

Armenia Crisis Response Plan 2024



Another day at a collective shelter for refugees in a disused hospital of Gyumri. © IOM 2023

January - December 2024

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IOM VISION

IOM Armenia's vision is to work towards ensuring that the over 100,000 refugees who arrived in Armenia in September and October 2023 have the opportunity to integrate fully into Armenian society, should they wish to do so. Working closely with the Armenian government, which is leading the emergency and post-crisis response, IOM plans to continue delivering life-saving assistance and improving the resilience of refugees and local communities, engaging in targeted interventions to support durable solutions, and contributing to evidence-based programming across the humanitarian-development-peace nexus (HDPN).

CONTACT INFORMATION

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PRIMARY TARGET GROUPS

1. Local population / community
2. Refugee

FUNDING REQUIRED: \$11,530,000



NOT
PUBLISHED



NOT
PUBLISHED



75,150

PEOPLE TARGETED



18

ENTITIES TARGETED

IOM PROPOSED RESPONSE

Saving lives and protecting people on the move

\$4,900,000

FUNDING REQUIRED

not published

FUNDING CONFIRMED

25,030

PEOPLE TARGETED

Driving solutions to displacement

\$6,630,000

FUNDING REQUIRED

not published

FUNDING CONFIRMED

50,120

PEOPLE TARGETED

BREAKDOWN OF FUNDING REQUIREMENTS (USD) 2024

OBJECTIVES AND ACTIVITY AREAS	2024
Saving lives and protecting people on the move	
Shelter and settlements	\$800,000
Direct health support	\$700,000
Mental health and psychosocial support in humanitarian response	\$300,000
Protection	\$2,400,000
Emergency preparedness	\$200,000
Displacement tracking	\$500,000
Driving solutions to displacement	
Livelihoods and economic recovery	\$4,000,000
Community stabilization	\$1,500,000
Health system strengthening	\$1,000,000
Adaptation and disaster risk reduction	\$130,000
TOTAL FUNDING REQUIRED	\$11,530,000

OPERATIONAL PRESENCE IN
Armenia

4

INTERNATIONAL STAFF
AND AFFILIATED WORK
FORCE

37

NATIONAL STAFF AND
AFFILIATED WORK
FORCE

1

IOM FIELD OFFICE



Produced by United Nations Geospatial
The map used here is for illustration purposes only. Names and boundaries do not imply official endorsement or acceptance by IOM.
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Figures are as of 31 December 2023. For more details of IOM's operational capacity in country, please see the IOM Capacity section.

CONTEXT ANALYSIS

Since 24 September 2023, over 100,000 refugees have arrived in Armenia, following the recent escalation of the decades-long conflict in the region. This is virtually the entire population, including entire families, men, women, children, and older persons. Men and women are relatively equal in number among arrivals – 48 per cent are men and 52 per cent are women, while 28 per cent are children and 18 per cent are older persons. According to the [Armenia Refugee Response Plan](#) (Oct 2023 - Mar 2024) approximately 16 per cent of the affected population are estimated to live with a disability. Prior to their arrival, the refugees – including people in vulnerable situations, such as older persons, women, newborns, children, pregnant women, and persons with disabilities and chronic health conditions – faced months of blockades with limited access to food, medicine, and other basic supplies. This population has now arrived in Armenia, leaving behind their homes and assets, and are in need of immediate lifesaving, medium- and 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 accommodation. Currently, 40 per cent of the refugees are housed in government-run temporary accommodation including old or empty buildings; however, the government’s direction at this time is to design various measures to quickly find more permanent solutions. According to [IOM’s October 2023 Situation Report](#), most refugees are located in and around the area of the capital city of Yerevan (43%) or in the border region of Syunik (15%); however, it is expected that secondary movements within Armenia will increase.

Needs include access to health care, mental health and psychosocial support services, as well as access to livelihood opportunities. As in many displacement situations, protection risks are likely to be higher, not only for women and girls who might be exposed to gender-based violence (GBV) but for all refugees who might be at risk of poverty and labour exploitation.

The Government of Armenia is leading the emergency response with a focus on life-saving needs. There is a national coordination mechanism in place, which will coordinate not only the immediate response but also the government’s policies and measures to find durable solutions. The UN Country Team in Armenia has coordinated its response as part of the Armenia Refugee Response Plan for the first six months of the response, to complement the national response with inclusive interventions and by addressing urgent life-saving needs with a particular focus on the approaching winter. IOM is part of this response and actively contributes to it under all four sectors that have been activated – Health, Protection, Shelter/Non-Food Items (NFI) and Early Recovery.

Armenia also faces a range of natural hazards, such as earthquakes and flooding, disrupting lives and livelihoods. The Rescue Services under the Ministry of Internal Affairs are responsible for prevention, mitigation, and response to emergencies, and is currently under restructuring. IOM will provide technical support with training and development of procedures for response, specifically in cases of internal displacement following a disaster.

The Government of Armenia has granted temporary protection to refugees through decree 1864-N (26.10.2023) and is currently leading the emergency response with a focus on life-saving needs.



INFORM Risk Index (August 2023)	Low (116/191)
Human Development Index (2023/4)	High
Fragility Index (2022)	N/A
IDPs (IDMC, Dec 2022)	N/A

COORDINATION

IOM participates in the coordination mechanisms linked to the current refugee crisis. UN agencies in the country are coordinating to ensure effective support to the Government’s efforts to address immediate needs. An inter-agency coordination mechanism, coordinated by the Resident Coordinator’s Office and the United Nations High Commissioner for Refugees (UNHCR), was established at the start of the crisis and an inter-agency [Refugee Response Plan](#) (RRP) covering the period from October 2023 to March 2024 was launched. IOM is involved in activities under nearly all sectors included in the RRP – the Shelter/NFI, Protection, Health, and Resilience sectors, and is co-leading the Health sector with the World Health Organization. The sectors coordinate the respective interventions to ensure a coherent UN response and support to the Government. On 17

October 2023, the government and the UN launched the Refugee Coordination Forum, which is the primary coordination platform for governmental, UN and civil society actors responding to needs. Within this forum, all partners will coordinate support provision not only to meet the urgent needs of refugees but also to plan mid- and long-term solutions. IOM also coordinates bilaterally with other UN agencies, national and international organizations, and partners to ensure opportunities for joint programming, synergies and non-duplication; as well as with relevant government ministries, who are leading on sectoral responses. Additionally, there is a large and active Armenian diaspora that has readily provided support throughout the country. In addition, IOM participates in coordination mechanisms, which existed before the crisis and will continue to exist after the crisis, such as the United Nations Sustainable Development Cooperation Framework (UNSDCF). IOM participates in all four UN Result Groups of the UNSDCF, as well as in the Task Force on Partnerships and Development Finance. IOM also coordinates the UN Network on Migration in Armenia, whose objective is to ensure an effective, timely and coordinated system-wide approach to migration and to highlight the rights and well-being of migrants and their communities.

IOM CAPACITY

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, awareness raising, diaspora engagement, and providing direct assistance to diverse migrant groups. With well-established, reliable operations and programming in Armenia, and experienced and professional staff, IOM Armenia is a competitive, result-oriented organization, committed to results-based management and value-for-money principles for the projects and programmes it manages. It has a sound institutional setup, with policies in place on data protection, ethics, a rights-based approach, gender-sensitivity, values, monitoring and learning systems. 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 shelter/NFI support, protection assistance, health and mental health and psychosocial support service provision, as well as in areas relevant to longer-term support to refugees in order to fully participate in Armenian society. With global and regional technical expertise, IOM Armenia can quickly roll out and implement data collection activities to understand the needs of the affected populations (e.g. Displacement Tracking Matrix), contribute to evidence-driven response activities, and strengthen the capacities of national stakeholders to implement such approaches. Notably, between 1997 and 2017, IOM Armenia ran a micro-enterprise development programme aiming to increase the economic self-sufficiency of vulnerable people as well as to facilitate the integration of refugees and displaced Armenians following the conflict. More concretely, IOM's Micro Enterprise Development Programme (MEDP) contributed to the sustainability of livelihoods for vulnerable local populations and displacement-affected Armenians by delivering business training, referral and business monitoring and providing access to financial resources (i.e. micro-loans). IOM Armenia's ongoing programmes aligns with international commitments and government priorities across the humanitarian-development-peace nexus in labour migration, voluntary return and reintegration, integrated border management, and counter-trafficking. As in previous crises in Armenia, IOM adopts a comprehensive response strategy to assist arrivals from the conflict zone and the new communities in which they reside.

ACCOUNTABILITY AND EMPOWERMENT

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 is given to effective participation and empowerment of the community, ensuring that complaint and feedback mechanisms, and monitoring, evaluation, accountability, and learning processes ensure gender and protection mainstreaming, and the inclusion of potentially marginalized individuals such as persons with disabilities. For example, as part of IOM's co-leadership of the Health Sector Working Group, all partners are encouraged to provide feedback on activities and coordination efforts. Through this forum, IOM would like to enhance the ability of the affected populations to feed into the design, implementation, coordination, and review of ongoing activities (see the Direct Health Support and Health System Strengthening activity areas). Similarly, the Communication with Communities Programme seeks to enhance accountability to affected people (AAP) through adapting programming according to protection concerns (see the Protection activity area). Furthermore, IOM's proposed activities to enhance social cohesion are designed directly by the affected populations through IOM's Community-Based Planning Approach (see the Community Stabilization activity area). Importantly, IOM works to enhance the participation and decision-making ability of women and girls throughout many activities, including those aiming to enhance social cohesion mentioned prior, as well as supporting women-led businesses (see the Livelihoods and Economic Recovery activity area). IOM Armenia's Crisis Response Plan is based on feedback and priorities shared by the affected populations, authorities, service providers, and partners with whom IOM works across the country. Through this Plan, IOM seeks to continue enhancing AAP mechanisms.






ENGAGING WITH THE GOVERNMENT

An advocate of strong partnerships with key stakeholders in migration nationally and internationally, IOM Armenia enjoys an excellent reputation and the trust of the Government of Armenia and partners. With robust knowledge of migration and development in Armenia, expertise in data collection and analysis, including facilitated access to a variety of data sources on migration management, and strong technical capacity, IOM Armenia provides strategic direction, technical advice and support to the Government of Armenia in the areas of policy, regulatory and institutional frameworks of comprehensive, human rights-based and effective migration management, prevention of irregular migration, labour migration and pre-departure support, negotiations of bilateral labour agreements (BLAs), assisted voluntary return and reintegration, readmission management, humanitarian border management, counter-trafficking response, migration health, and migration data and management information systems. It serves as a knowledge hub in






the sector for the government, development partners, civil society and private sector. In the past three decades, IOM has assisted the Government of Armenia in developing and reforming its migration governance system by providing assistance to stakeholders for enhancing the relevant policy and regulatory frameworks. At this time, IOM is contributing to the government-led refugee response, while actively coordinating both within the system-wide coordination mechanisms and bilaterally, as relevant.

IOM RESPONSE

CROSS CUTTING PRIORITIES

-  Data and evidence
-  Protection mainstreaming
-  Gender equality
-  Prevention of sexual exploitation and abuse
-  Disaster risk and climate change

KEY OPERATING MODALITIES

-  Participation and empowerment
-  Conflict sensitivity
-  Integrated programming
-  Collaboration and partnership
-  Localization

SAVING LIVES AND PROTECTING PEOPLE ON THE MOVE

Funding Required
\$4,900,000

People Targeted
25,030

People Targeted Description

IOM will support refugees, with a focus on those accommodated in government collective shelters and those in smaller settlements and rural locations through the repair and winterization of shelters, non-food items, health services, MHPSS, and protection assistance. IOM will provide services to all refugees, and by way of ensuring that no one is left behind, will make particular efforts to ensure services can reach persons living with disabilities. Vulnerable members of the local community will additionally be able to access emergency support, such as health and protection services. In addition, government institutions, for example, such as the Migration and Citizenship Service, will benefit from technical assistance to bolster the registration system, as well as ensuring accurate documentation of the refugees' needs and vulnerabilities. Local government and non-governmental organization (NGO) staff will be targeted with training on cross-cutting issues. An awareness campaign on the risks of trafficking in persons will target refugees and is likely to reach members of the receiving communities as well. IOM will also support national authorities (Ministry of Internal Affairs, including the Rescue Services and the Migration and Citizenship Service) and municipalities in enhancing their capacity to prepare for and manage crises, pandemics, and natural hazards and plan emergency responses in such events. Displacement tracking data will be shared with key stakeholders, including government institutions, such as the Migration and Citizenship Service and the Ministry of Labour and Social Affairs. Certain assessments and analyses will be shared with the broader national and international humanitarian and development community.

🏠 SHELTER AND SETTLEMENTS

IOM will provide shelter for refugees, improve conditions of existing shelters, and work closely with municipalities and community-based organizations 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 the government with shelter repairs, particularly relevant to collective shelters where refugees are accommodated, by providing, where possible, construction materials, rehabilitation and technical services and technical support through information.
- Enable access to affordable, safe, healthy, and dignified mid-term shelter accommodation solutions as needed for the people who are not able to access a more long-lasting solution.

Funding Required
\$800,000



🏥 DIRECT HEALTH SUPPORT

Funding Required

\$700,000

IOM will increase access to primary health care services to refugee populations and vulnerable members of the local communities, particularly in areas with difficult access to health facilities. IOM will:

- Provide primary health care services through mobile clinics, deployed to locations where they are most needed, predominantly where there is a large concentration of people and lack of easy access to hospitals and health centres. The teams include a general physician, paediatrician, sonographer and laboratory technician and can engage specialists from different areas such as neurology, cardiology, infectious diseases, and others, based on the needs highlighted by the communities.
- Support referral for complex cases to private care if the necessary treatment is not available through the national health system and in alignment with the Government's process for such cases.
- Conduct in-person fora for the affected populations to feed into the design, implementation, and review of ongoing activities in the Health Sector, which IOM co-leads.



MENTAL HEALTH AND PSYCHOSOCIAL SUPPORT IN HUMANITARIAN RESPONSE

Funding Required

\$300,000

The MHPSS activities aim to increase resilience, support refugees and vulnerable members of the local communities in overcoming their distress, reduce suffering and promote psychosocial well-being. IOM will:

- Provide MHPSS services – individual and group counselling and group sessions. Cases will be referred by the primary health care mobile teams, who have MHPSS screening experience and will refer to focused and/or specialized support.
- Capitalizing on the Organization's vast experience, implement a community-based MHPSS programme, in line with the IOM Manual on Community-Based MHPSS in Emergencies and Displacement, particularly in locations with high percentages of refugees. The programme is specifically designed to improve mental health and well-being in situations of emergencies and displacement.
- Conduct an awareness-raising campaign that will accompany the MHPSS programming, aiming to raise awareness about the importance of accessing services, to counter stigma and to provide information about available services.



PROTECTION

Funding Required

\$2,400,000

Working towards the application of IOM's Approach to Protection, IOM will:

- Build capacity through training, information-sharing, and supporting outreach to government officials, local NGOs, and IOM staff on protection principles and best practices, including the prevention of sexual exploitation and abuse (PSEA), specialized protection for victims of trafficking, GBV survivors, persons with disabilities and children.
- Support local NGOs to provide legal and other forms of tailored assistance (e.g. registration, NFIs, referrals) to refugees with a view to decreasing vulnerability to violence, exploitation, or abuse.
- Through the implementation of a Communication with Communities Programme, enhance accountability to affected populations and ensure any protection or other concerns are taken into account and the programming is adequately adapted.
- Implement an awareness campaign, particularly among refugees, to counter trafficking in persons, with a focus on trafficking for labour purposes.
- To contribute to ensuring that refugees can fully access their rights, provide technical assistance to the Migration and Citizenship Services and/or the Unified Social Services. This support aims to bolster the registration system, ensuring accurate documentation of the refugees' needs and vulnerabilities. This effort may encompass integrating refugees into the legal identity management system, which includes issuing pertinent identity and civil documents. This enhancement will equip the relevant services to deliver administrative services more effectively. These measures could involve providing technical support, data analysis and visualization, system upgrades, and training.





EMERGENCY PREPAREDNESS

IOM will aim to enhance the Governments' capacities to manage the mobility aspect of emergencies. IOM will:

- Build capacity and provide technical assistance with regard to the national mechanism for response in case of internal displacement caused by disasters (earthquakes, climate change-induced movements, etc). These efforts may encompass activities such as tabletop or full-scale simulation exercises, the provision of equipment and specialized training in emergency response and shelter management, and the establishment of temporary accommodation facilities, among other relevant measures. The specific areas of intervention will be defined based on a needs assessment of the Rescue Service.

Funding Required
\$200,000



DISPLACEMENT TRACKING

Through its information management and DTM capacity, IOM Armenia has been supporting the authorities in Armenia to process, analyze and visualize refugees' registration data as well as data on the initial needs of the displaced population. Furthermore, IOM has contributed proactively and significantly to the UN/Inter-Agency Rapid Needs Assessment led by UNHCR. IOM will further work with the Government to support evidence-based decision-making. IOM will:

- Continue and scale up its support to the government in data collection, processing and analysis systems. The Government of Armenia acquires population data, which IOM receives, analyses and produces information products from to support in informing decision-making. IOM's DTM capacities are employed in this area.
- Support the government in designing and implementing a labour force assessment among the refugees. IOM has already received a request for partnership from the Ministry of Labour and Social Affairs along with the private sector, i.e. Chamber of Commerce at the national and subnational levels, for a comprehensive labour force study focusing on new arrivals in Armenia with informed recommendations for designing effective response interventions. The survey will gather data on the skills, qualifications, and employment status of displaced persons who have arrived in Armenia.
- Conduct community-level assessments with various focuses, to use as an evidence base. These assessments will be limited to assessing a community or a municipality with a high density of refugees and may focus on needs, capacities, cohesion, integration, economy or other aspects of the community's status.
- Undertake thematic assessments to inform concrete interventions, such as research on climate change and internal mobility patterns, or analysis of the value the refugees can bring to the Armenian labour market, etc.

Funding Required
\$500,000



An IOM mobile clinic providing primary health care services and MHPSS in Lich, Gegharkunik. © IOM 2023

Funding Required

\$6,630,000

People Targeted

50,120

People Targeted Description

IOM will target both refugees and receiving communities with social cohesion activities and work at the community level. Income generation support will be available mainly for refugees, although whilst applying a do-no-harm approach, IOM will also aim to benefit entire communities. IOM will support national authorities, including the Ministry of Internal Affairs, the Rescue Services and the Migration and Citizenship Service, and municipalities in enhancing their capacity to prevent, prepare for and manage crises, pandemics, and natural hazards and plan emergency responses in such events.



LIVELIHOODS AND ECONOMIC RECOVERY

In support of refugees' self-reliance and socioeconomic integration into their communities of displacement, IOM will undertake various livelihood assistance and income generation-related programming. These activities will be informed by the labour market assessment described under the activity area for Support Services for Response Actors. As such, IOM will:

- Support vocational and on-the-job trainings as well as employment-seeking and financial literacy services.
- Coordinate a business grants mechanism for micro and small businesses, whereby refugees and community members will be supported to develop joint small businesses.
- In support of employment and large economic benefits for both refugees and community members, launch the Enterprise Development Fund (EDF) in Armenia, with prioritization for agriculture, women-led businesses, and climate-smart, green growth. EDF is a flagship IOM programme, which supports existing medium-sized enterprises to scale up, thereby creating employment and contributing to the development of the local economy.
- Conduct trainings and consultation services, provide business planning support to people on how to access funding that is made available by government institutions, local banks, and similar funding mechanisms, and provide financial literacy courses and business counselling, as well as design supporting information materials.

Funding Required

\$4,000,000



COMMUNITY STABILIZATION

IOM will seek to assist stability and solidarity in communities with a high density of refugees and support to lay the foundations for durable solutions and sustainable development. By way of maintaining a robust social fabric in communities where displaced persons are integrating and mitigating potential future tensions into the mid and longer term, IOM will:

- Promote social cohesion through capacity-building of civil society organizations on how to plan and manage inclusive community-based projects that are in support of inter- and intra-community cohesion. Activities will utilize IOM's [Community-Based Planning](#) methodology, resulting in Community Action Plans.
- Provide small grants to the NGOs for the implementation of their Community Action Plans. While each Community Action Plan will be specifically tailored to the different communities, it is anticipated that activities may include, inter alia: social gatherings for cultural, sports, and arts activities; dialogues or civic consultations; in-kind or technical support for local social institutions such as community or youth centres; and similar actions prioritized by the communities. IOM will strive to engage specifically with women-led organizations to promote women's and girls' voices and participation.

Funding Required

\$1,500,000





HEALTH SYSTEM STRENGTHENING

IOM will continue working with the Government to strengthen the health system in Armenia to facilitate access to quality essential care, with a focus on health facilities serving a high number of refugee populations. IOM will:

- Provide medical equipment and implement rehabilitation works.
- Strengthen health staff's capacities on cross-cutting issues such as GBV, protection and counter-trafficking, with the objective to capacitate health staff to recognize and handle cases with increased vulnerability, and refer cases as needed.
- Enhance coordination with various stakeholders as a co-lead of the Health Sector.

Funding Required
\$1,000,000



ADAPTATION AND DISASTER RISK REDUCTION

IOM will strengthen resilience and reduce the harm of natural hazards by investing in understanding and adaptation to new and existing risks, in alignment with the Sendai Framework for Disaster Risk Reduction 2015–2030. IOM will:

- Contribute to supporting the Government of Armenia's National Adaptation Plan by integrating human mobility into climate change decision-making by developing a climate change adaptation decision-support tool and building the evidence base for improved understanding of the migration, environment and climate change nexus in the context of Armenia.


Funding Required
\$130,000



CONTRIBUTES TO SUSTAINABLE DEVELOPMENT GOALS



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