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# *On the Institutional Structure of Migration in the Republic Armenia (RA)*

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Analyses of migration management systems in different countries of the world show that there are the following scenarios:

1. Migration functions are implemented by only one state entity (centralized management).
2. Migration functions are distributed among different entities, but there is one coordinating entity (decentralized management).
3. Different entities have various migration functions but there is no coordination<sup>1</sup>.

The current migration management model in the Republic of Armenia (RA) is decentralized, in the sense that various functions and operations – such as control over entry, stay, residence and exit of foreigners, emigration of nationals, labour migration, asylum, etc. – are performed by different governmental entities.

In order to reform the migration management system, an inter-agency working group was established by the decision of the Prime Minister of Armenia No. 304 dated 16 April 2009. The working group has made recommendations on reforms of the migration sector. These recommendations were presented and were endorsed by the RA Government and as a result, by the decree of the President of the Republic of Armenia dated 18 November 2009, the State Migration Service (SMS) was established within the Ministry of Territorial Administration of the Republic of Armenia. The government of Armenia approved the charter of the Service on 17 December 2009. It has a higher status in comparison with the previous Agency. The coordination of activities among the governmental institutions dealing with migration issues in the area of **policy development** is one of the key functions that the Service deals with, thus after the reforms 2-nd and 3-rd scenarios (mentioned above) are more applicable to Armenia.

The SMS has started its functions from the 1st of April 2010, with a structure of 6 departments<sup>2</sup> and 35 employee altogether, among which 26 are civil servants, 3 are discretionary positions and 6 are technical staff<sup>3</sup>.

Before these recent developments, the SMS was acting as the State Department for Migration and Refugees<sup>4</sup>, an executive body with a mission to deal with migration issues. As a result of structural reforms in the Government of Republic of Armenia in 2005, the Department was included into the Ministry of Territorial Administration and was renamed into “Migration Agency”. The scope of the Agency’s activities, along with the problems of refugees, asylum-seekers and internally displaced persons (IDPs), was re-framed and extended to the development of migration policy and legislation, overseas labour migration, resettlement and various other migration related issues.

## **Responsibilities and Tasks of Government Bodies Involved in Migration Management**

**The State Migration Service<sup>5</sup> (SMS)** is the central authority responsible for the development and implementation of the state policy on management of migration processes, as well as for the coordination of activities of the governmental institutions dealing with migration issues in the area of policy development and drafting legal acts. SMS is also responsible for granting asylum to the foreign citizens and stateless persons. The SMS develops and implements programs in accordance with the

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<sup>1</sup> Usher, Erica (Chief Ed.) for International Organization for Migration, “Essentials of Migration Management. A Guide for Policy Makers and Practitioners”. International Organization for Migration (2004). Volume I.

<sup>2</sup> Divisions are the following: Migration Policy, Asylum Issues, Refugees’ Issues, External Relations, Finance and Accounting, General Division

<sup>3</sup> See the Organigram of the SMS here: <http://www.smsmta.am/?id=32>

<sup>4</sup> Was established in 1999 by the Governmental Decree.

<sup>5</sup> Official web pages: [www.smsmta.am](http://www.smsmta.am) and [www.backtoarmenia.am](http://www.backtoarmenia.am)

integration policy adopted by the state in respect to the refugees forcibly displaced from the Republic of Azerbaijan in 1988 -1992. It also develops and implements the relevant programs aimed at combatting illegal migration. The SMS is also the main body responsible for the implementation of readmission agreements, and is actively involved in drafting texts of agreements, writing conclusions/comments, as well as dealing with the implementation<sup>6</sup>.

Other state structures involved in the management of migration in Armenia are the following:

**Ministry of Foreign Affairs**<sup>7</sup> (Consular Department and its Migration Desk, Legal Department) is the coordinating body for international projects and is responsible for issuance of visas, passports, and return certificates as well as for the issuance of the special residency status and the relations with Armenians abroad. The MoFA has furthermore partial access to the Border Management Information System (BMIS) database and to the Passport and Residence database managed by Police.

**Ministry of Diaspora**<sup>8</sup>, established in 2008, is responsible for development, implementation and continuous improvement of the state policy on development of the Armenia-Diaspora partnership and the coordination of the activities of the state bodies in this field. The Ministry has developed and is carrying out potential pan-Armenian projects aimed at developing the Armenia-Diaspora partnership. The Ministry also contributes to the implementation of educational projects; the development of Armenian schools in the Armenian Diaspora; the preservation of Armenian identity, as well as at protection, development and dissemination of Armenian cultural heritage; the strengthening of the Armenian identity among Armenians who speak foreign languages (their “Hayadartsutyun”, return to the roots); the repatriation of Diaspora Armenians and pilgrimage of Diaspora Armenian youth to Armenia.

**National Security Service**<sup>9</sup> (NSS) (2nd Division on Combating Illegal Migration of the General Second Directorate and, Border Guards Troops) deals with the border management and control. In case a foreigner applies for a special residence status, Department of Passport and Visas of the Police (OVIR) sends the applications to the NSS for its opinion.

**Border Guards Troops under the NSS** have a Border Control Detachment in charge of border management and control. They manage the Border Management Information System<sup>10</sup> (BMIS) database. There are 14 border crossing control points in Armenia --7 land borders checking points and 5 airports. The border with Azerbaijan is closed at present, as is the border with Turkey. The border guards subject to the National Security Service patrol Armenia's borders with Georgia and Azerbaijan, while Russian Border Guards<sup>11</sup> continue to monitor its borders with Iran and Turkey.

**The Police**<sup>12</sup> has two main departments responsible for migration issues:

**The first, the Division of Combating Illegal Migration and for International Collaboration** was established in 2003 and investigates cases of illegal state border crossing; swindling; and forgery, sale or use of forged documents, stamps, seals, letterheads, vehicle license plates; and deals mostly with

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<sup>6</sup> The SMS has no function in matters of residence permits, visa or border management.

<sup>7</sup> Official web page: [www.mfa.am](http://www.mfa.am)

<sup>8</sup> Official web page: [www.mindiaspora.am](http://www.mindiaspora.am)

<sup>9</sup> Official web page: [www.sns.am](http://www.sns.am)

<sup>10</sup> The Government Decision # 884-N of 22 June 2006 “On Creation of the Electronic Border Management Information System, Defining the Procedure for its exploitation and the List of its Users” regulates the electronic management of flows through the state border crossing control points.

<sup>11</sup> In accordance with the “Treaty on Friendship, Cooperation and Mutual Assistance and the Declaration on the Collaboration towards the 21st Century” of December 29, 1991, Russian Federal Border Guards Troops control Armenia’s borders with Turkey and Iran.

<sup>12</sup> Official web page: [www.police.am](http://www.police.am)

RA citizens who become irregular migrants. Illegal immigration actually does not present a serious problem in Armenia. In contrary, illegal emigration is of more interest of Armenian authorities while emigrants tend to leave the country legally, but become illegal in destination country due to their overstaying in the destination country.

**The second department of the Police, the Department of Passports and Visas<sup>13</sup>** within the structure of the **Police**, is responsible for visa issuance at the borders, visa extension, granting of residence status/residence permits, registration of foreigners on the territory, issuance of exit stamps (passport validation) for RA citizens and operates the Passport and Residence database of the citizens of the Republic of Armenia.

**National Statistical Service of the Republic of Armenia<sup>14</sup> (ArmStat)** collects, processes, summarizes, analyses and publishes statistical data, including migration related data, co-ordinates the information and data collection according to the unified classification and coding system based on international standards, organizes statistical surveys, carries out Population censuses. ArmStat also collects data on remittances, on immigrants and emigrants<sup>15</sup>.

**Ministry of Labour and Social Issues<sup>16</sup>** (Department of Labour and Employment; State Employment Service Agency; State Labour Inspectorate) in accordance with its code adopted in 2004 develops and implements RA Government policy on labour and social security and is responsible for analysing the labour market situation and disseminating information regarding the work opportunities.

**State Employment Service Agency<sup>17</sup>** (Agency) is a separate division of the RA Ministry of Labor and Social Issues. The task of the Agency is to implement State policy on employment regulation. The Agency is authorized to implement projects/programmes to regulate internal and external labour drifts. According to its Code, the Agency can make contracts with foreign countries and organisations to supply migrant workers, however there is no defined concrete mechanism in this sphere (mostly declarative) and there are no practical results.

Besides, International Organizations<sup>18</sup> and NGO's<sup>19</sup> also play active role through implementation of different projects and programs in migration field.

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<sup>13</sup> Official web page: [www.passportvisa.am/](http://www.passportvisa.am/)

<sup>14</sup> Official web page: [www.armstat.am](http://www.armstat.am)

<sup>15</sup> The main data sources are: 1. The data on the migration of population is defined based on the statistical processing of data from the statistical records (forms on arrivals and departures) presented by territorial passport services of the Police (they are compiled by the addresses at the time of population's registration and the registration of departures), but it does not reflect the real volume of population movements, since a considerable proportion of population leaves the Republic and resides abroad for a rather long period of time without being struck off the register. 2. The data on external passenger transportation (arrivals and departures in/from the republic) is presented as total volumes of passenger turnover implemented through RA Border Crossing Controls. 3. An alternative for the above-mentioned administrative information sources are the households' surveys that enable to derive information on destination country and reasons for departing of the household members who are in migration.

<sup>16</sup> Official web page: [www.mss.am](http://www.mss.am)

<sup>17</sup> Official web page: [www.http://employment.am/en/index.html](http://www.http://employment.am/en/index.html)

<sup>18</sup> See the Annex 1

<sup>19</sup> See the Annex 2

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## Annex 1

### International Organisations

**The International Organization for Migration (IOM) Mission in Armenia**<sup>20</sup> is one of several international organizations dealing directly with migration issues.

The Republic of Armenia joined IOM as a member in 1993 and the IOM office in Yerevan was opened in 1993. Its Micro-Enterprise Development Project offices in Yerevan and Gyumri were set up in 1997 and 1998 respectively. The Migration Resource Centre opened in September 2006.

IOM Objectives in Armenia are:

- *To assist the newly independent State of Armenia in achieving border management practices that strike the right balance between control and facilitation and are consistent with best international standards.*
- *To reduce and prevent the trafficking and smuggling of persons.*
- *To enhance the self-sufficiency and integration of returnees, trafficked victims, refugees, internally displaced and low income persons.*
- *To assist the Government in Labour Migration management.*
- *To enhance the capacity of national NGOs to address migration issues.*
- *To revitalize and develop rural communities.*

The IOM implements a number of programmes in the migration sector. Currently implemented projects in migration management are the followings:

***“Technical Assistance to the Armenian Government to initiate labour migration arrangements” (December 2010 – May 2012).*** The Project is intended to provide technical advice to the Armenian Government to initiate labour migration arrangements and to contribute to preparing the Government of Armenia to manage the overseas recruitment and circular labour migration of the Armenian workforce abroad. The technical assistance will entail: (a) elaboration of the procedures and documentation for state regulation and management of labour emigration; (b) capacity building for the relevant officials in labour migration; (c) facilitation of the negotiations with selected countries with demand for labour force (Qatar and Kazakhstan); (d) public awareness and strengthening the role of media in protection of migrants’ rights.

***“Stemming Illegal Migration in Armenia and Georgia and Enhancing Positive Effects from Legal Migration” Project (October 2009 – March 2011).*** The Project will analyse the needs in data collection, map the existing data collection sources, and establish migration data collection mechanisms to analyze migration flows. The Project will further support the Migration Resource Centre (localized to the Armenian State Occupation Agency Service under the Ministry of Labour and Social Issues) as well as enhance the Government’s capacity to identify and manage circular migration opportunities with the EU.

***“Capacity Building for the Border Control Detachment of the Border Guards Troops under the Armenian National Security Service” Project (January 2010 – June 2011).*** The Project developed a curriculum for the Border Guards’ Training Center for regular continued trainings for the personnel of border guards and for the inception training of the new inductees; trained trainers in document examination, fraud detection, in combating migrant smuggling and human trafficking, in computer

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<sup>20</sup> [http://www.iom.int/armenia/about/iom\\_in\\_am.htm](http://www.iom.int/armenia/about/iom_in_am.htm)

skills and BMIS operation, in migration and border control related legislation, including international; migration law, in asylum and in IBM. The project also organized cognitive trips to European states for examination of their Border management capacities and policies.

**“Capacity Building for the RA Police Division for Combating Illegal Migration” Project (May 2010 – October 2011).** The cooperation has been requested by the Police and the Project will aim at building the capacities of the Police through training programmes and exchange of advanced expertise in combating illegal migration.

**“Support to Armenian Government in Introduction of Identity and travel documents with Biometrical Parameters” Project (June 2009 – June 2011).** The Project aims at the development of a national action plan for introducing an electronically enabled machine-readable passport in accordance with the interoperable standards and specifications developed by ICAO in Armenia. Following a Needs Assessment, Report with concrete recommendations has been submitted to the RA Government and has been used when preparing the bid for the passport and id. The project also includes training on identity management, an experience exchange programme, and technical expertise on the finalized tender ToR text.

**«Return and Emigration of Asylum-Seekers Ex Belgium (REAB) Programme”** ongoing Project includes AVRRE related queries and AVRRE assistance to voluntary returnees from Belgium.

**“Services to Residents of Armenia applying for Canadian Temporary Visas and Migration to Canada under “Skilled Worker Category””** ongoing Project provides pre-consular services for Armenian citizens and residents applying to the Canadian Embassy in Moscow for non-immigrant visas, under the Canadian Government programme for legal immigration for qualified skilled workers

**“Micro-Enterprise Development programme”** ongoing Project helps individuals (including asylum seekers, VoTs, refugees and displaced persons) to become self-sufficient through micro-credit schemes, including micro-enterprise training, credit and employment opportunities.

**“Socio-Economic Reintegration Programme for Mine Victims in Armenia” (January 2010 – December 2012).** The project aims at socio-economic re-integration of mine victims and their families through provision of micro-credits; through enhancing the national institutional set in the field of mine victim assistance and disabilities in general; as well as by promoting public awareness and regional cooperation and networking.

**“Post-Arrival Counseling, Referral and Reintegration Support” (February 2010 – February 2011).** The Project focuses upon post-arrival assistance, which contributes to the sustainable return of migrants.

**“Strengthening Evidence-Based Management of Labour Migration in Armenia” Project (January 2011 – December 2013).** The overall objective of this Project is enhancing management of the labour migration flows from Armenia. Through the Project an environment for circular migration of Armenian workers will be enabled via promoting bilateral labour agreements between the government of Armenia and governments of destination countries. The capacities of private employment agencies will be enhanced to match labour demand and offer; and at the same time the national capacities in migration data collection, analysis and policy formulation will be strengthened. The awareness towards possible approximation of legislation on migration management with EU *acquis* will be raised as well. Expertise will be provided for development of the draft National Plan of Action for Migration Management for 2011-2014. The dialogue and advocacy for policy change, specific actions and space created for exchanging practices, sharing the knowledge and discussing practical issues, as well as the advocacy for public-private partnership schemes and their broad public exposure achieved by this project will enhance the capacities of Armenian government and its diplomatic missions to provide better consular services to Armenian migrant workers abroad and to protect their rights and lawful interests more effectively.

**The International Labour Organization (ILO)** activities in Armenia are coordinated by the ILO Subregional Office for Eastern Europe and Central Asia in Moscow and are supported by the ILO National Correspondent in Yerevan.

Priorities for the cooperation between the ILO and the Republic of Armenia for 2007-2011 were formulated in a **Decent Work Country Programme** signed in Yerevan in March 2007 by the ILO Subregional Director and the tripartite partners - government, employers' and workers organizations. An important contribution to international development framework (PRSP, the United Nations Development Assistance Framework (UNDAF), national Millennium Development Goals strategies and other integrated development plans), DWCP for Armenia prioritizes the improvement of employment policies.

ILO also implements a number of projects in the migration sector and has conducted two related studies: *“Migration and Development”* and *“Remittances and Development”*.

Currently ILO implements ***“Increasing protection of labour migrants in the RF, and enhancing the development impact of migration in Armenia, Georgia and Azerbaijan” Project (September 2010-January 2012)***. The Project Objectives are: (1) to ensure that migrant workers have access to information on admission rules and procedures, rights and access to trade union services and participation and. (2); to assist State Migration Service in developing a National Action Plan for the implementation of the state migration strategy; (3) to create/strengthen mechanisms for migrants, diaspora and returnees to contribute to development in their country of origin. (4) to assist in signing bilateral agreement between Armenian and Russian Trade Unions on assisting and protection of labour migrants.

### **The Office of the United Nations High Commissioner for Refugees (UNHCR)**

UNHCR established its presence in Armenia in 1992 in response to the request of the government of the Republic of Armenia for assistance to deal with the mass influx of nearly 400,000 ethnic Armenian refugees from Azerbaijan to ensure that their humanitarian needs i.e. basic health care, food assistance, winterization programme, psycho-social support, education, language and vocational training as well as provision of housing are met – so far UNHCR has provided more than 3,500 refugee families with permanent shelter since the beginning of its shelter activities in 1994. During the past five years, due to the war in Iraq, some 1,000 persons applied for asylum in Armenia and were granted Temporary Asylum (TA) status. Although most of them are ethnic Armenians, they face constraints when trying to integrate in the Armenian society.

Currently UNHCR deals with prima facie refugees from Azerbaijan, including naturalized former refugees of ethnic Armenian origin, refugees from Iraq currently holding Temporary Asylum (TA) Status and those, recognized through individual refugee status determination procedure, i.e. refugees and asylum seekers originating from countries other than Azerbaijan. UNHCR Armenia carries out part of its activities through its Implementing Partners (IPs).

The current activities of UNHCR in Armenia include:

- - Basic Psycho-Social and Health-care Assistance,
- - Social Housing for extremely vulnerable refugees,
- Livelihoods
- Strengthening National Legal Asylum Framework
- Capacity Building – SPCP-SC
- Legal Assistance and Counseling
- Identification of and Response to Sexual and Gender Based Violence amongst Refugees and Asylum Seekers in Armenia
- Promotion of Refugee Law/Capacity building
- Border management .



## United Nations Development Programme (UNDP)<sup>21</sup>

UNDP Country Office in Armenia was established in 1993. As in other countries, UNDP in Armenia supports the government to accomplish the millennium development agenda and reach the overarching goal of cutting poverty in half by 2015.

The UNDP focus is helping Armenia build and share solutions to the challenges of:

- Achieving the MDGs and reducing human poverty
- Fostering democratic governance
- Managing energy and environment for sustainable development
- Supporting crisis prevention and recovery

A Migration section was added to the UNDP Anti-trafficking programme in the second period of the program (2006-2009). On 17th of November, 2007 a Memorandum of Understanding was signed between the United Nations Development Programme in Armenia and the Migration Agency at the RA Ministry of Territorial Administration, launching of the 'Travel Safe': Pre-migration Registration and Due Diligence Inquiry Programme. The cooperation with the Migration Agency has been made possible through UNDP Anti-Trafficking Programme: Capacity Developing Support and Victims Assistance launched back in 2004, which entered its Phase II in September 2006<sup>22</sup>. Consultancy centres for migrants were established in Yerevan in 2008 at the RA MTA Migration Agency and Municipalities of Artashat and Gyumri.

**“Supporting to the Integrated Border Management Systems in the South Caucasus (SCIBM)” (January 2010 – July 2012).** Overall objective is to enhance inter-agency, bilateral and regional co-operation between the SC countries, EUMS and other international stakeholders; to facilitate the movement of persons and goods across borders while at the same time maintaining secure borders.

**The Organization for Security and Cooperation in Europe (OSCE)<sup>23</sup>** has a section in its democracy programme to combat trafficking and permit free movement. Although most of the work relates to trafficking problems, the OSCE Yerevan office emphasised that trafficking is closely connected to labour migration, as the victims of trafficking are mainly potential labour migrants. The OSCE has completed several studies in the migration sector:

- Conducted, through the Advanced Social Technologies (AST) NGO, a study on Labour Migration from Armenia in 2002-2005
- In cooperation with CIMERA Swiss NGO, conducted a study on Migrants' Families and Returning Migrants in Armenia (2006)
- Conducted, through the Advanced Social Technologies (AST) NGO, a study on Labour Migration from Armenia in 2005-2007
- Conducted an Assessment of the Migration Legislation in the Republic of Armenia (2007), involving national and international experts
- Conducted, through the AST, a study on the Return Migration to Armenia in 2002-2008
- Supported the Revision of the Armenian State Migration Management Concept (2010)

“Support to the State Migration Service of the Ministry of Territorial Administration for developing a comprehensive Migration Management National Action Plan”. The Project implemented by the OSCE in cooperation with the ILO office in Armenia. The overall goal of the Project is to support the Armenian state and non-governmental agencies in improving the country’s migration management system through developing a National Action Plan for the implementation of the state migration strategy.

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<sup>21</sup> [www.undp.am](http://www.undp.am)

<sup>22</sup> Source: <http://www.undp.am/?page=LatestNews&id=403>

<sup>23</sup> <http://www.osce.org/yerevan/43700>

## Annex 2

### Non-governmental Organisations

- **Eurasia Partnership Foundation<sup>24</sup> (EPF)**

EPF established *six Migration and Return Resource Centers*<sup>25</sup> in partnership with local institutions (NGOs and intercommunity unions) already operating in Armenia's regions.

Partner organizations were selected based upon their ability to function as a resource center and their commitment to providing services to potential migrants and returnees. Each center offered pre-departure counselling to potential migrants; vocational training opportunities for returnees; information on organizations at home and abroad that provide social assistance to migrants and returnees; and information on employment opportunities in Armenia. With support and guidance from Eurasia Partnership Foundation, staff from the Migration and Return Resource Centers gathered information on local trends in labor migration and on the difficulties encountered by labor migrants while abroad. MRRC staff will work with EPF to analyze this data. The results of the analysis will be summarized in a report and disseminated to government agencies in Armenia working in the field of labor migration. This approach will develop the capacities of the MRRCs to monitor trends in labor migration in the communities they serve and to better develop services that are tailored to the needs of returnees and potential labor migrants. Funding has stopped, but some of the centres continue to operate on a voluntary basis.

The Armenian UN Association<sup>26</sup> and "People in Need"<sup>27</sup> a Czech NGO, jointly run the programme "*Reinforcement of Management of Migratory flows in Armenia*"<sup>28</sup> project in the scope of the EU "*Thematic Programme of Cooperation with Third Countries in the Areas of Migration and Asylum*" (February 2009 – February 2012) with funding from the Czech Government and the European Commission.

The project overall objectives include: prevention of Armenian citizens from illegal migration, re-integrate those who want to return, to mitigate reasons for migration from Armenia. Project aims at increasing inter-agency cooperation on migratory flows, at increasing public awareness of risks related to illegal migration; ensuring potential migrants access services resulting in the establishment and operation of 5 information centers on migration.

- **The International Centre for Human Development<sup>29</sup> (ICHD) NGO**

ICHD is a think tank which is active in migration policy and programs related activities. ICHD implemented the "*Support to Migration Policy Development and Relevant Capacity Building in Armenia*"<sup>30</sup> (January 2007 - December 2009) programme, funded by the EU in co-operation with the British Council and the State Migration Service of Armenia. The aims of the programme were the development a national policy dialogue on migration management, provided institutional support on migration management to the Armenian authorities and facilitated reintegration assistance to Armenian returnees through a web-portal and IT-integrated interagency-network (BackToArmenia web portal).

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<sup>24</sup> [www.epfound.am](http://www.epfound.am)

<sup>25</sup> Source: <http://www.epfound.am/english/accomplished/labor-migration.html>

<sup>26</sup> [www.auna.am](http://www.auna.am)

<sup>27</sup> [www.migrant.am](http://www.migrant.am)

<sup>28</sup> Source: [http://www.auna.am/index.php?option=com\\_content&view=article&id=34&Itemid=18&lang=en](http://www.auna.am/index.php?option=com_content&view=article&id=34&Itemid=18&lang=en) and <http://www.migrant.am/s/index.php/en/eu-program-2009-2012>

<sup>29</sup> [www.ichd.org](http://www.ichd.org)

<sup>30</sup> Source: <http://www.ichd.org/?laid=1&com=module&module=static&id=245>

The Project “*Post Arrival Assistance to Armenian Returnees from the Netherlands*” (July 2010 – June 2012) is funded by the European Return Fund and implemented by the ICHD and the Repatriation and Departure Service of the Ministry of Justice of the Kingdom of the Netherlands. The project aims at fostering social and economic re-integration to Armenian nationals without legal right to reside in the Netherlands and preventing their irregular re-migration to EU member-states, through providing comprehensive assistance and advice (sustainable return). The project will achieve this goal through four interlinked specific objectives: (i) assistance to employment and self-employment of returnees; (ii) assistance to education and training of returnees (including education of children and vocational education and development of professional skills); (iii) medical assistance (including voluntary medical examination and health diagnosis, medical treatment upon the need, and social-psychological consultancy and aid); (iv) legal assistance (including consultancy and advices on legal, labor market, social welfare, assistance related to documents, etc.).

The Project “*Strengthening Evidence-Based Management of Labour Migration in Armenia*”(January 2011 – December 2013), is implemented by the Armenian NGO International Centre for Human Development (ICHD) in partnership with IOM and aiming at enhancing the flow of labour migration flows from Armenia to EU MS. The overall objective of this Project is enhancing management of the labour migration flows from Armenia. Through the Project an environment for circular migration of Armenian workers will be enabled via promoting bilateral labour agreements between the government of Armenia and governments of destination countries. The capacities of private employment agencies will be enhanced to match labour demand and offer; and at the same time the national capacities in migration data collection, analysis and policy formulation will be strengthened. The awareness towards possible approximation of legislation on migration management with EU acquis will be raised as well. The dialogue and advocacy for policy change, specific actions and space created for exchanging practices, sharing the knowledge and discussing practical issues, as well as the advocacy for public-private partnership schemes and their broad public exposure achieved by this project will enhance the capacities of Armenian government and its diplomatic missions to provide better consular services to Armenian migrant workers abroad and to protect their rights and lawful interests more effectively.

- **Armenian Caritas<sup>31</sup>**

Armenian Caritas implemented “*Sustainable Reintegration after Voluntary Return*”<sup>32</sup> program from the Armenian part and the Belgian Government and the Caritas Belgium from the Belgian part. The goal of the Program to improve the chances on a successful reintegration of the migrants returned from Belgium. The direct beneficiaries of the Project are the returnees from the Belgium.

Besides the mentioned project from 2006-2012 the Caritas Belgium jointly with its local partners Armenian Caritas and “Mission Armenia” NGO implemented “*Information on Return Country*” project funded by the EU Community. The goal of the project is to provide Armenian migrants in Europe with certain information which will help them to make a final decision to return.

Currently Armenian Caritas implements “*Migration and Development*”<sup>33</sup> Project (2010 –2013). The Project is funded by the Government of Liechtenstein and Caritas Austria. Implemented Partners are Caritas Armenia and Caritas Austria. The Project’s aim is to promote links between migration and development in the Armenian context by contributing to the establishment of sustainable reintegration measures for returnees to Armenia and creating an effective, client centered information system for potential migrants from Armenia. The project aims at mitigating “Brain drain” through advocating for circular migration and provision of risks on illegal migration to potential migrants; support the reintegration process of voluntary returnees through providing

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<sup>31</sup> [www.caritasarm.am](http://www.caritasarm.am)

<sup>32</sup> Source: <http://www.caritasarm.am/index.php/en/projects/migration-a-integration/migration-a-integration>

<sup>33</sup> Source: <http://www.caritasarm.am/index.php/en/projects/migration-a-integration/migration-and-development>

assistance in economical stability and social protection; promote measures to improve the contribution made by the Armenian Diaspora to the development of Armenia through creation of special Diaspora Mentor fund within Armenian Caritas structure; support the policy making and policy dialogue procedures through conducting research in the field of migration and organizing regional discussions and networking activities.

- **“French-Armenian Development Foundation in Armenia”<sup>34</sup> (FFAD)**

FFAD implements the “*Return to Sources*”<sup>35</sup> Armenian-French project from the Armenian part, and from the French part the National Agency for the Reception of Foreigners and Migration under the French Government (OFII), and the Armenian Association of Social Aid (AAAS) in France. The aim of the project is to organize the voluntary return of the RA citizens in the state of illegal migrant in that country and to support their further reintegration locally in cooperation with the French part.

Starting from 2008, the Project “*Institutional capacity Building in the field of migration information and cooperation regarding reintegration of Armenian migrants*”<sup>36</sup> launched in the framework of the EC Thematic Programme on Migration, whose objective is to support third countries in the migration management sector in partnership with AAAS, FFAD, the Migration Agency of the Ministry of Territorial Administration of Armenia and OFII as a Project leader. The project is aimed at preventing illegal migration and strengthening links between migration and development.

- **Save the Children<sup>37</sup>**

Save the Children has been operating in Armenia since 1993. Since 2006 Save the Children Armenia office has been operating programs for refugees living in Armenia. Programs aim to make more favorable social services for refugee inhabited communities such as providing preschool education, house building and providing, training classes on healthcare services, etc. During these Projects Save the Children carries out need assessment of targeted communities and implements programme actions based on the results of assessment. In the framework of the presented Project Save the Children will handle the role of co-operator institution and will provide data on refugee inhabited communities: social-demographic distribution of communities, employment, key problems, and descriptions of the communities’ infrastructure.

- **Mission Armenia NGO<sup>38</sup>**

In 1988 a group of volunteers united to help the victims/refugees of the disastrous earthquake and war. Within more than 20 years the spontaneous humanitarian activities have grown into a powerful non-governmental structure, which due to its experience and knowledge has gained a special place in the social support sphere of Armenia.

In the hardest times for Armenia, Mission Armenia created, implemented and developed a comprehensive system for providing community-based social-healthcare services, which up to now have no parallels in either state or public sectors. This system enabled the elderly, the disabled, refugees, temporary asylum holders and other vulnerable groups to access a variety of social and healthcare services in their homes and communities according to their personal needs and abilities. Mission Armenia has founded about 50 infrastructures that provide a comprehensive set of community-based services to over 8,000 beneficiaries in 22 cities/towns in 8 regions in the Republic of Armenia (RA).

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<sup>34</sup> [www.ffad.am](http://www.ffad.am)

<sup>35</sup> Source: [http://www.ffad.am/index.php?Page=Migrations\\_Ongoing\\_Project&Lang=1](http://www.ffad.am/index.php?Page=Migrations_Ongoing_Project&Lang=1)

<sup>36</sup> Source: [http://www.ffad.am/index.php?Page=Migrations\\_Ongoing\\_Project&Lang=1](http://www.ffad.am/index.php?Page=Migrations_Ongoing_Project&Lang=1)

<sup>37</sup> Source: <http://www.facebook.com/SavetheChildrenArmenia>

<sup>38</sup> Source: <http://www.mission.am/en/index.php>

The services are provided through the community-based social-healthcare model developed by Mission Armenia, which has traditional social work at its base. From 2007 to 2010 the model was licensed by the international ISO 9001-2000 Quality and Administrative Management System, as well as in 2008 RA Ministry of Labor and Social Affairs granted license to Mission Armenia for social service provision.

Having adopted a systematized approach of assisting the vulnerable groups the organization not only provides services to beneficiaries but also strives to contribute to the overall improvement of social policies and the development of social partnership.

Ever since 1995 Mission Armenia in cooperation with UNHCR in the status of an implementing partner, has been realizing different projects for refugees / asylum seekers that are mainly ethnic Armenians.

Through the provision of community-based social, healthcare, training/educational and community development services contribute to the solution of vital problems of refugees/asylum seekers as well as promote their well-being and integration into the local society.