Subject of concern

<table>
<thead>
<tr>
<th>Issue</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Information on UNHCR services</td>
<td>41%</td>
</tr>
<tr>
<td>Access to the asylum procedure</td>
<td>17%</td>
</tr>
<tr>
<td>Resettlement</td>
<td>9%</td>
</tr>
<tr>
<td>Food safety / Child nutrition</td>
<td>9%</td>
</tr>
<tr>
<td>Access to accommodation</td>
<td>6%</td>
</tr>
<tr>
<td>Identification/Other documentation</td>
<td>5%</td>
</tr>
<tr>
<td>Other</td>
<td>3%</td>
</tr>
<tr>
<td>Security and safety</td>
<td>2%</td>
</tr>
<tr>
<td>Psycho-social support services</td>
<td>2%</td>
</tr>
<tr>
<td>Access to health care</td>
<td>2%</td>
</tr>
<tr>
<td>Access to employment</td>
<td>2%</td>
</tr>
<tr>
<td>Translation/interpretation issues</td>
<td>1%</td>
</tr>
</tbody>
</table>

Regional segregation of callers

<table>
<thead>
<tr>
<th>Region</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yerevan</td>
<td>66%</td>
</tr>
<tr>
<td>Kotayk</td>
<td>8%</td>
</tr>
<tr>
<td>Ararat</td>
<td>7%</td>
</tr>
<tr>
<td>Syunik</td>
<td>7%</td>
</tr>
<tr>
<td>Shirak</td>
<td>6%</td>
</tr>
<tr>
<td>Gegharkunik</td>
<td>2%</td>
</tr>
<tr>
<td>Vayots Dzor</td>
<td>2%</td>
</tr>
<tr>
<td>Ararat</td>
<td>1%</td>
</tr>
</tbody>
</table>

Statistics

Number of calls:
- January: 185
- February: 199
- March: 190
- April: 124
- May: 113
- June: 92
- July: 74
- August: 146
- September: 170
- October: 124
- November: 136

Number of unique callers:
- January: 103
- February: 138
- March: 130
- April: 55
- May: 43
- June: 38
- July: 46
- August: 124
- September: 93
- October: 117
- November: 86

UNHCR Armenia: [https://www.unhcr.org/armenia.html](https://www.unhcr.org/armenia.html) - Twitter: [https://twitter.com/UNHCRArmenia](https://twitter.com/UNHCRArmenia) Facebook: [https://www.facebook.com/UNHCRArmenia](https://www.facebook.com/UNHCRArmenia)

[Link](https://www.unhcr.org/armenia.html) to the previous Snapshots on the work of the UNHCR hotline
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:
- 48% No
- 52% Yes

Category of callers:
- 32% Asylum seeker
- 29% Refugee-like
- 21% Foreigner
- 11% Refugee
- 7% Citizen of Armenia

Among those with vulnerability:
- Elderly at risk: 27%
- Caregiver with one or more children: 22%
- Multi-children families: 19%
- Serious medical condition: 14%
- Person with a disability: 14%
- Pregnant/lactating women: 3%
- LGBTIQ+ person at risk: 3%

Preferred Language:
- Armenian: 45%
- Arabic: 21%
- Persian: 18%
- Russian: 11%
- English: 4%
- Kurdish: 1%
- French: 1%

Gender of callers:
- 52% Male
- 46% Female
- 2% Other

How the caller find out about the UNHCR hotline:
- UNHCR hotline card: 31%
- Learned from/informed by friend/relative: 31%
- TV/Radio/UNHCR Help page: 24%
- Social networks: 5%
- Other: 5%
- State entity provided number: 4%
- UNHCR leaflet: 2%