

**ARMENIA
RAPID RESPONSE
POST-CONFLICT NEEDS
NAGORNO-KARABAKH CONFLICT
2021**

21-RR-ARM-46814

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PART I – ALLOCATION OVERVIEW

Reporting Process and Consultation Summary:

GUIDANCE (delete when completed): Prepare this section as the last step of the reporting process.

Please indicate when the After-Action Review (AAR) was conducted and who participated.

4 November 2021

Please confirm that the report on the use of CERF funds was discussed with the Humanitarian and/or UN Country Team (HCT/UNCT).

Yes No

Please confirm that the final version of this report was shared for review with in-country stakeholders (i.e. the CERF recipient agencies and their implementing partners, cluster/sector coordinators and members and relevant government counterparts)?

Yes No

1. STRATEGIC PRIORITIZATION

Statement by the Resident/Humanitarian Coordinator:

In September/October 2020 the UN system in Armenia immediately responded to the unforeseen humanitarian emergency resulting from Nagorno-Karabakh conflict within a coordination structure led by the RC's Office with substantial UNHCR. While considering the overall humanitarian needs under a comprehensive Inter-Agency Response Plan, paramount life-saving needs were identified through joint Rapid Needs Assessments particularly in the areas of shelter, NFIs, protection (including child protection, SGBV and support to education), health and food, as well as limited funds available to primary responders and humanitarian actors present in country at the time. Hence the CERF allocation was critical, allowing a time-sensitive scale-up of essential humanitarian activities and constituted seed fund for larger scale programmes under the broader Inter-Agency Response Plan (IARP).

The CERF allocation proved catalytic for the amplification of humanitarian assistance efforts and allowed the recipient UN Agencies, UNHCR, IOM and UNICEF, to leverage the established partnership with national NGOs and local actors. From the political perspective, the timely CERF allocation also contributed somewhat to an improvement of relations with the Government of Armenia: Underscoring the need for and relevance of the humanitarian assistance in Armenia it helped the expansion of the humanitarian response as per the identified needs and thus benefitting not only the refugee-like population but also relieving some burden from the host communities.

CERF's Added Value:

Across all three recipient UN agencies, UNHCR, IOM and UNICEF, the CERF allocation enabled faster delivery of assistance, bolstered the coordination architecture that was already in place and supported additional resources mobilisation (to date, resource mobilisation achieved 40 per cent of the initial IARP's 62 million USD). With respect to time-criticality, the allocation was approved about four months after the onset of the crisis.

Selected examples to highlight the impact of CERF funded activities:

UNHCR:

- Repaired three collective shelters
- NFIs distribution: 28,435 NFIs including 22,000 hygiene kits (one per person) were provided, and 6,079 individuals from the targeted population received bedding supplies (one per person) and 356 electric heaters (one per family).
- reached out to 2,609 individuals within the protection monitoring activities in collective shelters/transitional centres and 16,194 persons residing among hosting communities. Overall 1,923 persons, more than the initially targeted 800, were referred for specialized services through protection monitoring; and 52,109 persons were reached through awareness-raising and sensitization campaigns on protection risks.
- 65 individuals were provided legal assistance.

IOM:

- delivery of health services, including mental health, psychological and social well-being of conflict-affected and displaced women, men, boys, girls and people with disabilities (PwD) from Nagorno Karabakh.
- A total of 9,985 conflict-affected people received medical services at their displacement locations. 2,197 individuals received symptomatic treatment, 3,335 referrals to secondary and tertiary medical services, including specialized Mental Health and Psychosocial Support.
- During ,1009 session 1,278 persons were able to access MHPSS services such as Group/Family and Individual Therapy, Drama/Play Therapy, Psychoeducation sessions and Psychiatric consultation.

UNICEF:

- reached 430 conflict-affected and displaced children in 10 temporary learning spaces located in collective shelters, and 66 teachers and volunteers from host communities were trained in psychosocial first aid and support.
- 8000 children and 2000 caregivers benefited from non-formal explosive ordnance risk education sessions in schools (incl. distribution of 2500 copies of the Children Activity book).
- 350 conflict-affected adolescents from NK and Armenia's host communities in Aragatsotn, Gegharkunik, Tavush, Yerevan participated in community-based socio-emotional learning sessions facilitated by 60 trained service providers and volunteers.
- 983 children in border communities of Sisian, Kapan, and Vardenis, also in Talin and Aparan benefitted from educational opportunities and psycho-social support based on the concept of "Child friendly spaces" (CSF).
- 2,071 children from NK and host communities participated in learning events, 299 parents attended Positive Parenting seminars, and 291 schoolteachers were trained in CFS methodology.
- multi-purpose cash support to 5,000 displaced children (2,500 girls, 2,500 boys), predominantly under 5, residing with their families in May-June 2021.

Did CERF funds lead to a fast delivery of assistance to people in need?

Yes

Partially

No

Did CERF funds help respond to time-critical needs?

Yes

Partially

No

Did CERF improve coordination amongst the humanitarian community?

Yes

Partially

No

Did CERF funds help improve resource mobilization from other sources?

Yes

Partially

No

Considerations of the ERC's Underfunded Priority Areas¹:

Considering that 88 per cent of the refugee-like population were women and children, the CERF allocation served to address the critically underfunded area of (1) support for women and girls, (2) programmes targeting persons with disabilities, as well as (4) 'other aspects of protection'. For example, UNHCR established the Protection Monitoring system that identified protection risks, monitored returns and needs among the refugee-like population in Armenia. Support for women and girls, including tackling gender-based violence, reproductive health, and empowerment, was a priority area addressed through this allocation. The protection monitoring interviews played a key role in proper identification and immediate addressing of the gender-based violence (GBV) problems among the displaced population, through provision of case management services, necessary referrals, and psychological support. Among those reached by protection monitoring, 10,440 were persons with disabilities, among whom 2,360 were referred for specialized services. Protection monitoring informed other aspects of the response that contributed to enhanced programming for women and girls: Under the Shelter/NFI component, women and girls were not directly targeted for the above interventions but were directly reached through all of them (ie. provision of hygiene kits).

¹ In January 2019, the Emergency Relief Coordinator identified four priority areas as often underfunded and lacking appropriate consideration and visibility when funding is allocated to humanitarian action. The ERC therefore recommended an increased focus on these four areas to ensure that they be given due consideration by RC/HCs and HCTs/UNCTs when prioritizing life-saving needs for inclusion in CERF requests. These areas are: (1) support for women and girls, including tackling gender-based violence, reproductive health and empowerment; (2) programmes targeting disabled people; (3) education in protracted crises; and (4) other aspects of protection. While CERF remains needs based, the ERC will be looking for country teams to prioritize projects and mainstreamed activities that systematically and effectively address to these four historically underfunded areas. Please see the questions and answers on the ERC four priority areas [here](#).

Special consideration was given to MHPSS needs: the CERF allocation supported the implementation of community-based psychosocial assistance for the refugee-like population through IOM. Despite initial scepticism about the effectiveness of psychological services and the cultural norm to rely on one's own personal strengths (ie. seeking psychological help was perceived as threatening to their self-esteem and sense of control over the situation), a change in attitude was achieved towards reducing stigmatisation towards understanding and acceptance for MHPSS for post-conflict trauma care. CERF funding or UNICEF made it possible for 350 conflict-affected adolescents from Nagorno Karabakh and Armenia's host communities in Aragatsotn, Gegharkunik, Tavush, Yerevan accompanied by 60 trained service providers and volunteers to participate in community-based socio-emotional learning sessions, through which they acquired 16 core competencies that equip them with self-resilience. A manual on basic life-skills for adolescents was translated, adapted and shared with local organizations working with these population groups. In addition, 2,071 (the target was 1,600) children from NK and host communities participated in learning events, art therapy sessions, outdoor visits that enabled their social integration and positive engagement. 299 parents participated in Positive Parenting seminars and 291 schoolteachers were trained in CFS methodology.

Table 1: Allocation Overview (US\$)

Total amount required for the humanitarian response	62,122,194
CERF	1,748,555
Country-Based Pooled Fund (if applicable)	[Fill in]
Other (bilateral/multilateral)	27,772,098
Total funding received for the humanitarian response (by source above)	29,520,653

Table 2: CERF Emergency Funding by Project and Sector/Cluster (US\$)

Agency	Project Code	Sector/Cluster	Amount
IOM	21-RR-IOM-001	Health - Health	219,999
UNHCR	21-RR-HCR-002	Shelter and Non-Food Items - Shelter and Non-Food Items	921,445
UNHCR	21-RR-HCR-002	Protection - Protection	79,511
UNICEF	21-RR-CEF-001	Protection - Child Protection	189,936
UNICEF	21-RR-CEF-001	Protection - Mine Action	189,936
UNICEF	21-RR-CEF-001	Education - Education	147,728
Total			1,748,555

Table 3: Breakdown of CERF Funds by Type of Implementation Modality (US\$)

Total funds implemented directly by UN agencies including procurement of relief goods	[Fill in]
Funds sub-granted to government partners*	342,165
Funds sub-granted to international NGO partners*	159,564
Funds sub-granted to national NGO partners*	1,081,211
Funds sub-granted to Red Cross/Red Crescent partners*	62,551
Total funds transferred to implementing partners (IP)*	1,645,491

* Figures reported in table 3 are based on the project reports (part II, sections 1) and should be consistent with the sub-grants overview in the annex.

2. OPERATIONAL PRIORITIZATION:

Overview of the Humanitarian Situation:

On 27 September 2020, heavy clashes broke out along the line of contact in and around Nagorno-Karabakh (NK). A statement for the cessation of hostilities was signed on 9 November 2020 and Russian peacekeepers were deployed to Nagorno-Karabakh and the Armenian borders. Approximately 90,000 people fled from Nagorno-Karabakh to Armenia. Heavy damage to civilian infrastructure and the harsh winter months hindered return of the majority of the refugee-like population, which added pressure on host communities and municipalities. More than 80 per cent of the arrivals were women and children. Initially most refugee-like people were hosted by relatives and/or host families, while around one third live in more precarious conditions in collective shelters. Currently, as of October 2021, the remaining 36,000 refugee-like persons in Armenia – for most their places of origin are now under Azerbaijani control, must rent accommodation in the local market which exacerbates the pressure to rebuild their livelihoods.

The Inter-Agency Response Plan (IARP) was launched with requirements estimated at \$62 million (this includes some significant allocations for priority activities, as well as funding for some longer-term development-oriented programmes). The IARP launched in January 2021 initially covered a period of nine months (October 2020 – June 2021) and targeted a population of 90,000 refugee-like persons in Armenia. Owing to the remaining humanitarian needs it was extended in June to the end of 2021: Even though many individuals have moved back to NK in the first half of 2021, as of 1 June 2021, some 36,989 refugee-like individuals remained in the ten regions of the country and Yerevan. Thus, it was agreed between the Inter-Agency response partners and the Government of Armenia to extend the IARP for six more months, until December 2021 and to support the humanitarian needs of the remaining refugee-like population, while emphasising already more on early recovery and livelihood programmes.

At year-end the IARP will be folded into the UN Sustainable Development Cooperation Framework (UNSDCF), thus translating the concept of “humanitarian-development-nexus” effectively into practice. The humanitarian working groups will merge and diffuse into the UNSDCF Results Groups to ensure that the needs of the refugee-like population that remain more long-term in Armenia are addressed as part of the overall comprehensive development response.

Operational Use of the CERF Allocation and Results:

In response, the Emergency Relief Coordinator on 10 January 2021 allocated \$2 million from CERF's rapid response window for life-saving humanitarian action. The country team focused on prioritizing Child Protection, Education, Health, Mine Action, Protection and Shelter and Non-Food Items to target assistance to 90,500 refugee-like persons. The sectoral priorities funded through CERF tackle the key priority needs areas, while being embedded in a comprehensive multi-sectoral inter-agency response anchored in five working groups (Protection, Shelter/NFI, Health, Food Security & Nutrition, Early Recovery).

CERF funded initiatives reached 92,077 individuals (of which 28,079 women, 20,294 men, 21,173 girls and 22,531 boys) and thus, as expected, bridged the gap between the humanitarian needs at the early stage of the response and the financial resources that were mobilised through the inter-agency response plan, the main advocacy tool for UN entities and operational partners. For example, access to life-saving primary health care services and provision of 9,985 consultations to conflict-affected persons (2,197 individuals received symptomatic treatment by the mobile clinics' specialists) through the deployment of two multidisciplinary teams (incl. physician, paediatrician, psychologist, sonographer and nurse/laboratory officer) to 104 displacement locations across Armenia. Referrals to higher-level of healthcare and specialized MHPSS services were provided to 3,335 beneficiaries.

Noting the overall importance of consistent Protection Monitoring, two operational achievements - through CERF funding – stand out: (1) in the context of child protection: 11,071 girls and 11,879 boys as well as 1,074 parents/caretakers benefitted from urgent assistance in collective shelters and (2) in the context of providing continued access to education: 515 girls and 255 boys, as well as 60 caretakers/parents received crucial and immediate support.

People Directly Reached:

IOM:

IOM supported health and MHPSS teams have exceeded the initial target numbers with a total of 9,985 beneficiaries (106%) receiving primary health care services instead of 9,400, 3,335 (185%) getting referred for specialized services instead of 1800 and 1,278 (1,278%) receiving specialized MHPSS interventions rather than 100. The mobile health teams recorded the daily visits as well as the ongoing referrals. In the case of return site visits, the mobile teams have had checking and recording system in place to avoid duplicate registration.

UNHCR:

UNHCR reached 47,238 individuals in a refugee-like situation. This total included those directly reached through protection activities (18,803) and those who were provided with non-food items (28,435). For Protection sector, UNHCR through its partner World Vision recorded the family composition, including age and gender breakdown, during protection monitoring. For NFIs, information is reported by UNHCR partners Mission Armenia NGO and Armenian Red Cross Society, compiled using information from protection monitoring data, local authorities, GoA, and also from the lists of individuals staying in collective shelters/centres. The age and gender breakdown was estimated, using the same percentages as the breakdown for families in the protection monitoring. There is an overlap between these two sectors, but this overlap is not currently measured. Currently, UNHCR has the unique individual data for those interviewed during protection monitoring, in addition to their family

composition; but it does not have unique individual data (i.e. names) for the beneficiaries of NFIs, so the two cannot be cross-referenced to determine duplication between the two.

UNICEF:

Through the CERF funding UNICEF reached 430 conflict-affected and displaced children in 10 temporary learning spaces located in collective shelters. 66 teachers and volunteers from host communities were trained in psychosocial first aid and support. 8000 children and 2000 caregivers benefited from non-formal explosive ordnance risk education sessions in schools and communities. 350 conflict-affected adolescents from Nagorno Karabakh and Armenia's host communities in Aragatsotn, Gegharkunik, Tavush, Yerevan accompanied by 60 trained service providers and volunteers participated in community-based socio-emotional learning sessions. A total of 983 children in bordering communities of Sisian, Kapan, and Vardenis, also in Talin and Aparan participated in a variety of sessions aimed at providing educational opportunities and psycho-social support. About 920 children in Children' support centres in Yerevan and Abovyan are now equipped to serve an annual average of 920 children with child protection and PSS services, while the Gyumri Youth House is now equipped to also serve adolescents with disabilities with similar services reaching 100 adolescents per year on average. UNICEF jointly with the Ministry of Labour and Social Affairs has provided multi-purpose cash support to 5,000 displaced children (2,500 girls, 2,500 boys), predominantly under 5, residing with their families all over Armenia in May-June 2021.

People Indirectly Reached:

IOM:

Armenia has been severely affected by the COVID-19 pandemic, leaving local health services extremely overstretched due to the number of COVID-19 cases that need assistance. Mobile health clinics provided life-saving primary health care services to displaced populations and thus relieved the pressure, to a certain extent, on local primary health care providers. This has allowed host communities to benefit from the project indirectly. Host communities also benefited from the social media information campaign conducted in parallel by IOM, which delivered information on COVID-19 measures, stress management and other health-related issues.

UNHCR:

A total of 52,109 of individuals were reached through awareness and sensitization campaigns on protection risks.

UNICEF:

As per post-distribution monitoring results of 493 displaced households countrywide with children that received multi-purpose cash support, it can be estimated that approximately 24,000 displaced individuals have benefitted indirectly from increased income in their households, including approximately 13,000 children and around 500 persons with disabilities (note: this is an estimate based on extrapolation of data from PDM of 493 households). Moreover, close to 10,000 persons benefitted indirectly from EORE campaign and awareness raising. 218,169 people has reached through digital platforms (website, Facebook and Instagram accounts) on CERF-related programme visibility and messaging.

In sum, the efforts undertaken under the IARP and partially supported through CERF contributed also to reducing the stress on host communities.

Table 4: Number of People Directly Assisted with CERF Funding by Sector/Cluster*

Sector/Cluster	Planned					Reached				
	Women	Men	Girls	Boys	Total	Women	Men	Girls	Boys	Total
Education - Education	0	0	190	190	380	56	4	515	255	830
Health - Health	4,344	1,120	1,924	2,012	9,400	5,625	1,580	1,302	1,478	9,985
Protection - Child Protection	4,500	4,500	5,000	5,000	19,000	759	315	11,071	11,879	24,024
Protection - Mine Action	4,500	4,500	2,500	2,500	14,000	4,041	2,100	2,100	1,335	9,576
Protection - Protection	8,000	2,400	5,000	4,600	20,000	6,424	5,531	3,298	3,550	18,803
Shelter and Non-Food Items - Shelter and Non-Food Items	12,000	3,600	7,500	6,900	30,000	9,715	8,364	4,987	5,369	28,435
Total	33,344	16,120	22,114	21,202	92,780	28,079	20,294	21,173	22,531	92,077

* Figures represent best estimates of people directly supported through CERF funding. Disaggregation by sex and age represents women and men ≥18, girls and boys <18.

Table 5: Total Number of People Directly Assisted with CERF Funding by Category*

Category	Planned	Reached
Refugees	76,680	74,944
Returnees	12,000	12,602
Internally displaced people	0	0
Host communities	4,100	3,887
Other affected people	0	10
Total	92,780	91,653

Table 6: Total Number of People Directly Assisted with CERF Funding*

Sex & Age	Total Number of People Directly Assisted with CERF Funding*		Number of people with disabilities (PwD) out of the total	
	Planned	Reached	Planned	Reached
Women	33,384	26,620	2,388	1,136
Men	16,132	17,894	700	1,102
Girls	22,194	23,273	5,900	484
Boys	21,225	23,866	1,452	531
Total	92,880	91,653	10,440	3,253

PART II – PROJECT OVERVIEW

2. PROJECT REPORTS

3.1 Project Report 21-RR-IOM-001

1. Project Information			
Agency:	IOM	Country:	Armenia
Sector/cluster:	Health	CERF project code:	21-RR-IOM-001
Project title:	Providing health assistance to address the immediate needs of displaced populations affected by the Nagorno-Karabakh conflict in Armenia		
Start date:	29/01/2021	End date:	28/07/2021
Project revisions:	No-cost extension <input type="checkbox"/>	Redeployment of funds <input type="checkbox"/>	Reprogramming <input type="checkbox"/>
Funding	Total requirement for agency's sector response to current emergency:		US\$ 2,835,000
	Total funding received for agency's sector response to current emergency:		US\$ 30,000
	Amount received from CERF:		US\$ 219,999
	Total CERF funds sub-granted to implementing partners:		US\$ 180,699
	Government Partners		US\$ 159,659
	International NGOs		US\$
	National NGOs		US\$ 21,040
Red Cross/Crescent Organisation		US\$	

2. Project Results Summary/Overall Performance

Through this CERF grant, IOM provided 9,985 lifesaving primary health care consultations to conflict-affected persons: 7,205 adults, 2,780 children and 60 PwDs, through the deployment of two multidisciplinary mobile teams reaching 104 displacement locations across Armenia. Displaced families and individuals were residing in collective centres and with the host community. The mobile teams enabled health services to be provided very close to their locations by conducting 188 visits in total. Medical teams included a therapist, pediatrician, psychologist, sonographer, and nurse/laboratory technician. A neurologist, gynecologist and cardiac specialist were also introduced to the teams as required. 2197 individuals received symptomatic treatment by the mobile clinics' specialists. Referrals to higher level health care, as well as specialized MHPSS services were provided to more than 3,335 beneficiaries. The top three medical referrals identified by mobile teams were for endocrinological, neurological and gynecological issues. MHPSS referrals have been made to the local partner, Intra Mental Health Centre, and 1,278 people have benefitted from a range of from a range of specialized MHPSS services such as Group/Family and Individual Therapy, Drama/Play Therapy, Psychoeducation sessions and Psychiatric consultation. These results were achieved during the ongoing COVID-19 pandemic, which has greatly impacted health services generally and limited the movement of the population to be able to access these.

However, the implementing partners state that the primary health care and MHPSS services need still exist between conflict-affected persons and it should be addressed even after this project finished.

3. Changes and Amendments

One revision was done in the project to reduce the amount allocated for Staff and other Personnel Costs – International Consultant MHPSS/Health as IOM managed to secure support from IOM Department of Migration Management / Migration Health Division to deliver necessary support. The reprogrammed amount was reallocated for the Contractual Services – deployment of mobile clinics, which allowed for the implementation of additional visits to the displacement locations. All project Outputs and Targets remained as initially planned.

The main challenge to providing community based psychosocial support was the general misconception that seeking MHPSS implies a person has "mental health issues" that could lead to potential family or social stigma. The perspectives on psychological services changed depending on whether beneficiaries thought these services are for them or for their relatives. Most people accepted services for their relatives (for example parents for their children, or adults for their old parents), but not for themselves. In time the psychologists observed that the negative perception of psychological care was diminished among the displaced population. As the recent key informant interviews and focus discussions show, this has changed significantly, and there is now less stigma and more understanding and acceptance attached to seeking MHPSS services.

4. Number of People Directly Assisted with CERF Funding*

Sector/cluster	Health - Health									
Category	Planned					Reached				
	Women	Men	Girls	Boys	Total	Women	Men	Girls	Boys	Total
Refugees	4,344	1,120	1,924	2,012	9,400	5,625	1,580	1,302	1478	9,985
Returnees	0	0	0	0	0	0	0	0	0	0
Internally displaced people	0	0	0	0	0	0	0	0	0	0
Host communities	0	0	0	0	0	0	0	0	0	0
Other affected people	0	0	0	0	0	0	0	0	0	0
Total	4,344	1,120	1,924	2,012	9,400	5,625	1,580	1,302	1,478	9,985
People with disabilities (PwD) out of the total										
	388	100	172	180	840	31	23	2	3	59

5. People Indirectly Targeted by the Project

Armenia has been severely affected by the COVID-19 pandemic, leaving local health services extremely overstretched due to the number of COVID-19 cases that need assistance. Mobile health clinics have provided life-saving primary health care services to displaced populations and thus relieved the pressure, to a certain extent, that is placed on local primary health care providers. This has allowed host communities to indirectly benefit from the project. Host communities also benefited from the social media information campaign, which shares information on COVID -19 measures, stress management and other health related issues.

6. CERF Results Framework

Project objective	Provide immediate response to the health needs of displaced populations in Armenia affected by the NK conflict through the provision of life-saving primary health care services and MHPSS activities in the displacement sites				
Output 1	Displaced populations affected by the NK conflict in Armenia have access to life-saving primary health care services through the deployment of mobile health clinics to displacement sites				
Was the planned output changed through a reprogramming after the application stage?				Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
Sector/cluster	Health - Health				
Indicators	Description	Target	Achieved	Source of verification	
Indicator 1.1	Number of mobile clinics servicing displaced populations	2	2	Beneficiary registry system	
Indicator 1.2	Number of primary health care consultations provided (disaggregated by sex and age)	9,400 4,344 – women; 1,924-girls1,120 – men; 2,012 - boys	9,985 5,625-women; 1,302-girls; 1,580-men; 1,478-boys	Beneficiary registry system	
Indicator 1.3	Number of community settlements serviced by mobile health clinics	100	104	Planning schedules, Weekly reports	
Indicator 1.4	Number referrals to higher level care	1,800	3,335	Patient records	
Explanation of output and indicators variance:	IOM supported health teams have exceeded the initial target numbers and, as a result, a total of 9985 beneficiaries (106.28%) (5,625-women; 1,302-girls; 1,580-men; 1,478-boys) in 104 community settlements (104%) have received primary health care services, and 3,335 (185.28%) have been referred for specialized services, also thanks to partnerships with private health service providers strengthened in the project implementation.				
Activities	Description	Implemented by			
Activity 1.1	Deploy multidisciplinary health teams composed of a paediatrician, nurse, therapist, sonographer and a psychologist, trained on Psychological First Aid (PFA), to conduct primary health care consultations of adults and children, including referrals to higher level care	Medical specialists of National Centre for Infectious Diseases (NCID)			

Output 2 Displaced populations affected by the NK conflict in Armenia and in need of MHPSS support have access to focused and specialized services

Was the planned output changed through a reprogramming after the application stage? Yes No

Sector/cluster	Health - Health			
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Indicators	Description	Target	Achieved	Source of verification
Indicator 2.1	Number of persons accessing MHPSS services	100	1,278	Patient registry, Patient records
Indicator 2.2	Number of MHPSS consultations / sessions delivered	800	1,758	Patient registry, Patient records

Explanation of output and indicators variance:	IOM supported MHPSS teams have also exceeded the initial target numbers. As a result, a total of 1,278 beneficiaries (1,278%) have received specialized MHPSS services instead of 100 bringing the total number of delivered MHPSS consultations/sessions to 1,758 (220%) rather than 800.
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Activities	Description	Implemented by
Activity 2.1	Refer individuals in need of MHPSS support to focused and specialized services	Intra Mental Health Centre specialist
Activity 2.2	Provide focused services (estimated 10 sessions for individualized counselling services based on needs)	Intra Mental Health Centre specialist

7. Effective Programming

CERF expects partners to integrate and give due consideration to cross-cutting issues such as Accountability to Affected People (AAP), Protection from Sexual Exploitation and Abuse (PSEA), People with disabilities (PwD), Centrality of Protection as well as Gender and Age. In addition, the Emergency Relief Coordinator (ERC) has identified four underfunded priority areas² often lacking appropriate consideration and visibility: women and girls, people with disabilities, education and protection. **The following sections demonstrate how cross-cutting issues and the ERC's four underfunded priority areas have been addressed through project activities and should highlight the achieved impact wherever possible.**

a. Accountability to Affected People (AAP) 3:

Health was identified as a priority need by both the displaced and host communities during the inter-agency joint needs' analysis exercises conducted on which the response is based. Local outreach teams worked with displaced communities to ensure they were aware of and able to access the mobile health clinics. Existing IOM supported online social media health-related platforms has also kept affected people

² These areas include: support for women and girls, including tackling gender-based violence, sexual and reproductive health and empowerment; programmes targeting people with disabilities; education in protracted crises; and other aspects of protection. The ERC recommended an increased focus on these four areas to ensure that they be given due consideration by RC/HCs and UNCTs/HCTs when prioritizing life-saving needs for inclusion in CERF requests. While CERF remains needs-based, the ERC will be looking for country teams to prioritize projects and mainstreamed activities that systematically and effectively address to these four historically underfunded areas. Please see the Questions and Answers on the ERC four priority areas [here](#).

³ AAP and PSEA are part and parcel of IASC commitments, and therefore mandatory for compliance for all UN agencies and partners. Agencies do not necessarily need to establish new AAP and PSEA mechanisms for CERF projects if functioning ones are already in place. For more information please refer to the [IASC AAP commitments](#).

informed about the support available at the displacement sites. 5,000 copies of information leaflets on the social media campaign and mobile clinic services and with IOM and NCID contact details were distributed among the population displaced from NK (was covered by other sources of funding). The social media platform also provided a mechanism to receive feedback from the beneficiaries. During monitoring, IOM project staff regularly interviewed beneficiaries and the mobile team staff to ensure to be aware of any issues and feedback regarding the ongoing service provision.

b. AAP Feedback and Complaint Mechanisms:

IOM set up a feedback and complaint mechanism to ensure that affected people have options for engagement with the project staff. Complaints boxes were installed near the mobile team sites, made accessible to displaced persons, and offered a secure mechanism for beneficiaries to voice complaints and concerns. The received feedback was positive and encouraging and no complains were received from beneficiaries. Positive feedback also was received from local authorities of the host communities.

c. Prevention of Sexual Exploitation and Abuse (PSEA):

IOM has a policy of zero tolerance for sexual exploitation and abuse (SEA) and has introduced active measures to prevent SEA. And as per this policy, appropriate disciplinary action is taken against all persons who have violated the relevant IOM policies. Hence, project beneficiaries and implementing partners were informed about IOM's corporate SEA reporting mechanisms and were encouraged to report violations should they occur (<https://weareallin.iom.int/>). IOM also provides continuous prevention of sexual exploitation and abuse (PSEA) training for all IOM staff hired locally and internationally.

d. Focus on women, girls and sexual and gender minorities, including gender-based violence:

As per registration data received from the Migration Service more than 70% of people displaced due to NK conflict were women and children. Providing access to primary health care services to women and girls project contributed to gender equality among displaced population. Moreover, the health teams comprised both male and female staff, as did the Intra MHPSS teams to ensure that women could approach female staff if they felt more comfortable talking to a woman, especially about possible GBV cases.

e. People with disabilities (PwD):

People with disabilities were included in the multisectoral needs analysis and any special needs they had were identified and included in planning the intervention. PwD were routinely seen as part of the mobile health team's consultation and referral service, and 60 PwD benefited from the primary health care services provided by the mobile clinics. In cases of beneficiaries confined to wheelchairs, mobile team staff arranged alternative areas for the consultation in such instances.

f. Protection:

Acknowledging the high level of protection risks caused by displacement, IOM mainstreamed protection into the project intervention activities.

In response to the needs and based on its grounded experience in protection—that includes past programming in the field of counter-trafficking in persons and migrant protection - IOM has ensured meaningful access, particularly to women and girls to the primary health services, by prioritizing the safety and dignity of the target population and observing the do no harm principle.

In light of the above, the deployed multidisciplinary health teams composed of different specialists including psychologists were trained in MHPSS skills such as Psychological First Aid, active listening, problem solving and basic psychological support and referrals. The IOM team promoted the inclusion of protection and specialized MHPSS service focused on psychosocial support through individual, family or group interventions providing emotional and practical social support for people with mental disorders or intellectual disability predated the displacement and also for individual/family who needed specific MHPSS additionally to their community network or personal resilience.

g. Education:

N/A

8. Cash and Voucher Assistance (CVA)

Use of Cash and Voucher Assistance (CVA)?

Planned	Achieved	Total number of people receiving cash assistance:
No	No	

If **no**, please describe why CVA was not considered. Where feasible, CVA should be considered as a default response option, and multi-purpose cash (MPC) should be utilised wherever possible.

If **yes**, briefly note how CVA is being used, highlighting the use of MPC, and if any linkages to existing social protection systems have been explored.

Implementation of the multidisciplinary mobile health teams aimed to reduce the gap in health service provision through deployment of additional free of charge services to the displaced population, which is not possible to deliver through CVA. Moreover, assigning a particular value to an individual for health service is not realistic as individuals have varied health needs, thus pre-calculation of service for a CVA was difficult.

Parameters of the used CVA modality:

Specified CVA activity (incl. activity # from results framework above)	Number of people receiving CVA	Value of cash (US\$)	Sector/cluster	Restriction
[Fill in]	[Fill in]	US\$ [insert amount]	Choose an item.	Choose an item.
[Fill in]	[Fill in]	US\$ [insert amount]	Choose an item.	Choose an item.
[Fill in]	[Fill in]	US\$ [insert amount]	Choose an item.	Choose an item.

9. Visibility of CERF-funded Activities

Title	Weblink
Healing the Hurt in Armenia	https://rovienna.iom.int/story/healing-hurt-armenia?fbclid=IwAR0WopMcP3QUd2FD25nziK-OgSimXnFD2o2EOjbp8p6BhkDjviorwl8MtYc
	https://armenia.un.org/en/137395-healing-hurt-armenia

3.2 Project Report 21-RR-HCR-002

1. Project Information			
Agency:	UNHCR	Country:	Armenia
Sector/cluster:	Shelter and Non-Food Items Protection	CERF project code:	21-RR-HCR-002
Project title:	Provision of protection and shelter / NFIs assistance to the Nagorno-Karabakh refugee-like population in Armenia		
Start date:	14/12/2020	End date:	13/06/2021
Project revisions:	No-cost extension <input checked="" type="checkbox"/>	Redeployment of funds <input type="checkbox"/>	Reprogramming <input checked="" type="checkbox"/>
Funding	Total requirement for agency's sector response to current emergency:		US\$ 13,535,227
	Total funding received for agency's sector response to current emergency:		US\$ 9,682,380
	Amount received from CERF:		US\$ 1,252,999
	Total CERF funds sub-granted to implementing partners:		US\$ 1,000,956.00
	Government Partners		US\$ 0
	International NGOs		US\$ 79,511
	National NGOs		US\$ 921,445
Red Cross/Crescent Organisation		US\$ 0	

2. Project Results Summary/Overall Performance

Through this CERF RR grant, for shelter/NFI interventions, UNHCR through its partners repaired three collective shelters in line with the project target, and completed NFIs distribution, that benefitted at least 28,435 individuals (approximately 6,319 households). More specifically, 28,435 NFIs including 22,000 hygiene kits (one per person) were provided, and 6,079 individuals from the targeted population received bedding supplies (one per person) as well as 356 electric heaters (one per family). Such assistance in the area of shelter and core relief items also benefitted the host community, limiting the pressure on the available resources they have been sharing with the new arrivals. The improvement of the public facilities, used as a temporary accommodation for the refugee-like population, also benefits the host community for the same reasons.

Through this CERF RR grant, for protection, UNHCR has directly reached out to 2,609 individuals within the protection monitoring activities in collective shelters/transitional centres and 16,194 persons residing among hosting communities – for a total of 18,803 individuals reached through protection monitoring. This total far exceeded the reprogramming request target of 7,000 individuals. As a result of two MoUs, in June and August, respectively, UNHCR has had access to a higher number of individuals in a refugee-like situation, including direct access to 14,000 individuals. These lists have allowed and will

continue to allow UNHCR to reach a greater number of individuals through its protection monitoring activity. (For more information, please refer to 'Explanation of output and indicators variance' in Output 6, below.

Protection monitoring played a key role in informing the overall response and has been critical to identify protection risks as well as most vulnerable and persons with specific needs. Among this group, in total, 1,923 persons were referred for specialized services through protection monitoring (compared to a target of 800); and 52,109 persons were reached by awareness-raising and sensitization campaigns on protection risks (a significant increase compare to the initial target of 24,000), through the distribution of 12,000 information leaflets. In total, 65 individuals were provided legal assistance, in the form of legal counselling.

3. Changes and Amendments

In April 2021, UNHCR submitted a re-programme request for part of its planned activities from the CERF allocation, and specifically the implementation modality from cash-based to in-kind modality, as well as revision of some activity targets, as a result of several factors, which included a lack of progress on aligning the project's planned cash assistance with the government-approved cash programmes and a re-prioritization of needs informed by field-monitoring and evolving nature of the emergency. In addition, the protection monitoring activity required revision, as during the course of implementation fewer individuals than initially anticipated were found to be residing in the target collective shelters, leading to a significant reduction of the targets. Protection monitoring exercises from November until time of re-programme request revealed that the population of concern (i.e. displaced and living in shelters) was not as high as initially given by the Government. Given the reduction in the target, the allocated budget for the protection activities were requested to be reprogrammed to address other priority lifesaving needs of the population, as identified by persons of concerns through ongoing field monitoring. The target for legal support was reduced because Armenian legislation allows refugee-like population to access to various services, including legal assistance, on par with Armenian Citizens and in according to existing legal framework, in addition to the steady return and corresponding reduction of the population in need of legal support. In addition to its re-programming request, UNHCR also requested a 3-month no-cost extension. Both the re-programming request and no-cost extension were approved by CERF.

4. Number of People Directly Assisted with CERF Funding*

Sector/cluster	Protection - Protection									
Category	Planned					Reached				
	Women	Men	Girls	Boys	Total	Women	Men	Girls	Boys	Total
Refugees	7,160	2,148	4,475	4,117	17,900	6,424	5,531	3,298	3,550	18,803
Returnees	0	0	0	0	0					
Internally displaced people	0	0	0	0	0					
Host communities	0	0	0	0	0					
Other affected people	0	0	0	0	0					
Total	7,160	2,148	4,475	4,117	17,900	6,424	5,531	3,298	3,550	18,803
People with disabilities (PwD) out of the total										
	1,200	360	750	690	3,000	266	570	43	71	950
Sector/cluster	Shelter and Non-Food Items - Shelter and Non-Food Items									
Category	Planned					Reached				
	Women	Men	Girls	Boys	Total	Women	Men	Girls	Boys	Total
Refugees	12,880	3,864	8,050	7,406	32,200	9,715	8,364	4,987	5,369	28,435
Returnees	0	0	0	0	0					
Internally displaced people	0	0	0	0	0					
Host communities	0	0	0	0	0					
Other affected people	0	0	0	0	0					
Total	12,880	3,864	8,050	7,406	32,200	9,715	8,364	4,987	5,369	28,435
People with disabilities (PwD) out of the total										

* Figures represent best estimates of people directly supported through CERF funding. Disaggregation by sex and age represents women and men ≥18, girls and boys <18.

800	240	500	460	2,000	480	409	254	268	1,411
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* Figures represent best estimates of people directly supported through CERF funding. Disaggregation by sex and age represents women and men ≥18, girls and boys <18.

5. People Indirectly Targeted by the Project

A total of 52,109 of individuals were reached through awareness and sensitization campaigns on protection risks. Individuals reached in this manner were of all ages and gender, from the displaced population from Nagorno-Karabakh. The refugee-like population that has arrived from Nagorno-Karabakh in Armenia consisted predominantly of women and children (88% of the population), as well as elderly persons.

6. CERF Results Framework

Project objective	The refugee-like population in Armenia live in safe and dignified shelter conditions and are assisted with the provision of non-food items, and protection risks and needs of persons of concern are identified and addressed in a systematic and harmonized manner, including for the most vulnerable and persons with specific needs.			
Output 1	300 families are assisted with the provision of cash assistance for 4 months			
Was the planned output changed through a reprogramming after the application stage? Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>				
Sector/cluster	Shelter and Non-Food Items - Shelter and Non-Food Items			
Indicators	Description	Target	Achieved	Source of verification
Indicator 1.1	# of families benefiting from shelter support for 4 months	300	N/A	N/A
Explanation of output and indicators variance:		Cash assistance activities were removed at the reprogramming request stage. UNHCR re-programmed part of the planned activities from this CERF allocation, and specifically the implementation modality from cash-based intervention (cash for shelter, cash for heater, cash for winterization, and cash for hygiene kits) to in-kind modality, as well as revision of some activity targets, as a result of several factors. These included unfruitful negotiations with the Government of Armenia Ministry of Labour and Social Affairs (MoLSA) on the project's planned cash assistance that remain excluded from the government-approved cash programmes and re-prioritization of needs informed by field-monitoring and evolving nature of the emergency. This allowed additional families to receive core hygiene assistance (see output 4, below).		
Activities	Description	Implemented by		
Activity 1.1	Distribution of cash (worth 4 months of rental cost support) to the targeted families	N/A		

Output 2	Living conditions in public facilities/collective centres are improved through urgent repairs and upgrade of the building			
Was the planned output changed through a reprogramming after the application stage? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>				
Sector/cluster	Shelter and Non-Food Items - Shelter and Non-Food Items			
Indicators	Description	Target	Achieved	Source of verification
Indicator 2.1	# of public facilities / collective centres being repaired and / or upgraded	3	3	Monitoring visits

Explanation of output and indicators variance:	N/A	
Activities	Description	Implemented by
Activity 2.1	Physical repairs of targeted buildings	Partner - Mission Armenia NGO
Activity 2.2	Installation of adequate heating systems	Partner - Mission Armenia NGO
Activity 2.3	Reinforcement of the WASH facilities	Partner - Mission Armenia NGO

Output 3 600 vulnerable families are supported with the provision of a heating system

Was the planned output changed through a reprogramming after the application stage?	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>		
Sector/cluster	Shelter and Non-Food Items - Shelter and Non-Food Items			
Indicators	Description	Target	Achieved	Source of verification
Indicator 3.1	# of families assisted with adequate heating systems	356	356	PDM
Explanation of output and indicators variance:	N/A			
Activities	Description	Implemented by		
Activity 3.1	Provision of heating support	Partner – Mission Armenia NGO		

Output 4 20,000 individuals benefit from the provision of core hygiene assistance

Was the planned output changed through a reprogramming after the application stage?	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>		
Sector/cluster	Shelter and Non-Food Items - Shelter and Non-Food Items			
Indicators	Description	Target	Achieved	Source of verification
Indicator 4.1	# of individuals provided with core relief items (including hygiene support)	22,200	22,000	PDM
Explanation of output and indicators variance:	22,000 individuals were provided with core relief items (including hygiene support), which was almost exactly the revised target of 22,200. During the re-programming request, the target was revised to 22,200, and the re-programming request was approved.			
Activities	Description	Implemented by		
Activity 4.1	Distribution of core relief items to meet hygiene needs of the targeted population	Partner - Armenian Red Cross Society		

Output 5 1,000 individuals benefit from the provision of winterization kits

Was the planned output changed through a reprogramming after the application stage?	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>		
Sector/cluster	Protection - Protection			
Indicators	Description	Target	Achieved	Source of verification

Indicator 5.1	# individuals provided with winterization support	6,079	6,079	PDM
Explanation of output and indicators variance:		UNHCR re-programmed part of the planned activities from this CERF allocation, and specifically the implementation modality from cash-based intervention (cash for shelter, cash for heater, cash for winterization, and cash for hygiene kits) to in-kind modality, as well as revision of some activity targets, as a result of several factors. These included unfruitful negotiations with the Government of Armenia Ministry of Labour and Social Affairs (MoLSA) on the project's planned cash assistance that remain excluded from the government-approved cash programmes and re-prioritization of needs informed by field-monitoring and evolving nature of emergency. Winterization kits rather than cash were provided, reaching the same number of individuals as originally planned for cash.		
Activities	Description	Implemented by		
Activity 5.1	Distribution of winterization kits	Partner - Armenian Red Cross Society		

Output 6	Critical protection information collected and disseminated			
Was the planned output changed through a reprogramming after the application stage?		Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>	
Sector/cluster	Protection - Protection			
Indicators	Description	Target	Achieved	Source of verification
Indicator 6.1	# individuals reached by protection monitoring activities in collective sites.	7,000	2,609	WVA_Final Report_Project Performance Report + MA reports
Indicator 6.2	# of girls, boys, women and men reached by protection monitoring	3,000	18,803	PM analysis
Indicator 6.3	# of girls, boys, women and men referred through protection monitoring	800	1,923	PM analysis
Indicator 6.4	# of girls, boys, women and men provided with specialized case management	200	3,144	WVA_Final Report_Project Performance Report + ARCS reports
Explanation of output and indicators variance:		<p>For all indicators, an increased number of individuals (more than estimated) were reached due to changes in the operational context since the time of the proposal and interim report:</p> <p>Indicator 6.1</p> <p>UNHCR has had access to a higher number of individuals in a refugee-like situation as a result of the signature of a Memorandum of Understanding (MoU) in June with the Ministry of Labour and Social Affairs (MoLSA) in view of providing cash-based assistance, which gave direct access to 14,000 individuals. This assistance was not part of the CERF contribution. These lists have allowed and will continue to allow UNHCR to reach a greater number of individuals through its protection monitoring activity. Additionally, a</p>		

second MoU with MOLSA and the United Social Service on durable solutions activities for families in collective shelters, signed in August, resulted in UNHCR having direct access to 520 families (an estimated total of 2,340 individuals). This allowed UNHCR to reach 18,803 persons in a refugee-like situation through protection monitoring (2,609 of whom were residing in collective sites). **Target for 6.1 (7,000) was not reached due to the assumption that the majority of individuals reached would be in collective sites, which was not the case. Total number of individuals reached in collective sites was 2,609.**

Note: Target of 7,000 was revised from 9,000 during the approved re-programming request.

Indicator 6.2

UNHCR has had access to a higher number of individuals in a refugee-like situation as a result of the two MoUs signed with MoLSA (see Indicator 6.1 for further information). **This allowed UNHCR to reach 18,803 persons in a refugee-like situation through protection monitoring, and thereby exceeding the target of 3,000. The majority of people seen or otherwise communicated with through protection monitoring was largely outside collective sites.**

Indicator 6.3

UNHCR has had access to a higher number of individuals in a refugee-like situation as a result of the two MoUs signed with MoLSA (see Indicator 6.1 for further information). **This allowed UNHCR to reach 18,803 persons in a refugee-like situation through protection monitoring, leading to more persons seen and therefore more referrals made (1,923). Thus the target of 800 was exceeded.**

Indicator 6.4

UNHCR has had access to a higher number of individuals in a refugee-like situation as a result of the two MoUs signed with MoLSA (see Indicator 6.1 for further information). This allowed UNHCR to reach 18,803 persons in a refugee-like situation through protection monitoring, leading to more persons seen and therefore more referrals made. **With more referrals made (see Indicator 6.4), a greater number of girls, boys, women and men were provided with specialized case management (3,144), which allowed the target of 200 to be exceeded.**

Activities	Description	Implemented by
Activity 6.1	Individual/household protection monitoring interviews	Partner - World Vision Armenia and Armenian Red Cross Society
Activity 6.2	Area/site level key informants' interviews	Partner - World Vision Armenia and Armenian Red Cross Society & UNHCR – direct implementation
Activity 6.3	Helpline	Partner - Kasa Foundation & UNHCR – direct implementation

Output 7 Provision of free legal assistance and representation in case of individual specific legal issues with documentation and access to rights and services;

Was the planned output changed through a reprogramming after the application stage? Yes No

Sector/cluster Protection - Protection

Indicators	Description	Target	Achieved	Source of verification
Indicator 7.1	# of POCs provided with legal assistance	100	65	[UNHCR implementation and monitoring of partner (Mission Armenia NGO) activities
Indicator 7.2	# of legal service providers trained	15	15	Fill in]UNHCR implementation and monitoring of partner (Mission Armenia NGO) activities
Indicator 7.3	# of advocacy events conducted	1	[1	Fill in]UNHCR implementation and monitoring of partner (Mission Armenia NGO) activities

Explanation of output and indicators variance: Fewer POCs were provided with legal assistance than estimated at time of the re-programming request because the target was over-estimated based on the assumption that more legal assistance would be required by persons of concern. Legal assistance for major issues was not needed, however, because the rights of individuals from NK are almost identical to the rights of citizens of Armenia. Individuals from NK do not have Armenian citizenship and cannot vote. They possess all other rights as those of Armenian citizens. **During the approved re-programme request, the target was reduced from 200 to 100 to reflect the estimated need at the time.**

Activities	Description	Implemented by
Activity 7.1	Identify cases in need of legal assistance and provide legal aid which includes counselling and representation	[Mission Armenia
Activity 7.2	Train legal service providers	[Mission Armenia
Activity 7.3	Organize advocacy event for resolving the legal issues with documentation and ensuring full access to rights and services	Mission Armenia

Output 8 Raising awareness of persons of concern and the communities on their access to rights and services, and strengthening communication with communities

Was the planned output changed through a reprogramming after the application stage? Yes No

Sector/cluster Protection - Protection

Indicators	Description	Target	Achieved	Source of verification
Indicator 8.1	# of individuals reached through awareness and sensitization campaigns on protection risks	24,000	52,109	WVA_Final Report_Project Performance Report

Indicator 8.2	# of information leaflets distributed	12,000	12,000	WVA_Final Report_Project Performance Report
Explanation of output and indicators variance:		Awareness raising was conducted through activities including protection monitoring visits. An increased number of individuals (more than estimated) were reached through awareness and sensitization campaigns on protection risks were reached due to changes in the operational context since the time of the proposal and interim report. (for more information see Explanation of output and indicators variance, Output 6). This allowed UNHCR to reach 52,109 individuals through awareness and sensitization campaigns on protection risks – a greater number than the originally estimated 24,000.		
Activities	Description	Implemented by		
Activity 8.1	Awareness raising campaigns	Partner – World Vision		
Activity 8.2	Awareness raising through activities including protection monitoring visits	Partner - World Vision		

Output 9 Strengthen the community-based protection mechanisms

Was the planned output changed through a reprogramming after the application stage? Yes No

Sector/cluster	Protection - Protection			
Indicators	Description	Target	Achieved	Source of verification
Indicator 9.1	Number of community volunteers trained	100	162	Partners: World Vision Armenia, Armenian Red Cross Society. Project performance reports, sign-up sheets, record. Trainings conducted jointly with UNHCR
Indicator 9.2	# of monthly meetings with volunteers	6	6	Partner: World Vision Armenia. Project Performance Report.
Indicator 9.3	# of participatory assessments with host community and refugee like population	1	1	Partner: World Vision Armenia. Project Performance Report.
Indicator 9.4	# of referrals per months	100	128	Partner: World Vision Armenia. Project Performance Report.

Explanation of output and indicators variance: For the two indicators where results exceeded the targets, for the first, UNHCR was able to train more volunteers than were targeted as more training sessions were able to be held than originally planned. For the second, the original target of 100 was only an estimate, which was exceeded based on needs of the vulnerable individuals revealed during protection monitoring.

Activities	Description	Implemented by
Activity 9.1	Training of volunteers	Partner – World Vision and Armenian Red Cross Society
Activity 9.2	Participatory assessments exercises conducted	Partner – World Vision
Activity 9.3	Referrals (need based) conducted	Partner – World Vision

7. Effective Programming

CERF expects partners to integrate and give due consideration to cross-cutting issues such as Accountability to Affected People (AAP), Protection from Sexual Exploitation and Abuse (PSEA), People with disabilities (PwD), Centrality of Protection as well as Gender and Age. In addition, the Emergency Relief Coordinator (ERC) has identified four underfunded priority areas⁴ often lacking appropriate consideration and visibility: women and girls, people with disabilities, education and protection. **The following sections demonstrate**

⁴ These areas include: support for women and girls, including tackling gender-based violence, sexual and reproductive health and empowerment; programmes targeting people with disabilities; education in protracted crises; and other aspects of protection. The ERC recommended an increased focus on these four areas to ensure that they be given due consideration by RC/HCs and UNCTs/HCTs when prioritizing life-saving needs for inclusion in CERF requests. While CERF remains needs-based, the ERC will be looking for country teams to prioritize projects and mainstreamed activities that systematically and effectively address to these four historically underfunded areas. Please see the Questions and Answers on the ERC four priority areas [here](#).

how cross-cutting issues and the ERC's four underfunded priority areas have been addressed through project activities and should highlight the achieved impact wherever possible.

a. Accountability to Affected People (AAP)⁵:

The Office has mainstreamed age, gender and diversity and community development policy and key principles within the operation. Since the escalation of the conflict in Nagorno-Karabakh UNHCR participated in rapid needs assessment (RNA) missions to 10 communities. The outcomes of RNAs served as the basis for UNHCR to get engaged in consultations with Persons of Concern and local residents. Such approach helped to initiate Protection Monitoring and case management activities. On the ground protection monitoring was combined with phone-calls having key informant and household interviews with state and non-state stakeholders and Persons of Concern. UNHCR was engaged in community enhancement and mobilization activities with the participation of host communities and the displaced population creating the community outreach volunteers network which supported in design, implementation and monitoring of community support projects. The Protection Monitoring, case management and community mobilization served as a tool to assess the needs and concerns of Persons of Concern mainstreaming their participation and inclusion, strengthening the accountability to affected population and ensuring rights are protected and access to services is maintained.

b. AAP Feedback and Complaint Mechanisms:

UNHCR's Age, Gender and Diversity Policy outlines the accountability and transparency to the affected population. To promote the accountability and establish a feedback mechanism, UNHCR has established a hotline and SOP to ensure that the expressed priorities, needs, capacities and complaints of persons of concern are included in protection and solutions programming, recognizing their dignity and abilities. The hotline and feedback mechanism are completely confidential. The UNHCR protection e-mail is provided on all info-leaflets for projects supported by UNHCR. The UNHCR Armenia help page (<https://help.unhcr.org/armenia/>) and complaint e-mail and mailboxes are fully operating for Persons of Concern at UNHCR and its partners to strengthen UNHCR's accountability towards affected population and streamline the protection of Persons of Concern. To enhance the impact of the social work results for the Persons of Concern, the existing information exchange platform and coalitions at community and regional levels were formed, which facilitates the dialogue among national level entities mandated to protect the Persons of Concern. These efforts, ultimately, help to improve the referral processes among stakeholders, to voice the existing problems of Persons of Concern, and in seeking joint solutions for them via use of dialogue platforms.

c. Prevention of Sexual Exploitation and Abuse (PSEA):

During the reporting period, UNHCR made sure that information related to PSEA and prevention action(s) with regard to PSEA is shared with each and every staff member of partner agencies and among UNHCR staff members on a regular basis. The UNHCR-funded hotline (implemented by KASA Foundation) hotline, according to the Standard Operating Procedure, has a specific accent on reporting responsibilities, in case the partner identifies any report related to the SEA.

d. Focus on women, girls and sexual and gender minorities, including gender-based violence:

⁵ AAP and PSEA are part and parcel of IASC commitments, and therefore mandatory for compliance for all UN agencies and partners. Agencies do not necessarily need to establish new AAP and PSEA mechanisms for CERF projects if functioning ones are already in place. For more information please refer to the [IASC AAP commitments](#).

The protection monitoring interviews (calls and in-person) played a key role in proper identification and immediate addressing of the gender-based violence (GBV) problems among the displaced population, through provision of case management services, necessary referrals, and psychological support. The protection monitoring informed other aspects of the response that contributed to enhanced programming for women and girls.

e. People with disabilities (PwD):

UNHCR protection monitoring afforded persons with disabilities special attention and prioritized them for receiving support either in form of cash or in-kind assistance. During the renovation of the 11 collective shelters in which families displaced from NK are residing – three of whose renovations were funded by CERF - the needs of persons with disability were taken into consideration as much as feasible. Seventeen collective shelters were provided with basic equipment like washing machines, gas stoves, refrigerators and were made accessible to all persons of concern. Eleven persons with disabilities have received case management services and were provided with the required support and referrals. Moreover, technical support to community-based organizations working with children with disabilities and their parents was provided with the aim of developing children’s skills and empowering their parents.

f. Protection:

Protection mainstreaming is part and parcel of all UNHCR activities. Protection guidelines are constantly shared and emphasized before, during the activities, and at the post-monitoring activities at all levels of implementation of UNHCR and partners’ operational delivery. Also, protection is mainstreamed at the Inter-Agency level during all meetings of the Coordination Steering Group.

g. Education:

N/A

8. Cash and Voucher Assistance (CVA)

Use of Cash and Voucher Assistance (CVA)?

Planned	Achieved	Total number of people receiving cash assistance:
No	Choose an item.	[Fill in]

If **no**, please describe why CVA was not considered. Where feasible, CVA should be considered as a default response option, and multi-purpose cash (MPC) should be utilised wherever possible.

If **yes**, briefly note how CVA is being used, highlighting the use of MPC, and if any linkages to existing social protection systems have been explored.

[Fill in]

Parameters of the used CVA modality:

Specified CVA activity (incl. activity # from results framework above)	Number of people receiving CVA	Value of cash (US\$)	Sector/cluster	Restriction
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[Fill in]	[Fill in]	US\$ [insert amount]	Choose an item.	Choose an item.
[Fill in]	[Fill in]	US\$ [insert amount]	Choose an item.	Choose an item.
[Fill in]	[Fill in]	US\$ [insert amount]	Choose an item.	Choose an item.

9. Visibility of CERF-funded Activities

Title	Weblink
Twitter – 19 July Tweet (Armenian)	https://twitter.com/UNHCRArmenia/status/1417063996415488002
Twitter – 22 July Tweet (English)	https://twitter.com/UNHCRArmenia/status/1418255933097000966
Twitter – 23 July Tweet (English)	https://twitter.com/UNHCRArmenia/status/1418605508496433156
Twitter – 27 July Tweet (English)	https://twitter.com/UNHCRArmenia/status/1420046409131347972
Twitter – 4 Aug Tweet (Armenian)	https://twitter.com/UNHCRArmenia/status/1422852495655809025
Twitter – 4 Aug Tweet (English)	https://twitter.com/UNHCRArmenia/status/1422892607970156548
Twitter – 13 Aug Tweet (English)	https://twitter.com/UNHCRArmenia/status/1426077537315196928
Twitter – 13 Aug Tweet (English)	https://twitter.com/UNHCRArmenia/status/1426213138945433603

3.3 Project Report 21-RR-CEF-001

1. Project Information

Agency:	UNICEF	Country:	Armenia
Sector/cluster:	Protection - Child Protection Protection - Mine Action Education	CERF project code:	21-RR-CEF-001
Project title:	Ensuring Safety and Increasing Resilience of Displaced Children Affected by NK Conflict		
Start date:	02/02/2021	End date:	01/08/2021
Project revisions:	No-cost extension <input type="checkbox"/>	Redeployment of funds <input type="checkbox"/>	Reprogramming <input type="checkbox"/>

Funding

Total requirement for agency's sector response to current emergency:	US\$ 527,600
Total funding received for agency's sector response to current emergency:	US\$ 527,000
Amount received from CERF:	US\$ 527,600
Total CERF funds sub-granted to implementing partners:	US\$ 463,836
Government Partners	US\$ 182,506
International NGOs	US\$ 80,053
National NGOs	US\$ 138,726
Red Cross/Crescent Organisation	US\$ 62,551

2. Project Results Summary/Overall Performance

Through the CERF funding UNICEF reached 430 conflict-affected and displaced children in 10 temporary learning spaces located in collective shelters. 66 teachers and volunteers from host communities were trained in psychosocial first aid and support. 8000 children and 2000 caregivers benefited from non-formal explosive ordnance risk education sessions in schools and communities and were reached through information materials, including 2500 copies of the Children Activity book.

350 conflict-affected adolescents from Nagorno Karabakh and Armenia's host communities in Aragatsotn, Gegharkunik, Tavush, Yerevan accompanied by 60 trained service providers and volunteers participated in community-based socio-emotional learning sessions, through which they acquired 16 core competencies that equip them with self-resilience. A manual on basic life-skills for adolescents was translated, adapted and shared with local organizations working with these population groups.

The "Child-Friendly Spaces" (CFS) concept was introduced in several settings and became an umbrella for several activities where children and parents could engage in a protective environment. As a result, a total of 983 children in bordering communities of Sisian, Kapan, and Vardenis, also in Talin and Aparan participated in a variety of sessions aimed at providing educational opportunities and psycho-social support.

In addition, 2071 (the target was 1600) children from NK and host communities participated in learning events, art therapy sessions, outdoor visits that enabled their social integration and positive engagement. 299 parents participated in Positive Parenting seminars and 291 schoolteachers were trained in CFS methodology.

UNICEF-supported CFS-type activities have been initiated in several settings, and in some cases UNICEF has helped improve the infrastructure and equip such spaces to cater for the needs of children from NK and host communities, including CWDs. About 920 children in Children' support centres in Yerevan and Abovyan are now equipped to serve an annual average of 920 children with child protection and PSS services, while the Gyumri Youth House is now equipped to also serve adolescents with disabilities with similar services reaching 100 adolescents per year on average.

UNICEF jointly with the Ministry of Labour and Social Affairs has provided multi-purpose cash support to 5,000 displaced children (2,500 girls, 2,500 boys), predominantly under 5, residing with their families all over Armenia in May-June 2021. The support aimed at covering basic needs and access to services within the recurrent 68,000 AMD Government cash support programme in the amount of 65 USD per child (36 USD from CERF funding combined with 11 USD through UNICEF additional funding). The post-distribution monitoring results showed that 26% of funds were spent on food, followed by clothes, utility payments and rent, hygiene and household items, and access to health and education services. 96.3% of beneficiary households reported that the cash support helped them improve their situation.

Through CERF funding 34,854 people were assisted within the period of February-July 2021 in all regions of Armenia and 218,169 people has reached through digital platforms (website, Facebook and Instagram accounts) on CERF-related programme visibility.

3. Changes and Amendments

During the project implementation there were frequent changes in the activity schedule and delivery modality due to COVID-19 epidemiological situation as well as frequent movement of displaced population. For example, initially it was planned to establish temporary learning and recreation centers in shelters, however as some of the displaced population returned to the NK, the others whose settlements passed under the control of Azerbaijan moved from shelters to private housing, it was decided to establish learning centers in schools or communal buildings.

The provision of cash support entailed long negotiations and mutual work with the MoLSA both bilaterally and within the UNICEF co-led Cash programming sub-working group within the Inter-Agency Response, including development of a dedicated Memorandum of Understanding with provisions on support modalities, financial micro-assessment of the USS, payment, beneficiary selection and data sharing. These have slightly delayed the actual disbursement of funds, however, it should be noted that the results were achieved as planned and appropriate safeguards were put in place to ensure effective implementation. Moreover, the available data in USS made it difficult to directly target children with disabilities, these were targeted as part of the overall household and data was retrieved through post-distribution monitoring.

4. Number of People Directly Assisted with CERF Funding*

Sector/cluster	Education - Education									
Category	Planned					Reached				
	Women	Men	Girls	Boys	Total	Women	Men	Girls	Boys	Total
Refugees	0	0	140	140	280			272	145	417
Returnees	0	0	0	0	0					
Internally displaced people	0	0	0	0	0					
Host communities	0	0	50	50	100	56	4	243	110	413
Other affected people	0	0	0	0	0					
Total	0	0	190	190	380	56	4	515	255	830
People with disabilities (PWD) out of the total										
	0	0	0	0	0	0	0	0	0	0

Sector/cluster	Protection - Mine Action									
Category	Planned					Reached				
	Women	Men	Girls	Boys	Total	Women	Men	Girls	Boys	Total
Refugees	2,000	2,000	1,000	1,000	6,000	[2541]	[600]	[1300]	[600]	[5041]
Returnees	2,000	2,000	1,000	1,000	6,000	[1000]	[1000]	[300]	[235]	[2535]
Internally displaced people	0	0	0	0	0					
Host communities	500	500	500	500	2,000	500	[500]	[500]	[500]	[2,000]
Other affected people	0	0	0	0	0					
Total	4,500	4,500	2,500	2,500	14,000	[4041]	[2100]	[2100]	[1335]	[9576]
People with disabilities (PWD) out of the total										

* Figures represent best estimates of people directly supported through CERF funding. Disaggregation by sex and age represents women and men ≥18, girls and boys <18.

	0	0	15	15	30	0	0	0	0	0
Sector/cluster	Protection - Child Protection									
	Planned					Reached				
Category	Women	Men	Girls	Boys	Total	Women	Men	Girls	Boys	Total
Refugees	2,000	2,000	3,500	3,500	11,000	[299]	[181]	[6,037]	[5,746]	[12,263]
Returnees	2,000	2,000	1,000	1,000	6,000	[72]	[50]	[4,483]	[5,672]	[10,277]
Internally displaced people	0	0	0	0	0	0	0	0	0	0
Host communities	500	500	500	500	2,000	[387]	[83]	[546]	[458]	[1,474]
Other affected people	0	0	0	0	0	[1]	[1]	[5]	[3]	[10]
Total	4,500	4,500	5,000	5,000	19,000	[759]	[315]	[11,071]	[11,879]	[24,024]
People with disabilities (PwD) out of the total										
	0	0	15	15	30	[2]	[23]	[15]	[12]	52

* Figures represent best estimates of people directly supported through CERF funding. Disaggregation by sex and age represents women and men ≥18, girls and boys <18.

5. People Indirectly Targeted by the Project

As per post-distribution monitoring results of 493 displaced households countrywide with children that received multi-purpose cash support, it can be estimated that approximately 24,000 displaced individuals have benefitted indirectly from increased income in their households, including approximately 13,000 children and around 500 persons with disabilities (note: this is an estimate based on extrapolation of data from PDM of 493 households).

6. CERF Results Framework

Project objective Enabling access to protective learning environments for children affected by conflict.

Output 1 Establishing temporary learning spaces in collective shelters:

Was the planned output changed through a reprogramming after the application stage? Yes No

Sector/cluster	Education - Education			
Indicators	Description	Target	Achieved	Source of verification
Indicator 1.1	# of children benefiting from temporary learning space	380 children	[430]	[Partner Report, UNICEF documentation]
Indicator 1.2	# of temporary learning spaces	10	[10]	[Partner Report, UNICEF documentation]
Indicator 1.3	# of trained teachers	20	[20]	[Partner Report, UNICEF documentation]

Explanation of output and indicators variance:

Activities	Description	Implemented by
Activity 1.1	Establishing temporary learning spaces in collective shelters	As the refugee like population moved from collective shelters to private houses, it was decided to organize temporary learning spaces at schools or communal centers. After the mapping, 10 temporary learning spaces in all regions of Armenia were established for 420 children affected by the conflict.
Activity 1.2	Providing, education and recreation materials for conflict affected, displaced children	During the program educational materials were purchased and provided along with the UNICEF Recreation kits to displaced children at 10 temporary learning spaces.
Activity 1.3	Training for teachers on psychosocial first aid and support sessions for children, parents and primary caregivers	In collaboration with the ARCS Regional Branches', 20 teachers representing the 10 regions and communities were capacitated to provide psychosocial first aid to the conflict affected children as well as ensure their social inclusion into the host communities.

Output 2	Life-Saving Explosive Ordnance Risk Education (EORE)				
Was the planned output changed through a reprogramming after the application stage?				Yes <input type="checkbox"/>	No <input type="checkbox"/>
Sector/cluster	Protection - Child Protection				
Indicators	Description	Target	Achieved	Source of verification	
Indicator 2.1	# of children accessing EORE education sessions	3000	3435	Implementing partners, UNICEF monitoring reports	
Indicator 2.2	# of parents and caregivers receiving EORE sensitisation	5000	6141	Implementing partners, UNICEF monitoring reports	
Indicator 2.3	# of indirect beneficiaries	10000	9576	Implementing partners, UNICEF monitoring reports	
Explanation of output and indicators variance:					
Activities	Description	Implemented by			
Activity 2.1	EORE training course (ToT) for volunteer-instructors	UNICEF partners with ARCS and the Centre for Humanitarian Demining and Expertise (CHDE), as a National Body that coordinates the Mine Action issue in Armenia to develop EORE training course. 20 ARCS volunteers' instructors, representing Shirak, Gegharkunik, Kotayk, Ararat, Lori, Vayots Dzor, Syunik Regions and Yerevan City participated in the ToT. The best 10 were selected and contracted for scale up of the community and school based EORE sessions. All the contracted instructors have received the full package of the trainer materials (PPTs, guidelines, handbooks etc.)			
Activity 2.2	Implement community and school based MRE sessions for conflict affected children and their caregivers, including host communities, internally displaced persons (IDPs) and returnees in the affected areas, ensuring promotion of gender participation	The appropriate communication tools have been developed for the dissemination of the information and coordination of the community-based activities and trainings. The selected 10 instructors have also been divided into the separate groups for working with children and adults separately. Both the groups have been provided with unique guidance and recommendations for the organisation of the work, based on the needs of each group of project beneficiaries.			
Activity 2.3	Develop, produce and disseminate different public information and mass media EORE key messages through focused EORE campaigns and advocacy	During the project 4000 educational posters on explosive remnants and mines were printed and distributed to schools/communities to raise awareness among children and adults affected by the conflict. 2500 copies of children's activity books were printed and distributed. The content of the book was developed by ICRC, ARCS			

		instructors, tested in communities of International Boarders (IB) in Tavush region and based on the feedback from children and parents, different games and questionnaires were added. All materials and content are in line with the International Mine Action Standards (IMAS). ICRC and UNICEF HQ/RO provided continued oversight and support on ensuring that EORE activities meet IMAS standards.
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Output 3	Promoting Adolescent's essential life-saving skills (social, psychosocial, health etc) using the Adolescent SEL tool			
Was the planned output changed through a reprogramming after the application stage? Yes <input type="checkbox"/> No <input type="checkbox"/>				
Sector/cluster	Protection - Mine Action			
Indicators	Description	Target	Achieved	Source of verification
Indicator 3.1	# of youth workers and peer support volunteers trained through essential life-saving skills method	50	60	Implementing partners, UNICEF monitoring reports
Indicator 3.2	# of adolescents and young people empowered through essential life-saving skills	350	350	Implementing partners, UNICEF monitoring reports
Indicator 3.3	# of indirect beneficiaries	At least 1000 adolescent will have access to life saving skills manual	1000	Implementing partners, UNICEF monitoring reports
Explanation of output and indicators variance:				
Activities	Description	Implemented by		
Activity 3.1	Building capacity of youth workers and peer support volunteers to accompany adolescents through the process of SEL, ensuring gender considerations	Partnering with Ayb Educational Foundation, UNICEF focused on building capacity of 60 youth workers and peer support volunteers, including teachers, social workers, youth workers, psychologists, to accompany adolescents through the process of acquiring basic life-saving skills through social emotional learning.		
Activity 3.2	Implementation of community based SEL sessions, for conflict affected adolescents, ensuring promotion of gender participation	In partnership with Ayb Educational Foundation, UNICEF implemented community based social-emotional learning sessions for 350 conflict affected adolescent and young people from Nagorno Karabakh and from host communities in Armenia. The adolescents acquired the 16 core competencies leading to self-awareness, self-management, relationship skills and social awareness, improved mental health skills that will help them be better prepared for a variety of challenges, develop resilience, set goals and make the right decisions for themselves and their communities.		

Activity 3.3	Adaptation of Basic lifesaving skills for the adolescent's manual, dissemination to local organizations working with adolescents and young people	The respective manual on basic lifesaving skills for the adolescents and young people has been translated and adapted to be shared with local organizations working with adolescents and young people. The manual includes 16 core competencies leading to self-awareness, self-management, relationship skills and social awareness. It contains thorough instructions for delivering competences that will strengthen adolescents' skills and capacities, thus making them more resilient to challenges and emergencies.
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Output 4	Provision of life-saving protection support to conflict affected, displaced children, adolescents and their families			
Was the planned output changed through a reprogramming after the application stage? Yes <input type="checkbox"/> No <input type="checkbox"/>				
Sector/cluster				
Indicators	Description	Target	Achieved	Source of verification
Indicator 4.1	# of children and caregivers reached with MHPSS messages and services	12,250 (9,000 children aged 4-18 and their 3,500 caregivers)	14,450	Participants lists Photos, IP progress reports
Indicator 4.2	# of service providers trained on identification, referral and case management of children with protection needs	500 service providers trained	418	Participants lists Photos, IP progress reports
Indicator 4.3	# of children beneficiaries of child friendly spaces established/equipped	3,000 children	2,553	Activity logs Photos Registration lists
Indicator 4.4	# of displaced children supported through multi-purpose cash for access to essential life-saving services	5,000 children (2,500 boys, 2,500 girls)	5,000 children (2,500 boys, 2,500 girls)	Beneficiary lists from USS, post-distribution monitoring results
Explanation of output and indicators variance:				
Activities	Description	Implemented by		
Activity 4.1	Provision of life-saving protection support to conflict affected, displaced children, adolescents and their families, through establishment and strengthening provision of Mental Health and Psychosocial Support Services (MHPSS) through general awareness raising initiatives, individual and group sessions by professionals, paraprofessionals and volunteers	World Vision Armenia Child Protection Foundation Youth Initiative Center NGO of Gyumri Childrens Support Center Foundation "Family Academy" NGO Paradigma Educational Foundation		

Activity 4.2	Establishment of mechanisms for identification, referral and case management for children with specific protection needs, including UASC	World Vision Armenia Child Protection Foundation Childrens Support Center Foundation
Activity 4.3	Establishment, equipping and providing materials for child friendly spaces for children, to serve as entry point for messaging, awareness and support for MHPSS, child protection services	World Vision Armenia Child Protection Foundation Youth Initiative Center NGO of Gyumri Childrens Support Center Foundation "Family Academy" NGO Paradigma Educational Foundation
Activity 4.4	Facilitate access to essential, life-saving child protection and social care services (health, MHPSS, childcare, social services, disability support, transportation, education) for vulnerable children through multi-purpose cash income support for the most vulnerable displaced families with children (especially with children under 5 and those with disabilities)	As per an MoU signed between UNICEF and MoLSA on 16 April and considering the low financial risk of the Unified Social Service (previously Social Security Service), the partner supported implementation of multi-purpose cash support for covering basic needs and enabling access to services to 5,000 displaced children and families residing in Armenia. Primarily children under 5 were targeted. The PDM results showed that 26% of funds were spent on food, followed by clothes, utility payments and rent, hygiene and household items, and access to health and education services

7. Effective Programming

CERF expects partners to integrate and give due consideration to cross-cutting issues such as Accountability to Affected People (AAP), Protection from Sexual Exploitation and Abuse (PSEA), People with disabilities (PwD), Centrality of Protection as well as Gender and Age. In addition, the Emergency Relief Coordinator (ERC) has identified four underfunded priority areas⁶ often lacking appropriate consideration and visibility: women and girls, people with disabilities, education and protection. **The following sections demonstrate how cross-cutting issues and the ERC's four underfunded priority areas have been addressed through project activities and should highlight the achieved impact wherever possible.**

a. Accountability to Affected People (AAP)⁷:

Accountability to Affected Populations has been a key principle throughout project design, implementation and monitoring. More specifically, the cash support programmes have been designed and revised in consideration of complaints and feedback from the affected population voiced to MoLSA, as well as organizations within the inter-agency response, including clauses on sharing of data. Moreover, post-distribution monitoring largely considered the experience of the displaced population with the cash support. The programme activities of the IPs have been designed in close consultation with the target groups. The crisis affected people including children and their parents were included in the consultation process through art therapy and direct observation by child psychologist and social worker. Adults group participated in joint and

⁶ These areas include: support for women and girls, including tackling gender-based violence, sexual and reproductive health and empowerment; programmes targeting people with disabilities; education in protracted crises; and other aspects of protection. The ERC recommended an increased focus on these four areas to ensure that they be given due consideration by RC/HCs and UNCTs/HCTs when prioritizing life-saving needs for inclusion in CERF requests. While CERF remains needs-based, the ERC will be looking for country teams to prioritize projects and mainstreamed activities that systematically and effectively address to these four historically underfunded areas. Please see the Questions and Answers on the ERC four priority areas [here](#).

⁷ AAP and PSEA are part and parcel of IASC commitments, and therefore mandatory for compliance for all UN agencies and partners. Agencies do not necessarily need to establish new AAP and PSEA mechanisms for CERF projects if functioning ones are already in place. For more information please refer to the [IASC AAP commitments](#).

separate focus group discussions of the programme, including access, transfer modalities, use of funds and overall satisfaction, which were looped back to the Government for further consideration and adjustment.

b. AAP Feedback and Complaint Mechanisms:

Complaints and feedback within cash support were handled by the MoLSA hotline, e-request.am and UN-established hotlines. 12.4% of beneficiaries of cash support resorted to formal complaint/feedback mechanisms and 92% have received a satisfying answer. Moreover, issues in accessing cash support were registered through PDM and the UN Cash coordination sub-working group and reported to MoLSA for solution. Personal data protection issues were strongly kept by all parties, as per the MoU between UNICEF and MoLSA and subsequent agreements between UNICEF and service providers. The communication mechanisms were documented by the staff of the IPs on a regular basis. The project staff has established communication channels to timely identify and address the needs and challenges of children, subsequently fine-tuning the existing activities.

c. Prevention of Sexual Exploitation and Abuse (PSEA):

The IPs applied a gender sensitive approach with a commitment to gender mainstreaming throughout the project cycle. A special focus has been given to building resilience of children at risk of abuse/violence and their families through a number of multidimensional services, which will increase their resilience to navigate stressful situations and will help them to bounce back from stress, challenge, tragedy, trauma or adversity. In addition, individual case management with a successful mainstreaming of children and women has been implemented by the staff of the IPs. Management of cases was implemented with child-sensitive approach, ensuring that key protection principles are upheld, including data protection and confidentiality.

d. Focus on women, girls and sexual and gender minorities, including gender-based violence:

Primary recipients of cash support, especially within the Government-led 68,000 AMD programme, were women and children, which also corresponded to the overall structure of the displaced population.

e. People with disabilities (PwD):

UNICEF in coordination with ARCS, and as co-lead of UN Emergency coordination education sub-working group, was ensuring disability sensitive interventions involving the organisations led by PwD or dealing with disability issues in the data collection on refugee like population, both, children and adults with disabilities as well as implementation of the emergency response activities.

f. Protection:

Protection of potential beneficiaries affected by the dual crisis has been considered as a key matter of concern for UNICEF and its implementing partners. During the interventions the safety, dignity and the rights of beneficiaries were taken into consideration, by identification and mitigation of protection risks, striving to minimise the harm the planned interventions may cause, and addressing protection issues that crosscut with formal mandates and sector-specific responsibilities. Protection principles were strictly followed.

g. Education:

Explosive Ordnance Risk Education activities were implemented through formal and informal education to ensure maximum reach and availability of resources. The delivery approach was based on children's natural curiosity and was implemented through participatory,

interactive and imitation of real-life situations. Temporary learning spaces were established in selected communities to support the children from refugee like population in addressing the learning gap and ensuring education continuity.

8. Cash and Voucher Assistance (CVA)

Use of Cash and Voucher Assistance (CVA)?

Planned	Achieved	Total number of people receiving cash assistance:
Yes, CVA is a component of the CERF project	Yes, CVA is a component of the CERF project	5,000

If **no**, please describe why CVA was not considered. Where feasible, CVA should be considered as a default response option, and multi-purpose cash (MPC) should be utilised wherever possible.

If **yes**, briefly note how CVA is being used, highlighting the use of MPC, and if any linkages to existing social protection systems have been explored.

UNICEF signed an MoU with MoLSA on collaboration in the provision of cash support to displaced families with children residing in all regions of Armenia to facilitate their access to essential life-saving services, including child and social protection, education, MHPSS, transportation and others. The cash support was based on UNICEF's co-leadership of the Cash coordination sub-working group, which aligns development partners' responses to those of the Government. The multi-purpose cash complemented the recurrent Government-led support, covering the portion of support in terms of access to basic services. The Government package entailed provision of 68,000 AMD (app. 130 USD) per person/child, which is aligned to the minimum wage, while UNICEF covered one-time payment of the service portion with 36 USD per child from CERF funding and 11 USD per child with UNICEF additional funding, which were calculated based on Government-provided breakdown of the benefit size. 5,000 displaced children, 2,500 girls and 2,500 boys, predominantly under 5, were covered through the cash support. Support was provided using existing social protection systems within the Unified Social Service, including beneficiary application, selection and payment, as well as beneficiary data sharing, which were all described in the MoU. Considering the low-risk rating of the USS and its specialization in the processing of cash support programmes, the support was provided in an efficient and effective manner, without any additional transaction fees. Beneficiary lists were shared with UNICEF in consideration of privacy and data protection laws, these were verified, and post-distribution monitoring was conducted, then a reimbursement of funds was enacted based on UNICEF HACT policy.

Parameters of the used CVA modality:

Specified CVA activity (incl. activity # from results framework above)	Number of people receiving CVA	Value of cash (US\$)	Sector/cluster	Restriction
Activity 4.4	5,000	US\$ 36	Unconditional	Unrestricted

9. Visibility of CERF-funded Activities

Title	Weblink
“Financial assistance helps families displaced from Nagorno Karabakh meet basic needs”	https://www.unicef.org/armenia/en/stories/financial-assistance-helps-families-displaced-nagorno-karabakh-meet-basic-needs
Mine risk awareness and safe behaviours educational handbook	Mine risk awareness and safe behaviors UNICEF Armenia
Warning, mine area, set of 5 posters	Warning, mine area UNICEF Armenia
Mapping of organization with MHPSS services	Armenian Organizations with Mental Health and Psychosocial Support Services UNICEF Armenia
Life skills for young people in border zone communities affected by the Nagorno-Karabakh conflict web article	Life skills for young people in border zone communities affected by the Nagorno-Karabakh conflict UNICEF Armenia
Information that saves lives web article	Information that saves lives. Children learn about explosive ordnance after conflict escalation
Basic life-saving skills for youth workers and children web article	Basic life-saving skills for youth workers and children affected by the Nagorno-Karabakh conflict
16 new skills for life web article	16 new skills for life for adolescents and young people
Coping for grief and loss web article	Coping with Grief and Loss and How It Affects our Mind and Bodies
Strategies to cope with grief web article	Strategies to Cope with Grief UNICEF Armenia
Child regression web article	Child regression: What it is and how you can support your little one
Life after loss, interview with a psychologist focusing on positive parenting of adolescents	Առողջ մտքեր ներդաշնակ կյանք . կյանք կորստից հետո babycef.am
Life after loss, influencer interview	Կյանք կորստից հետո. Նանե Արզումանյան - YouTube
Dealing with post-war uncertainties, interview with a psychologist focusing on positive parenting of adolescents	Առողջ մտքեր՝ ներդաշնակ կյանք . հետպատերազմյա անորոշություն babycef.am
Post-war uncertainties, influencer interview	Հետպատերազմյա անորոշություն . Բագրատ Էպիսկոպոս Գալստանյան - YouTube

Anxiety, influencer interview	https://www.facebook.com/UnicefArmenia/videos/553685505692641/
Dealing with anxiety, interview with a psychologist focusing on positive parenting of adolescents	Առողջ մտքեր՝ ներդաշնակ կյանք . վախեր և տագնապներ babycef.am
Finding peace of mind and inner calm, interview with a psychologist focusing on positive parenting of adolescents	Առողջ մտքեր՝ ներդաշնակ կյանք . ներդաշնակություն babycef.am
Inner calm, influencer interview	Առողջ մտքեր՝ ներդաշնակ կյանք. Լուսինե Թովմասյան - YouTube
Poster on valuing mental health	UNICEF Armenia on Instagram: “Մոտենում է Հոգեկան առողջության համաշխարհային օրը: Հատկապես այս ամիս թեման մեր ուշադրության կենտրոնում է լինելու: Մասնագետների հետ միասին...”
Poster on dealing with anxiety	UNICEF Armenia on Instagram: “Հոգեկան առողջության վերաբերյալ օրվա խորհուրդն է: Mental health tip of the day! #onmymind #mentalhealth #selfcare #selflove #love...”
Poster on self-care	UNICEF Armenia on Instagram: “Մեկ պահը, մեկ գրույցը, մեկ հարցը կարող են շահ տ բան փոխել: Մի օրվա խորհուրդն է՝ կարևորել սեփական պահանջմունքները: One moment, one...”
Poster on recognising and accepting emotions	UNICEF Armenia on Instagram: “Բարև՝ ուրբաթ: Այսօրվա հոգեկան առողջության խորհուրդն է՝ ճանաչել և ընդունել ձեր հույզերը: Mental health tip of this...”
Poster on dealing with grief	UNICEF Armenia on Instagram: “Կորստի փաստը մերժելու և ցավը քողարկելու փոխարեն . . . Mental health tip of the day! #onmymind #mentalhealth #selfcare #selflove #love...”
Poster on healthy sleeping habits	UNICEF Armenia on Instagram: “Կիրակի օրվա հոգեկան առողջության վերաբերյալ խորհուրդն է: Mental health tip of Sunday! #onmymind #mentalhealth #selfcare #selflove...”
Poster on anxious thoughts	UNICEF Armenia on Instagram: “Հոգեկան առողջության վերաբերյալ այսօրվա խորհուրդն է՝ ընդունել, վերլուծել վախերն ու տագնապները կենտրոնանալով ներկայի վրա: Mental health tip...”
Poster on eliminating stereotyping and labeling	UNICEF Armenia on Instagram: “Դեռահասին պիտակավորելու փոխարեն՝ հետևե՛ք այս քայլերին: Mental health tip of the day! #onmymind #mentalhealth #selfcare #selflove...”

Poster on bullying	UNICEF Armenia on Instagram: “Բարելավե՛ք ղեռահասի հետ ձեր <u>հարաբերությունները</u> : Mental health tip of the day! #onmymind . . #mentalhealth #selfcare #selflove #love...”
Poster on discriminating	UNICEF Armenia on Instagram: “Ընդունե՛ք, որ մարդիկ տարբեր են և կարող են գործել ըստ իրենց առանձնահատկությունների և <u>դրդապատճառների</u> : Mental health tip of the...”
Poster on taking care of oneself	UNICEF Armenia on Instagram: “Հոգին ու մարմինը <u>փոխկապակցված են</u> : Այս շաբաթ-կիրակիի մեր խորհուրդն է՝ 🧘‍♀️ գտե՛ք մարզվելու՝ ձեր կենսակերպին հարմար տարբերակը, 🥑 բացառե՛ք անառողջ...”

ANNEX: CERF FUNDS DISBURSED TO IMPLEMENTING PARTNERS

CERF Project Code	Cluster/Sector	Agency	Implementing Partner Name		Sub-grant made under pre-existing partnership agreement	Partner Type	Total CERF Funds Transferred to Partner US\$
			Extended Name	Acronym			
21-RR-HCR-002	Shelter & NFI	UNHCR	Armenian Red Cross Society	ARCS	No	NNGO	\$416,358
21-RR-HCR-002	Shelter & NFI	UNHCR	Armenian Red Cross Society	ARCS	No	NNGO	\$440,117
21-RR-HCR-002	Protection	UNHCR	World Vision NGO	WV Armenia	No	INGO	\$11,436
21-RR-HCR-002	Protection	UNHCR	World Vision NGO	WV Armenia	No	INGO	\$65,508
21-RR-HCR-002	Shelter & NFI	UNHCR	World Vision NGO	WV Armenia	No	INGO	\$2,567
21-RR-HCR-002	Shelter & NFI	UNHCR	Mission Armenia NGO	MA	Yes	NNGO	\$4,970
21-RR-HCR-002	Shelter & NFI	UNHCR	Mission Armenia NGO	MA	Yes	NNGO	\$60,000
21-RR-CEF-001	Education	UNICEF	AYB Educational Foundation	AYB EF	Yes	NNGO	\$44,129
21-RR-CEF-001	Child Protection	UNICEF	Unified Social Service of the Republic of Armenia	USS	Yes	GOV	\$179,998
21-RR-CEF-001	Education	UNICEF	Armenian Red Cross Society NGO	ARCS	Yes	RedC	\$27,239
21-RR-CEF-001	Mine Action	UNICEF	Armenian Red Cross Society NGO	ARCS	Yes	RedC	\$35,312
21-RR-CEF-001	Mine Action	UNICEF	Foundation for Demining and Demolition/Center for Humanitarian Demining	FDD	Yes	GOV	\$2,508
21-RR-CEF-001	Child Protection	UNICEF	World Vision Armenia Child Protection Foundation	WV Armenia	Yes	INGO	\$80,053
21-RR-CEF-001	Child Protection	UNICEF	Childrens Support Center Foundation	CSSF	Yes	NNGO	\$22,544
21-RR-CEF-001	Child Protection	UNICEF	Youth Initiative Center NGO of Gyumri	YIC	Yes	NNGO	\$72,053
21-RR-IOM-001	Health	IOM	National Centre for Infectious Diseases	NCID	Yes	GOV	\$159,659
21-RR-IOM-001	Health	IOM	Seda Ghazarian Mental Health Foundation- Intra Mental Health Center	SGMF	Yes	NNGO	\$21,040