UNHCR ARMENIA
HOTLINE SNAPSHOT # 25- August 2023

Statistics

Subject of interest of the caller

- Information on UNHCR services: 37%
- Access to the asylum procedure: 22%
- Identification/other documentation: 11%
- Access to healthcare: 8%
- Food security / Child nutrition: 6%
- Access to employment: 4%
- Access to education: 4%
- Security and safety issues: 4%
- Access to accommodation: 3%
- Resettlement: 1%

Regional segregation of callers

- Yerevan: 46%
- Ararat: 18%
- Kotayk: 14%
- Lori: 6%
- Armavir: 5%
- Syunik: 4%
- Vayots Dzor: 4%
- Aragatsotn: 2%
- Tavush: 1%

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

- **No**: 56%
- **Yes**: 43%

### Category of callers

- **Refugee**: 31%
- **Asylum seeker**: 24%
- **Refugee like**: 20%
- **Foreigner**: 14%
- **Citizen of Armenia**: 4%

### Gender of callers

- **Male**: 52%
- **Female**: 32%
- **Other/Prefer not to say**: 16%

### Among those with vulnerabilities

- Multi-children families /families with four and more children: 20%
- Person with a disability: 20%
- Single parent/caregiver with one or more children: 20%
- Serious medical condition: 20%
- Elderly at risk: 16%
- Pregnant or lactating woman: 4%

### Preferred Language

- **Armenian**: 46%
- **Farsi**: 30%
- **Arabic**: 18%
- **English**: 3%
- **English**: 2%
- **Turkish**: 1%

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

- **UNHCR Hotline card**: 65%
- **Learned from/informed by friend/relative**: 21%
- **UNHCR leaflet**: 11%
- **Social networks (FB, Twitter, etc.)**: 3%

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