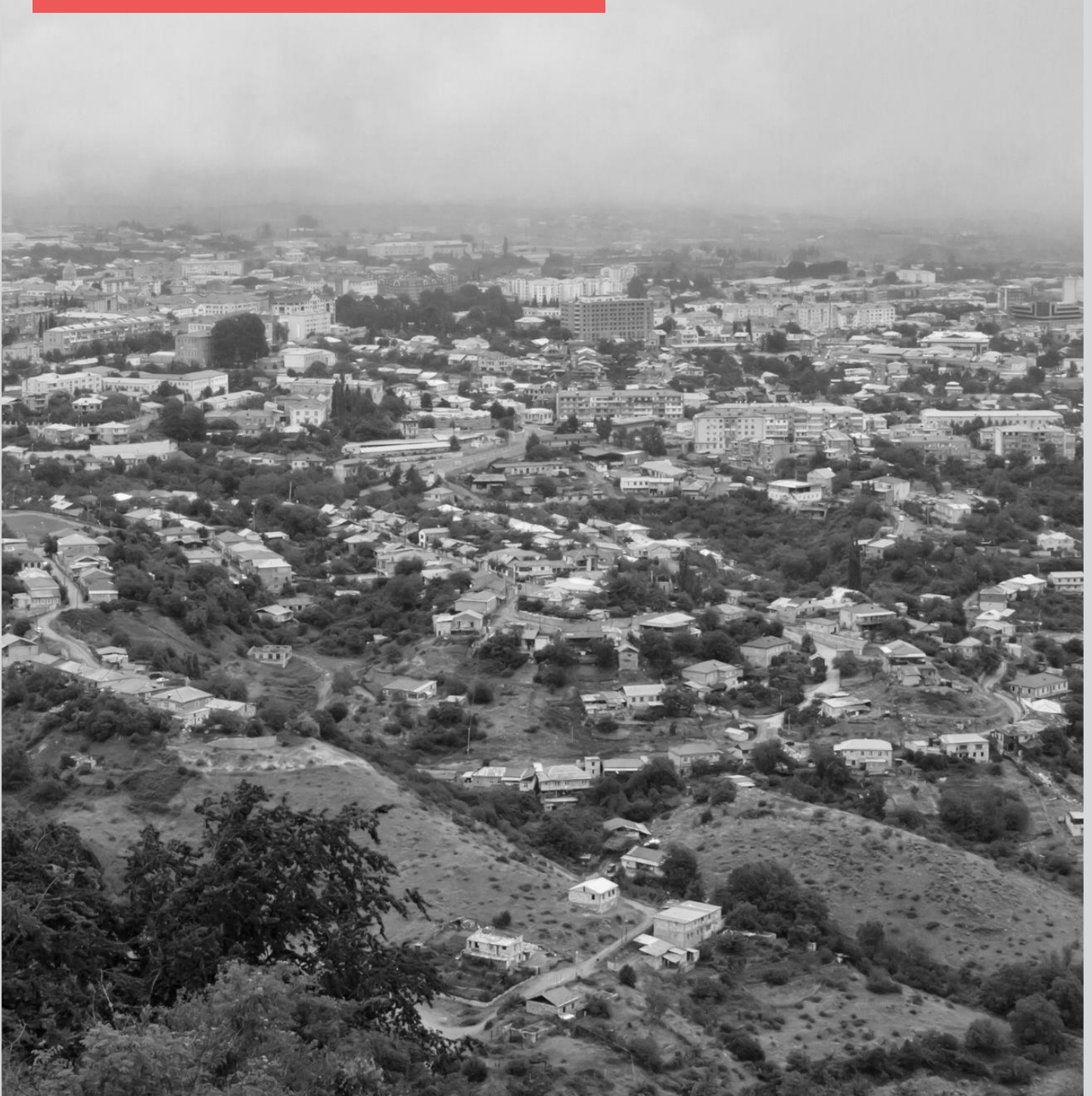


ARMENIA

Multi-Sector Needs Assessment (MSNA)

Report on humanitarian needs of people in a
refugee- like situation and hosting households
affected by the conflict in **Nagorno-Karabakh**

December 2020



Assessment conducted in the framework of:



Funded by:

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Action Support



Implemented by:



Caption: Aerial top view of Stepanakert, Armenia. Daniel Tadevosyan, 2020.

About REACH

REACH facilitates the development of information tools and products that enhance the capacity of aid actors to make evidence-based decisions in emergency, recovery and development contexts. The methodologies used by REACH include primary data collection and in-depth analysis, and all activities are conducted through inter-agency aid coordination mechanisms. REACH is a joint initiative of IMPACT Initiatives, ACTED and the United Nations Institute for Training and Research - Operational Satellite Applications Programme (UNITAR-UNOSAT). For more information please visit our website: www.reach-initiative.org. You can contact us directly at: geneva@reach-initiative.org and follow us on Twitter @REACH_info.

Executive Summary

In September 2020, the protracted conflict between Armenia and Azerbaijan over the disputed territory of Nagorno-Karabakh (NK) escalated. While the situation in NK has been tense since the late Soviet era, the 2020 autumn escalation was comparable in its scope to war over NK in the 1990s, which displaced hundreds of thousands and killed more 17,000 people.¹ After trilateral consultations, a ceasefire was brokered between Russia, Armenia, and Azerbaijan on November 10th, with several territories of the 'crown of NK' being transferred to Azerbaijan². The conflict and subsequent transfer of territories to Azerbaijan forced more than 90,000 from NK to relocate to the Republic of Armenia temporarily and permanently. The current exact number of people in a refugee-like situation from NK is not available and estimates vary from 40,000 to 80,000 people.³

REACH Initiative (REACH) has been actively supporting information management efforts undertaken by humanitarian actors in the Republic of Armenia (RA) since November 2020. To fill in the missing information gaps on people affected by the NK conflict, REACH conducted a Multi-Sector Needs Assessment (MSNA) of households (HH) in refugee-like situation and hosting HHs. This MSNA seeks to understand the priority needs and vulnerabilities which affect HHs in a refugee-like situation from NK and the HHs who are hosting them, as well as how the affected population can be supported to cope with their current situation.

This report presents findings and analyses across the sectors of demographics, protection, education, livelihoods, food security, health, shelter, and WASH for HHs in a refugee-like situation and hosting HHs across six regions of Armenia and Yerevan. Key findings from the MSNA include, but are not limited to, the following:

- **Shelter and Non-Food Items (NFI):** According to the MSNA findings, the most reported shelter issue for both HHs in a refugee-like situation and hosting HHs was lack of space. In comparison to the other marzes, Syunik presented an exception as the lack of space, and shelter issues more broadly, were the least commonly reported. In addition, Syunik was the marz where the highest percentage (72%) of hosting HHs reported that they **not only share accommodation, but also share their incomes with people in a refugee-like situation**. Overall, 85% of HHs in a refugee-like situation did not plan to move or were unable to communicate what their intentions were. In terms of possibilities of return, only 12% reported that their shelter in the AoO does not need any kind of repair. In Gegharkunik, a relatively high proportion of HHs in a refugee-like situation (33%) reported that their shelter did not need repairs, while all HHs in a refugee-like situation interviewed in Syunik reported that at least some shelter repairs were needed.
- **Water, Sanitation, and Hygiene (WASH):** Findings demonstrated that the **main source of drinking water** for both hosting HHs and HHs in a refugee-like situation is **tap water**. In Armavir, 18% of hosting HHs and 12% of HHs in a refugee-like situation reported **bottled water as their main source of drinking water**. For hosting HHs in Vayots Dzor, only 18% indicated that they have no needs, while the highest proportion of HHs reporting having no WASH-related needs was found in Yerevan (53%) and Gegharkunik (52%). The most commonly reported WASH-related needs were the following (in descending order): washing powder for clothes, soap, cleaning liquid for the house, and detergent for dishes. **Overall, 45% of the hosting HHs and 22% of HHs in a refugee-like situation reported having no WASH-related needs.**
- **Protection:** Results showed that 20% of the HHs in a refugee like situations are **caring for unrelated minors** and 33% of hosting HHs reported similar childcare arrangements. In most cases, these minors were being taken care of **due to the security situation and requests from parents**. Data collected on safety perceptions demonstrates **95% of the hosting HHs reported feeling safe in their current city or town**. In Syunik, the proportion of hosting HHs who reported feeling either somewhat or very unsafe was relatively high (6% reported feeling not safe at all), however the majority (69%) reported that they feel very safe. Regarding financial security, **approximately half (52%) of both hosting HHs and HHs in a refugee like situation reported having debts**. The average reported debt of those HHs with debts was 1,2 million Armenian Dram (AMD) (approx. 2,500 United States Dollar (USD)). The highest reported HH debt translated to 4,700 USD. Particularly in Vayots Dzor, a high proportion (79%) of hosting HHs reported having debts.
- **Food Security:** **For the majority (60%) of HHs in a refugee-like situation, one of the main sources of food was food distributions**. Overall, 73% of HHs in a refugee-like situation and 49% of hosting HHs reported that **the conflict had reduced their ability to purchase food**. In addition, 14% of HHs in a refugee-like situation and 11% of hosting HHs reported that they had experienced not having enough money to buy food at least once in the week prior to data collection and that they subsequently had to limit their portions. This coping mechanism was mainly implemented by

¹ The Guardian, [Why are Armenia and Azerbaijan fighting and what are the implications?](#); 5 October 2020

² BBC, ["Armenia, Azerbaijan and Russia sign Nagorno-Karabakh peace deal"](#), 10 November 2020

³ Politico, [Nagorno-Karabakh refugees see little chance of returning home after peace deal](#), 30 November 2020

the adult members of the HH, instead of adolescents and children. **Hosting HHs were generally found to have more diverse diets as opposed to HHs in a refugee-like situation.** Hosting HHs were found to have higher Food Consumption Scores (FCS), with only 3% with a “borderline” FCS and a mere 0.5% with a “poor” FCS. In comparison; 4% of HHs in a refugee-like situation had a “poor” and 12% a “borderline” FCS. Kotayk was found to be the marz with the highest percentage of HHs in a refugee-like situation in “poor” (6%) and “borderline” (25%) categories.

- **Livelihoods:** MSNA findings suggested a precarious employment situation for HHs in a refugee-like situation, since only 11% of them reported that any of their HH members had found a job since arrival in their current location. In addition, 27% of HHs in a refugee-like situation reported having no source of income at the time of data collection, while 30% and 26% of HHs in a refugee-like situation reported social protection and pensions to be their primary source of income, respectively. However, the majority (72%) of HHs in a refugee-like situation reported being able to receive their full pensions and social assistance after having relocated to the RA. Among hosting HHs, less than half (41%) reported formal paid work to be their primary source of income.
- **Education:** Most of the hosting HHs (68%) and HHs in a refugee-like situation (73%) reported having school-aged children. Both groups were found to have almost the same percentage of school-age children enrolled in formal education (82% hosting and 81% HHs in a refugee-like situation). Among HHs in a refugee-like situation with school-aged children, only 5% reported that none of the children in the HH were attending school at the time of data collection, compared to 10% of hosting HHs. The conflict situation was the most commonly reported barrier to education for those HH with school-aged children not attending school. It was reported by almost half (49%) of HHs in a refugee-like situation and 42% of hosting HHs with children not going to school. Among those 43% of HHs in a refugee-like situation with school-aged children, nearly half (40%) reported that their children **did not have the necessary school supplies for education.**
- **Health:** Findings suggested persistent health needs among both hosting HHs and HHs in a refugee-like situation. **Almost half (46%) of hosting HHs and 44% of HHs in a refugee-like situation reported that at least one HH member had needed specialized health care in their current location within the two months prior to data collection.** However, among those HHs, 31% of hosting HHs and 45% of HHs in a refugee-like situation reported **not having been able to contact or visit a local healthcare provider.** In parallel, 11% of hosting HHs and 13% of HHs in a refugee-like situation reported having faced problems accessing health care services in their current location in the two months prior to data collection. Among them, 73% of HHs in a refugee-like situation and 46% of hosting HHs respectively reported not being able to afford costs of healthcare as a main barrier. More than one third (36%) of HHs in a refugee-like situation reported having been able to continue receiving free medication after relocation to the RA, while 12% reported not being aware of this option. 80% of HHs in a refugee-like situation were unaware of any mental health services available nearby, this proportion was particularly high in Syunik marz (91%).
- **COVID-19:** Regarding the pandemic, **85% of both hosting HHs and HHs in a refugee-like situation reported that all their HH members have taken actions to prevent themselves from getting COVID-19.**

With deflation in real incomes due to relocation and conflict and inflation of housing costs due to high demand, it is vital that humanitarian actors develop a clear and consistent understanding of the risks, constraints, and future opportunities that HHs in a refugee-like situation are facing to protect them from deteriorating into chronic poverty. Findings and analyses presented below are aiming to create a clearer understanding of the needs of HHs in a refugee-like situation and hosting HHs.

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LIST OF ACRONYMS

AAP	Accountability to Affected Population
AMD	Armenian Dram
AoO	Area of origin
HH	Household
KII	Key informants interview
MFA	Ministry of Foreign Affairs
NFI	Non-food item
NK	Nagorno-Karabakh
PIN	People in Need
RA	Republic of Armenia
MSNA	Rapid Multi-sector needs assessment
USD	United States Dollar
WASH	Water, Sanitation, and Hygiene

GEOGRAPHICAL CLASSIFICATIONS

Armenia administrative division	
Admin level 1	Province (Marz) (+ independent city)
Admin level 2	Region (not an official administrative level, but sometimes used by Government agencies)
Admin level 3	Community (Hamaynk)
Admin level 4	Settlement

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Introduction

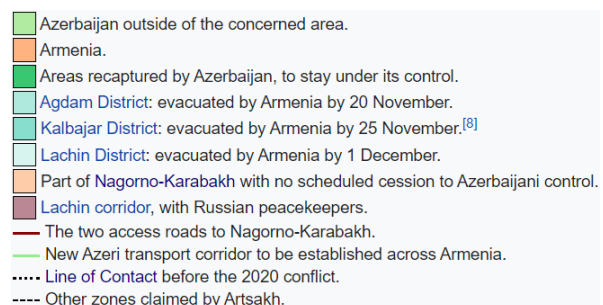
On 27 September, the conflict in the disputed territory of Nagorno-Karabakh (NK) escalated and initial ceasefire attempts lasted only a few hours. However, on 10 November 2020, Azerbaijan and Armenia agreed to a ceasefire following extensive territorial gains by the Azerbaijani forces.⁴ Since 27 September, fighting in NK has killed and injured more than 4,000 military personnel and civilians on both sides of the line of contact that separates Azerbaijan and the disputed territory of NK. In October and November, shelling in the main cities of NK forced people to move to bordering Armenian cities as well as Yerevan.⁵ The Ministry of Foreign Affairs (MFA) of the Republic of Armenia (RA) has reported that out of NK's reported population of 150,000 approximately 90,000 people have become in a refugee-like situation, despite official figures not being publicly available.

Fighting has damaged homes and critical infrastructure in both Armenia and Azerbaijan.⁶ The agreement specifies the deployment of Russian peacekeeping forces that will guarantee the security of the Lachin corridor that connects Armenia to NK, in addition to Armenian return of territories outside of the boundaries of the Soviet autonomous oblast of NK that were captured in the 1990s (including the districts of Agdam and Lachin). The principles of the trilateral agreement are stipulating a return of the territorial crown around NK to Azerbaijan and of some additional territories,⁷ however the autonomy of the NK itself with the final status of NK are remaining a contentious issue and no tangible changes have been gained on this front so far.

In parallel, as of January 2021 Armenia has one of the highest rates of confirmed COVID-19 cases per 100,000 person in the world.⁸ Based on a rapid assessment by REACH and People in Need (PIN), the main priorities for affected populations (HHs in a refugee-like situation) are warm clothes, shelter, food, medicine, cash and hygiene items. Host communities will likely also require assistance in terms of shelter, non-food items, food and WASH to continue hosting people in a refugee like situation.

As of November, limited capacities in Armenia to implement joint needs assessment and robust information management processes is hampering access to quality information to meet needs. This is largely due to limited humanitarian programs operating in the country because of its status as an upper middle-income economy. The necessity for rapidly available needs information is critical to inform a crisis fueled by conflict, COVID-19 and harsh winters.⁹ Finally, the return of several territories formerly under the control of Armenian forces to Azerbaijan entails that people in a refugee-like situation are unlikely to return to NK in the near future. Due to the current information gaps, there remains a need for up-to-date data on affected populations in Armenia to promote evidence-based decision-making and support programming of key humanitarian actors. Therefore, REACH Armenia conducted the 2020 Rapid Multi-Sectoral Needs Assessment (MSNA) to provide updated data and analysis on multi-sectoral needs and priorities for HHs in a refugee like situation and hosting HHs.

This report presents main findings of the MSNA and has the following structure. The first part of the report provides a detailed overview of the methodological approach designed and used by REACH for this MSNA, including the challenges and limitations that the team encountered over the course of the survey. The second part of the report outlines sector specific assessment findings on protection, education, livelihoods, food security, health, and WASH of HHs in a refugee like situation and hosting HHs across six regions of Armenia and Yerevan. The third and last part of the report is the conclusion, which summarizes main findings, provides recommendations for programming and lessons learned for future assessments in the Armenian context.



⁴ BBC, 2020 – [Armenia, Azerbaijan and Russia sign Nagorno-Karabakh peace deal](#), 10 November 2020

⁵ BBC, [Nagorno-Karabakh conflict killed 5,000 soldiers](#), 3 December 2020

⁶ Politico, 2020

⁷ Politico, 2020

⁸ Our World in Data, [Coronavirus Pandemic \(COVID-19\) – the data](#), 10 January 2021

⁹ The MSNA data has been shared with partners on 30 December 2020, prior to the report was published

Methodology

Specific objectives and research questions

The 2020 Armenia MSNA was conducted in response to conflict escalation over NK to support evidence-based decision making for the humanitarian response and to enable planning among key humanitarian actors through the provision of updated information on multi-sectoral needs and priorities for HHs in a refugee-like situation and hosting HHs. To approach this objective, the MSNA sought to answer the following research questions:

1. **What are the key displacement dynamics (in terms of movement trends, intentions, and demographic profile of displaced HHs)?**
2. **What are the priority humanitarian needs of the assessed population and what is driving these needs (specifically across shelter, WASH, food, health, education, and protection)?**
 - 2.1. How does this vary based on HH displacement status?
 - 2.2. What are key vulnerability criteria that compound humanitarian needs?
3. **What assistance has been provided and to what extent has this been in line with the needs of the population? Also including:**
 - 3.1 Access to information and preferred means of communication;
 - 3.2 Consulting affected communities about preferred aid modalities;
 - 3.3 Mechanisms to provide feedback on humanitarian aid programs.

Map 1: Geographical Coverage of the MSNA



Sampling strategy

The displacement situation in Armenia is dynamic. While the data on the people in a refugee-like situation is not available in open sources, the International Organization for Migration (IOM) in Armenia provided an analysis of the population change across all the marzes using the data provided by Migration Service and Ministry of Territorial Administration and Integration. The data shows that almost 80% of recent arrivals (approximately 73,600 individuals) stayed mainly in 5 marzes: Yerevan, Kotayk, Syunik, Ararat, and Armavir. Among these marzes, Yerevan has the highest shares of the new arrivals.

In order to provide a quick snapshot on the data and inform the timely humanitarian response, the first MSNA was designed as a rapid assessment. In this regard, the 5 marzes known to host the most of the people in a refugee-like situation as well as two additional marzes —Gegharkunik and Vayots Dzor— were selected for the purposive sampling. Two additional marzes were selected due to their economic and geographic differences in comparison to other marzes of RA as well as their lower capacities to host the people in a refugee-like situation. The main reason for choosing the purposive sampling was that the enumerators did not have the pre-defined exact list of the people in a refugee-like situation and host communities.

Overall, the study targeted three population group in 7 marzes:

- **Non-displaced population in host communities** to assess its local supporting capacity and get an idea of how long they may host the people in a refugee-like situation due to other factors.
- **People in a refugee-like situation housed in collective centers** to focus on their immediate needs, particularly in the context of the coming winter period and the risks associated with the spread of COVID-19 infection;
- **People in a refugee-like situation staying with friends/families** to determine their movement intentions and long-term coping strategies.

In terms of the sampling approach, the purposive sampling was used with a 95% confidence interval and 7% margin of error per stratum of each population group and each region.

Prior to data collection, the questionnaire was adapted through consultations with the representatives of the humanitarian working groups present in Armenia, namely the Food Security, Health, Protection, Shelter & NFI, and Early Recovery working groups. Even though the standardized questionnaire was used for this round of data collection, World Health

Organization (WHO), United Nations Development Program (UNDP), United Nations Children Emergency Fund (UNICEF), and World Food Program have provided their inputs to the questionnaire.

Data collection and analysis

Data collection took place between 23 November and 21 December 2020. Considering COVID-19 contingency, the assessment followed the global IMPACT Initiatives COVID-19 standard operating procedures including: i) close adherence to COVID-19 mitigation measures on hygiene, mask wearing and physical distancing at all stages of data collection (training, interviews, debrief), and ii) minimization of interview time to 15 minutes, conducted as much as possible in outdoor settings. The questionnaire was developed in English and further translated into Armenian.

The total number of HHs in the final dataset is 1,300, while the enumerators interviewed several more cases in order to ensure the quality control of the received data. The split between the population groups is uneven, as more people in a refugee-like situation were interviewed in order to identify the needs of those who are hosted and those who stayed in the collective centres. The sample size per each marz differed due to the number of people in a refugee-like situation and the total population per marz.

The primary data was collected through Kobo Toolbox within IMPACT Global Kobo account. The collected data was downloaded and cleaned on daily basis in order to check for outliers, to analyze “Other” responses, to cross-check linked questions and to review enumerators’ comments. In the final stage of data cleaning, all changes to the raw dataset were recorded in the Value Change Log generated by an R-script. Data analysis was conducted by producing frequency tables using strata chosen at the sampling stage. Frequency tables and all additional calculations were done with hpegrammar, an R-tool developed by the IMPACT Data Unit. The final data package includes cleaned datasets with weight calculations and frequency tables formatted as an XLSX-report. All personally identifiable information was removed during data cleaning stage and does not appear in the final data package.

The data was analyzed according to thematic areas that had been pre-defined during the planning stage. The questionnaire was designed to clarify the demographic profile of heads of HH, analyze movement dynamics, and discover the cross-cutting as well as sector-specific issues. Findings cover the following sections: Shelter and NFIs, WASH, Health, Education, Protection, Food Security and Livelihoods, and accountability to affected populations (AAP). Findings are aimed at supporting the identification the key needs and gaps in each sector per assessed population group and to enable comparison of key findings on the marz level.

Secondary data

The following resources were reviewed as part of the secondary data review phase:

Source	Relevance
<i>Rapid Needs Assessment of SAs Population from Nagorno-Karabakh: Syunik, Armavir, Kotayk, Shirak Marzes; Rapid Needs Assessment: Ararat</i> , REACH in partnership with PIN, 21 October 2020	Data on host communities and spontaneous arrivals (SAs) populations for secondary data review (SDR)
<i>Child rights situation and issues of children of refugee families in Armenia</i> , Save The Children, November 2011	Data on children’s needs
Humanitarian Needs Assessment, Humanity & Inclusion , accessed on 23 November 2020	Data on SAs populations for SDR
WHO statistics on COVID-19, accessed on 23 November 2020	Resource related to the impact of COVID-19 in Armenia
Open Street Map, accessed on 23 November 2020	GIS data
“Forced displacement in the Nagorno Karabakh conflict: return and its alternatives”, Conciliation Resources (August 2011)	Definitions of refugees, displaced population in the context of Nagorno-Karabakh conflict
2015 Census Statistical Services of Nagorno-Karabakh (2015)	Data on demographics

Ethical considerations

Prior to data collection, enumerators were informed what the survey was about and its purpose. Enumerators got informed consent prior to each survey. Enumerators participated in a training on ethics of interviewing, where the Do No Harm approach was explained.

No persons under the age of 18 were surveyed for this assessment. In some cases, enumerators took pictures of respondents or their premises after having been given consent by the respondents.

Challenges and limitations

The following limitations were identified during the data collection stage and should be considered when reading the findings in this report:

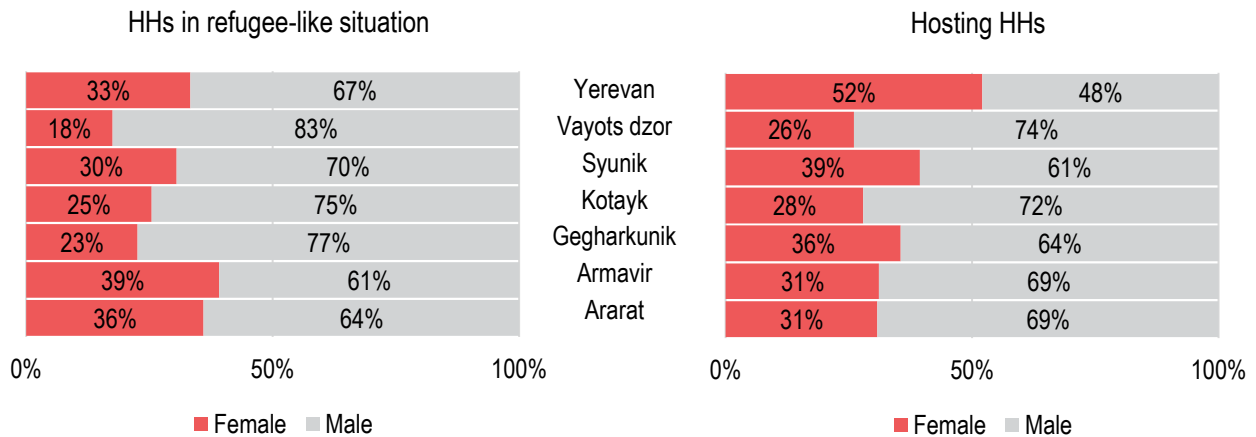
- **Remote data collection:** due to COVID-19 mitigation measures, data collection was largely conducted remotely via phone. This created some challenges, such as a generally lesser personal involvement into the interview process. In addition, due to limited possibility for personal follow-up, some more sensitive and personal questions were omitted.
- **Proxy reporting:** data was collected at the HH level as reported by the head of HH. For some questions, the head of HH was asked to report by proxy on the experiences and situations of individual HH members, rather than the individual members themselves. Due to the nature of proxy reporting, potential inaccuracy of such answers should be kept in mind when interpreting related findings.
- **Identification of people in a refugee-like situation residing in collective sites:** the initial definition of the collective site entangled an institution that hosted people in a refugee-like situation and received any type of support from the state. However, after approaching several collective centers and discovering that they no longer housed any person in a refugee-like situation, the definition was changed to that of a facility/institution that hosts several HHs in a refugee-like situation (3 HHs or more) with common management.
- **Definition of the HH:** in some cases, heads of HH did not clearly distinguish the current HH composition from its pre-conflict composition, which might have led to small inaccuracies in the HH demographic data.
- **Subset indicators:** Findings related to a subset of the overall population may have a wider margin of error, potentially yielding results with lower precision. Any findings related to subsets are indicated as such throughout the report.

Findings

Demographic Profile

Figure 1 summarizes these findings disaggregated by the gender of the head of HH and marz. It demonstrates that more than half of hosting HHs in Yerevan are female headed; Yerevan was found to be the only location where female headed HHs were the majority. According to the findings, most of the assessed hosting HHs and HHs in a refugee-like situation were headed by men. However, more than one third of HHs were female-headed, with higher percentage of female-headed HHs found amongst hosting HHs (42%), compared to HHs in a refugee-like situation (31%).

Figure 1: Proportion of HHs by gender of head of HH, by marz and population group



The head of HH vulnerability was determined through a vulnerability scale that was designed to fit the local context. Criteria included consideration of characteristics of heads of HHs, such as: minor (younger than 18) or elderly person (60+) headed HHs, HHs reporting a head of HH with a disability or chronic illness, and HHs headed by a single parent. Overall, more than half of HHs in a refugee-like situation (58%) and hosting (57%) heads of HHs were found to have at least one vulnerability. For both groups, vulnerability was mostly connected to the old age (60+) of HH head. Table 1 demonstrates types of vulnerability reported for hosting HHs and HHs in a refugee-like situation.

Table 1: Proportion of heads of HHs in a refugee-like situation and hosting HHs per vulnerability status

	Older person (60+)	Chronic illness	Disability	Single parent	Minor (under 18)
HHs in a refugee-like situation	56%	39%	22%	1%	0%
Hosting HHs	72%	23%	20%	3%	0%

On the average, hosting HHs were found to host six individuals, while the highest average number of hosted individuals was found in Gegharkunik marz, with eight individuals on average hosted per HH. Regarding the size of HHs, findings demonstrated that hosting HHs were slightly larger than HHs in a refugee-like situation; on average, hosting HHs were found to have 4 members, while HHs in a refugee-like situation had 3.4 members. The lower average HH size for HHs in a refugee-like situation might be linked to the security situation, specifically since male residents of NK were not always able to leave the territory of NK due to mobilization.¹⁰

Considering heads of HHs' occupation in terms of work and engagement in income generating activity, findings indicate that, after the conflict, the proportion of heads of HH reportedly being unemployed tripled for HHs in a refugee-like situation (from 20% of HHs to 66%). In particular, 40% of HHs in a refugee-like situation reported that the head of HH had held a permanent work contract before the conflict, however, during 7 days prior to data collection, only 4% reported the HH head had a permanent job. Findings suggest the conflict situation might have only had a limited effect on the employment status of hosting heads of HH; while 23% of heads of HHs had reportedly been unemployed before the start of the conflict, after the conflict this number increased to 26%. In the case of hosting HHs, the highest head of HH unemployment rates were registered in Kotayk (35%) and Yerevan (30%).

¹⁰ Reuters, "Nagorno-Karabakh announces martial law and total mobilization", 27 September 2020

Regarding types of work the HH head had prior to their displacement, the two most commonly reported types were the service sector (14% of HHs in a refugee-like situation) and security and military sectors (13%). For hosting HHs, the most popular sphere of work appeared to be manual construction work, which was the primary reported head of HH job according to 16% of hosting HHs.

More than half of the assessed HHs in a refugee-like situation highlighted that they have no source of income (34%). Others reported that their income is less than 68,000 Armenian Dram (AMD)/ 140 United States Dollar (USD) (29%). Regarding hosting HHs, majority of HHs with the highest incomes per month (more than 185,000 AMD/ 350 USD) are in Yerevan (33%) and Kotayk (23%), which is unanticipated considering that the unemployment rate of the HH heads appeared to be the highest in these two regions. However, at the same time in these two locations 30% and 40% of respondents mentioned that the head of their HH has a permanent job. Overall monthly income of hosting HHs and HHs in a refugee-like situation by marz are presented in Figures 2 and 3.

Figure 2: Proportion of hosting HHs by reported principal income bracket of head of HH, per marz

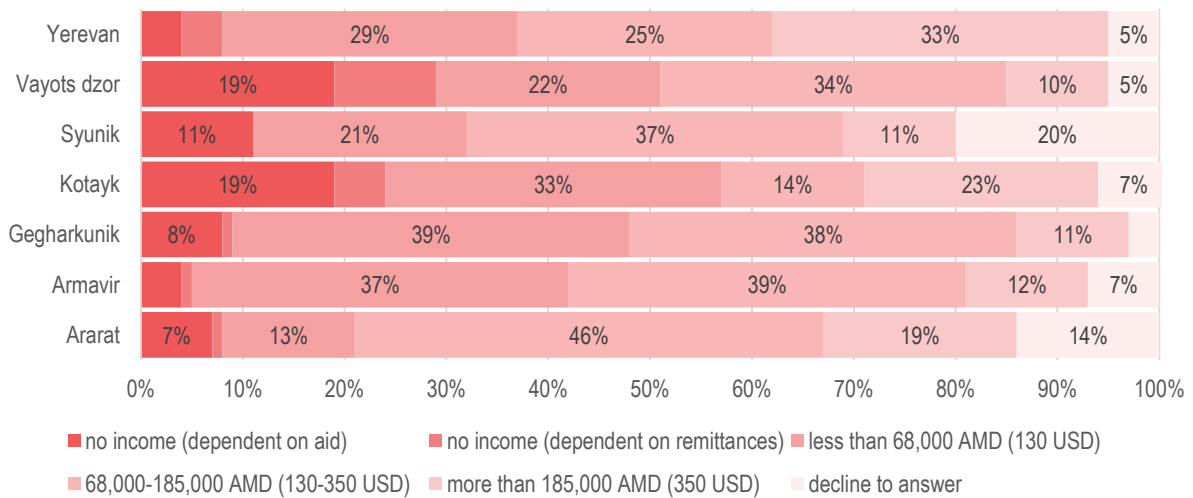
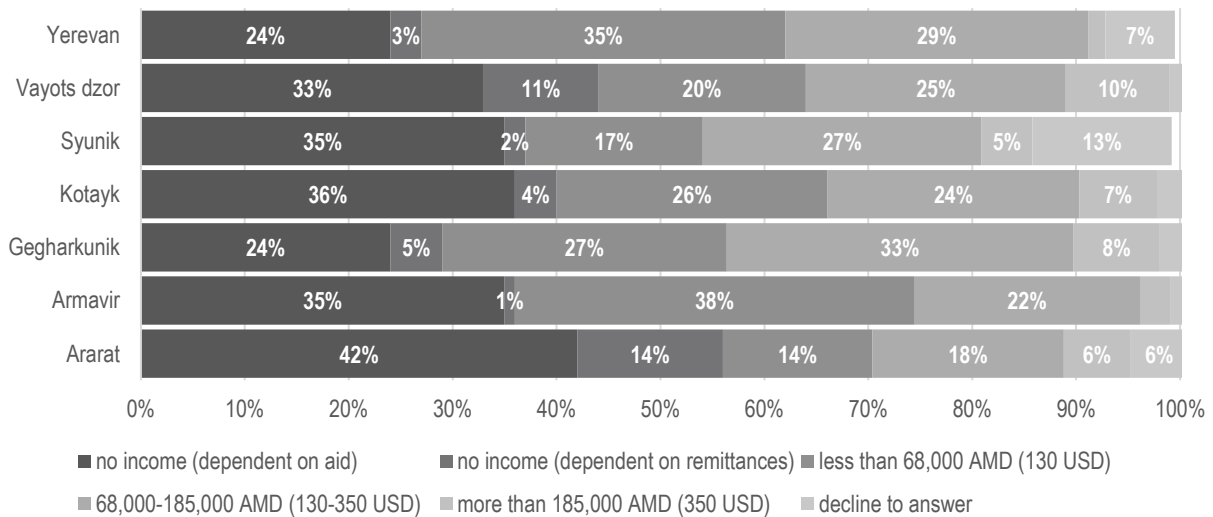


Figure 3: Proportion of HHs in a refugee like situation by reported principal income bracket of head of HH, per marz

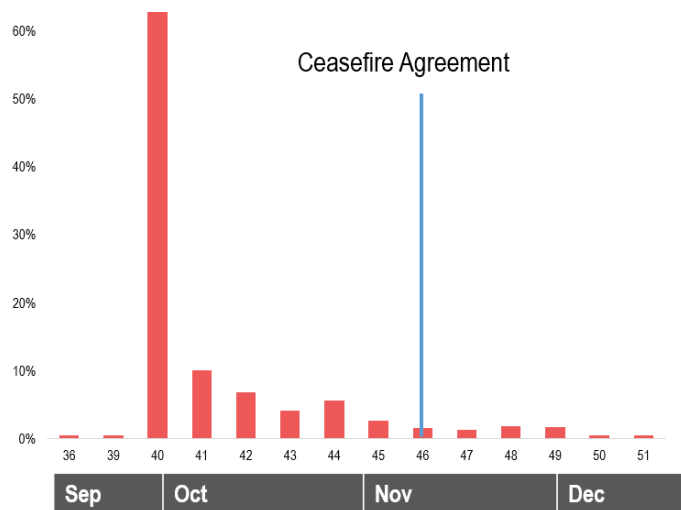


Displacement Dynamics

This section provides an overview of displacement dynamics covering the timeline geography and intentions of people in a refugee like situation. The assessment has found that most people displaced have been so since the end of September when most fighting took place. In terms of areas of settlement, more than 80% of people in a refugee like situation settled in the plains of Armenia including the capital city Yerevan and the marzer of Kotayk, Ararat and Armavir, and within the marzer mostly in regional capitals.

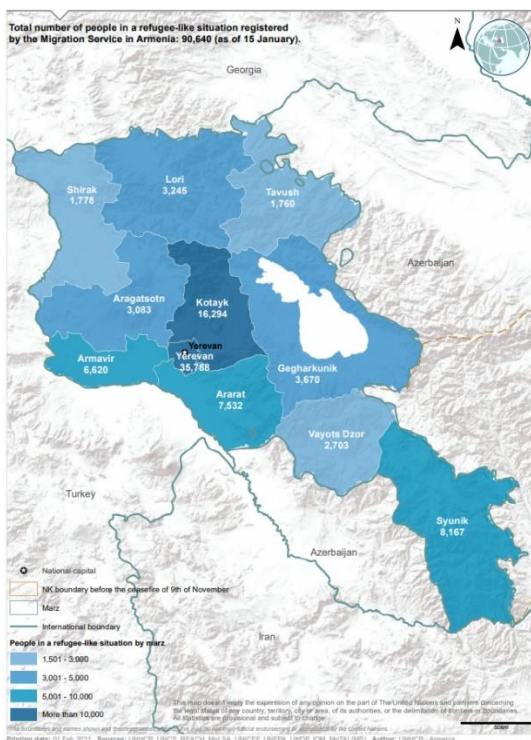
The displacement dynamics indicate that most households in a refugee like situation moved in the end of September and early October at the peak of the conflict. Nonetheless, about 6% of households in a refugee like situation moved after the ceasefire agreement of 10 of November. This timeline indicates two distinct displacement phases, the first prior to the ceasefire agreement affecting mostly people from the hotspots of the conflict (Hadrut, Martuni, Martakert, Stepanakert) and the second after the agreement with people coming from areas returned to Azerbaijan (Aghdam, Kaljabar and Lachin)

Figure 4: Timeline of Displacement

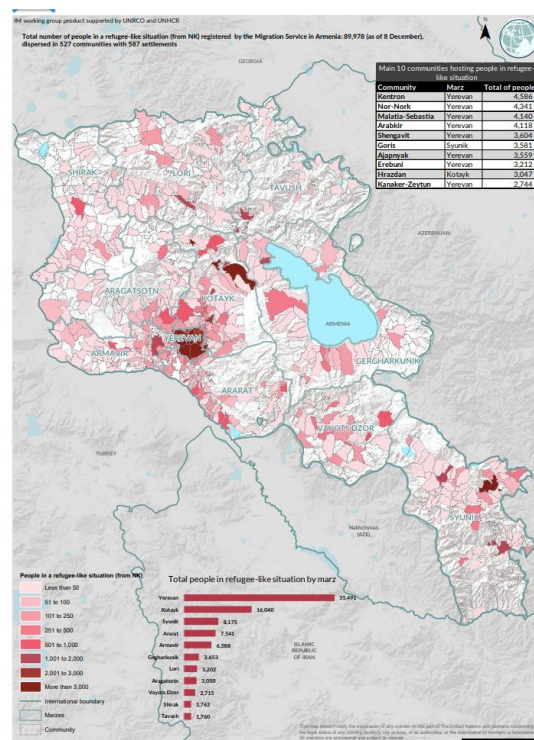


Looking at the geography of displacement, more than a third of registered persons in a refugee like situation have settled in the capital city of Yerevan, with another third in neighboring marzer of Kotayk, Ararat and Armavir and then a somewhat similar distribution in the remaining marzer with the exception of Syunik that has more than 8,000 people registered in a refugee-like situation (map 2). Zooming in below the marzer level, the displaced population is further concentrated within key cities of these regions highlighting the predominant preference of people to go in urban centers (map 3). This higher concentration of people in a refugee like situation indicates that while large cities and regional capitals (Yerevan, Ararat, Armavir, Kotayk) might be able to provide housing, employment, and other basic services to this additional population, such capacities might be lacking in smaller cities, such as Goris.

Map 2: People in a Refugee Like Situation (Marzer)



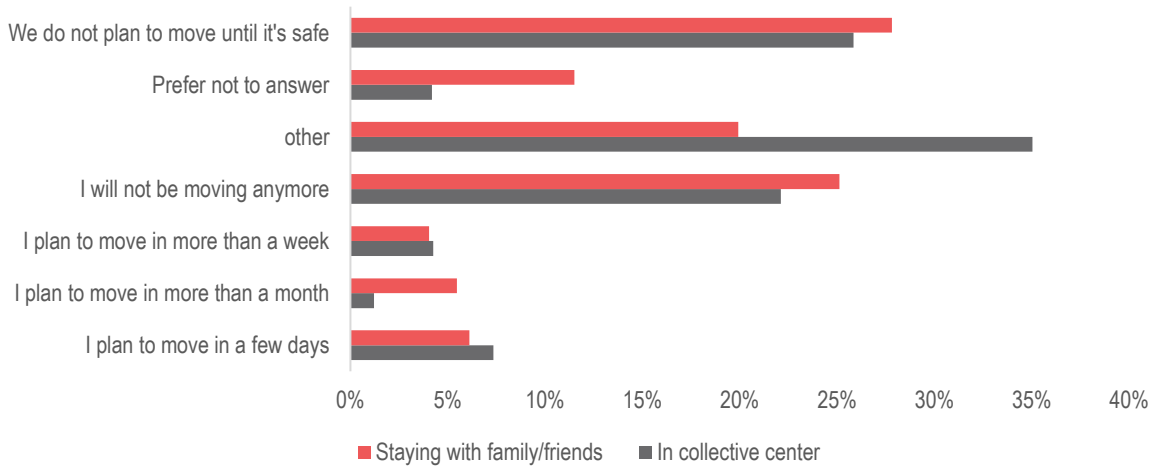
Map 3: People in a Refugee Like Situation (local level)



Most of the hosting HHs had reportedly been hosting HHs in a refugee-like situation for two or more weeks as of the assessment date. This means that these HHs in a refugee-like situation moved before the signing of the trilateral peace agreement. In a few cases (6%) in all the marzes except Syunik and Vaoyts Dzor, the hosting HHs claimed to hosting the HHs in a refugee-like situation for more than a week but less than two weeks.

Findings suggest that most HHs in a refugee-like situation did not intend to move in the near future, or had difficulties expressing their intentions.

Figure 5: Most commonly reported movement intentions, by % of HHs in a refugee-like situation.



Protection

Overall, the assessment found the conflict has separated families with both HHs in a refugee like situation and hosting HHs reporting caring for unrelated minors. A vast majority of HHs reported feeling safe in their current hosting communities, demonstrating limited protection concerns. There were limited barriers reported in accessing social safety nets, highlighting the existence of state support systems accessible to vulnerable families. This finding is important as most HHs reported being indebted and therefore having limited financial coping capacities to deal with housing, education, healthcare, and basic expenses.

On vulnerable groups, 33% of the hosting HHs reported **taking care of unrelated minors**; in Yerevan 48% of HHs reportedly took care of unrelated minors. Most of these hosting HHs indicated that unrelated minors came under care due to a security situation, and only a small proportion of the hosting HHs who take care of unrelated minors indicated that parents asked the hosting HHs to take care of these minors. Compared to the hosting HHs, a lower share of HHs in a refugee-like situation reported taking care of unrelated minors (20%). Again, in Yerevan there was the highest proportion of the HHs who reported doing so (28%). In most of the cases, HHs in a refugee-like situation reported taking care of unrelated minors due to the security situation. In Ararat, 9% of the HHs in a refugee-like situation indicated that they took care of unrelated minors due to the death of the parents.

Only 6% of hosting HHs reported that there were pregnant women in a HH. In Ararat, 21% of hosting HHs indicated that there were lactating women present in their HH. Similarly, HHs in a refugee-like situation also reported only in a few cases of having either pregnant or lactating women in their HHs (6% and 12% respectively).

In total, 3% of HHs reported that they had **children under the age of 18 that were separated and given under care of others**, 30% of these HHs did not want to disclose the reason for this separation. In Ararat, a relatively high proportion (9%) of HHs in a refugee-like situation reported that their children were separated. In addition to separated children, only 4% of HHs reported some of their HHs members were missing.

In terms of the safety, 95% of the hosting HHs reported **feeling safe in their current place of residency**. Only 3% indicated that they either were not sure or felt not safe at all. In Syunik, the proportion of hosting HHs reporting feeling either somewhat or very unsafe was relatively high (6% reported feeling not safe at all). In Armavir, a relatively low proportion of hosting HHs indicated feeling safe when interacting with HHs in a refugee-like situation, as only 71% indicated feeling safe doing so and 24% were not sure. In total, the vast majority (94%) of the HHs in a refugee-like situation stated feeling safe in their current place of residence. The highest proportion of HHs in a refugee-like situation indicating feeling safe (76%) was found in Kotayk, while HHs in a refugee-like situation in Gegharkunik and Syunik relatively commonly reported feeling somewhat unsafe or not safe at all (10% and 9% respectively).

On the average, 52% of hosting HHs reported having debts. Particularly in Vayots Dzor, a high proportion (79%) of hosting HHs reported having debts. The average reported debt of those HHs with debts was 1,2 million Armenian Dram (AMD) (approx. 2,500 United States Dollars (USD)). The highest reported debt translated to 4,700 USD. The research cannot conclude if there is a connection whether this debt occurred in relation to the conflict. Nevertheless, in the longer-term perspective, this might be an indicator that influences on the ability of hosting HHs to support the HHs in a refugee-like situation. In Vayots Dzor and Gegharkunik, the highest proportions of HHs reported having debts compared to other marzes (69% and 67% respectively). The figures reported on the average debt of HHs in a refugee-like situation appear slightly smaller than for hosting HHs; the figure translated into approx. 2,124 USD (1,02 M AMD). The highest average debt reported by HHs in a refugee-like situation was found in Syunik (1,72 M AMD – 3,582 USD).

In most of the cases, hosting HHs reported that all their HH members had **a passport or valid ID** in their possession. In the following marzes, such as Ararat, Armavir, and Gegharkunik, 7%-8% of the HHs stated that some of the HH members had missing IDs. Similarly, the majority of HHs in a refugee-like situation (93%) reported that all their HH members have passport or a valid ID. In Ararat and Armavir, 8% of HHs in refugee like situation mentioned that identification documents of some of their HH members are missing.

Accountability to affected population and cross-cutting issues.

This section provides an overview of priority humanitarian needs as reported by HHs in a refugee like situation and hosting HHs. The assessment has found that the biggest priority for people that have been displaced are shelter, cash, clothes, and food as they appeared to prioritize living arrangements and want to ensure they can cover their basic expenses. For hosting HHs, the biggest priority was highlighted as cash to support with costs related to providing support to HHs in a refugee like situation.

Table 2: Most commonly reported 1st, 2nd, and 3rd priority needs of hosting HHs and HHs in a refugee-like situation

	Hosting Households				Households in a Refugee like Situation		
	1st	2nd	3rd		1st	2nd	3rd
baby items	1%	1%	3%	baby items	0%	1%	1%
cash	42%	15%	8%	cash	22%	29%	18%
clothes	4%	9%	12%	clothes	4%	17%	21%
communication (phone or internet access)	0%	1%	1%	communication (phone or internet access)	0%	0%	0%
cooking materials	0%	1%	2%	cooking materials	0%	1%	1%
don't know/refuse to answer	3%	7%	8%	don't know/refuse to answer	1%	2%	2%
food	10%	16%	6%	food	8%	19%	14%
medicines	2%	3%	3%	medicines	3%	4%	2%
no needs	11%	30%	43%	no needs	1%	10%	20%
sanitation & hygiene	0%	2%	4%	sanitation and hygiene	1%	1%	2%
shelter	15%	6%	3%	shelter	55%	5%	2%
sleeping materials	2%	3%	4%	sleeping materials	3%	4%	8%
support livelihoods	7%	2%	2%	support livelihoods	2%	4%	2%
Childcare/education	1%	0%	1%	Childcare/education	0%	1%	1%
registration/legal assistance	0%	0%	0%	registration/legal assistance	0%	0%	1%
support with transport	0%	1%	0%	support with transport	0%	0%	1%
water	0%	0%	0%	water	0%	1%	0%

Hosting HHs commonly reported on facing the following **challenges in HH expenditure related to hosting the HHs in a refugee-like situation**:

- Expenses on utilities increased.
- Expenses on food increased.
- Expenses on HH items increased.

Overall, the majority of hosting HHs (78%) reported having received some kind of assistance in the 30 days prior to data collection, mostly covering food WASH, and sleep-related NFIs, most of which they reported having received municipalities. The majority of those hosting HHs that had received assistance (77%) reported being satisfied, while the majority (89%) of those who were not satisfied most commonly reported that this was due to the quantity of aid received not being sufficient.

While most of the hosting HHs (66%) did not report having any issues with the access to the humanitarian assistance, some (12%) reportedly did not know where to find the information about it, and 7% reported that they were not eligible to receive humanitarian assistance.

Would they be able to receive humanitarian assistance, the majority of hosting households indicated preferring the assistance to be in the form of physical cash (84%), and in some cases in-kind assistance (food (19%) or NFIs (15%)). In terms of **information needs**, around one fifth (20%) of hosting HHs mentioned requiring no information from the aid agencies, while for the rest, the key information needed appeared to be related to finding missing people and/or the security situation.

Consistent with cash being the most commonly reported main priority need for hosting HHs, 65% of hosting HHs requested cash as the **main type of assistance that would help them with hosting HHs in a refugee-like situation**. However, as the displacement situation is dynamic and continues to develop, it is too early to provide in-depth analysis on the intentions to continue hosting the HHs in a refugee-like situation.

Findings suggest that shelter, cash, and food, are the main priority needs among the HHs in a refugee-like situation population. In terms of assistance received, findings suggest that aid was widely distributed among HHs in a refugee-like situation, with only 3% reporting not having received any kind of assistance in the 30 days prior to data collection. 3% of all HHs in a refugee-like situation reported having received no assistance in the 30 days prior to data collection. Those HHs in a refugee-like situation who had received assistance, most commonly reported having received food, sanitation and hygiene products, and shelter/sleeping materials, and the majority (82%) reported being satisfied with the aid they received. Out of those 18% who reported not being satisfied with the assistance they received, 78% claimed that this was due to there not being enough assistance.

Similar as for the hosting HHs, **municipalities emerged as the main providers of humanitarian assistance.** In marzes such as Ararat and Armavir, municipalities have reportedly provided humanitarian assistance in 95% of cases. In terms of eligibility, there are no HHs in a refugee-like situation who would claim that they were not eligible for humanitarian assistance.

Like the hosting HHs, the vast majority of HHs in a refugee-like situation reporting physical cash to be their modality of choice for future assistance (90%), followed by in-kind NFIs (31%) and food (28%). As for the information that HHs in a refugee-like situation reportedly might need from the aid delivery entities, findings suggest **there is an approximately equal information need to receive information on the security situation in the place of stay and in the area of origin.** Additionally, HHs in a refugee-like situation reported that it was relatively important for them to get information regarding the search of the missing people, how to find work in the new place, and how to get accommodation. Three quarters (75%) of HHs in a refugee-like situation agreed to receiving such information via phone. In case aid delivery entities need a feedback on the assistance provided, HHs in a refugee-like situation most commonly reported being willing to provided it face-to-face (64%) or via phone (53%).

Shelter and Non-Food Items (NFIs)

Shelter and NFI needs were considered from the perspective of needs of the hosting HHs and HHs in a refugee-like situation at the time of data collection, as well as regarding shelter needs of accommodation that HHs in a refugee-like situation had in their area of origin (AoO) prior to their displacement. For analytical purposes, the living situations of hosting HHs and HHs in a refugee-like situation at the time of data collection were divided into three categories: 1) not sharing accommodation nor income with any other HH; 2) sharing only accommodation with another HH but not merging incomes; and 3) sharing accommodation with other HHs and merging income.

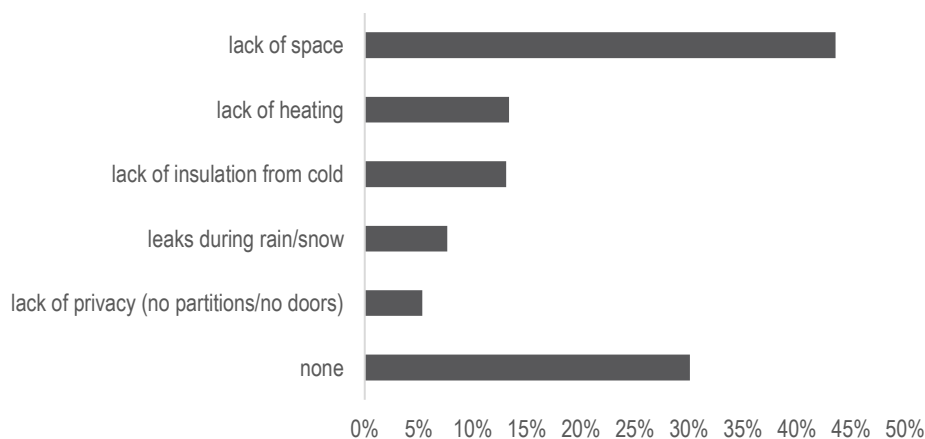
Figure 6 illustrates the distribution of HHs' reported living situation in the 3 months prior to data collection. **Overall, more than a half of the hosting HHs reported temporarily sharing their accommodation, but not their income.** In several marzes, such as Ararat, Kotayk, and Vayots Dzor, the majority (78% on the average) of the HHs reported sharing their accommodation with other HHs but not merging their income. However, a relatively considerable proportion of hosting HHs also reported sharing both their accommodation and their income with other HHs. This was the most frequently reported in Syunik, where 72% of hosting HHs reported sharing accommodation and merging incomes, while, in other marzes, the total proportion of hosting HHs reporting this does not exceed 33% (e.g., 32% in Armavir or 30% in Yerevan).

Figure 6: Proportion of HHs per reported living situation in the three months prior to data collection



Regarding shelter needs, most hosting HHs reported facing either lack of space or do not have any shelter problems while hosting HHs in a refugee like situation at the time of data collection. However, it should be noted that there is no information available on the temporality of this answer hence it cannot be established whether there had been a lack of space before hosting other HHs. Compared to other marzes, "lack of space" was least commonly reported in Syunik. In fact, HHs in Syunik most commonly reported not having any shelter issues at all.

Figure 7: Top five most commonly reported shelter needs, by % of hosting HHs



Both hosting HHs and HHs in a refugee-like situation reported using mostly gas and electricity as their primary type of fuel in all the assessed marzes. In terms of services, findings suggest that access to the internet remains a challenge, especially for HHs in Kotayk and Yerevan, where only 49% and 41% of hosting HHs, respectively, reported having access to it.

Table 3: Proportion of HHs in a refugee-like situation and hosting HHs by main reported type of fuel used for heating their accommodation, by marz

		Ararat	Armavir	Gegharkunik	Kotayk	Syunik	Vayots Dzor	Yerevan
	Hosting HH	20%	23%	17%	40%	21%	8%	27%
Electricity	HHs in a refugee-like situation	27%	41%	24%	42%	35%	25%	47%
	Hosting HH	48%	39%	45%	51%	24%	29%	78%
Gas boiler	HHs in a refugee-like situation	43%	36%	40%	38%	13%	21%	46%
	Hosting HH	10%	20%	7%	21%	20%	1%	27%
Mains gas heating (central heating)	HHs in a refugee-like situation	9%	17%	13%	30%	26%	4%	31%
	Hosting HH	44%	31%	46%	21%	49%	60%	1%
Wood	HHs in a refugee-like situation	36%	21%	32%	12%	39%	50%	3%

Predominantly, hosting HHs reported having all of the following items – movable heater, functional stove, and refrigerator. In Ararat, only 43% of hosting HHs who reported having all of these items, which represents the lowest proportion among all marzes. In particular, a relatively high proportion of hosting HHs (more than 50%) in Ararat reported lacking a movable heater, while in other marzes, a proportion of hosting HHs reporting lack of this item does not exceed 30%.

The HHs in a refugee-like situation were found to live in either one of two distinct types of accommodation; while **the majority (83%) of the HHs in a refugee-like situation were reportedly living in hosted accommodation, 17% reported staying in various collective sites**. For the HHs in a refugee-like situation, lack of space is the most commonly reported shelter issue, especially in Yerevan, where 73% of HHs in a refugee-like situation indicated this to be an issue. In Yerevan, only 8% of the HHs in a refugee-like situation have indicated that they have no shelter-related issues.

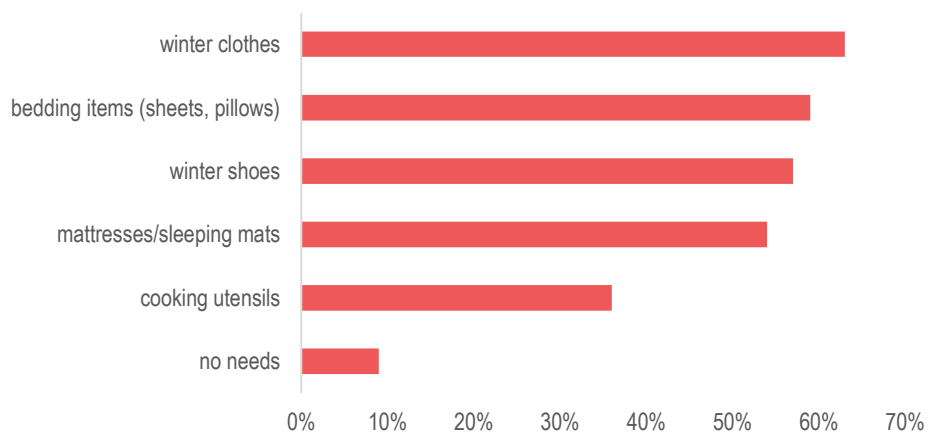
Table 4: Shelter issues with current accommodation, by % of HHs in a refugee-like situation

	Ararat	Armavir	Gegharkunik	Kotayk	Syunik	Vayots Dzor	Yerevan
Lack of heating	21%	32%	35%	14%	22%	29%	16%
Lack of insulation from cold	26%	14%	21%	33%	23%	16%	22%
Lack of privacy (no partitions/no doors)	33%	15%	6%	3%	6%	9%	5%
Lack of space	49%	32%	35%	54%	23%	36%	71%
Leaks during rain or snow	11%	11%	6%	2%	2%	20%	3%
None of the above	20%	28%	35%	18%	20%	16%	8%

Beside central heating systems, electricity, and gas, HHs in a refugee-like situation largely did not report using other types of fuel. In addition to those commonly reported heating sources, only in Syunik, HHs were found to use another resource for heating purposes; 23% of HHs in a refugee-like situation in Syunik reported using dried manure for heating.

More than half of HHs in a refugee-like situation reported not having at least one of the following basic items in their HHs: movable heater, functional stove, or refrigerator. Compared to other marzes, Syunik had the highest proportion of HHs who reported having all these items (70% of HHs in a refugee-like situation and 85% of hosting HHs). In terms of personal insulation items, more than half of HHs in a refugee-like situation reported that they did not have at least one of the following NFIs: adult warm clothing, winter jackets, and winter boots. Furthermore, a similar proportion of HHs reported lacking some bedding items such as mattresses, bedsheets, or blankets.

Figure 8: Top five most commonly reported NFI needs, by % of HHs in a refugee-like situation



Almost a quarter of the HHs in a refugee-like situation reported having no issues related to their living accommodation at the time of the assessment. However, the majority of HHs in a refugee-like situation reported having issues related to their living accommodation, mostly connected with the lack of privacy (30%) and lack of protection from climatic conditions (24%).

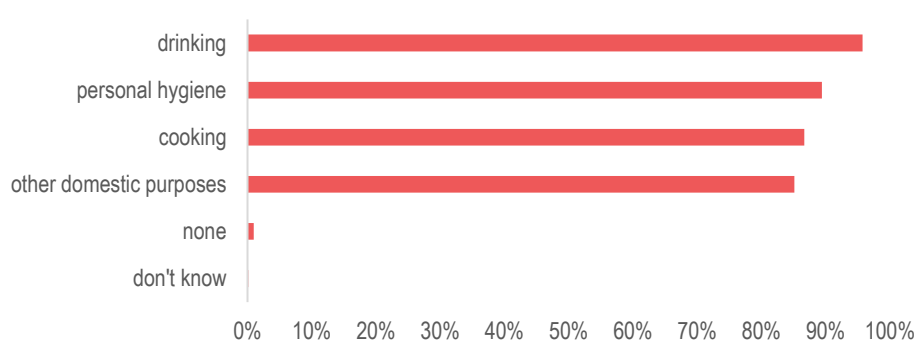
Among HHs who reported their intention to return to their AoO (62% of all HHs in a refugee-like situation), only around 12% of HHs reported that their current shelter does not need any kind of repair. Compared to other marzes, the highest proportion of HHs in a refugee-like situation reporting that their shelter does not need any kind of repair resided in Gegharkunik (33%), while there were no HHs in Syunik who claimed that no repair is needed. Still, there is a need to conduct further analysis to identify whether the repairs are needed to be done in light of the damage that civilian property sustained in the conflict.

Water, Sanitation, and Hygiene (WASH)

Generally, neither hosting HHs nor the HHs in a refugee-like situation reported major issues related to the WASH sector. Most of the hosting HHs (95%) reported that their main source of drinking water was tap water. However, in Armavir, a relatively small proportion (18%) of hosting HHs reported purchased bottled water as their main source of drinking water instead. Findings indicate a similar situation for HHs in a refugee-like situation; while 94% of those HHs reported using tap water as their primary source of drinking water, 12% of HHs in Armavir reportedly used purchased bottled water. Moreover, in Ararat some HHs in a refugee-like situation (10%) reported that water delivered by trucks with a tank is their primary source.

While hosting HHs mostly reported having enough water for drinking, personal hygiene, and cooking, there were some hosting HHs that reported not having sufficient water for domestic purposes (e.g., in Kotayk, only 67% of HHs reported having enough water for these purposes). As such, only 4% of the hosting HHs had reportedly been facing issues related to access to water at the time of the survey (November-December 2020). Among those HHs who experienced issues with access to water, the most common issues are interruptions in water supply, bad taste or low quality of water, and other issues.

Figure 9: % of hosting HHs reporting having enough water to meet the following needs.



Generally, similar to hosting HHs, HHs in a refugee-like situation reported having enough water for drinking and hygiene purposes. However, in Yerevan and Kotayk, only a small majority of HHs in a refugee-like situation reported having sufficient water for other domestic purposes (60% and 61%, respectively). Additionally, in Kotayk, a relatively low proportion of HHs in a refugee-like situation (78%, compared to other marzes) reported having enough water for cooking, indicating that almost fifth of the HHs in a refugee-like situation in Kotayk had some issues related to that.

In terms of sanitation facilities, flush toilets appeared to be the most widely used sanitation facility across the assessed marzes and population groups. The lowest proportion of HHs who reported using this type of sanitation facility were located in Ararat (60% of HHs). The second most reported primary used sanitation facility was the pit latrine without a slab or platform, which was used by the 9% of HHs in a refugee like situation and 11% of hosting HHs.

Overall, 45% of hosting HHs reported not facing any WASH-related needs. Across all assessed marzes, the lowest proportion of the hosting HHs reporting not having any WASH-related needs was found in Vayots Dzor (18%), while in Yerevan, this proportion was the highest (53%). According to those hosting HHs who reported having WASH-related needs, the most commonly reported priority needs were washing powder for clothes, soap, cleaning liquid for the house, and detergent for dishes (in descending order). In Vayots Dzor, a particularly high proportion (more than 50%) of both HHs in a refugee like situation and hosting HHs indicated feeling the need in these items compared to other marzes.

Table 5: % of the hosting HHs having water- and hygiene-related needs.

		Ararat	Armavir	Gegharkunik	Kotayk	Syunik	Vayots dzor	Yerevan
Cleaning liquid for house	Hosting HHs	58%	43%	33%	47%	27%	62%	34%
	HHs in a refugee-like situation	71%	69%	51%	57%	50%	50%	62%
Detergent for dishes	Hosting HHs	56%	46%	30%	33%	28%	66%	21%

	HHs in a refugee-like situation	74%	69%	41%	48%	49%	54%	51%
	Hosting HHs	29%	37%	52%	33%	51%	18%	53%
No needs	HHs in a refugee-like situation	11%	12%	18%	28%	17%	24%	24%
	Hosting HHs	22%	17%	7%	26%	8%	3%	22%
Sanitary pads	HHs in a refugee-like situation	49%	31%	33%	30%	16%	8%	26%
	Hosting HHs	37%	46%	22%	28%	23%	51%	21%
Shampoo	HHs in a refugee-like situation	62%	60%	44%	35%	37%	38%	32%
	Hosting HHs	58%	40%	35%	56%	37%	59%	36%
Soap	HHs in a refugee-like situation	78%	64%	63%	58%	73%	53%	59%
	Hosting HHs	26%	20%	19%	30%	15%	25%	10%
Toothbrush	HHs in a refugee-like situation	51%	37%	38%	39%	44%	24%	31%
	Hosting HHs	27%	22%	17%	35%	10%	29%	8%
Toothpaste	HHs in a refugee-like situation	50%	39%	35%	39%	39%	28%	34%
	Hosting HHs	63%	61%	42%	42%	42%	74%	36%
Washing powder for clothes	HHs in a refugee-like situation	82%	80%	68%	48%	74%	56%	62%

Overall, only 5% of HHs in a refugee-like situation had reportedly experienced some issues related to access to water. Among all the marzes, the lowest proportion of the population who experienced such issues was in Yerevan (1%), while the highest proportions were in Ararat and Gegharkunik, where 12% of HHs in a refugee-like situation reported having such issues. In

Kotayk all (100%) of the HHs in a refugee-like situation reported facing issues with access to water, specifically mentioning that their water supply was sometimes interrupted. Around 6% of HHs in a refugee-like situation in Syunik reportedly faced issues in access to water, issues were mostly related to an insufficient number of water points/long waiting times at water points. In addition, almost one-third of HHs in a refugee-like situation reportedly did not have sufficient water to meet other domestic purposes.

Particularly in Vayots Dzor and Ararat, a considerable proportion of HHs in a refugee-like situation reported using pit latrine as their primary sanitation facility (30% and 40%, respectively), however overall, in all of the marzes, the most commonly reported main sanitation facilities were flush toilets. Flush Toilets as a main sanitation facility were reported by 91% of hosting HHs and 90% of HHs in a refugee like situation.

In terms of the WASH needs, findings suggest that HHs in a refugee-like situation face similar needs as hosting HHs (i.e., washing powder for clothes, soap, cleaning liquid for the house, and detergent for dishes). The highest proportion of HHs in a refugee-like situation reporting having WASH-related needs (89%) in the following items was in Ararat, while the lowest proportion was found in Yerevan (76%).

Figure 10: Proportion of HHs in a refugee-like situation reporting having enough water to meet the following needs:



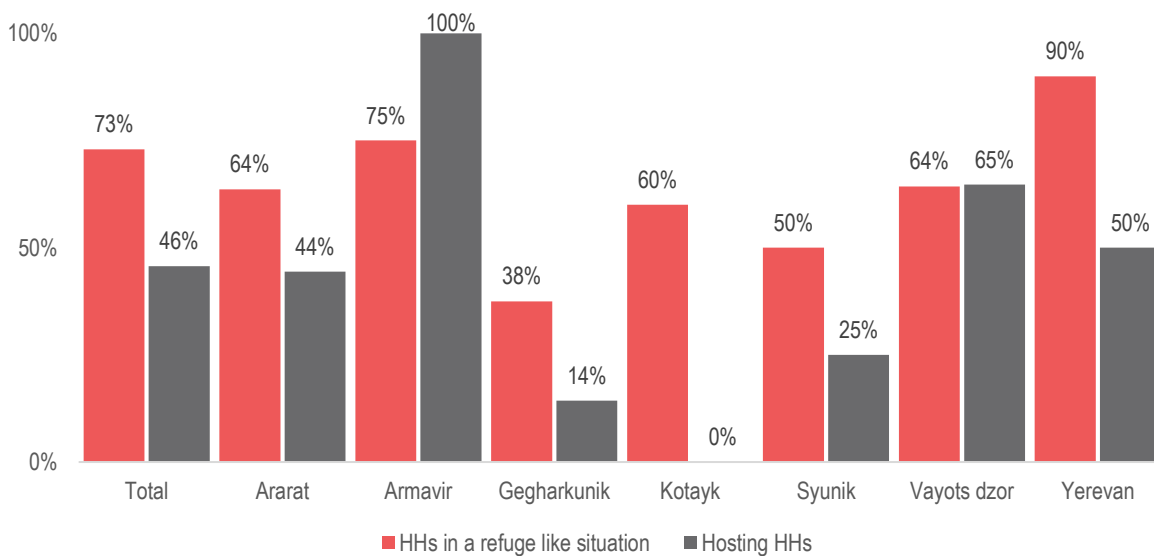
Health

The most common challenges in meeting health-related needs reported by both HHs in a refugee-like situation and hosting HHs were related to the costs of healthcare and medicines, reinforcing the clear link between access to livelihoods and HHs' ability to ensure basic needs.

Overall, 36% of HHs in a refugee-like situation and 46% of hosting HHs reported **needing specialized health care in their current location during the two months prior to data collection**. Approximately one third of these HHs were reportedly **not able to visit any local healthcare provider or nearby health center** during the two months prior to data collection (31% of hosting HHs and 45% of HHs in a refugee-like situation). In case of both groups, Kotayk and Yerevan were found to have the highest proportion of HHs who reported needing, but being unable to access, healthcare services. In all assessed marzes, the proportion of those reporting to not being able to contact healthcare facilities appeared to be higher among HHs in a refugee-like situation compared to hosting HHs.

A small proportion of both hosting HHs (11%) and of HHs in a refugee-like situation (13%) reportedly experienced problems accessing health care services during two months prior to the assessment. In both population groups, the majority of those HHs who had reportedly sought healthcare treatment for at least one of its members, the cost of healthcare and lack of funds to purchase medicines were reported as the most common challenges faced in meeting health-related needs. The inability to afford costs of healthcare was particularly commonly reported; 73% of HHs in a refugee-like situation and 46% of hosting HHs that had sought healthcare reported this. Furthermore, regional analysis data reveals that the high cost of treatment and/or medicines was the most common issue faced by HHs in a refugee-like situation in Yerevan (reported by 90% of HHs in a refugee-like situation who had sought care) and hosting HHs in Armavir marz (reported by 100% of hosting HHs who had sought care).

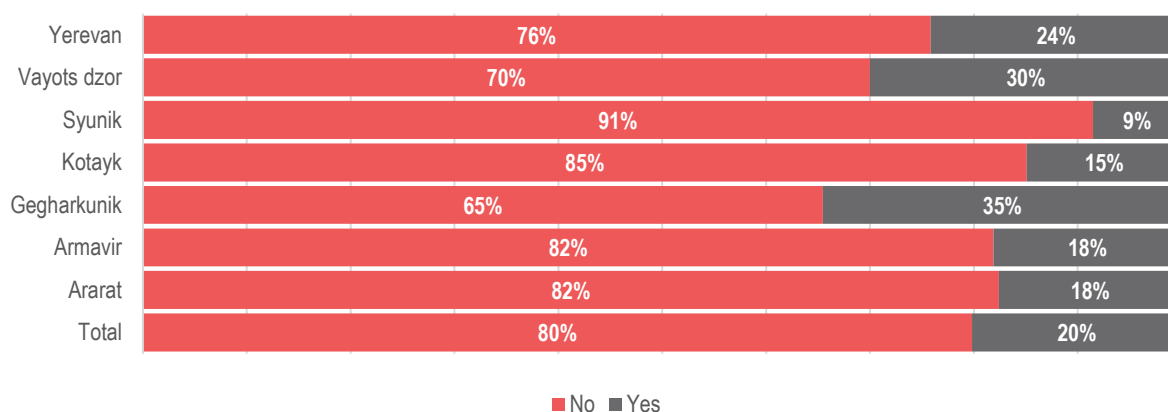
Figure 11: Proportion of households reporting the cost of healthcare as a challenge in meeting health-related needs per population group



A small proportion (16%) of HHs in a refugee-like situation reported having been receiving free medicine from their PHC before displacement. Out of these HHs, only one third (36%) were reportedly able to continue receiving these medicines after their relocation to the RA, while 12% were reportedly not aware about the possibility to continue receiving free medicine.

The majority (80%) of HHs in a refugee-like situation **did not know of any mental health services available nearby** in case someone in their HH were to need such support. This was most commonly reported by HHs in a refugee-like situation in Syunik marz (91%), while in Vayots Dzor, HHs in a refugee-like situation most commonly reported knowing a mental health facility nearby (30%). Figure 5 summarizes HHs' in a refugee-like situation knowledge about mental health facilities located nearby, in case any of their HH members will need these.

Figure 12: HHs in a refugee-like situation reporting knowing knowledge about any mental health services available nearby by location



Zoom-in COVID-19 impact and findings

According to data from 25 January 2021, there had been 166,094 confirmed COVID-19 cases and 3,047 deaths related to COVID-19 in RA.¹¹ **MSNA findings demonstrate that the majority of hosting HHs (84%) and of HHs in a refugee-like situation (80%) have taken some form of action to prevent themselves from getting COVID-19.** The highest percentage of HHs reporting that all their members have taken action were found in Armavir marz, where 99% of hosting HHs and 95% of HHs in a refugee-like situation reported that all their HH members employed measures to prevent spreading or contracting COVID-19. The three most commonly reported preventative measures used by both assessed population groups are presented in the table below.

Table 6: Most commonly reported protective measures against COVID-19 implemented by HHs

	Reducing movement outside the house					
	Wearing a face mask		Reducing movement outside the house		Wearing gloves	
	HHs in a refugee-like situation	Hosting HHs	HHs in a refugee-like situation	Hosting HHs	HHs in a refugee-like situation	Hosting HHs
Total	71%	71%	49%	48%	38%	43%
Ararat	91%	80%	28%	36%	25%	19%
Armavir	95%	100%	38%	48%	27%	32%
Gegharkunik	95%	85%	60%	59%	64%	61%
Kotayk	58%	55%	47%	61%	38%	42%
Syunik	88%	92%	35%	34%	38%	38%
Vayots dzor	85%	94%	56%	55%	44%	49%
Yerevan	60%	60%	58%	48%	41%	48%

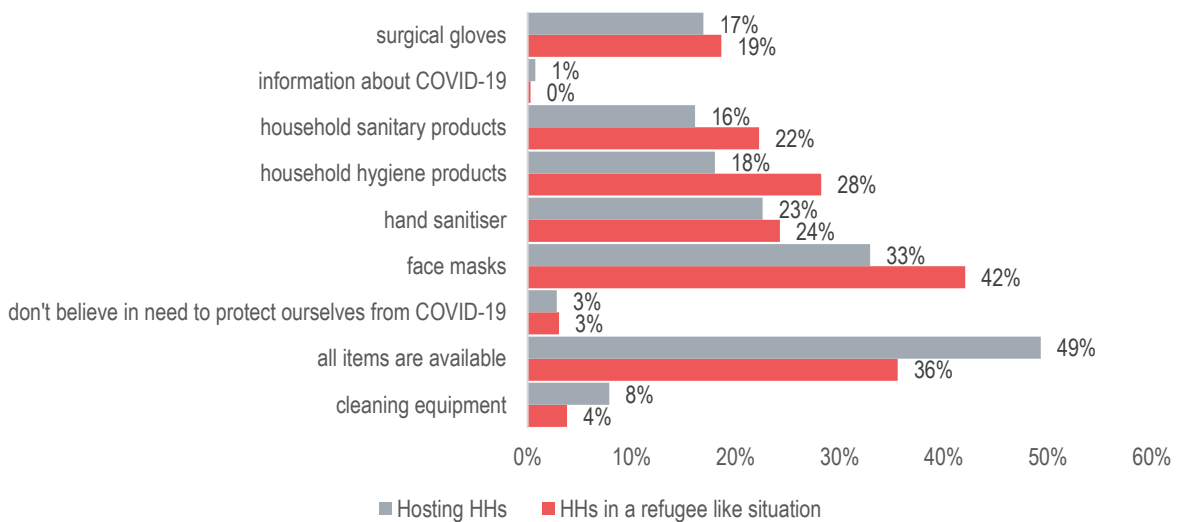
In parallel, 11% of hosting HHs and 13% of HHs in a refugee-like situation reported that their HHs did not take any preventive measures against COVID-19. The most commonly reported reason for not abiding to the preventative measures among hosting HHs who had reported this was the perception that COVID-19 is not prevalent in the area, and that it hence was not necessary. This was reported by more than third of hosting HHs who reportedly did not take measures against COVID-19, with high

¹¹ World Health Organization, [WHO Health Emergency Dashboard Armenia](#), 25 January 2021

occurrence in Vayotz Dzor (100%) and Kotayk (67%). In comparison, the main reason for not using any preventive measure against COVID-19 reported by HHs in a refugee-like situation was that they do not believe they are not at high risk of getting COVID-19. This option was specifically popular in Armavir and Gegharkunik marzes, where it was reported by approximately half of HHs in a refugee-like situation.

When asked about the **availability of protective measures against COVID-19**, 49% of hosting HHs and 36% of HHs in a refugee-like situation mentioned that all needed items were available in sufficient quantity. While the other HHs did report a shortage of protective measures, such as face masks and hand sanitizers, however, only a few HHs reported challenges connected to the access to the information about COVID-19. Figure 13 visualizes the most commonly reported protective items that are difficult to access, highlighting that face masks were particularly commonly reported to be difficult to access.

Figure 13: Most commonly reported protective items that are difficult to access, by population group

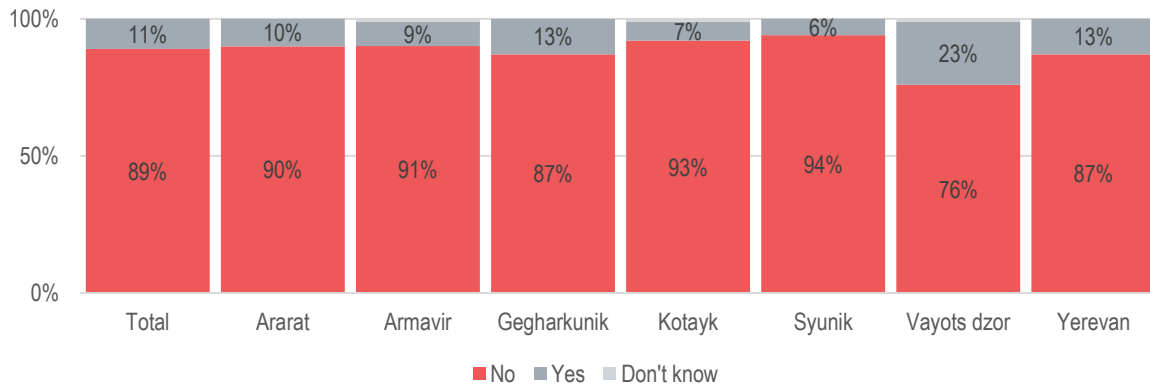


Approximately half of all interviewed HHs in a refugee-like situation and hosting HHs reported that they would **go to the doctor or a health facility if they were to feel ill** or if they were to suspect anyone in their household to have COVID-19. Only 5% of HHs in a refugee-like situation reported intending to do nothing (i.e., continuing their life as before) if they suspected COVID-19 or felt ill.

Livelihoods

Considering the damage of infrastructure in NK due to the conflict situation and transfer of several territories to Azerbaijani administration, the possibility for some HHs in a refugee-like situation to return to their place of origin in the near future remains vague. As a result, to ensure their livelihoods, many HHs in a refugee-like situation will have to find jobs in RA, however, findings demonstrate that **only 11% of HHs in a refugee-like situation mentioned that any of their HH members undertook an income generating activity since arrival to their current location** (figure 14). The highest percentage of HHs in a refugee-like situation whose members were reportedly engaging in some kind of income-generating activity after moving to RA were located in Vayots Dzor (23%). A breakdown of the proportion of HHs reporting engagement in income-generating activities in RA by assessed marz is presented in the Figure 14.

Figure 14: Proportion of HHs in a refugee-like situation reporting at least one HH member has undertaken an income-generating activity since arrival at their current location



The precarious livelihoods situation of HHs in a refugee-like situation was further reflected in **the considerable proportion of HHs in a refugee-like situation reporting not having any source of income at the time of data collection (27%)**. In parallel, 30% and 26% mentioned social protection and pensions as their HH's primary source of income. Out of the HHs in a refugee like situation whose primary income is pensions or social assistance, 72% of HHs in a refugee-like situation mentioned that they were able to fully receive their pensions and social assistance after relocating to the RA, while 12% mentioned that they only partially received their pensions and social assistance and 11% reported not being able to receive these benefits at all after their relocation. The situation is different for hosting HHs, who most commonly reported formal paid work to be their primary income source (41%). This group is particularly noticeable in Syunik and Yerevan, where 48% and 44% of respondents, respectively, mentioned paid formal work as their HH's primary source of their HH's income. In addition, 25% of hosting HHs mentioned pensions as their main source of income, while options such as sale of HH assets and remittances from abroad were quite rare and were mentioned by only 1% of respondents.

Considering the particularly high dependency of the Armenian population on remittances in recent years¹², only 1% of both hosting HHs and HHs in a refugee-like situation reporting remittances might be slightly unexpected. However, low reliance on remittances might be caused in part by the COVID-19 pandemic, which posed a challenge to many outgoing workers' ability to leave Armenia and to find seasonal jobs abroad in 2020.¹³

Food Security

More than half of HHs in a refugee-like situation (60%) reported food distributions to be among their main sources of food, while simultaneously, 77% reported store-bought food to be among their main sources, indicative of diversification of different food sources and the fact that HHs generally do not forego expenditure on (additional) food items. Particularly in Syunik, Vayots Dzor, and Ararat regions, relatively high proportions of HHs in a refugee-like situation (89%, 83% and 82%, respectively) mentioned food assistance as one of their primary sources of food. This finding may not indicate a systemic dependency, as it may mean that food assistance is a widely available and preferred cost-reducing source of food across these regions. Additional data and analysis on the food security and livelihoods context would be required to further explore the reasons for a high reporting of food assistance as a primary source of food.

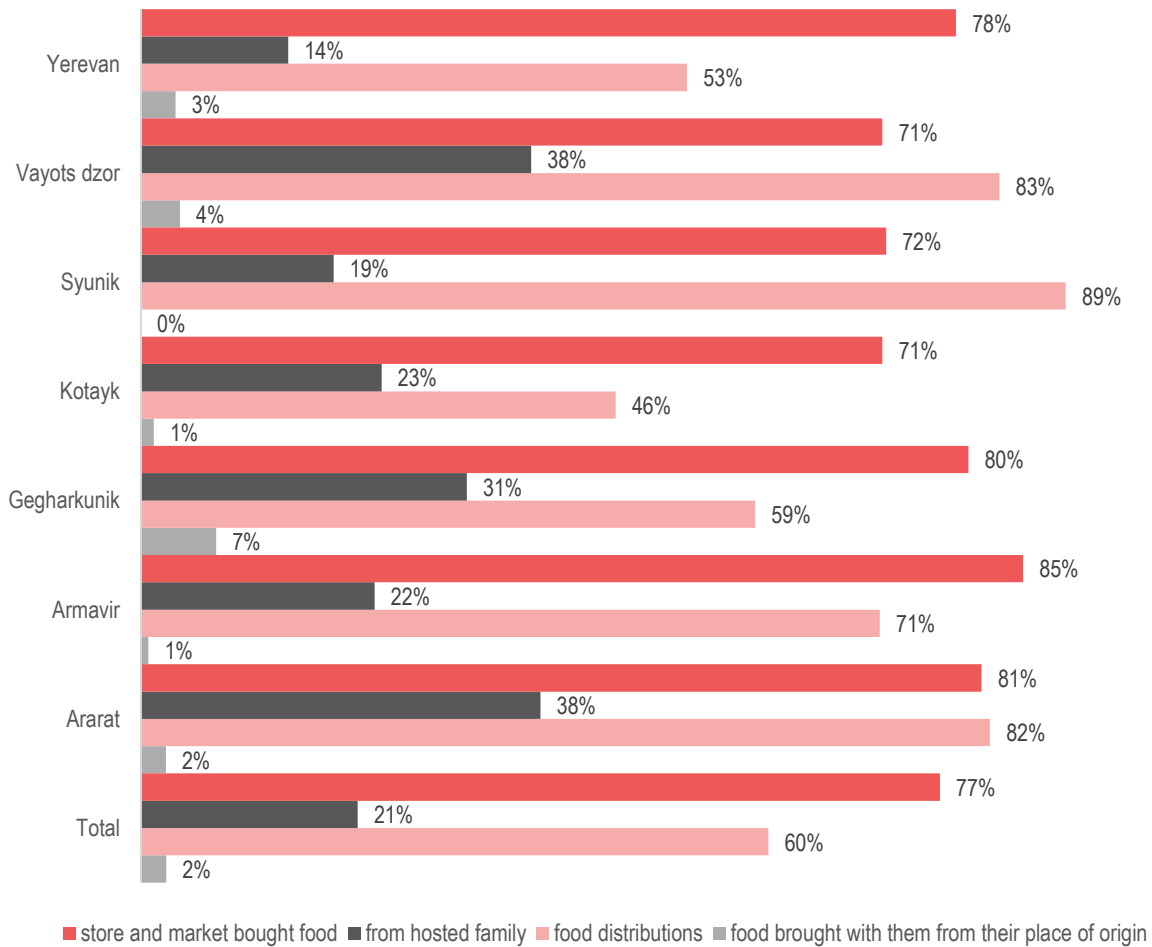
Food assistance as a primary source of food was also the most commonly reported main source of food of hosting HHs in Syunik, Vayots Dzor, and Ararat; particularly, 77% of hosting HHs in Ararat mentioned food distribution as one of their primary food sources. The opposite can be observed in Armavir region, where all hosting HHs reportedly relied on store/market bought

¹² Trading Economics, [Armenia Remittances 2004-2020 Data](#), 20 January 2021

¹³ Hetq, [Bank Remittances to Armenia Drop 9.7% in First Quarter of 2020](#), 12 May 2020

food purchased with private funds, and only 28% mentioned food distributions as source of food. HHs in a refugee like situation in Armavir were also mostly relying on store bought food (85%).

Figure 15: Main food sources for HHs in a refugee-like situation over last 7 days



Overall, findings suggest that **conflict has affected HHs' ability to purchase food** across the assessed marzes, as a majority of both HHs in a refugee-like situation (73%) and hosting HHs (52%) reported the conflict had affected their ability to purchase food. Specifically, both HHs groups who most commonly reported this were located in Ararat, Kotayk and Armavir marzes, where 65%, 63% and 54% of HHs, respectively, mentioned that conflict impacted their ability to purchase food.

Only a small proportion of HHs in a refugee-like situation (14%) and of hosting HHs (8%) reported not having had enough food or money to buy food at least once in the seven days prior to data collection, and as a result, someone in their HH has had to limit their portion sizes at meals. Particularly in Ararat marz, HHs in a refugee-like situation (36%) as well as hosting HHs (24%) reported making use of this coping mechanism, which might be partially explained by the relatively low income of HHs in Ararat; 55% of HHs in a refugee-like situation in Ararat marz mentioned not having any source of income, while in parallel, hosting HHs in this group were also found to have one of the highest prevalence low incomes (between 68,000 and 185,000 AMD/128-350 USD). Reportedly, in cases in which members of both HHs in a refugee-like situation or hosting HHs had to limit portion sizes at meals, this coping behavior was mostly followed by adult male or female HH members, instead of adolescents or children.

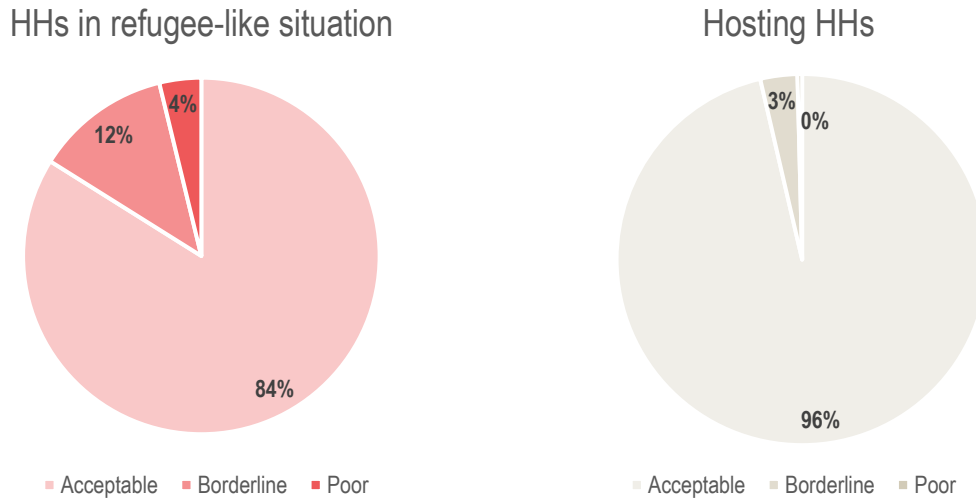
Food consumption is a complex phenomenon; some foods are favored over others due to availability, affordability and cultural habits, while others can be consumed less for the opposite reasons. Considering eating habits of hosting HHs and HHs in a refugee-like situation, some differences appeared between the types of food eaten and frequencies with which these different food types are consumed. **In particular, hosting HHs were found to have more diversified menus, consuming almost all food groups, more frequently than HHs in a refugee-like situation.** Key commodities consumed by hosting HHs and HHs in a refugee-like situation during seven days prior to data collection summarized in the table below (Table 7).

Table 7: Food sources reportedly consumed by HHs in the seven days prior to data collection, by population group

		0 days	1 days	2 days	3 days	4 days	5 days	6 days	7 days
Vegetables and Leaves	HHs in a refugee-like situation	14%	26%	18%	18%	13%	4%	2%	6%
	Hosting HHs	6%	12%	17%	17%	19%	10%	3%	15%
Fruits	HHs in a refugee-like situation	8%	16%	18%	18%	16%	9%	4%	10%
	Hosting HHs	4%	8%	13%	17%	12%	15%	8%	22%
Meat or Fish	HHs in a refugee-like situation	15%	23%	21%	20%	10%	7%	2%	2%
	Hosting HHs	7%	14%	15%	23%	15%	13%	5%	8%
Eggs	HHs in a refugee-like situation	9%	17%	18%	19%	13%	10%	4%	10%
	Hosting HHs	3%	11%	13%	19%	9%	16%	9%	20%
Pulses, Nuts, Seeds	HHs in a refugee-like situation	12%	20%	15%	16%	14%	12%	4%	8%
	Hosting HHs	8%	10%	11%	20%	18%	14%	5%	13%
Dairy Products	HHs in a refugee-like situation	11%	10%	23%	18%	13%	10%	5%	9%
	Hosting HHs	6%	6%	12%	11%	14%	18%	12%	21%
Oil and Fat	HHs in a refugee-like situation	4%	11%	9%	6%	9%	13%	8%	39%
	Hosting HHs	1%	2%	9%	4%	6%	13%	9%	56%
Sugar or Sweets	HHs in a refugee-like situation	10%	14%	11%	15%	13%	10%	5%	21%
	Hosting HHs	2%	8%	8%	9%	15%	11%	15%	32%
Condiments and Spices	HHs in a refugee-like situation	5%	9%	7%	5%	6%	6%	6%	55%
	Hosting HHs	2%	5%	2%	3%	10%	8%	8%	62%
Cereals	HHs in a refugee-like situation	2%	9%	5%	9%	10%	12%	9%	45%
	Hosting HHs	0%	5%	2%	6%	9%	14%	10%	54%
Roots and Tubers	HHs in a refugee-like situation	3%	9%	11%	11%	15%	15%	10%	26%
	Hosting HHs	0%	2%	8%	9%	16%	21%	15%	29%

The general consumption of more diverse and nutritious menus by hosting HHs, as compared to HHs in a refugee-like situation, can be also observed in the different food consumption scores (FCS). The FCS is a measure of dietary diversity and frequency of consumption based on the foods consumed in a HHs in the seven days prior to data collection.

Figure 16: Proportion of HHs per FCS, by assessed population group



The FCS is a composite indicator that measures diversification of person’s diet, food consumption frequency and the nutritional value of different food groups based on a seven day recall of food consumed at HH level.¹⁴ Primarily, analysis shows that, while 4% of HHs in a refugee-like situation had a poor FCS, the proportion of hosting HH with a similar FCS is almost 0 percent. Furthermore, 12% of HHs in a refugee-like situation were found to have a “borderline” FCS, compared to only 3% of hosting HHs. Across all assessed marzes, findings suggest that HHs in Kotayk may be relatively prone to face some degree of food insecurity; Kotayk had the highest percentage of HHs in a refugee-like situation with either “poor” (6%) or “borderline” (25%) FCS, as well as the highest proportion of hosting HHs with a “borderline” score (12%).

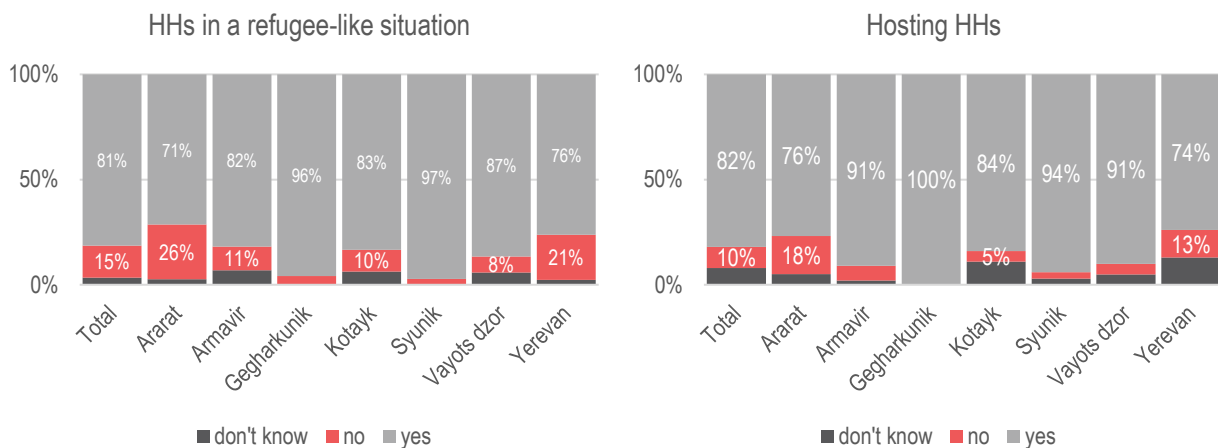
¹⁴ Food Security Cluster, [Food Security and Livelihoods Indicator Handbook](#), 2020

Education

The majority of HHs reported having school-aged children (between 6 and 17 years old), with no significant differences between population groups (68% of hosting HHs and 73% of HHs in a refugee-like situation). Among those HHs with school-aged children, the proportion of both hosting HHs and HHs in a refugee-like situation reporting **having children that were enrolled in formal education** was comparable; 82% of hosting HHs and 81% of HHs in a refugee-like situation with school-aged children reported this. Overall, 15% of HHs in a refugee-like situation with school aged children reported that none of their child members were attending school at the time of data collection, compared to 10% of hosting HHs with school-aged children. Regional data indicates that all children from hosting HHs in Gegarkhunik marz were attending school, while attendance rates were also one of the highest among HHs in a refugee-like situation; only 4% of HHs in a refugee-like situation with school-aged children reported that their children did not attend school in this marz. In the case of HHs in a refugee-like situation, a lower percentage has been only registered in Syunik, where 3% of children from HHs in a refugee-like situation did not go to school. School attendance by marz for both hosting HHs and HHs in a refugee-like situation is summarized in Figure 16.

As Figure 17 below illustrates, the proportion of HHs in a refugee-like situation with school-aged children reporting no school-attendance of all their school-aged children was higher in Ararat and Yerevan, compared to the other assessed marzes. The chart also shows that the same statement is likely applicable for hosting HHs with school-aged children, albeit to a lesser extent, where again percentage of school-aged children not attending school were highest in Ararat and Yerevan.

Figure 17: Proportion of HHs with school-aged children reporting at least one of their children was attending school at the time of data collection, per assessed population group



The conflict situation was the most common barrier to education (reported by 49% of HHs in a refugee-like situation and 42% of hosting HHs with school-aged children), with only slightly greater impact on HHs in a refugee-like situation. Another barrier for HHs in a refugee-like situation to send their children to school was the lack of finances, which was reported by 23% of those HHs.

A considerable proportion (40%) of HHs in a refugee-like situation with school aged children did not have school supplies needed for education. This percentage is noticeably lower in case of hosting HHs; 17% of hosting HHs with school-aged children reported that children from their HH did not have required school supplies. The highest percentage of HHs reporting missing school supplies was found in Kotayk marz, where 28% of hosting HHs and 54% of HHs in a refugee like situation with school-aged children mentioned that their children did not have required school supplies.

HHs with school-aged children were asked about types of support that can help their children with attending school or participating in regular learning activities. Table 8 summarizes top three most commonly reported needs for both groups and shows disaggregation by marz. As it can be observed from the table below, top three needs for both groups are the same, however higher percentages were found for HHs in a refugee-like situation.

Table 8: Top three most commonly reported types of support needed for children to attend school, by % of HHs with school-aged children

	Cash for school supplies		Direct provision of child seasonal clothes and shoes		Direct provision of school supplies and equipment	
	HHs in a refugee-like situation	Hosting HHs	HHs in a refugee-like situation	Hosting HHs	HHs in a refugee-like situation	Hosting HHs
Total	25%	22%	20%	12%	19%	9%
Ararat	13%	5%	40%	28%	41%	21%
Armavir	14%	11%	37%	19%	31%	17%
Gegharkunik	16%	19%	18%	0%	11%	0%
Kotayk	28%	19%	15%	16%	18%	16%
Syunik	28%	11%	20%	3%	20%	3%
Vayots Dzor	14%	8%	33%	33%	25%	20%
Yerevan	29%	31%	13%	10%	13%	5%

Conclusion

The overall goal of this MSNA was to advise on the key humanitarian needs of both HHs in a refugee-like situation and hosting HHs in Armenia. The situation with displacement in Armenia is a developing one, which requires a longitudinal approach in terms of needs assessments. To get the initial snapshot on the needs, this round of the MSNA focused on the following marzes: Ararat, Armavir, Gegharkunik, Kotayk, Syunik, Vayots Dzor, and Yerevan, based on the high influx of HHs in a refugee-like situation there. Three population groups were targeted by this assessment: hosting HHs, HHs in a refugee-like situation hosted by communities, and HHs in a refugee-like situation who stayed in various collective sites.

In terms of demographics, it appeared that both hosting HHs and HHs in a refugee-like situation were primarily headed by male HH members. Only in Yerevan, more than 50% of hosting HHs are headed by female members, which is not the case in any other marz or in the HHs of people in refugee-like situation. As to the movement intentions, findings suggested that most displaced HHs did not intend to move any time soon or had difficulties deciding their intentions. Only 15% of HHs in a refugee-like situation indicated intending to move away from their current accommodation. While around 20% reported not intending return to their AoO at all. Both host community HHs and HHs in a refugee-like situation reported that it was predominantly safe for them to interact with each other; however, the situation appeared to not be homogeneous across all the marzes and might change over time.

Findings suggest a precarious livelihoods situation, particularly for HHs in a refugee-like situation, because only a small proportion of HHs in a refugee-like situation (11%) reported that any of their HH members undertook an income generating activity since arrival to the RA. As a result, a tangible proportion of HHs in a refugee-like situation mentioned not having any source of income at the time of data collection (27%). At the same time, the majority (72%) of HHs in a refugee-like situation reported being able to receive their full pensions and social assistance after having relocated to the RA. MSNA findings also indicated persistent health needs; almost half (46%) of hosting HHs and HHs in a refugee-like situation (44%) reported that at least one HH member had needed specialized health care within the two months prior to data collection, yet, a considerable proportion of them (31% and 45%, respectively) reported having been unable to contact or visit a local healthcare provider.

Based on the findings of this round of MSNA, the main priority needs sectors of the hosting HHs are cash, shelter, and food. These priority needs were reflected in the high proportion of hosting HHs reporting cash as a main priority that would support them in continuing hosting HHs in a refugee-like situation. Among HHs in a refugee-like situation, the main reported priority needs appeared to be shelter, cash, and food. The shelter-related needs of HHs in a refugee-like situation can be further divided into the following sub-sections: needs related to the current (at the time of assessment) accommodation, shelter needs of the housing left in the AoO, and NFI needs. In terms of the current accommodation needs, only 25% of HHs in a refugee-like situation indicated that they face none, while around third of HHs in a refugee like situation (30%) reported that their current shelter needs improvement of privacy and more space. Regarding the shelter needs of the housing in the AoO, only 12% of HHs in a refugee-like situation indicated that no shelter repair is needed, while 30% of HHs in a refugee line situation mentioned their shelter being in need of repair, however, many reported having very limited capacity to organize it. As HHs in a refugee-like situation reported, bedding NFIs and winter clothes are the prevailing NFI needs.

Further reflected in food and cash being commonly reported priority needs, a considerable proportion of both hosting HHs and HHs in a refugee-like situation cited food distributions to be among their main sources of food, the majority of whom reported that the conflict had reduced their ability to access food, although some HHs also reported limited financial means to be among the reasons of relying on food distributions.

Municipalities emerged as the main providers of humanitarian assistance. Findings suggested that the majority of HHs, both hosting HHs and HHs in a refugee-like situation, had received some type of assistance in the 30 days prior to data collection, and that most were satisfied. Those who were not satisfied most commonly attributed this to the quantity of aid received not being sufficient. In case aid delivery entities need feedback on the assistance provided, both hosting HHs and HHs in a refugee-like situation reported preferring providing feedback face-to-face or via phone.

While these findings inform the humanitarian community in Armenia on the key sector needs across marzes, they also illuminate persisting limitations and knowledge gaps, which can be covered with future assessments. One such gaps concerns the situation in collective centers. Given the challenges that enumerators faced while identifying collective centers, there is no comprehensive updated data on the total number of HHs in a refugee-like situation staying in collective centers, nor on their needs and intentions. Moreover, considering the dynamic nature of the displacement situation, continuous situation monitoring might help ensuring visibility on the evolving needs of affected communities, including potential new arrivals, and the prevention of potential future tensions between hosting communities and HHs in a refugee-like situation, which might arise from longer-term challenges due to a protracted situation or resulting from new arrivals.