What is AGORA?

Humanitarian - Development Transition

WORK MULTI-SECTORALLY
Education
Health
Housing
Livelihoods
Water & Sanitation
Social safety nets
Protection

WORK WITH MULTI-STAKEHOLDER
Civil society
Local/National government
Humanitarian actors
Development actors
Private sector
Donors

RESIDENTS
Migrants
Displaced Populations
Refugees
Returnees
Hosts

DEFINE SPECIFIC SETTLEMENTS WITH HIGH NEEDS

CONSIDER THE WHOLE POPULATION
Context & Rationale

Intended Impact

➢ This **Capacity & Vulnerability Assessment (CVA)** intends to inform the integration of the **humanitarian-development nexus** in addressing the aftermath of the 2020 shocks in Armenia, through **providing evidence to support targeting the recovery efforts** led by UNDP Armenia and the programming of the Early Recovery Working Group.

➢ The information on services access gained from household (HH) level and service providers aims to support **context-relevant programming** in the specific regions that experienced the heaviest influx of people in refugee-like situation.

➢ The institutional focus of the CVA is geared toward informing interventions aimed at longer term structural change to ensure service provision for all people residing in Armenia.
Due to hostilities in and around Nagorno-Karabakh (NK) 90,000 people fled to the Republic of Armenia, of which an estimated 36,989 remain displaced.

Those residing in Armenia have had considerable humanitarian needs ranging from shelter, food, health, education, and livelihoods.

Host communities have experienced stress in their capacity to provide basic services such as energy and utilities, education, healthcare, security services, etc.

Compounded by the COVID-19 epidemic in Armenia, the displacement crisis added additional stress on government, host communities and institutions and their capacities to address the essential needs of host communities and people in a refugee-like situation.
Specific Objectives

To identify capacity gaps in the provision of public services in the following eleven sectors:

- Housing
- Energy and Utilities
- Waste Management
- Education
- Healthcare
- Employment
- Administrative Services
- Social Services
- Security and Justice Services
- Emergency Services
- Social Cohesion and Peacebuilding
Two structured surveys were developed: a HH level survey on access to services and a service provider key informant survey to assess service provisions.

For HH surveys, a total of 1807 (1202 host and 605 refugee-like situation) surveys were accomplished through a stratified random sample.

The research was stratified by both geographic and demographic strata, including urban and rural host communities, as well as refugee-like populations.
In total, the key informant survey covered 318 purposefully sampled service providers across the 11 assessed sectors.

The key informant surveys consisted of two parts: general cross-sectoral questions and sector-specific questions.

Cross-sectoral questions provide indicative descriptions of the trends, behaviours, experiences/ opinions of the respective service providers across sectors; sector-specific data are indicative and summarize these findings per sector.
Methodology: Geographic Scope
Demographics

Gender of the head of HH

Host HHs

- Male: 54%
- Female: 46%

Refugee-like HHs

- Male: 64%
- Female: 36%
Demographics

% of Host HHs reporting having at least one member with one of the following vulnerabilities

- Elderly (60+): 53%
- None: 34%
- Chronically ill: 30%
- Physical disabilities: 11%
- Pregnant or lactating women: 7%
- Unaccompanied/ separated minors: 1%
- Mental health problems: 1%
% of refugee-like HHs reporting having at least one member with one of the following vulnerabilities

- Elderly (60+): 49%
- Chronically ill: 38%
- None: 25%
- Physical disabilities: 22%
- Pregnant or lactating women: 12%
- Unaccompanied/ separated minors: 4%
- Mental health problems: 2%
Housing

Current living situation for host & refugee-like HHs

Host HHs
- We own our apartment/house: 88%
- We rent our apartment/house: 10%
- Other: 2%

Refugee-like HHs
- Staying in rented/paid accommodation: 49%
- Staying in own house: 27%
- Currently residing with hosting households: 17%
- Currently residing in a collective center (or hostel/hotel, etc): 7%
Host Community Access to Utilities

% of host HHs reporting that COVID-19 and the hostilities in and around NK did not affect their access to utilities

<table>
<thead>
<tr>
<th>Utility</th>
<th>COVID-19</th>
<th>NK</th>
</tr>
</thead>
<tbody>
<tr>
<td>Electricity</td>
<td>92%</td>
<td>96%</td>
</tr>
<tr>
<td>Gas</td>
<td>89%</td>
<td>93%</td>
</tr>
<tr>
<td>Water</td>
<td>96%</td>
<td>99%</td>
</tr>
<tr>
<td>Sewerage</td>
<td>96%</td>
<td>96%</td>
</tr>
</tbody>
</table>
Refugee-like HHs Access to Utilities

% of refugee-like HHs reporting having had access to utilities since arriving in Armenia, by region

- **Yerevan**
  - Gas: 60%
  - Water: 70%
  - Electricity: 62%

- **Syunik**
  - Gas: 74%
  - Water: 90%
  - Electricity: 90%

- **Kotayk**
  - Gas: 82%
  - Water: 90%
  - Electricity: 82%

Legend: Gas, Water, Electricity
Waste Management: Service Providers

According to those service providers who reported challenges with waste disposal service provision (83%), the reasons for these challenges are:

- Lack of financial resources by clients to pay the bills (87%)
- Old/outdated equipment (e.g., bins and collection vehicles) (60%)
- Lack of financial resources to enhance service provisions (47%)
- Lack of qualified staff (27%)
- Lack of waste, including hazardous medical waste, management related infrastructure (13%)

Legend:
- Kotayk
- Syunik
- Yerevan
Reported effects of COVID-19 on access to education, by % of host HHs reporting their access to education had been affected (25%)

Switch to online education decreased learning

We couldn’t use the distance learning tools because of lack of access to internet or devices

We couldn’t use the distance learning tools because of lack of skills

Yerevan   | Syunik Urban   | Syunik Rural   | Kotayk Urban   | Kotayk Rural   
0%         | 20%            | 40%            | 60%            | 80%            | 100%
Reported effects of the hostilities in and around NK on access to education, by % of refugee-like HHs reporting their access to education had been affected (23%)

- We couldn’t enroll in education following displacement
- Lack of access to internet
- Lack of equipment for distance learning

0% 5% 10% 15% 20% 25% 30% 35% 40% 45% 50%
% of education service providers (n=47) reporting the following main challenges in the field of education, per region:

<table>
<thead>
<tr>
<th>Challenge</th>
<th>Kotayk (n=23)</th>
<th>Syunik (n=16)</th>
<th>Yerevan (n=8)</th>
<th>Overall</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lack of qualified staff</td>
<td>30%</td>
<td>56%</td>
<td>50%</td>
<td>43%</td>
</tr>
<tr>
<td>Limited availability of technological equipment</td>
<td>65%</td>
<td>63%</td>
<td>75%</td>
<td>66%</td>
</tr>
<tr>
<td>Limited quantity of pupils/students</td>
<td>52%</td>
<td>31%</td>
<td>38%</td>
<td>43%</td>
</tr>
<tr>
<td>No challenges faced</td>
<td>0%</td>
<td>6%</td>
<td>0%</td>
<td>2%</td>
</tr>
<tr>
<td>Student/teacher ratio</td>
<td>26%</td>
<td>6%</td>
<td>25%</td>
<td>19%</td>
</tr>
</tbody>
</table>
Healthcare: Host HHs

Reported effects of COVID-19 on access to healthcare (March-June 2020), by % of host HHs

- Circumstances not affected
- Did not use healthcare services
- Fear of contracting COVID-19
- Borrowed money for medical bills
- Not enough hospital beds
- Could not afford medical support
- Could not access COVID-19 testing/treatment
- No access to ambulance
- Lack of medical personnel
- Corruption
Effect of NK of healthcare provisions

Reported effects of the hostilities in and around NK on access to healthcare (September-December 2020), by % of host and refugee-like HHs

- Did not use healthcare services
- Circumstances not affected
- Borrowed money for medical bills
- Could not afford medical support
- Not enough hospital beds
- Fear of contracting COVID-19
- Could not access COVID-19 testing/treatment
- Lack of medical personnel
- No access to ambulance
- Corruption

Refugee-Like Host

0% 10% 20% 30% 40% 50% 60%
## Healthcare: Service Providers

% of healthcare service providers (n=37) lacking the following resources in healthcare facilities, per region

<table>
<thead>
<tr>
<th>Resource</th>
<th>Kotayk (n=20)</th>
<th>Syunik (n=12)</th>
<th>Yerevan (n=5)</th>
<th>Overall</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ambulances</td>
<td>5%</td>
<td>8%</td>
<td>0%</td>
<td>5%</td>
</tr>
<tr>
<td>Lack of qualified staff</td>
<td>20%</td>
<td>58%</td>
<td>80%</td>
<td>41%</td>
</tr>
<tr>
<td>Medical supplies</td>
<td>65%</td>
<td>42%</td>
<td>80%</td>
<td>59%</td>
</tr>
<tr>
<td>Medicine</td>
<td>5%</td>
<td>8%</td>
<td>60%</td>
<td>14%</td>
</tr>
<tr>
<td>Nothing</td>
<td>5%</td>
<td>0%</td>
<td>0%</td>
<td>3%</td>
</tr>
<tr>
<td>Personal protective gear (PPG)</td>
<td>10%</td>
<td>8%</td>
<td>20%</td>
<td>11%</td>
</tr>
<tr>
<td>Doctors</td>
<td>10%</td>
<td>8%</td>
<td>20%</td>
<td>11%</td>
</tr>
<tr>
<td>Hospital beds</td>
<td>5%</td>
<td>0%</td>
<td>20%</td>
<td>5%</td>
</tr>
<tr>
<td>Medical personnel</td>
<td>20%</td>
<td>0%</td>
<td>20%</td>
<td>14%</td>
</tr>
</tbody>
</table>
Effect of NK on employment status

% of host and refugee-like HHs reporting that the hostilities in and around NK impacted their main employment status

<table>
<thead>
<tr>
<th></th>
<th>No</th>
<th>Yes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Refugee-like</td>
<td>47%</td>
<td>53%</td>
</tr>
<tr>
<td>Host</td>
<td>97%</td>
<td>3%</td>
</tr>
</tbody>
</table>
% of administrative service providers (n=81) reporting that hostilities in and around NK have affected ability to provide administrative services:

- No: 36%
- Yes: 64%

Among those service providers who were reportedly impacted, the most commonly reported impacts of the hostilities in and around NK on their ability to provide administrative services:

1. Limited mobility of beneficiaries to access services: 52%
2. Inability to meet the higher demand of services due to the influx of displaced populations: 27%
3. Decreased financial resources: 24%
4. Downsizing of staff/human resources: 6%
% of refugee-like HHs reporting having needed the following social services in the 30 days prior to data collection, per region

- **None**
  - Yerevan: 51%
  - Syunik: 43%
  - Kotayk: 73%

- **Medical assistance**
  - Yerevan: 15%
  - Syunik: 8%
  - Kotayk: 17%

- **Job placement assistance**
  - Yerevan: 8%
  - Syunik: 7%
  - Kotayk: 20%

- **State benefits**
  - Yerevan: 24%
  - Syunik: 6%
  - Kotayk: 34%

- **In-kind and/or cash assistance**
  - Yerevan: 6%
  - Syunik: 3%
  - Kotayk: 6%
% of refugee-like HHs households reporting needing the following types of security & justice services in the 30 days prior to data collection

<table>
<thead>
<tr>
<th>Service</th>
<th>Kotayk</th>
<th>Syunik</th>
<th>Yerevan</th>
</tr>
</thead>
<tbody>
<tr>
<td>None</td>
<td>96%</td>
<td>98%</td>
<td>93%</td>
</tr>
<tr>
<td>Traffic police</td>
<td>0%</td>
<td>0%</td>
<td>3%</td>
</tr>
<tr>
<td>Crime investigation</td>
<td>1%</td>
<td>0%</td>
<td>2%</td>
</tr>
<tr>
<td>Representation in court</td>
<td>1%</td>
<td>0%</td>
<td>1%</td>
</tr>
<tr>
<td>Patrol police</td>
<td>0%</td>
<td>0%</td>
<td>1%</td>
</tr>
</tbody>
</table>
% of host HHs reported the following disasters to be a risk for their household and livelihood, per region

<table>
<thead>
<tr>
<th>Disaster Type</th>
<th>Kotayk Rural</th>
<th>Kotayk Urban</th>
<th>Syunik Rural</th>
<th>Syunik Urban</th>
<th>Yerevan</th>
</tr>
</thead>
<tbody>
<tr>
<td>Don't know</td>
<td>9%</td>
<td>13%</td>
<td>15%</td>
<td>16%</td>
<td>3%</td>
</tr>
<tr>
<td>Climate change related hazards</td>
<td>43%</td>
<td>21%</td>
<td>25%</td>
<td>29%</td>
<td>30%</td>
</tr>
<tr>
<td>Anthropogenic hazards</td>
<td>21%</td>
<td>13%</td>
<td>15%</td>
<td>18%</td>
<td>39%</td>
</tr>
<tr>
<td>Conflict escalation</td>
<td>73%</td>
<td>47%</td>
<td>60%</td>
<td>50%</td>
<td>46%</td>
</tr>
<tr>
<td>COVID-19</td>
<td>62%</td>
<td>54%</td>
<td>46%</td>
<td>47%</td>
<td>78%</td>
</tr>
<tr>
<td>Natural hazards</td>
<td>60%</td>
<td>63%</td>
<td>71%</td>
<td>58%</td>
<td>89%</td>
</tr>
</tbody>
</table>
Emergency Services: Refugee-like HHs

% of refugee-like HHs reporting considering any of the following disasters to be a risk for their household and livelihood, per region

<table>
<thead>
<tr>
<th>Disaster Type</th>
<th>Kotayk</th>
<th>Syunik</th>
<th>Yerevan</th>
</tr>
</thead>
<tbody>
<tr>
<td>Don't know</td>
<td>13%</td>
<td>16%</td>
<td>4%</td>
</tr>
<tr>
<td>Climate change related hazards</td>
<td>25%</td>
<td>24%</td>
<td>25%</td>
</tr>
<tr>
<td>Anthropogenic Hazards</td>
<td>14%</td>
<td>11%</td>
<td>33%</td>
</tr>
<tr>
<td>Conflict escalation</td>
<td>63%</td>
<td>54%</td>
<td>54%</td>
</tr>
<tr>
<td>COVID-19</td>
<td>50%</td>
<td>44%</td>
<td>84%</td>
</tr>
<tr>
<td>Natural Hazards</td>
<td>54%</td>
<td>60%</td>
<td>86%</td>
</tr>
</tbody>
</table>
Social Cohesion: Community decision-making processes
Reported key issues causing tensions in local communities, by % of service providers per region

- There are no social tensions within my community
- Lack of trust towards authorities
- Competition over socioeconomic opportunities (e.g. employment, housing)
- Political disputes
## Social Cohesion: Service Providers

Reported types of resources needed for better community engagement, by % of service providers per region

<table>
<thead>
<tr>
<th>Resource</th>
<th>Yerevan</th>
<th>Syunik</th>
<th>Kotayk</th>
</tr>
</thead>
<tbody>
<tr>
<td>More coordination with provincial authorities</td>
<td>0%</td>
<td>15%</td>
<td>6%</td>
</tr>
<tr>
<td>Unaware of better community engagement resources</td>
<td>0%</td>
<td>8%</td>
<td>6%</td>
</tr>
<tr>
<td>More coordination with national authorities</td>
<td>14%</td>
<td>23%</td>
<td>0%</td>
</tr>
<tr>
<td>Support to develop/improve interactive communication tools</td>
<td>14%</td>
<td>38%</td>
<td>28%</td>
</tr>
<tr>
<td>Gender inclusive trainings</td>
<td>29%</td>
<td>8%</td>
<td>6%</td>
</tr>
<tr>
<td>Training for facilitating electoral processes</td>
<td>29%</td>
<td>8%</td>
<td>17%</td>
</tr>
<tr>
<td>Training for conflict resolution/peacebuilding</td>
<td>43%</td>
<td>15%</td>
<td>22%</td>
</tr>
<tr>
<td>Training for efficient public expenditure/budgeting</td>
<td>43%</td>
<td>8%</td>
<td>22%</td>
</tr>
<tr>
<td>Training for civic engagement mechanisms</td>
<td>43%</td>
<td>31%</td>
<td>50%</td>
</tr>
</tbody>
</table>
CVA Recommendations

Early Recovery Impact

Low

- Service Providers
- Refugee-Like Populations
- Host Community

High

- Service Providers
- Refugee-Like Populations
- Host Community
### CVA Recommendations

#### Employment Opportunities for Conflict-Affected People
- Livelihoods for refugee-like HHs in view of *existing skills and capacities (agriculture)*
- Benefits to both hosting and refugee-like populations to avoid exacerbating tensions

#### Inclusive Basic Services during the COVID-19 pandemic
- **Access to remote learning** including creative technological solutions to bridge digital divide
- **Basic healthcare resources and capacity**

#### Inclusive Governance and Response
- **Capacity building** for Local communities and service providers to prepare, protect, and prevent *area-specific hazards*
- Enhanced existing *community engagement mechanisms* for both host and refugee-like HHs with a *gender lens*
AGORA: 4 pillars

Pillar 1: Area-based assessments
- Delineation of target area
- Multi-sector assessments & risk assessments
- Developing local Transition and risk reduction plans

Pillar 2: Area-based coordination in support of the development and implementation of the local transition plans
- Seeking buy-in and determining arrangement
- Supporting local coordination

Pillar 3: Direct support to local transition plans
- Support to the direct implementation transition plans
  - e.g.: Material investments in water/sanitation infrastructure, local economy, mobile social service units...

Pillar 4: Technical assistance for civil society or local institutional actors
- Capacity building and engagement of local civil society
- Technical assistance to institutional actors
THANK YOU FOR YOUR ATTENTION