
**HOTLINE SNAPSHOT #11 - JULY 2022**

**Statistics**

<table>
<thead>
<tr>
<th>Month</th>
<th>Number of calls</th>
<th>Number of unique callers</th>
</tr>
</thead>
<tbody>
<tr>
<td>January</td>
<td>185</td>
<td>103</td>
</tr>
<tr>
<td>February</td>
<td>199</td>
<td>138</td>
</tr>
<tr>
<td>March</td>
<td>190</td>
<td>130</td>
</tr>
<tr>
<td>April</td>
<td>124</td>
<td>55</td>
</tr>
<tr>
<td>May</td>
<td>113</td>
<td>43</td>
</tr>
<tr>
<td>June</td>
<td>92</td>
<td>38</td>
</tr>
<tr>
<td>July</td>
<td>74</td>
<td>46</td>
</tr>
</tbody>
</table>

**Subject of concerns**

- Shelter/housing: 24%
- Access to the asylum procedure: 20%
- Access to social and administrative services: 15%
- Other: 9%
- Cash assistance: 7%
- Access to health care: 7%
- Security Issues: 7%
- Employment: 4%
- Access to education: 2%
- Discrimination: 2%
- Identification document/other documentation: 2%
- Food: 2%

**Regional segregation of callers**

- Yerevan: 78%
- Syunik: 9%
- Gegharkunik: 7%
- Ararat: 4%
- Shirak: 2%
**Vulnerability among callers**

- Yes: 34%
- No: 66%

**Category of callers**

- Asylum-seeker: 9%
- Refugee like: 4%
- Refugee: 24%
- Foreigner: 39%
- Citizen of Armenia: 24%

**Gender of callers**

- Male: 39%
- Female: 59%
- Other: 2%

**Among those with vulnerability**

- Elderly at risk: 42%
- Person with a disability: 21%
- Serious medical condition: 16%
- Single parent/caregiver with one or more children: 5%
- GBV survivor: 5%
- Multi-children families / families with four and more children: 5%
- LGBTIQ+ person at risk: 5%

**Preferred language**

- Armenian: 45%
- Persian: 38%
- Arabic: 11%
- Russian: 4%
- English: 2%

**How did the caller find out about the UNHCR hotline**

- Learned from/informed by friend/relative: 53%
- UNHCR leaflet: 24%
- TV/Radio/Internet (UNHCR help page): 13%
- Other: 8%
- Social networks (FB): 3%


Link to the previous Snapshots on the work of the UNHCR hotline.