NATIONAL 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 LIFELINE INDICATORS

REPORTING PERIOD
July 2023

INTRODUCTION

The Lifeline is the national helpline in Lebanon for emotional support and suicide prevention. As part of its mission, and in collaboration with the National Mental Health Program of the Ministry of Public Health (MOPH), 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

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

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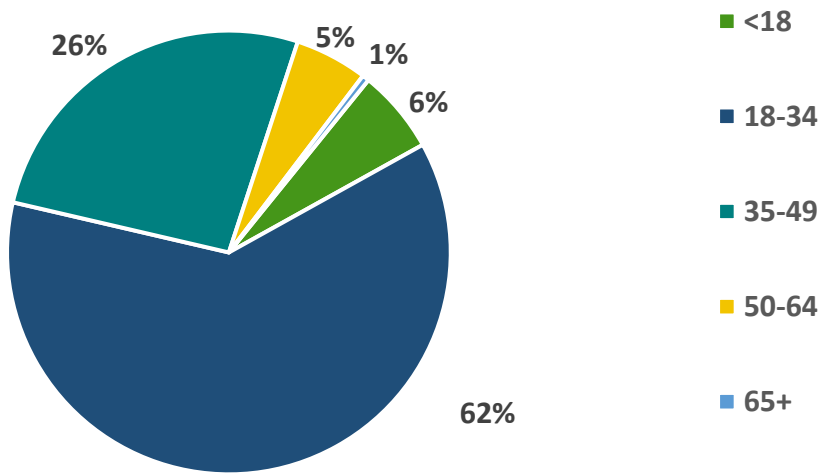embrace

July 2023

TOTAL NUMBER OF CALLS WITH CAPTURED DATA

963

I. AGE OF CALLERS (n= 830)

MEAN AGE: 30

26%   5% 1%
            6%

62%

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

II. GENDER OF CALLERS

49%   1%

50%

- Cisman
- Ciswoman
- Other*
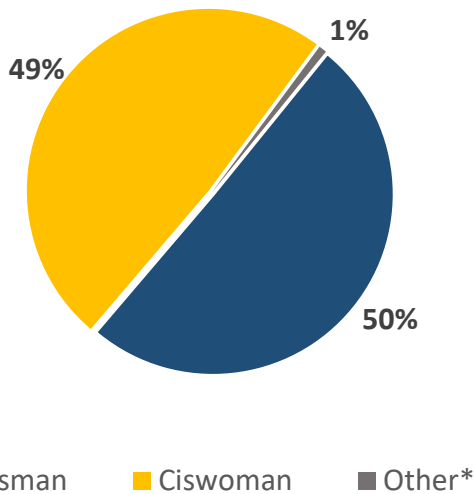
*Non-Binary, Transman, Transwoman

III. COUNTRY OF CALLERS (n=948)

1%

99%

- Lebanon
- Other*

*Turkey, Qatar, France

Lebanese Republic
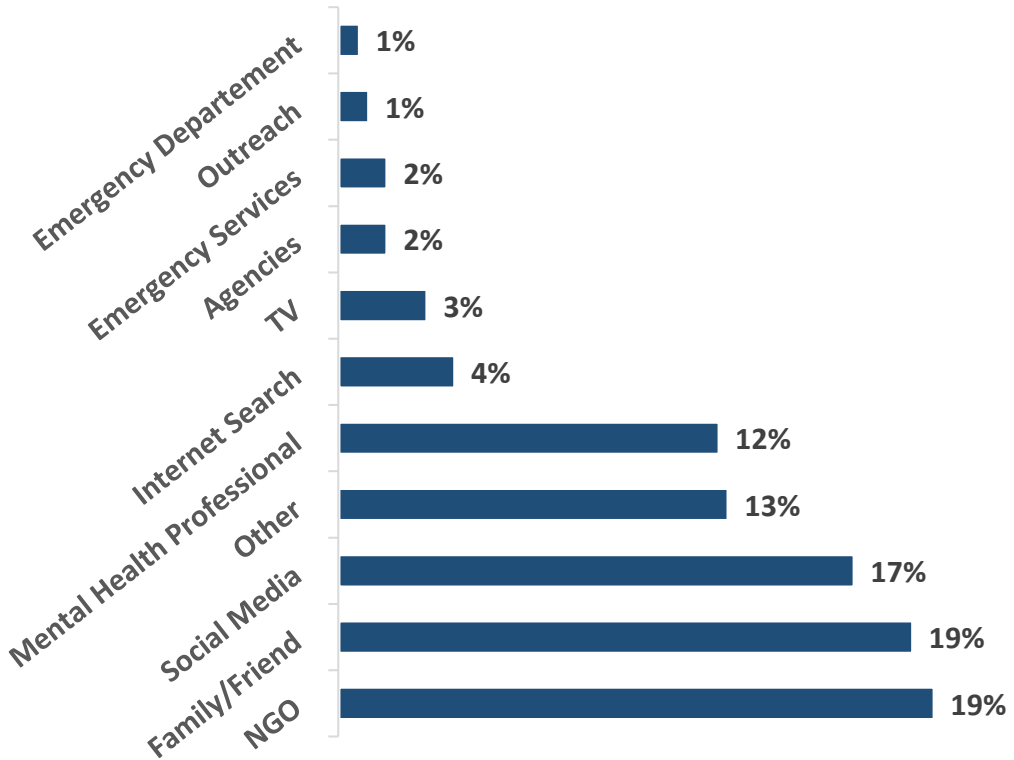Ministry of Public Health
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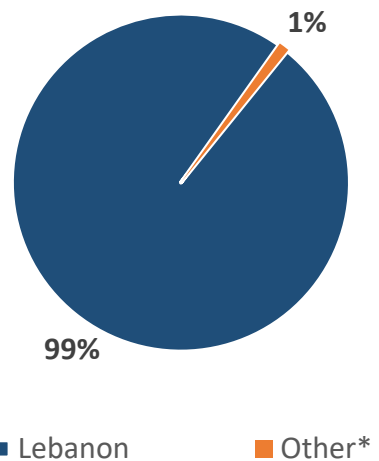
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IV. HOW CALLERS HEARD ABOUT THE LIFELINE

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

A total of **315 callers** informed us of how they first learned about the National Lifeline. The below chart summarizes their responses.

Category	Percentage
Emergency Departement	1%
Outreach	1%
Emergency Services	2%
Agencies	2%
TV	3%
Internet Search	4%
Mental Health Professional	12%
Other	13%
Social Media	17%
Family/Friend	19%
NGO	19%

V. SEXUAL ORIENTATION OF CALLERS

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

VI. NATIONALITY OF CALLERS (n=799)

- 14% Syrian
- 4% Palestinian
- 1% Others*
- 81% Lebanese

■ **Lebanese** ■ **Syrian** ■ **Palestinian** ■ **Others***
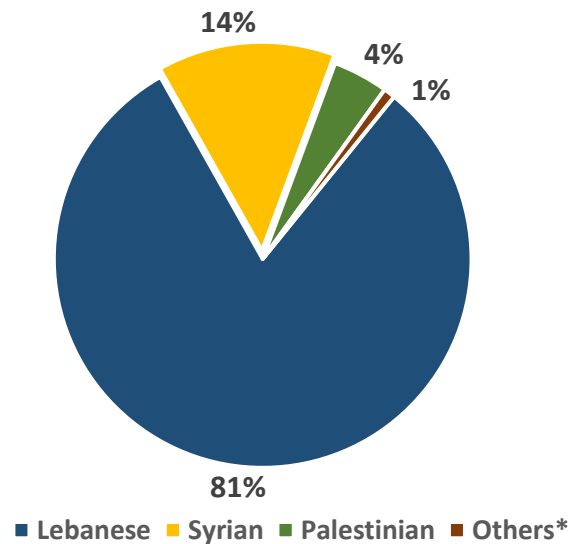
Armenian, Colombian, Ethiopian, Sudanese, Turkish

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VII. REGION OF RESIDENCE AMONG CALLERS FROM LEBANON (n=784)

Beirut 36%
Mount Lebanon 33%
North 10%
South 6%
Akkar 5%
Bekaa 4%
Baalbek 3%
Nabatiyeh 3%
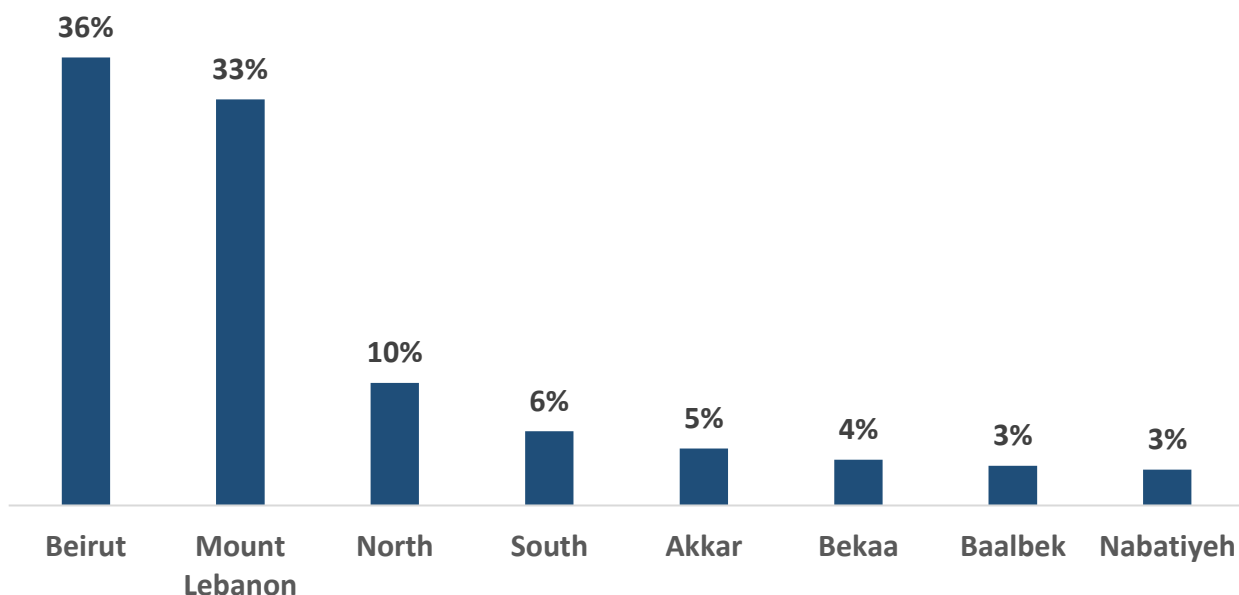
VIII. MARITAL STATUS OF CALLERS (n=683)

Single 54%
Married 22%
Divorced 14%
In a Relationship 8%
Separated 1%
Widowed 1%

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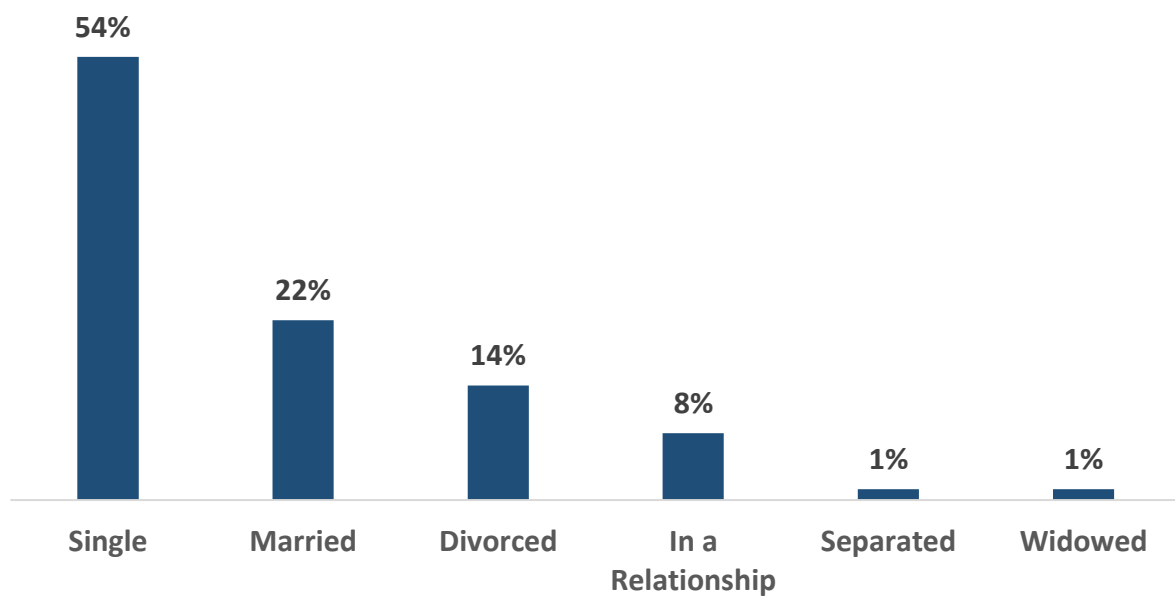
IX. CALLER LIVING WITH (n=764)

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

- Nuclear Family — **83%**
- Alone — **12%**
- Partner — **3%**
- Extended Family — **2%**
- Others — **2%**
- Roomate — **1%**
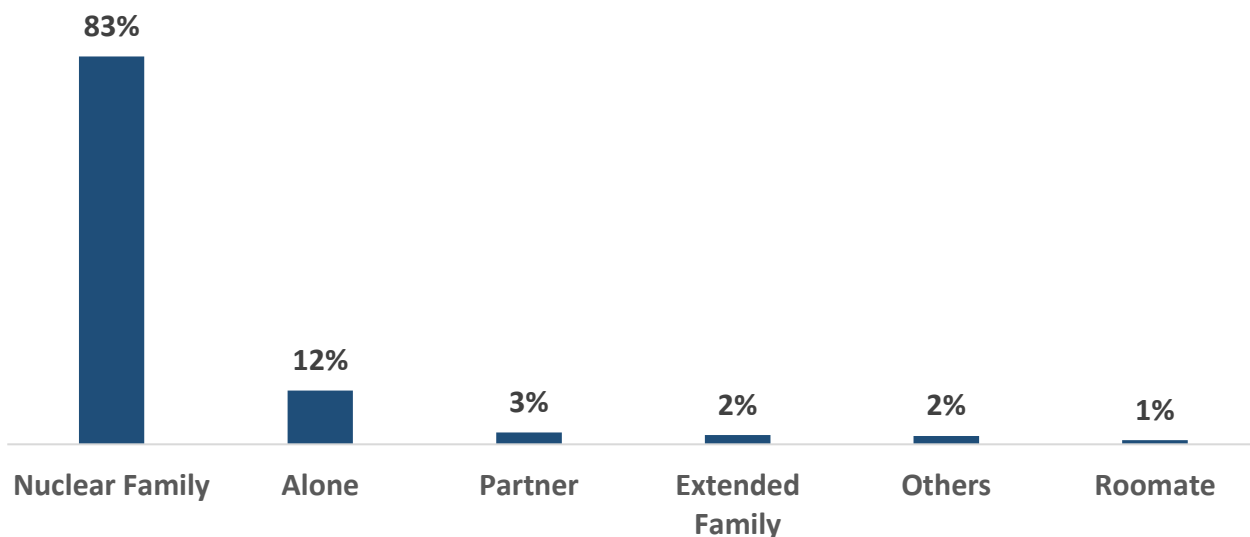
X. HIGHEST LEVEL OF EDUCATION OF CALLERS (n=547)

- Master's Degree Completed (MS, MA, DESS) — **13%**
- Bachelor's Degree (BS, BA, DEA) — **44%**
- Vocational/Technical Degree — **10%**
- High School (10th to 12th Grade) — **20%**
- Middle School (7th to 9th Grade) — **6%**
- Primary/Elementary School (1st to 6th Grade) — **4%**
- Did Not Complete Primary/Elementary School — **2%**

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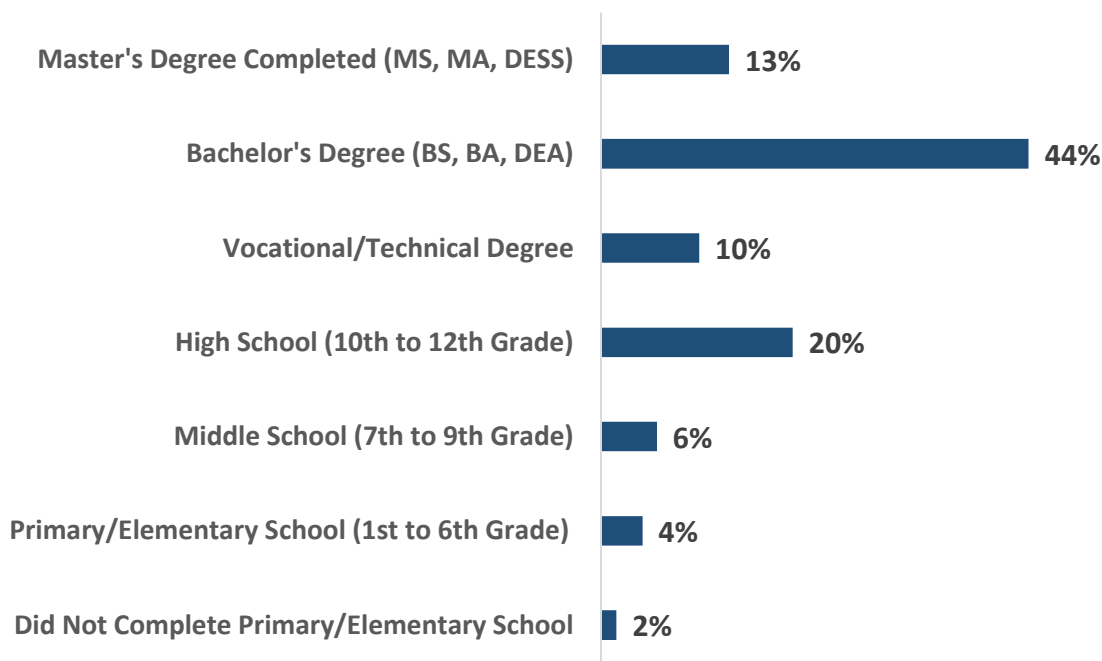
XI. EMPLOYMENT OF CALLERS (n=689)

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

Unemployed	49%
Employed Full Time	22%
Full Time Student	13%
Employed Part Time	8%
Freelancer	8%
Part Time Student	4%
Homemaker	2%
Unable to Work	2%
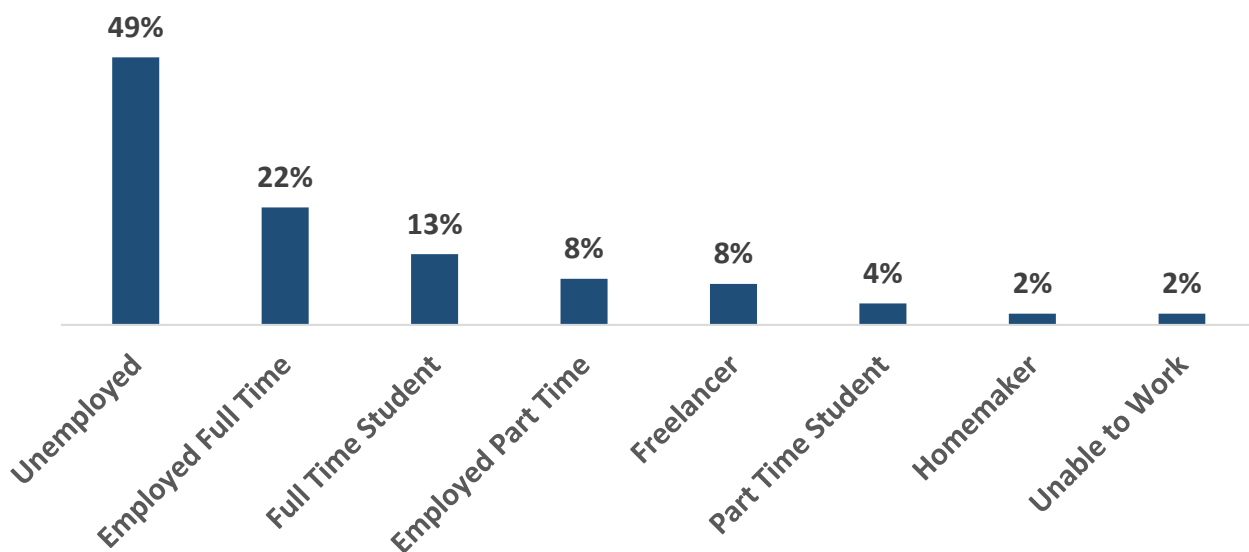
XII. CHANGE IN LEVEL OF DISTRESS FROM BEGINNING TO END OF CALL

10%

90%

90% of calls with available data for this indicator (n=290) 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.
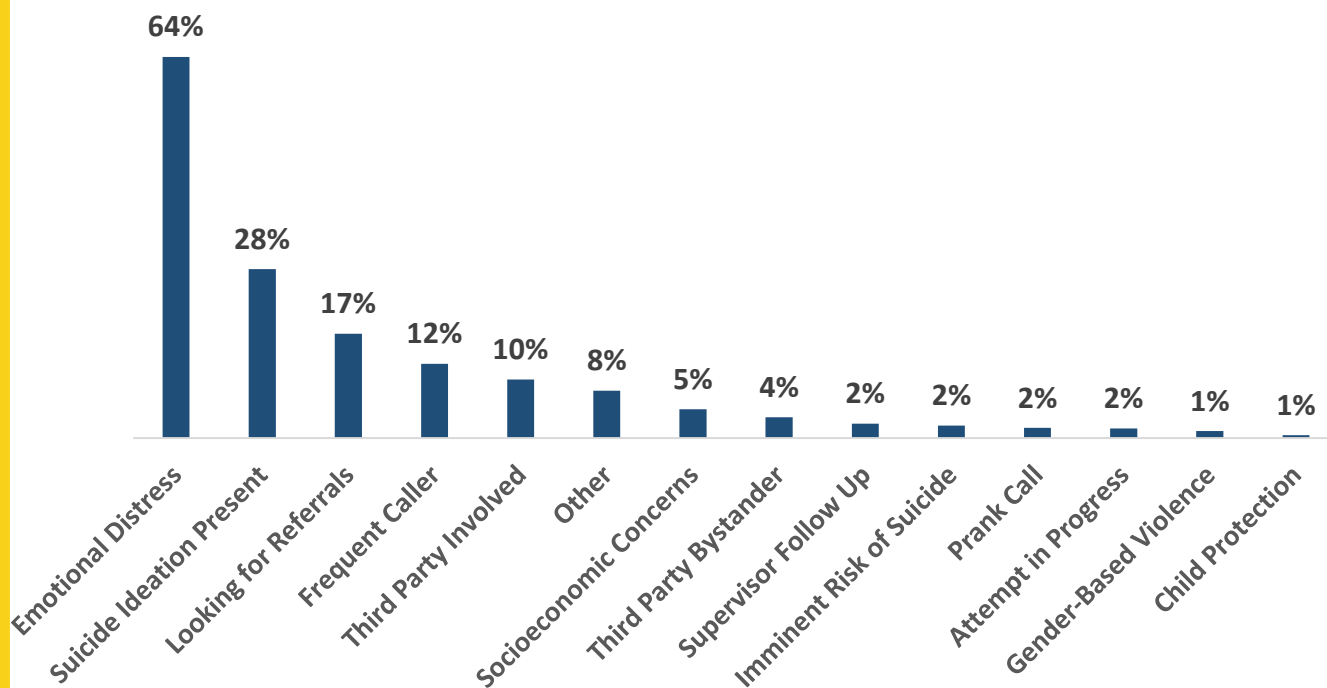
***Note:** In some callers, the level of distress may continue to be high even after seeking support from an emotional support service such as the National Lifeline, as the intensity of their distress may be linked to stressors they are facing that may remain unresolved. The Lifeline will orient callers to available resources and services depending on their needs. When received, such services would decrease their psychological distress.*

XIII. CALLERS CURRENTLY SEEKING MENTAL HEALTH SERVICES

49% of calls with available data for this indicator (n=692) are from individuals who reported currently receiving *at least 1* mental health service.

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XIV. TYPE OF CALL

***Note:** 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).*

Type	Percentage
Emotional Distress	64%
Suicide Ideation Present	28%
Looking for Referrals	17%
Frequent Caller	12%
Third Party Involved	10%
Other	8%
Socioeconomic Concerns	5%
Third Party Bystander	4%
Supervisor Follow Up	2%
Imminent Risk of Suicide	2%
Prank Call	2%
Attempt in Progress	2%
Gender-Based Violence	1%
Child Protection	1%

XV. SUICIDE ATTEMPT ONGOING

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

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XVI. ASSOCIATION BETWEEN THE CALLERS' CHARACTERISITCS AND TYPES OF CALL

To note that the below is a bivariate analysis. The founded associations can be confirmed using a multivariable analysis by taking the effects of third variables into consideration.

In order to identify predictors associated with the most frequent types of call such as the "**Emotional Distress (ED)**" type, the "**Frequent Callers (FC)**" type and the "**Suicidal Ideation (SI)**" type respectively & the **callers' characteristics**, a bivariate analysis was conducted.

There were **significant associations** between:

- *Having an ED type of call and marital status, employment status and seeking mental health (MH) services. ED callers were more mostly married and part-time students and less likely to be unemployed and to seek MH services than non-ED callers.*
- *Having a FC type of call and seeking MH services. FC do seek MH services less than non-FC.*
- *Having a SI type of call and age, gender, marital status, employment status and seeking MH services. Callers with a SI type of call were most likely to be older, cismen, widowed, divorced or separated and unemployed, and less likely to be student on full-time basis. They also do seek MH services more than non-SI.*

	Emotional Distress			Frequent Callers			Suicidal Ideation		
	Yes	**No**	**P-value**	**Yes**	**No**	**P-value**	**Yes**	**No**	**P-value**
Age	30.6±11.1	29.2±11.2	0.08	28.9±10.1	30.3±11.3	0.2	31.9±11.2	29.4±11.1	**0.04**
Gender			0.06			0.06			**0.03**
Cisman	289 (47.2)	193 (55.0)		51 (42.9)	431 (51.1)		152 (55.9)	330 (47.8)	
Ciswoman	315 (51.5)	153 (43.6)		63 (52.9)	405 (48.0)		119 (43.8)	349 (50.5)	
Others	8 (1.3)	5 (1.4)		5 (4.2)	8 (0.9)		1 (0.4)	12(1.7)	
Marital Status			**0.04**			0.3			**<0.001**
Single	213 (50.2)	154 (59.5)		52 (55.3)	315 (53.5)		83 (45.9)	284 (56.6)	
Married	106 (25.0)	43 (16.6)		16 (17)	133 (22.6)		36 (19.9)	113 (22.5)	
Widowed/Divorced/Separated	68 (16.0)	43 (16.6)		14 (14.9)	97 (16.5)		52 (28.7)	59 (11.8)	
In a relationship	37 (8.7)	19 (7.3)		12 (12.8)	44 (7.5)		10 (5.5)	46 (9.2)	
Governorate			0.2			0.3			0.2
Beirut	173 (34.5)	111 (39.4)		36 (35.6)	248 (36.3)		97 (42.7)	187 (33.6)	
Mount Lebanon	168 (33.5)	89 (31.6)		36 (35.6)	221 (32.4)		71 (31.3)	186 (33.4)	
South-Nabatieh	54 (10.8)	21 (7.4)		14 (13.9)	61 (8.9)		19 (8.4)	56 (10.1)	
North-Akkar	68 (13.5)	46 (16.3)		10 (9.9)	104 (15.2)		28 (12.3)	86 (15.4)	
Bekaa-Baalbek	39 (7.8)	15 (5.3)		5 (5.0)	49 (7.2)		12 (5.3)	42 (7.5)	
Education			0.1			0.5			0.3
Below University	153 (44.5)	77 (37.9)		35 (45.5)	195 (41.5)		76 (45.2)	154 (40.6)	
University Level	191 (55.5)	126 (62.1)		42 (54.5)	275 (58.5)		92 (54.8)	225 (59.4)	
Employment									
Unemployed	201 (44.4)	137 (58.1)	**0.001**	44 (47.3)	294 (49.3)	0.7	99 (55.6)	239 (46.8)	**0.04**
Employed Full Time	106 (23.4)	42 (17.8)	0.09	21 (22.6)	127 (21.3)	0.8	34 (19.1)	114 (22.3)	0.4
Student Full Time	63 (13.9)	26 (11.0)	0.3	16 (17.2)	73 (12.2)	0.2	13 (7.3)	76 (14.9)	**0.01**
Freelancer	35 (7.7)	17 (7.2)	0.8	8 (8.6)	44 (7.4)	0.7	14 (7.9)	38 (7.4)	0.9
Employed Part Time	40 (8.8)	18 (7.6)	0.6	7 (7.5)	51 (8.6)	0.7	19 (10.7)	39 (7.6)	0.2
Student Part Time	23 (5.1)	4 (1.7)	**0.03**	3 (3.2)	24 (4.0)	1.0	10 (5.6)	17 (3.3)	0.1
Unable to work	11 (2.4)	3 (1.3)	0.4	0 (0.0)	14 (2.3)	0.2	1(0.6)	13 (2.5)	0.1
Currently Seeking MH Service									
	197 (43.0)	144 (61.5)	**<0.001**	41 (40.2)	300 (50.8)	**0.05**	126 (90.6)	215 (38.9)	**<0.001**

All values are expressed as n(%), except for age which is expressed as Mean ± SD; SD, Standard deviation; MH, Mental Health.