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 50,698 calls.

Regional breakdown

- Kyiv and Kyiv region: 16.5%
- Kharkiv region: 7.9%
- Luhanskiy region (government-controlled area): 6.4%
- Donetsk region (government-controlled area): 26.8%
- Donbass SOS region: 19.6%
- Dnipropetrovsk region: 14.3%
- Zaporizhia region: 5.3%
- Kharkiv region: 3.1%
- Other: 1.0%

Subject of queries

- IDP documentation processing by authorities: 32.5%
- Access to retirement pension: 14.6%
- Access to social benefits: 16.1%
- Check points pass system: 11.4%
- NGOs, INGOs, national and international organisations supporting IDPs: 4.5%
- Accommodation: 6.3%
- Reference information (phone numbers, addresses, information about Donbas SOS): 2.2%
- Health issues: 1.9%
- Education: 2.1%
- Employment opportunities: 1.8%
- Other queries: 6.3%

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.

The total number of calls consistently increased, in particular:
- From 1,449 in February to 2,270 in August

The number of calls from NGCA is becoming larger:
- From 187 (13%) in February to 609 (27%) in August

Total number of calls from NGCA:
- February: 187 (12.9%)
- March: 461 (17.5%)
- April: 531 (21.2%)
- May: 537 (24.4%)
- June: 624 (27.4%)
- July: 635 (26.9%)
- August: 609 (26.8%)

Age distribution:
- NGCA: 55.8% under 18, 67.9% 18-49, 31.8% 50+
- GCA: 44.2% under 18, 67.9% 18-49, 31.8% 50+

Gender distribution:
- NGCA: 38.1% Male, 61.9% Female
- GCA: 28.2% Male, 71.8% Female

Subject of queries:
- Top 3 for NGCA:
  - IDP documentation processing by authorities: 46.1%
  - Access to retirement pension: 16.1%
  - Check points pass system: 14.9%
- Top 3 for GCA:
  - IDP documentation processing by authorities: 26.7%
  - Access to retirement pension: 14.0%
  - Check points pass system: 19.9%