UNHCR ARMENIA
SNAPSHOT #4
November 2021

Statistics

<table>
<thead>
<tr>
<th>Month</th>
<th>Number of calls</th>
<th>Number of unique callers</th>
</tr>
</thead>
<tbody>
<tr>
<td>August</td>
<td>88</td>
<td>78</td>
</tr>
<tr>
<td>September</td>
<td>132</td>
<td>90</td>
</tr>
<tr>
<td>October</td>
<td>143</td>
<td>80</td>
</tr>
<tr>
<td>November</td>
<td>159</td>
<td>98</td>
</tr>
</tbody>
</table>

Subject of concerns

- Humanitarian aid: 47%
- Protection issues: 16%
- Issuance of documents: 14%
- Health issues: 6%
- Living conditions: 3%
- Education: 1%
- Other: 15%

Preferred Language

- Armenian: 67%
- Persian: 19%
- English: 7%
- Arabic: 5%
- Other (Spanish): 1%

Category of calls

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

Regional segregation of callers

- Yerevan: 49%
- Syunik: 17%
- Ararat: 14%
- Kotayk: 7%
- Armavir: 5%
- Vayots Dzor: 4%
- Shirak: 2%
- Tavush: 1%
- Lori: 1%
- Aragatsotn: 1%

Gender of callers

- Male: 64%
- Female: 36%

Vulnerability among callers

- Yes: 42%
- No: 58%

Among those with vulnerability

- Multi-children families: 48%
- 65+: 19%
- Serious medical condition: 13%
- Single parent/caregiver: 9%
- Persons with disability: 9%
- SGBV survivor: 1%