
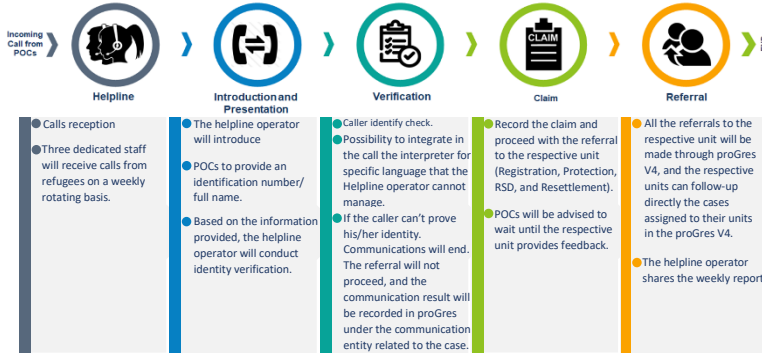


 **348** TOTAL CALLS RECEIVED

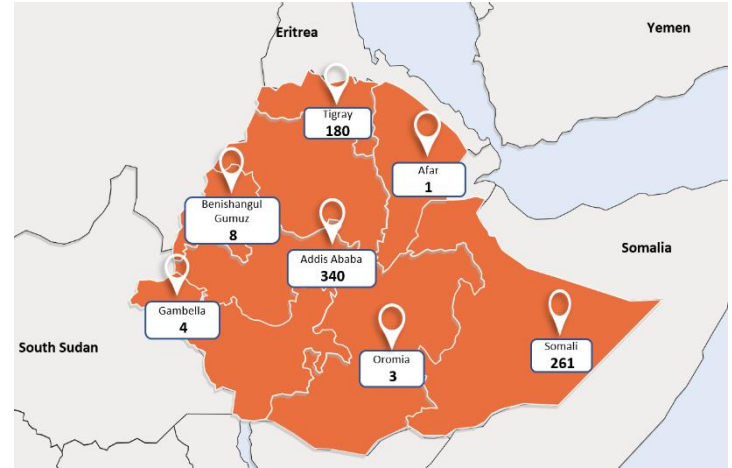
 **348** TOTAL CALLS REFERRED

 **340** TOTAL REFERRALS RESOLVED

 **8** TOTAL REFERRALS PENDING FOLLOW-UP



### Calls per region



### Caller's legal status

Regarding the legal status of the callers, we received 317 calls from refugees, 30 calls from asylum-seekers, and 1 call from other persons of concern. The "other persons of concern" represent Ethiopians or other nationalities who are not refugees but are part of the refugee household. The relation can be established through marriage or when an Ethiopian is the caregiver of the refugee's child.

### Referral category

Concern	Referral	Solved	Pending
General protection	282	275	7
Other groups at risk	18	18	0
Newborn registration	12	12	0
Others	12	12	0
Data amendments	7	7	0
Support	5	5	0
Counselling	4	4	0
Merger/split (marriage or divorce)	2	2	0
Education	2	1	1
Adding or removing individuals	1	1	0
SGBV	1	1	0
Detention Monitoring	1	1	0
Status inquiry	1	1	0
<b>Grand Total</b>	<b>348</b>	<b>340</b>	<b>8</b>

### Calls by age and sex breakdown

Caller	Caregiver			Group representative		Total
	00 - 04 years	05 - 11 years	12 - 17 years	18 - 59 years	60+ years	
Female	1	5	4	146	9	165
Male	2	3	5	164	9	183
<b>Total</b>	<b>3</b>	<b>8</b>	<b>9</b>	<b>310</b>	<b>18</b>	<b>348</b>

### Referral by specific need and sex breakdown

SPN	Female	Male	Grand Total
No Specific need	58	137	195
Woman at risk	37		37
Serious medical condition	13	15	28
Single parent	22	1	23
Disability	7	14	21
Unaccompanied or separated child	6	5	11
Child at risk	8	2	10
Older person at risk	4	6	10
Family unity	7	2	9
Specific legal and physical protection needs	3	1	4
<b>Grand Total</b>	<b>165</b>	<b>183</b>	<b>348</b>

### General protection

 **282**

The Helpline System is assimilated to the reception centre where persons of concern are received and directed to the respective protection, registration and other services.

This category includes all issues related to cash assistance for urban refugees, medical, repatriation issues, etc. The cash assistance concerns were most of the dominate, with **72 percent** of the issues raised, and following by the medical problems representing **11 percent** of all concerns raised.

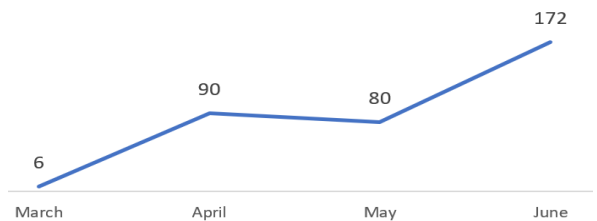
### Other groups at risk

 **18**

Other group at risk represents persons of concern to be at heightened risk. The persons at heightened risk represent **5.2 percent** of the callers.

This category includes unaccompanied and separated children; persons with serious health conditions; persons with special legal or physical protection needs; single women; women-headed households; older persons; persons with disabilities; and persons of diverse sex, sexual orientation or gender identity.

### Referral trend



### Newborn registration

 **12**

The newborn registration was conducted based on the following documents: Birth certificate, birth notification, and the vaccination card.

Newborn registration aligns with the Sustainable Development Agenda (**SDG 16.9**) and the **African Union Agenda for 2063**. It is also supported by positive legislative reforms made by Ethiopia in 2017 in including refugees in the national civil registration and vital statistics (**CRVS**) system (**Proclamation No. 1049/2017**).