UNHCR Armenia:

https://www.unhcr.org/armenia.html

Twitter:

https://twitter.com/UNHCRArmenia

Facebook:

https://www.facebook.com/UNHCRArmenia

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

- 54% No
- 46% Yes

**Category of callers**

- Asylum seeker (33%)
- Refugee (17%)
- Refugee like (25%)
- Foreigner (15%)
- Citizen of Armenia (4%)
- Stateless (1%)

**Gender of callers**

- Male: 63%
- Female: 24%
- Other/Prefer not to say: 13%

**Among those with vulnerabilities**

- Multi-child families/families with four and more children: 25%
- Person with a disability: 22%
- Elderly at risk: 19%
- Serious medical condition: 16%
- Single parent/caregiver with one or more children: 16%
- LGBTIQ+ person at risk: 1%

**Preferred Language**

- Armenian: 37%
- Farsi: 35%
- Arabic: 12%
- Russian: 8%
- English: 8%

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

- UNHCR Hotline card: 64%
- UNHCR leaflet: 17%
- Social networks (FB, Twitter, etc.): 10%
- Learned from/informed by…: 6%
- State entity provided the number: 3%