HOTLINE SNAPSHOT #14 - SEPTEMBER 2022

Subject of concern

- Access to the asylum procedure: 22%
- Resettlement: 19%
- Access to social and administrative services: 19%
- Cash assistance: 13%
- Shelter/housing: 12%
- Identification document/other documentation: 5%
- Other: 4%
- Access to health care: 2%
- Food: 2%
- Security issues: 1%
- Employment: 1%
- Access to education: 1%

Regional segregation of callers

- Yerevan: 66%
- Kent: 7%
- Syunik: 6%
- Ararat: 6%
- Armavir: 5%
- Gegharkunik: 5%
- Aragatsotn: 3%
- Vayots Dzor: 2%

Statistics

Number of calls:
- January: 185
- February: 199
- March: 190
- April: 124
- May: 113
- June: 92
- July: 74
- August: 146
- September: 170

Number of unique callers:
- January: 103
- February: 136
- March: 130
- April: 55
- May: 43
- June: 38
- July: 46
- August: 8
- September: 124
Among those with vulnerability:
- Multi-children families: 32%
- Elderly at risk: 26%
- Single parent: 24%
- Serious medical condition: 8%
- Person with a disability: 8%
- No Answer: 3%

Preferred language:
- Armenian: 39%
- Arabic: 24%
- Persian: 20%
- Russian: 10%
- English: 5%
- Spanish: 1%

How did the caller find out about the UNHCR hotline:
- Learned from/informed by friend/relative: 36%
- UNHCR Help page: 20%
- TV/Radio: 20%
- UNHCR hotline card: 11%
- UNHCR Leaflet: 7%
- Social networks: 3%
- Other: 2%