
MOBILE TECHNOLOGY CREATING CHANGE IN ARMENIA

INTRODUCTION

Mobile technologies have the potential to be an important tool for development. Mobile technology can support development initiatives in diverse ways – for example in information sharing and communication, capacity building, or campaigning and advocacy. This report describes how Oxfam has successfully adopted SMS messaging initiatives in order to promote rights awareness and secure livelihoods within remote and isolated rural communities in Armenia. In particular, these initiatives have been focused on improving women's health and economic empowerment. Mobile technology is contributing to Oxfam's work with Armenian communities, and creating opportunities for long-term change. By exploring and analysing Oxfam's experiences in Armenia, this report aims to support wider learning about how development organizations can most effectively work with mobile technologies.

BACKGROUND AND CONTEXT

Since the collapse of the Soviet Union and its independence, Armenia has struggled to improve the wellbeing of its population, many of whom live in poverty. Widespread corruption, social injustice, and disparity of economic growth continue to affect the lives of the most vulnerable Armenians.

People living in remote and isolated rural communities in Armenia often lack the information and means of communication that is vital for their livelihoods. Many people cannot afford to visit the nearest doctor, who may be based several miles away from their village. Limited access to information on new government policies that affect their lives and limited knowledge about how to assert their basic rights means that people often do not know what health care rights they have and how these can be claimed. Although the Government has undertaken some information dissemination about the state-provided health care package, this has not reached many rural and isolated communities. In many cases, people living in these communities have received little or no information regarding their rights or the provision of state services.

There is a high level of corruption within the health sector in Armenia, and people living in poverty may find it particularly difficult to access and claim their right to health care. Local health providers operate with a lack of transparency, often demanding informal and unnecessary payments for the services they provide. These problems are more acute in rural areas.

Agriculture is the main source of employment and livelihood for people living in poverty in rural Armenia. But farmers often lack information about the main agriculture markets, which are all located in the capital city, Yerevan. As a result, wholesalers and middlemen frequently pay farmers prices that are less than half of market prices.

Armenia is one of the most natural disaster-prone countries in the world.¹ In Armenia today, the extreme poverty and vulnerability of much of the

rural population is being exacerbated by climate change. The resulting climate-related disasters are causing loss of lives, homes, livestock, crops, and community infrastructure. There is no established early warning system for disasters in Armenia, and access to information is poor. People living in rural communities lack the understanding, knowledge, and skills they need in order to improve their resilience and reduce disaster risk and impact.

OXFAM IN ARMENIA²

Oxfam, with its partners, has been working in Armenia since 1994 to change the lives of people living in poverty in remote and isolated communities. Specifically, Oxfam's work in Armenia focuses on: promoting health care rights; creating new business opportunities for small-scale farmers; improving disaster preparedness; and amplifying the voices of poor people – especially women – at government level.

Oxfam's health care programme in Armenia has been in operation since 1994. This programme aims to ensure that the most vulnerable people in remote communities have access to high-quality and affordable health care services.

To date, Oxfam and its partners have set up community-based health schemes in 140 villages. Oxfam's programme has contributed to the improvement of maternal health care by raising awareness amongst women about the importance of prenatal care. It has also helped monitor and facilitate the delivery of state services by organising regular visits of specialized doctors to villages, setting up routine screenings for women, and monitoring health rights violations. In recognizing that breast cancer is a major cause of illness and death amongst women in Armenia, Oxfam's programme included support for specialist breast cancer care and screening, including referrals to a mammography centre in Yerevan.

Oxfam works on a range of rights issues in Armenia, and has established civic centres within rural communities linking them with city-based professional lawyers. Through free online consultations in civic centres, rural citizens can access support on legal issues, and information on their legal rights. This online facility has also enabled young people to access online trainings and other educational opportunities.

Oxfam supports improvements to rural people's livelihoods through its programme of agricultural assistance, for example through the establishment of agricultural co-operatives in rural communities. Working with the co-operatives, Oxfam has helped them gain improved access to essential price and market information using mobile technologies. This information enables farmers to choose more profitable markets, to get better prices for their products, and ultimately to increase their income and improve their livelihoods.

OXFAM'S MOBILE TECHNOLOGY SMS INITIATIVES IN ARMENIA

Since April 2010, Oxfam's Digital Vision Small Grant Programme³ has provided support to Oxfam's team in Armenia to integrate SMS initiatives into their primary health care, sustainable livelihoods, and disaster risk reduction programmes.

SMS ('short message service', also known as text messaging), allows mobile telephone users to send short text messages to one another. In the context of development work, SMS initiatives typically use text messaging services on mobile phones to share information between large groups of people.

In Armenia, Oxfam's SMS initiatives encompass five major focus areas:

- SMS for health care rights;
- SMS for healthy motherhood;
- SMS for secured livelihoods;
- SMS for women's economic empowerment; and
- SMS for disaster risk reduction.

The initiatives that Oxfam has implemented in each of these five focus areas are described and analysed in the following sections.

SMS FOR HEALTH CARE RIGHTS

The first SMS initiative that Oxfam developed in Armenia was the 'SMS Frontline for Community-Based Primary Health Care Programme in Remote Regions of Armenia', a programme aimed at promoting the right to health care amongst rural communities. This programme used text messaging to support information dissemination and awareness-raising about health care rights in remote and isolated communities.

The project was implemented in 80 target communities, reaching over 2,000 participants across in three regions: Vayots Dzor, Syunik, and Tavush.

The project partner, Support to Communities (STC),⁴ is an NGO with almost 10 years' experience in developing community health care programmes in rural Armenia. The SMS project activities were designed to be easily integrated into STC's existing awareness-raising and advocacy activities. A further three partners – the Vayots Dzor, Syunik, and Northern health care foundations – worked closely with Oxfam and STC to support the project implementation.

At the outset of the project, participants' mobile phone numbers were collected and entered into a database, while the project team negotiated a 70 per cent discount on SMS service provision with a local telecommunications company.

The project then launched an intensive SMS awareness-raising campaign in the target communities to increase participants' awareness about their basic health care rights. Using the database of mobile phone numbers, and a SMS broadcasting company called Paradox, messages were sent direct to the participants' mobile phones. These contained information about health care services provided by the state, for example, free primary health care services and drug provision, and the basic benefit package of health care services. SMS alerts were also sent to update participants about free health care services and free consultations on issues of health rights violations that were being provided by the local health ombudsman with Oxfam's support.

By providing this information the project aimed to improve participants' knowledge of their health care rights, encourage them to access services, such as free consultations, and support them to resolve their health care rights problems.

A second phase of the project was launched in October 2010, beginning with a needs assessment to identify key issues for health care rights advocacy and campaigning. A short SMS survey employing simple questions and a 1-5 rating system asked participants about their satisfaction with health care services and their main problems or concerns. The survey results were then incorporated into Oxfam's awareness-raising and advocacy campaign to raise the quality health care provision in Armenia.

In this second phase of the project, SMS awareness-raising and campaigning continued in the target communities, with the aim of increasing citizens' awareness of their rights to access the health services to which they are entitled. In this phase, the messages became more specific and targeted. Using the information gathered from the survey, the project team developed 20 SMS messages dealing with basic health rights that were regularly violated in rural communities. These SMS messages typically focused on the rights of vulnerable groups, such as children, pensioners or disabled people. Each day participants received an SMS message about a specific aspect of their health rights – for example, informing them that children living in households with disabled people have the right to receive free medicines, or that children under the age of seven have the right to receive free medicines from the local clinic.

The database of participant mobile phone information was developed and updated during this phase, to enable more targeted and cost-effective messaging. Overall, throughout the course of the project, more than 50,000 SMS messages about health care rights were sent to the project participants in the target communities. Following this, the project has advocated for the integration of SMS Frontline into the work of the health ombudsman and state authorities in promoting health rights in Armenia.

Monitoring the impacts of the SMS programme for health care rights

During the implementation phase, the project team held monthly meetings to monitor progress and to discuss achievements or problems that had arisen. An SMS survey was developed and launched to assess the effectiveness of the use of SMS messages to support access to health care rights. Using SMS sender online software a simple and clear survey questionnaire was sent out, and project participants were asked to use SMS messages to return their answers and feedback.

The SMS survey generated 61 positive and 7 negative responses. More than 30 project participants gave feedback by phone, most of which were positive about the project impact. Through phone conversations with participants, project staff were able to discuss the effectiveness of the SMS awareness-raising and to gather information from participants who had been successful in resolving health care rights violations as a result of the project.

Sofi Ayaya, a project participant from Zaritap community in Vayots Dzor Marz, explained why the project is important to her:

I'm very excited by these SMS messages because in our community there is no information for people about their health rights. If it wasn't for SMS and hotline consultations supported by Oxfam, we'd have no opportunity to enforce our health rights. Two years ago my son underwent surgery and I was asked to pay extra money. If I knew about this hotline at that time, I would not have paid and instead applied for support.

'SMS for Change': Using SMS to support reproductive health

Thanks to the success of this pilot project, Oxfam is now implementing a larger initiative aimed at promoting reproductive health care in isolated rural communities in Armenia. The project, 'SMS for Change', started in January 2012 and is being implemented by an Armenian NGO, the 'For Family and Health' Pan-Armenian Association,⁵ with support from Oxfam. The purpose of this project is to improve and sustain access to sexual and reproductive health information, counselling, and medical care for vulnerable women, men, and young people.

The project uses SMS broadcast messaging coupled with an online hotline (using Skype technology), based at a reproductive health care hospital in Yerevan. The hotline makes consultations, information, and treatment available to women in rural and isolated communities.

On the basis of a pre-existing co-operation agreement with Oxfam and Oxfam partners, Orange Armenia offered free dissemination of SMS messages to 200,000 mobile phone users aged between 18 and 44 and living in Yerevan and the Shirak region. The messages were intended to raise recipients' awareness of the availability of free sexual and reproductive health check-ups, counselling, and advice.

During the nine months of project implementation more than 50,000 users received these messages and around 2,000 responded in some way. About 400 participants attended the St. Mary's Family Health Centre for a medical check-up, counseling, and advice. They have received answers to their questions, and have been provided with information on sexual and reproductive health issues via mobile phone or Skype communication.

Sharing information about sexual and reproductive health had been difficult in the past, but the use of mobile technologies has made it easier to reach a wide range of people in both urban and rural areas of Armenia, and young people in particular. The 'SMS for Change' project is enabling people who traditionally find it difficult to access sexual and reproductive health care to become better informed about client-friendly primary health care services, and to receive private and confidential counseling without restrictions on the basis of age, gender, marital status, ability to pay, or other factors. The use of online and mobile technologies means that people who are not able or willing to attend health facilities can benefit from co-operinformation about sensitive sexual and reproductive health and rights issues.

Oxfam and Red Cross Armenia

As part of its health programme, Oxfam has also piloted SMS initiatives as a tool for providing first-aid training.

In collaboration with the Red Cross Armenia,⁶ an SMS training course in first aid was developed and piloted in ten target communities in the Vayots Dzor region. This is the region of Armenia which is most prone to natural disasters, and where Oxfam and its partner NGO, Support to Community, have been implementing a disaster risk reduction project. The SMS training included a course on first aid in emergencies for beginners, and awareness training about earthquakes, floods, and landslides. Following the training, follow-up SMS messages and alerts were sent to the project beneficiaries, providing them with information on how to mitigate and reduce disaster risks related to agriculture and climate change. In total, the project team developed and sent 32 messages relating to first aid. More than 600 project participants received an SMS message about first aid every day for a month, and a total of 20,000 SMS were sent during the project period.

SMS FOR HEALTHY MOTHERHOOD

For women living in rural areas of Armenia, maternal health care is typically insufficient and poor quality. In addition, pregnant women in rural communities often lack the confidence to apply for support from health care professionals. In response to this situation, Oxfam has piloted the SMS for Healthy Motherhood initiative, a project that uses mobile technology to support pregnant women.

This initiative used SMS messaging to establish direct contact between a local gynaecologist and pregnant women in six rural and isolated communities in Tavush Marz, in order to provide them with essential information on healthy motherhood and their health rights. The gynaecologist worked with Oxfam to develop a set of SMS messages targeted at the needs of pregnant women, and to answer or provide feedback to questions received from them.

The project was implemented over three months, and during that time 160 pregnant women received regular SMS messages informing them about their health rights, state obligations to provide free services for pregnant women, and social benefits to which pregnant women are legally entitled. The women also received advice from the gynaecologist on how to ensure a secure and healthy pregnancy, a healthy diet, and good hygiene.

At the end of the project an evaluation was undertaken using meetings and an SMS survey with the project participants. The survey generated a 60 per cent response rate, with positive feedback from all respondents. The results showed that SMS communications – coupled with the possibility to build connections between pregnant women and specialist doctors – have the potential to increase women's access to maternal health services and to support them in claiming their rights.

Mary, one of the project participants, described her experience of maternal health care in Armenia:

I did not know that there is an organization to which we can apply in case of need, and which will support us to restore our violated rights. As you know it happens very often that doctors ask for extra money for screening, delivery, and care. And if you lack money, you try not to go to doctors often, only when there is a real emergency. Because of that, I was at risk of losing my baby. Two weeks ago I had to go to the doctor, as I felt very bad. And it turns out that I have a serious problem. Thanks to God, the doctor is helping me. Now I am feeling much better, but still I need constant support and monitoring.

Anna Tamrazyan, the gynaecologist involved in the project implementation, believes that SMS and mobile technologies have an important future role in supporting better maternal and child health:

I do not share the common viewpoint that today future mothers have all the necessary information on healthy motherhood and pregnancy. Sometimes even in big cities women lack essential knowledge about a healthy diet, possible risks, and the importance of visiting and consulting with doctors regularly. SMS is a good tool to push them to pay attention to details that can be crucial for a safe pregnancy and a healthy baby.

Based on the success of the pilot, Oxfam is now expanding the scope of work to use SMS to promote sexual and reproductive health more broadly in rural and isolated communities, as part of the 'SMS for Change' project described above.

SMS FOR WOMEN'S ECONOMIC EMPOWERMENT

Since September 2010, Oxfam's Digital Vision Small Grant Programme has been supporting the implementation of the 'Pink Phone' project in Armenia. The aim of this project is to support the economic empowerment of women in rural and isolated agricultural communities. Although women in rural Armenia are traditionally involved in many aspects of agricultural work, they often lack opportunities to improve or expand their agricultural businesses. Recognizing this, Oxfam has facilitated the establishment of two women's agricultural co-operatives in the rural communities of Yeghegis and Hermon in the Vayots Dzor region. The co-operatives receive support in the production, storage, and marketing of agriculture products.

In these communities, cultural norms and economic constraints mean that women and men do not have equal access to essential information and communications tools. Women are often not able to access a telephone, or are only able to communicate using mobile phones with the permission of their husbands. This became a major obstacle to the work of the women's co-operatives as it prevented them from communicating directly with their members. This meant that many women did not receive important information about meetings or other co-operative activities.

In response to this problem, the Pink Phone project provided pink mobile phones to 60 women members of the Yeghegis and Hermon co-operatives. Through SMS messaging direct to their mobile phones, the pink phone recipients received information about the wholesale and retail prices of agricultural products in the major agricultural markets. They also received regular weather forecasts, and early warning climate disaster alerts, along with advice on how to respond.

In addition to receiving essential price and weather information, the women were also use the pink phones to communicate with each other more easily and to co-ordinate the work of their co-operatives.

The Pink Phones project contributed to the empowerment of women in poor rural communities by providing them with improved opportunities to access communication tools and information. Naira, one of the project participants, explained the power of the project as a tool not just for information sharing, but also for supporting and empowering women leaders and co-operative members:

Previously I had to use my husband's phone to communicate with other members of the co-operative, and this created a lot of problems for me. As a chairwoman of a co-operative, I need to be linked with other members and be able to reach them when necessary. Now I can communicate with other members without any problems. I am also available for support and consultation for other members of my women co-operative. It is great that other women members of the co-operative also got pink phones. Now all of them will be informed about relevant activities of the co-operative

and there is no more excuse for them to miss the meeting or event. Plus as the phones are pink, this is personally for women: men in our community will not use them or take them away from us.

SMS FOR SECURED LIVELIHOODS

In rural and isolated Armenian communities, farmers often lack information about the major agricultural markets which are all located in Yerevan. Because they do not know the market prices for their goods, farmers are frequently forced to sell to wholesalers and middlemen at prices less than half of the market rate.

In response to this problem, Oxfam implemented a project in September 2010 to pilot the use of SMS messaging to improve the position of small farmers in agricultural supply chains.

During the project, farmers received regular information on the wholesale and retail prices of agricultural products in the major Armenian markets via their mobile phone. Between August and November, 330 men and women members of agricultural co-operatives received 10,560 SMS messages. Giving farmers an overview of market prices enabled them to plan their business better, to demand better prices for their produce, and to increase their income.

SMS FOR DISASTER RISK REDUCTION

Oxfam has further developed its SMS initiative in Armenia in response to the high risk of agricultural disasters related to climate change, coupled with the lack of an established early warning system and the lack of access to information in rural communities. This project used SMS messaging as a tool for capacity building, early warning, and disaster risk reduction and mitigation in order to increase resilience and reduce vulnerability amongst farmers.

Oxfam established a partnership with the Armenian State Hydrometeorological Service. A specialist from this agency provided regular up-to-date weather forecast information and helped to develop SMS message templates containing early warning information about natural disaster risks.

During the project, farmers who were already participants within Oxfam's livelihoods programme, or who were members of Oxfam-established co-operatives, received regular SMS messages containing three-day weather forecasts.

SMS alerts containing early warning information about disaster risks relating to agriculture and climate change were sent direct to farmers' mobile phones, together with advice on how to cope with or mitigate the impacts. In case of a rapidly-occurring disaster risk, an SMS alert was sent immediately. Importantly, each community received targeted weather forecasts reflecting the specific weather conditions in their local area.

During the project period, over 8,000 SMS messages were sent to 391 participants in 16 rural communities in the Vayots Dzor and Tavoush regions. Through giving them timely information about the risks of early frost, hail, or high humidity, the project helped farmers to plan their activities better and increase their income by reducing the risks of harvest losses associated with unpredictable weather patterns and increasing their awareness and knowledge about climate change and disaster preparedness. For example, on 13 April 2010, farmers received SMS alerts containing information about the high probability of heavy frost occurring on the following night and advice on preventive actions. On the basis of this advice, farmers burned dry leaves and twigs in their gardens to generate heat to protect their gardens and orchards. As a result, more than 2,000 households in these communities were able to protect and secure their harvests.

At the end of the project, Oxfam conducted an SMS survey to assess participant satisfaction and the effectiveness of the SMS initiative. Farmers were asked to assess the effectiveness of the SMS weather forecast and provide feedback on what could be improved in any future project.

Of the 391 participants who received the survey, 305 responded. In general, the respondents said that they felt the SMS messages contained very useful and important information and that they would like to get similar information in the future. One respondent felt that the wording of the messages was sometimes confusing. For example, they found it difficult to assess from a message stating 'possible hail' whether the hail would likely occur or not. In any future project it would be important to ensure that farmers understand that weather forecasting cannot predict weather patterns with complete accuracy and will always reflect a degree of uncertainty.

OVERALL ACHIEVEMENTS

Oxfam's mobile technology SMS initiatives have raised awareness amongst rural Armenians about the basic benefit package of health care services provided by the state, and have enabled them to gain access to free essential health care services. By raising awareness about the work of health ombudsmen, the initiative has encouraged target groups affected by health rights violations to apply for free consultations and support.

SMS as an interactive tool for consultation and monitoring has revealed many cases of health rights violations in target rural communities. As a result of the project, the number of people reporting violations of their health rights to the health care ombudsman increased from 50 to 300 people within the three months of the project period. SMS consultation and monitoring also helped to improve the quality of maternal health care for rural women and enabled them to exercise their right to health care.

The Pink Phones initiative shows promise as a means for supporting women's economic empowerment in the target communities, by improving their access to communication tools and agricultural information.

By increasing farmer awareness about climate change and disaster preparedness, the SMS initiative on disaster risk reduction has had a significant impact on helping to secure the livelihoods of farmers in the target rural communities in Armenia. The participating farmers report increases in their income and a reduction in the risk of agricultural losses.

Through the implementation of the various SMS initiatives, Oxfam has developed strong partnerships with several organizations, including three Oxfam-established health care foundations, the NGO Support to Communities, Red Cross Armenia, and the Armenian State Hydrometeorological Service. These partnerships will help to ensure the sustainability and possible future replication of the SMS initiatives. Support to Communities and the health care foundations have now incorporated SMS messaging into their activities. Thanks to successful co-operation with the 'For Family and Health' Pan-Armenian Association, the SMS for Change project has become a replicable model and is now supported by another donor, a private company called GEOTEAM.⁷

Based on the positive experiences that Oxfam has had in implementing SMS projects in Armenia, World Vision and the Ministry of Health have also started using SMS alerts and messages to increase public awareness of health care-related issues.

Oxfam has also introduced SMS messaging to other advocacy NGOs in Armenia, as a new tool for advocacy and awareness-raising. As a result, many local and international organizations are considering SMS messaging as a potentially effective tool for awareness-raising and outreach.

LESSONS LEARNED AND CHALLENGES

Oxfam's experience of implementing these SMS initiatives in Armenia has shown that there are many advantages to using online SMS sender software, such as SMS Frontline, for awareness-raising campaigns. It is a cost-effective way to reach a large number of participants and it requires minimal technical expertise for its set-up and maintenance. It can also be used as a tool for surveys and impact assessments, gathering low-cost feedback from project participants.

However, as SMS Frontline is a new tool in Armenia generally, and especially for populations in rural communities, the number and frequency of SMS messages sent within such initiatives needs more discussion with project participants in order to find the right balance. Where a project sends messages very frequently there is a risk that this may start to annoy recipients, which may cause them to ignore future messages. Another challenge for such projects is the fact that some people living in rural and isolated communities are non-literate and may not be able to read SMS messages.

The SMS initiatives relied on the collection of phone numbers and other information about project participants in a database. This creates privacy issues that need to be well-communicated to the participants. It is important to ensure that participants understand why the project staff are

collecting the information. The collection must be done with the agreement of the participants, and on the understanding that they can request the removal of their data from the database at any time. The projects found that most people reporting health rights violations would only report this information if project staff could ensure their anonymity.

Based on the positive feedback from the project participants, there is a strong possibility that Oxfam might support the further development of SMS Frontline as a two-way communications tool. There was also evidence that rural communities responded to SMS messaging and called back to the Health Foundations and Health Ombudsman for further consultancy and to register complaints.

Further review of the effectiveness of SMS training on first aid is required. Some of the project participants asked to remove their information from the database, which meant that they stopped receiving the messages. Many participants were being trained in first aid for the first time, and some might have felt that it was not relevant for them. Based on this experience, the project team learned that every SMS message sent out should begin with a short introduction to explain the relevance of the message and the database of recipients should be updated during each initiative.

For the purpose of these initiatives, Oxfam has been successful in negotiating with telecommunications companies to send SMS messages at a discount rate. Nevertheless, project participants have to pay to send replies or feedback via SMS, and the costs of this may be quite high. To resolve this, continuing negotiation with telecommunication companies is needed to ensure the same discount for the SMS messages received by the online software from project beneficiaries.

CONCLUSIONS AND NEXT STEPS

People living in rural communities and remote areas of Armenia often have limited technological resources and no access to television, radio, or internet. However, many of them own or have access to a mobile telephone, which means that SMS technology has the potential to create new information and communication opportunities for people who are often excluded.

This report shows that mobile technology initiatives have the potential to support Oxfam's development programmes in Armenia. SMS awareness-raising campaigns and consultations can complement traditional awareness-raising, advocacy and outreach techniques. SMS can be an effective tool for the transmission of information, including weather and price alerts, and disaster early warning information. SMS initiatives can also be an interactive tool for consultations, surveys, and programme monitoring, or for the delivery of capacity building or training inputs.

Going beyond awareness-raising and information transfer activities, the SMS for Change project shows how SMS can be a tool for linking doctors and patients, giving participants direct access to health professionals at a distance.

Based on Oxfam's experiences, other national and international development organizations, as well as local and national government bodies in Armenia, have started to adopt mobile technologies as a tool within their work. Using SMS messaging in local and national level advocacy campaigns is helping local government and health care authorities to develop health care policies and regulations that respond to the needs of the people.

Oxfam Armenia will continue to build on the success of SMS projects by advocating for the use of mobile technologies in other aspects of Oxfam's work in Armenia, as well as in the work of other local and international NGOs and government organizations.

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NOTES

¹ M. Arnold et al (2005) *Natural Disaster Hotspots: A Global Risk Analysis*, Washington D.C.: World Bank, http://publications.worldbank.org/index.php?main_page=product_info&cPath=0&products_id=22114

² Source: Oxfam GB website: Where we work – Armenia, <http://www.oxfam.org.uk/what-we-do/countries-we-work-in/armenia>

³ For several years now Oxfam in East Asia were announcing small grants once every three months for digital innovative projects to be implemented by all other Oxfam offices in other countries.

⁴ Support to Communities, <http://www.stc.am/en/index.php>

⁵ 'For Family and Health' Pan-Armenian Association, http://www.armfha.com/main_eng.htm

⁶ Red Cross Armenia, <http://www.redcross.am/>

⁷ Geoteam, <http://www.geoteam.am/en/>

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