HOTLINE SNAPSHOT # 18- January 2023

Statistics

Subject of concern

- Access to the asylum procedure: 34%
- Information on UNHCR services: 31%
- Access to health care: 12%
- Resettlement: 12%
- Other: 7%
- Identification/other documentation: 3%
- Access to accommodation: 3%
- Access to employment: 2%
- Freedom of liberty (arrest/detention): 2%

Regional segregation of callers

- Yerevan: 73%
- Kotayk: 11%
- Ararat: 5%
- Armavir: 5%
- Gegharkunik: 2%
- Lori: 2%
- Other: 2%


Link to the previous Snapshots on the work of the UNHCR Hotline.
Among those with vulnerability

- Single parent/caregiver with one or more children: 42%
- Serious medical condition: 37%
- Multi-children families/families with four and more children: 21%
- Elderly at risk: 21%
- Person with a disability: 11%
- LGBTQ+ person at risk: 11%

Preferred Language

- Arabic: 39%
- Farsi: 27%
- Armenian: 15%
- Russian: 7%
- French: 7%
- English: 5%

How the caller found out about the UNHCR Hotline

- UNHCR Hotline card: 54%
- Learned from/informed by friend/relative: 29%
- TV/Radio/UNHCR Help page: 8%
- Social networks: 5%
- NGO provided the number: 2%
- Other: 2%