THE NATIONAL LIFELINE

LEBANON’S EMOTIONAL SUPPORT AND SUICIDE PREVENTION HELPLINE

in collaboration with the National Mental Health Program at the Ministry of Public Health
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 CALLERS (n=843) MEAN AGE: 28

- <18: 3%
- 18-34: 18%
- 35-49: 8%
- 50-64: 70%
- 65+: 1%

II. SEX OF CALLERS

- Female: 47%
- Male: 52%

III. COUNTRY OF CALLERS

- Lebanon: 98%
- Not Reported: 1%
- Others: 1%
IV. HOW CALLERS HEARD ABOUT THE LIFELINE

707 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.

V. SEXUAL ORIENTATION OF CALLERS

9% of calls received by the Embrace Lifeline come from self-identifying LGBTQI+ individuals.

VI. NATIONALITY OF CALLERS

Lebanese: 77%
Syrian: 14%
Not Reported: 6%
Palestinian: 2%
Others: 1%

*Other included referrals from medical professionals
VII. REGION OF RESIDENCE AMONG CALLERS FROM LEBANON

Beirut: 32%
Mount Lebanon: 25%
Nabatiyeh: 20%
South: 7%
North: 5%
Bekaa: 4%
Baalbek: 4%
Akkar: 2%
Not Reported: 1%

VIII. MARITAL STATUS OF CALLERS

Single: 48%
Not Reported: 29%
Married: 10%
In a Relationship: 8%
Divorced: 3%
Widowed: 1%
Separated: 1%
IX. CALLER LIVING WITH

- Nuclear Family: 61%
- Not Reported: 26%
- Alone: 10%
- Extended Family: 2%
- Roommate: 2%
- Partner: 1%

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

X. HIGHEST LEVEL OF EDUCATION OF CALLERS

- Did Not Complete Primary/Elementary School: 1%
- Middle School (7th to 9th Grade): 5%
- High School (10th to 12th Grade): 17%
- Vocational/Technical Degree: 3%
- Bachelor's Degree (BS, BA, DEA): 28%
- Master's Degree Completed (MS, MA, DESS): 9%
- Doctoral/Medical Degree (PhD, MD): 1%
- Operator did not ask: 30%
- Not reported: 6%
XI. EMPLOYMENT OF CALLERS

<table>
<thead>
<tr>
<th>Employment Status</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Not Reported</td>
<td>32%</td>
</tr>
<tr>
<td>Employed Full Time</td>
<td>27%</td>
</tr>
<tr>
<td>Unemployed</td>
<td>24%</td>
</tr>
<tr>
<td>Freelancer</td>
<td>12%</td>
</tr>
<tr>
<td>Employed Part Time</td>
<td>3%</td>
</tr>
<tr>
<td>Part Time Student</td>
<td>3%</td>
</tr>
<tr>
<td>Unable to Work</td>
<td>2%</td>
</tr>
<tr>
<td>Homemaker</td>
<td>1%</td>
</tr>
</tbody>
</table>

*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=299) 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=742) 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).

XV. SUICIDE ATTEMPT ONGOING

3% of calls were from individuals who had a suicide attempt that was ongoing during the call.

XVI. PASSIVE SUICIDAL IDEATION AT THE BEGINNING OF THE CALL

53% of calls in with data available for this indicator (n=884) 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

36% of calls with available data for this indicator (n=909) 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

52% of calls in which the caller reported experiencing active ideation at the beginning of the call were from individuals who also reported having **intent**.

XIX. CALLERS WITH PREVIOUS SUICIDE ATTEMPT

42% of calls with available data for this indicator (n=629) were from individuals who reported having had a **previous suicide attempt**.

XX. NUMBER OF SUICIDE ATTEMPTS IN THE PAST

Out of 156 calls in which the caller reported the number of suicide attempts in the past, 32% reported having attempted it once, 18% attempted it twice, and 14% attempted it more than 11 times.
## XXI. RISK FACTORS

- **Child Abuse**: 2%
- **Peer History of Suicidal Behavior**: 2%
- **Domestic violence**: 2%
- **Substance Abuse Problems**: 2%
- **Family History of Suicidal Behavior**: 2%
- **Experienced Death During the Past Year**: 3%
- **Family History of Mental Health Issues**: 3%
- **Others**: 3%
- **Bullying**: 4%
- **Living Alone**: 4%
- **Academic Problems**: 4%
- **Chronic Illness**: 5%
- **Easy Access to Means**: 9%
- **Social Isolation**: 11%
- **Financial Problems**: 16%
- **Family Discord**: 18%
- **Experienced Major Stressor within Lifetime**: 18%
- **Break up/ Peer Relationship Problems**: 21%
- **Subjective Symptoms of Mental Distress**: 26%
- **Experiencing Continuous Stressor**: 31%

*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...)*
19 Quality assurance calls were conducted in July 2022. Beneficiaries were asked to rate their level of satisfaction with the services received during their initial call on a scale of 1 to 5 with higher numbers indicating greater satisfaction. Across all 19 callers, the average satisfaction rating was 4.7.

The below figures outline caller-reported outcomes of their initial call to the Lifeline (N=19):

- The presenting problem of the call worsened: 5%
- Felt more distressed: 5%
- The presenting problem of the call improved: 47%
- Felt hopeful/confident about the future: 47%
- Felt less distressed: 95%
III. RECOMMEND

95% of callers (n=19) reported that they would recommend the Lifeline to others in need of assistance.

IV. CALL BACK

95% of callers with available data (n=19) reported that they would call the Lifeline again if they were experiencing emotional distress or thinking about suicide.

V. HELPFUL ORIENTATIONS

2 of the 19 callers were provided with referrals during their initial call to the Lifeline and they reported that the service was helpful.
The social work department at Embrace serves both the Embrace Mental Health Center (EMHC) and the National Lifeline (1564). It aims to provide a holistic approach to mental health care by offering psycho-social assistance to beneficiaries. The Social Work Department is resourced with a comprehensive referral database that is updated every 4 months. This referral network is linked with governmental and non-governmental organizations that provide a wide range of psychosocial services from livelihood, shelter, basic assistance, child protection, and organizations catering to the needs of vulnerable groups such as refugees, LGBTQ community and persons affected by gender-based violence. The department is currently staffed by one social worker who coordinates with a multi-disciplinary internal team of psychologists, psychologists, psychiatric nurse, hotline operators and lifeline supervisors.

Total Number of Consultations*: 23

1st Consult # 8
Follow Up** 15

Total Number of Active Cases: 30

Total Number of Closed Cases: 10

*Total number of consultations: Refers to all social work consultations taking place between the Mental Health Social Worker and beneficiaries referred (may include more than 1 consultation per beneficiary)

Total Number of Active Cases: Refers to the number of beneficiaries (callers) who are still being followed up by the Mental Health Social Worker

# 1st Consult: Refers to the number of beneficiaries (callers) who were referred for the first time during this month from the Lifeline to social work services

**Follow up: Refers to the number of follow up consultations (out of the total consultations)

**Follow Up Consultations can be carried out with the callers directly or with the relevant party at a referred resource.

53% of follow up consultations were conducted directly with the callers (or their parent/legal guardian where a minor was involved).

47% of follow up consultations were conducted with the relevant party at the referred resource (e.g., a case manager at a rehab facility).

### ZOOM IN ON CLOSED CASES

<table>
<thead>
<tr>
<th>Category</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Referral Refused</td>
<td>10%</td>
</tr>
<tr>
<td>Other</td>
<td>20%</td>
</tr>
<tr>
<td>Goal Achieved</td>
<td>70%</td>
</tr>
</tbody>
</table>
**X. SOCIAL WORK**

**ZOOM IN ON NEW CASES**

### URGENCY LEVEL
- Not reported: 12%
- High: 88%

### REASON FOR REFERRAL (N=7)
- Severe Economic Distress: 43%
- MH Services: 57%
- Child Protection: 57%

*Note that percentages for the bar charts may add up to more than 100% because the callers may be referred for several reasons; Abbreviations: MH = Mental Health*

### REFERRALS PROVIDED
- Employment: 14%
- Financial assistance: 29%
- Food assistance: 43%
- MH Services: 57%
- Child Protection: 71%

*Note that percentages for the above bar chart may add up to more than 100% because multiple types of referrals can be provided; Abbreviations: MH = Mental Health, NGO = Non-governmental institute*

100% were referred to NGOs