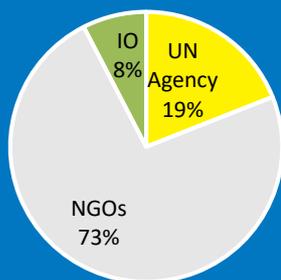




10 December 2020

### KEY FIGURES

#### Composition of Working Group members



**89,978**

Spontaneous arrivals from NK

**88%**

Women and children among spontaneous arrivals from NK

**13,230**

Persons hosted in 101 identified collective centers

**33,330**

Various NFIs distributed since 15 October 2020

**61%**

Persons reached of those targeted by the Food Security WG

**35%**

Persons reached of those targeted by the Protection WG

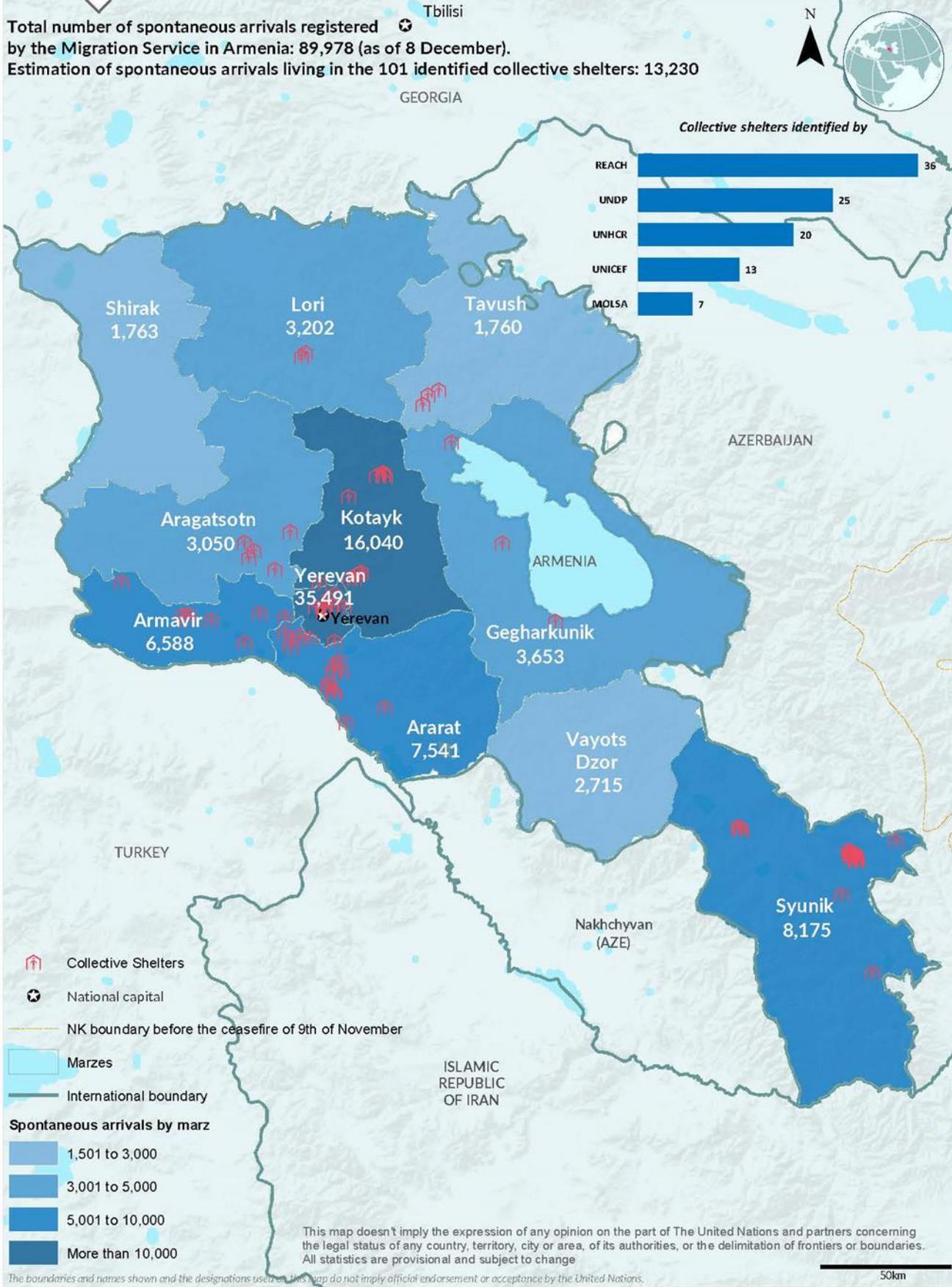
**28%**

Persons reached of those targeted by the Early Recovery WG

### HIGHLIGHTS

- The UN system in Armenia has put in place a coordination structure under the lead of the Resident Coordinator's Office and UNHCR to coordinate humanitarian efforts and maximize the efficiency of the response in Armenia to the crisis in Nagorno-Karabakh.
- To date, 15 UN agencies, 32 international NGOs, 26 national NGOs, 3 intergovernmental organisations, 3 Government entities, and 6 international organizations are part of the coordination structure and engage across 5 operational working groups (Shelter & NFI, Protection, Food Security & Nutrition, Health, Early Recovery) and 3 sub-working groups (Child Protection, Education, Cash). Two Working Groups (WG) are co-led by NGO partners.
- The Coordination Steering Group is supported by the Information Management Working Group, which leads interagency data collection efforts and analysis, and a technical forum on Mental Health and Psychosocial Support (MHPSS) that ensures a coordinated and effective approach on MHPSS activities across WGs.
- Preliminary results of ongoing monitoring exercises have identified the following priority needs among the spontaneous arrivals in Armenia:
  - Shelter;
  - Cash;
  - Employment;
  - Food;
  - Clothing;
  - Access to health care;
  - Household items;
  - Hygiene items;
  - Education.
- Priority needs include cash for winterization, as well as more needs-based, predictable and long-term support to those families, who will be unable to return both in the short-term and long-term. At the same time, cash for food and non-food items should be embedded in future Government interventions together with support to host families.
- Monitoring of returns and return intentions have shown that most spontaneous arrivals will remain in Armenia for the winter months with 37% willing to go back home.
  - 42% of those intending to return indicated to do so in the coming days, 20% in the next 1-2 weeks, and 23% in the next 2-4 months or more.
  - Security, access to livelihoods, repairs to housing, and restoration of infrastructure were cited as main conditions to be in place for returns.

IM working group product supported by UNRCO and UNHCR



## OPERATIONAL CONTEXT

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On 27 September 2020, heavy clashes were reported along the line of contact (LoC) in and around the disputed territory of Nagorno-Karabakh, marking the first full-fledged escalation in the region since 2016. According to official figures, as of 2 December, 89,978 individuals have since been displaced from Nagorno-Karabakh to Armenia as a direct result of the conflict.<sup>1</sup> Several internationally negotiated attempts to end the conflict have failed to materialize, until a 9-point statement on cessation of hostilities was signed by the President of the Republic of Azerbaijan, the Prime Minister of the Republic of Armenia, and the President of the Russian Federation in the night of 9/10 November.<sup>2</sup>

During the six weeks of conflict, civilian casualties have been reported on both sides of the LoC and beyond, with many houses and public infrastructure in the Nagorno-Karabakh conflict zone, such as schools, roads and communication networks, being destroyed. Due to heavy damages of civilian infrastructures and the harsh winter months ahead, it is likely that the majority of the displaced will not be able to return in the coming months, adding pressure on already limited resources and capacities of the receiving municipalities to host this population. In addition, and while some returns have been observed since mid-November, authorities in Armenia continue to report new arrivals.

88% of the arrivals are women and children, the majority is hosted by relatives and host families, while others are accommodated in more precarious living conditions in hotels, old sanatoriums, kindergartens and communal buildings with poor or non-existent heating, water and sanitation facilities. Congested living conditions in both host and communal accommodation, overstretched health system in the regions contributed to the drastic increase of COVID-19 in many areas. The COVID-19 pandemic and the recent conflict are affecting the capacity of the hosting communities to provide sustained support.

At the onset of the crisis, the Government of Armenia entrusted municipalities with the first response and assistance to spontaneous arrivals. Subsequently, an agreement was reached for the UN to complement the humanitarian response in 10 municipalities prioritized by the Government. UN multi-functional teams undertook Rapid Needs Assessments (RNA) in the 10 municipalities, which provided the baseline for the subsequent operational response that is ongoing. The most immediate needs were identified in the areas of shelter, non-food items, food, health, education and payment of utilities. Based on the list of prioritized needs provided by the municipalities, UN agencies and partners have responded with the distribution of 33,330 NFIs since 15 October, including beddings items, towels, hygiene supplies, and household items, in addition to food assistance.

In addition, multi-sectoral needs assessments, complemented by the ongoing protection monitoring exercise, have identified paramount needs in other parts of the country, aside from the 10 municipalities, where new arrivals have settled. Shelter assistance, winter items, such as heaters, warm clothes and shoes, as well as cash assistance and food are reported as priority needs. Preliminary findings also show urgent needs in the area of mental health and psychosocial support (MHPSS); 86% of the spontaneous arrivals so far have declared that they are facing some form of stress, mainly linked to the conflict, but also the loss of hope for the future, loss of property and livelihood.

Interagency response efforts are prioritizing immediate assistance to about 90,000 individuals displaced from NK in Armenia throughout the harsh winter months, in particular with core relief items, including hygiene kits, winter clothing, and electrical heaters, especially for families living in collective centres with inadequate heating. Adequate shelter through contributions to rental cost for the cold winter months, particularly for families in rural areas without access to accommodations provided by host families or collective centres, is a priority.

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<sup>1</sup> Data received from the Migration Service of the Ministry of Territorial Administration and Infrastructure on 8 December 2020.

<sup>2</sup> <http://en.kremlin.ru/acts/news/64384>

# UPDATE ON ACHIEVEMENTS

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## Current Situation

The situation remains fluid and requires continuous monitoring at all levels. Hosting communities are still highly mobilized receiving persons from Nagorno-Karabakh, sharing accommodation and providing all possible help and support.

## Identified Priority Needs

- Preliminary results of the protection monitoring, have identified the following main needs among the spontaneous arrivals in order of priority:
  - Shelter;
  - Cash;
  - Employment;
  - Food;
  - Clothing;
  - Access to health care;
  - Household items;
  - Hygiene items;
  - Education.

## Achievements and Impact

- 239 households/941 individuals participated in (face-to-face or telephone) interviews as part of the protection monitoring. The project gives important indications on the situation of displaced persons from NK in Armenia; preliminary findings include information on return intentions (37% willing to go back home), living conditions (46% sharing their current accommodation), financial constraints (28% declared they have no incomes at all, and 66% make less than 70,000 AMD/month), access to services (vast majority do not have problems with access), and social cohesion and security (88% feel very welcomed by the host community and 99% feel safe in Armenia).
- Daily monitoring of returns from Yerevan to Stepanakert is ongoing since 14 November 2020;<sup>3</sup> the municipality of Yerevan facilitates returns through mobilization of private companies, which provide long-distance buses. So far, returnees are predominantly composed of women, children and elderly people.
- The Analysis on Legal Status and Access to Rights and Services in the Republic of Armenia of Persons Displaced from the Nagorno-Karabakh Conflict Zone was finalized by the Protection Working Group (PWG) and will serve as a basis for the development of a more comprehensive protection strategy, protection monitoring and advocacy interventions.

## Remaining Gaps

- The continuing lack of access to State registration processes and limitations in access to regular detailed data, particularly on vulnerabilities of the population, complicates the timely identification of the categories most in need among the spontaneous arrivals and delays assistance. While additional data on the most vulnerable is being collected through the ongoing protection monitoring activities, this is a time and resource consuming exercise, and does not provide a comprehensive picture, delaying our humanitarian response.
- The return monitoring has revealed deficiencies in the way returns are organized, in particular lack of boarding priority and special conditions for persons with specific needs, absence of safety and security measures (presence of the police and ambulance), and COVID-19 preventive measures, which are not promoted and followed.
- The sustainability of private assistance currently being provided by host communities is a challenge in the medium to longer term and a more systematized approach is required to sustain interest and ability to host displaced persons.
- Growing concerns are being reported among the displaced population, in particular those who arrived from regions recently handed over to Azerbaijan, about their status and rights in Armenia.

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<sup>3</sup> Updated maps of UNHCR's monitoring of return movement from Yerevan to Stepanakert can be found here: [https://reliefweb.int/updates?advanced-search=%28PC23%29\\_%28F12.F12570%29](https://reliefweb.int/updates?advanced-search=%28PC23%29_%28F12.F12570%29)

## Recommended Action

- Continue protection and return monitoring activities;
- Strengthen communication with communities and raise awareness on access to basic rights, available services and assistance programs;
- Identify problems with access to the state assistance programs and applications processing and provide individual legal assistance and support;
- Engage and support the Government on the development of a mid and long-term response strategy with primary focus on persons with specific needs and promotion of sustainable development solutions.

## Child Protection Sub-Working Group

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### Current Situation

The child protection response is influenced by recent relocations, both of families moving back to NK and families moving between shelters and to community housing options in Armenia. Partners have adjusted their interventions accordingly. While in the first month of the response, child protection interventions, including case management support, MHPSS, identification and support to unaccompanied and separated children, were mostly concentrated around large shelters with the UN supporting the 10 municipalities prioritized by the Government and other organizations providing wider geographical coverage, there is now greater emphasis on the provision of MHPSS through mobile teams, building local capacity of social service professionals (social workers, teachers, youth workers, etc.) and provision of sustainable case management support at community level through coaching and supervision.

### Identified Priority Needs

- In this situation where the continuous impact of COVID-19 and the recent conflict cause considerable stress to families, MHPSS remains one of the most pressing needs both for parents and children, as has been confirmed by the initial results of the ongoing protection monitoring exercise. Enhancing local capacity for case management and coordination of social support services in the communities, where the affected population has currently settled, becomes ever more important, especially since due to the mobility of the affected population creates a significant risk that MHPSS and case management services will not detect the most vulnerable. To overcome this, a unified approach to case management, identification of risks of violence against children and GBV and clear referral pathways needs to be ensured.

### Achievements and Impact

Organizations working in the area of child protection have been implementing a variety of interventions:

- Care and family strengthening:
  - Residential care services for 28 children from NK boarding schools left without parental care; all children also received day care services and MHPSS (SOS Children's Villages Armenia).
  - Residential care and family reunification support to identified unaccompanied children (Children's Support Centre Foundation).
  - 145 displaced families enrolled into family strengthening programs and shelter provided to 9 displaced families (SOS Children's Villages Armenia).
  - Provision of child day care services in 13 locations in 6 regions, including Amasia and other locations in Shirak region (World Vision Armenia).
- Case management support and MHPSS:
  - Child Protection Hotline and Helpline for Social Service Workforce Professionals, providing 24/7 response, advice and guidance on child protection cases (UNICEF).
  - Capacity building of 940 social service workforce professionals (social workers, teachers, school psychologists, youth workers) on psychological first aid and MHPSS (UNICEF and partners).
  - 355 children, 520 adolescents, and 394 parents have benefited from MHPSS, including through individual and group interventions, art and music.
  - 1,257 people received case management support, including referrals and provision of care packages.
  - 25 adolescents from NK were trained as peer support volunteers for continuous provision of MHPSS to adolescents.

- 100 at-home art kits were distributed to the most vulnerable adolescents.
- Children resilience program were organized in Kotayk, Ararat and Vayots Dzor regions, which will be expanded to other regions, as well as training of volunteers in Syunik and Gegharkunik regions (Armenian Red Cross Society).
- Mobile MPHSS teams were deployed in the communities adjacent to Goris (Save the Children).
- MHPSS services offered through volunteers in Goris (ICRC with the NGO Partnership and Trust).

### Remaining Gaps

- The main challenge regarding relocations of the population remains the coordination of different aspects of the response (CP, food, NFI, shelter, etc.) at the community and regional level. While some regions (e.g. Shirak) have demonstrated a good record of coordination, facilitated by regional authorities and followed up by local authorities, which enabled partners working in those regions to closely coordinate different types of support and reach the most vulnerable, the situation is not the coherent across regions, resulting in potential duplications or lack of support.
- Another challenge is the need to provide at least general level MHPSS to the population returning to NK.

### Recommended Action

- Development and adoption of a unified protocol/guide and tools for local and regional level social service professionals with clear referral pathways, which is currently being developed by the child protection sub-WG.
- Production and distribution of easy-to-grasp general level MHPSS materials to be distributed to the population returning to NK at the checkpoints and/or through partner organizations.

## Education Sub-Working Group

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### Current Situation

Schools have resumed face-to-face education for all grades (1-12) since 7 December 2020 while ensuring the COVID-19 prevention and control measures put in place by the Ministry of Health. According to data from the Ministry of Education, Science, Culture and Sport (MoESCS), 11,500 displaced school-age children from NK are currently enrolled in secondary education in Armenia. These children have been registered and enrolled in schools and will most likely continue their education in Armenia as most of them are either from the settlements that are now under Azerbaijani control or their schools have been damaged. Tracking of school attendance however remains a challenge due to the families' internal movements within Armenia.

### Identified Priority Needs

- Stationary items and adherence to COVID-19 preventive measures.

### Achievements and Impact

- School and community-based awareness sessions on safe behavior in areas contaminated with unexploded ordnance, such as rockets, mortars and cluster munitions for conflict affected children and their caregivers, including host communities, and displaced population (IFRC and ARC).
- School supplies, including school bags to 100 school children who temporarily relocated to Syunik and Ararat regions, were distributed (IFRC).
- Teacher trainings on risk awareness and safer behavior in schools of Tavush region were conducted as part of the ARC's Risk Education project.
- Peer-to-peer learning was initiated through a network of peer educators for 100 students from NK located in Armavir (UNFPA).
- Informal education activities are conducted in shelters in Syunik and Vardenis (Open Society Foundation, in cooperation with the For Equal Rights organization).

### Remaining Gaps

- Kindergartens in Goris continue to be used as shelters and warehouse for food. In case of reopening of pre-school institutions, only 2 out of 6 kindergartens can operate.

### Recommended Action

- Set up a mechanism for monitoring of education participation of displaced children.

### Current Situation

There is a growing interest of partners in supporting shelter-related interventions. In addition to UNDP, ICRC has started to conduct minor repairs in a number of collective centers. Other partners are also mobilizing funds in that regard. Electricians without Borders have started working with local organizations to address needs in terms of electricity related issues in some locations.

### Identified Priority Needs

- Throughout the winter period, the priority needs remain winter-related items, particularly heating for shelters and warm clothing for children and adults.

### Achievements and Impact

- The Shelter/NFI WG addressed needs in hygiene supplies. A total of 6,800 individual kits and 805 family kits were distributed in various locations, including Yerevan. 500 packages of baby diapers were provided to spontaneous arrivals from NK in Goris, Sisian and Kapan.
- As part of the winterization response, 1,475 bedding kits, including bed linen, pillows and winter blankets, were distributed in Dilijan, Sisian and Kapan. Additional 21,000 winter blankets and 648 heaters were distributed across different marz. 2,250 children in Vardenis, Kotyak, Hrazdan and Goris benefited from warm clothing.
- In response to shelter needs, 1,000 foldable beds have been distributed to families mainly in Gegharkunik, Tavush, Syunik and Kotyak.
- UNDP, as per the request by the Government, covered the payment of utilities costs for 64 facilities.

### Remaining Gaps

- The main challenge remains the availability of regularly updated detailed data on the displaced population, including those who returned to NK, which is a concern for the response and planning purposes.
- Cash-based interventions have been identified as the most appropriate type of assistance in the Armenian context and preferred option by the concerned population. Despite a recent openness with regard to cash assistance, in the absence of the Government's authorization to proceed with humanitarian cash transfers, this modality is still pending implementation.
- Local authorities are lacking capacity to undertake quick distribution of relief items.

### Recommended Action

- Continue advocacy for more favorable conditions for cash-based interventions in order to transfer in-kind provision of NFIs into cash for NFIs in close coordination with the Government, including on adequate targeting.
- Continue to work directly with the social workers/municipalities and building their capacity to identify the needs of families and support with a quick distribution of items.
- Continue efforts to get regular updates with accurate disaggregated data from the Government to better inform the humanitarian response.



## Cash Sub-Working Group

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### Current Situation

The reporting period saw a certain breakthrough in the Government's approach to cash interventions, with cash voiced as one of the preferable support modalities under the overall Government leadership. Two cash support programs were rolled out by the Government of Armenia.

The first one included one-time support in the amount of the minimum wage (68,000 AMD) per adult having NK registration, if they fulfil certain criteria, and universally to all children from NK (68,000 AMD per child). Moreover, if a person did not have full/partial property in Armenia, an additional 15,000 AMD was paid. If a person receives old age, disability or survivor's pension/benefit or pensions, then the cash assistance is calculated as a positive difference between the two values. Distribution is done via Haypost, while applications are being submitted online.

The second program involves a one-time payment of 300,000 AMD per person to those, who have been registered and lived in territories that are currently under the control of Azerbaijan at least 3 months prior to 27 September 2020 (this will be validated and verified by NK authorities). Applications are submitted online, and assistance is received through Haypost and Artsakhpost.

Moreover, the Government has drafted a few more programs, for which details are still under discussion, with focus on supporting host families and assistance to families of civilian victims or civilians who have acquired disability in Armenia or NK as a result of the escalation of violence in the NK conflict zone on 27 September 2020.

### **Identified Priority Needs**

- Priority needs include cash for winterization (utilities, warm clothes), as well as more needs-based, predictable and long-term support to those families, who will be unable to return both in the short-term and long-term.
- At the same time, cash for food and NFIs should be embedded in future Government interventions together with support to host families. Special needs of children, including children with disabilities, children under 5 and others, as well as other vulnerable groups should be considered in the design of cash interventions.

### **Achievements and Impact**

- The Cash sub-WG has worked in preparedness mode to align approaches and modalities for the potential rollout of cash interventions.
- The group has developed cash support options in alignment with national social protection program and measurements.
- Advocacy messages were developed for the Government in form of a letter together with a list of questions on various Government planned cash support programs. Moreover, financial capacity assessment was conducted for immediate and medium-term support by partners of Government programs.
- A joint meeting took place between the Cash sub-WG, the Ministry of Labour and Social Affairs (MoLSA) and the Deputy Prime Minister's (DPM) Office to discuss ways of cooperation in the rollout of cash support programs. Government leadership in identification of beneficiaries and design/setup of transfer values was emphasized with two options for involvement by development partners – through direct payment to the Treasury and through payments via Haypost/Artsakhpost. Agreement was reached to elaborate on each of the modalities, including steps for post-distribution monitoring and financial accountability.

### **Remaining Gaps**

- Challenges include the limited scope of participation of group members in the design of cash support programs and determination of transfer values, including identification of beneficiaries. Moreover, the procedural modalities have not yet been developed for concrete involvement of partners in supporting any of the identified options by the Government.

### **Recommended Action**

- Constant communication with MoLSA and DPM's office on next procedural steps in regard to the identified two transfer options (Treasury and Haypost), including key elements of post-distribution monitoring, beneficiary selection, transfer values etc.
- Receive more clarity from MoLSA and DPM's office on the number of individuals/households affected by NK conflict and in need of cash support, including value and duration, as well as the role of development partners.



## **Food Security and Nutrition Working Group**

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### **Current Situation**

While a shift in preference of partners to a cash-based modality for distribution of food assistance has been observed, this is not currently an option for NGOs and therefore the Food Security and Nutrition WG has taken steps to recommend a food assistance basket for partners that support them in their food assistance plans.

### **Identified Priority Needs**

- Based on the first round of data received from the Migration Service, the WG assumed that out of the 81,408 spontaneous arrivals recorded in Armenia on 17 November, 36% need food assistance. This means that the population targeted at this point for food assistance each month is 29,307.

### **Achievements and Impact**

- Breast Milk Substitute SOPs have been developed for partners;
- Standard food basket developed for partners (including dietary components and costings);
- 17,965 people reached with food assistance by four partners in the month of November.

### **Remaining Gaps**

- Better understand if this food support is covering the full food security needs of people for the 30-day period of the month and what the gaps might be.
- Enhance coverage of nutritionally sensitive programming, such as infant and young child feeding programs.



## **Health Working Group**

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### **Current Situation**

The Ministry of Health (MoH) is the sole provider of health services to the spontaneous arrivals. Primary health services are free of charge for spontaneous arrivals as for citizens of Armenia. Spontaneous arrivals can visit primary health facilities in the area of their temporary residence and are enrolled immediately without any special registration procedures. However, the Rapid Needs Assessment showed that spontaneous arrivals are unaware of medical/healthcare services available in the area in which they are accommodated. Although preliminary results of the ongoing monitoring exercise show that 62% of the spontaneous arrivals from NK who reported medical needs were able to receive the necessary assistance in Armenia, support for continuity of essential health services like medications for non-communicable disease is needed, as well as continuous support to government health structures, to facilitate access to health services to spontaneous arrivals, and establish / strengthen mobile clinics and presence of teams in priority settlements and communities hosting the largest number of displaced arrivals.

### **Identified Priority Needs**

- Continuation of essential services through primary and secondary health care;
- Support MoH with oxygen supplies for moderate and severe COVID-19 cases and PPEs for health staff;
- RCCE activities COVID-19 public health measures and distribution of face masks to the general population;
- Support MoH on current shortages on NCD drugs in Armenia;
- MHPSS at all levels and related interventions to allow for activities on service provision (support and referral to specialized services, including the referral of acute mental health cases to government structures) and ensure psychotropic drugs for severe cases.

### **Achievements and Impact**

- WHO delivered 100 Oxygen Concentrators and other COVID-19 supplies to MoH;
- Deployment of UK-med EMT for case management and on-job training in Sant Grigor Lusarovich Hospital-Yerevan;
- MPHSS expert was identified to support interagency efforts by WHO, UNICEF and other agencies and to assist on the establishment and leadership of the technical reference group for MHPSS.

### **Remaining Gaps**

- Reassessment of health needs by UN agencies;
- NCD drugs, trauma surgery medical supplies, oxygen sources for COVID19 cases.

### **Recommended Action**

- Coordinated approach on MHPSS activities with the aim to facilitate an integrated, strengthened and effective approach to address the most urgent mental health and psychosocial issues with the help of the technical reference group on MHPSS.

### **Current Situation**

Humanitarian needs are increasingly intercepting with growing recovery needs. The Early Recovery WG is focusing on developing programs and activities in support of energy saving solutions (catering for increased utility bills), temporary jobs scheme in selected communities, grant scheme for NGOs and individuals for community recovery and resilience, and support to COVID-19 awareness raising activities in host communities.

Service delivery and utility payment capacities of host communities have been impacted by the presence of spontaneous arrivals from NK. Accommodation in private housing, hotels and public facilities has challenged the communities from various perspectives respectively, such as accommodation conditions, increased utility bills and sustainability of the accommodation arrangements.

Unemployment and limited access to benefits (especially for informal workers), linked to COVID-19 and the conflict, are the most pressing livelihood issues, while the capacity of the local economy to provide jobs for the spontaneous arrivals is reported as limited. In a number of communities, particularly the ones in the border regions, economic and agriculture activities, have been affected

### **Identified Priority Needs**

- Covering the increased service needs, including management of COVID-19 related issues;
- Addressing livelihood and employment opportunities;
- Increasing Early Warning and Disaster Risk Management Capacities.

The above is reflecting the immediate/short-term needs of spontaneous arrivals, and not the wider host community and systemic needs, which the Early Recovery WG is also looking into. More comprehensive needs include livelihoods and enterprise recovery and development; community infrastructure rehabilitation and green recovery; governance and institutional systems strengthening; social cohesion and community resilience.

### **Achievements and Impact**

- EE solutions in form of LED street lighting in 3 communities installed;
- Fuel briquetting for 50 spontaneous arrivals and host families in Lory region (100 tons in total).

### **Remaining Gaps**

- The priority needs are also reflecting the gaps. As early recovery is a longer-term perspective, the current interventions are a start-up of longer-term initiatives, and the gaps will also evolve in that regard.

### **Recommended Action**

- Initiatives aimed at local economic development, building local resilience and preparedness for crises are recommended. In the shorter run, the most pressing issues such as energy and anticipated increase of utility bills need to be addressed.
- Spontaneous arrivals should be provided with access to measures for their socio-economic engagement and income-generating activities to ensure a dignified living.
- Boosting of service delivery capacities, including special lens on COVID-19 and its impact.

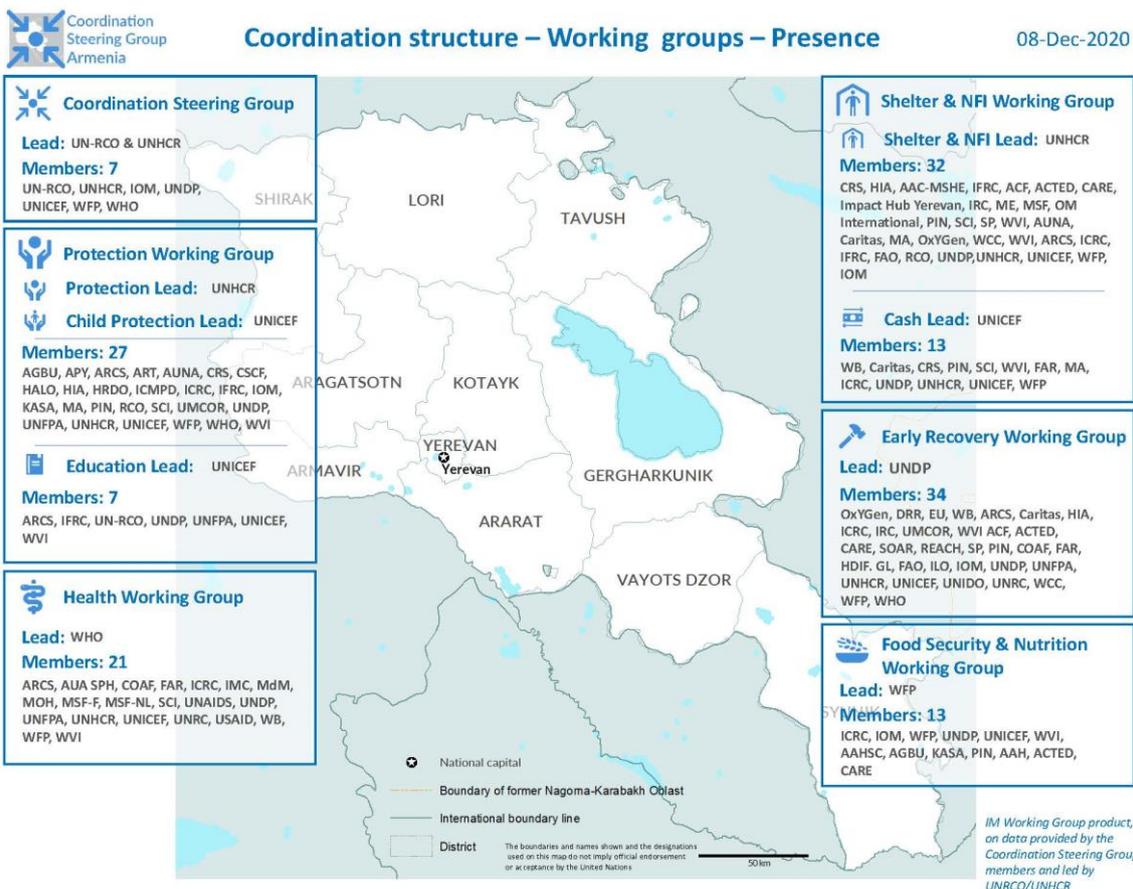
# WORKING IN PARTNERSHIP

While no formal humanitarian assistance framework has been put in place given the absence of a Government request to do so, the UN team in Armenia has established a coordination structure, which, at the technical level, is centered around four main humanitarian Working Groups (WG) – Shelter and NFI, Protection, Food Security and Nutrition, and Health – as well as a fifth Working Group on Early Recovery allowing mainstreaming of longer-term initiatives to strengthen communities in Armenia. Additional Sub-Working Groups have been established in the area of Child Protection, Education, and humanitarian cash transfer programming. These technical Working Groups form the backbone of the coordination of the humanitarian response and serve to mobilize and strengthen coordination and collaboration among the different UN agencies, international organizations, local and international NGOs with the ultimate goal to ensure provision of most efficient, swift and cost-effective humanitarian response to challenges generated by the conflict in Nagorno-Karabakh. To date, 15 UN agencies, 32 international NGOs, 26 national NGOs, 3 intergovernmental organisations, 3 Government entities, and 6 international organizations NGOs are part of the coordination system.

Interagency coordination is ensured by the Coordination Steering Group (CSG), which is comprised of chairs of the activated WGs and co-lead by the UN Resident Coordinator’s Office and UNHCR. The CSG is supported by an Information Management WG to ensure a harmonized approach among agencies and partners in collecting information on activities and to facilitate data and information gathering as well as dissemination. A Technical Reference Group on Mental Health and Psychosocial Support ensures a coordinated and effective approach on MHPSS activities across WGs.

At the Principals level, the coordination structure brings together the Resident Coordinator and Heads of UN Agencies to ensure overall alignment and clear guidance of the humanitarian response. The coordination model has been communicated to the Ministry of Foreign Affairs, as well as to all relevant stakeholders. As it is currently pending endorsement by the Government, it is implemented on a ‘no objection’ basis. The UN system in Armenia would welcome a deeper engagement and exchange with the Government and key sectoral line Ministries to explore ways for planning and extending humanitarian assistance in an acceptable format and with maximum efficiency.

Given the fluidity of the crisis, the coordination modalities will be reviewed continuously and adjusted according to the evolving situation on the ground, in full respect of globally established mandated roles and responsibilities.



## FINANCIAL INFORMATION

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The Coordination has activated a request for a Central Emergency Relief Fund (CERF) Rapid Response funding window, under which WHO, UNICEF, IOM, and UNHCR are requesting a total of \$ USD 2.8M under 4 sectors (Protection, including child protection and education, Health and Shelter/NFI,). Projects and agency submissions have been consolidated and the amount requested is estimated at about 11% of the Total Financial Requirements identified for all (life-saving) sectors, which currently stand at \$ USD 26.9M.

The development of an Inter-Agency Response Plan 2020-2021 to address the broader humanitarian consequences of the NK crisis is under preparation, and Working Groups are currently developing the outlines of a response strategy, while IA Response Plan partners will be requested to present their planned activities as part of the Response, as well as financial requirements. The IA Response Plan will be country specific, covering the period from October 2020 – July 2021 (9 months) and serve as a coordination, advocacy and resource mobilization tool. It will not only include the humanitarian activities but also early recovery, resilience, and durable solutions components (also factoring Crisis Response Plans already in place, such as the SERP and the new UNSCDF that strategically governs development initiatives of the UN in Armenia from 2012 to 2025) and will include part of the host community, in addition with the displaced population from NK in Armenia.

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