EMBRACE LIFELINE

LEBANON’S NATIONAL EMOTIONAL SUPPORT AND SUICIDE PREVENTION HELPLINE

in collaboration with the National Mental Health Program at the Ministry of Public Health

MONTHLY NATIONAL LIFELINE INDICATORS

REPORTING PERIOD
January 2022
INTRODUCTION

Embrace Lifeline is the national helpline in Lebanon for emotional support and suicide prevention. Aggregate data related to the National Lifeline is captured, analyzed and disseminated on a monthly basis and annually for a yearly snapshot. The data is meant to offer a snapshot of the characteristics of callers to the helpline.

METHODOLOGY

The National Lifeline’s trained operators capture anonymous data through a secure computerized system. The non-identifiable data is then analyzed and reported on a monthly basis.

The numbers in this report are meant to offer a snapshot of the population that the National Lifeline serves. Please note that while that this information is recorded as accurately as possible, not all information may always be available. Unless otherwise indicated, the frequencies and percentages reported in this document represents the percentage of observations in a given category out of the total non-missing information. The metrics in this document can be considered representative of calls received during the reported time-period.

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www.embracelebanon.org
January 2022
TOTAL NUMBER OF CALLS WITH CAPTURED DATA 950

I. AGE OF CALLER (n=882) MEAN AGE: 33

- <18: 22%
- 18-34: 10%
- 35-49: 22%
- 50-64: 1%
- 65+: 6%

II. SEX OF CALLERS

- Female: 59%
- Male: 41%
In January of 2022, n = 402 callers informed us of how they first learned about the National Lifeline. The below chart summarizes their responses.

- Social Media: 26%
- Family/Friend: 23%
- Other: 18%
- Mental Health Professional: 10%
- TV: 5%
- Emergency Services: 1%
- Billboard: 1%

*Percentages may not add up to 100% because each caller may have more than one status.

*Other included referrals from medical professionals

9% of calls received by the Embrace Lifeline come from self-identifying LGBTQI+ individuals.
V. NATIONALITY OF CALLERS

- Lebanese: 71%
- Syrian: 15%
- Not Reported: 8%
- Brazilian: 2%
- Armenian: 2%
- Others: 2%

VI. COUNTRY OF CALLERS

- Lebanon: 99%
- Not Reported: 1%
VII. REGION OF RESIDENCE AMONG CALLERS FROM LEBANON

- Beirut: 32%
- Mount Lebanon: 30%
- Not Reported: 15%
- North: 9%
- South: 4%
- Bekaa: 4%
- Nabatiyeh: 3%
- Baalbek: 2%

VIII. MARITAL STATUS OF CALLERS

- Single: 42%
- Married: 22%
- Not Reported: 19%
- In a Relationship: 8%
- Divorced: 4%
- Widowed: 3%
- Separated: 2%
IX. CALLER LIVING WITH

*Percentages may not add up to 100% because each caller may endorse more than one living status.

- Nuclear Family: 65%
- Not Reported: 18%
- Alone: 10%
- Partner: 3%
- Extended Family: 3%
- Homeless: 1%
- Roomate: 1%

X. HIGHEST LEVEL OF EDUCATION OF CALLERS

- Primary/Elementary School (1st to 6th Grade): 2%
- Did Not Complete Primary/Elementary School: 3%
- Master's Degree Completed (MS, MA, DESS): 3%
- Not reported: 4%
- Vocational/Technical Degree: 6%
- Middle School (7th to 9th Grade): 8%
- Operator did not ask: 23%
- Bachelor's Degree (BS, BA, DEA): 24%
- High School (10th to 12th Grade): 27%
XI. EMPLOYMENT OF CALLERS

*Percentages may not add up to 100% because each caller may have more than one status.

XII. TYPE OF CALL

*This indicator is assessed by the operator based on their conversation with the caller. Percentages may not add up to 100% because the caller can express more than one type of concern (e.g., a caller could express both socioeconomic concerns and emotional distress).
XIII. CHANGE IN LEVEL OF DISTRESS FROM BEGINNING TO END OF CALL

88% of calls with available data for this indicator (n=448) reported a decrease in the level of distress from the beginning of the call to the end of the call. 12% of calls were from individuals whose level of distress did not change from the beginning to the end of the call.

XIV. CALLERS CURRENTLY SEEKING MENTAL HEALTH SERVICES

43% of calls with available data for this indicator (n=788) are from individuals who reported currently receiving at least 1 mental health service.

XV. CALLERS RISK FACTORS

- Peer History of Suicidal Behavior: 2%
- Family History of Suicidal Behavior: 2%
- History of Impulsive Behavior: 2%
- Bullying: 2%
- Others: 3%
- Substance Abuse Problems: 3%
- Family History of Mental Health Issues: 3%
- Academic Problems: 3%
- Upcoming Major Stressor: 4%
- Chronic Illness: 4%
- Living Alone: 4%
- Easy Access to Means: 5%
- Social Isolation: 6%
- Break up/ Peer Relationship Problems: 11%
- Experienced Major Stressor/Loss Recently: 11%
- Family Discord: 11%
- Financial Problems: 17%
- Subjective Symptoms of Mental Distress: 17%
- Experienced Major Stressor within Lifetime: 19%
- Experiencing Continuous Stressor: 30%

*This indicator is assessed by the operator based on their conversation with the caller. Percentages may not add up to 100% because multiple risk factors can occur together (e.g., a caller could be both living alone and reporting experiences of bullying).