UNHCR ARMENIA

HOTLINE SNAPSHOT # 20 - March 2023

Statistics

Subject of interest of the caller

| Information on UNHCR services | 40% |
| Access to the asylum procedure | 16% |
| Access to health care | 12% |
| Resettlement | 10% |
| Identification/other documentation | 9% |
| Access to accommodation | 4% |
| Food security / Child nutrition | 3% |
| Other | 3% |
| Return to the country of origin | 1% |
| Access to employment | 1% |

Regional segregation of callers

<table>
<thead>
<tr>
<th>Yerevan</th>
<th>Kotayk</th>
<th>Ararat</th>
<th>Gegharkunik</th>
<th>Armavir</th>
<th>Lori</th>
</tr>
</thead>
<tbody>
<tr>
<td>74%</td>
<td>11%</td>
<td>7%</td>
<td>3%</td>
<td>3%</td>
<td>2%</td>
</tr>
</tbody>
</table>

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

- Yes: 59%
- No: 41%

**Category of callers**

- Asylum seeker (31%)
- Refugee (20%)
- Refugee like (16%)
- Foreigner (21%)
- Citizen of Armenia (11%)

**Gender of callers**

- Male: 52%
- Female: 41%
- Other/Prefer not to say: 7%

**Among those with vulnerabilities**

- Person with a disability: 17%
- Elderly at risk: 15%
- Serious medical condition: 11%
- LGBTIQ+ person at risk: 7%
- Single parent/caregiver with one or more children: 7%
- Multi-children families /families with four and more children: 1%

**Preferred Language**

- Armenian: 36%
- Arabic: 20%
- English: 18%
- Farsi: 15%
- Russian: 10%
- French: 2%

**How the caller found out about the UNHCR Hotline**

- UNHCR Hotline card: 62%
- Learned from/informed by friend/relative: 21%
- Social networks (FB, Twitter, etc.): 7%
- UNHCR leaflet: 5%
- Other: 5%