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Page 1: Ninth Session of the OEWG on Ageing23-26 July 2018, UN Headquarters, New York

Q1 Name of the organization:

Mission Armenia charitable non-governmental organization

Q2 The purpose of the organization:

To protect fundamental human rights of and advocate for the interests of disadvantaged local and refugee elderly persons, women, young people, people with disabilities and other vulnerable groups achieving improvements in the quality of their lives.

Q3 Information as to the programmes and activities of the organization in areas relevant to the human rights of older persons:

The entire scope of Mission Armenia's varied activities for the elderly population has two major directions: 1) mitigate the extreme vulnerability and physical incapacities of the marginalized elderly populations in Armenia, helping them exercise their rights and empowering them with relevant skills for self-help and self-advocacy initiatives; 2) promote the establishment of lasting tools and sustainable mechanisms for social service provision in Communities, as well as initiate networking activities on aging and betterment of social support system at national and regional levels. The NGO is the innovator, executor and promoter of the Elderly Community-based Service Provision Model in Armenia and in the Caucasian Region. The ultimate goal of this assistance is to ensure dignified life for non-institutionalized disadvantaged elderly people and prevent their social-psychological segregation from their community, mitigating their unprotected and unattended status, responding to their unmet priority concerns. In the early 90s, Mission Armenia elaborated and introduced the abovementioned community-based assistance model in the country, which, versus the institutional system (old age home care, for instance), supposed service provision directly in the homes and in the communities of the beneficiaries. This innovation came to respond to the radical transformations in the social-economic arena that were dictating profound change and innovation within the social support system and which the country, unfortunately lacked. While looking back over the span of these years, it should be noted that this innovation was not an easy task to accomplish, because the NGO had to pave alone this new way without any supportive leverages and experience, without accurate statistical and demographic data on the elderly, lack of methodology, expertise and experience in non-institutional/community services, lack of manuals/studies/guidelines on social work/gerontology. The NGO overcame all those impediments and very soon, the Elderly Support Model enjoyed national and regional recognition. Due to its pertinence to the regional setting and its comprehensive coverage, at the earlier stage, Caucasian NGOs requested Mission Armenia to introduce and execute Mission Armenia's Model in their countries too (by the funding of Danish Refugee Council and Swiss Agency for Development and Cooperation). Thanks to continuous improvement and advancing of its methodology and quality management this Model has proved to be a viable tool in combating elderly vulnerability and it is greatly desired by the elderly population. It has a lot of advantages over the institutional care. Over these years, the Model components have proved their feasibility, efficiency and pertinence and have produced positive outcomes and improvements in the lives of thousands of vulnerable elderly persons. Unfortunately, for many non-institutionalized elderly people this is the only substantial way or the only alternative to have access to vital social and healthcare services. The Model is comprehensive, easily replicable, has well-developed implementation and documentation modules that are justified with respect to the current peculiarities of the Region. Mission Armenia's Model is not just a strategy of a local NGO, but it has been incorporated in the Strategic Planning of Armenia (State National Program, Decree #485). Due to its best knowledge on the

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specifics of the target caseload, Mission Armenia offers prioritized, differentiated and beneficiary-centered assistance and channels assistance to the most vulnerable in the most effective manner, thereby purposefully and efficiently using the available resources. The services this beneficiary group receives help maintain their physical independence and promote their social activation. This intervention is very vital for the target beneficiaries in many terms: food, health, social assistance, care, rehabilitation activities, psychosocial support, socialization, etc. At the same time Mission Armenia initiates activities that help create a positive image of ageing and older persons featuring the elderly as the teachers and transmitters of knowledge, culture, traditions and spiritual values. For provision of services, Mission Armenia has set up Community Socio-Healthcare Centers. The services are designed for Center attendees and for homebound persons; respectively the provision of the services is being rendered at the Centers and through home visits. For hundreds of abandoned and marginalized persons the Community Center has become a warm and cozy corner for socialization and mutual support, a place where they spend most of their daytime enjoying the love and companionship of their peers and the Mission Armenia staff. For most of the Center attendees this is a unique chance to have access to a variety of social and health services, as well as have a three-course hot calorie meal. Private consulting is one of the important components of the Center activities. The beneficiaries can get information on various social and legal issues, being advised by social workers and lawyers where and how to apply for solving their issues. Very nicely is organized the leisure time of the beneficiaries at the Community Center: they can play games, listen to music, watch TV, read newspapers, exchange views, share with their problems. The older persons can participate in several vocational and cultural amateur groups, events and meetings organized with different representatives of formal and informal structures, etc. Another important component of the Center-based activities is the formation of a self-help/self advocacy network that is being realized by the efforts of the elderly. The key units of the network are the self-help groups, civic activation and initiation groups. On the one hand the self-help network is to address the basic needs of the elderly, on the other hand it is to promote their social activation and adequate participation in the societal life. Another important infrastructure in this regard, is the four-storeyed Social House "Nrneni" that Mission Armenia constructed in the mid-2000s. The Social House offers accommodation through one-room apartments to refugee and local single older and disabled persons who lack permanent shelter. They can dwell there and at the same time access the Community Center services as the other target beneficiaries in Yerevan and have foster young vulnerable neighbor family support who too live in that Social House. Mission Armenia has taken care of thousands of single elderly and disabled persons too who are homebound and unable to self-care and have no one beside them to look after. Home care improves personal and household hygienic conditions of the frail homebound older persons and addresses their basic needs. In-home services also prevent the socio-psychological segregation of the elderly from the community and enable them to lead a dignified lifestyle. Armenian Authorities and USAID have played an important role in the development of the elderly support model of Mission Armenia.

Significant is Mission Armenia's involvement also in public awareness, advocacy and lobbying activities. Mission Armenia has implemented several projects for the protection of social rights of the vulnerable and high-risk groups in Armenia, as well as has elaborated the draft law on the "Provision of Social Assistance" and Social Services for Senior Citizens; Law on Charity, has been involved in Corporate Social Responsibility Support initiatives and Promotion of Philanthropic Mentality in Armenia, as well as Black Sea NGO Network initiatives. These activities have been carried out under the funding of OSI, Eurasia Foundation, Armenian Assembly of America NGO Center, OXFAM, the World Bank and ICSW. The NGO has active involvement in societal issues, plays a significant role in national poverty reduction initiatives and continues to have a direct impact on the development of social welfare programs and systems in the Republic of Armenia. The NGO promotes the introduction of NGO contracting mechanisms in the country and works for the betterment of aging and social support system.

Q4 Confirmation of the activities of the organization at the national, regional or international level:

Due to its consistent and substantial initiatives Mission Armenia has earned national and inter-regional recognition for its contributions to, and experience in, community care and civil society up-building.

Mission Armenia is the accredited implementing partner of UNHCR since 1995 and since then thanks to UNHCR funding has uninterruptedly been providing a variety of assistance and services to the entire refugee groups that have fled Armenia from their countries of origin and were settled in Refugee Group Centers countrywide, social housing facilities, as well as in rented apartments. Mission Armenia is a member of international/regional/local networks, such as HelpAge International, Agenet, Global Alliance for the Rights of Older People, ICSW, etc..

Mission Armenia is one of the few CSOs that along with broad constituency base have managed to create diversified funding sources and even become an implementing partner of the Ministry of Social Affairs for the provision of certain services. In the realities of lack of social contracting in Armenia, nevertheless, Mission Armenia's services were so pertinent and important for poverty mitigation that since 2005, Mission Armenia has been receiving funds from local authorities as cost share for social services projects. Since 2007, central authorities too have also been outsourcing subsidized funding for certain budget lines of Mission Armenia's integrated services. Summarizing the above-mentioned, it should be noted that Mission Armenia has gained a national recognition for the design, execution and promotion of integrated community-based services in Armenia and Caucasian region.

The NGO is also active in initiating and hosting large-scale national and Regional forums, convening the First Aging National Conference with 100 representatives from Central and local authorities, civil society sector, Academy with its different Institutes, higher educational institutions, etc. and 2 Black Sea Regional Civil Society Forums with representatives of more than 50 Civil Society Organizations of the Black Sea Region.

Mission Armenia social NGO is one of the founder of initiating "The elderly protection network" in Armenia (in February 2016).

Q5 A list of members of the governing body of the organization and their countries of nationality:

Mission Armenia Board consists of 8 board members and they all are from Armenia as the country of their nationality:

1. Yervand Mkhitarian - President
 2. Simon Mazmanyanyan - Vice- president
 3. Alla Harutyunyan - Secretary
 4. Aram Sargsyan - Board member
 5. Anush Mazmanyanyan - Board member
 6. Armine Mnatsakanyan - Board member
 7. Nurik Daghunts - Board member
 8. Sophie Nersisyan - Board member
-

Q6 List of financial sources and contributions, including governmental contributions:

Current Sources for funding are:

1. Government of Armenia
2. United Nations High Commissioner for Refugees
3. Swedish Postcode Foundation
4. IDeA Foundation
5. US Embassy
6. Armenian Local Authorities

The total amount of their contribution makes up AMD 583,732,564.26

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Q7 Copies of the annual or other reports of the organization with financial statements (File size limit is 16MB):

MA TAX reports 2014-2016.pdf (1.5MB)

Q8 Please attach additional copies if needed (File size limit is 16MB):

Respondent skipped this question

Q9 Please attach additional copies if needed (File size limit is 16MB):

Respondent skipped this question

Q10 A description of the membership of the organization, indicating the total number of members, the names of organizations that are members and their geographical distribution:

The NGO has employees and volunteers as its members.

1. Number of Mission Armenia employees:

Current number of Mission Armenia employees totals to 235.

2. Current number of Mission Armenia volunteers is 18 and 14 students from different Universities of Armenia take their internship at the Mission Armenia sites.

This staff includes employees based in Yerevan and 6 provinces of Armenia, including Gegharkunik, Lori, Shirak, Syunik, Ararat and Kotayk.

Q11 A copy of the constitution and/or by-laws of the organization (File size limit is 16MB):

MA Statutes-ARM_ENG.pdf (2.5MB)

Q12 Please attach additional copies if needed (File size limit is 16MB):

Organizational_Chart_MA.pdf (32.1KB)

Q13 Please attach additional copies if needed (File size limit is 16MB):

Respondent skipped this question

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Q15 Website

<http://www.mission.am> www.facebook.com/MissionArmenia
