



Lebanese Republic
Ministry of Public Health
National Mental Health Programme



embrace

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

**MONTHLY LIFELINE
INDICATORS**

REPORTING PERIOD
August 2022



INTRODUCTION

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.

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.

To cite this report: Embrace Lifeline: Lebanon's National Helpline (2022). Caller characteristics for August 2022.

www.embracelebanon.org



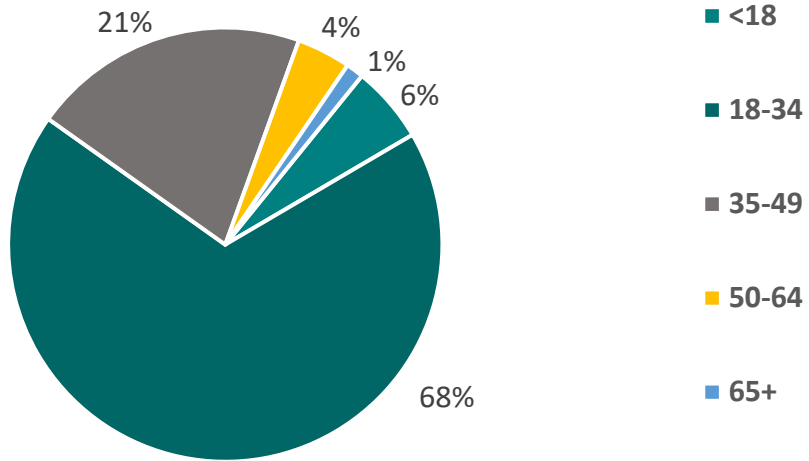
August 2022

TOTAL NUMBER OF CALLS WITH CAPTURED DATA

945

I. AGE OF CALLERS (n=844)

MEAN AGE: 29



II. SEX OF CALLERS

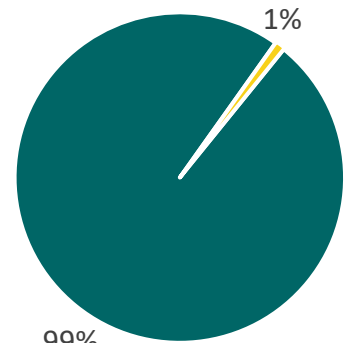


51%



49%

III. COUNTRY OF CALLERS



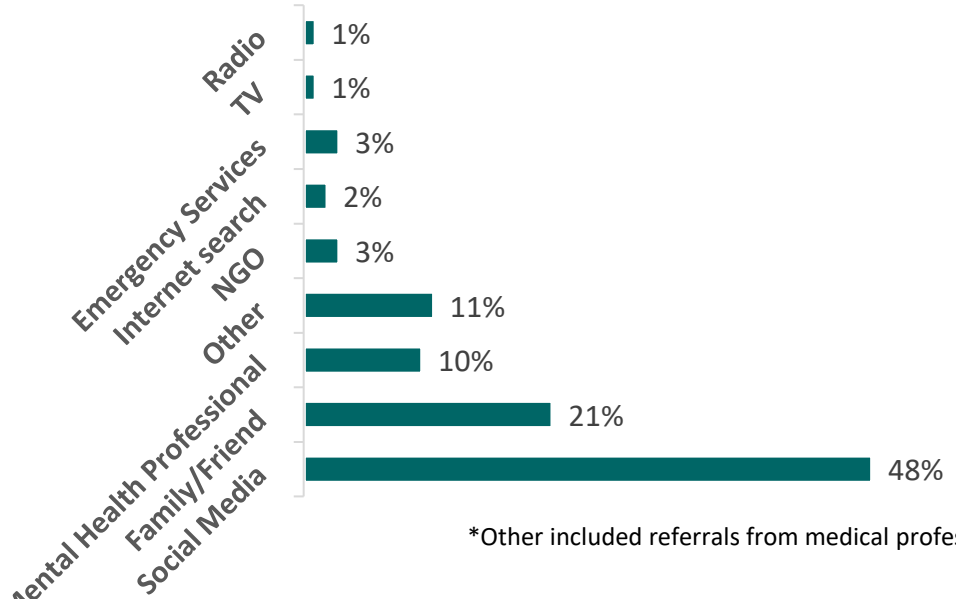
Lebanon

Not Reported

IV. HOW CALLERS HEARD ABOUT THE LIFELINE

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

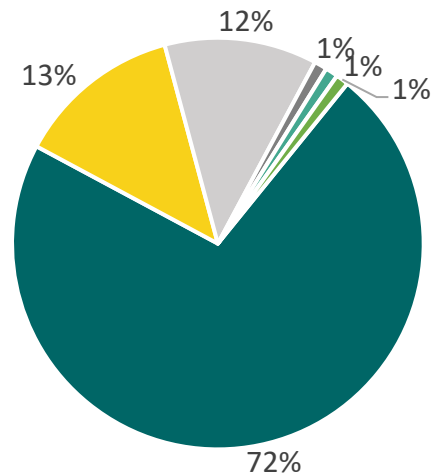
314 callers informed us of how they first learned about the National Lifeline. The below chart summarizes their responses.



V. SEXUAL ORIENTATION OF CALLERS

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

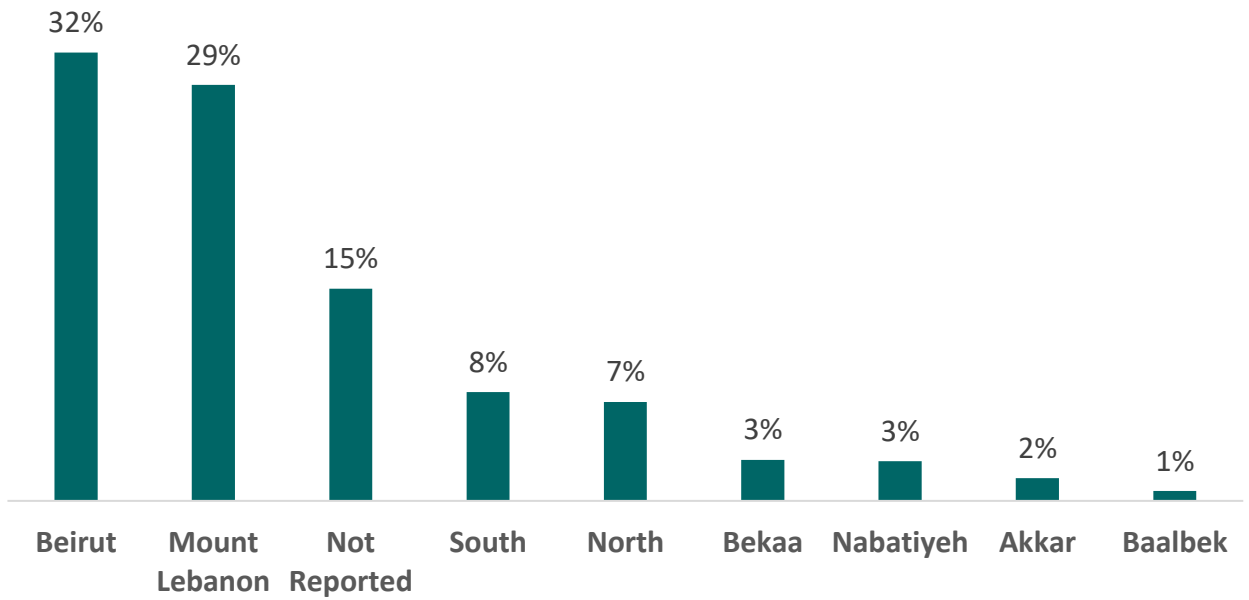
VI. NATIONALITY OF CALLERS



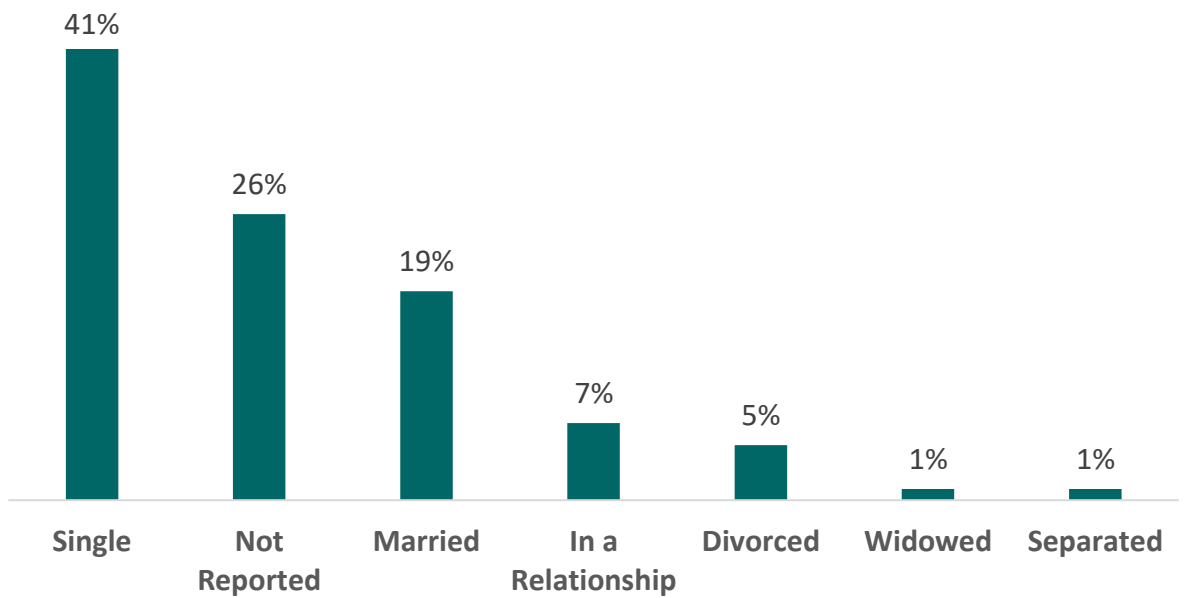
- Lebanese
- Not Reported
- Syrian
- Others
- Palestinian
- Australian



VII. REGION OF RESIDENCE AMONG CALLERS FROM LEBANON



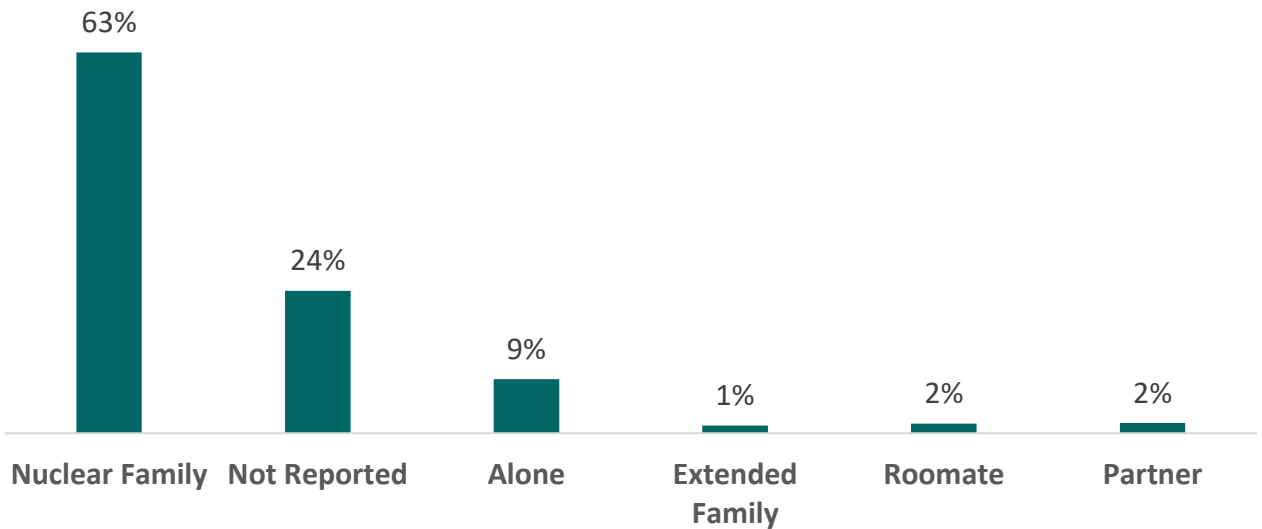
VIII. MARITAL STATUS OF CALLERS



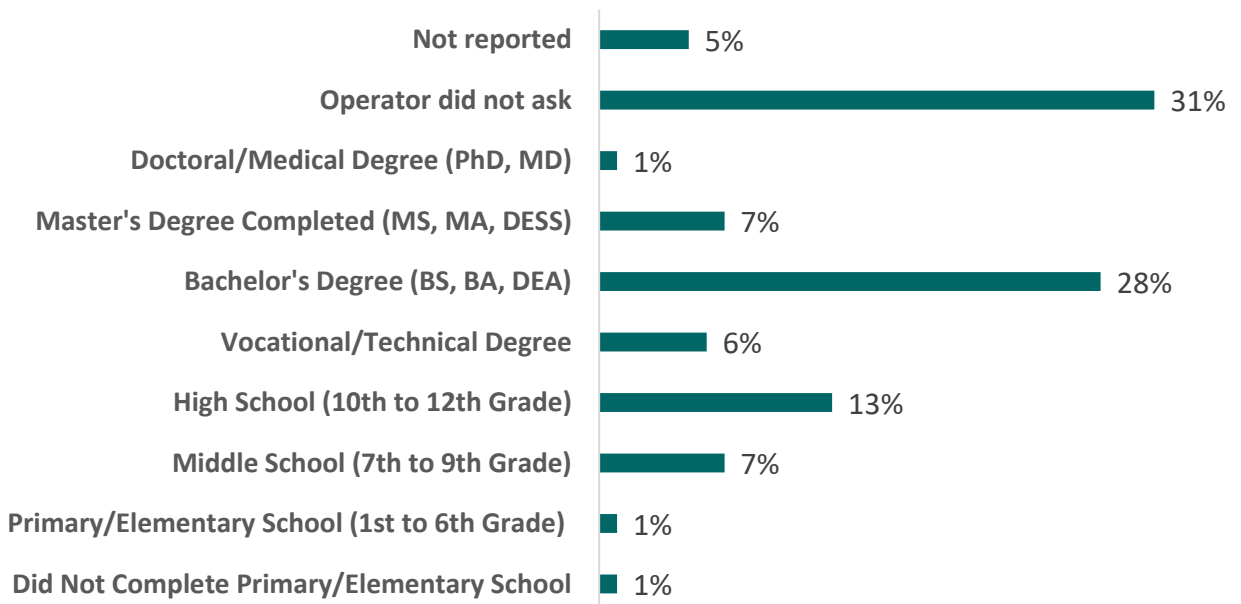


IX. CALLER LIVING WITH

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



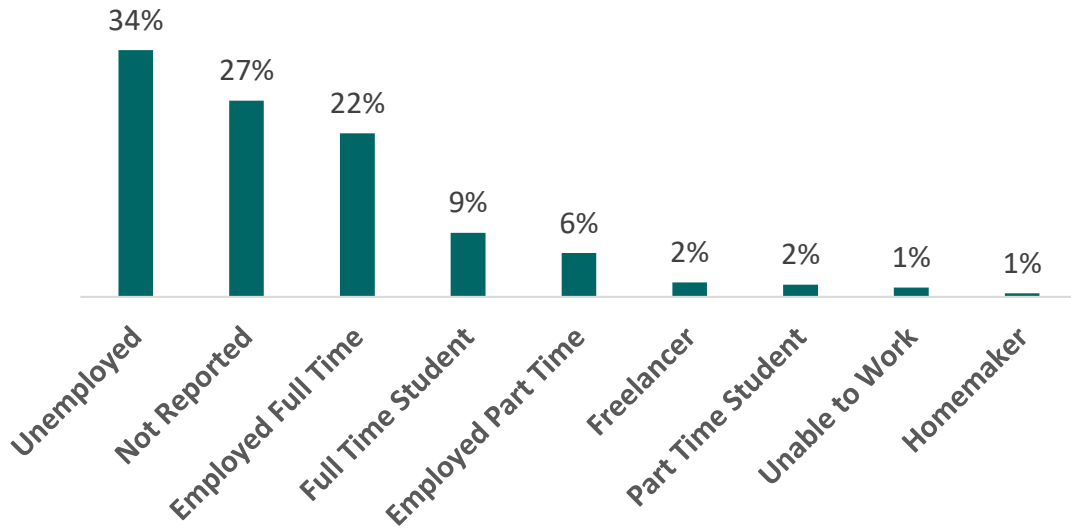
X. HIGHEST LEVEL OF EDUCATION OF CALLERS





XI. EMPLOYMENT OF CALLERS

***Note:** 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



88% of calls with available data for this indicator (n=277) reported a **decrease in the level of distress** from the beginning of the call to the end of the call. **12%** of calls were from individuals whose **level of distress did not change** from the beginning to the end of the call.

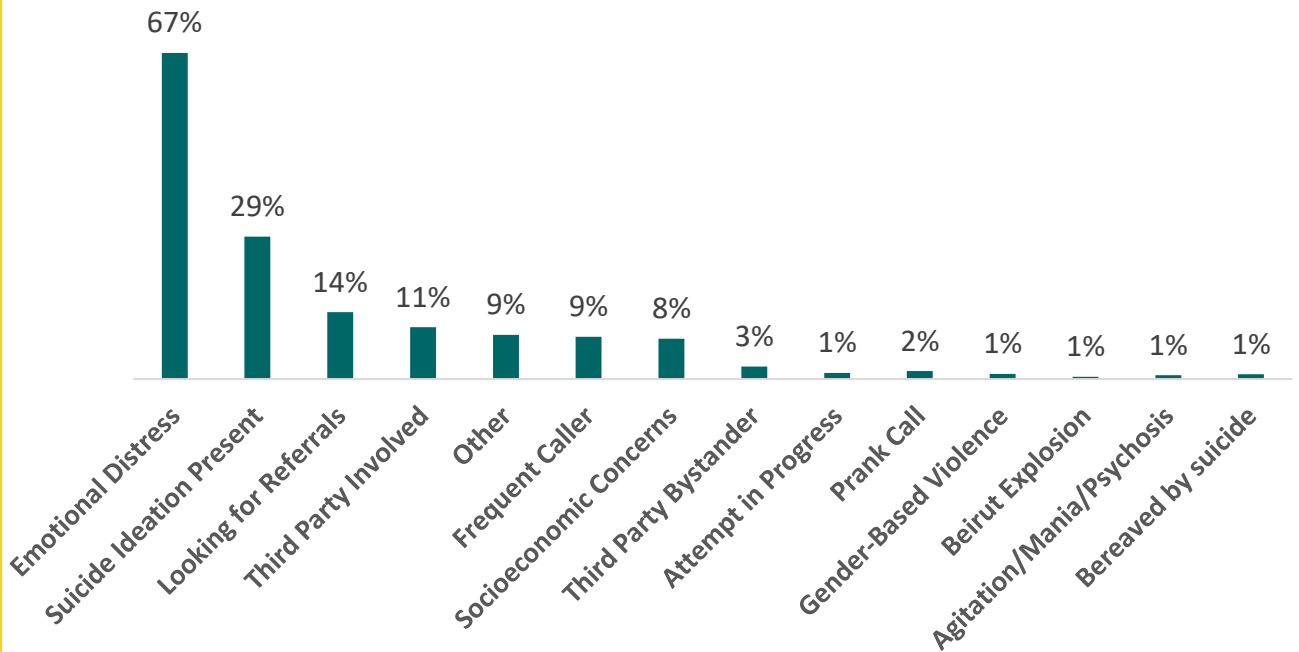
***Note:** Callers contacting the National Lifeline may be experiencing chronic psychological, medical, or socioeconomic difficulties and level of distress may continue to be high even after seeking support from a preventive emotional support tool such as the National Lifeline.

XIII. CALLERS CURRENTLY SEEKING MENTAL HEALTH SERVICES

55% of calls with available data for this indicator (n=518) are from individuals who reported currently receiving *at least 1* mental health service.



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).

XV. SUICIDE ATTEMPT ONGOING

1% of calls were from individuals who had a **suicide attempt** that was **ongoing** during the call.



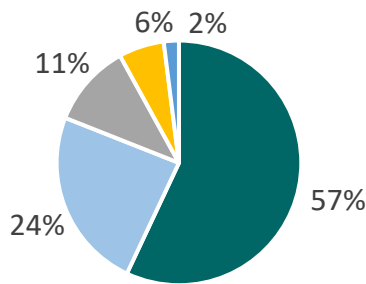
QUALITY ASSURANCE CALLS

TOTAL NUMBER OF ASSURANCE CALLS CONDUCTED

46

I. LEVEL OF SATISFACTION

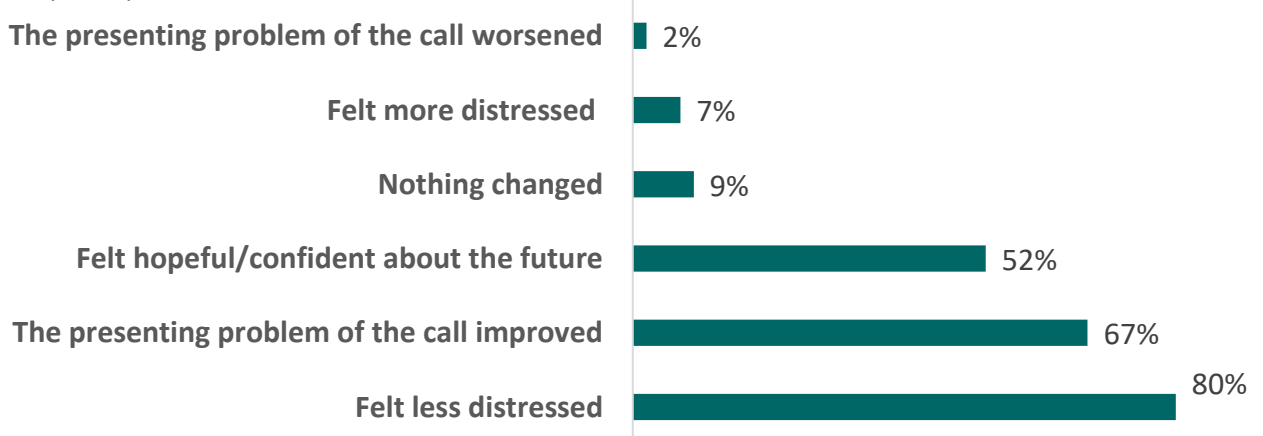
46 Quality assurance calls were conducted in August 2022. Beneficiaries were asked to rate their level of satisfaction with the services received during their initial call on a scale of 1 to 5 with higher numbers indicating greater satisfaction. Across all **46** callers, the average satisfaction rating was **4.3**.



■ Rating of 5 ■ Rating of 4 ■ Rating of 3 ■ Rating of 1 ■ no response

II. CALL OUTCOME

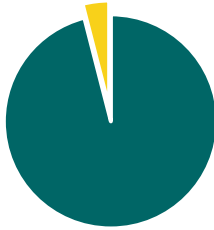
The below figure outlines caller-reported outcomes of their initial call to the Lifeline (N=46)



***Note:** Callers contacting the National Lifeline may be experiencing chronic/physical or socioeconomic difficulties which cannot be improved by a call to the National Lifeline (Emotional Support and Suicide Prevention Hotline).



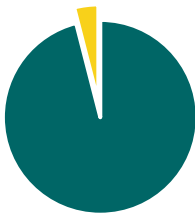
III. RECOMMEND



■ Yes ■ No

96% of callers (n=46) reported that they would recommend the Lifeline to others in need of assistance.

IV. CALL BACK



■ Yes ■ No

96% of callers with available data (n=46) reported that they would call the Lifeline again if they were experiencing emotional distress or thinking about suicide

V. HELPFUL ORIENTATIONS



■ Helpful ■ Not helpful

11 of the 46 callers were provided with referrals during their initial call to the Lifeline. **82%** reported that the service was helpful. The remaining **(18%)** reported that the service was not helpful due to issues related to the agencies themselves.

X. SOCIAL WORK

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 psychosocial 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*	26	TOTAL NUMBER OF ACTIVE CASES	30
1st CONSULT#	4	FOLLOW UP**	22
		TOTAL NUMBER OF CLOSED CASES	4

**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 Consults: Refers to the number of cases contacted by the Mental Health Social Worker for the 1st consultation after being referred from the Lifeline.

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

ZOOM IN ON FOLLOW UP CASES

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

45% of follow up consultations were conducted **directly with the callers** (or their parent/legal guardian where a minor was involved).

55% 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

CLOSED CASES (N=4)

100% Goal achieved



X. SOCIAL WORK

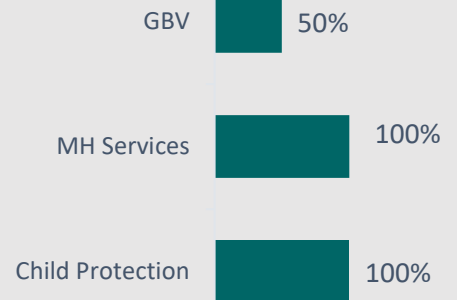
ZOOM IN ON NEW CASES

Urgency Level (N=4)



100% urgent

REASONS FOR REFERRAL (N=4)

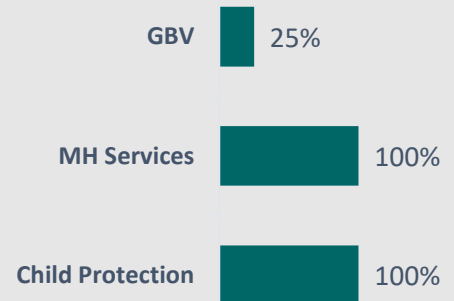


**Note that percentages for the bar charts may add up to more than 100% because the callers may be referred for several reasons; Abbreviations: MH = Mental Health, GBV= Gender Based violence.*

REFERRALS (N=4)

100% were referred to NGOs

REFERRALS PROVIDED



**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, GBV= Gender Based violence.



CALLERS DEMOGRAPHICS

TOTAL NUMBER OF CALLERS ENGAGED WITH

12

The below charts present the demographics of **all** callers the social worker engaged with. This includes new cases and follow ups on other cases active from previous months.

