ANNUAL REPORT

International Federation of Red Cross and Red Crescent Societies
Fédération internationale des Sociétés de la Croix-Rouge et du Croissant-Rouge
Federación Internacional de Sociedades de la Cruz Roja y de la Media Luna Roja
الاتحاد الدولي لجمعيات الصليب الأحمر والهلال الأحمر

ARMENIA

22 April 2004

In Brief

Appeal No. 01.77/2003
Target: CHF 908,304 (USD 623,149 or EUR 617,232);
Coverage: 128.2% *(Click here to go directly to the Financial Report)*
Appeal 2004: Armenia No. 01.76/2004 (click below)
http://www.ifrc.org/cgi/pdf_appeals.pl?annual04/017604.pdf

This document reports on and analyses achievements within the International Federation's 2003 annual appeal for Armenia. The activities supported by this appeal fell within the Federation's longer-term support strategy for Armenia. This is continuing in 2004 and is being supported by Appeal 01.76/2004 (see above).

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The Federation's mission is to improve the lives of vulnerable people by mobilizing the power of humanity. It is the world's largest humanitarian organization and its millions of volunteers are active in over 180 countries. For more information: www.ifrc.org

Overall analysis of the programme

The year 2003 saw improvements in the country's economy with robust output in the industrial sector, slight increase of pensions and salaries for state officials, enlarged state budget and some new investments in the energy sector, housing in earthquake zones, education, health and social security. Ongoing expansion of key sectors, such as the inward-processing of diamonds and base metals, has driven trade turnover, and pushed the trade deficit upwards. Real GDP expanded 13.9% in 2003, its highest annual rate since independence. The human development index has improved too. The country ranks 87 in UNDP human development report 2003 compared to 125 in 1995.

On hand: *a Red Cross rapid response team helps rescue people trapped in a collapsed building in Gyumri.*

The main driver of the growth, however, is foreign aid through loans and assistance by international organisations. There are still many unresolved problems confronting the country with a consequent devastating impact on its people. Large communities continue to suffer from crushing poverty, high unemployment, rising prices and the collapse of health and social services. Year-end inflation of 8.6% was the highest in 2003 since 1997, owing to a strong rise in food prices. Over 50% of the population is classified as poor. Child and maternal mortality remain high compared to other countries in Europe. Migration of workers to other countries in the hope of better living and working opportunities has not slowed. Another challenge is the rapid spread of HIV/AIDS. The national AIDS centre estimates there are 207 people infected by HIV and another 30 people who are living with AIDS. According to statistics, 27 people died from this disease. Although the number is low, the high growth rate of HIV/AIDS in neighbouring countries combined with the socio-economic crisis, widespread poverty, unemployment and continuous migration could quickly worsen the situation unless more preventive measures are taken.

The number of vulnerable people remains high. Lonely elderly, disabled, patients with chronic diseases, orphans and youth are the most exposed to social and health risks. These people continue to depend on international humanitarian aid. The Government-initiated poverty reduction programme has not brought any considerable results yet. Support from the international community has declined, and the local needs overwhelm capacities of the government. Reforms progress at a snail's pace and their impact cannot be seen immediately.

Young at heart: *youth volunteers are the backbone of the Armenian Red Cross and represent the future of the national society's humanitarian work.*

The continued territorial dispute with Azerbaijan over Nagorny Karabakh remains unresolved. Despite a cease-fire in 1994, no lasting solution has been reached and Armenia's longest borders, with Azerbaijan and Turkey, remain closed. Hundreds of thousands of refugees and internally displaced persons remain in urgent need of help.

To aggravate the situation, the country suffered from the effects of natural disasters. A number of earthquakes, landslides, rock falls, and heavy rains combined with hail and lightning, floods and fire were recorded during the year taking dozens of lives and causing damage of millions of US dollars. The winter frost, the harshest in last decade, with temperatures falling to 30 degrees below zero, caused significant damage to crops. Floods from heavy rains and extensive snow melting in early April combined with strong winds and snowfall later in the month,

damaged houses, roads, bridges, drinking water and irrigation networks in most regions. In addition, several hundred people were victims of various man-made disasters and accidents.

The Armenian Red Cross, supported by the Federation, is a key humanitarian organization in the country providing essential assistance to people in need. While many other organisations have left, the Armenian Red Cross has remained. It is the only indigenous, volunteer, community-based and nationwide humanitarian organization working with the population of Armenia. It plays an important role in building a civil society in the country through promotion of the Red Cross Movement's Fundamental Principles and Humanitarian Values. In parallel, the Armenian Red Cross continued to make efforts to improve its systems, structures and mechanisms to become a more effective organisation.

In 2003, building on achievements of previous years, significant progress was made in strengthening disaster management and health care capacities, as well as governance and management of the national Red Cross society in pursuance with its ten-year strategic work plan.

An internal change process continued with the establishment of a vertical relationship between the three structural levels of the organization – national, regional and community. This has decentralized the decision making process and increased transparency. Another major achievement of the organizational development programme was the establishment of a clearer division between governance and management functions as well as the consolidation of the organisation's statutes.

The year also marked the launch of a participatory community development approach in regions to bring Red Cross branches closer to their communities and increase the relevance of their services. The approach enables beneficiaries to be involved in decisions directly affecting their lives. The start has been promising and it remains to be seen how successful the new methodology will prove to be in the Armenian context.

One of the key areas of the Red Cross capacity building is strengthening its work with young volunteers to make them more valued members of the organization. Volunteers are important for several reasons. They represent the essence of voluntary service at the heart of Red Cross work as well as being best placed to help communities be involved in projects that are most needed and have a reasonable chance of being successful and sustainable. 560 new volunteers were recruited and trained in 2003. The Red Cross has now some 2,500 volunteers across the country enabling it to expand its presence in the community and serve more vulnerable people. Efforts were made to help them improve their skills and knowledge. Young volunteers have been actively participating in all Red Cross projects.

Through the Disaster Management programme, over 70,000 children and adults improved knowledge of major disasters and their effects. Experience has shown that, better preparedness helps minimise casualties as a result of calamities. The Red Cross also developed guidelines for its rescue teams to improve effectiveness of their intervention during emergency situations.

A serious setback has been the absence of a national Red Cross law that would define the roles and responsibilities of the national society vis-à-vis government and other humanitarian actors. Another major constraint was insufficient funding to implement all planned activities, such as some training and procurement of an emergency stock.

The health and care programme is another major support area for the Federation. The health initiatives focused on decreasing the vulnerability of more than 20,000 people, mainly youth, to HIV/AIDS through peer education and public awareness raising campaigns. The HIV/AIDS prevention activities of the Armenian Red Cross are a part of a long-term strategy. They are implemented in parallel with related fields, such as harm reduction work with drug addicts. In addition to training of target groups and distribution of information materials, an important Red Cross contribution has been the provision of health facilities in the regions with test systems for early detection and treatment of syphilis and HIV/AIDS.

With the support of bilateral partners such as Hellenic and American Red Cross Societies, the Armenian Red Cross helped cure 856 patients with tuberculosis. It also improved the knowledge of around 20,000 child

caretakers on childhood diseases and their prevention in Gegharkunik, the region with the highest malnutrition rate among children. There, 30 children in every 1,000 die because of poor diet or illness.

Through its social projects, the Red Cross helped around 25,000 lone elderly people, refugees and orphans. Services included: psycho-social consultation; medical check-ups; distribution of basic food; supply of prescription medicine and hygiene supplies; distribution of second hand clothes; home care and raising awareness on health issues. Of course, 23 social centres of the Red Cross nationwide cannot solve all social and health problems of its beneficiaries, only some, but their role is significant in the country where the government institutions do not have the capacity to provide even basic care to communities. The programme also supported the repair and procurement of additional equipment for the centres to improve their effectiveness.

The Red Cross estimates, in 2003, that through its various programmes it helped some 110,000 people with the support of the Federation and other partners.

Appeal coverage and financial analysis: Overall the appeal coverage was good, though donors preferred certain projects under the disaster management, health and organisational development, including HIV/AIDS, social service centres, DP public awareness, and finance, volunteering and branch development. These projects receive continuous support, while others, particularly, community based first aid, TB and integrated management of childhood illnesses within the health programme, have been under funded. Vocational training of refugees and public awareness campaigns under the disaster management programme could not be conducted either, because of financial constraints. Activities planned to support the Red Cross's financial management restructuring under the organisational development programme were affected too. The humanitarian values, Federation coordination and international representation programmes did not receive any funds through the Federation channels. Activities planned under these programmes aim to alleviate suffering of vulnerable communities via better coordinated interventions and increasing the voice of the Red Cross to represent the voiceless. A poor response from partners has not enabled us to make this possible. This lack of support from partners causes outflow of qualified staff too. The Armenian Red Cross tried to fill in the gap through bilateral co-operation with other national societies and organisations. This, however, was not sufficient to cover all needs.

Most programmes were implemented with funds carried over from the year 2002 – around CHF 406,461. Additional contributions – CHF 697,653 – were received during 2003 from the Norwegian, Finnish and Japanese Red Cross Societies, as well as, the Federation's Capacity Building Fund.

The level of expenditure for the past year differs from programme to programme. 91.5% of the disaster management programme's operational budget was spent; the rest will be transferred to 2004 to support the preparation of cartoons, printing yearly calendars with key messages on disaster management and development of educational materials on major disasters.

The expenditure under the organizational development programme is 58%. The remaining amount will be spent early next year to run pilot participatory community development projects in 13 targeted communities under the branch development project and the procurement of promotional items under the youth and financial development project.

The HIV/AIDS prevention project under health and care used 77.5% of the funds received against the appeal. The remaining amount will be carried over to 2004 to support more training sessions and brochures on HIV/AIDS, as well as the procurement of test systems.

The social service centres spent 91.7%. With the remaining 8.3%, the Red Cross plans to organise workshops on HIV/AIDS, TB prevention, first aid and care for lonely elderly.

The underspend on the above projects was mainly because a significant balance was carried over from 2002 and the late arrival of some funding. In total, around CHF 545,026 is carried over to 2004, with the donors' approval. These are the funds confirmed in the second half of the year to support one year programmes.

Health and Care

Goal: The complementary role of the Armenian Red Cross Society and its impact on community health and well-being are maximized.

Objective: The Armenian Red Cross Society contributes to improving the health of vulnerable people by advocacy, timely interventions and "bridging the gap".

Expected result 1. The vulnerability of 20,000 young people to sexually transmitted Illnesses (STI), HIV/AIDS is reduced by 2004 through peer education, public awareness campaigns, support to the STI/HIV/AIDS centres and advocacy campaigns for the prevention or discrimination and stigmatization of people living with HIV/AIDS.

Progress/Achievements: The Red Cross trained 228 young volunteers from 26 regions and 41 communities of Armenia through 11 training sessions on basic knowledge on STI/HIV/AIDS and prevention, drug addiction, related complications and dangers. During the sessions, volunteers held discussions on safer sex. An important topic of the sessions was the struggle against discrimination and stigmatization of people living with HIV/AIDS.

40 youth leaders were selected from among participants and trained to continue work with others in their communities. The leaders developed interactive games and organized discussions on safe sex with young people. The leaders reached another 622 young people during the year.

28,000 copies (23,000 in Armenian and 5,000 in Russian) of a safe sex booklet and 2,600 copies of a dictionary on sexual health were developed, printed and distributed among Red Cross volunteers, students, school children and young people.

The programme also supported the procurement of test systems for early detection and treatment of syphilis and HIV/AIDS. 140 systems were distributed to the republican centre, medical centre of sexually transmitted diseases, haematological centre and regional hospital in Goris.

Impact: Educational materials and training sessions for youth, combined with ongoing public awareness campaigns, contributes to increasing the knowledge of target groups on HIV/AIDS and its prevention. More than 20,000 young people benefited from this project countrywide. The volunteers trained by the Red Cross were surveyed before and after the training sessions. The results of the survey show that the knowledge on HIV/AIDS has significantly increased after the training.

Tackling the stigma associated with HIV/AIDS is important to reduce the spread of the disease. The Red Cross believes that through discussions on the issue with young people, their knowledge of the ways of the disease transmission will increase and eventually, they will stop fearing communicating with people living with HIV/AIDS.

The test-systems will enable 140 people living in rural areas to test their blood on HIV/AIDS in their regions. They will no longer need to travel for this to Yerevan, as this was the case before and will accelerate early detection of the disease.

Constraints: Despite all efforts, the attitude of the majority of the population towards people living with HIV/AIDS changes slowly. Cultural barriers and taboos affect the work. More training sessions are needed to reinforce the knowledge of trained volunteers and reach more people.

Expected result 2: A total of 12 first aid teams of the Armenian Red Cross are formed in 2003 and provide sustainable community-based first aid (CBFA) services in six border regions of Shirak, Lori,

Tavush, Gegharkunik, Vayots Dzor and Syunik in accordance with a new streamlined first aid structure and guidelines and clearly defined roles and responsibilities.

Progress/Achievements: Lack of funding prevented the implementation of planned activities under this expected result. Through bilateral programmes, however, with the German and American Red Cross Societies, the International Committee of the Red Cross, the Football Federation of Armenia and others, the Armenian Red Cross has been training its staff and volunteers, as well as public at large, particularly youth, to strengthen their first aid skills and help them change their behaviour.

The primary attention was directed towards establishing a network of Red Cross first aid instructors across the country. In 2003, the Red Cross recruited and trained 27 first aid instructors. These instructors were then training others – staff and volunteers, as well as vulnerable groups – in their region. In 2003, they reached some 544 people.

The Red Cross actively participates in various international forums to share knowledge and experience, as well as competitions. In July 2003, its first aid team participated in a European first aid competition in Prague and came sixth. On another occasion, two Armenian Red Cross first aid specialists were invited to Uzbekistan to train 28 instructors from the region as trainers. The Federation Delegation in Armenia contributed to support the training.

The Red Cross has 12 first aid teams across the country, and it regularly organises competitions for them to evaluate and enhance the skills of its first aid providers, recruit new volunteers, promote the usefulness of first aid and bring the national society's first aid programme up to international standards.

The Red Cross was active in offering first aid at various public places. Its teams were on standby at an international rally as well as UEFA football matches in Armenia.

Additionally, through a bilateral programme with UNICEF, the Red Cross has started First Aid training for communities who can pay, including employees of various organisations and agencies. Within this initiative, 20 staff members of two international organizations were trained in 2003.

The Red Cross also prepared and distributed first aid kits and boxes for schools. In 2003, 52 first aid kits and 20 first aid boxes were provided.

To increase public awareness of its first aid services, the Red Cross published and distributed 3,212 booklets and guidelines on first aid.

Impact: The Red Cross' first aid services are designed to decrease the vulnerability of people to accidents. Through training and various other events organised by the Red Cross, people know better how to survive and save lives in various hazardous situations, such as traffic accidents. Their capacities to deal with day-to-day incidents as well as more serious challenges strengthen.

Constraints: Lack of finances is the most serious constraint which hinders first aid initiatives of the Armenian Red Cross. This was the sixth consecutive year that the project had not received support through the Federation Appeal.

Expected result 3: A total of 23 social service centres of the Armenian Red Cross provide 50,000 vulnerable people (the single elderly, internally displaced persons, refugees, disabled, large families of soldiers who have died, orphans living in institutions) with socio-medical services of better quality in cooperation with local authorities and non-governmental organizations working in the same field.

Progress/Achievements: Red Cross social service centres continued to provide vital assistance to lonely elderly people, refugees, IDPs and other vulnerable groups. They offered psycho-social consultation; medical check-ups; supply of prescription medicine; distribution of second-hand clothes; home care and raising

awareness on health issues. The centres also have clubs for lonely elderly people, who receive tea, coffee and sweets.

In addition, the centres also distributed basic food items, medical and hygiene supplies – in-kind donation from international donors and local population – to lone elderly, many of whom are bedridden and disabled. Some centres organised computer classes for children from poor families. To mention one, a local NGO donated to the Red Cross 81 bales of second-hand clothes, 52 boxes of second-hand shoes and 98 of hygienic supplies, including a towel, soap, toothpaste, a brush and a comb for distribution to people in need. There are a number of other such examples when organizations and private persons donated food and other basic relief items to the Red Cross. Such a response indicates a widespread recognition of the value of the nation-wide humanitarian delivery network of the Red Cross' social centres through which they can reach and serve vulnerable people in all parts of the country.

In 2003, through these centres, the Red Cross helped some **24,500** people. Table below shows the type of services provided by the centres and the number of people reached.

Service provided	**People assisted**
Food distribution	1,890
Clothes distribution	4,528
Drugs distribution	2,160
Financial support	12
Consultations	2,614
Blood pressure measuring	6,540
Measuring sugar level in blood	1,236
Injections	1,488
Home visits	1,582
Shopping	394
Health services	188
Small-scale home repairs	390

Some 290 Red Cross volunteers were involved in the operation.

The programme supported the repair of regional centres and clubs, as well as the procurement of basic equipment to improve the effectiveness of their services, including vacuum cleaners to clean houses of lone elderly beneficiaries, tools to conduct minor home repairs, games to entertain the elderly, axes and saws to cut winter wood, a tape player for the clubs, equipment for hairdressing and other items, such as, a heater, a TV set, a video camera, a music centre and a computer.

The project also focused on strengthening professionalism and skills of Red Cross staff and volunteers in the regions. In terms of working with communities to improve social welfare, a number of seminars, training sessions, workshops and discussions were conducted throughout the year on a variety of issues including: the importance of Red Cross social services; the role of volunteers; social security, status and government privileges for disabled people; the power of compassion; as well as ways to create more links between younger and older generations. Psychologists from the Medecins Sans Frontieres (MSF) discussed with Red Cross volunteers basic psychological aspects of the work with elderly people. 16 social workers were trained as trainers on TB, HIV/AIDS and healthy lifestyles so that they could pass their knowledge to other volunteers in their regions.

Red Cross branch people held regular meetings with volunteers to review the work of the social centres to improve their work in the future.

Impact: The social centres helped beneficiaries solve some of their socio-medical problems. Communities have increased awareness of the plight of vulnerable people, including elderly people. New equipment, procured within the programme, will enhance capacities of the centres to provide improved and sustainable

services to people in need. The project also greatly contributed to enhancing skills and knowledge of existing volunteers as well as recruiting new ones.

Constraints: As the overall socio-economic situation shows little sign of improvement, there is a need to increase the Red Cross' complementary role and services to vulnerable communities. A big challenge facing the Red Cross in Armenia is to develop the human and material resources in an environment of dwindling international support to ensure continued delivery of services to vulnerable communities. The organisation's systems, structures and mechanisms to motivate and retain volunteers are not fully developed. At the same time, the number of vulnerable people continues to rise, while the resources to meet their needs are limited. Work needs to continue on strengthening Red Cross human resource capacities. More training is planned for 2004.

Expected result 4: Treatment in specialized health institutions of 400 TB patients in nine regions and the chronic malnutrition rates among children in 17 integrated management of childhood illnesses (IMCI) pilot villages of Gegharkunik are reduced by 25 per cent by 2004.

Progress/Achievements: The project did not receive funding through the Federation and could not therefore be implemented. Outside of the current appeal, however, the Armenian Red Cross, supported bilaterally by the American Red Cross, trained hundreds of volunteers on breastfeeding, nutrition, preventive and curative childcare, HIV/AIDS, early detection of disease and immunisation. These volunteers then disseminated basic health messages in local communities to reduce child mortality rate. They offered counselling to 5,000 mothers of children under five. Additionally, the Red Cross printed and distributed 16,700 copies of education materials on integrated management of childhood illnesses, as well as 1,000 booklets and a number of puzzles and posters. Also, a video film on TB prevention was developed and broadcast on national television.

With assistance of the Hellenic Red Cross, the Armenian Red Cross also provided basic drugs against TB to public health institutions. As a result, 856 patients suffering from tuberculosis in 11 regions of Armenia received free medication to complete treatment. Also, relatives of TB infected patients received information on TB prevention. 2,000 booklets on tuberculosis were developed, published and distributed in schools. Additionally, Red Cross volunteers organized ten discussion sessions on prevention of tuberculosis in schools.

Impact: Tuberculosis has become a dangerous health risk over the last decade. The number of TB cases has increased alarmingly from 590 in 1990 to 1,051 in 1997, In 2000, 1,344 new cases were registered bringing the total number of people ill with TB to 5,450 (source: Government of Armenia). The situation was aggravated with an acute shortage of anti-TB drugs after the directly observed treatment short-course (DOTS) programme, launched in 1995 with the WHO support, ceased in 2001 because of a lack of funds. Considering the magnitude of the problem, the Red Cross undertook to provide TB institutions with essential medicines to enable continuation of the treatment. Hundreds of people under DOTS were treated. The education campaigns and materials increase public awareness on how to prevent the disease.

Child health care is another issue that raises concerns in Armenia particularly in an environment of high malnutrition and low education. Efforts made by the Armenian Red Cross contribute to reducing infant morbidity and mortality.

Constraints: The number of people infected with tuberculosis overwhelmed the capacities of the Red Cross. There are many patients with chronic and drug resistant forms of the disease, who need correct and effective treatment. However, limited resources prevented the Red Cross from helping them all.

Another issue that raises concerns is a lack of a proper food and difficult social conditions, both of which affect the treatment. Apart from that, many patients live in remote areas and have no possibility to reach doctors for timely and proper treatment. This aggravates their condition and is particularly an issue during winter, when heavy snowfalls block roads and make villages inaccessible.

In 2004, the drug supply is to be secured by the German Government, who committed to support the Armenian Government's three-year national TB control programme. This will include the development of a national policy on TB. The Red Cross will, therefore, be freed from this previous responsibility to focus on preventive measures through raising public awareness.

The work with vulnerable children and their parents too remains a priority for the Red Cross. The Federation will assist in the continued mobilisation of volunteers from local communities to raise awareness on reducing childhood illness.

Disaster Management

Goal: The vulnerability of the population to disasters and their impact are reduced.

Objective: The disaster management capacity of the Armenian Red Cross Society is increased to effectively respond to disasters and reduce the impact on vulnerable people in high-risk areas by focused and timely response and public awareness campaigns.

Expected results 1. 70,000 people living in high-risk communities are better prepared for disasters through public awareness, training, simulation exercises and the creation of ten community-based disaster management models by the end of 2004.

People focused: *community-based Red Cross volunteers help families repair their homes.*

Progress/ Achievements: Raising public awareness on major disasters was a main focus of the Red Cross disaster management efforts in 2003. This was achieved through development and printing of various educational materials for children and adults. One of the most successful was an educational booklet *Aghetik* for children. The Red Cross printed 3,000 copies of its new, 5th edition, which focused on floods. The other four discussed hail, fire, landslide, earthquake, gas explosion and environmental protection. *Aghetik* is an invented cartoon character who tells children through poems how to prepare for, what might happen and what to do when a disaster strikes. The booklet was distributed to all schools in Armenia and Red Cross regional branches. The Red Cross also developed a cartoon on *Aghetik* and its adventures. The cartoon will be broadcast on a national television. More series of the cartoon are planned in 2004.

On international day of children with disabilities, the Red Cross put on a performance according to the booklet. The performance was aired by four TV channels. 150 children from different schools, their teachers and parents attended. Similar performances were held at a number of other schools too preceded by a one week training session on basic disaster preparedness for 1,528 pupils.

In an effort to raise children's awareness of the most common disasters in Armenia, the Red Cross conducted basic educational sessions across the country. The focus was on children of 13-15 years. At the end of the sessions, a drawing competition was organised on the topic *'children against disaster'*. Best pictures were printed in a yearly Red Cross calendar, which was then distributed among the public.

To strengthen potential coping mechanisms of the communities, the Red Cross also organised 15 simulation exercises on evacuation from schools for teachers and other staff members based on the manual, it had developed. Over 9,000 pupils and 900 teachers were involved in these exercises.

The Red Cross also developed a new set of educational materials on disaster management. The materials relate to specific risks each region is exposed to. Additionally, in consultation with the crises management institute, it designed a leaflet on lightning and dangers associated with it. The leaflet includes rules on how to behave when lightning strikes and what to do if there are casualties. This leaflet will be distributed in five regions which are most vulnerable to the disaster.

Impact: The *Aghetik* is increasingly popular among children. The cartoon character helps children understand threats and risks. Their vulnerability to disasters and emergencies, as a result, reduces. Through various training sessions, simulation exercises and public awareness campaigns, people improve their knowledge and become better prepared for effects of disasters. This, it is believed, will reduce casualties in times of emergencies, which happen often in the country.

Constraints: The Ministry of Education and Science has recently introduced at secondary schools a new subject on disaster preparedness, which is a good step forward. However, lack of teaching materials has hampered success. This has contributed to the need to reduce community vulnerability through public awareness campaigns. The Red Cross has a significant role in this process but limited funds prevent wider-scale interventions. Although progress has been made, more work remains to be done to strengthen Red Cross community-based efforts. It has to yet develop community based disaster management modules.

Expected result 2. The effective disaster management mechanisms of the Armenian Red Cross are built with skilled staff and volunteers, sufficient material and technical resources. Its disaster management activities are coordinated with relevant governmental agencies and other organizations working in the same field, including the ICRC and United Nations Development Programme.

Progress/Achievements: The Red Cross has a countrywide disaster management structure, which was established in 1998 and enables the organisation to reach vulnerable communities in high risk areas more effectively. It has 13 regional and three zonal disaster preparedness and response centres to coordinate activities in the central, northern and southern regions. Each centre has a coordinator and a rapid response team of 13 staff and volunteers trained in disaster management. In 2003, efforts were concentrated on retraining them.

The Red Cross developed an alarm system that defines roles and responsibilities of each team member, as well as regional branch leadership during emergencies and is meant eventually to improve effectiveness of response operations.

A number of simulation exercises were then held with the rescue teams to test the system at national and zonal levels. Noteworthy is an exercise in Gyumri, which was dedicated to the 15th anniversary of the 1998 earthquake. The earthquake killed more than 25,000 people. All exercises were attended by representatives of local government authorities – Ministry of Defence and Emergency Management Administration.

The simulation exercises were complemented with training on logistics, rescue techniques and its basic principles, as well as needs assessment, situation analysis and follow-up measures in emergency situations.

To enhance their response capacities, the rescue teams were also provided with rescue equipment.

The programme also supported the participation of Armenian Red Cross disaster management coordinators and chairmen of regional branches in a six-day disaster management workshop organized by the Iranian Red Crescent Society. The workshop offered an excellent opportunity for Red Cross staff to share knowledge, discuss various aspects of disaster management, including psycho-social support to disaster victims, as well as search and rescue, with their colleagues from other countries.

Armenian Red Cross seeks to constantly improve its planning as an important part of effective disaster management. To achieve this, monthly meetings were held between the headquarters and disaster management regional coordinators during which various issues related to their work as well as long-term planning and programme implementation were discussed and coordinated.

Impact: The alarm system developed by the Red Cross in cooperation with the Emergency Management Administration is a big step forward in systemizing the work of the rescue teams and improving their effectiveness. The teams will be able now to respond to disasters or emergencies in a more rapid and effective manner. Training sessions and simulation exercises enabled Red Cross staff and volunteers to test their skills and enhance professionalism. They also served to demonstrate that the Red Cross has well structured groups of volunteers ready to respond if emergency occurs.

On a number of occasions the rescue teams showed they are reliable partners of people in need as in Gyumri when the team helped people trapped in a collapsed building or response of the Lori team to various alarm calls many of which were about car accidents and fire.

Progress has also been made in strengthening links with government authorities, local administrations and international organisations, as well as other key actors. A vivid illustration of this cooperation in practice is a competition among school children on disaster response organised by the Red Cross jointly with the Swiss Agency for Development and Cooperation and the United Nations Development Programme.

Constraints: The absence of a national disaster management plan obscures roles of the Red Cross as well as other actors in disaster management. The national society continues to actively advocate with the Government and key partner organisations on its adoption. The Emergency and Crisis Management Institutes are leading the work. It is expected the plan will be finalised by the end of 2004.

Expected result 3. The integration and naturalization of 5,000 refugees are facilitated through vocational training of socio-medical assistance and public awareness and via cooperation with the Government Department for Migration and Refugees, and the UNHCR.

Achievements: The Red Cross had modest achievements under this expected result, largely because of lack of funds. Resources sought internationally through the Federation's appeal did not come forward.

Through bilateral cooperation with the UNHCR, however, the Armenian Red Cross provided financial assistance, food and clothes, as well as legal consultations to few asylum seekers and newly recognized refugees. Also, Armenian language and computer courses were organized for these people.

The Red Cross has also been making efforts to raise public awareness on illegal trafficking through round table discussions with other organisation and young people. Two TV spots were broadcast on the issue too.

The Red Cross established strong links with relevant government authorities, as well as local and international organizations to provide assistance in a more focused and participatory manner. The national society is a member of the UN working group on counter trafficking. It is also an observer at the state inter-agency commission on trafficking and CRINGO (Caucasus Refugee/IDPs NGOs) network.

Impact: More than 105 refugees and asylum seekers received assistance essential for their existence and integration. The Armenian Red Cross is one of the best known local organisations helping displaced people in Armenia. It has a good image and respect among general population, authorities and international organizations.

Constraints: Limited resources are a major constraint impeding the national society from helping more people in need.

In 1999, the Government developed refugee status determination procedures and established a department for migration and refugees. However, a recent analysis of the legal framework in Armenia has revealed gaps. The system needs to be developed to adhere to international standards.

Illegal trafficking is another issue that raises concerns. The Red Cross has been making efforts to raise public awareness on this, but more remains to be done. The national society is seeking support from its partners to continue this important work.

Organizational Development

Goal: The capacity of the Armenian Red Cross is increased at all levels to fulfil its mandate to alleviate suffering of vulnerable people.

Objective: The capacity of the national society is increased to take over all operational and financial responsibilities for the implementation of the programmes by the end of 2004.

Expected result 1: The Armenian Red Cross improves its legal base, capacity and performance in accordance with the plan of action for the implementation of the Federation's Strategy 2010. It coordinates capacity building through programmes to achieve overall organisational development of the national society.

Progress/Achievements: A significant achievement of the 2003 programme was the revision of the national society's statutes. This was necessary to bring it in compliance with the recently revised national legislation on non-governmental organisations. The new statutes define more clearly governance and management functions that should ultimately improve the effectiveness of service delivery.

Progress was made on the establishment of a vertical relationship between the three structural levels of the organization – national, regional and community. Rights and responsibilities of the executive committee and the presidium were discussed and agreed on. This has enabled to decentralize the decision making process and increase transparency.

In an effort to improve coordination within the organisation, the Red Cross also initiated regular meetings with regional chairpersons. These meetings enable the Red Cross to review progress within programmes, discuss constraints and find solutions in a participatory manner.

The Red Cross acknowledges the importance of well trained staff and volunteers to provide high quality services to people in need, therefore, within its organisational development efforts it concentrated on increasing skills and professionalism of its staff and volunteers. To maximise the impact of training and ensure consistency in its human resource development, the Red Cross established a training centre. The centre was provided with necessary equipment and has capacity to host long workshops/seminars. The hotel complex at the centre can accommodate 40 people.

Over the years the organisational structure of the national society has undergone many changes. Today, the Red Cross has 13 regional and 60 community branches. In 2003, the Red Cross established a monthly forum for its regional branch staff and members, local authorities and partner organisations to discuss needs and capacities, share ideas and experiences. The aim is to bring the Red Cross closer to local communities to ensure its programmes are responsive to local needs and focused on the areas where the organisation can have the greatest impact. To achieve this, the Red Cross also launched a pilot branch development project, which would encourage branches to work in a participatory community development (PCD) approach involving all stakeholders at grass-root level in the entire project management cycle - needs identification, project design, implementation, monitoring and evaluation. Being involved in decisions directly affecting their lives, it is hoped, Red Cross beneficiaries will not be passive recipients of aid and become stronger. Increased participation of communities in designing and implementation of projects, will, at the same time, contribute to

strengthening sustainability of Red Cross operations and reduce the organisation's dependency on international funding by mobilising locally available resources.

To help branches pilot the new approach effectively, staff and volunteers were trained on participatory community development, as well as participatory rapid appraisal methodologies. Both approaches aim to increase community involvement in Red Cross work. A PCD manual and toolkit have been translated into Armenian and distributed to Red Cross regional branches involved in the pilot project.

The Red Cross identified 13 communities for the project. The communities were identified according to the following criteria:

- High level of vulnerability;
- Presence of Red Cross volunteers in the community;
- Status of the Red Cross in the community;
- Proximity of the community with the Red Cross regional branch office;
- Willingness of local authorities to support the project;
- Population: 500-600 people.

After the target communities were identified, seven participatory rapid appraisal teams (one in each targeted region) were established. Team members include Red Cross branch staff and volunteers, as well as businessmen, representatives of local authorities and residents. The teams, trained by the Red Cross, conducted participatory rapid assessment in the communities. Assessment results were then analysed and needs of the target communities, as well as their strengths, were identified. The assessment also established a list of all stakeholders and potential partners of the project.

After the assessment was completed, the Red Cross called for a meeting in each targeted community to review results of the assessment, prioritise community needs and outline Red Cross project focus areas based on strategic directions of the national society. Some 60 to 100 people attended each of these meetings. These focus areas were then discussed and agreed on with the Red Cross headquarters in Yerevan.

The social service and organisational development departments of the Armenian Red Cross trained branch staff on project proposal planning to help them develop good quality programme plans that respond effectively to the needs of the targeted communities.

Based on the outcome of the assessment, the participatory community development teams, supported by Red Cross branch staff, developed micro projects. The projects vary form the establishment of a youth centre in one region, to building a sports ground in another. Implementation will start in 2004.

Impact: It is difficult to measure the impact of the achievements immediately. However, it is believed that eventually they will bring difference in the quality of the Red Cross work. Changes to the statutes will improve effectiveness of Red Cross services in compliance with the national legislation. The new organisational structure will strengthen the programme management mechanisms with an increased focus on regional branch development and community-based approach. Regional branches become more active and creative. They take initiative in trying to find self-sustainable solutions to ensure continuation of vital services to vulnerable communities through strengthening links with local authorities, non-governmental organisations and private sector.

The participatory community development approach will enable the Red Cross to be more responsive to local community needs. It is a tool to identify the most acute problems communities are facing and find solutions to them in a participatory manner. The ultimate goal is to strengthen self-sustainability of target communities, as well as Red Cross regional branches.

Constraints: Political developments during the year – the presidential elections in February/March and then parliamentary elections in May – hindered the Red Cross efforts to lobby for adoption of the Red Cross Law by the government of Armenia. The absence of the law is major issue for the Red Cross as it hampers the mobilization of locally available financial as well as other resources.

The process of strengthening regional structures of the Armenian Red Cross needs to continue too. For years people in Armenia have been passive recipients of humanitarian aid. The shift of the Red Cross focus from large-scale emergency relief to community-based programmes that encourages active community participation, triggered confusion and mistrust among our beneficiaries, as well as reluctance to contribute. The attitude of the communities has been changing slowly. Acknowledging the need, as well as benefits of their active involvement, community members joined their resources and committed themselves to contribute whatever they can. The start is promising. 442 community members were involved in the Red Cross organised discussions and many more are willing to join.

The Red Cross also needs to consolidate its ten-year strategic plan, developed in 2001, to prioritise mid-term objectives based on analysis of vulnerability, the national society's capacities, threats and opportunities to ensure best use of limited resources. This will be a priority in 2004.

Expected Result 2: The Armenian Red Cross takes over all operational and financial responsibilities for the implementation of the programmes by the end of 2004 by improving its structure at headquarters and the branches, reporting system, programme management and financial and accounting system.

Progress/Achievements: The restructuring of the Armenian Red Cross financial management system continues to make it more transparent and effective. Within these efforts, the Red Cross invited a local audit company to study the organisation's structures and mechanisms. The company identified risk factors and developed recommendations to help the Red Cross improve.

Based on the recommendations, the Red Cross installed new software to improve its accounting system to international standards. A check-list has also been developed to ensure timely and regular reports. Red Cross accountants and a finance manager were trained on how to work in the software.

The programme also supported the procurement of a fax machine to enable the Red Cross exchange financial documentation with regional branches timely and more efficiently. The finance department is exploring now technical and financial possibilities to establish internet connection with regional branches.

Impact: The changes in accounting system will increase transparency of financial transactions and contribute to more effective communication and reporting. Based on the recommendations of the audit company, the Red Cross, with support from the Federation, has developed a list of issues it has to work on to improve its financial management.

Constraints: Due to the changes of the key staff at the finance department, the restructuring of the financial system was progressing slowly. Following discussions with the national society management, the process was put back on track and significant improvements have been achieved.

The financial restructuring is now well underway with the renewed commitment of the Armenian Red Cross to improve its systems. However, further work is needed to secure a systematic, sustainable, and transparent financial management. Frequent changes in national legislation require regular training of Red Cross staff to upgrade their knowledge.

In 2004, the work will continue building on the 2003 achievements. The focus will be on updating the Red Cross internal procedures and regulations, upgrading accounting software, training headquarters and regional branch staff, and establishing electronic contact with branches to produce accurate and timely financial reports.

Expected Result 3: An active participation of 2,000 Red Cross youth volunteers in various activities and the provision of services that reinforce commitment and knowledge of the Movement's fundamental principles.

Progress/ Achievements: In compliance with its Strategy 2010, the Federation supports the Armenian Red Cross to become a well-functioning organization expanding its presence in the community and provides more focused, relevant and better services to the most vulnerable people in the country. An important component of the organisational development is work with volunteers.

The Armenian Red Cross has 2,800 volunteers across the country. A majority are young, enthusiastic and committed people who want to make the world a better place to live in. They are the backbone of the Red Cross playing an important role in implementation of Red Cross operations. Their dedication is particularly essential in regions helping Red Cross regional branches be more effective in their work. Development of youth volunteer activities is a priority area of the Armenian Red Cross reflected in its Cooperation Agreement Strategy.

The 2003 programme supported the Red Cross to recruit and train volunteers so that they can better help their communities; increase their involvement in Red Cross operations to make volunteers more valued members of the organization, and strengthen sustainability of Red Cross youth activities by initiating income generation activities.

During the year, the Red Cross recruited and trained 560 new volunteers. Efforts were made to increase skills of existing volunteers too. A number of training sessions were organised on the history of the International Red Cross and Red Crescent Movement, the mandate of its components, the Fundamental Principles and humanitarian values. Hundreds of youth leaders were trained to strengthen their leadership and management capacities.

The Red Cross has been encouraging volunteers to take active part in its operations. A vivid illustration of this is a Red Cross organised campaign to clean lake Sevan. The initiative was supported by the Federation's Capacity Building Fund and other partners such as the USAID. In the scope of the project, in August 2003 an international youth camp was organized for 120 orphans and volunteers. Volunteers had an opportunity to interact, share experience and knowledge, and discuss the problems Armenian youth faces today. They also cleaned about 60 kilometres of the lake shores and held sessions on ecological issues for 4,000 schoolchildren. Volunteers from other National Societies and organisations, such as the American Red Cross, Syrian Red Crescent, UMCOR and Peace Corps, also took part in the camp activities. Five TV spots were broadcast to alert the general public about the situation of the lake.

In addition, the Red Cross designed and implemented a number of mini-projects to assist vulnerable young people – disabled and unemployed young people – in regions. To mention a few, in all 13 regions the Red Cross provided computer and English language courses to 68 unemployed young people. In four regions, youth volunteers conducted workshops for 94 refugee children on health care, ecology and painting. Additionally, in three regions volunteers provided Armenian language courses for 27 refugee women.

About 2,200 young people from across the country were involved in various activities initiated by the Red Cross youth in 2003. These activities included: dissemination of the principles of the Red Cross and Red Crescent Movement (including humanity) during summer camps, ecological trips, charity concerts, drawing exhibitions, visits to orphanages and boarding-schools, health education sessions in schools, HIV/AIDS prevention campaigns, World AIDS day on 1 December, International Red Cross Red Crescent Day on 8 May, International Volunteer Day, First Aid officers' training, food and second-hand clothes distribution and many others. A total of 17,600 people were reached by volunteers through these activities.

Efforts were also made to engage youth in income generation activities to increase the self-sustainability of the youth programme. The Red Cross concentrated on printing and selling of T-shirts, caps, pens and calendars with Red Cross emblems. Also, a youth club was established in the capital to generate additional income for the national society through an internet café, photocopying, translation and typing services, as well as computer training. Photocopying and internet services have the biggest demand among visitors, mainly staff of a neighbouring hospital and inhabitants of surrounding buildings. The club also serves as a gathering place for young people and offers services to those who cannot pay such as refugees and orphans.

Red Cross volunteers were involved in a number of other fund-raising campaigns targeting general public and various institutions. On 8 May and 1 June volunteers negotiated with private businessmen and the city municipality to provide free food and entrance to merry-go-rounds for vulnerable children. Volunteers were also involved in raising funds for the 'Clean Sevan' project as well as encouraging local partners of the Red Cross to donate equipment for the youth camp.

The programme also supported the Red Cross to strengthen international relations and network. Youth volunteers attended various meetings and conferences on youth related issues in Italy, Switzerland, Germany and Iran. Two were on an exchange visit to Norway.

The national society initiated a discussion within the organisation to assess its achievement to date and find ways to improve its work with youth. Following these discussions, a working group of regional youth volunteers was established to develop guidelines that would form the basis for the structural development of the Red Cross youth and expansion of volunteer activities. A Federation regional youth delegate will assist the Red Cross to establish, based on these guidelines, policies to strengthen the organisation's work with youth. This will be a priority in 2004.

Impact: The 2003 project saw considerable achievements in strengthening the role of the youth in the development of the national society. With the Federation's support the Red Cross assessed strengths and weaknesses of its youth activities; the project enabled the organisation to establish and address specific needs of the youth in the country. The skills and professionalism of many Red Cross volunteers have been strengthened. Their involvement in operations has increased too. In all 13 marzes (regions) and community branches, youth volunteers were active in implementation of ongoing Red Cross programmes and organising various events. Volunteers assist the national society to expand its presence much wider in the community. Red Cross activities provide them with opportunities to contribute to the society they live in, broaden their horizon, meet their peers and gain professional, as well as interpersonal skills. Through regular contact with the vulnerable, young people become compassionate and tolerant.

Constraints: To date all the branches of the Armenian Red Cross have youth programmes. The challenge is to ensure their sustainability in an environment of dwindling international support. A number of income generation projects have been initiated; however, the income raised is insufficient to ensure the continuation of the youth activities. The Red Cross continues to depend on international funding.

For 2004, the Federation's engagement will build on past progress but take steps to overcome previous constraints. Training of volunteers will continue to improve their skills so that they can better help their organization and the communities they live in. New youth boards and development of more effective volunteer management systems is planned so that the inspiration that exists among volunteers can be harnessed. These initiatives will be supported by Norwegian Red Cross youth delegates, who will work in Armenia through a bilateral youth exchange programme under the coordination of the Federation's regional delegation.

4. Humanitarian Values

Goal: A positive change is made in the behaviour of national society's staff and volunteers, authorities and communities.

Objective: The information and dissemination capacity of the Armenian Red Cross is increased to promote the Movements' fundamental principles and humanitarian values.

Expected result 1. A total of 1,000 staff and volunteers of the Armenian Red Cross have a better understanding of the Movement's Fundamental Principles and apply them in their daily work with vulnerable people.

Progress/Achievements: The appeal did not receive funds to conduct planned activities under this expected result.

With financial support of the International Committee of the Red Cross (ICRC), the Armenian Red Cross held seminars on the history of the Red Cross and Red Crescent Movement and its components, the emblem, the Fundamental Principles and the International Humanitarian Law for regional dissemination officers, staff and volunteers. The information department also provided training for regional information officers on information management techniques and media relations. To strengthen the media/public relations capacities of its branches, the Armenian Red Cross organised an internal competition on the best newsletter and article. Cameras were presented to the six branches that were the most active in projecting the work of the Red Cross.

Impact: More people in the Red Cross have better understanding of the Movement's Fundamental Principles and apply them in their work. Dissemination and information capacities of the national society have strengthened to bring about a positive change in the behaviour of its staff and volunteers.

Constraints: The major constraint is a high turn-over of staff from the dissemination department. Trained and skilful people leave the organisation (7 of 20 people every year) due to low incentives and lack of funding.

Expected result 2. The Armenian Red Cross has more effective communication with public authorities and the community, ensuring an understanding the role of the Armenian Red Cross and the Movement and reinforcing its independence and the role of its emblem.

Progress/Achievements: Promotion of humanitarian values is an integral part of Red Cross key programmes – disaster management, HIV/AIDS, social service centres, and information activities. Information of the Movement's Fundamental Principles was included in all training sessions.

Additionally, the Armenian Red Cross, with its own resources and through bilateral partnerships, disseminated information on the Movement's humanitarian work, its history and work to 68,173 people through distribution of leaflets, brochures, posters, as well as training seminars. The target groups varied from school children and teachers to military officers.

The Red Cross also publishes monthly and quarterly newsletters to share information abut its work with other partners, beneficiaries and authorities. A number of articles and press-releases on Red Cross operations were published in the local media.

Impact: The visibility of the national society rose through increased media coverage of its events and activities, as well as increased communication with partners, beneficiates and authorities. As a result, people have a better understanding of operations of the Armenian Red Cross, its mission and objectives.

Constraints: More needs to be done to spread the message of the power of humanity to bring about changes in behaviour of people, increased tolerance, mutual understanding and respect for human beings.

Most activities under this expected result were funded by the International Committee of the Red Cross. Many other activities are implemented thanks to altruism and dedication of Red Cross staff which is important, but cannot guarantee the continued success in the field of public relations and information. The most alarming is that trained people with huge Red Cross experience and knowledge leave the organisation for better paid jobs.

Expected result 3: An advocacy component is included in all programmes of the Armenian Red Cross. Staff and volunteers are involved in the efforts to reduce discrimination and promote a culture of non-violence.

Progress/Achievements: Through dissemination of the International Humanitarian Law as well as the Movement's Fundamental Principles, the Armenian Red Cross has aimed to plant seeds of tolerance and fights discrimination against vulnerable groups, such as people living with HIV/AIDS and refugees. By speaking on behalf of these people, the Armenian Red Cross raised the public's awareness of their needs and

seeks assistance for them. Focus has also been on dissemination of first aid skills in the community as well as advocating a significant role of disaster mitigation and preparedness.

Impact: The Armenian Red Cross advocated more vociferously on behalf of vulnerable people ensuring their plight, problems and needs are not forgotten.

Constraints: The Red Cross has to develop better mechanisms to advocate to respective authorities on needs of vulnerable communities.

Federation Coordination

Goal: Effective and efficient assistance is provided to the Armenian Red Cross in developing itself into a well-functioning national society.

Objective: Resources of partner national societies and other organisations are best used in supporting Armenian Red Cross programmes.

Progress/Achievements: Through its country office in Yerevan and regional office in Ankara, the Federation has been assisting the Armenian Red Cross to strengthen capacities to deliver high quality services to those in need. Having large expertise in a variety of fields such as reporting, planning, organizational development and disaster management, the Federation facilitated workshops and training sessions for national society headquarters and regional staff to enhance their capacities in cooperation with various stakeholders. The Federation offered its technical expertise, contacts and worldwide network to coordinate the support of international partners and donors to the national society and vulnerable people. Facilitating capacity building in these areas should enhance the national society's ability to manage programmes effectively.

Regular meetings were held between the Red Cross, the Federation and ICRC focused on reviewing Movement related issues, discussion of joint actions as well as advising the national society on governance related matters.

In parallel, a dialogue with the Armenian Government continued to clarify the role of the Armenian Red Cross and explore the support the government is prepared to provide to enable the national society to play this role. This is particularly important for emergency situations to avoid duplication of efforts and ensure efficient and effective, as well as well coordinated response.

The Federation also helped the Armenian Red Cross to develop and maintain effective coordination with other humanitarian agencies in the country to better help vulnerable people.

The Red Cross also received information from the Federation on major donors and available funding in the country, as well as initiatives undertaken by other NGOs and the UN, as well as government policies on health and disaster management.

The existing cooperation agreement strategy between the Federation and the Armenian Red Cross was revised to better articulate the roles and responsibilities of the national society in implementation of various Federation-funded projects. The revised strategy will also help the national society to express in what areas it needs support.

In consultation with the Armenian Red Cross Society and the Federation Regional Delegation in Ankara (which covers Turkey and the Caucasus), the Federation Delegation in Yerevan developed a plan of action for 2004-2006 outlining Federation Secretariat's support strategy in Armenia. The main areas of support are organizational development, disaster management, health and care, humanitarian values, management and coordination. It is anticipated that by the end of 2006, the Federation will phase out its presence in the country.

Impact: By working together and developing common strategies, the components of the Movement follow a path towards greater unity, cooperation, sharing, participation and harmonisation.

Trainings improve capacities of the Red Cross to deliver effective and efficient services to vulnerable people. Coordination with partner organizations ensures maximum impact of humanitarian efforts. Stronger partnerships with government authorities and non-governmental organizations strengthen sustainability of Red Cross operations and enhance the image in the country.

Constraints: Further strengthening of planning capacities of Red Cross is needed to develop and implement focused and effective projects to help the most vulnerable in accordance with its mandate and the Fundamental Principles. More work is required to enhance partnerships with the government and various humanitarian organizations to maximise their efforts and resources to support people in need.

International Representation

Goal: The credibility of the Armenian Red Cross and the Federation's international persona are enhanced.

Objective: The Federation's policies and the national society's agendas are promoted to create an environment favourable to Red Cross activities in Armenia.

Achievements: The Federation, through its country delegation in Yerevan and regional delegation in Ankara, has been regularly distributing various reports and other printed materials, such as standard Federation programme updates, World Disasters Report and copies of Red Cross and Red Crescent Magazine to over 25 international agencies working in Armenia as well as government authorities. The work of the Red Cross and its strategic priorities has also been introduced during meetings with partners and stakeholders, including the theme group meetings with the USAID and the UN.

Numerous documentaries have been aired on national television about Red Cross projects. Contacts were maintained with printed media too. A number of articles were published about the activities of the national society.

Impact: Partners and the Government authorities have better information about the Red Cross and its work. Image of the national society has improved.

Constraints: More work is needed to increase visibility and credibility of the Red Cross as an important humanitarian actor and partner by promoting Federation policies and the Armenian Red Cross agendas. Partnerships with the government and other non-government organizations need to be strengthened further to better advocate issues related to the most vulnerable.

All International Federation assistance seeks to adhere to the Code of Conduct and is committed to the Humanitarian Charter and Minimum Standards in Disaster Response (SPHERE Project) in delivering assistance to the most vulnerable.

For support to or for further information concerning Federation programmes or operations in this or other countries, please access the Federation website at ***http://www.ifrc.org***

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INTERNATIONAL FEDERATION OF RED CROSS AND RED CRESCENT SOCIETIES

Interim report	
Annual report	X
Final report	

Appeal No & title: 01.77/2003 Armenia
Period: year 2003
Project(s): PAM013, 014, 015, 016, 163, 510, 537, 538, 540, 601,
Currency: CHF

I - CONSOLIDATED RESPONSE TO APPEAL

FUNDING	CASH		KIND & SERVICES		TOTAL INCOME
	Contributions	Comments	Goods/Services	Personnel	
Appeal budget	908,304				
less					
Cash brought forward	406,460				
TOTAL ASSISTANCE SOUGHT	501,844				
Contributions from Donors					
American Government PRM (DGUSPRM)	7,578				7,578
Donor - Capacity Building Fund (DCBF)	90,000				90,000
Finnish Govt.via Finnish Red Cross (DGNFI)	39,836				39,836
Finnish Red Cross (DNFI)	11,386				11,386
German Red Cross (DNDE)	189				189
Japanese Red Cross (DNJP)	107,095				107,095
Norwegian Govt.via Norcross Grant No (DGNNO1)	333,900				333,900
Norwegian Red Cross (DNNO1)	37,100				37,100
JAPAN				73,000	73,000
TOTAL	**627,085**			**73,000**	700,085

II - Balance of funds

OPENING	406,460
CASH INCOME Rcv'd	627,085
CASH EXPENDITURE	(543,430)
CASH BALANCE	490,116

Appeal No & title: 01.77/2003 Armenia
Period: year 2003
Project(s): PAM013, 014, 015, 016, 163, 510, 537, 538, 540, 601,
Currency: CHF

III - Budget analysis / Breakdown of expenditures

Description	APPEAL Budget	CASH Expenditures	KIND & SERVICES		TOTAL Expenditures	Variance
			Goods/services	Personnel		
SUPPLIES						
Shelter & Construction		74			74	(74)
Clothing & Textiles		66			66	(66)
Food & Seeds		346			346	(346)
Water & sanitation						
Medical & First Aid	*12,000*	1,081			1,081	10,919
Teaching materials	*1,600*					1,600
Utensils & Tools						
Other relief supplies	*45,120*	68,710			68,710	(23,590)
Sub-Total	***58,720***	**70,276**			**70,276**	**(11,556)**
CAPITAL EXPENSES						
Land & Buildings						
Vehicles						
Computers & Telecom equip.	*12,836*					12,836
Medical equipment						
Other capital expenditures	*6,000*	1,918			1,918	4,082
Sub-Total	***18,836***	**1,918**			**1,918**	**16,918**
TRANSPORT & STORAGE						
Warehouse & distribution	*2,430*	1,936			1,936	494
Transport & vehicles	*55,724*	30,630			30,630	25,094
Sub-Total	***58,154***	**32,567**			**32,567**	**25,587**
PERSONNEL & TRAINING						
Personnel (delegates)	*147,000*	24,852		73,000	97,852	49,148
Personnel (regional, national staff)	*245,835*	154,056			154,056	91,779
Consultants	*5,940*					5,940
Workshops & training	*131,484*	56,928			56,928	74,556
Sub-Total	***530,259***	**235,836**		**73,000**	**308,836**	**221,423**
GENERAL & ADMINISTRATION						
Travel & related expenses	*13,324*	12,828			12,828	*496*
Information expenses	*67,494*	43,456			43,456	*24,038*
Admin./general expenses	*102,478*	85,260			85,260	*17,218*
Sub-Total	***183,296***	**141,544**			**141,544**	***41,752***
PROGRAMME SUPPORT	***59,039***	**39,760**			**39,760**	*19,279*
Operational provisions		**21,528**			**21,528**	***(21,528)***
Transfers & contributions						
TOTAL BUDGET	***908,304***	**543,430**		**73,000**	**616,430**	***291,874***