



UNICEF Armenia/2025/Ghazaryan  
 In January 2025, Lilit, mother to Yeprem, Aren and Arianna (left to right), received cash assistance from Ministry of Labor and Social Affairs and UNICEF through a new e-card system.

Reporting Period: 1 January–31 December 2024

# Armenia

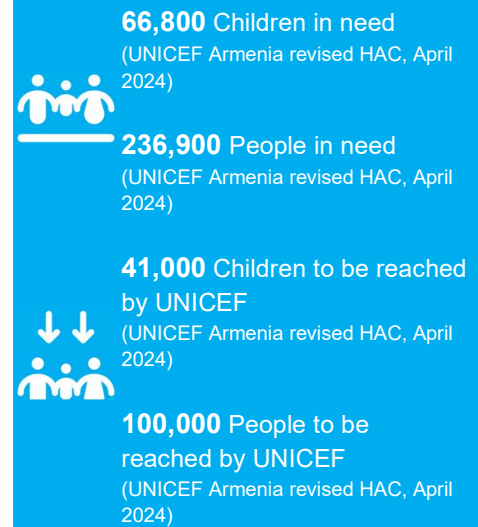
## Humanitarian Situation Report No.19



### Highlights

- Armenia currently counts 115,388 refugees, including 36,000 children, who fled into the country in late September 2023, or were escorted through the Lachin corridor between December 2022 and September 2023, joining 26,700 people displaced since the 2020 conflict. As of December 2024, the Ministry of Education, Science, Culture and Sports reported 16,232 refugee children enrolled in schools and 1,617 in vocational education. While there is no publicly available data, concerns persist about children who may be out of school, particularly among adolescents.
- 9,543 children were assessed by mobile pediatric teams, 2,594 child patients were referred to higher-level health services, including psychosocial support. 5,886 caregivers received age-specific counseling on health and nutrition-related childcare practices.
- 37,453 children and their caregivers accessed safe spaces and child protection hubs. 34,712 children, adolescents and caregivers benefitted from mental health and psychosocial support in communities. 6,701 children received case management support and social workers facilitated access to essential services for more than 1,000 refugee families.
- 20,036 children accessed educational services, including early childhood education, remedial education classes and psychosocial support at school. 9,825 girls and boys received learning materials.
- 11,335 households, representing all refugee children under ten years of age benefitted from UNICEF-supported multipurpose e-cards, vouchers for clothing and pharmacy cards. Among these households, also all refugee pregnant women and breastfeeding mothers (506 and 1,507 respectively) received vouchers to address healthcare and nutritional needs.

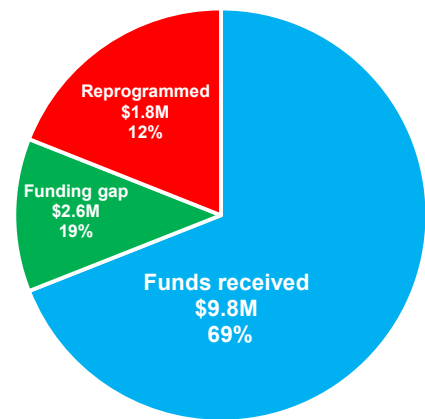
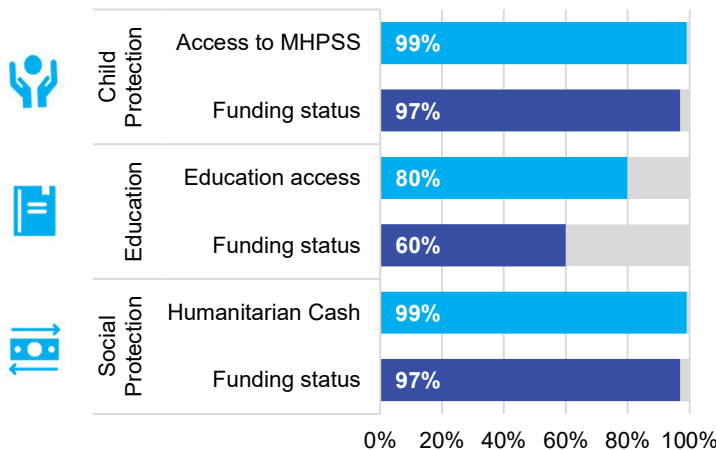
### Situation in Numbers



### UNICEF Funding Appeal

## US\$ 14.3 million

Funding Status as of 31 December 2024



## Funding Overview and Partnerships

Following the conclusion of the joint inter-agency Refugee Response Plan (RRP) at the end of March 2024, which had been launched under the leadership of the Government of Armenia, and in light of the continued humanitarian needs, UNICEF revised and extended its response until the end of 2024. This extension was necessary to ensure the continuity of services until national systems could fully absorb the additional caseload. The focus of the extended response was on sustaining and expanding service provision in mental health and psychosocial support (MHPSS), cash support, child protection case management, including for children with disabilities, education, health and nutrition outreach and counselling services as well as strengthening the humanitarian development nexus for the long-term through system strengthening interventions. The revised HAC accounted for the newly implemented protection status that included those displaced in 2020, thus increasing the people in need to 236,900 and people to be reached to 100,000. The funding requirements were increased accordingly by US\$1.7 million, amounting to a total of US\$14.3 million. As of the end of December 2024, almost 81 per cent of the required funds, or USD11.6 million, were allocated under UNICEF's HAC appeal, enabling to maintain essential services for refugee children, their caregivers, and local vulnerable communities, and promoting social cohesion. The Armenia HAC appeal concluded as of the end of December 2024. However, in 2025 UNICEF will continue addressing residual humanitarian needs of refugee children and their caregivers to support their full integration in host communities. Steps will continue to be taken along the humanitarian-development nexus, aimed at strengthening state systems while reaching directly those in urgent need.

UNICEF expresses gratitude to the United Nations Central Emergency Response Fund (CERF), the people and Governments of France and Norway, the Bureau of Population, Refugees, and Migration of the United States Department of State (BPRM), the German Federal Foreign Office, UNICEF National Committees of Luxemburg, Switzerland, Argentina, Education Cannot Wait, and Afeyan Foundation who have provided critical funding for the response. In addition, the European Union (EU) and United States Agency for International Development (USAID) agreed to reprogramming within existing partnerships to support the emergency response in its initial phase. To expedite scale up of priority actions and sustain critical actions while resource mobilization efforts were ongoing, at the onset of the emergency, UNICEF Armenia is grateful to have received US\$1.9 million of flexible funding through two Global Thematic Humanitarian Funds allocations<sup>1</sup> and an Emergency Programme Fund (EPF)<sup>2</sup> loan of US\$1.2 million that enabled timely and effective support.

## Situation Overview & Humanitarian Needs

As of the end of 2024, the Migration and Citizenship Service of the Ministry of Internal Affairs reports 115,388 registered refugees<sup>2</sup>, including an estimated 36,000<sup>3</sup> children, who fled to Armenia following the escalation of hostilities in late September 2023 or were escorted through the Lachin corridor between December 2022 and September 2023. They joined around 26,700<sup>4</sup> people who have been displaced since the 2020 conflict. On 26 October 2023, a government decree<sup>5</sup> granted temporary protection for the refugee population for the duration of a year and extended temporary protection on 17 October 2024, until 31 December 2025.<sup>6</sup> To date, 109,687 temporary protection certificates have been granted, and 5,812 individuals (5 per cent of the refugee population) have applied for Armenian citizenship. Nearly 76 per cent of the refugee population is living in Yerevan (46,512 refugees or 40.3 per cent) and surrounding regions (Kotayk 18,622 refugees or 16.1 per cent; Ararat 11,986 or 10.4 per cent and Armavir 10,970 or 9.5 per cent). Figure 1 below depicts the geographic distribution of refugees in Armenia.

According to the Multi-Sector Needs Assessment (MSNA) conducted by the Ministry of Labour and Social Affairs (MLSA) with the support of UNICEF, refugee families live in better conditions in Yerevan than in rural communities. Families with children are almost twice as likely to share houses with other families than those without children. Nevertheless, mobility across and outside the country continues.

A total of 30 children were identified as unaccompanied or separated from the beginning of the arrivals. Over 50 per cent of those coming from residential care institutions have been placed in family-type care. Few

<sup>1</sup> UNICEF received \$1.1 million from UNICEF Global Thematic Humanitarian Funds in October and an additional \$800,000 in December.

<sup>2</sup> Statistics are compiled from data provided by the Government of Armenia. Since registration is ongoing amendments to figures may occur, including retroactively. Available at: <https://data.unhcr.org/en/country/arm/581>

<sup>3</sup> According to Armenia Refugee Response Plan, 31 per cent of refugees are children, 52 per cent are women and girls, and 16 per cent are people with disabilities. Available at: [UN and partners appeal for US\\$97 million to respond to urgent needs of refugees and their hosts in Armenia | UNHCR](https://www.unhcr.org/arm/wp-content/uploads/sites/123/2022/09/IARP-Report_FINAL_Digital.pdf)

<sup>4</sup> Armenia Inter Agency Response Plan, Final Report, December 2021.

Available at: [https://www.unhcr.org/arm/wp-content/uploads/sites/123/2022/09/IARP-Report\\_FINAL\\_Digital.pdf](https://www.unhcr.org/arm/wp-content/uploads/sites/123/2022/09/IARP-Report_FINAL_Digital.pdf)

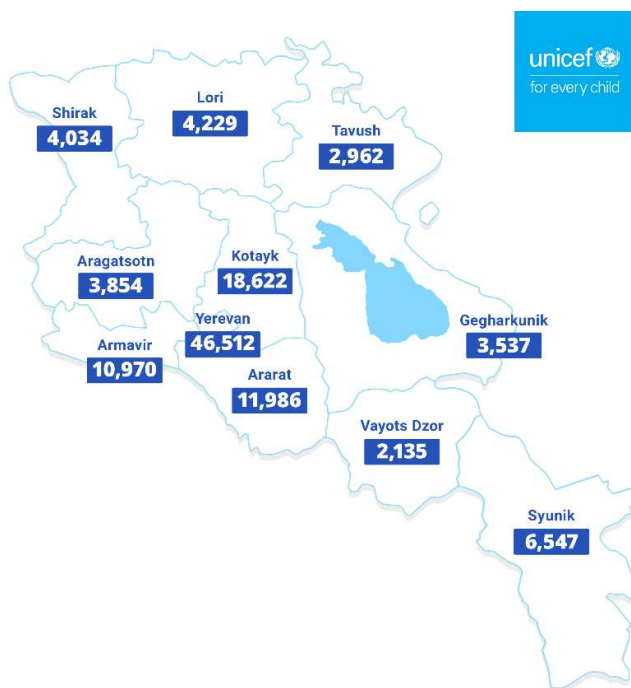
<sup>5</sup> Government of Armenia, Decree 1864-N, October 26, 2023, available at: <https://www.arlis.am/documentView.aspx?docid=184503>

<sup>6</sup> Government of Armenia, Decree N-1649, October 17, 2024. Available at: <https://www.e-gov.am/gov-decrees/item/43533/>

# OVERVIEW OF REFUGEE POPULATION AS OF DECEMBER 2024

TOTAL NUMBER OF REFUGEES: **115,388**

Location	Population
Yerevan	40.3% 46,512
Kotayk	16.1% 18,622
Ararat	10.4% 11,986
Armavir	9.5% 10,970
Syunik	5.7% 6,547
Lori	3.7% 4,229
Shirak	3.5% 4,034
Aragatsotn	3.3% 3,854
Gegharkunik	3.1% 3,537
Tavush	2.6% 2,962
Vayots Dzor	1.9% 2,135



**Figure 1.** Geographic distribution of registered ethnic Armenian refugees in the regions of Armenia. Source: Migration and Citizenship Service of the Ministry of Internal Affairs. The map does not reflect the position of UNICEF on the legal status of any country or area or the delimitation of any frontiers.

children were initially placed in state-run child and family support/crisis centres, and later eventually also placed into foster care (only one child remains under state-run institutional care).

The amendment to the Government Decree of 12 October 2023<sup>7</sup> on supporting living costs and basic needs of refugees was approved on 21 November 2024. Key changes include extension of the period of social assistance by three more months (January–March 2025), and modification of the monthly amount of cash assistance provided, which will be USD125 per person. As of April 2025, cash support will be provided to certain groups of refugees, who are actually living in the Republic of Armenia, as registered by the State Migration Service, primarily targeting persons with disabilities of the first or second groups or persons with deep or severe degree of limitations of functionality, persons aged 63 and above, persons receiving benefits in case of loss of breadwinner and children under 18 years of age. The monthly amount of cash support for each beneficiary will be USD 100 for April–June 2025 and USD 75 for July–December 2025.

While maintaining the cash assistance programme in 2025, the government intends to resort to more needs-based support to refugee families linked to case management. Immediate priorities also include winterization support, as well as using cash and voucher type interventions for livelihood programmes or soft skills trainings. Most (93 per cent) MSNA respondents indicated cash as a preferred modality for receiving support. Following the recent amendments to the Law on State Benefits and State Pensions, refugees can avail pensions and social benefits, though there are issues in fully accessing some of the benefits related to registration challenges, regulations, and lack of proper awareness.

To address rising concerns over the efficiency of the housing programme for refugees introduced in May–June 2024, the Government has initiated amendments<sup>8</sup> and circulated them for public discussion. While naturalization still remains a pre-condition for availing state housing support, limitations were lifted for the size of the land for house construction, and minimum requirements for living space per person were decreased.

As of end of December 2024, the Ministry of Education, Science, Culture and Sports of Armenia reported 16,232 refugee children enrolled in schools and 1,617 high school-aged children in vocational education. While there is no publicly available data on the total number of school-aged refugee children, concerns persist about those who may be out of school, particularly among adolescents. The Concluding Observations on the combined fifth and sixth periodic reports of Armenia to the United Nations Committee on the Rights of the Child (UN CRC)<sup>9</sup> welcomed the efforts made by the Government of Armenia including the initiation of the project on

<sup>7</sup> Government of Armenia, Decree N 1833-L, 21 November 2025 on amendments to the law N 1763-L 12 October 2023 Available at: <https://www.e-draft.am/projects/7852>

<sup>8</sup> Proposed amendments to the RA Government Decree 710-L, 16 May 2024 and 898-L, June 14 2024 Available at: [https://www.e-draft.am/projects/8192?fbclid=IwY2xjawIEIqJleHRuA2FibQlxMAABHQTeTKMQXS9x6cApUV8eiPOxA1fSJTweI9FM3hhmA1HYPDllvYs2mDjq\\_aem\\_Rc9yd6DLJKC8fQZ8bQqMA](https://www.e-draft.am/projects/8192?fbclid=IwY2xjawIEIqJleHRuA2FibQlxMAABHQTeTKMQXS9x6cApUV8eiPOxA1fSJTweI9FM3hhmA1HYPDllvYs2mDjq_aem_Rc9yd6DLJKC8fQZ8bQqMA)

<sup>9</sup> United Nations Committee on the Rights of a Child, *Concluding observations on the combined fifth and sixth periodic reports of Armenia*, 14 October 2024 Available at: <https://documents.un.org/doc/undoc/gen/q24/176/62/pdf/q2417662.pdf>

inclusion of refugee children in the educational process by enhancing their resilience. However, the Committee remained concerned about the deteriorating levels of school enrolment and attendance, especially in upper secondary education of refugee children and reduced learning outcomes such as the lack of minimum proficiency in reading faced by some children at the end of primary school.” 42 per cent of refugee households with children of preschool age participating in the MSNA reported they have a child who does not attend kindergarten, half of whom have never attended kindergarten. The risk of school dropout especially among refugee adolescents is of concern due to several factors, including the difference in mandatory years of schooling. UNICEF’s ongoing engagement with partners and their social workers and psychologists continues to reveal that the need for MHPSS is high and requires solid investment through a variety of approaches and channels. According to the MSNA, 26 per cent of all surveyed households had at least one household member in an emotionally unstable state. Lack of information, financial problems, mobility difficulties and lack of relevant services in the community are cited as reasons for not seeking help on this issue. The Concluding Observations of the UN CRC also highlight the importance of service continuity to address mental health challenges among children, especially refugee children, by increasing the availability and quality of psychological and psychiatric services, including post-traumatic therapies close to homes.

### Humanitarian Leadership, Coordination and Strategy

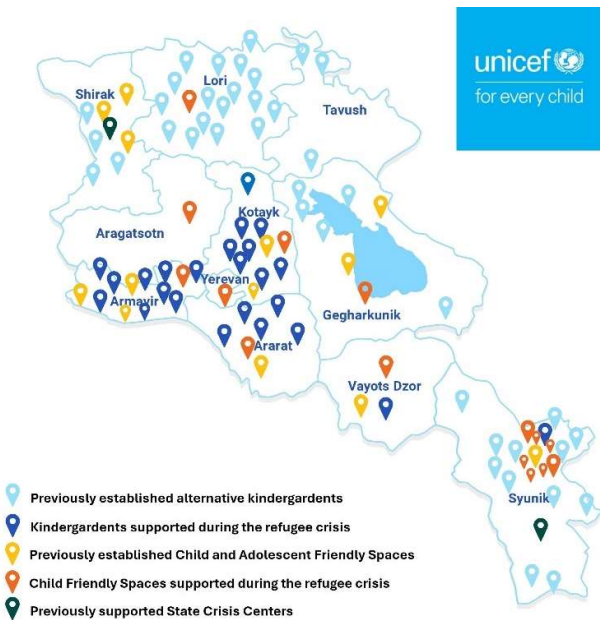
The Government of Armenia remained in charge of the overall coordination of the response and technical coordination with relevant Government agencies in key sectors throughout the entire period. UNICEF continued co-leading the Education Working Group (WG) with MESCS, the sub-working group on Child Protection, including MHPSS, with Ministry of Labour and Social Affairs, and the Cash WG with MLSA and UNHCR. After the completion of the RRP, some of these coordination structures are sustained and meet periodically. A Multi-Sector Needs Assessment was completed in sampled refugee households under the leadership of MLSA with the support of UNICEF. Its findings have been disseminated and discussed with Government and non-Government entities. This assessment was aimed to facilitate the development of medium-to-long term programmes, tailored and needs-based support based on case management, including through cash assistance, and the piloting of new social assistance programmes. Continuous consultations with community-based implementing partners, host communities as well as field monitoring observations allow UNICEF to better understand and respond to the evolving needs of refugee children and their caregivers.

### Summary Analysis of UNICEF Programme Response

UNICEF’s investments in emergency preparedness and anticipatory action allowed to respond to the refugee

crisis within the first days of arrivals. Furthermore, UNICEF’s earlier investments in establishing child friendly spaces, learning spaces and youth centres and efforts to sustain them through local authorities’ resources enabled an accelerated expansion of scope of their services to include refugee children. As an anticipatory action, UNICEF conducted consultations with community-based women-led organizations in early 2023 and subsequently supported six women-led organizations in Syunik, Gegharkunik, Armavir and Kotayk regions to deliver MHPSS support and address gender-based violence (GBV) risk mitigation and prevention.

At the same time, UNICEF’s efforts within the UNICEF Country Programme to strengthen national systems, including their shock-responsiveness, has also been yielding results for this humanitarian response. The in-depth MSNA mentioned above was conducted as a joint effort between the government and the United Nations. It was led by MLSA and UNICEF based on the tools and capacities built as part of the long-standing partnership between the two organizations in strengthening the shock-responsiveness of the social protection system and based on the lessons learned after the emergency in 2020.



**Figure 2.** Geographic distribution of centres established/supported by UNICEF Armenia during October-December 2023 and pre-existing centres that expanded services to address the needs of refugee children. Source: UNICEF

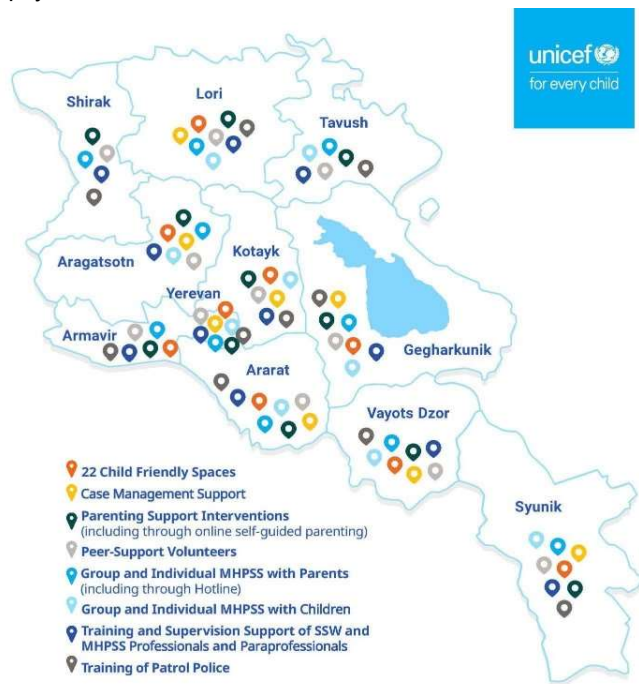


**Health and Nutrition:** In 2024, in coordination with the Ministry of Health (MoH), UNICEF continued to deploy mobile pediatric units with primary health care personnel to screen health and nutrition conditions of refugee and host community children. Later in the year, UNICEF deployed additional specialized mobile health units in Aragatsotn, Gegharkunik, Lori, Shirak, Tavush and Vayots Dzor regions to complement the earlier outreach efforts. These units were comprised of narrow health specialists who address unattended chronic diseases, conditions, and specific disabilities. By the end of 2024, the number of children receiving health and nutrition services through primary health care (PHC) and specialized mobile pediatric units increased to 9,543. As a result of the consolidated partnership with health authorities, these teams have been connected from the beginning to the national health system, which has allowed smooth referrals. Subsequently, 2,594 child patients were referred to secondary or tertiary health services as per needs, including psychosocial support. The teams also reached 5,886 caregivers with age-specific counselling on health and nutrition-related childcare practices. To ensure refugee children are provided with basic quality health care services in the communities within which they are living, UNICEF capacitated over 1,850 primary health providers in Ararat, Armavir, Kotayk, Gegharkunik, Syunik and Vayots Dzor regions on child health management and emergency care principles.



©UNICEF Armenia/2024/Biayna Mahari  
Alex at Solak outpatient clinic for a check-up with UNICEF mobile medical team.  
<https://unicef.link/4hfiYhD>

**Child Protection:** As of the end of December 2024, 34,712 children, adolescents, and caregivers (64 percent female, 36 percent male) benefitted from mental health and psychosocial support (MHPSS) provided by UNICEF and partners. These include 24,442 children and caregivers accessing child protection support, and protection hubs. A total of 6,701 children received case management support across six regions and Yerevan. As part of this support, social workers facilitated access to essential health care and education services for more than 1,000 refugee families. They provided guidance and technical support on employment, housing, and relocation, while also strengthening family and community relationships by addressing emotional and psychosocial needs. 8,541 children and adolescents accessed services through the network of 22 UNICEF-



**Figure 3.** Geographic distribution of UNICEF supported MHPSS services across Armenia. Source: UNICEF.

specialized MHPSS professionals trained during the 2020 crisis. This network provided pro-bono support to 2,069 social service workforce (SSW) professionals, psychologists, and paraprofessionals through help-the-helpers support, professional development training, and individual and group supervision. Additionally, 280 adult and adolescent peer support volunteers (PSVs) were trained in basic Psychological First Aid (PFA) and equipped with referral pathways to guide parents of adolescents to specialized support. As co-lead of the MHPSS task force, UNICEF collaborated with WHO, UNHCR, MLSA,

supported Child-Friendly Spaces (CFSS) that provide safe and inclusive environments for free and structured recreation, learning, psychosocial, and development activities. Parenting support interventions and positive parenting programs, including online self-guided parenting courses, reached 4,901 parents and caregivers, while group and individual MHPSS interventions supported 2,221 parents and caregivers. 10,699 children and adolescents received group and individual MHPSS interventions, including through a psychological hotline.

To address the evolving needs of refugee and host community children, UNICEF regularly adjusted the scope and focus of MHPSS services. While general residual MHPSS needs remain, the demand has grown for specialized services (such as PTSD treatment and individual psychotherapeutic support) for both children and parents. To expand the overburdened capacity of MHPSS professionals in the country, UNICEF activated a network of



©UNICEF Armenia/2023/Galstyan  
Zarine, social worker, has supported Noy's family to readjust after being displaced twice.  
<https://unicef.link/42BHLrA>

MOH, and MESCS to enhance the collective capacity of all RRP actors active in the MHPSS field. Over 70 managers of MHPSS-related programs were trained to ensure a continuum of care addressing both immediate and long-term needs. In addition, in the context of strengthening the child protection system, UNICEF also supported training of 380 patrol police officers throughout the country on working with vulnerable children, child-sensitive communication, and recent reforms in the child protection system. Family needs assessments and case management support continued for refugee families.

UNICEF in coordination with MLSA and Organizations of People with Disabilities (OPD) continued working on identifying refugee children with disabilities to enable the provision of individualized services, assistive technology, and living space adjustments. Around 235 children with disabilities from refugee and host communities, along with their families, received needs-based and specialized support, developmental and rehabilitation services, and assistive technologies. 39 (17 girls and 22 boys) refugee children with hearing impairments received audiological, technical, and pedagogical assistance and were referred to social and medical services. 100 children with disabilities (70 refugees and 30 host community children) benefitted from a weekend school programme aimed at mentoring, skills development and provision of rehabilitation and social support services.

**Education:** As of the end of December 2024, 20,036 children accessed educational services, including early childhood education, remedial education classes and psychosocial support in education facilities supported by UNICEF as part of system strengthening efforts. A total of 9,825 girls and boys received learning materials, including school bags with stationery, supplies for early childhood development (ECD) and recreation activities as well as didactic materials adapted to the local context. UNICEF and UNESCO, in partnership with the Republican Pedagogical Psychological Center (RPPC), collaborated to enhance MHPSS capacity in schools. The MHPSS in School framework and school psychologist's profile, including responsibilities and referral paths, was developed together with a training module on MHPSS for teachers and school psychologists, along with tools and guidelines. Twenty-two courses were organized across Armenia and attended by 690 psychologists and 300 teachers from public educational institutions. It is estimated that around 3,000 refugee children benefitted from pedagogical-psychological support services in educational facilities thanks to these efforts. In cooperation with MESCS, UNICEF launched a Welcome to School campaign in summer targeting refugee children. Short school preparedness classes were organized for around 500 children aged 5–6 years from refugee and host communities, who have never attended preschool or have had interruptions to ensure smooth transition into the first grade in September 2024. All these children received school bags with basic stationery. Additionally, remedial education classes are being provided to 1,200 school-age children, including 800 refugees from 20 schools in five regions. Around 65 classrooms in 22 target schools that hosted large numbers of refugee children were equipped with additional school furniture. UNICEF is actively working to expand access to safe early learning environments for children in refugee and host communities. To date, around 230 preschool educators from 50 kindergartens and 37 alternative preschools in nine regions built their capacity through training modules developed based on international best practices covering: positive parenting; inclusive pedagogy; disaster risk reduction; psychological first aid and trauma-informed practices with young children and their caregivers. During the current school year, these educators are serving a total of 7,185 children, (3,783 boys and 3,402 girls), including 250 refugee children and children with disabilities. To further support these efforts, 40 kindergartens received educational materials and developmental games to enhance social-emotional learning activities. Additionally, expansion of learning spaces in ten kindergartens was initiated to increase access for around 300 refugee and host community children. Through parental education sessions around 400 parents learnt about nurturing care, holistic child development, caregiver-child positive interaction, importance of early learning, healthy nutrition, and pediatric diseases. The activity cards 'Let's Play Activity Cards - Play-Based Activities for Healing and Learning' created by International Step by Step Association to help children whose play has been disrupted by conflict have been translated, adapted and introduced for caregivers and parents by UNICEF and a national CSO. The cards contain a set of play-based activities that help reduce stress, strengthen family bonds, and provide children with safety and comfort. Through various types of play, children can express their feelings, heal, and continue learning about their world.



©UNICEF Armenia/2024/Ghazaryan Edgar, 6, and Apri, 6, at UNICEF supported remedial education classes to get ready for the first grade. <https://unicef.link/4hDBIML>

**Water Sanitation and Hygiene (WASH):** In the initial weeks following the emergency in 2023, temporary WASH solutions were required to meet the urgent needs of refugee children and their caregivers. However, in 2024, UNICEF's WASH efforts focused on expanding access to three enhanced WASH facilities alongside the expansion of child friendly spaces in Syunik, and a community-based service provider for children with disabilities in Kotayk.

**Cash Assistance and Social Protection:** As of the end of December 2024, UNICEF reached 11,335 households who benefitted from multipurpose e-cards and vouchers. Overall, 17,356 children (48 per cent female, 52 per cent male) between 0 and 9 years of age (11,185 households) received multipurpose vouchers for winter clothing. A total of 2,398 pregnant and lactating women received pharmacy cards. 265 refugee children with disabilities aged 0–17 were reached with both clothing vouchers and pharmacy cards. Clothing vouchers were also provided to 297 refugee and local vulnerable children impacted by flash floods in late May 2024 in Lori and Tavush regions. Beneficiaries also received information on voucher/e-card use, data protection, GBV risk mitigation and prevention, complaint and feedback mechanisms, as well as awareness raising materials on immunization, nutrition, breastfeeding, parenting, and other topics relevant for the age group. Post-distribution monitoring findings showed that 97 per cent of beneficiaries encountered no issues with receiving or using the voucher, 64 per cent were aware of the option to file a complaint or provide feedback, and approximately 40 per cent of households stated that the provided support "helped a lot" and 56 per cent responded that it "mainly helped". All households spent the vouchers as per the intended purpose, primarily for clothing and shoes for children. 96.8 per cent of respondents reported that they did not use the mechanism for submitting complaints and opinions regarding the voucher support programme because they did not need to. The MSNA tool was digitized by Nork Technological Centre as part of the social protection information management systems. UNICEF and MLSA, together with the Armenian Association of Social Workers, developed a capacity development programme for Unified Social Services (USS) social workers to use the digitized tool and apply case management practices in the context of displacement. 44 heads of the USS Social Work and Employment Units (48% female) and 85 USS social workers/case managers (82% female) from all regions were trained on methodologies of working with displaced families. The trained social workers then proceeded with assessing the needs of close to 3,000 vulnerable refugee and host community families, out of which 2,860 became eligible for needs-based and tailored e-card support. The e-card covered multipurpose needs, including childcare, education, health, household and clothing. The latter was designed using digital innovative tools and came to fruition through a joint effort by the Government, CSOs, UNICEF, WFP and a financial service provider. The e-card system has potential for scale-up as part of the national social protection system. Cash coordination meetings continued on bi-monthly basis with UNICEF, UNHCR and MLSA's co-leadership. Following the joint after-action review with Child and Social Protection Department of Yerevan municipality and all its 12 administrative districts, UNICEF supported the community to develop a concept and a roadmap for a community-based service, including its financing modality, that would cater to the needs of vulnerable populations in the municipality both during regular times and in crisis situations.



©UNICEF Armenia/2024/Ghazaryan  
Anush, 7, trying on her new outfit with her mum Lusine that was purchased through clothing vouchers from UNICEF and Ministry of Labor and Social Affairs.  
<https://unicef.link/4hB8QiT>

**Accountability to affected populations (AAP):** As of the end of December 2024, UNICEF reached 84,392 people both offline and online with messaging on preventive behaviours, including immunization, nutrition, MHPSS, and access to services, and 48,633 were reached with information on available feedback mechanisms, shared their concerns, feedback, and made inquiries through established mechanisms. UNICEF's approach to AAP focused on: (i) Complaints and Feedback Mechanisms (CFMs), (ii) Information sharing and (iii) Participation. Several CFMs were established in collaboration with partners to regularly collect feedback and inform adjustments to the response. Dedicated forms were used to collect feedback on supply distribution, voucher assistance and e-card support through the InForm platform. Feedback and inquiries were also collected and processed through social media channels and UNICEF's email. In addition, suggestion boxes were deployed in all UNICEF-supported spaces allowing beneficiaries to submit written feedback, suggestions or complaints on provided services. Overall, mainly positive feedback, words of gratitude and appreciation, was submitted by beneficiaries through all CFMs alongside with some feedback for improvement, showing their satisfaction with UNICEF's support. The limited negative feedback received referred to the short duration of provided services or assistance. In cooperation with partners, feedback and complaints received through all types of CFMs were regularly monitored, analysed and presented for further action. Beneficiaries were reached with preventive messages, and information on available services. Information on GBV and support hotlines, prevention of sexual harassment and abuse and related reporting mechanisms, fraud, complaint and feedback mechanisms, as well as awareness raising materials on immunization, nutrition, breastfeeding, parenting, mental health and psychosocial support was shared with beneficiaries through various platforms, including online and offline. Comprehensive information on all available services was developed in collaboration with MLSA and distributed among beneficiaries. Participation of beneficiaries was ensured through the MSNA, which allowed to understand mid and long-term needs and adjust the humanitarian response.



©UNICEF Armenia/2024/Biayna Mahari  
Mariam and her new friends at a support and wellbeing session with UNICEF partner organisation.  
<https://unicef.link/4aH3qRq>



### External Media:

In 2024, UNICEF regularly communicated about its humanitarian response, the situation of refugee children and their families, as well as shared information about available support services and hotlines through a central landing page: [Children and families take refuge in Armenia | UNICEF Armenia](#) and across its social media channels. As a complement to AAP efforts, UNICEF collected frequently asked questions about the e-cards programme on a separate landing page: [Social assistance via e-cards | UNICEF](#) in support of MLSA's public outreach and communication efforts. UNICEF produced 40 human interest stories about the experiences of ethnic Armenian refugee children, adolescents and families, benefiting from UNICEF-led and UNICEF-supported interventions that helped to amplify their voices and support their inclusion in their host communities, as well as social cohesion in general. UNICEF also issued six press releases about new and ongoing partnerships: January 2025 [For the first time, Armenia rolls out needs-based cash assistance for displaced and host community families through electronic payment system](#). September 2024 [UNICEF and Germany will scale up social and child protection services for refugee children in Armenia](#). June 2024 [A new module on explosive ordnance risk introduced in general education curricula in Armenia](#). March 2024 [UNICEF partners with Public TV to launch a dedicated programme on positive parenting and children's health](#). February 2024 [The Armenian State Symphony Orchestra donates to UNICEF for Armenia refugee response](#). February 2024 [Armenia Refugee Response: Education Cannot Wait Announces US\\$1 Million Grant to Support Early Childhood Education](#). UNICEF regularly shared evidence-based practical information and tips for parents, adolescents and young people on a variety of topics from positive parenting and healthcare to mental health and preparedness. A partnership with the Public TV to co-produce two seasons of a new show entitled Parents' Meeting targeted caregivers and families, including refugees, with weekly episodes on topics selected through social listening and monitoring of main needs among caregivers, including refugee parents. Aired nationally during prime time, the show reached 3,535,455 views for the first season and 2,037,000 for the second.

Who to contact for further information:

[Christine Weigand](#),  
[Representative UNICEF Armenia](#)  
Email: [cweigand@unicef.org](mailto:cweigand@unicef.org)



HFI Results as of December 31, 2024							
Sector	UNICEF Targets	Total Results				Change from last HPM Table	
Indicator		# of female beneficiaries	# of male beneficiaries	Total Results	Progress Against Targets (%)		
<b>Health</b>							
H3_# children and women receiving primary health care services through UNICEF supported mechanisms (number of unique beneficiaries)	10 000	4 487	5 056	9 543	95,4%	299	▲
<b>Nutrition</b>							
NUT1_# of children/caregivers receiving IYCF counselling sessions through UNICEF supported mechanisms.	8 000	5 508	378	5 886	73,6%	0	=
<b>Child Protection</b>							
CP1_# children and caregivers accessing mental health and psychosocial support	35 000	21 496	13 216	34 712	99,2%	1 701	▲
CP4_# people with access to safe spaces, protection and support hubs	45 000	22 120	15 333	37 453	83,2%	13 011 <sup>11</sup>	▲
CP6_# women, girls and boys accessing GBV risk mitigation, prevention and/or response interventions	40 000	20 137	16 547	36 684	91,7%	2 140	▲
CP7_# people with safe and accessible channels to report sexual exploitation and abuse by aid workers	90 000	43 813	31 267	75 080	83,4%	4 199	▲
<b>Education</b>							
EDU1_# of children accessing formal or non-formal education, including early learning, through UNICEF-supported system-strengthening and programmes	25 000	10 178	9 858	20 036	80,1%	929	▲
EDU2_# of children receiving learning materials	11 500	5 180	4 645	9 825	85,4%	0	=
<b>Social Protection</b>							
SP1_# households reached with UNICEF funded multi-purpose humanitarian cash transfers	11 500	n/a	n/a	11 335	98,6%	0	=
SP2_# households reached with cash transfers through an existing government system with UNICEF technical assistance	32 000	n/a	n/a	31 553	98,6%	0	=
<b>SBC</b>							
SBC1_# people reached through messaging on prevention and access to services (including social protection, health, nutrition, education, etc)	100 000	n/a	n/a	84 392	84,4%	46	▲
SBC3_# of people sharing their concerns and asking questions through established feedback mechanisms	50 000	n/a	n/a	48 633	97,3%	864	▲

<sup>10</sup> The table displays cumulative results since the onset of emergency-October 2023.

<sup>11</sup> The significant increase is attributed to several Implementing Partners being unable to report on the platform earlier due to technical issues.

**Annex B: Funding status by sectors as of 31 December 2024**

Sector	Requirements	Funds available (2023-2024)	Funding Gap
Health and Nutrition	\$1,400,000	\$845,251	40%
Water Sanitation and Hygiene (WASH)	\$370,000	\$265,673	28%
Child Protection	\$3,900,000	\$3,771,484	3%
Education	\$3,000,000	\$1,812,591	40%
Social Protection (Humanitarian Cash Transfers, Vouchers)	\$4,200,000	\$4,092,754	3%
Adolescent Development and participation (ADAP)	\$900,000	\$348,386	61%
Cross Cutting Areas (Gender, Disability and AAP)	\$500,000	\$488,587	2%
<b>Total</b>	<b>\$14,270,000</b>	<b>\$11,624,726</b>	<b>19%</b>