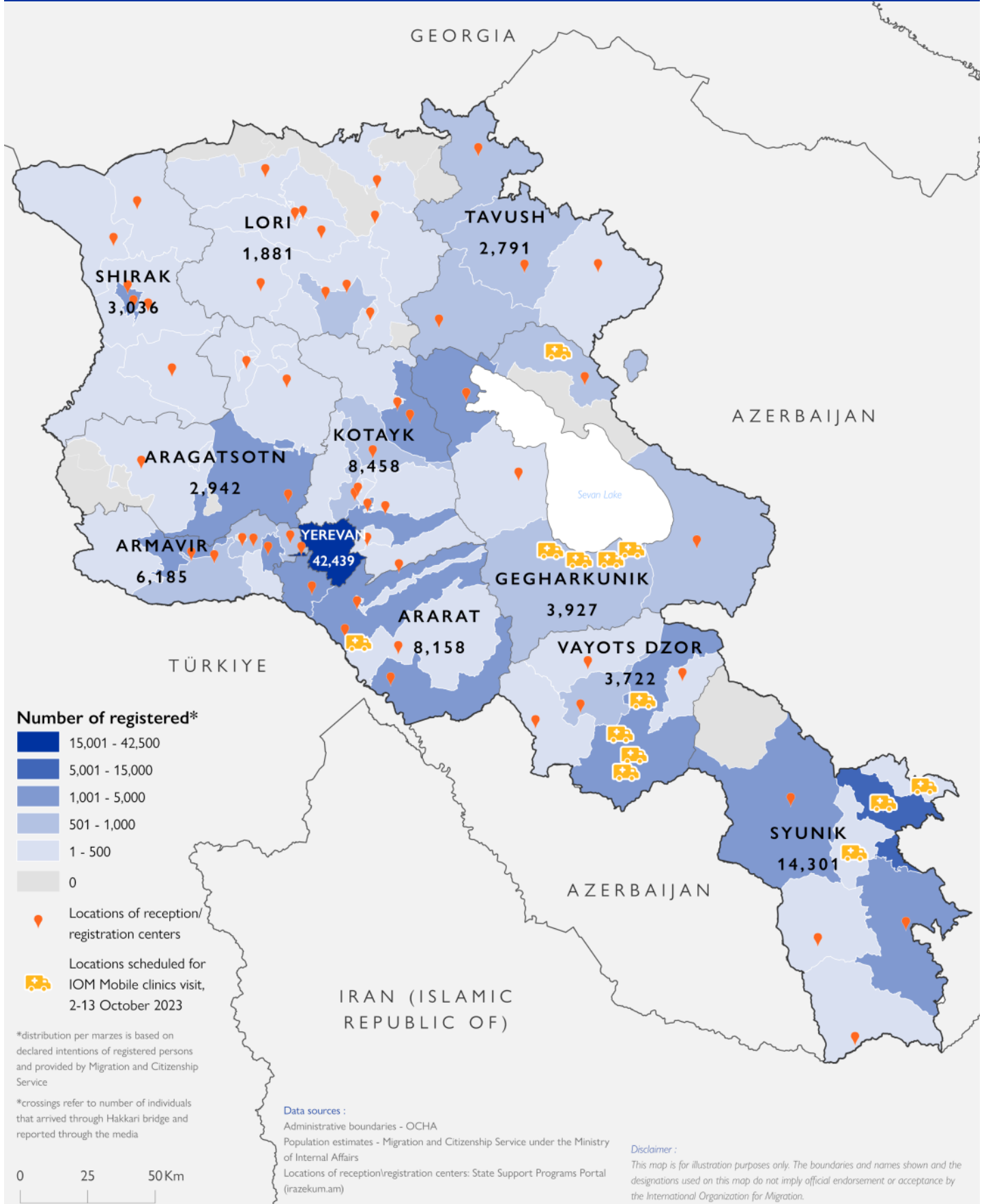
IOM works before, during and after crises situations and is uniquely positioned to support complementary and simultaneous response and recovery efforts. **IOM has extensive experience working directly with communities and supporting the Government of Armenia** in providing essential services, risk mitigation and protection for vulnerable groups; as well as contributing to the resilience and self-reliance of vulnerable refugees and host communities through a people-centered response and recovery-focused approach.

IOM works to ensure safety and dignity, avoiding causing harm and guaranteeing meaningful access to assistance for all persons in need, without discrimination. Particular attention will be given to effective participation and empowerment of the community, ensuring that Complaint and Feedback Mechanisms and relevant policies such as the Child Safeguarding Policy are in place to prevent misconduct and guarantee accountability to affected populations. Monitoring, Evaluation, Accountability, and Learning processes, will ensure gender and protection mainstreaming, and the inclusion of potentially marginalized individuals such as people with disabilities.



Woman depicted with her late sons in a government shelter in Gyumri Credit: IOM

Overview of registered persons and IOM's mobile clinics



EMERGENCY SHELTER / NON-FOOD ITEMS (S/NFI)

IOM, in close coordination with the Ministry of Labor and Social Affairs (MLSA) and the Ministry of Territorial Administration and Infrastructure (MOTAI), will provide shelter for affected populations, improve conditions of existing shelters, as well as work closely with municipalities and community-based organizations (CBOs) to distribute NFIs. IOM will:

- Support access to basic household items including but not limited to winterization support such as electric heaters and solid fuel, procured locally where possible.
- Assist affected households and the government with housing repairs, by providing, where possible, construction materials, rehabilitation services and technical support through information, education and communication materials and in-person guidance from engineers.
- Provide emergency shelter assistance by supplying prefabricated containers for temporary short and medium-term accommodation.
- Conduct winterization rehabilitation works.
- Provide in-kind assistance to social institutions and community facilities to meet the basic needs.
- Provide supply chain support to authorities and humanitarian partners to enable efficient provision of humanitarian assistance for affected persons.

Funding required

\$ 4,937,000

Target individuals

19,100

HEALTH

IOM is co-leading the health sector and will contribute to increasing access to quality health services, including mental health and psychosocial support (MHPSS) under the coordination of the Ministry of Health. IOM will:

- Provide direct health assistance through mobile health clinics including specialized health care.
- Undertake health promotion by way of campaigns and messaging.
- Support medical referrals for persons needing continuity of care for existing health issues as well as specialized care, including individual physical rehabilitation in secondary and tertiary healthcare facilities.
- Support procurement and provision of essential medical equipment and supplies for health facilities.
- Provide MHPSS services tailored to the needs of the affected population.

Funding required

\$ 1,088,000

Target individuals

9,120



Arrivals in Goris, Armenia. Credit: IOM

PROTECTION

IOM will work closely with line ministries, local authorities, protection actors, and affected populations to improve access to protection services and community-based protection, as well as support identification and referrals of persons not yet registered. IOM will:

- Build capacity of government officials, local NGOs, and IOM staff on protection principles and best practices, including specialized protection for victims of trafficking, GBV survivors, persons with disabilities and children.
- Contribute to the inter-agency Protection Referral mechanism with distinct provisions for victims of trafficking, survivors of GBV, people with disabilities and unaccompanied and separated children, including referrals in collaboration with Protection partner agencies and local service providers
- Support local NGOs to provide legal and other forms of assistance to affected populations and individuals vulnerable to violence, exploitation, abuse, neglect, or deprivation.
- Provide cash assistance, including multi-purpose cash, to highly vulnerable households within targeted communities, including older people, persons with disabilities, women, and other vulnerable groups.
- Support comprehensive case management services for those in need of additional protection, in coordination with relevant service providers, both state and non-state alike.
- Support document validation for registration of arriving refugees through training and provision of equipment to government officials and relevant personnel.
- Support the government in setting up a digital platform/system for document submission and validation to streamline the registration process.
- As part of Accountability to Affected Populations interventions, ensure communication with communities, lead awareness campaigns and implement robust complaint and feedback mechanisms, including for cases of sexual exploitation and abuse.

*In addition to affected populations, planned activities will also support local NGOs and CSOs.

Funding required

\$ 1,510,000

Target individuals

5,000*

EARLY RECOVERY

In order to contribute towards a holistic response across the humanitarian-development-peace nexus, IOM will address medium to long-term recovery needs in Armenia. This will support the recovery and integration of affected populations and host communities. IOM will:

- Collaborate with the Ministry of Labour and Social Affairs along with private sector, namely the Chamber of Commerce at the national and subnational level to design a comprehensive labor force assessment methodology focusing on displaced populations with informed recommendations for designing effective response interventions.
- Conduct surveys and interviews to gather data on the skills, qualifications, and employment status of displaced persons that have arrived in Armenia.
- Establish financing mechanisms that provide Small and Medium Enterprises with financial capital to contribute to recovery and/or expansion such as Enterprise Development Funds.
- Work together with women-led CSOs to rehabilitate productive assets, supporting the role of women in local communities.
- Conduct repairs and/or rehabilitation of community infrastructure and spaces hosting arrivals that have been identified with relevant national and local authorities.
- Enhance social cohesion by implementing quick impact projects with a focus on community collaboration and strengthening of critical social and municipal services at local level.

Funding required

\$ 2,065,000

Target individuals

12,440



IOM mobile clinic staff engaging with a beneficiary. Credit: IOM/National Center for Infectious Diseases

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