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 IMPACT REPORT
REPORTING PERIOD
July 2021
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.

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.

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www.embracelebanon.org
I. AGE OF CALLER (n=802)

- Mean Age: 31.16

II. SEX OF CALLERS

- Male: 46%
- Female: 53%
- Intersex: 1%
III. SEXUAL ORIENTATION OF CALLERS

16% of calls received by the Embrace Lifeline come from self-identifying LGBTQI+ individuals.

IV. NATIONALITY OF CALLERS

- Lebanon: 73%
- Not Reported: 8%
- Palestine: 5%
- Syria: 3%
- Armenia: 2%
- Brazil: 2%
- Egypt: 1%
- Lebanon: 1%
- Not Reported: 99%

V. COUNTRY OF CALLERS
VI. REGION OF RESIDENCE AMONG CALLERS FROM LEBANON

Beirut: 32%
Not Reported: 27%
Mount Lebanon: 26%
North: 6%
South: 5%
Bekaa: 2%
Other: 2%

VII. MARITAL STATUS OF CALLERS

Single: 43%
Not Reported: 25%
Married: 17%
Divorced: 6%
in a Relationship: 6%
Widowed: 2%
Separated: 1%
VIII. CALLER LIVING WITH

- 63% Nuclear Family
- 20% Not Reported
- 13% Alone
- 2% Partner
- 1% Roommate

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

IX. HIGHEST LEVEL OF EDUCATION OF CALLERS

- Doctoral/Medical Degree (PhD, MD) 1%
- Primary/Elementary School (1st to 6th Grade) 2%
- Master's Degree Completed (MS, MA, DESS) 2%
- Vocational/Technical Degree 3%
- Middle School (7th to 9th Grade) 7%
- Bachelor's Degree (BS, BA, DEA) 15%
- High School (10th to 12th Grade) 27%
- Not Reported 43%
X. EMPLOYMENT OF CALLERS

- 29% Unemployed
- 19% Employed Full Time
- 12% Missing Data
- 8% Full Time Student
- 5% Employed Part Time
- 5% Freelancer
- 2% Unable to work
- 1% Home maker
- 1% Part time Student

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

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

92% of calls with available data for this indicator (n=316) reported are from individuals who reported a **decrease in the level of distress** from the beginning of the call to the end. 7% of calls were from individuals whose level of distress did not change from the beginning to the end of the call.

XII. CALLERS CURRENTLY SEEKING MENTAL HEALTH SERVICES

59% of calls with available data for this indicator (n=623) are from individuals who reported currently receiving mental health services.
XIII. 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).

XIV. CALL DURATION

The average call duration was **27 minutes** long and call durations ranged between 2 minutes and 130 minutes.

XV. SUICIDE ATTEMPT ONGOING

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

Subjective Symptoms of Mental Distress
- Experienced Major Stressor/Loss Within...
  - Family Discord
  - Financial Problems
  - Social Isolation
  - Upcoming Major Stressor

Subjective Symptoms of Mental Distress
- Experienced Major Stressor/Loss Recently
  - Academic Problems
  - Bullying
  - Chronic Illness
  - Peer Relationship Problems
  - Living Alone
  - Easy Access to Means
  - Break up/ Relationship Problems
  - Financial Problems
  - Family Discord
  - Experienced Major Stressor/Loss Within...

Subjective Symptoms of Mental Distress
- Substantive Symptoms of Mental Distress
  - 20%

*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.).