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
August 2021

INTRODUCTION

Embrace Lifeline is the national helpline in Lebanon for emotional support and suicide prevention. 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

Embrace 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 Embrace 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 (2021). Caller characteristics for August 2021.

www.embracelebanon.org

AUGUST 2021
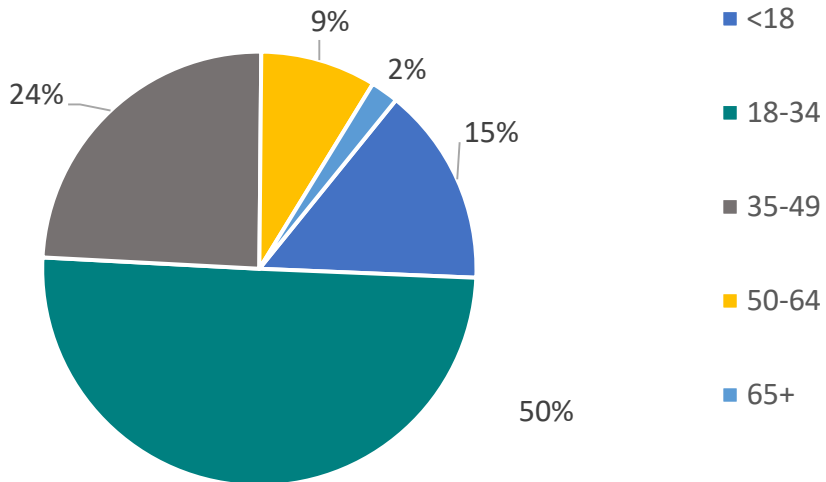### TOTAL NUMBER OF CALLS WITH CAPTURED DATA

628

I. AGE OF CALLER (n=580)   MEAN AGE: 31

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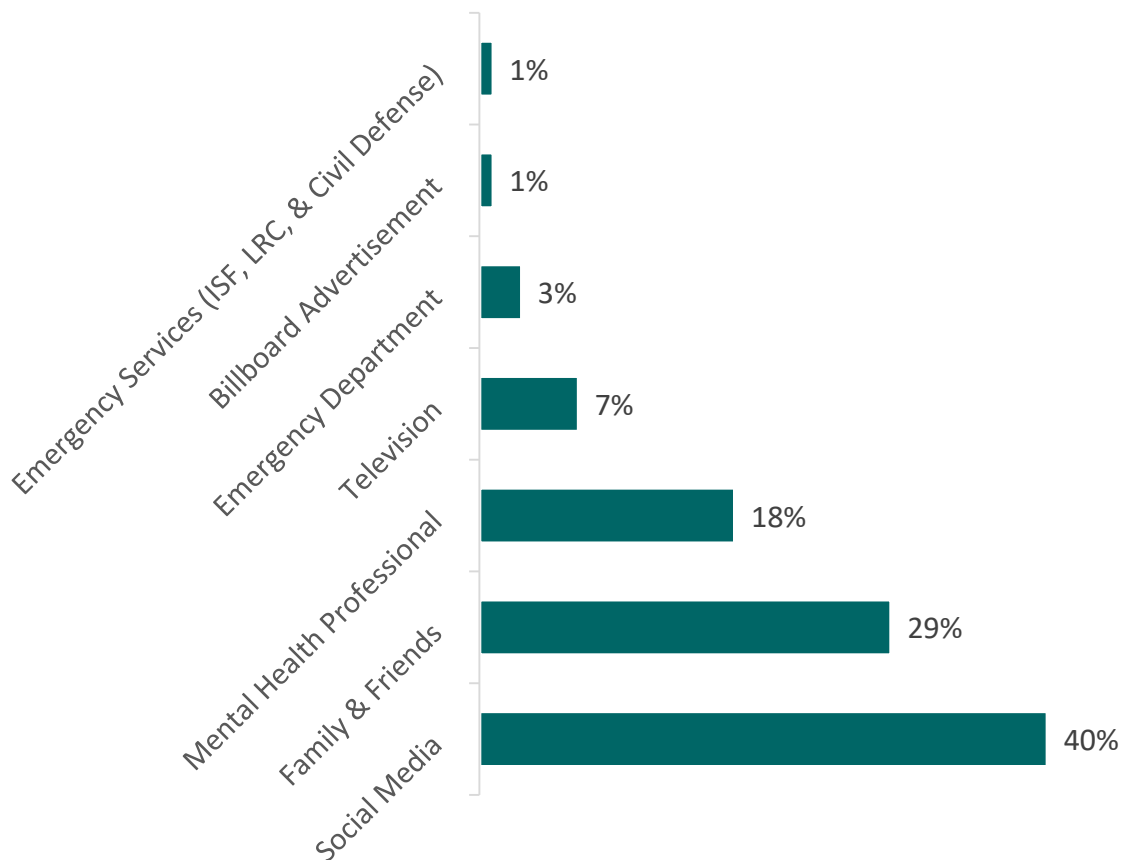- 50-64
- 65+

9%
2%
15%
24%
50%

II. SEX OF CALLERS

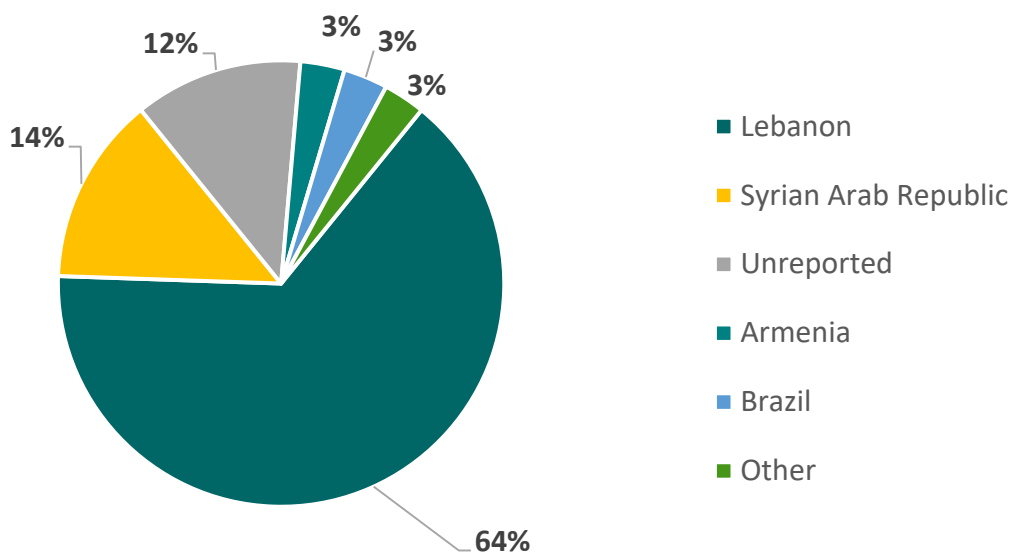47%   53%

III. HOW CALLERS HEARD ABOUT THE LIFELINE

Beginning August of 2021, 121 callers informed us of how they first found out about Embrace. **40%** of our callers discovered Embrace through social media, and almost a **30%** through family and friends.

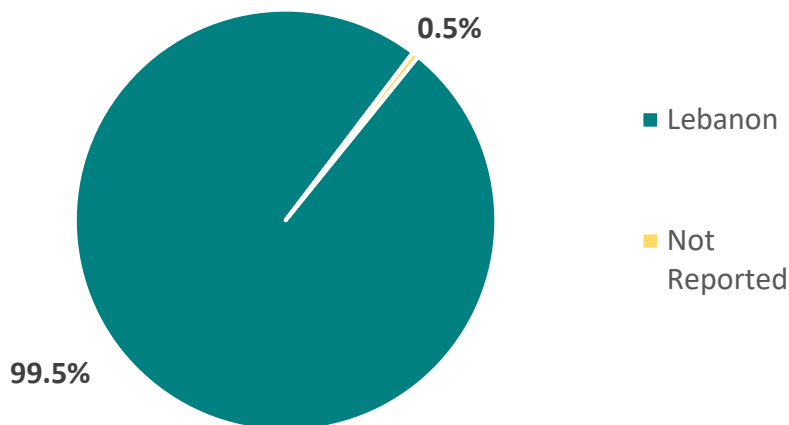| Source	Percentage
Emergency Services (ISF, LRC, & Civil Defense)	1%
Billboard Advertisement	1%
Emergency Department	3%
Television	7%
Mental Health Professional	18%
Family & Friends	29%
Social Media	40%

IV. SEXUAL ORIENTATION OF CALLERS

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

![Lebanese Republic Ministry of Public Health National Mental Health Programme logo]

Lebanese Republic
Ministry of Public Health
National Mental Health Programme

1564

embrace

V. NATIONALITY OF CALLERS

3%   3%

12%   3%

14%

- Lebanon
- Syrian Arab Republic
- Unreported
- Armenia
- Brazil
- Other

64%

VI. COUNTRY OF CALLERS

0.5%

- Lebanon

- Not Reported

99.5%

VII. REGION OF RESIDENCE AMONG CALLERS FROM LEBANON

Beirut	Not Reported	Mount Lebanon	North	South	Bekaa	Nabatiyeh
33%	33%	26%	5%	3%	2%	1%
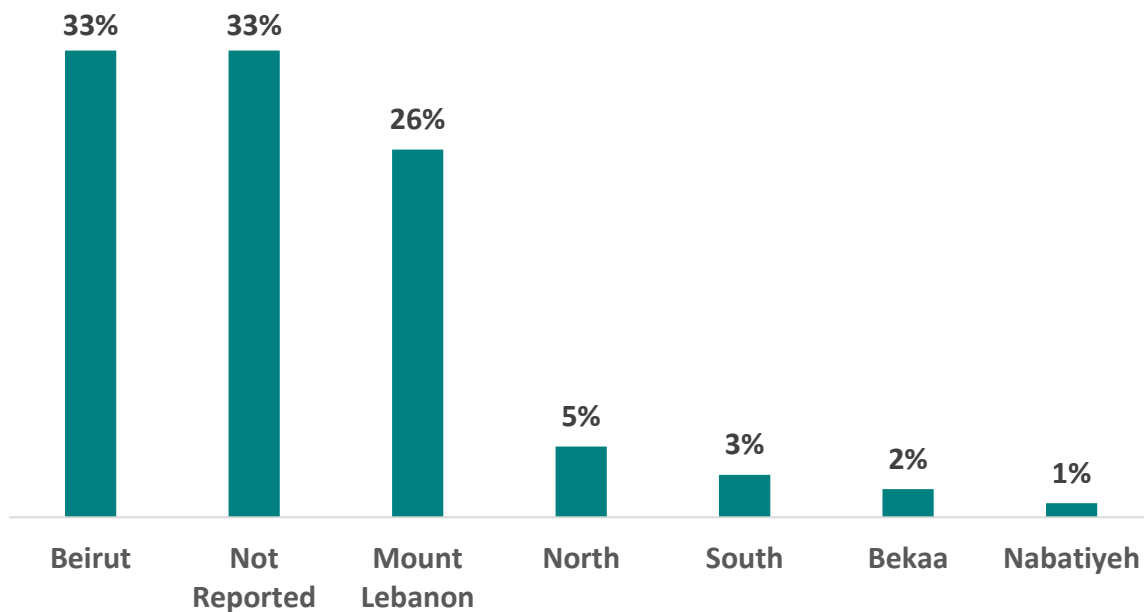
VIII. MARITAL STATUS OF CALLERS

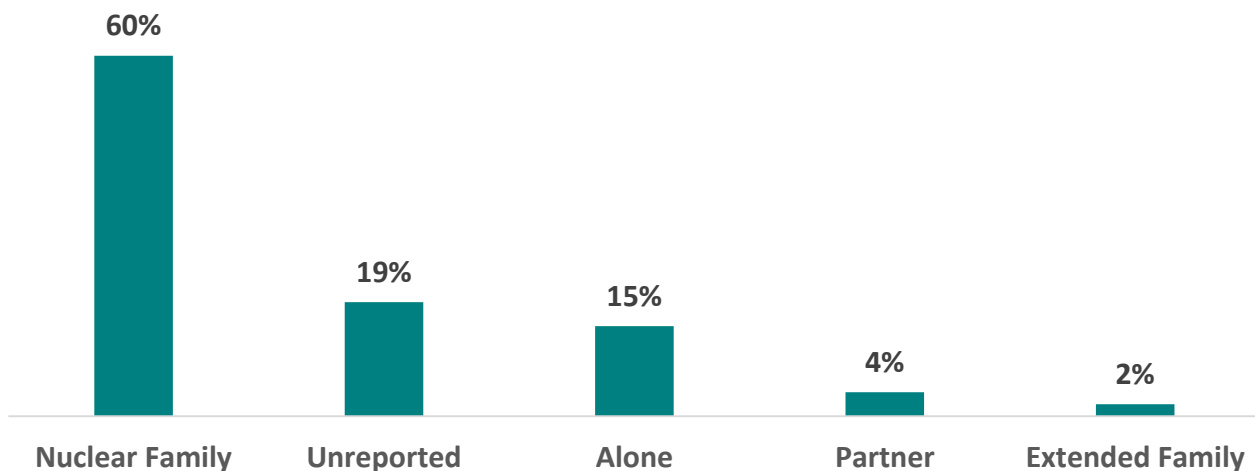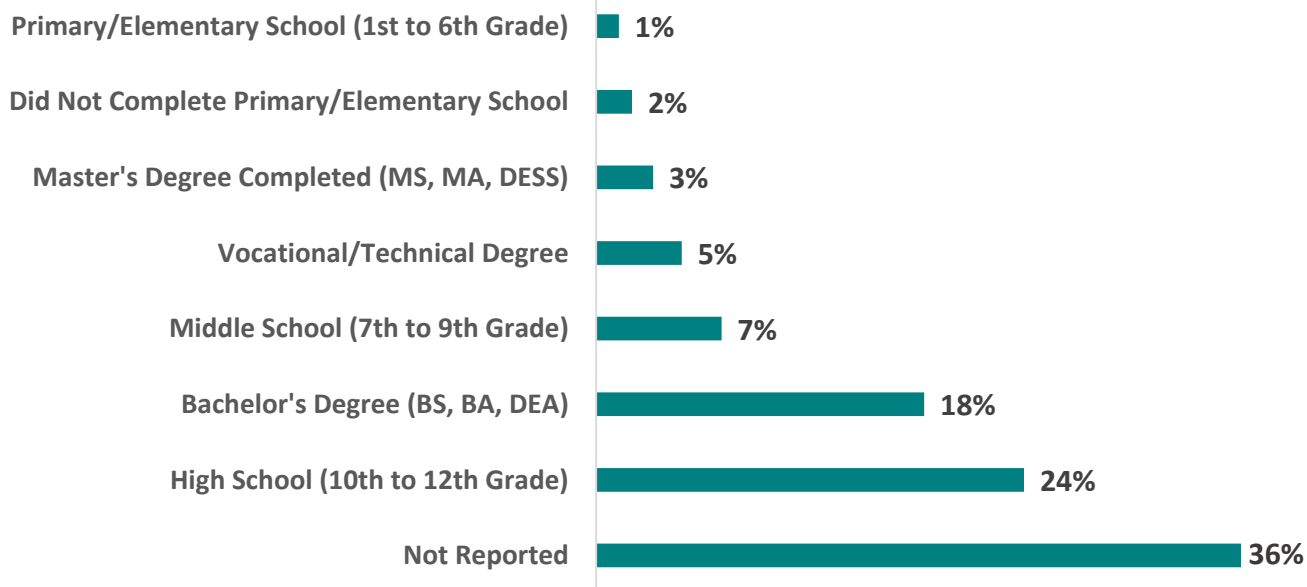| Single	Not Reported	Married	In a Relationship	Separated	Divorced	Widowed
40%	27%	17%	8%	4%	3%	1%
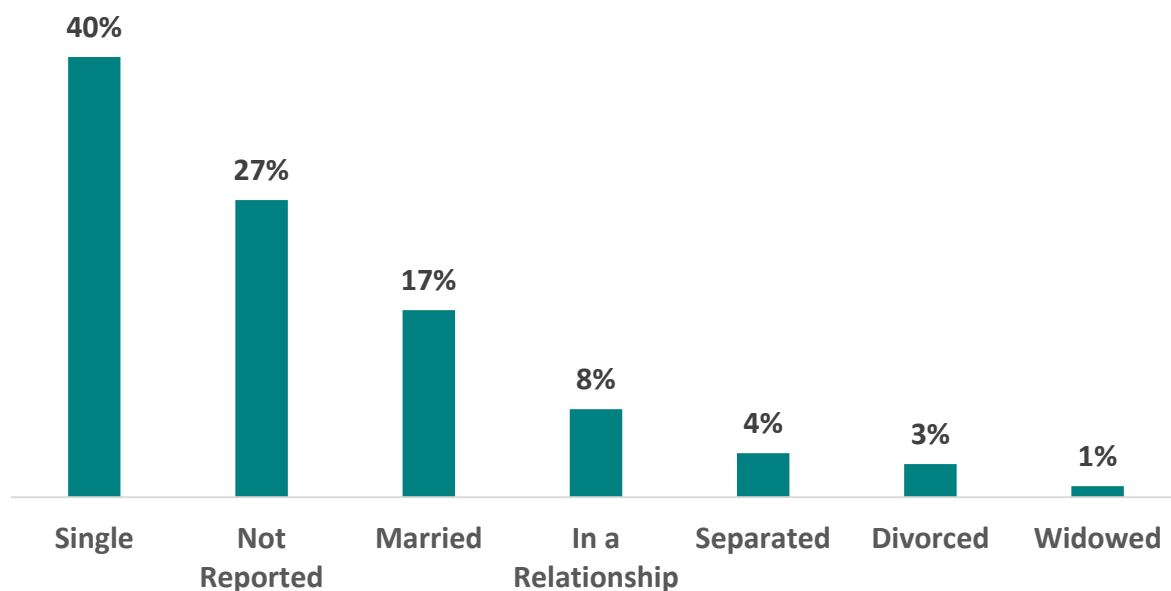
IX. CALLER LIVING WITH

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

Nuclear Family	Unreported	Alone	Partner	Extended Family
60%	19%	15%	4%	2%

X. HIGHEST LEVEL OF EDUCATION OF CALLERS

Education Level	Percentage
Primary/Elementary School (1st to 6th Grade)	1%
Did Not Complete Primary/Elementary School	2%
Master's Degree Completed (MS, MA, DESS)	3%
Vocational/Technical Degree	5%
Middle School (7th to 9th Grade)	7%
Bachelor's Degree (BS, BA, DEA)	18%
High School (10th to 12th Grade)	24%
Not Reported	36%

XI. EMPLOYMENT OF CALLERS

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

33% Unemployed
27% Missing Data
17% Employed Full Time
9% Full Time Student
6% Freelancer
4% Employed Part Time
2% Part Time Student
2% Retired
2% Homemaker
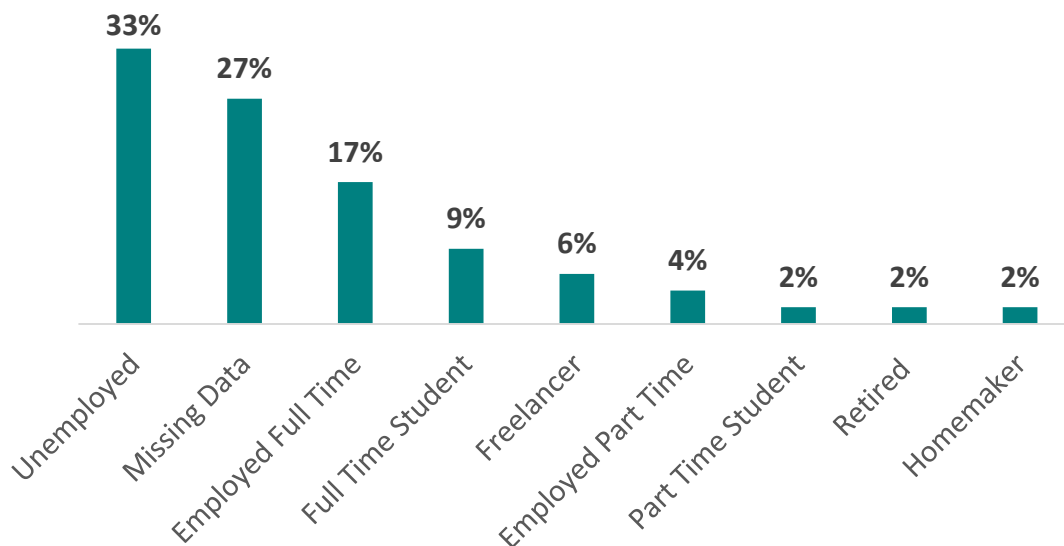
XII. CHANGE IN LEVEL OF DISTRESS FROM BEGINNING TO END OF CALL

85% of calls with available data for this indicator (n=239) reported are from individuals who reported a **decrease in the level of distress** from the beginning of the call to the end. **15%** of calls were from individuals whose level of distress did not change from the beginning to the end of the call.
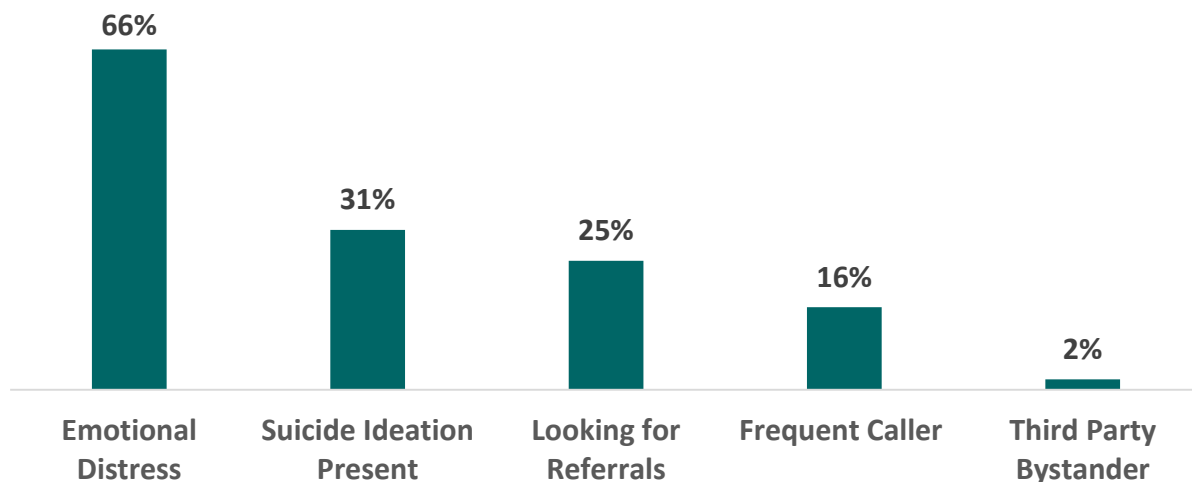
XIII. CALLERS CURRENTLY SEEKING MENTAL HEALTH SERVICES

43% of calls with available data for this indicator (n=628) are from individuals who reported currently receiving mental health services.

XIV. TYPE OF CALL

66%
31%
25%
16%
2%

Emotional Distress | Suicide Ideation Present | Looking for Referrals | Frequent Caller | Third Party Bystander

*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).

XVI. SUICIDE ATTEMPT ONGOING

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

XV. PASSIVE SUICIDAL IDEATION AT THE BEGINNING OF THE CALL

39% of calls in with data available for this indicator (n=628) were from individuals who reported having **passive suicidal ideation** at the beginning of the call.

XVII. ACTIVE SUICIDAL IDEATION AT THE BEGINNING OF THE CALL

43% of calls with available data for this indicator (n=628) were from individuals who reported **active suicidal ideation** at the beginning of the call.

XVIII. ACTIVE SUICIDAL IDEATION WITH INTENT AT THE BEGINNING OF THE CALL

24% of calls in which the caller reported experiencing suicide ideation (n=628) were from individuals who reported having **active suicidal ideation with intent** at the beginning of the call.

XIX. CALLERS WITH PREVIOUS SUICIDE ATTEMPT

36% of calls with available data for this indicator (n=628) were from individuals who reported having had a **previous suicide attempt.**

XX. NUMBER OF SUICIDE ATTEMPTS IN THE PAST

25%

6%

10%

59%

- 1-3 Attempts
- 4-6 Attempts
- 7-9 Attempts
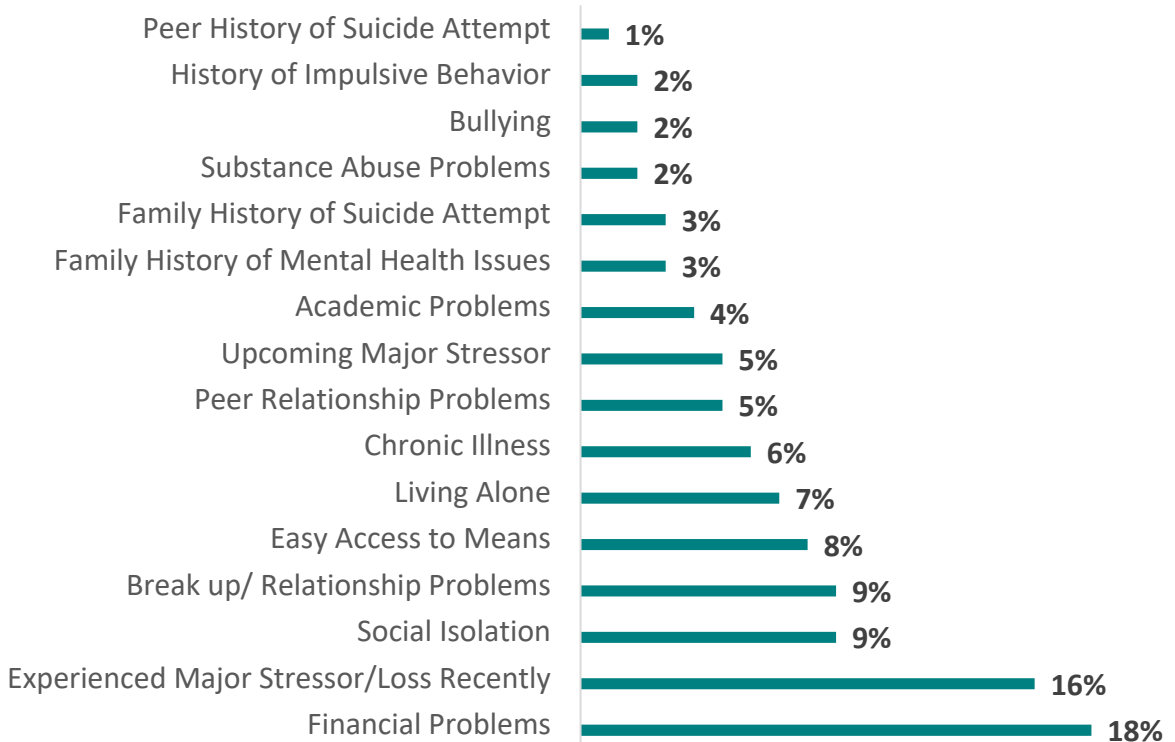- 10 or more Attempts
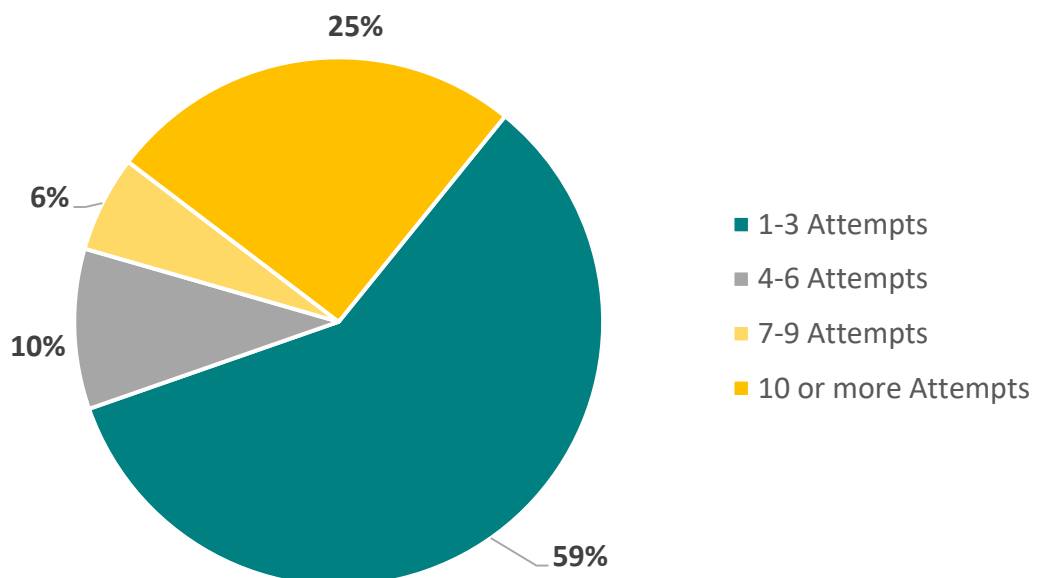
Out of 223 calls in which the caller reported the number of suicide attempts in the past, 19% reported having attempted it once, 7% attempted it twice, and an additional 4% attempted it 3 times.

XXI. RISK FACTORS

Risk Factor	Percentage
Peer History of Suicide Attempt	1%
History of Impulsive Behavior	2%
Bullying	2%
Substance Abuse Problems	2%
Family History of Suicide Attempt	3%
Family History of Mental Health Issues	3%
Academic Problems	4%
Upcoming Major Stressor	5%
Peer Relationship Problems	5%
Chronic Illness	6%
Living Alone	7%
Easy Access to Means	8%
Break up/ Relationship Problems	9%
Social Isolation	9%
Experienced Major Stressor/Loss Recently	16%
Financial Problems	18%

*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..