Lebanese Republic
Ministry of Public Health
National Mental Health Programme

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# NATIONAL 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 LIFELINE INDICATORS**

**REPORTING PERIOD**
November 2023

## INTRODUCTION

The Lifeline is the national helpline in Lebanon for emotional support and suicide prevention. As part of its mission, and in collaboration with the National Mental Health Program of the Ministry of Public Health (MOPH), aggregate data related to the 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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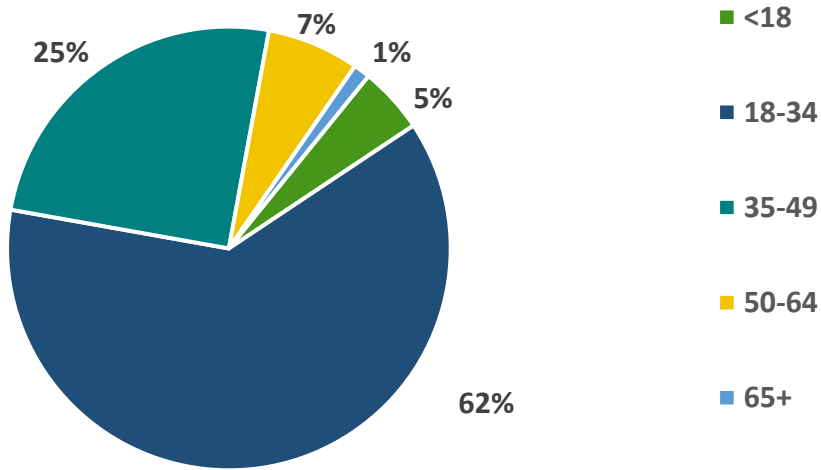
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# November 2023

## TOTAL NUMBER OF CALLS WITH CAPTURED DATA

## 854

## I. AGE OF CALLERS (n= 691)

### MEAN AGE:31



- ■ <18
- ■ 18-34
- ■ 35-49
- ■ 50-64
- ■ 65+

7%
1%
25%
5%
62%

## II. GENDER OF CALLERS



57%
1%
42%

- ■ Cisman
- ■ Ciswoman
- ■ Other*
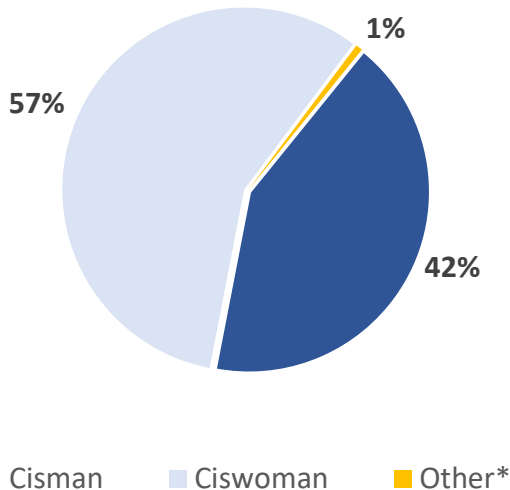
*Transman, Transwoman, Non-Binary*
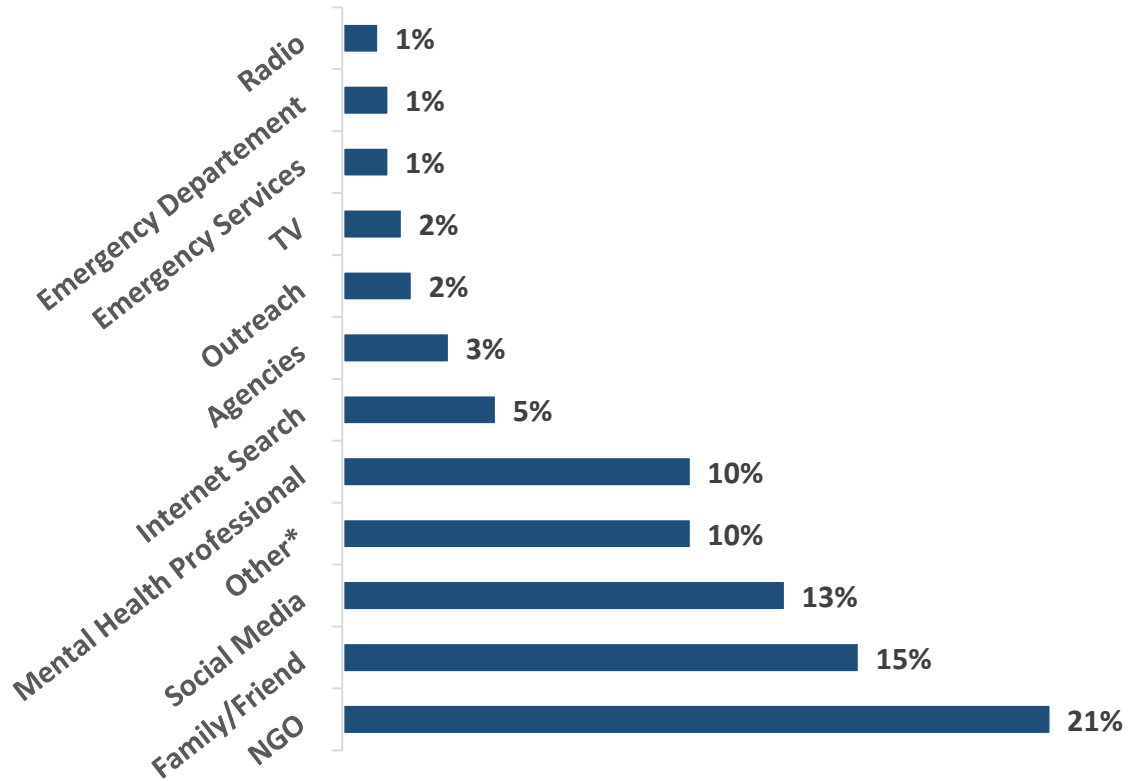
## III. COUNTRY OF CALLERS (n=847)

Country of Residence

Lebanon

# IV. HOW CALLERS HEARD ABOUT THE LIFELINE

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

A total of **280 callers** informed us of how they first learned about the National Lifeline. The below chart summarizes their responses.
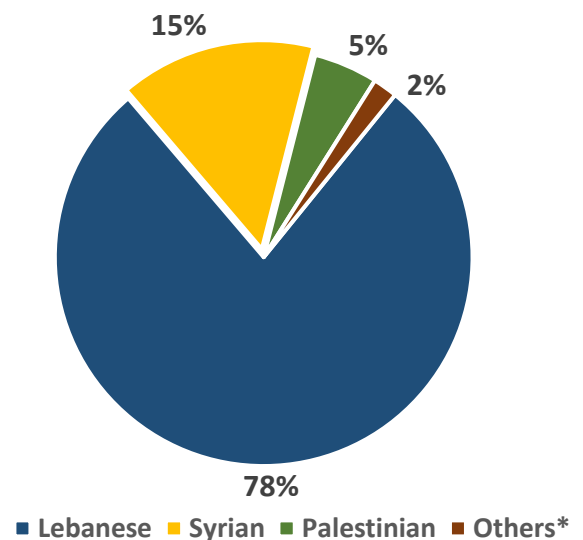
| Category | Percentage |
|---|---|
| Radio | 1% |
| Emergency Departement | 1% |
| Emergency Services | 1% |
| TV | 2% |
| Outreach | 2% |
| Agencies | 3% |
| Internet Search | 5% |
| Mental Health Professional | 10% |
| Other* | 10% |
| Social Media | 13% |
| Family/Friend | 15% |
| NGO | 21% |

*Doctor, United Nations, Training, Frequent or Previous Caller, Enterprise, University, Operator*
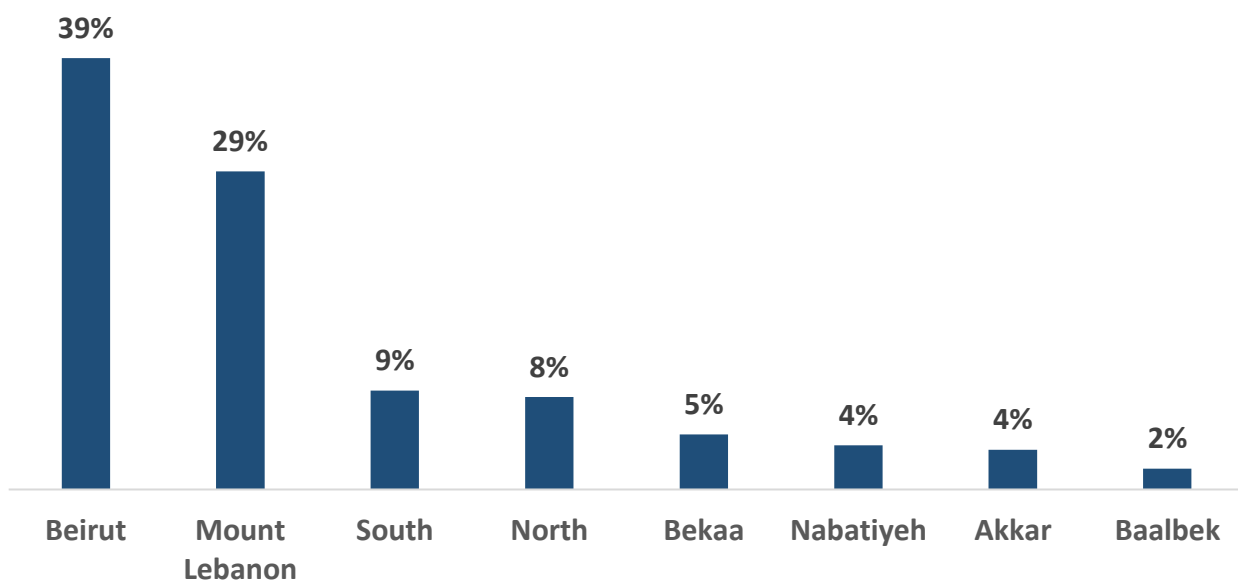
## V. SEXUAL ORIENTATION OF CALLERS

**8%** of calls received by the Embrace Lifeline come from self-identifying LGBTQI+ individuals.
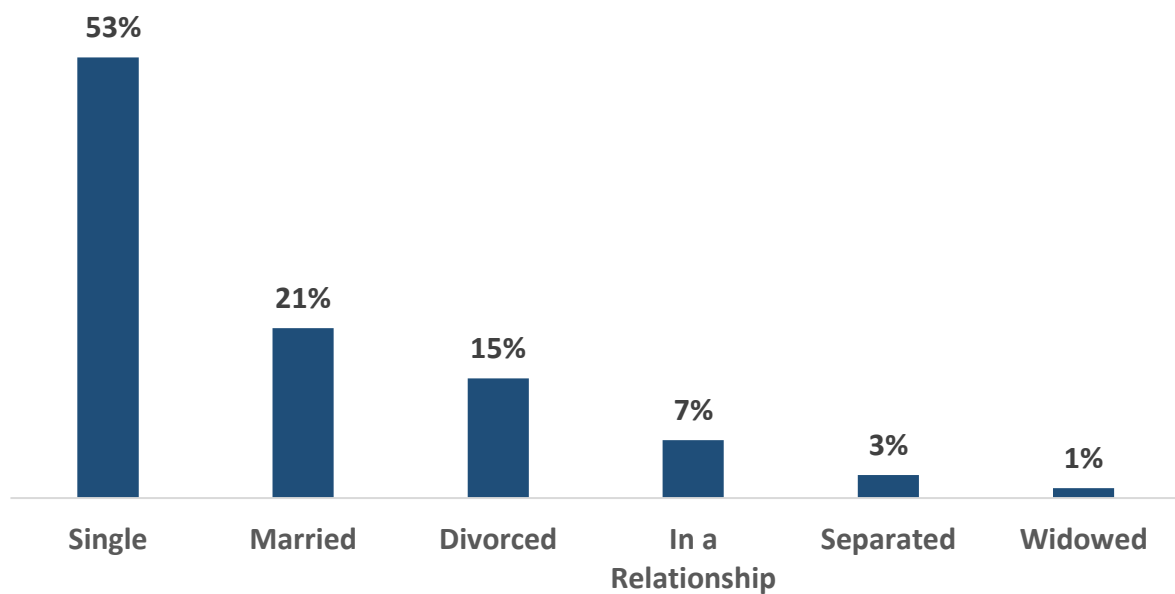
## VI. NATIONALITY OF CALLERS (n=695)

- Lebanese 78%
- Syrian 15%
- Palestinian 5%
- Others* 2%

*Armenia, Bangladesh, Ethiopia, Jordan, Kenya, Kuwait, Lao People's Democratic Republic, Sudan, Yemen*

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## VII. REGION OF RESIDENCE AMONG CALLERS FROM LEBANON (n=646)



| Region | Percentage |
|--------|-----------|
| Beirut | 39% |
| Mount Lebanon | 29% |
| South | 9% |
| North | 8% |
| Bekaa | 5% |
| Nabatiyeh | 4% |
| Akkar | 4% |
| Baalbek | 2% |

## VIII. MARITAL STATUS OF CALLERS (n=557)



| Status | Percentage |
|--------|-----------|
| Single | 53% |
| Married | 21% |
| Divorced | 15% |
| In a Relationship | 7% |
| Separated | 3% |
| Widowed | 1% |

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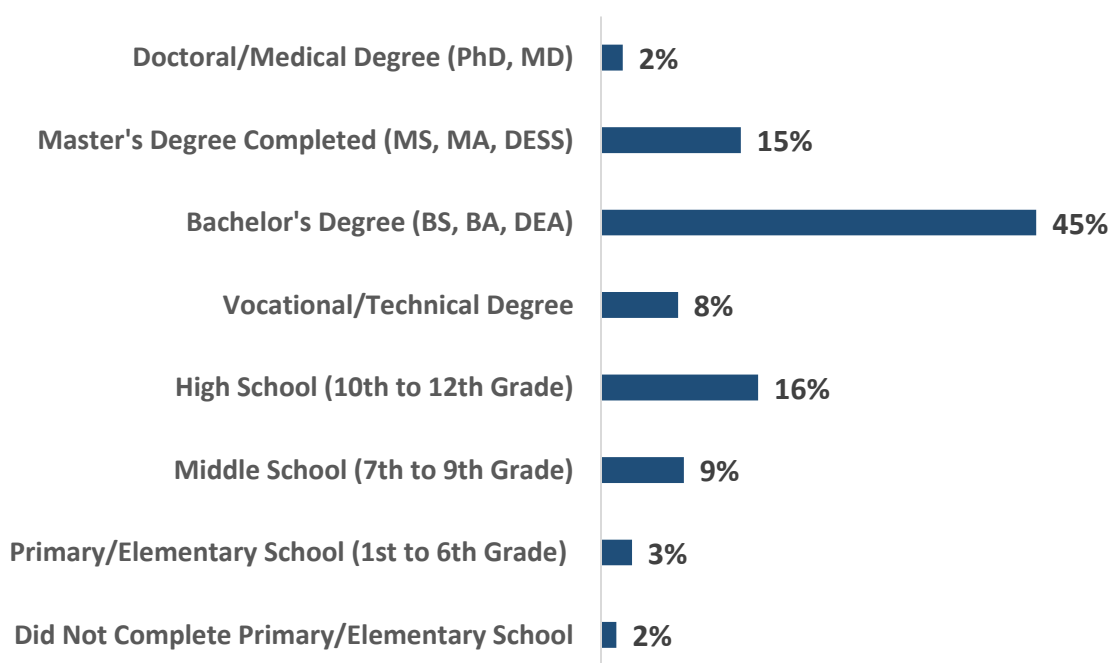## IX. CALLER LIVING WITH (n=586)

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

**80%**
**13%**
**5%**
**3%**
**2%**
**1%**

Nuclear Family | Alone | Extended Family | Partner | Roomate | Others
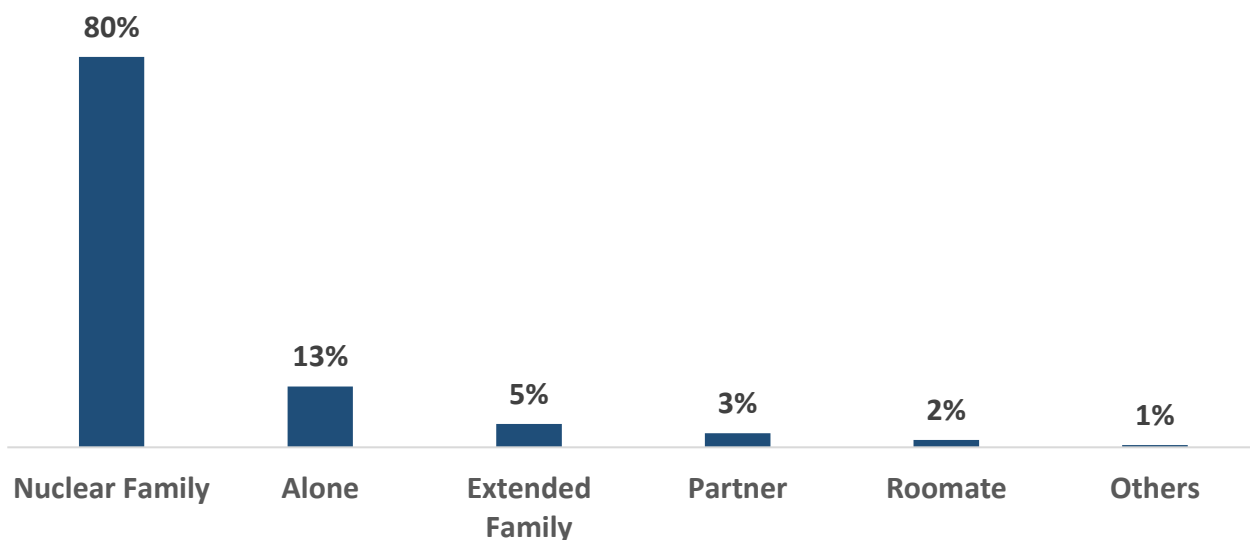
## X. HIGHEST LEVEL OF EDUCATION OF CALLERS (n=552)

Doctoral/Medical Degree (PhD, MD) **2%**

Master's Degree Completed (MS, MA, DESS) **15%**

Bachelor's Degree (BS, BA, DEA) **45%**

Vocational/Technical Degree **8%**

High School (10th to 12th Grade) **16%**

Middle School (7th to 9th Grade) **9%**

Primary/Elementary School (1st to 6th Grade) **3%**

Did Not Complete Primary/Elementary School **2%**

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## XI. EMPLOYMENT OF CALLERS (n=577)

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



Bar chart:
- Unemployed: 40%
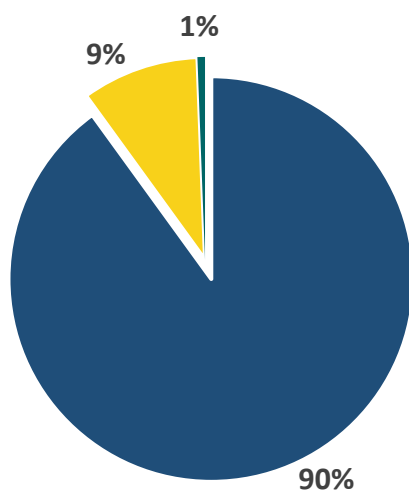- Employed Full Time: 28%
- Full Time Student: 19%
- Employed Part Time: 7%
- Freelancer: 4%
- Unable to Work: 4%
- Part Time Student: 2%
- Homemaker: 2%
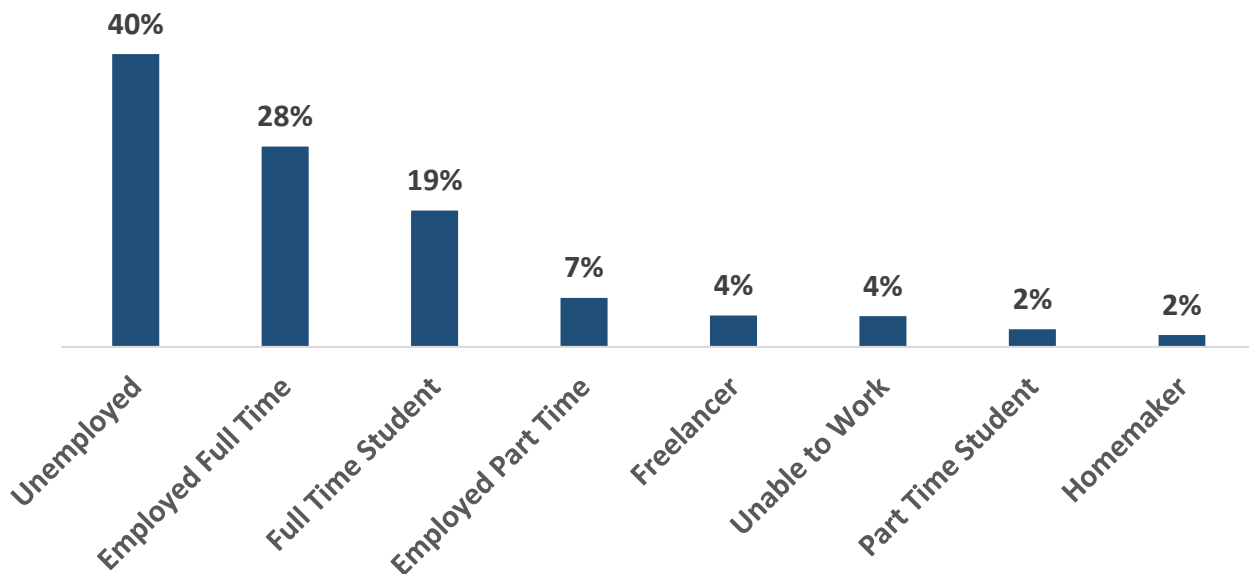
## XII. CHANGE IN LEVEL OF DISTRESS FROM BEGINNING TO END OF CALL



Pie chart: 90%, 9%, 1%

**90%** of calls with available data for this indicator (n=181) reported a **decrease in the level of distress** from the beginning of the call to the end of the call. **9%** of calls were from individuals whose **level of distress did not change** from the beginning to the end of the call. **1%** of calls reported to have **increase in their level of distress** from beginning to the end of the call.
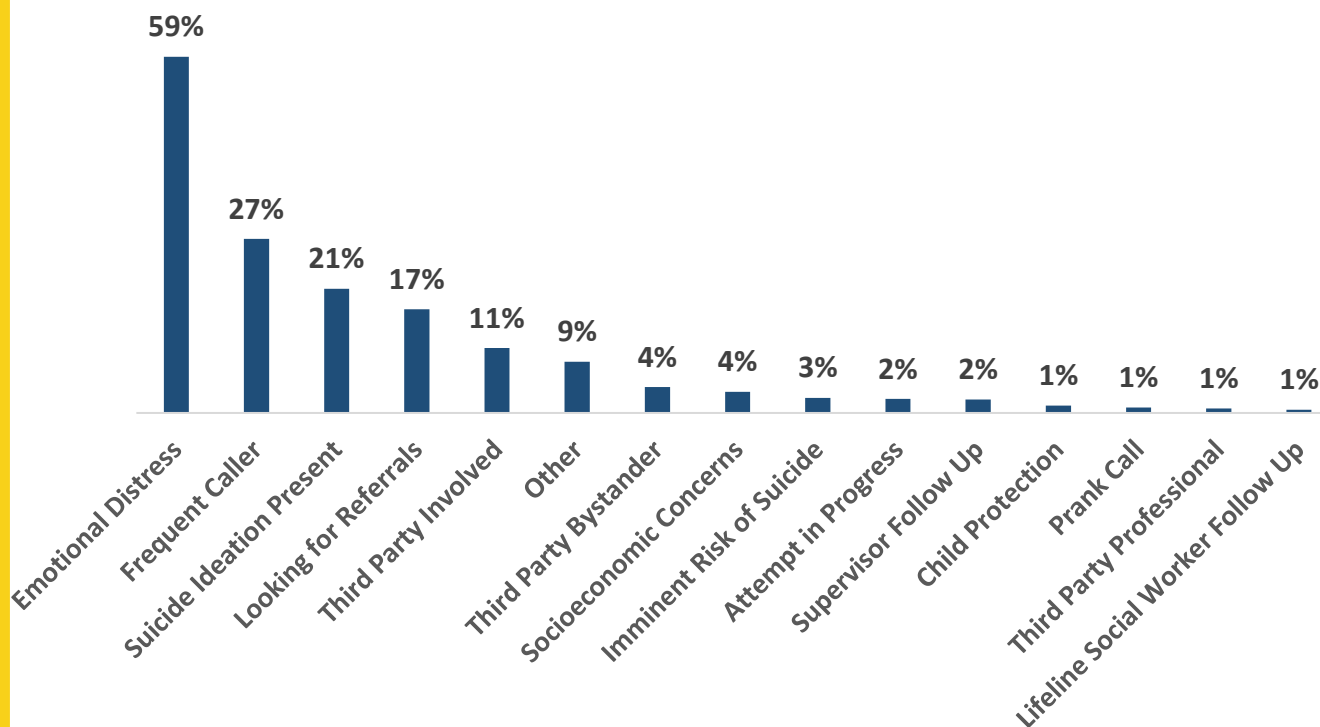
***Note:** In some callers, the level of distress may continue to be high even after seeking support from an emotional support service such as the National Lifeline, as the intensity of their distress may be linked to stressors, they are facing that may remain unresolved. The Lifeline will orient callers to available resources and services depending on their needs. When received, such services would decrease their psychological distress.*

## XIII. CALLERS CURRENTLY SEEKING MENTAL HEALTH SERVICES

**49%** of calls with available data for this indicator (n=577) are from individuals who reported currently receiving *at least 1* mental health service.

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## XIV. TYPE OF CALL

*Note:* 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).

Emotional Distress **59%**
Frequent Caller **27%**
Suicide Ideation Present **21%**
Looking for Referrals **17%**
Third Party Involved **11%**
Other **9%**
Third Party Bystander **4%**
Socioeconomic Concerns **4%**
Imminent Risk of Suicide **3%**
Attempt in Progress **2%**
Supervisor Follow Up **2%**
Child Protection **1%**
Prank Call **1%**
Third Party Professional **1%**
Lifeline Social Worker Follow Up **1%**

## XV. SUICIDE ATTEMPT ONGOING

**2%** of calls were from individuals who had a **suicide attempt** that was **ongoing** during the call.

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## XXII. ASSOCIATION BETWEEN THE CALLERS' CHARACTERISITCS AND TYPES OF CALL

*To note that the below is a bivariate analysis. The founded associations can be confirmed using a multivariable analysis by taking the effects of third variables into consideration.*

To identify predictors associated with the most frequent types of call such as the "**Emotional Distress (ED)**", the "**Frequent Callers (FC)**" and the "**Suicidal Ideation (SI)**" respectively & the **callers' characteristics**, a bivariate analysis was conducted.
There were **significant associations** between:

- Having an ED type of call and age, gender, employment status, and seeking MH services. ED callers were younger and mostly cismen, more likely to be unemployed and less likely to be employed full time and were mostly seeking MH services.
- *Having a FC type of call and gender, governorate, marital status, employment status, and seeking MH services. FC callers were mostly cismen, living in Beirut or Mount Lebanon areas, and were mostly single. They were less likely to be employed full-time and freelancers, more likely to be full-time or part-time students. Furthermore, they seek MH services more than non-FC.*
- *Having an SI type of call and age, gender, and employment status. Callers with SI were younger and cismen. They were more likely to be unemployed or full-time students and were less likely to be employed full-time and freelancers .*

| | Emotional Distress | | | Frequent Callers | | | Suicidal Ideation | | |
|---|---|---|---|---|---|---|---|---|---|
| | Yes | No | P-value | Yes | No | P-value | Yes | No | P-value |
| **Age** | 30.4±11.0 | 32.7±13.1 | **0.03** | 31.5±9.3 | 30.9±12.9 | 0.5 | 28.9±10.4 | 31.9±12.0 | **0.003** |
| **Gender** | | | **0.006** | | | **<0.001** | | | **0.003** |
| Cisman | 237 (46.7) | 126 (36.3) | | 140 (56.5) | 223 (36.8) | | 93 (52.5) | 270 (39.9) | |
| Ciswoman | 267 (52.7) | 219 (63.1) | | 108 (43.5) | 378 (62.4) | | 82 (46.3) | 404 (59.7) | |
| Other | 3 (0.6) | 2 (0.6) | | 0 (0.0) | 5 (0.8) | | 2 (1.1) | 3 (0.4) | |
| **Marital Status** | | | 0.4 | | | **<0.001** | | | 0.2 |
| Single | 218 (54.6) | 81 (51.3) | | 157 (75.1) | 142 (40.8) | | 84 (61.3) | 215 (51.2) | |
| Married | 74 (18.5) | 41 (25.9) | | 0 (0.0) | 115 (33.0) | | 23 (16.8) | 92 (21.9) | |
| Widowed/Divorced/Separated | 73 (18.3) | 31 (19.6) | | 50 (23.9) | 54 (15.5) | | 22 (16.1) | 82 (19.5) | |
| In a Relationship | 34 (8.5) | 5 (3.2) | | 2 (1.0) | 37 (10.6) | | 8 (5.8) | 31 (7.4) | |
| **Governorate** | | | 0.6 | | | **<0.001** | | | 0.9 |
| Beirut | 169 (38.1) | 84 (41.4) | | 100 (44.2) | 153 (36.4) | | 61 (40.1) | 192 (38.9) | |
| Mount Lebanon | 127 (28.7) | 60 (29.6) | | 75 (33.2) | 112 (26.7) | | 43 (28.3) | 144 (29.1) | |
| South-Nabatieh | 63 (14.2) | 21 (10.3) | | 38 (16.8) | 46 (11.0) | | 20 (13.2) | 64 (13.0) | |
| North-Akkar | 55 (12.4) | 23 (11.3) | | 10 (4.4) | 68 (16.2) | | 16 (10.5) | 62 (12.6) | |
| Bekaa-Baalbek | 29 (6.5) | 15 (7.4) | | 3 (1.3) | 41 (9.8) | | 12 (7.9) | 32 (6.5) | |
| **Education** | | | 0.5 | | | 0.1 | | | 0.6 |
| Below University | 133 (38.9) | 52 (35.6) | | 71 (33.8) | 114 (41.0) | | 44 (36.1) | 141 (38.5) | |
| University Level | 209 (61.1) | 94 (64.4) | | 139 (66.2) | 164 (59.0) | | 78 (63.9) | 225 (61.5) | |
| **Employment** | | | | | | | | | |
| Unemployed | 177 (44.4) | 45 (29.4) | **0.001** | 71 (45.8) | 151 (38.0) | 0.09 | 71 (49.0) | 151 (37.1) | **0.01** |
| Employed Full Time | 95 (23.8) | 57 (37.3) | **0.002** | 33 (21.3) | 119 (30.0) | **0.04** | 21 (14.5) | 131 (32.2) | **<0.001** |
| Student Full Time | 70 (17.5) | 33 (21.6) | 0.2 | 37 (23.9) | 66 (16.6) | **0.05** | 36 (24.8) | 67 (16.5) | **0.02** |
| Freelancer | 19 (4.8) | 5 (3.3) | 0.4 | 2 (1.3) | 22 (5.5) | **0.02** | 1 (0.7) | 23 (5.7) | **0.01** |
| Employed Part Time | 27 (6.8) | 10 (6.5) | 0.9 | 9 (5.8) | 28 (7.1) | 0.5 | 7 (4.8) | 30 (7.4) | 0.2 |
| Student Part Time | 10 (2.5) | 3 (2.0) | 1.0 | 9 (5.8) | 4 (1.0) | **0.002** | 1 (0.7) | 12 (2.9) | 0.2 |
| Unable to Work | 18 (4.5) | 5 (3.3) | 0.5 | 3 (1.9) | 20 (5.0) | 0.1 | 7 (4.8) | 16 (3.9) | 0.6 |
| Homemaker | 6 (1.5) | 3 (2.0) | 0.7 | 0 (0.0) | 9 (2.3) | 0.07 | 3 (2.1) | 6 (1.5) | 0.7 |
| **Currently Seeking MH Service** | | | | | | | | | |
| | 219 (51.7) | 61 (39.9) | **0.01** | 139 (78.1) | 141 (35.3) | **<0.001** | 77 (51.3) | 203 (47.5) | 0.4 |

*All values are expressed as n(%), except for age which is expressed as Mean ± SD; SD, Standard deviation; MH, Mental Health.*