



**The Republic of Armenia**

**Database of organizations providing services for**

**people with psychosocial and mental disabilities**

YREVAN 2020

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**Introduction**

The Republic of Armenia, as a post-Soviet country, inherited a centralized system of mental health services. All health services provided to people with psychosocial and mental disabilities were concentrated only in psychiatric hospitals, dispensaries and specialized care centers and all kinds of social services were absent for many years.

People with psychosocial and mental disabilities were considered a family stigma, isolated from society at home or in a psychiatric institution like care homes. Unfortunately, this approach is still inertial, it is still widespread.

The socio-economic situation of the country during the period of independence had its negative impact on the quality of services provided in psychiatric institutions, and gradually on the building conditions. The lack of a normative legal framework in line with the new situation also creates risks of violating the rights of people with psychosocial and mental disabilities.

During this period, the field was regulated by the Law of the Republic of Armenia “On Medical Care and Service of the population” (adopted on March 4, 1996), according to which the forms of organization of medical care were inpatient and outpatient. The services provided in the field of psychiatry were concentrated in psychiatric hospitals, in "dispensaries," only the health needs were "taken into account", there was not even a word about social-rehabilitation interventions.

The rights of persons with psychosocial and mental disabilities are regulated by general legislation, as well as by special legislative regulations regulating the rights of persons with disabilities, persons with mental health problems as well as one specific law- Law on Psychiatric Care.

According to the National Strategy, deinstitutionalization is the only way to overcome the existing challenges in the field of mental health in Armenia.

Of course, the introduction of a social model and the start of deinstitutionalization are important steps. Unfortunately, these ideas have been distorted in Armenia. In particular, some people with psychosocial and mental disabilities have simply moved from some large (large area with a small number of beneficiaries) to smaller (small area with a small number of beneficiaries) facilities.

The process of deinstitutionalization was “mechanical-cosmetic” in nature, it was not accompanied by changes in the methods and approaches of care, treatment of people with psychosocial, mental disabilities.

The solution of the mentioned problems becomes even more fatal, taking into account the number of people with psychosocial and mental disabilities in Armenia. According to the RA Ministry of Health, the number of people with mental health problems in Armenia is 54 000, moreover, the number of people diagnosed with mental disorder for the first time in life in 2018 was 2559, of which 687 have an intellectual disability.

According to the RA Ministry of Labor and Social Affairs, in 2017 In Armenia, 22,265 people received disability status on the basis of having “mental and behavioral disorders”.

In fact, deinstitutionalization and the introduction of a social model imply deeper transformations and a wider range of actors (family, relatives, other significant individuals with a psychosocial mental disability, public service providers and organizations, and society as a whole).

The **purpose**of this research was conditioned by the existence of the above-mentioned systemic problems**.**That is, to map the organizations providing services to people with psychosocial and mental disabilities in the Republic of Armenia in order to identify the existing problems and suggest ways to overcome them.

This database of organizations mapped can be a useful tool for professionals in the field, as well as for any interested person to know what organizations operate in their regions, communities, and what services they provide.

Not only the mapped data of the organizations can be useful for the officials of the sectoral policy-making bodies, but also the analysis of the most common problems and their proposed solutions.

**Methodology:**

The initial plan of the report was to collect data on DPOs (i.e., organizations run and controlled by people with mental and intellectual disabilities). But since in Armenia there is no organization that is established by people with mental and intellectual disabilities, we are instead providing a list of organizations – run and controlled by professionals – which provide services for people with psychosocial disabilities. Also, we have included organizations that are established by people with physical disabilities and organizations that are working in human rights protection area.

Information on organizations providing services for people with psychosocial, mental, intellectual, and cognitive disabilities was collected in several stages.

In the first stage, data was collected from the websites of these organizations, Facebook pages, as well as from Internet information systems ("Spyur", "Yellow Pages", "Areg", etc.). The information provided by the experts in mental health area was also useful in identifying the organizations.

 In the second stage researchers visited some of the organizations and conducted expert interviews with DPO-s representatives and mental health professionals.

In total, this database contains data from 49 organizations.

There are no organizations in the database

● whose data were not found in open sources or were not mentioned by experts;

● with whom it was not possible to contact

● who did not want to cooperate with the research team or provide information about their activities.

The organizations are classified and are presented by type: state and non-state.

Under each classification, organizations are represented in alphabetical order.

**Results**

**Organizations providing services for people with psychosocial and mental disabilities in the Republic of Armenia**

**Ararat Marz**

## Company Name: ARMASH HEALTH CENTER NAMED AFTER ACADEMICIAN A. HAYRIAN Closed Joint-Stock Company (CJSC)

**Address:**Ararat region, village Armash, M. Nikoghosyan 12:

**Phone.**(0234) 6 21 93, 6 03 99:

**E-mail mail**armashak@mail.ru:

**Type of organization:**State:

**Organizational and legal status of the organization.**CJSC:

**Subordination of the organization.**RA Ararat Regional Administration

**The organization was founded in**1953, but has been providing services to people with psychosocial and mental disabilities since 2001. The organization serves three villages, Armash, Yeraskh and Paruyr Sevak with Tigranashen district.

**The mission / goal of the organization.**Provide long-term care and medical assistance (treatment) to people with chronic psychosocial and mental disabilities**.**

**Target group.**People with psychosocial and mental disabilities of all age groups.

Having a disability status is not a prerequisite for using the services of the organization.

All services provided by the organization are free.

**Transport communication.**The organization can be reached by "Yerevan-Yeraskhavan" bus.

The organization does not reimburse the travel expenses of the target group, does not provide transportation.

**2015-2017 The total number of persons served was** 289 people.

**2017 The total number of persons served during**152 people.

The organization has 8 beds in the pediatric (0-18) psychiatric department.

**All employees of the organization, except for junior medical staff, have professional education.**

Senior medical staff are trained and qualified.

**The services of the organization are aimed at all types of mental "behavioral disorders" defined by the 10th revised International Classification of Diseases.**

**The organization provides hospital psychiatric care and service.**

1. Hospital examination and treatment
2. Mental health recovery

**The organization provides all services:**

1. Long-term care for people with chronic mental health problems.
2. Round-the-clock care within the organization.
3. Provision of a service by a social worker, which assumes assistance in overcoming the obstacles related to the terms of expertise and passport terms.
4. Medical advice.
5. Individual psychological courses.
6. Art therapy.
7. Family therapy.

**The organization also carries out medical and social examination to provide disability status.**

**Company Name:**KHARBERD SPECIALIZED CHILDREN'S HOME (FOR 6-18 YEAR-OLD CHILDREN) State Non-Profit Organization (SNPO)

**Address:**Nor Kharberd, Baghramyan St., 58 building

**Phone.**(0236) 6 00 25, (091) 42 79 60, (055) 42 79 60:

**Facebook page.**https://bit.ly/2MRJ10J:

**E-mail mail**hbalasanian@yahoo.com:

**Type of organization:**State:

**Organizational and legal status of the organization.**SNCO:

**Subordination of the organization.**RA Ministry of Labor and Social Affairs

**The organization was founded in**1950.

**The mission / goal of the organization.**to provide care for children with severe central nervous system disorders left without parental care.

**Company vision is to:**Transform the structure of the orphanage and functions into a hospice that will support 15-20 children with terminal illnesses who are in a life-threatening illness.

**Target group.**Children with mental and psychosocial disabilities aged 0-18, their family members. Most of the children do not have a place to go when they grow up, although the facility is called an orphanage, they still stay here, so people with mental and social disabilities over the age of 18 can also be targeted.

A necessary condition for the enjoyment of services in disability 1st order and the rants of other documents confirming the status of parental care.

All services provided by the organization are free.

**Location of services.**only the territory of the organization (Nor Kharberd, Baghramyan St., 58 building).

**Transport communication.**The company can be reached by bus N33. The N44 minibus arrives at a stop a short distance away.

**2015-2017 The total number of persons served during**222 people.

**All employees of the organization have professional education, but only those nurses who have 5 years or more work experience are still ungraduated.**

**The organization provides:**

1. Psychiatric care and service

**The services of the organization are aimed at all types of mental "behavioral disorders" defined by the 10th revised International Classification of Diseases.**

1. Organic, including symptomatic, mental disorders
2. Intellectual disability
3. Psychological development disorders
4. Behavioral-emotional disorders, usually beginning in childhood and adolescence

**The organization provides all services:**

1. **Round-the-clock care within the organization.**
2. **In-kind help.**
3. **Medical consultation**. Pediatric, prophylactic, rehabilitation, psychiatric, dental.
4. **Guidance, mediation and support to get the service you need.**
5. **Independent life skills training**. Life skills, self-care and other skills training, behavior correction, which are carried out mainly by educators.
6. **Art therapy.**Therapeutic intervention is performed through dance, song, theater, painting and other groups.
7. **Occupational therapy,**during which the postures are corrected, self-care skills are developed, such as eating, drinking, etc., employment is provided by making wooden items.
8. **Cultural events**. Visits of beneficiaries to museums, other cultural institutions, such as libraries and churches are organized several times a year.
9. **Sports and Healthy lifestyle promotion activities**. Implementation of rowing, equestrian courses, organization of competitions. Beneficiaries exercise every day, "walking" and "non-walking" children train their spine, shoulders and muscles with 15 wheelchairs.

**Armavir Marz / Region**

**Company Name:**ARMAVIR DEVELOPMENT CENTER Non-Governmental Organization (NGO)

**Address:**Armavir region, c. Armavir, 40a Yerandanyan Street

**Phone.**( 0237) 2 30 34:

**Fax.**0237 2 30 34:

**Website.**[www.armavirdc.org:](https://translate.google.com/translate?hl=en&prev=_t&sl=hy&tl=en&u=http://www.armavirdc.org/)

**E-mail mail**info@armavirdc.org:

**Facebook page.**[https://www.facebook.com/armavirdc/](https://translate.google.com/translate?hl=en&prev=_t&sl=hy&tl=en&u=https://www.facebook.com/armavirdc/) , https://www.facebook.com/Arevatsag/

**Type of organization:**non-state

**Organizational and legal status of the organization.**NGO:

**The organization was founded in**2005, but has been providing services to people with intellectual and psychosocial disabilities since 2016.

**The mission / goal of the organization.**Provide social-rehabilitation support to children with mental and psychosocial disabilities, their family members.

**The vision of the organization.**to promote cross-sectoral cooperation in Armavir region.

**Target group.**0-18 children with mental and psychosocial disabilities aged in their family.

Only the residents of Armavir region can use the services of the organization.

Having a disability status is not a prerequisite for using the services of the organization.

All services provided by the organization are free.

**Location of services.**The territory of the organization (40a Yerandanyan Street, Armavir), if necessary, the immediate environment of the beneficiary.

**Transport communication.** The company can be reached by N5 and N9 minibuses, which run at 15-minute intervals and run until 21:00.

The organization does not reimburse the travel expenses of the target group, but the center has a car that provides transportation for the beneficiaries who c. They are not from Armavir and / or cannot reach the center.

**2015-2017 The total number of persons served during**220 people.

**2017 The total number of persons served during**125 people.

**All employees of the organization have professional education.**

**The services of the organization are aimed at all types of mental "behavioral disorders" defined by the 10th revised International Classification of Diseases.**

**The organization provides all services:**

1. **Educational services,**which are provided by the parent support adviser, who regularly organizes seminars for parents, raising their awareness, developing parenting skills.
2. **Psychological counseling,**which is provided by the Center for Psychological t s work as a child, as well as the parent. Working with a child focuses on their social inclusion, personal growth, identifying and overcoming barriers. Parent directions are positive parenting skills to work on a child's convenient m -being at overcoming factors hindering a parent-child relationship, etc.
3. **Referral, mediation and assistance**provided by a social worker to **obtain the required service.**
4. **Art therapy, including sand therapy**performed by a therapist. The goal of therapy through art is to get rid of various complexes, get rid of aggression, fears and other negative emotions, facilitate the expression of unconscious inner conflicts and feelings, help to overcome them, focus the child on his own thoughts and feelings, activate the thoughts and feelings that often occur.
5. **Occupational therapy, including independent life skills training, is**designed to help the child recover, develop, and maintain the skills needed to perform daily activities.
6. **Physiotherapy**performed by a physiotherapist. The services provided are aimed at the examination of children with musculoskeletal system, spine, posture disorders, the restoration of functional functions.
7. **Speech therapy.**All services are provided by the center's speech therapist to correct the child's speech disorders:
* Training of the expressive apparatus,
* Phonics correction,
* Writing and oral and development / vocabulary development / enrichment,
* Development of fine motor skills,
* Other speech correction work.

**Company Name:**"Metsamor of Hope" NGO

**Address:**Armavir region, c. Metsamor, N2 kindergarten

**Phone.**(077) 90 11 88:

**E-mail mail**huysimetsamor@yahoo.com:

**Facebook page.**https://bit.ly/2StVIUO:

**Type of organization**: non-state

**Organizational and legal status of the organization.**NGO:

**The organization was founded in**2009.

**The mission / goal of the organization.**Contribute to the realization of the rights of persons with intellectual and psychosocial disabilities and their families in the social, educational, cultural and health spheres through the protection of interests, raising legal awareness and cooperation with stakeholders.

**The vision of the organization.**to exclude the negative attitude of the society towards the vulnerable groups.

**Target group.**Persons with mental and psychosocial disabilities aged 0-17, their family members.

The services of the organization can be used only by the residents of Armavir region, including Metsamor, city to the residents of Armavir and surrounding communities.

In order to use the services of the organization, it is necessary to have a disability status.

All services provided by the organization are free.

**Location of services.**Area of ​​the organization (Metsamor, N2 kindergarten), if necessary, direct environment of the beneficiary.

**Transport communication.**The organization does not reimburse the travel expenses of the target group, does not provide transportation.

**2015-2017 The total number of persons served during**25 people.

**All employees of the organization have professional education.**

**The services of the organization are aimed at all types of mental "behavioral disorders" defined by the 10th revised International Classification of Diseases.**

1. Adult and behavioral disorders
2. Intellectual disability
3. Psychological development disorders
4. Behavioral-emotional disorders, usually beginning in childhood and adolescence

**The organization provides all services:**

1. Providing care during the day, in the territory of the organization.
2. Educational services. Organizing trainings aimed at informing family members, significant people for the beneficiary about the features of mental and psychosocial disability and ways to respond to them adequately.
3. Psychological and social counseling. The psychologist and the social worker carries out individual and group work, provides counseling, referrals. All services are aimed at social inclusion and empowering the beneficiary / his / her family members so that they can overcome difficulties on their own.
4. Art therapy. The psychologist and special pedagogue gives children the opportunity to create, express and express their inner feelings through paints and clay.
5. Sand therapy. enables the development of beneficiaries' fine motor skills.
6. Independent life skills training. Develop beneficiaries' day-to-day skills through individual and group work.

**Gegharkunik Marz/ Region**

**Company Name:**''SEVAN MENTAL HEALTH CENTRE'' Closed Joint-Stock Company (CJSC)

**Address:**Sevan, Red Army Street, Sh. 68:

**Phone**. (0 261) 2 34 00, 2 21 01, 2 14 13:

**E-mail mail**info@sevanhh.am , sevanihh@mai.ru:

**Type of organization:**State:

**Organizational and legal status of the organization.**CJSC:

**Subordination of the organization.**RA Ministry of Health

**The organization was founded in**1955.

**Target group:** Adults with mental health problems.

Having a disability status is not a prerequisite for using the services of the organization.

All services provided by the organization are free.

**2015-2017 The total number of persons served during**420 people.

**2017 The total number of persons served during**420 people.

**All employees of the organization, except nannies and nurses, have professional education.**

**The services of the organization are aimed at all types of mental "behavioral disorders" defined by the 10th revised International Classification of Diseases.**

**The organization provides:**

1. Psychiatric care and service

**The organization provides outpatient psychiatric care and service.**

1. Outpatient examination and treatment of people with mental health problems
2. Ongoing dispensary care for people with mental health problems
3. Mental health recovery

**The organization provides hospital psychiatric care and service.**

1. Hospital examination and treatment
2. 24 hours care for people with chronic mental health problems
3. Rehabilitation treatment
4. Mental health recovery

**The organization provides all services:**

1. Round-the-clock care within the organization.
2. Legal advice.
3. Medical advice.
4. Psychological counseling.
5. Guidance, mediation and support to get the service you need.
6. Art therapy. Therapeutic intervention is provided through handicrafts and music groups.
7. Cultural events. Events are organized by the residents on holidays, March 8, New Year, etc.
8. Sports and Healthy lifestyle activities, the main option of which is to play table tennis.
9. Learning independent living skills, such as eating, dressing, changing clothes, and other everyday skills.

**The organization carries out all types of psychiatric examination:**

1. Forensic psychiatric inpatient examination
2. Temporary disability examination
3. Medical and social examination

## Company Name: ''VARDENIS" PSYCHONEUROLOGIC BOARDING HOUSE State Non-Profit Organization (SNPO)

**Address:**Vardenis, Zoravar Andranik 4th street, 1st lane.

**Phone.**(0269) 2 40 82, 2 27 21, **(**093) 99 18 81, (098) 80 00 70:

**E-mail mail**vardenisinternat@mail.ru:

**Type of organization:**State:

**Organizational and legal status of the organization.**SNCO:

**Subordination of the organization.**RA Ministry of Labor and Social Affairs

**The organization was founded in**2000. on September 15. Prior to that, the psychiatric hospital (nursing home) functioned as separate structures, but later merged into one unit - Vardenis Neuropsychological Retirement Home.

**The mission / goal of the organization.**Provide round-the-clock care for people with mental and psychosocial disabilities.

**Target group.**Adults with mental, psychosocial disabilities of older age groups.

In order to use the services of the organization, it is necessary to have a disability status.

In order to receive services, a corresponding referral from the RA Ministry of Labor and Social Affairs is required.

All services provided to people with mental health problems are free of charge.

**2015-2017 The total number of persons served during**445-450 people.

**2017 Number of persons served during**445 people.

**All employees of the organization, except for nurses, have professional education.**

**The services of the organization are aimed at all types of mental "behavioral disorders" defined by the 10th revised International Classification of Diseases.**

**The organization provides:**

1. Psychiatric care and service
2. Psychotherapeutic care and service

**The organization provides outpatient psychiatric care and service.**

1. Outpatient examination and treatment
2. Continuous dispensary control
3. Mental health recovery

**The organization provides hospital psychiatric care and services.**

1. Hospital examination and treatment
2. Round-the-clock care for people with chronic mental and psychosocial disabilities
3. Rehabilitation treatment
4. Mental health recovery

**The organization provides all services:**

1. 24 hours care within the organization.
2. Legal advice
3. Medical advice.
4. Psychological counseling.
5. Accommodation.
6. Guidance, mediation and support to get the service you need.
7. Therapy through art - therapeutic intervention is carried out through painting, carpet weaving, carpet weaving groups.

**Kotayk Marz/ Region**

**Company Name:**"Warm Corner" Foundation

The foundation implements 2 group house programs.

**Address:**

Group house 1. c. Yerevan, Silikyan district, 4th str. 1st lane, 14 / 16-1 house

Group house 2. Kotayk region, Arinj village, 20th str., 6 houses.

**Phone. (**010) 39 81 50, (093) 80 70 60:

**Website.**http://www.friendsofwarmhearth.org/

**Facebook page:**[https://www.facebook.com/friendsofwarmhearth/](https://translate.google.com/translate?hl=en&prev=_t&sl=hy&tl=en&u=https://www.facebook.com/friendsofwarmhearth/)

**E-mail Email:**jermikankyun@gmail.com , natalie@friendsofwarmhearth.org

**Type of organization:**non-state

**Organizational and legal status of the organization.**Foundation:

**Subordination of the organization.**RA Ministry of Labor and Social Affairs

**The organization was founded in**2008, but has provided services to HACCUs earlier since 2006, as well as in 2018.

**The mission / goal of the organization.**To give young people with intellectual and psychosocial disabilities the opportunity to live fully in society, having their own shelter, their own home.

**The vision of the organization.**To enable people with intellectual and psychosocial disabilities to have their own warm corner.

**Target group.**Single young people with 18 years of high mental and psychosocial disability.

In order to use the services of the organization, it is necessary to have a disability status and not to have a family.

All services provided by the organization are free.

**Location of services.**only the territory of the organization (Silikyan district).

**Transport communication.**The organization can be reached only by N27 and N36 minibuses and N 18 bu . Their timetable is unstable, and after 20:00 these routes usually do not work.

**2015-2017 The total number of persons served during**14 people,

**2018 The total number of persons served during**14 people in the 1st group house, 8 people in the 2nd group house.

**All employees of the organization, except for night shift employees, have professional education.**

**The organization provides:**

1. Psychiatric care and service
2. Psychotherapeutic care and service

**The services of the organization are aimed at all types of mental "behavioral disorders" defined by the 10th revised International Classification of Diseases.**

**The organization provides all services:**

1. Accommodation.
2. In-kind assistance and financial assistance.
3. Round-the-clock care within the organization.
4. Guidance, mediation and support to get the service you need.
5. Independent life skills training. Teaching life skills, financial management, independent living and other skills.
6. Educational services. There are painting, carpet weaving and puppetry clubs.
7. Financial consulting. Each beneficiary receives a certain amount of money per month (usually AMD 2,500), which it can manage at its own discretion (for example, to buy goods, etc.). At the same time, beneficiaries are provided with advice on how to use the money more efficiently, how to plan expenses, make calculations, etc.
8. Medical consultation. The invited psychiatrist provides counseling to the beneficiaries 4 times a month. In addition, beneficiaries are registered with the community polyclinic and can use these services as needed.
9. Psychological counseling. The psychologist provides counseling to the beneficiaries as needed, as he or she conducts group therapy once a week.
10. Art therapy. Therapeutic intervention is provided through carpet weaving, pottery, embroidery, painting and other groups.
11. Occupational therapy, in which different work skills are developed.
12. Sand therapy, performed once a week by a psychologist.
13. Cultural events. Visits to museums and other cultural institutions are organized several times a year.
14. Sports and Healthy lifestyle promotion activities
15. They do physical exercises in sports clubs, play table tennis and other games. Moreover, they participated in the rowing tournament as a group.

**Company Name:**Psychiatric department of "REPUBLICAN ANTITUBERCULOSIS DISPENSARY " CJSC

**Address:**   Abovyan, Kotayk Region, 10 Arzni Highway

**Phone.**(0222) 2 00 11:

**Facebook page.**[https://bit.ly/2REv8E3:](https://translate.google.com/translate?hl=en&prev=_t&sl=hy&tl=en&u=https://bit.ly/2REv8E3)

**Type of organization:**State:

**Organizational and legal status of the organization.**SNCO:

**Subordination of the organization.**RA Ministry of Health

**The organization was founded in**2004.

**The mission / goal of the organization.**to support people with mental and psychosocial disabilities, to identify TB patients, to help them overcome their symptoms.

**Target group.**People with mental and psychosocial disabilities of all age groups.

In order to use the services of the organization, it is necessary to have a disability status.

All services provided by the organization are free.

**Transport communication.**The organization can be reached by N 261, N 259 minibuses. The organization does not reimburse the travel expenses of the target group, does not provide the necessary transportation.

**201 6 -201 8 years. The total number of persons served during**361 people.

**201 8 թ. The total number of persons served during**114 people.

**All employees of the organization have professional education.**

**The services of the organization are aimed at all types of mental "behavioral disorders" defined by the 10th revised International Classification of Diseases.**

1. Organic, including symptomatic, mental disorders
2. Mental-behavioral disorders due to the use of psychoactive substances
3. Schizophrenia, schizotypal and delusional disorders
4. Mood (affective) disorders
5. Nervous, stress-induced somatoform disorders
6. Behavioral syndromes due to physiological disorders and physical factors
7. Intellectual disability
8. Psychological development disorders

**The organization provides:**

1. Psychiatric care and service

**The organization provides hospital psychiatric care and service.**

1. Hospital examination and treatment
2. Care for people with chronic mental and psychosocial problems

**There is an organization that provides all services:**

1. **Treatment of tuberculosis,**as well as continuous treatment of mental health and control.
2. **Round-the-clock care within the**organization.

**Company Name:**CLINIC OF NEUROSES Closed Joint-Stock Company (CJSC)

**Address: Kotayk region,** Kasakh, R. Sfaryan 10

**Phone.**(091) 21 51 18, (093) 50 42 53:

**Website.**[www.clinneurosis.am:](https://translate.google.com/translate?hl=en&prev=_t&sl=hy&tl=en&u=http://www.clinneurosis.am)

**E-mail mail**clinneurosis@rambler.ru:

**Type of organization:**State:

**Organizational and legal status of the organization.**CJSC:

**Subordination of the organization.**State Property Management Committee of the Ministry of Economic Development and Investment of the Republic of Armenia

**The organization was founded in**1986.

**The mission / goal of the organization.**contribute to the treatment of service users with a diagnosis of neurosis and other mental health conditions.

**The vision of the organization.**Develop, apply new methods and approaches, helping to overcome the problems of social inclusion of the repressed servicemen.

**Target group.**People with psychosocial disabilities over the age of 17, their family members.

Having a disability status is not a prerequisite for using the services of the organization.

All services provided by the organization are free.

**Transport communication.**The organization does not reimburse the travel expenses of the target group, does not provide the necessary transportation.

**2015-2017 The total number of persons served-**1000 people.

**2017 The total number of persons served -**500 people.

**All employees of the organization have professional education.**

**The services of the organization are aimed at all types of mental "behavioral disorders" defined by the 10th revised International Classification of Diseases.**

**The organization provides:**

1. Psychiatric care and service
2. Psychotherapeutic care and service

**The organization provides hospital psychiatric care and service.**

1. Hospital examination and treatment
2. Hospital examination of persons and rehabilitation treatment
3. Mental health recovery

**The organization provides all services:**

1. Medical advice, intervention and appropriate guidance.
2. Guidance, mediation and support to get the service you need.
3. Art therapy. Therapeutic intervention is carried out through the theater and music groups.
4. Occupational therapy. Environmental protection works: watering trees, taking care of flowers, etc.
5. Sand therapy. Creating different characters through sand, which helps to restore mental health.
6. Sports and Healthy lifestyle promotion activities. Physical culture club.
7. Moritotherapy. stone Japanese therapy.
8. Hypnotherapy. Hypnosis therapy, meditation, group therapy performed by a psychotherapist.

**The organization carries out all types of psychiatric examination:**

1. Forensic psychiatric outpatient examination
2. Temporary disability examination

**Lori Marz/ Region**

**Company Name:**"LORI REGIONAL PSYCHIATRIC DISPENSARY" CJSC

**Address:**c. Vanadzor, Nzhdeh 57

**Phone.**( 0 322) 2 01 08, 2 41 63:

**E-mail mail**lorirpnd@gmail.com:

**Facebook page.**https://bit.ly/2WIcKht:

**Type of organization:**State:

**Organizational and legal status of the organization.**CJSC:

**Subordination of the organization.**RA Lori Marzpetaran

**The organization was founded in**1951.

**The mission / goal of the organization.**To provide inpatient and outpatient medical care to persons with psychosocial disability, as well as to provide organizational-methodological-professional assistance to the psychiatric offices operating in the medical centers of the region.

**Target group.**People with mental health problems of all ages.

Having a disability status is not a prerequisite for using the services of the organization.

Only residents of Lori region have the right to use the services of the organization.

The organization provides "free" and "paid" services.

**Transport communication.**The organization does not reimburse the travel expenses of the target group, does not provide transportation.

**2015-2017 The total number of persons served during**28,863 persons.

**2017 The total number of persons served during**9,547 people.

**All employees of the organization have professional education.**

**The services of the organization are aimed at all types of mental "behavioral disorders" defined by the 10th revised International Classification of Diseases.**

1. Organic, including symptomatic, mental disorders
2. Mental-behavioral disorders due to the use of psychoactive substances
3. Schizophrenia, schizotypal and delusional disorders
4. Mood (affective) disorders
5. Nervous, stress-induced somatoform disorders
6. Behavioral syndromes due to physiological disorders and physical factors
7. Adult and behavioral disorders
8. Intellectual disability
9. Psychological development disorders
10. Behavioral-emotional disorders, usually beginning in childhood and adolescence
11. Mental disorder, unspecified

**The organization provides outpatient psychiatric care and service.**

1. Outpatient examination and treatment
2. Continuous dispensary control
3. Outpatient supervision by a psychiatrist
4. Mental health recovery

**The organization provides hospital psychiatric care and service.**

1. Hospital examination and treatment
2. Care for people with chronic mental health problems
3. Mental health recovery

**The organization provides:**

1. 24 hours care within the organization.

**The organization carries out all types of psychiatric examination:**

1. Forensic psychiatric outpatient examination
2. Temporary disability examination

**Company Name:**"Spitak Care House" program ("Care" NGO)

**Address:**Spitak, Shahumyan 7

**Phone.**(091) 46 57 75, (098) 06 26 63:

**Facebook page.**[https://bit.ly/2BhEK2q:](https://translate.google.com/translate?hl=en&prev=_t&sl=hy&tl=en&u=https://bit.ly/2BhEK2q)

**E-mail mail**. spitaki.xnamqitun@mail.ru:

**Type of organization:** Non-state

**Organizational and legal status of the organization.**NGO:

**The organization was founded**on May 30, 2016.

**The mission / goal of the organization.**To enable HACCPs who have lived in institutional settings for a long time to live in a Spitak Care Home, where they will be cared for and how their independent living skills will be developed.

**The vision of the organization.**Combine with supportive services that will be provided to PWDs when they no longer live in a care home.

**Target group.**Adults from all regions.

In order to use the services of the organization, it is necessary to have a first or second degree of disability.

All services provided by the organization are free.

Funding. 40% - state, 60% - non-state.

**Location of services.**only the territory of the organization (Spitak, Shahumyan 7)

**Transport communication.**organization can be reached by different minibuses, which work 30 minutes, 60 minutes. periodically, and operate until 19:00.

**2015-2017 The total number of persons served** 18 people.

**2017 The total number of persons served** 11 people.

**All employees of the organization, except for a few guardians, have professional education.**

**The organization provides:**

1. Psychiatric care and service
2. Psychotherapeutic care and service

**The services of the organization are aimed at all types of mental "behavioral disorders" defined by the 10th revised International Classification of Diseases.**

**The organization provides all services:**

1. Accommodation.
2. 24 hours care within the organization.
3. Guidance, mediation and support to get the service you need.
4. Independent life skills training (life management, financial management, independent living and other skills training).
5. Medical consultation. Residents are referred to relevant services to receive the necessary medical advice and intervention. Residents are under constant medical supervision. The organization covers the costs related to health.
6. In-kind assistance and financial assistance. Various charities support residents, their family members with in-kind assistance - clothes, shoes, food, etc. Residents are also provided with a certain amount of money during the month so that they can cover their additional daily expenses.
7. Psychological counseling provided by a psychotherapist for both beneficiaries and their families.
8. Art therapy. There is song, dance, painting, carpet weaving and handicraft groups.
9. Cultural events. Residents regularly prepare various events, concerts, present them within the organization, at the same time visit cultural places - theater, cinema, etc.

**Company Name:**"AYG" Center for Psychological Services (of "Melkonyan College" LLC)

**Address:**Yerevan, 40 Mashtots Ave. ( Legal address : Galshoyan 30, apartment 62)

**Phone.**(010) 58 18 14, (096) 58 18 14, (055) 56 58 14:

**Website.**[www.hogeban.am](https://translate.google.com/translate?hl=en&prev=_t&sl=hy&tl=en&u=http://www.hogeban.am) , [www. psychology.am:](https://translate.google.com/translate?hl=en&prev=_t&sl=hy&tl=en&u=http://www.psychology.am)

**E-mail mail**info@hogeban.am ,  info@psychology.am:

**Facebook page.**[https://bit.ly/2DMzHbX:](https://translate.google.com/translate?hl=en&prev=_t&sl=hy&tl=en&u=https://bit.ly/2DMzHbX)

Organization has branches in USA and in Vanadzor

**Address:**c. Vanadzor 2022, Tigran-Mets ave. 41/11:

**Phone.**(010) 58 18 14, (0 93) 35 74 44:

**Website.**[www.hogeban.am](https://translate.google.com/translate?hl=en&prev=_t&sl=hy&tl=en&u=http://www.hogeban.am) , [www. psychology.am:](https://translate.google.com/translate?hl=en&prev=_t&sl=hy&tl=en&u=http://www.psychology.am)

**E-mail mail**info@hogeban.am ,  mirzoyan900@gmail.com:

**Facebook page.**[https://bit.ly/2DMzHbX:](https://translate.google.com/translate?hl=en&prev=_t&sl=hy&tl=en&u=https://bit.ly/2DMzHbX)

**Type of organization:**non-state

**Organizational and legal status of the organization.**Ltd

**The organization was founded in**May 2005.

**The mission / goal of the organization.**psychological support available to the public at different levels, promote people's mental health, strengthen and improve, promote practical psychology and the psychology profession development in Armenia .

**The vision of the organization.**To expand the functions of the structure, to involve specialists working in all fields of psychotherapy.

**Target group.**2 years from high officials, their family members, labor collectives.

The organization provides paid services.  Sometimes free services are provided during promotions.

**Location of services.**Area of ​​the organization (40 Mashtots Ave. )

**Transport communication.**The organization is in a place where there are no significant problems with transportation, but the problem is that people with mobility problems can not use public transport because it is not adapted to their needs.

The organization does not reimburse the travel expenses of the target group, does not provide transportation.

**2015-2017 The total number of persons served during**3500 people.

**2017 of the total number of persons served**. 1000 people.

**All employees of the organization have professional education.**

**The organization provides all services:**

1. Psychological counseling and psychotherapy, which is carried out in children, adolescents, adults, families and couples (online consultation).
2. Psychophysiological self-regulation service. Psychological work regulates human physiological data. Biological feedback communication (Bio-feedback) training used to be an independent rehabilitation therapy, and not as a psychological correction methods efficiency of raising additional procedure.
3. Speech therapy service, which is aimed at the diagnosis of speech disorder, clarity causation discoveries of the ways, adjusting the work plan and appropriate intervention is implemented.
4. Psychological selection of a nanny and training with assessment of parent` s needs and desires, the child's age and personality features, nurses are selected. They are selected based on a number of criteria. Additional trainings are also provided.
5. Professional Orientation Service. A program specially developed by specialists reveals the connection between adolescents' internal resources and "possible professional fields".
6. Psychological guidance in the field of human resource management, which requires special professional support. Activity sector and the research work carried out at the position (the position) Examination of the set of positions for profesiogramm (professional, personal and psychological important qualities ) makes psychological personnel selection and approbation of the others.
7. Psychological services to organizations. carried out by different organizations work to increase the effectiveness of courses min, with different themes.
8. Psychological support in emergency situations. carried out by the crisis management team.
9. Supervision. The most experienced professional psychologists identify problems arising during the work of other psychologists, train them and develop their coping skills.
10. Educational services. There is a club that gives young professionals the opportunity to develop their practical skills. Psychological courses are provided, including popular science courses, which can be attended by any citizen.
11. Art therapy. Therapeutic intervention is performed through relaxation-art therapy sessions.
12. Sand therapy. mainly used in art therapy.
13. Neuromuscular relaxation service, which will then improve the the body's metabolism, blood circulation, the nervous system to work, all organ - systems functioning**.**

**The organization also carries out forensic psychiatric examination.**

**Shirak Marz/ Region**

**Company Name:**"GYUMRI MENTAL HEALTH CENTER" CJSC

**Address:**c. Gyumri, Kars highway, 2a building

**Phone.**( 0312) 5 04 28, 5 07 31:

**Fax.**50428:

**E-mail mail**hakgyumri@mail.ru:

**Type of organization:**State:

**Organizational and legal status of the organization.**CJSC:

**Subordination of the organization.**Shirak Regional Administration of the Republic of Armenia

**The organization was founded in**1996.

**The mission / goal of the organization.**provide medical care and service.

**The vision of the organization.**develop preventive services and provide care for people with mental and psychosocial disabilities and treatment at the community level.

**Target group.**People with mental and psychosocial disabilities of all age groups.

All services provided by the organization are free, but outpatient services are free only for residents of Shirak region, and paid for residents of all other regions.

**Transport communication.**The structure is located on the outskirts of the city, where there are 2 routes, but their schedule is unstable.

The organization does not reimburse the travel expenses of the target group, does not provide transportation.

**2015-2017 The total number of persons served during**38,674 people.

**2017 The total number of persons served during**13,216 people.

**All the employees of the organization, except the social worker, the employees of the administrative department and the paramedics, have professional education.**

**The services of the organization are aimed at all types of mental "behavioral disorders" defined by the 10th revised International Classification of Diseases.**

**The organization provides:**

1. Psychiatric care and service
2. Psychotherapeutic care and service

**The organization provides outpatient psychiatric care and service.**

1. Outpatient examination and treatment
2. Continuous dispensary control
3. Outpatient supervision by a psychiatrist and treatment
4. Mental health recovery

**The organization provides hospital psychiatric care and service.**

1. Hospital examination and treatment
2. Care for people with chronic psychosocial and mental disabilities
3. Medical treatment in a general type psychiatric ward
4. Mental health recovery

**The organization provides all services:**

1. **24-hour care in the organization.**
2. **Medical consultation.**needs assessment, counseling, prescribing necessary medication.
3. **Psychological counseling**provided by a psychologist.
4. **Guidance, mediation and support to get the service you need.**

## Company Name: "AREVAMANUK" PSYCHOSOCIAL SUPPORT FOUNDATION

**Address:**  Gyumri, Shahumyan 69

**Phone.** (0312) 5 94 70, (077) 15 94 70:

**E-mail mail**arevamanuk@gmail.com:

**Facebook page.**https://bit.ly/2TyFp6v:

**Type of organization:**non-state

**Organizational and legal status of the organization.**Foundation:

**The organization was founded in**2000.

**The mission / goal of the organization.**Children and their parents' mental health improvement through stabilize and strengthen the family, promote the child's welfare.

**The vision of the organization.**To develop humanitarian approaches, responding to the socio-psychological and intellectual needs of children and adults; to support the stabilization of families and the protection of children.

**Target group.**Persons with mental and psychosocial disabilities of all age groups, their family members.

In order to use the services of the organization, it is necessary to have a disability status.

All services provided by the organization are paid.

**Location of services.**only the territory of the organization (69 Shahumyan).

**Transport communication.**The company is located in the city center, and can be reached by any route.

**2015-2017 The total number of persons served during**213 people.

**2017 The total number of persons served.** 68 people.

**All employees of the organization have professional education.**

**The services of the organization are aimed at all types of mental "behavioral disorders" defined by the 10th revised International Classification of Diseases.**

**The organization provides all services:**

1. Individual psychological counseling.
2. Psychotherapy.
3. Group therapy for children.
4. Social work services: needs assessment, intervention and necessary guidance.
5. Legal advice.
6. Parenting courses.
7. Counseling for women victims of domestic violence.
8. Advocacy for women's and children's rights.

## Company Name: "EMILI AREGAK" Non-Governmental Organization (NGO) and "ARMENIAN CARITAS" Benevolent Non-Governmental Organization (NGO)

**Address:**Gyumri, Paruyr Sevak 23

**Phone.**(0 94) 05 87 68:

**Type of organization:**non-state

**Organizational and legal status of the organization.**NGO:

**The organization was founded in**2008.

**The mission / goal of the organization.**Provide developmental support services to children with multiple disabilities and their family members.

**The vision of the organization.**to include people with intellectual and psychosocial disabilities in society.

**Target group.**Children aged 2-18 with mental and psychosocial disabilities.

There are exceptions: currently 7 beneficiaries use the services, but are over 18 years old.

In order to use the services of the organization, it is necessary to have a disability status.

All services provided by the organization are free.

**Location of services.**Area of ​​the organization only (Shahumyan 7)

**Transport communication.**The vehicles are not adapted to the needs of people with mobility problems, which creates additional difficulties.

The organization does not reimburse the travel expenses of the target group, but the child comes to the center after school with the funds provided by the organization.

**2015-2017 The total number of persons served during**90-100 people.

**2017 The total number of persons served.** 70 people.

**All employees of the organization have professional education.**

**The organization provides:**

1. Psychotherapeutic care and service

**The services of the organization are aimed at all types of mental "behavioral disorders" defined by the 10th revised International Classification of Diseases.**

**The organization provides all services:**

1. Providing care. during the day, in the territory of the organization, but if necessary, service is also provided in the immediate environment of the beneficiary.
2. Educational services. works, therapists aimed at expanding and developing cognition.
3. Psychological Consultation. Parents are involved in group work by a psychologist.
4. Guidance, mediation and support to get the service you need.
5. Art therapy. Therapeutic intervention is performed through a music group.
6. Cultural events. visits to museums, theaters, etc.
7. Occupational therapy, which aims to develop work skills, self-care skills.
8. Sand therapy, which has been included in the functions of the organization since 2008. Sand therapy is an integral part of the activities of a special pedagogue, ergotherapist.
9. Sports and Healthy lifestyle promotion activities. Sports games are organized on the playground.

**Syunik Marz/ Region**

**Company Name:**"SYUNIK REGIONAL PSYCHIATRIC-NEUROLOGICAL DISPENSARY Closed Joint-Stock Company (CJSC) "

**Address:**Syunik region, c. Kapan, 48 Baghaberd

**Phone.**(0 285) 5 44 45, 5 37 12:

**Fax. (0** 285) 5 44 45:

**Website.**www.syunikpsychdisp.am:

**E-mail mail**srpndisp@mail.ru:

**Type of organization:**State:

**Organizational and legal status of the organization.**CJSC:

**Subordination of the organization.**RA Syunik Marzpetaran

**The organization was founded in**1968. on August 1. The first name is "Kapan Interregional Neuropsychiatric Dispensary". 1977 In 1996 he was included in the Kapan Regional Hospital (formerly a Medical Association). stood out as an independent organization.

**The mission / goal of the organization.**Improve the health condition of the population by providing specialized medical care, as well as other medical care in the region. by providing advisory assistance to institutions.

**The vision of the organization.**To replenish the medical staff, to improve the legislative field by localizing the internationally accepted norms as much as possible, to educate the population and families, to raise the awareness about psychiatric hygiene, prevention of mental health disorders, to unload the inpatient department by building psychiatric and nursing homes; opportunities:

**General description of the organization's activities / services.**

The organization serves the entire Syunik region (population of Sisian, Goris, Kapan, Meghri regions), providing medical and preventive care to people with mental and substance use disorders.

The organization has 2 departments. Hospital with 80 beds (10 of which are intended for drug support), outpatient (outpatient) department, where service users from all regions of the region visit.

The dispensary has a drug room where methadone replacement treatment is provided for people with opioid dependence. Forensic psychiatric examinations are carried out in both criminal and civil cases.

The treatment of ARF persons is carried out mainly in the dispensary, but at the service user's request counseling can be provided at home if the service user’s` orders a paid home visit.

The services provided to RAU citizens who are citizens of the Republic of Armenia are free, but there are also paid services. For example, providing a paid closet, providing counseling at home on the service user’s 's initiative, mental examination and reviewing the existing diagnosis on an outpatient basis at the service user’s request, etc.

**Target group.**People with mental, psychosocial disabilities of all ages, their family members.

A disability status is not a prerequisite for using the services of the organization.

Residents of all regions of the Republic of Armenia have the right to use the services of the organization, but the geographical coverage of the services of the organization covers only the Syunik region of the Republic of Armenia.

All communities of Syunik region are provided with inpatient, outpatient care and counseling. The necessary medication for home treatment is provided in the polyclinics of the areas, and in the dispensaries of Kapan-Kajaran communities.

**Transport communication.**The bus stop is located at a distance of about 500-600 m from the organization, where the N6 bus arrives (work ends at 22:00) and N7, N15 minibuses (which work ends at 18:30).

**2015-2017 The total number of persons served during**

1. In terms of inpatient care - 1355,
2. In terms of outpatient care - 8217 people.

**All employees of the organization have professional education.**

**The organization provides outpatient psychiatric care and service.**

1. Outpatient examination and treatment
2. Continuous dispensary control
3. Outpatient supervision by a psychiatrist

**The organization provides hospital psychiatric care and service.**

1. Hospital examination and treatment
2. Medical advice
3. 24 hours care for people with chronic mental and psychosocial disabilities

**The organization provides all types of assisted therapy ․**

1. Occupational therapy. Capacity building is carried out in the furniture and woodworking workshop.
2. Music therapy. The therapy is performed with live music, the residents sing, play, order their favorite musical performances.
3. Sports therapy. is carried out in a rehabilitation therapy hall, where there is sports equipment.
4. Beekeeping program. Beehives have been set up in the center, the residents of which are also involved in its development and other activities.
5. Small agriculture program. They cultivate potatoes, tomatoes and fruit trees in the land near the center.
6. Art therapy.  recitation, song, dance and painting groups.
7. Cultural events, the main dimension of which is the organization of exhibitions with the participation of people with intellectual and psychosocial disabilities.

**The organization also conducts outpatient forensic psychiatric examination.**

**Tavush Marz/ Region**

**Company Name:**"Bridge of Hope" NGO

**Address:**c. Yerevan, 19a Koryun

**Phone. (010**) 56 01 43:

**Website.**bridgeofhope.am:

**E-mail mail**info@bridgeofhope.am:

**Facebook page.**https://bit.ly/2GanboL:

**Type of organization:**non-state

**Organizational and legal status of the organization.**NGO:

**The organization was founded in**1996. The organization has centers in In Yerevan, in 4 communities of Tavush region: Dilijan, Berd, Ijjan and Noyemberyan.

**The mission / goal of the organization.**To protect the rights of people with psychosocial and mental disabilities.

**The vision of the organization.**Contribute to the social inclusion of people with psychosocial and mental disabilities by providing access to community services, creating opportunities for the exercise of the right to education, and developing independent living skills.

**Target group.**Persons with psychosocial and mental disabilities, their family members, without age restrictions.

Having a disability status is not a prerequisite for using the services of the organization.

All services provided by the organization are free.

**Location of services.**organization area, such as schools, kindergartens, community structures, etc.

**Transport communication.**The organization does not reimburse the travel expenses of the target group, but the transportation is provided by the vehicles belonging to the structure.

**2015-2017 The total number of persons served during**about 1400 people.

**2017 The total number of persons served during**about 700 people.

**All employees of the organization have professional education.**

**The services of the organization are aimed at all types of mental "behavioral disorders" defined by the 10th revised International Classification of Diseases.**

**The organization provides all services:**

1. Educational services. Work with multidisciplinary team members in schools, developing their skills in terms of inclusive education, assessment of special educational needs, and development of individualized learning plans.
2. Legal advice. where appropriate, beneficiaries lawyer consulted in education law, employment law terms, sales opportunities using social guarantees.
3. Psychological counseling and services provided by psychologists.
4. Granting grants. Within the framework of some grants, an announcement is made, other structures are selected through a competitive procedure in order to receive sub-grants.
5. Professional advice on the current situation in the labor market. assessed the needs and interests of stakeholders, working with vocational education and training institutions, training is carried out, provided the link between the employers' association.
6. Protection of rights and interests. Campaigns, media competitions, etc. are organized.
7. Referral to get the service you need.
8. Social-psychological educational community services, within the framework of which cooperation is established with other stakeholders, relevant departments of the regional administration, regional employment centers, etc.
9. Programs aimed at the development of inclusive education.  The organization has been implementing the idea of inclusive education since 2001.

**Yerevan**

**Company Name:**"AVAN" MENTAL HEALTH CENTER

**Address:**Yerevan, Acharyan str., 1st lane, t. 21:

**Phone.**(060) 28 01 01:

**Website.**www.[ahak-center.com:](https://translate.google.com/translate?hl=en&prev=_t&sl=hy&tl=en&u=http://ahak-center.com/)

**E-mail mail**mpcavanclinic@mail.ru:

**Facebook page.**[https://www.facebook.com/avan.clinic/](https://translate.google.com/translate?hl=en&prev=_t&sl=hy&tl=en&u=https://www.facebook.com/avan.clinic/)

**Type of organization:**State:

**Organizational and legal status of the organization.**CJSC:

**Subordination of the organization.**RA Ministry of Health

**The organization was founded in**1971.

**The mission / goal of the organization.**Provide psychiatric care to people with mental disorders.

**The vision of the organization.**To increase the efficiency of the provided psychiatric medical care, service and efficiency, as well as to ensure the financial stability of "Avan" Mental Health Center CJSC.

**Target group.**Adults with mental disorders in older age groups.

Having a disability status is not a prerequisite for using the services of the organization.

The organization provides "free" and "paid" services.

Funding. 90% - state, 10% - non-state.

**Transport communication.**The company can be reached by N5, N15, N16, N69, N20 minibuses and N41, N54, N56 buses, which have no significant problems with flights. The organization does not reimburse the travel expenses of the target group, does not provide the necessary transportation.

**2015-2017 The total number of persons served during**2015 - 7953 people, 2016 - 8046 persons, 2017 - 8476 people.

**All employees of the organization have professional education.**

**The services of the organization are aimed at all types of mental "behavioral disorders" defined by the 10th revised International Classification of Diseases.**

1. Organic, including symptomatic, mental disorders
2. Mental-behavioral disorders due to the use of psychoactive substances.
3. Schizophrenia, schizotypal and delusional disorders
4. Mood (affective) disorders
5. Nervous, stress-induced and somatoform disorders.
6. Behavioral syndromes due to physiological disorders and physical factors
7. Adult and Behavioral Disorders
8. Intellectual disability
9. Psychological development disorders
10. Behavioral-emotional disorders, usually beginning in childhood and adolescence
11. Mental disorder, unspecified

**The organization provides:**

Psychiatric care and service

**The organization provides outpatient psychiatric care and service, which includes:**

1. Census of people with mental disorders
2. Continuous dispensary control
3. Outpatient supervision by a psychiatrist
4. Psychiatric counseling
5. Observation of persons and conclusion on his/her current mental state
6. Psychiatric certification
7. Psychologist and counseling and psychological research
8. Consultation of a psychotherapist and treatment, if necessary
9. Referral for medical and social examination
10. Referral for hospital examination, treatment, professional care
11. Provision of sick leave if necessary

**The organization provides hospital psychiatric care and service.**

1. Hospital examination of people with mental disorders to confirm the diagnosis
2. Specialized care for people with mental disorders
3. Hospital treatment of people with mental disorders

**The organization provides all services:**

1. Psychiatric care and outpatient, in-hospital and day care

**The organization carries out all types of psychiatric examination:**

1. Forensic psychiatric outpatient examination
2. Temporary disability examination
3. Military medical examination

**Company Name:**NATIONAL CENTER FOR MENTAL HEALTH CARE Closed Joint-Stock Company (CJSC)

**Address:**Yerevan, Nubarashen, 1/3 building

**Phone. (**010) 47 53 22:

**Too. mail**hapakhk@gmail.com:

**Type of organization:**State:

**Organizational and legal status of the organization.**CJSC:

**Subordination of the organization.**RA Ministry of Health

**The organization was founded in**1979.

**The mission / goal of the organization.**Provide medical care and service in accordance with international standards.

**The vision of the organization.**As a result of structural transformations, it was transformed into a children's hospital, providing about 20 beds.

**Target group.**Adults with mental and psychosocial disabilities, their family members.

Having a disability status is not a prerequisite for using the services of the organization.

All services provided by the organization are free.

**Services delivery location.**Area of ​​the organization only (Nubarashen, 1/3 building)

**Transport communication.**The organization is isolated from the city center, and vehicles do not reach the building directly, they are 2 km away, which creates additional obstacles.

The organization does not refund the target group travel and does not provide transport movement.

**2015-2017 period. The total number of persons served during**10,000 people.

**2017 The total number of persons served during**6,000 people.

**Company to all employees, except for care providers have the professional education.**

**The company provides:**

1. Psychiatric care and service
2. Psychotherapeutic care and service

**The services of the organization are aimed at all types of mental "behavioral disorders" defined by the 10th revised International Classification of Diseases.**

**The organization conducts an outpatient psychiatric care.**

1. Hospital examination and treatment
2. Care for people with chronic mental and psychosocial disabilities

**The organization provides all services:**

1. 24-hour care services within the organization.
2. Medical consultation. diagnostics, appropriate counseling, medical intervention and ongoing supervision.
3. Psychological counseling provided by a psychologist.
4. Guidance, mediation and support to get the service you need.
5. Art therapy. Recitation and dance evenings take place regularly.
6. Cultural events. Concerts and exhibitions take place.
7. Sports and Healthy lifestyle promotion activities. Beneficiaries do physical exercises in the gym.

**The organization carries out all types of psychiatric examination:**

1. Forensic psychiatric outpatient examination
2. Forensic psychiatric inpatient examination
3. Military examination

**Company Name:**"DZORAK" CARE CENTER FOR PEOPLE WITH MENTAL DISORDERS State Non-Commercial Organization (SNCO)

**Address:**Yerevan, Kanaker Bypass Tunnel, 52 Building (Arabkir adm. District)

**Phone.**(010) 28 54 04:

**Facebook page.**[https://www.facebook.com/dzorak.dzorak.5:](https://translate.google.com/translate?hl=en&prev=_t&sl=hy&tl=en&u=https://www.facebook.com/dzorak.dzorak.5)

**E-mail mail**dzorak2015@gmail.com:

**Type of organization:**State:

**Organizational and legal status of the organization.**SNCO:

**Subordination of the organization.**RA Ministry of Labor and Social Affairs

**The organization was founded in**2014.

**The mission / goal of the organization.**Provide care for people with mental and psychosocial disabilities.

**The vision of the organization.**Transform the structure of the organization by creating cottages in the neighborhood for 10-12 people with intellectual and psychosocial disabilities.

**Target group.**Adults with mental and psychosocial disabilities.

A necessary condition for using the services of the organization is the appropriate referral by the ministry.

The organization provides "free" and "paid" services, but in case of a relevant referral, all services are free.

**Location of services.**Area of ​​the organization only (Kanaker bypass tunnel, 52 building )

**Transport communication.**organization can be reached only by N39 minibus, the schedule of which is unstable. It works once in one hour (and even rare in winter), usually does not work after 20:00.

**2015-2017 The total number of persons served during**120 people (free services), 10 people (paid services).

**All the employees of the organization, except for the nannies who take care of the cleaners, have professional education.**

**The organization provides:**

1. Psychotherapeutic care and service

**The services of the organization are aimed at all types of mental "behavioral disorders" defined by the 10th revised International Classification of Diseases.**

1. Organic, including symptomatic, mental disorders
2. Mental-behavioral disorders due to the use of psychoactive substances
3. Schizophrenia, schizotypal and delusional disorders
4. Mood (affective) disorders
5. Nervous, stress-induced somatoform disorders
6. Behavioral syndromes due to physiological disorders and physical factors
7. Intellectual disability
8. Behavioral-emotional disorders, usually beginning in childhood and adolescence

**The organization provides all services:**

1. Social-rehabilitation assistance in the territory of the organization during the day.
2. Food. once a day.
3. Reimbursement of travel expenses. 200 beneficiaries each day - 200 AMD.
4. Guidance, mediation and support to get the service you need.
5. Independent life skills training. Training in life skills, efficient use of various resources and other skills.
6. Educational services. letter recognition, book flow and discussions depending on the individual abilities and needs of each beneficiary:
7. Medical consultation. The nurse provides advice in case of daily complaints of the beneficiaries - headache, fatigue, etc., if necessary, they are referred to the precinct doctor. Primary consultation is provided by a dentist.
8. Psychological counseling. The psychologist, if necessary, provides advice to the beneficiaries, carries out individual and group work.
9. Art therapy. There is a theater club.
10. There is a vacancy for occupational therapy that is currently vacant.
11. Sand therapy. is performed several times a week, during which the development of fine motor skills is emphasized.
12. Cultural events. Visits to museums and other cultural institutions are organized several times a year.
13. Sports and Healthy lifestyle promotion activities. The beneficiaries do physical exercises, play table tennis and other games. They participated in the rowing tournament as a group.

**Company Name:**MARIE IZMIRLIAN CHILDREN'S HOME (FOR 0-18 YEAR-OLD CHILDREN WITH PSYCHOSOCIAL OR INTELLECTUAL DISABILITIES) State Non-Profit Organization

**Address:**Yerevan, Yagubyan str. lane, 13:

**Phone. (010**) 20 15 86, (010) 20 65 92:

**E-mail mail**marie.izmirlyan@mail.ru:

**Type of organization:**State:

**Organizational and legal status of the organization.**SNCO:

**Subordination of the organization.**RA Ministry of Labor and Social Affairs

**The organization was founded in**1967, but has been operating as a specialized orphanage since 2013.

**The mission / goal of the organization.**Provide round-the-clock care to persons aged 0-18 without parental care (hereinafter referred to as NSC), persons with functional and organic disorders of the central nervous system.

**The vision of the organization.**Expand the target group by enabling children outside the orphanage to also receive specialized services.

**Target group.**Children aged 0-18 years with functional and organic disorders of the central nervous system.

Having a disability status is not a prerequisite for using the services of the organization.

All services provided by the organization are free.

**Location of services.**only the territory of the organization (13 Yagubyan str. lane ).

**Transport communication.**The organization can be reached by a number of buses and minibuses, but they are not adapted to the needs of people with mobility problems.

The organization provides children with visits to cultural venues, other medical facilities, and other necessary facilities through the organization's two vehicles, which are also not adapted to the needs of people with mobility problems.

**2015-2017 The total number of persons served during**109 people.

**2017 The total number of persons served during**111 people.

**Most of the employees of the organization have professional education.**

**The organization provides:**

1. Psychiatric care and service
2. Psychotherapeutic care and service

**The services of the organization are aimed at all types of mental "behavioral disorders" defined by the 10th revised International Classification of Diseases.**

**The organization provides outpatient psychiatric care and service.**

1. Outpatient examination and treatment
2. Continuous dispensary control
3. Outpatient supervision by a psychiatrist
4. Mental health recovery

**The organization provides hospital psychiatric care and service.**

1. Hospital examination and treatment
2. Care for people with chronic mental and psychosocial disabilities
3. Mental health recovery

**The organization provides all services:**

1. Providing round-the-clock care within the organization.
2. Educational services. The realization of children's right to education is organized by taking them to school and, if necessary, by home education.
3. Legal advice, mainly provided to parents and employees.
4. Financial consulting. The multidisciplinary team determines that children have the skills to effectively manage financial resources, provides a certain monthly amount for the desired additional purchases. The amount is 2,000 AMD for children aged 6-12, 3,000 AMD for 12-18 year olds.
5. Medical consultation. provided to all as needed.
6. Guidance, mediation and support to get the necessary services.
7. Psychological counseling. provided to all as needed.
8. Art therapy. Therapeutic intervention is carried out through carpet weaving, painting, groups.
9. Cultural events. Visits to various historical and cultural sites - museums, churches, etc.
10. Sports and Healthy lifestyle promotion activities. Various sports events are regularly organized. They are mainly engaged in bocha, participate and participate in bocha tournaments.
11. Independent life skills training. Development of self-care skills.

## Company Name: Psychiatric department of "ARTMED" MEDICAL REHABILITATION CENTER Closed Joint-Stock Company

**Address:**Yerevan, Kanaker, Tsarav Aghbyuri St., 55a building (in the building of "Prosthetic and Orthopedic" LLC).

**Phone.**(010) 62 12 01:

**Type of organization:**State:

**Organizational and legal status of the organization.**SNCO:

**Subordination of the organization.**RA Ministry of Labor and Social Affairs

**The organization was founded in**1989. Initially operated as a separate entity, but in 2012 became a " Artmedia " Medical Rehabilitation Center CJSC station.

**The mission / goal of the organization.**Provide inpatient, day care, outpatient psychiatric and psychological services, providing treatment of mental health problems, secondary prevention.

**Target group.** People over the age of 18 with mental health problems.

In order to use the services of the organization, it is necessary to have a disability status.

The organization provides "free" and "paid" services.

**Location of services**. Company Area ( Kanaker, Tsarav Aghbyuri St., 55a Building )

**Transport communication.**No significant issues have been identified. The organization does not reimburse the travel expenses of the target group, does not provide transportation.

**2015-2017 The total number of persons served during**550-600 people.

**2017 The total number of persons served during**550-600 people.

**All employees of the organization have professional education.**

**The services of the organization are aimed at all types of mental "behavioral disorders" defined by the 10th revised International Classification of Diseases.**

**The organization provides outpatient psychiatric care and service.**

1. Outpatient examination and treatment
2. Continuous dispensary control
3. Advisory supervision of persons with mental and intellectual disability

**The organization provides hospital psychiatric care and service.**

1. Hospital examination and treatment
2. Mental health recovery

**The organization provides:**

1. 24 hours care within the organization.

**Company Name:**Child psychiatric dispensary of "SURB GRIGOR LUSAVORICH" MEDICAL CENTER Closed Joint-Stock Company (CJSC)

**Address:**Yerevan, Nor Nork 3rd micro-district, Gyurjyan str. 10:

**Phone. (**010) 64 59 00, (010) 63 34 21, (010) 63 88 37:

**Website.**www.sglmc.am:

**E-mail mail**karine03@gmail.com:

**Type of organization:**State:

**Organizational and legal status of the organization.**CJSC:

**Subordination of the organization.**RA Ministry of Health

**The organization was founded in**1976.

The organization has been a part of the city psychiatric dispensary since 1976, 1991-1995. operate as a separate children's psychiatric clinic, 1995- 2004 year in the No. 6 Children's Neurological Hospital, part of 2004 was a result of the optimization is a   composition of "St. Gregory the Illuminator" medical center.

**The mission of the organization.**Promote the mental health of children. The doctors of the dispensary (number 8) provide out-of-hospital, specialized psychiatric counseling, diagnosis, treatment-social-medical care according to all the mental-behavioral disorders mentioned in HMD-10. If necessary, dispensary control is carried out. They provide consultations in the somatic neurology departments and orphanages of children's hospitals in Yerevan.

**Target group.**Persons with mental and psychosocial disabilities aged 0-18.

Having a disability status is not a prerequisite for using the services of the organization.

All services provided by the organization are free.

**Transport communication.**There are some routes with a stable schedule, therefore, there are no significant problems with transport communication. The organization does not reimburse the travel expenses of the target group, does not provide the necessary transportation.

**2015-2018 The total number of persons served during**56,000 people, including 19,953 people in 2018.

**All employees of the organization have professional education.**

**The services of the organization are aimed at all types of mental "behavioral disorders" defined by the 10th revised International Classification of Diseases.**

**The organization provides outpatient psychiatric care and service.**

1. Outpatient examination and treatment
2. Continuous dispensary control
3. Advisory supervision of persons
4. Mental health rehabilitation

**The organization provides all services:**

1. Medical consultation. The disease is diagnosed, appropriate instructions are given, and if necessary, they are referred to other centers.
2. Psychological Consultation. Providing counseling to overcome the psychological problems of the beneficiary.
3. Referral, mediation, support to get the necessary service.

 **Company Name:**"ALPHA - BETTA " Diagnostic - Outpatient Psychiatric, Psychological

Services Center

**Address:**c. Yerevan, 24 Moskovyan

**Phone.**010 52 86 54:

**Website.**[www.alfabetta.am:](https://translate.google.com/translate?hl=en&prev=_t&sl=hy&tl=en&u=http://www.alfabetta.am)

**E-mail mail**alfabettadiagnostic@gmail.com , info@alfabetta.am:

**Facebook page.**https://bit.ly/2CPJKv5:

**Type of organization:**non-state

**Organizational and legal status of the organization.**CJSC:

**The organization was founded in**2015.

**The mission / goal of the organization.**To provide psychological and psychiatric services in accordance with modern requirements, carrying out ultrasound examinations, functional diagnosis of diseases of the cardiovascular system, clinical, biochemical, immunological, genetic examinations.

**The vision of the organization.**expand the range of services provided.

**Target group.**Persons with mental and psychosocial disabilities of all age groups, their family members.

Having a disability status is not a prerequisite for using the services of the organization.

All services are paid.

**Location of services.**Organization area (24 Moskovyan)

**Transport communication.**The company is located in the center of the city, so there are no significant problems with transport.

The organization does not reimburse the travel expenses of the target group, does not provide transportation.

**2015-2017 The total number of persons served during**250-300 people.

**2017 The total number of persons served during**170 people.

**All employees of the organization have professional education.**

**The services of the organization are aimed at all types of mental "behavioral disorders" defined by the 10th revised International Classification of Diseases.**

**The organization provides:**

1. Psychiatric care and service
2. Psychotherapeutic care and service

**The organization provides outpatient psychiatric care and services.**

1. Outpatient examination and treatment
2. Continuous dispensary control
3. Mental health recovery

**The organization provides all services:**

1. Medical consultation. In general, the mental and psychological state of a person is diagnosed, accordingly, appropriate examinations are appointed, referrals are made.
2. Psychological counseling provided by psychologists.
3. Referral, mediation, support to get the necessary service.
4. Sand therapy, which is mostly used during psychological counseling.

**Company Name:**"AMBRA" Mental Well-Being Center

**Address:**Yerevan, Duryan 34

**Phone.**(094 ) 333 941:

**E-mail mail**lvbaghdasaryan@mail.ru:

**Type of organization:**non-state

**Organizational and legal status of the organization.**NGO:

**The organization was founded in**2001.

**Target group.**Adults with mental and psychosocial disabilities, family members, other people in the social environment who are in a stable state of health.

Having a disability status is not a prerequisite for using the services of the organization.

All services provided by the organization are free.

**Location of services.**mainly the territory of the organization, but if necessary, the immediate environment of the beneficiary - home, educational institution, etc.

**Transport communication.**The travel expenses of the target group are mainly reimbursed depending on the software requirements.

**2015-2017 The total number of persons served during**60 people.

**2017 The total number of persons served during**30 people.

**The organization provides:**

1. Psychotherapeutic care and service

**The organization provides all services:**

1. Social rehabilitation. activities that develop the skills of people with intellectual and psychosocial disabilities, promote independence.
2. Psychological counseling, which is carried out through individual and group work.
3. Events, exhibitions aimed at mitigating stereotypes about intellectuals and psychosocial people in the community.

**Company Name:**"AYG" Center for Psychological Services (of "Melkonyan College" LLC)

**Address:**Yerevan, 40 Mashtots Ave. (Legal address : Galshoyan 30, apartment 62)

**Phone.**(010) 58 18 14, (096) 58 18 14, (055) 56 58 14:

**Website.**[www.hogeban.am](https://translate.google.com/translate?hl=en&prev=_t&sl=hy&tl=en&u=http://www.hogeban.am) , [www. psychology.am:](https://translate.google.com/translate?hl=en&prev=_t&sl=hy&tl=en&u=http://www.psychology.am)

**E-mail mail**info@hogeban.am ,  info@psychology.am:

**Facebook page.**[https://bit.ly/2DMzHbX:](https://translate.google.com/translate?hl=en&prev=_t&sl=hy&tl=en&u=https://bit.ly/2DMzHbX)

Organization has branches in USA and in Vanadzor

**Address:**c. Vanadzor 2022, Tigran-Mets ave. 41/11:

**Phone.**(010) 58 18 14, (0 93 ) 35 74 44:

**Website.**[www.hogeban.am](https://translate.google.com/translate?hl=en&prev=_t&sl=hy&tl=en&u=http://www.hogeban.am) , [www. psychology.am:](https://translate.google.com/translate?hl=en&prev=_t&sl=hy&tl=en&u=http://www.psychology.am)

**E-mail mail**info@hogeban.am ,  mirzoyan900@gmail.com:

**Facebook page.**[https://bit.ly/2DMzHbX:](https://translate.google.com/translate?hl=en&prev=_t&sl=hy&tl=en&u=https://bit.ly/2DMzHbX)

**Type of organization:**non-state

**Organizational and legal status of the organization.**Ltd

**The organization was founded in**May 2005.

**The mission / goal of the organization.**psychological support available to the public at different levels, promote people's mental health, strengthen and improve, promote practical psychology and the psychology profession development in Armenia.

**The vision of the organization.**To expand the functions of the structure, to involve specialists working in all fields of psychotherapy.

**Target group.**2 years from high officials, their family members, labor collectives.

The organization provides paid services.  Sometimes free services are provided during promotions.

**Location of services.**Area of ​​the organization (40 Mashtots Ave. )

**Transport communication.**The organization is in a place where there are no significant problems with transportation, but the problem is that people with mobility problems can not use public transport because it is not adapted to their needs.

The organization does not reimburse the travel expenses of the target group, does not provide transportation.

**2015-2017 The total number of persons served during**3500 people.

**2017 of the total number of persons served**. 1000 people.

**All employees of the organization have professional education.**

**The organization provides all services:**

1. Psychological counseling and psychotherapy, which is carried out in children, adolescents, adults, families and couples (online consultation).
2. Psychophysiological self-regulation service. Psychological work regulates human physiological data. Biological feedback communication (Bio-feedback) training used to be an independent rehabilitation therapy, and not as a psychological correction methods efficiency of raising additional procedure.
3. Speech therapy service, which is aimed at the diagnosis of speech disorder, clarity causation discoveries of the ways, adjusting the work plan and appropriate intervention is implemented.
4. Psychological selection of a nanny and training with assessment of parent` s needs and desires, the child's age and personality features, nurses are selected. They are selected based on a number of criteria. Additional trainings are also provided.
5. Professional Orientation Service. A program specially developed by specialists reveals the connection between adolescents' internal resources and "possible professional fields".
6. Psychological guidance in the field of human resource management, which requires special professional support. Activity sector and the research work carried out at the position (the position) Examination of the set of positions for profesiogramm (professional , personal and psychological important qualities ) makes psychological personnel selection and approbation of the others.
7. Psychological services to organizations. carried out by different organizations work to increase the effectiveness of courses min, with different themes.
8. Psychological support in emergency situations. carried out by the crisis management team.
9. Supervision. The most experienced professional psychologists identify problems arising during the work of other psychologists, train them and develop their coping skills.
10. Educational services. There is a club that gives young professionals the opportunity to develop their practical skills. Psychological courses are provided, including popular science courses, which can be attended by any citizen.
11. Art therapy. Therapeutic intervention is performed through relaxation-art therapy sessions.
12. Sand therapy. mainly used in art therapy.
13. Neuromuscular relaxation service, which will then improve the the body's metabolism, blood circulation, the nervous system to work, all organ - systems functioning**.**

**The organization also carries out forensic psychiatric examination.**

**Company Name:**"APAGA" PSYCHOLOGICAL SERVICE

**Address:**c. Yerevan, 1st block of Nor Nork, F. Nansen 3:

**Phone.**(077) 083 084, (091) 201 601:

**Website.**[www.ache.am:](https://translate.google.com/translate?hl=en&prev=_t&sl=hy&tl=en&u=http://www.ache.am)

**E-mail mail**bejanyan@ache.am:

**Facebook page.**[https://bit.ly/2RYroCh:](https://translate.google.com/translate?hl=en&prev=_t&sl=hy&tl=en&u=https://bit.ly/2RYroCh)

**Type of organization:**non-state

**Organizational and legal status of the organization.**Ltd

**The organization was founded in**1991

**The mission / goal of the organization**. Provide psychological, pedagogical and psychoanalytic assistance.

**The vision of the organization.**provide psychological knowledge popularization and figured out the kind of place where people will be able to operate and develop.

**Target group.**Persons with psychosocial and mental disabilities over 3 years old, their family members (over 18 years old).

Having a disability status is not a prerequisite for using the services of the organization.

All services provided by the organization are paid.

**Location of services.**Organization area (Nor Nork 1st block, F. Nansen 3)

**Transport communication.**The organization does not reimburse the travel expenses of the target group, does not provide transportation.

**2015-2017 The total number of persons served during**600 people.

**2017 o The total number of persons served**. 300 people.

**All employees of the organization have professional education.**

**The services of the organization are aimed at all types of mental "behavioral disorders" defined by the 10th revised International Classification of Diseases.**

**The organization provides:**

1. Psychiatric care and service
2. Psychotherapeutic care and service

**The organization provides outpatient psychiatric care and services.**

1. Outpatient examination and treatment
2. Continuous dispensary control
3. Outpatient supervision by a psychiatrist, treatment
4. Mental health recovery

**The organization provides all services:**

1. **Guidance, mediation and support to get the service you need.**
2. **Educational services.** Courses and lectures are organized. a preschool operates for children where various activities are carried out corrective and Development.
3. **Medical consultation.** It is carried out by relevant specialists who get acquainted with the problems of the beneficiaries, plan the further process in the form of treatment, referral and counseling.
4. **Psychological counseling,** which is carried out both in the territory of the organization and in the "online " platform.
5. **Art therapy.**Therapeutic intervention is performed through dance, painting, song and other groups, during which the cognitive-behavioral work is emphasized.
6. **Cultural events.**Visits to various cultural sites: museums, puppet theaters, etc.
7. **Sports and Healthy lifestyle promotion activities.** Charging exercises are performed, Eastern martial arts techniques are used, etc.

**Company Name:**" AREV " Child Development Foundation

**Address:**Yerevan, Charents 96, (Legal **address:**Lukashin 17)

**Phone. (093**) 37 15 75, (096) 37 15 85:

**Fax.**499313:

**E-mail փոտ.**svajyanaraqsya41@aspu.am:

**Facebook page.**https://www.facebook.com/arev.zargacman.kentron/

**Type of organization:**non-state

**Organizational and legal status of the organization.**NGO:

**The organization was founded in**2017, but has been providing services to people with disabilities since 2018. The "AREV" Development Center has been operating since 2014, providing psychological and pedagogical services to children with various developmental disabilities, but in 2017, as a result of a structural transformation, the center became a foundation.

**The mission / goal of the organization.**  Provide psychological and pedagogical support to children with developmental delays, their legal representatives, as well as professionals working with them.

**The vision of the organization.**to protect the rights of children in difficult life situations.

**Target group.**Children 0-17 years old with various developmental disorders, their family members, professionals working with them.

Having a disability status is not a prerequisite for using the services of the organization.

The company provides "free" paid services.

**Location of services.**only area of ​​the organization

**Transport communication.**The organization does not reimburse the travel expenses of the target group, does not provide transportation.

**The services of the organization are aimed at all types of mental "behavioral disorders" defined by the 10th revised International Classification of Diseases.**

**The organization provides all services:**

1. **Educational services.**are provided by a special pedagogue and speech therapist.
2. **Psychological Consultation.**Counseling is provided to family members of people with mental and psychosocial disabilities, which is carried out by a psychologist.
3. **Guidance, mediation and support to get the service you need.**
4. **Art therapy.**
5. **Occupational therapy.**
6. **Participates in public discussions on changes in the educational and social spheres for children in difficult life situations, including children with developmental disabilities, and in the development of relevant documents.**

**Company Name:**"BARI MAMA" NGO

**Address:**c. Yerevan, Garegin Nzhdeh 46, room 311

**Phone.**(055) 25 79 00:

**Website.**[www.barimama.org:](https://translate.google.com/translate?hl=en&prev=_t&sl=hy&tl=en&u=http://www.barimama.org)

**E-mail mail**info@barimama.org , marina@barimama.org:

**Facebook page.**[https://bit.ly/2CVYsR0:](https://translate.google.com/translate?hl=en&prev=_t&sl=hy&tl=en&u=https://bit.ly/2CVYsR0)

**Type of organization:**non-state

**Organizational and legal status of the organization.**public organization

**The organization was founded in**2014.

**The mission / goal of the organization.**reduce or prevent abandonment of children, especially those with health problems or infants with disabilities; facilitate the reunification of abandoned children with their biological parents; and support the well-being of abandoned children in orphanages.
**The vision of the organization.**mother to every baby.

**Target group.**

Pregnant or early postpartum women at risk of pregnancy related and postpartum pathologies;

● Single and / or socially vulnerable, incapacitated pregnant or early postpartum women;

● health and / or disability abandoned by the biological parents of 0-6-year-old children, orphanages,

● orphanage from the age of 18 years without a guardian and youth

● Organizations working with the above target groups

● Preschool institutions,

● Inclusive education and Non-public schools.

A disability or health condition is a prerequisite for using the organization's services .

The company provides "free" paid services.

**Transport communication.**Organization can be achieved in a number of automatic e vans and minibuses, and "Good House" is located in the village waterfall where you basically have to take taxis to get to, which creates additional difficulties.

The organization does not reimburse the travel expenses of people with intellectual and psychosocial disabilities, while providing financial support to family members if necessary. When arrangements are made for orphanage students, transportation is provided by the organization.

**2015-2017 The total number of persons served during**107 people, 240 people from the orphanage.

**2017 The total number of persons served.** 30 people, 110 people from the orphanage.

**All employees of the organization have professional education.**

**The services of the organization are aimed at all types of mental "behavioral disorders" defined by the 10th revised International Classification of Diseases.**

**The organization provides:**

1. Psychotherapeutic care and service

**The organization provides all services:**

1. Providing round-the-clock care to the target group through the Bari lodge in the organization.
2. Guidance, mediation and support to get the service you need.
3. Educational services. As a result of cooperation with other organizations, parents are able to study hairdressing, manicure, etc. for free.
4. Legal advice. Free counseling by volunteer lawyers and Support to beneficiaries as needed.
5. Psychological Consultation. As a result of cooperation with other organizations, the beneficiaries are able to receive the necessary support.
6. In-kind assistance to socially vulnerable families.
7. Accommodation. After assessing the needs of the family, if necessary, provide accommodation for up to 6 months.
8. Art therapy. Therapeutic intervention is carried out through painting, pottery, sand therapy, fairy tale therapy.
9. Cultural events. Every year summer camps are organized, visits to historical and cultural sites, etc.
10. Supportive accommodation. People with family problems can receive temporary asylum with their children for a maximum of 6 months.
11. Sports and Healthy lifestyle promotion activities. Participation in running marathons and other sports competitions.
12. Learning the skills of independent living, which is formed as a result of the assembly of all the work done.

## Company Name: "MY WAY" TRAINING AND REHABILITATION CENTER

**Address:**c. Yerevan, Nor Nork 3rd micro-district, Gyurjyan street, 13 building

**Phone.**(011) 21 30 11, (091) 42 25 05:

**Website.**[www.anf.am:](https://translate.google.com/translate?hl=en&prev=_t&sl=hy&tl=en&u=http://www.anf.am)

**E-mail mail**www.anf.a:

**Facebook page.**https://bit.ly/2ULfGIp:

**Type of organization:**non-state

**Organizational and legal status of the organization.**Foundation

**The organization was founded in**2001, with the joint efforts of several parents, a house was rented with financial means, where the care of children with autism was carried out. In 2006, the structure of the organization changed, and therapists began to visit the home, providing appropriate support to children with autism. Then, in 2012 3 charitable organization "Children First", "Autism transformation" and "International Center for the Development of Children 'appeal to the Government as a result of a government decree, on April 2, based on the Foundation" Autism, "which also has a" My Way " Rehabilitation Center.

**The mission / goal of the organization.**Provide a chain of development for children and young people with autism and other developmental disabilities by providing skills development services and intervention from an early age, providing them with relevant vocational education and employment in old age.

**The vision of the organization.**to create a society where people with autism receive the support they need and feel like full members of society.

**Target group.**Children with autism and other developmental disorders of the day, teenagers and adults.

**Location of services.**Mainly the territory of the organization (Nor Nork 3rd micro-district, Gyurjyan street, 13 building), but if necessary, the direct environment of the beneficiary: house, educational institution, various public places.

**Transport communication.**Beneficiaries attending the center find it very difficult to travel by public transport due to behavioral and social characteristics. Given that the center is located on the outskirts of the city, as some families are in a precarious situation, the urgent task of the center is to arrange the transfer of beneficiaries to the center, and vice versa.

**2015-2017 The total number of persons served during**190 beneficiaries.

Up to 90 beneficiaries (but the defined number is 80) were served within the framework of the program financed by the Ministry of Labor and Social Affairs of the Republic of Armenia, and up to 100 beneficiaries (but the defined number is 67 ) within the framework of the program financed by the Ministry of Education and Science .

All services provided at the center are free of charge. The center is funded by the RA Ministry of Education and Science, the RA Ministry of Labor and Social Affairs.

**All employees of the organization, except the conductor, have professional education.**

**The services of the organization are aimed at all types of mental "behavioral disorders" defined by the 10th revised International Classification of Diseases.**

**The organization provides:**

1. Psychiatric care and service
2. Psychotherapeutic care and service

**The organization provides all services:**

1. Mental health restoration. Correctional services based on the method of applied analysis.
2. Outpatient psychiatric care and service. Beneficiaries are under the supervision of a psychiatrist who provides ongoing counseling to families.
3. Providing care in the organization during the day.
4. Social-rehabilitation assistance in the territory of the organization during the day, which is based on applied behavioral analysis.
5. Guidance, mediation and support to get the service you need.
6. Educational services. The center uses complex approaches using international best practices and scientific research. Specialists assess the beneficiary's educational abilities, develop an individual development plan, on the basis of which the intervention is carried out.
7. Psychological Consultation. Counseling by a psychologist, necessary intervention is carried out for the beneficiaries and, if necessary, for the parents.
8. Art therapy. pottery, application of alternative therapeutic methods, etc.
9. Music therapy, which stimulates motor, sensory functions and abilities, speech development in children and adults.
10. Occupational therapy. Beneficiaries' self-service skills, life skills are developed.
11. Sand therapy. It is combined with art therapy, for example, painting on sand or relaxation work, etc.
12. Independent life skills training. the beneficiaries acquire the necessary knowledge and skills to act independently and being included in society, planning their financial resources, self-important shopping and more.
13. Sports and Healthy lifestyle promotion activities. Adaptive avoid a specialist in physical training develops skills about making coordinated movements stakeholders, conduct a physical group games, outdoor games, such as soccer, volleyball and others. The beneficiaries of the center actively participate in various sports events.
14. Cultural events. In the center various cultural events are organized outside the center: concerts, exhibitions, dance performances, due to which the students perform both individually and in groups.

**Company Name:**"INTRA" MENTAL HEALTH CENTER (SEDA GHAZARIAN MENTAL HEALTH FOUNDATION)

**Address:**Yerevan, Sakaretsi Sako St., 25a building

**Phone.**(091) 26 35 43, (098) 26 35 43:

**Website.**www.sgmf.am:

**E-mail mail**fo@sgmf.am:

**Facebook page.**https://bit.ly/2GkObRX:

**Type of organization:**non-state

**Organizational and legal status of the organization.**Foundation:

**The organization was founded in**2009.

**The mission / goal of the organization.**to help people with intellectual and psychosocial disabilities to cope with the difficulties in their lives, to live a full life, as well as to help their family members and caregivers.

**The target group is**people with mental and psychosocial disabilities of all age groups, their family members, policy makers.

Having a disability status is not a prerequisite for using the services of the organization.

The organization provides "free" and "paid" services. The services provided to people with intellectual and psychosocial disabilities are generally free, which includes psychological support, the services of a speech therapist, and the services of a psychiatrist. The services provided to the family members of people with intellectual and psychosocial disabilities are "paid", "free", and there is a discount system.

**Location of services.**Area of ​​the organization ( Skaretsi Sako St., 25a building ).

**Transport communication.**The organization does not provide transportation for the beneficiaries, but provides travel expenses as needed.

**2017 The number of persons served**. Day care center group meetings: 50-55 beneficiaries, family members - 30 beneficiaries.

**All employees of the organization have professional education.**

**The organization provides:**

1. Psychiatric care and service
2. Psychotherapeutic care and service

**The organization provides outpatient psychiatric care and service.**

1. Mental health recovery

**The organization provides all services:**

1. Providing care within the organization, during the day.
2. Educational services. Development of professional sciences and skills of employees in the field: professional supervision, professional practice, professional courses.
3. Financial advice.
4. Psychological Consultation. Individual counseling and therapy, group therapy, family counseling.
5. Financial support. Reimbursement of travel expenses as needed.
6. Guidance, mediation and support to get the service you need.
7. Studies and research. Carrying out research in the field of mental health, the results of which are provided to stakeholders.
8. Advocacy and lobbying. Representation of the interests of the target groups and protection, for example, after the events of April 2016, the organization initiated awareness-raising activities aimed at preventing severe psychological trauma.
9. Art therapy. Therapeutic intervention is carried out through painting, embroidery.
10. Occupational therapy.
11. Sand therapy.
12. Sports and Healthy lifestyle promotion activities. table tennis, chess.
13. Independent life skills training. The social skills of the beneficiaries are developed, to act in accordance with the accepted social norms, to fulfill certain responsibilities, for example, to make purchases, to effectively manage the financial resources, etc.

**Company Name:**ARMENIAN PSYCHIATRIC ASSOCIATION

**Address:** Yerevan, Abovyan 35/18

**Phone.**(010) 54 40 77:

**Website.**[www.apnet.am:](https://translate.google.com/translate?hl=en&prev=_t&sl=hy&tl=en&u=http://www.apnet.am/arm/1/%25D4%25B3%25D5%25AC%25D5%25AD%25D5%25A1%25D5%25BE%25D5%25B8%25D6%2580.html)

**Type of organization:**non- state

He has been a member of the World Psychiatric Association since 1999, and the European Psychiatric Association since 2015, collaborating with other world organizations in the field of mental health.

**The mission / goal of the organization.**Contribute to the development of psychiatric care, medical care in the field of mental health Introduction of materials, science and technology advances, international drilling experience in Armenia, to support the development of young professionals; their rights and interests**.**

**Transport communication.**The organization of such a place is, where achievement for there are a number of routes, so there are no significant problems.

**Company all employees have professional education.**

**The organization provides all services:**

1. Since 2009 the professional periodical of the Armenian Journal of Mental Health has been published.
2. Developed a code of professional ethics for psychiatrists.
3. Implemented various projects in cooperation with the WTO.
4. 2011 and 2013 c. Organized conferences of the World Psychiatric Association in Yerevan.  Within the framework of the conference, the Armenian Psychiatric Association, the World Association of Social Psychiatry, the World Association of Dynamic Psychiatry, the World Association of Psychosocial Rehabilitation, the World Association of Family Physicians, and the Yerevan Declaration on closer cooperation were signed.
5. Translated and published the 10th International Classification of Diseases.
6. Organized numerous seminars, including for journalists on mental health, suicide prevention and other topical issues.
7. A joint study was conducted with the Ministry of Labor and Social Affairs of the Republic of Armenia to study the situation of care institutions, the social skills of the residents, etc.
8. Together with the Open Society Foundations-Armenia, the RA Ministry of Labor and Social Affairs, Lori Municipality, Spitak Municipality the Association has participated in the establishment of the Spitak Care House.
9. Representatives of Association have participated in a number of conferences and courses, presenting the existing problems in the field of mental health in Armenia on the international platform.

# **Company Name:**" LOUSÉ " Social-Rehabilitation Center for Children with Disabilities

**Address:**c. Yerevan, Israelyan 3

**Phone.**(091) 56 23 35:

**Facebook page.**https://bit.ly/2Gtnday:

**Type of organization:**non-state

**Organizational and legal status of the organization.**Foundation:

**Subordination of the organization.**"Yerevan My Love" Foundation

**The organization was established as a**result of Save the Children Armenia's cooperation with the "Yerevan My Love" Foundation, in an area built with the financial support of the Hayk Elza Didizian ՝ "Yerevan My Love" Foundation. 2017 They started assessing the needs of children in December 2018, and the actual services were provided in 2018. since January.

**The mission / goal of the organization.**Make positive changes in the lives of children with mental and psychosocial disabilities and their family members.

**The vision of the organization.**Contribute to the inclusion of people with intellectual and psychosocial disabilities in society by providing alternative services.

**Target group.**Persons with mental and psychosocial disabilities in the age group of 2-18 .

Having a disability status is not a prerequisite for using the services of the organization.

All services provided by the organization are free.

**Location of services.**Organization area (Israelyan 3)

**Transport communication.**The organization is located in a place where there are a number of minibuses coming, but the problem is that they are not adapted to the needs of people with mobility problems.

The organization does not reimburse the travel expenses of the target group, does not provide transportation.

**The total number of persons served during 2018 -**57 people.

**All employees of the organization have professional education.**

**The services of the organization are aimed at all types of mental "behavioral disorders" defined by the 10th revised International Classification of Diseases.**

**The organization provides:**

1. Psychiatric care and service
2. Psychotherapeutic care and service

**The organization provides all services:**

1. Educational services. The special pedagogue works to improve children's memory, perception and concentration.
2. Financial advice provided by a social worker as needed.
3. Medical advice, which is carried out by psychiatrist at hand, but according to need, as well as other invited experts. Various courses are organized, in which, for example, the sexologist provides parents with knowledge about the peculiarities of children's sexual development.
4. Psychological Consultation. Individual work is performed by a psychologist.
5. Professional advice on the current situation in the labor market. carried out by a social worker as needed.
6. Financial support. Fundraising is organized as needed.
7. Referral, mediation and support to get the service you need.
8. Art therapy. Therapeutic intervention is performed through pottery, painting, handicrafts, dance groups. For example, through dance therapy, children get the opportunity to express their feelings, to feel their body and to control their movements. Dance helps to re-establish the connection between the body, the mind and the "emotions", contributing to the child's self-confidence and the process of socialization.
9. Cultural events. Providing tickets to the theater and cinema to the beneficiaries and their parents.
10. Sand therapy, performed by a psychologist-art therapist.
11. Physiotherapy. Children's physical abilities are developed or restored and Disrupted functions through the implementation of various physical exercises.

**Company Name:**Center for Psychosocial Regulation

**Address:** Yerevan, Nalbandyan 47

**Phone.**(010) 54 40 77:

**Website.**[www.cpsr.info:](https://translate.google.com/translate?hl=en&prev=_t&sl=hy&tl=en&u=http://www.cpsr.info)

**Transport communication.**The organization of such a place is, where achievement for there are a number of routes, so significant no problems .

**Company all employees have vocational education.**

**The organization provides all services:**

1. Psychological help
2. Solving social problems
3. Psycho - social support in home conditions
4. Case moderator / Case manager / Services
5. Providing counseling / treatment in the best clinics
6. Settlement of legal issues related to mental health issues
7. Issues complete setup.
8. Individual psychological counseling related to:
9. neuroses
10. phobias
11. alarm disorders
12. psychosomatic and somatopsychic problems.
13. Individual and group psychological work aimed at overcoming acute stress and post-traumatic stress.
14. Psychological counseling families and couples in the conflict, problem, crisis situations. Individual psychological counseling teenagers for targeted interpersonal, intra-family relations improve, adolescence crisis overcoming, as well as professional orientation.
15. Individual and group psychological rehabilitation of mental disorders case (cognitive - behavioral therapy).
16. Group psychological training for personal growth.
17. Individual and group psychological work aimed at reducing excess weight.
18. Individual and group psychological work aimed at overcoming different addictions:
* computer
* alcohol
* drug
* gambling
* religious
1. Psychological work in case of suicidal behavior.
2. Psychiatric diagnosis and Psychotherapy for chronic back pain.
3. Psychological diagnosis.

**Company Name:**Maple Leafs Armenian-Canadian Medical Clinic

**Address:**c. Yerevan, Nork-Marash, Armenakyan 129

**Phone.**(010/041/043/094) 65 07 17, (091) 42 15 35:

**Website.**[www.mapleleafsclinic.com:](https://translate.google.com/translate?hl=en&prev=_t&sl=hy&tl=en&u=http://www.mapleleafsclinic.com)

**Too . mail .**mapleleafsclinic@gmail.com , vardges\_avagyan@yahoo.com:

**Type of organization:**non-state

**Organizational and legal status of the organization.**Ltd

**The company was founded in**2012, but services for persons with psychosocial and intellectual disabilities are provided from 2015.

**The mission / goal of the organization.**to support the psychosocial and mental health caregiver.

**The vision of the organization.**to develop the opportunities to achieve the goal of the organization, meeting modern standards.

* Geographical expansion of corporate services
* Expanding the profile of the clinic with the involvement of doctors with foreign experience
* Expand existing ties with travel agencies to enhance medical tourism

**Target group.**People with mental and psychosocial problems, their family members, without age restrictions.

Having a disability status is not a prerequisite for using the services of the organization.

All additional services provided by the organization are free of charge during inpatient treatment.

**Location of services.**Area of ​​the organization (Nork-Marash, 129 Armenakyan ).

**Transport communication.**The organization does not reimburse the travel expenses of the target group, does not provide transportation.

**2015-2018 The total number of persons served during**3750 people.

**20178 The total number of persons served during**1250 people.

**Company all employees have vocational education.**

**The services of the organization are aimed at all types of mental "behavioral disorders" defined by the 10th revised International Classification of Diseases.**

**The organization provides:**

1. Psychiatric care and service

**The organization provides inpatient, outpatient / outpatient / psychiatric care and services.**

1. Inpatient and outpatient / outpatient examination and treatment
2. Care for people with chronic mental and psychosocial disabilities
3. Rehabilitation treatment
4. Mental health recovery

**The organization provides all services:**

1. Medical advice provided by a psychiatrist, neurologist, family doctor, therapist, urologist, gynecologist, cardiologist. Physiotherapy, rehabilitation therapy, therapeutic massage, ultrasound examinations, etc. are performed.
2. Psychological counseling provided by a psychologist.
3. Psychotherapeutic counseling provided by a psychotherapist.
4. Art therapy. music therapy, graph therapy.
5. Gymnastics.
6. Guidance, mediation and support to get the service you need.

**Company Name:**Recovery College

(Joint program of the Armenian Psychiatric Association and Center for Psychosocial Regulation)

**Address :** Yerevan , Nalbandyan 47

**Website .**[https://bit.ly/2IbEhVg:](https://translate.google.com/translate?hl=en&prev=_t&sl=hy&tl=en&u=https://bit.ly/2IbEhVg)

**Organizational and legal status of the organization.**Ltd

**The organization was founded in**2015.

**Mission / purpose.**Mental and psychosocial disabilities are persons with knowledge of mental health protection, mental health problems responding to user.

**The vision.**to further expand the structure in terms of the number of beneficiaries and material and technical equipment.

**Target group.**Adults with mental, psychosocial disabilities who are in a stable state of health.

Services are available without disability status.

There and free, and paid services.

* 1. **total number of served population is** 120 people.

A**ll employees have professional education.**

**he services of the organization are aimed at all types of mental "behavioral disorders" defined by the 10th revised International Classification of Diseases**

**Organization by providing all services:**

1. Educational services.
2. Legal advice:
3. Psychological Consultation:
4. Guidance, mediation and support to get the service you need.
5. Art therapy.
6. Independent life skills training.

**Company Name:**Stress and Pain Management Center

(Joint program of the Armenian Psychiatric Association and Stress and Pain Management Center )

**Address :** Yerevan, Nalbandyan 47

**Website.**[https://bit.ly/2IbEhVg:](https://translate.google.com/translate?hl=en&prev=_t&sl=hy&tl=en&u=https://bit.ly/2IbEhVg)

**The organization was founded in** 2017. 2016. In 2018 was .- The Center representatives visit

for, stress and pain issues multidisciplinary approach to ensure the effective co-operative model to invest in.

**Organization by providing all services:**

1. Information. Partnerships mass - media with, stress, pain on public awareness raising purposes.
2. Trainings. courses for students, teachers, journalists and for interdisciplinary basis, while collaborating with physicians and psychologist’s.
3. Individual counseling, stress response development by providing:
4. Awareness activities. Against Pain of the World Day of the conference, " Pain Psychology " theme lecture (Artsakh State University), " Pain and stress " on the seminar, " Pain. Modern Approaches " held a seminar, " The pain of psychiatry perspective " seminar, " Pain Psychology " Seminar, " Pain psychological aspects of the " interview, “The pain of stress body mask in the " interview, " Emotional Technology and pain manifestation " radio discussion, " psychosomatic health " workshop:

**Company Name:**"Source" Foundation for Support of Children with Disabilities and Their Families

**Address.** Yerevan, Nork Marash, 13 street, 38 houses

**Phone.**(077) 14 88 63, (077) 77 01 65:

**Website ․**[SourceFoundation.am:](https://translate.google.com/translate?hl=en&prev=_t&sl=hy&tl=en&u=http://sourcefoundation.am)

**Too . mail ․**sourcefoundation1@gmail.com , marinaparazyan@gmail.com:

**Facebook page.**https://bit.ly/2IQIPRp:

**Type of organization: non-state**

**Organizational and legal status of the organization.** Foundation:

**The organization was founded in 2013. in November.** The Source Foundation was created to support children with disabilities and their families.

**The mission.** Improve the quality of life of children with disabilities and their families, promote their involvement in public life and create a prosperous environment.

**The vision.** to support as many children և families as possible, to promote their involvement in society և in the workplace, to create the necessary services, new quality living conditions in accordance with international experience, in accordance with those standards.

**The purpose of the activity.**

1. Create models of service centers in Armenia that will provide comprehensive solutions to the problems of children with special needs
2. Provide high quality և comprehensive rehabilitation therapy skills development work
3. Provide complete or palliative care
4. Provide day care for the child և Fun
5. Promote appropriate education և / or skills development
6. Create a comfortable hospitable environment
7. Create communication opportunities (children's events)
8. Ensure quality of life as a result
9. Change society's stereotypes and compassion for people with disabilities.

**Target group.** Children with mental-psychosocial disability, 0-16 age group, their parents.

A disability status is a prerequisite for using the services of the organization.

All services provided by the organization are free. The organization is funded by various philanthropists and businessmen, as well as through the mediation of the donor community.

Priority is given to insecure families, single mothers.

**Location of services.** The territory of the organization (Nork Marash 13 street, 38 house), as well as the foundation provides personal assistant service (depending on the child's needs at that time, nanny) at home.

**Transport communication.** For the target group the return transport is carried out by the organization.

**2018 The total number of persons served during 180 beneficiaries directly, and the number of indirectly served beneficiaries - about 300 people.**

**All employees of the organization have professional education.**

**The services of the organization are aimed at all types of mental "behavioral disorders" defined by the 10th revised International Classification of Diseases.**

**The organization provides:**

1. Psychiatric care և service

2. Psychotherapeutic care service

**The organization provides all services:**

1. Educational services. English courses, parenting skills, sewing and horse training are provided.

2. Medical consultation. carried out during the provision of rehabilitation services.

3. Psychological counseling. Individual work is carried out by a psychologist, in which the parents are involved.

4. Professional advice on the current situation in the labor market. Knitting and knitting skills are provided for parents, which makes them competitive in the labor market. Parents are often involved in the sewing process as a worker.

5. Financial assistance. Net financial assistance is not provided, but property such as prosthetic and orthopedic items, as well as transportation assistance for the safe transportation of children, is provided as an alternative.

6. In-kind assistance provided to families in crisis. Mainly food and clothes are provided.

7. Guidance, mediation և support to get the necessary service.

8. Therapy through art. Therapeutic intervention is carried out through pottery, art therapy, music therapy, painting, handicrafts, dance groups.

9. Cultural events. Both central and off-center events are held. They celebrate memorable holidays, participate in various public events.

10. Sand therapy, performed by a psychologist-art therapist.

11. Physiotherapy.

12. Personal Assistant Service ․ Personal assistant service is provided.

**Company Name:**"Prkutyun" Center for Children and Youth with Disabilities Charitable Non-Governmental Organization

**Address:** Yerevan, 33/1 Chekhov (entrance from Manandyan street / Manandyan 41 )

**Phone.**(010) 42 78 50, (010) 49 93 13:

**Fax.**(010) 499313:

**Website.**[www.prkutyun.am:](https://translate.google.com/translate?hl=en&prev=_t&sl=hy&tl=en&u=http://www.prkutyun.am)

**E-mail mail**prkutyun@mail.ru:

**Facebook page.**[https://bit.ly/2Rb3oqh:](https://translate.google.com/translate?hl=en&prev=_t&sl=hy&tl=en&u=https://bit.ly/2Rb3oqh)

**Type of organization:**non-state

**Organizational and legal status of the organization.**NGO:

**The organization was founded in**1997, the day care center in 1999.

**The mission / goal of the organization.**Contribute to the social, educational, and health care of adolescents and young people with intellectual disabilities through education, advocacy, advocacy, counseling, medical services, and mediation, with the goal of integrating them fully into society.

**The vision of the organization.**Contribute to the acquisition of certain professional skills of adolescents and young people with intellectual disabilities by providing employment and day care, developing their employment opportunities through the provision of social services within the limits of their intellectual abilities.

**Target group.**17-35 year-old youth with mental problems in their family.

In order to use the services of the organization, it is necessary to have a disability group.

All services provided by the organization are free.

**Location of services.**Company area 33/1 Chekhov, (entrance from Manandyan street)

**Transport communication.**The organization has two means of transport: minibus and bus, which ensure the transportation of beneficiaries from home to the center, and vice versa. Beneficiaries are in the center from 10:00 to 17:00, during which they receive a meal.

**2015-2017 The total number of persons served** 37 983 people.

**2017 The total number of persons served**. 12 662 people.

**All employees of the organization have professional education.**

**The services of the organization are aimed at all types of mental and behavioral disorders.**

**The organization provides all services:**

1. Providing day care.
2. Special psychologist service, which is aimed at improving the emotional sphere of the beneficiary, overcoming psychological problems.
3. Special Educator of service, aimed at familiarizing the industry stakeholders and mental skills development.
4. Speech therapist's service aimed at speech development, overcoming speech difficulties.
5. Ergotherapist service, which focuses on self-care and social skills development.
6. Sand therapy. is implemented only for those beneficiaries who need it.
7. Social worker service aimed at beneficiary socialization, development and strengthening of social skills.
8. Independent life skills training. Training in life skills, efficient use of various resources and other skills.
9. Educational services. In the first half of the day, literacy, arithmetic training, thematic conversations-discussions are carried out, depending on the level of mental abilities, individual abilities and needs of each beneficiary.
10. Professional advice. The center's specialists provide advice to the beneficiaries' parents.
11. Art therapy.  (embroidery and applique, painting, pottery, dance, theater and puppet), through which the beneficiaries of employment. Beneficiaries regularly participate in various events, festivals, their works are presented in exhibition-sales.
12. Cultural events. The "Salvation" theater group operates in the center, all the actors of which are young people with mental problems. They regularly give theatrical performances in various types of institutions, participate in theater festivals, presenting their theatrical skills and abilities. Moreover, intra-city, intercity visits to museums and other cultural institutions are regularly organized.
13. Sports and Healthy lifestyle promotion activities. Beneficiaries participate in a number of sports tournaments and festivals.
14. Medical management: free dental service, which can take advantage of beneficiaries and their family members. In addition, the center facilitates prosthetics for beneficiaries in need of eye prosthetics through mediation.
15. In-kind help. Three times a year (December 3, June 1 and New Year) the beneficiaries who are members of the center receive in-kind assistance (providing clothes to the beneficiaries, family members as needed).

**Company Name:**"STEP FORWARD" Social Non-Governmental Organization (NGO)

**Address:**Yerevan, 71 Gyulbenkyan Street, Yerevan 0033

**Phone.**( 091) 42 64 32:

**E-mail mail**ngostepforward2017@gmail.com:

**Facebook page.**[https://bit.ly/2D0ngYk:](https://translate.google.com/translate?hl=en&prev=_t&sl=hy&tl=en&u=https://bit.ly/2D0ngYk)

**Type of organization:**non-state

**Organizational and legal status of the organization.**NGO:

**The company was established in**20 17. It is an organization founded by the parents of children with disabilities (speech delay, mental-behavioral problems, Down syndrome, dysgraphia, deafness) .

**The mission / goal of the organization.**To promote developmental features, to improve the quality of life of children with disabilities, adolescents, to carry out advocacy.

**The vision of the organization.**Involve society in the target group of the organization.

**Target group.**Children 0-18 years old with Behavioral problems, autism, children with Down syndrome, their family members.

Having a disability status is not a prerequisite for using the services of the organization.

All services provided by the organization are free.

**Transport communication.**The organization does not reimburse the travel expenses of the target group, does not provide transportation.

**2015-2017 The total number of persons served**. 50 people.

**All employees of the organization have professional education.**

**The services of the organization are aimed at all types of mental "behavioral disorders" defined by the 10th revised International Classification of Diseases.**

**The organization provides all services:**

1. Educational services, which are provided by the school No. 126 named after Morgenthau a process in which the first resource class, conforming to international standards.
2. Guidance, mediation and support to get the service you need.
3. Art therapy. Therapeutic intervention is performed by an art therapist through pottery, painting or other groups.
4. Ergotherapy, which aims to develop self-care skills performed by an ergotherapist.
5. Sports and Healthy lifestyle promotion activities. There are football and basketball clubs. It is planned to create adaptive inclusive gym, where the involvement of the community living with disabilities with and without children.
6. Independent life skills training.

**The organization has also implemented all projects:**

1. Free hippotherapy courses for 2 months.
2. " Hand in hand " socio - cultural inclusive center - camp, as a result of which rehabilitation services were provided to 50 children.

**DPOs (organizations funded and run by people with physical disabilities)**

## Company Name: "UNISON" Non-Governmental Organization (NGO)

**Address:**Yerevan 003, Derenik Demirchyan St., 36 Building, 1st Floor (Kentron adm. district)

**Phone.**(+374-10-522170 , +374-10-546570)

**E-mail mail.** unison@unison.am

**Web page.**[http://www.unison.am](http://www.unison.am/)

**Type of organization:**non-state

**Organizational and legal status of the organization.**NGO:

**The company was established in**2002. Unison NGO for Support of People with Special Needs was established on May 22, 2002. Unison has intensively designed and implemented many projects and programs for people with disabilities.

**The mission / goal of the organization.**Promotion and protection of the rights of persons with disabilities in Armenia.

**The vision of the organization.**Involve society in the target group of the organization.

**Target group.**People with physical disability

**Transport communication.**The organization does not reimburse the travel expenses of the target group, does not provide transportation.

**All employees of the organization have professional education.**

**The organization provides following services:**

1. Art and computer training,
2. Legal advice and psychological aid.
3. The organization also assists people with disabilities by providing job training and placement services.
4. In December 2006, Unison launched Armenia’s first Center for Independent Living (CIL).
5. In 2007, they established their first regional branch in Meghri, Syunik region.
6. The Employment Center for people with disabilities was officially launched and began operation in May, 2008.
7. Unison regularly implements accessibility monitoring of cultural centers, polling stations, courts and other public facilities.
8. Unison regularly participates in election monitoring to ensure people with disabilities have access to polling stations.
9. Periodically Unison organizes round tables, seminars, press conferences, activism, exhibitions, surveys, and beneficiaries’ needs assessment.
10. More than 30 people with disabilities involved in Unison participated in international conferences, concerts and other events.
11. Unison also takes a special interest in the development of Armenian Internet resources. In particular, we have created and are maintaining Virtual Museums of Aram Khachaturian ([www.khachaturian.am](http://www.khachaturian.am/)) and Komitas Vardapet ([www.komitas.am](http://www.komitas.am/)).

## Company Name: "EKHO" DISABILITY RIGHTS Non-Governmental Organization (NGO)

**Address:**Yerevan Mashtotsi Ave., 2 Building, 5th Entrance, 1st Floor, Apt. 40 (Kentron adm. district)

**Phone.** +374-10-509595 , +374-93-489454 (mobile) , +374-77-581315 (mobile)

**E-mail mail**. info@ekho.am

**Web page.**[http://www.ekho.am](http://www.ekho.am/)

**Type of organization:**non-state

**Organizational and legal status of the organization.**NGO:

**The company was established in**2008. "ECHO" Human Rights NGO for Persons with Disabilities was founded in 2008. on July 3. An organization is a type of social association in which people are united around the idea of ​​equal opportunities: social, medical and vocational rehabilitation of people with disabilities, providing an accessible environment for people with disabilities, their education, work, health, as well as equal life in public. in order to create and provide the necessary social and legal guarantees for participation.

**The mission / goal of the organization.**Promotion and protection of the rights of persons with disabilities in Armenia.

**The vision of the organization is** to create and provide the necessary social and legal guarantees for full participation. Support for children with disabilities, young people and their parents, implementation of numerous programs aimed at solving health, educational, cultural, social, employment problems, through which children and young people with disabilities will integrate into social life.

**Target group.**People with physical disability

**Transport communication.**The organization does not reimburse the travel expenses of the target group, does not provide transportation.

**All employees of the organization have professional education.**

**The organization provides following services:**

1. Development and implementation of charitable programs for people with disabilities.
2. Legal advice
3. The organization also assists people with disabilities by providing job training and placement services.
4. Implementing anti stigma programs

## Company Name: “Satar” NGO

**Address:**Yerevan, Nor Aresh, 35th St., 2 Building (Erebuni adm. district)

 **Phone.** +374-94-388299 (mobile) , +374-10-451160

**E-mail mail**. satar.kh@gmail.com

**Web page.** [http://www.satar-hk.am](http://www.satar-hk.am/)

**Type of organization:**non-state

**Organizational and legal status of the organization.**NGO:

**The company was established in**:  2012 and has branches in Artik and Yeghegnadzor (Shirak and Vayots Dzor regions/ marzes)

**The mission / goal of the organization.**The mission of the "Satar" NGO for disabled is to carry out patriotic activities and support people with disabilities in accordance with established law and with the Charter of the NGO in territories of RA and Nagorno-Karabakh, cooperating with government agencies, local self-government bodies and interested organizations.
For implementation of this problem, we propose the following problems:

**The vision of the organization.**Support military servants with disabilities.

**Target group.**People with physical disability

**Transport communication.**The organization does not reimburse the travel expenses of the target group, does not provide transportation.

**All employees of the organization have professional education.**

**The organization provides following services:**

1. Technical support to military servants with disabilities

## Company Name: “ KAMK EV KOROV” NGO

**Address:**Yerevan, Eznik Koghbatsy 69

 **Phone.** (+374 10) 53-85-41, (+374 10) 30-29-70

**E-mail mail**. markamk@yahoo.com, kamkorov@netsys.am

**Web page.**

**Type of organization:**non-state

**Organizational and legal status of the organization.**NGO:

**The company was established in**:  1997

**The mission / goal of the organization.**Cultural development of young people with hearing impairments.

**The vision of the organization.**Support youth with disabilities.

**Target group.**People with physical disability

**Transport communication.**The organization does not reimburse the travel expenses of the target group, does not provide transportation.

**All employees of the organization have professional education.**

**The organization provides following services:**

* 1. Cultural development of youth with hearing impairments.

## Company Name: Armenian Association for the Disabled “Pyunic”

**Address:**Armenia, Yerevan, Tsitsernakaberd highway 16

 **Phone.** +374 10 56 07 07

**E-mail mail**. rsarg@mail.com

**Web page.** www.pyunic.am

**Type of organization:**non-state

**Organizational and legal status of the organization.**NGO․

**The company was established in**:  1989

**The mission / goal of the organization.**ACCESS aims to promote the work of the CoE and strengthen the efficiency of its monitoring bodies by developing the long-term capacity of national civil society organizations to strategically engage with the CoE mechanisms. This will be achieved by increasing the understanding of the mechanisms and venues that are available to NGOs to participate in and impact the work of the CoE. The approach includes increasing awareness and carrying out trainings on CoE standards with national NGOs; assisting national NGO partners in report drafting and submissions; as well as facilitating the coordination of NGO human rights coalitions and networks on thematic issues.

**The vision of the organization.**provide support to children who were injured during the devastating earthquake of 1988.

**Target group.**People with physical disability

**Transport communication.**The organization does not reimburse the travel expenses of the target group, does not provide transportation.

**All employees of the organization have professional education.**

**The organization provides following services:**

1․Promotion of physical, social and psychological rehabilitation of PWDs

2. Sports, vocational training, rights protection, public education for people with physical disabilities.

**Human Rights Organizations**

## Company Name: A.D.Sakharov Armenian Human Rights Center

**Address:**Yerevan 0009,   Sarmen st., 1

**Phone.** (+374 10) 542936, 587864, 561505, 561560

**E-mail mail**. armsakhfd@gmail.com

**Web page.** [www.sakharovcenter.org](http://www.sakharovcenter.org/)

**FB:** https://www.facebook.com/SakharovCentre

**Type of organization:**non-state

**Organizational and legal status of the organization.**NGO:

**The company was established in**:  The A. D. Sakharov Armenian Human Rights Centre is an assignee of the Sakharov Armenian Foundation for Progress, Protection of Human Rights and Charity, which was established according to the Decision of the Council of Ministers of the Armenian SSR No. 457 of 9 September 1990. Besides the Central Office in the city of Yerevan there are three branches of the A. D. Sakharov Armenian Human Rights Centre in the marzes of the Republic of Armenia. They are as follows:

* The Shirak Regional Branch in the city of Giumry which started working in the first half-year of 1996;
* The Gegharkoonik Regional Branch in the city of Gavarh which started working in the second half-year of 1996, and
* The Siunik Regional Branch in the city of Goris which started working in the first half-year of 1997.

**The mission / goal of the organization.**To support the building of civil society and the development of democratic institutions in the Republic ofArmenia.

**The vision of the organization.**Create and provide the necessary social and legal guarantees for participation.

**Target group.**People with physical disability

**Transport communication.**The organization does not reimburse the travel expenses of the target group, does not provide transportation.

**All employees of the organization have professional education.**

**The organization provides following services:**

1. Strengthening of Protection of Human Rights and Public Interests in the Regions of the Republic of Armenia.
2. Raising activity of Civil Society Structures and the Population in the Regions of the Republic of Armenia
3. Legal advice in the field of child protection.

## Company Name: Human Rights House Yerevan

## Address: Yerevan 0012,   119/2 Hovsep Emin street

**Phone.** +374 10 329032

**E-mail mail**. hrhyerevan@gmail.com

**Web page.** [www.](http://www.sakharovcenter.org/) [hrhyerevan.org](http://hrhyerevan.org/)

**Type of organization:**non-state

**Organizational and legal status of the organization.**NGO:

**The company was established in**:  2012 to support human rights of LGBTIQ community

**The mission / goal of the organization.**Human Rights House Yerevan is committed to a safe, accessible, and common space for activists, civil society organizations, movements, civic initiatives, and human rights defenders, who are often targeted for the work they do. Its mission is to protect, empower, and support human rights defenders and organizations in Armenia.

**The vision of the organization.**Create safe space for LGBTIQ.

**Target group.**LGBTIQ

**Transport communication.**The organization does not reimburse the travel expenses of the target group, does not provide transportation.

**All employees of the organization have professional education.**

**The organization provides following services:**

* 1. Human rights protection

## Company Name: Helsinki Citizens’ Assembly-VanadzorAddress: Armenia, 2001, Lori Marz, Vanadzor Tigran Metsi Ave., 59 Building

**Phone.** +374-94-042268

**E-mail mail**.

**Web page.** <https://hcav.am/en/>

**Type of organization:**non-state

**Organizational and legal status of the organization.**NGO:

**The company was established in**:  HCA Vanadzor was founded in 1998 as a branch of Helsinki Citizens' Assembly Armenian Committee. It was registered in 2001 and re-registered in 2005 at the RA Ministry of Justice.  The Headquarters of the organization is in Vanadzor, Lori regional center. The organization has a representative office in Yerevan. The geographical scope of the organization's activity covers both Lori region and the entire territory of the Republic of Armenia.

**The mission / goal of the organization.**Human rights protection

**The vision of the organization.**Create and provide the necessary guarantees for participation.

**Target group.**

**Transport communication.**The organization does not reimburse the travel expenses of the target group, does not provide transportation.

**All employees of the organization have professional education.**

**The organization provides following services:**

1. Human rights protection

## Company Name: The Civil Society Institute (CSI) Address: Yerevan 0025, Aygestan 11 str, house 43

**Phone:** (+37410) 574317

**E-mail mail**.  csi@csi.am

**Web page**.  http://www.csi.am/

**Type of organization:**non-state

**Organizational and legal status of the organization.**NGO:

**The company was established in**:  HCA Vanadzor was founded in 1998 as a branch of Helsinki Citizens' Assembly Armenian Committee. It was registered in 2001 and re-registered in 2005 at the RA Ministry of Justice.  The Headquarters of the organization is in Vanadzor, Lori regional center. The organization has a representative office in Yerevan. The geographical scope of the organization's activity covers both Lori region and the entire territory of the Republic of Armenia.

**The mission / goal of the organization.**Human rights protection

**The vision of the organization.**Create and provide the necessary guarantees for participation.

**Target group.**

**Transport communication.**The organization does not reimburse the travel expenses of the target group, does not provide transportation.

**All employees of the organization have professional education.**

**The organization provides following services:**

CSI is the Armenian member organization of the International Federation for Human Rights (FIDH). Since its founding, CSI has worked on and continues to carry out programs revolving around the following initiatives:

* 1. Civil society development
	2. Penal system reforming
	3. Human rights advocacy and awareness
	4. Peacebuilding and conflict resolution
	5. Capacity building of youth
	6. Our activities are geared towards increasing the efficacy of governmental bodies as well as non-governmental organizations while simultaneously supporting the development of civil society.

**Problems in the field of providing services for people with psychosocial and mental**

**disabilities in the Republic of Armenia**

The primary problem in the provision of services provided to persons with psychosocial and mental disabilities is the centralization of services within institutions, the low level or lack of access to services at a person's place of residence. Moreover, the problem is both the availability of services available to the community, the lack of support services, and the availability of services according to the type of disability. In such a situation, not only the fundamental rights of the person are violated, but also the stigma-stereotypes towards people with psychosocial and mental disabilities deepen. Also, people with mental and intellectual disabilities and their family members are usually standing alone with their problems without any peer support. Thus one of the ways to overcome these problems and to integrate people with mental and intellectual disabilities in the society is to create DPO-s.

In order to fulfill its obligations under the Convention, to introduce community-based and people-centered services, two strategic documents were developed, adopted by the RA Ministry of Health, and the RA Ministry of Labor and Social Affairs.

**Problems specific to the implementation of the concept and strategy**

The two most important conceptual documents in the field of mental health in the Republic of Armenia are Concept and Strategy (2014-2019) .

Both documents are cornerstones in the field of mental health, as they for the first time enshrine the idea of ​​deinstitutionalization and formulate the goal of creating alternative models.

The alternative models of alternative services envisaged by both the Concept and the Strategy are presented in the chart below.

According to experts, the problems of these documents are related not so much to their content as to their implementation. Unfortunately, these ideas have not yet been implemented.

In particular, in the "2013-2017 program of measures for the implementation of the concept of providing alternative social services for the care of people with mental health problems" (Consisting of 20 points) (hereinafter referred to as the Program) Some of the above alternative models for people with psychosocial and mental disabilities should have been implemented by this time. They are:

To establish 24 hours care homes in both communities to accommodate a maximum of 30 people;

To establish community day care centers in three communities for a maximum of 30-50 people;

To establish day care centers for children and adolescents in at least two communities for 30-50 people;

To organize ten supporting apartments for 3-10 people,

To establish one day care center and one day care center for the elderly.

Meanwhile, only the Spitak Care House and "Dzorak" mental health care center has been established.

According to the expert survey, the other planned measures were not implemented due to lack of funds.

According to the surveyed experts, the other reason for the "actions to remain on paper" is that the responsible structures were not consistent in implementing the measures. The argument of lack of funds is not applicable in all cases, as even the measures that did not require additional funding were not implemented. For example, the Spitak Care Home was established with non-state funds.

The measures that did not require funding were not implemented either.

The approaches set out in the above documents have not become general guidelines for the main actors. In general, the implementation of planned activities is strictly partial.

**Legislative issues**

The RA Law on Psychiatric Care is in force in the Republic of Armenia, which regulates the relations related to the rights of people with mental health, psychosocial and mental disabilities.

According to the results of the expert survey, there are a number of problems in the Law due to the vague wording of different concepts. The need to revise the conceptual apparatus of the Law has matured over the years, but the expected changes have not been made.

According to some experts, in cases of persons with mental conditions experiencing a crisis, the first responders to the ambulance, the police often avoid dealing with people with psychosocial "mental disabilities" because it is an additional hassle for them. One of the reasons is that the Law does not clearly define the situations and methods to be intervened by the mentioned bodies.

Another common reason is the insufficient level of knowledge of the legislative and sub-legislative regulations of the employees of the relevant structures. Awareness gaps lead to unreasonable cautious behavior motivated to stay away from existing problems.

**Problems typical for current deinstitutionalization activities**

According to the surveyed experts, the implementation of measures and programs in the field of mental health is mainly based on the idea of ​​saving money, not the protection of human rights, responding to needs or other ideas.

For example, in recent years, the optimization of institutions providing services in the field of mental health is based not on targeting the needs of people with psychosocial and mental disabilities as effectively as possible, but on reducing costs. Deinstitutionalization has in fact turned into a process of closing down institutions, but without the creation and development of necessary and sufficient community-based support.

According to experts, the optimization measures were carried out spontaneously, without any preparatory work, resulting in resistance from the people. Beneficiaries of this process were not properly informed about the goals and expected results of deinstitutionalization. That is why the beneficiaries, their families, have a fear and distrust of it.

According to most experts, the establishment of a Spitak Care Home is a relatively successful measure, despite the fact that there are some problems here as well (the number of people in the Spitak Care Home is more than defined by international standards, etc.). It therefore has the potential to acquire the characteristics of an institution.

In Armenia, services for people with psychosocial and mental disabilities are still provided mainly by psychiatric institutions, as a result of which a person with psychosocial and mental disabilities is isolated from society and his / her other rights are violated.

**Issues related to the policy development process, stakeholder cooperation**

The main obstacle in the process of policy development and its further implementation is that the issues related to the medical care provided to people with psychosocial and mental disabilities are under the authority of the RA Ministry of Health, and the provision of care is under the authority of the Ministry of Labor and Social Affairs. In practice, mental health, psychosocial, mental health care, and other social issues are closely intertwined. Therefore, the services offered must be complementary, comprehensive and harmonious. Gaps in cooperation between the above-mentioned ministries and other actors do not allow for a systemic approach to these issues.

There is also a gap in the policy-making process between bodies dealing with issues of different age groups. Institutions responsible for mental health mainly specialize in adult mental health issues. The problems of children with psychosocial and mental disabilities are expected to be under the care of child health facilities. However, physical health problems have traditionally been and continue to be used in the activities of the latter. Thus, both the authorities and the services and infrastructure offered are segregated by age group rather than target issues. Such a separation does not contribute to the application of a common approach.

There are also problems with the transfer of information about beneficiaries between institutions, which makes the support provided to people with psychosocial and mental disabilities fragmented, not holistic. For example, in precinct polyclinics, the referral process is complicated, which is the basis for treatment in dispensaries. While 7-year-olds are easily sent away, in other cases long and time-consuming negotiations, double visits, etc. are often needed.

**Types of service providers**

In Armenia, services for people with psychosocial and mental disabilities are provided mainly by traditional institutions - psychiatric centers, nursing homes, etc. These are mainly closed-ended, limiting the ability to exercise the rights of people with psychosocial and mental disabilities. Being the "heritage" of the USSR, without undergoing any significant reforms in the future, these institutions were exhausted both morally (in terms of content-ideology) and in terms of logistics.

There is still no service in Armenia that will comprehensively assess the needs of people with psychosocial and mental disabilities, on the basis of which they will be referred to relevant organizations.

If there are some non-inpatient services for adults with psychosocial and mental disabilities, the situation of children with psychosocial and mental disabilities is more problematic because the necessary services are either lacking or very fragmented. Working with children with psychosocial and mental disabilities requires a special approach in terms of building conditions, professional staff, methods and techniques used.

The most problematic is the lack or absence of services for people with psychosocial and mental disabilities in their environment, at home, in the family, at work or in the general educational environment.

As a result, in order to provide minimal services for people with psychosocial and mental disabilities, they are placed in closed institutions, which are not accessible to everyone. Due to the scarcity of places, many people with psychosocial and mental disabilities are waiting their turn to be able to "fit" in any institution. Thus, although closed institutional institutions are not the preferred option for services, even then they are not accessible to many. Not all the services provided by these organizations are in line with the QualityRights and UN CRPD principles, although the organizations are working on how to improve the quality of the care they offer to make it more respectful of human right.

**Customization of services**

Placing a person in a closed institution is in itself and leads to a number of rights violations. And the inhuman conditions registered in closed institutions can worsen the person's condition even more.

Most of the institutions providing services for people with psychosocial and mental disabilities need renovation. The bathrooms and rooms, in general, the building conditions, are not adapted to the needs of people with psychosocial and mental disabilities. For example, people with mobility problems do not have the necessary ramps, even to move from one floor to another, and so on. According to most experts, the main reason is that the state has not paid enough attention to this issue and has not made the necessary investments. Although some facilities have undergone cosmetic repairs, the overall condition of the building is unsatisfactory.

Overcrowding is a concern in almost all institutions, when more people with psychosocial and mental disabilities live in the same room than the standard.

In addition, the services are mainly concentrated in the capital, which deprives people with psychosocial and mental disabilities living in the regions of the opportunity to receive these services. Many settlements do not have psychosocial services for people with mental disabilities at all, and if they do, the person with psychosocial mental disabilities has to travel from one end of the settlement to another, or from one village to the regional center.

**Professional staff: competencies**

Psychiatry is one of the most difficult areas in terms of the work process associated with daily stressful situations. Besides, the reputation of the "psychiatry" profession in Armenia is not so high, and the low salary and poor working conditions create negative preconditions for professional burnout.

Although the system is working in the health sector requires all doctors once every 5 years to take part in training and receive credits, but there are still a number of issues with the real content and quality of training.

Some employees of psychiatric institutions, such as psychologists, art therapists, etc., do not have the appropriate professional education. Being in this field for a long time, they continue to work inert: to provide services. The rejectionist attitude in the society, the lack of professional educational programs are the reason for the staff to show a stereotypical approach, and the work style is passive, with risks of violating the rights of the beneficiaries. Beneficiaries are seen as passive users of the service, not active participants.

Another problem is the "brain drain" when already few specialists leave the country because they do not receive a decent salary, do not have good working conditions, and so on.

Many of the institutions surveyed had vacancies that were not being filled for various reasons. According to the respondents, the main reasons for the vacancies are: Low salaries, failure to perform job responsibilities after hiring, which in turn is due to lack of familiarity with the industry, lack of industry experience, overwork and other circumstances.

At the time of the survey, for example, all positions were vacant in one of the state institutions. Doctor-narcologist (the post has been vacant since 2013), doctor-therapist (vacant since 2014), doctor-psychiatrist (vacant since 2015).

In another state institution, the position of a dietitian is vacant for 4 years, the position of a doctor on duty is vacant for 2 years, the position of a district doctor-psychiatrist is one year, and so on.

In another state institution, the positions of psychiatrist, therapist, pulmonologist and legal advisor are vacant for more than 4 months.

In the next state institution, for example, there are vacancies for a rehabilitation specialist, a doctor, a physical education teacher.

Other vacancies of staff (sanitary, social worker, event organizer, bibliographer, driver, accountant, etc.) are found in this or that state institution.

The problem of lack of specialists is especially relevant in regional institutions, where the above-mentioned positions remain vacant for a longer period (several years) than in the capital. Even in the case of staffing, the flow of staff in the regional institutions is quite high due to low salaries and unattractive working conditions.

**Public Attitude and Participation**

    Experts differ on the public's attitude towards people with psychosocial and mental disabilities. Some believe that nothing has changed; both in the past and in the present, society excludes people with psychosocial, mental disabilities by labeling them as negative. Others find that there is a positive shift in society: people (especially young people) are gradually becoming more positive about people with psychosocial and mental disabilities.

Unfortunately, the state authorities do not pay enough attention to this issue; they do not implement programs aimed at alleviating discrimination against people with psychosocial and mental disabilities.

It is problematic that stereotypes of people with psychosocial and mental disabilities are ingrained even in sectoral policymakers and service providers.

As for participation in decision-making opportunities, people living in psychiatric institutions are generally unaware of their rights and do not participate in decision-making and implementation. Instead of people recognized as psychosocial, mentally disabled, incapacitated, decisions are made by their guardians, who may be the institution. And at the household level, the employees of the institution make decisions instead of them.

**Suggestions:**

The system of providing services in psychosocial care institutions for people with psychosocial and mental disabilities in Armenia contradicts a number of basic human rights.

People with psychosocial and mental disabilities should be able to receive care and treatment in conditions where the interference with their rights is minimal. The person should be able to use the services available in the community, and on the other hand, the necessary services should be provided in the community.

In the case of community-based services, it is also necessary to activate and use the resources available in the community (material, human, etc.).

States should support the integration and full involvement of persons with disabilities in the community.One of the ways it is also creation of the DPOs, that was initially planned by the current project, but was delayed because of the COVID and war situation in Armenia.

**Why are community-based services preferable?**

* The quality of community-based services is higher.
* Organizing care through community-based services is less costly than using traditional psychiatric facilities.
* Thanks to community-based services, there is a transition from a general approach to working with people with psychosocial and mental disabilities to an individual approach. The needs of people with psychosocial and mental disabilities are taken into account, and an individual work plan is drawn up.
* Community-based services provide an opportunity to identify mental health issues as soon as possible, to increase public confidence in the services provided, as "everything is done before their eyes".
* Community-based services are based on the protection of the rights of people with psychosocial and mental disabilities.

However, the process of deinstitutionalization is not easy, it is necessary to prepare the ground for the expected changes. To this end, the research team has developed a number of specific recommendations.

**Measures to prevent people from entering institutions**

1. Establish a ban on people with psychosocial and mental disabilities being admitted to care institutions. Instead, mobilize and use the public resources available in the community to provide the person with the care they need.
2. Establish control over the services provided to each new person admitted to a psychiatric institution so that the person is not admitted to a psychiatric institution for the sole purpose of receiving care.
3. Eliminate the prohibition established by the RA Government Decision No. 1112-N on providing services defined by the same decision to persons with mental health problems. Instead, define the procedure for providing the mentioned services to persons with psychosocial and mental disabilities. Establish the possibility of providing home care, day care centers, necessary conditions for people with psychosocial and mental disabilities.
4. Redirect financial, human and other resources from traditionally closed institutions to the creation of alternative services and Continuous development.
5. Establish / develop outpatient services that will be law-abiding, prevent the entry of people with psychosocial, mental disabilities into psychiatric and closed care facilities.
6. Create alternative services for people with psychosocial and mental disabilities, their families, such as day care centers, mobile teams, home care services, etc.
7. Delegate a number of currently provided services to people with psychosocial and mental disabilities to NGOs and private institutions.
8. Set a threshold for admission of the maximum number of people by social care organizations.

**Non-discrimination and Safe environment**

1. Adopt the RA Law on Equality. Develop guidelines on the application of the Law on Equality to cases of possible discrimination against persons with psychosocial and mental disabilities.
2. Develop an action plan to make electoral processes and the justice system accessible to people with psychosocial and mental disabilities.
3. Implement awareness-raising measures for the development of respectful, non-discriminatory attitudes towards people with psychosocial and mental disabilities
4. Promote the step-by-step inclusion of people living in closed psychiatric care facilities in the community. For example, provide some services (medical, psychologist services) through community services. Develop an action plan for each person living in a care institution to rehabilitate, develop, and integrate into the community.

**Education, standards**

1. Develop guidelines for providing community-based services for people with psychosocial and mental disabilities and making community services inclusive.
2. To develop the professional quality of specialists working with people with psychosocial and mental disabilities, awareness on the rights of people with disabilities.
3. To provide Quality Rights and CRPD training for mental health professionals.
4. Respond to demotivating factors in careers, from working conditions to incentives.
5. Develop stress management techniques for professionals to respond to emotional burnout syndrome.
6. Introduce motivational mechanisms in the education system by encouraging psychiatrists, psychologists, care and to increase the attractiveness of the social work profession (discounts, free places, scholarships, etc.).
7. Encourage local governments to establish community-based institutions in their community. To this end, implement experience exchange programs for community representatives and persons with psychosocial disabilities (including with the involvement of partners from other countries).

**Availability of services**

1. Decentralize the services offered to people with psychosocial and mental disabilities, making them accessible to everyone, regardless of place of residence or social status.
2. Introduce new mechanisms to ensure access to services provided to people with psychosocial, mental disabilities (for example, through travel reimbursement).

**Involvement of people with psychosocial and mental disabilities in the decision-making process**

1. Lift the ban on patronage for people with disabilities or minors. In the process of assigning patronage, the person should have the opportunity to participate in both the appointment and the decision to choose a patron.
2. Introduce a "friend" system in the community for a person with a mental disability. One person attaches to a person with a mental disability, spends time in his or her home or other places.
3. Eliminate the system of custody and deprivation of the person of capacity. Instead, develop supportive decision-making mechanisms. Develop an action plan for the abolition of the guardianship system, and instead introduce supportive decision-making mechanisms.
4. Develop an individual re-socialization and capacity building plan for people living in closed psychiatric care facilities.
5. Contribute to the employment of outpatients in psychiatric care facilities. Introduce employment programs for people with psychosocial and mental disabilities.
6. Contribute to the development of social entrepreneurship for people with psychosocial and mental disabilities.
7. Facilitate the involvement of people with psychosocial, mental disabilities, their groups in policy development and monitoring processes by providing an accessible environment. Ensure the involvement of people with psychosocial and mental disabilities in the monitoring groups operating under the Ministry of Health, Labor and Social Affairs of the Republic of Armenia.
8. Facilitate and support the creation of DPO so that people with psychosocial and mental disabilities can advocate for their rights.
9. Ensure the realization of the right to education of people with psychosocial and mental disabilities, creating the necessary conditions for it, attracting resources.
10. Inform people with psychosocial, mental disabilities in different institutions about their rights and opportunities for their realization.
11. Inform family members of persons with psychosocial disabilities and other related persons about the rights of people with psychosocial disabilities and about the opportunities for their realization.

**Collaboration and Networks**

1. Establish a collaborative network involving all stakeholders. Representatives of the public, private and public sectors, representatives of local self-government bodies, as well as people with psychosocial, mental disabilities and their family members.
2. Establish requirements for community participation in the process of social rehabilitation of a person with psychosocial and mental disabilities, aimed at clarifying the size of community participation, resources provided, responsibilities.
3. Activate the process of social rehabilitation use the resources of the community in which the person with psychosocial disability lives, creating a supportive environment.

Researchers’ contact:

Name: Lilit Baghdasaryan

Tel: +374 91 708 741

e-mail: l.v.baghdasaryan@mail.ru

Name: Marietta Khurshudyan

 Tel: +374 99 668 383

e-mail: marietta8383@gmail.com