



ARMENIA

2024 IFRC network annual report, Jan-Dec



11 August 2025

IN SUPPORT OF THE ARMENIAN RED CROSS SOCIETY



PEOPLE REACHED

Emergency Operations



229,411

Disasters and crises



39,451

Health and wellbeing



80,873

Migration and displacement



140,000

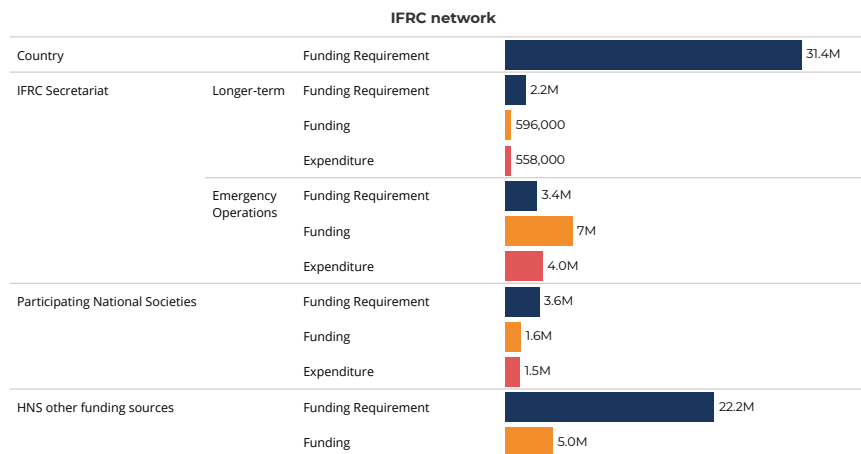
Values, power and inclusion



3,920

FINANCIAL OVERVIEW

in Swiss francs (CHF)



Appeal number **MAAAM002**

*Information on data scope and limitations is available on the back page

ONGOING EMERGENCY INDICATORS

MDRAM012 / Population Movement Armenia

EF1 - Strategic and operational coordination	Number of government-led coordination platforms the National Society is part of	2
EF2 - National Society development	There is a National Society Development plan in place	Yes
	National Society covers health, accident and death compensation for all of its volunteers	Yes
EF3 - Humanitarian diplomacy	National Society has a domestic advocacy strategy developed aligning, at least in part, with global IFRC advocacy strategies	Yes
EF4 - Accountability and agility	National Society is implementing a digital transformation roadmap in line with the IFRC strategy	Yes
	National Society has strengthened its integrity and reputational risk mechanism	Yes
	National Society has a PSEA Action Plan to enforce prevention and support survivors	Yes
	National Society has a Protection of Sexual Exploitation and Abuse (PSEA) policy to enforce prevention and support survivors	Yes
	National Society has a functioning data management system that informs decision making and supports monitoring and reporting on the impact and evidence of its actions	Yes
SP2 - Disasters and crises	Number of people reached with livelihoods support	229,000
	Number of people reached with shelter support	4,000
	Number of people reached per year with support services, in-kind, cash and voucher assistance for emergency response and recovery	4,000
	Percentage of assistance delivered using cash and vouchers	80%
SP3 - Health and wellbeing	Number of people reached with psychosocial and mental health services	24,000
	Number of people reached with immunization services	7,000
	Number of people trained by the National Society in first aid	114
	Number of people trained on implementing the PGI Minimum Standards	80

SP4 - Migration and displacement	Number of migrants and displaced persons reached with services for assistance and protection	120,000
	Number of Humanitarian Service Points (HSPs) providing assistance and/or protection to people on the move along migration routes	4
	National Society has undertaken any data collection, research, analysis or other information management initiatives to better assist and protect people on the move	Yes
	National Society has undertaken any advocacy, dialogues, educational or communication initiatives to change the legal, policy, or operational environment to better assist and protect people on the move	Yes
SP5 - Values, power and inclusion	Number of people reached by protection, gender and inclusion programming	4,000
	Percentage of people surveyed who report receiving useful and actionable information	100%

STRATEGIC PRIORITIES

Disasters and crises	Number of people reached per year with support services, in-kind, cash and voucher assistance for emergency response and recovery	39,000
	Number of people reached with shelter support	17,000
Health and wellbeing	Number of people reached by the National Society with contextually appropriate health services	81,000
	Number of people reached with immunization services	48,000
	Number of people reached with psychosocial and mental health services	36,000
	Number of people reached by the National Society with contextually appropriate water, sanitation and hygiene services	2,000
	Number of people trained by the National Society in first aid	1,000
	Number of people donating blood	1,000
Migration and displacement	Number of migrants and displaced persons reached with services for assistance and protection	140,000
	Number of Humanitarian Service Points (HSPs) providing assistance and/or protection to people on the move along migration routes	4

	National Society has undertaken any data collection, research, analysis or other information management initiatives to better assist and protect people on the move	Yes
	National Society has undertaken any advocacy, dialogues, educational or communication initiatives to change the legal, policy, or operational environment to better assist and protect people on the move	Yes
Values, power and inclusion	Number of people reached by the National Society's educational programmes	4,000
	Number of people reached by protection, gender and inclusion programming	4,000
	Number of people whose access to education is facilitated through National Society's programming	461
	Percentage of people surveyed who report receiving useful and actionable information	100%

ENABLING FUNCTIONS

Strategic and operational coordination	Number of formal interagency/international coordination platforms the National Society is part of	1
	Number of government-led coordination platforms the National Society is part of	2
Humanitarian diplomacy	National Society has a domestic advocacy strategy developed aligning, at least in part, with global IFRC advocacy strategies	Yes
Accountability and agility	National Society has a functioning data management system that informs decision making and supports monitoring and reporting on the impact and evidence of its ..	Yes
	National Society has a Protection of Sexual Exploitation and Abuse (PSEA) policy to enforce prevention and support survivors	Yes
	National Society has a PSEA Action Plan to enforce prevention and support survivors	Yes
	National Society has strengthened its integrity and reputational risk mechanism	Yes
	National Society is implementing a digital transformation roadmap in line with the IFRC strategy	Yes

IFRC NETWORK SUPPORTED ACTIVITIES

National Society	Funding Reported	Bilateral Support					
		Climate and environment	Disasters and crises	Health and wellbeing	Migration and displacement	Values, power and inclusion	Enabling Functions
Austrian Red Cross	865,000		●	●	●	●	●
German Red Cross			●				
Iranian Red Crescent Society			●				
Italian Red Cross						●	
Kuwait Red Crescent Society			●				
Liechtenstein Red Cross	30,000 *						
Monaco Red Cross	70,000						
Netherlands Red Cross	28,000						

*via Austrian Red Cross

Total Funding Reported **CHF 1.6M**

Q1. OVERALL PERFORMANCE

Context

Armenia is navigating a complex socio-political and humanitarian landscape shaped by a large influx of over 115,000 displaced people in September 2023. This mass movement has created immediate humanitarian needs while also posing long-term integration challenges. There are ongoing concerns about the government's capacity to support both emergency relief and sustainable inclusion of new arrivals. The situation has placed considerable pressure on national systems already strained by economic and social vulnerabilities.

In late May 2024, severe flash floods hit Tavush and Lori regions, damaging infrastructure, homes, and farmland across at least 15 villages and impacting over 30,000 people. The government declared a disaster zone, and regional authorities launched an emergency response, including search and rescue and immediate relief efforts. Another potential crisis was identified related to a possible population influx from the Middle East, triggering preparations to respond to emerging humanitarian needs. The evolving context has required continuous adaptation of national emergency and recovery plans.

Key achievements

Climate and environment

The Armenian Red Cross Society developed and presented the National Climate Assessment, the Disaster Law Study for Armenia and a feasibility study on anticipatory action to national stakeholders. The National Society contextualized six public awareness and public education messages for early warning actions and began the process of finalizing them for the WhatNow Portal. It conducted a three-day Early Warning Early Action training workshop in Tsaghkadzor, which also served to validate a climate risk assessment and enhance collaboration with government partners. The Armenian Red Cross Society organized a two-day workshop to begin adapting six hazard-related safety messages and participated in an enhanced vulnerability and capacity assessment (eVCA) Training-of-Trainers course to support the localization of community emergency preparedness plans.

Disasters and crises

In 2024, the Armenian Red Cross Society utilized the IFRC Disaster Response Emergency Fund (IFRC-DREF) to assist flood-affected and population movement-affected communities with basic needs, psychological first aid and essential household items. The National Society addressed immediate flood needs through food, hygiene and bedding distribution supported by Hungarian Helps and organized psychosocial support for affected families. It implemented the Civil Protection Risk Prevention and Preparedness Eastern Partnership 3 programme, strengthening disaster risk reduction and crisis management with training and capacity building related to the Russia-Ukraine conflict. The National Society activated emergency preparedness for population movement, coordinating with government agencies, operating its Emergency Operations Centre, mobilizing volunteers for registration, first aid and outreach, and training staff and volunteers in migration management and protection. It institutionalized volunteer first responder services by completing guides, training rescue officers and volunteers and procuring equipment. The National Society concluded the Food Support and Winter Aid Phase 4 programme for older people and persons with disabilities and initiated a new phase extending to 2026, focusing on food and non-food support for vulnerable groups, including displaced persons from Karabakh.

Health and wellbeing

The Armenian Red Cross Society provided socio-psychological support to tuberculosis patients undergoing outpatient treatment and carried out awareness activities in collaboration with the Ministry of Health of Armenia and the National Tuberculosis Centre. It ensured treatment adherence through patient follow-up, needs assessments, referrals and psychological consultations. The National Society conducted epidemic preparedness and COVID-19 response activities by organizing public health events, distributing informational materials, mobilizing communities, holding roundtables in polyclinics and carrying out a perception study. It continued implementing the 'Who Cares' project to strengthen

mental health and psychosocial support (MHPSS) through training, research and regional engagement, and provided psychosocial support, dignity kits, peer education and community-based activities. The Armenian Red Cross Society delivered home-based care and expanded service coverage for older people and people with disabilities under its 'Home-Based Care and Active Ageing' programme. It also operated the Gyumri Care Centre and implemented the 'Working 2gether for Gyumri Care Centre – Next Level' project to improve care standards, enhance infrastructure and promote gender-sensitive and inclusive services.

Values, power and inclusion

The Armenian Red Cross Society established Smiley Clubs, a trauma-focused programme, across Armenia for displaced and local children and enabled volunteer referrals to mental health and psychosocial support teams. It implemented psychosocial support activities in dormitories through educational, recreational and sports sessions led by trained volunteers, conducted needs assessments for infrastructure and held regular monitoring meetings. It organized cultural events such as yard and seasonal camps, movie days and festive gatherings, and trained volunteers in safeguarding, psychological first aid, child resilience and children's rights. It conducted needs assessments to tailor activities, incorporated feedback into its programming and collaborated with Child Rescue International to integrate Smiley Clubs into local education systems. The National Society also extended support to displaced children in Goris, adapting activities based on psychological needs and using focus group input to guide daily sessions. It strengthened feedback mechanisms by developing a digital hub, implemented multiple channels during flood relief efforts and reported high community satisfaction. It also conducted flood-related focus groups and trained disaster management volunteers in Community Engagement and Accountability (CEA) and safeguarding.

Enabling local actors

The Armenian Red Cross Society improved its volunteer engagement mechanisms and institutional development in 2024. It advanced its strategic roadmap by enhancing strategic priority implementation and investing in staff development, institutional infrastructure and humanitarian positioning. The Armenian Red Cross Society strengthened its capacity for long-term impact and readiness for future challenges. It expanded cooperation with international and domestic partners, resulting in greater harmonization of humanitarian responses and improved capacity to address needs of vulnerable groups affected by environmental emergencies and social or economic instability. The National Society collaborated with governmental institutions and foreign diplomatic missions to coordinate crisis responses aligned with local needs and engaged in cross-border cooperation with international partners for humanitarian assistance. Additionally, the Armenian Red Cross Society advocated with local authorities to align humanitarian efforts with national priorities and focused on collaborative action and expanding its reach to strengthen the humanitarian ecosystem in the country.

Q2. CHANGES AND AMENDMENTS

In this reporting period, no changes or amendments were made to the plan

Q3. MEASURING RESULTS OF THE IFRC NETWORK ACTION

ONGOING EMERGENCY RESPONSE

For real-time information on IFRC emergencies, visit IFRC GO page [Armenia](#).

Name	Armenia Population Movement Emergency Appeal
Appeal number	MDRAM012
Duration	30 September 2023 to 30 June 2025
People affected	120,000 people
People to be assisted	90,000 people
Funding requirements	Through the IFRC Appeal: CHF 15 million Federation-wide: CHF 20 million
Emergency Appeal	Armenia Population Movement Emergency Appeal
Operational Strategy	Operational Strategy
Latest operation update	Operations Update No. 5

As a result of the military escalation in September 2023, thousands of civilians have been displaced to the territory of Armenia. As a result of these developments over several days, a significant number of people including elderly individuals, women and children, left their homes. Despite the cessation of armed conflict, the humanitarian challenges faced by the affected people persist and continue to grow. The number of people who have arrived in Armenia after the escalation of hostilities remains stable at 101,848 individuals. About 70 per cent of these persons are staying in the capital region (Yerevan and surrounding districts of Kotayk and Ararat). Given the ongoing nature of the crisis, there is an urgent and continued need for the provision of humanitarian aid to meet the evolving needs of the affected population.

Short description of the emergency operational strategy

The Armenian Red Cross Society, in collaboration with local authorities, has played a crucial role in delivering humanitarian aid to displaced individuals. During the initial response phase from September to November 2023, over 1,500 volunteers and staff were mobilized to set up reception points and distribution centres in Kornidzor, Goris and Vayk. Given the large-scale displacement, there remains an urgent and ongoing need for humanitarian assistance to address the evolving needs of those affected. To ensure a targeted and effective response, the Armenian Red Cross Society conducted 16,605 interviews, registering 76,647 individuals to assess their needs and vulnerabilities, guiding the delivery of aid accordingly. The Operational Strategy reflects ongoing adjustments to align with the evolving situation and governmental directives. So far, the Armenian Red Cross Society has reached more than 84,500 vulnerable people affected through the emergency appeal. The highlights of the assistance are:

Shelter, housing and settlements

To address immediate shelter needs essential household items were distributed including blankets, pillows, bed linen, water boilers, mattresses, kitchen sets and foldable beds to 30,983 people. The focus was on urgent household requirements, particularly as many displaced individuals fled with minimal belongings during late autumn.

Multipurpose cash assistance

Supported the government's "40+10" social assistance programme, providing rent and utility subsidies along with one-time cash assistance. A total of 10,973 individuals benefited, with 17,790 cash transfers processed for food, winterization and shelter needs. Additionally, with the Swiss Red Cross support, an extra 3,954 transfers were completed, bringing the total to 21,744 transfers aiding 14,665 people under the Federation-wide Emergency Appeal. Under the global Pilot Programmatic Partnership between the IFRC and the Directorate-General for European Civil Protection and Humanitarian Aid Operations (DG ECHO) funding, the Austrian Red Cross and the Armenian Red Cross Society provided CHF 125 per month to 2,750 people over two months under a cash and voucher assistance (CVA) initiative till September 2024.

Livelihoods Support

The Armenian Red Cross Society is preparing to launch livelihood assistance, having received 1,300+ applications for support in self-employment, vocational training and job. Within the RENEW project funded by the Austrian Red Cross and DG ECHO, 256 households (1,303 individuals) were screened for case management support. Intervention plans have been developed, with 192 individuals referred to social and employment service providers. Future support includes seed grants distribution and vocational training programmes.

Health and care

Mental health and psychosocial support (MHPSS) remained a priority, with 92,346 MHPSS services delivered, and 464 staff and volunteers trained in MHPSS. Additional services expanded through Smiley Clubs (child-friendly spaces), engaging volunteers to support displaced families and benefiting 9,828 individuals. MHPSS and education services were structured into short-term and long-term phases, adapting to changing needs. Psychological first aid was provided through helplines and face-to-face sessions, while community-based interventions such as psychoeducation, sensitization, cultural integration and support groups were implemented. Individual counselling services continued based on needs, and regular well-being sessions for staff and volunteers were provided. Due to financial constraints, initiatives addressing communicable and non-communicable diseases were scaled back.

Water, sanitation and hygiene (WASH)

Distributed 43,619 hygiene kits ensuring access to essential hygiene items for displaced communities.

Migration Support

Established humanitarian service points (HSPs) to provide CVA, MHPSS and Restoring Family Links (RFL) services for displaced individuals.

Education in emergencies

Child-Friendly Spaces were expanded, also known as Smiley Clubs, which are facilitated by trained volunteers, primarily schoolteachers. These clubs provide homework assistance, MHPSS and cultural activities to promote community cohesion and integration. The Emergency Appeal currently supports 32 out of 45 Smiley Clubs nationwide, benefiting 9,828 children. Additionally, 231 individuals were trained to provide educational and MHPSS within these clubs.

Protection, gender and inclusion (PGI) and community engagement and accountability (CEA)

Integrated PGI and CEA as core components of its humanitarian approach, ensuring inclusivity and responsiveness to community needs. Ten PGI assessments were conducted, 3,834 individuals received PGI services and 179 staff and volunteers were trained in PGI. The CEA strategy prioritizes amplifying local voices, encouraging collaborative engagement and promoting transparent communication, with a long-term focus on building community resilience.

STRATEGIC PRIORITIES



Climate and environment

Progress by the National Society against objectives

During the reporting period, the Armenian Red Cross Society developed and presented the National Climate Assessment, the Disaster Law Study for Armenia and a feasibility study on anticipatory action to national stakeholders.

The National Society contextualized six public awareness and public education messages for early warning actions to be used nationally. It conducted a three-day Early Warning Early Action training workshop in Tsaghkadzor, to improve the understanding of the participants about climate impacts, anticipatory action funding, disaster law and IFRC's Climate Action Journey. The workshop also fostered collaboration with government partners. The Armenian Red Cross Society used the workshop to validate a climate risk assessment and strengthen its capacity to develop a climate strategy and integrate climate-sensitive practices into existing projects.

It also conducted a two-day public awareness and public education workshop that began the contextualization of six hazard-related safety messages for the WhatNow platform. A government official from the Ministry of Internal Affairs participated in the workshop and acknowledged the initiative. The National Society initiated next steps to finalize and publish the messages on the WhatNow Portal and expand public access through media networks.

The Armenian Red Cross Society further strengthened disaster management capacity participating in an enhanced vulnerability and capacity assessment (eVCA) Training-of-Trainers course. This enabled it to apply skills across its network and lead the localization of early warning and early action interventions through community emergency preparedness plans.

IFRC network joint support

The IFRC provided the Armenian Red Cross Society with technical and financial support through the global IFRC Climate Project.



The Armenian Red Cross Society visiting Leonora, 85, an Armenian returnee from Baku at an elderly home in Gyumri (Photo: Armenian Red Cross Society)



Disasters and crises

For real-time information on emergencies, visit IFRC GO page: [Armenia](#)

In 2024, the IFRC Disaster Response Emergency Fund (IFRC-DREF) was approved for two separate emergencies in Armenia.

1.

NAME OF THE OPERATION	Armenia Floods 2024
MDR-CODE	MDRAM013
DURATION	5 months (10 June 2024 to 30 November 2024)
FUNDING ALLOCATION	CHF 499,759
PEOPLE TARGETED	5,600 people
DREF OPERATION UPDATE	DREF Final Report

The IFRC-DREF allocation of CHF 499,759 in June 2024 supported the Armenian Red Cross Society to assist approximately 5,600 people affected by floods in the areas of Lori and Tavush. The National Society supported the targeted people over a five-month period with assistance such as livelihoods support and [multipurpose cash distribution](#), basic needs support through in-kind provision in the areas of [shelter](#) and [WASH](#) and psychological first aid ([PFA](#)).

2.

NAME OF THE OPERATION	Armenia: Population Movement 2024
MDR-CODE	MDRAM014
DURATION	3 months (19 December 2024 to 31 March 2025)
FUNDING ALLOCATION	CHF 87,277
PEOPLE TARGETED	2,000
DREF OPERATION UPDATE	DREF Operation Update

The IFRC-DREF allocation of CHF 87,277 in December 2024 is supporting the Armenian Red Cross Society to assist approximately 2,000 people affected by the population movement from Syria into the areas of Ararat, Armavir and Yerevan. The National Society continues to support the targeted people over a three-month period with assistance such as the distribution of essential shelter items including bedding and blankets, first aid and psychological first aid support as well as the provision hygiene kits.

Progress by the National Society against objectives

The Armenian Red Cross Society addressed the immediate needs of families affected by flooding in the Lori region in collaboration with the Hungarian Helps Agency. The National Society distributed essential food parcels, hygiene kits and bedding supplies, helping to improve nutrition, hygiene and comfort for affected families. The National Society also organized psychosocial support meetings for adults and children to assist emotional recovery.

The Armenian Red Cross Society implemented the Civil Protection Risk Prevention and Preparedness Eastern Partnership 3 programme to strengthen [disaster risk reduction](#) and crisis management capacities in the country. The National Society delivered training, exercises and capacity building adapted to humanitarian needs arising from the Russia-Ukraine international armed conflict. The Armenian Red Cross Society also activated preparedness measures for population movement, coordinating with government agencies, operating its Emergency Operations Centre, conducting rapid needs assessments, mobilizing volunteers for registration, first aid, psychosocial support and community outreach. It also trained its staff and volunteers in migration management and protection. The National

Society prepositioned hygiene kits, food parcels, blankets, and shelter materials, and included legal assistance and referral services in its response plan.

It also implemented the Volunteer First Responder project in partnership, institutionalizing volunteer first responder services across Armenian communities. The National Society completed and translated a Volunteer First Responder Guide, developed a Fire Rescue Instruction Manual, procured equipment for fire stations and conducted training for rescue service officers and volunteer groups. Additionally, the Armenian Red Cross Society, concluded the Food Support and Winter Aid Phase 4 programme aimed at improving the well-being of older people and persons with disabilities by providing them with food, hygiene and household supplies across multiple regions. The programme initiated a new phase planned to continue from 2024 to 2026, providing food and non-food items to older people, including those displaced from Karabakh.

IFRC network joint support

The **IFRC** provided support to the National Society through its Disaster Relief Emergency Fund (IFRC-DREF) mechanism for population movement preparedness and response.

The **Austrian Red Cross** provided financial support to the Armenian Red Cross Society in the implementation of its Volunteer First Responder project.

The **Red Crescent Society of the Islamic Republic of Iran** supported the National Society in the delivery of humanitarian aid.

The **Swiss Red Cross** supported the National Society's Food Support and Winter Aid programme.



Health and wellbeing

Progress by the National Society against objectives

The Armenian Red Cross Society implemented a project focused on the provision of socio-psychological support for tuberculosis patients undergoing outpatient treatment and raising awareness about tuberculosis in collaboration with the Ministry of Health of Armenia and the National Tuberculosis Centre. It delivered socio-psychological support to newly diagnosed and continuing patients, re-engaged high-risk patients, conducted awareness sessions and facilitated patient follow-up through trained volunteers. The National Society supported treatment adherence through collaboration with healthcare facilities, ensured treatment completion for patients and provided tailored support including needs assessments, resource referrals, and psychological consultations.

The Armenian Red Cross Society undertook a project for epidemic preparedness and COVID-19 response, organizing public health events, distributing informational materials, mobilizing communities through educational institutions and conducting roundtables in polyclinics to promote vaccination and epidemic control. The National Society also organized a large community event at the Yerevan Exposition Centre, multiple roundtable discussions, regional exchange meetings and also conducted a perception study to assess public awareness and project impact.

The Armenian Red Cross Society also continued to implement the 'Who Cares' project to strengthen mental health and psychosocial support (MHPSS) in the context of pandemics and conflict, leading to the creation of a research report, training curriculum and regional network engagement, including the provision of training to participants across various regions. The Armenian Red Cross Society provided psychosocial support to caregivers, distributed dignity kits, and conducted peer education, first aid and disaster risk reduction sessions. The National Society supported community committees, conducted a perception study and community engagement and accountability analysis, implemented cash preparedness and conducted a cash feasibility study.

Through its programme named 'Home-Based Care and Active Ageing', the Armenian Red Cross Society provided quality home-based services to older people and people with disabilities. It also expanded free service coverage and supported active ageing through community activities, staff training and partnerships with state and non-governmental actors.

Additionally, the National Society operated the Gyumri Care Centre in collaboration with the Armenian government and implemented a project named 'Working 2gether for Gyumri Care Centre – Next Level'. The project objectives were to improve care standards, enhance infrastructure, promote gender-sensitive care and conduct inclusive activities.

IFRC network joint support

The **IFRC** provided support to the Armenian Red Cross Society in conducting a perception study to gauge the impact of its project focused on epidemic preparedness and COVID-19 response.

The **Austrian Red Cross** also supported the National Society in the implementation of its epidemic preparedness and COVID-19 response project, the 'Who Cares project' and the 'Working 2gether for Gyumri Care Centre – Next Level' project.

The **Swiss Red Cross** supported the National Society in the implementation of its 'Home-Based Care and Active Ageing' programme.



Values, power and inclusion

Progress by the National Society against objectives

During the reporting period, the Armenian Red Cross Society established Smiley Clubs across Armenia, focusing on children displaced from Karabakh and local children. The National Society developed programmes emphasizing trauma processing mechanisms, with volunteers having direct access to mental health and psychosocial support (MHPSS) teams for protection referrals. The Armenian Red Cross Society implemented a psycho-social support project offering educational support, recreational activities and sports to children in Yerevan and Abovyan dormitories, led by trained volunteers. It organized diverse interest-based sessions tailored to different age groups and conducted a needs assessment to address urgent infrastructure issues such as toilet facilities. Monthly monitoring meetings assessed activities and challenges, supported by ongoing supervision from mental health teams.

The Armenian Red Cross Society held cultural events, including opera visits, yard camps, summer camps, movie days, winter camps and festive celebrations, enhancing children's social and cultural engagement. The National Society recruited volunteers through college information sessions and trained them in safeguarding, psychological first aid, child resilience and human values, while continuously building volunteer capacity on children's rights, mental health and related topics.

The Armenian Red Cross Society conducted comprehensive needs assessments to tailor activities to children's educational gaps and interests, incorporating feedback into programme design and follow-up evaluations. Collaborating with the Child Rescue International, the National Society integrated Smiley Clubs into local educational infrastructure. The Armenian Red Cross Society extended Smiley Club support to displaced children in Goris, adapting activities to psychological needs. Focus group discussions informed daily programming, emphasizing interactive and non-formal education through role-play and games.

The National Society strengthened its central feedback mechanism, developing a digital engagement hub to improve feedback management. During flood relief efforts, the Armenian Red Cross Society implemented multiple feedback channels, including helplines, community meetings, focus groups and post-distribution monitoring surveys, showing high satisfaction among affected communities. The National Society conducted focus groups in flood-affected communities to collect feedback and delivered training to disaster management volunteers in Community Engagement and Accountability (CEA) and safeguarding.

IFRC network joint support

The **IFRC** provided support to the National Society in the development and monitoring of the 'Smiley Clubs' programme. It also provided support to the Armenian Red Cross Society in strengthening Community Engagement and Accountability (CEA) through feedback mechanism enhancement.

The **Austrian Red Cross**, with support from **Liechtenstein Red Cross**, provided the Armenian Red Cross Society with technical and financial assistance in the development and implementation of its 'Smiley Club' programme.

The **Netherlands Red Cross** supported the National Society in the development of the digital engagement hub for improved feedback case management.

ENABLING LOCAL ACTORS



Strategic and operational coordination

Progress by the National Society against objectives

IFRC membership coordination

IFRC membership coordination involves working with National Societies to assess the humanitarian context, agree on common priorities and jointly develop common strategies. This includes addressing issues such as obtaining greater humanitarian acceptance and access, mobilizing funding and other resources, clarifying consistent public messaging, and monitoring progress. It also entails ensuring that strategies and programmes in support of people in need incorporate clarity of humanitarian action while linking with development assistance and contribute to reinforcing National Societies in their respective countries, including through their auxiliary role.

The Armenian Red Cross Society has partnerships with several participating National Societies including the **Austrian Red Cross, German Red Cross, Italian Red Cross, Red Crescent Society of the Islamic Republic of Iran, Red Cross of Monaco, Qatar Red Crescent Society** and **Swiss Red Cross**.

The **German Red Cross** supported the distribution of hygiene parcels, folding beds and household items to over 350 families in Kotayk. This partnership strengthened emergency assistance for vulnerable households.

The **Red Crescent Society of the Islamic Republic of Iran** supported cross-border assistance and joint capacity-building. It also coordinated closely with the National Society to deliver essential aid packages to vulnerable communities in Lori.

The **Qatar Red Crescent Society** focused on providing hygiene kits to flood-affected communities and renovating ambulatories in the Lori region, to improve health services and immediate relief.

Movement coordination

The Armenian Red Cross Society ensures regular exchanges with the IFRC, the International Committee of the Red Cross and participating National Societies, for the alignment of support and action between Movement partners. In times of emergencies, closer coordination is organized. This is carried out in line with the Strengthening Movement Coordination and Cooperation ([SMCC](#)) principles, and the newly-adopted [Seville Agreement 2.0](#).

The ICRC has been working in Armenia since 1992, assisting people affected by the Karabakh conflict. It prioritizes the needs of missing people and their families, supports mine victims and helps communities living along the border with Azerbaijan. It also visits detainees held for conflict-related or security reasons or who are otherwise vulnerable and helps them establish and maintain contact with their families. The ICRC promotes the dissemination and implementation of the International Humanitarian Law ([IHL](#)) among national authorities, academics and military personnel.

External coordination

The Armenian Red Cross Society continued to partner closely with the Government and maintained memoranda of understanding with all key ministries. In 2024, it deepened collaboration with the Ministry of Environment, Ministry of Interior, Ministry of Territorial Administration and State Revenue Committee to support disaster preparedness, environmental resilience, regional coordination and aid distribution. Authorities at national and local levels increasingly trusted the National Society, especially in crisis response.

The National Society held discussions with the embassies of France, Canada, Belgium, Czech Republic, Brazil and Argentina on displacement, climate change, youth engagement and refugee support. It also engaged the Embassy of Italy to help mobilize funding for mental health and psychosocial services.

It worked with the Russian Armenian Centre of Humanitarian Response on training, and with the German Red Cross to deliver essential items to families in Kotayk. Through Hungary Helps, it supported displaced and flood-affected communities with food, hygiene items, household goods, and psychosocial services.

The Armenian Red Cross Society actively participated in United Nations-led inter-agency groups and coordinated with the United Nations High Commissioner for Refugees, the United Nations Children’s Fund and local non-governmental organizations to deliver shelter, education and mental health support.



National Society development

Progress by the National Society against objectives

In 2024, the Armenian Red Cross Society continued its commitment to strengthening internal systems through improving volunteer engagement mechanisms and broader institutional development.

The Armenian Red Cross Society emphasized on its strategic roadmap, which had been initiated in late 2023. It worked to improve the implementation of strategic priorities and invested in staff development, institutional infrastructure and humanitarian positioning. Additionally, the Armenian Red Cross Society reinforced its ability to ensure long-term impact and readiness for future challenges.

IFRC network joint support

The IFRC supported the Armenian Red Cross Society in improving its volunteer engagement mechanisms and staff development.



Humanitarian diplomacy

Progress by the National Society against objectives

For the period January to December 2024, the Armenian Red Cross Society prioritized expanding and strengthening its cooperation with both international and domestic partners. These efforts resulted in greater harmonization in humanitarian responses and enhanced its capacity to address the evolving needs of vulnerable groups, especially those affected by environmental emergencies and social or economic instability.

The National Society worked closely with governmental institutions and foreign diplomatic missions to support coordinated responses to crises, ensuring that aid delivery aligned with identified local needs. It also actively engaged in cross-border cooperation with international partners to facilitate humanitarian assistance.

Through its sustained advocacy with local authorities, the Armenian Red Cross Society promoted alignment between humanitarian efforts and national priorities, creating an enabling environment for long-term community support. The National Society focused on collaborative action and expansion of its reach to strengthen the humanitarian ecosystem in the country.

IFRC network joint support

The IFRC supported the National Society in strengthening its cooperation with both international and domestic partners. It also supported the Armenian Red Cross Society in its advocacy efforts with local authorities.

Q4. AFFECTED PERSONS (PEOPLE REACHED)

See cover pages

Q5. PARTICIPATION AND ACCOUNTABILITY FOR AFFECTED PEOPLE – COMMUNITY ENGAGEMENT AND ACCOUNTABILITY

See Strategic Priority on 'Values, power and inclusion' under Q3: MEASURING RESULTS OF THE IFRC NETWORK ACTION

Q6. RISK MANAGEMENT

This information is not available in Annual Reports

Q7. EXIT STRATEGY AND SUSTAINABILITY

See Strategic Priority on 'Values, power and inclusion' under Q3: MEASURING RESULTS OF THE IFRC NETWORK ACTION

Q8. LESSONS LEARNED

Nothing to report

ANNEX 1. IFRC APPLICATION OF THE 8+3 REPORTING TEMPLATE

The IFRC network structures its result-based management along five Strategic priorities and four Enabling functions, developed based on the IFRC network's [Strategy 2030](#):

IFRC network Strategic Priorities	IFRC network Enabling Functions
SP 1 - Climate and environment	EF 1- Strategic and operational coordination
SP 2 - Disasters and crises	EF 2 - National Society development
SP 3 - Health and wellbeing	EF 3 - Humanitarian diplomacy
SP 4 - Migration and displacement	EF 4 - Accountability and agility
SP 5 - Values, power and inclusion	

The Federation-wide results matrix provides a standard way for the IFRC network to measure its progress towards Strategy 2030 implementation and supports consistent quality of the IFRC network planning, monitoring and reporting. To further advance coherence in monitoring across the IFRC network, a [Federation-wide Indicator Bank](#) has been developed and integrated into the Federation-wide monitoring systems for emergencies and longer-term work, structured along the Federation-wide results matrix as well. Signatory of the Grand Bargain Agreement, the IFRC has committed to its monitoring and reporting standards through integration of the [8+3 reporting template](#) contents into its results-based management approach. The following mapping demonstrate the way in which this report aligns with 8+3 reporting:

8+3 template	IFRC network Annual Report (with variance in structure in red)
Core Questions	
1. Overall Performance	Overall Performance
2. Changes and Amendments	Changes and amendments
3. Measuring Results	Measuring Results
4. Affected Persons	Cover pages with indicators values
5. Participation & AAP	Under Q3 Strategic Priority 5: Values, power and inclusion – Community Engagement and Accountability
6. Risk management	Risk management
7. Exit Strategy and Sustainability	Under Q3 sub-sections by Strategic Priority/Enabling Function where relevant
8. Lessons Learned	Lessons learned
Additional Questions	
1. Value for Money/ Cost Effectiveness	Not included in annual reports
2. Visibility	Not included in annual reports
3. Coordination	Under Q3 Enabling Function 1: Strategic and operational coordination
4. Implementing Partners	Cross-cutting, with a focus on support to localization through the Q3 Enabling Functions 1 to 4
5. Activities or Steps Towards implementation	Cross-cutting in Q3 Strategic Priorities and Enabling Functions
6. Environment	Under Q3 Strategic Priority 1: Climate and environment



The International Federation of Red Cross and Red Crescent Societies (IFRC)

is the world's largest humanitarian network, with 191 National Red Cross and Red Crescent Societies and around 15 million volunteers. Our volunteers are present in communities before, during and after a crisis or disaster. We work in the most hard to reach and complex settings in the world, saving lives and promoting human dignity. We support communities to become stronger and more resilient places where people can live safe and healthy lives, and have opportunities to thrive.

DATA SCOPE AND LIMITATIONS

- **Timeframe and alignment:** The reporting timeframe for this overview is covering the period from 1 January to 31 December 2024. However, due to the diversity of the IFRC and differences in fiscal years, this coverage may not fully align for some National Societies.
- **Financial overview:** This overview consolidates data reported by the National Society and its IFRC network partners, as well as data extracted from IFRC's financial systems. All reported figures should include the administrative and operational costs of the different entities. The financial data with a grey background is solely reported by the National Society, including the funding sources. Financial reporting is often times estimated depending on availability of financial figures, closing of financial periods, and may be incomplete. 'Not reported' could sometimes mean 'not applicable'. Also note that funding requirements are already reflected in the published 2024 IFRC network country plan. The total funding requirements show what the IFRC network has sought to raise for the given year through different channels: funding through the IFRC, through participating National Societies as bilateral support, and through the host National Society from non-IFRC network sources. All figures should include the administrative and operational costs of the different entities.
 - » Host National Society funding requirements not coming from IFRC network sources can comprise a variety of sources, as demonstrated when reporting on income in the IFRC Federation-wide Databank and Reporting System
 - » Participating National Society funding requirements for bilateral support are those validated by respective headquarters, and often represent mainly secured funding
 - » IFRC funding requirements comprise both what is sourced from the IFRC core budget and what is sought through emergency and thematic funding. This includes participating National Societies' multilateral support through IFRC, and all other IFRC sources of funding
- **Missing data and breakdowns:** National Societies have diverse data collection systems and processes that may not align with the standardized indicators. Data may not be available for some indicators, for some National Societies. This may lead to inconsistencies across different reporting tools as well as potential under or over-estimation of the efforts led by all.
- **Reporting bias:** The data informing this Federation-wide overview is self-reported by each National Society (or its designated support entity) which is the owner and gatekeeper, and responsible for accuracy and updating. IFRC tries to triangulate the data provided by the National Societies with previous data and other data in the public domain.
- **Definitions:**
 - » **Local units:** ALL subdivisions of a National Society that coordinate and deliver services to people. These include ALL levels (provincial, state, city, district branches, sections or chapters, headquarters, and regional and intermediate offices, as well as community-based units)
 - » **Branches:** A Branch has its roles, responsibilities and relationship with the National Headquarters defined through the National Society's Statutes, including the level of autonomy given, especially in the area of its legal status, mobilising local resources and building local partnerships, and the decisions it makes. It has a local-level decision-making mechanism through its Branch members, board and volunteers, equally defined through the National Society's Statutes

ADDITIONAL INFORMATION

- [AM_Armenia AR Financials.pdf](#) (Note: This financial report link will be fed upon the completion of the audit. For emergencies for which a financial report is not yet available, see [MDRAM012](#), [MDRAM013](#), [MDRAM014](#))
- [IFRC network country plans](#)
- [Subscribe for updates](#)
- [Live Disaster Response Emergency Fund \(DREF\) data](#)
- Operational information: [IFRC GO platform](#)
- National Society data: [IFRC Federation-wide Databank and Reporting System](#)
- [Evaluations database](#)

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