UNHCR ARMENIA
SNAPSHOT #2
September 2021

Number of calls: 132
Number of unique callers: 90
Average number of calls per day: 6

Subject of concerns

- Humanitarian aid: 46%
- Living conditions and accommodation: 13%
- Access to social payments: 13%
- Health issues: 7%
- Issuance of documents: 6%
- Education: 2%
- Employment issues: 1%
- Other: 13%

Preferred Language

- Armenian: 76%
- Persian: 16%
- Arabic: 7%
- Russian: 1%

Category of calls

- People in a refugee-like situation: 35%
- Refugees/asylum-seekers/stateless people: 65%

Regional segregation of callers

- Yerevan: 46%
- Ararat: 18%
- Kotayk: 10%
- Syunik: 8%
- Gegharkunik: 5%
- Shirak: 4%
- Aragatsotn: 4%
- Vayots Dzor: 2%
- Tavush: 1%
- Lori: 1%
- Armatavir: 1%

Gender of callers

- Female: 22%
- Male: 78%

Vulnerability among callers

- Yes: 45%
- No: 55%

Among those with vulnerability

- Multi-children families: 56%
- Single parent/caregiver: 23%
- 65+: 12%
- Serious medical condition: 5%
- Persons with disability: 5%

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