

ACT Alliance

Emergency Support to Displaced Vulnerable Populations from Nagorno Karabakh in Armenia

Appeal
ARM231

actalliance

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Project Summary Sheet							
Project Title	Nagorno Karabagh: Influx of Displaced People to Armenia						
Project ID	ARM231						
Location	Gegharkunik, Vayots Dzor and Ararat regions of the Republic of Armenia, possible extension to other areas with larger concentration of the displaced						
Project Period	<div>Start Date</div> <div>01 November 2023</div> <div>End Date</div> <div>31 October 2024</div> <div>No. of months</div> <div>Total project: 12 months</div> <div><i>Please, note that HEKS will implement only emergency component for 3 months</i></div>						
Requesting Forum	<div>Armenian Forum</div> <div> <input checked="" type="checkbox"/> The ACT Forum officially endorses the submission of this Appeal (tick box to confirm) </div> <div>List all organisations' names</div> <div>WCC Armenia Inter-Church Round Table Foundation (ART), ECLOF Foundation in Armenia (ECLOF) and UMCOR Armenia Foundation (UMCOR)</div>						
Requesting members	<div>Armenia Inter-Church Charitable Round Table Foundation (ART)</div> <div>Swiss Church Aid (HEKS/EPER)</div>						
Contact	<table border="1"> <tbody> <tr> <td>Name</td> <td>Karen Nazaryan, Executive Director of ART Beka Urushadze, Regional Director HEKS/EPER SC</td> </tr> <tr> <td>Email</td> <td>karen.nazaryan@roundtable-act.am Beka.urushadze@heks-eper.org</td> </tr> <tr> <td>Other means of contact (whatsapp, Skype ID)</td> <td>+37494409347 Karen Nazaryan</td> </tr> </tbody> </table>	Name	Karen Nazaryan, Executive Director of ART Beka Urushadze, Regional Director HEKS/EPER SC	Email	karen.nazaryan@roundtable-act.am Beka.urushadze@heks-eper.org	Other means of contact (whatsapp, Skype ID)	+37494409347 Karen Nazaryan
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Other means of contact (whatsapp, Skype ID)	+37494409347 Karen Nazaryan						
Local partners	<div>Armenia Round Table Foundation (ART): Implementation partner Multi Purpose Cash Assistance</div> <div>Syunik Development NGO: Implementing partner Shelter</div>						
Thematic Area(s)	<div> <input checked="" type="checkbox"/> Cash and Vouchers <input checked="" type="checkbox"/> Shelter and household items </div> <div> <input type="checkbox"/> Camp Management <input checked="" type="checkbox"/> Food and Nutrition </div> <div> <input type="checkbox"/> Disaster Risk Management <input type="checkbox"/> MHPSS and CBPS </div> <div> <input type="checkbox"/> WASH <input type="checkbox"/> Gender </div> <div> <input type="checkbox"/> Livelihood <input checked="" type="checkbox"/> Education </div>						

	<input checked="" type="checkbox"/> Health <input type="checkbox"/> Advocacy <input type="checkbox"/> Other:
Project Outcome(s)	Outcome 1.1: Displaced vulnerable individuals can cover their immediate basic needs Outcome 1. 2: Displaced vulnerable families have access to temporary shelter and integrated support Outcome 2.1: Facilitate access to livelihood and job opportunities for displaced people from Nagorno Karabakh in Armenia
Project Objectives	Objective 1: To enable displaced populations from Nagorno Karabakh to Armenia to meet their immediate basic needs Objective 2: To improve displaced women and men's from Nagorno Karabakh to Armenia equal access to appropriate income earning opportunities
Target Recipients	<div style="border: 1px solid black; padding: 5px;"> Profile <input checked="" type="checkbox"/> Refugees <input type="checkbox"/> IDPs <input checked="" type="checkbox"/> Host population <input checked="" type="checkbox"/> Returnees <input type="checkbox"/> Non-displaced affected population </div> <p>Multi Purpose Cash Assistance: 7300</p> <p>Shelter: 350</p> <p>Trainings on marketable skills: 130</p> <p>As the needs assessment and aid recipient selection are not finalised, disaggregated baseline and target data will be provided at later stage and upon each situation report.</p>
Project Budget (USD)	1,361,997USD

Reporting Schedule

Type of Report	Due date
Situation report	15 February 2024 quarterly
Interim Report (narrative and financial)	30 April 2024
Final narrative and financial report	31 December 2024
Audit report	31 January 2025

Please kindly send your contributions to either of the following ACT bank accounts:

US dollar

Account Number - 240-432629.60A
 IBAN No: CH46 0024 0240 4326 2960A

Account Name: ACT Alliance

UBS AG
8, rue du Rhône
P.O. Box 2600
1211 Geneva 4, SWITZERLAND
Swift address: UBSWCHZH80A

Please note that as part of the revised ACT Humanitarian Mechanism, pledges/contributions are encouraged to be made through the consolidated budget of the country forum, and allocations will be made based on agreed criteria of the forum. For any possible earmarking, budget targets per member can be found in the "Summary Table" Annex, and detailed budgets per member are available upon request from the ACT Secretariat. For more information on this appeal's pledges and contributions, information is through this link: [00 Appeals reports](#), Appeal Code ARM231.

Please inform the ACT Humanitarian Finance at humanitarianfinance@actalliance.org of all the pledges or contributions and transfers mentioning the appeal code in the subject of the email. We would appreciate being informed of any intent to submit applications for back donor funding and the results of these applications. We thank you in advance for your kind cooperation.

For further information, please contact:

Europe

Humanitarian Programme Officer, Dragana Levicanin (Dragana.Levicanin@actalliance.org)
Armenia Forum Convener, Karine Baghdasaryan (karine_baghdasaryan06@yahoo.com)

Visit the ACT website: <https://actalliance.org/>

Niall O'Rourke

Head of Humanitarian Affairs
ACT Alliance Secretariat, Geneva

BACKGROUND

Context and Needs

Between 19 and 20 September 2023 after nine months of blockade Azerbaijan launched a massive military attack on Nagorno-Karabakh region, several were subjected to intensive shelling by the Azerbaijani armed forces. According to Human Rights Defender's report¹ as of September 20, at least 200 deaths and more than 400 wounded persons, including civilians, were reported. The number of injured people among the civilian population exceeded 40 persons, including 13 children. There were 10 confirmed civilian deaths, including 5 children. Further information about casualties was impossible to define objectively as the Nagorno-Karabakh state and municipal administrations were no longer functioning. Over 101,848 Armenians fled, more than 30,000 of them were children, 52% are women and girls, 31% are children, and 16% are people with disabilities². 98,000 displaced³ located across Armenia (with population of 2.8 million) People arrived in Armenia exhausted physically and mentally after nine months of blockade, waiting hours to cross the border with Armenia with many in shock. Malnutrition and stress were evident among the displaced population with problems especially severe among children and pregnant women.. People arrived squeezed in cars and buses, with a few bags many people only managed to bring some clothes with them.

The displaced people are in urgent need of all types of support including shelter, daily essentials, warm clothes, shoes, food, kitchen utensils, beddings, hygiene supplies, heaters, furniture, etc. Psychological support is extremely important as well. A total of 53,900 displaced are in temporary accommodation in state-provided facilities, others stay at relatives' homes or find accommodation on their own. The movement of people to and from the region and villages is very high and will continue, as local authorities offer accommodation mainly in rural areas, mostly in empty houses lacking basic living, sanitary and hygiene conditions, such as water supply, bathrooms, etc. The influx of refugees has been so large that in many ways the lives of host communities, who are already overstretched, have been significantly affected. An estimated 95,000 people from host communities will require support⁴.

The Armenian government has announced a new accommodation assistance programme for the forcibly displaced persons from Nagorno-Karabakh. A monthly 40,000 drams is being provided per person to cover the cost of accommodation and an additional 10,000 drams per person for all utility expenses. This program was launched October 1 for at least 6 months. All forcibly displaced persons, regardless of age, will be beneficiaries of the programme.

In view of the massive arrival of forcibly displaced people to Armenia, ART will act promptly to identify, select and provide cash-based assistance to displaced families and offer support opportunities.

ART has consulted with the Ministry of Labour and Social Affairs (MLSA) of Republic of Armenia, is a member of a cash-based assistance group under the lead of UNICEF assigned by the MLSA to coordinate the work of civil society organizations working on emergency response through cash-based assistance, ART consulted local authorities and paid site visits to displaced in host communities in Gegharkunik and Ararat regions, which are on the border with Azerbaijan and Turkey.

To ensure a community-centred approach, consultations and visits with host communities are conducted. Feedback from these consultations is for designing and implementing humanitarian assistance, aligning interventions with the specific needs and priorities of the displaced populations.

¹ www.ombuds.am/images/files/a35f939de3e1ce0aebb9a4248f7a5868.pdf

² <https://www.gov.am/en/news/item/10389/>

<https://reliefweb.int/report/armenia/armenia-refugee-response-plan-october-2023-march-2024>

³

⁴ data source, UNICEF, Humanitarian Action for Children, Multi-year 2023-2024, <https://www.unicef.org/ap-peals/armenia>

Capacity to respond

ART has a substantial presence and long-standing operational experience related to emergencies and massive displacement, as well as partnerships with local organizations and faith actors which we can leverage for a more comprehensive and effective response. ART has been responsive with humanitarian aid at the times of hazards (e.g. droughts), Covid-19 (more than 2,700 people were assisted), and conflicts. ART has been assisting people affected by Nagorno Karabagh in 2020, military attack on sovereign territory of Armenia by Azerbaijan in 2022. From October 2020 up to October 2022 ART has served 17,950 people with cash assistance, food supplies, hygiene, warm clothes, bedding, and psycho-social support (PSS).

ACT Armenia forum members, ECLOF and UMCOR, local authorities in target areas, church related social workers, priests are available to support implementation of the Appeal. Through previous work on emergency response ART has established constructive cooperation and working relations with the mentioned counterparts and with their involvement as key informants on affected population, ART will cross-check the lists of cash assistance recipients as well as offer development opportunities (e.g. trainings) using available facilities (e.g. premises of social centers) and human resources (e.g. social workers and priests) for PSS. ART has already approached MLSA and local authorities for information on displaced population, list of beneficiaries, paid site visits to displaced people in host communities in Gegharkunik and Ararat regions. Based on consultations with local authorities, church and social workers, findings from site visits and interviews with displaced people, ART designed the Appeal which requests cash-based assistance to take care of immediate humanitarian needs of people and support early recovery measures.

For the implementation of this project ART will preliminarily focus on Gegharkunik and Ararat regions. The choice of the regions is made with the consideration of vulnerability of the region and the displaced who will stay there, capacities and human resources of ART and its partners. Nevertheless, it will not limit project geography to these regions alone, as ART would like to address needs of displaced people in other regions as well. For cash base assistance ART will evaluate situation of displaced in different regions and cross-check availability of support with MLSA, local actors, Church and non-state actors, to keep it flexible and address the needs of the most vulnerable during the course of Appeal implementation, when the resources of other actors will be exhausted (experience shows that after initial and immediate phase following the conflict/emergency local and international support becomes scarce), therefore, ART will expand project geography for cash assistance upon the need and reality.

The provision of humanitarian aid worldwide is one of the mandates HEKS/EPER given by the Federation of Swiss Protestant Churches (EKS). HEKS/EPER has carried it out over the past decades in many small- and large-scale emergencies worldwide and renewed it in the new HEKS/EPER International Programme. The humanitarian aid is anchored in the HEKS/EPER International Programme (2021-2024) global results framework as outcome 1, 'Basic needs during the crisis are covered'.

HEKS/EPER responds to conflicts, disasters, and protracted crises and encompasses interventions to cover the basic survival needs of affected population groups in a timely and professional manner according to Sphere (core humanitarian) standards. HEKS/EPER works through data from UNHCR, OCHA's Global Humanitarian Overview 2022, and the World Bank's updated Groundswell report.

Where HEKS/EPER is present with its development programmes, we rely on the network of long-term local partners to deliver humanitarian aid. Usually, these partners are part of the Disaster Response Plan and capacity strengthening on humanitarian aid is done before a crisis. Where external conditions allow (e.g., functioning banking system and competitive markets), cash-based approaches are the preferred implementation methods as they allow recipients greater flexibility and dignity. In most crises, the host communities have been just as severely affected as the refugees or IDPs. Thus, HEKS/EPER addresses the needs of host and displaced communities and acts conflict-sensitively.

Irrespective of the nature of life-saving interventions, emphasis is put on linking these with the subsequent phases of rehabilitation, livelihood recovery, and development, focusing on increasing the affected population's resilience to future threats.

HEKS/EPER covers to humanitarian crises in 18 countries: Ukraine (war), Haiti (earthquake), Czech Republic (Refugee crisis), Romania (Refugee crisis), Moldova (Refugee crisis), Lebanon (Overlapping crisis),

Syria (war), Iraq (Internal displacement), Palestine (Conflict and economic crises), Congo (Conflict and displacement), Uganda and South Sudan (Refugee crises and Conflict), Ethiopia (Multiple crises) etc.

RESPONSE STRATEGY

The Results Framework should be annexed to this appeal proposal

The proposed response, a joint initiative by HEKS/EPER and ART, is geared to address with unmet needs in the aftermath of massive displacement, due to the recent conflict in Nagorno Karabakh. The conflict has led to the displacement of thousands of people, including women, children, the elderly, individuals with disabilities, and those with special conditions. These vulnerable populations are facing dire living conditions and are in urgent need of shelter and basic needs.

The project seeks to enable displaced vulnerable population from Nagorno Karabakh in Armenia to meet their immediate basic needs and restore livelihoods through three key components, which will be implemented through two partner organisations, coordinated, monitored, and guided by HEKS/EPER and ART. Leveraging the combined strengths and resources of the three organizations, a multi-faceted response addressing key areas of need, including cash assistance, shelter and trainings to improve income generating activities will be unfolded.

Locations

The programme is set to be implemented in Ararat, Gegharkunik and Vayots Dzor regions identified through rapid needs assessments conducted in collaboration with local partners and networks. Local churches, having knowledge and access to authorities and resource, were consulted for the design and implementation of the response and participated in the initial assessments. Though the present programme, the partnership scheme plans to focus our capacities on these communities, addressing the needs of the most vulnerable population, and commits to fostering partnerships with local actors, leveraging their knowledge and resources for the best possible outcomes.

Target groups

Target population of the Appeal for cash-based assistance are vulnerable populations as female headed households, extended households with 3+ children (minors), single elderly, families with members killed during 2020-2023 wars and military clashes, with captives and missing people, people with disabilities; for early recovery young people and women (single mothers, widowed, unemployed).

For the shelter component, priority will be given to women-led families with underage children, elderly people, families who lost their family members during the last military attack, large families that have no other accommodation options.

Outcomes

11 Displaced vulnerable individuals are able to cover their immediate basic needs

The programme component, implemented by ART will provide multi-purpose cash assistance to displaced vulnerable families, allowing them to meet their most pressing needs, whether it be food, clothing, medical supplies, or other essentials. Based on ART's experience of emergency response from the wars in 2020 and 2022, cash modality is the most flexible and dignified form of support. ART, therefore, plans to provide cash assistance to displaced people. This approach empowers vulnerable individuals to make choices based on their unique circumstances. The programme intends to distribute MPCA to beneficiaries, a strategy that supports local market recovery while allowing the affected individuals the flexibility to address their specific needs.

As a very immediate response, ART will address 7.300 forcibly displaced people with a minimum of 50,500 AMD per person (equal to about 129 EUR at the exchange rate of these days). The amount of will be enough to cover for one month food costs per person further to the list of food items and calories during emergencies introduced by the Ministry of Social Affairs and Labour of the Republic of Armenia. Preliminary needs of people: priorities - shelter, food and hygiene, winterization, health. Cash assistance/cash response will be implemented through transfers to postal or bank services, where beneficiaries will receive the amount upon the documents presented and ensuring that household carries a status of displaced. The

cash component will be more intense during the first three months of the implementation, to help bridging the relocation, and is designed to gradually decrease its reach.

1.2 Displaced vulnerable families have access to temporary shelter and integrated support

A shelter and integrated services component will be implemented by Syunik Development NGO, offering temporary shelter solutions, including rent subsidies and essential housing materials, to ensure displaced vulnerable families have safe and secure living conditions. Displaced individuals will also be hosted at a summer camp building belonging to the Vayots Dzor Diocese. Syunik NGO staff and volunteers will conduct on-site registration and needs assessments. The selection of families and people accommodated will be conducted in collaboration with the local diocese, regional authorities, and the emigration service; a rapid need assessment is organized by the emigration service and representatives of the Armenian government. Based on the aforementioned vulnerability criteria, the regional government will provide a list of selected individuals.

As part of the project, missing items for the shelter, including kitchen supplies, room furnishing, hygiene products, medicine, and food, will be purchased. Psychosocial support sessions and temporary art therapy and rehabilitation activities will be implemented for children and kids by the experienced psychologists and volunteers.

To ensure access to education, we will ensure transportation from shelter to two respective schools, which are on the distance of 3km and 5 km from the camp building.

2.1 Facilitate access to livelihood and job opportunities

Capacity enhancement on marketable skills will be offered as early recovery measures that will result in a more sustainable improvement of livelihood. The kind of training will be decided based on the needs and in consultation with project beneficiaries.

Displaced adults as well as people from host communities interested in acquiring marketable skills and knowledge will be invited to take part in training courses, and upon its successful completion get a donation of necessary equipment to start their small businesses, or get jobs in relevant speciality. 110 people will be involved in early recovery activities.

Results Framework is attached.

Exit strategy

After the implementation of cash distribution and early recovery ART will facilitate integration and entry into labour market of displaced people, also inclusion into other development work of ART and activities (social, educational) of social centers co-funded and supported by ART in different regions of Armenia (run in Aragatsotn, Armavir, Gegharkunik, Lori, Shirak, Tavush), one more centre is planned to be established in Ararat as a follow up from the early recovery activities funded by this appeal. ART will mainstream the costs in its programme 2023-2025 and ensure co-funding for social, educational and development activities for the displaced while raising additional funds with international resources to accompany rehabilitation, development and resilience building.

After implementation of immediate response, HEKS/EPER will carry out additional needs assessment and plan further actions in cooperation with other international organizations, operating in the region. The displacement crisis will affect HEKS/EPER's South Caucasus programme, and it is very likely that HEKS/EPER will also provide rehabilitation support and include the displaced as target group in the long-term development cooperation programme.

Within the framework of organized coordination involving HEKS/EPER partner organizations and ongoing projects (such as the SDC-funded VET program in Armenia, Strengthening Journalists' Skills, Youth for Peace in South Caucasus etc.), displaced individuals will actively participate in project activities aligned with their interests and qualifications.

We will place particular emphasis on the youth and children, ensuring their enrollment in mainstream schools and facilitating their involvement in various youth rehabilitation and adaptation programs.

The project will be implemented as an emergency rapid response to forcibly displaced people who found refuge in above mentioned regions. Cash assistance and shelter will cover the first needs of the people. After initial and immediate phase of humanitarian support, ART will plan development project for those people.

In addition to addressing basic needs, Syunik Development NGO will offer psychological and rehabilitation support. Once the primary needs are met, the NGO will formulate long term strategies for these individuals, encompassing integration initiatives, educational opportunities, support in the labour market, and economic development, among other initiatives. As part of our exit strategy, we will also work to identify other national and international organizations that can commit resources for continued support to forcibly displaced people. Furthermore, we will actively engage in knowledge sharing and collaboration with other development actors, both within the local context and internationally, to ensure the dissemination and incorporation of best practices and lessons learned into future programming.

PROJECT MANAGEMENT

Implementation Approach

Throughout the project implementation phase, HEKS/EPER is committed to providing comprehensive oversight and defining the crucial roles of steering, monitoring, and quality assurance.

The project aims to prioritize and assist vulnerable individuals and families displaced from Nagorno Karabakh to Armenia, ensuring that their unique needs are addressed and that they receive the support necessary for their well-being and resilience.

ART and Syunik Development NGO will cooperate with different entities for project implementation. It will include local government agencies, NGOs Armenian Apostolic Church Dioceses and ART supported social Centres if needed. ART is participating in the Protection Working Group (PWG) meetings and consultations organized by the UNHCR Armenia, constantly sharing and updating on the activities that organization is carrying out with forcibly displaced people. Periodically, by the initiative of Ministry of Labor and Social Affairs of the Republic of Armenia meetings on the current needs and plans are organized. If a cash working group might emerge, ART will participate and adopt its recommendations. ART as an organization active in the field is always present with its proposals and suggestion.

Syunik Development NGO will actively cooperate with different entities for project implementation. It will include local and regional authorities, the Diocese of Vayots Dzor, and different NGOs. Local authorities direct forcibly displaced people to Syunik Development NGO for accommodation and basic needs support. At the same time, NGO helps local authorities with volunteers, who work at the Vayk registration point, where they register forcibly displaced people and implement different activities based on the circumstances. Contacts with local governors, municipalities and relevant departments will be established, as they are usually responsible for accommodation of displaced people in their regions and are aware of beneficiary lists and others.

The field teams, in close collaboration with beneficiaries, will directly implement most project activities. The project also adheres to the highest international standards, like the Core Humanitarian Standard on Quality and Accountability.

ART will ensure that project recipients are informed about the project activities through local authorities and priests serving host communities. Apart from this, ART will give each recipient a note on project information, phone number and e-mail address for feedback, and written consent on use of their personal data for transfer, photos for visibility.

Local faith actors (Primates of Dioceses, priests, church related social workers) have been involved in Appeal design as key informants on needs of displaced population, and this resource will be used for implementation of the Appeal.

ART has used the cash assistance modality in response of massive influx of displaced from Nagorno Karabakh after 2020 September war, in response to war affected bordering communities in Gegharkunik

region after September 2022 attack on sovereign territory of Armenia, and in response to resilience building and livelihood improvement of war affected families through support of micro grants for income generation activities. Both cash base and resilience building activities proved to be effective and ART has working experience in implementation of proposed activities.

Cash assistance programme will be implemented in collaboration with Ministry of Labour and Social Affairs, local authorities and church related structures to identify and deliver cash assistance to displaced people. Ministry will provide the lists of beneficiaries to ART. Taken the continuing movement of displaced population, the lists will be crosschecked with local administrations, as well as through needs assessments in places. Visits to possible project sites will be paid by project staff, clergy and social workers. Cash assistance will be organized through the local official postal operator for the transfers to beneficiaries, or through bank transfers. Both formats were successfully implemented during the previous emergencies.

Additionally, for cash-based assistance monitoring will involve verification and cross-checking of cash assistance recipients lists, phone calls to verify receipt and satisfaction. For recovery activities monitoring will involve data collection through participants lists, entry and exit tests, and phone calls. A note on project information, with a phone number and e-mail address will be provided to all project participants, thus a channel for feedback and complaints will be ensured, this will provide first hand information and allow ART adapt its approach in a timely manner.

An important component of the implementation model involves a conflict-sensitive and 'Do-No-Harm' approach. Protection, gender, and disability are mainstreamed to ensure safety, dignity, and meaningful participation of diverse communities in the program cycle, thus enhancing the project's sustainability. To guarantee that the project's beneficiaries are informed, we will hold regular community consultation meetings, where in all project-related information will be shared. Moreover, we will incorporate their feedback and suggestions.

ART prioritizes and uses participatory approach in its activities, gender analysis will be carried out to identify gender-based constraints (e.g., for cash assistance receipts) and needs for early recovery activities, ART will ensure that women and men have equal access to trainings offered by the Appeal, cash assistance recipients and participants to early recovery activities will be involved in monitoring and feedback sharing.

There has been an expressed interest in supporting activities by DanChurchAid, Diakonie Katastrophenhilfe, resulting to bi-lateral cooperation agreements between ART and HEKS/EPER, DanChurchAid, Diakonie Katastrophenhilfe, which will leverage the cash-based assistance measure (HEKS and DanChurchAid, DKH partially) and early recovery measures (DKH partially).

Implementation Arrangements

ART in cooperation with ACT Armenia Forum members, ECLOF and UMCOR will plan, implement and report on implementation of Appeal, ECLOF and UMCOR will assist with human resources (assigning staff for verification visits) and transportation.

MLSA and Unified Social Services will be approached for cash transfer modality and access to beneficiary data base, lists will be verified with the involvement of local authorities and Church as they have local knowledge and know about situation of displaced residing in their communities.

ART is a participant to UNHCR Armenia protection working group and UNICEF led cash-based assistance working group, ART shares information on MLSA platform, UNHCR and UNICEF working groups 5W excel sheets, informs about its planned and implemented activities and approaches and learns about activities of other organizations.

As the custodians of project execution, HEKS/EPER is unwavering in its dedication to maintaining a vigilant and inclusive approach throughout the entirety of the project implementation phase. To this end, HEKS/EPER is resolute in commitment to several key aspects:

Comprehensive Oversight: HEKS/EPER will assume the role of a vigilant guardian overseeing every facet of the project. The project team will diligently manage all project components, ensuring that they align seamlessly with our overarching objectives and the needs of the communities we serve.

The project team ensures that well-defined steering mechanism that guide the project's strategic direction. This entails setting clear goals, delineating responsibilities, and establishing decision-making processes that will govern the project's trajectory.

Establishing a robust monitoring system that is designed will ensure capturing real-time data on project progress. Through continuous data collection and analysis, the project team will maintain a finger on the pulse of the project, identifying successes and areas that require intervention.

Same as in other humanitarian aid projects, HEKS/EPER will implement rigorous quality control measures to uphold the highest standards throughout the project's lifecycle. This includes periodic assessments, quality checks, and the adoption of best practices.

Recognizing that circumstances can change rapidly in humanitarian work, we commit to an adaptive approach. We will remain agile and ready to recalibrate strategies and activities to respond effectively to evolving needs and challenges.

In summary, HEKS/EPER's commitment to comprehensive oversight, steering, monitoring, and quality assurance is unwavering. Our approach is underpinned by a dedication to delivering meaningful and lasting impact in the communities we serve. Through meticulous planning, continuous vigilance, and a tireless pursuit of excellence, we aim to fulfill our mission of alleviating suffering, promoting dignity, and driving positive change for those in need around the world.

ART and Syunik Development NGO staff will be directly involved in project implementation phase. ART will obtain data and information on forcibly displaced people who found a refuge in above mentioned regions. Through local authorities and partner organizations visits, interviews and participatory assessment will be provided. Based on the gathered information ART in consultation with Ministry of Social Affairs, Primate of Diocese, local clergy, social workers and local authorities will define selection criteria for the project beneficiaries, which will be transparent and align with the project objectives and reflect the goal of the project. As soon as lists of displaced people are available and accessible for ART preliminary screening and selection as well as home visits will be paid by ART staff. Decision on the cash-based assistance recipients will be finalized based on the selection criteria and assessment. Transfers will be made by ART to aid recipients through postal branches.

Syunik - Development NGO will obtain information on forcibly displaced people from local authorities and the Vayk registration point. Based on the information most vulnerable group will be distinguished. Then the Syunik- Development NGO will provide shelter and other basic needs activities, psychological support, and rehabilitation assistance. In order to have the exact track of forcibly displaced people Syunik Development NGO staff will register and collect data about families' needs. Young volunteers and staff members from the NGO will assist during the respond implementation. According to the agreed timeline and requirements, Syunik NGO's manager will provide detailed financial and narrative reports, visibility materials, and success stories of the shelter activities.

Project Consolidated Budget

	Appeal Total	HEKS/EPER - Swiss Church Aid	Armenia Round Table Foundation
Direct Costs	1,300,693	322,318	978,375
1 Project Staff	62,963	20,258	42,705
1.1 Appeal Lead	-	-	-
1.2 International Staff	-	-	-
1.3 National Staff	62,963	20,258	42,705
2 Project Activities	1,041,476	271,268	770,208
2.1 Public Health	-	-	-
2.2 Community Engagement	-	-	-
2.3 Preparedness and Prevention	-	-	-
2.4 WASH	-	-	-
2.5 Livelihood	937,087	166,878	770,208
2.6 Education	2,245	2,245	-
2.7 Shelter and Household items	28,493	28,493	-
2.8 Food Security	65,863	65,863	-
2.9 MHPSS and Community Psycho-social	7,789	7,789	-
2.10 Gender	-	-	-
2.11 Engagement with Faith Leaders	-	-	-
2.12 Advocacy	-	-	-
3 Project Implementation	134,841	2,660	132,181
3.1. Forum Coordination	2,660	2,660	-
3.2. Capacity Development	132,181	-	132,181
4 Quality and Accountability	45,141	23,852	21,289
5 Logistics	15,255	4,280	10,975
6 Assets and Equipment	1,017	-	1,017
Indirect Costs	21,634	-	21,634
Staff Salaries	20,475	-	20,475
Office Operations	1,159	-	1,159
Total Expenditure	1,322,327	322,318	1,000,009
ACT Secretariat management and coordination cost SMC	39,670		
Total Expenditure + SMC	1,361,997	322,318	1,000,009

Project Monitoring, Evaluation and Learning

HEKS/EPER and ART are committed to ensuring the successful execution of the projects through a rigorous and comprehensive approach to monitoring and quality assurance, recognizing the paramount importance of upholding the highest standards of effectiveness, accountability, and impact. The rationale and methodological approach (based on mixed quantitative and qualitative methods) will be reflected into an overall MEAL plan, that will be developed under the coordination of ACT secretariat within the first month of the implementation.

A robust MEAL system will be developed under the following pillars:

- Reporting:** The provision of regular, monthly situation reports, as well as periodic reviews and evaluations of the project's progress against its objectives, including recommendations for improvements and adjustments. Systematic data collection will feed reporting, accountability, learning and performance requirements, will be implemented based on field reports, registration lists, assessments, class observations and field visits.
- Quality assurance:** QA procedures will be integrated into project activities from the outset to ensure that all aspects of the project, including cash and training services, adhere to established standards and best practices.
- Coherence/ engagement with other stakeholders:** During the project, periodic visits to project sites, meeting with local stakeholders, class observations, interviews with training participants and graduates, mid-term reviews will be carried out to ensure channel of reciprocal communication is established, Appeal remains relevant and responsive to the needs of displaced, based on findings and recommendations from monitoring, improvement and adjustments will be made accordingly.
- Feedback mechanism:** An open channel of communication will be established with project stakeholders, including beneficiaries, local partners, and team members. This feedback will provide valuable insights into project implementation, enabling us to address challenges promptly and adapt to changing circumstances. Based on the feedback from beneficiaries, changes will be made in order to improve the quality of the assistance, and program corrections will be done. Additionally, ART will organize initial consultations to identify the most appropriate feedback mechanisms, ensuring the purpose of these mechanisms is understood

- v. by everyone involved, thus fostering an environment conducive to continuous learning and improvement.
- Learning:** Learning and good practices will be shared within the partners and donors and the broader humanitarian community to improve future responses. This will be done through reports, and other relevant means.

Safety and Security plans

The security of project staff, partner organizations, and beneficiaries is of utmost importance. Security risk assessment matrix (Annex 2) is developed to identify potential risks related to the implementation of the project. The assessment takes into consideration the current security situation in Armenia, including ongoing political instability, political and civil unrest, outbreak of new war, and possible natural disasters.

The force major situations such new outbreak of war on the territory of Armenia, internal displacement of people, natural disasters, internal political and civil unrest constitute the major external risk factor for project implementation. Should one or more of the listed risks arise requesting members will align the project activities in consultation and with approval of ACT Alliance.

Conflict of interest between host communities and displaced are possible. In order to minimize this risk, it will be clearly communicated to the host communities that the focus of humanitarian aid should be on meeting the immediate needs of those who have been forcibly displaced. For early recovery measures, however, to mitigate the risk in the spirit of 'do not harm' opportunities will be availed for participation of host communities and displaced people.

PROJECT ACCOUNTABILITY

Does the proposed response honour ACT's commitment to safeguarding including PSEA? All staff and volunteers of requesting members, particularly those involved with the response, will be required to sign the requesting members' Code of Conduct. If you don't have one, members can use [ACT's Code of Conduct](#).

☒ Yes

☐ No

As ACT Alliance secretariat is CHS certified, ACT appeals will be implemented with adherence to CHS commitments.

Code of Conduct

ACT members are committed to guard against the abuse of power by those responsible for protection and assistance to vulnerable communities. Especially in humanitarian crises, the situation of affected populations presents a particular ethical responsibility and duty of care on the part of ACT members and other humanitarian actors. Therefore, ACT members have a responsibility to ensure that all staff and volunteers are aware of the Code of Conduct, sign it, and understand what it means in concrete behavioural terms. ACT members also ensure that there are proper mechanisms in place to prevent and respond to sexual exploitation and abuse. ACT member staff, volunteers, and associates are expected to sign and adhere to the ACT Code of Conduct. During orientation, staff and volunteers receive the ACT Code of Conduct in local languages to review and sign, ensuring that all understand the code's contents and are aware of related expectations. In case any incident occurs, a complaint and response mechanism is in place to address beneficiary feedback, including addressing violations of the ACT Code of Conduct. Disciplinary measures are in place to address a staff member or volunteer who violates the Code of Conduct. ACT members will continue to ensure that the principles of the Code of Conduct are incorporated into the planning and implementation of activities under the Appeal. Moreover, the ACT Code of Conduct will be communicated to the beneficiaries, and they will be made aware of the complaint mechanisms available for their use. Proper complaints and handling mechanisms will be put in place at the community level.

ART being the member of ACT Alliance follows the ACT Code of Conduct Policy. ART introduces the ACT Alliance Code of Conduct to all its employees and implementing partners who signed it. The ACT Code of Conducts (CoC) serve as a cornerstone for our project operations, outlining the expected ethical behavior and standards of professionalism for all staff and volunteers involved.

All staff members and volunteers of Syunik NGO have signed a Code of Conduct based on the HEKS/EPER guidelines. In 2020, they received training on the Core Humanitarian Standards from UNDP Armenia.

Safeguarding

All implementing members of the ACT Alliance, believe that all forms of violence, abuse and exploitation are an affront to everyone's dignity as human beings. We believe that all people have a right to be always safe, and that all people have equal rights to protection from all forms of abuse, neglect, and exploitation, regardless of their gender, nationality, age, religious or political beliefs, family background, economic status, legal status, ability, physical or mental health or criminal background, and that any form of abuse or exploitation is unacceptable. All staff members, partners and stakeholders are expected to adhere to all policies and guidelines adopted by implementing members.

Staff recruitment: all measures should be taken to screen the individual's suitability to work in the humanitarian sector, the purpose of this is to ensure that staff members are properly vetted for any abuse offenses committed. This may include gaining additional personal references. Working with children, women or any vulnerable groups require additional background and extended reference checks.

ART adopted Gender Policy Principles in its work, which operationalize Safeguarding commitments. This policy was developed and readily available to all project staff and stakeholders. As mentioned above ART follows ACT Code of Conduct and Code of Good Practices policies that explicitly prohibits any form of child abuse, exploitation, or harassment within the project. Our Safeguarding commitments, particularly Child Safeguarding and Prevention of Sexual Exploitation and Abuse (PSEA), are integral to our project. We are devoted to ensuring the safety, well-being, and protection of all individuals involved. All staff and partners are aware of and signed to adhere to this Code.

The project will have feedback mechanisms, such as telephone numbers, e-mails, regular monitoring visits to ensure that project beneficiaries can report on cases of SEA allegations. Clear and confidential reporting mechanism will be established for anyone to report suspected cases of child abuse or exploitation. Reported incidents will be investigated by dedicated team or focal point responsible person ensuring that legal authorities are involved if necessary and take appropriate disciplinary actions. Collaboration with local authorities, relevant government agencies and other organizations working in the same area will be conducted with the aim to share information and coordinate efforts in safeguarding displaced populations.

By operationalizing our Safeguarding commitments, we aim to create a safe and protective environment for all individuals, particularly children, preventing any form of exploitation, abuse, or harm. We remain vigilant and proactive in addressing safeguarding concerns and continuously improving our practices to ensure the highest standards of protection and accountability.

For Syunik - Development NGO safeguarding beneficiaries and staff is prioritized. Feedback mechanisms will be used, such as phone number, email address, field visits, and individual discussions will be held by the project manager. During the implementation of the project feedback mechanism will work actively. If any cases are recorded, the appropriate disciplinary actions will be taken.

Conflict sensitivity / do no harm

ACT Alliance programming is underpinned by the 'Do No Harm' principle and gender and conflict sensitivity. This project will integrate 'Do No Harm (DNH) Approach' at all stages of project implementation, monitoring, and reporting. Partners' needs assessments include a gender analysis. Gender equality will be integrated such that: men, women, girls', and boys' benefit from (and are not disadvantaged by) the assistance. At the inception of the project, orientation to the project staff will be conducted on the local dynamics, power structures and gender relations. The project's impact on the communities will be accurately assessed to make sure it strengthens local capacities for peace and reduce the divisions and sources of tensions that can lead to destructive conflict. ACT members will ensure that the assistance does not create harm to the safety, dignity and integrity of the women, men, girls, and boys receiving it, and is provided in ways that respect their rights and does not reinforce oppressive gender stereotypes. Partners' complaints feedback mechanism and ongoing participatory monitoring will allow for community participation and input

into members' programmes. All partners of the project are familiar with the "Do No Harm" approach and apply its mechanisms in their interventions.

MEAL system ensures that timely feedback being received, processed, and communicated along predefined routes and procedures. Effective and efficient emergency response is designed and implemented in a way that supports shifting towards early recovery and then, longer-term development. Different sectoral activities are building on cross-cutting frameworks such as the Humanitarian-Development-Peace Nexus, Durable Solutions Programming and promotion of Social Cohesion/Stability.

ART adheres to principles of 'do no harm' approach and as a member of ACT Alliance, implements its humanitarian, development, and advocacy work in compliance with ACT policies and Code of conduct.

Besides, by employment contract ART staff and partners are personally and collectively responsible for upholding and promoting the highest ethical and professional standards in their work, observance of matters of confidentiality and other terms of cooperation with third parties. The project was designed in the context of emergency where project activities will take place, as well as with comprehensive understanding and recognition of strengths and limitations of non-state and state actors, their profiles and dynamics. In both key components of the project conflict sensitivity will be reflected. To avoid negative impacts and maximize positive effects of project efforts DNH (Do No Harm), ART plans to evolve participatory process for development and delivery of the project.

The principle of "do no harm" is fundamental to the proposed project, and we have analyzed and established measures to ensure its enforcement throughout the project cycle. We recognize that aid can inadvertently become part of the conflict dynamics and exacerbate situations. To minimize harm, we will focus on Accountability to Affected Populations (AAP), Conflict-Sensitivity Analysis, Comprehensive Staff Training and Community-Led Approach.

Syunik – Development NGO5 volunteers and staff have experience working with forcibly displaced people, based on the Do No Harm principles, since the 44-day war in 2020. A deep understanding of the needs and the social and psychological context of beneficiaries, equitable distribution of all resources at the shelter, beneficiary participation in decision-making processes, understanding, and respecting beneficiary's cultural norms, as well as transparent communication, will be the main working methods employed by the project staff and volunteers.

Complaints mechanism and feedback

ACT members follow ACT policies to ensure appropriateness, relevance, effectiveness, and efficiency of actions and the relevant CHS commitments in relation to participation, information sharing and feedback/complaints.

Information on Feedback/complaint mechanisms will be displayed in physical along with digital formats and channels will be established to gather feedback on the effect of the interventions and complaints of any types (articulation of needs; request for help; verbalizing complaints and suggestions for improvements). To serve Accountability and Learning purposes, all M&E tools shall offer opportunities for beneficiaries to verbalize complaints or provide direct feedback, such as assessments, questionnaires, surveys and focus group discussions and key informant interviews prior the implementation; operating phone lines and email boxes for receiving feedback throughout the implementation; and upon finalization of the implementation: follow-up monitoring calls and post-intervention data collection/PDM measures.

Ensuring the voices of our target groups and stakeholders are heard and adequately addressed is of utmost importance in our proposed project. To ensure this, we will institute mechanisms that encourage and facilitate the expression of concerns, suggestions, and feedback throughout all stages of the project cycle.

During cash assistance delivery verification and needs assessment phase participants will receive a project note with full information on the project support, with a phone number and e-mail address for feedback and complaints, this will ensure that people of our concern are informed and have a channel of communication.

The follow up monitoring phone calls to cash recipients and participants to early recovery activities will also serve a source of information and feedback communication.

To receive, process, and respond to any feedback or complaints Syunik Development NGO will provide contact information such as phone number, and email address and will have a complaint and suggestion

box, where forcibly displaced people can write and share their information. Based on the complaints and suggestions changes will be made. All the data will be managed by the project manager.

Communication and visibility

ACT members will follow ACT branding and communication policy.

Communication plays an essential part in raising the profile of the response nationally and internationally, helping raise funds, raise the voice of the people we serve, and strengthen the services we can provide for them. Communication is also an expression of the deep commitment we share to serve people in need, with a baseline in the members' core values of strengthening the dignity of affected communities and raising their voices so that their stories can be heard.

Communication and visibility activities of the project targets the affected communities as well as general public in targeted countries, national, regional and local government and authorities, civil society actors and UN organizations, and the donor members of the ACT Alliance.

ACT Alliance C&V guidelines will be followed, and the visibility of the Alliance will be ensured. C&V plan for the project will be created in a way that is supporting all the activities throughout the implementation.

Our proposed project is committed to ensuring appropriate branding of HEKS/EPER and ACT Alliance and effective communication and visibility of donor funding in a manner that respects the sensitivity of the context in which we operate while at the same time recognising that the safety of beneficiaries, partner and staff will have higher priority.

ART and Syunik Development NGO will adhere to the branding guidelines and standards set forth by HEKS/EPER and ACT Alliance. This includes using HEKS/EPER and ACT Alliance logos, visual identity, and external project communication materials. These actions will demonstrate our project's affiliation with HEKS and ACT Alliance and our commitment to humanitarian and development work.

Transparent communication of donor funding will be prioritized. We will use various communication channels, such as project reports, websites, and social media platforms, to make visible the donor funding received. Regular updates on the utilization of donor funds, highlighting the impact and outcomes achieved through the support, will be provided. Human interest stories gathered from project locations will acknowledge the contribution of HEKS/EPER and ACT Alliance and back donors. We will also present periodic Activity Reports on the progress of our work to the funding partners and update the project's progress in relevant clusters to reflect the contribution from HEKS/EPER and ACT Alliance.

As a Foundation ART mandatory and periodically publishes articles on project activities, implementation phase and results on ART web page and social media platforms with photos and video materials included. Further ART publishes its reports, also produces and disseminates its annual report, undertakes regular (semi-annual and annual) audit. In the frames of this project communication with local authorities, government agencies and other partners will be conducted as well.

Project visibility will be achieved through Syunik - Development NGO's social media channels, project reports, website, quarterly newsletters, and, logos. Syunik Development NGO's social media channels and website will publish articles, videos, and pictures about project activities and implementation. The donor organization logo will be used during project activities.

Annexes

Annex 1 – Summary

	Armenia Round Table Foundation	HEKS/EPER Swiss Church Aid
Start Date	1 November 2023	1 November 2023
End Date	31 October 2024	31 January 2024
Project Period (in months)	12	3
Response Locations	Gegharkunik and Ararat regions, Armenia	Vayots Dzor, Armenia Gegharkunik region, Armenia
Sectors of response	<input type="checkbox"/> Public Health	<input type="checkbox"/> Shelter and household items
	<input type="checkbox"/> Community Engagement	<input type="checkbox"/> Food Security
	<input type="checkbox"/> Preparedness and Prevention	<input type="checkbox"/> MHPSS and Community Psycho-social
	<input type="checkbox"/> WASH	<input type="checkbox"/> Gender
	<input checked="" type="checkbox"/> Livelihood	<input checked="" type="checkbox"/> Multipurpose Cash Assistance
	<input checked="" type="checkbox"/> Education	<input type="checkbox"/> Advocacy
Targeted Recipients (per sector)	MPCA: 6000 Livelihood: 130	MPCA: 1300 Shelter: 350 Quality Assurance, Monitoring, Transparency, visibility
Requested budget (USD)	\$1.000.009,00	322,318 US\$

Annex 2 – Security Risk Assessment

Principal Threats:

Threat 1: Outbreak of new armed conflict

Threat 2: Massive displacement

Threat 3: Internal political and civil unrest

Threat 4: Change of Power

Threat 5: Natural disasters

<i>Impact</i> <i>Probability</i>	Negligible	Minor	Moderate	Severe	Critical
Very likely	Low Click here to enter text.	Medium Click here to enter text.	High Outbreak of new armed conflict	Very high Click here to enter text.	Very high Click here to enter text.
Likely	Low Click here to enter text.	Medium Click here to enter text.	High Massive displacement	High Internal political and civil unrest	Very high Click here to enter text.
Moderately likely	Very low Click here to enter text.	Low Click here to enter text.	Medium Change of Power	High Click here to enter text.	High Click here to enter text.
Unlikely	Very low Click here to enter text.	Low Click here to enter text.	Low Click here to enter text.	Medium Click here to enter text.	Medium Click here to enter text.
Very unlikely	Very low Click here to enter text.	Very low Natural disasters	Very low Click here to enter text.	Low Click here to enter text.	Low Click here to enter text.