REFERRAL GUIDE FOR REINTEGRATION OF RETURNEES IN ARMENIA
Referral Guide for Reintegration of Returnees in Armenia

Yerevan 2013
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<tr>
<td>AAAS</td>
<td>Armenian Social Aid Society (Association Arménienne d’Aide Sociale)</td>
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<td>ABB</td>
<td>Armbusinessbank</td>
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<td>ACBA</td>
<td>Credit Agricole Bank</td>
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<td>AMD</td>
<td>Armenian Drams</td>
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<td>ARCS</td>
<td>Armenian Red Cross Society</td>
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<td>ArExImBank</td>
<td>Areximbank-Gazprombank Group</td>
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<td>ASHIB</td>
<td>Ardshininvest Bank</td>
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<td>AVR</td>
<td>Assisted Voluntary Return</td>
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<td>AVRR</td>
<td>Assisted Voluntary Return and Reintegration</td>
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<td>AVRR-MC</td>
<td>Measures to enhance the Assisted Voluntary Return and Reintegration of migrants a chronic medical residing in the EU project</td>
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<td>BAMF</td>
<td>German Federal Office for Migration and Refugees (Bundesamt fuer Fluechtlinge)</td>
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<td>CBA</td>
<td>Central Bank of Armenia</td>
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<td>CIS</td>
<td>Commonwealth of Independent States</td>
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<td>EU</td>
<td>European Union</td>
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<td>EUR</td>
<td>Euro</td>
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<td>FADF</td>
<td>French Armenian Development Foundation, same as FFAD</td>
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<td>FFAD</td>
<td>French Armenian Development Foundation (Fondation Franco-Armenienne pour le développement), same as FADF</td>
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<td>FEDASIL</td>
<td>Federal Agency for the Reception of Asylum Seekers</td>
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<td>GARP</td>
<td>Government Assisted Repatriation Programme</td>
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<td>GIZ</td>
<td>German Society for International Cooperation</td>
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<td>HEI</td>
<td>Higher Education Institutions</td>
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<td>HIV/AIDS</td>
<td>Human immunodeficiency virus / acquired immunodeficiency syndrome</td>
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<td>HSBC</td>
<td>Hong Kong and Shanghai Banking Corporation</td>
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<td>H&amp;H</td>
<td>Hope and Help</td>
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<td>ICHD</td>
<td>International Center for Human Development</td>
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<tr>
<td>ID</td>
<td>Identity Document</td>
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<tr>
<td>ILO</td>
<td>International Labour Organization</td>
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<td>IOs</td>
<td>International Organizations</td>
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<td>IOM</td>
<td>International Organization for Migration</td>
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<tr>
<td>KPMG</td>
<td>Klynveld Peat Marwick Goerdeler</td>
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<tr>
<td>MEDP</td>
<td>Micro-Enterprise Development Project</td>
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<tr>
<td>MES</td>
<td>Ministry of Education and Science</td>
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<td>MLSA</td>
<td>Ministry of Labour and Social Affairs</td>
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<td>MoD</td>
<td>Ministry of Defence</td>
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<td>MoJ</td>
<td>Ministry of Justice</td>
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<td>MoU</td>
<td>Memorandum of Understanding</td>
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<td>MRC</td>
<td>Migration Resource Centre</td>
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<td>MSY</td>
<td>Ministry of Sport and Youth Affairs</td>
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<td>NGO</td>
<td>Non-governmental Organization</td>
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<td>OFII</td>
<td>French Office for Immigration and Integration</td>
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<td>PEAs</td>
<td>Private Employment Agencies</td>
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<td>PIN</td>
<td>People in Need</td>
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<td>PHC</td>
<td>Private Health Care</td>
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<td>RA</td>
<td>Republic of Armenia</td>
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<td>RACOB</td>
<td>Return Assistance in Armenia - Cooperation OFII-BAMF</td>
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<td>RCR</td>
<td>Referral Centre for Reintegration</td>
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<td>REAG</td>
<td>Reintegration and Emigration Programme for Asylum Seekers in Germany</td>
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<td>RUEA</td>
<td>Republic Union of Employers of Armenia</td>
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<td>SEA</td>
<td>State Employment Agency</td>
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<tr>
<td>SME</td>
<td>Small and Medium Enterprises</td>
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<td>SMEDNC</td>
<td>Small and Medium Entrepreneurship Development Centre</td>
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<td>SMS</td>
<td>State Migration Service</td>
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<td>TB</td>
<td>Tuberculosis</td>
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<td>UAMS</td>
<td>Unaccompanied Minors</td>
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<tr>
<td>ULISSES</td>
<td>Umbrella Information Support System for Employment Services</td>
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<td>Abbreviation</td>
<td>Full Form</td>
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<tr>
<td>UNDP</td>
<td>United Nations Development Programme</td>
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<tr>
<td>UNHCR</td>
<td>United Nations High Commissioner for Refugees</td>
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<tr>
<td>UNICEF</td>
<td>United Nations Children’s Fund</td>
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<tr>
<td>UMCOR</td>
<td>United Methodist Committee on Relief</td>
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<tr>
<td>VAT</td>
<td>Value Added Tax</td>
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<tr>
<td>VoTs</td>
<td>Victims of Trafficking</td>
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<tr>
<td>VTB</td>
<td>Vneshtorgbank</td>
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<tr>
<td>WHO</td>
<td>World Health Organization</td>
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<td>ZIRF</td>
<td>Information Centre for Voluntary Return</td>
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Foreword

Migration in Armenia is very much related to the country’s economic situation and absence of sufficiently-paid jobs which drive people to look for income abroad. As there are no fully operational bilateral and multi-lateral labour agreements, emigration takes place mostly irregularly, and many Armenian nationals find themselves in irregular situations abroad, which in its turn, increases the cases of return. Upon return people can face problems of their integration back into the society.

Reintegration of returnees is a key for sustainability of return. Returnees deserve being treated as a group in need of special attention. Therefore provision of adequate environment for successful reintegration to returning Armenian citizens is very important.

The policy on reintegration in Armenia is just being formulated and there is a need to map the various state and non-state bodies involved in reintegration and their respective roles with respect to the larger picture of the whole state administration dealing with the returning nationals.

Moreover, it is important to have a full picture of the reintegration services available in the country for returnees.

The Reintegration Referral Guide was initiated with the goal of steering and improving the assistance to the returnees toward the sustainability of return.

The Guide is in support of Armenia’s Migration management national policy, especially the Priority Problem 8 (Assistance to the return of RA nationals from foreign countries and to their reintegration in their home country). The Guide is also in line with the IOM Strategy and the European Neighbourhood Policy (ENP) Armenia Action Plan.

This Guide attempts to clearly identify the roles of all relevant state, non-state and intergovernmental bodies involved in return of Armenian citizens and their successful reintegration in Armenia; and given that reintegration has different aspects (legal, social, psychological, cultural, economic, health related, etc.) which require a complex approach, this guide will serve as a referral point for further assistance.

The Guide covers the various issues related to reintegration such as citizenship, residence, return documents, entry to Armenia and registration; pensions, benefits; economic and social reintegration; employment and self-employment (entrepreneurship) services for returnees; vocational training services; training and re-qualification; education and language training; banking system and micro-crediting; military service; customs and tax issues; and health and health insurance. In addition, the Guide includes useful addresses and contacts.

The guide is intended to strengthen the in-country network of reintegration service providers. Sound capacity building focused on cooperation and coordination of reintegration services will hone the skills of the relevant officials and improve the reintegration services ultimately leading to a sustainable return of citizens.

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2 MC/2216 IOM Strategy adopted as Resolution No. 1150 (XCIII) at IOM Council 93rd (Special) Session on 7 June 2007.
to more sustainable return.

The Guide is expected to serve as referral mechanism for all the bodies involved in reintegration of returnees. The guide can be used not only by the governmental, but also non-governmental organizations in providing reintegration assistance to returnees. The guide will be used at the Integrated Social Services and Migrant Resource Centres (under the Ministry of Labour and Social Affairs) and the one stop shop entitled “Referral Centre for Reintegration” (under the State Migration Service).

We would like to thank the team working on the Guide: Mr Sergey Brestovitsky, Ms Julia Hartlieb, Ms Adrine Shirinyan (consultants), as well as Ms Kristina Galstyan (IOM Armenia), Ms Eurídice Marquez (IOM Regional Office for Eastern and South-Eastern Europe and Central Asia), colleagues from IOM Missions in Armenia, the Netherlands, Belgium, Switzerland, IOM Regional Office for Eastern and South-Eastern Europe and Central Asia. We would like to thank all the bodies with whom we collaborated in preparation of the Guide: the Ministry of Labour and Social Affairs, State Migration Service, Ministry of Diaspora, Ministry of Defence, Ministry of Education and Science, Ministry of Foreign Affairs, Ministry of Health, Ministry of Justice, Police, National Security Service, State Revenues Committee, Ministry of Sports and Youth Affairs, Central Bank, Small and Medium Entrepreneurship Development National Center of Armenia at the Ministry of Economy and Confederation of Trade Unions of Armenia, Armenian Caritas Benevolent NGO, French Office for Integration and Immigration, French Armenian Development Foundation, International Centre for Human Development, People in Need Czech NGO, Repat Armenia Foundation, the Republican Union of Employers of Armenia, the EU Advisory Group to Armenia, Heimatgarten Adaptation Centre Yerevan and Hope and Help NGO.

The Guide was prepared and published with the funding from the IOM Development Fund, which provides special support to IOM’s Developing Member States and Member States with Economy in Transition for the development and implementation of joint government-IOM projects to address particular areas of migration management.

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Part I  Reintegration system in Armenia
Chapter 1  Return

1.1 Citizenship

Return begins in the country of destination when migrant makes decision to go back home regardless of the roots of such decision – whether it is completely vulnerable or made under pressure of the personal situation or, finally, it is mandatory as administrative measure.

In any case, the right to return home is one of the fundamental ones. The article 13(2) of Universal Declaration of Human Rights, states: “everyone has the right to leave any country, including his own, and to return to his country”. Following this principle, the Article 25 of the Constitution of the Republic of Armenia stipulates: “Every citizen and everyone legally residing in the Republic of Armenia shall have the right to return to the Republic of Armenia”.

Who is Armenian citizen?
The Armenian Citizenship is regulated by the RA law on “Citizenship of the Republic of Armenia” which was adopted 6 November 1995. Based on the Citizen Law, the RA Citizenship is acquired:

- by birth
- through receiving citizenship (naturalization)
- through receiving citizenship as a group (group naturalization)
- through recognition of citizenship (for citizens of the former Armenian Soviet Socialist Republic, citizens of other republics of the former Union of Soviet Socialist Republics and stateless persons)
- through the restoration of citizenship
- on the bases set forth in the international treaties of the Republic of Armenia
- in other cases set forth in the Law

Relevant to migrants is the first subparagraph of Article 6 which sets out that “Residence outside of the territory of the Republic of Armenia does not automatically result in loss of RA citizenship” as well as the second part of Article 7 which states that “The Republic of Armenia, its diplomatic and consular mission and the officials are required to protect the rights of the RA citizens abroad...”. 
1.2 Documents

Return back home after years or months staying in host country requires preparatory measures. Usually the very initial stage presumes crossing the border and, accordingly, obtaining all the necessary documents and respecting all the required procedures. Normally, the Armenian citizen returning from abroad needs only passport or equivalent to cross the border to Armenia. All citizens of the RA older than 16 may carry an Armenian passport, regardless of place of residence. Armenians abroad can apply for or extend a passport at embassies or consular office of the Republic of Armenia. RA citizens residing abroad who do not have a valid passport or have expired passports from the former Soviet Union, but need to return urgently to Armenia, can be issued a return certificate (which is a temporary one-way travel document) by the embassy or consular office in the host country. A return certificate can also be issued for forced returns in case the Armenian citizen does not hold a valid travel document.

In Armenia it is the Police that issue passports through the Police Passport Department and the Passport Offices across the country. A Population Register was introduced in 2006 and holds information such as name, residence status, address, date and place of birth, sex, issued passport and ID documents and corresponding dates, citizenship of Armenia or other countries, number of social service card. It also contains information from the Ministry of Foreign Affairs received in their consulates on Armenians residing abroad. The information can be accessed by the Police, by the Passport Offices in Armenia, by the Ministry of Foreign Affairs and the National Security. Some consular offices abroad are also linked to the Population Register. Since 2007 the Population Register also includes pictures.

In 2012 an electronic passport featuring biometric data as well as an electronic identification card was introduced in Armenia. The biometric passport functions as a travel document and the electric ID card is for use within Armenia. The biometric passports have a picture, the digital image of the holder’s fingerprint and the electronic signature of the holder. Both biometric passports and ID cards are valid for ten years. The cost for a biometric passport is AMD 25,000. An ID card costs AMD 3,000.

1.3 Return and Registration

During the return process, returning migrants who hold a valid passport, are not registered at the border points upon their arrival in Armenia and the RA does not keep statistics about rates of return migration. Once an Armenian citizen has returned to Armenia he/she only needs to inform the authorities and register under the new address if they registered their emigration in the first place. Births, deaths, marriages and divorce need to be registered in one of the urban or regional divisions of the Civil Registry Agency. The Civil Registry Agency also keeps the civil registry archive.

According to the State Registration of Population Law, Armenians who reside in a foreign country for more than 6 months must inform in writing the appropriate embassy or consular office of the Republic of Armenia. The embassy will then contact the Police in the RA and their address will be changed. The Armenian citizen will need to contact the embassy or consular office either in the host country, or if not available in the nearest neighbouring country. Not registering with an embassy can result in a financial penalty. Children that are born abroad to Armenian citizens
acquire Armenian citizenship regardless of his/her place of birth and need to be registered with an Armenian embassy or consular office at the earliest opportunity.

Returnees that had civil changes whilst being abroad, (e.g. the birth of children etc.) and did not inform the respective Armenian embassy or consulate will need to update their records in the Civil Registry Agency after their return. In case they used an alias name whilst being abroad and the alias name was used in the marriage or birth certificates, the Civil Registry Agency has to be alerted about this so that the record can be adjusted. So far there is no mutual legal assistance agreement with the EU for cases where the civil registry records need correcting. The agreements that Armenia has on mutual legal assistance is the Minsk Convention for CIS member states and bilateral agreements with Greece, Lithuania and Bulgaria. For countries where Armenia has no agreement, the Civil Registry Office will contact the relevant host country through the Ministry of Foreign Affairs and through the local Armenian Embassy in order to confirm the information with the authorities and adjust the records accordingly. Returnees that require an amendment to their civil registry records are required to approach their local Civil Registry Office and the inquiry will start from there.

1.4 Entry to Armenia, Customs

RA Customs Code, Article 105, paragraph 6 stipulates that “Natural persons arriving in the Republic of Armenia for permanent residence may import duty free property for their personal use. The same person enjoys the privilege set forth in this paragraph once in 5 years.” Under article 111 of RA Customs Code, the goods transported by physical persons through RA customs border for which article 105 of RA Tax Code provides customs duty privileges, are exempted from customs duty. According to Section 128 of the RA Customs Code, all goods imported through the Republic of Armenia customs borders are subject to declaration. The declaration shall be effected in forms specified by the RA State Revenue Committee; the latter shall be delivered in writing or by word of mouth, producing concise information about goods and means of transportation, the purpose of their being transported. Besides, under article 7 of RA Law on Value Added Tax (VAT), the importation by physical persons of personal effects specified by law is not subject to VAT. (Government of the Republic of Armenia, 1997). Moreover, the property of natural persons arriving in the RA for permanent residence shall be imported within 180 days before or after registration in the RA for the purpose of permanent residence. With respect to the transported property subject to the above privilege, the RA Customs Code, Article 2 paragraph u) clarifies what is considered as a personal property: “Personal property of natural persons arriving in the RA is the property personally used by the individual, the private car, and household items without...
manufacturer’s packaging and labelling and which were purchased by the natural person prior to the arrival in the RA. In addition, the private car shall be de-registered in the country the RA citizen returned from. For some commodities, the RA government can impose limitations on the personal property of RA citizens arriving for permanent residence in the RA.

It is also required that the personal car is registered under the name of the given person, and be transported from the same country whence the returnee is arriving.

In order to prove the legacy and use the benefits of the law and favourable customs conditions the returnee shall:

- Deregister in the RA prior to departure to a foreign country
- Register at an RA consulate in the foreign country
- Re-register in the RA after return.

This is specified in:

- Article 7.2 of the Law on the State Register which provides that when leaving the country for a period longer than six months, an Armenian citizen has to inform an Armenian consulate in writing, following which a relevant record is made in the Population Register.
- RA Customs Code, Article 105: “RA citizens who left the RA in accordance with the laws of the RA for another state for permanent residence upon arrival to the RA shall submit to the customs bodies the documents certifying their permanent presence in the foreign state (under RA laws on the State Register of Population and Consular services): citizen’s passport with a seal of the consular service reading “Registered by consular service for permanent residence” and/or a certificate of permanent residence issued by the competent body of the foreign state which was recognized as genuine by the RA foreign ministry.” (Government of the Republic of Armenia, 2000).

If the returnee does not possess the required documents, he is not eligible for the above privileges and his property shall be cleared under articles 102 and 110 of RA Customs Code. In addition, his property is subject to 20% VAT under article 6 of RA Law on VAT.

1.5 Importation of currency through customs border of RA

Under Resolution of the Central Bank of Armenia of 29-07-2005 No.386, RA “physical and legal persons (except banks, credit organizations and collection organizations) and individual entrepreneurs are entitled without written customs declaration (except cases provided by law) to import to the Republic of Armenia cash equivalent to up to 15,000 Euro”. In case of exceeding the above limit, the importation of this amount is subject to customs declaration.

5 Ibid

6 The “equivalent document” might be a RA certificate of permanent residence.
Chapter 2  Reintegration

2.1 Socio-Economic Reintegration and the Role of State Bodies

In order to make returns sustainable, reintegration plays an important role. Effective reintegration of migrants back into their home communities is an essential element in their ability to lead productive lives upon return and to facilitate the sustainability of return. Effective reintegration consists of many elements, including social, political and economic, and requires the active engagement of the migrant. Productive re-integration into local economic and social activity enables the migrant to attain self-sufficiency and the country of origin to more effectively use the skills, expertise and resources gained in the host countries. Socio-economic reintegration refers to the social and economic process of reinsertion into the local community. It is generally recognized that the most immediate and urgent need is for economic reintegration in order to secure an income that can provide for both the returnees and their families. Socio-economic reintegration is ideally complemented by a psychological, political, cultural and legal reintegration support.

Assistance to return and reintegration is an important part of migration policy and management7 system in Armenia. The “Concept Paper on the Policy for the State Regulation of Migration in the Republic of Armenia”8 specifies the main challenges and strategies in regards to Armenia’s migration policy, and one of them directly refers to the assistance for the return of Armenian nationals and their reintegration in their home country. This priority is also reflected in the “National Action Plan for Implementation of the Policy Concept for the State Regulation of Migration in the Republic of Armenia in 2012-2016”. The issue 8 is related to the support to the return of the RA citizens to Armenia, as well as their further reintegration process. The main activities described in the National Action Plan are as follows:

- the improvement of the internet information system;
- the organization of consulting services in the bodies working with migration (such as the State Migration Service and other ministries);
- discussing with host countries issues of return and reintegration and the only point directly referring to socio-economic reintegration;
- the running of employment programmes for returnees.

The role of state in the reintegration process might be hardly underestimated. This is the process where all the state institutions participate playing their roles in accordance with their competencies. Within this framework usually there must be an agency assigned to coordinate these activities. The State Migration Service (SMS) under the Ministry of Territorial Administration

7According to IOM Glossary, the term migration management is used to encompass numerous governmental functions within a national system for the orderly and humane management for cross-border migration, particularly managing the entry and presence of foreigners within the borders of the State and the protection of refugees and others in need of protection. It refers to a planned approach to the development of policy, legislative and administrative responses to key migration issues.

8Adopted by the RA Government Protocol Decision N51 on 30 December 2010
is the leading agency in migration management in Armenia. It coordinates migration issues and
develops policies. The SMS's mandate was approved by government decision №1515-N from
of the Policy Concept for the State Regulation of Migration in the Republic of Armenia in 2012-
2016”.

2.2 Migrant Referral Centers

There is no formal referral system set up in the RA so far. Potential and returned migrants can
find assistance in one of the seven Migration Resource Centres (MRC), which are run under the
State Employment Agency of the Ministry of Labour and Social Affairs. The MRCs which are
located in all four regions of the country do take over functions of a referral system and will
inform migrants about available services.

MRC has two target groups, potential labour migrants and migrants that returned to Armenia.
The MRCs provide potential labour migrants with information on visa procedures, legislation
and employment opportunities in host countries. They also inform returnees about existing
reintegration programmes, refer to state employment programmes, undertake skill assessments
for returnees and invites employers and potential job candidates to so called job clubs. One of
the Migration Resource Centres in Yerevan additionally runs a hotline for Armenians living in
Poland giving advice on documents, visas, banking etc.

The first MRC in Armenia was established by IOM in 2006 and transferred to the State Employment
agency in 2010. Later the IOM MRC model was replicated in 2 more locations within SEA with
assistance from the EU-funded ILO run project and in 4 more locations with assistance of EU-
funded project run by the People in Need NGO.

A new system of Integrated Social Services was introduced by the Armenian Government in
2013. This system sees all social services united “under one roof”. The objectives of the Integrated
Social Services are on hand to increase efficiency and reduce paperwork within the authorities
but at the same time they are there to provide an individual approach to beneficiaries, especially
families and to provide one place where a recipient can receive all available information relating
to services ranging from social security, social services, employment service and medical boards.
The Integrated Social Services will work with caseworkers who will carry out an assessment
of families and develop individual social support and protection plans tailored to the needs
of the particular family. Fifty-five Integrated Social Services are planned to be opened across
the country, in every administrative unit of Armenia. Once the Integrated Social Services will
commence their work, the Migration Resource Centres will become a part of this structure.

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9 Job clubs are events where employers present their companies to a group of jobseekers.
10 The Concept of the system of integrated social services is available at http://www.mlsa.am/home/links.php?id_
link=124 (in Armenian) and related decisions can be found at http://www.mlsa.am/up/ALL%20text%20integrvac.
pdf (in Armenian).
2.3 Reintegration Programmes

In Armenia, the government itself does not implement reintegration programmes but activities are covered by organizations, which normally have a fixed project duration and depend on external funding by donor aid. Returnee’s issues do not fall under one specific Ministry as returnees do not constitute a separate group and will be defined as employed, unemployed, pensioner etc., i.e. there are a number of Ministries involved in the reintegration process (as per the Action Programme for Implementation of the Policy Concept for the State Regulation of Migration 2012-2016).

In Armenia there are currently six organizations implementing specific reintegration programmes to facilitate the reintegration of returnees in areas like, for example, employment, vocational training and social welfare:
- Caritas Armenia,
- French Armenian Development Foundation (FADF),
- Hope and Help (H&H),
- International Organization for Migration (IOM),
- French Office for Immigration and Integration (OFII) and
- People in Need.

Most of the reintegration programmes target returnees from a defined spectrum of countries and offer a variety of assistance with differing amounts of assistance. Depending on the donor, each is finite. In most cases the assistance starts pre-departure in the host country of the returnee and continues with reintegration assistance upon arrival in Armenia. The objective of these programmes is to provide assistance in the initial reintegration phase and to therefore enhance a sustainable reintegration in Armenia.

2.3.1 Caritas Armenia

Caritas Armenia, which is a registered benevolent NGO was established in 1996 and works in the four areas of Social Protection and Care, Community Development, Public Health and Migration and Integration. Examples of their work include projects assisting vulnerable groups such as the elderly, orphans, children, medical cases and disabled persons in Lori, Shirak, Gerakunik and the Yerevan region. It also promotes infrastructure development such as the construction of water pipelines and irrigation systems, the refurbishment of school facilities and the construction of Community Centres. The office in Yerevan deals with migration. In 2006 Caritas Armenia started cooperation with Caritas International in Belgium where many Armenian migrants live.

11The list of the Programmes and projects in migration management is maintained and periodically updated by the Donor Coordination Thematic Group on Migration Management, Anti-Trafficking and Cross-Border Cooperation, chaired by the IOM Mission in Armenia. The list can be requested from the IOM Mission in Armenia.
2.3.2 French Office for Immigration and Integration (OFII)

The French Office for Immigration and Integration was created in 2005 as a state body in charge of the implementation of the migration policy under the umbrella of the French Ministry of Interior (from 1945 under several names). The OFII Representation in Armenia was created in December 2012 and is in charge of reintegration projects for Armenian returnees, as follows:

- French bilateral project called ‘back to the sources’ implemented by the French Armenian Development Foundation (since 2007- till present);
- French German cooperation called ‘RACOB’ project implemented by the French Armenian Development Foundation (01/11/2012 - 31/10/2014);
- EU funded project Targeted Initiative for Armenia ‘Strengthening Armenia’s migration management capacities with a special focus on reintegration activities, in the framework of the EU-Armenia Mobility Partnership’ (Dec. 2012-Dec. 2015).

The EU Targeted Initiative Project “Strengthening Armenia’s migration management capacities, with special focus on reintegration activities, in the framework of the EU-Armenia Mobility Partnership” is implemented in cooperation with the Governments of Belgium, Bulgaria, the Czech Republic, France, Germany, the Netherlands, Poland and Romania as well as the German Society for International Cooperation (GIZ). The project objectives were designed to focus on the following areas; capacity building, information campaigns, links between diaspora and the development and reintegration assistance to voluntarily or involuntarily returning Armenian nationals. Target groups include all returnees from EU member states and other geographic areas. The project has various activities, among others a diaspora programme, which is implemented by the German Society for International Cooperation in Armenia. OFII has completed the planning phase of the “Targeted Initiative for Armenia” programme and the implementation of the activities started in December 2013.

2.3.3 French Armenian Development Foundation (FADF)

The French Armenian Development Foundation was established in 2004 by the Armenian Social Aid Society (AAAS). The AAAS was founded in 1890 and is a major actor in the Armenian Community in France. Since 2005 AAAS and OFII together with the FADF has been assisting the Armenian nationals to return back voluntarily from France to Armenia, within the framework of the “Return to Sources” project funded in 2005 by the European Union whose objective was to facilitate the voluntary return to Armenia. The project is since ongoing and has received funding from different institutions.

In November 2012 the French National Agency for the Immigration and Integration (OFII) and the German Federal Office for Migration and Refugees (BAMF) have started a cooperation to facilitate the voluntary return of Armenians from Germany. The Return Assistance in Armenia - Cooperation OFII-BAMF (RACOB) programme is not a return programme in itself but does assist the reintegration of returnees. Armenian migrants that require return assistance from Germany can return through the REAG (Reintegration and Emigration Programme for Asylum Seekers in Germany) and GARP (Government Assisted Repatriation Programme) which are run by the International Organization for Migration (IOM) in Germany.
2.3.4 Hope and Help

Hope and Help (H&H) is an Armenian NGO that was established by a group of physicians and psychologists in 1998. The NGO’s work is centred on the areas of HIV/AIDS, Prevention of Trafficking and Support for Victims of Trafficking, Youth Exchange. H&H has branches in Lori Region (Vanadzor), Tavush Region (Noyemberian) and a representative in Shirak Region (Gyumri).

Since 2006 H&H is cooperating with the German NGO Heimatgarten Bremerhaven in the programme “Voluntary Repatriation and Humanitarian Reintegration of Migrants and Refugees”. Currently H&H is assisting returnees from Bulgaria, Germany and Poland. The Project is implemented together with the Armenian State Pedagogical University (who are responsible for the language courses).

2.3.5 International Organization for Migration (IOM)

The International Organization for Migration (IOM) is the leading inter-governmental organization in the field of migration. IOM operates in Armenia since 1993 and has played an important part in reforms of migration management in Armenia through extensive capacity building, policy advice and shaping, research, technical assistance, public awareness as well as direct assistance to various categories of migrants. IOM Armenia mainly works in the following fields: technical cooperation on migration; migration policy and research; migrants rights and international migration law; border and identity management; labour migration; migration health; emergency and post-emergency operations; migration data; assistance to migrants and assistance to vulnerable migrants such as victims of trafficking.

The provision of reintegration assistance to migrants in their countries of origin is an essential element to ensure sustainability of returns. IOM and partners in countries of origin provide migrants with socio-economic support to promote their self-sufficiency and contributions to their local communities. The sustainability of returns may, however, ultimately only be ensured in tandem with socio-economic development.

Typically, potential returnees are referred to IOM by authorities of the host country, such as the immigration service, local asylum centres, or NGOs. The assistance provided to returnees varies broadly and ranges from return assistance which includes pre-departure information and counselling and the organization of voluntary return, to schemes that include help with long-term reintegration and economic viability of the migrants once they are back in their countries of origin, and upon return Rehabilitation Assistance (assistance to returnees for medical treatment and other rehabilitation activities) and reintegration assistance (usually through grants allocated by the governments of the countries from where the migrant returns to start up their businesses or pursue studies, as per individual needs).

In 2000 - 2012 the IOM assisted 6179 migrants, who returned to Armenia from mainly European countries. IOM set up the first Migration Resource Centre in Yerevan for the Ministry of Labour and Social Affairs. Currently IOM implements several projects in the area of return and reintegration with participation of Armenia. Additionally IOM assists returnees from various,
mainly European, countries on a case by case basis.\textsuperscript{13}

IOM’s AVRR programmes aim at providing orderly, humane and cost-effective return and reintegration of migrants who are unable or unwilling to remain in host countries and wish to return voluntarily to their countries of origin.

\section*{2.3.6 People in Need}

The NGO People in Need originates from the Czech Republic and has 18 offices worldwide. The mission in Armenia was established in 2003. Its activities focus on the issues of irregular migration and repatriation assistance to returning Armenians. People in Need offer assistance to vulnerable groups in the form of socio-legal counselling and delivery of social services, and works in the areas of prevention of child trafficking and reintegration of labour migrants. They also focus on the areas of job creation for resident populations to prevent migration and encourage returns of Armenians abroad. People in Need has launched their Reintegration Programmes in 2009 and has a history of assisting Labour migrants from both CIS and EU countries.

People in Need has signed a MoU with the Ministry of Labour and Social Affairs (MLSA) and has assisted in the establishment of four Migration Resource Centres in four regions using the same methodology as IOM. People in Need also contributes to the implementation of the 2012-2016 National Action Plan for Migration, as well as undertaking research, awareness campaigns and works with schools to discuss both the issues of irregular migration and human trafficking.

The project “\textbf{Support to Circular Migration and Reintegration processes in Armenia}” is implemented since 2013 with EU funding. Beneficiaries of this programme are labour migrants who voluntarily return to Armenia, the programme is also open to potential migrants among the resident population.

\footnote{The following are some of the programmes relating to return and reintegration which are currently implemented by IOM: (i) “Supporting the establishment of effective readmission management in Armenia, Azerbaijan and Georgia”; (ii) Micro-Enterprise Development (MED) Project; (iii) “Measures to Enhance the Assisted Voluntary Return and Reintegration of Migrants with a Chronic Medical Condition Residing in the EU” (AVRR-MC) Regional Project - managed by IOM Netherlands; (iv) “Return Ex-Asylum Seekers Belgium” (managed by IOM Belgium); (v) “Reintegration Assistance Switzerland” (managed by IOM Bern); (vi) “ZIRF counselling - Individual Return Related Inquiries” (Managed by IOM Germany); (vii) “Provision of Country of Origin Information on Medical Issues” (managed by IOM Austria ongoing since 2008); (viii) Assisted Voluntary Return from Poland and Reintegration (managed by IOM Poland), (ix) B-Connected (managed by IOM Belgium), (x) Return and Emigration of Aliens from the Netherlands (managed by IOM Netherlands).}
2.4 Reintegration assistance to vulnerable migrants

Vulnerable\textsuperscript{14} migrants such as elderly migrants, victims of trafficking (VoTs)\textsuperscript{15}, migrants with health needs and unaccompanied minors (UAMs) fall under the responsibility of the RA Ministry of Labour and Social Affairs\textsuperscript{16}, RA Ministry of Foreign Affairs, the RA Ministry of Territorial Administration and the RA Ministry of Health as well as the RA National Security Service and RA Police.

The assistance to victims of trafficking is regulated by the Government of the Republic of Armenia order dated 28 November 2008, N 1385-A “On approving the national referral procedure of trafficked persons”. The order aims at regulating the coordination of the fight against human trafficking. The National Action Plan (NAP) on fight against Trafficking in Persons during 2013-2015 (Decree 186-N dated 28 February 2013) is the fourth NAP and outlines the improvement and enforcement of legislation on action against trafficking in persons, prevention of trafficking in persons, protection of and support to victims of trafficking in persons, cooperation, studies, monitoring, and evaluation.

The institutions assisting returning VoTs and UAMs are IOM, the Ministry of Labour and Social Affairs, the State Migration Service, the Ministry of Health, OFII, Hope & Help and UMCOR. These include tailored assistance such as legal, material or medical help, study or vocational training, temporary accommodation, and/or business start-up depending on the needs of the beneficiary. Caritas Armenia runs a Migration and Trafficking Resource Centre. Shelter Assistance to Victims of Trafficking is provided by UMCOR (United Methodist Committee on Relief) Armenia and Hope and Help NGO.

Unaccompanied minors, also known as Separated children, are defined as persons under the age of majority in a country other than that of their nationality, who are not accompanied by a parent, guardian, or other adult who by law or custom is responsible for them. Unaccompanied children present special challenges for border control officials, because detention and other practices applied to undocumented adult non-nationals may not be appropriate for children\textsuperscript{17}. At the international level, voluntary return assistance for unaccompanied minors is provided in line with the principle of “the Best Interests of the Child” and the UNHCR Guidelines for repatriation of minors. At the EU Level there are two important documents: The European Council Resolution on unaccompanied minors\textsuperscript{18} who are nationals of third countries; and the

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\textsuperscript{14}A vulnerable group is any group or sector of society that is at higher risk of being subjected to discriminatory practices, violence, natural or environmental disasters, or economic hardship, than other groups within the State; any group or sector of society (such as women, children, the elderly, persons with disabilities, indigenous peoples or migrants) that is at higher risk in periods of conflict and crisis. IOM Glossary of Migration Terms

\textsuperscript{15}A victim of human trafficking is any natural person who is subject to trafficking in human beings. Trafficking in persons is the recruitment, transportation, transfer, harbouring or receipt of persons, by means of the threat or use of force or other forms of coercion, of abduction, of fraud, of deception, of the abuse of power or of a position of vulnerability or of the giving or receiving of payments or benefits to achieve the consent of a person having control over another person, for the purpose of exploitation. IOM Glossary of Migration Terms

\textsuperscript{16}The MLSA has a Resource-centre of support to the fighting against trafficking.

\textsuperscript{17}See the IOM Glossary on Migration. http://publications.iom.int/bookstore/free/Glossary%202nd%20ed%20web.pdf.

European Council Conclusions on unaccompanied minors\textsuperscript{19}.

The IOM assesses the return request for UAMs in terms of: family identification; pre-departure medical screening; psycho-social needs; the socio-economic situation in the country of origin; legal considerations; reintegration schemes available in the countries of origin; assistance in obtaining a valid travel documents.

For vulnerable migrants IOM also organizes health assessment; health procedures on movement assistance (including medical escort), uninterrupted health care after return. Medical confidentiality is assured throughout the process.

When assisting Elderly migrants health aspects are very important. In many cases the elderly require being placed at care centres. The MLSA is in charge of state-owned elderly houses.

Decision No. 318-N of the Government of Armenia on “State-Guaranteed Free Medical Care and Service” specifies the individuals who belong to one of the socially disadvantaged groups and who are entitled to receive state-guaranteed free-of-charge medical care and services. As of 2013, these groups include but are not limited to the beneficiaries of the poverty family benefits programme, people with disabilities (1st, 2nd, and 3rd degrees of disability)\textsuperscript{20}, children with one parent, and several other groups. The full list of socially disadvantaged and separate/special/ groups entitled to receive state-guaranteed free-of-charge medical care and services are given in \textit{Annex 1}.

In order to receive state-guaranteed free in-patient health care services, patients should present a referral from the local polyclinics, their passport, with the exception of “those urgent cases not requiring all day long surveillance when the patient does not possess identity documents”, whereas socially disadvantaged individuals and those included in separate /special/ groups should submit the identity document and corresponding documents certifying the social status (Ministry of Health of Armenia, 2012b).

\subsection*{2.4.1 Organizations working with returnees and vulnerable groups of people in Armenia}

⇒ Mission Armenia  
⇒ Armenian Red Cross Society (ARCS)  
⇒ Caritas Armenia  
⇒ French Armenian Development Foundation (FADF)  
⇒ French Office for Immigration and Integration (OFII)  
⇒ Hope and Help  
⇒ International Organization for Migration (IOM)  
⇒ People in need.

\textsuperscript{19}The Council conclusions on unaccompanied minors of 3 June 2010 are available at \url{http://avrr.belgium.iom.int/images/stories/uam\%20eu.pdf}

\textsuperscript{20}A special department in the Ministry of Labour and Social Affairs determines if a person belongs to a certain socially disadvantaged group.
Chapter 3  Sectorial reintegration

3.1 Employment

3.1.1 State Institutions

The **State Employment Agency** is a separate division of the RA Ministry of Labour and Social Affairs. The task of the agency is the execution of the state policy in employment regulation. The main goal of the agency is the implementation of state programmes on employment regulation directed at the creation of conditions for providing full and effective employment of the population. The agency works through its local and regional offices, located in all Regions of Armenia: Ararat, Armavir, Aragatsotn, Gegharkunik, Lory, Kotayk, Shirak, Siunik, Vayots Dzor, and Tavush.

The **Ministry of Sport and Youth Affairs of the Republic of Armenia** (MSY) develops and implements the state youth policy. Among the policy priorities of the Ministry of Sport and Youth Affairs of the Republic of Armenia for 2008 - 2012 is the creation of workplaces, providing opportunities for education and the improvement of the socio-economic situation of the youth.

3.1.2 Private Employment Agencies

There are various private employment agencies in Armenia. The agencies collaborate with the Union of manufacturers and businessmen, Republican Union of Employers of Armenia and the Union of small and medium enterprises as well as with international organizations working in the territory of RA.

The **Republican Union of Employers of Armenia (RUEA)** is assuring improvement of business environment and advocacy of business community. RUEA unites six territorial and five sectorial unions and has about 10000 members, including SMEs and sole entrepreneurs. One of its sectorial unions is the union of the private employment agencies in Armenia. The **Sectorial Union of Private Employment Agencies of the Republican Union of Employers of Armenia** was established in 2010. The mission of PEA union is to be a powerful and influential structure assuring support and advocacy of the interests of private employment agencies in Armenia as well as create the convenient legal environment for their successful work. Jointly with Republican Union of Employers of Armenia PEA developed a Code of Conduct for private employment
agencies in Armenia (see Annex 2). Activity of PEs allows the member private employment agencies to collaborate with state organizations and structures, exchange information, to participate in Law discussions and to be involved in different employee placement programmes.

3.1.3. Self-employment

Self-employment and entrepreneurship is regulated by RA law “On State Support to Small and Medium Entrepreneurship”, which defines the criteria for Small and Medium Enterprises (SMEs) in the Republic of Armenia as well as the basic directions for state support to SME. There are several organizations in Armenia that provide consultancy and entrepreneurial training and supporting entrepreneurship/self-employment development for returnees. For example, the Small and Medium Entrepreneurship Development Centre in Armenia (SMEDNC) provides several types of assistance to entrepreneurially minded individuals with up to three years of state registration (regardless of background and age). The goal of the programme is to establish and promote new SMEs in the RA and to establish new workplaces.

3.2 Health

3.2.1. General and legal provisions

Delivery of health care in Armenia is regulated through a variety of legal acts, such as the Constitution of the Republic of Armenia, the Law on Health Care, and the Law on the State Budget. In accordance with Article 38 of the Constitution of the Republic of Armenia, “Everyone shall have the right to receive medical care and services in the manners prescribed by law. Everyone shall have the right to benefit — free of charge — from basic medical services. The list and procedure for providing thereof shall be defined by law”. The implementation of the constitutional norms is ensured through the number of laws and legislative acts and decisions. For example, Decision N318-N, adopted on 4 March 2004 regulates in detail the organization and financing procedure of free charge medical assistance and services guaranteed by the State. The Ministry of Health of the Republic of Armenia is the body that coordinates activities within the health sector and is responsible for formulation and implementation of State strategies and policies in the health sector.

To date, the Ministry of Health has been working on drafting health policies and strategies, starting from the earliest law on “Medical assistance and service provision to the population” (1996).
Several statements of the law are:

- Primary health care as a type of medical assistance and service which is free of charge for each person, is based on more accessible methods and technologies and is guaranteed by the State.
- Anybody, irrespective of nationality, race, gender, language, religion, age, state of their health, political and any other convictions, social origin, property or other status has access to medical assistance and service in the RA.
- Citizens have the right to choose their health care provider.
- Financing sources for health care services may include the state budget, insurance contributions, direct payments, and other sources not prohibited by law. (“Everybody has the right to receive medical aid and services beyond the framework of [state health target] programmes at the expense of insurance compensation, personal payments and other sources, stipulated by the legislation of the Republic of Armenia.”)\(^\text{21}\)
- Every child is entitled to free medical aid and services within the scope of state healthcare programmes.
- A person suffering from a disease dangerous for the surrounding shall have a right to receive state guaranteed free of charge medical assistance and services and get treatment in specialised establishments providing that medical assistance and services.
- Persons who have suffered in emergency situation enjoys state-guaranteed free of charge medical assistance and services.

Further reforms include the following items:

- Introduction of the first state Basic Benefits Package (BBP) in 1998, following the 1997 Decree on provision of services free of charge to the population (Government of the Republic of Armenia 1997a)

The following services are periodically provided to disabled people under a number of programmes:

- Provision of prosthetic and rehabilitation items.
- Provision of wheel chairs and hearing aids.
- Provision of medial-social and mental health rehabilitation services to socially vulnerable persons.
- Printing and provision of Brail books, notebooks, Talking Books and newsletters of the Armenian Blind Union.
- Supporting young people (mostly with mental health problems) and their families in solving social, educational and health issues.

### 3.2.2 System of Co-payment

Since 2004 the Government of RA has introduced the **system of co-payments**. The Order of the Minister of Heath of RA No. 229-A of 2013 defines the diseases and conditions for which the medical care and services for the population is carried out by co-payment (Ministry of Health of Armenia, 2013). In accordance with the principle of co-payment,
the expenses of medical services incurred by the citizens are partially reimbursed.

The following people are exempt from co-payment:

- people in socially vulnerable groups;
- people deemed to belong to a vulnerable group (after a determination by the Ministry of Health and the Municipalities, and a medical commission), in cases where treatment is given to people in a socially vulnerable condition, though they are not formally included in a socially vulnerable group;
- pensioners

Some organizations provide their employees with employment benefit packages, which also include health insurance. There is no special state programme for providing medical insurance for vulnerable and unemployed groups. To obtain medical insurance from private insurance companies in Armenia a passport and a social insurance card are required.

In the context of reintegration of returnees, there is no special policy or strategy developed and the returnees, have access to medical care in accordance with the law as any other person.

Since returnees are often classified as people belonging to vulnerable groups and hence subject to some privileges, the description of the law-based rights of the people using the health system and services (especially the benefits), will be entitled to use the benefits programmes during their reintegration into society.

### 3.2.3 Hospital care

The cases when hospital care can be provided for free are regulated and described by orders Nos. 44, 720a, and several other orders and laws.

According to the aforementioned treatment of the following diseases and the following services are provided for free for the whole population:

- Treatment of intestinal and other infectious diseases
- Treatment of sexually transmitted infections
- Psychiatric care
- Emergency medical care, in cases requiring intensive care
- Treatment of addiction
- Provision of haemodialysis
- Obstetrician and gynaecological services
- Intensive health care
- Health care services for vulnerable and special groups
- Clinical and social rehabilitation and examination of the ability to work
- Medical care for reproduction
- Examination and treatment of individuals of pre-conscription and conscription age

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3.2.4 Medication supply

The list of social groups entitled to free or discounted medication provided through polyclinics, which is defined in decision N1717 made on November 23, 2006, by the Government of RA is given below:

- Disabled, 1st and 2nd groups (The group (category) of disability is defined by The Ministry of Labour and Social Issues. It has a committee and does medical examination and assessment of disability).
- Disabled children (under 18)
- WWII veterans and persons equal to the latter
- Children without parental care, as well as unilateral orphans (under 18)
- Children of multi-child families (under 18, with four and more minor children)
- Family members of the servicemen killed in action when defending the Republic of Armenia as well as the ones who died in the line of duty
- Children from families consisting of disabled people (under 18)
- Children under 7

Social groups provided with medication at 50% discount:

- Disabled, 3rd group
- Chernobyl veterans
- Illegally sentenced people
- Single not working pensioners
- Families consisting only of not working pensioners (including ones taking care for a minor child)
- Single mother’s children (under 18)

Not working pensioners get medication at a 30% discount.

List of diseases for which free medication is provided by polyclinics and hospitals:

- Tuberculosis (anti-TB drugs)
- Mental diseases (psychotropic drugs)
- Malign neoplasms (anti-tumour drugs, pain killers, narcotics)
- Diabetes mellitus and insipidus (anti-diabetic drugs)
- Epilepsy (anti-epileptic drugs)
- Myocardium infarction (first 2 months after sign out: drugs for better coronary blood circulation)
- Familial Mediterranean Fever (colchicine and/or analogous drugs)
- Cardiac valve insufficiencies (anti-coagulants, after prosthetics)
- Malaria (anti-malaria drugs)
- Chronic renal insufficiency (in case of kidney transplant and/or planned haemodialysis: cyclosporine, erythropoietin, mikofenolatmofetil and/or analogues)
- Phenylketonuria (phenylalanine-free baby formula)

For free or discounted medication, returnees need to apply to the polyclinic in their service area and provide ID (Armenian passport or any other document certifying their identity and Armenian citizenship) (birth certificate for children) and documents certifying that the persons belongs to a certain socially.
The returnees often need importing medication. According to RA Government Decision # 581 <On Approving the Procedure of Import and Export of Medicines and Pharmaceutical entities in the Republic of Armenia> of 2000, an individual arriving in Armenia can import for personal use 10 items of medicines, 3 consumer boxes each, in case there is no certificate justifying a bigger amount needed for the treatment.

The returnee therefore has to have a certificate that the given medications are not available and registered in Armenia (from the Ministry of Health of Armenia) and another certificate from the doctor abroad that these medications are necessary for their treatment (epicrisis) and show them to the Customs Inspection on the border.

### 3.3 Education

#### 3.3.1 Educational system of the Republic of Armenia

The Republic of Armenia (RA) Ministry of Education and Science is a national body of an executive authority which implements the policies of the RA Government in the Education and Science sectors. The educational sector in the Republic of Armenia as well as the powers of the Ministry is defined by the Constitution of the Republic of Armenia, Laws of the Republic of Armenia “On education”, “On pre-school education”, “On general education”, “On primary vocational (handicraft) and middle level vocational education” “On higher and post-graduate professional education” and other legal acts as well as by international treaties. In the context of the reintegration of migrants there are no special policies or procedures. All the citizens of the RA are subject to the same law.

Educational system of the Republic of Armenia includes all levels of education - from pre-school to post-graduate education.

Educational programmes implemented in the Republic of Armenia are the following:

- general education programmes (basic and supplementary);
- professional education programmes (basic and supplementary).

General education programmes are aimed at comprehensive development of individuals, formation of their world outlook, creation of bases for selecting and mastering appropriate professional education programmes in line with their preferences, inclinations and abilities.

Basic general education programmes shall be the following:

- pre-school;
- elementary (general, specialised, special);
- basic (general, specialised, special);
- secondary (general, specialised, special).
Professional education programmes shall be designed to prepare specialists with relevant qualification, develop their abilities and skills, enhance their knowledge and raise their qualifications through sequencing general education and professional levels of education. Basic professional education programmes shall be the following:

- primary vocational (handicraft);
- middle level vocational;
- higher professional;
- post-graduate professional.

Supplementary education programmes (general education and professional) shall be aimed at meeting educational needs of learners and specialists and raising their qualification, beyond basic programmes.

The following types of educational institutions exist in the Republic of Armenia:

- pre-school,
- general education,
- primary vocational (handicraft),
- middle level vocational,
- higher professional,
- supplementary education, including extracurricular upbringing,
- post-graduate professional education.

Educational programmes may also be implemented in non-educational institutions in accordance with the Law of the Republic of Armenia “On education”, upon permission of the authorised public administration body for education.

### 3.3.2 Recognition and assessment of qualifications.

For further reintegration of returnees, who acquired new qualifications abroad and wish to continue education in Armenia or find employment, the RA Government introduced the system of diploma/certificate acknowledgement. The certificate of acknowledgement is issued on the basis of the act of “Acknowledgement of international Certificates and Diplomas in the Territory of Armenia”.

Under this act the Ministry of Education and Science acknowledges and confirms the equivalence and certificates of education, academic titles and academic ranks conferred by international educational establishments and issues a certificate detailing equivalence.

Recognition and assessment of qualifications is done by the National Information Centre for Academic Recognition and Mobility of the Ministry of Education (Armenic).

The Armenic provides:

- information, advice or formal decision on the recognition and assessment of qualification;
- adequate, reliable and authenticated information on qualifications, education systems, and recognition organizations, public authorities and other interested parties;
- advice, final decision on the recognition of qualifications on the basis of their assessment by applying existing criteria and procedures;
3.3.3 Language training

The relevant knowledge of the Armenian language is one of the critical points for migrant reintegation into society. Proficiency in the Armenian language will help them to enter both educational institutions and colleges. Most of the organizations, working with migrants, can hire a tutor and organize Armenian language training courses if the need is identified for returnees.

So the availability of courses is mainly demand driven.

There are numerous organizations, NGOs and education entities that provide training in the Armenian language. Among the NGOs, “Hope and Help” provides professional Armenian and Russian language courses for migrant children on a regular basis. Among other education structures that provide training in the Armenian language, is the School No.114 in Yerevan.

The higher education entities also have language departments (mainly for foreign students). The Armenian State University as well as other institutions has special Foreign Students Training Faculties. Citizens of the RA can also participate in these courses to improve their language skills.

Students, who apply to this faculty, are divided into three groups:

- Students with no knowledge of Armenian
- Students with basic knowledge of Armenian
- Students with excellent knowledge of Armenian

In one academic year students gain enough knowledge to continue their professional courses in Armenian. The Ministry of Education and Science can provide information about available Armenian language training courses upon request or in case of necessity help to organize them for special groups²³.

²³Citizens are provided with information on general and specific questions relating to educational system on the official web page of the Ministry of Education and Science of the Republic of Armenia, www.edu.am, under sections “Feedback” and “Frequently asked questions”.
3.4 Military Service

Armenia has compulsory military service for two years for males from 18 to 27 years old. The responsible authority is the Armenian Ministry of Defence. For returnees that failed to serve the compulsory military service the ‘The Law of the Republic of Armenia on citizen who failed to complete compulsory military service through violation of the established procedure’ which was adopted 17 December 2003, applies.

Migrants who failed to complete the compulsory military service and are planning to return to Armenia need to submit their application to the Military Commissariat, through the consular section of the Armenian embassy or consulate in their host country in order not to be arrested by the border guards upon their return to Armenia. It is also possible to do this is through a proxy by issuing a power of attorney, i.e. a relative can submit the application at the Ministry of Defence. Within a few days the applying returnee will be taken off the list of the border guards in order not experience problems when entering the country. Those citizens that fail to complete compulsory military service and are 27 years and under upon their return to Armenia will need to pay a penalty set by the Article 2 of the ‘The Law of the Republic of Armenia on citizen who failed to complete compulsory military service through violation of the established procedure’. Those citizens that failed to complete compulsory military service and are 28 years and above will similarly need to pay a penalty set by the Article 2 of the law and will be registered as reservists.  

Returnees who require advice regarding military service should either contact a lawyer or get in touch with specialized NGO-s, such as the Helsinki Citizen Assembly or the NGO Zinvori Mair (Mother of the Soldier).

The Military is Armenia’s biggest employer and there are employment possibilities for returnees. Applications are accepted by the Military Commissariats. Managerial positions are filled through contests. The vacancies are available publicised on the internet. For both male and female returnees in high school age (18-27 years) it is also possible to apply to study in one of the Military Educational institutions.

3.5 Banking

The banking system remains the biggest part of the Armenian financial market. As of June 2013, there were 21 commercial banks operating in the Republic of Armenia. They had 478 branches in Armenia and in Nagorno-Karabakh, of which 197 in Yerevan.

3.5.1. Central Bank

All the works in the financial sector are regulated by the Central Bank of Armenia. According to the State Law the Central Bank of Armenia is to ensure the stability of prices in the republic. In order to achieve its basic objective the Central Bank elaborates, approves, and implements monetary policy regulating monetary circulation and crediting of the economy.

The objectives of the Central Bank are:

- To ensure necessary conditions for the stability, solvency, liquidity and normal activities of the banking system of the Republic of Armenia
- To create an effective settlement and payment system
- To issue the currency of the Republic of Armenia, and organize and regulate money circulation.

The role of the Central bank is to ensure financial stability and control the payment system, national currency, legal acts and statistics in the financial sector of Armenia. The Central Bank also implements consumer rights’ protection and oversee educational projects.

3.5.2 Commercial Banks

As of end of October 2013 there are 21 commercial banks operating in Armenia. Total assets of Armenia’s commercial banks amount to about AMD 2,710.4 billion in late October 2013.

The top five banks (ranked by loans) recorded 49.1% of the total outstanding loans as of 30 September 2013. The major part (97%) of the total sum of the outstanding loans was provided

to the residents of Armenia, from which 56.65% were companies (only 1.62% of this amount was provided to state owned companies), 38.3% - to the households, and only a small part to not for profit organizations and other financial organizations. Compared with the same period of the previous year the share of loans to households in the total amount of outstanding loans has increased by 2.56% and the share of companies has decreased by 4.08%.\textsuperscript{26}

According to Armenian banking sector overview the top ten banks of the Armenian banking sector as of 30 September 2013 are America bank, VTB, ACBA, ASHIB, HSBC, ABB, Unibank, ArExImBank, Inecobank, and Converse.\textsuperscript{27} All the banks provide business loans with their terms and conditions.

To open an account at the bank a passport and social card are required. If returnee does not have valid passport yet, he can apply with the valid passport that he possessed while living overseas. Opening the account will take about 2 days depending on the bank. Receiving a bank card will take approximately one week depending on the bank.

### 3.5.3 Remittances and migrant savings

Armenia has a very large variety of money transfer systems. There are thirteen different money transfer systems used by different banks: IntelExpress, MoneyGram, RIA Money Transfer, Golden Money transfer, Unistrim, XpressMoney, Avers, Anelik, BIF-SOUZ, Bistraya Pochta, Faster, SWIFT, Coinstar Pro Pay. All of them are working on the territory of the Republic of Armenia and using different rates for money transfer services and different payment conditions for both sender and receiver. In some cases the money sender pays the transfer fee, in some cases the receiver will take the fee payment. Every person can choose the most convenient option for their case.

According to the State Law on Income Tax (adopted 22 December 2010), property and funds received from private individuals are considered as heritage and (or) donation (gift) are not subject to taxation. Overall migrants’ savings whether retained in the host country or accumulated in Armenia can represent a substantial amount of money. If the money is kept in the bank that has some affiliation in Armenia, or the person uses international credit cards like Master Card, Visa Card, American express, they can easily receive their savings upon their return. If the savings are kept in the bank account, which does not have affiliation in the Armenian banking system the procedure of receiving the money is rather complicated and will require a proxy who will fulfil the money transfer procedure. The savings are not subject to any taxation. The transfer fee will be collected only.

\textsuperscript{26}www.kpmg.com/AM/en/IssuesAndInsights/ArticlesPublications/Documents/Armenian%20Banking%20Sec-
\textsuperscript{tor%20Overview_2013%20Q3_English.pdf

\textsuperscript{27}www.kpmg.com/AM/en/IssuesAndInsights/ArticlesPublications/Documents/Armenian%20Banking%20Sec-
\textsuperscript{tor%20Overview_2013%20Q3_English.pdf
3.6 Social Protection

The Ministry of Labour and Social Affairs administers the social protection system in Armenia. The most important types of state social allowances in Armenia include:

- Family benefits
- Childcare benefits
- Childbirth benefit
- Pre-and postnatal maternity paid leave (which is part of the social insurance benefits).

Persons entitled to receive the allowances are:

- RA citizens
- Foreign citizens holding an appropriate status of residence
- Persons without citizenship
- Refugees

3.6.1 Family benefits

Family benefits, also called Poverty Family Benefits, are seeking to reduce poverty amongst families in Armenia and are therefore the most important programme regarding social protection in Armenia.

In 1994 the “PAROS” system was introduced in Armenia, which is a system to assess household vulnerability. This system determines the eligibility of registered families for benefits based on criteria with different scoring categories such as the social status of each family member, number of members, inability to work, settlement and living conditions, and average monthly family income and registers the information in a database. In 1996 some 70% of all Armenian families were registered in PAROS. To apply for Family benefits, returnees need to lodge an application at a social service district office and will then be registered in the “PAROS” system. Families will need to provide supporting documentation for data on their household. Additional one-time benefits may be paid out to the poorest families. The base rate for the family benefits is AMD 10,000 plus additional allowances for every child under 18 years. Supplements are given to family with higher levels of vulnerability and to those families that live in high mountainous regions or border settlements. Applications are made through the social service district offices.

The one off lump sum benefits all new-born babies and is set at AMD 50,000 for the first and second children and AMD 430,000 AMD for subsequent children. Applications are made through the social service district offices.

This is an allowance paid to employed mothers (or fathers) taking long term maternity leave to care for the child. The assistance is AMD 18,000 a month and is paid until the child is aged 2. Applications are made through the social service district offices.

Women have the right to pre- and postnatal maternity paid leave of 140 days (70 days before and 70 days after delivery (more for complicated deliveries or multiple birth) based on Article 35 of the Armenian Constitution the benefit is 100% of average earnings (regardless of the number of years of covered employment) divided by 30.4 (the average number of days in a month) and multiplied by the number of maternity leave days taken. Maternity leave is only provided to women in formal employment and therefore a high percentage of mothers in the informal
sector in Armenia or housewives do not receive any maternity benefits. Applications are made through the social service district offices.

3.6.2 Pensions

The state body responsible for pensions and social welfare is the Ministry of Labour and Social Affairs (MLSA). The Ministry is in charge of implementing all policies in the labour and social security sectors apart from health care. Within the Ministry of Labour and Social Affairs the Social Security Service is the body that provides the services in the field of social security. Pensions are legally regulated through the ‘Law of the Republic of Armenia on State Pensions’, which was adopted on 22 December 2010. The basic pension in Armenia is AMD 13,000.

Persons at the age of 65 with at least 5 years history of insured work are entitled to the old-age (insurance) pension. An age scale is effective for women, according to which, each year that age for them increases by 6 months prior to reaching the age of 63. In 2007 women are eligible for pension at the age of 61, in 2011 – at the age of 63, etc. Persons that have reached the age of 65 and do not have work experience of at least 5 years are entitled to old-age (social) pension.

Currently Armenia is running a “distributive pension system” which is based on the principle of solidarity of generations, i.e. the salaries of working citizen and income and taxes fund the current pensions. The reform of the pension system will start in 2014 for all citizens aged below 40 and an “accumulative pension system” will be introduced with both mandatory and voluntary funded pension options. This accumulative retirement plan means that from January 2014 working citizens below 40 years will save their futures pensions themselves by having 5 percent deducted from their monthly salaries and transferred into a savings account. The government will then double that amount. For those over 40 years on 1 January 2014 this scheme is optional. The pension funds will be not state –run. As of 2014, pension funds are run by private business funds. The citizens will have access to their pension when they reach the official pension age.

The pension age in Armenia is 63 years and 65 years for social pensions (less for those whose work was arduous or hazardous).

There are three categories of pensions under the new system:

Labour pension:
- old age
- privileged
- long service
- disability
- survivor’s
- partial

28For further information visit the Pension System Awareness Centre at www.epension.am
Military pension:
- long-term service,
- disability,
- survivor’s

Social pension:
- old age
- disability
- survivor’s

To receive a pension in Armenia, returnees have to be eligible according to the law and need to have a registered place of residence i.e. address in the Republic of Armenia. State pensions are currently administered and disbursed by the 51 Pension Offices across Armenia. Applications for state pensions are accepted by the State Social Security Service of the Ministry of Labour and Social Affairs.

Since 2013 the so called Integrated Social Services have been introduced in Armenia. This ‘one stop shop arrangement’ combines social security (pension) and social services (unemployment benefits, maternity benefits and childcare benefits) employment and medical boards in integrated offices. There are 19 Integrated Social Services across Armenia set up in 2013. From 2014 the ISS will is operational in 55 offices all over Armenia.

For Armenian citizens that had permanent residence abroad, the multilateral agreement ‘On Guarantees of Civil Rights in the Field of Pension Provision’ is of relevance, which was signed on 13 March 1992 by 12 members of the Commonwealth Independent States regulating pension provision within the CIS countries. This agreement entitles CIS citizens to receive their pension in their place of residence after retirement when the country of their previous permanent residence has ceased remunerating their pensions. Based on the agreement, the International Association of Pension and Social Funds was set up with participation of the CIS countries, Georgia and the Baltic States. The aim of the Association is the protection, promotion and development of social security and the coordination of social and pension funds. Important in this context is that the pension amount, the retirement age and the pension eligibility criteria vary in the different CIS countries.

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29For further information please see www.apsf.ru
3.7 Legal Aid and Personal Data Protection

3.7.1 Legal Aid

The Armenian legislation in certain cases provides legal aid to people who cannot afford to retain a lawyer. In specific cases, free legal aid can also be provided to people who have not yet been officially identified as a suspect or defendant, but there are substantial grounds to believe that the relevant body is preparing a charge against them. Free legal assistance is provided by the Chamber of Advocates of Armenia through its Office of the Public Defender at the state’s expense. The Office of the Public Defender has 27 full-time and 2 part-time public defenders in the capital of Yerevan and 26 full time public defenders in the Regions of Armenia. Complaints of individuals regarding the violations of human rights and fundamental freedoms provided by the Armenian Constitution and laws and the international treaties of the Republic of Armenia, as well as by the principles and norms of International Law, caused by the state and local self-governing bodies and their officials can be filed with the Office of the Human Rights Defender of Armenia. The Ombudsman’s office has departments for women, disabled, children, refugees, soldiers, minorities, etc. Representation and protection of labour rights and interests of workers can be done by the Confederation of Trade Unions of Armenia.

3.7.2 Protection of personal data

Social reintegration of returnees, especially the venerable ones (e.g. victims of trafficking) is very much dependant on the respect of their right to privacy and personal data protection. Therefore in the process of referral of the returnee from one institution to another it is vital to duly protect their personal data and all joint actions and co-operation activities should be conducted with respect for right to privacy and personal data protection. The privacy concerns are associated with the rapid growth of information technology and the fact that data are digitally transferable and easily accessible, and inadvertent disclosure of those can result in harm or threat to the safety of vulnerable people, youngsters at risk, disabled, VoT-s, etc. In Armenia data protection in general needs thorough improvements. The Armenian Government initiated a new law on Data Protection. The Armenian Government has ratified the Council of Europe Convention for the Protection of Individuals with regard to Automatic Processing of Personal Data.
Part II  Referral system and institutional framework of the reintegration

Chapter 4. Migrant referral centers

Potential and returned migrants can find assistance in one of the seven Migration Resource Centres (MRC) which are run under the State Employment Agency of the Ministry of Labour and Social Affairs. MRC has two target groups, potential labour migrants and migrants that returned to Armenia.

The MRCs provide potential labour migrants with information on visa procedures, legislation and employment opportunities in host countries as well as inform, orient, and train labour migrants in preparation for employment and stay abroad, and reintegration upon their return home.

MRC-s provide information about:

(i) destination countries and their migration and labour legislation,
(ii) the procedures required to depart and reside abroad, and
(iii) possibilities of legal migration and dangers of irregular migration.

Linked to the employment centres, the MRC-s also provide information about vacancies in Armenia and in those foreign states, with whom the Armenian Ministry of Labour has working arrangements or bilateral / multilateral labour agreements.

They also inform returnees about existing reintegration programmes, refer to state employment programmes, undertake skill assessments for returnees and invites employers and potential job candidates to so called job clubs. One of the Migration Resource Centres in Yerevan additionally runs a hotline for Armenians living in Poland giving advice on documents, visas, banking etc.

MRC in Yerevan
Address: Yerevan Erebuni and Nubarashen District Employment Centre, 213A Khorentashi Avenue, Yerevan, Republic of Armenia
Phone: +374 10 57 46 80

MRC in Ashtarak
Address: Ashtarak City Employment Centre, 7 Nerses Ashtaraketsi Street, 1st floor, rooms NN 6, 7, 8, 0201 Ashtarak, Aragatsotn Region, Republic of Armenia
Phone: +374 232 35233; 35293

MRC in Artashat
Address: 47 Isakov Street, Artashat, Republic of Armenia
Phone +374 93 97 00 69

MRC in Ijevan
Address: Ijevan City Employment Centre, 2 Vasilian Street, Ijevan, Tavush Region, Republic of Armenia
Phone: +374 263 31567; 31139

30Job clubs are events where employers present their companies to a group of jobseekers.
In the structure of the State Migration Service of Armenia a new centre has been established: the so called **Referral Centre for reintegration (RCR)**, a first point of contact within the SMS; which will formally refer returnees to existing programmes.\textsuperscript{31} This centralized system is designed to provide a single point of contact for migrants to be registered and referred to state services and employment programmes as required. The RCR office is located in the offices of the State Migration Service. Returnees will be registered and provided with general information, needs and skill assessment will be carried out and returnees will be referred to employment programmes through the State Employment Agency (SEA) or to programmes run by international and local organizations or NGOs. It is also expected to generate more qualitative data about returns from the RCR and statistics about return migration. Currently the only statistics available in regards to migration are the statistics of passenger traffic, i.e. the number of passengers arriving in Armenia and numbers departing. The difference is calculated as a positive or negative migration. Data received directly from returnees will in future give a more realistic picture and allow far greater analysis of the information.

**Referral Centre for Reintegration** within the State Migration Service (SMS)
Address: 4 Hr. Kochar street, Yerevan 0033, Republic of Armenia

\textsuperscript{31}The RCR is the initiative of the EU Targeted Initiative Project “Strengthening Armenia’s migration management capacities, with special focus on reintegration activities, in the framework of the EU-Armenia Mobility Partnership” implemented by the Office Français pour l’Immigration et l’Intégration in cooperation with the Governments of Belgium, Bulgaria, the Czech Republic, France, Germany, the Netherlands, Poland and Romania as well as the GTZ.
Phone: +374 (0)10 22 49 25
E-mail: contact@ti-armenia.org
Webpage: http://www.smsmta.am
Email: externalrelations.sms@gmail.com
Working Hours: Every day 9:00 to 18:00 (break: 13:00-14:00)
## Chapter 5. Reintegration programmes by main selected implementing agencies

<table>
<thead>
<tr>
<th>Agency</th>
<th>Main functional areas</th>
<th>Contacts</th>
</tr>
</thead>
</table>
| International Organization for Migration (IOM) | **Targeted regions in Armenia – All regions**  
**Partners - Governments of EU Member States, Government of Armenia**  
**Donors – Various**  
**Target group - Armenian nationals voluntarily returning to Armenia from Belgium, Finland, Italy, Norway, Poland, Slovakia, Switzerland and the Netherlands. Voluntary assisted return only, can also be eligible applicants held in detention centres that wish to return under AVRR. Reintegration for returns under Readmission.** |
| IOM Mission in Armenia  
Address: 14 Petros Adamian street, 0010 Yerevan, Republic of Armenia  
Phone: +374 10 585692, Fax: +374 10 543365  
Webpage: [http://www.iom.int/cms/return-assistance-migrants-governments](http://www.iom.int/cms/return-assistance-migrants-governments);  
[www.iom.int/Armenia](http://www.iom.int/Armenia) (English)  
Email: iomArmenia@iom.int | IOM provides services to  
To ensure the sustainable return and reintegration of beneficiaries.  
To enable them to resettle in their home country, communities, and families.  
To better equip migrants to face challenges of the return and reintegration process.  
The related programs:  
Assisted Voluntary Return from Poland and Reintegration (2010 – 2013, funded by the European Return Fund and the Government of Poland)  
B-Connected (Belgium, 2014 – 2015, funded by the European Return Fund)  
Measures to Enhance the Assisted Voluntary Return and Reintegration of Migrants with a Chronic Medical Condition Residing in the EU (2013 – 2014, funded by the European Return Fund and the Dutch Government) |
Reintegration support

<table>
<thead>
<tr>
<th>Provision of Assisted Voluntary Return and Reintegration packages tailored to the individual needs of the migrants and depends on the programme. IOM can offer:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pre-departure information and counselling in the country of destination,</td>
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<tr>
<td>Pre-departure arrangements and assistance,</td>
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<tr>
<td>Travel assistance,</td>
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<tr>
<td>Post-arrival assistance and</td>
</tr>
<tr>
<td>reintegration assistance (Reintegration allowances/grants; Information, counselling and referral services; Small business development/income-generating activities; Vocational training; Education support; housing and health assistance; Job placements/apprenticeships; Community assistance).</td>
</tr>
<tr>
<td>Reception and Shelter assistance for stranded migrants.</td>
</tr>
<tr>
<td>Wage subsidy and/or vocational training/education subsidy reintegration opportunity scheme: an employment contract and monthly timesheets must be presented to the IOM office in country of return.</td>
</tr>
<tr>
<td>A cash grant (called reallocation grant) (amount varies for adults, the oldest the most) is provided upon departure to Armenia.</td>
</tr>
<tr>
<td>Usually in kind reintegration grant is attributed to an identified individual per case, in addition to the standard reintegration grant allocated to all other individuals in the case (amount differs for adults and minors). The grant can be used to purchase professional equipment and for other related expenses.</td>
</tr>
</tbody>
</table>
### Employment

IOM implements micro-credit scheme for vulnerable groups, victims of trafficking, refugees and returnees within Micro-Enterprise Development (MED) Project. The objective of the programme is to create self-employment and employment opportunities and to facilitate (re) integration. The MED programme provides small business training and counselling, micro-credits and provides employment opportunities. The project is implemented in cooperation with the Ministry of Labour and Social Affairs.

The MED programme aims at enhancing the self-sufficiency and integration of returnees, refugees, and displaced persons through the provision of micro-enterprise training, business credit for self-employment and employment opportunities. Target groups are returnees, refugees, displaced persons, women and individuals with low income. Loan terms:

- **Group guaranteed loans**: up to USD 500 (re-loans up to USD 1,000) with a repayment period of up to nine months.
- **Collateralized loans**: up to USD 3,000 (re-loans up to USD 10,000) with a repayment period of two years.
- **Tied loans for job creation**: for refugees, up to USD 3,000 (re-loans up to USD 10,000) with a repayment period of two years.

The selection criteria are: business viability, guarantees available, applicant credibility and employment generated. Loan repayment is closely monitored and followed up by the Project Business Advisors. Loans are provided through local banks with whom the IOM signed implementation agreements on banking services, such as VTB Armenia Bank and Anelik Bank. Micro-business loans provided by IOM Armenia MED project through local banks with 10-22% annual interest rate from 12-24 months.

Business plans are assessed and loans approved/rejected by a Loan Selection Committee which consists of IOM and a partner bank. Collateral is provided by borrowers where available, and in the absence of collateral, peer guarantee groups are formed or borrowers (businesses) closely assisted and monitored by project business advisors. The project presently works in all regions of Armenia. Banks share the loan risk and interest income (or get a processing fee) subject to the services rendered.
<table>
<thead>
<tr>
<th>Education/training</th>
<th>IOM provides education and schooling, vocational-professional trainings</th>
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</thead>
<tbody>
<tr>
<td>Health</td>
<td>The IOM, among different programmes implements health service support to returnees from Belgium, the Netherlands, Switzerland, Poland, Slovakia, Italy, Norway, and Finland. In particular, the IOM is implemented the “Measures to Enhance the Assisted Voluntary Return and Reintegration of Migrants with a Chronic Medical Condition Residing in the EU” (AVRR-MC) Regional Project funded by the European Return fund with co-funding from the Ministry of Security and Justice of the Netherlands. The Project contributed to enhancing sustainable return and reintegration of migrants with a chronic medical condition residing in the EU back to their countries of origin. The project provided direct assistance to returnees with chronic medical conditions. In addition an “Assessment of health related factors affecting reintegration of migrants in Armenia” was conducted. It inventoried the factors that play a role in the reintegration process of migrants with a chronic medical condition, mapped the health care infrastructure (including available insurance packages for various categories) and assessed the local conditions that facilitate integration of returnees with medical problems in Armenia.</td>
</tr>
<tr>
<td>Vulnerable groups</td>
<td>IOM provides material assistance for vulnerable groups based on an individual needs assessment and supporting documentation (medical letter, social report, UAM’s tutors, referral from Partner agency interviewing VOTs). Those groups include beneficiaries with medical problems, unaccompanied minors (UAMs), ex-UAMs until the age of 21 years old, victims of trafficking, disabled people, elderly people, pregnant women, single parents with minor children, and persons who have been subjected to torture, rape or other serious forms of psychological, physical or sexual violence. Such assistance can include: Material assistance (Temporary accommodation (rent) and housing (refurbishment of habitation); Material goods. Medical assistance (Cover the costs of medical consultations, medical treatment, prescriptions/medication, hospitalization, admission in a medical institution, access to health care, medical appliances rental or purchase, psycho-social counselling. Referral to health care and psychological counselling). Business set up and related training, Job, Cash, Legal advice.</td>
</tr>
<tr>
<td>Caritas Armenia (Armenian Caritas Benevolent Non-Government Organization)</td>
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<tr>
<td><strong>Targeted regions in Armenia – All regions</strong>&lt;br&gt;<strong>Partners</strong> - Caritas Austria, Caritas Belgium, Maatwerk bij Terugkeer&lt;br&gt;<strong>Donors</strong> – Government of Liechtenstein, Government of Belgium (FEDASIL), Caritas Austria, Austrian Development Cooperation, Caritas Belgium, Maatwerk bij Terugkeer (Netherlands), Caritas Germany, Caritas Czech Republic&lt;br&gt;<strong>Target group</strong> - Citizens of Armenia, Assisted, forced and readmitted returnees from EU, Norway, Switzerland and Liechtenstein</td>
<td></td>
</tr>
<tr>
<td>Caritas Armenia Main Office&lt;br&gt;Address: 8 Vazgen Sargissian Street, Side street nr. 3, 3118 Giumri, Republic of Armenia&lt;br&gt;Phone: +374 312 57201</td>
<td></td>
</tr>
<tr>
<td>Caritas Armenia Yerevan Office&lt;br&gt;Address: 34 Chaikovski Street, Apt. 23, Yerevan, Republic of Armenia&lt;br&gt;Phone: +374 10 56 57 66</td>
<td></td>
</tr>
</tbody>
</table>

Caritas provides services to ensure the returnees' reintegration in their communities.<br>The related programs:<br>Sustainable Reintegration after Voluntary Return<br>Returnees from European Union<br>Migration and Development II

<table>
<thead>
<tr>
<th>Reintegration support</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Caritas Armenia provides social, medical, small-scale business development grants, community social development grants and non-interest business development loans. Assistance also can include resolving temporary housing problems (renting a house or buying a house with returnee contribution), providing medical, social, psychological assistance, giving opportunities for vocational and professional re-orientation training, helping in finding employment. Information and Counselling is provided related to different issues; legal, social, economic, medical etc.</strong>&lt;br&gt;In their project “Sustainable Reintegration after Voluntary Return” Caritas Armenia assists AVR returnees from Belgium with reintegration assistance. The project is funded by the Belgian Ministry of Social Integration through the Belgian Federal Agency for the Reception of Asylum seekers (FEDASIL) and Caritas International in Belgium. Returnees are assisted to return by IOM and then Caritas Armenia provides reintegration assistance upon arrival in Armenia. Before their departure the beneficiaries have to design a business plan so that upon arrival in Armenia the returnee has a concrete project idea.</td>
</tr>
<tr>
<td>Employment</td>
</tr>
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</tbody>
</table>
| The project Migration and Integration is funded by the Government of Liechtenstein and Caritas Austria from 2010. It targets all deported and voluntary returnees from EU, Norway, Switzerland and Liechtenstein who have lived in one of these countries at least 6 months, were asylum seekers or labour migrants there, have returned to Armenia and applied to Armenian Caritas for reintegration assistance not later than six months period after their return. 

The assistance may include:

- Individual counselling of the returnees
- Needs assessment
- Assistance with housing problems
- Provision of medical, social, psychological and legal assistance
- Vocational trainings such as IT skills, accounting, hairdressing
- Business advice and business loans
- Provision of professional reorientation trainings
- Assistance with job search
- Assistance for children in finding a school

For the business loan, the returnees undergo a needs assessment with Caritas Armenia. They can be supported in their business set up by a business consultant. The loan needs to be repaid after a year depending on the type of business venture. So far businesses have been established in the following areas; agriculture, transport (taxi), health and beauty (hairdressing), shoe repair, sewing and retail.

Starting from 2013 the organization is implementing the “Migration and Development” project with the aim to help returnees to stabilize their social status through the establishment of their own businesses in the home country. The programme provides beneficiaries of the project with no interest rate loans. Nationals of the RA who have lived abroad for at least one year and returned to Armenia after January 2014 are eligible to apply for the loan. The loan is up to EUR 2,500, or its AMD equivalent. The loan is provided for a one to two year period depending on the business type, and the repayment process begins three months after receiving the funds. After submitting the loan application, business courses are conducted for the beneficiary, which include general business knowledge involved in setting up and expanding business activity, as well as more specific methods of preparing business plans. During this period, the beneficiary prepares and submits his/her business plan in order to receive the loan. The so called Revolving Fund Dispense Committee responsible for granting loans will then assess the business plan and make a final decision on whether to grant the loan. While assessing business plans, the following criteria are taken into consideration:
| Employment | The feasibility and urgency of the submitted business plan  
The realistic nature of the budget  
The personal ability of the applicant  
The amount of the applicant’s own investment  
Creation of new jobs by the suggested project (direct and indirect)  
According to the decision of the Committee, Caritas Armenia and the beneficiary will sign a bilateral contract, which includes the conditions of the loan and the repayment schedule. Under the contract, all of the equipment and property obtained through the loan will, as long as the beneficiary repays the loan, in full go over to the beneficiaries upon completion of the time period. The liabilities associated with the loan contract are suspended once the sum is returned and the appropriate act is signed between both sides. Caritas Armenia provides the beneficiary with the necessary training, guidelines and information, and furthermore provides accounting assistance and free legal consultations from the time of the loan application until the repayment of the loan in full.  
At the same time, while the loan is still active, monitoring of the business project is carried out, requiring the beneficiary to submit financial and narrative reports every three months according to formats developed by Caritas Armenia. |
| Education | Vocational and reorientation trainings are provided to returnees in the following areas: Floristic design, computer courses, English language courses, stand-up meal and party designing, hair dressing, accounting, cooking, nail art, make-up, table design etc. |
| Health | Caritas Armenia implements health support activities for returnees from Belgium, the Netherlands and Liechtenstein. |
| **French Office for Immigration and Integration (OFII)** | **French Office for Immigration and Integration (OFII)**  
**Representation in Armenia**  
**Address:** Piazza Grande, 10 V. Sargsian Street, 3rd floor, Yerevan, 0010 Republic of Armenia  
**Phone:** +374 60 61 3036  
**Webpage:** [http://www.ofii.fr](http://www.ofii.fr); [facebook.com/TIAproject](http://facebook.com/TIAproject)  
**http://ec.europa.eu/immigration** (English)  
**Targeted regions in Armenia – All regions**  
**Partners - Lead partner:** France: French Office for Immigration and Integration (OFII); Junior partner: Germany: Deutsche Gesellschaft für Internationale Zusammenarbeit (GIZ)  
**In consortium with partners from 8 European Union Member States:** |
OFII provides services to ensure sustainable social and economic reintegration of returning migrants. The related project: Strengthening Armenia’s Migration Management Capacities with Special Focus on Reintegration Activities in the Framework of the EU-Armenia Mobility Partnership

<table>
<thead>
<tr>
<th>Reintegration support</th>
<th>Provision of information, needs assessment and referral services upon return at the Referral Centre for Reintegration. Counsellors at the Referral Centre for Reintegration provide counselling and information on running reintegration projects and possibilities of assistance (business start-up assistance, referral to medical assistance, language training support, vocational education and training support).</th>
</tr>
</thead>
<tbody>
<tr>
<td>Employment</td>
<td>Small business start-up support after needs assessment by a case officer. Up to € 2,500 in kind assistance for individual business start-ups. Up to € 10,000 in kind assistance for development/reintegration projects proposed by Diaspora organisations. Assistance is provided in kind.</td>
</tr>
</tbody>
</table>

Belgium: Immigration Office and Federal Agency for the reception of asylum seekers; Bulgaria: Ministry of Labour and Social Policy; Czech Republic: Ministry of Interior; France: Armenian Social Aid Society; Germany: Federal Office for Migration and Refugees; Netherlands: Repatriation and Departure Service and Immigration and Naturalisation Service of the Ministry of Interior and Kingdom Relations; Poland: Ministry of Interior and Administration and Ministry of Labour and Social Policy; Romania: Ministry of Administration and Interior

Donors – European Union

Target group - Armenian nationals returning to Armenia, after having spent abroad at least 6 months and applying for support within one year after return to Armenia. Voluntary, assisted, forced and...
| **Education** | Various vocational trainings for adults, Armenian language training for children and adults. Business start-up training, Business start-up training and grants, Special assistance for Victims of Trafficking such as Vocation and Education training. |
| **Health** | OFII assists in health support for returnees from all EU member states and other geographical areas. Basic medical and psychological support and referral to appropriate services. |
| **French Armenian Development Foundation (FADF)** | Targeted regions in Armenia – All regions Partners - Office Français de l’immigration et de l’Intégration (OFII), German Federal Office for Migration and Refugees (Bundesamt für Migration und Flüchtlinge/BAMF), Association Arménienne d’Aide Sociale (AAAS) Donors – Government of Liechtenstein, Government of Belgium (FEDASIL), Caritas Austria, Austrian Development Cooperation, Caritas Belgium, Maatwerk bij Terugkeer (Netherlands), Caritas Germany, Caritas Czech Republic Target group - Armenian nationals voluntarily returning to Armenia from France, Germany, Assisted return. |

FADF provides services to ensure sustainable social and economic reintegration. The related programs:
Return Assistance in Armenia – Cooperation OFII – BAMF
Return to sources

| **Reintegration support** | The assistance under “Return to Sources” Project may include:
Pre-departure system for AVR returnees in France
Counselling
Social escorting/accompanying; legal advice, housing, schooling, registration assistance (at the employment office), psychological assistance
“Return Assistance in Armenia-Cooperation OFII-BAMF (RACOB)” Project provides: social counselling for first orientation such as visits to authorities, school and nursery school enrolment, support in housing search, |
| Employment | Small business set up is provided. A business plan is developed together with a business consultant, then the plan is presented to the French Embassy and OFII where the decision is taken whether the business plan will be funded or not. The grant can be up to 7000 EUR in kind contribution for small/micro business set up per single person, once per family. For the business set up returnees are requested to make a small contribution towards the cost, which is not mandatory. FADF staff provides personal assistance, prepares the feasibility study, and assists in the actual launch of the micro-business. The organization conducts monitoring and evaluation visits up to 12 months. Examples of businesses that have been established include; general services, agriculture and commercial activities. The majority of the businesses (to date) have been established in Yerevan but some have been set up in other regions such as Aragatsotn, Gegarkunik and Siunik. |
| Education | Vocational training (together with OFII) by service providers in the following work related areas: accounting, computer and hairdressing. The vocational training is provided for maximum up to six months and aimed at helping returnees to acquire proper skills and be competitive in job market and find a job. FADF provides up to 700 EUR in kind contribution for vocational training per single person (maximum up to 6 months). |
| Health | FADF is implementing a health programme for returnees from France. |
Hope and Help

Targeted regions in Armenia – All regions

Partners - Caritas Austria, Caritas Belgium, Maatwerk bij Terugkeer

Donors – Government of Liechtenstein, Government of Belgium (FEDASIL), Caritas Austria, Austrian Development Cooperation, Caritas Belgium, Maatwerk bij Terugkeer (Netherlands), Caritas Germany, Caritas Czech Republic

Target group - Citizens of Armenia, assisted, forced and readmitted.

Hope and Help provides services related to the program: “Voluntary Repatriation and Humanitarian Reintegration of Migrants and Refugees”

<table>
<thead>
<tr>
<th>Reintegration support</th>
<th>Employment</th>
<th>Education</th>
</tr>
</thead>
<tbody>
<tr>
<td>Assistance with rent</td>
<td>Needs assessment</td>
<td>Children’s integration in educational institutions</td>
</tr>
<tr>
<td>Assistance for restoring and acquisition of documents</td>
<td>Assistance to look for employment</td>
<td>provides professional Armenian and Russian language courses for migrant children on a regular basis</td>
</tr>
</tbody>
</table>

Address: 37 Pushkin Street, Appt. 5, Yerevan, Republic of Armenia
Phone: +374 10 53-48-34
Webpage: www.hopehelp.am (Armenian, English)
Email: info@hopehelp.am

Hope and Help
<table>
<thead>
<tr>
<th>Health</th>
</tr>
</thead>
<tbody>
<tr>
<td>Provision of medical assistance</td>
</tr>
<tr>
<td>Psychological assistance</td>
</tr>
<tr>
<td>The NGO Hope and Help assists and provides health support for returnees from Bulgaria, Germany and Poland.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>People in Need</th>
</tr>
</thead>
<tbody>
<tr>
<td>Targeted regions in Armenia – Armatir, Ararat, Vayots Dzor and Syunik</td>
</tr>
<tr>
<td>Partners - Armenian Relief Society</td>
</tr>
<tr>
<td>Donors – European Union</td>
</tr>
<tr>
<td>Target group - Potential and returning migrants, All types of returns for counselling/advisory services and requalification courses. For business grants, PIN is only supporting voluntary returns</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>People in Need Armenia Mission</th>
</tr>
</thead>
<tbody>
<tr>
<td>Address: 2 Marshall Baghramian Avenue, Appt. 50, Yerevan, Republic of Armenia</td>
</tr>
<tr>
<td>Phone: +374 93 25 92 39</td>
</tr>
<tr>
<td>Webpage: <a href="http://www.migrant.am">www.migrant.am</a> (Armenian, English)</td>
</tr>
</tbody>
</table>

PiN provides services to support the Circular Migration and Reintegration Process in Armenia

<table>
<thead>
<tr>
<th>Reintegration support</th>
</tr>
</thead>
<tbody>
<tr>
<td>Support for the reintegration of returning migrants by providing advisory services, referrals to state agencies and other support services, business development and vocational training opportunities. The support is provided through Migration Resource Centres in 4 target regions (Ararat, Armatir, Vayots Dzor and Syunik). Aim of the centres is the reintegration of returning migrants, facilitating the use of their skills and experience for economic development in the region.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Employment</th>
</tr>
</thead>
<tbody>
<tr>
<td>People in Need provides small business grants for returnees (from 3000 - 10,000 EUR) in form of kind assistance by providing 80% of the required equipment. The returnee has to provide 20% of the investment in the business. During the first year all the equipment still belongs to “People in Need” and the financed project is under monitoring. After successful implementation of the project, the NGO will donate the equipment to the entrepreneur. The project is implemented in the five target regions of Armenia: Gegharkunik, Shirak, Kotayk, Lori provinces and Yerevan.</td>
</tr>
</tbody>
</table>
### Education

Since 2009, People in Need has been providing consultancy and seminars dealing with the preparation of business plans for working migrants who have an entrepreneurial mind. The idea of the project is to use the knowledge and skills that the returning migrants acquired, while working overseas and to provide the migrant with the opportunity to establish his/her own business. Those who succeed in open competition are then awarded grants to purchase the equipment needed to start their business. The financing of the project is conducted after a business plan presentation and is approved by a review/selection committee. PIN in collaboration with SESA is also providing on-going vocational trainings for circular migrants for potential job placement and legal work opportunities abroad as well as re-qualification courses for returnees and potential migrants.

### Health

People in Need implements health programme for returnees from the Czech Republic as well as CIS and EU countries.

### Republican Union of Employers of Armenia

Targeted regions in Armenia – Yerevan, Lori and Syunik region  
Partners - No  
Donors – State Employment Agency, Orange Armenia (“Promoting women entrepreneurship development in Armenia”), ILO (youth employment), RUEA (through its own means), G-20 (VET, trainings, business idea market), European Advisory Group (returning migrants)  
Target group - Mixed group, including return migrants, Voluntary return

Republican Union of Employers of Armenia  
26a Movses Khorenatsi street, 0010, Yerevan, Armenia  
+37410 527 421; ruea@employers.am  
www.employers.am

RUEA provides training and consulting for start-up business  
Related programs:  
Business planning and organization
<table>
<thead>
<tr>
<th>Reintegration support</th>
<th>Training about legal types, business legislation, Consulting for starting up a business, mentoring. Investment can be provided upon request.</th>
</tr>
</thead>
</table>
| Education             | Training courses:  
“Business planning and organization”, 1 group, 35-45 age group  
“How to start and improve own business”, 4 groups, 18-25 and 25-55 age group |
| Mission Armenia       | Targeted regions in Armenia – Yerevan Nor Nork District, Kapan, Siunik Region  
Partners – Various  
Donors – Various  
Target group - vulnerable population  
Address: 42, Garegin Nzhdeh St. Yerevan 0026, Armenia  
Phone: (+374 10) 444792, 444793, 444761, 444732  
Fax: (+374 10) 444792  
URL: http://www.mission.am  
E-mail: org@ngo.mission.am |
|                       | Mission Armenia provides services to make better the lives of vulnerable people, to provide them the most vital services and above all to fully reintegrate them into the society. |
| Health                | Health assistance/health education, social services, socio-legal counselling, training sessions, psychological support, etc.  
Health education sessions.  
Psychological and legal trainings and counselling.  
Community Centre / Temporary Recovery Centre |
Part 3. Recommended net thematic resources and bibliography

i. General migration profile – Armenia

The Armenia fact sheet developed by the IOM within the framework of the IRRICO (Enhanced and Integrated Approach regarding Information on Return and Reintegration in Countries of Origin) Project:
http://irrico.belgium.iom.int/country-info/armenia.html
(in Armenian, English, Dutch and French).

The IOM country fact sheets for Armenia developed for the German “Information Centre for Voluntary Return”:
http://www.bamf.de/EN/Rueckkehrfoerderung/Laenderinformation/Informationsblaetter/informationsblaetter-node.html
(in Armenian, English and German).

The Armenia country facts sheets produced for the Country of Return Information (CRI) Project Network:
http://www.refworld.org/publisher,CRIP,COUNTRYREP,ARM,,,0.html

http://publications.iom.int/bookstore/index.php?main_page=product_info&cPath=41_7&products_id=800


2008 15 years in Armenia managing migration for the benefit of all, Galstyan, K., International Organization for Migration, Yerevan (available in English and Armenian)

2008 Return Migration to Armenia. Monitoring the Embeddedness of Returnees. Johansson, A. University of Amsterdam and Raboud University Nijmegen. Amsterdam


2011 Armenia Extended Migration Profile. Yerevan, ICMPD Building Migration Partnership (BMP)

ii. Return

Back to Armenia portal (trilingual) was developed by ICHD and SMS in cooperation with the British Council with EC funding to provide information for potential returnees on return and sustainable reintegration of the citizens who return to the Republic of Armenia, in particular on health, education, pensions, allowances, citizenship, military service, including legislation and procedures. The portal has a web-ticket service (for answering to the requests and letters of the citizens)

http://backtoarmenia.com/

Armenian embassies and consular offices:

www.mfa.am/en/by-countries
(Armenian/English/Russian)

The list of Armenia’s bilateral and multilateral customs agreements: http://customs.am/Content.aspx?itn=csCLInterTreaties
(in Armenian, English and Russian).

(In Armenian, Russian and English).

Resolution of the Central Bank of Armenia on Importation of Currency of 29.07.05 No.386:
(in Armenian, Russian, English).

“Handbook for Armenians Abroad”, Ministry of Diaspora of Armenia and the ILO:
http://www.ilo.org/dyn/migpractice/docs/58/Handbook%5B1%5D.pdf
http://www.ilo.org/dyn/migpractice/docs/57/handbook_armenians_en[2].pdf (in English)
iii. Reintegration

The IOM developed guides and IOM Armenia publications:
http://publications.iom.int/bookstore.


2006 Handbook on Establishing Effective Labour Migration Policies in Countries of Origin and Destination, International Organization of Migration (available in English, Armenian, Russian)
2007  IOM Handbook on Direct Assistance for Victims of Trafficking. International Organization of Migration (available in English, Armenian, Russian)


2008  Recommendations for the Return and Reintegration of Rejected Asylum Seekers. Lessons learned from Returns to Kosovo. Danish Refugee Council (DRC), Copenhagen


2008  The problem of Reintegration of Migrants returning to Armenia. Chobanyan, H. Armenian UN Association and People in Need Armenian Branch. Thematic Programme of Cooperation with Third Countries in the Area of Migration and Asylum, Yerevan


2012  Power Point Presentation at the EFT Migration and Skills Seminar, Turin, 6-7 March 2012

2012  Return Migration to Armenia: Issues of Reintegration. European University Institute Florence, Robert Schuman Centre for Advanced Studies (RSCAS), Cross-Regional Information System on the Reintegration of Migrants in their Countries of Origin (CRISS) Brief 2012/01


2012  Ministry of Labour and Social Affairs of Armenia, International Organization for Migration and ICHD, Report on the analysis of providing employment and other types of assistance aimed at the reintegration of the returning migrants to the Republic of Armenia (available in English and Armenian)

iv. Employment

The skills-based labour force ULISSES Platform is a portal whereby it is possible to search for employment both in Armenia and abroad through Armenian Private Employment Agencies. ULISSES was developed within the framework of an EU funded project jointly implemented by ICHD (International Centre for Human Development) and IOM (International Organization for Migration) with the aim of assisting competent and striving Armenian Private Employment Agencies to integrate into the European labour market through its technical platform.\(^{32}\)

www.platform.ulisses.am (Armenian/ English)

The ICHD as part of a joint IOM / ICHD Project has produced destination guides for circular labour migration to France, Germany, Poland, Slovenia, Sweden. A guide to Belgium was produced by the ICHD and SMS:

http://ulisses.am/eng/research-guides

Private employment agencies: www.pea.am (Armenian/ English)

The “Directory Report of Armenian bodies involved in labour migration” (2013). International Centre for Human development:


The description of the MSY programme and grant conditions (Hotline +374 77 10 45 47):

www.cragrer.am (Armenian)

Most popular private employment agencies providing online information about available jobs in the local market:

www.careercentre.am,
www.hr.am,
www.jobfinder.am,
www.ashxatanq.am,
www.job.am,
www.tanger.am

\(^{32}\)The Platform enables effective matching of labour demand in EU member-states and labour supply in Armenia via facilitating credible information exchange between key actors in labour markets and substantially reducing transaction costs and ensuring confidence towards CLM process among private businesses, public institutions and societies at large. The ULISSES Platform offers a professional, universal and comprehensive interface to subscribers at both ends enabling quick and consistent communication of job-seekers profiles between actors. The Platform also provides instruments to ensure the protection of the personal data of job-seekers and commercial information of companies during the exchange. The Armenian Private Employment Agencies (PEAs) subscribed to the Platform create and develop their segments (databases of job-seekers' profiles) based on the EU best practices that is subsequently exposed to the EU-based employers and recruitment agencies upon approving the request of an interested employer and disclosing additional information commissioned by PEAs. The Platform also provides PEAs with proper cloud-based business instruments based on quality service management operational procedures. The services of the Platform are offered to job-seekers and companies free of charge (no additional services fees are charged for using the platform). Only intermediary institutions can subscribe and thus, explicitly use the services offered by the Platform, while the job-seekers interested in placing their profiles and exposing themselves to EU-based employers should approach an intermediary private or public company. Such approach will particularly ensure that the information available on the Platform is reliable and the overall interaction is facilitated consistently. The ULISSES Platform enables to create profiles of job-seekers including their personal data and contacts, qualification, professional experiences, as well as provides with on-line tools to assess their language and general skills and competences.
The Assessment of Labour Market Potential in Armenia (International Organization for Migration, Yerevan, PrintInfo, 2011)

http://publications.iom.int/bookstore/index.php?main_page=product_info&cPath=41_7&products_id=984 (in English)


The lists of SESA regional and local offices:
http://employment.am/en/15/free.html (Armenian/English/Russian)

The “Informative Guide about the State Employment Service Agency” (2012) developed within the framework of ICHD/IOM joint project:
http://ulisses.am/eng/research/guides/guide-SESA (in English);

http://employment.am/up/attach/attach_eng12.pdf


http://publications.iom.int/bookstore/index.php?main_page=product_info&cPath=41_7&products_id=1077;
http://publications.iom.int/bookstore/index.php?main_page=product_info&cPath=41_7&products_id=1076


v. Health

“The Mental Health Aspects of Trafficking in Human Beings – A Set of Minimum Standards”, guidance for the comprehensive and co-ordinated psychosocial care of trafficked persons from the time of their rescue to throughout their reintegration process http://publications.iom.int/bookstore/index.php?main_page=product_info&products_id=196 (English)

The list of health care institutions under the Ministry of Health jurisdiction:
http://www.moh.am/?section=static_pages/index&id=635&subID=754 (Armenian)
http://www.moh.am/?section=static_pages/index&id=635&subID=89 (Armenian)

The procedure for importing medicines:

The list of pharmaceutical organizations:
vi. Education

The list of state and private higher education institutions:
www.edu.am/index.php?menu1=93&menu2=145&arch=0 (Armenian)

Ministry of Education and Science of the Republic of Armenia website for the students scholarships for studying in RA Higher Education Institutions in 2013-2014 in Armenia:

The information on higher education in Armenia:
http://studyinarmenia.org (English)

The list of state and private kindergartens in the RA:
www.edu.am (Armenian)

The list of state and private Secondary Schools located in Armenia:
www.edu.am/index.php?menu1=9&menu2=129&arch=0 (Armenian)

The list and information on state and private primary vocational and middle level vocational institutions operating on the territory of the RA:
www.edu.am/index.php?menu1=93&arch=0 (Armenian)

Information on education in the RA:
www.edu.am/index.php?topMenu=12&menu1=-1#h1 (Armenian)

2013 Average annual tuition fee in Armenian universities is over $852, HSBC group research shows. HSBC group, Arka News Agency, 14 August 2013. Available at www.arka.am
vii. Social protection

The list of insurance organizations:
https://www.cba.am/en/SitePages/fscfoinsuranceorganizations.aspx (in English) and

The list of Armenia’s international agreements in the sphere of social affairs, including portability of social rights:
(in Armenian).

The list of Public Defenders:
http://www.advocates.am/advocates.html
(in Armenian).

The list of free legal aid providers:
http://www.legalaid.am
(in Armenian, English).

The list of social service centres in the capital of Yerevan

The List of social service centre in the Aragatsotn Region:

The List of social service centres in the Ararat Region:

The List of social service centres in the Armavir Region:

The list of social service centres in the Gegharkunik Region:

The List of social service centres in the Lori Region:

The List of social service centres in the Kotayk Region:

The List of social service centres in the Shirak Region:

The List of social service centres in the Siunik Region:

The List of social service centres in the Tavush Region:

The List of social service centres in the Vayots Dzor Region:


2011 *Pension Reform in Armenia.* Ananyan, A. Pensions, Benefits and Social Security Section (PBSS) of the International Actuarial Association (IAA) Hong Kong

2012 *IOPS Member Country or territory Pension Profile: Armenia, International Organisation of Pension Survivors* (IOPS)


2013 *Insuring Migrants from the Republic of Armenia: Challenges and Opportunities.* International Centre for Human Development *(available in English and Armenian)*

2013 *Social Security Programmes throughout the World: Asia and the Pacific,* International Social Security Association, Washington

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viii. **Banking and finances**


The list of credit organizations is available at https://www.cba.am/en/SitePages/fscfocreditorganizations.aspx (in English) and https://www.cba.am/am/SitePages/fscfocreditorganizations.aspx (in Armenian).

Money transfer systems for more detailed information please follow the link: http://www.banks.am/am/transfers.

Online banking services including terms and conditions of the business loans: www.banks.am


Information on consumer loans as well as special loans for young families, young scientists, as well as students and military men: www.abcfinance.am.
ix. Vulnerable groups

Ethical and safety recommendations for interviewing trafficked women, World Health Organization’s (WHO):

“Reference Guide on Protecting the Rights of Child Victims of Trafficking in Europe”, UNICEF
http://www.unicef.org/ceecis/protection_4440.html (in English and Russian)

“Guidelines on the Protection of Child Victims of Trafficking”
http://www.childtrafficking.org/eng/publication.html (in English and Russian)

“Let’s talk, Developing effective communication with children victims of violence and trafficking”
http://www.childtrafficking.org/eng/publication.html (in English)

“The IOM Handbook on Direct Assistance for Victims of Trafficking” (2007) - Detailed guidelines on the handling victims of trafficking
http://publications.iom.int/bookstore/index.php?main_page=product_info&cPath=19&products_id=116 (in Armenian, Russian and English)

The UNHCR “Guidelines on Determining the Best Interests of the Child”:
www.unhcr.org/4566b16b2.pdf

The list of boarding institutions, orphanages for child care and protection:

Care centres for elderly

2003 Ethical and safety recommendations for interviewing trafficked women, World Health Organization (in English, Armenian, Russian)
2004 Let’s talk, Developing effective communication with children victims of violence and trafficking, United Nations Children’s Fund (UNICEF)
2011 Unaccompanied Children on the Move, International Organization for Migration
http://avrr.belgium.iom.int/images/stories/UAMs%20_EN_FINAL.pdf (in English)

x. Data

CoE Convention for the Protection of Individuals with regard to Automatic Processing of Personal Data is available at
http://conventions.coe.int/Treaty/en/Treaties/Html/108.htm (in English),

More about Data protection in the CoE:

2010 IOM Data Protection Manual, International Organization for Migration, (in Armenian, English), The “IOM Data Protection Manual” outlines the IOM data protection principles as informed by relevant international standards and includes comprehensive guidelines on each principle, consideration boxes and practical examples; and provides generic templates and checklists to ensure that data protection is taken into account when collecting and processing personal data. It is instrumental for provision of proper services to various groups of migrants, including returnees. http://publications.iom.int/bookstore.
2010 Enhancing Migration Data Collection, Processing and Sharing in the Republic of Armenia – Needs Assessment and Gap and Analysis Report, Manke, M., International Organization for Migration, Yerevan (available in English and Armenian)
Part IV. Contacts of Main Organizations involved in Reintegration of Returnees

State Bodies

Armenian State Pedagogical University
13 Alex Manoogian Street, Room 404
T.: 374 10 556030/168,
http://receaproject.blogspot.com; http://int.awo-bremerhaven.de/index.php?id=312&L=1

Central Bank of the Republic of Armenia
6 Vazgen Sargsian Street, 0010 Yerevan, Republic of Armenia
T. 374 10 59 26 93 (hotline)
www.cba.am

Ministry of Defence of Armenia
5 Bagrevand Avenue, 0044 Yerevan, Republic of Armenia
T.: +374 10 29 46 99
modpress@mail.am
www.mil.am

Ministry of Diaspora of Armenia
26/1 Vazgen Sargsian Street, 5th floor
T.: +374 10 585601, 585602
http://www.mindiaspora.am

Ministry of Education and Science
Address: Government building 3, Republic Square, 0010 Yerevan, Republic of Armenia
T. +374 10 52 06 32; 52 73 43
Department of Secondary Education
Tel.: 374 10 52-47-49
Department of Primary (Vocational) and High Specialized Education
Tel.: 374 10 547019
Department of Higher and Post-Graduate Education
Tel.: 374 10 58-99-07
info@edu.am
www.edu.am

Ministry of Foreign Affairs
Address: 2 Governmental building, Republic Square, Yerevan, Republic of Armenia
Webpage: www.mfa.am (Armenian/ English/Russian)
T.: +374 10 54 40 41; +374 60 620000
info@mfa.am
www.mfa.am

Ministry of Health of Armenia
Address: Republic Square, Governmental building-3, Yerevan 375010, Republic of Armenia
Hotline: +374 10 52 88 72, www.moh.am
Ministry of Justice of Armenia Civil Status Acts Registration Agency
41a Halabian street, 12 floor, Yerevan 0079, Republic of Armenia
T.: +374 10 38 02 24
argam.stepanyan@moj.am
http://moj.am/structures/view/structure/12

Ministry of Labour and Social Affairs of Armenia
Department of Family, women and children issues
Division of Women's Issues T.: (+374 10) 56-53-21; (+374 10) 56-53-21
Department of Social Assistance T.: (+374 10) 560252
Department of Disabled and Elderly T.: 374 10 52-17-61
www.mlsa.am

Medical-Social Expertise Agency of the MLSA
129 A. Armenakian Street, Nork Marash, Yerevan 0047, Armenia
T.: 374 10 650601
info@hhbsp.am
http://www.hhbsp.am/

Ministry of Sport and Youth Affairs
9 Abovian street, Yerevan, Republic of Armenia
T.: +374 10 54 69 32; 52 64 49, 52 99 28
http://msy.am; www.cragrer.am

Office of the Human Rights Defender of Armenia
56A Pushkin street, Yerevan, 0002, Republic of Armenia
Tel.: (37410) 537651
Hotline: 116
Fax: (37410) 538842
ombuds@ombuds.am
http://ombuds.am

Small and Medium Enterprise Development Centre of Armenia (SME
5a Mher Mkrtchian Street, 0010, Yerevan, Republic of Armenia
T.: +374 10 54 16 48, 56 37 14, 58 32 61
Hotline: +374 10 56 37 14
info@smednc.am
www.smednc.am

Police Service of Armenia, Passport and Visa Department
Address: 10/17 Davidashen fourth District, Yerevan 0054, Republic of Armenia
Website: www.passportvisa.am (Armenian)
T.: +374 10 370263
Hotline: +374 (0) 9 007 007 (paid)

Public Defender’s Office
8 Koryun Street, Apt. 5
Tel.:374 10 583844
Chamber of Advocates of Armenia
3 Zakiyan Street
Tel.: 374 10 547128; 564524

State Migration Service of the Ministry of Territorial Administration of Armenia
Referral Centre for Reintegration within the State Migration Service
4 Hrachia Kochar Street, Yerevan, 0033, Armenia
T.: +374 (0)10 22 49 25
contact@ti-armenia.org
http://www.smsmta.am; www.backtoarmenia.com

State Revenue Committee of Armenia
3 Movses Khorenatsi Street, Yerevan, 0015, Republic of Armenia
T.: +374 10 594311,
Hotline: +374 60 544444
info@customs.am
www.customs.am; http://www.petekamutner.am

State Employment Agency of the Ministry of labour and Social Affairs of Armenia
68 Ulnetsi Street, Yerevan, Republic of Armenia
T.: +374 10 280619
Hotline: +374 (0) 80 00 10 20
info@employment.am
www.employment.am

State Social Security Service of the Ministry of Labour and Social Affairs
Address: 13 Nalbandian Street, Yerevan, 0010 Republic of Armenia
Phone: +374 10 511414, 511414 (FREE)
Fax: +374 010 521594
Webpage: www.ssss.am/arm/pensions (Armenian)
Email: info@sif.am

SOS-children villages, National Office
1 Yekmalyan str., suite 31,
Yerevan 0002, Armenia
Tel: + 374 10 533 352,
+ 374 10 533 372
Fax: + 374 10 533 342
E-mail: soscvarmenia@sos-kd.am

Social Service District Office Avan and Nor-Nork
Address: 19 Guy Avenue, 0062 Yerevan, Republic of Armenia
Phone: +374 010 51 14 54, 51 14 99/363
Fax: +374 010 63 89
Email: anahit.azaryan@sif.am

Social Service District Office Arabkir
Address: 12 Vagarshian Street, 0012 Yerevan, Republic of Armenia
Phone: +374 010 51 14 17, 010 51 14 99/301
Fax: +374 010 26 62 98, Email: hovhannes.hovhannisyan@sif.am
Social Service District Office Davitashen  
Address: Davitashen, District-3, municipality building, 0054 Yerevan 12, Republic of Armenia  
Phone: +374 010 51 14 19, 010 36 75 55  
Fax: +374 010 36 39 11

Social Service District Office Erebuni-Nubarashen  
Address: 87A Sasuntsi Davti Street, 0008 Yerevan, Republic of Armenia  
Phone: +374 010 51 14 34, 51 14 99/331  
Email: kima.ghukasyan@sif.am

Social Service District Office Kentron-1  
Address: Khanjian Street 19B, 0010 Yerevan, Republic of Armenia  
Phone: +374 010 51 14 37, 010 51 14 99/341  
Email: amalya.vardumyan@sif.am

Social Service District Office Kentron-2  
Address: Sayat-Nova Avenue 21, 0010 Yerevan, Republic of Armenia  
Phone: +374 010 51 14 49, 010 51 14 99/351  
Email: arayik.arshakyan@sif.am

Social Service District Office Malatia-Sebastia  
Address: Sebastia Street 3A, 0065 Yerevan, Republic of Armenia  
Phone: +374 010 51 14 59, 010 51 14 99/383  
Email: armenak.matevosyan@sif.am

Social Service District Office Mashtots  
Address: 12 Estonakan Street, 0038 Yerevan, Republic of Armenia  
Phone: +374 010 51 14 57, 010 51 14 99/375  
Fax: +374 010 39 13 20  
Email: sanam.asatryan@sif.am

Social Service District Office Shengavit  
Address: G. Nzhde Street 48/2, 0026 Yerevan, Republic of Armenia  
Phone: +374 010 51 14 64, 010 51 14 99/394  
Email: samvel.elbakyan@sif.am

Social Service District Office Kanaker-Zeitun  
Address: K. Ulnetsi Street 59/5, 0014 Yerevan, Republic of Armenia  
Phone: +374 010 51 14 23  
Fax: +374 010 24 80 50  
Email: varduhi.gevorgyan@sif.am
Migrant Resource Centres

**MRC in Yerevan**
Yerevan Erebuni and Nubarashen District Employment Centre, 213A Khorentashi Avenue, Yerevan, Republic of Armenia
T: +374 10 57 46 80

**MRC in Ashtarak**
Ashtarak City Employment Centre, 7 Nerses Ashtaraketsi Street, 1st floor, rooms NN 6, 7, 8, 0201 Ashtarak, Aragatsotn Region, Republic of Armenia
T: +374 232 35233; 35293

**MRC in Artashat**
47 Isakov Street, Artashat, Republic of Armenia
T: +374 93 97 00 69

**MRC in Ijevan**
Ijevan City Employment Centre, 2 Vasilian Street, Ijevan, Tavush Region, Republic of Armenia
T: +374 263 31567; 31139

**MRC in Armavir**
137 Abovian Street, 2nd floor, Armavir, Republic of Armenia
T: +374 94 96 00 39

**MRC in Vaik**
14 Shahumyan Street, Vaik, Republic of Armenia
T: +374 (0)94 94 01 16

**MRC in Goris**
3 Mashtots Street, 2nd floor, Goris, Republic of Armenia
T: +374 93 93 05 56

Intergovernmental Organizations

**International Organization for Migration**
Mission in Armenia
14 Petros Adamian street, 0010 Yerevan, Republic of Armenia
T: +374 10 585692
IOM Micro-Enterprise Development Project
1 P. Proshian Street, Apt. 9, Yerevan 0009, Republic of Armenia
T: +374 10 58 89 57
IOM MEDP in Gyumri
14 G. Nzhdeh Street, Apt. 18, Gyumri, Republic of Armenia
T: +374 312 48 608
iomArmenia@iom.int
http://www.iom.int/cms/return-assistance-migrants-governments; www.iom.int/Armenia
Armenian Non-Government Organizations

Business Support Centre
“Business Pale” Centre, 2nd floor, 6 Yekmalian Str., Yerevan, 0002, Armenia
T.: (+374 10) 57 47 78, (+374 10) 53 23 13, (+374 60) 53 21 13, (+374 99) 57 47 78, (+374 77) 57 47 78
bsc@bsc.am, marketing@bsc.am
http://www.bsc.am (English, Armenian, Russian)

Caritas Armenia Main Office
Address: 8 Vazgen Sargissian Street, Side street nr. 3, 3118 Giumri, Republic of Armenia
T: +374 312 57201
Caritas Armenia Yerevan Office
34 Chaikovski Street, Apt. 23, Yerevan, Republic of Armenia
T: +374 10 56 57 66
caritas@cararm.am

Confederation of Trade Unions of Armenia
Home of Trade Unions
26/3 Vazgen Sargsian Street, 8th floor
Tel.: 545237; 520445; 582149; 589231; 524528
http://www.hamk.am (in Armenian, English)

French Armenian Development Foundation (FFAD)
10/7 Azatutyan Avenue, 0037 Yerevan, Republic of Armenia
T.: 374 10 201840
info@ffad.am
www.ffad.am

Future is Open
Zatik Orphanage
1 Qajaznuni street, 3rd floor, Yerevan, Armenia
Tel: +37410 559126
E-mail: info@fio.am
http://www.helpthechildren.fio.am/zatik/arm/orphanage.php (Armenian, English)

Helsinki Citizens’ Assembly Vanadzor Office
Address: Tigran Mets 59, Vanadzor, Republic of Armenia
Phone: +374 32 24 22 68
Fax: +374 32 24 12 36
Hotline: 0 8000 12 11
Webpage: www.hcav.am (Armenian, English)
Email: hcav@hcav.am

Hope and Help
37 Pushkin Street, Appt. 5, Yerevan, Republic of Armenia
T: + 374 10 53-48-34
International Centre for Human Development
19 Sayat Nova Avene (Ani Plaza Hotel), 0001, Yerevan, Republic of Armenia
T.: +374 10 582638, +374 10 528321
www.ichd.org

Mission Armenia
42, Garegin Nzhdeh Street, Yerevan 0026, Armenia
Phone: (+374 10) 444792, 444793, 444761, 444732
Fax: (+374 10) 444792
http://www.mission.am
E-mail: org@ngo.mission.am

Red Cross Society, Armenia
21/1 Paronyan Street, 0015, Yerevan, Armenia
Tel./Fax: (+374 10) 583630
E-mail: redcross@redcross.am
www.redcross.am (Armenian/English)

Repat Armenia Foundation
37 Hanrapetutian Street
T.: 374 60 464660
contact@repatarmenia.org
http://repatarmenia.org/eng

Republican Union of Employers of Armenia
26a Movses Khorenatsi street, 3rd floor, 0010 Yerevan, Armenia
Tel.: (+37410) 527421, 528709
www.employers.am (Armenian, English, Russian)

Sectorial Union of Private Employment Agencies of the Republican Union of Employers of Armenia
(Headquartered at Tanger Recruitment Agency)
7 Kasian street, 2-nd entrance, Apt. 11, Yerevan, Armenia
Tel.: (+37410) 27-53-10, (+37460) 529-529
Mobile: (+37491) 29-18-92
tanger@tanger.am
Skype: tanger.recruitment.company
http://tanger.am (Armenian, Russian, English)
http://www.employers.am/Firms.aspx?UnionId=30&lang=arm (in Armenian) and
http://www.employers.am/Firms.aspx?UnionId=30&lang=eng (in English).

United Methodist Committee on Relief (UMCOR) Armenia
14, Karapet Ulnetsi Street, Yerevan, Armenia
UMCOR anti-trafficking hotline: 0-800-50-558
Tel: +374 (10) 24 81 41, 28 29 77
Zinvori Mair
Address: 5/107 Khanjyan Street, 375010 Yerevan, Republic of Armenia
Phone: +374 10 52 32 02, +374 10 52 32 02, +374 32 24 22 68
Webpage: www.zinvori-mair-ngo.am (Armenia, English, Russian)
Email: anahit.hovnanyan@gmail.com

**Foreign Organizations implementing reintegration programmes**

**French Office for Immigration and Integration (OFII)** Representation in Armenia
Piazza Grande, 10 V. Sargsyan Street, 3rd floor, Yerevan, 0010 Republic of Armenia
T: +374 60 61 3036
http://www.ofii.fr; facebook.com/TIAproject; http://ec.europa.eu/immigration

**People in Need** Armenia Mission
2 Marshall Baghramian Avenue, Appt. 50, Yerevan, Republic of Armenia
T: +374 93 25 92 39
www.migrant.am
Annex 1. List of socially disadvantaged groups entitled to receive state-guaranteed free-of-charge medical care and services

Disability is determined by medico-social examination commission (within the structure of the Ministry of Labour and Social Affairs) and this examination can be carried out in hospitals, at home or elsewhere. After examination, the 1st, 2nd or 3rd degree of disability is assigned to a person; if a child is under 18, he/she is given the status of a disabled child. The committee also provides certificates indicating the disability grade.

- Beneficiaries of the poverty family benefits programme (36.00+ points)
- People with disabilities (1st, 2nd, and 3rd degrees of disability)
- Disabled children (under 18)
- Participants of the Great Patriotic War and individuals equated to them
- Children with one parent (under 18)
- Children without parental care (under 18) and individuals belonging to the group of children without parental care (under 18-23)
- Children of big families (having 4 and more dependent children under 18)
- Family members of those servicemen who died in service or while defending the Republic of Armenia
- People involved in the clean-up activities following the Chernobyl accident
- The repressed
- Individuals undergoing additional medical examination by the Socio-Medical Expertise Commission with a referral from the state SMEC authority
- Children of disabled people’s families (under 18), children under 7
- 14-15 year old young men of conscription/pre-conscription age (in-patient health care, and for individuals of call-up age also hospital examination), as well as conscripts called for military trainings as regards of outpatient and hospital examination)
- Conscripts and their family members
- Rescue workers and their family members
- Prisoners, detainees and convicts
- People receiving care in orphanages and elderly houses
- Children under 18 placed under dispensary supervision
- Children under 8, as well as children under 12 and people above 65 and more (regarding specialised dental care)
- Women of reproductive age in pregnancy, childbirth and postnatal periods (according to the procedure defined by the Ministry of Health of the Republic of Armenia)
- Victims of trafficking.

The list has been updated on 07.02.13 (No. 116-N)

(adopted by the Republican Union of Employers and Private Employment Agencies Sectorial Union on 02.06.2010).

Principle 1 - Respect for Ethical and Professional Conduct
Members shall observe the highest principles of ethics, integrity, professional conduct and fair practice in dealing with temporary agency workers as well as other relevant stakeholders and shall conduct their business in a manner designed to enhance the operation, image and reputation of the industry.

Principle 2 - Respect for Laws
Members and their staff shall comply with all relevant legislation, statutory and non-statutory requirements and official guidance covering Private Employment Agencies.

Principle 3 - Respect for Transparency of Terms of Engagement
Members shall ensure that workers are given details of their working conditions, the nature of the work to be undertaken, rates of pay and pay arrangements and working hours.

Principle 4 - Respect for free-of-charge provision of services to jobseekers
Members shall not charge directly or indirectly, in whole or in part, any fees or costs to jobseekers and workers, for the services directly related to temporary assignment or permanent placement.

Principle 5 - Respect for Safety at Work
1. Members shall act diligently in assessing risks in order to promote the safety at agency workers in their workplace.
2. Members shall inform agency workers whenever they have reason to believe that any particular assignment causes an occupational health or safety risk.

Principle 6 - Respect for Diversity
Members shall establish working practices that safeguard against any unlawful or unethical discrimination.

Principle 7 - Respect for the Worker’s Rights
1. Equitable, objective and transparent principles for the calculation of agency workers’ wages shall be promoted, considering national legislation and practices.
2. Members shall not in any way deny the right of freedom of association of their employees.
3. In accordance with national law and practice, private employment agencies shall not make workers available to a user company to replace workers of that company who are legally on strike.

Principle 8 - Respect for Confidentiality
1. Members shall ensure confidentiality in all of their dealings.
2. Members and their staff shall ensure that permission has been given and documented before disclosing, displaying, submitting or seeking confidential or personal information.

Principle 9 - Respect for Professional Knowledge and Quality of Service
1. Members shall work diligently to develop and maintain a satisfactory and up to date level of relevant professional knowledge.
2. Members shall ensure that their staffs are adequately trained and skilled to undertake their responsibilities and assure a high quality service.

Principle 10 - Respect for Fair Competition
Members shall assure mutual relations based on fair competition.
### Annex 3. List of laws and legal documents

#### National Legislation

The Constitution of Armenia (adopted on 5 July 1995)  
RA Civil Code (1998)  
RA Administrative Violations Code (1985)  

The Law of the Republic of Armenia on the provision of medical assistance and service to population (4 March 1996)  
The Law of the Republic of Armenia on Social Service Number (2011)  
The Law of the Republic of Armenia on Defining privileges on income tax and mandatory social security fees for Individual entrepreneurs
The Law of the Republic of Armenia on Education (adopted by the National Assembly on 14 April 1999)
The Law of the Republic of Armenia on General Education (adopted on 10 July 2009)
The Law of the Republic of Armenia on Primary Specialized (Vocational) and Specialized Education (2005)
The Law of the Republic of Armenia on citizen who failed to complete compulsory military service through violation of the established procedure (adopted on 17 December 2003)
Decision of the Government of the Republic of Armenia on the “State programme on employment regulation and an action plan for 2014”
Decision of the Government of the Republic of No. 1360-N of September 22, 2011 “On Approving the procedure of processing by the RA State Bodies of the applications received within the framework of the readmission agreements”
Decision of the Government of the Republic of Armenia of No. 318-N on “State-Guaranteed Free Medical Care and Service” (specifies the individuals who belong to one of the socially disadvantaged groups and who are entitled to receive state-guaranteed free-of-charge medical care and services.

Decree of the Government of the Republic of Armenia of No.1717-N of November 23, 2006, “On the approval of the social groups eligible for medication supply on free basis or at privileged prices and the lists of diseases”

Decree of the Government of the Republic of Armenia of No.44-A of January 17, 2012 “On the approval of hospital medical aid and criteria within the framework free medical aid and services guaranteed by the state”

Decree of the Government of the Republic of Armenia of No.720-A of March 26, 2013, “On the approval of the criteria for the organization of psychiatric aid within the framework free medical aid and services guaranteed by the state”

Decree of the Government of the Republic of Armenia of No.229 of February 7, 2013, “On the approval of the criteria for urgent medical aid and conditions compensated on co-financing basis within the framework of free medical aid and services guaranteed by the state”


Decision of the Government of the Republic of Armenia No. 1154-N “On Approving the procedure for receiving RA entry visa on special conditions for citizens of Armenian origin and of certain other categories of countries whose citizens can apply for RA visa only in RA diplomatic or consular bodies in foreign countries and only based on invitation,” 8 October 2008


Repatriation Concept of Armenia (adopted by the Minutes of the Meeting of the RA Cabinet No 48 of 9 December 2010)
The “Concept on Studying and Preventing Irregular Migration Originating from Armenia” (adopted on December 29, 2011)
“Model charter of a pre-school education institution of the Republic of Armenia community non commercial organization” (adopted 4 February, 2003)
Order No. 39-N of 24 July 2013 of RA Minister of Health “Criteria for urgent medical aid provision to the population under free medical aid and services guaranteed by the State”
Order No. 1155-A of RA Minister of Health of 15 June 2011, “On the list of social groups entitled to free or privileged acquisition of medication through ambulatory-polyclinic medical institutions”
Order of the Minister of Heath of RA No. 229-A of 2013 (defines the diseases and conditions for which the medical care and services for the population is carried out by co-payment)
Order No. 3128a of 28 December 2012 (described the list of diseases and conditions that required immediate medical intervention for adults aged 18 and more and for children under age of 18, and are provided free of charge)
Order No. 720-A, of RA Minister of Health of 26 March 2013 “On the adoption of criteria for psychiatric aid under free medical aid and services guaranteed by the state”
Procedure for admission to, transfer from and removal of a learner from a general education institution of the Republic of Armenia, (adopted on August 18, 2011)

**International and bilateral treaties**


Annex 4. IOM Data Protection Principles

1. LAWFUL AND FAIR COLLECTION

Personal data must be obtained by lawful and fair means with the knowledge or consent of the data subject.

2. SPECIFIED AND LEGITIMATE PURPOSE

The purpose(s) for which personal data are collected and processed should be specified and legitimate, and should be known to the data subject at the time of collection. Personal data should only be used for the specified purpose(s), unless the data subject consents to further use or if such use is compatible with the original specified purpose(s).

3. DATA QUALITY

Personal data sought and obtained should be adequate, relevant and not excessive in relation to the specified purpose(s) of data collection and data processing. Data controllers should take all reasonable steps to ensure that personal data are accurate and up to date.

4. CONSENT

Consent must be obtained at the time of collection or as soon as it is reasonably practical thereafter, and the condition and legal capacity of certain vulnerable groups and individuals should always be taken into account. If exceptional circumstances hinder the achievement of consent, the data controller should, at a minimum, ensure that the data subject has sufficient knowledge to understand and appreciate the specified purpose(s) for which personal data are collected and processed.

5. TRANSFER TO THIRD PARTIES

Personal data should only be transferred to third parties with the explicit consent of the data subject, for a specified purpose, and under the guarantee of adequate safeguards to protect the confidentiality of personal data and to ensure that the rights and interests of the data subject are respected. These three conditions of transfer should be guaranteed in writing.

6. CONFIDENTIALITY

Confidentiality of personal data must be respected and applied to all the stages of data collection and data processing, and should be guaranteed in writing. All IOM staff and individuals representing third parties who are authorized to access and process personal data, are bound to confidentiality.

7. ACCESS AND TRANSPARENCY

8. DATA SECURITY

Personal data must be kept secure, both technically and organizationally, and should be protected by reasonable and appropriate measures against unauthorized modification, tampering,
unlawful destruction, accidental loss, improper disclosure or undue transfer. The safeguard measures outlined in relevant IOM policies and guidelines shall apply to the collection and processing of personal data.

9. RETENTION OF PERSONAL DATA

Personal data should be kept for as long as is necessary, and should be destroyed or rendered anonymous as soon as the specified purpose(s) of data collection and data processing have been fulfilled. It may however, be retained for an additional specified period, if required for the benefit of the data subject.

10. APPLICATION OF THE PRINCIPLES

These principles shall apply to both electronic and paper records of personal data, and may be supplemented by additional measures of protection, depending inter alia on the sensitivity of the personal data. These principles shall not apply to non-personal data.

11. OWNERSHIP OF PERSONAL DATA

IOM shall assume ownership of personal data collected directly from data subjects or collected on behalf of IOM, unless otherwise agreed, in writing, with a third party.

12. OVERSIGHT, COMPLIANCE AND INTERNAL REMEDIES

An independent body should be appointed to oversee implementation of these principles and to investigate any complaints, and designated data protection focal points should assist with monitoring and training. Measures will be taken to remedy unlawful data collection and data processing, as well as breach of the rights and interests of the data subject.

13. EXCEPTIONS

Any intent to derogate from these principles should first be referred to the IOM Legal Affairs Department for approval, as well as the relevant unit/department at IOM Headquarters.
International Organization for Migration

Referral Guide for Reintegration of Returnees in Armenia

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