

MISSION ARMENIA

FACT SHEET



Mission Armenia is an Armenia-based NGO operating countrywide established in 1988 when Armenia faced threatening challenges, i.e., Nagorno-Karabakh conflict, Sumgait massacres, influx of refugees, destructive earthquake. To support thousands of people affected, Mission Armenia in the face of a group

of humane volunteers started helping people in difficult situations of life, providing home care particularly to single elderly people and persons with disabilities, ensuring multidisciplinary healthcare, including provision of medication, food and clothing.

Throughout years, Mission Armenia created and developed the community-based service provision model which up to now has no parallels in either state or public sectors in Armenia and in the Caucasian Region. Since its inception, Mission Armenia has founded and



been operating infrastructures that provide a comprehensive set of community-based services to elderly, people with disabilities, refugees and asylum-seekers, stateless persons, displaced people, children and other vulnerable groups through the Republic of Armenia (RA). These are Social Houses for temporary accommodation of the elderly, people with disabilities and refugees, Day Care Centers/Soup-Kitchens, 24-hour Service Center, Child friendly spaces.



At Day Care Centers, Mission Armenia ensures leisure of the elderly and people with disabilities: they can play games, listen to music, watch TV, read newspapers, exchange views, share with their concerns. They can participate in various cultural and self-help groups (based on their interests), events and meetings

organized with different representatives of formal and informal structures.

They can also enjoy social, health services - solicitation, advocacy, counseling, referrals to relevant institutions, case management, help exercise entitled privileges, socialization, diagnosis/counseling, medical check-ups, prescription of medication by doctors, medical procedures; injection, bandaging, taking blood pressure, etc.



At given centers, the elderly and people with disabilities also receive nutrition services - hot calorie meal once per day, five days a week with a 2-3-course menu and a beverage, as well as legal services - provision of legal advice, counseling and consulting services on a variety of issues the beneficiaries have, support redress the violated rights and entitlements of beneficiaries, etc. and psychological services.

Along with other activities, Mission Armenia initiates actions that help create a positive image of ageing and older persons presenting elderlies as teachers, transmitters of knowledge, culture, traditions and spiritual values, advocates and voices for dignified aging, equal and protected rights, improvement of social services provision system in Armenia, as well as for empowered and well-educated youngsters and well-being in communities throughout these years.



In 2006 MA established also Artsvabun 24/7 care center in Syunik province. The center provides accommodation and a variety of 24-hour services to those elderly, people with disabilities and people with mental health issues, who have partially or completely lost their self-care ability and are in need of daily care. The center provides the following services: Provision of place of residence; Provision of necessary household and personal hygiene items in accordance with gender, age and weather conditions; Assistance for personal hygiene as needed; Psycho-social assistance (referrals, accompanying to the state bodies, health care facilities; advocacy; assistance in documentation; provision of legal counselling, as needed); Provision of nutrition services (provision of hot calorie meal 3 times per day with the special menu; coffee and tea, additional food are provided during the day as needed); Provision of health care services (Nursing care;

diagnostic and therapeutic services through the regional service polyclinic and/or by the organization's doctor; provision of first medical aid; counseling and preventive services, including setting up a psychiatric consultation as needed; provision of inpatient medical care and, as necessary, organization of laboratory examinations and hospitalization of residents in medical facilities; organization of cultural events and excursions, celebration of birthdays and other memorable occasions; organization of different groups according to the preferences of the beneficiaries.

In 2006 MA also established “Jermik Ankyun” (Warm Corner). The center provides residents with personalized care, medical assistance and develop important life skills, to contribute to their integration into society. Its vision is to provide residents with peace and nurture and to engage in mutually transformative relationships with one another. The focus and energy of the center is on a sustainable model that can be replicated even further in Armenia so that more individuals like the center’s residents can be served outside of institutional settings.

One of important infrastructures of Mission Armenia NGO is social services multifunctional center “Nrneni” functioning since 2007, which for the first time in the RA has introduced an entirely new social services provision model of social housing with supportive environment. It has particular importance as it is designed only for one social group, for the local and refugee elderly without shelter.



In the frames of Home Care, beneficiaries have the opportunity to access a variety of social and healthcare services in their homes: bathing; personal hygiene; shaving; laundry; ironing /pressing; general cleaning of the apartment; feeding; sewing.

Given Mission Armenia’s hard efforts, since 2007 the Organization has started collaborating with State bodies and has been receiving subsidized funding from RA Government (Ministry



of Labor and Social Affairs) to address the existing gap in the social sphere and to provide more accessible and targeted services to the vulnerable population in Armenia.

Since 2021, Mission Armenia also prioritized child protection and currently by the Governmental fundings runs in total 4 Child Friendly Spaces: one in Yerevan and 3 in regions. Where children in difficult life situations receive social, psychological

services, specialized services, if needed.

Since 2022, Mission Armenia has been providing social services for people with mental health disorder.

One of the main projects (funded by UNHCR) of the Organization delivers services to refugees, asylum-seekers, displaced persons, stateless, undocumented persons and those at risk of statelessness responding the unmet social, legal issues, health and housing concerns of most vulnerable beneficiaries. In the frames of its projects, Mission Armenia also provides assistance in identification of and resolution of documentation issues of undocumented Persons and Persons at Risk of Statelessness.

In response to the 2023 Nagorno-Karabakh displacement, the Organization with the funds of different donors, such as European Union, USAID, German Federal Foreign Office, Ministry of Foreign Affairs of Czech Republic, Start Fund and others, in partnership with local and international organizations, implemented several projects with the following components and not only:



- Provision of humanitarian assistance in the form of food and non-food items
- Provision of vouchers
- Provision of psycho-social, legal assistance

In 2025 Mission Armenia received the Government grant to provide home care services to the children with disabilities in difficult life circumstances.

Facts with numbers:

Around **50,000** refugees, asylum-seekers, persons in a refugee-like situation, stateless people, displaced persons benefit from the mentioned services.

Around **580** children in difficult life circumstances benefit from the Government fund project.

Around **2,000** elderly, people with disabilities, people with mental health issues receive various social-healthcare services.

Geographical Coverage:

Region	City	Type of the infrastructure
Yerevan	Yerevan	6 Day-care centers/soup kitchens 4 social houses 1 child friendly space
Shirak	Gyumri	Community-based center
	Artik	Community-based center
Lori	Vanadzor	Community-based center
	Spitak	Community-based center
	Alaverdi	Community-based center
Gegharkunik	Sevan	Community-based center
	Chambarak	Community-based center / child friendly space
Syunik	Sisian	Community-based center
	Goris	Community-based center
	Kapan	Community-based center
	Artsvanik village	24/7 care center/small house
Vayots dzor	Vayk	Community-based center
Ararat	Artashat	Community-based center /child friendly space
	Masis	Community-based center
Armavir	Zvartnots community	Social house
Kotayk	Hrazdan	Community-based center /child friendly space
	Charentsavan	Community-based center
	Abovyan	Community-based center