HOTLINE SNAPSHOT # 21- April 2023

Statistics

Subject of interest of the caller

- Information on UNHCR services: 48%
- Access to the asylum procedure: 18%
- Access to accommodation: 10%
- Resettlement: 10%
- Identification/other documentation: 7%
- Access to employment: 5%
- Family reunification: 5%
- Other: 5%

Regional segregation of callers

- Yerevan: 65%
- Kotayk: 10%
- Armatir: 10%
- Ararat: 3%
- Lori: 3%
- Syunik: 3%
- Tavush: 3%
- Vayots Dzor: 3%

UNHCR Armenia: [https://www.unhcr.org/armenia.html](https://www.unhcr.org/armenia.html) - Twitter: [https://twitter.com/UNHCRArmenia](https://twitter.com/UNHCRArmenia) - Facebook: [https://www.facebook.com/UNHCRArmenia](https://www.facebook.com/UNHCRArmenia).

Link to the previous Snapshots on the work of the UNHCR Hotline
Vulnerability among callers:
- No: 39%
- Yes: 61%

Category of callers:
- Asylum seeker (21%)
- Refugee (23%)
- Refugee like (23%)
- Foreigner (23%)
- Citizen of Armenia (15%)

Gender of callers:
- Male: 51%
- Female: 46%
- Other/Prefer not to say: 3%

Among those with vulnerabilities:
- Serious medical condition: 17%
- Person with a disability: 11%
- Single parent/caregiver with one or more children: 11%
- Elderly at risk: 8%
- Multi-children families/families with four and more children: 8%
- LGBTIQ+ person at risk: 3%

Preferred Language:
- Armenian: 46%
- Farsi: 21%
- Arabic: 15%
- Russian: 10%
- English: 8%
- French: 2%

How the caller found out about the UNHCR Hotline:
- UNHCR Hotline card: 54%
- UNHCR leaflet: 16%
- Learned from/informed by friend/relative: 15%
- Social networks (FB, Twitter, etc.): 10%
- Other: 5%