



# STATISTICAL DATA ON QUERIES TO IDP ADVICE HOTLINE

## 0 800 30 911 0

donbasssos.org

April, 2017



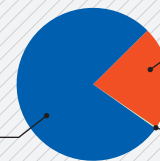
**2,503**  
number of calls  
in April 2017



**3,569**  
number of queries  
in April 2017

### Type of consultation

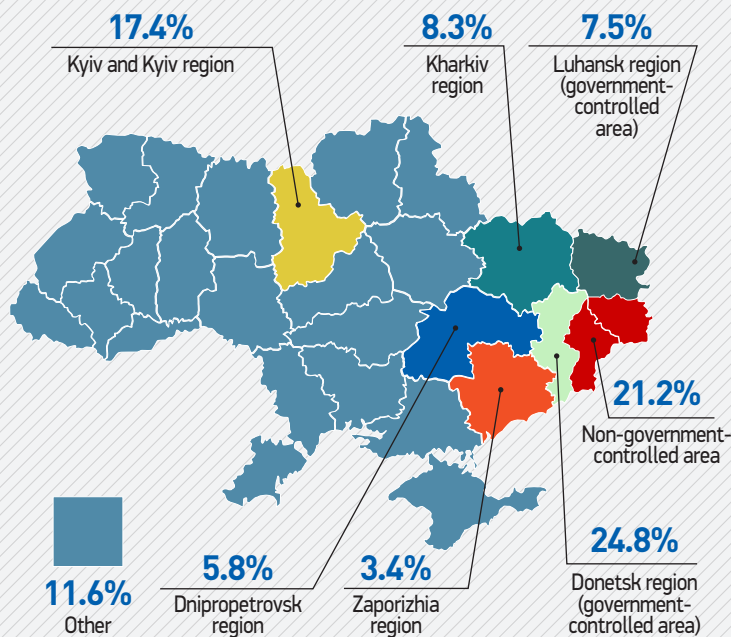
**78.3%**  
Information provision



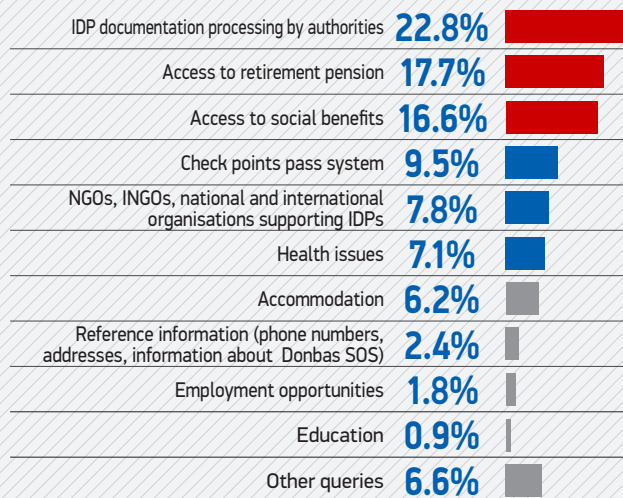
**21.6%**  
Legal consultation

**0.1%**  
Psycho-social support

### Regional breakdown

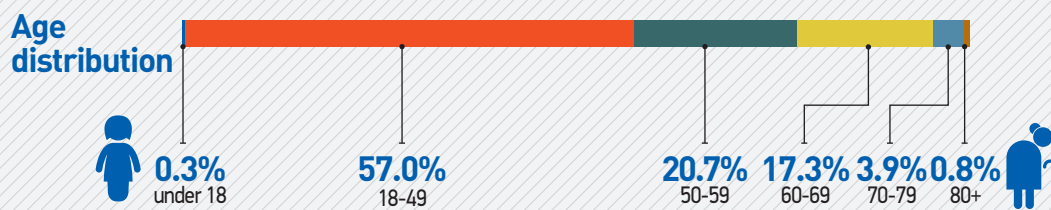
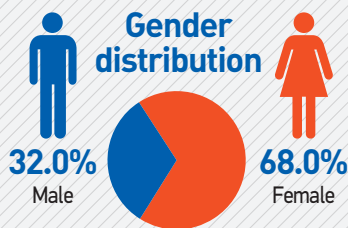


### Subject of queries

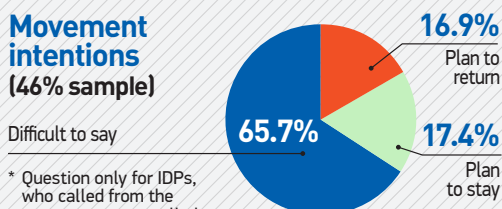


### Queries about

- DV and GBV / commercial exploitation ..... 0.3%
- Stigma, discrimination, social tension ..... 0.2%
- Missing family members / family unification ..... 0.1%

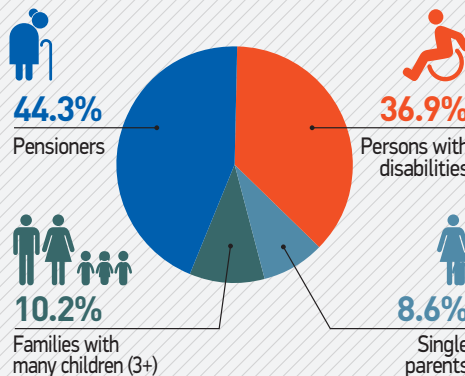


\* Question only for those, who called from the government-controlled area

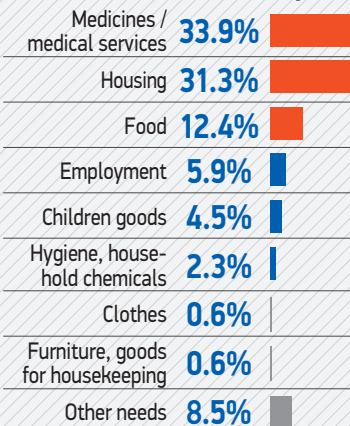


\* Question only for IDPs, who called from the government-controlled area

### Vulnerability group distribution (15% sample)



### Main needs (12% sample)



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.