



ARMENIA

COUNTRY FACT SHEET 2021

PUBLISHER

INTERNATIONAL ORGANIZATION FOR MIGRATION (IOM) GERMANY

Charlottenstraße 68
10117 Berlin
Germany
T. +49 911 43 000
F. +49 911 43 00 260

iom-germany@iom.int
www.germany.iom.int

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The information contained in this Country Fact Sheet was researched with best intentions and care. However, IOM Germany assumes no responsibility or liability for any errors or omissions. Furthermore, IOM Germany cannot be held accountable for conclusions or decisions drawn from the information provided in this Country Fact Sheet.

For further information on voluntary return and reintegration, please visit the information portal www.ReturningfromGermany.de, or contact your local return and reintegration office.

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General information on health care

Armenia's health care system is composed of a state-guaranteed free health care and an individual voluntary medical insurance. Primary health care as a type of medical assistance and service is free of charge for each person. Anybody, irrespective of nationality, race, gender, language, religion, age, state of their health, political and any other convictions, social origin, property, or other status has access to medical assistance and service in the Republic of Armenia.

Citizens have the right to choose their health care provider. Every child is entitled to free medical aid and services within the scope of State healthcare programmes. A person suffering from a disease dangerous for the surrounding shall have a right to receive State guaranteed free of charge medical assistance and services and get treatment in specialized establishments providing that medical assistance and services.

Persons who have suffered in emergency enjoy State-guaranteed free of charge medical assistance and services. In case of voluntary individual insurance, the patient's financial participation is 100%. Information on the health care system, legislation (including the groups of persons benefiting from free medical services and the list of diseases covered by the Government) can be obtained at the official website of the Ministry of Health of Armenia: www.moh.am

Availability of medical facilities and doctors

There are 125 hospitals (52 in Yerevan) excluding the medical obstetric facilities, private medical and dental cabinets. The 11 778 hospital beds (39.8 per 10,000 population) are equipped with the required appliances and ready for laying the patients. 494 institutions providing primary health care services (138 in Yerevan) include all medical institutions which provide the out-patient services (polyclinics, out-patient clinics, dispensaries, outpatient departments of the hospitals, health centres, etc.)

There are 13 958 physicians (47.2 per 10,000 population) with the higher medical education engaged in the medical treatment and sanitary organizations. 10 170 work in Yerevan, others in Marzes. There are 16,772 paramedical personnel (56.7 per 10,000 population) with the secondary medical education, who are engaged in the medical treatment, sanitary organizations, social security institutions, etc.). 8,721 work in Yerevan, others in Marzes. Information on the medical facilities and doctors can be obtained at the official website of the Ministry of Health of Armenia: www.moh.am.

1 HEALTH CARE



Admission to medical facilities

First the returnee needs to register (or re-register) at the polyclinic of his/her district of residence to benefit from free primary health care services guaranteed by the State. The admission is free of charge, only a valid ID or passport is needed. If the returnee has received medical treatment abroad, it is necessary to present the history of the disease translated into Armenian.

Availability and costs of medication

The database of medication registered in Armenia is available at: www.pharm.am. Information on social groups of population entitled to receive free medication through local policlinics is available at: www.moh.am. The returnees often need importing medication. For the course of treatment or personal use it is permitted to import up to 10 names

of medicines, each with three consumer packages in case there is no certificate (prescription or extract from the epi-crisis) justifying a bigger amount needed for the treatment.

Access for returnees

Eligibility and requirements: Being citizens of the Republic of Armenia, returnees and their family members have access to the health care system and benefit from all the free services

Registration procedure: First the returnee needs to register (or re-register) at the polyclinic of his/her district of residence to benefit from free primary health care services guaranteed by the State.

Required documents: The admission is free of charge, only a valid ID or passport is needed.

2 LABOUR MARKET

General information on labour market

The aging of Armenia's population suggests that it must engage as many people of working age as possible in good-quality, productive jobs. Only about half of the working-age population are in employment. Youth, women, those with lower educational attainment and those living in urban areas are less likely to be employed. Labor force participation is low in Armenia, and low female activity rates are of special concern. Women, increasingly better-educated, represent an important, untapped potential force for economic growth. Social norms and care responsibilities are significant constraints that must be overcome to increase female labor force participation, especially of women of childbearing age. Youth face challenges entering the labor market and the rates of youth not in employment, education or training, especially among young women in rural areas, are high. Armenia is characterized by high levels of external migration, with a significant proportion of the working-age population temporarily abroad for economic reasons.

Unemployment Rate in Armenia is 16 %. There are 63 thousand unemployed persons and 974 thousand employed persons in Armenia. The average wage is 198130 AMD per month.

Finding employment

The State Employment Agency of the Ministry of Labor and Social Affairs implements the State Programs aimed at securing sustainable employment for job seekers and labor demand satisfaction and ensuring effective utilization of the available labor force. Detailed

description of the programs can be accessed through the official website of the State Employment Agency at www.employment.am. State programs include:

- Professional training courses;
- Support to the unemployed in moving to other residential areas for work;
- Support to unemployed in gaining work experience;
- Support to small entrepreneurship;
- Support to unemployed by providing seasonal jobs in agricultural field.

There are also private employment agencies in Armenia where vacant positions are announced:

- www.careercenter.am/en
- www.jobfinder.am
- www.ob.am



The State Employment Agency offers job seekers the following services:

- Consulting and information on services provided by the Agency;
- Professional orientation counseling;
- Free employment petition;
- Participation in State employment programs and events;
- Professional trainings and retrainings.

Further education and training

The returnees, being Armenian nationals have access to the education system and can acquire additional higher or vocational education if they want. Organizing of professional trainings is one of the tasks of the State Employment Agency. Information on registration and available trainings can be obtained at <http://employment.am>.

Access for returnees

Eligibility and requirements: The returnees can benefit from the state employment programs without any restrictions. Moreover, people classified as returned migrants are considered to be uncompetitive in the labor market, and can therefore benefit from the annual state employment programs that support the reintegration of returnees through employment.

Registration procedure: The returnee has to register at one of the territorial offices of the State Employment Agency.

Required documents: Passport or ID, relevant documents certifying education and professional qualification, workbook or other documents confirming the information on the work activity, and a written application.

3 HOUSING

General information on housing

The supply of apartments is rather high both in rural and urban areas. The price range for apartments in Yerevan is USD 50,000 – USD 200,000 and higher. Outside of Yerevan the prices are much lower – USD 20,000 – USD 100,000. The lowest market prices for an apartment rental start from a monthly rent of AMD 100,000 in Yerevan and AMD 50,000 in Marzes (administrative district of Armenia). Costs for utilities are the same all over the country and can be obtained at the official website of the Public Services Regulatory Commission of the Republic of Armenia: <http://www.psrc.am>.

Finding accommodation

Returnees need to seek accommodation at the private real estate agencies. Supply of apartments both for rent and for sale is rather high. Links for some real estate agencies in Armenia:

- www.myrealty.am
- www.akcern.am
- www.elate.am
- www.erkir.am
- www.list.am

Social grants for housing

Since 2019 the Migration Service of the Republic of Armenia implements the “State Primary Assistance Program for Reintegration of Returned (including Compulsory Returned) Citizens to the Republic of Armenia.” The program provides primary assistance to Armenian citizens returning to Armenia to ensure their full and sustainable reintegration in

the future. The program has the housing component, which relates only to forcibly returned citizens of Armenia who will be provided with a 6-month subsidy of 60,000 AMD for renting an apartment. The target groups of the project are the returnees within the readmission agreements and the citizens of Armenia deported or expelled from foreign countries.

Access for returnees

Temporary housing facilities: There are no welcome centres, shelters for returnees,

Social housing: There are temporary shelters for homeless, disabled, and elderly citizens, including assistance for finding housing. To benefit from the assistance, returnees must apply to the Ministry of Labor and Social Affairs (<http://www.mlsa.am>). Following the registration, the Ministry will decide how to support the applicants. Budget and places available for accommodation, however, are limited.

Required documents: Passport or ID and application.

3 HOUSING



4 SOCIAL WELFARE

Social welfare system

The Ministry of Labour and Social Affairs administers the social protection system in Armenia. The most important types of State social allowances in Armenia include:

- family allowance,
- social benefits;
- urgent help;
- lump-sum child benefit;
- childcare benefit up to two years old;
- temporary disability benefits;
- maternity benefit;
- old age benefit;
- disability benefits;
- benefit in case of loss of feeder;
- funeral allowance

Detailed description of benefits and allowances, application procedures as well as contact details of the 51 offices of the

State Social Security Service are available at: <http://www.ssa.am/>. It is also possible to apply online and track the application.

Access for returnees

Eligibility and requirements: Citizens of Armenia, foreign citizens having a residence permit, persons without residence status, as well as refugees have the right to social assistance, if any grounds exist.

Registration procedure: The returnees must register at one of the 51 territorial offices of the State Social Security Service (10 in Yerevan and 41 in the respective regions).

Required documents: Valid ID, application describing the returnee's situation and supporting documents to prove their situation and claim.



4 SOCIAL WELFARE

Pension system

Persons who have reached the age of 63 and have at least 10 years of work experience are entitled to an age working pension. A person who is not entitled to age working pension, is entitled to an old-age pension when 65 years of age. There are two categories of pensions in Armenia: Labour pension: old age, privileged, long service, disability, survivor's, and partial. Military pension: long-term service, disability, and survivors. More information is available at: <http://www.mlsa.am/>

Access for returnees

Eligibility and requirements: Persons at the age of 63 with at least 10 years history of insured work are entitled to the old-age pension. Returnees have to be eligible according to the law (like other citizens of Armenia) and need to have a registered place of residence i.e. address in the Republic of Armenia.

Registration procedure: Register at one of 51 offices of State Social Security Service and apply for pension if eligible.

Required documents: Application form; identification document; public service license plate; documents confirming the length of service; certificate issued by the Social Payment Service or reference issued by the employer for the amount of wages and number of years; photo (4 x 6 mm).

Vulnerable groups

The Ministry of Labour and Social Affairs (MLSA) is implementing programs supporting the following vulnerable groups:

- Disabled and elderly persons
- Pensioners
- Orphans
- Victims of trafficking
- Women and children

Access to services provided by MLSA is organized by 51 offices of the State Social Security Service. The State programs are available at: <http://www.mlsa.am>. The Medical-Social Expertise Agency (<http://www.hhbsp.am>) of MLSA provides medical and social examination services on behalf of the Republic of Armenia. The Agency's responsibilities involve acknowledgement of disability, definition of disability groups, identification of disability causes, as well as establishment of duration and expiry. The Agency specifies forms of social protection and working conditions for disabled persons, issues eligibility recommendations for those to perform a specific job, etc.

For registration and assistance, persons can contact one of the offices of the State Social Security Service with a valid ID or passport. For health issues they can also apply to the Ministry of Health. Victims of trafficking are assisted by the MLSA and can also benefit from free health care services.

General information on education

The educational system of Armenia includes all levels of education - from pre-school to post-graduate education. Educational programmes are general and professional. General education programmes are aimed at comprehensive development of individuals, formation of their world outlook, creation of bases for selecting and mastering appropriate professional education programmes in line with their preferences, inclinations and abilities. Basic general education programmes are the following:

- pre-school;
- elementary (general, specialised, special);
- basic (general, specialised, special);
- secondary (general, specialised, special).

Professional education programmes shall be designed to prepare specialists with relevant qualification, develop their abilities and skills, enhance their knowledge and raise their qualifications through sequencing general education and professional levels of education. Basic professional education programmes are the following:

- primary vocational (handicraft);
- middle level vocational;
- higher professional;
- post-graduate professional.

Cost, loans, and stipends

Fees for state and non-state HEIs differ; they normally depend on how “popular” the chosen sector is in the labor market. Tuition fees in state Higher

Education Institutions vary between AMD 800,000 – 1.200,000 per study year. Students with high progress studying in the bachelor’s program of universities receive a stipend of AMD 5,000, those with excellent progress – AMD 6,050. In the master’s program, high-achieving students receive AMD 5,500, and excellent students receive AMD 6,300. Universities can set nominal scholarships and tuition discounts for the given academic year. Loans for covering tuition are provided by different banks. Primary and secondary schools are free of charge. The higher education is free of charge, supported by the state budget for:

- children of servicemen died in defense of Armenia;
- citizens who became disabled while fulfilling their military duties;
- the disabled of 1st or 2nd group as well as the disabled since childhood under 18;
- students having been deprived of parental care and having not attained the age of 23.

Approval and verification of foreign diplomas

Recognition and assessment of qualifications is done by the National Information Centre for Academic Recognition and Mobility of the Ministry of Education (ARMENIC).

The ARMENIC provides:

- information, advice or formal decision on the recognition and assessment of qualification;
- adequate, reliable and authenticated information on qualifications,

5 EDUCATION

education systems, and recognition organizations, public authorities and other interested parties;

- advice, final decision on the recognition of qualifications on the basis of their assessment by applying existing criteria and procedures;
- information on their rights regarding recognition;
- authentic information on the recognition of higher education credentials and qualifications at national level.

The application form, list of the necessary documentation for the recognition of foreign qualifications and the prices for the provided services are available at the following link: www.armenic.am/

Access for returnees

Registration procedure: Application, 2 photos, birth certificate, health certificate from the family doctor.

Required documents: To be admitted to another school/university a document is required, stating that the pupil or student has been transferred to the next class/year of a school or university.



6 CHILDREN

General situation of children and infants

The Republic of Armenia has ratified the key international treaties concerning the rights of the child. In 2018, the government adopted a new program to protect children's rights. However, there is no separate legal act or a single and comprehensive document on physical and psychological integration of children and their social reintegration, so far there is no legislation on juvenile justice.

Numbers of children, including some below the age of 14, leave school to work in informal sectors in agriculture and construction, and increasing numbers of children are engaged in begging. The government has established mechanisms to coordinate its efforts to address child labor and for the enforcement of laws and regulations on child labor. Almost one in three children are poor and deprived. 28 per cent of children are deprived and live in monetary-poor households. At the same time, 36 per cent of children are deprived, but do not live in poor households. About one third of children age 0-5 are deprived in nutrition, and 23 per cent of children age 3-5 are deprived in early childhood education. The highest deprivation rates for this age groups are found in information (49 per cent), utilities (48 per cent) and housing (51 per cent). Both children age 6-14 and age 15- 17 have their highest deprivation in leisure, defined as not having a space to play outside or not having books or toys. Almost one half of children age 6-14 are also deprived in social relations.



37 per cent of children age 6-14 are deprived in education, while 12 per cent of children age 15-17 are not in education or training.

School age children enjoy the opportunity to attend general schools for free. Since 2014, there has been a transition to universal inclusive education in the general education system. Inclusive education is about ensuring that every child, including those in need of special education needs, in accordance with developmental characteristics, is provided with the necessary conditions and the maximum possible participation in the educational process by providing a customized environment. A three-tier system for responding to a child's educational needs is applied.

6 CHILDREN

The access to Early Childhood Development (ECD) institutions in general is quite low in rural communities. Moreover, there is a lack of adjusted preschool centres for disabled children at preschool age. Health services are free for children under the age of 18. There are different medical and social support programs provided by the State for free for children with special needs.

(Non-) governmental actors dealing with children's well-being and rights

World Vision operates 15 offices in Armenia for the past 30 years, and more than 110,000 children throughout the country directly benefit from the organization's development projects. For years World Vision's main priorities in Armenia have been age-appropriate child development and health, comprehensive child rights protection, youth empowerment and employment, and economic empowerment of families and poverty reduction.

UNICEF has been working in Armenia over for over 25 years and supports to protect children from preventable diseases through 90% immunization, to expand access to preschool education, to advance inclusive education for children with disabilities, to ensure that disadvantaged girls and boys aged 0-6 years and their families have access to quality and inclusive health care and nutrition services, children with disabilities are included in the society and can exercise their right to quality education and rehabilitation, out of

school children are integrated in the education system, the judicial system safeguards the best interests of the child, etc.

Access for returnees

Entry requirements: Birth certificate, documents certifying the attendance to san educational institution abroad (if any).

Immediate steps upon return: Registration at the local polyclinic, applying to a school or college. The state kindergartens are free, but there is a queue. Online registration is possible at: <https://mankapartez.yerevan.am/>. The fee for a private kindergarten is about AMD 70,000 per month.

7 CONTACTS

Ministry of Labor and Social Affairs

Social support

Government Building 3,
Republic Square
0010 Yerevan
+374 10 526831
info@mlsa.am
www.mlsa.am

Ministry of Healthcare

Healthcare provision, referral

Government Building 3,
Republic Square
0010 Yerevan
+374 10 582413
info@moh.am
www.moh.am

Migration Service

Reintegration support

Karapet Ulnetsi 31
0069 Yerevan
+374 60 275003
externalrelations.sms@gmail.com
www.smsmta.am

State Employment Agency

Job finding support, trainings

Karapet Ulnetsi 68
0069 Yerevan
+374 10 234037
info@employment.am
www.employment.am

Medical Social Expertise Agency

Disability group

Armenakyan 129
0047 Yerevan
+374 10 650608
info@hhbsp.am
www.hhbsp.am

State Social Security Service

Social support, pensions

Nalbandyan 13
0010 Yerevan
+374 10 521594
info@ssa.am
www.ssa.am

IOM Armenia

Support for returnees

Petros Adamian 14
0010 Yerevan
+374 10 585692
IOMArmenia@iom.int
www.iom.int/countries/armenia

World Vision Armenia

Support for children

Romanos Melikyan 1
0065 Yerevan
+374 10 749118
wvarmenia@wvi.org
www.wvi.org/armenia

French Office for Immigration and Integration

Support for returnees

G. Lusavorich 8
0015 Yerevan
ofii.armenie@ofii.fr
+374 60 651950
https://am.ambafrance.org

United Nations Children's Fund

Support for children

Petros Adamian 14
0010 Yerevan
+374 10 584892
yerevan@unicef.org
http://www.unicef.am

Armenian Red Cross Society

Social support

21/1 Paronyan Str., Yerevan,
0015, Armenia
(+374 60) 62 50 50
Hot line: 8184
redcross@redcross.am
www.redcross.am

Armenian Foundation for Sustainable Development

Support for returnees

Azatutyan Avenue 10/7
0037 Yerevan
+374 10 201840
info@ffad.am
www.af4sd.org

Kamurj UCO CJSC

Microcredits for business

Sebastia 123
0032 Yerevan
+374 11 219787; +374 11 219797
info@kamurj.am
www.kamurj.am

Enterprise Incubator Foundation

Small business support

Bagrevand 21/1
0062 Yerevan
+374 11 219787; +374 11 219797
info@eif.am
http://www.eif.am

Women's Support Center

Support for victims of abuse and violence

Hotline: 099 88 78 08
+374 10 56 57 66
wsc.armenia@gmail.com
www.womensupportcenter.org

7 CONTACTS

Nairi Medical Center

Medical facility

Paronyan 21
Yerevan
+37410 537500
info@nairimed.am
www.nairimed.am

Erebouni Medical Center

Medical facility

0087 Yerevan
+37410 451058
hospital@erebouni.am www.
erebunimed.com

Avan Mental Health Center

Medical facility, mental health

Acharyan 21, 1st Blind Alley
0040 Yerevan
+37410 236829
mpcavandclinic@mail.ru
www.ahak-center.com

Hematological Center after prof. Yolyan

Medical facility

Nersisyan 7
0014 Yerevan
+37410 2838 00
armhaem@arminco.com
www.blood.am

Arabkir Medical Center

Medical facility

Mamikonyants 30
0014 Yerevan
+37410 236883-1111
arabkirjmc@gmail.com
www.arabkirjmc.am

Artmed Medical Rehabilitation

Medical facility, rehabilitation

Tsarav Aghbyuri 55a
0052 Yerevan
+37410 621790
+37410 623599
www.artmed.am

Astghik Medical Center

Medical facility

Daniel Varuzhan 28
0032 Yerevan
+37411 667788
info@astghikmc.am
www.astghikmc.am

Nork-Marash Medical Center

Medical facility

Armenakyan 13
0047 Yerevan
+37410 655930
heart@nmmc.am
http://www.nmmc.am

Fanarjian Center of Rentgenology and Oncology

Medical facility, oncology

Fanarjian 76
0052 Yerevan
+374 10 23 68 29
info@oncology.am
www.oncology.am

Armenia Republican Medical Center

Medical facility

Margaryan 6
0078 Yerevan
+37410 318109
info@armeniamedicalcenter.am
www.armeniamedicalcenter.am

Izmirlian Medical Center

Medical facility

Aharonyan 6
0069 Yerevan
+37410 242023
izmirlianmedicalcenter@gmail.
com
www.izmirlianmedicalcenter.com

National Center of Pulmonolgy

Medical facility

Arzni Highway, 10
Abovyan city
+374-222-20011 info@ntp.am
http://www.ntp.am

Kanaker-Zeytun Medical Center

Medical facility

Hrachya Nersisyan 7
0014 Yerevan
+37410 285809
qzmc@mail.ru
www.kanaker-zeytunmc.am

Mikaelyan Institute of Surgery

Medical facility, surgery

Ezras Hasratyan 9
0031 Yerevan
+37410 281790
info@surgery.am
www.surgery.am

National Centre for Infectious Diseases

Medical facility, AIDS, HIV

Acharyan 2
0040 Yerevan
armaidsofficial@gmail.com
https://www.facebook.com/
AIDScenterRA/

Migrant assistance in Armenia

The Virtual Counselling project is implemented by the International Organization for Migration (IOM) in Germany. Migrants living in Germany who are considering a return are offered return and reintegration counselling by IOM staff in Armenia. Local IOM staff can be contacted in English and Armenian through online messengers.

This service aims to empower migrants to return in dignity by informing them about various return and reintegration options and assistance programmes.

Contact Armen at IOM Armenia

WhatsApp: +374 431 500 25



AT A GLANCE

Measures to be undertaken before return

- **Border crossing:** Valid passport, ID or other travel documents
- **Passport:** Apply for or extend your passport at the Embassy or consular offices of Armenia
- **Birth certificates:** Request birth certificates from German authorities if your children were born in Germany
- **Education:** Bring documents certifying education in Germany both for you and your children
- **Health:** Medical history(ies) and other clinical records if any translated into Armenian or English
- **Medication:** Import for personal use is restricted up to 10 items of medicines, 3 consumer boxes each
- **Accommodation:** Find online before arrival

Measures to be undertaken immediately upon arrival

- **Registration:** Inform the Police (Passport and Visa Department) and register under the new address if you changed your place of residence
- **Civil changes:** Update your records in the Civil Registry Agency after return if you had civil changes whilst being abroad – birth of children, marriage, etc
- **Health:** Visit your polyclinic renew your registration for free
- **Social assistance/pensions:** Visit the closest office of the State Social Security Service
- **Job:** Visit the closest office of the State Employment Agency
- **Education:** Apply for childcare, schools or other educational institutions

