The platform for dialogue with Persons of Concern to UNHCR (POC) Participatory Assessment 2021

Target Groups

- Mixed group of men and women. Newly-registered asylum seekers
- Mixed group of men and women newly recognized refugees
- Single parents headed households with school-age children
- Mixed group of men and women adolescents, young adults/students
- A separate group of women
- Employers/entrepreneurs who lost their income/business due to COVID-19 state of emergency and Social-Economic hardship

Priority Issues to Address

Livelihoods/Employment
- Support for finding new job opportunities (trigger potential employers to hire PoC, develop online job placement service of POCs);
- Create employment-generating project (Armenian language classes, vocational skills/orientation courses, awareness-raising, projects supporting ownership of businesses);

Social/Financial Assistance
- Provide more financial support;
- Information of social assistance programs in at least four languages;
- Increasing awareness about the issues and needs of POCs in Armenia;

Housing Needs
- More sustainable/flexible rental assistance programs (rental subsidy);
- Utility coverage assistance during winter;
- Improving the dormitory conditions;
- Improve the process of owning a property;

Health Support
- Provision of health assistance or insurance packages for PoC;
- Awareness-raising campaigns/sessions about refugee rights among the healthcare service provider;
- Language as a barriers when accessing to healthcare;

Education Needs
- Scholarship programmes for the students
- School registration issues based on lack of access to information;
- Language barriers during the education process.

Other
- More social/humanitarian and legal support

Way Forward

- Reliable communication and awareness building components, as well as building strong partnerships between the state, international and local organizations are crucial for effective response to needs of PoC. While immediate, short-term solutions shall be provided for those who are in a critical need for assistance, the long-term planning process can be recommended to build the capacities of POC in Armenia for better integration into the society.