UNHCR ARmenia

HOTLINE SNAPSHOT #15 - OCTOBER 2022

Subject of concern

- Resettlement: 20%
- Access to the asylum procedure: 17%
- Access to the territory: 17%
- Information on services provided by UNHCR: 16%
- If other, please specify: 8%
- Access to accommodation: 4%
- Child nutrition: 3%
- Food safety: 2%
- Travel documents: 2%
- Security and Safety Issues: 2%
- Access to health care: 2%
- Access to employment: 2%
- Identification: 2%

Regional segregation of callers

- Yerevan: 75%
- Ararat: 6%
- Kotayk: 6%
- Armavir: 5%
- Geghakunik: 3%
- Vayots Dzor: 3%
- Aragatsotn: 1%
- Lori: 1%
- Syunik: 1%

Statistics

- Number of calls: 185, 199, 190, 124, 113, 92, 74, 146, 170, 203
- Number of unique callers: 103, 138, 130, 55, 43, 38, 46, 93, 124, 117


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

**Vulnerability among callers**

- **No:** 72%
- **Yes:** 28%

**Among those with vulnerability**

- Multi-children families: 27%
- Caregiver with one or more children: 19%
- Single parent: 19%
- Serious medical condition: 19%
- Elderly at risk: 8%
- Person with a disability: 8%

**Category of callers**

- Foreigner (51%)
- Asylum seeker (17%)
- Refugee like (11%)
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- Citizen of Armenia (7%)
- Other (3%)

**Gender of callers**

- **Male:** 73%
- **Female:** 26%
- **Other:** 1%

**Preferred Language**

- Armenian: 36%
- Russian: 25%
- Arabic: 22%
- Persian: 11%
- English: 5%
- Spanish: 1%

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

- Learned from/informed by friend/relative: 37%
- TV/Radio/UNHCR Help page: 25%
- UNHCR hotline card: 20%
- Other: 10%
- UNHCR leaflet: 6%
- State entity provided number: 2%