Lebanese Republic
Ministry of Public Health
National Mental Health Programme

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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
October 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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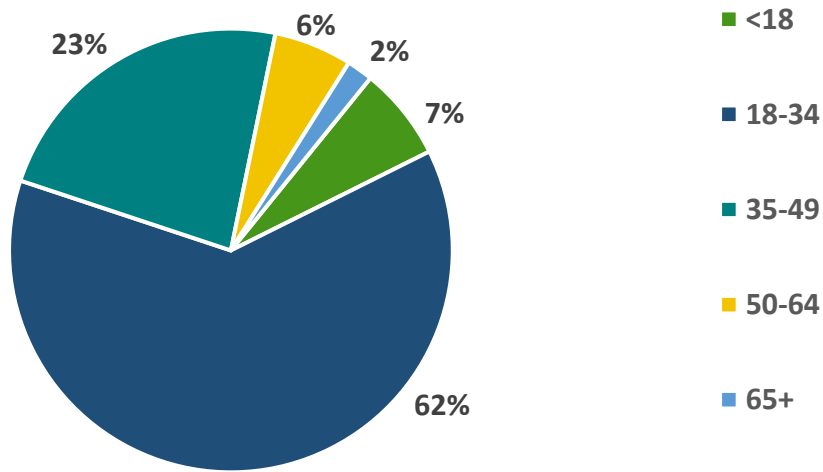Ministry of Public Health
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October 2023

TOTAL NUMBER OF CALLS WITH CAPTURED DATA

821

I. AGE OF CALLERS (n= 679)

MEAN AGE: 30

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

23%
6%
2%
7%
62%

II. GENDER OF CALLERS

55%
44%
1%
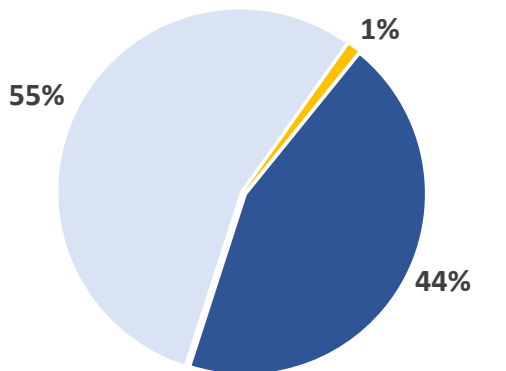
- Cisman
- Ciswoman
- Other*

Transman, Transwoman, Non-Binary, Intersex

III. COUNTRY OF CALLERS (n=810)

1%
99%
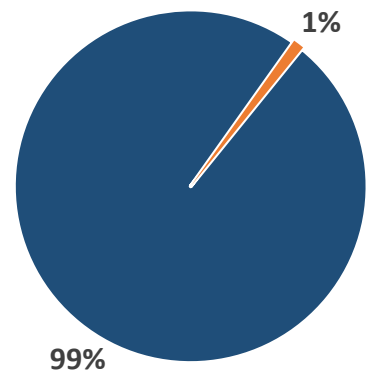
- Lebanon
- Other*

Georgia, Netherlands, Saudi Arabia, United Arab Emirates, United States of America.

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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 **248 callers** informed us of how they first learned about the National Lifeline. The below chart summarizes their responses.
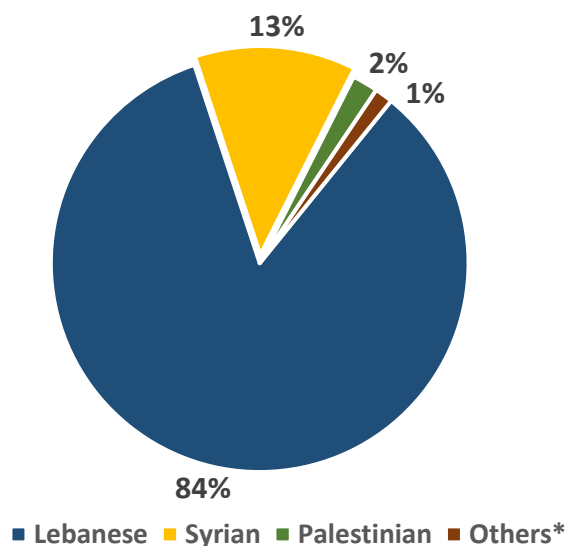
- Billboard Campaign — 1%
- Radio — 1%
- Emergency Departement — 1%
- Agencies — 1%
- Emergency Services — 2%
- Outreach — 2%
- TV — 5%
- Internet Search — 8%
- Mental Health Professional — 9%
- Other* — 11%
- Social Media — 13%
- NGO — 19%
- Family/Friend — 20%
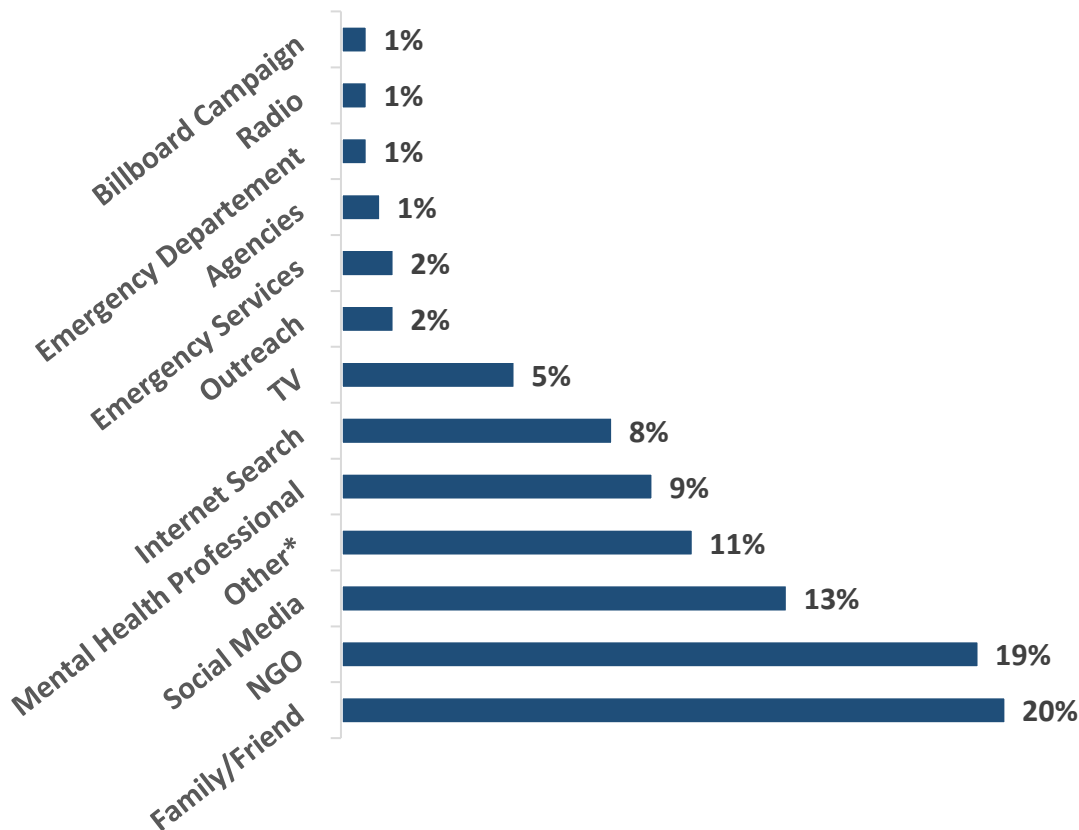
*United Nations, Embrace's Clinic, University Professor or School Teacher, Word of Mouth, Frequent Caller, Colleague.
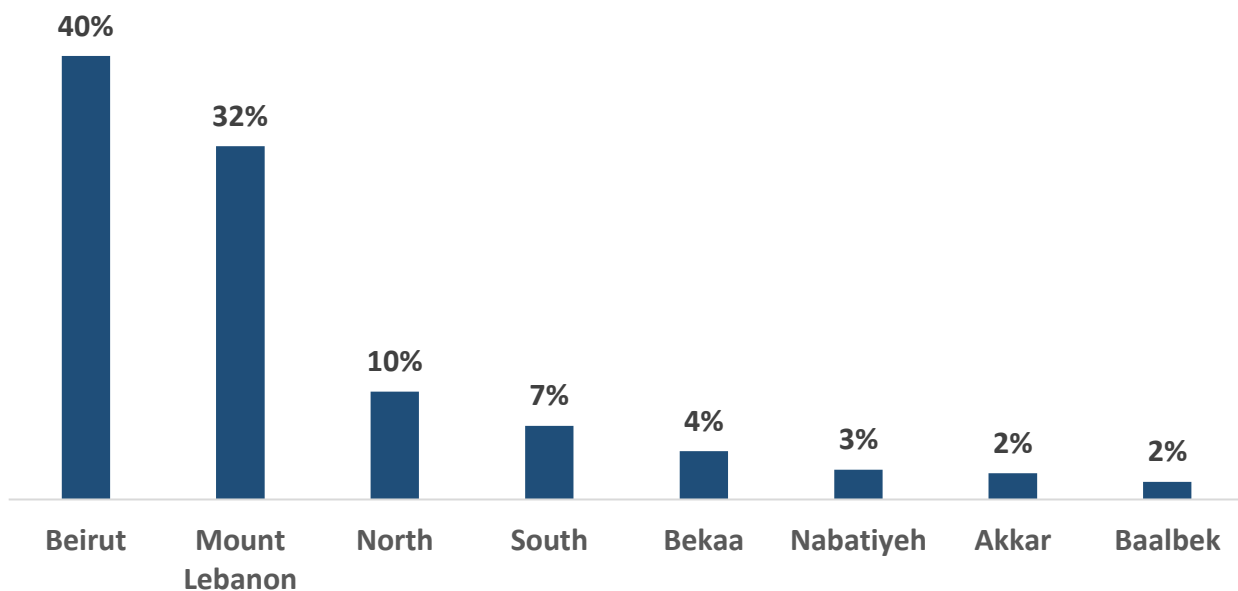
V. SEXUAL ORIENTATION OF CALLERS

8% of calls received by the Embrace Lifeline come from self-identifying LGBTQI+ individuals.

VI. NATIONALITY OF CALLERS (n=662)

- 84% Lebanese
- 13% Syrian
- 2% Palestinian
- 1% Others*

■ Lebanese ■ Syrian ■ Palestinian ■ Others*

*Egypt, Jordan, Netherlands, Russian Federation, Saudi Arabia, Sudan, Tunisia.

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VII. REGION OF RESIDENCE AMONG CALLERS FROM LEBANON (n=630)

Beirut 40%
Mount Lebanon 32%
North 10%
South 7%
Bekaa 4%
Nabatiyeh 3%
Akkar 2%
Baalbek 2%

VIII. MARITAL STATUS OF CALLERS (n=527)

Single 49%
Married 23%
Divorced 14%
In a Relationship 11%
Widowed 3%
Separated 1%

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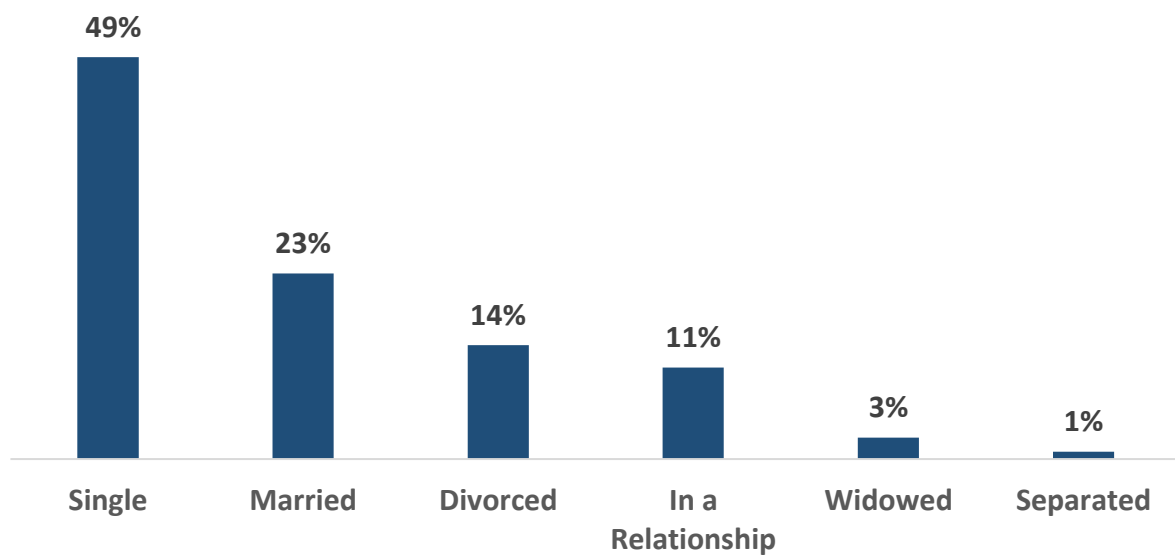
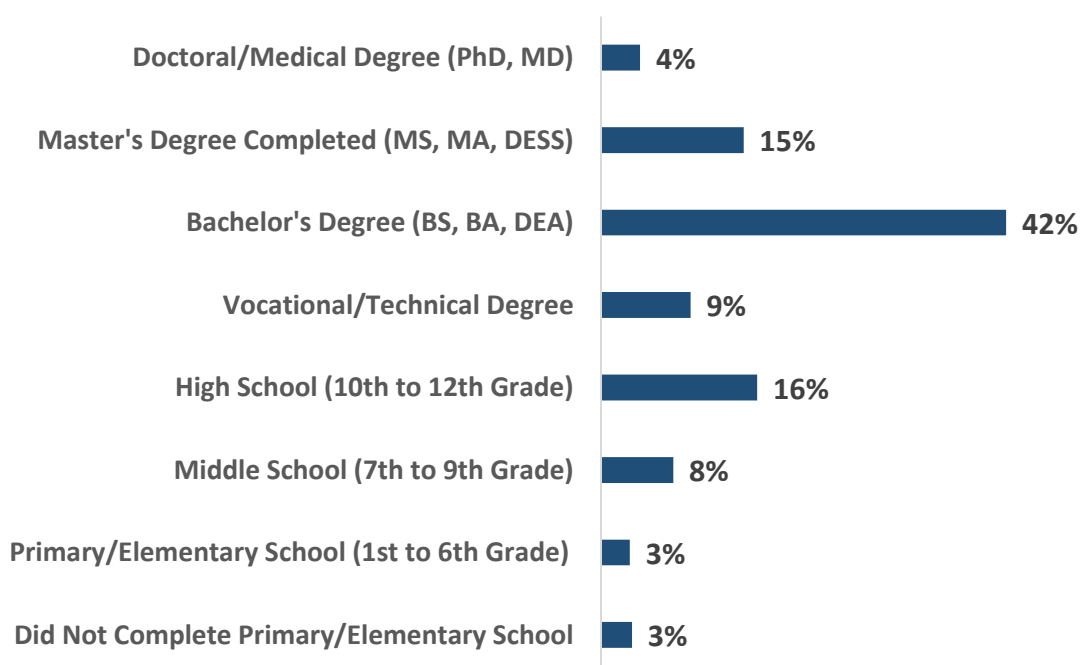## IX. CALLER LIVING WITH (n=592)

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

81%	Nuclear Family
11%	Alone
4%	Others
3%	Partner
2%	Extended Family
1%	Homeless
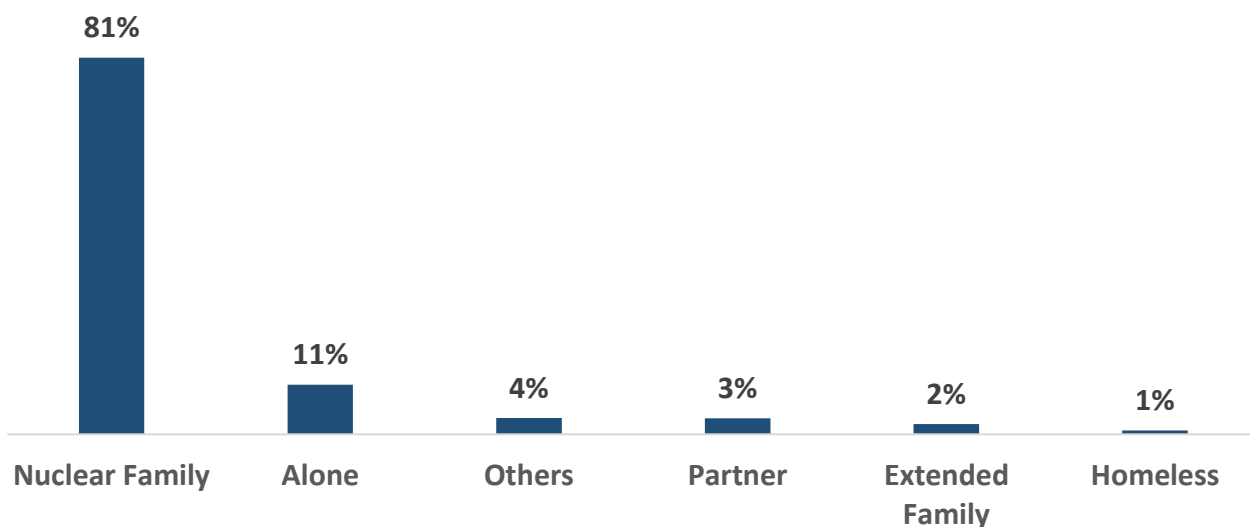
X. HIGHEST LEVEL OF EDUCATION OF CALLERS (n=492)

Education Level	Percentage
Doctoral/Medical Degree (PhD, MD)	4%
Master's Degree Completed (MS, MA, DESS)	15%
Bachelor's Degree (BS, BA, DEA)	42%
Vocational/Technical Degree	9%
High School (10th to 12th Grade)	16%
Middle School (7th to 9th Grade)	8%
Primary/Elementary School (1st to 6th Grade)	3%
Did Not Complete Primary/Elementary School	3%

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XI. EMPLOYMENT OF CALLERS (n=577)

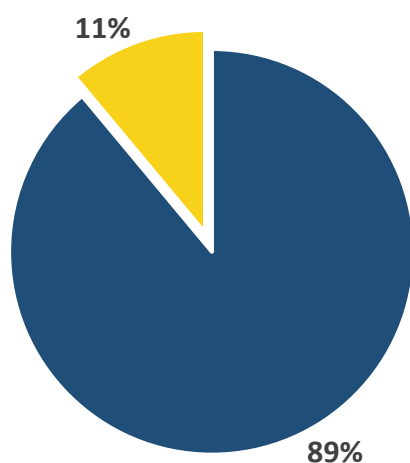*Note:* *Percentages may not add up to 100% because each caller may have more than one status.*

40% Unemployed
23% Employed Full Time
18% Full Time Student
9% Employed Part Time
5% Freelancer
4% Part Time Student
3% Unable to Work
2% Homemaker
1% Internship
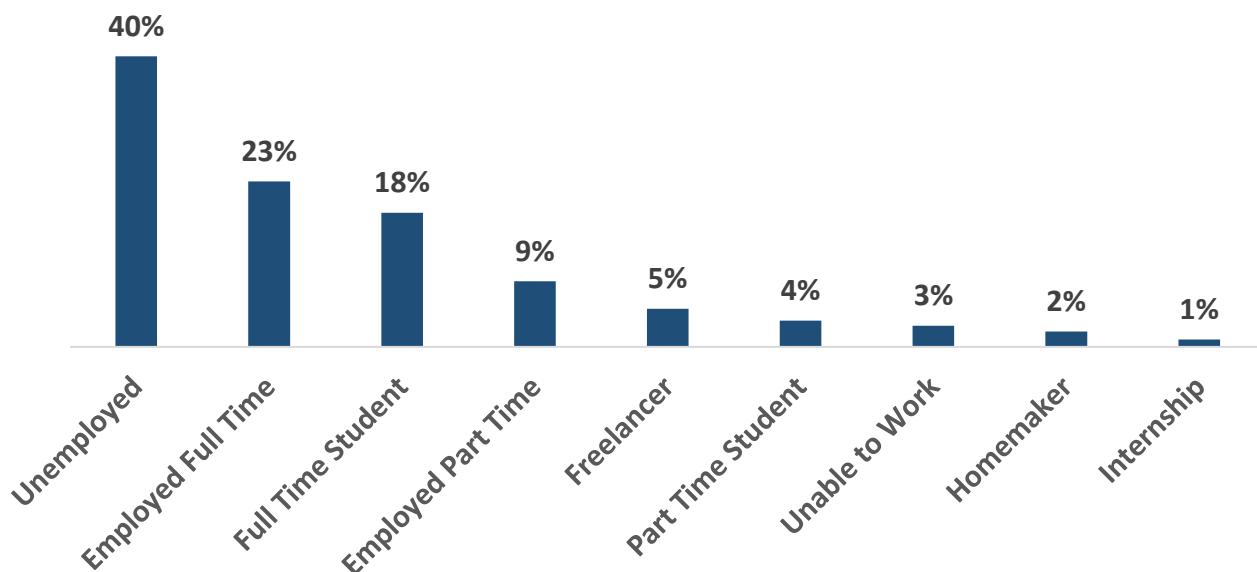
XII. CHANGE IN LEVEL OF DISTRESS FROM BEGINNING TO END OF CALL

11%

89%

89% of calls with available data for this indicator (n=191) 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.
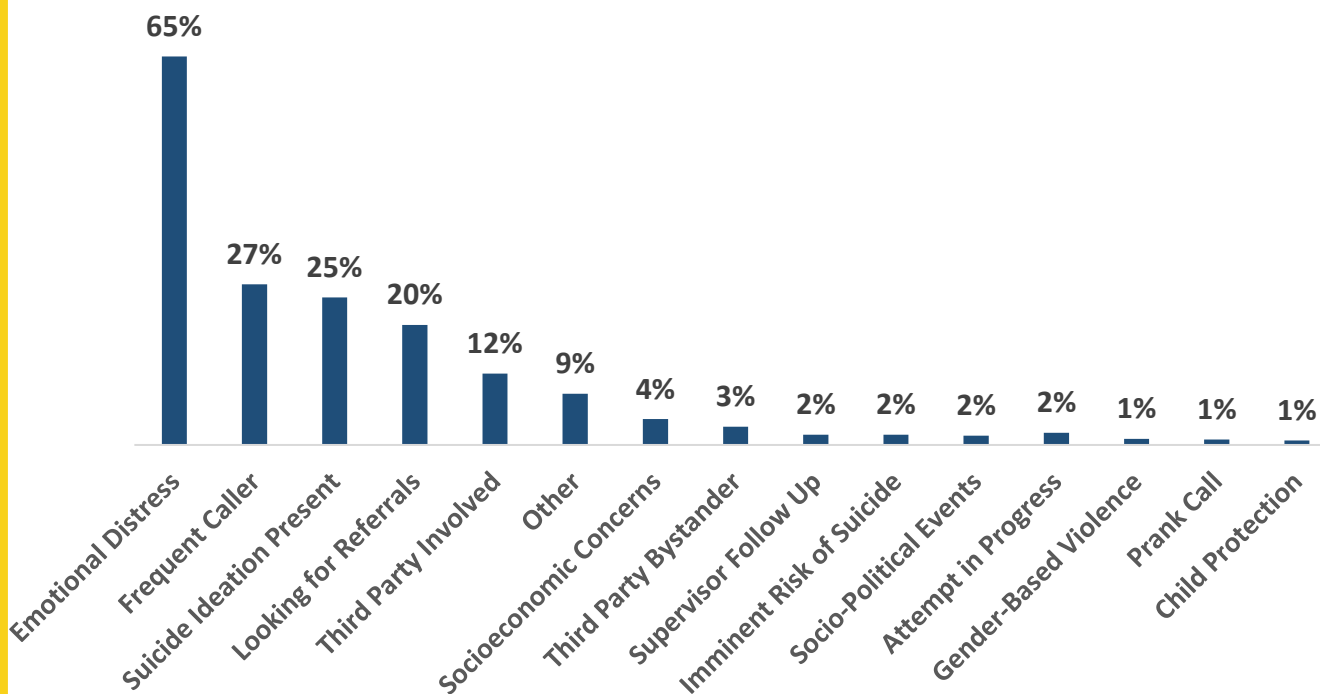
Note: *In some callers, the level of distress may continue to be high even after seeking support from an emotional support service such as the National Lifeline, as the intensity of their distress may be linked to stressors, they are facing that may remain unresolved. The Lifeline will orient callers 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

44% of calls with available data for this indicator (n=585) are from individuals who reported currently receiving *at least 1* mental health service.

XIV. TYPE OF CALL

Bar chart – Type of Call:
- Emotional Distress: 65%
- Frequent Caller: 27%
- Suicide Ideation Present: 25%
- Looking for Referrals: 20%
- Third Party Involved: 12%
- Other: 9%
- Socioeconomic Concerns: 4%
- Third Party Bystander: 3%
- Supervisor Follow Up: 2%
- Imminent Risk of Suicide: 2%
- Socio-Political Events: 2%
- Attempt in Progress: 2%
- Gender-Based Violence: 1%
- Prank Call: 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.

XXII. 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.

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

There were **significant associations** between:

- *Having a FC type of call and age, gender, governorate, marital status, employment status, and seeking MH services. FC callers were older and mostly men, living in Beirut or Mount Lebanon areas, single, widowed, divorced, or separated. They were also mostly unemployed, employed part-time, or part-time students, and less likely employed full-time. Furthermore, they do seek MH services more than non-FC.*

	Emotional Distress			Frequent Callers			Suicidal Ideation		
	Yes	No	P-value	Yes	No	P-value	Yes	No	P-value
Age	30.1±11.8	30.7±12.6	0.5	32.5±12.5	29.3±11.8	**0.001**	29.7±11.3	30.5±12.4	0.5
Gender			0.9			**<0.001**			**0.054**
Cisman	234 (44.0)	130 (45.0)		129 (58.6)	235 (39.1)		98 (48.5)	266 (43.0)	
Ciswoman	295 (55.5)	157 (54.3)		91 (41.4)	361 (60.1)		101 (50.0)	351 (56.7)	
Other	3 (0.6)	2 (0.7)		0 (0.0)	5 (0.8)		3 (1.5)	2 (0.3)	
Marital Status			0.3			**<0.001**			0.7
Single	159 (47.5)	98 (51.0)		103 (60.9)	154 (43.0)		67 (50.0)	190 (48.3)	
Married	73 (21.8)	46 (24.0)		2 (1.2)	117 (32.7)		27 (20.1)	92 (23.4)	
Widowed/Divorced/ Separated	59 (17.6)	33 (17.2)		47 (27.8)	45 (12.6)		22 (16.4)	70 (17.8)	
In a Relationship	44 (13.1)	15 (7.8)		17(10.1)	42 (11.7)		18 (13.4)	41 (10.4)	
Governorate			0.051			**0.03**			0.9
Beirut	154 (37.7)	100 (45.0)		97 (46.4)	157 (37.3)		64 (38.3)	190 (41.0)	
Mount Lebanon	145 (35.5)	57 (25.7)		71 (34.0)	131 (31.1)		56 (33.5)	146 (31.5)	
South-Nabatieh	42 (10.3)	17 (7.7)		15 (7.2)	44 (10.5)		15 (9.0)	44 (9.5)	
North-Akkar	45 (11.0)	32 (14.4)		19 (9.1)	58 (13.8)		21 (12.6)	56 (12.1)	
Bekaa-Baalbek	22 (5.4)	16 (7.2)		7 (3.3)	31 (7.4)		11 (6.6)	27 (5.8)	
Education			0.9			0.3			0.3
Below University	123 (39.0)	68 (38.4)		87 (41.2)	104 (37.0)		56 (42.7)	135 (37.4)	
University Level	192 (61.0)	109 (61.6)		124 (58.8)	177 (63.0)		75 (57.3)	226 (62.6)	
Employment									
Unemployed	147 (40.6)	83 (38.6)	0.6	82 (47.7)	148 (36.5)	0.01	66 (44.6)	164 (38.2)	0.2
Employed Full Time	76 (21.0)	55 (25.6)	0.2	24 (14.0)	107 (26.4)	0.001	33 (22.3)	98 (22.8)	0.9
Student Full Time	72 (19.9)	34 (15.8)	0.2	38 (22.1)	68 (16.8)	0.1	26 (17.6)	80 (18.6)	0.8
Freelancer	18 (5.0)	12 (5.6)	0.8	6 (3.5)	24 (5.9)	0.2	4 (2.7)	26 (6.1)	0.1
Employed Part Time	30 (8.3)	22 (10.2)	0.4	25 (14.5)	27 (6.7)	0.003	15 (10.1)	37 (8.6)	0.6
Student Part Time	9 (2.5)	12 (5.6)	0.06	12 (7.0)	9 (2.2)	0.005	3 (2.0)	18 (4.2)	0.2
Currently Seeking MH Service									
	169 (45.8)	87 (40.3)	0.2	124 (66.7)	132 (33.1)	**<0.001**	71 (46.7)	185 (42.7)	0.4

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