



# Capacity & Vulnerability Assessment

September 2021

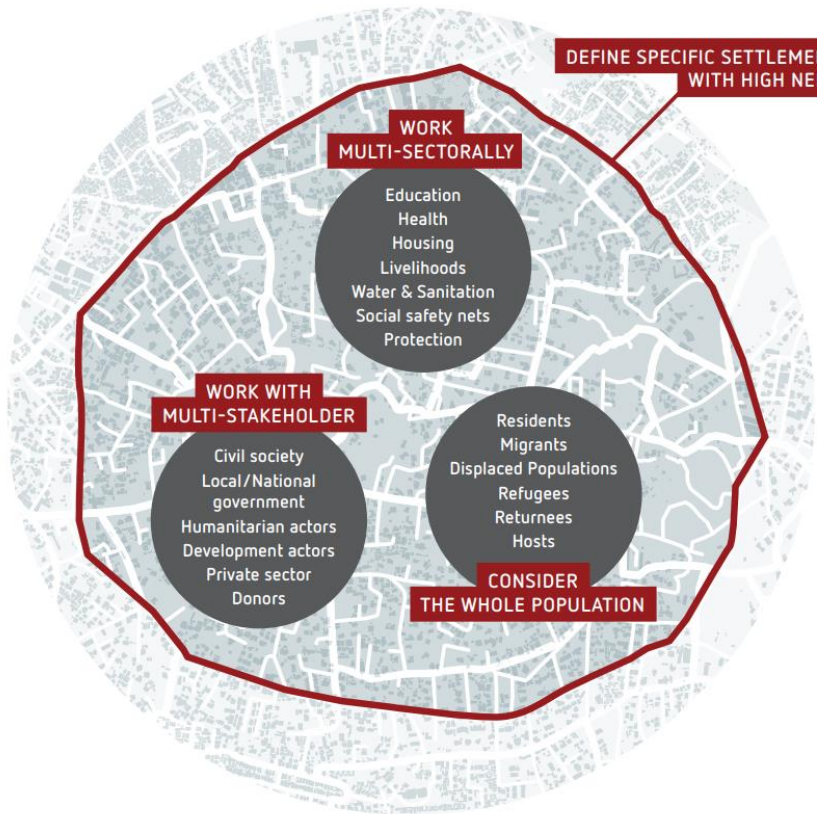


**AGORA**

# What is AGORA?



Humanitarian - Development Transition



## 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

## Background

- 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**

# Methodology: Household Survey

- 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**

# Methodology: Key Informant Survey

- 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

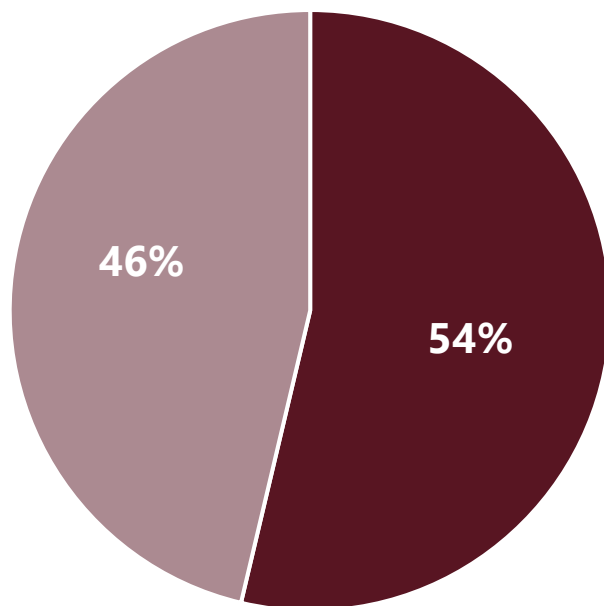
# Methodology: Geographic Scope





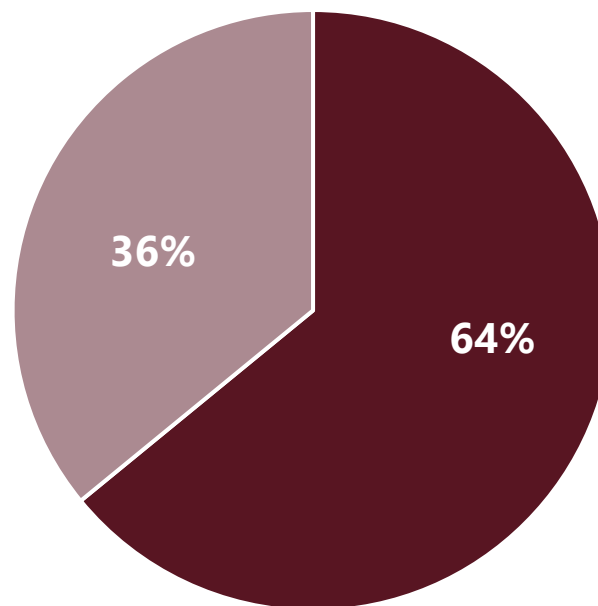
## Gender of the head of HH

### Host HHs



■ Male ■ Female

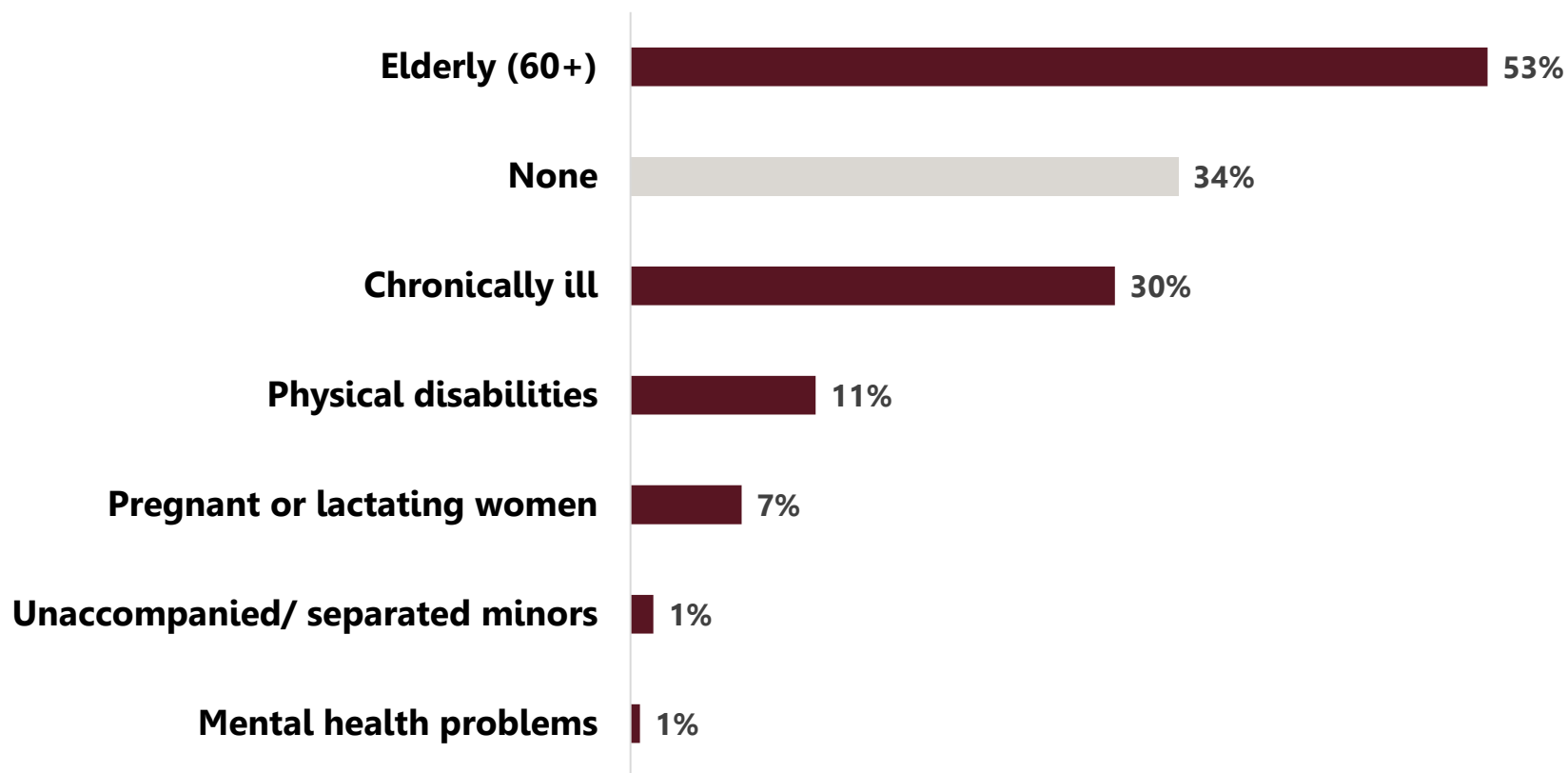
### Refugee-like HHs



■ Male ■ Female



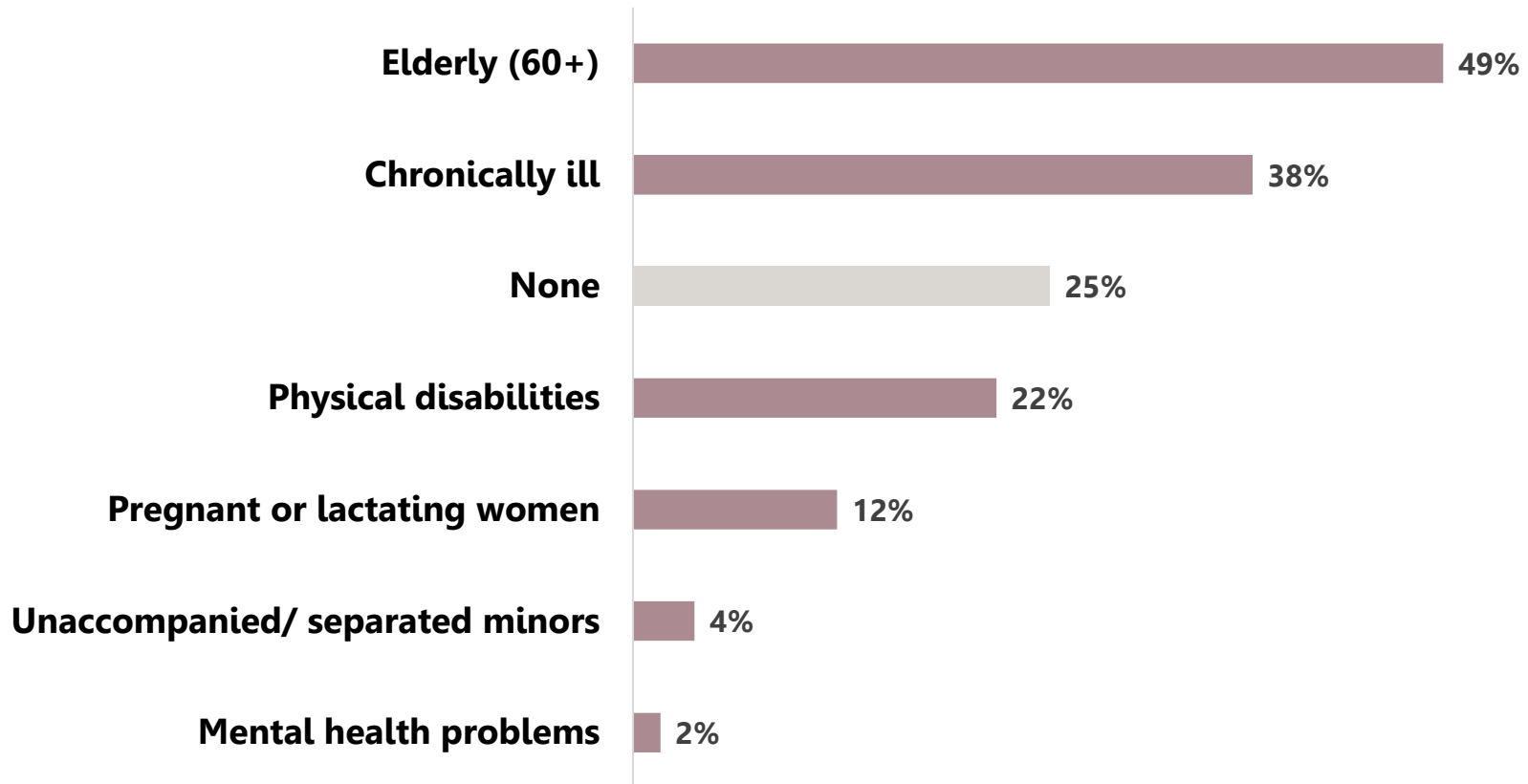
## % of Host HHs reporting having at least one member with one of the following vulnerabilities



# Demographics

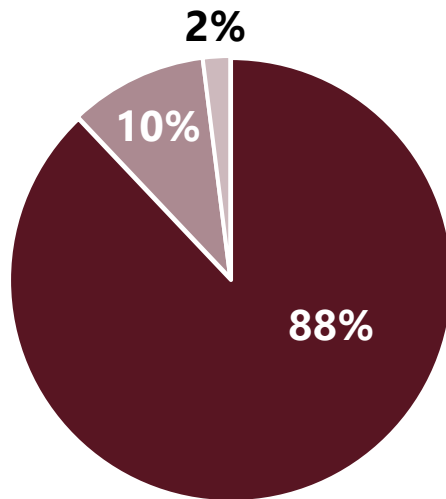


## % of refugee-like HHs reporting having at least one member with one of the following vulnerabilities



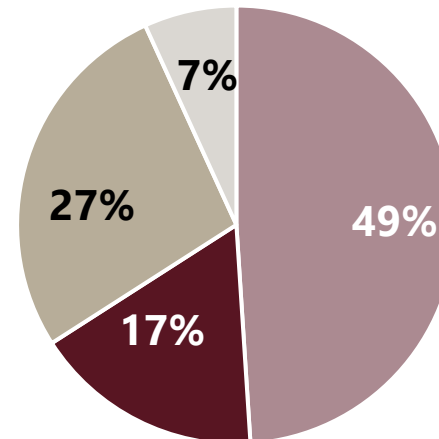
## Current living situation for host & refugee-like HHs

### Host HHs



- We own our apartment/house
- We rent our apartment/house
- Other

### Refugee-like HHs

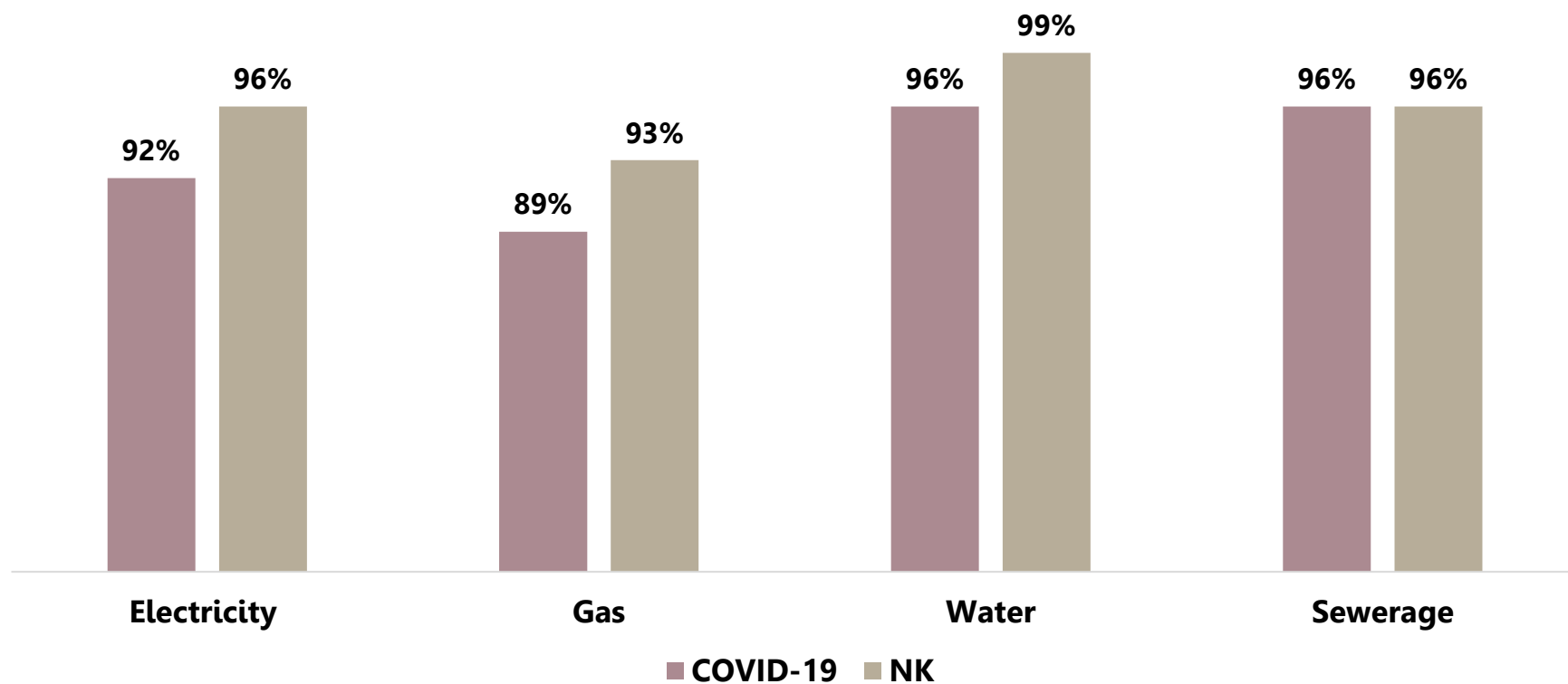


- Staying in rented/paid accommodation
- Staying in own house
- Currently residing with hosting households
- Currently residing in a collective center (or hostel/hotel, etc)



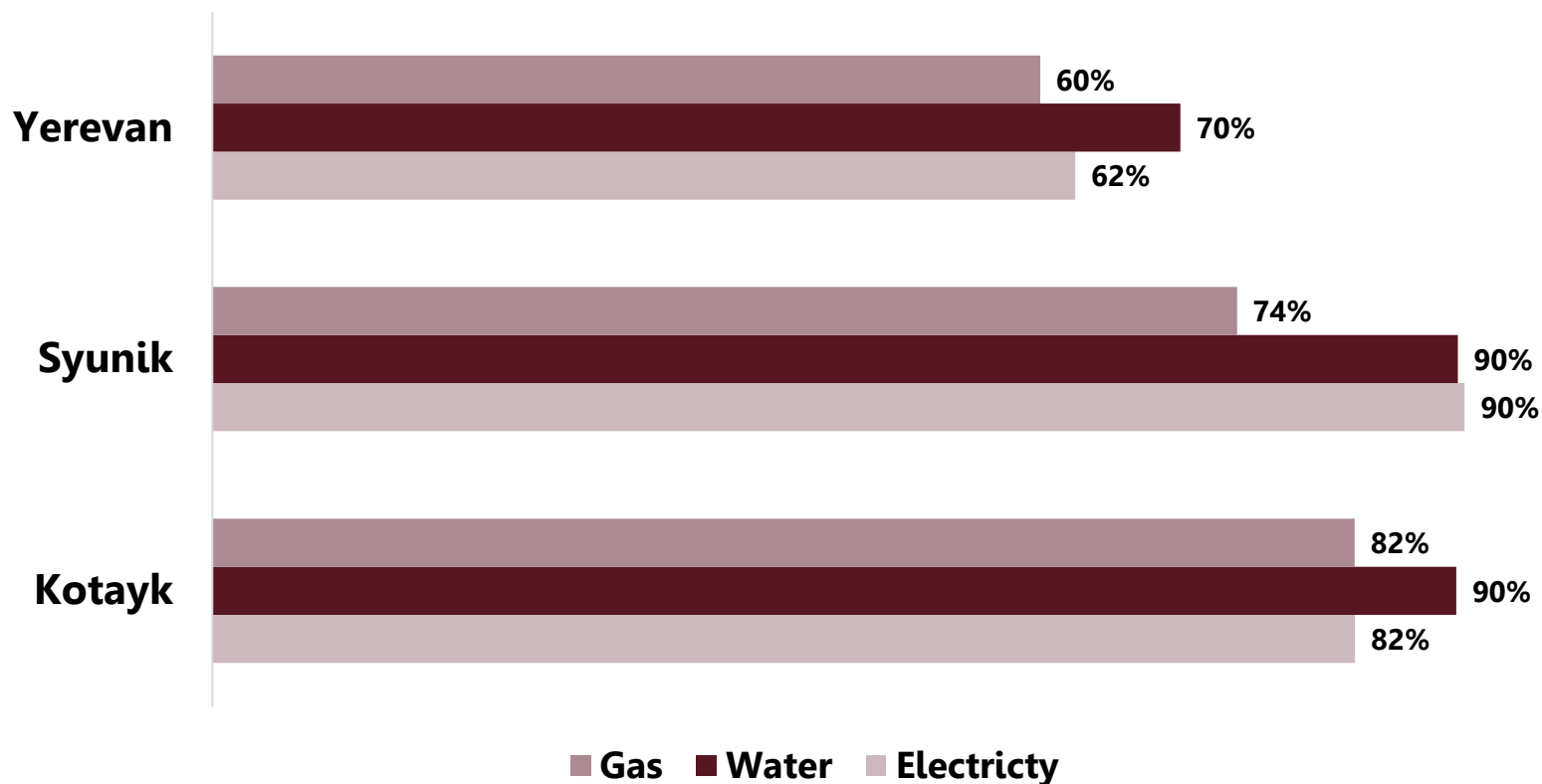
# Host Community Access to Utilities

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



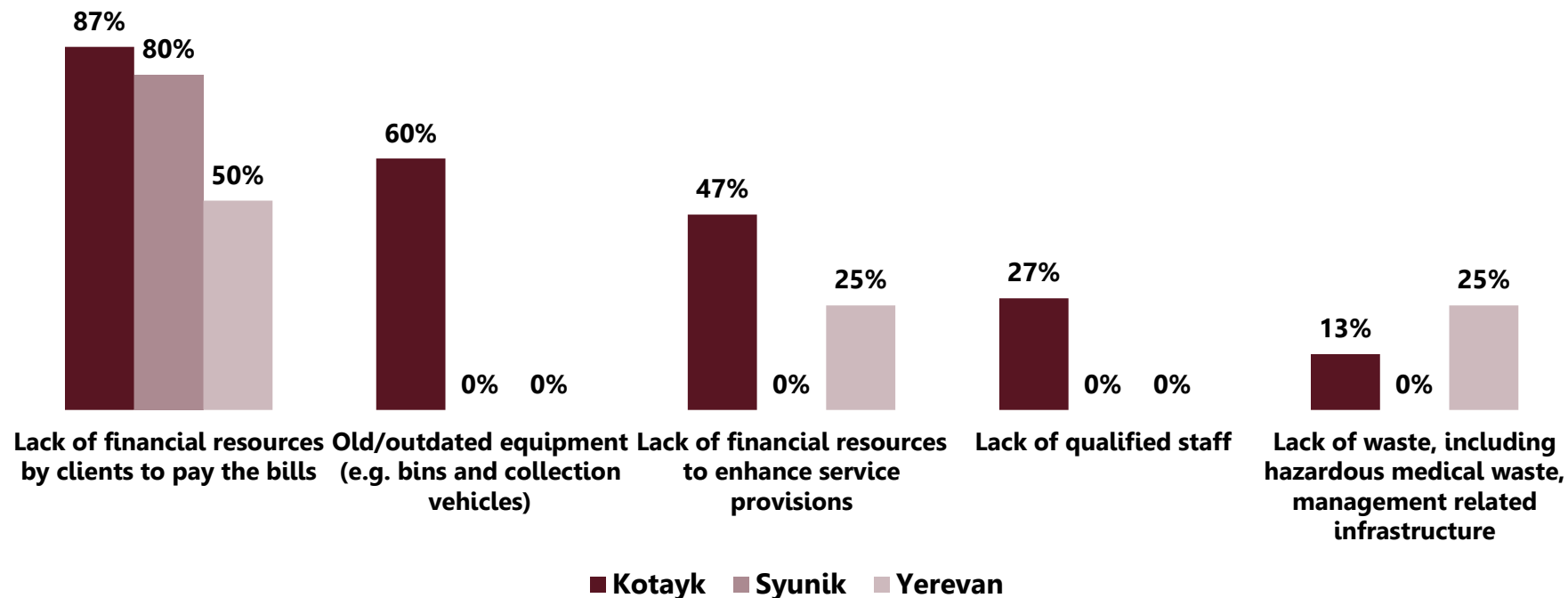
# Refugee-like HHs Access to Utilities

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



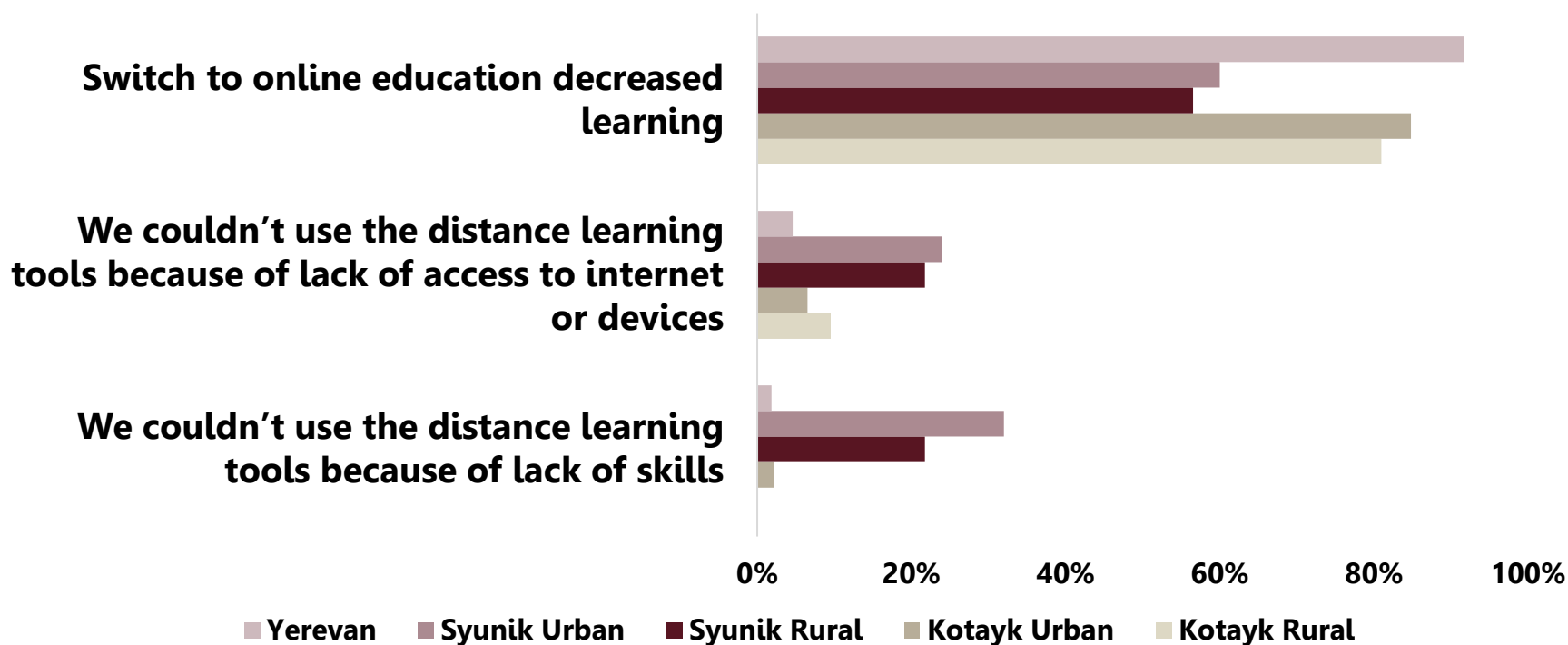
# Waste Management: Service Providers

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



# Effect of COVID-19 on Education: Host HHs

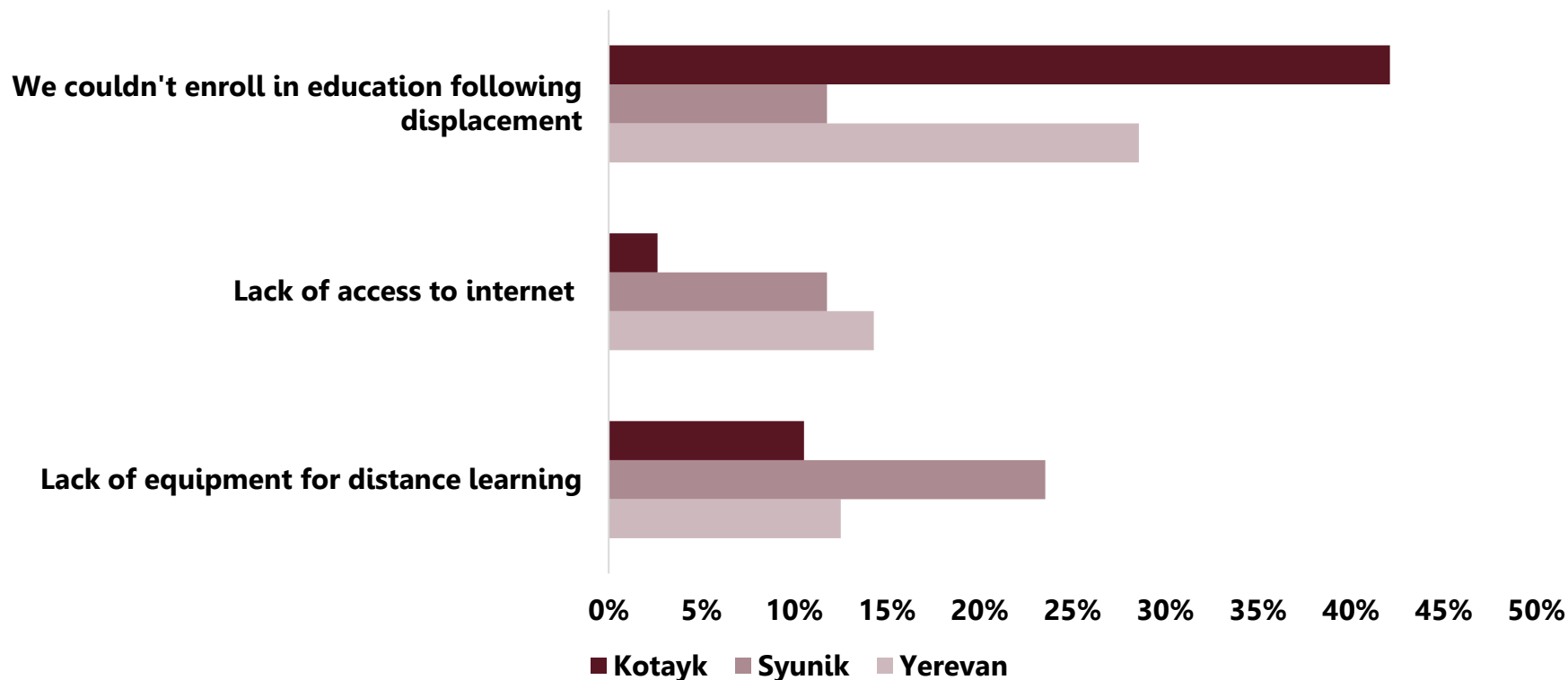
**Reported effects of COVID-19 on access to education, by % of host HHs reporting their access to education had been affected (25%)**





# Effect of NK on Education: Refugee-like HHs

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%)



# Education: Service Providers



**% of education service providers (n=47) reporting the following main challenges in the field of education, per region:**

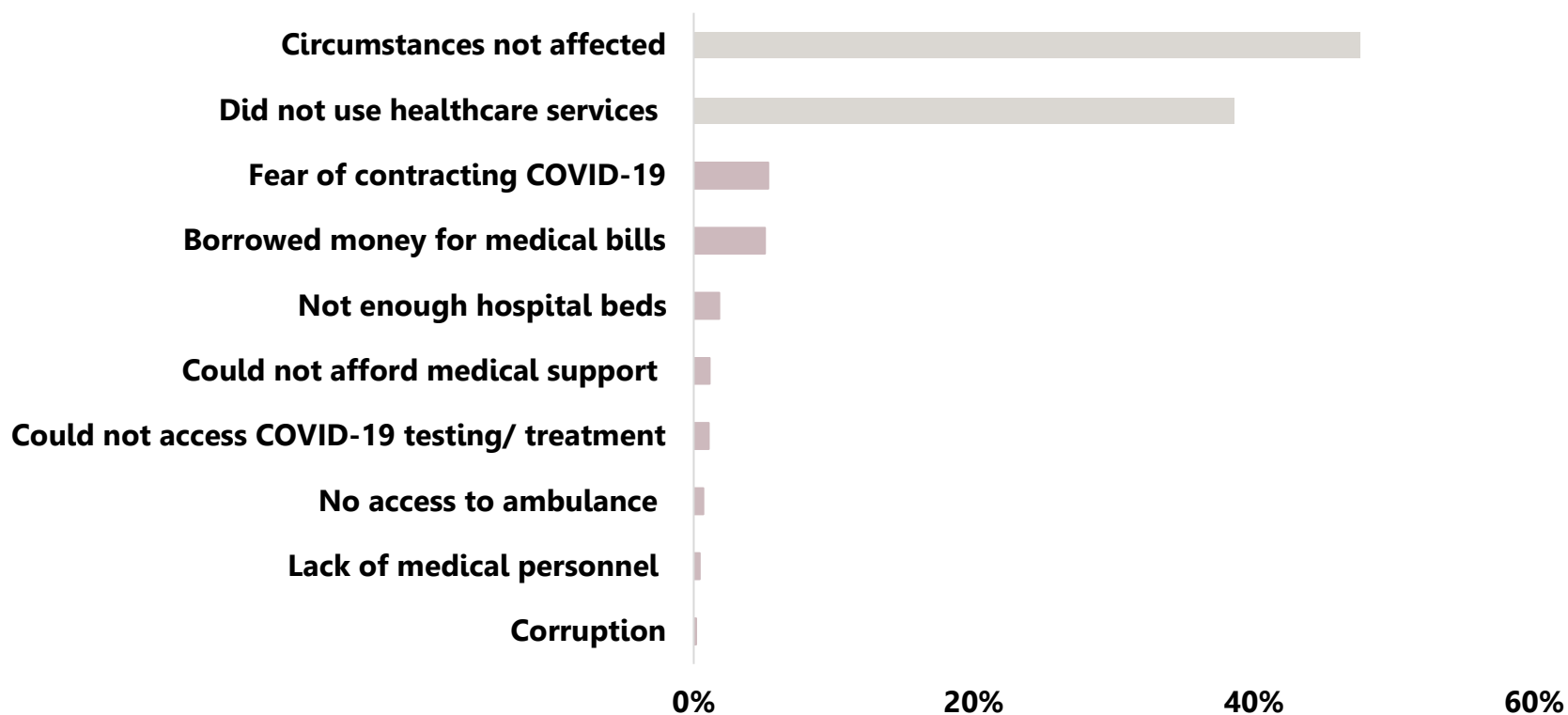
	Kotayk (n=23)	Syunik (n=16)	Yerevan (n=8)	Overall
<b>Lack of qualified staff</b>	30%	56%	50%	43%
<b>Limited availability of technological equipment</b>	65%	63%	75%	66%
<b>Limited quantity of pupils/students</b>	52%	31%	38%	43%
<b>No challenges faced</b>	0%	6%	0%	2%
<b>Student/teacher ratio</b>	26%	6%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



# Healthcare: Host HHs

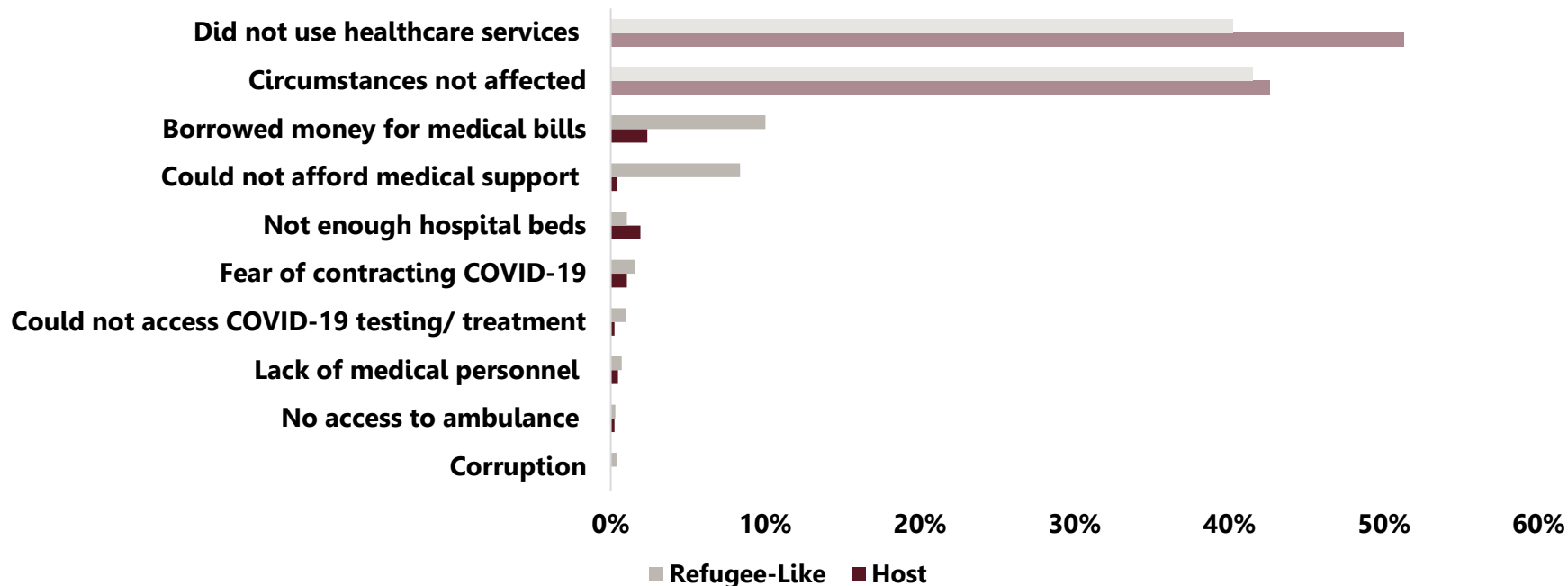


## Reported effects of COVID-19 on access to healthcare (March-June 2020), by % of host HHs



# 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**



# Healthcare: Service Providers

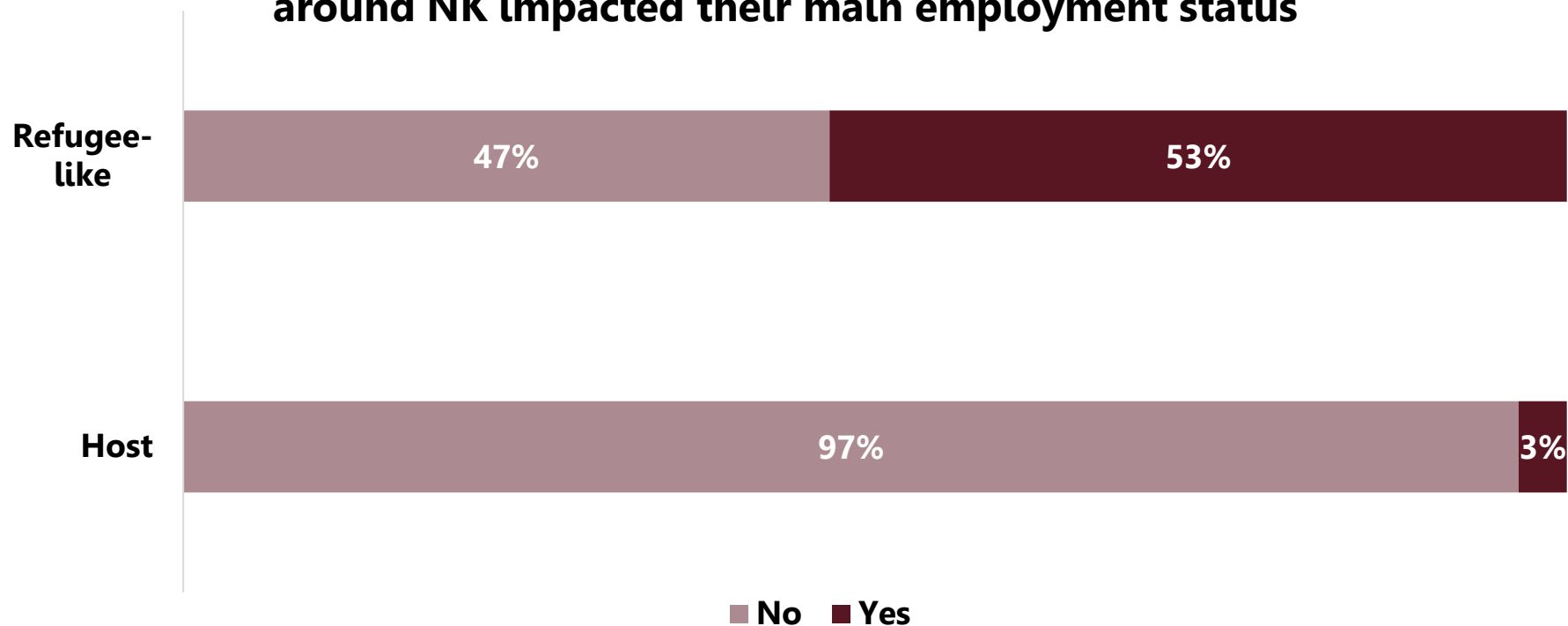
**% of healthcare service providers (n=37) lacking the following resources in healthcare facilities, per region**

	Kotayk (n=20)	Syunik (n=12)	Yerevan (n=5)	Overall
<b>Ambulances</b>	5%	8%	0%	5%
<b>Lack of qualified staff</b>	20%	58%	80%	41%
<b>Medical supplies</b>	65%	42%	80%	59%
<b>Medicine</b>	5%	8%	60%	14%
<b>Nothing</b>	5%	0%	0%	3%
<b>Personal protective gear (PPG)</b>	10%	8%	20%	11%
<b>Doctors</b>	10%	8%	20%	11%
<b>Hospital beds</b>	5%	0%	20%	5%
<b>Medical personnel</b>	20%	0%	20%	14%



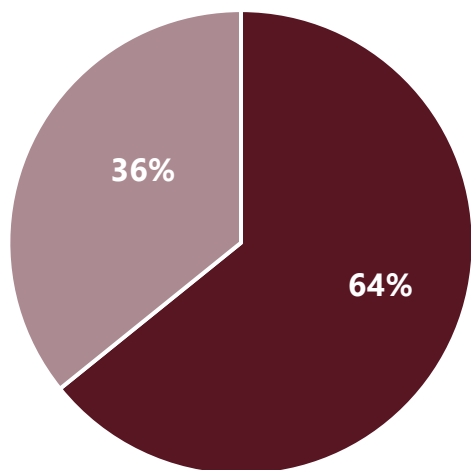
# Effect of NK on employment status

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



# Administrative Services: Service Providers

**% of administrative service providers (n=81) reporting that hostilities in and around NK have affected ability to provide administrative services:**



■ No ■ Yes

**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:**

Limited mobility of beneficiaries to access services

52%

Inability to meet the higher demand of services due to the influx of displaced populations

27%

Decreased financial resources

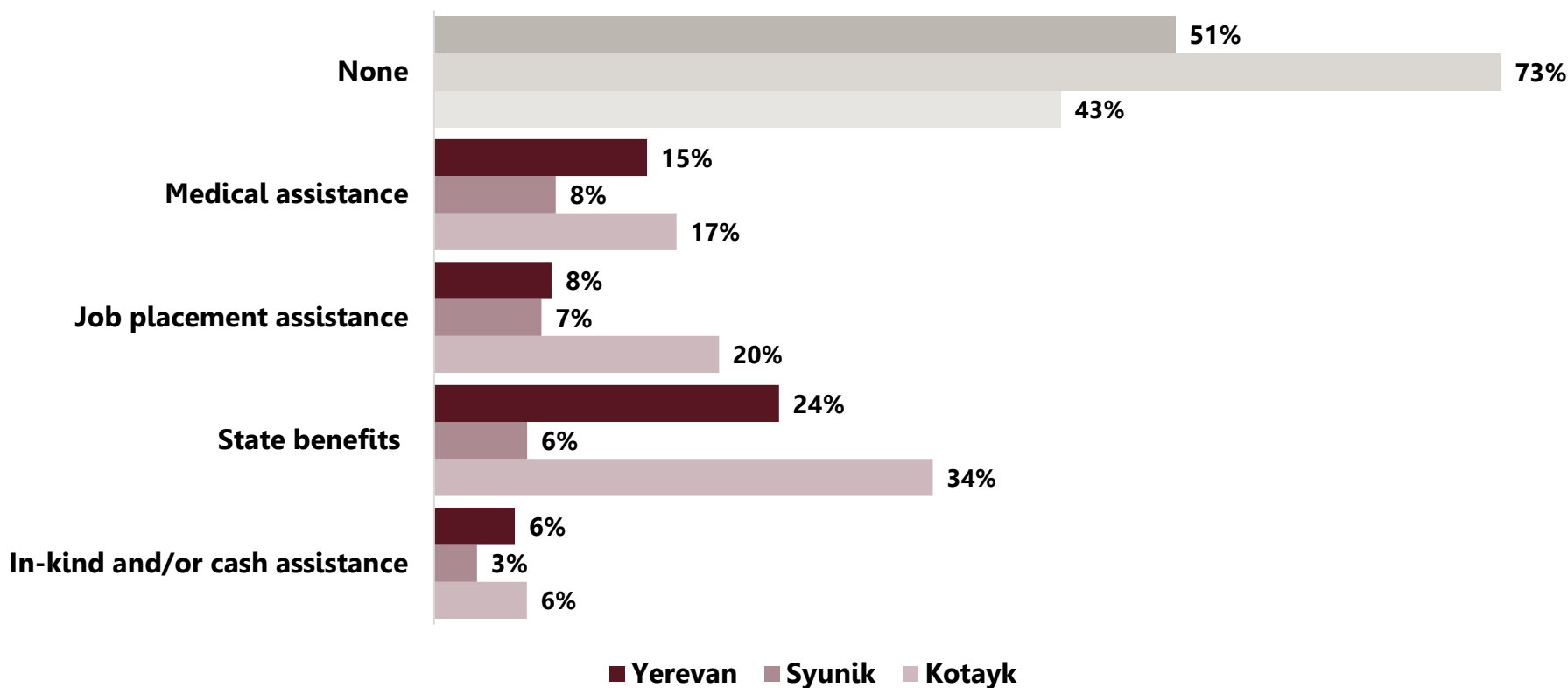
24%

Downsizing of staff/human resources

6%

# Social Services: Refugee-like HHs

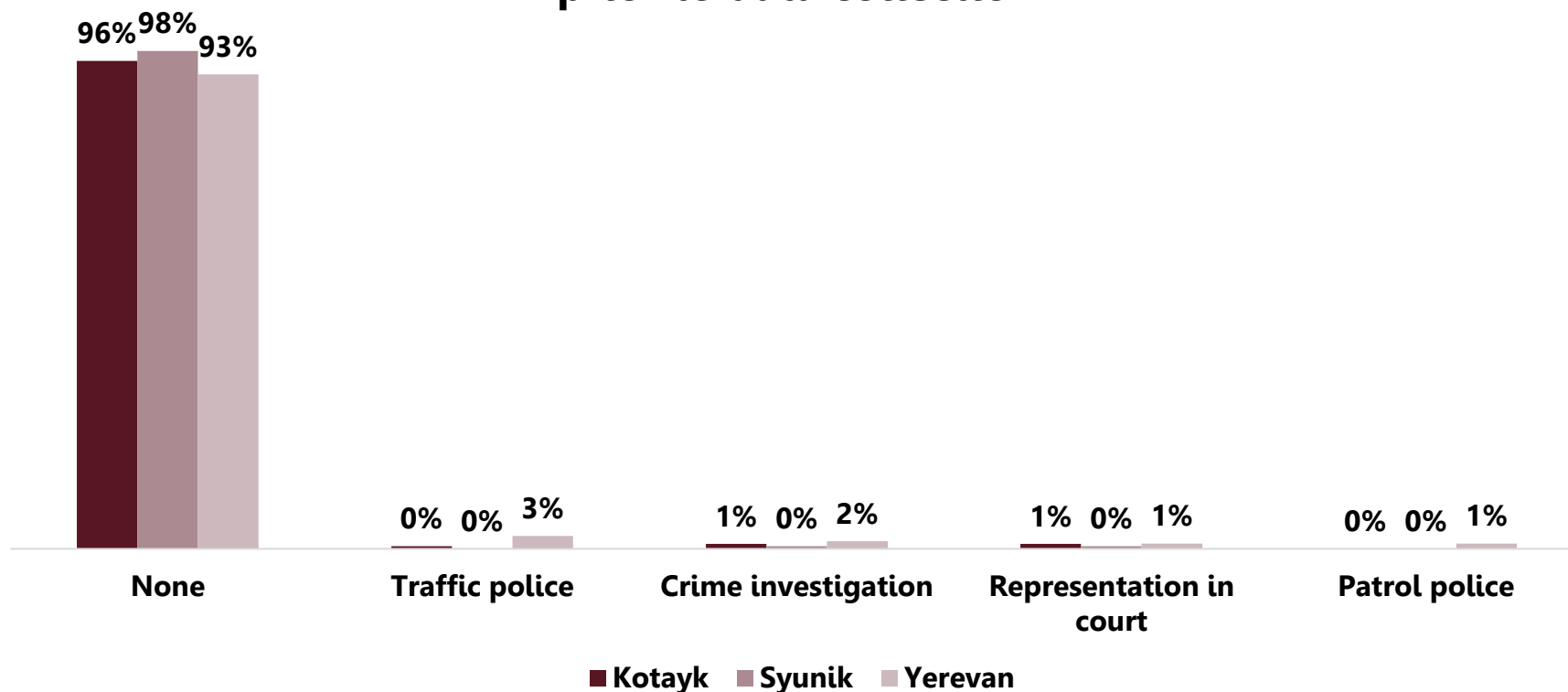
**% of refugee-like HHs reporting having needed the following social services in the 30 days prior to data collection, per region**





# Security & Justice Services: Refugee-like HHs

**% of refugee-like HHs households reporting needing the following types of security & justice services in the 30 days prior to data collection**



# Emergency Services: Host Communities

**% of host HHs reported the following disasters to be a risk for their household and livelihood, per region**

	Kotayk Rural	Kotayk Urban	Syunik Rural	Syunik Urban	Yerevan
<b>Don't know</b>	9%	13%	15%	16%	3%
<b>Climate change related hazards</b>	43%	21%	25%	29%	30%
<b>Anthropogenic hazards</b>	21%	13%	15%	18%	39%
<b>Conflict escalation</b>	73%	47%	60%	50%	46%
<b>COVID-19</b>	62%	54%	46%	47%	78%
<b>Natural hazards</b>	60%	63%	71%	58%	89%



# 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**

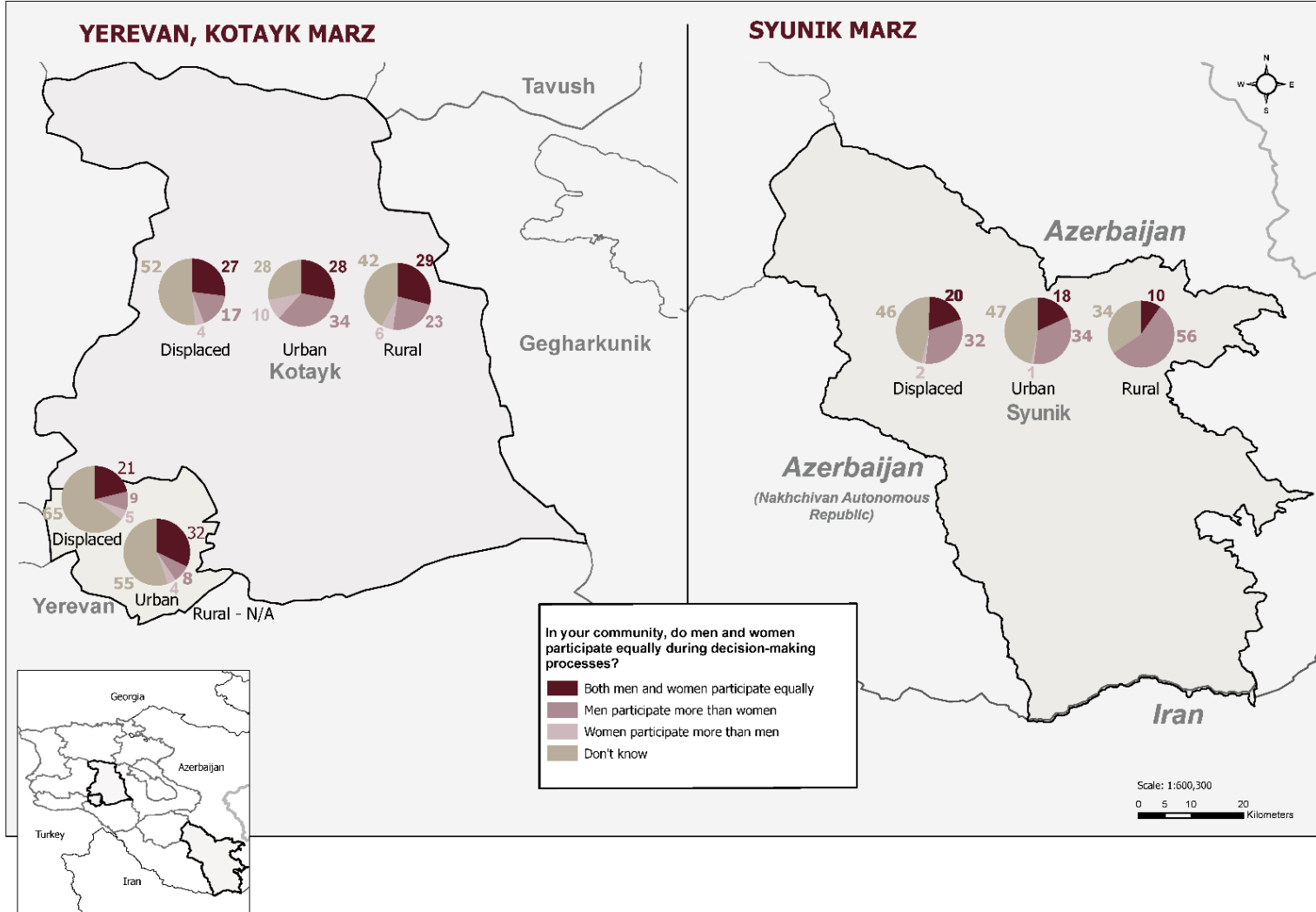
	Kotayk	Syunik	Yerevan
<b>Don't know</b>	13%	16%	4%
<b>Climate change related hazards</b>	25%	24%	25%
<b>Anthropogenic Hazards</b>	14%	11%	33%
<b>Conflict escalation</b>	63%	54%	54%
<b>COVID-19</b>	50%	44%	84%
<b>Natural Hazards</b>	54%	60%	86%



# Social Cohesion: Community decision-making processes

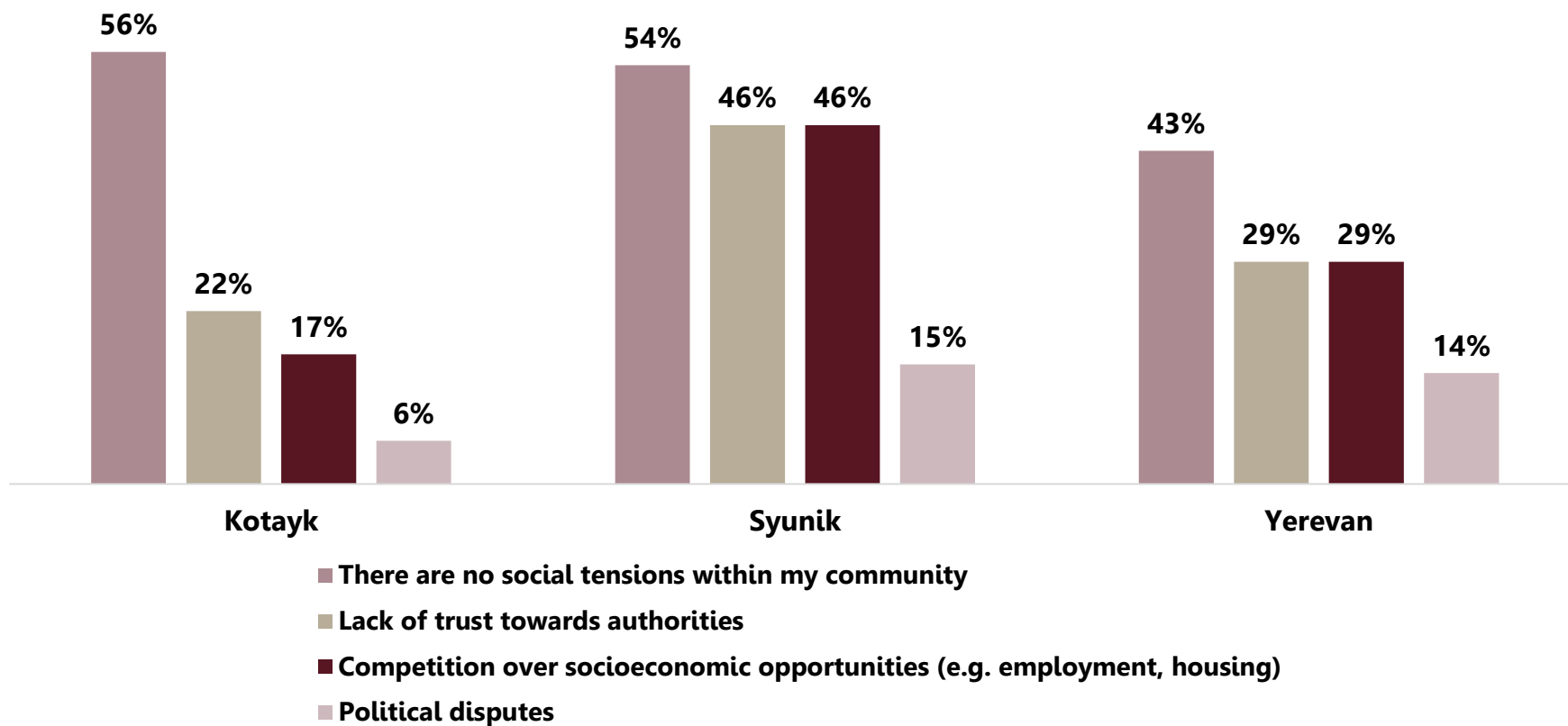


UN  
DP



# Social Cohesion: Service Providers

Reported key issues causing tensions in local communities, by % of service providers per region



# Social Cohesion: Service Providers

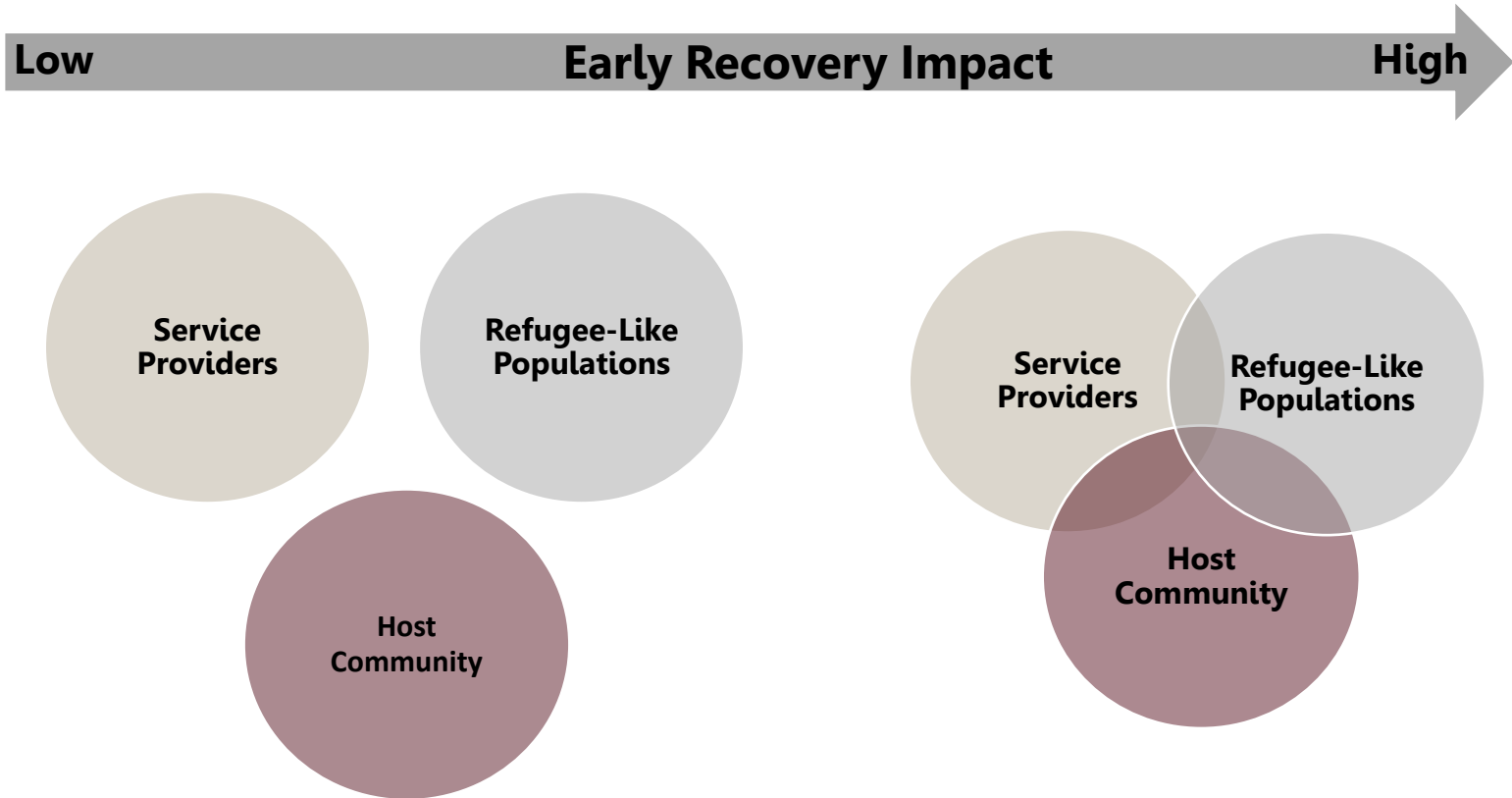


## Reported types of resources needed for better community engagement, by % of service providers per region

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



# CVA Recommendations



# 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

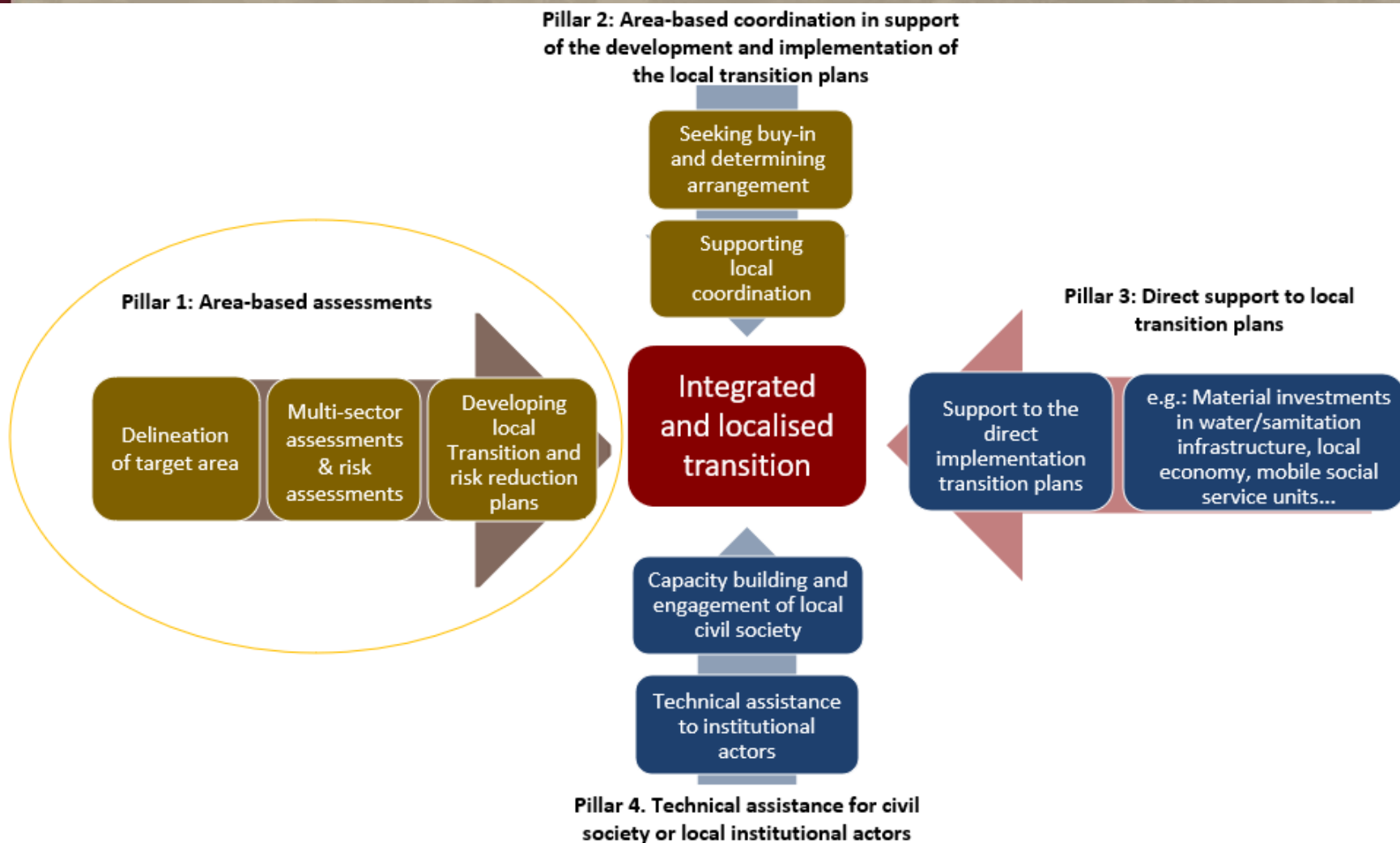
- **Access to remote learning** including creative technological solutions to bridge digital divide
- **Basic healthcare resources and capacity**

## 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





**THANK YOU  
FOR YOUR  
ATTENTION**