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 53,133 calls.

Regional breakdown

- Kyiv and Kyiv region: 14.1%
- Kharkiv region: 7.2%
- Luhansk region (government-controlled area): 6.6%
- Donetsk region (government-controlled area): 29.1%
- Non-government-controlled area: 19.4%
- Other regions: 14.1%

Subject of queries

- Access to retirement pension: 22.5%
- Access to social benefits: 22.5%
- IDP documentation processing by authorities: 22.3%
- Check points pass system: 9.3%
- Accommodation: 7.8%
- NGOs, INGOs, national and international organisations supporting IDPs: 3.1%
- Reference information (phone numbers, addresses, information about Donbas SOS): 1.7%
- Employment opportunities: 1.7%
- Health issues: 1.4%
- Education: 1.3%
- Other queries: 6.0%

Queries about
- Missing family members / family unification: 0.1%
- Stigma, discrimination, social tension: 0.2%
- DV and GBV / commercial exploitation: 0.2%
Further analysis was conducted on calls received from government-controlled areas (GCA) and the non-government-controlled areas (NGCA). The below provides an overview of the socio-demographic characteristics and subject of queries from the GCA and NGCA.

<table>
<thead>
<tr>
<th>Age distribution</th>
<th>NGCA</th>
<th>GCA</th>
</tr>
</thead>
<tbody>
<tr>
<td>0.1% under 18</td>
<td>52.8% 18-49</td>
<td>45.5% 50+</td>
</tr>
<tr>
<td>0.3% under 18</td>
<td>54.2% 18-49</td>
<td>47.1% 50+</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Gender distribution</th>
<th>NGCA</th>
<th>GCA</th>
</tr>
</thead>
<tbody>
<tr>
<td>Male</td>
<td>32.0%</td>
<td>33.5%</td>
</tr>
<tr>
<td>Female</td>
<td>68.0%</td>
<td>66.5%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Subject of queries (most frequently mentioned queries)</th>
<th>NGCA</th>
<th>GCA</th>
</tr>
</thead>
<tbody>
<tr>
<td>IDP documentation processing by authorities</td>
<td>32.5%</td>
<td>28.0%</td>
</tr>
<tr>
<td>Access to retirement pension</td>
<td>27.7%</td>
<td>20.5%</td>
</tr>
<tr>
<td>Check points pass system</td>
<td>17.9%</td>
<td>18.5%</td>
</tr>
<tr>
<td>Access to social benefits</td>
<td>7.4%</td>
<td>9.2%</td>
</tr>
<tr>
<td>NGOs, INGOs, national and international organisations supporting IDPs</td>
<td>3.5%</td>
<td>6.1%</td>
</tr>
</tbody>
</table>

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.