

**Advancing the Global Compact on Refugees in Armenia**  
**Stocktaking and Strategic Outlook (2019–2027)**  
**September 2025**



MINISTRY OF FOREIGN AFFAIRS OF  
THE REPUBLIC OF ARMENIA



**UNHCR**  
The UN Refugee Agency

## **About this report**

This Report brings together legal, policy, and programmatic developments to illustrate how Armenia is advancing implementation of its Global Refugee Forum (GRF) pledges. It was prepared on the basis of inputs from relevant ministries and partners, complemented by a review of existing pledge information and national and international assessments.

The report has a dual purpose: it provides a diagnostic review of progress, good practices, and areas where challenges remain, and it outlines a forward-looking roadmap that translates pledges into suggested actions, indicative timelines, and measurable indicators. In doing so, it reflects Armenia's national priorities and aligns with the Global Compact on Refugees (GCR) and the Sustainable Development Goals (SDGs).

By combining stocktaking with forward planning, the report supports Armenia's participation in the 2025 GRF Progress Review and contributes to the groundwork for expanded commitments at the 2027 Global Refugee Forum.

## **Disclaimer**

Every effort has been made to ensure the accuracy, reliability, and timeliness of the information contained in this Outcome Report. The report draws on inputs from relevant ministries and partners, as well as national and international assessments. Nonetheless, unintentional errors or omissions may occur.

Readers are invited to bring any such observations to the attention of the authors. Comments or corrections may be directed to the Ministry of Foreign Affairs of Armenia (MFA) and UNHCR Armenia.

**Cover Photo:** During a carpet cutting ceremony honouring the talent and resilience of refugee artisan **Marina**, creator of this traditional handmade carpet. © UNHCR/Karen Minasyan

# Contents

- Executive Summary**.....4
- 1. Introduction**.....8
- 2. Armenia’s GRF Pledges Overview** ..... 12
  - 2.1. Pledge Structure and Thematic Anchoring ..... 12
  - 2.2. Implementation Highlights..... 13
  - 2.3. Integrating GRF Pledges into National Strategies ..... 14
- 3. Analysis of Pledges: Progress, Gaps, and Alignments with GCR indicators** ..... 16
  - 3.1. Strengthening the National Asylum System..... 16
  - 3.2. Prevention and Reduction of Statelessness ..... 20
  - 3.3. Inclusion of Refugees in the National Healthcare System..... 22
  - 3.4. Affordable Housing and Shelter Solutions ..... 25
  - 3.5. Economic Inclusion and Livelihoods..... 30
  - 3.6. Social Protection and Welfare Inclusion ..... 34
  - 3.7. Empowerment of Refugee Women and Girls ..... 38
  - 3.8. Inclusion of Refugees in the National Education System ..... 41
- 4. Future Pledges and Opportunities (2025–2027)** ..... 47
- 5. Emerging Good Practices in Armenia’s GRF Pledge Implementation**..... 52
- 6. Summary Table: Armenia’s Global Refugee Forum Commitments** ..... 54

## Executive Summary

Armenia has advanced implementation of its Global Refugee Forum pledges, including in the context of a rapid increase in refugee numbers that placed additional demands on national systems in 2023. The crisis prompted accelerated measures to strengthen asylum, social protection, and service inclusion. The Government made 13 formal pledges at the Global Refugee Forums in 2019 and 2023 – covering asylum system reform, prevention, reduction and eradication of statelessness, and refugee inclusion in national services – and progress has been made on several of these commitments.

This report provides a data-driven diagnostic of Armenia’s progress in fulfilling the pledges, identifies good practices, and outlines priority actions for 2025–2027. It seeks to provide concrete entry points for donor investment, aligned with the GCR Results Framework, Armenia’s 2021–2026 Government Programme, and aligned with Armenia’s 2021–2026 Government Programme, and complementary to relevant European Union–Armenia cooperation frameworks. Additionally, the proposed future pledges (2025–2027) are framed to strengthen refugee protection while responding to the substantial increase in the refugee population, and could have relevance for Armenia’s broader cooperation frameworks, including ongoing discussions with the EU.

With sustained commitment and targeted support, Armenia is progressing to complete implementation of its current pledges by 2026 and to announce a forward-leaning set of new pledges at the 2027 Global Refugee Forum, positioning Armenia as an important actor in refugee protection and inclusive development.

### Key Takeaways

- **Legal and Policy:** Armenia continues to advance asylum reforms, including a revision in the Law on Refugees and Asylum and development of a Draft Law on Stateless Persons. Digital modernization has begun with the Electronic Asylum Case Management System (EACMS) and quality assurance tools that aligns with international standards.
- **Inclusive Public Services:** Refugees are systematically integrated into Armenia’s health, education, and social protection systems both under emergency delivery mechanism and national system. Government Decrees 318- Ն (2004), 1833- Ն (2024), and 642- Ն (2019) have explicitly included refugees’ eligibility for state funded services. This policy was put into practice during the refugee influx in 2023: by 2024, more than 17,000 refugee children were enrolled in public schools, and over 100,000 medical consultations, access to state benefits also facilitated such as pensions, disability allowances, and family benefits through the national system. Importantly, these services are guaranteed by law and funded through state programs or international support, helping to ensure that refugees can access services on an equal basis with nationals.
- **Secure access to Housing and livelihoods:** Refugees were initially supported through rental and utility subsidies, enabling families to move out of temporary shelters and integrate into host communities. Building on this, the Government is now providing pathways to permanent housing, including options for permanent housing, with pathways available for those who acquire citizenship. International Financial Institutions including World Bank and Asian Development Bank are preparing significant co-financing to support implementation of housing programmes. Parallel investments in livelihoods are underway—skills trainings, job placement, vocational training, and entrepreneurship—to support refugee self-reliance, though affordability and stable employment continue to be areas requiring sustained attention.

- **Protection and Empowerment:** Refugee women and girls benefit from multisectoral programmes for protection and empowerment. Armenia has expanded gender-based violence prevention and response, establishing safe spaces and provide psychosocial support to refugee children and caregivers to help address the impacts of displacement.
- **Whole-of-Government Approach:** Implementation of pledges is led by responsible line national ministries, with the Ministry of Foreign Affairs overseeing the coordination of GRF pledge implementation and reporting. Line ministries are in charge of delivering sectoral commitments: the Ministry of Internal Affairs (which houses the Migration and Citizenship Service, MCS) handles asylum processing and documentation; the Ministry of Labour and Social Affairs (MoLSA) manages social protection and housing support; the Ministry of Education, Science, Culture and Sports (MoESCS) oversees inclusion in schools and universities; the Ministry of Health (MoH) ensures health coverage; and the Ministry of Justice (MoJ) works on legal reforms and civil documentation. This mainstreamed approach means refugee matters are integrated into national and local budgets and plans, rather than treated as a separate parallel agenda.

### Examples of Emerging Global Sharing

- **Electronic Asylum Case Management System:** Digitalisation of the asylum system with further modernisation supports case tracking, consistent decision-making, and data sharing with UNHCR—aligned with best practices. By moving from paper-based processes to an integrated digital platform, the EACMS will improve efficiency and accountability in processing asylum applications, benefitting both refugees and the authorities.
- **Statelessness Reduction through Legal Safeguards:** Armenia has made notable strides in reducing statelessness by implementing three interlinked pledges on statelessness. Legislative amendments to the Citizenship Law introduced safeguards to prevent statelessness during renunciation. These reforms contributed to a significant reduction in the stateless population between 2020 and 2024.
- **Shock-Responsive Social Protection (SRSP):** Armenia piloted SRSP approach to assist refugees. Rather than create parallel systems, the Government, with support from UN, NGO and donor, extended assistance to refugees, integrating them into national social protection system. The SRSP model avoided duplication of efforts and ensured aid was timely and anchored in national systems, exemplifying a modern best practice in crisis response.
- **Inclusive and integrated Health System:** Refugees are integrated into existing national health services under the government programme guaranteeing basic coverage. During the 2023 influx, thousands of refugees were treated in national facilities, while hundreds of refugee doctors and nurses were absorbed into the health workforce. This approach prevents parallel structures, ensures equitable and cost-efficient care, and directs international support into strengthening Armenia’s healthcare system for both refugees and host communities.
- **Emergency Registration of Refugees:** In the later 2023, Migration and Citizenship Services of the Ministry of Internal Affairs mounted an emergency registration to process the sudden and mass arrival of refugees. In response to the sudden influx, the authorities mounted a nationwide registration drive on short notice, using digital data systems, trained staff, local government offices, and partner support. By October 2023, the majority of the displaced population had been registered, enabling a more organized response. The quick issuance of documentation enabled freedom of movement and access to services. Overall, Armenia’s ability to mobilize a nationwide registration drive on short notice – using digital data systems, trained staff,

local government offices and support from partners– ensured a timely humanitarian response. It supported better coordination of aid delivery by identifying who and where refugees were.

### Case for Action Across Different Levels (2025–2027)

Armenia’s GRF pledges were made with a clear sense of direction: to strengthen national systems, expand refugee inclusion, and ensure that those forced to flee are treated not as outsiders, but as participants in the country’s future. Delivering on this vision requires coordinated action at all levels. The table below outlines a strengthened case for action (2025–2027) across national, ministerial, local, and international tiers, using results-oriented language aligned with UNHCR and GCR principles:

Level	Key Actions
<b>National</b>	<ul style="list-style-type: none"> <li>• Advance finalization and adoption of the revised law on asylum and other legislative acts as part of asylum legislation reform, and the draft law on stateless persons within the 2025–2026 period.</li> <li>• Endorse a comprehensive State Policy for the Integration of Refugees, Returnees and Migrants (2025–2030) with budget lines, ensuring sustainable inclusion across housing, education, employment, health, and social protection.</li> <li>• Further expand and institutionalize free legal aid and interpretation services.</li> <li>• Finalize sector-specific standard operating procedures (SOPs) and implementation frameworks to operationalize refugee inclusion in each sector</li> <li>• Embed refugee-sensitive indicators and data collection into existing Management Information Systems (MIS) for social protection, education, and health, to better track refugee access and outcomes.</li> <li>• Strengthen quality assurance in asylum processing (e.g. through the MCS) and expand services at regional passport centres to improve outreach and documentation for refugees.</li> </ul>
<b>Local</b>	<ul style="list-style-type: none"> <li>• Expand refugees’ access to community services, local housing support, and job placement initiatives in municipalities</li> <li>• Institutionalize area-based planning and multi-stakeholder referral mechanisms at the local level so that communities, local authorities, and humanitarian/development partners work together to address refugee needs.</li> <li>• Consider increasing discretionary funding and planning tools for marzes to implement local solutions for refugee integration and social cohesion.</li> </ul>
<b>Partners and Donors</b>	<ul style="list-style-type: none"> <li>• Align funding and programs with Armenia’s GRF pledges, providing predictable, multi-year support that bridges immediate humanitarian needs with long-term development goals.</li> <li>• Support technical assistance and capacity-building for key priorities – such as legislative reforms, development of refugee inclusion strategies, and modernization of data systems.</li> </ul>

- Co-finance scalable pilot projects in social protection, education, health, housing, and livelihoods that can be expanded nationally, benefiting both refugees and host communities.

### **Strategic Outlook**

With sustained commitment and targeted investments, Armenia is well positioned to advance implementation of its current pledges by 2026 and to prepare a new set of pledges. By aligning these efforts with the Global Compact on Refugees Results Framework, Armenia positions itself as an important actor in refugee protection, and a champion of inclusive development. The progress to date – and the plans ahead – underscore Armenia’s whole-of-society approach to refugee inclusion and its dedication to treating those forced to flee not as outsiders, but as participants in the country’s future.

## 1. Introduction

The Global Compact on Refugees (GCR), affirmed by the UN General Assembly in 2018, provides an international framework for more predictable and equitable responsibility-sharing in refugee situations. Its goals are to ease pressures on host countries, support refugee self-reliance, expand access to third-country solutions, and create conditions for safe and dignified return. To translate these objectives into action, countries make measurable commitments at the Global Refugee Forum (GRF), held every four years, with progress reviewed at mid-term.

Armenia's engagement in the Global Refugee Forum builds on its international and regional commitments, its Constitution, and national legislation. Armenia has ratified the 1951 Refugee Convention and its 1967 Protocol, the 1954 and 1961 Statelessness Conventions, and broader human rights treaties such as the Convention on the Elimination of All Forms of Discrimination against Women and the Convention on the Rights of Persons with Disabilities. These legal foundations provide a basis for anchoring Armenia's GRF pledges in both international and national law.

Guided by its international obligations and national priorities, Armenia made its first set of pledges in 2019 and expanded them in 2023. In 2019, Armenia pledged reforms focused on prevention, reduction and eradication of statelessness, asylum system strengthening, and refugee integration. By 2023, these commitments were expanded to include access to housing, inclusive education, health care, employment and social protection including the rights of women and girls. The following background illustrates the national context in which these pledges were made and why they remain relevant today.

Armenia saw an influx of over 115,000 refugees by mid-October 2023<sup>1</sup>. Combined with the existing refugee population, this represented an increase equivalent to around 4% of the national population<sup>2</sup>. This placed additional demands on public services, social protection and infrastructure. This demographic increase placed particular pressure on border regions such as Syunik, Gegharkunik, and Vayots Dzor, where service local delivery systems were already stretched. Host communities, particularly in remote and border regions, faced considerable pressures in absorbing the influx, underscoring the relevance of Armenia's pledges on housing, education, healthcare, and social support.

Local governance structures have played an important role in the response. While all 71 communities in Armenia have legally mandated to have five-year community development plans (Article 82 of the RA Law on Local Self-Government) as well as annual work plans, implementation capacity and discretionary financing remain constrained. According to the World Bank's Second Systematic Country Diagnostic, Armenian municipalities manage only 10% of public expenditures, restricting their ability to finance or scale services during humanitarian shocks.<sup>3</sup> At the same time, municipalities have increasingly engaging in international partnerships, including the Council of Europe's "Support to Communities Hosting Refugees in Armenia" programme and UNDP initiatives, which have contributed to resilience-building and integration. Ensuring adequate resources...will be important for sustaining both host and refugee populations for sustaining both host and refugee populations. Many of Armenia's pledges will ultimately be delivered at the community level, so strengthening municipal capacity is essential to fulfilling these commitments.

The 2023 influx had varying impacts across public services by 2023 influx, highlighting areas that Armenia's GRF pledges seek to strengthen. The national health system—constrained by a concentration of beds in Yerevan, low

---

<sup>1</sup> Migration and Citizenship Service of the Ministry of Internal Affairs of the Republic of Armenia

<sup>2</sup> World Bank, Second Systematic Country Diagnostic for Armenia, 2024, p. 7.

<sup>3</sup> Ibid., p. 103.

per capita public health spending (USD 228)<sup>4</sup>, and over 85% out-of-pocket expenditures— was tested in meeting rising demand in hosting communities<sup>5</sup>. The education sector, while benefiting from low student–teacher ratios (8:1), faced rural inefficiencies and infrastructure gaps that were further stressed by the sudden enrolment of refugee students<sup>6</sup>. “Adequate housing emerged as one of the key areas of need. 96% of families in Armenia own their homes<sup>7</sup>, Armenia’s limited rental market—particularly outside Yerevan—offered few affordable shelter options for refugees. Adding to the complexity, only 18% of urban housing stock has been built since 1990, with a large share of older housing stock requiring modernization. <sup>8</sup> These factors highlighted the importance of Armenia’s pledge to expand housing solutions for refugees, as part of a shift from temporary shelter to more sustainable housing options.

Despite these constraints, Armenia’s emergency response reflected institutional adaptability and commitment. The Government granted refugee status through temporary protection mechanism, issued refugee identity cards to new arrivals. It mobilized multisectoral support—coordinated through refugee coordination forum mechanisms— to address urgent needs in areas like food, health care, and shelter. The Government integrated refugee needs into existing public services, in line with its GRF pledges.

For example, thousands of refugee children were enrolled in public schools and refugees gained access to primary healthcare and cash assistance programs within national systems. At the same time, authorities began strengthening the asylum system itself – modernizing case management through new digital tools and legal reforms – to cope with the influx. These efforts illustrated Armenia’s alignment with the GCR principle of responsibility-sharing, as the country sought support from the international community while keeping its own institutions at the forefront of the response.

To support vulnerable refugees, the government scaled up social spending during this period. According to International Monetary Fund (IMF), social assistance spending has increased from 2.9% of GDP in 2023 to 4.2% in 2024, <sup>9</sup>, channelling additional funds into welfare programs for both citizens and refugees. At the same time, reliance on centralized budgeting may influence the responsiveness of local actors.

Meanwhile, Armenia’s ongoing macroeconomic and governance reform trajectory create an opportunity to embed and scale implementation of the GRF pledges. The country has experienced robust growth in recent years, creating some fiscal space for social investments. GDP growth was 8.3% in 2023, 6.5% in 2024, and 5.2% in Q1 of 2025— driven by robust consumption and investment, including via expanded services, digital innovation, and integration of new labor and consumer populations.

The Government’s 2025 budget reflect high public investments, with total expenditure projected at 31.4% of GDP, (including 24.9% current and 6.7% capital spending). Notably, significant budget allocations have been directed to health, education, housing, and refugee integration programme- – directly supporting the sectors addressed in Armenia’s pledges.

---

<sup>4</sup> Ibid., p. 69

<sup>5</sup> Ibid., p. 72.

<sup>6</sup> Ibid., p. 80–81.

<sup>7</sup> Ibid., p. 47.

<sup>8</sup> Ibid., p. 48.

<sup>9</sup> IMF, “Republic of Armenia: Fifth Review Under the Stand-By Arrangement, Request for a Waiver of Nonobservance of Performance Criterion, and Modification of the Monetary Policy Consultation Clause,” Country Report No. 25/145, June 27, 2025, Table 3b.

Fiscal indicators are broadly positive: as of Q1 2025 the state budget remained in surplus (about 1% of GDP; AMD 21.2 billion/ approx. 54 million USD), supported by cumulative growth in tax revenues—13.2% in January–March, 14.5% in January–April, 14.2% in January–June 2025, and 14.7% in Jan-July—and moderated capital expenditure execution.<sup>10</sup> The current fiscal context provides potential opportunities to further embed refugee protection measures within national budgets and programs.

Governance reforms are advancing in parallel. The 2021–2026 Programme of the Government prioritizes decentralization, development of local infrastructure, and modernization of public services<sup>11</sup>. These reforms align well with the needs highlighted by the refugee response – for instance, boosting municipal capacities and modernizing service delivery are crucial for long-term refugee integration. However, Certain systemic constraints remain under discussion for further reform. As mentioned, Municipalities manage a limited share of public spending, which shapes the scope of their current responsibilities. Many locations also lack up-to-date development plans. Further decentralization reforms will be important to enhance local autonomy and strengthen institutional capacity for managing displacement-related pressures. This context illustrates why Armenia’s whole-of-government approach in implementing pledges has been central to managing displacement-related pressures.

Finally regional variations continue to shape both development and refugee integration efforts. Unemployment has gradually improved (down to 12.6% in Q1 2025 from 13.7% in Q1 2024<sup>12</sup>), yet structural labour market challenges remain. Rural and border marzes - such as Shirak and Gegharkunik- experience comparatively higher poverty rates, infrastructure deficits, and with fewer employment opportunities compared to Yerevan and other urban centres<sup>13</sup>. (By contrast, Syunik demonstrates comparatively lower poverty levels). Importantly, many of these marzes are also hosting large number of refugees, which adds to existing socioeconomic challenges in these regions. According to IMF job creation in Armenia varies across regions and demographics, with rural youth and women facing higher barriers to formal employment<sup>14</sup>. Bridging these disparities may benefit from further targeted and coordinated interventions- for example, livelihood programs and infrastructure investments tailored to high poverty marzes- as well as stronger local planning and professional social services. In terms of pledges, this means Armenia will need to continue efforts to implement its commitments (on jobs, education, social protection, etc.) in an inclusive manner that reaches all regions and community groups. Ensuring that refugee-hosting areas benefit from broader development initiatives will be important to promoting inclusive recovery and ensuring that both host and refugee populations benefit.

In summary, the events of 2023–2024 have reaffirmed the importance of Armenia’s GRF pledges. The country’s commitments – from legal reforms to sectoral improvements – provided a roadmap that remained relevant in practice when faced with a refugee crisis, and they now serve as a blueprint for moving forward. The next phase is to consolidate lessons learned from Armenia’s emergency response and to convert its strong policy frameworks into practical, on-the-ground solutions that are systemic, inclusive, and responsive to shocks. These efforts will be grounded in Armenia’s existing strategies (for disaster risk management, asylum, and development) and reinforced by the ongoing reforms in macro-fiscal management and governance modernization. With continued national efforts will and international support, Armenia is well positioned to translate its pledges into lasting outcomes.

---

<sup>10</sup> Data source – Ministry of Finance, State Budget 2025 and execution reports; Statistical Committee of the Republic of Armenia (GDP data).

<sup>11</sup> Government of Armenia. Programme of the Government 2021–2026, pp. 9–10, 36–38.

<sup>12</sup> World Bank. *Armenia Monthly Economic Update – June 2025*, p. 2

<sup>13</sup> World Bank. *Second Systematic Country Diagnostic for Armenia (2024)*, pp. 91–94

<sup>14</sup> IMF. *Armenia: 2024 SBA IV Review – Country Report No. 24/348*, pp. 13–16

The following section will examine each individual pledge in detail, assessing progress made and identifying gaps to address, in order to fully realize the vision of the Global Compact on Refugees in the Armenian context.

## 2. Armenia's GRF Pledges Overview

### 2.1. Pledge Structure and Thematic Anchoring

Since 2019, the Republic of Armenia has advanced its engagement with the Global Compact on Refugees (GCR) through 13 formal pledges made at the Global Refugee Forums of 2019 and 2023. Taken together, these commitments reflect a whole-of-government and whole-of-society orientation toward refugee protection and inclusion and situate Armenia within the responsibility-sharing framework of the GCR.

The pledges cover a broad protection-to-solutions spectrum: strengthening a protection-sensitive asylum system; reducing and preventing statelessness; establishing safeguards for legal identity; and advancing inclusion in health, housing, education, employment, and social protection systems. They also emphasize the rights of women and girls, children, and other groups in situations of vulnerability.

At the 2023 Global Refugee Forum, Armenia introduced six additional pledges that further developed this agenda. These focused on expanding access to adequate housing, integrating refugee children into the national education system, supporting women and girls, consolidating health system inclusion, advancing socio-economic integration, and extending social protection guarantees.

For coherence and monitoring, the 13 pledges are clustered under four thematic pillars:

- Asylum system strengthening
- Prevention, reduction and eradication of statelessness
- Socio-Economic Inclusion (health, housing, education, employment, social protection)
- Protection of vulnerable groups including Women and Children

Implementation is organized through ministerial ownership within a results-based framework:

- **Ministry of Internal Affairs (MoIA):** responsible for asylum system reform and prevention, reduction and eradication of statelessness, registration and documentation, and coordination of emergency response and disaster risk management.
- **Ministry of Labour and Social Affairs (MoLSA):** responsible for social protection and labour market integration, advancing socio-economic inclusion and support for vulnerable groups.
- **Ministry of Education, Science, Culture and Sports (MoESCS):** responsible for refugee inclusion in education, vocational training, and youth development, and promotes access to culture and sports.
- **Ministry of Health (MoH):** responsible for integration of refugees into the national health system, including primary, secondary, and specialized care, with emphasis on mental health and psychosocial support.
- **Ministry of Justice (MoJ):** oversees legislative reform and legal harmonization, including legal identity, safeguards, and protection guarantees.

By embedding pledges within existing institutional mandates, Armenia implements them through national public administration systems. This approach links refugee protection with existing structures that also serve the broader population, supporting coherence and longer-term integration.

## 2.2. Implementation Highlights

Armenia has reported progress across most pledges. Institutional, financial, and legal frameworks have been progressively aligned to support both immediate humanitarian responses and longer-term inclusion. Key developments to date include:

- **Statelessness Reduction:** Armenia has advanced implementation of three interlinked pledges. A comprehensive national study on statelessness was completed in 2020, mapping the stateless population and identifying legal gaps. Legislative amendments to the Citizenship Law in 2021 and 2023 introduced safeguards to reduce the risk of new statelessness (for instance, ensuring that renouncing Armenian citizenship does not result in statelessness). A Draft Law on Stateless Persons, prepared with input from UNHCR and civil society, was submitted to the Government in March 2025. According to official data, these measures contributed to a reduction in the documented stateless population (from about 900 individuals in 2020 to 160 in mid-2025). This reflects progress in line with the objectives of the global campaign to end statelessness.
- **Asylum System Reform:** Steps have been taken to modernize the asylum system. The Electronic Asylum Case Management System (EACMS) became operational in 2021, allowing for digital registration and case management, with read-only access for UNHCR. A Quality Assurance (QA) mechanism, modelled on European Union practices, was introduced and institutionalized by 2025. In 2023, the Migration and Citizenship Service (MCS) was established as a standalone agency under the MoIA, strengthening institutional capacity. Draft amendments to the Law on Refugees and Asylum and other legislative acts as part of asylum legislation review are under review, including provisions for complementary forms of protection and safeguards for persons with specific needs. The adaptability of the system was evident during the 2023 influx, when over 115,000 individuals were registered and documented within weeks. Access to free legal aid for asylum-seekers has also been expanded through cooperation with the Public Defender's Office and the Chamber of Advocates.
- **Healthcare Inclusion:** As of early 2025, refugees – including those with temporary protection – are included in Armenia's public healthcare system. The MoH classified them under categories eligible for subsidized essential health services, diagnostics, and medicines. This policy has enabled refugee patients to access care within the same system as nationals, without parallel structures, in line with the objectives of the Global Compact on Refugees.
- **Social Protection:** Refugees are now integrated into Armenia's social protection system. Following the 2023 influx, the Government introduced a temporary cash assistance programme for newly arrived families. Government Resolution No. 1833-Ն (November 2024) established monthly financial support for basic needs. Beyond emergency support, refugees also access pensions, child and maternity benefits, and disability-related support under national programs. This integration is accompanied by notable fiscal allocations, with state resources earmarked for both housing and social protection.
- **Employment:** Refugees in Armenia have the right to work under national law. The State Employment Agency has extended services such as job counselling, job-matching, and incentives for employers to hire refugees. In partnership with international actors, vocational training and entrepreneurship support are being scaled up to facilitate livelihoods and self-reliance.
- **Housing:** Refugees accessed targeted rental and utilities support under Government Decree 1711-Ն (2022) and subsequent housing support programmes. Between 2023 and 2025, these initiatives mobilized nearly USD 228 million in combined state and donor funding.

- **Education:** Refugee children are enrolled in Armenia’s public schools under simplified procedures. In 2024, universities introduced scholarships and tuition assistance for refugee students, enabling access to higher education. Parallel initiatives include hiring refugee teachers as assistants, expanding infrastructure in schools with high refugee enrolment, and offering language support programmes.
- **Women and Girls:** Armenia has expanded tailored services for refugee women and girls across seven regions, often through state-NGO partnerships. Initiatives include vocational training hubs, community centres providing counselling and GBV response services, and targeted awareness campaigns. These efforts seek to enhance protection and opportunities for participation in economic and social life, for both refugees and host community members.
- **Legislative Reform and Protection Status:** In October 2023, the Government adopted Decree 1864-Ն establishing a temporary protection regime, defining legal status, rights, and documentation for individuals under protection. Beyond emergency measures, draft amendments under consideration will further align procedures with international standards.

### 2.3. Integrating GRF Pledges into National Strategies

Armenia’s Global Refugee Forum pledges are pursued as part of the country’s broader development and reform agenda, ensuring that refugee protection and inclusion contribute to national priorities. This approach helps avoid parallel systems for refugees and instead strengthens the same institutions and services that serve the wider population.

Several national frameworks provide the foundation for pledge implementation:

- **Government Programme 2021–2026** – prioritizes social inclusion, digital governance, and legal reforms.
- **Labour and Social Protection Strategy 2023–2026** – expands safety nets and promotes inclusive services, extending coverage to refugees.
- **Employment Strategic Program 2025–2031** – supports job creation and workforce development, directly relevant for refugee labour market integration.
- **Demographic Strategy 2024–2040** – addresses population and labour force challenges, to which refugee inclusion can make a contribution.
- **State Education Development Programme 2021–2030** – improves access and quality of education, under which refugee enrolment has been incorporated.
- **Healthcare System Development Strategy 2023–2026** – strengthens service delivery, including coverage for refugees within the national health system.
- **Disaster Risk Management Strategy 2023–2030** – incorporates preparedness for humanitarian emergencies, including sudden refugee influxes.
- **CEPA Roadmap for EU Legal Approximation** – advances legal reforms aligned with EU standards, including asylum and human rights.
- **Universal Periodic Review (UPR) process** – provides an international reporting channel that reflects Armenia’s commitments on refugee protection and prevention, reduction and eradication of statelessness.

By embedding GRF pledges into these frameworks, Armenia ensures that investments in areas such as education, health, housing, and legal reforms serve both refugees and host communities. For example, classrooms added in areas with high refugee enrolment also benefit local students, while safeguards against statelessness enhance protections for all residents. This integrated approach contributes to sustainability, as resources are used for multiple purposes, and strengthens institutional resilience by embedding refugee needs into regular planning and budgeting. Progress is also tracked through national monitoring systems and reported internationally under the GRF framework, reinforcing accountability and transparency.

### 3. Analysis of Pledges: Progress, Gaps, and Alignments with GCR indicators

In the following section, Armenia's thirteen Global Refugee Forum (GRF) pledges are reviewed by thematic area. Each pledge, or group of related pledges, is presented with a summary of the commitment, the status of implementation, and progress observed to date. The review also highlights remaining gaps and challenges, as well as enabling factors that have supported implementation. Where relevant, alignment with the Global Compact on Refugees (GCR) Results Framework is noted, along with possible next steps that could help consolidate progress. Taken together, Armenia's pledges contribute to GCR Objective 1 (easing pressures on host countries) and Objective 2 (enhancing refugee self-reliance) and indicate a gradual shift from emergency response toward systematic inclusion of refugees within national system.

#### 3.1. Strengthening the National Asylum System

**Pledge Summary:** At the 2019 Global Refugee Forum, Armenia presented two complementary pledges aimed at strengthening its asylum system. The first focused on digital transformation and institutional capacity-building, including the creation of electronic case management tools, modernization of infrastructure, and the introduction of quality assurance measures in the asylum procedure. The second pledge emphasized improving the quality of asylum decisions through expanded staff training, updated refugee status determination procedures, and alignment of national practices with international protection standards. Together, these pledges are intended to reinforce a fair and efficient asylum system, contributing to Objective 1 of the Global Compact on Refugees (easing pressures on host countries through stronger national systems) and Objective 2 (enhancing refugee self-reliance through secure legal status).

**Implementation Status and Responsible Entities:** The pledge on digital system development (GRF-00281) has been implemented, with modernization continuing as an iterative process. The pledge on institutional development and decision-making quality (GRF-01447) is underway, with progress achieved but activities still ongoing. The Migration and Citizenship Service, operating under the Ministry of Internal Affairs, is the lead implementing body, working in collaboration with national institutions, the Office of the United Nations High Commissioner for Refugees, and international partners providing technical and financial support.

**Progress to Date (2019–2025):** Armenia has undertaken a series of institutional and operational measures to strengthen its asylum system.

- In 2023, the Migration and Citizenship Service (MCS) was established as a standalone institution within the Ministry of Internal Affairs, providing a dedicated structure for asylum and migration management. This reorganization elevated the profile of asylum within government structures and facilitated more specialized institutional focus.
- The Electronic Asylum Case Management System (EACMS) was piloted and became fully operational in 2021. The system enables digital registration of asylum applications, case management, and storage of files, improving efficiency and transparency. Read-only access for UNHCR allows for enhanced coordination and oversight. Modernization of the digital system is currently underway with support from the European Union and UNHCR.
- Since 2019, asylum officers and decision-makers have benefited from regular training on international refugee law, interviewing techniques, working with vulnerable groups, and child-sensitive procedures. These trainings were supported by UNHCR and efforts to institutionalize training capacities are currently underway.

- Access to free legal counselling and representation has been expanded through cooperation with the Public Defender's Office and the Chamber of Advocates. This support has been particularly important for complex asylum cases and appeals, helping to strengthen procedural fairness.
- A pilot Quality Assurance (QA) mechanism was introduced with UNHCR support, modelled on European Union practices. The mechanism reviews a sample of asylum decisions against legal and evidentiary standards and provides feedback to case officers. By 2025, this mechanism was institutionalized within the MCS, creating a more consistent and structured approach to decision quality.
- The resilience of the asylum system was demonstrated during the large-scale refugee influx of late 2023, when more than 115,000 individuals were registered within weeks and provided with temporary protection documentation. Registration centres and mobile teams were deployed, drawing on earlier investments in digital tools and trained staff. The response demonstrated the value of inter-agency coordination, with police, local authorities, and social services contributing to registration and immediate assistance.

**Remaining Gaps and Challenges:** While important progress has been made in strengthening the asylum system, a number of areas continue to present challenges and may benefit from further attention:

- The revised Law on Refugees and Asylum and other legislative acts as part of asylum legislative reforms, which would introduce complementary forms of protection and update procedures, is under review, with adoption anticipated to further strengthen protection standards and align procedures with international frameworks.
- Some guidance for asylum processing has not yet been fully standardized or updated. For instance, formal SOPs for handling cases involving vulnerable asylum-seekers (such as survivors of torture, LGBTI individuals, or unaccompanied children) need to be progressively harmonized, which may lead to variations in practice.
- The Electronic Asylum Case Management System (EACMS), while functional as a case registration and tracking tool, development of advanced features remains a potential area for future enhancement. For example, there is currently no online portal for asylum-seekers to track applications, and interoperability with other databases (e.g., civil registry, border management, social protection) is limited. Data exchange is still largely manual.
- There is scope to further expand the pool of trained officers to match potential caseloads, particularly during influxes. Reception capacity could be further strengthened, and new facilities under development are expected to enhance accommodation and services for arrivals. Referral pathways for asylum-seekers with specific needs, such as survivors of gender-based violence or individuals requiring specialized medical care, are still being developed across regions.
- Although a quality assurance tool exists, a permanent unit dedicated to internal review of asylum decisions has not yet been established. This limits the system's ability to systematically monitor and strengthen decision-making consistency. Appeals bodies, such as the courts, do not yet have specialized asylum chambers, which may affect the uniformity of jurisprudence.
- Training for asylum staff has been largely supported through projects, with opportunities to further institutionalize such initiatives. There is scope to further institutionalize training, for instance within existing civil service or police academies, to ensure continuity of expertise even with staff turnover.

- Mechanisms for asylum-seekers to access information and provide feedback are being further developed. A dedicated, accessible channel such as a helpdesk or hotline could further strengthen transparency and communication.
- State-funded legal aid for asylum-seekers exists but remains limited in scope. The Public Defender’s Office has limited capacity to provide legal assistance to asylum-seekers, with complementary support provided by UNHCR and NGOs. Ensuring sufficient legal assistance at all stages, including appeals, may benefit from further support and capacity.

**Enabling Factors:** Several factors have contributed to progress in strengthening Armenia’s asylum system:

- The Government of Armenia has consistently demonstrated commitment to international protection standards. Even during the 2023 crisis, steps were taken to prioritize refugee protection, including the swift introduction of temporary protection arrangements and related legal initiatives. This engagement has supported the advancement of technical reforms.
- Collaboration with international partners has played a central role. The European Union has provided funding for capacity-building. The Office of the United Nations High Commissioner for Refugees has supported policy development, training, and secondment of experts. Armenia has also drawn on knowledge exchange through mechanisms such as the Asylum Capacity Support Group. These partnerships have facilitated access to comparative experience and technical resources.
- The asylum system reforms have been supported by linkages with other sectors. During the 2023 influx, cooperation with the Ministry of Health and the Ministry of Labour and Social Affairs enabled newly registered refugees to access health services and social support without delay. The Ministry of Justice has been engaged in legislative reforms, while law enforcement agencies have cooperated on border management. This whole-of-government approach has enhanced coherence across different areas of state responsibility.
- Government has allocated national resources, including budgetary support for the reorganization of the Migration and Citizenship Service and investments in the digital case management system. Donor partners have complemented these efforts through co-financing, providing equipment, supporting interpretation services, legal and policy reforms and enhancement of reception capacity and support. The combination of state and external resources has been instrumental in sustaining progress and building momentum.

**Alignment with GCR Results Framework:** Armenia’s work on strengthening the asylum system is consistent with the objectives and indicators set out in the Global Compact on Refugees (GCR). In particular:

- Indicator 2.1.1 – Refugees’ access to employment: National legislation provides refugees with the right to work on the same basis as nationals, without the need for additional permits. Continued improvements in asylum procedures and status recognition contribute to enabling refugees to exercise this right in practice.
- Indicator 2.1.2 – Freedom of movement: Armenian law does not impose encampment or mandatory residency restrictions on refugees, who are free to move and reside throughout the country. Efforts to strengthen asylum procedures and documentation further facilitate the exercise of this right.

Beyond these indicators, a functioning asylum system contributes directly to GCR Objective 1 (easing pressures on host countries) by supporting the efficient management of new arrivals, as demonstrated during the 2023 influx.

It also supports GCR Objective 2 (enhancing self-reliance) by providing legal status and documentation, which serve as the foundation for refugees' access to services, employment, and longer-term inclusion.

**Next Steps (2025–2026):** To continue advancing progress on asylum-related pledges, the following areas could be considered:

- The revised Law on Refugees and Asylum, which includes provisions such as complementary forms of protection, could be pursued within the 2025–2026 period. Accompanying secondary legislation and regulations may also be updated to reflect the new law and maintain alignment with the 1951 Convention and related international standards.
- Establishing a dedicated unit within the Migration and Citizenship Service (MCS) responsible for quality assurance, expert support and guidance in the asylum procedures. This function is currently assigned to the country information unit which may divert attention from its core responsibilities and limits the unit's capacity to do a full-fledged review, consistently follow up on findings and implement recommendations.
- Strengthening capacities for planning and budgeting based on a sound methodology could lead to evidence-based financing of the asylum system, setting realistic annual and/or multi-year performance targets, and planning for contingencies.
- Updating SOPs for key aspects of asylum processing — including registration and procedures tailored for children and other persons with specific needs — could enhance predictability and clarity. With EU funding, UNHCR has supported translation of vulnerability screening tools which may be institutionalized, combined with training.
- Additional recruitment and training of refugee status determination officers, registration staff, and interpreters could help ensure preparedness for current caseloads and potential future influxes. Developing a roster of interpreters, including for less common languages, and enhancing measures for recruiting and maintaining qualified staff could contribute to building institutional expertise.
- Mechanisms for the early collection of quality data at the registration stage could be enhanced to frontload essential information. This would improve the efficiency of subsequent stages of the asylum process, including triaging, case assignment and status determination.
- Expanding and operationalizing reception facilities — including the new reception center, border crossing points, and regional offices or mobile teams — could strengthen the ability to process asylum claims efficiently and provide adequate conditions upon arrival.
- Mechanisms to identify and refer asylum-seekers with particular needs (such as survivors of torture or gender-based violence, or unaccompanied children) could be further formalized. Cooperation between ministries, non-governmental organizations, and United Nations agencies, supported by a directory of service providers and designated focal points, may improve referrals and follow-up.
- Refugee law and asylum procedures could be more systematically integrated into the curricula of relevant institutions, such as border guards, police, detention facilities, judges, and MCS staff. Regular refresher training and potential exchange or twinning initiatives with other asylum authorities could help sustain expertise over time.

- Strengthening communication channels — for instance through a helpline or online portal — could provide asylum-seekers with clearer access to information on their case status and procedures. Establishing a confidential feedback or complaints mechanism could further reinforce transparency and trust.
- Expanding the capacity of the state legal aid system, including training additional public defenders and allocating resources, alongside potential partnerships with NGOs, could help ensure that asylum-seekers — particularly at appeal stage — have access to timely and effective legal assistance.

### 3.2. Prevention, Resolution and Eradication of Statelessness

**Pledge Summary:** At the 2019 Global Refugee Forum, Armenia committed to three interrelated pledges aimed at reducing and preventing statelessness. First, to conduct a comprehensive national study to identify stateless populations, analyse causes, and pinpoint legislative or administrative gaps (GRF-00282). Second, to amend the Citizenship Law to introduce safeguards against statelessness and facilitate naturalization of stateless persons (GRF-00283). Third, to establish a formal Statelessness Determination Procedure (SDP) by developing and adopting a dedicated law on stateless persons (GRF-00284). Collectively, these pledges advance the goals of the global campaign to end statelessness and relate to Global Compact on Refugees Objective 2, as legal identity and nationality are key for self-reliance and access to rights. Indirectly, they also support Objective 1 by reducing administrative vulnerabilities that can place additional demands on social systems.

**Implementation Status and Responsible Entities:** Two of the pledges have been advanced: the national study on statelessness has been completed, and amendments to the Citizenship Law have been adopted. The third pledge — comprehensively regulated SDP through new legislation — remains in progress. A Draft Law on Stateless Persons has been prepared and, as of 2025, is under governmental consideration. The Migration and Citizenship Service (MCS) leads on implementation, in close coordination with the Ministry of Justice on legal reforms. The Ministry of Foreign Affairs contributes to international reporting. UNHCR has provided technical support, and civil society partners, such as Mission Armenia, have supported outreach and case identification.

**Progress to Date (2019–2025):** Armenia has taken a series of steps to lay the foundations for preventing and resolving statelessness:

- MCS undertook an analysis of the main causes of statelessness in Armenia. Based on the findings, amendments to the Citizenship Law were introduced in 2021 and 2023. Safeguards were added to reduce the risk of childhood statelessness and provisions were introduced to prevent statelessness in cases of renunciation of Armenian citizenship. These measures, together with case processing, contributed to a reduction in the number of officially recorded stateless persons between 2020 and 2024.
- In 2024–2025, a draft Law on Stateless Persons was developed in consultation with UNHCR and legal experts. The draft law aims at comprehensively regulating the statelessness determination procedures, the status of stateless persons, the safeguards for the applicants, and documentation. As of March 2025, the draft has been submitted for governmental review.
- Training and outreach activities have been undertaken with migration officials, civil registry, passport and visa staff, border guards, detention centre personnel, social services, local authorities, and NGO partners. These activities have helped raise awareness and improve identification of stateless persons.

**Remaining Gaps and Challenges:** While progress has been made, a number of areas may benefit from continued attention:

- The Draft Law on Stateless Persons is still under review, and a comprehensively regulated Statelessness Determination Procedure has not yet been formalized. Until adoption, identification of stateless individuals continues through existing mechanisms.
- Screening practices are evolving, and further consistency across institutions could support more systematic identification of stateless persons, particularly when individuals without documentation come into contact with authorities.
- Awareness of the new legal safeguards is being progressively expanded across administrative levels, with scope for continued training and dissemination.
- Statelessness determination is a technically complex area, often requiring knowledge of foreign nationality laws. Additional specialist capacity may be useful once a formal procedure is operational.
- Despite outreach, certain individuals, particularly in remote or marginalized communities, may require additional outreach to facilitate full access to procedures. Continued inclusive outreach and communication efforts may help broaden accessibility.
- Some remaining cases involve cases requiring tailored solutions, including those linked to historical documentation gaps or undetermined nationality. These situations may require tailored approaches and, in some cases, cooperation with other states.
- Strengthened birth registration procedures in case of missing identity documents of the parents as well as waiving fees for the procedures to recover birth certificate and establish the fact of the birth would provide stronger safeguards against the risk of statelessness.

**Enabling Factors:** Progress has been facilitated by several elements:

- Technical guidance and advocacy from UNHCR under the global campaign to end statelessness, including legal reviews, training, and assistance with drafting legislation.
- Contributions from local NGOs, particularly Mission Armenia, in community outreach, identification of cases, and support for applications. Their role has been important in reaching individuals who may otherwise not approach authorities.
- Donor-funded initiatives, including European Union and bilateral programmes, which have financed training, development of tools, and legal support.

**Alignment with GCR Results Framework:** Although the GCR indicator framework does not include a dedicated measure for statelessness, Armenia's pledges are relevant to broader indicators on inclusion and vulnerability reduction. For example, Indicator 2.2.2 (proportion of refugee and host populations living below the national poverty line) is indirectly linked: without nationality, individuals are often unable to work formally, own property, or access social protection, leaving them more vulnerable to poverty. Recognition of stateless persons and facilitated naturalization enables them to participate in education, employment, and social services, thereby reducing vulnerability. The pledges also support the prevention of new cases of statelessness, including among children born in displacement, and contribute to inclusive governance by ensuring documentation coverage for all.

**Next Steps (2025–2026):** To consolidate gains and move toward full implementation of its pledges, the following areas could be considered:

- Advancing the Draft Law on Stateless Persons and accompanying by-laws, with a view to establishing a comprehensively regulated Statelessness Determination Procedure.
- Enhancing the capacities of the relevant unit within the Migration and Citizenship Service to manage determination procedures, supported by training and technical tools.
- Further embedding systematic screening for statelessness across relevant institutions and procedures, supported by guidance and referral pathways.
- Continuing capacity-building initiatives for officials, including practical training on statelessness determination, interviewing techniques, and the use of comparative nationality law resources.
- Expanding outreach and information-sharing in cooperation with civil society to ensure accessibility of procedures, including for those in rural or marginalized communities.
- Maintaining simplified naturalization pathways for stateless persons, with attention to ensuring practical support for applicants navigating procedures.
- Strengthening data systems to monitor progress, aligned with international reporting frameworks such as SDG 16.9 on legal identity.
- Reviewing related legislation and practice periodically to identify and address any remaining loopholes creating a risk of statelessness.

Sustained attention to these measures would support the implementation of Armenia’s statelessness pledges and contribute to the broader objectives of inclusion and protection. Ensuring legal identity for all strengthens social cohesion and aligns with global efforts to reduce and ultimately end statelessness.

### 3.3. Inclusion of Refugees in the National Healthcare System

**Pledge Summary:** In 2023, the Government of Armenia pledged that refugees and asylum-seekers would have access to public healthcare services on the same terms as Armenian citizens. This pledge (GRF-07793) builds on Armenia’s approach to refugee inclusion and the experience gained during the 2023 influx. By integrating refugees into the national health system, the pledge contributes to Global Compact on Refugees (GCR) Objective 1 (easing pressures on host countries), as a stronger, inclusive system can meet refugee health needs without parallel structures, and Objective 2 (enhancing self-reliance), as access to healthcare enables refugees to sustain livelihoods, pursue education, and rebuild their lives. The focus is on addressing potential legal or practical barriers to access and ensuring the health system is adequately resourced to be inclusive.

**Implementation Status and Responsible Entity:** The healthcare inclusion pledge is in progress, with substantial measures already introduced in late 2023 and 2024. The Ministry of Health (MoH) is the lead institution, responsible for policy formulation and program implementation. The Migration and Citizenship Service (MCS) plays a role in facilitating registration and documentation, while cooperation with partners such as the World Health Organization (WHO), UNICEF, UNFPA non-governmental organizations, and local health authorities in each province has been important. As of March 2025, the pledge is progressing, with policy changes in place and many refugees accessing services, though some areas require further work for full and sustainable inclusion.

**Progress to Date (2023–2025):** Following the large refugee influx in September 2023, Armenia took steps to extend healthcare access to new arrivals. Key milestones include:

- The Government extended entitlements to refugees under temporary protection, granting them the same access to healthcare as that available to certain categories of vulnerable Armenian citizens. In October 2023, a government directive added refugees to those eligible for free or subsidized healthcare under existing state-funded programs (the “Basic Benefits Package”). This included primary care, emergency services, routine vaccinations, maternity care, and other essential services. By integrating refugees into Government Decree 318-L (2004) and related decrees, a separate health scheme for refugees was avoided, consistent with the intent of the pledge and the GCR.
- The MoH issued guidance to all public health facilities that refugee patients holding a temporary protection certificate or asylum-seeker certificate should be treated equivalently to insured nationals. Providers were instructed to accept these documents and bill the government in the same way as for covered citizens. As a result, tens of thousands of refugee healthcare visits were recorded in late 2023 and 2024, with over 100,000 consultations provided in 2024 alone. These included treatment of chronic illnesses, obstetric services, surgeries, and participation in national vaccination campaigns (COVID-19, polio, etc.) and screening programs.
- To manage the increased demand, international partners provided support. The donors contributed financial resources that helped supply medicines and equipment to facilities in refugee-hosting areas. WHO and other NGOs deployed mobile health teams to remote regions, offering primary care and referrals, particularly in late 2023 when some refugees were in temporary shelters or hotels. Clinics in high-refugee areas were supported with additional staff, including short-term hires of local doctors and nurses, as well as contributions from refugee health professionals. Health monitoring indicated no significant outbreaks during this period, and services were extended to both refugees and host populations.
- Refugees accessed the same facilities as local communities; no separate hospitals or clinics were established. This ensured that improvements such as renovated wards or additional equipment benefitted both refugees and host populations. For example, refugee women gave birth in local maternity hospitals alongside Armenian mothers, with newborns receiving birth certificates through civil authorities.
- Specific health needs were also addressed. Given high levels of stress and trauma among refugee populations, steps were taken to strengthen mental health and psychosocial support (MHPSS). Training in psychosocial first aid was provided to primary healthcare workers, referral pathways were developed, and community-based well-being centres were established with NGO support. Refugees were also included in disease surveillance and health education activities coordinated by the MoH and the Health Sector Working Group.

**Remaining Gaps and Challenges:** While important progress has been made, several challenges remain in ensuring sustainable inclusion:

- The influx of refugees increased demand in rural marzes (regions), where clinics were already facing resource constraints. Some primary healthcare centres had limited staffing or relied on rotating specialists. The workforce distribution patterns present challenges for rural facilities (with more providers concentrated in Yerevan). Ensuring sufficient doctors, nurses, and specialist visits in these areas is an ongoing priority.

- MHPSS services are less widely available outside Yerevan. Demand for mental health support among refugees is high, yet the number of mental health professionals is low and unevenly distributed. This affects both refugees and host communities, but the acute needs of refugees make this a priority for further development.
- Language and cultural differences may pose practical access challenges, which are being addressed through community outreach and interpretation support. While many refugees from Nagorno-Karabakh speak Armenian, other groups speak languages such as Arabic, Farsi, or Kurdish. For these groups, information is not always available in their languages, and there is no systematic interpretation service in health facilities. Even among Armenian speakers, differences in dialect or unfamiliarity with healthcare navigation can affect communication and continuity of care.
- Sustaining financing for long-term inclusion will require careful planning, given budgetary constraints, and may benefit from continued international partnerships. Without continued external support or adjusted budget allocations, there is a risk of resource strain. Planning for sustainable financing, possibly with the involvement of international partners, is therefore important.

**Enabling Factors:** Several elements have supported Armenia’s progress:

- The Ministry of Health acted promptly by issuing orders to facilitate refugee inclusion and adapting decrees in real time. This policy action helped ensure alignment across health institutions.
- International support complemented national measures. The European Union provided financial resources within a broader package of refugee aid, while WHO contributed technical guidance, equipment, and mobile clinics. Coordination with the UN-led Health Sector Working Group allowed rapid identification and response to gaps.
- Among the refugee population were health professionals who were able to contribute to service delivery, drawing on cultural and language familiarity. Civil society and volunteer groups also assisted, for example by organizing transport to hospitals or medical check-up days.
- Armenia’s existing Basic Benefits Package for vulnerable groups provided a framework that could be extended to refugees. Since refugees reside within communities rather than in separate camps, their inclusion naturally aligned with local service delivery.
- The Health Sector Working Group, bringing together MoH, UN agencies, and NGOs, provided a platform for coordination. This facilitated quick responses, avoided duplication, and ensured health interventions were aligned with national plans.

**Alignment with GCR Results Framework:** Although there is no dedicated GCR indicator for healthcare, the pledge supports several objectives:

- Indicator 2.2.2 (Poverty): Access to subsidized healthcare reduces the risk of financial hardship for refugee and host households by mitigating out-of-pocket costs. This supports both poverty reduction and resilience.
- Enhanced self-reliance: Access to healthcare enables refugees to participate in education, employment, and community life. Maintaining good health is an enabler of broader integration outcomes.

- Objective 1 (easing pressure): By integrating refugees into the national health system with donor support, Armenia’s approach reflects responsibility-sharing and strengthens national capacities that benefit all.

**Next Steps (2025–2026):** Possible measures to consolidate gains and address outstanding issues include:

- Integrating refugee inclusion into permanent health policy or legislation. This may involve amending health insurance or healthcare laws to explicitly cover refugees and asylum-seekers, ensuring clarity for providers and beneficiaries.
- Developing a medium-term financing plan with the Ministry of Finance and international partners to sustain refugee health inclusion. This could include budget support, subventions to refugee-hosting provinces, or exploring inclusion of refugees in future national health insurance schemes.
- Strengthening human resources and infrastructure in marzes most affected by the refugee influx. This may involve recruiting doctors and nurses, expanding training, upgrading facilities, and aligning with Armenia’s Health System Development Strategy.
- Scaling up mental health and psychosocial support by training general practitioners, integrating psychologists or social workers into primary care teams, using telehealth solutions, and collaborating with NGOs and UN agencies to deploy mobile MHPSS services.
- Expanding community outreach and health education for refugees and host communities. Information materials could be produced in multiple languages, orientation sessions provided, and refugee representatives engaged in health sector coordination.
- Introducing interpretation and cultural mediation support in facilities serving non-Armenian speaking populations, and sensitizing healthcare providers through training on culturally responsive care.
- Establishing a monitoring mechanism for refugee health utilization and outcomes. This may include disaggregation of health data by refugee status in the health information system, as well as feedback mechanisms such as surveys or community consultations.

By pursuing these steps, Armenia can further strengthen refugee inclusion in its national healthcare system, while reinforcing services for host communities. This approach reflects the GCR’s principles of inclusion and responsibility-sharing and supports Armenia’s broader health system development objectives.

### 3.4. Affordable Housing and Shelter Solutions

**Pledge Summary:** Armenia’s 2023 pledge on housing (GRF-07795) focuses on progressing from emergency shelter to durable housing solutions for refugees. In practice, this entails facilitating access to safe, adequate, and affordable housing through government programs and support to enter local housing markets. The pledge envisages a mix of approaches: direct state provision or construction, rental support and subsidies, inclusion in social housing schemes, and broader urban development that takes receiving communities into account. This contributes to GCR Objective 2 by providing stability conducive to self-reliance, and to Objective 1 by enabling international investment in local infrastructure that benefits host communities. The overarching aim is to support dignified accommodation options in Armenia, in solidarity with host communities, and to avoid prolonged displacement in sub-standard or collective arrangements.

**Implementation Status and Responsible Entity:** The pledge is in progress. Significant steps have been taken since late 2023, with the understanding that housing is a multi-year effort requiring substantial resources. The Ministry

of Labour and Social Affairs (MoLSA) leads refugee housing support (e.g., rental subsidies and cash assistance). The Ministry of Territorial Administration and Infrastructure (MTAI) is a key partner on construction and regional infrastructure standards. The Migration and Citizenship Service (MCS) and municipalities contribute to assessing needs and identifying beneficiaries. Development partners (e.g., the World Bank, Asian Development Bank) are supporting strategy development. As of early 2025, emergency needs have been addressed and medium-term programs launched; long-term solutions are being rolled out.

### **Progress to Date (2023–2025):**

- Temporary options were utilized (e.g., hotels/motels with government-covered costs, resort facilities, school dormitories, and repurposed public buildings such as sports halls). Host families also accommodated arrivals. The objective was to ensure shelter coverage ahead of winter, with support from humanitarian partners for essential items. Formal camp structures were not established, consistent with an inclusion approach.
- In response to the 2023 influx, the Government adopted a series of decisions to support refugees with housing and rental expenses. Government Decisions 1675-L (3 October 2023) and 1957-L (9 November 2023) provided one-time and short-term financial assistance, including a 100,000 AMD one-off payment per household and monthly support of 50,000 AMD for November–December 2023. These measures were followed by Government Decisions 1763-L (12 October 2023) and 710-L (16 May 2024), which established broader and longer-term social support programmes. Taken together, these initiatives enabled over 100,000 refugee households to secure rental accommodation and meet utility expenses, often with the complementary support of international partners for delivery and implementation. While many households found homes in Yerevan, a large proportion also rented in towns and villages, supporting community-based inclusion and contributing to local economic activity.
- The permanent housing support program, launched in May 2024, includes three components: (1) certificates for purchasing an apartment or individual residential home, (2) certificates for house construction, and (3) assistance with mortgage loan (principal/interest) repayment. The value of support varies by settlement. The program was designed with an intention for up to 25,000 refugee families to potentially benefit, with projected total costs around 500 billion AMD (approx. USD 1.25 billion), and potentially exceeding 700–800 billion AMD (approx. USD 1.7–2.0 billion) when financing expenses are included.
- Beneficiary identification processes were initiated, including listing of eligible households, conducting preference surveys, and mapping available housing stock. The housing certificate programme itself was developed drawing on the Government’s earlier experience in 2020, with frameworks also established with banks to enable mortgage support. Some particularly vulnerable families displaced in earlier years had already access such housing assistance initiatives.
- Discussions with international financial institutions (World Bank, ADB) have reached an advanced stage, with programme design and financing options under preparation. While formal packages are not yet finalized, the process indicates strong international engagement and a high likelihood of external co-financing to complement state resources
- Engagement with local authorities is ongoing to ensure that housing initiatives are accompanied by necessary infrastructure such as water and sewage systems, and, where required, expansion of schools

and clinics. The housing programme is being integrated with regional development plans, with the intention of generating benefits for both refugees and host communities.

- Through the combination of subsidies and forward planning, informal encampments were avoided, and most refugees were accommodated in standard housing, though conditions vary in quality and size. Settlement patterns for refugees have been dispersed across different regions, which helped distribute pressures more evenly, while a considerable number of refugees have gravitated towards Yerevan, given its broader infrastructure, services, and employment opportunities.

**Remaining Gaps and Challenges:** The refugee housing situation, while stabilized, faces significant challenges moving forward:

- Increased demand in certain cities tightened supply and raised rents, affecting both refugees and local renters. Affordability is a continuing area of focus, particularly for households still stabilizing their income. When housing rental and utilities support finally phase out for all, households without steady earnings may face constraints meeting market rents.
- Initial durations (six months, with extensions for some) may be benefit from targeted support to households with limited earning potential (e.g., elderly persons, persons with disabilities, single caregivers of multiple children). Considerations around extensions or transitions to social housing/safety nets arise as assistance periods end.
- Long-term housing ownership programs are linked to citizenship or require criteria that not all refugees meet immediately. While the refugee-specific program addresses many cases, access to long term housing initiatives may be limited prior to naturalization. Providing options for households unlikely to purchase (e.g., social housing or longer-term subsidized rentals) remains an area for further discussion.
- Uptake of certain offers appears lower than anticipated for diverse reasons: intentions regarding future return, location/job access preferences, unit suitability, information gaps, or application complexity.
- The program cost is significant, underscoring the importance of mobilizing diverse financing options. Securing external financing (grants/concessional loans/private investment) is central. Until agreements are finalized, there is uncertainty, and external factors (e.g., construction costs, interest rates) may affect overall needs.
- New builds in less-developed areas may require parallel investments (utilities, roads, transport; and social infrastructure like schools/clinics) to ensure habitability and service capacity.
- Some vulnerable households continue to require collective or supported housing arrangements. In this context, maintaining contingency options — including the potential use of social housing units or collective homes for those unable to secure private rentals — remains relevant until long-term housing solutions are fully implemented.
- A more comprehensive system for monitoring the stability of refugee housing arrangements is still under development. While initial support has enabled many households to secure accommodation, follow-up mechanisms to confirm housing stability are being further developed. Risks can include substandard conditions, overcrowding, or vulnerabilities related to rent and tenure. Access to formal legal support in landlord–tenant matters is also limited, indicating an area where further strengthening could be considered.

**Enabling Factors:** On the positive side, certain factors are aiding the implementation of the housing pledge:

- Refugee housing has been elevated as a government priority and is integrated into Armenia’s broader demographic and regional development strategies. Public commitment to housing solutions has mobilized national institutions, and the creation of a multi-year, large-scale housing plan reflects forward-looking planning. High-level support has encouraged alignment across relevant ministries and agencies, including finance and territorial administration.
- The prospect of significant co-financing from international financial institutions (IFIs) and donor governments has been a catalyst. The European Union has indicated interest in supporting housing through resilience programs, and the World Bank and Asian Development Bank has brought technical expertise in large-scale housing initiatives. UNDP have provided outline on the social housing modalities. Such multilateral cooperation allows Armenia to benefit from international experience and access external financing that complements state resources.
- Local NGOs and civic groups have played an important role at the community level, including conducting needs assessments, facilitating rental arrangements, and supporting renovations or furnishing of accommodations. The Armenian diaspora and private donors have provided complementary support, including through purchasing apartments or donating construction materials. These efforts supplement government action and help foster goodwill between refugees and host communities.
- The private sector, particularly in construction and banking, has been engaged in the housing response. Construction firms are participating through potential public–private partnership models, while banks and microfinance institutions have expressed interest in adapting mortgage products with state support. Real estate sector engagement, including through the housing certificate scheme, is emerging as an important element for scaling up solutions
- Because housing solutions are designed to also address local development needs—such as upgrading aging housing stock and infrastructure—municipalities and host communities have strong incentives to participate. Anticipated benefits, including urban renewal, job creation, and improved services, have facilitated local cooperation, such as the allocation of land for new housing or expedited building permits.

**Alignment with GCR Results Framework:** The housing pledge aligns with several Global Compact on Refugees indicators and outcomes:

- Indicator 2.2.2 (Poverty): Adequate housing support helps prevent refugee households from falling into poverty due to high shelter costs. By reducing expenditure burdens, families can allocate resources to other essential needs such as food, education, and health. Stable housing also supports access to employment and reduces the need for ongoing assistance. In some cases, host communities also benefit—for example, through construction-related employment or rental income—contributing to wider poverty reduction.
- Indicator 1.1.1 (International support): Armenia’s housing initiative, with its significant scale and reliance on external co-financing, illustrates international solidarity. Donor and IFI contributions to refugee housing programs represent tangible support that eases the responsibilities of host countries. As financing commitments are formalized and disbursed, they can be reflected in global responsibility-sharing metrics under the GCR.

Beyond specific indicators, the housing pledge contributes to Objective 2 (self-reliance), as secure housing is a foundation for rebuilding lives. It also relates indirectly to Objective 4 (conditions for return), as providing safe and dignified accommodation ensures that refugees have stability while longer-term solutions, including voluntary return or resettlement, remain under consideration.

**Next Steps (2025–2026):** Fulfilling the housing pledge may benefit from further sustained, multi-pronged efforts. Possible priority actions for consideration include:

- Finalize agreements with international financing partners to help close the funding gap in the housing program. This may involve formalizing arrangements with the World Bank, Asian Development Bank, and other partners during 2025, as well as seeking additional grant support from the European Union, United States, or other donors. Innovative financing approaches, such as public–private partnerships where private actors invest in development with state backing or guarantees, could also be explored. Mobilizing the full estimated AMD 700–800 billion (USD 1.7–2.0 billion) over the next decade will be important to sustain momentum.
- Accelerate construction and renovation of housing units. In 2025–2026, progress could focus on breaking ground on projects in multiple regions, including use of state-owned or vacant plots for new housing. Parallel efforts could target renovation of unused stock (e.g., former hostels or sanatoriums) to quickly bring additional units online. This would allow households to transition from temporary arrangements to longer-term housing. Establishing clear benchmarks (e.g., number of families housed annually) could help track progress.
- Strengthen monitoring and support systems for refugee housing. A more comprehensive tracking mechanism could be established, possibly linking municipal social services with central authorities, to follow up on whether households remain in adequate housing after initial assistance. A database capturing each household’s housing status (rental, ownership via certificate, social housing, or temporary shelter) and a hotline or helpdesk could facilitate early identification of challenges such as risk of eviction, tenure insecurity, or substandard conditions.
- Invest in accompanying infrastructure. As new housing areas are developed, complementary investments in water, sewage, roads, electricity, schools, and health services will be important to ensure settlements are fully functional. Coordination with line ministries (territorial administration, utilities, education, health) and development partners can help align housing projects with broader regional development.
- Maintain interim and contingency shelter capacity. While long-term solutions remain the goal, facilities such as the newly built asylum reception center could be utilized to alleviate temporary pressure. Contingency measures—such as standby agreements with hotels or readiness to convert public buildings—can ensure preparedness for sudden needs.
- Promote participation of refugee communities. Involving refugees in design, planning, and implementation—such as employing skilled refugees in construction or consulting representatives on housing preferences—can improve suitability and ownership. Opportunities for self-help initiatives, supported by state or donor resources, could also complement government-led housing provision.

By advancing these steps, Armenia can continue transitioning from emergency measures toward a durable housing framework. This would strengthen stability for refugee households while also contributing to national and local development objectives, ensuring benefits for both refugees and host communities.

### 3.5. Economic Inclusion and Livelihoods

**Pledge Summary:** At the 2023 Global Refugee Forum, Armenia pledged to promote refugee self-reliance by facilitating access to livelihoods and economic opportunities. The commitment aims to integrate refugees into the labor market and entrepreneurship support systems on an equal basis with nationals, consistent with the objectives of the Global Compact on Refugees (enhancing self-reliance and easing pressures on host communities). In practice, this involves removing barriers to work (such as work permit procedures and recognition of qualifications) and implementing programs that enable refugees to gain employment and income. The pledge reflects Armenia’s broader policy direction toward inclusion and participation of refugees in the national economy and society.

**Implementation Status and Responsible Entity:** The pledge is progressing, with partial fulfilment to date. Key legal provisions are in place: recognized refugees in Armenia enjoy the legal right to work on par with other foreign residents, and asylum-seekers can access the labour market with appropriate documentation. Efforts are ongoing to translate these legal rights into practical employment outcomes.

The Ministry of Labor and Social Affairs leads implementation of this pledge, supported by the State Employment Agency and working in coordination with partners such as UNHCR, UNDP, NGOs, and private sector actors. High-level oversight is provided by the Office of the Deputy Prime Minister, which in 2023 convened a humanitarian working group to coordinate refugee employment and recovery initiatives. Local governments and relevant line ministries, including the Ministry of Economy and the Ministry of Territorial Administration, are engaged in job creation schemes and related support measures, reflecting a whole-of-government approach.

**Progress to Date (2023–2025):** Significant progress has been made in facilitating refugee access to jobs and livelihoods in Armenia, particularly following the large influx of 2023. As of April 2024, approximately 16,300 refugees had entered employment in Armenia, while around 1,065 individuals registered businesses or established companies, reflecting positive developments in entrepreneurship. These outcomes have been supported by targeted government measures and complementary initiatives from international and development partners:

- The Ministry of Labour and Social Affairs introduced programmes providing monthly income support (AMD 40,000–50,000 / USD 100–125) for vulnerable displaced persons, alongside incentives for employers such as covering 12 months of income tax for companies hiring refugees and displaced persons. Additional measures include retraining opportunities and facilitating the re-entry of refugee teachers and healthcare workers into the workforce.
- International and development partners have strengthened refugee livelihoods in ways that complement national policies, expand opportunities in employment, training, agriculture, and entrepreneurship, and support host community resilience. Examples include:
  - UNDP (with the Unified Social Service and local NGOs): youth employment and skills programmes. In 2025, 100 young people, including refugees and host community members, undertook three-month paid internships with local employers in Kotayk and Syunik regions.
  - FAO: facilitated lease agreements for refugee farmers in Tavush and Lori (10 parcels by April 2024) and supported agricultural activities such as orchards, beekeeping, and greenhouses.
  - IOM: provided business grants, counselling, and in-kind support to refugee and host entrepreneurs, alongside strengthening vocational training institutions. By 2026, the programme

aims to support 450 individuals directly, provide grants to 16 SMEs, and create over 60 new jobs, with particular attention to women and persons with disabilities.

- GIZ: expanded vocational training offers and entrepreneurial support services, including in the digital and green economy sectors, to facilitate labour market access for refugee and vulnerable host community members.
- EBRD (EU-funded Refugee Response Window): supported displaced entrepreneurs and refugee-inclusive businesses with subsidized loans, grant incentives (up to 20%), and advisory services. The programme also promotes skills development and links refugees to employment opportunities in EBRD-financed projects, including logistics and infrastructure initiatives.
- The Government initiated development of a five-pillar national framework on inclusive livelihoods, covering co-financing of cash support, expansion of social housing, employment projects, small business/self-employment promotion, and tailored support for vulnerable groups.

Overall, Armenia has progressed from emergency livelihood assistance toward structured inclusion of refugees in the national economy. Refugee men and women are increasingly participating in local labour markets in both urban and rural areas on the same basis as citizens. Employment has been reported in construction, education, agriculture, and services, facilitated by government programmes, community networks, and international support. The shift from immediate response to resilience and inclusion agendas demonstrates momentum toward long-term self-reliance.

**Remaining Gaps and Challenges:** Despite the progress achieved, several challenges remain in fully realizing this pledge:

- A proportion of working-age refugees are not yet fully integrated into the labour market. Early labour force assessments indicate that households often depend mainly on male earners, with women's participation lower (about one-third of employed individuals in surveyed refugee families were female). Contributing factors include limited job openings in certain areas, challenges with recognition of qualifications, and the loss of assets and networks that previously supported livelihoods.
- Labour markets in some remote regions are more concentrated in agriculture and services, presenting opportunities for targeted livelihood diversification. Refugees with specialized skills may not always find roles that fully match their qualifications, highlighting an opportunity to expand recognition of expertise.
- Grant schemes have supported some refugee entrepreneurs; however, broader access to credit can be challenging, particularly due to requirements such as collateral and credit history. Even when financing is secured, opportunities to access markets can be limited, with challenges in reaching buyers or establishing sales channels. Similarly, refugee farmers may face difficulties in obtaining land or agricultural inputs, further constraining their ability to sustain productive activities.
- Women's participation in the workforce is affected by caregiving responsibilities, and expanded childcare options could help strengthen inclusion. Administrative processes such as diploma recognition and business registration can also be complex for refugees. In some cases, some employers may require continued awareness-raising to support equal access.

- Many employment initiatives to date have been donor-supported or designed as short-term projects. Ensuring their continuity and gradual transition into longer-term national development programs remains an important priority.

**Enabling Factors:** Several factors have supported progress in advancing refugee livelihoods in Armenia:

- The approach adopted during the 2023 influx, emphasizing early transition from emergency aid to self-reliance, helped sustain momentum in livelihoods programming. By linking humanitarian assistance with employment support, training, and entrepreneurship initiatives from the outset, the agenda provided a framework for refugees to integrate into the labour market more quickly and for host communities to benefit from shared development investments.
- Proactive steps by the Government of Armenia supported by partners, including tax incentives for employers and opportunities for public-sector recruitment, have helped create pathways for refugee employment. The Ministry of Labour and Social Affairs has employment counsellors, including regional Unified Social Service specialists, operating in areas with higher numbers of refugees. Municipalities have also prioritized refugee individuals in local hiring practices. This structure, combined with continued government commitment at both national and local levels, has been important in facilitating access to livelihoods and ensuring refugees are regularly informed about employment opportunities.
- Support from international partners, including the European Union, United Nations agencies, and development organizations, has strengthened Armenia’s capacity to deliver livelihood opportunities. These actors have provided technical expertise, financial resources, and programmatic support – for example, through active labour market programs, grants for entrepreneurs, and budget support to sustain employment services. Such responsibility-sharing has eased fiscal pressure and allowed scaling-up of interventions.
- Civil society organizations, community groups, and the private sector have played an important role in extending support beyond government programmes. Local NGOs have supported outreach, training, and job placement, while refugee community networks have facilitated informal referrals. The private sector, including businesses and chambers of commerce, has also engaged in offering apprenticeships and job pledges, contributing to inclusive employment.
- Refugees themselves bring valuable skills, education, and entrepreneurial potential, which serve as a foundation for economic inclusion. Many of those displaced in 2023 had prior work experience in areas such as construction, craftsmanship, teaching, and IT. With modest support, refugees have established small businesses, including bakeries, workshops, and service enterprises, demonstrating resilience and adaptability.

**Alignment with GCR Results Framework:** This pledge contributes directly to Objective 2 of the Global Compact on Refugees (enhancing self-reliance) by supporting refugee access to livelihoods and reducing dependency on aid. Tangible progress is reflected in the growing number of refugees earning incomes and rebuilding productive lives, aligning with GCR indicators on employment and poverty reduction among refugee populations.

It also relates to Objective 1 (easing pressures on host countries), as international funding and technical assistance for refugee employment have helped share responsibilities with Armenia. The approach adopted — involving government, local authorities, NGOs, the private sector, and refugee communities — illustrates the GCR principle of multi-stakeholder engagement to achieve durable solutions.

The “Resilience from the Start” agenda introduced during the 2023 influx further reinforced these objectives, helping maintain momentum in livelihoods support from the outset of displacement. By enabling refugees to contribute economically, including filling local labour shortages and paying taxes, these efforts generate broader benefits for host communities, consistent with the GCR’s emphasis on shared outcomes.

Progress on this pledge also contributes to the GCR indicator framework through data on refugee employment, access to decent work, and inclusion in national systems. These outcomes are expected to be reflected in the Global Refugee Forum 2025 Progress Review, highlighting Armenia’s implementation of pledge commitments into practical self-reliance gains.

**Next Steps (2025–2026):** Moving forward, Armenia aims to consolidate and scale up economic inclusion of refugees in line with its GRF pledge:

- Building on the Resilience from the Start agenda that shaped the early 2023 response, current livelihood measures are expected to transition into sustainable development programming. With support from the United Nations, World Bank, EBRD, EU, GIZ and other partners, refugee employment support will be increasingly integrated into national employment and vocational education systems. Investment projects in refugee-hosting regions (e.g. infrastructure works, regional development initiatives) are anticipated to generate jobs, with provisions to ensure equitable access for refugees alongside nationals.
- As the refugee situation evolves into its third year, sustained efforts will be needed to strengthen cohesion between refugees and host communities. Initiatives may include joint livelihood projects, community dialogues, and inclusive service delivery that ensures both groups benefit. Such approaches help prevent tensions, reinforce solidarity, and contribute to Armenia’s broader social stability and development goals.
- Specific attention will continue for refugees facing additional barriers, particularly women, youth, and persons with disabilities. Planned measures include childcare support, flexible work arrangements, and targeted training. The Ministry of Labour and Social Affairs is developing tailored action plans informed by the 2024 comprehensive needs assessment. Initiatives to empower refugee women entrepreneurs through business incubators and micro-loans are envisaged, aligning with broader commitments to gender equality.
- Expanding private sector involvement is a priority. This includes encouraging investment in refugee-hosting areas, fostering partnerships with multinational companies for remote work or outsourcing opportunities, and supporting cooperatives to enhance refugee producers’ market access, including potential exports through diaspora networks.
- Authorities plan to review and, where necessary, refine legal and regulatory frameworks to further enable refugee employment. This includes facilitating recognition of foreign qualifications, strengthening equal labour rights protections, and ensuring non-discrimination in hiring. Measures to verify qualifications and work histories of displaced persons, including through coordination with relevant entities, may support better job matching.
- The government, with partners, intends to enhance monitoring of refugee livelihoods. Regular surveys and disaggregated data collection will track employment outcomes and inform mid-course adjustments. These findings will feed into the Global Compact on Refugees Results Framework and be reported at the Global Refugee Forum 2027, contributing to peer learning and accountability.

Through these measures, Armenia seeks to sustain the momentum generated since 2023 and move closer to its vision that by 2026, refugees will achieve labour force participation and entrepreneurship rates approaching the national average, thereby advancing both refugee self-reliance and national development.

### 3.6. Social Protection and Welfare Inclusion

**Pledge Summary:** Armenia pledged to include refugees in the national social protection and welfare system, ensuring their access to public welfare programs and safety nets on the same basis as citizens. This covers integration into cash assistance schemes, social services (including disability benefits, pensions, and poverty alleviation programs), and emergency relief mechanisms. The intent is to avoid parallel systems by strengthening national institutions to support both refugees and host communities – a core principle of the Global Compact on Refugees (GCR). The pledge became particularly significant following the 2023 influx, when existing social protection structures were adapted and scaled up to reach large numbers of refugees

**Implementation Status and Responsible Entity:** Substantially fulfilled, with measures ongoing. Refugees – both those recognized prior to 2023 and those who arrived during the 2023 influx – have been incorporated into Armenia’s social protection framework through a combination of government-led and internationally supported programs. National legislation provides refugees with access to social assistance, and this was put into practice during 2023–2024 when the government extended various benefits to newly arrived refugees. While work continues on systemic refinements and sustainable financing, the core mechanisms of inclusion are already in place and functioning.

The Ministry of Labour and Social Affairs (MLSA) is the lead implementing institution, responsible for social security, cash benefits, and social services nationwide. Its Unified Social Service centres have played a central role in registering refugees and facilitating assistance delivery. The Office of the Deputy Prime Minister supported coordination during the crisis phase, ensuring that different ministries worked together in scaling up programs. Other entities – including the Ministry of Health (for healthcare-related benefits), local social departments, and international partners such as UNHCR, UNICEF, ICRC/IFRC and WFP – have supported complementary elements of the social protection response, consistent with the objectives of the pledge.

**Progress to Date (2023–2025):** Armenia’s response to the 2023 refugee influx was marked by rapid inclusion of refugees into national social welfare programs, demonstrating concrete progress toward this pledge. Key developments include:

- In October–November 2023, the Government extended one-off and short-term cash support to nearly all new arrivals. Approximately 98% of refugees received a one-time payment of about USD 250 per person, followed by monthly support for housing (USD 100) and utilities (USD 25). By late 2023, more than 41,600 refugees were receiving these allowances under the “40,000 + 10,000 AMD” scheme, which helped families secure accommodation and cover basic needs during the initial resettlement period.
- Rather than creating parallel aid systems, Armenia opened its existing social protection programs to refugees. This included access to the Family Benefit Program, child and disability benefits, and poverty-targeted cash transfers. Budget reallocations and donor support strengthened program capacity, ensuring refugee households could receive assistance alongside vulnerable Armenian households. This approach fostered equity and reinforced national systems.
- Refugees were granted access to primary and preventive healthcare services in public clinics, with donor contributions supporting additional needs. By 2024, thousands of refugee children and adults had

accessed medical consultations, vaccinations, and medicines through the state system. In parallel, over 16,000 refugee children were enrolled in public schools by late 2023, benefiting from state-funded education and school meal programs – extending social protection through inclusive service delivery.

- Large-scale cash support was implemented in coordination between the Government and partners. The EU provided direct budget support to sustain national social spending, while UNHCR, UNICEF, WFP, and NGOs complemented government assistance by targeting specific groups (e.g. winterization support, child grants). These efforts were coordinated through the Refugee Response Plan’s cash working group, ensuring coherence and full coverage of nearly all refugee households by early 2024.
- The 2023 crisis prompted institutional improvements. A full registration exercise completed by November 2023 created a refugee database used by MLSA to integrate refugees into benefits. The Integrated Social Card system was adapted to recognize refugee IDs, enabling access to benefits electronically, on par with nationals. Work also advanced on legal amendments to formalize emergency support schemes and strengthen the statutory basis for refugee inclusion.
- At the peak in late 2023, over 102,000 refugees were receiving monthly support, stabilizing household conditions and reducing pressures on host communities. As the situation evolved, the Government began shifting from universal assistance to more targeted approaches by mid-2024, focusing resources on the most vulnerable households. Refugees also became eligible for pensions, disability allowances, and other entitlements within the national system, underscoring the principle of inclusion into mainstream social protection.

**Remaining Gaps and Challenges:** Alongside the progress achieved, a number of areas still require continued attention to fully realize this pledge:

- Expanding social protection to cover over 100,000 additional people has created added demands on public resources. The initial broad-based “40,000 + 10,000 AMD” support scheme was largely underpinned by donor contributions. As international emergency support is gradually phased down, the government has adjusted assistance levels in 2024–2025 (e.g. reducing monthly stipends from 50,000 to 40,000 AMD for the first family member, with further prioritization of vulnerable groups planned after April 2025). Sustaining an inclusive safety net over the longer term may be facilitated through a balanced mix of national resources and continued international cooperation
- With the shift from universal to more targeted support, identifying households most in need remains a complex task. Some refugee families may lack complete documentation, which can complicate assessment. At the same time, ensuring a balanced approach between refugee and host community households is important for maintaining equity and cohesion. For this reason, the Refugee Response Plan included 95,000 vulnerable host community members in its targeting.
- The rapid inclusion of refugees required Unified Social Service centres to respond to increased caseloads. While additional staff were mobilized, some applicants initially faced challenges navigating information or procedures, particularly where language barriers existed. Technical adjustments, such as enabling refugee IDs to access the e-health insurance portal, have since been addressed. Continued strengthening of systems and communication channels will further improve accessibility.
- While cash assistance enabled most refugees to secure accommodation, the quality and availability of housing has varied. Some families resided in older facilities where conditions (such as heating or water)

were limited. As housing is closely linked to social well-being, ongoing coordination with housing and infrastructure programs is important. In parallel, refugees' longer-term needs include employment services, psychosocial support, and legal assistance, which may benefit from further integration into mainstream provision.

**Enabling Factors:** Several factors have enabled Armenia's inclusive social protection approach:

- The Government of Armenia made an early decision to integrate refugee assistance into national systems rather than create parallel structures. This commitment, reaffirmed at the highest levels, enabled line ministries such as the Ministry of Labour and Social Affairs (MLSA) to take ownership of refugee welfare. High-level leadership ensured rapid Cabinet decisions in 2023 to allocate budget reserves and adapt regulations to be inclusive of refugees.
- Support from international partners has been instrumental in complementing national resources. For example, the European Union provided EUR 15 million in budget support to social assistance programs, while the Armenia Refugee Response Plan reached 52% funding by March 2024, covering critical sectors such as food security and winterization. This partnership reflects the Global Compact on Refugees principle of burden- and responsibility-sharing.
- The Refugee Coordination Forum (RCF), established by Government and UNHCR, has facilitated joint planning and delivery of social protection. Within the RCF, a Cash Assistance Working Group aligned transfer values, harmonized approaches, and tracked coverage, while the Deputy Prime Minister's humanitarian working group addressed policy and implementation challenges in real time.
- Armenian families, local NGOs, faith-based organizations, and the diaspora played a supportive role in complementing state measures. Hosting arrangements, community donations, and NGO assistance all contributed to early stabilization and reinforced the inclusion of refugees within communities.
- Pre-existing reforms in Armenia's social protection sector, including the Unified Social Service model and e-governance systems, enabled a rapid scale-up. These systems allowed for swift registration and delivery of assistance to refugees through established channels such as banks, post offices, and local social workers. Where additional adjustments were needed (e.g. translation of forms, acceptance of refugee IDs), the government and partners acted quickly, demonstrating flexibility.

**Alignment with GCR Results Framework:** Armenia's pledge on social protection directly advances Objective 1: Easing pressures on host countries. By including refugees in national welfare schemes, the Government avoided parallel systems and strengthened national capacities, with international financial support helping to sustain these measures. This reflects the GCR principle of responsibility-sharing through investment in national institutions.

The pledge also contributes to Objective 2: Enhancing refugee self-reliance, as a reliable social safety net reduces vulnerability and enables refugees to focus on integration and livelihoods. For example, families receiving housing or cash support are better positioned to seek employment and rebuild their lives.

From an indicator perspective, progress links to GCR monitoring of refugee access to national social protection programs, poverty reduction among refugee households, and equitable access to basic services. It also contributes to relevant Sustainable Development Goal (SDG) targets, including reducing poverty (SDG 1) and inequality (SDG 10).

The approach taken in Armenia – combining government leadership, donor budget support, and civil society engagement – illustrates the “whole-of-society” principle of the GCR. Importantly, investments made in national systems, such as cash delivery mechanisms and social service capacity, will continue to benefit both refugees and host communities in the long term, providing a durable outcome that aligns with global objectives.

**Next Steps (2025–2026):** To build on achievements and address remaining challenges, Armenia has identified the following priorities in social protection and welfare inclusion:

- Building on the universal emergency support provided in 2023–2024, assistance is being progressively retargeted to focus on those with the greatest needs. From mid-2025, the blanket “40,000 + 10,000” monthly allowance is expected to transition toward a more needs-based model prioritizing refugees with disabilities, elderly persons without family support, large families with no income earners, and other vulnerable groups. Eligibility criteria are being finalized by the Ministry of Labour and Social Affairs (MLSA) based on socio-economic profiling. This calibrated approach aims to sustain protection for the most at-risk households while supporting self-reliance for others.
- Armenia plans to further embed refugee inclusion within national social programs. Revisions to the state Poverty Reduction Strategy and relevant legislation are anticipated to codify refugees’ eligibility for benefits on the same basis as citizens. Refugees remaining in Armenia will increasingly be encouraged to access mainstream schemes such as the Family Benefit Program, unemployment benefits, or the state health insurance system as these expand, moving from emergency relief toward permanent inclusion.
- Recognizing increased demand on services, Armenia seeks development assistance to reinforce its social protection infrastructure. Priorities include enhancing Unified Social Service capacity, upgrading digital case management tools, and ensuring language accessibility. Expansion of community-based social services – such as child protection, senior day-care centres, and psychosocial support – is also under consideration. These investments will benefit both refugees and host communities, leaving a durable legacy for Armenia’s welfare system.
- Efforts are underway to resolve documentation challenges that may limit access to welfare. Planned measures include the introduction of biometric ID cards for refugees, continued progress on the draft law establishing a statelessness determination procedure, and strengthened birth registration systems for refugee children. These steps will support refugees’ secure access to entitlements and reduce risks of exclusion.
- MLSA, with partners, intends to expand monitoring mechanisms to ensure inclusive and accountable delivery. Periodic surveys, focus groups, and a strengthened grievance redress system will provide feedback on whether refugees can access the assistance for which they are eligible. This approach reflects GCR guidance on accountability to affected populations.
- Social protection serves as a bridge toward durable outcomes. Armenia has facilitated access to options such as naturalization for refugees wishing to remain, in line with nationality legislation, while others may pursue repatriation or resettlement in the future. Ensuring continued access to social support during this period is considered essential for stability and dignity.

By advancing these measures, Armenia seeks to consolidate progress made since 2023, ensuring that refugees remain included in national welfare systems while reinforcing institutions that serve both refugees and citizens.

### 3.7. Empowerment of Refugee Women and Girls

**Pledge Summary:** Armenia's pledge on the empowerment of refugee women and girls focuses on promoting gender equality in the refugee response and supporting women and girls to participate fully in social and economic life. The pledge aligns with the Global Compact on Refugees (GCR) principles of gender-sensitive programming and equal inclusion. Areas of attention include improving access to education, healthcare (including reproductive health), and livelihoods; strengthening efforts to prevent and respond to gender-based violence (GBV); and supporting the involvement of women in decision-making processes. The pledge reflects recognition that women and girls may face specific challenges during displacement, such as GBV risks or caregiving burdens, and builds on Armenia's earlier experience in supporting displaced populations, including Syrian refugees. It is also consistent with Armenia's international commitments to gender equality.

**Implementation Status and Responsible Entity:** Implementation is underway, with partial results achieved to date. The empowerment of refugee women and girls has been integrated as a priority in Armenia's refugee response, with initiatives launched in areas such as gender-based violence (GBV) prevention, access to services, and women's livelihoods support. Many activities are ongoing and further steps are planned, making this a continuing area of focus. This pledge is jointly supported by multiple actors. The Ministry of Labour and Social Affairs (including its departments on family, women's and children's issues) leads on policy aspects such as GBV protection and social programs for women. The Ministry of Education and the Ministry of Health ensure equal access for girls and women to schools and health services respectively. The Commission on Gender Equality (under the Prime Minister's Office) and the Human Rights Defender's Office also play roles in monitoring the situation of women and girls. The Ministry of Foreign Affairs has led Armenia's agenda on Women, Peace and Security, ensuring that refugee women's empowerment is aligned with the country's broader commitments to gender equality in peacebuilding and security contexts. International partners – including UNHCR, UNFPA, and UN Women – contribute expertise and programmatic support, while local NGOs and women's organizations implement initiatives on the ground.

**Progress to Date (2023–2025):** Since the pledge was made, Armenia has undertaken a range of measures to support and empower refugee women and girls. Progress can be observed across several areas:

- Refugee girls have been included in Armenia's schools alongside boys. By end of 2023, approximately 80% of newly arrived children, including girls, were attending school, with efforts continuing toward full enrolment. The Ministry of Education, supported by UNICEF and NGOs, introduced tutoring and Armenian language classes to ease adaptation. Vocational and skills training opportunities have also been expanded, with some initiatives focusing on young women, such as IT and design courses, to broaden pathways into non-traditional fields.
- Targeted livelihood projects have encouraged women's participation. For example, small grants enabled refugee women to start food production businesses, while handicraft cooperatives and tailoring workshops have provided additional income-generation opportunities. Development partners, including UNDP, UN Women, and local NGOs, have worked with the government to ensure that women are included in livelihood initiatives, building economic resilience and peer networks.
- GBV Prevention and Response under the Refugee Coordination Forum, co-led by MLSA and UNFPA, UNHCR. Standard procedures for GBV case management were rolled out, and specialized services were expanded. Local NGOs, in cooperation with UN partners, provide counselling, psychosocial support, and referral services for women and girls. Safe spaces and women's centres have been created, offering

confidential support and empowerment activities. UNFPA has also distributed dignity kits to meet essential needs.

- Refugee women have been included in Armenia’s health services, including maternal and reproductive health. With UNFPA support, mobile clinics and OB/GYN specialists were deployed in areas with high refugee populations, ensuring prenatal care and safe deliveries. Psychosocial support programs, including group therapy and community well-being sessions, have targeted women experiencing stress and trauma. Child-friendly spaces set up by UNICEF and Save the Children provided safe environments for children, enabling mothers to access training and services.
- Refugee women’s involvement in decision-making processes has increased. At the community level, women have served as focal points, providing feedback on service delivery and advocating for practical adjustments. Refugee women have also been represented in coordination structures, and some were invited to share experiences and practices in national and international forums.
- The Ministry of Foreign Affairs, as the lead on Armenia’s Women, Peace and Security agenda, has aligned refugee women’s empowerment with the broader National Action Plan on WPS. The most recent workplan (2023–2026) emphasizes participation of women in peacebuilding, protection from gender-based violence, and equal access to services. Within this framework, refugee women have been recognized as an integral group, with their empowerment linked to Armenia’s international commitments on gender equality and security. This synergy ensures that efforts to support refugee women and girls are embedded in a whole-of-government approach that also advances Armenia’s WPS obligations.

Taken together, these efforts show progress toward gender-sensitive inclusion in Armenia’s refugee response. Services are more responsive to the needs of women and girls, participation opportunities are expanding, and the foundations are being laid for longer-term empowerment.

**Remaining Gaps and Challenges:** While important progress has been achieved, several areas still require further work to fully empower refugee women and girls:

- Refugee women’s participation in the workforce remains lower than that of men. Early assessments indicate that women account for about one-third of those employed in refugee households. Factors such as childcare responsibilities, limited job opportunities in some regions, and concentration in traditional livelihoods (sewing, baking, etc.) contribute to this gap. Expanding access to childcare, promoting women-friendly employment policies, and linking women’s livelihoods to broader value chains could help sustain progress.
- Risks of gender-based violence remain a concern, with limited shelter capacity and challenges persist in reporting due to social barriers. Continued investment in prevention, survivor services, and awareness-raising—particularly for adolescent girls—will be important to ensure protection.
- Risks of gender-based violence require continued attention, with ongoing efforts to expand shelter capacity and strengthen preventive services. Efforts to strengthen meaningful participation in community and coordination structures remain necessary to ensure women’s perspectives are systematically reflected.
- Many empowerment initiatives are currently project-based, and continued efforts to embed them into national and local systems would support sustainability. Ensuring continuity of safe spaces, vocational

training, and other dedicated services may benefit from sustained resources and integration into national and local programs.

- Beyond structural issues, challenges such as language, trauma, and social norms can affect women's ability to participate fully in programs and decision-making. Expanding psychosocial support and addressing language barriers remain priorities.

**Enabling Factors:** Several elements have facilitated progress in empowering refugee women and girls:

- Armenia's legal and policy environment provides a strong foundation. Laws on gender equality and prevention of domestic violence apply to refugees, while national strategies such as the Gender Equality Action Plan and the Women, Peace and Security (WPS) Action Plan explicitly integrate the needs of refugee and displaced women. This alignment ensures that empowerment of refugee women and girls is addressed within broader national priorities for gender equality and peacebuilding.
- International organizations and NGOs (e.g. UNFPA, UN Women, UNICEF, and local women's groups) have provided technical expertise, resources, and direct services. For example, UNFPA deployed women-focused services at registration points during the initial influx, while NGOs established safe spaces and provided vocational training.
- Armenian women's organizations and diaspora groups have mobilized to support refugee women, offering services, small grants, and culturally resonant outreach that foster trust and participation.
- Examples of refugee women taking on leadership roles or launching businesses have provided visible role models, encouraging others to participate. Supportive host communities, including local women's groups, have also fostered solidarity and inclusion.
- The adoption of an Age, Gender, and Diversity (AGD) approach across the refugee response ensures that women's and girls' needs are addressed systematically across protection, health, education, and livelihoods, reinforcing the empowerment agenda.

**Alignment with GCR Results Framework:** The pledge on empowering refugee women and girls is closely connected to the Global Compact on Refugees' cross-cutting commitment to gender equality and age, gender, and diversity inclusion. While not tied to a single indicator, the pledge contributes to broader objectives of ensuring that refugee responses are inclusive and responsive to the specific needs of women and girls.

Progress to date appears to contribute to indicators such as the proportion of refugee women with access to education or employment opportunities, the availability of gender-based violence (GBV) services, and women's participation in community decision-making. By improving access to services and opportunities for women and girls, Armenia is contributing to GCR Objective 2 (enhancing self-reliance) in a gender-responsive manner. There are also links to Objective 1 (easing pressures on host countries), as empowering women can, over time, reduce reliance on welfare measures and allow the skills and capacities of the entire refugee population to be better utilized.

These efforts are consistent with global initiatives launched at the Global Refugee Forum 2023, including pledges on gender equality and GBV prevention. Armenia's focus on inclusive national systems and recognition of women's participation resonates with those commitments. The pledge also aligns with Sustainable Development Goals 5 (Gender Equality) and 10 (Reduced Inequalities), which are referenced within the GCR indicator framework.

Early results suggest that school enrolment among refugee girls and boys is approaching parity, and women form a substantial share of the refugee population engaged with services. Such data points, while preliminary, may inform Armenia's contributions to the GCR progress reporting and provide useful examples for peer learning on gender-responsive approaches.

**Next Steps (2025–2026):** Armenia recognizes that empowering refugee women and girls is a continuing priority. Planned areas of focus include cooperatives and social enterprises. Mentorship opportunities connecting refugee and host community women entrepreneurs are also envisaged to strengthen business networks.

- Armenia intends to further expand prevention and response measures. This could include increasing shelter capacity, reinforcing referral pathways, and enhancing law enforcement and judicial training in collaboration with UN and civil society partners. Awareness-raising will remain a priority, with materials and services made more accessible to refugee women and girls in different languages. Community-based initiatives to foster safe environments, including engagement of men and youth as allies, are under discussion.
- Steps are being explored to ensure more systematic inclusion of refugee women's voices in coordination and decision-making. This may involve supporting the creation of women's committees or networks and offering capacity-building in advocacy and leadership skills. By 2026, the aim is to see refugee women representatives more regularly engaged in consultations at local and national levels. Armenia's Women, Peace and Security National Action Plan provides an enabling framework in this regard, as it commits to promoting women's participation in peacebuilding and decision-making processes, with specific attention to displaced and refugee women.
- Maintaining high levels of school enrolment and preventing dropouts among refugee girls will remain a priority. Planned actions include sustaining support for materials and transportation, exploring scholarship schemes for higher education and vocational training, and expanding extracurricular activities that strengthen confidence, leadership, and integration. Special attention will be placed on ensuring adolescent girls can access continued education opportunities, which is key to long-term empowerment.
- Armenia and partners will continue community-based initiatives to foster supportive environments for women and girls. Planned approaches include engaging men, boys, community leaders, and local media to promote positive role models and highlight women's contributions. Such initiatives aim to reinforce solidarity, reduce risks of exclusion, and gradually shift norms towards more equitable participation.
- Progress will be monitored through agreed indicators, such as refugee women's employment, school completion rates for girls, and access to GBV services. Regular reviews will allow for adjustments where needed, with findings feeding into the Global Compact on Refugees Results Framework and future GRF reporting.

Through these steps, Armenia seeks to sustain and strengthen its inclusive approach, ensuring that refugee women and girls have access to opportunities, protection, and participation on equal footing. These efforts are pursued in synergy with Armenia's national commitments on gender equality, including the Women, Peace and Security agenda, and with the broader objectives of the Global Compact on Refugees.

### 3.8. Inclusion of Refugees in the National Education System

**Pledge Summary:** Armenia pledged to ensure that refugee children and youth are included in the national education system and have access to quality schooling on an equal basis with nationals. This includes addressing

administrative and practical barriers—such as documentation requirements, school capacity, or language gaps—and putting in place support measures like teacher training, supplementary materials, and adapted curricula. The pledge covers all levels of education, from pre-primary to tertiary, and prioritizes rapid enrollment of refugee children into public schools, with catch-up classes or language support as needed. By making this commitment, Armenia aligned with the Global Compact on Refugees (GCR) objective of expanding access to education and reinforced the principle that no refugee child should be excluded from school because of displacement. The large number of school-aged refugee children arriving in 2023 provided an immediate test of this pledge in practice.

**Implementation Status and Responsible Entity:** Substantially advanced, with continued implementation underway. Armenia’s education system has absorbed the majority of refugee children from recent influxes, delivering on the core intent of this pledge. Thousands of refugee students have been enrolled in public schools across the country since 2023, and mechanisms are in place to sustain their access to education. While some challenges remain — particularly in providing language support and managing classroom capacity in certain areas — the overall direction of progress reflects a high degree of inclusion.

The Ministry of Education, Science, Culture and Sports (MoESCS) leads implementation, in cooperation with regional education departments, school principals, and local governments. The Migration and Citizenship Service has assisted with identifying school-aged children during registration, ensuring timely referral to schools. International partners have played an important role, including UNICEF (teacher training, supplies, temporary learning spaces) and Education Cannot Wait (co-financing emergency education responses). The Ministry of Finance has supported the effort through additional budget allocations for teacher salaries and school infrastructure.

**Progress to Date (2023–2025):** The 2023 refugee influx effectively put Armenia’s education pledge into practice in real time. With thousands of school-aged children arriving in a matter of weeks, the system was tested for its readiness to deliver on the commitment of inclusive education. The government, working with local authorities and international partners, responded by rapidly expanding enrollment, adapting resources, and mobilizing support systems. This experience not only advanced the pledge but also accelerated reforms and investments that will benefit both refugees and host communities.

- Following the September 2023 displacement, Armenia prioritized immediate school access for refugee children. By November 2023, around 16,371 refugee children (approximately 79% of an estimated 20,800 school-aged) were enrolled in public schools, with the number continuing to increase toward full coverage. Refugee students were placed in regular classes alongside Armenian peers across all regions, with Yerevan alone absorbing more than 5,000 students. Schools were directed to adopt an open-door policy, accepting refugee children even mid-year or without complete documentation, which was critical for swift inclusion.
- To accommodate the influx, the Ministry of Education authorized hiring additional teachers, including displaced qualified teachers, with a 30% salary incentive. By late 2024, many were working in Armenian schools, both supporting their livelihoods and easing class size pressures. UNICEF and partners provided learning materials, textbooks, and furniture, while shifts were introduced in some urban schools to manage capacity. Longer-term, government school construction and renovation projects factored in increased demand, ensuring benefits for both refugees and host communities.
- For most refugee children, instruction in Armenian allowed for smooth integration. For other groups (e.g., Ukrainian children), NGOs and schools arranged language support. Teachers were guided to provide remedial lessons for students who had missed schooling, and supplementary classes helped older students

align with Armenia's curriculum. Refugee students were allowed to sit national exams and graduate with recognized diplomas, ensuring continuity in their education.

- Refugee youth were admitted into Armenian universities and vocational centres under the same conditions as citizens, with tuition support for those in need. By the 2024 academic year, dozens had enrolled in institutions such as Yerevan State University and the American University of Armenia, often supported by scholarships. Vocational training centres also provided pathways to employment-focused skills.
- Beyond enrolment, schools worked to foster community integration. Teachers received training on supporting children who had experienced trauma, and psychosocial support was expanded through school counsellors and group activities. Refugee parents were included in parent committees, and initiatives like buddy programs paired refugee and host students, encouraging friendships and reducing isolation. Reports suggest refugee children have been widely welcomed, with challenges like bullying addressed proactively by school staff.

**Remaining Gaps and Challenges:** While Armenia's inclusion of refugees in education has been broadly effective, several areas continue to require attention:

- The rapid increase in student numbers has placed additional demands on schools in certain localities, with infrastructure development underway to ease pressures. Some schools have experienced significant growth in enrolment, resulting in crowded classrooms and stretched resources such as laboratory facilities. Teachers and administrators are making strong efforts to maintain quality, but sustaining individualized support in these conditions remains a challenge until ongoing infrastructure projects are completed.
- Some groups of refugee children remain at risk of exclusion. Those with disabilities or special educational needs may face challenges accessing Armenia's limited special education services. Some older adolescents face difficult choices between education and family support, highlighting the importance of targeted retention and vocational pathways. In addition, children in rural areas or temporary shelters may face transport barriers, although steps have been taken to provide transport support in some cases.
- While most refugee children speak Armenian, a minority face language barrier, particularly those from mixed families or other backgrounds. Armenian as a Second Language support continues to be important until these children reach fluency. Curriculum differences for upper-grade students also present challenges, for example adapting to new language requirements or subject sequencing. Transitioning to Armenian-medium instruction for those accustomed to Russian or other languages can require additional support.
- Public education is tuition-free, but associated costs such as uniforms, school materials, transport, or extracurricular activities can be difficult for some refugee families. Humanitarian partners and community organizations have provided assistance (e.g., supplies and school kits), but ensuring sustained affordability is important, especially for larger families. Without continued support, older children may be at risk of leaving school to contribute economically.
- While enrolment levels are high, monitoring ongoing attendance and learning outcomes for refugee students is a developing area. Mobility, family circumstances, or other barriers can result in irregular attendance. The Ministry of Education is working to integrate refugee data into the Education

Management Information System (EMIS) to allow better tracking of participation and performance. This will support the identification of learning gaps and help guide timely remedial measures.

**Enabling Factors:** Several factors have supported Armenia’s progress in including refugees in its national education system:

- **Government Readiness and Policy:** Armenia’s prior commitments under the GRF and national policy directions created an enabling framework for inclusion. Refugee documentation, such as asylum-seeker certificates, was recognized as sufficient for school enrolment, ensuring no child was excluded due to paperwork gaps. The Ministry of Education, Science, Culture and Sports (MoESCS) provided clear instructions to schools to prioritize enrolment. Previous experience with integrating Syrian Armenian students also offered valuable lessons, such as the need for language support and parental engagement, which were applied again in 2023–2024.
- **International Support and Coordination:** Education partners coordinated through the Education Sector Working Group, co-led by MoESCS and UNICEF. This structure allowed needs to be identified and addressed quickly – from school supplies and teacher training to temporary learning spaces where required. Financial contributions, including EU support, and global pledges on inclusive education, such as through Education Cannot Wait, strengthened Armenia’s ability to respond. This collective approach fostered complementarity between government, UN agencies, and NGOs.
- **Flexibility of Schools and Educators:** School leadership and teachers demonstrated significant flexibility and adaptability. Principals and staff adjusted schedules, created peer support mechanisms, and organized remedial lessons. Many teachers volunteered additional time to help students catch up. Cultural and linguistic ties – particularly among Armenian-speaking refugees – further supported smooth integration into classrooms.
- **Community and Parental Engagement:** Communities played an important role in welcoming refugee students. Parent-teacher associations and local initiatives provided material and psychosocial support, while refugee parents themselves demonstrated strong motivation to enrol their children and engage with schools. Joint initiatives, such as cultural or recreational events, helped foster cohesion between host and refugee families.
- **Use of Digital Tools:** Armenia’s investment in digital learning platforms during the COVID-19 pandemic proved valuable for refugee inclusion. Recorded lessons and online materials were repurposed to help refugee students fill learning gaps. In some cases, private sector support provided devices or preloaded educational resources. These innovations contributed to continuity of learning and can serve as a reserve tool for remedial or catch-up education.

**Alignment with GCR Results Framework:**

This pledge directly supports GCR Objective 2 (Enhancing self-reliance), as education is a foundation for skills, employment, and long-term independence. It also contributes to Objective 1 (Easing pressures on host countries) by channelling international support into national education systems, benefiting both refugees and host students through expanded infrastructure and resources.

In terms of indicators, Armenia’s progress contributes to global measures of refugee access to education, including enrolment and retention rates at primary and secondary levels. High rates of enrolment achieved in 2023–2024 are important data points for the GCR monitoring framework. The pledge also aligns with SDG 4 (Quality

Education), particularly targets on universal primary and secondary completion (4.1) and equal access for vulnerable groups (4.5).

By using national systems rather than parallel structures, Armenia has advanced the GCR principle of inclusive, system-strengthening approaches. The multi-stakeholder support – with contributions from UNICEF, ECW, EU, and NGOs – reflects the shared responsibility model envisioned by the Compact. These combined efforts are contributing both to Armenia’s national objectives and to global commitments to ensure all refugee children are in school and learning.

**Next Steps (2025–2026):** To consolidate achievements and further strengthen the inclusion of refugees in education, Armenia has outlined the following priorities:

- Building on high initial enrolment rates, Armenia will work to identify any remaining out-of-school refugee children and ensure they are included. In early 2025, a verification campaign, in partnership with UNHCR and local authorities, will cross-check registration data against school rosters. For children facing barriers—such as those with disabilities, older adolescents, or those in remote areas—tailored solutions (e.g. outreach, transport support, or alternative education pathways) will be pursued. Attendance will also be closely monitored, with continued provision of support measures such as transport subsidies and school meal programs.
- Special measures introduced during the emergency phase—such as Armenian language classes, tutoring, and psychosocial support—will increasingly be integrated into the national education system. Teacher training modules are expected to incorporate inclusive teaching and psychosocial support, and refugee needs will be embedded into school development plans. By 2026, support for refugee learners should be available through the same institutional channels as for all students.
- Ongoing school construction and rehabilitation projects will continue, with priority given to refugee-hosting areas. By 2025–2026, new classrooms and schools are expected to come online, helping to address overcrowding and phasing out temporary measures such as double-shift schooling. New facilities are being built to modern standards, benefiting both host and refugee students with improved learning environments.
- With access largely secured, attention will shift to monitoring and improving refugee students’ learning outcomes. Academic performance will be tracked to identify potential gaps, with remedial classes, mentoring, and language support provided where needed. Teacher professional development will continue to emphasize inclusive practices. The aim is to ensure refugee learners achieve outcomes comparable to their peers, reflecting meaningful inclusion.
- Pathways for refugee youth beyond secondary school will be expanded. Scholarship schemes for university studies, supported by the government, diaspora, and international partners, may continue and may grow. Vocational training opportunities in high-demand fields (such as ICT, trades, and services) will also be scaled up, with strong linkages to employers to support job placement.
- Armenia intends to share its experience and draw on good practices from other host countries through regional and global fora. Cooperation on issues such as recognition of studies and prior learning will also be pursued. Engagement with international partners, including Education Cannot Wait, will be sought to sustain financing and technical support.

- Schools will remain key spaces for social integration. Plans include expanding joint cultural and extracurricular activities, engaging both host and refugee parents, and promoting refugee student participation in leadership roles. Highlighting positive examples—such as refugee students excelling academically or in extracurricular fields—will help foster community support and cohesion.

Through these next steps, Armenia aims not only to sustain refugee inclusion in education but to ensure that all refugee children and youth can thrive and contribute positively within the national system. This forward-looking approach reflects both Armenia's GRF pledge and its broader commitment to inclusive development.

## 4. Future Pledges and Opportunities (2025–2027)

Armenia has laid important legal, institutional, and policy foundations for asylum and refugee protection. Looking ahead, the period 2025–2027 provides an opportunity to build on this progress and consider a new generation of pledges under the Global Compact on Refugees (GCR).

The pledges outlined in this section are indicative proposals. They are intended to reflect Armenia’s national priorities, ongoing reform agenda, and international commitments, while also pointing to areas where sustained investment and cooperation could further strengthen inclusion. These areas may benefit from continued consultation with government counterparts, international partners, and civil society actors to ensure national ownership and alignment with broader policy frameworks, including the Government Programme 2021–2026 and ongoing EU dialogues.

By articulating forward-looking pledges in areas such as legislative reform, institutional strengthening, social inclusion, and community-based solutions, Armenia can consolidate recent achievements, attract predictable international support, and contribute actively to global burden- and responsibility-sharing.

### 4.1. Legislative Reforms: Modernising the National Asylum Law

**Proposed Pledge:** Adoption of a revised Law on Refugees and Asylum by end-2026, harmonized with international protection standards and EU Common European Asylum System (CEAS) principles.

**Policy Rationale:** The current law, adopted in 2008 and amended in 2015, is under review. Draft amendments envisage safeguards such as subsidiary protection, tolerated stay, more efficient appeal procedures with suspensive effect and expand access to free legal aid, and non-penalization for irregular entry. If enacted, these measures would help align Armenia with evolving international standards and good practices.

#### **Strategic Alignment:**

- **National Priorities:** Builds on the Government Programme 2021–2026 commitment to harmonise asylum legislation with international standards.
- **International Frameworks:** Aligns with the Global Compact on Refugees principle of strengthening national systems and supports SDG 16 (Peace, Justice and Strong Institutions).
- **Human Rights Commitments:** Reflects recommendations under Armenia’s Universal Periodic Review to strengthen asylum procedures and safeguards against refoulement.
- **Partnership Opportunities:** Offers a clear entry point for EU, UNHCR, and bilateral partners to provide technical assistance, twinning, and peer support on legislative reform.

**Forward Outlook:** Adoption of a revised law would improve procedural fairness, strengthen predictability for applicants, and reinforce Armenia’s credibility with international partners.

### 4.2. Strengthening Quality Assurance Mechanism

**Proposed Pledge:** Establishment of Quality Assurance and Training Unit within the Migration and Citizenship Service (MCS) by 2027.

**Policy Rationale:** This unit could monitor and ensure quality assurance of operations, covering both registration and refugee status determination; cover the functions of communication, information provision, complaints &

feedback mechanisms; track developments in relevant national, regional, and comparative jurisprudence; provide expert support on complex or sensitive cases; prepare and regularly update operational guidelines and instructions; lead induction training and continuous professional development for staff; lead stakeholder engagement efforts and partnerships (government, academia, research institutions, national human rights institutions, civil society, community-based organizations), including collaboration frameworks with specialized partners for provision of specialized services to persons with specific needs and/or expert support to handle these cases; and provide planning and budgeting support based on approved methodology.

**Strategic Alignment:**

- National Priorities: Responds to the Government Programme 2021–2026 objective of building institutional capacity in migration and asylum management.
- International Frameworks: Supports the Global Compact on Refugees by reinforcing protection systems and contributes to SDG 16 on effective institutions.
- Human Rights Commitments: Addresses UPR calls to strengthen institutional arrangements for the protection of asylum-seekers.
- Partnership Opportunities: Provides an opportunity for EUAA, UNHCR, and donors to invest in training, mentoring, and quality assurance systems for asylum decision-making.

**Forward Outlook:** Establishing professional cadres and QA systems would enhance fairness and predictability, reduce case backlogs, and demonstrate readiness for EU peer evaluations.

### 4.3. National Strategy for Refugee Integration (2025–2030)

**Proposed Pledge:** Armenia could finalize and adopt a comprehensive national refugee integration strategy with a multi-year budget and sectoral implementation plans, covering housing, employment, education, and social protection.

**Policy Rationale:** A strategy would help consolidate existing sectoral efforts into a coherent framework, facilitate access to development financing, and enhance predictability for partners.

**Strategic Alignment:**

- National Priorities: Directly tied to the Government Programme 2021–2026, which calls for inclusion of refugees in housing, employment, education, and social protection.
- International Frameworks: Advances GCR Objective 2 (enhancing inclusion and self-reliance) and supports SDGs 1, 4, 8, and 10.
- Human Rights Commitments: Responds to UPR recommendations encouraging comprehensive strategies for socio-economic inclusion of refugees.
- Partnership Opportunities: Creates a structured framework for donor and development partner engagement (EU, World Bank, UN, bilateral), enabling co-financing and long-term investment.

**Forward Outlook:** A national integration strategy could serve as a guiding framework for future policy and programming, strengthen social cohesion, and open opportunities for development financing.

#### 4.4. Addressing Statelessness through a Determination Procedure

**Proposed Pledge:** Armenia may take steps toward operationalizing a statelessness determination procedure (SDP) and addressing documented stateless cases by 2027.

**Policy Rationale:** Building on amendments to the Citizenship Law in 2021 and 2023, introducing an SDP could strengthen protection for persons without nationality and ensure access to rights in line with Armenia’s international commitments.

**Strategic Alignment:**

- **National Priorities:** Reflects the Government Programme’s priority of reducing legal invisibility and ensuring documentation for all residents.
- **International Frameworks:** Supports GCR Objective 2 (inclusion) by strengthening legal identity, and contributes to SDG 16.9 (legal identity for all).
- **Human Rights Commitments:** Responds to UPR recommendations to improve access to documentation and protection for stateless persons.
- **Partnership Opportunities:** Provides a technical area where UNHCR, EU, and legal aid actors can support the design, rollout, and monitoring of a new determination procedure.

**Forward Outlook:** Implementation of an SDP could strengthen legal identity systems, enhance service access, and contribute to Armenia’s broader governance and rule-of-law objectives.

#### 4.5. Expanding access to Legal Aid and Interpretation

**Proposed Pledge:** Armenia could strengthen guarantees for free legal aid and interpretation across all stages of asylum and statelessness procedures, including appeals.

**Policy Rationale:** Effective access to legal aid and interpretation is essential for fair and efficient procedures. Building on existing provisions, Armenia may consider legislative and budgetary measures to expand availability, with potential support from partners.

**Strategic Alignment:**

- **National Priorities:** Linked to the Government Programme 2021–2026 pledge to expand free legal aid for vulnerable groups, including asylum-seekers.
- **International Frameworks:** Contributes to GCR Objective 1 (strengthening protection capacity) and SDG 16 (access to justice for all).
- **Human Rights Commitments:** Responds directly to UPR calls for Armenia to guarantee equitable access to legal aid and interpretation for asylum and statelessness procedures.
- **Partnership Opportunities:** Opens space for donor support (EU, UNHCR, bilateral) to strengthen training, interpreter pools, and legal representation schemes.

**Forward Outlook:** Enhancing access to legal aid and interpretation could improve procedural safeguards, strengthen asylum systems, and foster confidence among applicants and partners.

## 4.6. Inclusion of Refugees and Asylum-Seekers in National Data and Statistics Systems

**Proposed Pledge:** Armenia may consider systematically disaggregating data on refugees, asylum-seekers, and stateless persons in labour, education, health, and social protection databases, as well as in the 2030 national census.

**Policy Rationale:** Better disaggregated data would support evidence-based policymaking, service planning, and reporting against GCR indicators.

### **Strategic Alignment:**

- **National Priorities:** Supports Armenia’s digital transformation strategy and Government Programme Objective 3.4.2 on integrated population data systems.
- **International Frameworks:** Aligns with the GCR’s results framework on data and reporting, and with SDG 17.18 (enhanced capacity for data disaggregation).
- **Human Rights Commitments:** Responds to UPR recommendations highlighting the need for better disaggregated data to track inclusion and access to services.
- **Partnership Opportunities:** Technical assistance from UNHCR, UNDESA, and donors (EU, World Bank, UNDP) can support registry upgrades, interoperability, and census preparations.

**Forward Outlook:** Strengthening data systems could enhance evidence-based policymaking and improve Armenia’s ability to report against global frameworks.

## 4.7. Area-Based Solutions for inclusive development of refugee hosting communities.

**Proposed Pledge:** Armenia could explore area-based development initiatives in displacement-affected municipalities, focusing on housing, essential services, and livelihood opportunities for both refugees and host communities.

**Policy Rationale:** Such an approach would strengthen local infrastructure, support social cohesion, and align with national regional development strategies.

### **Strategic Alignment:**

- **National Priorities:** Consistent with the Housing and Communal Services Development Strategy (2023–2027) and the Government Programme’s focus on balanced regional development.
- **International Frameworks:** Supports GCR Objective 2 (inclusive development) and contributes to SDGs 1, 8, 10, and 11 (sustainable cities and communities).
- **Human Rights Commitments:** Responds to UPR stakeholder recommendations to strengthen services and infrastructure in displacement-affected communities.
- **Partnership Opportunities:** Strong opportunity for co-financing from the EU, World Bank, AFD, KfW, and bilateral to support housing, infrastructure, and local economic development in high-impact municipalities.

**Forward Outlook:** Area-based interventions could contribute to improved living standards and social cohesion, while serving as scalable models for inclusive development in refugee-hosting regions.

## 4.8. Synergies and Strategic Partnerships

The pledges outlined form a coherent framework for advancing Armenia’s refugee protection and inclusion agenda in alignment with national priorities and the Global Compact on Refugees. They also create structured opportunities for international partnerships and financing. By situating pledges within broader reform and development agendas, Armenia may strengthen transparency, attract predictable support, and enhance the sustainability of outcomes.

Potential areas for partnership include:

- **European Union / EUAA:** Technical and financial support for legislative reforms, asylum management, and data systems.
- **United Nations system:** UNHCR (asylum and integration), UNICEF (education and child protection), UNDP (area-based solutions, governance), UNFPA (GBV prevention, SRH), WHO (health inclusion).
- **Development banks and bilateral donors:** World Bank, AFD, KfW, and others could support social protection, housing, and infrastructure in refugee-hosting regions.

**Forward Outlook:** Through these partnerships, Armenia can consolidate progress, expand inclusion, and contribute to shared regional and global objectives under the GCR.

## 5. Emerging Good Practices in Armenia's GRF Pledge Implementation

The Government of Armenia, working in close partnership with the Office of the United Nations High Commissioner for Refugees and a wide range of national and international stakeholders, has taken important steps to translate its Global Refugee Forum (GRF) pledges into practice. These initiatives reflect the principles of the Global Compact on Refugees (GCR), including government ownership, multi-stakeholder engagement, and the integration of refugee inclusion within broader development planning.

The following examples are identified as emerging good practices. They illustrate how national systems and policies have adapted to displacement challenges in ways that are sustainable, scalable, and of potential value for peer learning across the Eastern Partnership region and beyond.

### 1. Whole-of-Government and Whole-of-Society Coordination for Refugee Response

**Lead Entity:** Office of the Deputy Prime Minister

Structured inter-sectoral mechanisms have been established to ensure refugee inclusion across priority sectors such as health, education, and social protection. This coordination is anchored in Armenia's national reform agenda and linked to the Medium-Term Expenditure Framework, ensuring alignment between humanitarian action and development planning.

**Potential for GRF Submission:** A model of national ownership and cross-sectoral planning that demonstrates how refugee inclusion can be embedded into government-led coordination structures.

### 2. Inclusion of Refugees in Armenia's National Social Protection System

**Lead Entity:** Ministry of Labour and Social Affairs (Family Benefit Department).

Armenia extended key social assistance programmes—including family allowances, child benefits, and disability benefits—to refugees with legal status, ensuring access on the same basis as nationals. This inclusion has been operationalized through existing national targeting systems, reflecting adaptability and efficient use of national structures.

**Potential for GRF Submission:** A good practice in administrative inclusion that shows how state and humanitarian systems can complement each other to provide equitable support.

### 3. Health Inclusion through Participatory Planning and Evidence Use

**Lead Entity:** Ministry of Health (MoH)

The Ministry of Health expanded the Basic Benefits Package to refugees, guided by service utilization data, health assessments, and structured community engagement. This evidence-based approach ensured responsiveness to refugee health needs while contributing to overall health system strengthening.

**Potential for GRF Submission:** A participatory and data-driven model of inclusive health planning with relevance for other countries seeking to integrate refugees into national health systems.

### 4. Government-Led Multi-Hazard Contingency Planning with Refugee Scenarios

**Lead Entity:** Ministry of Internal Affairs and Ministry of Foreign Affairs, as Co-Chairs of the Contingency Planning Task Force

Armenia has developed a multi-hazard contingency framework that incorporates displacement and refugee influx scenarios. This government-led process, supported by United Nations partners, enhances national preparedness and ensures compatibility with regional frameworks.

**Potential for GRF Submission:** A preparedness model that integrates refugee-related risks into broader national contingency planning, with potential for regional application.

## 5. Modernization of the Asylum System

Work is underway on a revised Law on Refugees and Asylum aimed at aligning Armenia's asylum system more closely with international and European Union standards. Planned reforms will strengthen procedural safeguards and ensure clearer protection pathways.

**Potential for GRF Submission:** An example of legislative modernization that links national asylum reform with international and regional standards.

## 6. Inclusive Education through Local-Level Enrolment and Digital Integration

**Lead Entity:** Ministry of Education, Science, Culture and Sports (MESCS)

Refugee children are systematically enrolled in public schools, supported by the Education Management Information System and guidance to local schools. Bridging programmes, language support, and teacher training are being rolled out in collaboration with partners, combining digital tools with human capital investment.

**Potential for GRF Submission:** A replicable model of inclusive education that integrates digital management systems with classroom-level support, enabling refugee children to participate fully in national education systems.

## 6. Summary Table: Armenia’s Global Refugee Forum Commitments

Theme	Description	Status	Progress	Entity
Strengthening the asylum system (in collaboration with UNHCR)	Continued development of the asylum system to improve case management and decision-making	In progress	A digital asylum case management system introduced and now being modernized	Migration and Citizenship Service (of the Ministry of Internal Affairs)
Improving the quality of asylum decisions	Capacity building for asylum staff, including training on COI and legal standards, and revision of decision-making tools.	In progress	Regular training cycles held; decision-making tools updated	Migration and Citizenship Service (of the Ministry of Internal Affairs)
Review of nationality law to resolve statelessness	Commitment to revise the Citizenship Law to reduce statelessness and guarantee rights of stateless persons.	In progress	Draft Law on Stateless Persons finalized in 2024 with UNHCR and civil society input.	Migration and Citizenship Service (of the Ministry of Internal Affairs)
Comprehensive statelessness study	Commitment to undertake a study to map the situation of stateless persons and identify legal and policy gaps.	Fulfilled	Study completed in 2020, providing recommendations for reform.	Migration and Citizenship Service (of the Ministry of Internal Affairs)
Amendments to the nationality law to prevent statelessness	Further legislative amendments to the Citizenship Law to introduce safeguards against statelessness.	Fulfilled	Amendments adopted in 2021 introduced safeguards during citizenship renunciation.	Ministry of Justice / Migration and Citizenship Service (of the Ministry of Internal Affairs)
Comprehensive State Policy for the integration of refugees, returnees and migrants	Development of a national integration strategy and action plan through an inter-ministerial working group.	In progress	Drafting ongoing with national and international experts; adoption expected 2025–2026.	Ministry of Labour and Social Affairs

Inclusion in the national health system	Ensuring equitable and sustainable access of refugees to Armenia's health system.	In progress	Refugees included in national health system on equal terms with nationals	Ministry of Health
Access to housing (general)	Ensure adequate housing as a basic human right for vulnerable groups including women, children, persons with disabilities, and the elderly	In progress	Housing Security Programme (Resolution 1711-N, 2022) under implementation	Ministry of Internal Affairs/ Ministry of Labour and Social Affairs
Secure access to housing (Nagorno-Karabakh focus)	Guarantee adequate housing for refugees displaced from Nagorno-Karabakh, with priority to vulnerable groups.	In Progress	Resource mobilization efforts are ongoing; registration and documentation systems have been strengthened.	Ministry of Labour and Social Affairs
Economic inclusion and social protection	Ensuring refugees' right to work, pensions, family benefits, and socio-psychological support.	In progress	Employment access expanded; refugees included in pension and social benefit schemes.	Ministry of Labour and Social Affairs
Education and inclusion of refugee children	Guarantee refugee children access to education, with expanded infrastructure, training, and scholarships	In progress	Measures to ensure continuity of education, including scholarships and vocational training, are being implemented with donor support.	Ministry of Education, Science, Culture and Sports
Empowerment of women and girls	Programmes to protect, support, and empower refugee women and girls	In progress	Targeted initiatives launched on rights, livelihoods, and psychosocial support	Ministry of Labour and Social Affairs/ Ministry of Foreign Affairs
Legislative Reforms	Armenia committed to ensuring additional social guarantees for refugees through appropriate legislative reforms.	In progress	Government Resolution 1864 (October 2023) adopted, granting temporary protection and establishing identity document procedures	Migration and Citizenship Service (of the Ministry of Internal Affairs)/ Ministry of Justice