



Refugee Crisis in Armenia

Rapid Needs Assessment Report

December, 2023





This publication was produced with the financial support of the European Union.

Its contents are the sole responsibility of People in Need and do not necessarily reflect the views of the European Union.

Given the rapid nature of this assessment, the findings presented in this report should be regarded as a representation of indicative needs and key recommendations. Although all efforts have been made to improve the accuracy of the information that was collected and analysed, the assessment was produced in a quick timeframe to ensure the relevance of the estimations. It provides an overall picture of the needs of the displaced people population but is not a replacement of in-depth sector-specific assessments.

Therefore, it will be essential to complement these findings with other methods and sources, such as community consultations, household level assessment, etc., to ensure a more comprehensive understanding of variety of needs.

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Acronyms

AMD – Armenian Dram

DP - displaced population

HH - household

KII - Key Informant Interview

NGO - non-governmental organization

NK – Nagorno-Karabakh

PDM – Post-Distribution Monitoring

PIN - People in Need

PWD - People with Disability

RNA - Rapid need assessment

VET - Vocational Education and Training

1 Executive Summary

The comprehensive analysis of the Rapid Need Assessment (RNA) findings sheds light on the diverse challenges and needs of the displaced population in the Syunik, Ararat, and Kotayk regions. The study encompassed various aspects of their lives, including family demographics, living conditions, assistance received, urgent and mid-term needs, future plans, health issues, income sources, entrepreneurial aspirations, integration in the communities, and coordination among humanitarian organizations and governmental agencies.

The overwhelming majority of respondents, constituting 90.9%, indicated post-displacement integration, emphasizing their resilient connection to the community. The presence of 34% female-headed households highlights the specific challenges faced by this demographic group, necessitating targeted support mechanisms.

Living conditions, especially housing, emerged as a critical concern, with 72.1% residing in rented accommodations. Financial uncertainties, including the ability to sustain rental payments, were expressed by 84 % of respondents, underscoring the immediate financial pressures faced by many.

The report detailed the assistance received, with 97% confirming support from local authorities. The emphasis on food assistance, cash support, and essential items demonstrates the multifaceted approach taken by humanitarian organizations. The positive impact of organizations like Red Cross and PIN was evident, although 19% expressed a lack of recall regarding specific humanitarian organizations, indicating potential gaps in communication.

Urgent needs such as bedding, warm clothing, hygiene items, household items, and heaters were identified, emphasizing the immediate needs to ensure well-being. Mid-term needs encompassed furniture, kitchen utensils, bathroom accessories, agricultural materials, and construction materials, signalling a focus on rebuilding lives and establishing stability.

Future plans revealed a strong desire for employment, housing, and entrepreneurship, indicating a collective aspiration for economic stability and self-sufficiency. While 81.7% believed that needs did not differ by age or gender, 18% acknowledged varying needs, emphasizing the importance of specialized care for vulnerable groups.

Regarding housing conditions, challenges in accessing functional kitchens, washroom facilities, and furnishings were noted, indicating areas for intervention. The diverse sources of income, with 81% relying on state support, emphasize the need for targeted policies, employment opportunities, and support for vulnerable groups.

Entrepreneurial aspirations were evident in 39% of respondents, with financial constraints identified as a major barrier. Vocational education preferences varied, highlighting the importance of offering a broad spectrum of training options.

Community integration was generally positive, with 81% feeling well-integrated.

Healthcare emerged as a top priority for community-based services, emphasizing the importance of tailored support.

Coordination among humanitarian organizations and government agencies appeared mixed, with 52% acknowledging collaboration. The uncertainties expressed by 41% suggest a need for increased transparency and information sharing among stakeholders.

Context

During the last week of September 2023, over 100,000 ethnic Armenians fled the Karabakh region and arrived in Armenia. An average of 15,000 people arrived per day, with a peak of 40,000 displaced peoples entering the country on 27 September 2023. Overall, the number of displaced peoples constitute almost 3 per cent of the entire Armenian population, i.e., 1 in 30 people.

As of 19 October 2023, as per the data available from the Government of the Republic of Armenia, 101,848 displaced peoples are registered, of which 48,964 are males and 52,884 are females, 9,000 people with disabilities, 12,000 older person (65 years or above) and 30,000 are children. The displaced peoples are currently located in different regions across Armenia, with the highest numbers residing in Yerevan, Kotayk, and Ararat. Most displaced people settle in areas where they have family/social support network, familiarity with the place, and access to services.

According to data of the Ministry of Education, Science, Culture and Sport, as of 20 October 2023, 15,424 displaced children were enrolled in the schools of the regions of Armenia and Yerevan. The region wise enrolment of children is as follows: Syunik - 585, Vayots Dzor - 324, Gegharkunik - 737, Ararat - 2085, Kotayk - 2873, Aragatsotn - 720, Armavir - 1298, Shirak - 629, Lori - 905, Tavush – 477 and Yerevan - 4791. As of 19 October 2023, 80 teachers from the displaced people community were hired as teachers.

According to governmental data, 95,200 displaced people have received one-time cash assistance, including 71,200 adults and 24,000 children.

According to the data provided by the Ministry of Territorial Administration and Infrastructure (MoTAI) as of 20 October 2023, more than 55,000 displaced people have found accommodation with governmental support, and more than 25,000 people found a place of residence on their own. The Government reported about 1,000 people left the hotels and guesthouses and moved to other places of residence of their choice.

As of 20 October 2023, according to data from the Ministry of Health (MoH), 41,280 displaced people have been registered in polyclinics and outpatient clinics¹.

¹ UNHCR, Interagency rapid need assessment report, October 2023

Methodology

The Rapid Needs Assessment (RNA) was conducted to provide an overview of the immediate needs at the community level of forcibly displaced population from Nagorno-Karabakh (NK) region to Armenia.

The RNA offered a quick snapshot of the situation on the ground, based on the information provided by the beneficiaries and several key informants. Its primary aim is to map cross-sectoral needs and identify humanitarian priorities. It also served to inform more in-depth needs assessments and initiate sector-specific assessments. The RNA was conducted using a comprehensive questionnaire for beneficiaries and key informant interviews (attached as an Annex 1).

The RNA was a community-level assessment that used primary data as its main sources of information. The assessment was conducted by PIN. It focused on the collection of primary data through interviews with beneficiaries and key informants, complemented by direct observations on site. Primary data was collected by MEAL teams through assessment questionnaires, digitized and available both in Armenian and English.

The form was divided into 10 sections, and it took an average of 30 minutes to complete. To ensure a representative sample of beneficiaries and considering the limited timeframe for PDM implementation, a confidence interval of 95% and margin of error of 7% were used.

The RNA focused on communities of Syunik (Goris and Tegh) - 40% and Ararat (Masis) - 20% and Kotayk (Charencavan and Hrazdan) - 40% of the total beneficiaries reached. In total, 165 people were surveyed.

To gather data, a survey questionnaire was developed using the KoBo Toolbox platform, an online platform for data collection using mobile electronic devices. Systematic random sampling was done during the actual data gathering, i.e. each sixth beneficiary was selected for the survey from the list.

Assessment results were uploaded online, and analysis was carried out to provide an overall summary at sectoral level.

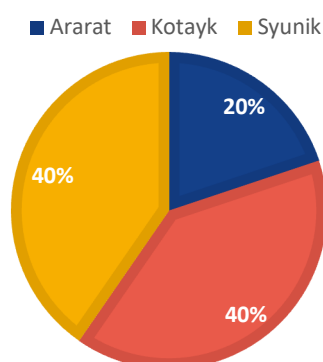
Key Informant interviews (KII) were conducted to complement the quantitative data collected through Kobo forms. In total, 10 KIIs were conducted using a structured questionnaire. The analysis of the interviews was done using identification of patterns approach and grouping into wider themes (thematic analysis).

2 Assessment Findings

2.1 Family demographics

The RNA focused on communities of Syunik (Goris and Tegh, 40% of the sample) and Ararat (Masis, 20%) and Kotayk (Charencavan and Hrazdan, 40%). The logic behind this selection was that the project initially targeted Syunik region, however during the collection of responses, we decided to also include Ararat and Kotayk regions, as displaced people mostly concentrated there. Thus, by including Ararat and Kotayk, we aimed to capture a broader demographic spectrum and ensure a more representative understanding of the needs.

Chart 1: Respondent division by regions

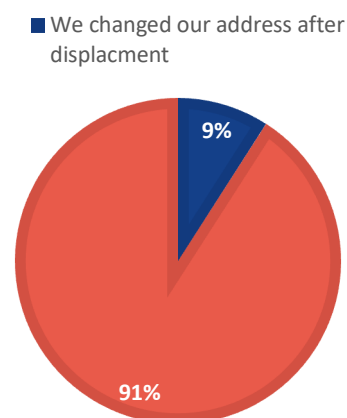


displacement

The RNA delved into the duration of residence in the specific community among individuals who have experienced displacement. The insights gained from the responses are presented in the chart 2.

- **Post-Displacement Integration (90.9%):** An overwhelming majority, constituting 90.9% of respondents, shared that they continue to reside in the same community after displacement. This significant proportion reflects a resilient and enduring connection to the community, showcasing the ability of individuals to rebuild their lives and establish ties despite the challenges of displacement.
- **Address Change Post-Displacement (9.1%):** A smaller 9.1% indicated a change in their address after displacement. This subgroup has experienced a shift within the communities or relocated to a different area due to different reasons, one on main reason of movement is also access and availability of humanitarian assistance.

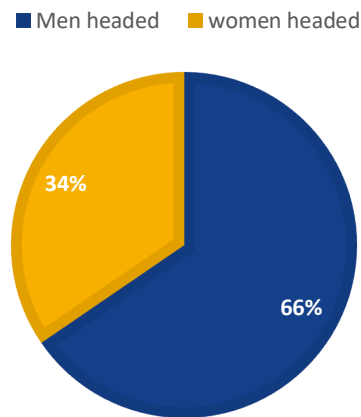
Chart 2: Residing after



A notable finding from the RNA is that 66 % of the respondent households were male-headed, while 34% were female-headed. The presence of 34% female-headed

households signals a distinct set of

Chart 3: Head of HH proportion



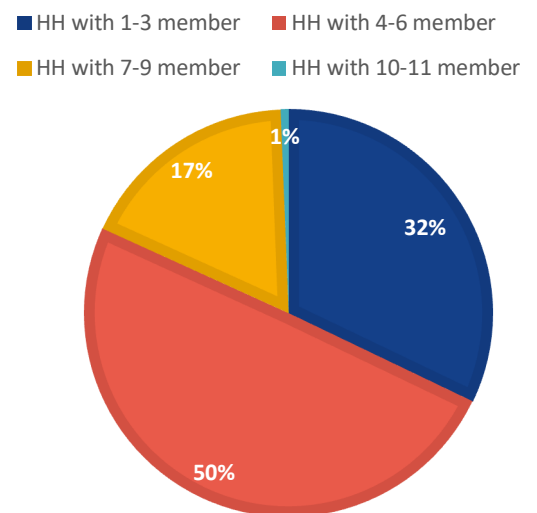
challenges and priorities. Female-headed households often struggle with a diverse range of responsibilities, including caregiving, financial management, and securing livelihoods. The RNA findings underscore the importance of recognizing and addressing the specific needs of this demographic.

Out of the survey respondents, 40% belonged to the 50 and above age category, while the remaining 60% were in the 18-49 age group.

A majority of the surveyed households, representing half of the sample, fall within the medium-sized category (with 4-6 members). Understanding the needs of medium-sized households is crucial for tailoring assistance that addresses both collective and individual requirements, promoting family cohesion while addressing diverse needs within the unit.

Large Households (with 7-9 members): With 29 households falling into this category, larger households face distinctive challenges related to resource allocation, and overall family dynamics. Formulating inclusive support strategies that accommodate the complexities associated with a larger number of members is crucial.

Chart 4: HH size

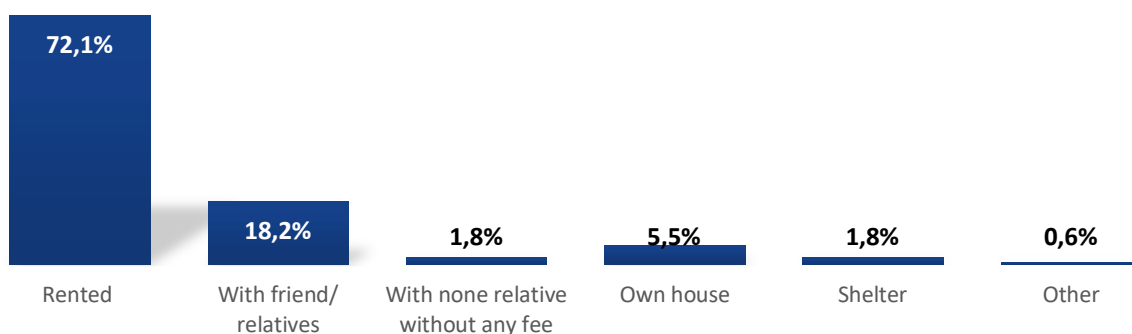


2.2 Living conditions and the needs

2.2.1 Shelter

RNA inquired about living conditions and housing situations that individuals find for themselves.

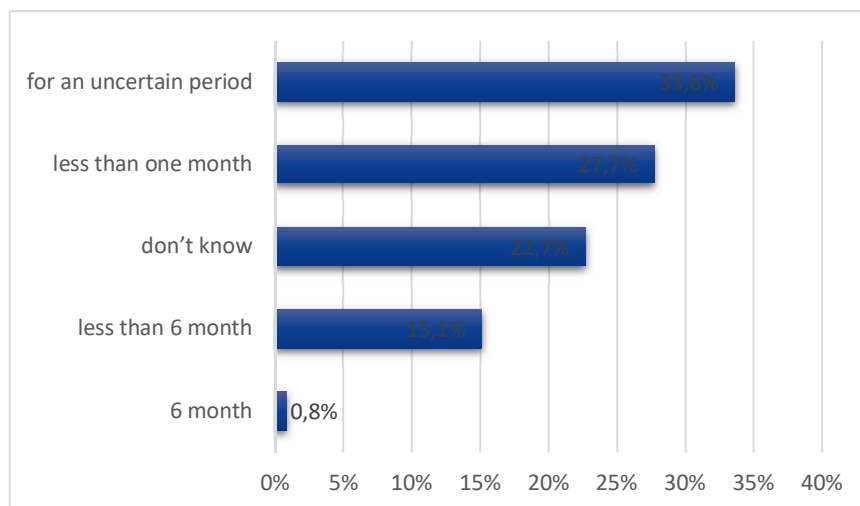
Chart 5: Place of residence



The majority, constituting 72.1% of respondents, revealed that they currently live in rented accommodations. This finding prompts further exploration into different factors including satisfaction, affordability, and the overall rental experience.

The RNA checked financial sustainability of those who rent apartments or houses, seeking to understand how long individuals can afford to maintain their current living situations.

Chart 6: Duration for sustaining the rent/stay



A marginal 0.8% expressed confidence in being able to sustain their rental payments for a duration of six months. Conversely, a concerning 15.1% admitted to a financial constraint, indicating the ability to afford their rented space for less than six months. A substantial 27.7% admitted to uncertain financial situation, revealing the ability to sustain their rental payments for less than one month. This finding raises alarms about the immediate financial pressures faced by a significant portion of respondents, highlighting potential vulnerabilities in meeting basic housing needs.

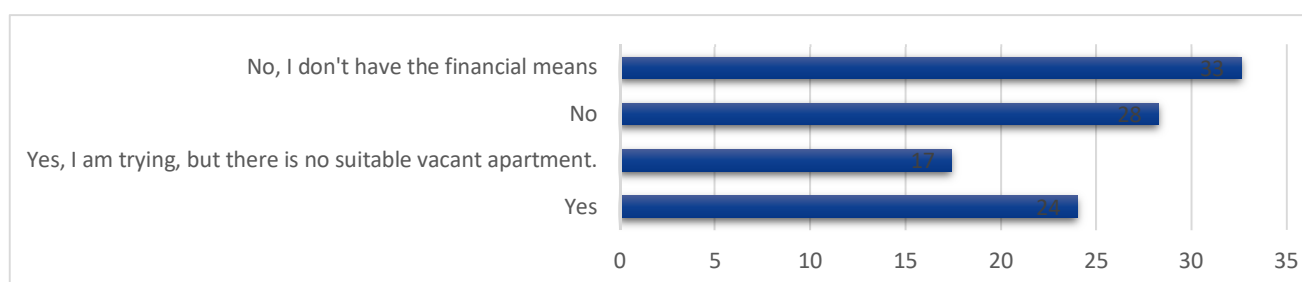
The uncertainty about the ability to afford rental payments was mentioned by 33.6% of participants, who indicated "indefinite period" regarding the duration for which they could maintain their current living arrangements. A significant 22.7% expressed outright uncertainty, stating that they "don't know" how long they can afford to pay for their rented apartments or houses. This lack of financial certainty could arise from a variety of factors, including uncertainty on state support, irregular income, or the unpredictability of future circumstances.

In summary, these findings underscore the financial complexities and challenges faced by a notable portion of the surveyed population when it comes to sustaining their rented accommodations.

A significant 18.2% of participants disclosed that they share their living space with friends or relatives. This communal living arrangement could stem from various reasons – but mostly pursuit of shared expenses, and familial ties, as reported by the respondents. Unraveling the dynamics of satisfaction and potential challenges within these setups could provide valuable insights.

Those who shared a house were asked what were their plans on renting their own house and the results are presented in the chart below.

Chart 7: Plans for renting a house (%)



The 78% of people who try to rent fails to find appropriate apartment. The main reasons are:

1. **Challenges in finding suitable apartments:** Respondents acknowledged their need to rent a house, however, they face the challenge of unavailability when it comes to suitable vacant apartments. This common hurdle could be attributed to factors like high demand, limited housing options meeting minimum living standards, or regional housing shortages.
2. **No current plans:** Some respondents conveyed that they currently have no plans to rent a house. This group mainly stated, that they are waiting for the government to specify plans regarding the provision of shelters for displaced individuals.
3. **Financial constraints:** A significant portion expressed a desire to rent a house but cited financial constraints as the primary barrier. This finding shed light on the economic challenges faced by some individuals sharing a house, impacting their ability to secure independent housing.

A smaller yet **notable 5.5%** declared ownership of their houses.

1.8% reported being in circumstance of residing with non-relatives without any financial obligation. The reasons behind this arrangement encompass various scenarios, from informal cohabitation agreements to unconventional living situations. Another 1.8% reported being in shelters, indicating a need for further exploration of housing, as these shelters are transitional. Lastly, a modest 0.6% fell into the "Other" category, and the surveyed population specified it as staying in wagons. In conclusion, this sector provides a view of living conditions, highlighting the complexity of individuals' housing choices.

2.2.2 Received Assistance

The purpose of this section is to briefly assess the assistance provided, highlighting the significance of understanding the effectiveness of aid programs and their impact on displaced individuals or communities.

Chart 8: Assistance received

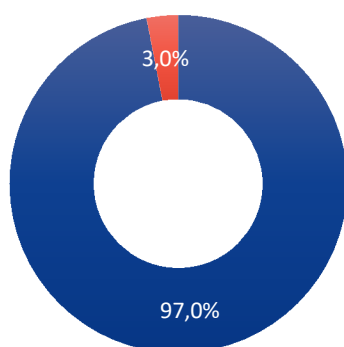
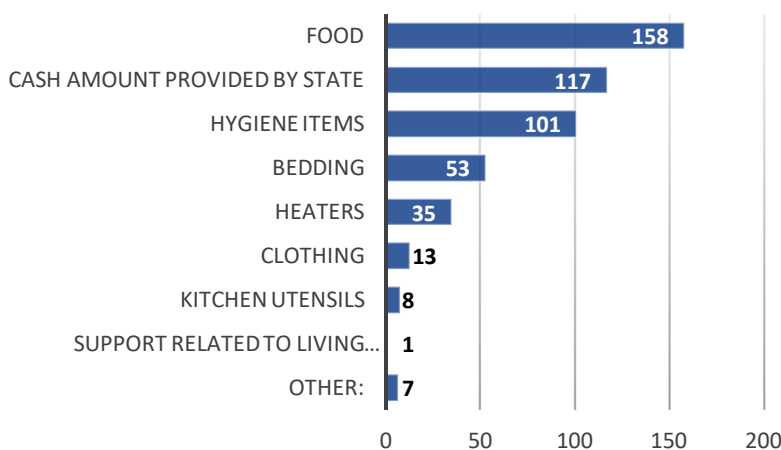


Chart 9: Type of received assistance



The aim of RNA is to:

- Explore how the assistance has influenced the lives and circumstances of the recipients.
- Examine whether the assistance aligned with the needs.
- Identify any obstacles or challenges encountered in the delivery of assistance.
- Assess the sustainability of received assistance.

97 % of respondent confirmed of receiving support from the local authorities. Meanwhile, noteworthy 3% indicated that

they have not received any form of assistance. This minority brings issues about the factors contributing to non-uptake, such as issues with community registration list and awareness of available support.

Regarding the forms of assistance, the situation is as follows:

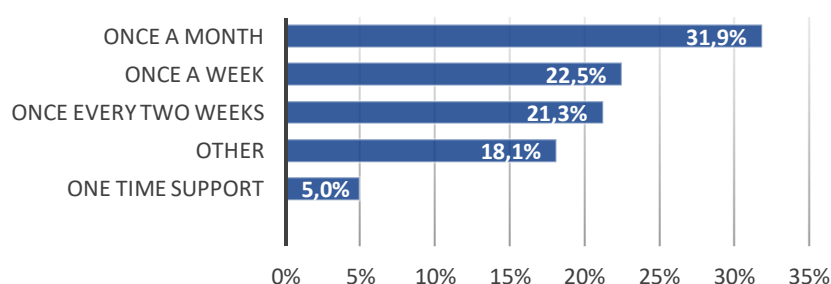
The high number of individuals 158 (respondents) confirmed receiving food assistance, which is crucial for addressing the immediate nutritional needs of the displaced population.

By the end of November, almost 71% confirmed the receipt of state cash support, others mentioned that authorities are informed about non-receipt and notified displaced population, that they will receive cash by the end of December, at the latest.

The substantial number of individuals reported receiving hygiene items, which is important for maintaining health, cleanliness, and personal dignity. The considerable distribution of clothing, bedding, heaters, and kitchen utensils also indicates addressing the displaced individuals' basic living conditions, warmth, protection.

As for the frequency of support, 32% of respondents reported receipt of the support on a monthly basis, while 22.5% of recipients stated that they benefit from it every week and 21.3% from bi-weekly assistance. This varies from community to community and also depends on the type of assistance.

Chart 10: The frequency of support



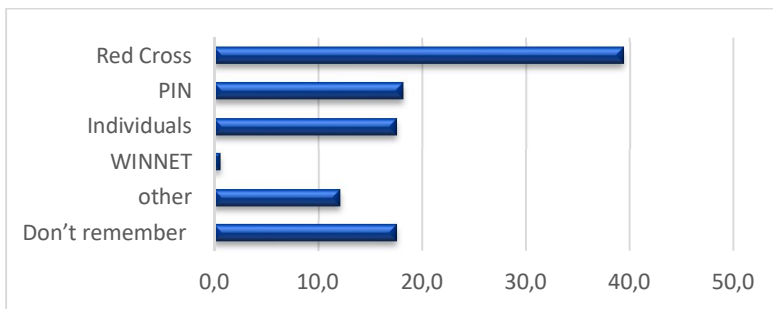
The survey results reveal a notable level of support from humanitarian organizations, with 77.6% of respondents indicating that they have received assistance, while 22.4% reported not receiving support from such organizations. This finding highlights the impact of humanitarian efforts in the community and the effectiveness of aid programs in reaching a significant portion of the surveyed population.

The support provided by these organizations likely compasses a range of essential services, including but not limited to food assistance, shelter provisions, healthcare access, and livelihood support.

As for the organizations recalled by the respondents the situation is the following:

The first two identified organizations are Red Cross (mentioned by 40 % of respondents) and PIN (30% of respondents). The high number of mentions suggests a strong presence and impact in providing aid and support to the displaced population.

The categorization of responses under "Other" (20) indicates a diverse set of organizations beyond the listed options, such as ACTED, CARITAS, Mission Armenia, community churches, diaspora groups, different political parties, SOS villages, WINNET, Doctors Without Borders, Viva Doctors. It is noteworthy that around 20% of respondents mentioned "individuals" as their source of support. This indicates the importance of community cohesion and support networks.



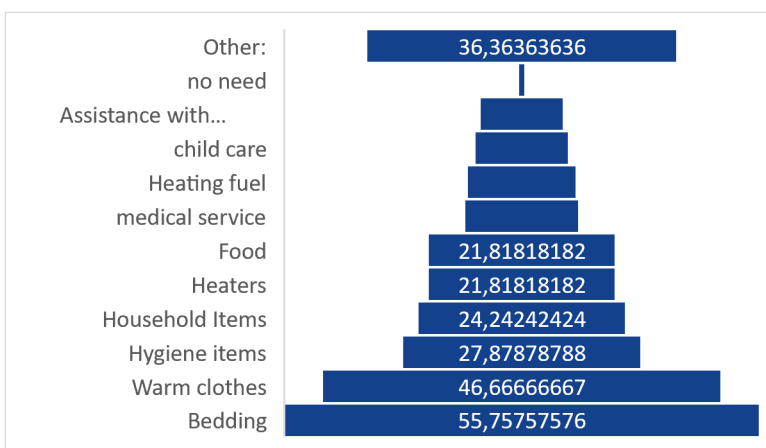
Don't Remember: A notable portion of respondents (19%) expressed not recalling specific humanitarian organization providing support. This suggests a potential gap in communication or awareness about the entities involved, emphasizing the need for improved information dissemination and outreach efforts.

The positive feedback from the majority of respondents underscores the crucial role played by humanitarian organizations in addressing the needs of displaced individuals. The support provided by these organizations encompasses a range of essential services, including but not limited to food and hygiene assistance, healthcare access, and livelihood support.

2.2.3 Current urgent needs

The assessment of the displaced population's immediate requirements is vital for formulating targeted and effective humanitarian interventions. In this section, we delve into the identified urgent needs of the displaced individuals, as revealed through survey responses. Understanding these pressing necessities is crucial for developing responsive strategies that prioritize the well-being, safety, and resilience of those affected by displacement.

Chart 12: Current urgent needs



The urgent needs of the displaced population, as discovered by the survey responses, present the diverse and critical requirements crucial for their well-being and resilience:

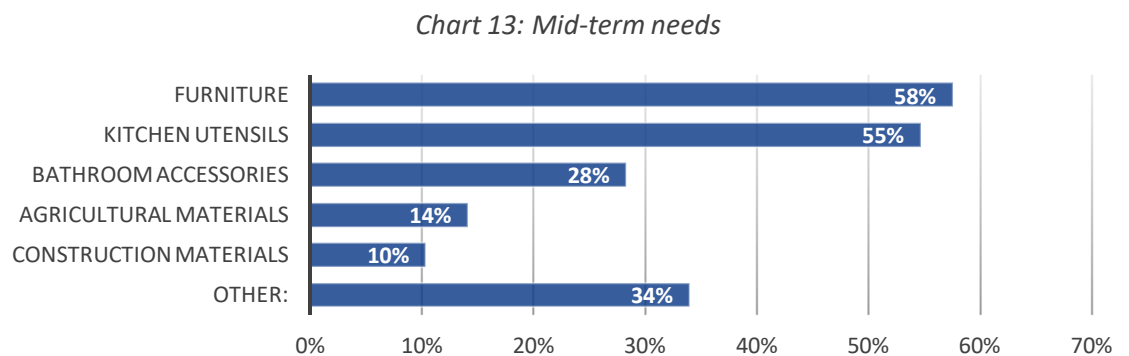
1. **Bedding (92 respondents):** RNA revealed a high demand for bedding highlighting a critical need for blankets, mattresses, and pillows.
2. Another recorded urgent need is warm clothing (**77 respondents**):
3. Hygiene Items (**46 respondents**): Access to hygiene items reported as a vital requirement for maintaining personal cleanliness and ensuring the overall well-being of the displaced individuals.

4. Household Items (**40 respondents**): The demand for household items signals a broader need for essential commodities necessary to establish a functional and comfortable living environment. Under the category "Other" (**60 respondent**) responses also refer to the household items (refrigerators, stoves, ovens, Washing machines, TV), cash assistance and support with medicine.
5. Another urgent needs are heaters or support with heating (36):

This summary emphasizes the multifaceted nature of urgent needs, highlighting the necessity for a comprehensive and tailored humanitarian response to ensure the well-being and resilience of the displaced individuals.

2.2.4 Mid-term needs

The RNA also revealed the mid-term needs of displaced population, which can not only contribute to immediate recovery but also supports the displaced population in rebuilding their lives and establishing a sense of normalcy and stability. Here are the findings:

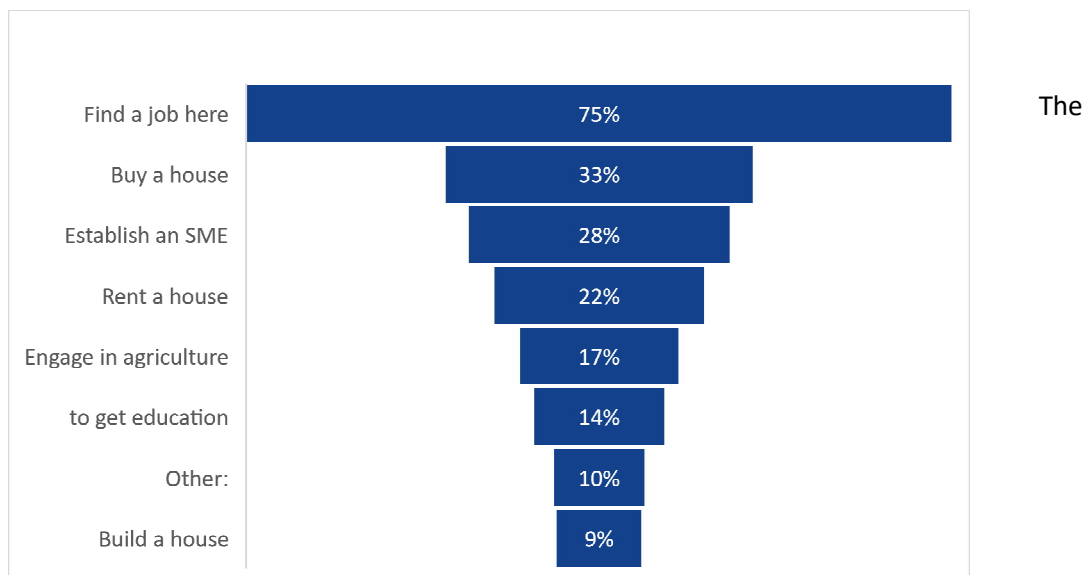


The majority of respondents (58%) identify furniture as a mid-term need. Another high percentage of respondents (55%) requiring kitchen utensils for re-establishing basic household functions. The expressed need (28%) for bathroom accessories and appliances highlights a focus on sanitation and personal hygiene. There is a considerable demand for **agricultural materials (14%) for restarting** agriculture-related activities and indicate a desire for self-sufficiency and income generation, 10% of respondent indicated **construction materials** for rebuilding or improving their living conditions. Under the category other respondent again indicated household items (refrigerators, stoves, ovens, washing machines, TV) and cash assistance.

2.2.5 Future plans/needs

The RNA provides valuable insights into the plans and goals of the displaced population. Here's an analysis of the findings:

Chart 14: Plans for future



majority of respondents (**75%**) expressed a strong desire to secure employment in their current location. This reflects a keen interest in achieving economic stability and self-sufficiency within the community. A significant portion of respondents (64%) expressed the aspiration to build, rent or buy a house contributing to a sense of stability and belonging.

The interest in establishing an SME is also considerable - 28%. 14 % of respondents expressed a desire for education or specialization, indicating a commitment to personal development and skill enhancement. Another 17% showed interest in engaging in agriculture, which can serve as a source of income and contribute to food security. The "Other" category provides room for respondents to specify additional goals or aspirations not covered by the predefined options. Here people mentioned that they are uncertain and future plans depend on the peace in the region. Some also highlighted the health issues, which do not allow to concentrate on anything else.

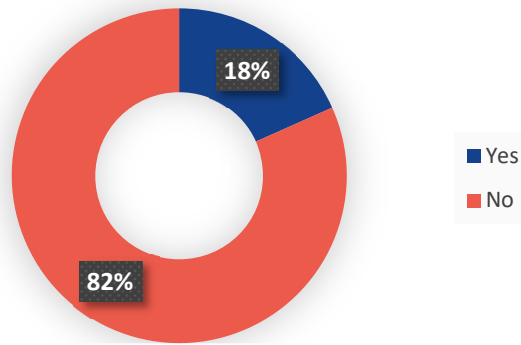
Overall Analysis:

- Economic stability through employment or entrepreneurship is a common theme, indicating a strong desire for self-sufficiency.
- The interest in housing options, whether through building, buying, or renting, reflects a broader need for secure and stable living arrangements.
- Aspirations for education and specialization highlight a commitment to personal and professional development.

These findings can guide humanitarian efforts and assistance programs, ensuring that support aligns with the diverse goals and aspirations of the displaced individuals, contributing to their long-term well-being and recovery.

To the question whether the needs are different for age and gender, a significant majority of 81.7% believe that the needs are not different from age to age and for gender within the displaced population. This indicates a prevailing perception among the respondents that the

Chart 15: Are the needs different from age to age and for gender?



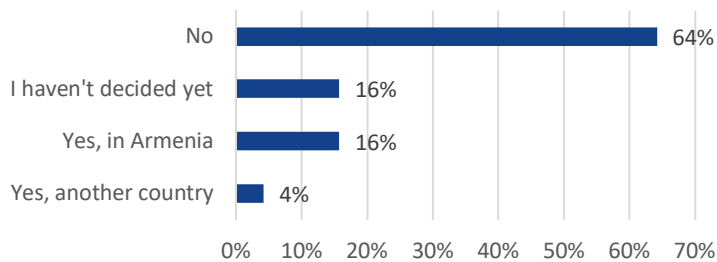
fundamental needs and priorities for individuals, regardless of their age or gender, are relatively consistent. The prevailing understanding is that basic necessities such as shelter, food, healthcare, and other essential requirements are universally shared among diverse demographic groups. However, 18% reported varying needs, mentioning special care for elderly, PWD, baby care and family members with different illnesses.

2.3 Plans for movement

The findings regarding the displaced population's perspectives on their current living conditions and potential future plans reveal several key insights:

1. **Satisfaction with Current Community:** A significant majority, 84.8%, express satisfaction with their current community, indicating that the conditions are deemed satisfactory for a permanent stay.
2. **Plans for relocation:** A small percentage (4.2%), expressed an intention to move to another country. While this represents a minority, it

Chart 16: Do you plan to move other location within Armenia or to other country?



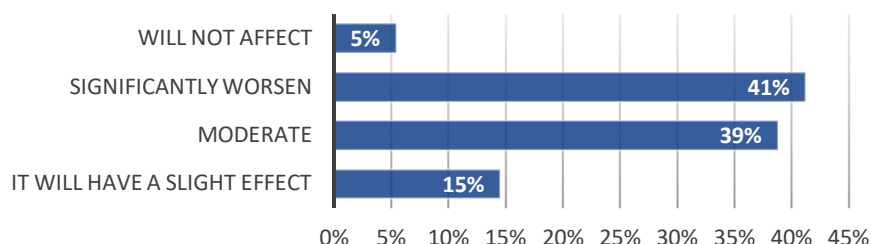
highlights the existence of individuals within the displaced population who may be considering international relocation for various reasons, such as seeking better opportunities or conditions. Another 15.8% state their intention to move within Armenia. This suggests that some individuals are seeking internal relocation, possibly driven by factors such as employment prospects, shelter, or other considerations within the country. A notable proportion, 15.8%, indicates that they haven't decided yet about their future plans. This uncertainty presents the complexity of decision-making for some individuals, influenced by a range of factors, including livelihood opportunities, humanitarian support, and personal circumstances. The majority, 64.2%, expresses no intention to move, indicating a desire for stability in their current location and a willingness to integrate into and contribute to their current community.

These findings emphasize the importance of tailoring assistance and support to the diverse and evolving needs of the displaced population, recognizing that individuals may have different aspirations and considerations when making decisions about their future.

2.4 Winterization

The responses to the question about the impact of the arrival of winter on the living conditions and daily life of displaced individuals provide insights into the perceived challenges during this season. Here's an analysis of the findings:

Chart 17: Affects of winter



The majority of respondents (80%) acknowledge that the arrival of winter will have at least a moderate impact on their living conditions, signaling a shared awareness of the seasonal challenges faced by displaced individuals.

The significant percentage (41%) expressing concern about a significant worsening of conditions highlights the urgency of addressing winter-specific needs to ensure the well-being and resilience of the displaced population. Meantime, to the question “Do you have access to warm clothing, heating, and other winterization necessities?” 86% responded either to or partially and as a urgent winterization needs Provision of warm clothes (76%), support with heating (67%) and adaptation and improvement of accommodation (13%) are reported.

These findings underline the importance of targeted winterization support, including access to warm clothing, heating facilities, and other resources, to mitigate the anticipated challenges and enhance the capacity of displaced individuals to cope with winter conditions.

2.5 Displaced Population’s Housing Conditions

The housing conditions of displaced populations play a crucial role in determining their well-being, resilience, and overall ability to rebuild their lives after the displacement. These sections provide a comprehensive analysis of various aspects related to the housing conditions of the displaced population. The table 1 and 2 below provide responses on the housing conditions and respondents’ satisfaction in regard to kitchen and washroom.

Table 1: Kitchen and washroom conditions

Do you have access to a functional kitchen with basic cooking facilities?		Do you have access to a clean and functional washroom with basic sanitation facilities?
Yes	14%	13%
No	48%	58%
Partially	38%	29%

Table 2: Satisfaction with conditions

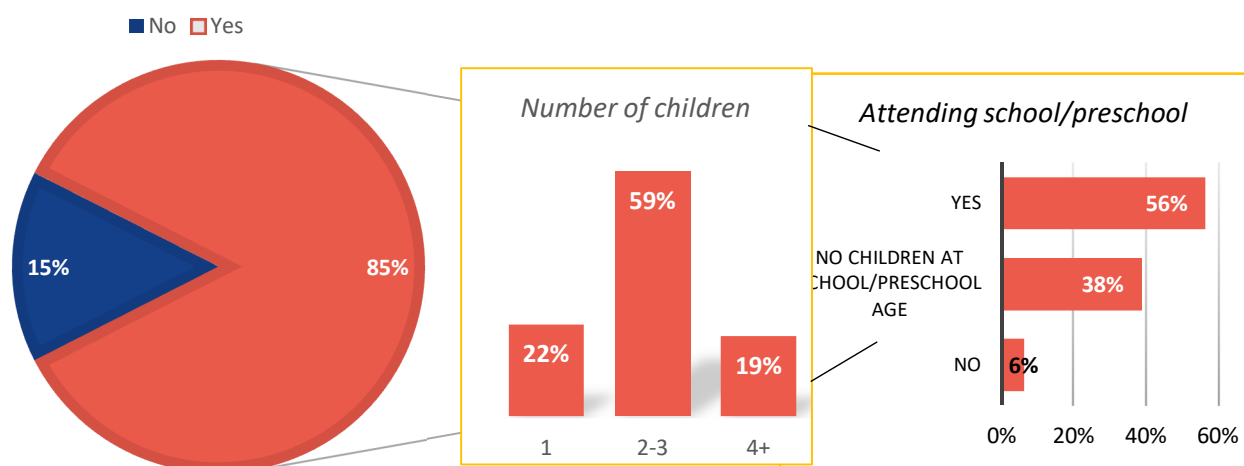
How would you rate the condition of your washroom facilities, including toilet, bathing area, and hygiene supplies?		How would you rate the furniture and furnishings in your household?
Good	17%	11%
Satisfactory	53%	55%
Poor	23%	25%
Absent	7%	9%

- A significant percentage of respondents face challenges related to access to a functional kitchen (37.6%) and a clean washroom with basic sanitation facilities (13.3%). So, addressing these infrastructure gaps is imperative to ensure dignified living conditions and support daily activities.
- The ratings provided by respondents for washroom facilities indicate a mixed picture. While a majority rates them as satisfactory (53%), a notable portion expresses dissatisfaction, with 24% rating them as poor.
- The evaluation of furniture and furnishings in households reveals a mix of satisfaction and dissatisfaction. While 55% rate them as satisfactory, 25% consider them poor. Addressing the availability of essential household items is essential for creating comfortable living environments
- Access to basic living facilities varies among the displaced population, with a significant number facing challenges in either the kitchen, with furnishing or WASH facilities.

2.6 Meeting children and family needs

After the forcible displacement, it is crucial to conduct a rapid needs assessment to identify and address the immediate needs of children and vulnerable groups affected by the situation. This section focuses on understanding these unique needs for formulating strategies to provide timely and effective assistance. The survey results indicate that the majority of respondents (85%) have children:

Chart 18: Children In The Family



The survey provided additional insights into the number of children within the surveyed population. Here's an analysis of the results: The majority of respondents (59%) indicated having two to three children in their family. This suggests a common family size within the surveyed population. 22% of respondents reported having one child in their family. Comparatively smaller percentage (19%) of respondents reported having four or more children in their family. This indicates a minority but still a notable segment of families with larger numbers of children.

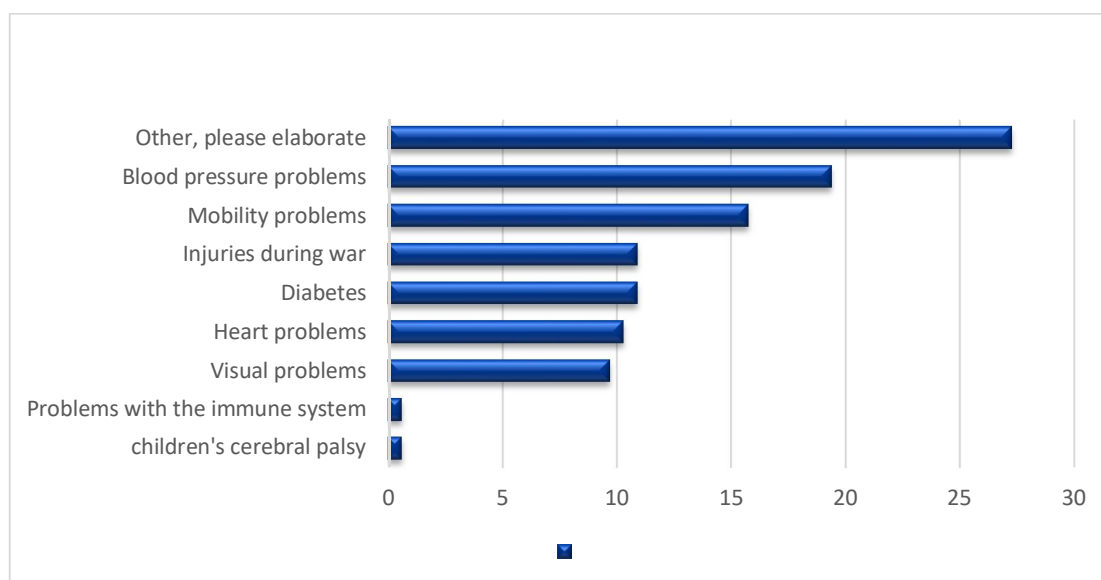
Some respondents reported that their children do not attend school, citing reasons such as document issues, completion of basic school education, lack of interest in continuing to high school, or engagement in vocational or crafting activities.

- Document-related issues signals administrative challenges that need to be addressed to ensure all children have access to education.
- Reasons like completing basic school or choosing vocational paths highlight the importance of understanding the varied educational aspirations and choices.

2.7 Health issues/ vulnerability

The gathered data on types of health issues/vulnerabilities provides a snapshot of various health concerns within the surveyed population. Here's an analysis of the reported health issues:

Chart 19: Types of health issues/vulnerability

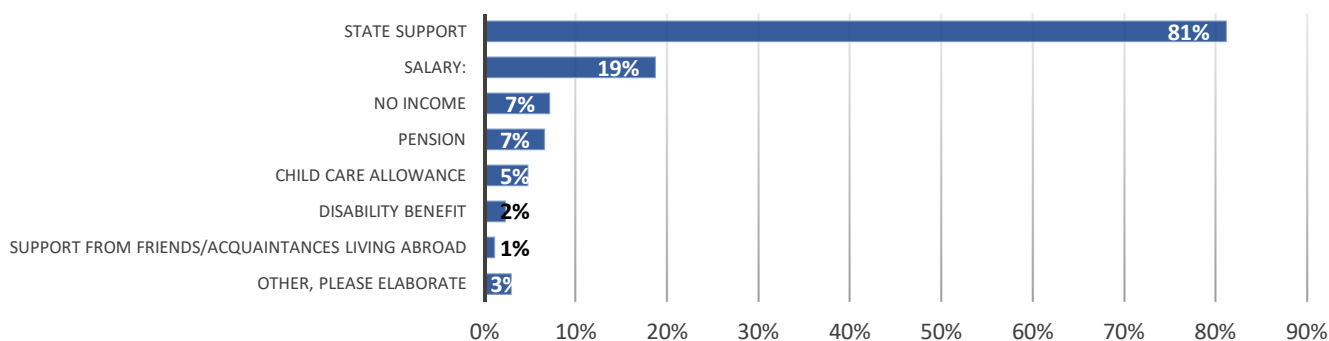


The most frequently mentioned health issue is blood pressure, indicating a widespread concern within the population. A significant number of individuals face challenges related to physical movement, emphasizing the need for healthcare services that address mobility issues associated with various health conditions or injuries. A considerable number of individuals are dealing with diabetes. The issues with heart, injuries during war, visual problems are also reported quite frequently. The survey deemed further exploration to understand specific health conditions reported under category “other”. The information provided indicates a range of health concerns, including different types of cancer, hypothyroidism, varicose veins, and gastrointestinal problems.

In summary, the gathered health data provides valuable insights for healthcare providers, policymakers, and organizations to tailor their interventions and services to address the diverse health needs of the surveyed population.

2.8 Source of income

Chart 20: Source of income



In understanding the multifaceted challenges faced by displaced populations, a critical aspect lies in examining the sources of income available to individuals navigating new environments. This section delves into an analysis of the various sources of income for displaced people, shedding light on the factors that contribute to financial resilience or vulnerability within this community. State support emerges as the predominant income provider for 81% of the population, highlighting a significant reliance on governmental assistance. In contrast, 19% derive income from non-formal or formal employment (mostly engaged in military work, education sector, taxi driving, bakery, etc.). Pension income (7%) is notable among retirees. Child care allowance (5%) supports families with children, and disability benefits (2%) assist those with health challenges. Should be highlighted that pensions and allowances has not been paid after the displacement, as reported by the displaced population. 7% report having no income, indicating a vulnerable group requiring targeted support.

Lastly, a minor but noteworthy 1% relies on support from friends or acquaintances abroad, highlighting the role of social networks.

The implications include a critical dependence on government support, emphasizing the need for robust policies. The significant employment percentage suggests the potential impact of creating more job opportunities. Vulnerable groups with no income require targeted interventions. The diversity in income sources highlights varied financial situations within the displaced population, calling for nuanced support strategies.

2.9 Employability in Nagorno-Karabakh

The survey data highlights that a significant majority of respondents' household members in NK were employed, with 95% reporting at least one family member having a job. The remaining 5% reported not being employed, with reasons including being elderly or having a disability. As for the sectors, substantial majority of respondents (60%) were employed in the public sector. This dominance suggests a significant reliance on government employment within the surveyed population.

16% respondents worked in the private sector, reflecting a presence of individuals engaged in non-governmental or commercial activities. A smaller but still considerable 9% of respondents are involved in seasonal work. This category typically includes jobs that are dependent on specific times of the year, such as agriculture. 7% were engaged in entrepreneurial activities, operating their own businesses. The data suggests a

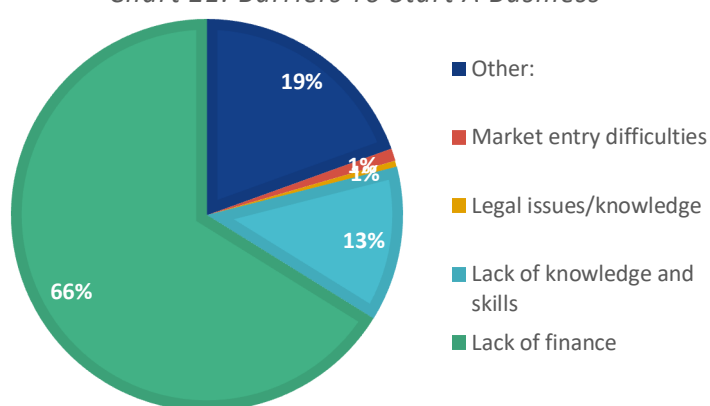
predominant presence of individuals in public sector employment, emphasizing the significant role of government jobs in providing livelihoods in NK.

Entrepreneurial Aspirations

This section delves into the survey results regarding displaced people intentions to start a business.

A significant 39% expressed a positive inclination toward starting a business, showing entrepreneurial spirit. A substantial 48% reported that they are currently not considering or planning to start a business. Uncovering the reasons behind this decision is crucial for identifying potential barriers to entrepreneurship. So, the question describing the barriers were also asked.

Chart 21: Barriers To Start A Business



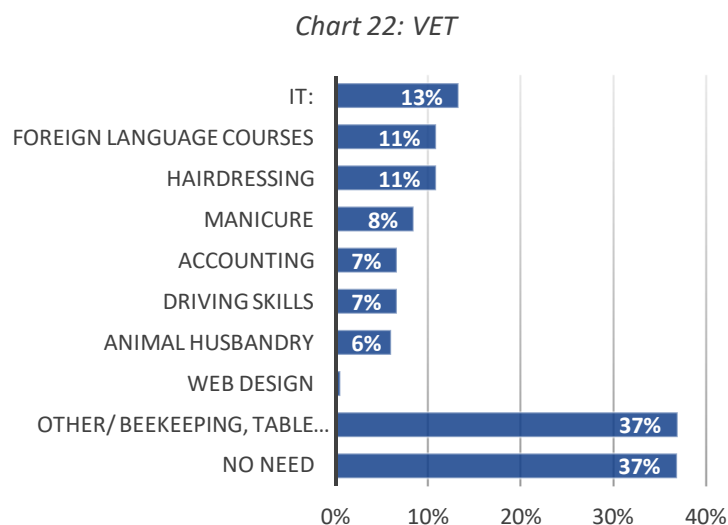
The predominant barrier identified by a significant majority is a lack of finance, with 79% of respondents expressing that financial constraints pose a significant challenge for starting entrepreneurship. A notable 15% identified a lack of knowledge and skills as a barrier. This suggests that there is a

segment of the population recognizing the importance of expertise and know-how in entrepreneurial endeavors. A substantial 23% reported "Other" barriers, which are specified as **health issues, age and uncertain situation in country**. Consequently, as support types, 100% of respondents identified financial support, in the form of grants or loans, as a crucial element in starting a business. Almost half of the respondents (49%) recognized the value of business courses as a form of support. This indicates a significant interest in acquiring knowledge and skills through formal educational programs. A notable 22% emphasized the importance of sales promotion as a supportive mechanism for launching and growing a business. 10% acknowledged the value of mentorship or advisory support and % identified making connections as a form of support.

2.10 Trainings

The findings on Vocational Education and Training (VET) preferences within the surveyed population showcase diverse interests and needs. A significant portion (37%) expressed no need for VET training, while an equal percentage highlighted diverse interests. IT courses gained the highest interest at 13%, followed by foreign language courses at 11%. Practical skills such as hairdressing (11%), manicure (8%), and accounting (7%) also mentioned.

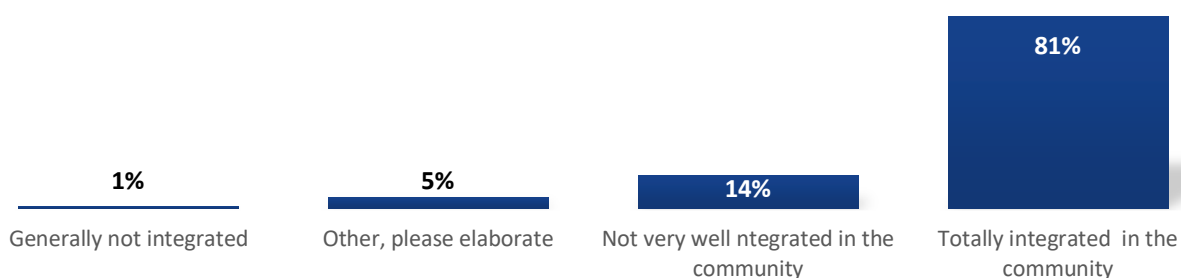
This varied landscape of VET preferences underscores the importance of offering a broad spectrum of training options.



2.11 Integration in community and needs for community-based services

This section delves into the perceptions and experiences of community integration within the surveyed population. Understanding the level of integration is pivotal for assessing the well-being and social connectedness of individuals in a new environment.

Chart 23: Integration in the community



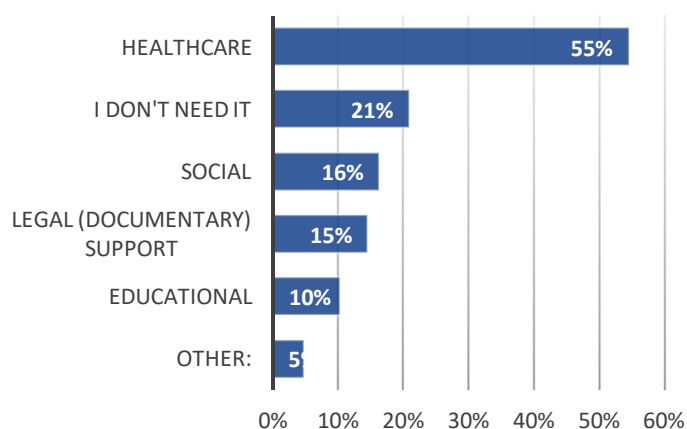
The findings reveal a dominantly positive outlook on community integration, with 81% expressing a sense of total integration. This majority suggests a strong connection and acceptance within the community, indicating a harmonious assimilation into the social fabric. On the other hand, 14% acknowledge a lesser degree of integration, indicating that a segment of the population feels not very well integrated. The small percentage (1%) reporting a general lack of integration underscores the need for a nuanced understanding of the factors contributing to this sentiment. Furthermore, 5% fall under the "Other" category, specifying they don't want to answer.

The survey population also have been asked for getting community-based services. 92% from the ones who has been provided with support mentioned that there were no challenges, the others specified delays of provision of services.

The survey findings on the need for community-based services among displaced individuals reveal diverse priorities.

Healthcare emerged as the top priority, with 55% emphasizing its critical importance. Notably, 21% express self-sufficiency, stating that they don't perceive a need for community-based services. Social services, legal (documentary) support, and educational services are valued by 16%, 15%, and 10% of respondents, respectively. Additionally, a smaller percentage (5%) falls under the "Other" category, specifying as support with finding job and provision of cash support. These insights highlight the varied needs within the displaced population, providing a foundation for tailored community-based services that address specific priorities and enhance overall well-being.

Chart 24: Need for services

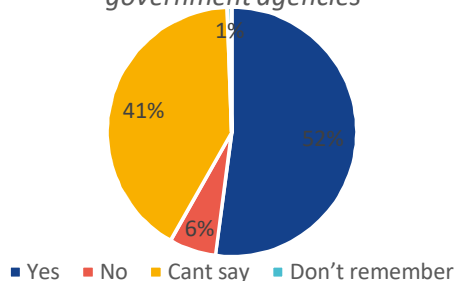


2.12 Coordination among humanitarian organizations and government agencies

The survey on coordination among humanitarian organizations and government agencies indicates a mixed perception within the displaced population.

Majority (52%) acknowledged collaboration between these entities, suggesting a level of synergy in addressing the community's needs. Conversely, a small portion (6%) perceives a lack of coordination, potentially signaling challenges in communication and collaboration. A substantial proportion (41%) expresses uncertainty regarding coordination, emphasizing the need for increased transparency and information sharing. These insights highlight the importance of enhancing coordination mechanisms to ensure effective support for the displaced population.

Chart 25: Coordination among humanitarian organizations and government agencies



3 Findings from Key informant interviews

The methodology involved interviews with key informants from Syunik region, encompassing central government representatives, local authorities, as well as NGO representatives.

In regard to housing issues of DPs, according to KII, approximately 60-70% of displaced individuals currently reside in houses or apartments through rental arrangements. A mere 2-3% of the displaced population possesses real estate within the RA territory. This highlights the predominant reliance on rental accommodations among those affected by displacement.

Collective shelters no longer house any individuals, as the government has stepped in to provide rental support and actively encourages the transition to private residences (rented house). State committed to facilitate the move from temporary accommodations to more permanent housing solutions. Some DP are still residing in hotels, and they too will strive to transition to more permanent residences in the coming months.

Numerous challenges persist in rented houses situated in rural areas, including insufficient living conditions, urgent need of equipment and furniture, the necessity for cosmetic repairs, frequent issues with logistic, water supply, and sewage systems, as well as inadequate sanitary conditions and heating problems.

In regard of protection, the assessment unveiled the awareness of key informants regarding vulnerable groups, including pregnant or breastfeeding women, individuals with physical disabilities, those with serious medical conditions, older people lacking family support, and those in need of mental health and psychosocial support. Despite a high percentage of persons with disabilities, there were insufficient rehabilitation services.

The fulfillment of primary humanitarian needs relies heavily on assistance from donors and the state. Currently, the urgent needs including adequate food and essential hygiene needs are covered. Additionally, there is a critical need for household appliances, basic household necessities, winter clothing, and firewood to address the comprehensive well-being of individuals affected by these challenges.

Shelter and non-food items emerged as urgent needs, with cash assistance requested for rent, utilities, and improving living conditions. While water and sanitation services were generally adequate, some areas faced challenges with insufficient places for washing and bathing.

In health and nutrition, displaced peoples faced risks due to displacement, crowded living conditions, and limited access to essential services. Health issues included respiratory infections, serious injuries, chronic conditions, and mental health concerns. Concerns were raised about the health system's capacity, particularly with the approaching winter.

Education section revealed that the majority of school-aged children attended school, but there was low enrollment in kindergartens. Housing uncertainty affected enrollment decisions. Issues included insufficient school infrastructure, a lack of teachers, textbooks, and accessibility for children with disabilities. The assessment highlighted a notable concern regarding the limited availability of kindergartens in certain areas. This scarcity poses a challenge, especially given the importance of early childhood education and the potential impact on the enrollment of young displaced children. The situation is further complicated by housing uncertainties, as families face difficulties in deciding on school and preschool/kindergarten enrollment for their children. While some communities lack preschool facilities altogether, others are struggling with overcrowded conditions, intensifying the need for accessible and sufficient early childhood education services.

There is a recognized need for a comprehensive Vocational Education and Training (VET) program that includes the provision of necessary equipment. A key aspect of this is ensuring access to essential equipment that aligns with the vocational training programs. The demand for comprehensive VET, coupled with the provision of required tools and resources, arises from the imperative to empower refugees with practical skills that enhance their employability and contribute to their self-reliance. It is crucial to incorporate

this aspect into the planning and implementation of vocational training initiatives, emphasizing a holistic approach to skill development for the benefit of the refugee community.

According to KII, the existing challenge lies in the limited opportunities available, with the demand not consistently being fully met. This discrepancy may be attributed to a mismatch between existing skills and market demands. Additionally, quality opportunities for skill development are also constrained.

On a positive note, there appears to be considerable potential in the realm of smart agriculture. Despite proposals from non-governmental local and international organizations (NGOs), there is a lack of systematic approaches, and a clear perspective on this specialization is often absent.

Resilience considerations emphasized the importance of employment support, job placement, and information on housing, with concerns about inadequate educational infrastructure in host communities. Gaps identified required immediate attention from national and local authorities, necessitating both short and long-term interventions to support displaced people integration.

Another note made by NGO representatives, is that given the current circumstances, the implementation of mid-term and long-term programs, along with effective awareness campaigns, is crucial for displaced individuals to make informed decisions about their place of residence and activities. Unfortunately, services are not being provided effectively.

One significant gap is the absence of comprehensive support centers in communities. The existing community structures are heavily overburdened, lacking sufficient capacity to meet the diverse and extensive needs of such a large displaced population. It is clear that the role and importance of communities in supporting the displaced and coordinating efforts are paramount. However, improvements are needed to enhance their capacity and effectiveness in addressing the evolving challenges faced by the affected population.

Addressing these shortcomings and straitening community support structures will be crucial in creating a more sustainable and supportive environment for displaced individuals. Ongoing efforts should focus on strengthening community resilience and fostering collaboration among various stakeholders to ensure the well-being and successful integration of those affected by displacement.

Overall, the assessment shed light on the multifaceted needs of the displaced people population, underscoring the need for a comprehensive and timely response from various stakeholders.

4 Recommendations

This section aims to provide a comprehensive and targeted approach to address the identified challenges and needs within the displaced population, fostering resilience and sustainable recovery.

1. **Tailored Assistance Programs:** Develop and implement targeted assistance programs that specifically address the diverse needs of displaced individuals, taking into consideration factors such as gender, household size, and unique challenges faced by female-headed households.
2. **Collaboration for Shelter Solutions:** Collaborate closely with different humanitarian actors and governmental bodies to expedite the provision of shelters for displaced individuals. This includes addressing challenges in finding suitable housing and ensuring financial constraints are adequately addressed.
3. **Monitoring and Evaluation of Aid Effectiveness:** Implement robust monitoring and evaluation mechanisms for aid programs to ensure they align with intended goals and objectives. This will help identify any obstacles in the delivery of assistance and assess the sustainability of support provided.
4. **Empowerment of Female-Headed Households:** Introduce targeted support mechanisms for female-headed households, encompassing childcare assistance, income-generating opportunities, and educational resources.
5. **Inclusive Strategies for Large Households:** Formulate inclusive support strategies that recognize the unique challenges faced by larger households, addressing issues related to resource allocation, family dynamics, etc.
6. **Awareness Campaigns and Community Registration:** Conduct awareness campaigns to inform displaced populations about available support programs and improve community registration processes. This will enhance the accuracy of community lists and promote increased uptake of assistance.
7. **Diversification of Assistance Programs:** Diversify assistance programs to address a broad spectrum of needs beyond immediate needs.
8. **Winterization Support:** Given the significant concerns about the impact of winter, urgent attention is needed to provide access to warm clothing, heating facilities, and other winterization necessities for the displaced population. Collaborative efforts between humanitarian organizations and government agencies should prioritize timely distribution and accessibility.
9. **Housing Infrastructure Improvement:** Addressing challenges related to functional kitchens, washroom facilities, and furnishings is crucial for ensuring dignified living conditions. Investment in infrastructure improvements, including kitchen appliances, sanitation facilities, and essential household items, will contribute to creating comfortable and supportive living environments.
10. **Healthcare Services:** Recognizing the prevalence of health issues, particularly cancer, blood pressure, mobility challenges, and diabetes, healthcare services should be tailored to address these specific concerns.
11. **Diversification of Income Sources:** Acknowledging the heavy reliance on state support, efforts should be made to diversify income sources. Creating employment opportunities, supporting entrepreneurship are crucial for enhancing the financial resilience of the displaced population.

- 12. Entrepreneurial Support:** Recognizing the entrepreneurial aspirations of a significant portion of the population, targeted support programs should be developed. This includes financial assistance, business courses, mentorship, and initiatives to address specific barriers such as lack of knowledge and skills.
- 13. Vocational Training Programs:** Tailoring vocational training programs to the diverse interests identified in the survey, such as IT courses, foreign language courses, and practical skills like beekeeping, agricultural skills will empower individuals with valuable skills.
- 14. Coordination Improvement:** Enhancing coordination among humanitarian organizations and government agencies is crucial for effective support delivery. Regular communication, information sharing, and collaborative planning will ensure a streamlined response to the diverse needs of the displaced population.

In conclusion, the report provides a nuanced understanding of the displaced population's challenges, resilience, and aspirations. The recommendations derived from these insights aim to inform targeted interventions, policies, and collaborative efforts that foster the well-being, stability, and integration of the displaced people.

