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 EMBRACE LIFELINE INDICATORS

REPORTING PERIOD
October 2021
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.

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](http://www.embracelebanon.org)
I. AGE OF CALLER (n=794)

- Mean Age: 30.6

II. SEX OF CALLERS

- 56% Female
- 43% Male
- 1% Intersex
III. HOW CALLERS HEARD ABOUT THE LIFELINE

In October of 2021, n = 249 callers informed us of how they first learned about the National Lifeline. The below chart summarizes their responses.

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

- **Social Media**: 31%
- **Family/Friend**: 30%
- **Mental Health Professional**: 17%
- **Other***: 17%
- **TV**: 8%
- **Emergency Department/Services**: 1%

*Other included referrals from medical professionals as well as internet searches

IV. SEXUAL ORIENTATION OF CALLERS

12% of calls received by the Embrace Lifeline come from self-identifying LGBTQI+ individuals.
V. NATIONALITY OF CALLERS

- 77% Lebanese
- 10% Syrian
- 6% Palestinian
- 5% Other
- 4% Not Reported

VI. COUNTRY OF CALLERS

- 99.5% Lebanon
- 0.5% Operator Did Not Ask
VII. REGION OF RESIDENCE AMONG CALLERS FROM LEBANON

- Beirut: 37%
- Mount Lebanon: 26%
- North: 15%
- South: 5%
- Bekaa: 2%
- Nabatiyeh: 2%
- Not Reported: 13%

VIII. MARITAL STATUS OF CALLERS

- Single: 49%
- Not Reported: 21%
- Married: 11%
- In a Relationship: 11%
- Divorced: 6%
- Separated: 1%
IX. CALLER LIVING WITH

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

- Nuclear Family: 67%
- Not Reported: 15%
- Alone: 12%
- Roommate: 3%
- Partner: 3%
- Extended Family: 2%

X. HIGHEST LEVEL OF EDUCATION OF CALLERS

- Doctoral/Medical Degree (PhD, MD): 1%
- Did Not Complete Primary/Elementary School: 1%
- Master's Degree Completed (MS, MA, DESS): 3%
- Primary/Elementary School (1st to 6th Grade): 4%
- Vocational/Technical Degree: 6%
- Middle School (7th to 9th Grade): 9%
- Bachelor's Degree (BS, BA, DEA): 23%
- High School (10th to 12th Grade): 27%
- Not Reported: 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).
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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.

<table>
<thead>
<tr>
<th>Risk Factor</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Peer History of Suicidal Behavior</td>
<td>1%</td>
</tr>
<tr>
<td>Academic Problems</td>
<td>3%</td>
</tr>
<tr>
<td>Family History of Suicidal Behavior</td>
<td>3%</td>
</tr>
<tr>
<td>Substance Abuse Problems</td>
<td>3%</td>
</tr>
<tr>
<td>History of Impulsive Behavior</td>
<td>4%</td>
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<tr>
<td>Chronic Illness</td>
<td>4%</td>
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<tr>
<td>Bullying</td>
<td>5%</td>
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<tr>
<td>Living Alone</td>
<td>6%</td>
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<tr>
<td>Upcoming Major Stressor</td>
<td>6%</td>
</tr>
<tr>
<td>Family History of Mental Health Issues</td>
<td>6%</td>
</tr>
<tr>
<td>Easy Access to Means</td>
<td>10%</td>
</tr>
<tr>
<td>Break up/ Relationship Problems</td>
<td>11%</td>
</tr>
<tr>
<td>Financial Problems</td>
<td>13%</td>
</tr>
<tr>
<td>Social Isolation</td>
<td>14%</td>
</tr>
<tr>
<td>Experienced Major Stressor/Loss Recently</td>
<td>14%</td>
</tr>
<tr>
<td>Family Discord</td>
<td>19%</td>
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<tr>
<td>Subjective Symptoms of Mental Distress</td>
<td>20%</td>
</tr>
<tr>
<td>Experienced Major Stressor within Lifetime</td>
<td>26%</td>
</tr>
<tr>
<td>Experiencing Continuous Stressor</td>
<td>38%</td>
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