



PROTECTION MONITORING REPORT ARMENIA

MARCH-JULY 2025

Disclaimer

This report is based on protection monitoring interviews conducted with 500 refugee and asylum-seeker households (representing 2,154 individuals) in Armenia between March and July 2025. The findings provide an overview of demographic profiles, protection risks, and priority needs to influence the design of UNHCR’s programmatic responses and advocacy efforts. Participation in this exercise was strictly voluntary. While the methodology ensured broad age, gender, and diversity representativeness, the views expressed reflect the specific concerns and data gathered during the identified monitoring period.

Co-funded by the European Union. Views and opinions expressed are, however, those of the author only and do not necessarily reflect those of the European Union. Neither the European Union nor the granting authority can be held responsible for them.

On the cover: In the backyard of their rented apartment, a refugee mother from Haiti gently hangs her family’s laundry, creating small moments of home in the host community. Yerevan, Armenia. June 2025. © UNHCR / Karen Minasyan

Contents

Methodology and demographic profile	4
Key findings	5
Documentation	5
Housing and accommodation	5
Education and child protection	8
Employment.....	8
Access to healthcare	10
Mental Health and Psycho-social support (MHPSS)	11
Social cohesion.....	12
Coping mechanisms	12
Social protection	13
Vulnerability	13
Priority needs	14
Information needs.....	14
Accountability to affected population and PSEA	16
Referrals	17

Methodology and demographic profile

Protection monitoring involved 500 households (62% of interviewees were female and 38% male), representing 2,154 individuals (53% female and 47% male), to listen, gather information, and conduct interactive analysis. Each protection monitoring interview typically lasted 1–1.5 hours, and participation in the exercise was strictly voluntary.

Data collection was carried out by UNHCR partner NGO Mission Armenia between March and July 2025 across all regions of Armenia, targeting both urban and rural forcibly displaced populations. Individuals aged between 18 and 87 years were interviewed. Forcibly displaced persons from Karabakh, as well as from the following countries of origin — Afghanistan, Egypt, Haiti, Iran, Iraq, Ivory Coast, Syria, Ukraine, and Yemen — were consulted during the exercise.

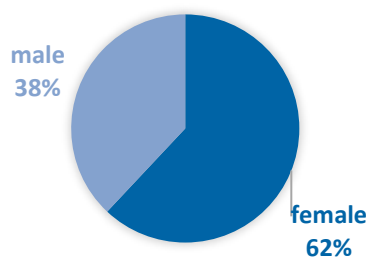
This approach ensured broad age, gender, and diversity representation within the target population and strengthened the comprehensiveness of the findings.

Out of the 500 households interviewed, 55% reported having an elderly person in the household, and 61% reported having children under the age of 18.

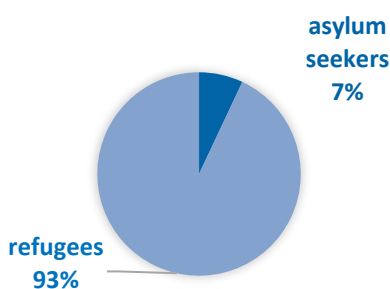
Listening directly to the concerns of forcibly displaced persons upholds their right to participate in decisions affecting their lives and provides a deeper understanding of the protection challenges they face, enabling a more effective and targeted response. The findings will inform the design of UNHCR’s programmatic interventions and advocacy efforts in Armenia.

Themes: dialogues with forcibly displaced persons in Armenia facilitated gathering of quantitative data regarding documentation, housing and accommodation, education and child protection, employment, access to healthcare, MHPSS, social cohesion, coping mechanisms, social protection, vulnerability, information needs, accountability to affected population (AAP) and protection from sexual exploitation and abuse (PSEA).

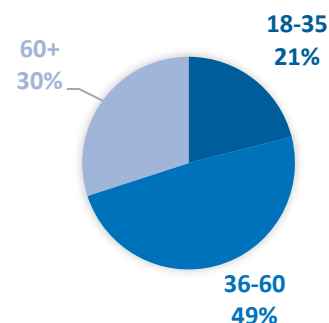
Gender distribution of interviewed individuals



Legal status of interviewed households



Age distribution of interviewed individuals



Key findings

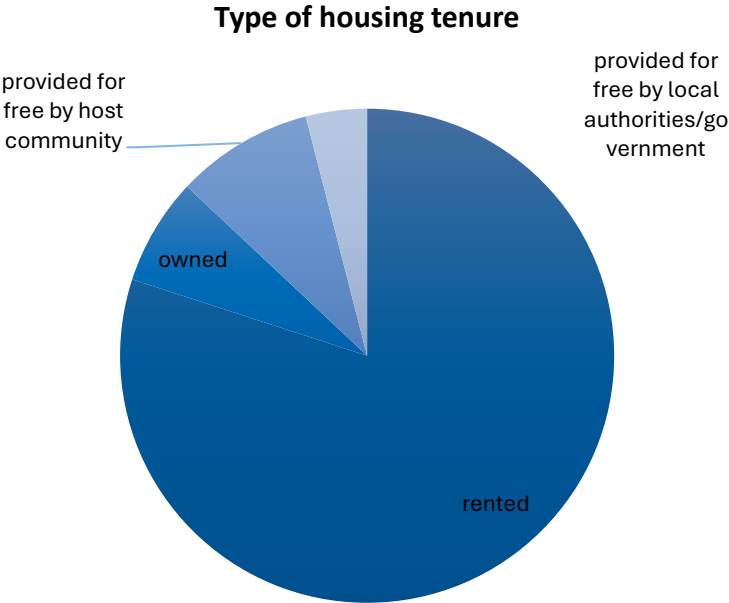
Documentation

6% of the interviewed households reported experiencing difficulties in obtaining, replacing, or renewing documents while in Armenia. Key reasons for the inability to access documentation include: (i) health issues preventing completion of the process; (ii) complicated or lengthy administrative procedures and requirements that are difficult to navigate, particularly for those unfamiliar with them; (iii) lack of knowledge of the applicable procedures; (iv) long waiting times to receive decisions on documentation applications; and (v) difficulties in accessing service providers, including long distances, inability to afford transportation costs, and lack of accessibility for persons with disabilities.

These findings demonstrate the necessity of providing individual legal support to help navigate relevant administrative and court procedures for those unable to do so independently, as well as bringing services closer to individuals who cannot access them in their areas of residence.

22% of recognized refugees eligible to apply for naturalization reported having done so, while 78% indicated that they had not yet applied for Armenian citizenship. The top three reasons for not applying for naturalization were: (i) not feeling ready to make this life-changing decision; (ii) waiting to see if the situation in their area of origin improves to allow for return; and (iii) preferring not to disclose the reasons for not applying.

Housing and accommodation



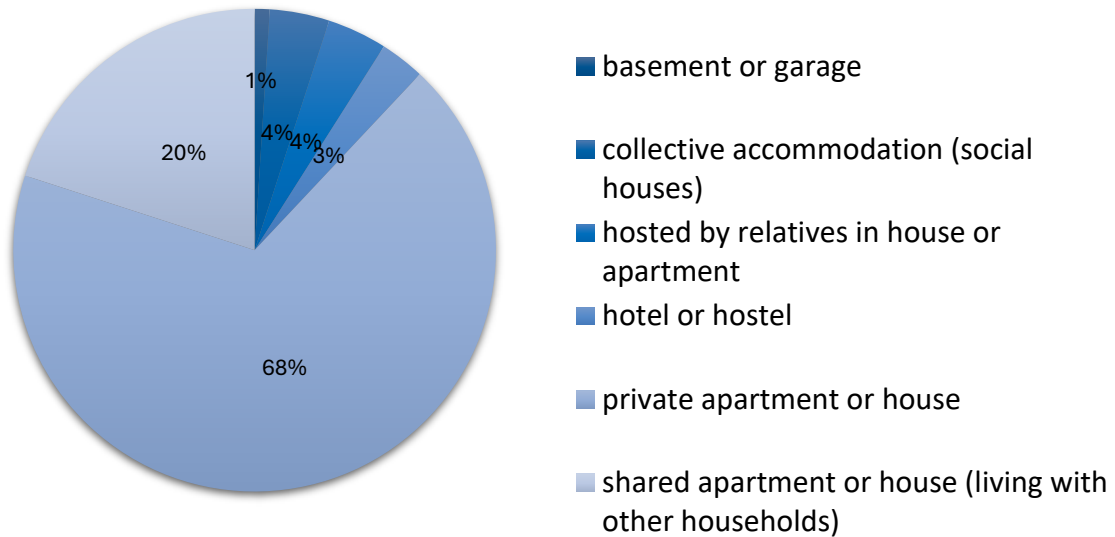
Out of the 500 interviewed households, 499 reported having accommodation where the household resides, while 1 household reported being homeless.

Housing and security of tenure remain key concerns, with 80% of forcibly displaced households reporting that they live in rented accommodation. 17% of households interviewed reported feeling insecure because the conditions of their stay (rent amount and duration) may change, and they may be required to leave. Of these, 69% are concerned

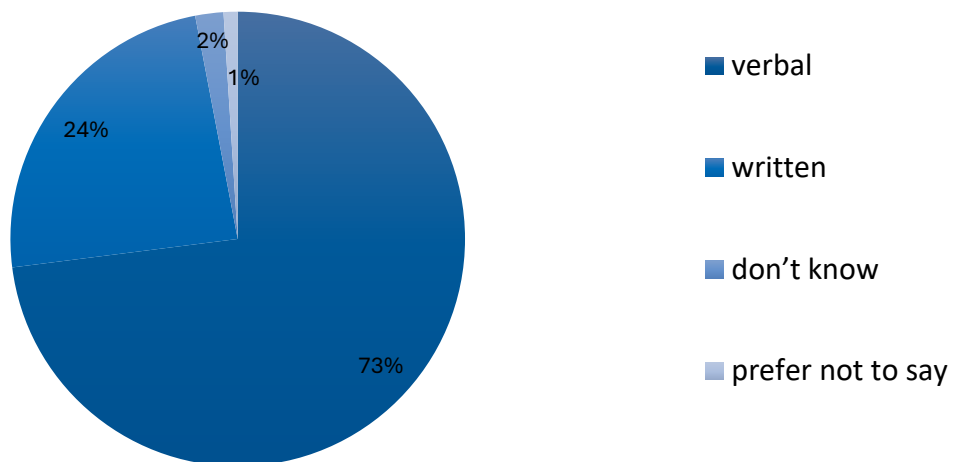
about the risk of eviction due to inability to pay rent, and 14% are concerned about the expiration of their rental agreement.

The two charts below provide an overview of the consulted households' living arrangements, as well as the types of rental agreements they have with landlords, which can serve as an indication of security of tenure.

Household's living arrangement



Type of rental agreement with the landlord

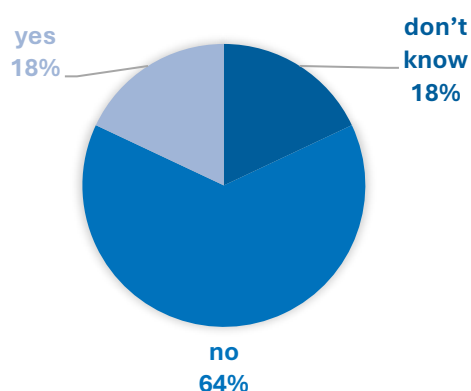


As reported by consulted individuals, rent amount ranges from 20,000 to 320,000 AMD (approx. 55-830 USD) per month mostly depending on the region of Armenia (with the lowest rents reported in remote and border areas and highest being in Yerevan and surrounding regions).

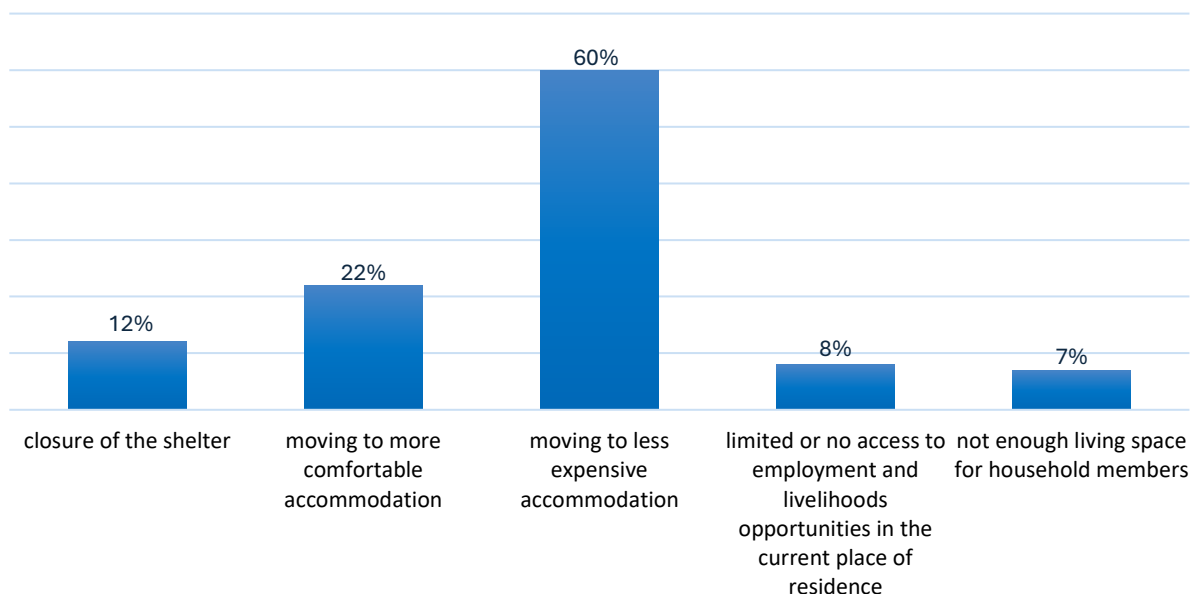
Accommodation quality and its cost, as well as search for employment are among the key contributing factors to population mobility (see charts below).

Top five challenges faced by forcibly displaced population while looking for more stable, long-term housing solutions are (i) shortage of affordable accommodation due to high housing prices (83%), (ii) poor quality of housing conditions (28%), (iii) lack of access to funding and loans (11%), (iv) shortage of available accommodation (8%), (v) negative attitude of owners towards refugees/ foreigners (5%).

Plans to leave current accommodation in the next six months



Top five reasons for plans to leave current accommodation in the next six months



Of those refugees who have already applied for naturalization, 56% informed of the application or intention to apply for housing support program. This figure shows high interest in and importance of sustainable housing solutions for forcibly displaced population as one of the key steps for their successful inclusion and integration into Armenian society.

For those who have not yet applied or do not consider applying for housing support program, key impediments include (i) insufficient financial resources/support (70%), (ii) missing documents (8%), (iii) discouraged by others who applied (7%), and (iv) lack of information on how to apply (4%).

Education and child protection

As indicated above, 61% of households interviewed reported having children below the age of 18. Of these, 22% reported having children under 2 years old, 32% reported having children aged 3–5 years, and 82% reported having school-aged children (6–17 years old).

The lack of social infrastructure, particularly in areas outside Yerevan, further affects inclusion. For instance, among households that reported having pre-school-aged children (3–5 years old), 22% stated that their children are not enrolled in kindergarten. Of those not enrolled, 71% cited the absence of kindergarten or a lack of available places as the main reason for non-enrollment. This situation may further affect the employment of adults, especially women in the household, who may need to remain at home to care for young children.

There is a high school enrollment rate among the forcibly displaced population, with only 3% of school-aged children reportedly not enrolled in school. The main reasons cited were: (i) no plans to continue education after the ninth grade; and (ii) engagement in livelihood activities to support the family.

Some consulted households reported instances of child labor, although the numbers are minimal, with 1% reporting children under 14 years old contributing to family income and 0.5% reporting children aged 16–18 years doing so.

Regarding child protection risks and challenges, interviewed households reported: (i) no concerns or risks (95%); (ii) basic needs challenges and disruption in education (due to lack of clothing, school supplies, change of residence, or legal barriers) (2%); (iii) mental health issues related to displacement, uncertainty, or loss of a family member (1%); (iv) physical or psychological signs of illness or neglect (1%); and (v) special education needs and lack of a safe and secure environment (1%).

Employment

UNHCR protection monitoring shows that employment and securing a stable income are key concerns for the forcibly displaced population.

In 61% of the interviewed households, men are the main decision-makers and providers for the family, with only 2% of households considered to be jointly headed. This data demonstrates the distribution of gender roles within forcibly displaced households.

There is a high unemployment rate among forcibly displaced households, with 50% of those interviewed reporting being unemployed; 36% having full-time employment; 5% having part-time employment; 4% being self-employed; 2% having temporary or contract employment (short-term or project-based work); 1% engaged in seasonal work; and 2% preferring not to disclose their current employment status.

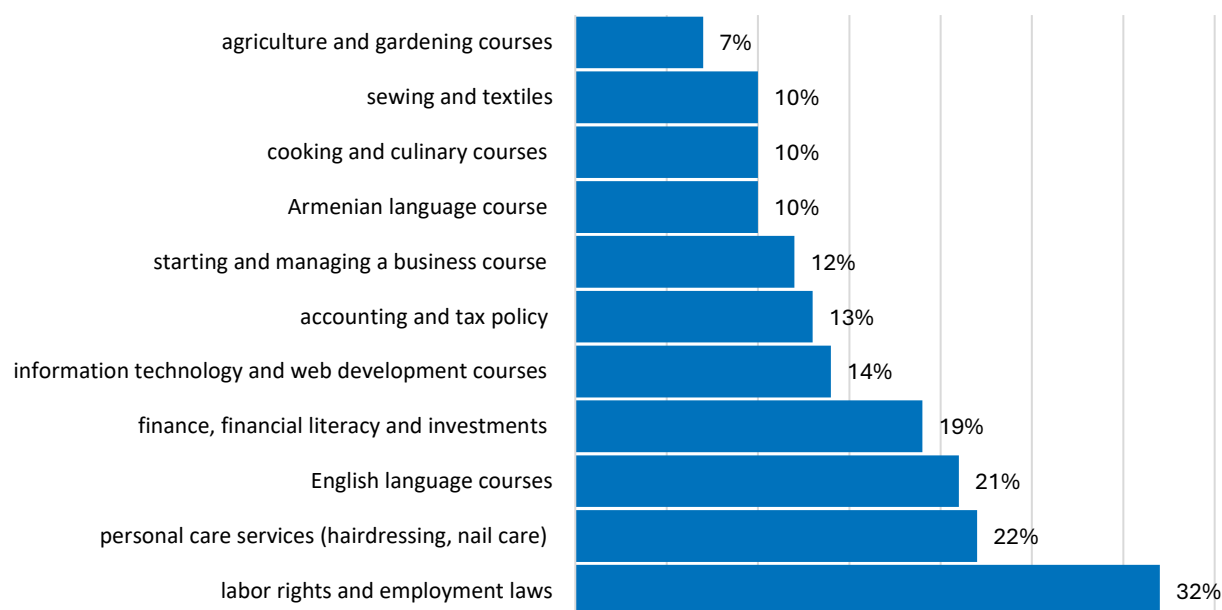
Among those who are employed, 75% reported having a work contract with their employer, 25% reported not having such a contract, and 1% were unsure about their contractual arrangements. Among those who are unemployed, 29% reported actively looking for a job but being unable to find one, and 25% were unable to engage in livelihood activities due to family care responsibilities (including childcare and elderly care).

These findings demonstrate the necessity for tailored livelihoods and income-generating support for specific groups within the forcibly displaced population.

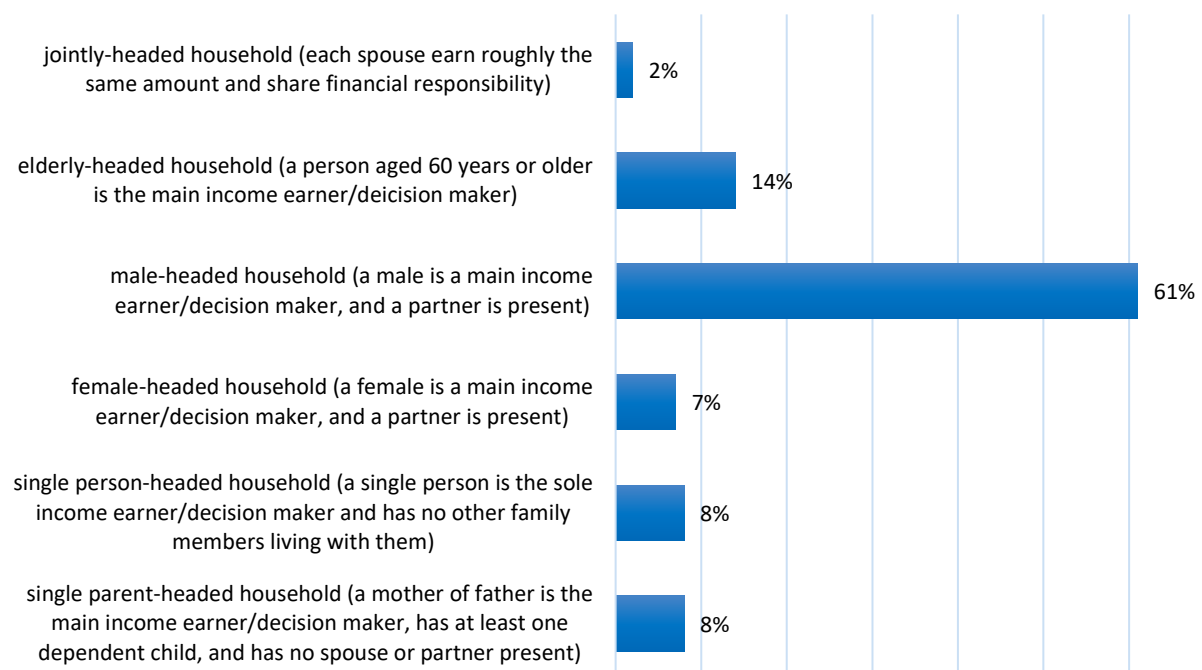
20% of households interviewed expressed interest in pursuing vocational education and skills development programmes.

Regarding employment support, consulted individuals indicated that they would like assistance with: (i) job searching (35%); (ii) job placement facilitation (31%); (iii) identifying and applying for additional employment opportunities (12%); (iv) participation in internships and apprenticeships (4%); (v) receiving job announcements (2%); (vi) aligning qualifications with job requirements (2%); (vii) interview preparation (1%); and (viii) building or updating CVs and writing cover letters (1%).

Key types of vocational education programs that forcibly displaced individuals are willing to pursue



Main income earner and decision maker in the household



Access to healthcare

Availability and accessibility of specialized medical treatment remain key concerns for refugees and asylum seekers in need of such care.

Among consulted households, 13% reported having a family member with an acute health condition, 50% reported having a family member with a chronic illness (including cardiovascular diseases, diabetes, chronic respiratory diseases, and cancer), and 33% reported having a family member with a condition that significantly impacts their ability to function independently.

Of those households with family members affected by one of the aforementioned medical conditions, 15% reported having no access to the medical treatment required. The top three reasons cited for such inaccessibility were: (i) inability to afford clinic fees (64%); (ii) specific medication, treatment, or services not being available (45%); and (iii) medical facilities being too far away or transportation costs being too high (15%).

Among households in need of prescribed medication, 57% reported having access to the required medication, 33% reported having no access, and 13% reported that the medication was unavailable.

Households that reported no access to prescribed medication identified the following top three reasons: (i) the primary care center does not stock or provide the medication (42%); (ii) the

medication is too expensive (34%); and (iii) the pharmacy does not have the medication in stock (17%).

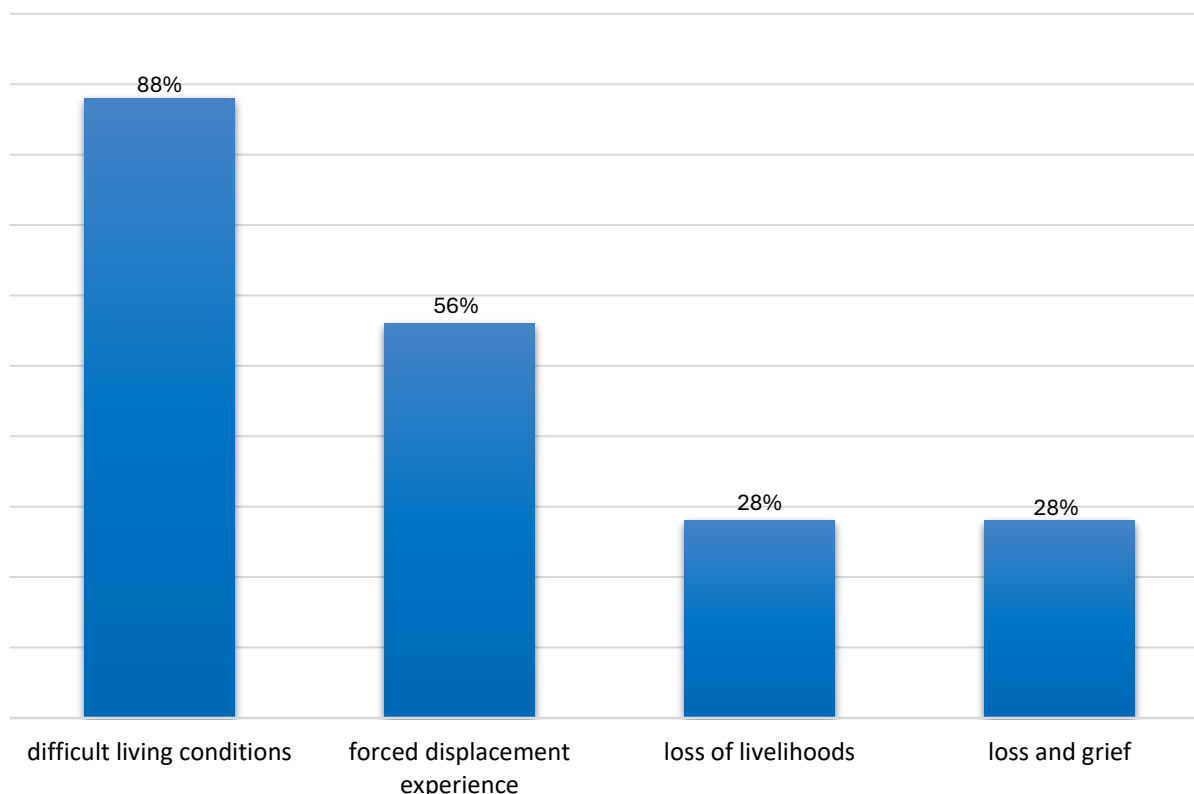
Mental Health and Psycho-social support (MHPSS)

Protection monitoring shows that the experience of forced displacement has a long-lasting effect on mental and emotional health. 32% of consulted households reported having at least one individual in their family showing signs of psychological distress (being worried, anxious, irritable, or angry; experiencing sleep disturbances; or being in a depressive state that affects the individual’s daily functioning).

The age groups affected by such distress are: (i) individuals aged 36–59 years (46%); (ii) individuals above 60 years (38%); (iii) individuals aged 18–35 years (12%); and (iv) individuals aged 5–17 years (4%). This data highlights the need for MHPSS services targeting specific age groups, including the elderly.

Of those identified as being in need of MHPSS support, 55% reported not having received it. The top five reasons cited were: (i) wanting to wait and see if the problem would improve on its own (63%); (ii) inability to afford clinic fees (42%); (iii) lack of trust in local providers (33%); (iv) perceiving no need for support (16%); and (v) services being too far away or transportation costs being too high (8%).

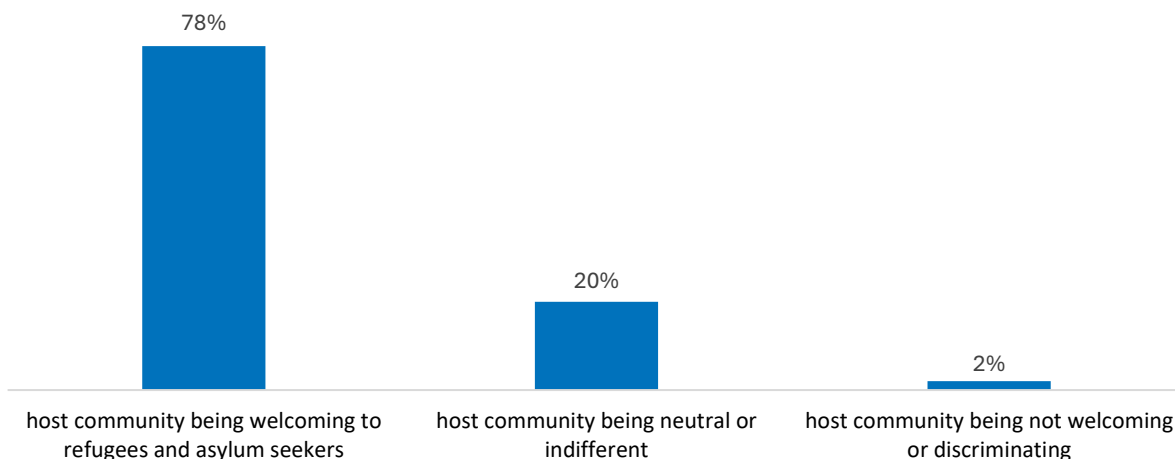
Key factors that affect forcibly displaced households' mental health



Social cohesion

The vast majority of consulted households reported feeling welcomed by the local population, with only 2% indicating that the host community was not welcoming or was discriminatory (see chart below).

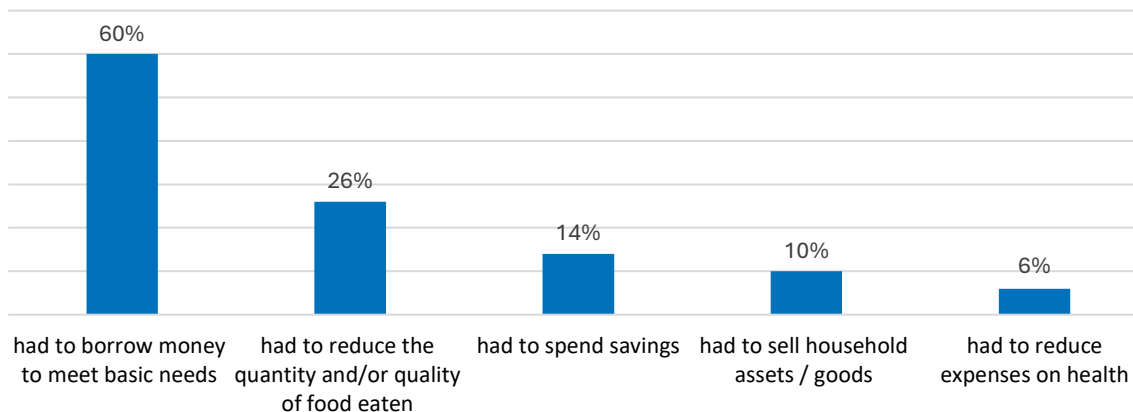
How has the attitude from the host community been to your household



Coping mechanisms

For 59% of consulted households, the inability to comprehensively meet their basic needs (including food, housing, education, and healthcare) has resulted in the adoption of the following coping mechanisms (see chart below).

Top five coping mechanisms employed by forcibly displaced population to address basic needs



Social protection

There is a high dependency on state and humanitarian social allowances and support, with 89% of households interviewed reporting such assistance as one of the main sources of income for their family.

Regarding access to social protection schemes, consulted households identified the following top five state benefits they had received since their arrival in Armenia: (i) rental subsidy (88%); (ii) one-time cash assistance (79%); (iii) cash assistance for basic needs (33%); (iv) social assistance for vulnerable groups (6%); and (v) social care services, including in-home services for highly vulnerable groups (3%).

87% of consulted households reported facing no difficulties when accessing state social protection benefits, while 12% reported facing some difficulties, and 1% preferred not to answer or did not know.

Among those who faced difficulties in accessing social protection benefits, 39% reported long waiting times and complex administrative procedures; 21% applied but were deemed ineligible for particular benefits; 6% reported a lack of information on social protection entitlements and application procedures; and 5% reported lacking the relevant documentation required to complete the application process.

Vulnerability

28% of consulted individuals reported having a family member with a disability in their household. The total number of people with disabilities among forcibly displaced individuals indirectly reached through the protection monitoring exercise was 169, accounting for 8% of the total indirect reach.

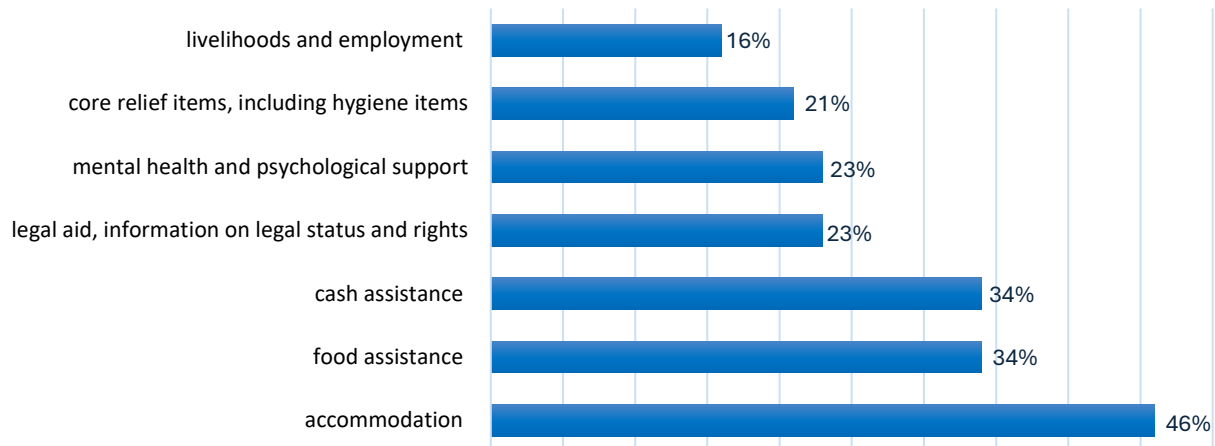
The total number of elderly people among forcibly displaced individuals indirectly reached through protection monitoring was 245, accounting for 11% of the total indirect reach.

The following specific needs of elderly individuals were reported during protection monitoring: (i) elderly individuals lacking access to services and basic needs (28%); (ii) elderly-headed households (30%); (iii) elderly individuals unable to care for themselves (33%); (iv) limited physical and psychosocial capacities (13%); and (v) specific nutritional needs (6%).

This data demonstrates the need for continued, tailored support to vulnerable elderly individuals in order to adequately address their needs.

Priority needs

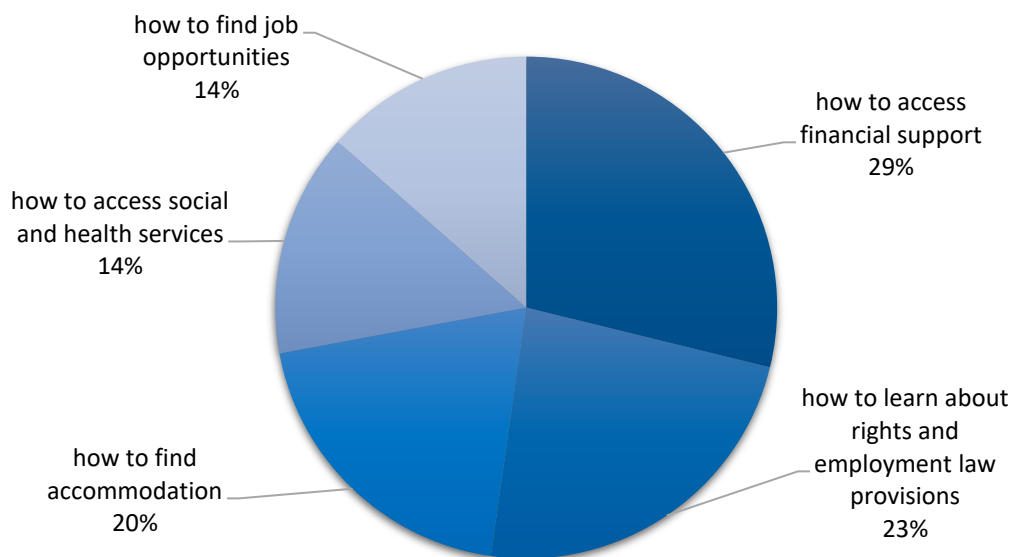
Top seven priority needs expressed by consulted households



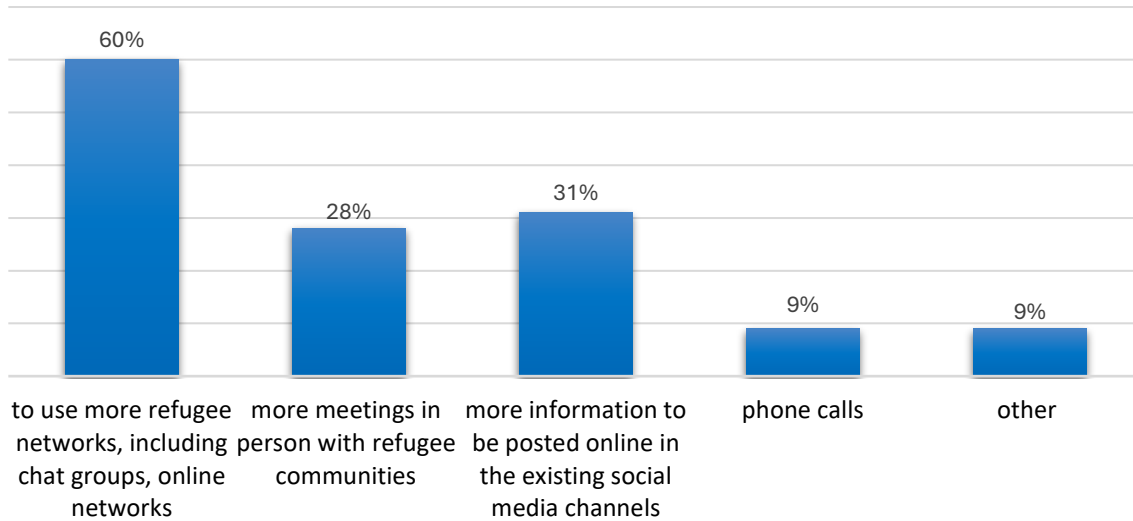
Information needs

The charts below provide insights from consulted households on the level of awareness of local laws and regulations among the forcibly displaced population, key information needs, and how communication and information dissemination with refugees and asylum seekers can be further improved from their perspective.

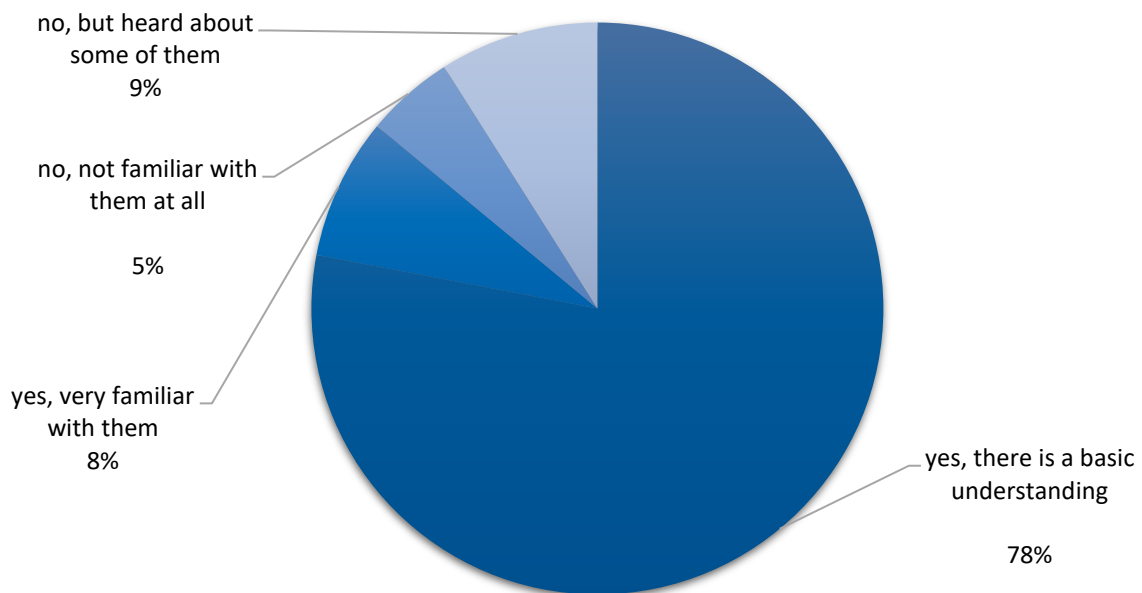
Top five information needs at the moment, as expressed by consulted refugees and asylum seekers



How to improve communication and information dissemination for refugees and asylum seekers



Awareness on local laws and regulations in Armenia relevant to legal status, rights, access to services, and obligations

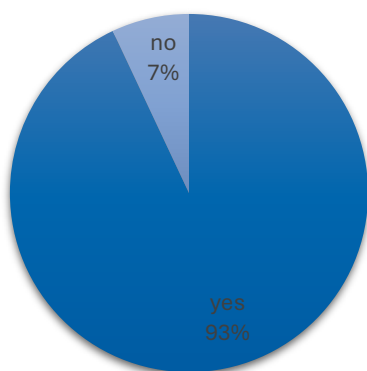


Accountability to affected population and PSEA

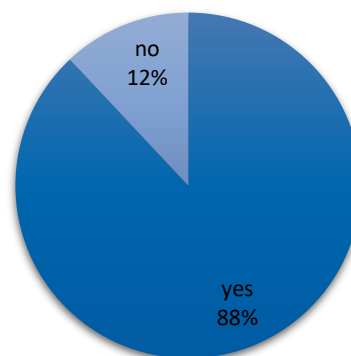
The charts below provide insights from consulted households on the level of satisfaction with services provided to the forcibly displaced population, the level of awareness of existing feedback and complaints mechanisms, as well as measures for protection from sexual exploitation and abuse (PSEA).

This data demonstrates the need to further raise awareness among the forcibly displaced population regarding PSEA, as well as available reporting channels and victim support mechanisms.

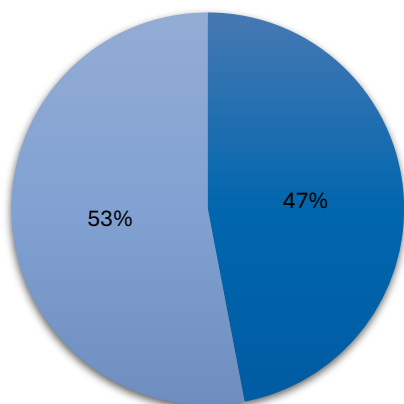
Are you satisfied with the services provided to forcibly displaced population



If you have a complaint or suggestion about services provided do you know where and how to report it

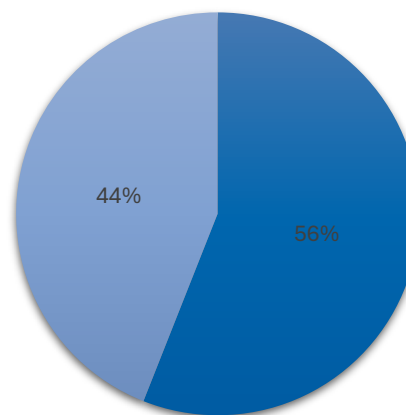


Are you aware of the available PSEA services in your area



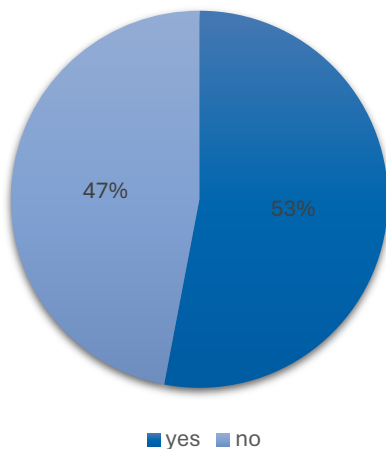
■ yes ■ no

Are you familiar with PSEA



■ yes ■ no

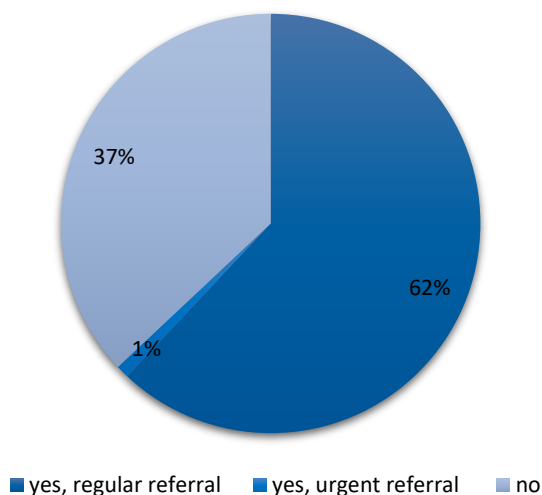
Do you know where and how you can report if you become a victim of or have a suspicion about cases of sexual exploitation and abuse



Referrals

Households identified during the interviews as being in need of referral(s) were referred to available services. The majority of referrals were non-urgent (regular) and, inter alia, included referrals to: (i) mental health and psychosocial support (37%); (ii) protection services (including documentation and legal support) (30%); (iii) income generation support (including assistance with productive assets and/or small business development, job search guidance, and collaboration with employment centers) (26%); (iv) vocational training (13%); and (v) support in accessing government social security programmes (11%).

Referrals



PROTECTION MONITORING REPORTING UNHCR ARMENIA

March 2025-July 2025



UNHCR

armye@unhcr.org

UN House, 14 Petros Adamyan St.,
Yerevan 0010, Armenia

www.unhcr.org