HOTLINE SNAPSHOT #13- August 2022

Subject of concern

- Cash assistance: 20%
- Access to the asylum procedure: 18%
- Shelter/housing: 14%
- Identification document: 10%
- Access to social/administrative services: 9%
- Access to health care: 5%
- Access to education: 5%
- Access to the territory: 4%
- Other: 4%
- Employment: 3%

Regional segregation of callers

- Yerevan: 70%
- Ararat: 8%
- Syunik: 7%
- Gegharkunik: 5%
- Kotayk: 4%
- Aramir: 2%
- Shirak: 2%
- Vayots Dzor: 1%
- Tavush: 1%

Statistics

- Number of calls
- Number of unique callers


Link to the previous Snapshots on the work of the UNHCR hotline.
Vulnerability among callers

- 41% No
- 59% Yes

Among those with vulnerability

- Serious medical condition: 32.50%
- Elderly at risk: 30.00%
- Multi-children families: 20.00%
- Person with a disability: 15.00%
- Pregnant and/or lactating women: 2.50%

Category of callers

- Foreigner (33%)
- Asylum seeker (16%)
- Citizen of Armenia (3%)
- Refugee like (32%)
- Refugee (16%)

- 16% Foreigner
- 3% Refugee
- 32% Refugee like
- 33% Asylum seeker
- 59% Citizen of Armenia

Gender of callers

- Male: 61%
- Female: 39%

Preferred language

- Armenian: 37.93%
- Persian: 26.90%
- Arabic: 20.69%
- English: 11.03%
- Russian: 1.38%
- Kurdish: 0.69%
- Other: 0.69%
- Spanish: 0.69%

How did the caller find out about the UNHCR hotline

- Learned from/informed by friend/relative: 55.43%
- UNHCR hotline card: 14.13%
- Social networks (FB, Twitter, etc.): 11.96%
- UNHCR leaflet: 7.61%
- TV/Radio/ UNHCR Help page: 4.35%