



# STATISTICAL DATA ON QUERIES TO IDP ADVICE HOTLINE

## 0 800 30 911 0

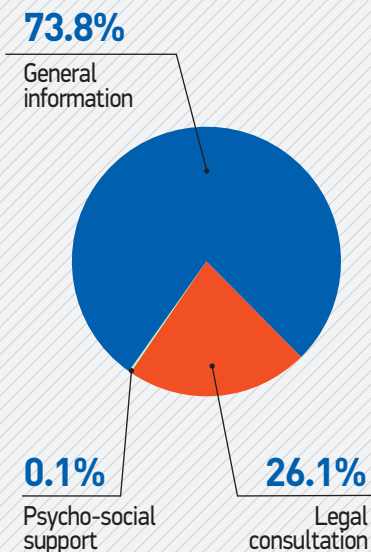
donbasssos.org

October 2017

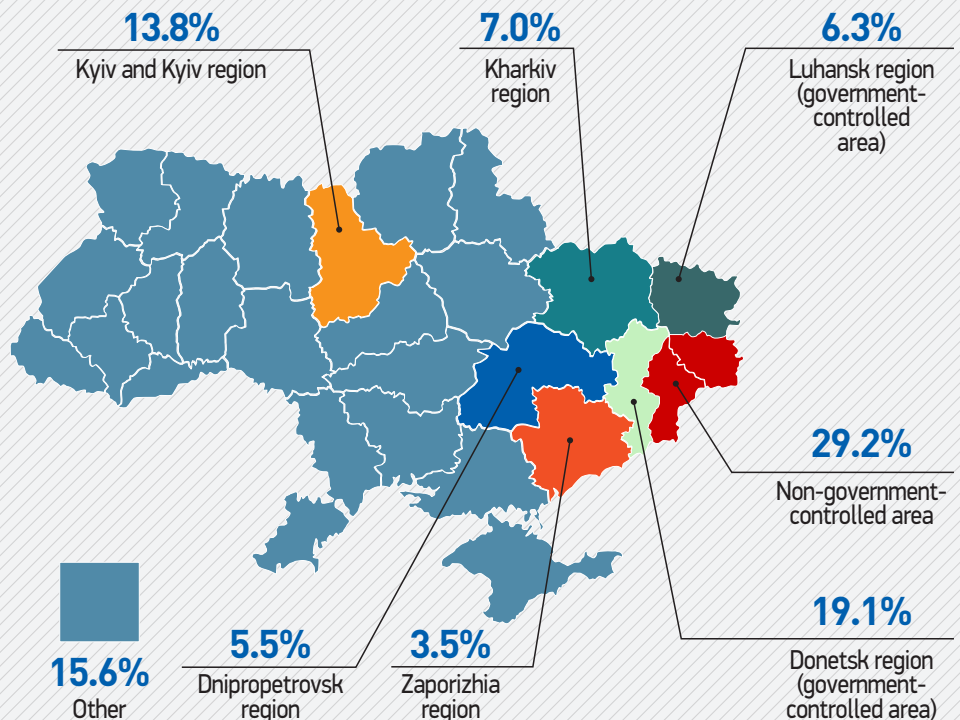
The DONBAS SOS Hotline has been supported by IOM since March 2015 for the purpose of providing impartial, comprehensive, and up-to-date information for IDPs. Since then it has received a total of **56,143** calls.



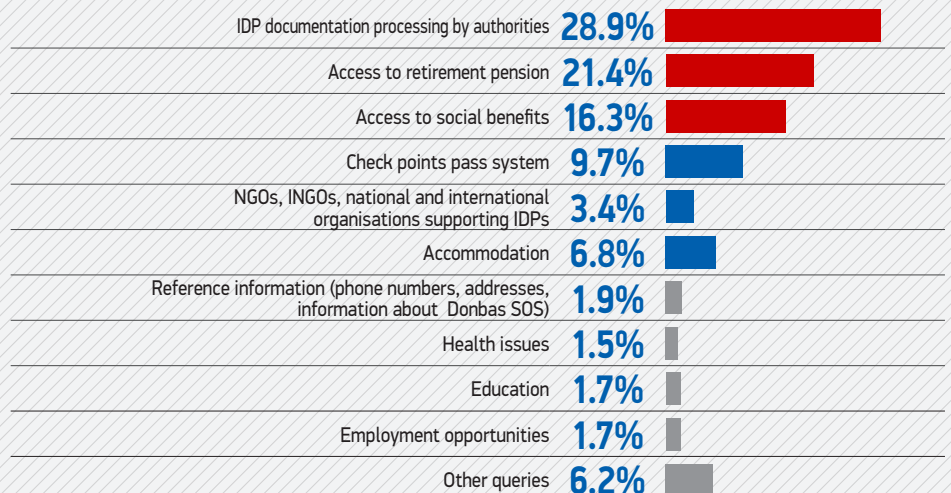
### Type of consultation



### Regional breakdown



### Subject of queries



### Queries about

- Missing family members/family unification ..... 0.3%
- DV and GBV / commercial exploitation ..... 0.1%

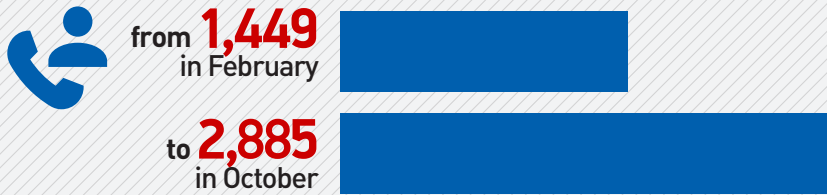


The National Toll-Free Hotline to support IDPs is implemented by Donbas SOS. The hotline operates within the framework of the EU funded project "Supporting Recovery and Sustainable Solutions for Internally Displaced Persons and the Conflict-Affected Population in Ukraine" implemented by the International Organization for Migration (IOM), Mission in Ukraine.



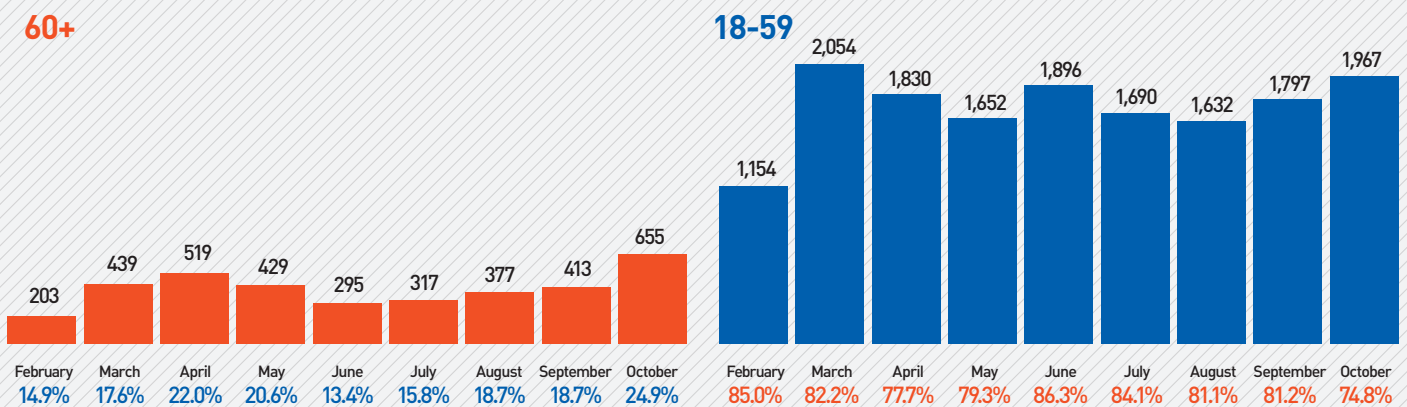
Further analysis was conducted on calls received and disaggregated by age. The below provides an overview of the total number of calls and subject of queries from persons aged 18 - 59 and persons aged 60 years or over.

**The total number of calls consistently increased**

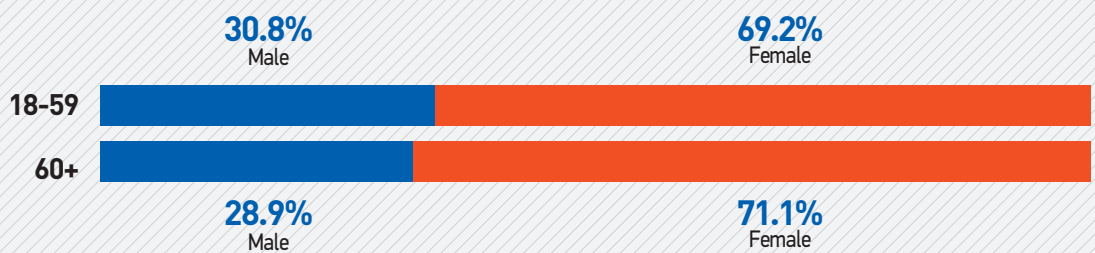


The number of calls from persons aged 60 years or over reached its highest in April and October 2017, with the lowest – in June 2017

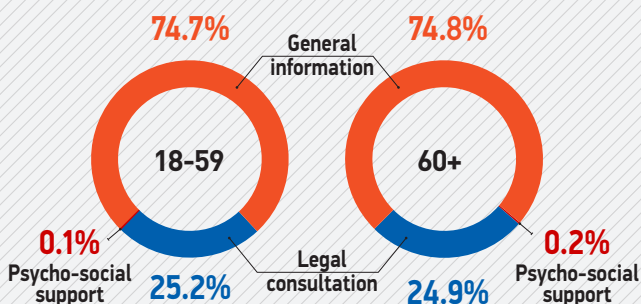
**Total number of calls from age groups 18 - 59 and 60+ since February 2017**



**Gender distribution**



**Type of consultation**



**Subject of queries (top 3)**

