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
September 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
I. AGE OF CALLER (n=777)  
MEAN AGE: 30

II. SEX OF CALLERS

- Male: 46%
- Female: 53%
- Intersex: 1%

TOTAL NUMBER OF CALLS WITH CAPTURED DATA: 840

September 2021

INTERSEX
In September of 2021, n = 260 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.

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

11% of calls received by the Embrace Lifeline come from self-identifying LGBTQI+ individuals.
V. NATIONALITY OF CALLERS

![Pie chart showing nationalities of callers]

- Lebanese: 76%
- Syrian: 6%
- Other: 5%
- Palestinian: 2%
- Not Reported: 11%

VI. COUNTRY OF CALLERS

![Pie chart showing countries of call]

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

- Beirut: 33%
- Mount Lebanon: 28%
- Not Reported: 18%
- North: 10%
- South: 6%
- Bekaa: 2%
- Nabatiyeh: 1%
- Akkar: 1%

VIII. MARITAL STATUS OF CALLERS

- Single: 43%
- Not Reported: 26%
- Married: 15%
- In a Relationship: 8%
- Divorced: 6%
- Separated: 2%
- Widowed: 1%
IX. CALLER LIVING WITH

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

- **64%** Nuclear Family
- **17%** Not Reported
- **14%** Alone
- **3%** Extended Family
- **2%** Partner

X. HIGHEST LEVEL OF EDUCATION OF CALLERS

- Doctoral/Medical Degree (PhD, MD): 1%
- Operator Asked, but Caller Did Not Disclose: 1%
- Primary/Elementary School (1st to 6th Grade): 1%
- Vocational/Technical Degree: 2%
- Did Not Complete Primary/Elementary School: 3%
- Master’s Degree Completed (MS, MA, DESS): 4%
- Middle School (7th to 9th Grade): 7%
- Bachelor’s Degree (BS, BA, DEA): 22%
- High School (10th to 12th Grade): 27%
- Operator Did Not Ask: 32%
XI. EMPLOYMENT OF CALLERS

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

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

89% of calls with available data for this indicator (n=376) reported a decrease in the level of distress from the beginning of the call to the end of the call. 11% of calls were from individuals whose level of distress did not change from the beginning to the end of the call.

XIII. CALLERS CURRENTLY SEEKING MENTAL HEALTH SERVICES

52% of calls with available data for this indicator (n=696) are from individuals who reported currently receiving at least 1 mental health service.
XIV. 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).

X. SUICIDE ATTEMPT ONGOING

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