



Lebanese Republic
Ministry of Public Health
National Mental Health Programme



embrace

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
March 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.

To cite this report: Embrace Lifeline: Lebanon's National Helpline (2022). Caller characteristics for March 2022.

www.embracelebanon.org



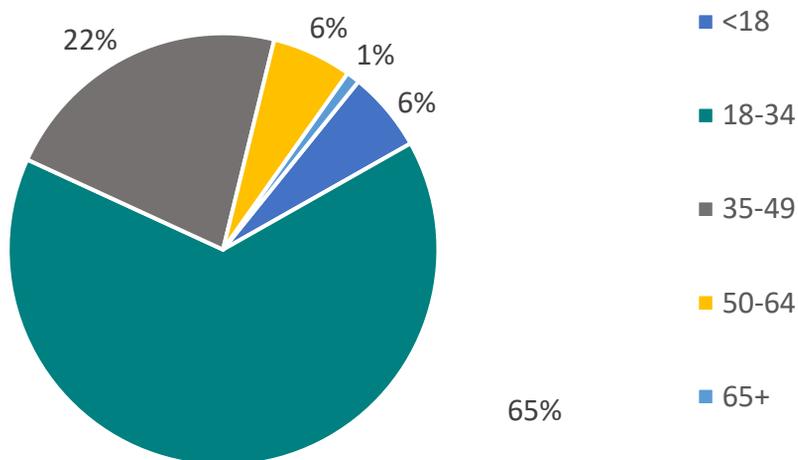
March 2022

TOTAL NUMBER OF CALLS WITH CAPTURED DATA

1000

I. AGE OF CALLER (n=895)

MEAN AGE: 30



II. SEX OF CALLERS



55%

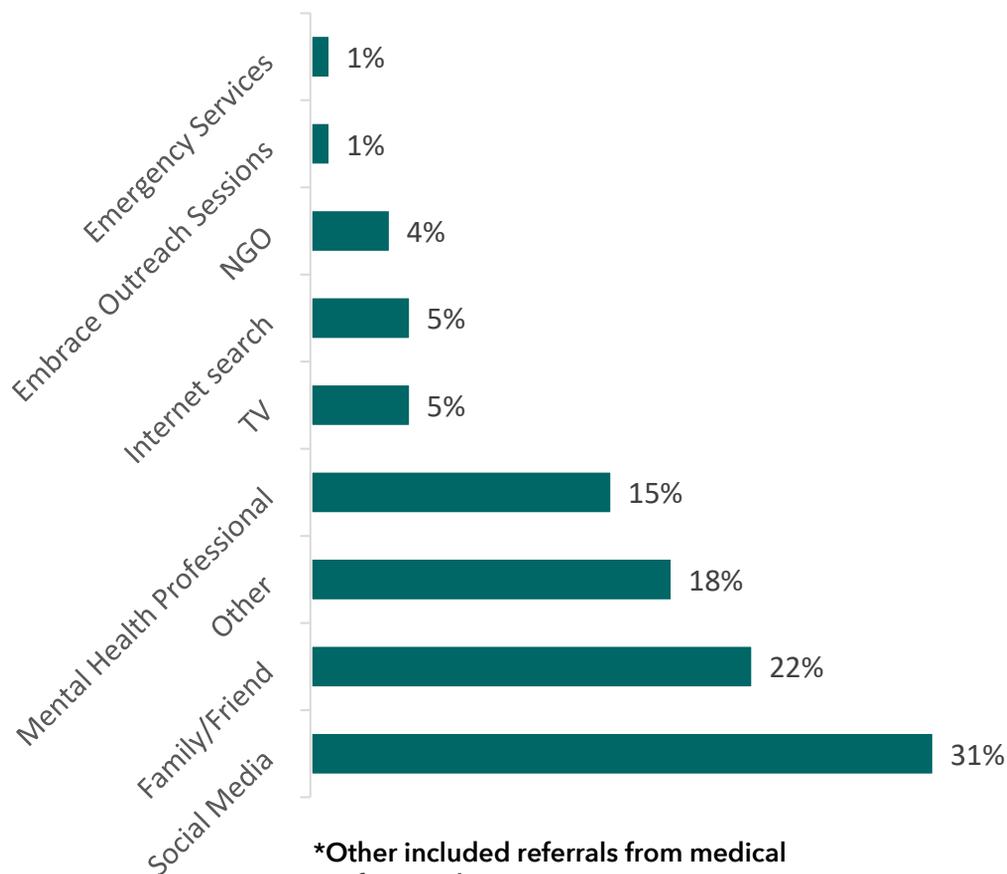


45%

III. HOW CALLERS HEARD ABOUT THE LIFELINE

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

In March of 2022, n = 275 callers informed us of how they first learned about the National Lifeline. The below chart summarizes their responses.

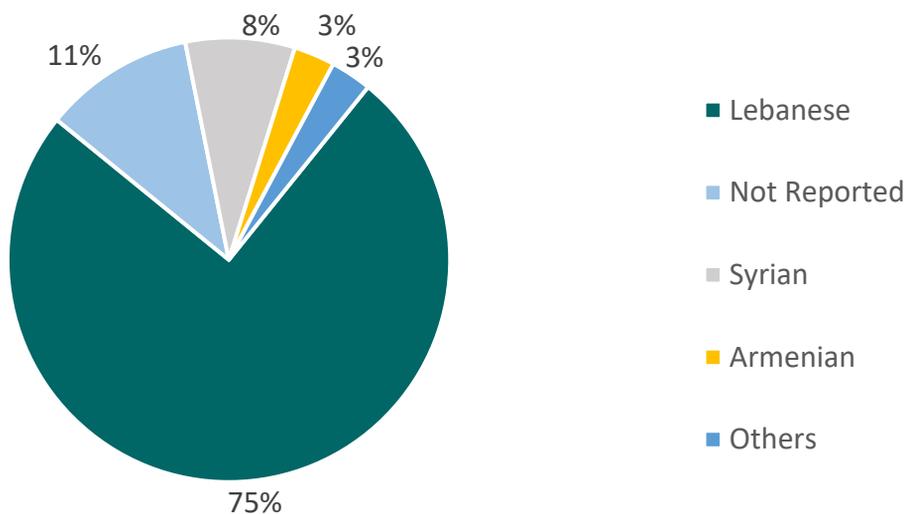


IV. SEXUAL ORIENTATION OF CALLERS

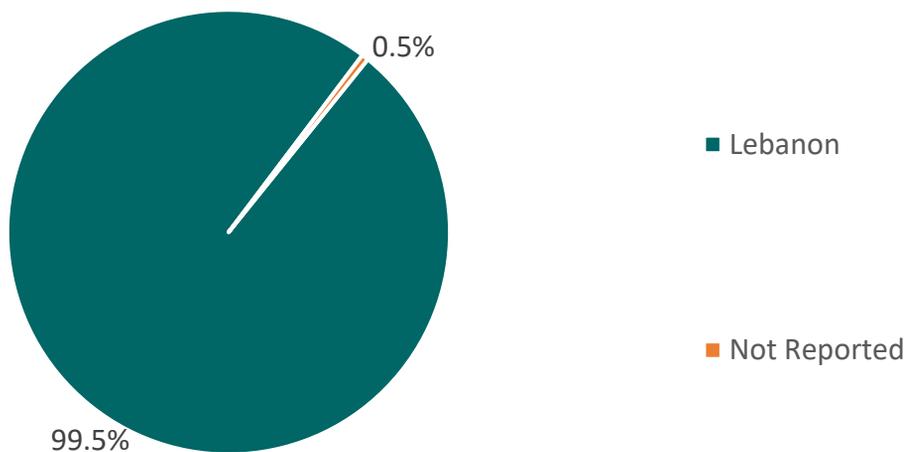
8% of calls received by the Embrace Lifeline come from self-identifying LGBTQI+ individuals.



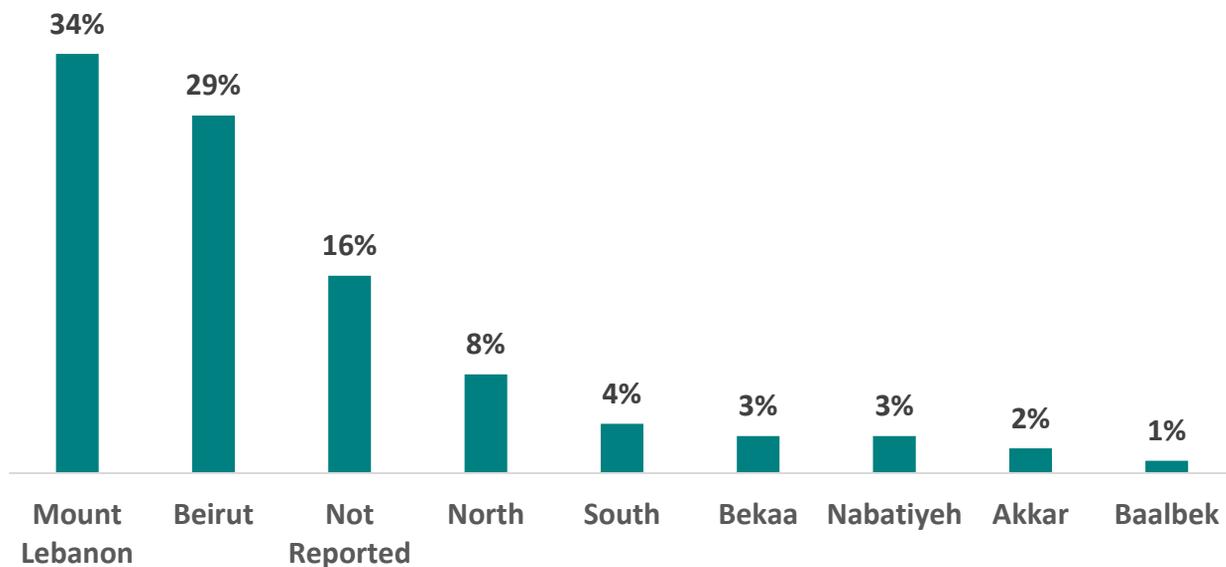
V. NATIONALITY OF CALLERS



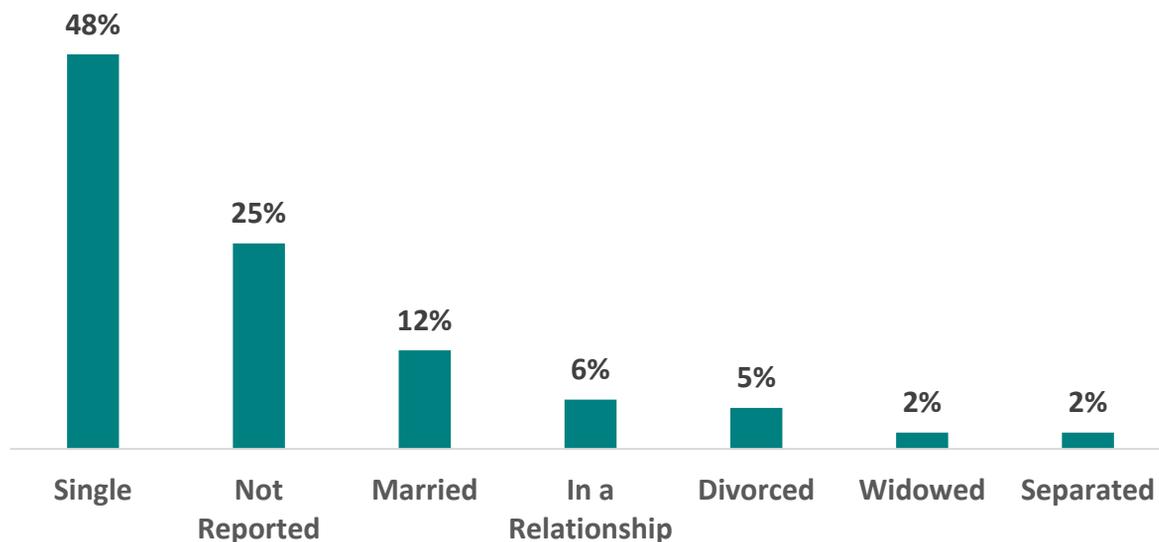
VI. COUNTRY OF CALLERS



VII. REGION OF RESIDENCE AMONG CALLERS FROM LEBANON

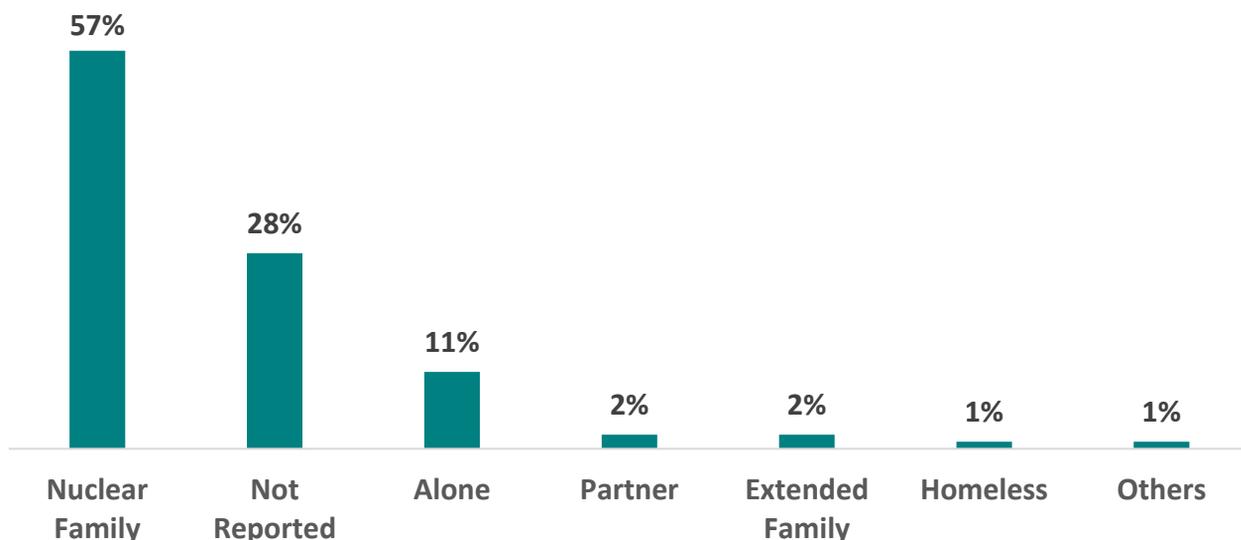


VIII. MARITAL STATUS OF CALLERS

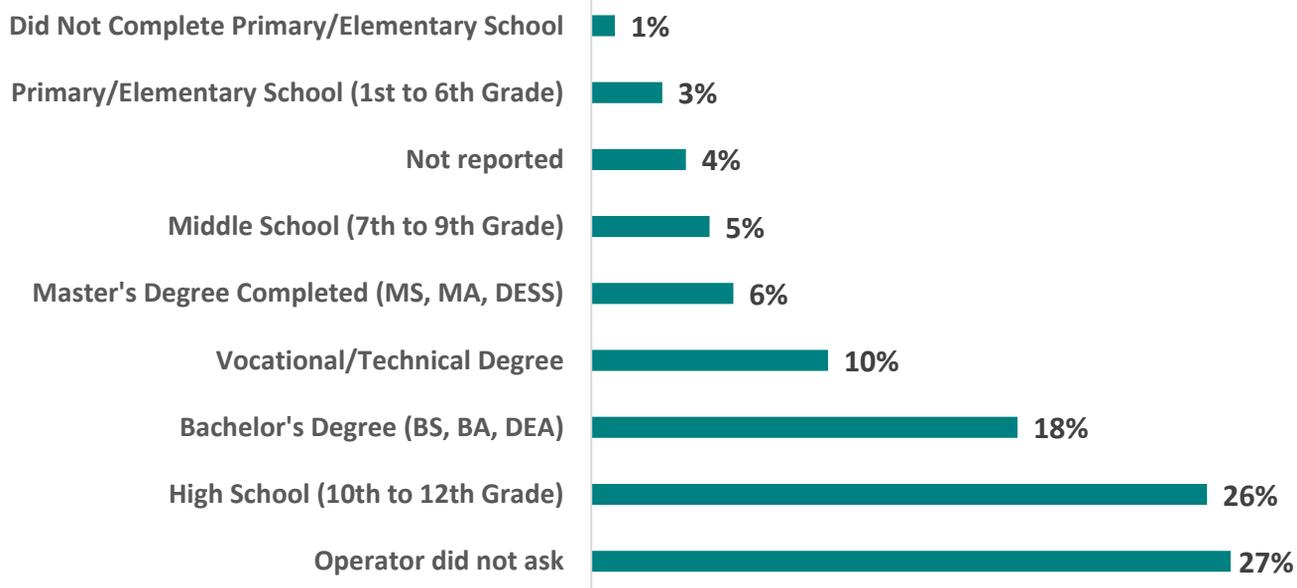


IX. CALLER LIVING WITH

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

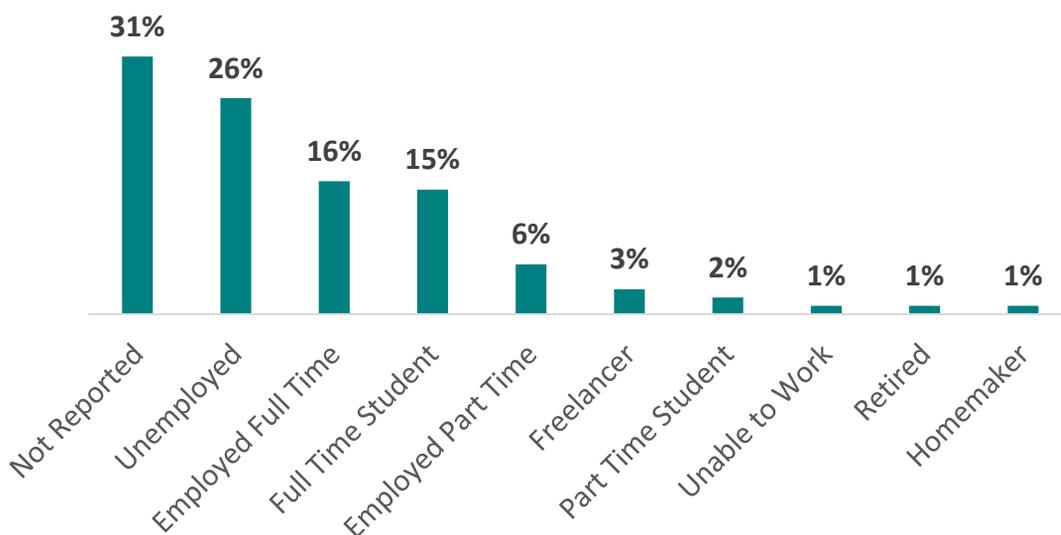


X. HIGHEST LEVEL OF EDUCATION OF CALLERS

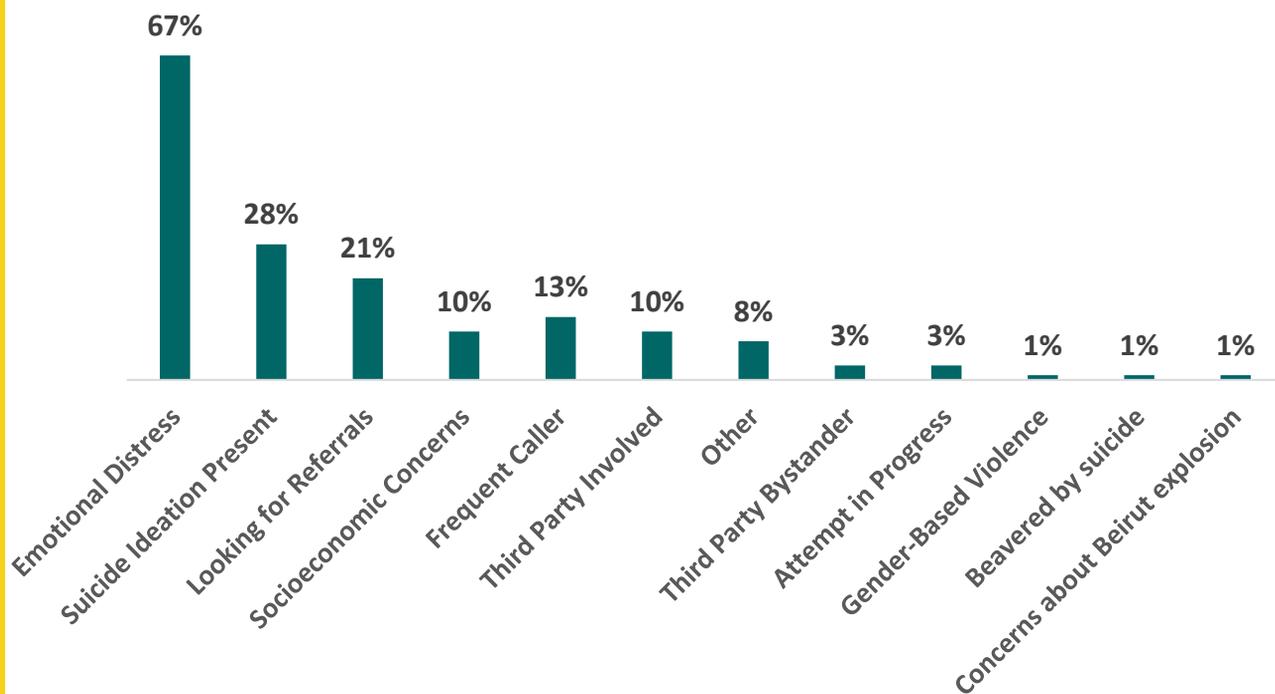


XI. EMPLOYMENT OF CALLERS

*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).

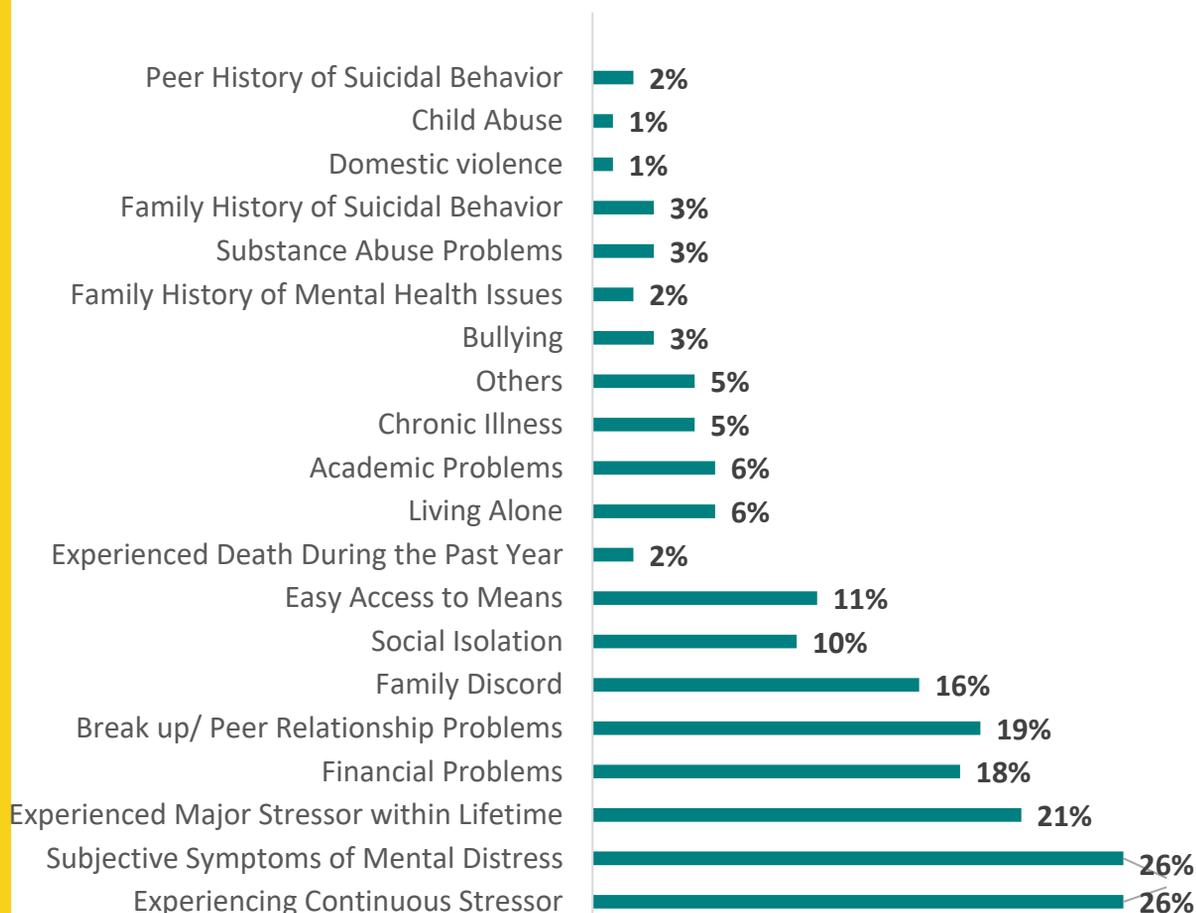
XIII. CHANGE IN LEVEL OF DISTRESS FROM BEGINNING TO END OF CALL

90% of calls with available data for this indicator (n=370) reported a decrease in the level of distress from the beginning of the call to the end of the call. **10%** 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

55% of calls with available data for this indicator (n=775) are from individuals who reported currently receiving *at least 1* mental health service.

XV. RISK FACTORS



*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...)