

GOVERNMENT PROGRAM OF PRIMARY ASSISTANCE FOR REINTEGRATION OF  
NATIONALS RETURNING TO THE REPUBLIC OF ARMENIA (INCLUDING INVOLUNTARY  
RETURNEES)

I. PURPOSE OF PROGRAM

1. The purpose of the Government program of primary assistance for reintegration of nationals returning (including involuntary) to the Republic of Armenia is to provide primary assistance to the Republic of Armenia nationals returning (including involuntary) to Armenia to ensure their future full and sustainable reintegration.
2. The program has two components: provision of information support and needs based referral as well as accommodation. The first component is for the Republic of Armenia nationals returning both voluntary and involuntary (hereinafter “returning Armenian nationals”), and the second component is only for the involuntary returning Armenian nationals.

II. TARGET GROUPS OF PROGRAM

3. The target group of the second component is the involuntary returning Armenian nationals, including:
  - 1) Returnees under the readmission agreements;
  - 2) Armenian nationals deported or expelled from a foreign country.
4. The priority for assistance under the second component will be given to:
  - 1) Multi-child families (with 4 or more children);
  - 2) Elderly (age of 65 and above);
  - 3) People with disabilities;
  - 4) People in need of emergency medical care;
  - 5) Returning unaccompanied children without parental care in Armenia.
5. All other conditions being equal, the priority for assistance will be given to beneficiaries in order of applying to the program.
6. Beneficiaries of the second component are the Armenian nationals involuntary returning after residing abroad for at least one year and applying to the program for assistance within three months after the return.

III. RETURNEE NEEDS AND SOLUTIONS THEREOF

7. Migrants returning to Armenia face several reintegration challenges such as awareness, employment, housing, socioeconomic, psychological, educational, cultural and other issues.

8. A primary task of the program is to identify the most urgent and vital needs for which the returnees can expect government assistance and the latter can undertake specific actions to address those issues.
9. Actions to address the above issues are planned in the following main areas:
  - 1) **Information support.** A key problem for return is the lack of information, which is a serious obstacle for their resettlement in the country of origin. Based on the above, the following actions will be implemented:
    - a. Raising awareness of returned migrants about the existing mechanisms for addressing their problems in the following areas:
      - Legal framework of the country, and activities of relevant public authorities and other organizations addressing the with the returnees;
      - List of healthcare service providers, specifically organizations providing medical care and services guaranteed by the government on *pro bono* or preferential terms, mechanisms for provision of medical care and services guaranteed by the government on *pro bono* or preferential terms to eligible persons in socially vulnerable and special groups of population;
      - Social assistance programs and implementing agencies thereof;
      - Pension system;
      - Issues related to compulsory military service;
      - Customs exemptions for shipment of personal belongings;
      - Problems with documents, specifically questions on obtaining passport and dual citizenship, etc.
  - 2) **Temporary accommodation.** Some families sell their apartments prior to departure to cover travel and other expenses, so the first problem they face upon the return is accommodation. Specifically, this is a crucial problem for the involuntary returnees.
    - a) The involuntary returning Armenian nationals will receive a subsidy for apartment rent. The subsidy in the amount of 60,000 AMD<sup>1</sup> is for a 6-month period<sup>2</sup>. For these purposes, the “Apartment rent subsidy for involuntary returnees to Armenia” expenditure program will be added in the annual budget of expenditure programs implemented by the competent public authority for migration.
  - 3) Referral of returnees to address their healthcare problems.
    - a) Based on their needs, the returnees with urgent health problems will be verbally referred to the primary health care facilities
  - 4) Referral of vulnerable groups to relevant organizations to be placed in institutions providing assistance and care applicable to their needs;
    - a) Issues related to pick up at the airport or other border crossing points of returning unaccompanied minors and children without parental care in

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<sup>1</sup> Proposal is based on the amount set in the *Concept Paper on Policy for Integration of Persons Granted Refugee Status and Asylum and Long-Term Immigrants in Armenia* approved by the Republic of Armenia Government protocol resolution No. 28 of July 21, 2016. See page 35 (in Armenian)

<sup>2</sup> This is a standard term in programs implemented by international donor organizations.

Armenia, their accommodation in relevant institutions and further care will be addressed;

- b) Issues of accommodating adults with disabilities and elderly (age of 65 and above) in relevant care centers will be addressed.

#### IV. FINANCIAL APPRAISAL OF PROGRAM

10. The estimated cost of the program is 13,680,000 AMD to be financed from the government budget. It covers funds required for the temporary accommodation only, since other planned actions such as information support, healthcare, placement of vulnerable groups in relevant institutions will be covered by existing allocations or programs and do not require any additional funding.
11. Financial appraisal of the temporary accommodation component includes the following:
  - 1) Selection of beneficiaries – 0.00 AMD
  - 2) Provision of temporary accommodation for 38 families or roughly 10% of the returnees, including 13,680,000 AMD to subsidize the apartment rent (38x60,000x6) taking into account that annually in average roughly 300 people are involuntary returning to Armenia.

#### V. IMPLEMENTATION OF PROGRAM

12. The Migration Service of the Republic of Armenia Ministry of Territorial Administration and Infrastructure (hereinafter “Service”) is responsible for implementation of the program as the Competent Public Authority for migration in Armenia.
13. Activities of the government assisted primary program will be implemented in cooperation with other government bodies, international and nongovernmental organizations involved in return and reintegration processes.
14. Using the needs assessment questionnaire (see Annex 2 to this Decree), employees of the Service conduct interviews with nationals returning to the Republic of Armenia to identify the basic needs of beneficiaries.
15. The needs assessment questionnaire collects personal data of the returnee, information about problems faced during the return, available documents, main sources and amount of income, involvement in social assistance programs, employment, special needs, available housing, health issues, placement in special care institutions and information on other items included in the questionnaire.
16. Employees of the Service collect from the nationals returning to Armenia documents required for their personal files.
17. Personal data of an applicant is collected with his/her consent.
18. All collected documents are copied and attached to the personal file of the applicant.
19. Nationals involuntary returning to Armenia shall submit the following documents to participate in the program:
  - 1) Identification document (if available);
  - 2) Return certificate;

- 3) Deportation or expulsion decisions of the court of administrative body;
  - 4) Additional documents helping to obtain information about the time of residing abroad and returning to Armenia.
20. Adults with disability, elderly (age of 65 and above), minors travelling unaccompanied and without parental care in Armenia must be placed, based on their needs, in relevant institutions and care centers.
  21. If impossible to conduct the interview or ensure presence of the applicant, the employee of the Service shall use the documents sent to identify the needs of persons to be placed in special care centers and relevant institutions and, based on those needs, in 2 business days draft and send an official letter to the Republic of Armenia Ministry of Labor and Social Affairs.
  22. Personal file of the applicant as well as all available documents verifying his/her status shall be attached to the letter.
  23. In 3 days after receiving the response letter on the applicant's placement in the relevant institution the latter is referred to the said institution.
  24. If necessary, based on a prior agreement with the Republic of Armenia Ministry of Labor and Social Affairs and the Republic of Armenia Police, the arrangements are made for pick up at the airport of returning unaccompanied minors and children without parental care in Armenia, their accommodation in relevant institutions and provision of follow up care.
  25. The Service employee shall notify in a letter to the Republic of Armenia Ministry of Labor and Social Affairs and the Republic of Armenia Police about the need to meet at the airport returning unaccompanied minors and children without parental care in Armenia and organize their follow up care at least one week prior to their arrival and indicate in the letter the date of return, the flight number and other information related to the returnee.
  26. Persons involuntary returning to Armenia receive a compensation for temporary apartment rent in the amount of 60,000 AMD for a period of 6 months.
  27. The beneficiary eligibility criteria for compensation are:
    - 1) Be part of a target group of the program;
    - 2) Do not own residential space.
  28. To receive compensation, the person involuntary returning to Armenia or, in case of a family, an adult member of the family (hereinafter "applicant") shall fill out the Application Form No. 1 in this Annex 1 and submit it to the Service.
  29. Identification documents of the family members, a document verifying that no residential property is owned by the applicant, other document(s) verifying the fact of being of the program target group shall be attached to the application.
  30. On the day of receiving required documents and application, the Service employee checks whether the applicant meets the program eligibility criteria, and then in two days sends an inquiry to the State Real Estate Cadaster to receive information about any registered property rights of the applicant over residential space in the Republic of Armenia. At the same time, an inquiry is sent to international and nongovernmental organizations working in Armenia to clarify whether the applicant receives

compensation or has been provided temporary accommodation in the scope of projects run by those organizations.

31. The State Real Estate Cadaster shall respond to the inquiry within 7 business days of its receipt.
32. The application is not granted, if:
  - 1) It does not fulfil criteria in the paragraph 27 of this Annex;
  - 2) The applicant, as a person unaccompanied or separated from the family or with special needs, has been placed by competent authorities in an institution, where the basic livelihood needs are met;
  - 3) The applicant is provided either compensation for apartment rent or accommodation by international and nongovernmental organizations working in Armenia.
33. The Service shall open a personal file for every applicant as prescribed by the Republic of Armenia legislation.
34. The employee of Service receiving the application must familiarize the applicant with the procedure for provision of compensation or grounds for termination.
35. In 3 days after collecting the required documents listed in paragraph 29 of this Annex they are submitted to the Head of Service.
36. The Head of Service shall make a decision in two business days to grant or deny the compensation to the applicant.
37. The Service employee shall notify the applicant about the decision granting or denying the compensation within 3 business days, in case of denial indicating also the reasons.
38. The compensation is paid via bank transfer. The compensation cannot be paid to the applicant's representative, except for the case described in paragraph 44 of this Annex and the representatives of an applicant with special needs. A copy of the document is attached to the personal file of the applicant.
39. The compensation is provided commencing the next after the Head of Service makes the decision on granting it.
40. Within 7 days after receiving the decision on provision of compensation, the applicant shall provide a copy of the apartment rental contract (if available) or the address and contact details of the apartment owner to the Service. In case of changing the rented apartment, the applicant must submit the same information to the Service within 7 days.
41. The Service informs the applicant about the consequences of inappropriate use of compensation when handing to the applicant the decision on providing compensation.
42. In case of determining an inappropriate use of compensation by the applicant, the Head of Service shall adopt a decision to terminate compensation within two business days.
43. The compensation is terminated if:
  - 1) The applicant has willingly renounced future compensation by submitting an application;
  - 2) The applicant used the compensation for other purposes;
  - 3) The applicant left the Republic of Armenia.

44. In cases stipulated in paragraph 43.3 of this Annex, when the applicant leaves the Republic of Armenia, an adult member of the family remaining in Armenia may request the Service to recognize him/her as a beneficiary in replacement of the applicant.
45. The Service within three business days shall notify in writing the applicant about the termination of compensation.
46. The applications for compensation are chronologically entered by the Service employee into the compensation applicants' log (hereinafter "log") maintained by the Service based on the Form No.2. of this Annex
47. The log includes the name of the applicant, date of birth, sex, nationality, duration of stay abroad and the date of return to Armenia, documents submitted with the application for compensation, the address of actual residence in the Republic of Armenia, telephone, date of decision to provide compensation.
48. At the end of each year the log is bundled, sealed with the circle stamp of the Service staff and retained in the Service following the procedure and for the period prescribed by the Republic of Armenia legislation.

#### VI. MONITORING

49. The Service employee shall monitor the process of providing assistance to the applicants registered in the log (Form No. 3) who need accommodation at the care centers and relevant institutions by regularly contacting the said centers.
50. The results of monitoring the process of providing assistance to the applicants who need accommodation at the above centers are entered into the log.
51. Staff of the Service shall monitor the targeted use of compensation through at least monthly visits to rented apartments and telephone calls.

#### VII. EXPECTED RESULTS

52. With the government assistance the returnees will be able to resettle and begin a new life in the homeland. This will be an important incentive to effectively organize the return and reintegration process, to increase the influx of returnees and promote the policy of immigration to Armenia.
53. Financial resources invested by the Government show that the state has interest in promoting the return and reintegration of migrants in Armenia, which could be an important signal for accelerating the EU-Armenia visa liberalization process.

In addition, the Government's interest and investments could be a conducive factor for mobilizing financial resources from other sources (donor organizations).

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**APPLICATION**  
**FOR PROVISION OF COMPENSATION**

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I,

(name)

From \_\_\_\_\_, \_\_\_\_\_ till \_\_\_\_\_, \_\_\_\_\_ (month, year) resided in \_\_\_\_\_ (country) and on \_\_\_\_\_ this year has involuntary returned to Armenia.

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At the same time I would like to inform that I have (do not) have sufficient resources for accommodation.

I WOULD LIKE TO ASK FOR COMPENSATION TO SOLVE THE ISSUE OF TEMPORARY ACCOMMODATION

Please find attached:

1. IDENTIFICATION DOCUMENTS OF THE FAMILY MEMBERS

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2. Document verifying that I do not own any residential space

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3. Other document(s) verifying that I am part of the program target group

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Applicant \_\_\_\_\_  
(signature, name)

Date: \_\_\_\_\_ 20 \_\_\_\_\_

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**LOG OF APPLICANTS IN NEED OF ACCOMMODATION AT RELEVANT INSTITUTIONS**

No.	Name	Date of birth	Sex	Nationality	Duration of stay abroad	Date of return to Armenia	Date of application	Documents attached to the application	Address, telephone	Date of referral decision	Notes

**QUESTIONNAIRE**  
**for needs assessment of nationals returning to the Republic of Armenia**

<b>1. General information</b>	
1.1 Name _____ _____	1.2 Date of birth _____ dd/mm/yy _____
1.3 Nationality _____ _____	1.4 Place of birth _____ _____
1.5 Sex M <input type="checkbox"/> F <input type="checkbox"/> _____	1.6 Marital status Married <input type="checkbox"/> Single <input type="checkbox"/> Divorced <input type="checkbox"/> Widow <input type="checkbox"/> _____
1.7 Address of residence in Armenia Province: City:                                  Village: Actual _____ Registered _____	1.8 Telephone in Armenia _____ _____
1.9 Education background: • elementary <input type="checkbox"/>	1.10 Education years and place: _____ _____

<ul style="list-style-type: none"> <li>• secondary <input type="checkbox"/></li> <li>• VET <input type="checkbox"/></li> <li>• specialized tertiary <input type="checkbox"/></li> </ul>	<p>1.11 Occupation</p> <p>_____</p>
<p>1.12 Military service</p> <p>Yes <input type="checkbox"/></p> <p>No <input type="checkbox"/></p> <p>Other _____</p>	<p>1.13 Children</p> <p>Yes, _____ child(-ren)</p> <p>No <input type="checkbox"/></p>
<p>1.14 Reason(s) for migrating from Armenia</p> <p>_____</p> <p>_____</p>	<p>1.15 Host country, duration of stay</p> <p>_____</p> <p>_____</p>
<p>1.16 Legal status in the host country</p> <p>asylum seeker <input type="checkbox"/></p> <p>irregular/illegal migrant <input type="checkbox"/></p> <p>under humanitarian protection <input type="checkbox"/></p> <p>under complimentary protection <input type="checkbox"/></p> <p>other <input type="checkbox"/></p>	<p>1.17 Date of return to Armenia</p> <p>_____</p>

<p>1.18 Reason(s) for return to Armenia</p> <hr/> <hr/>	<p>1.19 List of family members returned to Armenia with the returnee (full name, year of birth)</p> <hr/> <hr/> <hr/> <hr/>
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**2. Problems during the return**

- Problems with documents    Yes     No
- Problems with customs clearance of transported goods                      Yes     No
- Lack of information on proper organization of return process, organizations implementing post-arrival reintegration programs/government agencies helping to solve your problems      Yes     No
- Other \_\_\_\_\_

**3. Documents**

Type of document	Date of expiration
3.1 National passport Armenia <input type="checkbox"/>	3.1 _____
3.2 Certificate of return to Armenia <input type="checkbox"/>	3.2 _____
3.3 Birth certificate <input type="checkbox"/>	3.3 _____
3.4 Other _____ <input type="checkbox"/>	3.4 _____

**4. Main sources and size of income**

<p>4.1 Wage                      <input type="checkbox"/></p>	<p>4.1 _____</p>
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4.2 Pension <input type="checkbox"/>	4.2 _____
4.3 Allowance <input type="checkbox"/>	4.3 _____
4.4 Business activity <input type="checkbox"/>	4.4 _____
4.5 Remittances <input type="checkbox"/>	4.5 _____
4.6 Other _____ <input type="checkbox"/>	4.6 _____

**5. Participation in social assistance programs**

5.1 Registered at the territorial social assistance agency (division) of the Republic of Armenia Ministry of Labor and Social Affairs

Yes                       No

5.2 Involved in government social assistance programs

Yes                       No

5.3 If yes, check

<b>Type of assistance</b>	<b>size</b>
5.3.1. Social or family allowance <input type="checkbox"/>	5.3.1 _____
5.3.2. Disability allowance <input type="checkbox"/>	5.3.2 _____
5.3.3 Pension <input type="checkbox"/>	5.3.3 _____
5.3.4 Old age pension <input type="checkbox"/>	5.3.4 _____
5.3.5 Allowance for loss of breadwinner <input type="checkbox"/>	5.3.5 _____
5.3.6 Other _____ <input type="checkbox"/>	5.3.6 _____

**6. Employment**

<p>6.1 Employment before the departure from Armenia</p> <hr/> <p>Are you currently employed?</p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>6.2 If yes, please specify your current place of work and position</p> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/>	<p>6.3 Are you registered with the State Employment Agency of the Republic of Armenia Ministry of Labor and Social Affairs?</p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>6.4 If yes, please specify in what employment program?</p> <hr/> <p>6.5 Is the applicant registered with any other organization/program providing employment assistance?</p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>6.6 If yes, please specify the organization, the date of registration and the nature of program</p> <hr/> <hr/> <hr/> <hr/>
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**7. Special needs**

<p>7.1 Special needs of the returnee</p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>If yes, please specify the type of need</p> <hr/> <hr/>	<p>7.2 Special needs of family members of the returning national</p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>If yes, please specify the type of need</p> <hr/> <hr/>
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**7.3 Accommodation**

Yes  No

**7.4 Health issues**

Yes  No

**Health conditions<sup>3</sup> and diseases requiring emergency medical care and service**

Yes

No

**Need for permanent supply of medicine**

Yes  No

Types \_\_\_\_\_

**7.5 Need for accommodation at social houses/retirement homes**

Yes  No

**8. Concluding questions**

8.1 In the applicant's view what is the most urgent, priority issue for him/her and the family in Armenia to be addressed?

\_\_\_\_\_  
\_\_\_\_\_

8.2 In the applicant's view, what additional measures must be implemented to make easier the reintegration of vulnerable groups returning to Armenia?

\_\_\_\_\_

<sup>3</sup> Currently a pilot project of outpatient and visiting palliative care has been launched in Yerevan Polyclinic No. 13 CJSC and a team of palliative care specialists provides such care services to beneficiaries in need who are constituency of this polyclinic.

8.3 Any other information the applicant wants to disclose

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Questionnaire filled out by:

Signature of applicant

Name

Date