UNHCR ARMENIA
SNAPSHOT #6  - JANUARY 2022

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>78</td>
<td>88</td>
</tr>
<tr>
<td>September</td>
<td>90</td>
<td>132</td>
</tr>
<tr>
<td>October</td>
<td>80</td>
<td>143</td>
</tr>
<tr>
<td>November</td>
<td>98</td>
<td>159</td>
</tr>
<tr>
<td>December</td>
<td>698</td>
<td>535</td>
</tr>
<tr>
<td>January</td>
<td>185</td>
<td>103</td>
</tr>
</tbody>
</table>

Subject of concerns

- Humanitarian aid: 82%
- Issuance of documents: 7%
- Living conditions/accommodation: 4%
- Health issues: 1%
- Employment issues: 1%
- Education: 1%

Regional segregation of callers

- Yerevan: 43%
- Kotayk: 20%
- Syunik: 18%
- Ararat: 12%
- Aranovit: 3%
- Vayots Dzor: 2%
- Gegharkunik: 1%
- Shirak: 1%
- Tavush: 1%
Gender of callers:
- Female: 24%
- Male: 76%

Category of calls:
- People in a refugee-like situation: 17%
- Refugees/asylum-seekers/stateless: 83%

Preferred Language:
- Armenian: 88%
- Persian: 5%
- English: 3%
- Spanish: 1%
- Arabic: 1%
- Russian: 1%

Vulnerability among callers:
- Yes: 24%
- No: 76%

Among those with vulnerability:
- Multi-children families: 43%
- 65+: 26%
- Persons with disability: 12%
- Single parent/caregiver: 10%
- Serious medical condition: 9%

How did the caller find out about the UNHCR hotline?
- Learned from/informed by friend/relative: 69%
- TV/Radio/Internet (UNHCR help page): 19%
- UNHCR leaflet: 6%
- Social networks (FB): 5%
- NGO provided number: 1%


Link to the previous Snapshots on the work of the UNHCR hotline