HOTLINE SNAPSHOT #12 - JULY 2022

Statistics

- **Number of calls**
  - January: 185
  - February: 199
  - March: 190
  - April: 124
  - May: 113
  - June: 92
  - July: 74

- **Number of unique callers**
  - January: 103
  - February: 138
  - March: 130
  - April: 55
  - May: 43
  - June: 38
  - July: 46

Subject of concerns

- **Shelter/housing**: 24%
- **Access to the asylum procedure**: 20%
- **Access to social and administrative services**: 15%
- **Other**: 9%
- **Cash assistance**: 7%
- **Access to health care**: 7%
- **Security Issues**: 7%
- **Employment**: 4%
- **Access to education**: 2%
- **Discrimination**: 2%
- **Identification document/other documentation**: 2%
- **Food**: 2%

Regional segregation of callers

- **Yerevan**: 78%
- **Syunik**: 9%
- **Gegharkunik**: 7%
- **Ararat**: 4%
- **Shirak**: 2%


Link to the previous Snapshots on the work of the UNHCR hotline.
Vulnerability among callers
- 34% Yes
- 66% No

Category of callers
- Asylum-seeker: 24%
- Refugee-like: 39%
- Foreigner: 24%
- Refugee: 9%
- Citizen of Armenia: 4%

Gender of callers
- Male: 39%
- Female: 34%
- Other: 25%

Among those with vulnerability
- Elderly at risk: 42%
- Person with a disability: 21%
- Serious medical condition: 16%
- Single parent/caregiver with one or more children: 5%
- GBV survivor: 5%
- Multi-children families / families with four and more children: 5%
- LGBTIQ+ person at risk: 5%

Preferred language
- Armenian: 45%
- Persian: 38%
- Arabic: 11%
- Russian: 4%
- English: 2%

How did the caller find out about the UNHCR hotline
- Learned from/informed by friend/relative: 53%
- UNHCR leaflet: 24%
- TV/Radio/Internet (UNHCR help page): 13%
- Social networks (FB): 8%
- Other: 3%