



STATISTICAL DATA ON QUERIES TO IDP ADVICE HOTLINE

0 800 30 911 0

donbasssos.org

May, 2017



2,205
number of calls
in May 2017

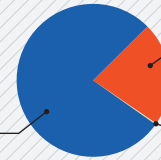


3,133
number of queries
in May 2017

Type of consultation

78.1%

Information provision



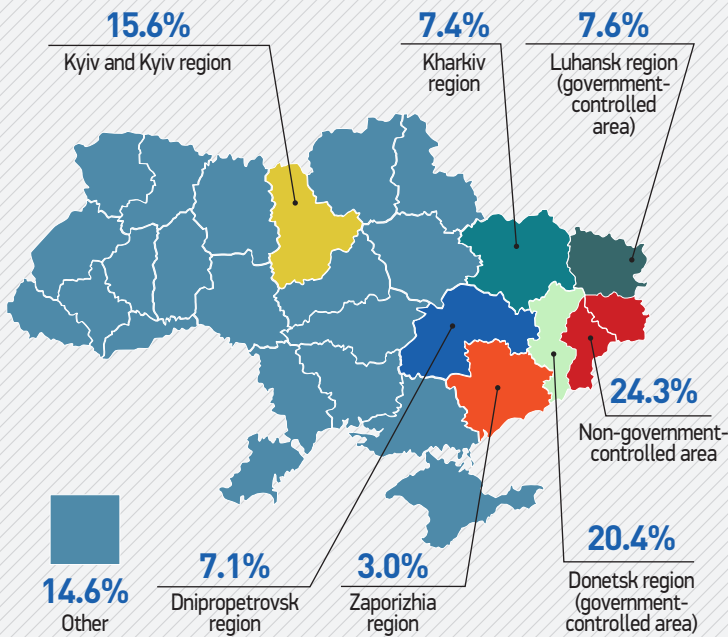
21.7%

Legal consultation

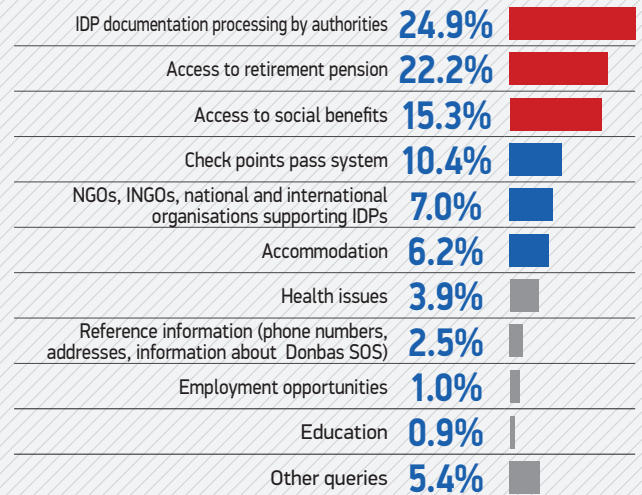
0.2%

Psycho-social support

Regional breakdown

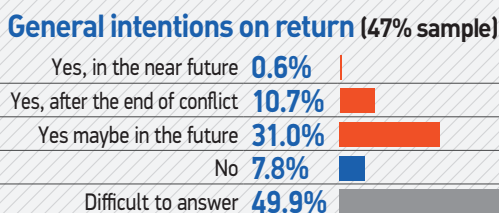
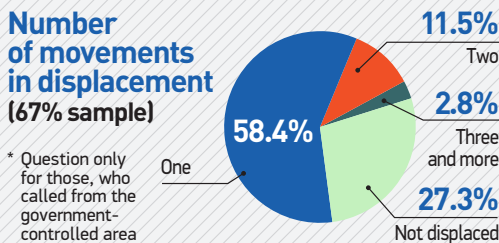
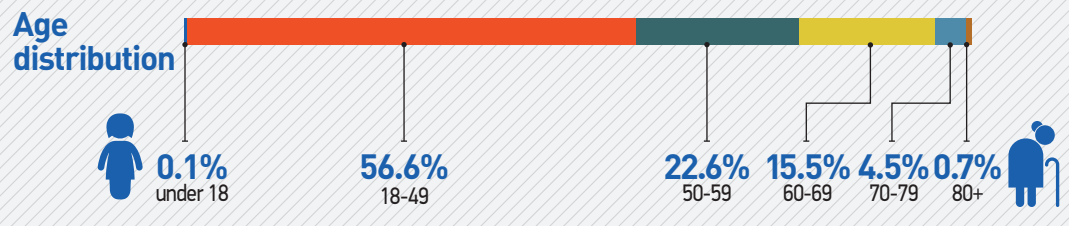
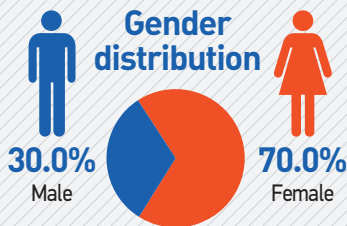


Subject of queries

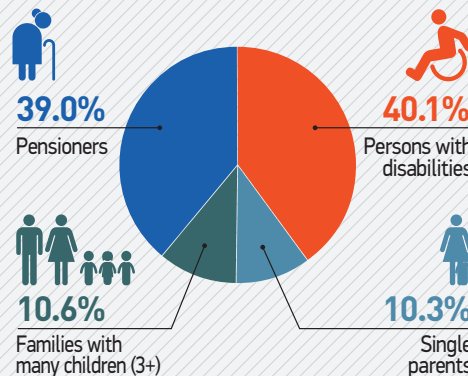


Queries about

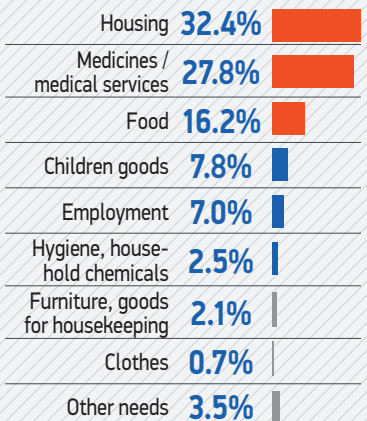
- DV and GBV / commercial exploitation 0.1%
- Missing family members / family unification 0.1%
- Stigma, discrimination, social tension 0.1%



Vulnerability group distribution (15% sample)



Main needs (13% 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.