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EMBRACE MENTAL HEALTH CENTER
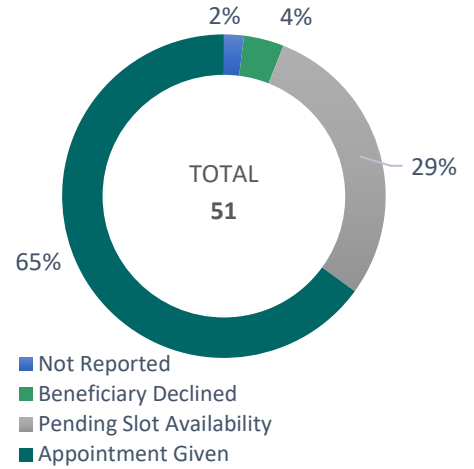
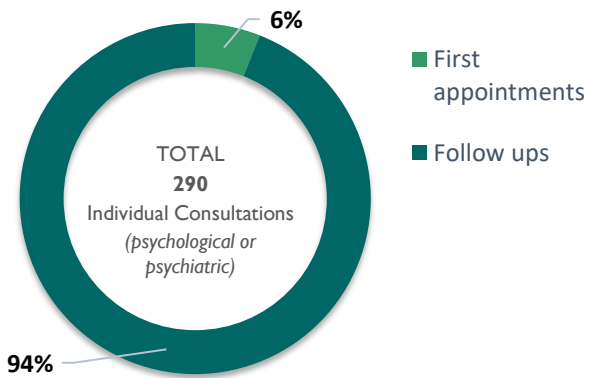## *CLINIC INDICATORS REPORT 006*

REPORTING PERIOD JANUARY 2021

I. TRIAGE

The below numbers are meant to offer a snapshot of the activities hosted and beneficiaries served at the Embrace Mental Health Center. While information is recorded as accurately as possible, not all information is available at all times.

Every beneficiary that calls the clinic is briefly screened (i.e., triaged) to better gather basic demographic information, understand the reason for which they are seeking services, and orient them accordingly. The triage number represents the number of people who called who could potentially become beneficiaries. The outcome of the triage represents the decision taken after the information was gathered from the potential beneficiary.

2% 4%

29%

TOTAL
51

65%

- ■ Not Reported
- ■ Beneficiary Declined
- ■ Pending Slot Availability
- ■ Appointment Given

II. SESSION TYPE

6%

■ First appointments

TOTAL
290
Individual Consultations
(psychological or psychiatric)
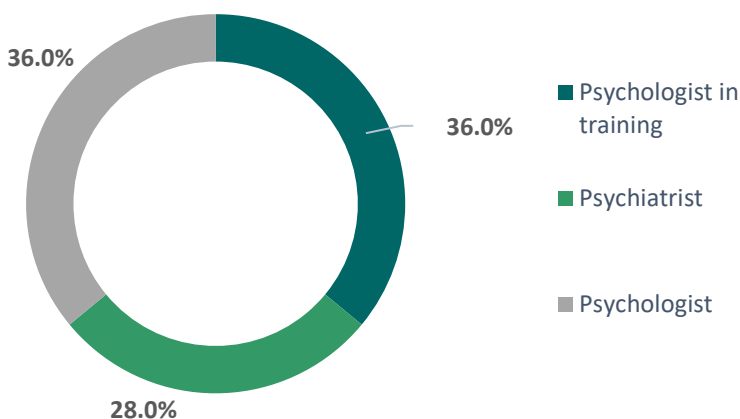
■ Follow ups

94%

INDIVIDUAL CONSULTATIONS
Average number of sessions per beneficiary: 2.5

GROUP CONSULTATIONS

TOTAL NUMBER OF SESSIONS: 0

III. TYPE OF PRACTICIONER SEEN

36.0%

36.0%

■ Psychologist in training

■ Psychiatrist

■ Psychologist

28.0%

In around 20% of the individual psychological or psychiatric sessions, the beneficiary was referred to another service at the Embrace Mental Health Center (i.e., psychotherapy, the lifeline, group therapy, psychiatry, neuropsychological assessment or social work) and in 2% of those sessions the beneficiary was referred to external mental health or medical services.

IV. BENEFICIARY INFORMATION

*BENEFICIARY DISENGAGEMENT**

4

1

11

■ Cancelled ■ No Show ■ No More Sessions Required
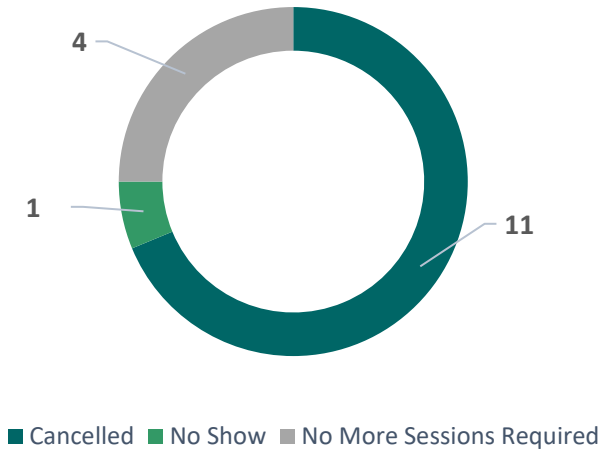
TOTAL NUMBER OF BENEFICIARIES SERVED
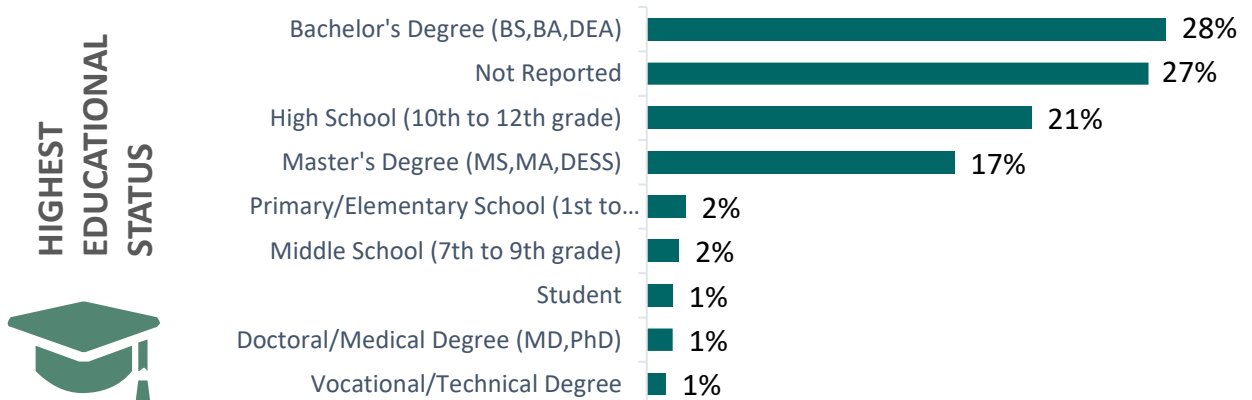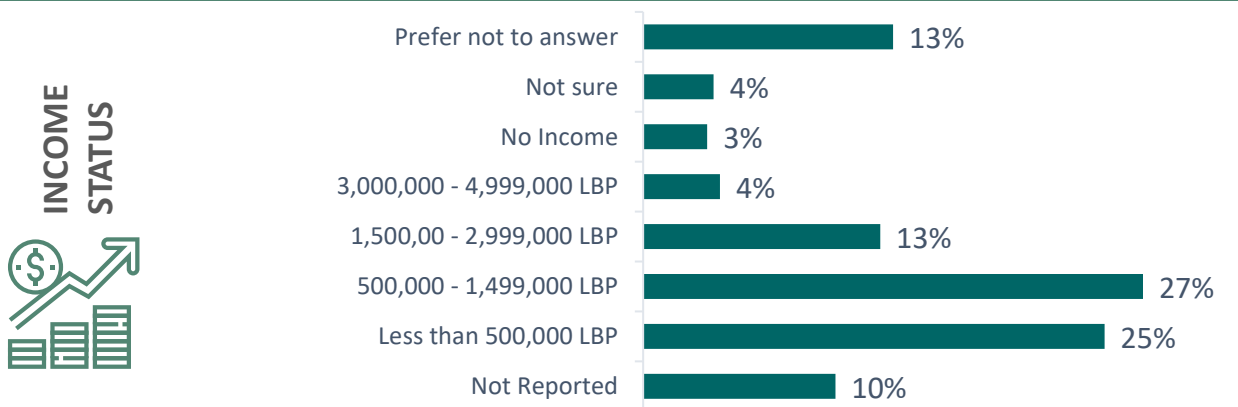(first session or follow up): 114

TOTAL NUMBER OF NEW BENEFICIARIES
(those whose first session was this month): 16

Note that owing to a nation-wide lockdown, which was
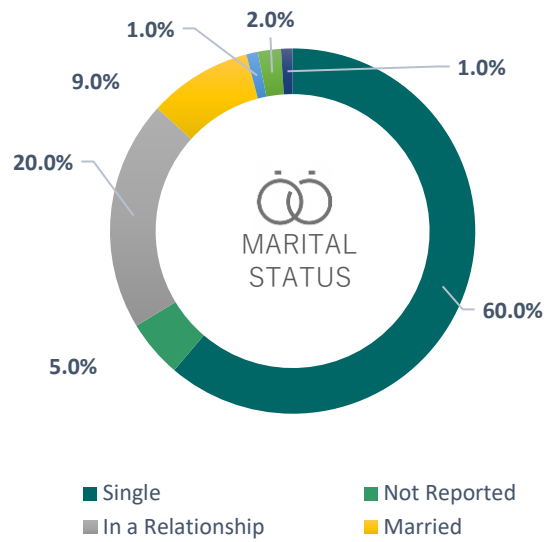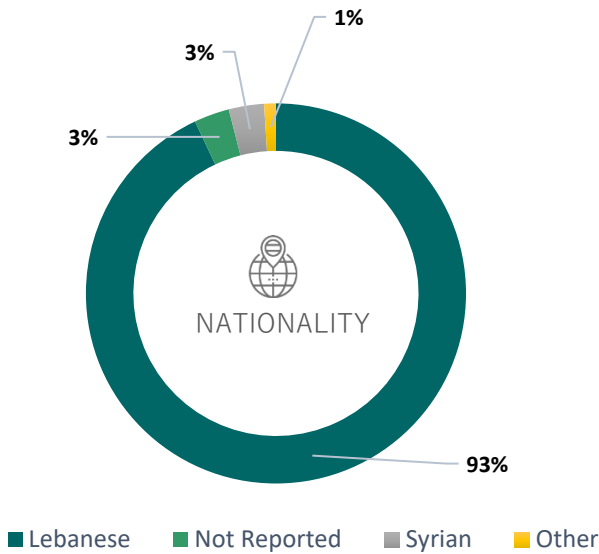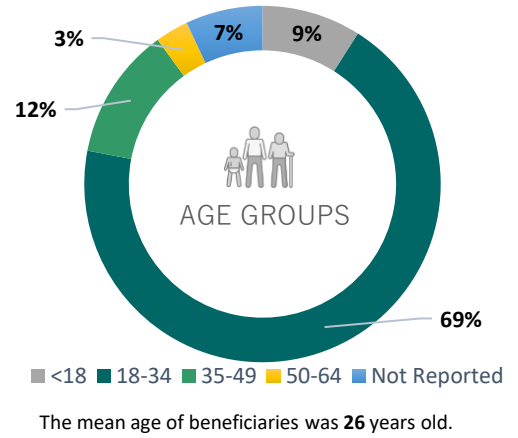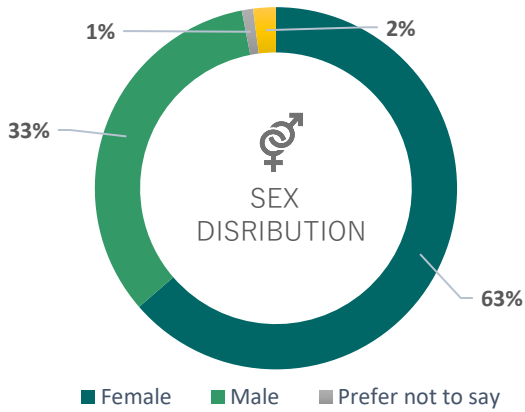implemented around the 2nd week of January 2021:
- An additional **54** appointments were cancelled (to be
  rescheduled at a later time). While most session were
  conducted online, some beneficiaries opted to postpone
  their appointment until lockdown was terminated due to
  technical or personal reasons.
- The intake of new beneficiaries was suspended at the start
  of lockdown.

*Cancelled/No Show: Do **not** include those who later rescheduled their session

V. SOCIODEMOGRAPHICS OF BENEFICIARIES SERVED

INCOME STATUS

Prefer not to answer	13%
Not sure	4%
No Income	3%
3,000,000 - 4,999,000 LBP	4%
1,500,00 - 2,999,000 LBP	13%
500,000 - 1,499,000 LBP	27%
Less than 500,000 LBP	25%
Not Reported	10%

HIGHEST EDUCATIONAL STATUS

Bachelor's Degree (BS,BA,DEA)	28%
Not Reported	27%
High School (10th to 12th grade)	21%
Master's Degree (MS,MA,DESS)	17%
Primary/Elementary School (1st to…	2%
Middle School (7th to 9th grade)	2%
Student	1%
Doctoral/Medical Degree (MD,PhD)	1%
Vocational/Technical Degree	1%

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SEX DISRIBUTION

- 2%
- 1%
- 33%
- 63%

Legend: ■ Female ■ Male ■ Prefer not to say

AGE GROUPS

- 9%
- 7%
- 3%
- 12%
- 69%

Legend: ■ <18 ■ 18-34 ■ 35-49 ■ 50-64 ■ Not Reported

The mean age of beneficiaries was **26** years old.

NATIONALITY

- 1%
- 3%
- 3%
- 93%

Legend: ■ Lebanese ■ Not Reported ■ Syrian ■ Other

MARITAL STATUS

- 2.0%
- 1.0%
- 1.0%
- 9.0%
- 20.0%
- 5.0%
- 60.0%

Legend: ■ Single ■ Not Reported ■ In a Relationship ■ Married

EMPLOYMENT

- Student (FT) — 31%
- Employed (FT) — 27%
- Unemployed — 15%
- Not Reported — 11%
- Freelancer — 9%
- Other — 4%
- Employed (PT) — 4%
- Retired — 1%

INSURANCE COVERAGE

- Not Reported — 29%
- National Social Security Fund — 24%
- None — 14%
- Private Insurance - Self-sponsored — 10%
- Private Insurance by Employer — 8%
- Army and Armed Forces — 5%
- Other — 4%
- Prefer not to say — 3%
- Private Insurance - Syndicate,… — 2%
- Cooperative of Government… — 1%

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VI. SESSION OUTCOMES

FOLLOW UP BOOKED WITH SAME PRACTITIONER

30%

6%

64%

- Yes
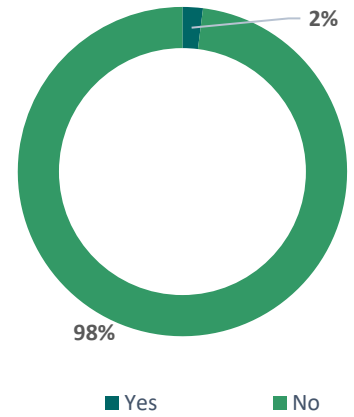- No
- Not Reported

INTERNAL REFERRAL*

18%

82%

- Yes
- No
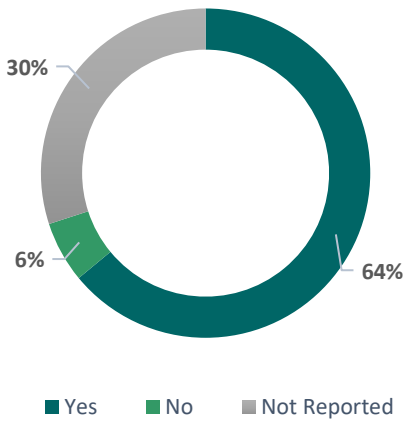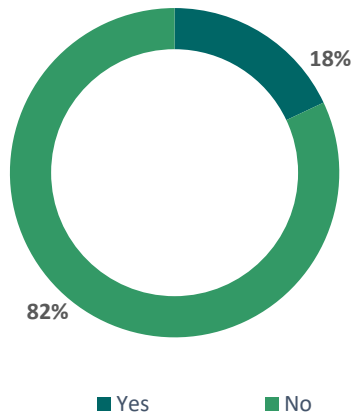
****Note** that internal referrals can be for Embrace psychologists and psychiatrists, social work, and the Embrace Lifeline.

EXTERNAL REFERRAL*

2%

98%

- Yes
- No

****Note** that external referrals include (but are not limited to) hospitals and medical labs.
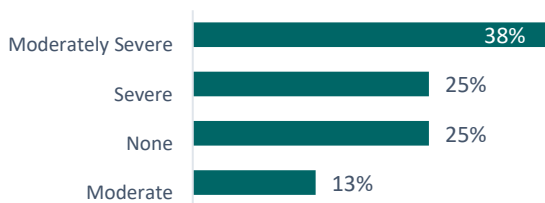
In January 2021, one beneficiary was referred to in-patient psychiatric care, and the remaining referrals were for external clinicians.

VII. MENTAL HEALTH SURVEY SCORES

1. PHQ-9: a validated instrument for measuring the severity of depression.
   Interpretation: 0-4 "None/Minimal", 5-9 "Mild", 10-14 "Moderate", 15-19 "Moderately Severe", 20-27 "Severe"
2. GAD-7: a validated instrument for measuring the severity of anxiety.
   Interpretation: 0-4 "None/Minimal", 5-9 "Mild", 10-14 "Moderately Severe", 15-21 "Severe"
3. TSQ: a brief trauma questionnaire used to predict a PTSD diagnosis.
   Interpretation: excellent prediction of a PTSD diagnosis when respondents endorse at least six items in the questionnaire.

FIRST ENCOUNTER

PHQ-9 Scores

Moderately Severe	38%
Severe	25%
None	25%
Moderate	13%

GAD-7 Scores

Moderate	56%
Severe	49%
Minimal	22%
Mild	11%
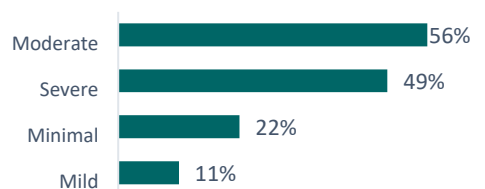
|	PHQ-9	GAD-7	TSQ
Sample Size (N)	8	7	9
Average Score	13.87	16.28	4.88

****Note** that the above graphs show the percent frequency of categorical classifications on the PHQ-9 and GAD-7 for the samples indicated in the table.
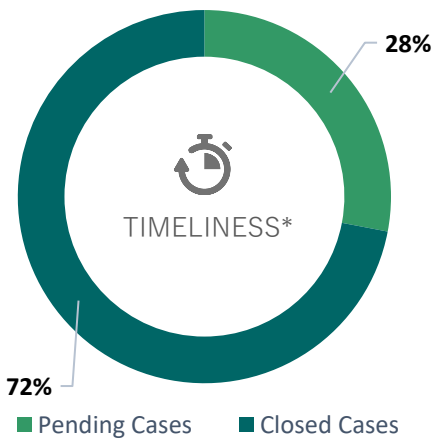
TOTAL NUMBER OF REFERRED CASES `29`

The social work department at Embrace serves both the Embrace Mental Health Center (EMHC) and the Embrace Lifeline. It aims to provide a holistic approach to mental health care by offering psycho-social assistance to beneficiaries served by both the EMHC and the Lifeline. The EMHC and Embrace Lifeline are resourced with comprehensive referral networks linked with governmental and non-governmental organizations that provide a wide range of psychosocial services from livelihood, shelter, basic assistance, child protection, and organizations catering to the needs of vulnerable groups such as refugees, LGBTQ community and persons affected by gender-based violence. The department is currently staff by one social worker who coordinates with a multi-disciplinary internal team of psychologists, psychologists, psychiatric nurse, hotline operators and clinical supervisors.
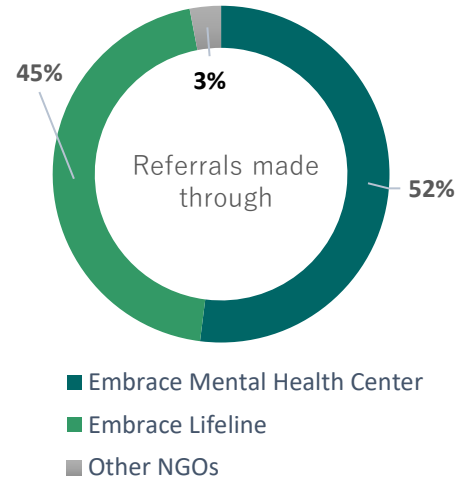
*Note that unless otherwise indicated, the below statistics reflect characteristics of cases or beneficiaries that were initiated in the month of reporting and do not include information on cases pending from previous months.

Referrals made through

45%
3%
52%

- Embrace Mental Health Center
- Embrace Lifeline
- Other NGOs

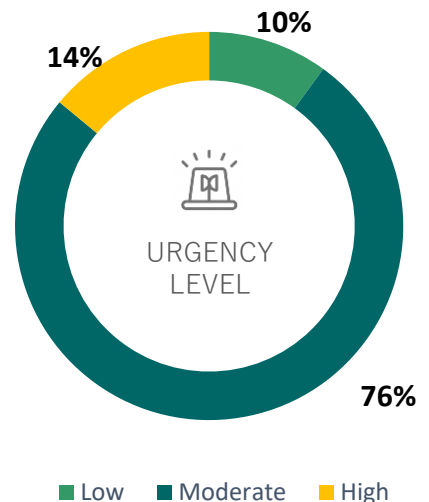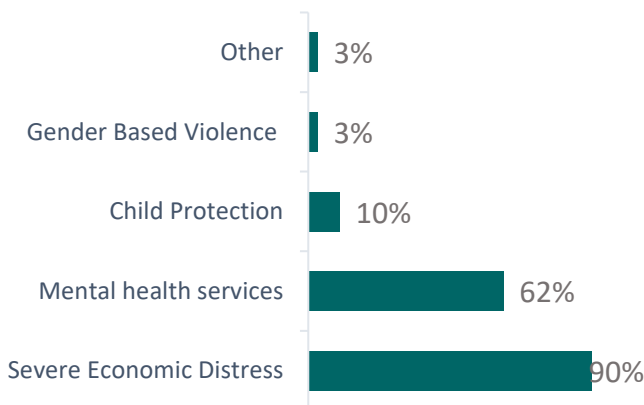**TIMELINESS***

28%
72%

- Pending Cases
- Closed Cases

In January, on **average**, cases were resolved within **4 days** from when they were initially filed.

*Note that the timeliness graph reflects only cases that were opened in January and no additional cases that were pending from previous months were also resolved in January.
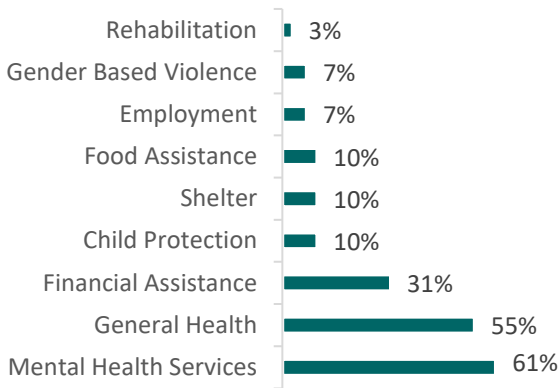
REASONS FOR REFERRAL

Reason	Percentage
Other	3%
Gender Based Violence	3%
Child Protection	10%
Mental health services	62%
Severe Economic Distress	90%

*Note that percentages may add up to more than 100% because multiple reasons for referral can be endorsed.

URGENCY LEVEL

10%
14%
76%

- Low
- Moderate
- High

TYPES OF REFERRALS PROVIDED

Rehabilitation	3%
Gender Based Violence	7%
Employment	7%
Food Assistance	10%
Shelter	10%
Child Protection	10%
Financial Assistance	31%
General Health	55%
Mental Health Services	61%

REFERRALS MADE TO

Private Professionals	2%
Community NGOs	45%
Embrace Services	59%
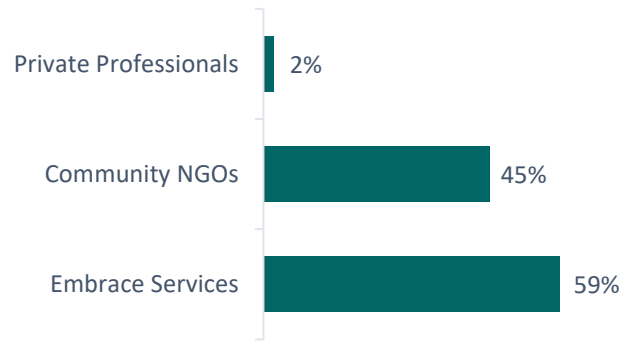
BREAKEDOWN OF CASES REFERRED TO EMBRACE SERVICES

Psychiatrist	25%
Non-psychotropic Medication	57%
Psychotropic Medication	88%
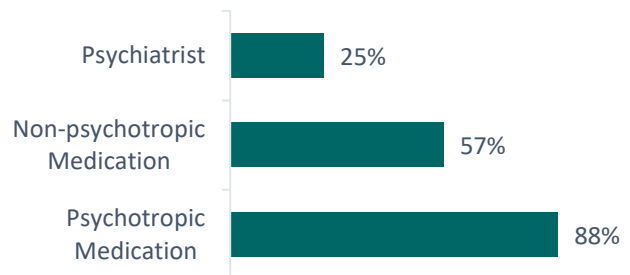
*Note that percentages for the above 3 graphs may add up to more than 100% because multiple types of referrals can be provided.

SOCIO-DEMOGRAPHICS OF BENEFICIARIES

SEX DISRIBUTION
- 59%
- 41%

■ Female   ■ Male

AGE GROUPS
- 10%
- 21%
- 17%
- 52%

■ <18   ■ 18-34   ■ 35-49   ■ 50-64

VII. SOCIAL WORK DEPARTMENT

NATIONALITY

3%
3%
28%
66%

- Lebanese
- Syrian
- Palestinian
- Iraqi

GEOGRAPHIC LOCATION

7%
3%
14%
45%
31%

- Mount Lebanon
- Beirut
- Bekaa
- North

MARITAL STATUS

10%
3%
38%
48%

- Divorced
- Married
- Single
- Widowed