Subject of Concern

- Humanitarian assistance: 46%
- ID and other documentation: 27%
- Other: 10%
- Access to shelter / adequate living conditions: 6%
- Employment and livelihood assistance: 5%
- Protection issues: 5%
- Access to state social assistance: 2%

Regional Segregation

- Yerevan: 65%
- Geghamk: 8%
- Ararat: 6%
- Kotayk: 6%
- Aragatsotn: 3%
- Syunik: 3%
- Tavush: 3%
- Lori: 2%
- Shirak: 2%
- Vayots Dzor: 2%

Statistics

- Number of callers: November 159, December 535, January 185, February 199, March 190, April 124
- Number of unique callers: November 98, December 103, January 103, February 138, March 130, April 55
Among those with vulnerabilities:

- 65+: 31%
- Multi-child families: 30%
- Persons with disability: 17%
- Single parent/caregiver with one or more children: 15%
- Serious medical condition: 7%

Preferred Language:

- Armenian: 62%
- English: 11%
- Russian: 11%
- Persian: 11%
- Arabic: 5%

How did the caller find out about the UNHCR hotline?

- Learned from/informed by a friend/relative: 45%
- TV/Radio/Internet (UNHCR Help page): 37%
- Social networks (FB): 8%
- UNHCR leaflets: 7%
- Other: 3%