UNHCR ARMENIA
HOTLINE SNAPSHOT #10- MAY 2022

Statistics

Subject of Concerns

- Humanitarian assistance: 53%
- ID and other documentation: 19%
- Protection issues: 14%
- Employment and livelihood assistance: 7%
- Other: 5%
- Access to shelter / adequate living conditions: 2%

Regional Segregation

- Yerevan: 63%
- Ararat: 9%
- Syunik: 7%
- Kotayk: 5%
- Tavush: 5%
- Armavir: 5%
- Shirak: 2%
- Vayots Dzor: 2%
- Lori: 2%

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Among those with vulnerability

- Multi-child families: 50%
- Persons with disability: 22%
- Single parent/caregiver with one or more children: 14%
- Serious medical condition: 7%

Category of callers

- Refugee like (40%)
- Foreigner (30%)
- Other (11%)
- Refugees (7%)
- Citizen of Armenia (7%)
- Asylum seeker (5%)

Gender of callers

- Male (44%)
- Female (51%)
- Other (5%)

Vulnerability among callers

- Yes: 68%
- No: 32%

How did the caller find out about the UNHCR hotline?

- Learned from/informed by friend/relative: 30%
- TV/Radio/Internet (UNHCR help page): 30%
- UNHCR leaflet: 28%
- Social networks (FB): 10%
- Other: 2%

Preferred Language

- Armenian: 58%
- Persian: 21%
- Russian: 9%
- Arabic: 7%
- English: 5%