



Bundesamt  
für Migration  
und Flüchtlinge



IOM International Organization for Migration  
OIM Organisation Internationale pour les Migrations  
OIM Organización Internacional para las Migraciones



## COUNTRY FACT SHEET

### ARMENIA

(August 2014)



#### Disclaimer

IOM has carried out the gathering of information with great care. IOM provides information at its best knowledge and in all conscience. Nevertheless, IOM cannot assume to be held accountable for the correctness of the information provided. Furthermore, IOM shall not be liable for any conclusions made or any results, which are drawn from the information provided by IOM.

## TABLE OF CONTENTS

II. MAIN STATISTICAL DATA .....	3
III. PUBLIC ADMINISTRATION .....	3
1. Public Services / Infrastructure .....	3
2. Water Utilities .....	4
3. Energy .....	4
IV. Public Transport.....	4
1. Roads.....	4
2. Urban Transport.....	5
3. Air Transport.....	5
V. Communication Sphere.....	5
1. Postal and courier services.....	5
2. Telecommunication services.....	6
VI. Obtaining of Documents Requested for Returnees .....	6
VII. SOCIAL WELFARE.....	7
1. General Information: Legislation .....	7
2. Preconditions for Obtaining Allowances.....	8
3. Required Personal Documentation .....	8
4. Child Allowances .....	9
Elderly and disabled .....	10
VIII. PENSIONS .....	11
1. General Information: Legislation .....	11
2. Costs of Pension Insurance .....	11
IX. IV. HEALTH CARE.....	12
3. Medical Infrastructure .....	13
4. Availability and Costs.....	14
5. The Elderly and the Disabled.....	16
6. Voluntary Health Insurance.....	18
7. Required Personal Documentation .....	18
X. HOUSING .....	19
XI. EMPLOYMENT .....	20
1. Labor Market Situation.....	20
2. Unemployment Assistance: Preconditions, Documents .....	20
3. State Projects .....	21
XII. EDUCATION.....	28
1. Educational System and Infrastructure .....	28
2. Conditions for the Continuation of Education .....	28
3. Approval and Verification of Foreign Diplomas .....	29
4. Needed Documents for Returnees.....	30
5. Costs, Loans and Stipends .....	30
XIII. VULNERABLE PERSONS .....	31
XIV. REINTEGRATION AND RECONSTRUCTION ASSISTANCE .....	32
1. Reintegration Assistance .....	32
2. Migrant Resource Centres .....	33
XV. INTERNATIONAL ORGANIZATIONS AND NGOs.....	37

## I. MAIN STATISTICAL DATA

	1 <sup>st</sup> quarter 2014	in comparison with same period of last year (%)	in comparison with previous period (%)
Gross Domestic Product at market prices, mln. drams	750384,6	103,1	53,3

[more](#)

	June 2014	in comparison with same period of last year (%)	in comparison with previous period (%)
Indicator of economic activity	-	101.3	107.9
Volume of Industrial Output, mln. Drams	107586.7	99.0	106.5
Volume of gross agriculture output, mln. Drams	58655.9	91.2	129.1
Volume of construction, mln. Drams	35014.6	100.3	119.7
Volume of trade turnover, mln. Drams	198233.0	107.6	109.3
Volume of services (without trade), mln. Drams	96010.1	107.9	111.2
Consumer Price Index, %	-	101.8	98.2
External Trade Turnover, mln. USA dollars	444.0	95.0	95.3
Export, mln. USA dollars	126.1	91.0	111.1
Import, mln. USA dollars	317.9	96.7	90.2
Average monthly nominal wages, drams	166233.0	107.4	101.9

*(Source: National Statistical Service of RA)*

## II. PUBLIC ADMINISTRATION

### 1. Public Services / Infrastructure

Public Services Regulatory Commission of the Republic of Armenia is responsible for regulation of the public services in Armenia and regulates the following spheres:

- a) the energy sector, which includes electricity, water and gas supply systems,
- b) the water system, which includes drinking, irrigation, industrial water supply maintenance, sanitation and wastewater treatment,
- c) telecommunications (electronic communications) sector,
- d) postal sector,
- e) the rail transport sector infrastructure,

f) vehicle inspection sector (only tariffs),

For more information and tariffs visit: <http://www.psrc.am>.

## **2. Water Utilities**

According to the Water Code of the Republic of Armenia the State Water Committee of the Ministry of Territorial Administration is the state authorized body for water systems management.

In 2013, the Committee's work ensured the safe and reliable operation of drinking and irrigation water supply systems, as well as water drainage, improved irrigation and drinking water supply, implemented the safe operation of the system, reduced losses due to energy savings, improved service delivery quality, ensuring continuity of supply increase and so on.

The water economy of the Republic of Armenia consists of the irrigation and potable water systems. Around 70% of water consumption goes to the irrigation system, and the other 30% - to the potable water system.

For water supply-related questions, please visit the <http://www.scws.am/> website.

## **3. Energy**

The accessibility of electricity services in Armenia is close to 100%, with almost all households connected to the electricity supply network. With respect to heating services, the accessibility is extremely low. Recently, central heating has become accessible for some districts in Yerevan, Gyumri, Hrazdan, Tcharentsavan and Jermuk.

Medzamor is the only nuclear power plant in the region and contributes significantly to the energy independence of Armenia. Depending on the particular year, Medzamor's share of the generation mix can represent as much as 40 per cent. Medzamor was built between 1976 and 1980 with two reactors and 815 MW of generating capacity.

The Ministry of Energy and Natural Resources of the Republic of Armenia develops and implements the RA Government policy on management of energy and natural resources. Any additional information on electricity supply can be obtained from the following websites: <http://www.minenergy.am>; <http://www.ena.am>.

# **III. PUBLIC TRANSPORT**

## **1. Roads**

Out of the total 7,800 kilometers of general usage roads in the country, some 3,360 kilometers (of which 1,560 kilometers of inter-state importance, and 1,800 kilometers of republican importance) are managed by the Ministry of Transport and Communications, and the other 4,440 kilometers by local and community importance roads are under local self-governance bodies and regional governments.

The country's railway infrastructure is old and out of date. Rail transport has been slow and unreliable. Transport work in Armenia is only 345 million ton-km and 47 million passenger-km.

Information on the main roads and railroads, updated schedules and costs of tickets can be obtained from the website of the Ministry: <http://www.mtc.am>

## **2. Urban Transport**

In Armenia, buses and minivans offer the most reliable form of transportation. There is a small metro system in Yerevan, but it is quite limited. Also the trolley buses still run in Yerevan but prove very unreliable due to lack of maintenance and sporadic disruptions in electricity supply. Information on the prices and schedules of buses, minibuses and trolleybuses are available at the website of Yerevan Municipality: <http://www.yerevan.am/am/route-network/>.

## **3. Air Transport**

Yerevan “Zvartnots” international airport, the main air gate, was put into operation in 1980. Airport is located 10 km far from Yerevan. According to the international criteria the aerodrome complies with “4D” class. The navigation system, installed in the aerodrome, provides 30x300m meteorological minimum conditions for landing, which complies with ICAO CAT II. Aerodrome operational and technical parameters make it possible to operate Boeing-747, Airbus- 310, IL-86, ANT-124, IL-62 and low-class airplanes. In 1998 cargo terminal has been constructed, which provides possibility of handling about 100 thousand tons of freight annually. The modern technical equipment installed and operated in the cargo terminal, meet the present requirements for the acceptance, storage, customs registration and transportation of the freight. The main international carriers are: Air Armenia, Lufthansa, Austrian Airlines, Air France, and Czech Airlines.

Gyumri “Shirak” airport has been in operation since 1961 and is the second international airport of the Republic of Armenia. According to the international criteria the aerodrome complies with “4D” class. The navigation system, installed in the aerodrome, provides 60x550m meteorological minimum conditions for landing, which complies with ICAO CAT I. Aerodrome of “Shirak” airport is a civil aerodrome of joint base. Aerodrome operational and technical parameters make it possible to operate Boeing-757, Airbus- 319(320), IL-76, TU-154 and low-class airplanes. “Shirak” airport can be used as an alternate to “Zvartnots” airport.

For more information on Civil aviation activities and flight schedule visit: <http://www.aviation.am/index.php/en/activities/schedule>

## **IV. COMMUNICATION SPHERE**

### **1. Postal and courier services**

"HayPost" CJSC is the official national postal operator of the Republic of Armenia which provides postal, payment and retail services. HayPost currently operates through 900 of its postal offices across Armenia, from urban to the most remote rural regions.

To this day, HayPost has reopened more than 150 post offices and postal branches across Armenia. The branches have been completely renovated and rebranded, the infrastructure has been modernized. New computers corresponding to modern software requirements have been installed and the fiber-optics have been renewed as well.

HayPost is also working in collaboration with international postal operators, international and private cargo companies and express companies to help increase the number of international mail volumes. With respect to its philatelic services, HayPost is working with a variety of international philatelic associations and international postal operators specialized in philately to increase the quality of stamp issuances and stamp collection sales.

Since 2010, "HayPost" CJSC began the provision of post banking services in Armenia.

For more details and prices visit: <http://www.haypost.am>.

## 2. Telecommunication services

There are three mobile phone operators currently in Armenia: Viva Cell MTS, Orange and Beeline. Orange and Beeline only offer 2G and 3G services. Viva Cell MTS offers both 2G and 3G as well as 4G services. All three networks are widely modern and reliable with shops located in major towns and cities where one can purchase a sim card or get assistance if needed. Most unlocked mobile phones are able to be used on roaming however network charges apply. In November 2009, Orange became Armenia's third mobile telecommunications provider, offering a very competitively priced 3G Internet plan. Orange and Viva Cell MTS are often recommended to tourists due to the variety of tariffs available and the help available in a variety of languages. As of June 2014, Armenia has 3.3 million subscribers in total, and a 120% penetration rate.

Approximately 90% of all main lines are digitized and provide excellent quality services for the region. The remaining 10% is in modernization process.

Yerevan is connected to the Trans-Asia-Europe fiber-optic cable via Georgia. Additional international service is available by microwave radio relay and landline connections to other countries of the Commonwealth of Independent States, the Moscow international switch and by satellite.

Armenia has 9 AM stations, 17 FM stations, and one shortwave station. Additionally, there are approximately 850,000 radios in existence. Primary network provider is TRBNA. The program of the Public Radio of Armenia (PRA) in the ultra-short wave diapason is broadcast in Yerevan, Gyumri, and Sevan Canyon.

Armenia has 48 private television stations alongside 2 public networks with major Russian channels widely available throughout the country. In year 2008 TRBNA upgraded main circuit to digital distribution system based on DVB-IP and MPEG2 standards. According to Television Association Committee of Armenia, TV penetration rate is 80%.

There are approximately 1,400,000 Internet users and approximately 65,279 Internet hosts in Armenia. The country code (Top level domain) for Armenia is .am, which has been used for AM radio stations and for domain hacks.

Armentel's (the national communications company's) only fiber optic connection to the Internet enters Armenia. A major way of connecting to the Internet used to be dial-up. This was caused by very high prices of Internet access, and only very few people could use other types of connections until Beeline, Vivacell MTS and Orange started selling portable USB-modems.

“Ucom” telecom company has built up the first FTTH (Fiber to the home) Network in Armenia providing convergent Triple play services including Internet, IPTV and Digital Phone services.

Information on the prices and contracts can be obtained from the following websites:

- <http://mts.am>
- [www.beeline.am](http://www.beeline.am)
- [www.orangearmenia.am](http://www.orangearmenia.am)
- [www.ucom.am](http://www.ucom.am)

## V. OBTAINING OF DOCUMENTS REQUESTED FOR RETURNEES

In case of voluntary return, the returnee should obtain a travel document, issued by the host country. As per arrival a new /updated passport is issued for the returnee in his home country. In case of involuntary return, after receiving the stamp or the documents on deportation the returnee travels to his home country with no additional papers.

The migrants and returnees can seek support at the [www.backtoarmenia.com](http://www.backtoarmenia.com) website created within the framework of the “Support to Migration Policy and Relevant Capacity Building in Armenia” programme that has been implemented with financial assistance of the European Union since January 1, 2007 in close cooperation with Yerevan Office of the British Council, the Migration Agency of the RA Ministry of Territorial Administration (RA MA MTA) and the International Center for Human Development (ICHD) NGO.

**The Programme pursues the goals of:**

- Preventing illegal migration;
- Assisting in the increase of the efficiency of the processes of return and reintegration;
- Bringing the migration policy and legislation in conformity with the universally recognized norms and principles of the migration law.

In Armenia there are currently six organizations (for contact info see last chapter) implementing specific reintegration programmes to facilitate the reintegration of returnees in areas like, for example, employment, vocational training and social welfare:

- Caritas Armenia,
- French Armenian Development Foundation (FADF),
- Hope and Help (H&H),
- International Organization for Migration (IOM),
- French Office for Immigration and Integration (OFII) and
- People in Need

Most of the reintegration programmes target returnees from a defined spectrum of countries and offer a variety of assistance with differing amounts of assistance. Depending on the donor, each is finite. In most cases the assistance starts pre-departure in the host country of the returnee and continues with reintegration assistance upon arrival in Armenia. The objective of these programmes is to provide assistance in the initial reintegration phase and to therefore enhance a sustainable reintegration in Armenia.

## **VI. SOCIAL WELFARE**

### **1. General Information: Legislation**

The social protection system of Armenia currently includes:

- State social assistance programs, such as family benefits, disability, age, and other social pensions, one-off child birth allowances, and a child allowance (up to the age of 2);
- Social assistance programs for the handicapped, veterans, and children, in particular, medical and social rehabilitation programs, in-house social services for the elderly and disabled, homes, orphanages and boarding schools;
- State social insurance programs, consisting of age and disability pensions, as well as allowances for temporary disabilities and pregnancy;
- Employment programs, including unemployment benefits, retraining the unemployed, and public (or similar) works;
- A system of privileges for certain target groups of the population that, in 1999, lived through significant distressing conditions. It currently includes a few privileges, primarily for veterans of World War 2 (and similar groups) established in the framework of CIS (international) agreements. Service providers mostly find these privileges. No new privileges are planned in the 2006-2015 period.

## 2. Preconditions for Obtaining Allowances

### Family Benefits

The basis for state allowances was established back in Soviet times by introducing a Law on the "Allowances for Children from less secure families". The system of allowances has undergone many modifications, including monthly allowances paid to children under 17, privileges related compensations to certain categories, etc. All these, and others, were replaced in 1999 by the system of family benefits.

Those families may receive a Poverty Family Benefit, which are registered in the list of families under the insecure evaluation, which points of insecurity is higher than the threshold 34.00 points determined by the RA Government. These points are calculated according to the Government Decree # 145-N on ensuring the implementation of the Law on State Allowances of 30 January, 2014.

Poverty family benefit or one-time benefit may be granted only in existence of mentioned points/criteria (registered during 12 months, not registered in two different places etc.). As a basis for the points identification the formula includes utility bills, average monthly income, etc.

The rate of the Poverty Family benefit is:

34.01 -In cases of 38.00 points

$6000 + 3000 \times N \text{ child}$

38.01 - In cases of 41.00 points

$6000 + 3500 \times N \text{ child}$

higher than 41.01- points

$6000 + 4000 \times N \text{ child}$

Where 6000 AMD is the basic part of the Poverty Family benefit, 3000 and 3500 and 4000 AMD are assigned compensations/sums for every child of the family under 18 (N child - number of teenagers in a family). In high mountainous and borderline areas an extra 500 AMD is granted to every teenager under 18.

#### Example:

if the family consists of two adult and two underage members and their insecurity point is 38.00 then the amount of the benefit will make up  $6000+3000 \times 2=12000$  AMD.

to 41.00 points:  $6000+3500 \times 2=13000$  AMD.

Higher than 41.00:  $6000+4000 \times 2=14000$ .

### One-time benefit

May be assigned to those families, which insecurity points are lower than the minimal threshold 34.00 points (but not 0) and upon the decision of the social council that family is considered insecure, as well as families of died soldiers equivalent to the Poverty Family Benefit. The issue of assignment of one-time benefits is reviewed every three months by the Agency.

Its amount is 6000 AMD (equivalent to the basic benefit rate).

## 3. Required Personal Documentation

One of adult member of the given family once a year should present the respective agency an application and documents of belonging of family members to any social group.

The bases for refusal may serve:

- Lower insecurity points of the family compared with threshold points
- Not completing form of the submitted documents on the family's composition, profits and other data.
- With the application of the given information received from the Ministries and other institutions about the non-recognizing this family as assignee.

The details can be obtained from:

- RA Social assistance councils operating under Regional social service agency
- RA Marzes (Yerevan Municipality) social security departments, local-self government bodies, municipalities
- RA LSI Ministry, Social Assistance department and the Minister's reception
- Regional social service agency

Appellations and applications of the citizens towards the system are settled by the way of superiority or in courts.

#### **4. Child Allowances**

Benefits to persons taking care of children less than two years of age program has been implemented by territorial centers of social insurance, at the expense of budgetary allocations stipulated for that purpose. Persons taking care of children less than 2 years old, benefit from monthly allowances comprising 3000 dram.

#### **Maternity allowances**

The **one off lump sum benefits** all new-born babies and is set at AMD 50,000 for the first and second children and AMD 430,000 AMD for subsequent children. Applications are made through the social service district offices.

This is an **allowance** paid to employed mothers (or fathers) taking long term maternity leave to care for the child. The assistance is AMD 18,000 a month and is paid until the child is aged 2. Applications are made through the social service district offices.

Women have the right to **pre- and postnatal maternity paid leave** of 140 days (70 days before and 70 days after delivery (more for complicated deliveries or multiple birth) based on Article 35 of the Armenian Constitution the benefit is 100% of average earnings (regardless of the number of years of covered employment) divided by 30.4 (the average number of days in a month) and multiplied by the number of maternity leave days taken. Maternity leave is only provided to women in formal employment and therefore a high percentage of mothers in the informal sector in Armenia or housewives do not receive any maternity benefits. Applications are made through the social service district offices.

#### **5. Special Conditions for Elderly, Women, Orphans etc.**

##### **Orphanages**

There are 7 orphanages under the jurisdiction of the Ministry of Social Security (with around 743 children), including two for children with restricted abilities (331 children). In addition, there are 2 non-public orphanages, currently serving 134 children. The predominant majority of children in orphanages come from single-parent families. In recent years, however, orphanages have been receiving more and more children from complete, but socially vulnerable families.

Only persons under 18 years can be adopted. Adoption is authorized by the court and after the court decision comes into force, the adoption is subject to compulsory state registration at the administrative body of registration of civil status acts.

There is no state fee envisaged for Armenian citizens for registration of adoption or for, issuing a certificate. State fee for foreign citizens and stateless persons for registration of the adoption, including issuing the certificate is 30000 AMD.

See more at: [http://www.justice.am/services/civil\\_registry/item/520#sthash.blkBCwUx.dpuf](http://www.justice.am/services/civil_registry/item/520#sthash.blkBCwUx.dpuf)

## **Elderly and disabled**

Social assistance programs for the elderly and disabled are derived from the legislative requirements stipulated in the Law on "Social Protection of Handicapped people in Armenia". These include the prevention of disability, medical and social rehabilitation and prosthesis, in particular, prosthesis and orthopedic assistance to the handicapped, provision of rehabilitation accessories, social service to single senior citizens and the handicapped.

Currently the state budget finances:

- the provision of free prosthesis and orthopedic accessories to the handicapped and repairs these devices. At the medical-technical commission - "Medical-rehabilitation Center" (City of Yerevan, Kanaker, Tsarav-Akhpiuri str. 55).
- A program to maintain homes and in-house social services to the handicapped who may be single and the elderly. In-house services to these two groups are carried out by the "National Centre for in-house services.

Former personalized pensioners can benefit from the public utilities discount (including discounts for gas and energy). Lonely old pensioners aged more than 70 years and lonely adult invalids applying for "In-house Social Service Center for lonely old and disabled persons" (South-Western B-1 Quarter, tel. 74-04-02).

Monthly 5000 AMD is anticipated to provide the invalid military person for utilization of gas, water and transportation. Monthly 5000 AMD is anticipated to provide families of military persons died/killed during fulfillment of official duties. If the number of members more than 5 then after every person an extra 1000 AMD is paid.

Those persons are benefited from 50% discounts to pay the subscription fees for public utilities.

The veterans of the Great Patriotic War can be assigned an honorary payment up to 9 500 AMD per month in addition to their monthly pension.

According to the RA law, people rehabilitated from the prison benefit from the following:

- Free inner-city transportation,
- In case of improvement of living conditions to receive a land in their former place of residence for house construction and receive a long-term loan for the same purpose,
- To be granted one-time monetary assistance up to 12 minimal salaries from the local self-government body: this benefit includes also the children of rehabilitated from prisons persons.
- Free medical aid within state order
- 50% discounts to buy medicines with the special instruction of a doctor
- Free privatization of state and public house funds.

## Single Women

Solitary women can be provided with Family Benefit in case of appropriate points. Currently the RoA Government grants no additional benefit to this social category.

## VII. PENSIONS

### 1. General Information: Legislation

The state pension insurance system includes:

- 1) Old-age pensions
- 2) Protracted service pensions
- 3) Disability insurance pensions
- 4) Insurance pensions to families who have lost the head of household

These pensions are based on mandatory social insurance contributions and constitute the labor (insurance) pension system.

### 2. Preconditions for Obtaining a Pension

Persons, who are 63 years old (for women the lowest margin starts from 59) and elder and have at least 5-year old working record, are eligible for the aged pension. Besides for women especially an age table operates, according to which for them this age increases by 6 months every year till the reach of 63 year old. The retirement age for women is 63.

55 years old with at least 25 years of working record 15 out of them worked at specially hard labor conditions have the right for a privileged pension. The RA Government has adopted the list of these positions and occupations. Till the reaching to the pension threshold an aged table exists. For example, men in 2004 had a pension right in 54.5 years old, 55 in 2005 and women 49.5 in 2004 and 50 in 2005 and 50.5 in 2006 respectively.

Persons with at least 35 years working record, who have been resigned from the work with the employer's initiative (except those resigned out of working canons' violations) and who have applied for the respective local employment agency no later than 30 days after their resignation.

In the case of disability pensions for the age group 30 and above the minimum work record is 5 years.

### 2. Costs of Pension Insurance

Pensions are legally regulated through the 'Law of the Republic of Armenia on State Pensions', which was adopted on 22 December 2010. The basic pension in Armenia is AMD 13,000.

Currently Armenia is running a "**distributive pension system**" which is based on the principle of solidarity of generations, i.e. the salaries of working citizen and income and taxes fund the current pensions. The reform of the pension system will start in 2014 for all citizens aged below 40 and an "accumulative pension system" will be introduced with both mandatory and voluntary funded pension options. This accumulative retirement plan means that from January 2014 working citizens below 40 years will save their futures pensions themselves by having 5 percent deducted from their monthly salaries and transferred into a savings account. The government will then double that amount. For those over 40 years on 1 January 2014 this scheme is optional. The pension funds will be not state –run. As of 2014, pension funds are run by private \

business funds.<sup>1</sup> The citizens will have access to their pension when they reach the official pension age.

The **pension age** in Armenia is 63 years and 65 years for social pensions (less for those whose work was arduous or hazardous).

You can learn about pension types, how they are calculated and about the necessary documentations from the following website: <http://www.ssss.am/arm/pensions-system/pension-security>.

With the pension calculator located on the website you can enter your work experience, disability group if any, and see your pension.

#### Useful Contacts:

RA Ministry of Labor and Social Issues: [www.mss.am](http://www.mss.am)

## VIII. IV. HEALTH CARE

### 1. General Information

Description of main services provided in the health care sphere.

N	<u>Services</u>	<u>Beneficiaries</u>	<u>The volume of compensation by the State</u>
1	Sanitary and Epidemiological Security of population	The RA entire population	Service is fully reimbursed by the State
2	Provision of primary health care	The RA entire population	Free outpatient (policlinics and ambulatories) care and services provided by the State
3	Maternal and Child Health Assurance	Women and children residing on the territory of RA	Full range of services for reproductive-age women during pregnancy, childbirth and the postpartum period, as well as outpatient care for children up to 18 years and in patient care for children up to 7 years old.
4	Assurance of treatment of socially dependent diseases and diseases of special significance	All the citizens residing on the territory of RA	The full set of services.
5	Provision of specialized in patient treatment to vulnerable and special groups	Free of charge in patient treatment within the framework of the State program is available only for vulnerable / special / groups specified by the Government Decree No. 318-N of 04.03.2004 and its subsequent amendments.	The full set of services.

<sup>1</sup> For further information visit the Pension System Awareness Centre at [www.epension.am](http://www.epension.am)

6	Provision with medications for free or for reduced prices (Base: article 18 of the RA Law on Drugs)	The RA population groups (Base: Lists defined by the Government Decree N 1717-N dated 23.11.2006)	Free of charge or by reduced prices.
---	---	---	--------------------------------------

By the Government Decree 643-N as of 29.04.2010 the new mechanisms of provision of free of charge treatment within the framework of State Program were developed and adopted that enable to provide more flexible financial support to the health care institutions in regions and remote areas of the Republic

### **International Cooperation**

Within the framework of acting inter-institutional and intergovernmental agreements the RA Ministry of Health actively cooperated with the Russian Federation, USA, Switzerland, OXFAM, Save the Children, World Vision, World Bank, Global Fund in improvement of health care services in Armenia and development and renovation of health care system infrastructures in regions and remote areas.

### **3. Medical Infrastructure**

#### **Primary Health Care**

Primary health care services are still, for the most part, organized along those of Soviet times. These services are typically delivered either through regional polyclinics or rural health posts/feldsher stations. The ratio of doctor to patient is the following: one physician per 1,200–2,000 people; and one pediatrician per 700–800 children.

Ambulatories are the main structures responsible for provision of the primary health care (sometimes, even complete healthcare services) services in rural communities. The hospitals usually are located in urban communities. In 2012 the 98.8 % (249) of the 252 acting ambulatories in Armenia were located in rural communities. One ambulatory served 3 rural communities approximately. The services are usually a nurse-led service that includes: basic care of children and adults, antenatal care, developmental checks for infants, prescribing of medicine, first aid, 24-hour emergency cover, home visits and preventive services such as immunization and simple health education. A group of villages may have a shared ambulatory centre with a general doctor able to offer a wider range of care. All cases beyond the scope of the rural health care network are referred to regional polyclinics or directly to the hospital.

There are also 37 regional polyclinics, inherited from the previous system of the district administrations. In 2012 the number of polyclinics allotted to hospitals was 66. In 2012 the number of separate ambulatory polyclinics was 301, out of which 42 polyclinics, 252 ambulatories, 2 pediatric polyclinics, 1 antenatal clinic, and 4 other profile. These were attached to regional hospitals but now have an autonomous status. Many of these polyclinics employ primary health care staff that includes a pediatrician, a general physician and an obstetrician/gynecologist as well as nurses and midwives. They typically offer general ambulatory care for the adult and elderly population. Other services include antenatal, obstetric and prenatal care; pediatrics; basic investigations and a full range of prescribing; and minor surgeries. They typically provide certifications for sickness, rehabilitation, 24-hour emergency cover, home visits, immunization, and health education. Preventive services are delivered via a number of different routes. Immunization programs, for example, have a long tradition of effective actions delivered through primary health care clinics but supervised by the Sanitary-Epidemiological network. Sanitary-Epidemiological uses census data to ensure population coverage of immunizations.

Most Armenian children receive their core vaccinations, which are specified by Armenia's National Immunization Program (NIP), but many of them receive these at an older age than that specified by the NIP.

Secondary health care is provided by 37 regional hospitals and some of larger polyclinics which offer specialized ambulatory services; while tertiary care is largely confined to the republican hospitals and "single specialty" institutes in Yerevan. In addition, there are 4 pediatric and maternity hospitals in the capital. The bulk of hospital facilities are state-owned. Currently there are four private hospitals and one partially private one. In addition, there is a private diagnostic centre in Yerevan which carries out 80% of its work in the private sector.

The government has identified reorientation of the system toward primary health care as a central component of health care reform. In order to promote preventive and curative care, and for the purposes of better management, projects for control of intestinal diseases, acute respiratory infections, and safe motherhood have been integrated into a primary health care reform project.

A fundamental problem in primary care concerns the issue of access, which has become excessively difficult for a large segment of the population. They are unable to pay out-of-pocket funds for health care services. The reforms have already guaranteed the patients' choice of physician. The right to choose a doctor should also enhance quality of care because the doctors' pay will now reflect the volume of patients that they have treated. The outcome of these changes should change the organizational climate. There is now more incentive on the part of the physician to assure patient satisfaction. The reform process and the primary health care plan is designed to link patient visits with physicians' pay, encourage the movement of resources from secondary health sector into the primary health care sector, and promote the general practice model. This will in turn provide more opportunities for greater patient satisfaction.

As it was already mentioned, primary health care is delivered through local polyclinics. And the services provided in the polyclinic are still primarily organized along the Soviet model. The regional polyclinic is governed and managed by the Director of the polyclinic. The Director is both the head and the manager of the polyclinic. He or she is responsible for organizing, planning, leading, and controlling the facility. The Director supervises the funding flow, too. Mainly, the Director through his or her management activities is responsible for the overall success of the polyclinic.

The typical polyclinic is divided into different departments. Each department has a head of the department. These department heads are under the direct supervision of the Director. Each department head has 10 to 15 physicians and approximately the same number of nurses working for them. They supervise the staff's daily activities, give them directions, and help with decision making when it is needed. If there is any trouble among doctors and patients, or among the staff, the Director tries to solve them. Every month, the heads of departments report to the Director about situations in their departments, and how the physicians are doing. Every three-months the heads of the departments write reports about the health status of the patients under their control, analyze the data, and it is included in a report from the polyclinic to the Ministry of Health (MOH). By the end of year, the Director of the polyclinic provides the MOH with the polyclinic's yearly report.

#### **4. Availability and Costs**

RA Government Decree N 318-N on "Free Medical Aid and Services Guaranteed by the State" defines groups of persons benefiting from free medical services and the list of diseases covered by the Government of Armenia.

According to the Decree medical services provided by polyclinics and ambulance are free of charge for the whole population of Armenia.

The following persons can benefit from the free treatment:

- Beneficiaries of poverty (family) support system with score of 36.00 and high
- Disabled persons (I, II, III group)
- Disabled children (under 18 years)
- Patriotic War veterans and equal persons
- Orphans (under 18 years)
- Children (under 18 years) without parental care
- Children of large families
- Members of families of military officials deceased during implementation of their official duties
- Participants in the works of Chernobyl accident elimination
- Repressed persons
- Persons referred for additional medical examination by the State authorities
- Persons residing in orphanages and in geriatric homes
- Servicemen and their families.
- Arrested, detained persons and prison convicts
- Children under dispensary supervision.
- Children and elderly for professional dental care
- Women of reproductive age, pregnancy, childbirth, and the postpartum period (defined by the Ministry of Health of the Republic of Armenia)
- Victims of human trafficking
- Asylum seekers and their family members

According to the same Decree the following diseases are treated free of charge:

- Tuberculosis
- Mental Diseases
- Malignant neoplasms
- Diabetes
- Epilepsy
- Myocardial infarction
- Recurring disease
- Heart valve defects
- Malaria
- Chronic renal failure
- Phenylketonuria
- Hemodialysis

The list of social groups entitled to free or discounted medication provided through polyclinics, which is defined in decision N1717 made on November 23, 2006, by the Government of RA is given below

- Disabled, 1st and 2nd groups (The group (category) of disability is defined by The Ministry of Labour and Social Issues. It has a committee and does medical examination and assessment of disability).
- Disabled children (under 18)
- WWII veterans and persons equal to the latter
- Children without parental care, as well as unilateral orphans (under 18)
- Children of multi-child families (under 18, with four and more minor children)
- Family members of the servicemen killed in action when defending the Republic of Armenia as well as the ones who died in the line of duty
- Children from families consisting of disabled people (under 18)
- Children under 7

**Social groups provided with medication at 50% discount:**

- Disabled, 3rd group

- Chernobyl veterans
- Illegally sentenced people
- Single not working pensioners
- Families consisting only of not working pensioners (including ones taking care for a minor child)
- Single mother's children (under 18)

**Not working pensioners** get medication at a 30% discount.

## 5. The Elderly and the Disabled

### Elderly

Caring for the elderly is a crucial issue in Armenia. It is estimated that 15-17 percent of the population are 60 years or older. Most of these people live in their own homes or with their families. The living conditions of elderly people who are classified as one of the most vulnerable groups in the country have not been improved. In some cases, the situation has deteriorated because of the ongoing social-transition and decreased socio-economical situation. Many elderly people, who can no longer care for themselves or have no families to care for them, rely upon a few retirement homes to provide them with supportive care. Most of the residents are older than 70 years, and the treatment program is not focused on return to a working situation.

The system has two retirement homes in Yerevan, which provide the institutional and home care for elderly people. The payments for long-term care for elderly are provided from the Government budget according to the standards and human resource planning. Currently, the system of subsidies for nursing homes is undergoing change. The organizational structure is vertical. There is a top down organizational structure and consists of the Director, Vice-Director, an accountant, administrative manager, orderly staff, nursing staff, staff of general practitioners, and some specialists.

The home provides four basic functions:

1. Medical care: Physicians provide the needed care, but they are understaffed for the number of patients (one therapist for 100 patients; 1 nurse per 60 patients; and there is one psychotherapeutic, endocrinologist, and oculist who are part-time consultants for all of the patients)
2. Residential services: this includes the supply and maintenance of living space and food service.
3. Social care: this includes social support for the residents of retirement home. It should be pointed out that social workers do not function in the Armenian health care system. Health care personnel are lacking social skills because they are not fully professionally trained as they are in other countries.
4. Administrative support: this includes the solving of all administrative problems that can occur in this facility.

### Functional Organizational Structure of the Retirement home

The structure of the Retirement Home #1 is a combination of residential for disabled and lonely elderly, preliminary elderly assessment and hospice care. The number of hospice patients is approximately 25 elderly. The number of people with mental disorders is 15. More than half of the population of the home is refugees from Karabakh.

The structure of the described Retirement Home allows the facility to maintain the different

types of patients within one location. The patients who live in the retirement home get only 25 percent of their state retirement income. The rest of their money is kept in the budget for covering the welfare of elderly. The role of management style in Armenian retirement homes is to try and find the resources for maintenance management. As was noted by the Director, the biggest problem of the Armenian retirement homes is created by the poor financial situation.

The retirement homes of Armenia are under the control of the Ministry of Social Security which is impeded from providing appropriate treatment for the elderly because of the lack of qualified physicians and nurses. The available physicians manage the medical conditions of the patients, but they cannot provide the complexity of needed treatments because of the lack of medicine and medical equipment. This problem might be improved if the control of the facilities could be shifted or shared with the Ministry of Health.

It is necessary to mention that the staff of Retirement Home #1 also uses its meager resources to organize some extra cultural life for the elderly people. They organize trips to the cinema, theater, support them in their hobbies, and help them to spend their time more fully and interesting, as much as possible. There are also some volunteers who provide social support to elderly people living in the retirement homes and those getting the home care.

Due to the current socio-economic situation in Armenia, more and more people of working age are leaving the country in search of temporary or permanent employment. This leaves parents and elderly relatives to live alone. As this situation continues, the number of elderly people left to fend for themselves will increase. Some of the elderly people who can no longer care for themselves are relying upon the few retirement homes and other long-term care facilities to provide such care. There are no nursing homes in Armenia such as those found in America or other Western countries.

Traditions in Armenia are to care for elderly relatives. Most families provide home-care by themselves, but the situation in the few local retirement homes shows an alarming upward trend in numbers of patients. That is why it is very important to bring attention to the status of the health care system in the retirement homes in Armenia. Such an improvement followed by necessary provision and financial support, along with the expectations of the introduction of the National Health Insurance in Armenia in year 2003, will make it more realistic for the retirement homes to provide improved social and medical care for their elderly population.

### **Mental Disorders and Disabled**

Public social care services in Armenian are extremely limited. The private sector is not involved in provision of those services.

There is a single hospital for the mentally and physically handicapped and there are no nursing homes for the patients who need continuous, long-term care. There is no provision of long-stay hospitals for the chronically ill and there are no daycare centers for special needs groups, nor is there a developed network for social workers.

There are 7 regional psychiatric hospitals and they provide only long stay chronic care.

Medical-Social organizations functioning within the Ministry of Labour and Social Issues:

- "Stress Centre" CJSC implements the medical-rehabilitation measures in the psychological health sphere. Centre provides the following services; treatment of severe psychological syndromes, rehabilitation of psychological health in in- and patient conditions, stationary examination of MSEAs applicants etc.

- "Prosthesis-orthopaedic" CJSC and "InterOrto" LLC provide the Prosthesis-orthopaedic tools, rehabilitation technical or auxiliary tools /wheelchairs, hearing gears etc./ as appropriate.

- Nork and Nork 1 Boarding schools state non-for-profit organizations, which deal with aged pensioners and disabled old people.

- "Vardenis" Boarding School takes care of psychically affected people irrespective of age.

- “Gyumri” Boarding schools state non-for-profit organizations, which deal with aged pensioners and disabled old people.
- “Social Service Center of Alone old and Disabled People In-house Treatment” state non-for-profit organization takes care of alone old and disabled people.

## 6. Voluntary Health Insurance

Voluntary health insurance makes virtually no contribution to the financing of health services at the present time although there are some private companies which provide voluntary insurance health programmes, and there is clearly scope for insurance schemes to develop. Only 20% of about twenty officially registered and licensed private insurance companies are engaged in voluntary health insurance. Reasons for this include the following:

- The majority of the population does not trust the notion of medical care insurance as a result of the fact that in the last several years payments for services involves unofficial out-of-pocket payments to a very large extent;
- Current tax legislation (especially the Law “On Income Tax”) does not provide incentives for employers to insure their employees;
- The very low income levels of the majority of the population induce a preference for spending on health care as needs arise rather than payments for insurance against future risks;
- The majority of the population is unclear about the meaning and advantages of health insurance.

The voluntary health insurance issues are regulated by the RA “Law on insurance” adopted in 2004, RA “Law on Medical Aid and Services” adopted in 1996.

As per today the cost of medical insurance package for an individual in various private insurance companies varies from 230 to 350 USD per annum.

## 7. Required Personal Documentation

For individual voluntary medical insurance private insurance companies in Armenia require a passport and the social insurance card in order to get the application for the medical insurance proceeded.

### References and Contacts:

Ministry of Labor and Social Issues/ Disabled and old people Issues Department Tel.: (+37410) 52 17 61

“Prosthesis-orthopaedic” CJSC  
Yerevan, 55a Tsarav Aghbyuri str. Tel.: (+37410) 62 02 01

Medical-Social Expertise Agency of the MLSA  
129 A. Armenakian Street, Nork Marash, Yerevan 0047, Armenia  
T.: 374 10 650601  
[info@hhbsp.am](mailto:info@hhbsp.am)  
<http://www.hhbsp.am/>

The official web-site of the RA Ministry of Healthcare – [www.moh.am](http://www.moh.am)

## **IX. HOUSING**

### **1. Accommodation for Returnees without Family**

Currently due to the lack of financial means there are no state programs anticipating the provision of accommodation for returnees in Armenia.

Temporary accommodation (maximum for 3 months) can be provided by the RA Migration Agency to refugees, who claimed for asylum, although each case is reviewed in details and the final decision on the provision of the accommodation is collegial.

#### **Renting Costs**

In case the financial situation of a returnee allows him to rent a flat on his own, the least market prices of apartment monthly rental in Yerevan start from 100 USD.

#### **Reconstruction Assistance**

Currently no programs related to this field are being implemented by the Government of the Republic of Armenia.

#### **Restitution of Property, Right of Abode**

In June, 2000 the Law of the RoA “On the legal and Socio-Economic guarantees for the persons who had been forcibly displaced from the Republic of Azerbaijan in 1988-1992 and have acquired the citizenship of the Republic of Armenia” was adopted.

This law establishes the legal and socio-economic guarantees for the purpose of implementation of rights and protection of interests of the persons who had been forcibly displaced from the Republic of Azerbaijan in 1988 -1992 and have acquired the citizenship of the Republic of Armenia.

Therefore, according to Article 5 of the Law:

“Forcibly displaced persons who have acquired the citizenship of the Republic of Armenia and have been residing in temporary dwellings (hotels, dormitories, rest houses, sanatoriums etc.) shall be exempted from the established payment for housing, except for the electricity and public utilities. The loss accumulated during their stay at temporary dwellings shall be compensated from the state budget of the Republic of Armenia in accordance with regulations established by the Government of the Republic of Armenia”.

And according to Article 6 of this Law:

“Should the issue of compensation for the property left by the forcibly displaced persons in the Republic of Azerbaijan be solved, those Forcibly Displaced Persons who have acquired the citizenship of the Republic of Armenia shall also be compensated the cost of the property left”.

Currently no other legal act clarifies the legal status of returnees and their rights for restitution of property.

#### **References and Contacts:**

RoA State Migration Service, Department for Refugees and Persons seeking for asylum –  
tel:(+37410) 22-56-45

Republic of Armenia Law “On the legal and Socio-Economic guarantees for the persons who had been forcibly displaced from the Republic of Azerbaijan in 1988-1992 and have acquired the citizenship of the Republic of Armenia”.

Real estate agencies in Armenia: [www.myrealty.am](http://www.myrealty.am); [www.akcern.am](http://www.akcern.am); [www.elate.am](http://www.elate.am).

## **X. EMPLOYMENT**

### **1. Labor Market Situation**

Nowadays the labour relations in Armenia are regulated by the Labour Law adopted on 21.06.2005 and a number of legal and sub legislative acts.

According to the State Employment Agency of the Ministry of Labour and Social Affairs the the number of job seekers as of January 1, 2013 was 72.6 thousand and the number of unemployed amounted to 62.4 thousand. people or 86.0% of job seekers.

The unemployment rate was 16.2% as of 2013.

#### **Persons uncompetitive in labor market**

The following groups of the unoccupied jobseekers being unable to equally compete in the labor market and facing difficulties in the job placement and their additional social warranties are set by the RA law on "Employment of Population and Social Protection in case of Unemployment":

- Disabled persons,
- Individuals returned from confinement institutions and the institutions applying coercive actions (compulsory measures) of medical character,
- Children who reached the labor age and who are left without parent care and the individuals who belong to the group of children left without parent care,
- Individuals registered in the State Employment Service after getting demobilized from the compulsory term military service,
- The unemployed with at least 35 years insurance pattern who have still up to 5 years to reach the age for attaining the right of age pension
- Individuals who have got the unemployment status for more than three years,
- Refugees.

The State Employment Agency implements programs on courses and salary compensation with the purpose of the provision of employment with persons involved in these groups.

A group of the unemployed having at least 35-year insurance pattern and who still have no more than five years for reaching the age giving the right for age pension is defined by the law as uncompetitive group.

#### **Placement Service**

Employment programs include unemployment benefits, support in looking for and finding jobs, retraining of and financial assistance to the unemployed. These, as well as public works programs, are implemented by Regional Offices of "State Employment Service" Agency. Their maintenance costs are funded from the state budget. The implemented programs (except for the public works funded from the state budget) are funded from the State Social Insurance Fund.

### **2. Unemployment Assistance: Preconditions, Documents**

#### **List of Documents presenting to the State Employment Service for Registration**

I. Documents of a work-seeker person submitted for registration

1. For registration in the State Employment Service or its regional agencies to further find the job the work-seeker but at the same time employed person should present the passport or another ID document.

II. The work-seeker unemployed should present the following documents

2. The work-seeker unemployed person for the registration in respective employment service and further finding a job should present:

- a) Passport or another ID Document
- b) Social Security card
- c) Labour record card (excluding cases, when he/she doesn't employ before and extract from the documents certifying his/her working activities
- d) Document on education
- e) Application from the respective State Cadastre Service Agency on non-having of privatized land or non-renting it (excluding household lands)
- f) Since 1992 the person with seniority should represent the application from the respective State Tax Committee on his/her employment and making of mandatory social insurance payments.

3. Person should represent an application from the respective State Cadastre Service Agency on non-having of privatized land or non-renting it (excluding household lands), as well as application from the respective State Tax Committee on making of mandatory social insurance payments during his/her authorities towards the given land.

Self-employed person also should represent an application from the respective State Tax Committee on making of mandatory social insurance payments.

4. RA citizens, who have not permanent or temporary registration of place of residence, besides the documents mentioned in 2 and 3 clauses of this annex also should represent an application from the local condominium on their place of residence.

5. To calculate his/her working record, one may represent also other documents certifying his/her working record determined by the RA Government N 793-N decision dated on 29 may, 2003.

6. Disabled persons, who apply for the respective employment agencies to find a job besides the documents mentioned in 2-5 clauses of this annex also should represent an application on Disability given from the respective regional commission of the RA LSI Ministry Medical-Social Examination Commission.

### **3. State Projects**

The republic program on employment implemented by the State Employment Agency includes both passive employment programs (unemployed benefit, monetary assistance) and active ones (vocational trainings of unemployed, financial assistance to unemployed to establish own businesses or run self-employment, organization of paid activities, establishment of specialized manufactures for disabled, restoration of disabled employment, organization of their vocational training etc.).

#### **Unemployment benefit payment**

The unemployment benefit is assigned to the persons having:

- The unemployment status and at least one-year insurance pattern,
- The minimum duration of the unemployment benefit payment is 6 months,
- The terms of the unemployment benefit payment for each three years are prolonged for one month,
- The maximum duration of unemployment benefit receipt is 12 months.

The unemployment benefit comprises 18000 AMD per month.

The person can again have the right for receiving the unemployment benefit if after the removal from registration he obtained at least 1-year insurance pattern and was again registered in the employment office and received the unemployment status.

#### Unemployment Benefit Amount

The unemployment benefit is set at the amount of 60% of the minimum monthly salary set by the RA law on "Minimum Monthly Salary".

#### Unemployment Benefit Payment Suspension

- For 2-month term, if the unemployed refused a suitable job offer,
- In case of the refusal a temporary work, participation in professional training courses for the term corresponding to their duration,
- In case of being involved in paid public works during the period of receiving unemployment benefit,
- In case of temporary job placement,
- In case of participation in the professional training courses by the reference of State Employment Service.

In last three cases the benefit payment is suspended for the term corresponding to the duration of the paid public or temporary work and the professional training courses.

#### Unemployment Benefit Payment Reinstatement

If after the expiry of the unemployment benefit payment suspension the person has the right to receive the unemployment benefit, the Employment Office reinstates the unemployment benefit payment starting from the next day of the expiry of payment suspension.

#### Unemployment Benefit Payment Cessation

The unemployment benefit payment is ceased, if

- the State Employment Agency ceases the unemployment status,
- the unemployed refused for the third time a suitable job offer,
- the unemployed two times in succession did not come at the invitation of the Employment Office to receive a job placement offer in a term announced in advance (except the cases of illness of the unemployed),
- during the cessation of the unemployment benefit payment it was found out that the terms of benefit receiving is expiring earlier or simultaneously with the term of cessation,
- the unemployed was dismissed from the educational institution during the professional training courses in connection with the violation of the internal disciplinary rules,
- the unemployed refused a suitable job corresponding to the specialty obtained after the professional training courses,
- a court verdict on the imprisonment of the unemployed came into effect, or the unemployed has been sent to a forced treatment by the court verdict,
- the unemployed died.

The unemployment benefit received by the person is to be returned in a set law, if he presented documents with unreliable data.

#### **Funeral Benefit Payment**

Funeral benefit is paid:

1. In case of death of the unemployed having at least one year insurance pattern and registered in the regional/ local offices of State Employment Agency.
2. In case of death of the unemployed the funeral benefit is paid to a person who organized the funeral at three-fold amount of the unemployment benefit after presenting the necessary documents to the regional/ local office during six months after death of the unemployed.
3. The mentioned amount is paid during one year after the application's submission.

For getting more detailed information about the payment of unemployment benefit and (or) funeral benefit apply to the employment office of your region/community

### **Professional training courses**

Nowadays there is a demand for high-qualified specialists in the labor market. Regardless of the existence of corresponding specialists most of them have lost their working skills and qualification during years and do not correspond to present requirements of the employer. The young people also face such a problem. The State Employment Agency implements "Professional training courses" program taking into account discrepancy between demand and supply in labour market.

The aim of the professional training courses is to support an attendant to find a suitable job through acquiring new abilities and skills according to requirements of labor market, as well as to carry out entrepreneurial activity.

The following unoccupied jobseekers registered in the employment office can be involved in the training programs:

- the unemployed
- the disabled persons
- pensioners of long-term service and privileged pensioners

The persons wishing to participate in the professional training courses of the employment offices are provided with:

- consultation on professional orientation
- information on professions demanded in the labor market and the trainings organized by regional/local office

Forms of trainings:

- trainings (craft trainings), when the applier do not have education and qualification
- retraining, when suitable job corresponding to the applier's education is absent in the labor market
- increase of professional qualification, if the applier's professional qualification does not meet labor market demand.

The training of disabled persons can be accompanied with a rehabilitation program on working abilities. It is prepared taking into account the disabled person's individual rehabilitation program compiled by the Medical and Social Expertise Agency of the Republic of Armenia of the RA Ministry of Labor and Social Issues.

The duration of professional training courses in case of professional preparation cannot exceed 6 months, and in some other cases - 3 months.

All the expenses on the organization of the courses of professional training courses are undertaken by State Employment Agency. The professional training courses are free of charge: during the whole period of professional training courses the unemployed and disabled participants are paid scholarship: for the persons receiving the unemployment benefit - at the amount of 120% of the assigned unemployment benefit, and for the persons having no right to receive the unemployment benefit - at the amount of 50% of the minimum monthly salary. For getting more detailed information about the organization of professional education apply to employment office of your region/community.

## **Business support**

Financial support to the unemployed for state registration of entrepreneurial activities;

The purpose of the provision of financial support for state registration of entrepreneurial activities is to encourage the person in starting his private business and to create new vacancies.

The following persons registered in the employment offices can be involved in the program:

- the unemployed
- the disabled

Financial support provided by this program is used for the state registration of a person as an individual entrepreneur or a commercial organization founded by him.

The professional training courses directed at organization of entrepreneurial activities can be organized for the persons willing to be involved in the program of financial support.

To become a beneficiary of this program the person has to submit a business plan in two copies to the local employment office.

The person is provided with financial support for the registration as an individual entrepreneur or a commercial organization in order to start entrepreneurial activities:

- for the registration as an individual entrepreneur with the purpose the state duty payment set by the legislation of the Republic of Armenia - at the amount of 3-fold of the base duty
- for the registration as a commercial organization at the amount of 12-fold of the base duty
- for the payment of the state duty with the purpose of the company's name registration: at the amount of 5-fold of the base duty /according to point 6 of article 18 of the RA law "On State Duty" adopted by the National Assembly on December 27, 1997.
- for obtaining a seal at a minimum price of the price scale set by the state specialized organization making seals.

For getting more detailed information about the program on financial support for the state registration of the entrepreneurial activity apply to the employment office of your region.

## **Partial compensation of salary to employer**

13.06.2006 RA Government Decree No 996-N of on the partial compensation of salary to the employer in case of employing groups uncompetitive in the labor market.

The objective of the program is to support persons uncompetitive in labor market in job placement owing to the partial compensation of salary to the employer.

The following groups uncompetitive in the labor market and registered in the employment offices can be involved in the program in case of the existence of conditions set in a program implementation order:

- Disabled persons,
- Individuals returned from confinement institutions and the institutions applying coercive actions (compulsory measures) of medical character,
- Children who reached the labor age and who are left without parent care and the individuals who belong to the group of children left without parent care,
- Individuals registered in the State Employment Service after getting demobilized from the compulsory term military service,
- The unemployed with at least 35 years insurance pattern who have still up to 5 years to reach the age for attaining the right of age pension
- Individuals who have got the unemployment status for more than three years,
- Refugees.

The employer receives compensation for each uncompetitive person at the amount of 50% of the salary set by the employer, but no more than the amount of the minimum monthly salary (the RA law on "Minimum Monthly Salary").

The compensation of salaries to the disabled persons of the 1st and 2nd categories involved in

the compensation program is provided for 2-year term, and to other uncompetitive persons – for one-year term.

For getting more detailed information about the organization of the program on partial salary compensation to the employer apply to employment office of your region.

### **Business mission to other areas**

Compensation paid to the unemployed for the material expenses in connection with work mission to some other place.

Program Objectives:

- To provide with specialists demanded in labor market of your region,
- To compensate the expenses of the unemployed sent on a business mission to other areas

### **Program rules**

The persons having the unemployment status and registered in the local and regional employment offices can be involved in the program.

Relocation for work in another residential area (community) at a distance of more than 30 kilometers from the permanent residential area is considered as business mission to other areas with the condition of temporary (with no less than one-year term) or permanent residence.

Such conditions are not valid for Yerevan, as well as for persons sent to business mission from one Yerevan community to another.

The unemployed can be offered a vacancy only if after getting information on this vacancy at the regional office it has not been filled for at least one month.

The unemployed can be sent for business mission to other areas alone or with the family members.

The compensation of expenses for sending the unemployed and his family members for business mission to other areas is provided only once.

### **Warranties**

The unemployed person and his/her family members sent for business mission to other areas are compensated:

- His/her and his/her family members' transportation expenses only in case of the existence of microbus route at the amount set for microbus routes, and in case of the existence of both microbus and bus routes - at the amount set for bus routes.
- The transportation expenses of his/her and his/her family members' necessary property for 30-50 km are 10000 AMD, for more than 50 km for each 50 km are 8000 AMD, but not more than 50000 AMD.
- His/her and his/her family members' daily allowance is compensated at the amount set by the RA legislation.

The unemployed sent for business mission to other areas is given:

- Lump sum financial support at the amount of 3-fold of the minimum monthly salary,
- Transportation expenses for 4-time visits to the permanent place of residence during one year in case of the existence of microbus route at the rate set for microbus routes, and in case of the existence of microbus and bus routes at the rate set for bus routes.
- Monthly payment for apartment rent and utilities expenses at the amount of the minimum monthly salary.

## **Necessary Documents**

The unemployed sent for business mission to other areas presents the following references to the local office, where he/she is registered:

- On permanent or temporary residence in a new place of residence,
- On banking account number opened at his name and on bank requisites.

The material expenses compensated to the unemployed in connection with work mission to other areas are to be returned:

- by the employer, if the labor contract concluded between the employer and the unemployed was terminated by the employer's initiative ahead of schedule,
- by the unemployed, if the labor contract concluded between the employer and the unemployed was terminated by the unemployed person's initiative ahead of schedule,
- by the unemployed and the employer equally, if the labor contract is terminated by the parties consent

## **Organization of paid public works**

The objective of the program is to support to the provision of the temporary employment of the unemployed and jobseekers, the execution of accessible work and work not requiring preliminary professional education. The program has useful social direction and is aimed at the fulfillment of the work of social-domestic importance for the community.

The program includes the following fields:

- Renovation, construction, planting of roads, streets, highways, pavements, parks, groves, playgrounds, trees planting and forest restoration auxiliary work,
- Auxiliary work on the elimination of the emergency situations consequences,
- Auxiliary work on the renovation of social infrastructural objects, i.e. schools, kindergartens, medical institutions, orphanages, retirement homes and other similar organizations,
- Auxiliary work on the renovation of buildings of social infrastructure and environment improvement,
- Auxiliary work on the renovation of reservoirs, irrigation systems and water-sewerage network,
- Auxiliary work on the renovation of historical and architectural memorials, cultural hearths.

The following persons registered in the regional and local offices of the State Employment Agency of RA Ministry of Labor and Social Issues can be involved in the program in priority:

- The disabled persons,
- The jobseekers of families involved in the families vulnerability assessment system,
- Other jobseekers.

The important condition for being involved in the program is:

- Within the framework of the "Paid Public Works" program the same person can be involved in more than one programs if no one expressed desire for being involved in that program for the first time.

The program duration

- The duration of the program is up to 3 months.

Salary and Order of its Payment

The daily payment of the paid public work makes 8% of the minimum salary

- The unemployment benefit payment to the persons receiving unemployment benefit and being involved in the program is suspended during the whole period of participation in the program.
- The received salary of the person involved in the program is not calculated as income in family vulnerability assessment system.
- The requirements of norms of RA Labor Code are applied for persons involved in the program.
- The temporary labor contract is concluded with the persons willing to participate in the paid public works.
- The salary is paid for the full-time working days.

Responsible bodies and parties implementing paid public work:

- Employment support regional committees of the governors (the Yerevan Mayor)
- Local self-government bodies
- The RA Ministry of Labor and Social Issues
- RA Ministry of Territorial Administration
- State Employment Agency
- The organization implementing the program

#### 4. Job fair

The job fair is an arrangement facilitating the meeting of employers and jobseekers and helping an employer to find an employee and helping a jobseeker to find a job.

The task of the fair is to raise interest towards new professions and developing fields of the economy among the wide range of the community, as well as to meet the labor force demand of the employers.

#### 5. Job Club

A job club is an employment support program directed at contribution to jobseekers in job placement, which is implemented through developing the abilities of the jobseekers' activation. It offers counseling on employment in psycho-social matters.

Job clubs operate at the regional and local employment offices of the following residential areas of the Republic of Armenia. All services provided by job clubs are free.

Residential area	Address	
Yerevan, Erebuni, Nubarashen	213 Khorenatsi str.	57-46-80
Vanadzor	14 G. Nzhdeh str.	0322, 2-20-59
Alaverdi	5 Yerevanyan highway	0253, 2-27-01
Gyumri	5/5 M. Manushyan str.	0312, 3-14-05
Hrazdan	Kentron, No 6 kindergarten	0223, 2-18-35
Charentsavan	4th district, 18 apt.	0226, 4-20-03
Gavar	6 Grigor Lusavorich str.	0264, 2-28-82
Abovyan	1 Barekamutyun str.	0222, 2-44-59

Dilijan	66 Myasnikyan str.	0268, 2-30-38
Berd	5 Levon-Bek str.	0267, 2-34-17
Ijevan	2 Vasilyan str.	0263, 3-11-39
Goris	3 M. Mashtots str.	0284, 2-11-66

### **Contacts:**

RoA Ministry of Labor and Social Issues: [www.mss.am](http://www.mss.am)

Labor and employment department  
Head of department – Mr. Tadevos Avetisyan  
Tel. (+37410) 56-53-64; E-mail: [tadevos.avetisyan@mss.am](mailto:tadevos.avetisyan@mss.am)

RA State Employment Agency, <http://employment.am>

## **XI. EDUCATION**

### **1. Educational System and Infrastructure**

Pre-school establishments (which function not less than 10 months in a year) provide care, nursing, improvement of sanitary conditions, bringing up, and training of children aged from 1 to 6 years.

General education schools are primary, basic, senior and secondary education institutions and gymnasiums, which implement general educational programs.

Gymnasiums and lyceums are included into secondary general education schools which provide main and additional general education programs. The education programs of gymnasiums comprise deep profile differential tuition of pupils; lyceums provide training in relevant fields of specialization of senior level pupils.

Colleges are included into secondary specialized educational establishments. Colleges provide advanced secondary specialized education including subjects of higher educational programs.

Higher education institutions are the universities and other educational institutions caring out higher training programs.

Education of 6-18 years old children, including ancillary educational services, is financed by the Government of Armenia from the state budget. In 2013, there were 1393 public educational institutions (including 23 special and 7 specialized secondary educational institutions), "The medical psycho-pedagogical evaluation center" NGO, "National Autism Foundation", which involve around 367.1 thousand pupils.

The main reform in the sphere of general education is formation of the three-year high school (grades 10-12), as a continuation of basic education. Formation of high schools began in 2008, and in 2012 the network included 107 high schools, which operate under the Ministry of Education and Science.

### **2. Conditions for the Continuation of Education**

#### **Higher Education**

Higher vocational education in Armenia is implemented in state Higher Education Institutions (HEI) on paid and free basis, and in private HEIs – on paid basis.

Through free education the state ensures the constitutional right of the Armenian citizens to free higher education on competitive basis. Training of specialists with higher education is implemented in 23 state HEIs and their 12 branches.

Since the academic year of 2001/2002 training in the state HEIs is implemented through a two-tier system (bachelorship and magistracy).

The HEIs train specialists in around 220 specialties, through day-time and correspondence forms of education, on free and paid basis.

According to the Government Decree N 1323-N of October 10, 2012, started from September 1, 2013, the Government refunds 50 to 100 percent of tuition of those students who are registered in the Poverty Family Benefit program and have passed the exams (at least the student's average and minimum threshold established by the Ministry of Education and Science of the Republic of Armenia).

### **Professional Education**

Professional education is implemented through vocational education institutions – colleges and vocational schools, as well as through a number of HEIs in the form of separate educational programs. Graduates of vocational education institutions having passed the graduation testing are awarded a qualification of junior specialists.

Presently there are 81 state vocational education institutions operating in Armenia. In these institutions education is implemented on both paid and unpaid basis. In 2002 the Government approved the new list of vocational education specialties; the list includes 257 specialties consolidated in 28 vocational groups. Presently those institutions offer around 100 specialties throughout the country.

3699 lecturers, of which 2958 are permanent employees teach in secondary vocational education institutions. The average age of lecturers is 55 years, and the average number of students per lecturer is 8 students.

### **Initial Vocational Education**

In Armenia, initial vocational education is implemented through initial vocational Education institutions –technical schools, and secondary vocational education institutions – colleges. During 1-3 years of study in technical schools students get specialized in metal-working, construction, agriculture, transportation, radio electronics, food and communal servicing, and in other areas; totally in 28 specialties. Graduates are conferred the qualification of a technician (qualified worker or master), and those admitted on the basis of general basic education also receive secondary (complete) general education.

Over the last few years the following reforms were done in the vocational education sector:

1. All state educational institutions, since the 2012-2013 academic year, admission is without entrance examination, with the exception of colleges of the arts, health and sports (same principle will be maintained for the next years).
2. Since 2012, number of free educational places were increased by 50%.
3. 12 regional colleges were provided with equipment, tools, laboratories, computer laboratories, etc.).
4. About 4,000 teachers and masters have been trained.

### **3. Approval and Verification of Foreign Diplomas**

The approval and verification of foreign diplomas is implemented by the RA State Agency “Committee on Higher Education qualification”.

Below is the list of documents necessary for the approval of a foreign diploma:

- Final thesis;

- Diploma (original together with a certified and apostiled copy);
- The list of research works;
- Passport.

The approval and verification procedure takes around 2 months.

When the compulsory procedure completes, the Agency issues a Certificate of Acceptance, which states that the foreign diploma has been approved and verified by the Government of Armenia.

#### **4. Needed Documents for Returnees**

There are no specific documents needed for returning pupils/students.

In order to be admitted to another school/university they must represent a document, stating that the pupil or student has been transferred to the next class/year of a school or university.

#### **5. Costs, Loans and Stipends**

##### **Costs**

There is an overall difference between the costs of the state and non-state HEIs.

Meanwhile the costs normally depend on how “popular” the chosen specialty is at the moment.

The average tuition fee in state HEIs starts from 400 USD per study year (by several instalments).

Currently the most chosen fields of study in Armenia are Law, Economics, Management and Computer Science. Thus the tuition fee for those courses is considered to be the highest in the market in accordance with the demand in this field, taking into consideration the ranking of the HEI as well.

##### **Stipends**

According to the RoA Government Decree No. 1986 “On ratification of order concerning awarding state stipends to the students of the RoA Higher Educational Institutions” (ratified on 8 September, 2005), a student can be awarded a stipend on competitive basis, according to the initial grades that the student obtained for the admission exams.

Stipend awards are re-screened in the end of each study year and re-allocated among the best students. Currently the average stipend comprises 5 000 drams per month.

Institutions might award also stipends for excellence.

##### **Loans**

Currently some private banks have started the provision of study loans with an average interest rate of about 15% annually. The maximum period for these types of loans is 1 year with a limitation of about 1000 USD.

Contacts and references:

RoA Ministry of Education and Science: [www.edu.am](http://www.edu.am)

General Department – Tel: (+37410) 52-06-32

RA State Agency “Committee on Higher Education Qualification” – Tel.: (+37410) 27-10-11

Department of secondary education – Tel.: (+37410) 52-47-49

## **XII. VULNERABLE PERSONS**

### **Assistance to Asylum Seekers and Refugees**

Since 2002 till present Armenian Red Cross Society implements the UNHCR funded "Strengthening of Asylum and Local Integration of Refugees in Armenia" Project. The main goal is to provide the asylum seekers and the newly recognized refugees with basic humanitarian assistance and counselling, fostering their self-reliance and integration. Within the framework of the Project assistance was provided to asylum seekers and refugees from Syria, Iran, Iraq, Lebanon, Israel, Palestine, Russian Federation, Georgia, etc.

### **The Elderly and the Disabled**

The problem of disability was in the spotlight in all societies. Armenia has been distinguished by providing care for the elderly and disabled, poor people in its centuries-old history. There were always under the care of Armenian Apostolic Church. There are numerous miniatures on the disabled people in the handwritten chronicles.

One of the tasks of the state is to integrate the disabled people into the society, making them able to work and solve own problems without assistance; then to adapt the environment for needs of the disabled people, upon which in case of impossibility of ensuring these both, to turn to the passive methods for social protection of the disabled people.

Social protection issues of the disabled people in the Republic of Armenia are regulated by the RA Law "On Social Protection of the Disabled People in the Republic of Armenia" and a number of Government Decrees. While preparing the legislative statements, which ensure the legislative regulation of relations in this sphere, the Government of the Republic of Armenia is also guided by the international standards, particularly UN Standard Rules on the Equalization of Opportunities for Persons with Disabilities, which were adopted during the 48<sup>th</sup> session by the UN General Assembly.

The person recognized as disabled in the medical and social experience is given Disability Group (Groups I, II and III) and the children under 18 years of age – status of disabled child.

The disabled are provided with free qualitative medical aid in the state medical institutions at the expense of the state budget.

The disabled of Group I and II and the disabled children should be provided with free medicines by prescription, and the disabled of Group III – at 50% discount, if they don't use the right for receiving the medicines in the more privileged terms.

The disabled of Group I and II and the persons, who have the status of disabled child are admitted to vocational education institution without any condition, in case they pass entrance exams with positive marks.

There are schools in the general education system in Armenia for the children with special needs, particularly for the children with visual, hearing, mobility impairments and intellectual disabilities.

Tuition fees for the persons with disabilities admitted to the state higher and/or secondary vocational educational institutions are financed from the state budget. Among them, stipend is given to persons with disabilities of daytime education, if they pass their regular exams and tests with positive marks.

It is inadmissible to refuse signing a working contract with the disabled or their promotion due to disability. The disabled people could not be evolved in the overtime, nonworking or night work only with their consent. Short working hours – no more than 36 hours per week are determined for the disabled people, which belong to disability Groups I and II.

There is no probation period for the disabled, when they are employed.

The disabled of Groups I and II as well as children with disabilities receive reimbursement for trips by all urban, suburban and interurban passenger transport means, regardless type of property (excluding taxi) in the territory of the RoA. Activities are carried out to improve the

affordability and accessibility for the disabled people to the premises and buildings in the republic. During the reconstruction of roads in 2003 funded by the Lincy Foundation, wheelchair-accessible pavements were constructed in Yerevan, to make travelling easier for the disabled.

There are special institutions taking care for only the disabled in Armenia. There are the Children's Home in Gyumri, which are foreseen for the disabled children under 5 years old with mental abnormalities, the Specialized Children's Home in Nor Kharberd for the disabled children from 5-18 years of age with intellectual disabilities, as well as the Boarding-home for the Adult Disabled People in Gyumri foreseen for the disabled with non-mental disorders and the Neurological and Psychiatric Boarding-Home in Vardenis.

#### **References and Contacts:**

RoA Ministry of Labour and Social Issues: [www.mss.am](http://www.mss.am)

Department of the Disabled and Elderly Issues  
Tel.: (+37410) 52-17-61

---

### **XIII. REINTEGRATION AND RECONSTRUCTION ASSISTANCE**

#### **1. Reintegration Assistance**

For the past years the government of RA announced EU integration as a developing priority political direction in the sphere of migration. With European Neighborhood Policy and Eastern Mobility Partnership initiatives Armenia has handled new responsibilities in this field. The new Concept of State Regulation of Migration in the Republic of Armenia was approved by the RA government in 2010. "Action Plan for Implementation of the Policy Concept for the State Regulation of Migration in the Republic of Armenia in 2012-2016" was also adopted by the RA Government. In October, 2011 Armenia and EU signed a joint Declaration on Mobility Partnership, which is aimed at effective regulation of migration flow between Armenia and 10 countries of EU.

In the framework of the Declaration the following programmes are intended to be implemented mainly referring to irregular migration and integration, information provision on possibilities of legal migration, ensuring effective reintegration of returned citizens and skills raising of the migrants, effective system of border management, improvement of the asylum system.

A project with the duration of three years on the formation of conditions for the effective reintegration for Armenians who have returned to Armenia from abroad has started in 2012. In the framework of the reintegration projects assistance will be implemented in two ways, consulting on the issues and service provision. The main executor and responsible figure for the implementation of the project is the State Migration Service of the RA Ministry of Territorial Administration.

Migrants and Remigrants can get necessary information on the State Migration Service "Hotline" (+374 )1026-41-63 or visit - [www.smsmta.am](http://www.smsmta.am)

#### **Governmental Programs and Initiatives for the Reintegration of Returning Migrants**

*The State Migration Service (SMS) of the Ministry of Territorial Administration of the Republic of Armenia*

In the framework of the three-year "Support for Migration Policy Making and Relevant

Capacity Building” program a web portal was created under [www.backtoarmenia.am](http://www.backtoarmenia.am) or [www.tundardz.am](http://www.tundardz.am). It enables users to browse useful information on a wide range of issues starting from education and healthcare systems in Armenia up to and including military service. In addition, the website enables Armenian migrants abroad to directly address questions to the respective state authorities online. The system also provides a possibility for direct online communication between migrant and respective state official in order to receive immediate answers to questions posed by migrants. A representative from each relevant Armenian government agency (the MFA, the Ministry of Science and Education, the Ministry of Diaspora, the Ministry of Economy, the Ministry of Healthcare, the Ministry of Labor and Social Issues, the Ministry of Defense, the Police, the State Revenue Committee) is involved as an on-line contact person.

In the structure of the State Migration Service of Armenia a new centre has been established: the so called **Referral Centre for reintegration (RCR)**, a first point of contact within the SMS; which will formally refer returnees to existing programmes.<sup>31</sup> This centralized system is designed to provide a single point of contact for migrants to be registered and referred to state services and employment programmes as required. The RCR office is located in the offices of the State Migration Service. Returnees will be registered and provided with general information, needs and skill assessment will be carried out and returnees will be referred to employment programmes through the State Employment Agency (SEA) or to programmes run by international and local organizations or NGOs. It is also expected to generate more qualitative data about returns from the RCR and statistics about return migration. Currently the only statistics available in regards to migration are the statistics of passenger traffic, i.e. the number of passengers arriving in Armenia and numbers departing.

**Referral Centre for Reintegration within the State Migration Service (SMS)**

Address: 4 Hr. Kochar street, Yerevan 0033, Republic of Armenia

Phone: +374 (0)10 22 49 25

E-mail: [contact@ti-armenia.org](mailto:contact@ti-armenia.org)

Webpage: <http://www.smsmta.am>

Email: [externalrelations.sms@gmail.com](mailto:externalrelations.sms@gmail.com)

Working Hours: Every day 9:00 to 18:00 (break: 13:00-14:00)

*The State Employment Agency (SEA) under the Ministry of Labor and Social Issues (MLSI) of Armenia*

Migration Resource Centers established within the system of the State Employment Agency provide reintegration services to potential and returning migrants, individual advice concerning job placement and involvement in the state employment programs. It accompanied corresponding governmental and non-governmental organizations in order to provide support. Returning migrants are not considered a special group in Armenia and they are registered in the database of job seekers managed by the State Employment Agency.

## **2. Migrant Resource Centres**

### **MRC in Yerevan**

Yerevan Erebuni and Nubarashen District Employment Centre, 213A Khorentashi Avenue, Yerevan, Republic of Armenia

T: + 374 10 57 46 80

**MRC in Ashtarak**

Ashtarak City Employment Centre, 7 Nerses Ashtaraketsi Street, 1<sup>st</sup> floor, rooms NN 6, 7, 8, 0201 Ashtarak, Aragatsotn Region, Republic of Armenia

T: +374 232 35233; 35293

**MRC in Artashat**

47 Isakov Street, Artashat, Republic of Armenia

T.: +374 93 97 00 69

**MRC in Ijevan**

Ijevan City Employment Centre, 2 Vasilian Street, Ijevan, Tavush Region, Republic of Armenia

T.: +374 263 31567; 31139

**MRC in Armavir**

137 Abovian Street, 2<sup>nd</sup> floor, Armavir, Republic of Armenia

T.: + 374 94 96 00 39

**MRC in Vaik**

14 Shahumyan Street, Vaik, Republic of Armenia

T: + 374 (0)94 94 01 16

**MRC in Goris**

3 Mashtots Street, 2<sup>nd</sup> floor, Goris, Republic of Armenia

T.: + 374 93 93 05 56

**International and non-governmental programs**

**The International Organization for Migration (IOM)** is one of the international organizations directly engaged in migration affairs. Assisting Voluntary Return (AVR) is one of the numerous services in the migration management sphere that the organization offers to migrants and governments. Since 1994 IOM missions in Western and Central Europe have supported more than 6200 migrants that returned to Armenia. The assistance offered to the returning migrants is wide-ranging:

- Information provision, counseling, departure assistance in the destination country
- Airport assistance upon return to the country origin
- Counseling and referral (including medical cases)
- Disbursement of the reintegration grant
- Assistance in establishing a micro-business (including training and business counseling)
- Monitoring and follow up.

According to the IOM Armenia mission job placement is the biggest concern in migrant reintegration. Therefore, most returning migrants are referred to the State Employment Service Agency to obtain information about existing employment opportunities in Armenia. The establishment of micro-businesses by returning migrants is another opportunity for ensuring a sustainable return of migrants. The IOM offers assistance in establishing such businesses.

**Caritas Armenia**, which is a registered benevolent NGO was established in 1996 and works in the four areas of Social Protection and Care, Community Development, Public Health and

Migration and Integration. Examples of their work include projects assisting vulnerable groups such as the elderly, orphans, children, medical cases and disabled persons in Lori, Shirak, Gerakunik and the Yerevan region. It also promotes infrastructure development such as the construction of water pipelines and irrigation systems, the refurbishment of school facilities and the construction of Community Centres. The office in Yerevan deals with migration. In 2006 Caritas Armenia started cooperation with Caritas International in Belgium where many Armenian migrants live.

**The French Office for Immigration and Integration** was created in 2005 as a state body in charge of the implementation of the migration policy under the umbrella of the French Ministry of Interior (from 1945 under several names). The OFII Representation in Armenia was created in December 2012 and is in charge of reintegration projects for Armenian returnees, as follows:

- French bilateral project called 'back to the sources' implemented by the French Armenian Development Foundation (since 2007- till present);
- French German cooperation called 'RACOB' project implemented by the French Armenian Development Foundation (01/11/2012 - 31/10/2014);
- EU funded project Targeted Initiative for Armenia 'Strengthening Armenia's migration management capacities with a special focus on reintegration activities, in the framework of the EU-Armenia Mobility Partnership' (Dec. 2012-Dec. 2015).

The EU Targeted Initiative Project "Strengthening Armenia's migration management capacities, with special focus on reintegration activities, in the framework of the EU-Armenia Mobility Partnership" is implemented in cooperation with the Governments of Belgium, Bulgaria, the Czech Republic, France, Germany, the Netherlands, Poland and Romania as well as the German Society for International Cooperation (GIZ). The project objectives were designed to focus on the following areas; capacity building, information campaigns, links between diaspora and the development and reintegration assistance to voluntarily or involuntarily returning Armenian nationals. Target groups include all returnees from EU member states and other geographic areas. The project has various activities, among others a diaspora programme, which is implemented by the German Society for International Cooperation in Armenia. OFII has completed the planning phase of the "Targeted Initiative for Armenia" programme and the implementation of the activities started in December 2013.

**The French Armenian Development Foundation** was established in 2004 by the Armenian Social Aid Society (AAAS). The AAAS was founded in 1890 and is a major actor in the Armenian Community in France. Since 2005 AAAS and OFII together with the FADF has been assisting the Armenian nationals to return back voluntarily from France to Armenia, within the framework of the "**Return to Sources**" project funded in 2005 by the European Union whose objective was to facilitate the voluntary return to Armenia. The project is since ongoing and has received funding from different institutions.

In November 2012 the French National Agency for the Immigration and Integration (OFII) and the German Federal Office for Migration and Refugees (BAMF) have started a cooperation to facilitate the voluntary return of Armenians from Germany. The Return Assistance in Armenia - Cooperation OFII-BAMF (RACOB) programme is not a return programme in itself but does assist the reintegration of returnees. Armenian migrants that require return assistance from Germany can return through the REAG (Reintegration and Emigration Programme for Asylum Seekers in Germany) and GARP (Government Assisted Repatriation Programme) which are run by the International Organization for Migration (IOM) in Germany.

**The NGO People in Need** originates from the Czech Republic and has 18 offices worldwide. The mission in Armenia was established in 2003. Its activities focus on the issues of irregular migration and repatriation assistance to returning Armenians. People in Need offer assistance to vulnerable groups in the form of socio-legal counselling and delivery of social services, and works in the areas of prevention of child trafficking and reintegration of labour migrants. They also focus on the areas of job creation for resident populations to prevent migration and encourage returns of Armenians abroad.

For more details please consult the Referral Guide for Reintegration of returnees:  
[http://publications.iom.int/bookstore/index.php?main\\_page=product\\_info&cPath=47&products\\_id=1239](http://publications.iom.int/bookstore/index.php?main_page=product_info&cPath=47&products_id=1239) and  
[http://publications.iom.int/bookstore/index.php?main\\_page=product\\_info&cPath=47&products\\_id=1240](http://publications.iom.int/bookstore/index.php?main_page=product_info&cPath=47&products_id=1240)

## **XIV. INTERNATIONAL ORGANIZATIONS AND NGOS**

### **List of IO's/NGO's**

For the full list of International organizations and Charity Funds represented in Armenia, please refer to <http://www.ngo.am/io/index.asp>

### **Organizations Working on Reintegration Projects**

#### **ARAZA SOCIAL BENEVOLENT ORGANIZATION**

3 Kievian St., # 30, 375028 Yerevan, Armenia

Phone: (+37410) 27 06 88

E-mail: [araza@arminco.com](mailto:araza@arminco.com)

Web Site: [www.arazango.narod.ru](http://www.arazango.narod.ru)

#### **ARMENIAN REFUGEE ASSOCIATION AHAZANG**

49/4 Komitas avenue, room 213 (office), Yerevan, Armenia

Phone: (+37410) 23 93 57

E-mail: [ahazang@freenet.am](mailto:ahazang@freenet.am)

Web Site: <http://www.ahazang.narod.ru/>

#### **UNION OF REFUGEES BENEVOLENT NGO**

19a Koryun Street, Yerevan, Armenia

Phone: (+37410) 56 06 87, (+37410) 44 66 09

E-mail: [vladis@infocom.am](mailto:vladis@infocom.am)

#### **INTERNATIONAL ORGANIZATION FOR MIGRATION**

Office: 14, Petros Adamyan Str.,

Working days and hours: Monday – Friday, 9:00 a.m. – 5:30 p.m.

Tel: 58-56-92, 54-33-75, 58-37-86

Fax: 54-33-65

Email: [IOMArmenia@iom.int](mailto:IOMArmenia@iom.int)

URL: <http://www.iom.int/armenia>

#### **UNITED NATIONS HIGH COMMISSIONER FOR REFUGEES (UNHCR)**

Office: 14, Petros Adamyan Str.,

Working days and hours: Monday – Friday, 9:00 a.m. – 5.30 p.m.

Tel: 56-47-71, 54-84-92, Fax: 56-78-17

E-mail: [armye@unhcr.org](mailto:armye@unhcr.org)

#### **INTERNATIONAL FEDERATION OF RED CROSS AND RED CRESCENT SOCIETIES (IFRC)**

Office: 21, Paronyan Str.

Working days and hours: Monday – Friday, 9.00 a.m. – 5.30 p.m.

Tel: 53-94-43, Fax: 53-92-17

#### **INTERNATIONAL COMMITTEE OF THE RED CROSS (ICRC)**

Office: 73/1, Nairi Zaryan Str.

Working days and hours: Monday – Friday, 9:00 a.m. – 6 p.m.

Tel: 29-74-15, 29-74-16, 29-74-17, 29-74-18,

29-76-35, 29-76-36, 29-76-37, 29-76-38, Fax: 29-74-20

E-mail: [erevan.ere@icrc.org](mailto:erevan.ere@icrc.org)

“PEOPLE IN NEED” CZECH REPUBLIC

2 Baghramyan ave, apt. 50, Yerevan, Republic of Armenia

Tel. : +374 060 51 91 59

[www.peopleinneed.cz/caucadoc](http://www.peopleinneed.cz/caucadoc).

[www.migrant.am](http://www.migrant.am)

[www.stopchildtrafficking.am](http://www.stopchildtrafficking.am)

“ARMENIAN CARITAS” BENEVOLENT NGO

Office: Chaykovsky 34, apt. 23, Yerevan, Armenia

Working days and hours: Monday – Friday, 10:00 – 19:00

Tel: (37410) 565766

URL: [www.caritasarm.am](http://www.caritasarm.am)

FRENCH OFFICE FOR IMMIGRATION AND INTEGRATION (OFII)

Representation in Armenia

Address: Piazza Grande, 10 V. Sargsian Street, 3rd floor, Yerevan, 0010 Republic of Armenia

Phone: +374 60 61 3036

Webpage: <http://www.ofii.fr>;

facebook.com/TIAproject

<http://ec.europa.eu/immigration> (English)

FRENCH ARMENIAN DEVELOPMENT FOUNDATION (FFAD)

Address: 10/7 Azatutian Avenue, 0037 Yerevan, Republic of Armenia

Phone: + 374 10 201840

Fax: + 374 10 205840

Webpage: [www.ffad.am](http://www.ffad.am) (Armenian, English, French)

Email: [info@ffad.am](mailto:info@ffad.am)

HOPE AND HELP NGO

Address: 37 Pushkin Street, Appt. 5, Yerevan, Republic of Armenia

Phone: + 374 10 53-48-34

Webpage: [www.hopehelp.am](http://www.hopehelp.am) (Armenian, English)

Email: [info@hopehelp.am](mailto:info@hopehelp.am)