UNHCR ARMENIA
SNAPSHOT #5
December 2021

Statistics

<table>
<thead>
<tr>
<th>Month</th>
<th>Number of calls</th>
<th>Number of unique callers</th>
</tr>
</thead>
<tbody>
<tr>
<td>August</td>
<td>88</td>
<td>78</td>
</tr>
<tr>
<td>September</td>
<td>132</td>
<td>90</td>
</tr>
<tr>
<td>October</td>
<td>143</td>
<td>80</td>
</tr>
<tr>
<td>November</td>
<td>159</td>
<td>98</td>
</tr>
<tr>
<td>December</td>
<td>698</td>
<td>535</td>
</tr>
</tbody>
</table>

Subject of concerns

- Humanitarian aid: 86.3%
- Living conditions: 1.5%
- Issuance of documents: 1.0%
- Employment issues: 0.5%
- Protection issues: 0.3%
- Health issues: 0.3%
- Access to social payments: 0.2%
- Other: 9.8%

Preferred Language

- Armenian: 96.5%
- Persian: 2.7%
- English: 0.5%
- French: 0.2%
- Arabic: 0.2%

Category of calls

- People in a refugee-like situation: 5%
- Refugees/asylum-seekers/stateless: 95%

Regional segregation of callers

- Yerevan: 40%
- Syunik: 21%
- Kotayk: 20%
- Ararat: 11%
- Armavir: 4%
- Vayots Dzor: 2%
- Shirak: 1%
- Aragatsotn: 1%
- Tavush: 1%
- Lori: 1%
- Gegharkunik: 1%

Gender of callers

- Female: 11%
- Male: 89%

Vulnerability among callers

- Yes: 25%
- No: 75%

Among those with vulnerability

- Multi-children families: 34.6%
- 65+: 29.0%
- Persons with disability: 15.1%
- Serious medical condition: 12.2%
- Single parent: 8.7%
- SGBV survivor: 0.2%

www.unhcr.org