



Lebanese Republic
Ministry of Public Health
National Mental Health Programme



embrace

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

LIFELINE QUARTERLY REPORT

January- March 2024

REPORTING PERIOD
January- March 2024



LIFELINE VALUES

EMPATHY

Understanding and sharing feelings while being compassionate and caring

GENUINENESS

Being sincere, authentic, attentive, and respectful

OPEN-MINDEDNESS

Being willing to listen without being biased

NON-JUDGEMENT

Maintaining an attitude of acceptance and understanding regardless of the situation.



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 quarterly 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.

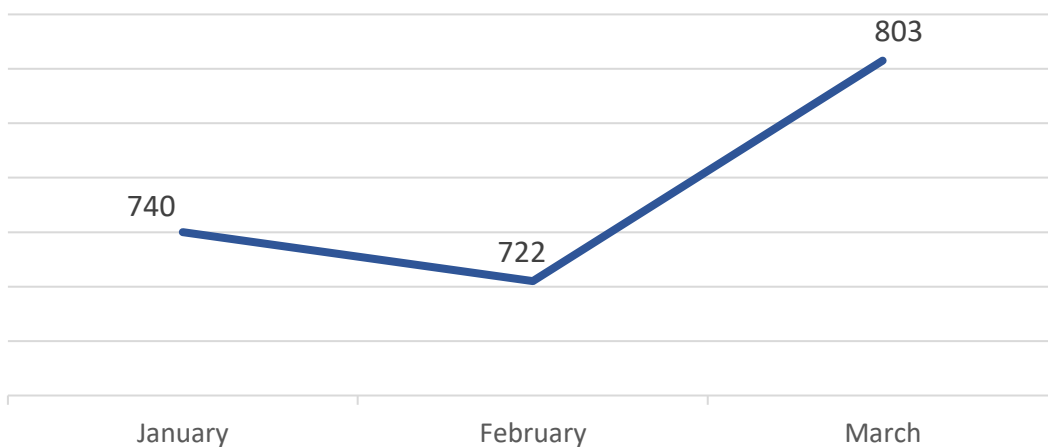
The numbers in this report are meant to offer a snapshot of the population that the National Lifeline serves. Please note that while that this information is recorded as accurately as possible, not all information may always be available. Unless otherwise indicated, the frequencies and percentages reported 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: Lebanon's National Helpline (2024). Caller characteristics for Quarter 1 2024. www.embracelebanon.org



TOTAL NUMBER OF CALLS WITH CAPTURED DATA: 2265

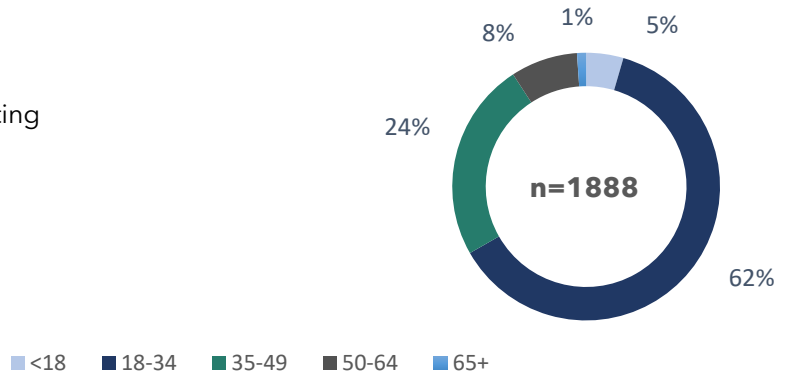
The below charts represents the total number of calls per month for this quarter.



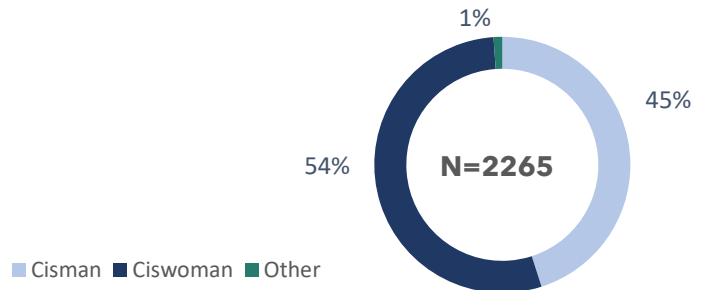


I. AGE OF CALLERS

The mean age of callers within the reporting period was found to be 31.

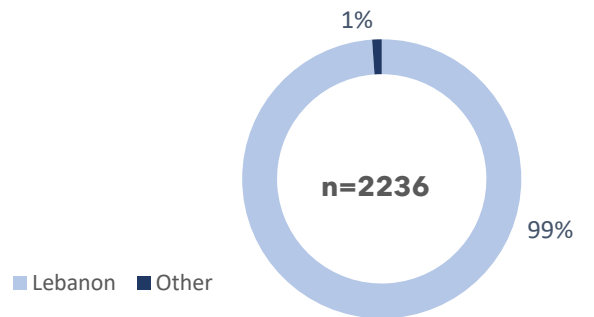


II. GENDER OF CALLERS



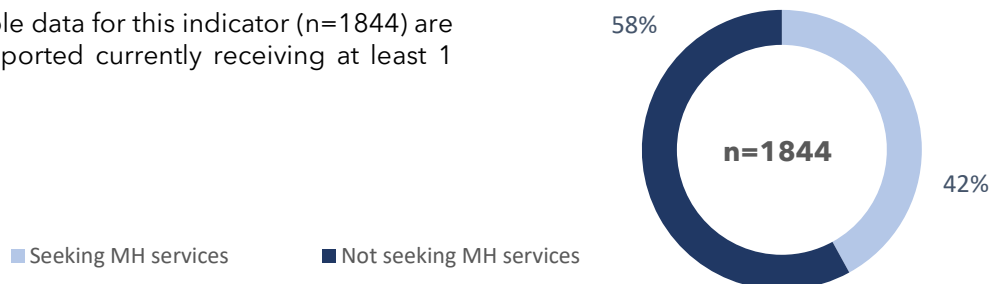
III. COUNTRY OF CALLERS

*Angola, Egypt, France, Palestine, Qatar, Switzerland, United States of America



IV. CALLERS CURRENTLY SEEKING MENTAL HEALTH SERVICES

42% of calls with available data for this indicator (n=1844) are from individuals who reported currently receiving at least 1 mental health service.

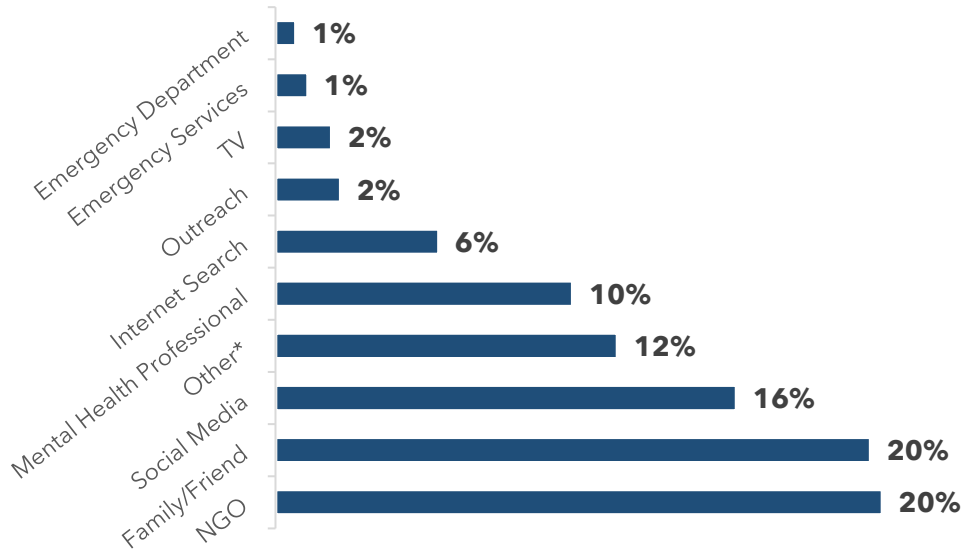




V. HOW CALLERS HEARD ABOUT THE LIFELINE

n = 721

A total of **721 callers** informed us of how they first learned about the National Lifeline. The below chart summarizes their responses.



*Chat GPT, Church, Doctor/Nurse, Embrace Clinics, Embrace Training/Awareness Sessions, Film Festival, Google, Health care center, Instagram, Libanpost, Life Coach, Mobile Clinic, Netflix, Newspaper, Previous caller, Previous Employee, Step-by-Step, Teacher, Tiktok, and UN.

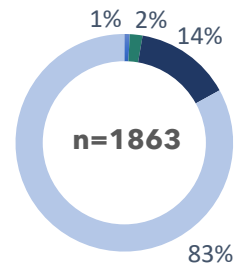
***Note:** Percentages may not add up to 100% because callers who responded with "none" are not reported.

VI. SEXUAL ORIENTATION OF CALLERS

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

VII. NATIONALITY OF CALLERS

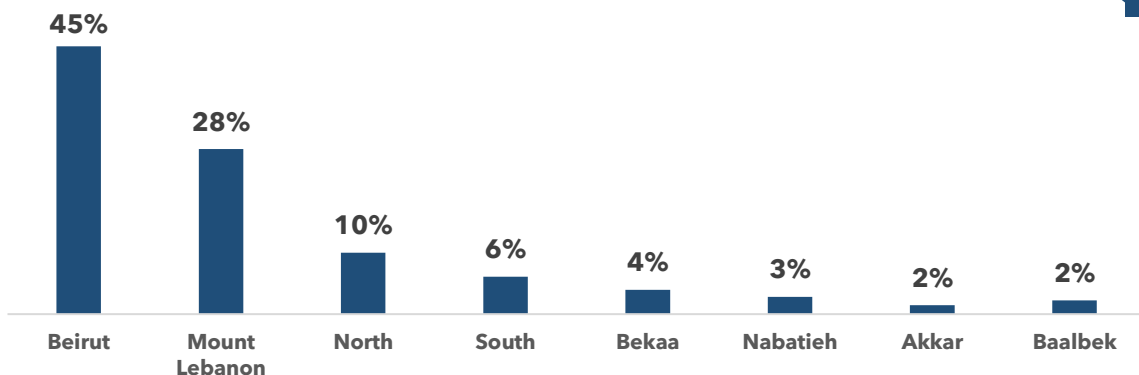
■ Palestinian
■ Other
■ Syrian
■ Lebanese



*Armenia, Cameroon, Egypt, Ethiopia, Iraq, Jordan, Kuwait, Saudi Arabia, South Africa, Sri Lanka, Sudan, the United States of America, and Yemen.

VIII. REGION OF RESIDENCE AMONG CALLERS FROM LEBANON

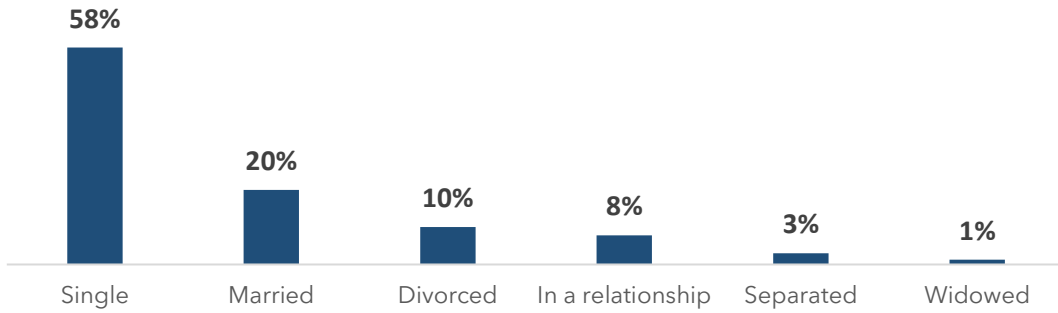
n = 202





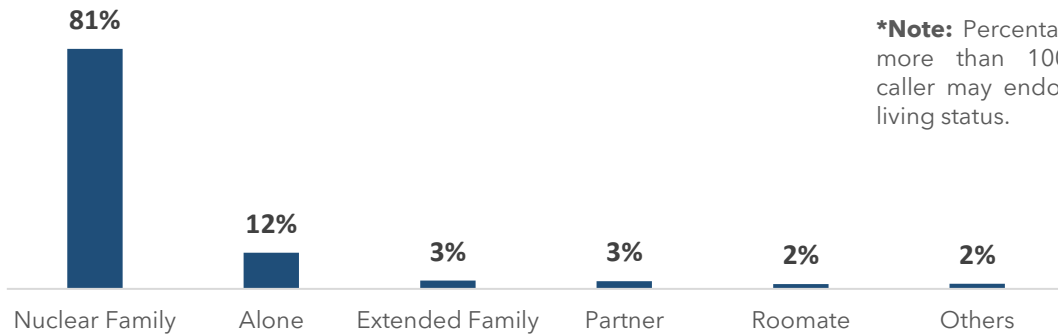
IX. MARITAL STATUS OF CALLERS

n = 1587



X. CALLER LIVING WITH

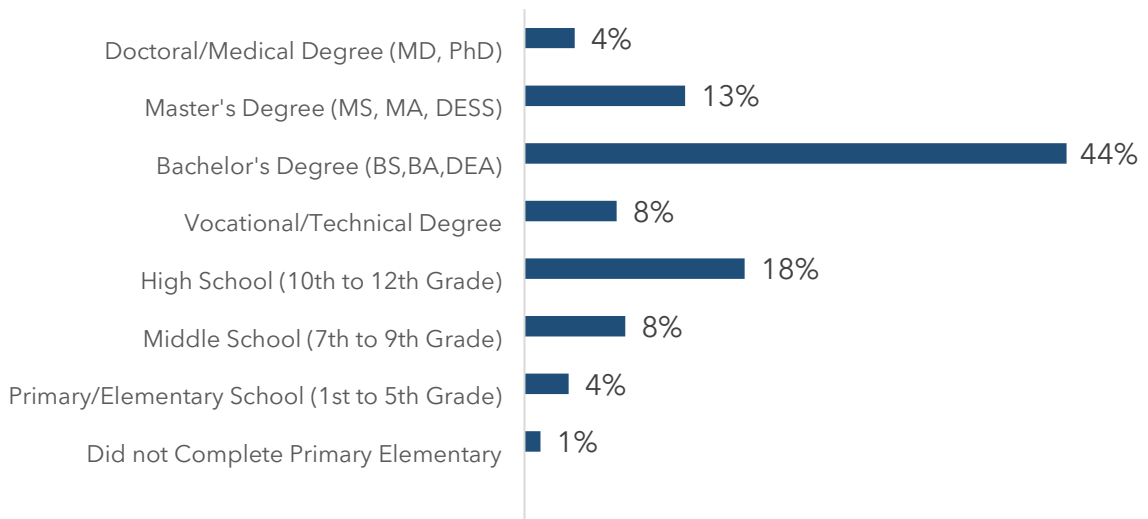
n = 1726



***Note:** Percentages may add up to more than 100% because each caller may endorse more than one living status.

XI. HIGHEST LEVEL OF EDUCATION OF CALLERS

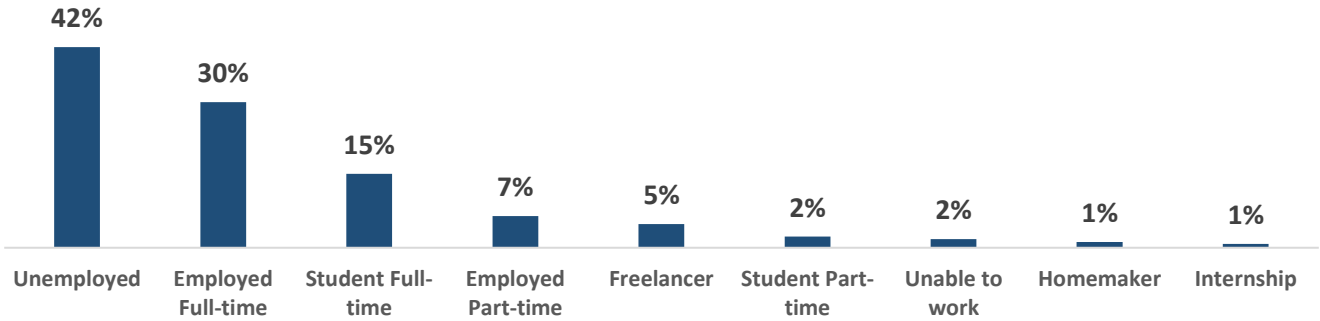
n = 1370





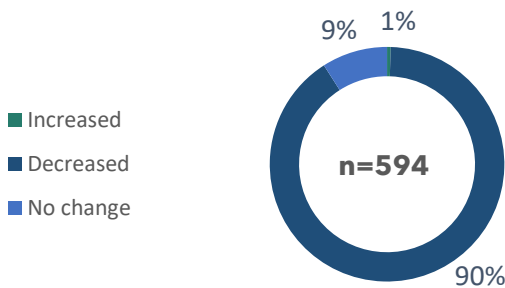
XII. EMPLOYMENT OF CALLERS

n = 1594



*Note: Percentages may add up to more than 100% because each caller may endorse more than one employment status.

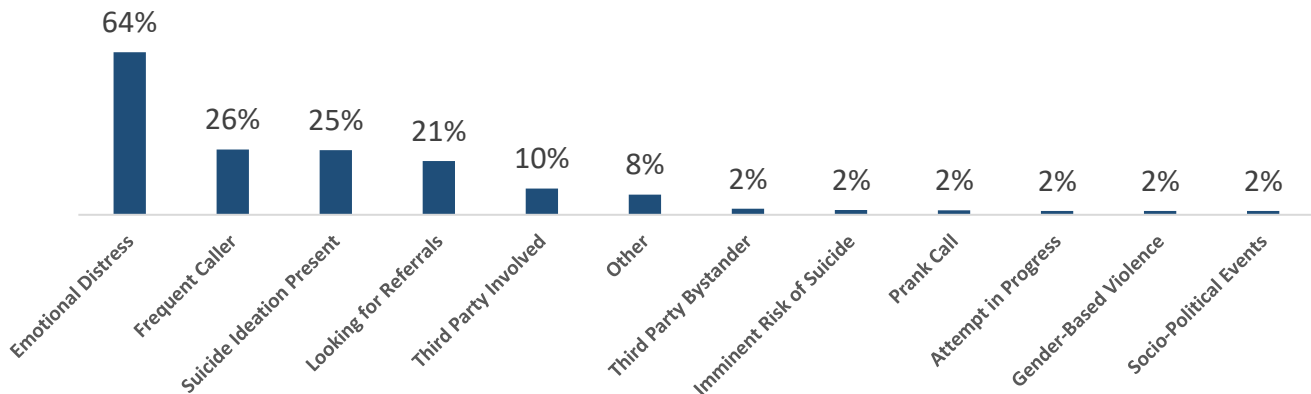
XIII. CHANGE IN LEVEL OF DISTRESS FROM BEGINNING TO END OF CALL



In **90%** of calls with available data for this indicator (n=594), callers reported a decrease in the level of distress from the beginning of the call to the end of the call. **9%** of calls were from individuals whose level of distress did not change from the beginning to the end of the call. **1%** of calls reported an increase in their level of distress from 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.

XIV. TYPE OF CALL



*Note: This indicator is assessed by the operator based on their conversation with the caller. Percentages may add up to more than 100% because the caller can express more than one type of concern (e.g., a caller could express both socioeconomic concerns and emotional distress).



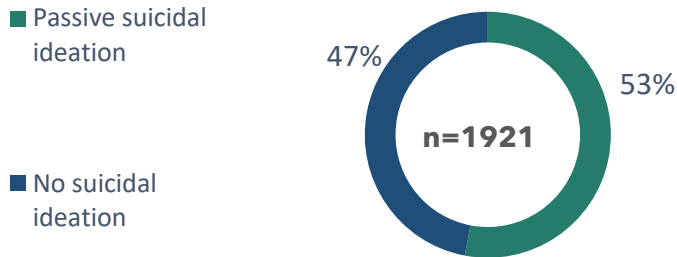
XV. SUICIDE ATTEMPT ONGOING

2% 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 with data available for this indicator (n=1921) 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

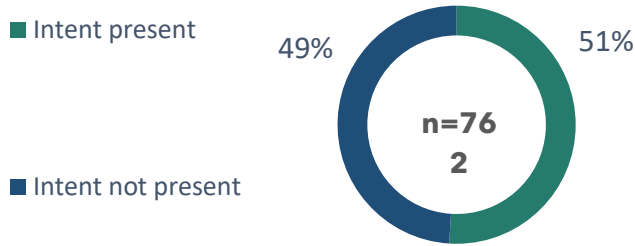
37% of calls with available data for this indicator (n=2059) were from individuals who reported active suicidal ideation at the beginning of the call.





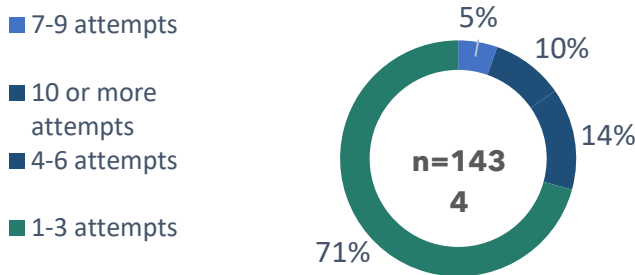
XVIII. ACTIVE SUICIDAL IDEATION WITH INTENT AT THE BEGINNING OF THE CALL

51% of calls in which the caller reported experiencing active ideation (n=762) at the beginning of the call were from individuals who also reported having **intent**.

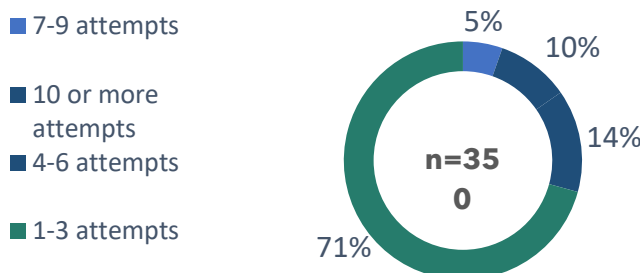


XIX. CALLERS WITH PREVIOUS SUICIDE ATTEMPT

43% of calls with available data for this indicator (n=1434) were from individuals who reported having had a previous suicide attempt.



XX. NUMBER OF SUICIDE ATTEMPTS IN THE PAST

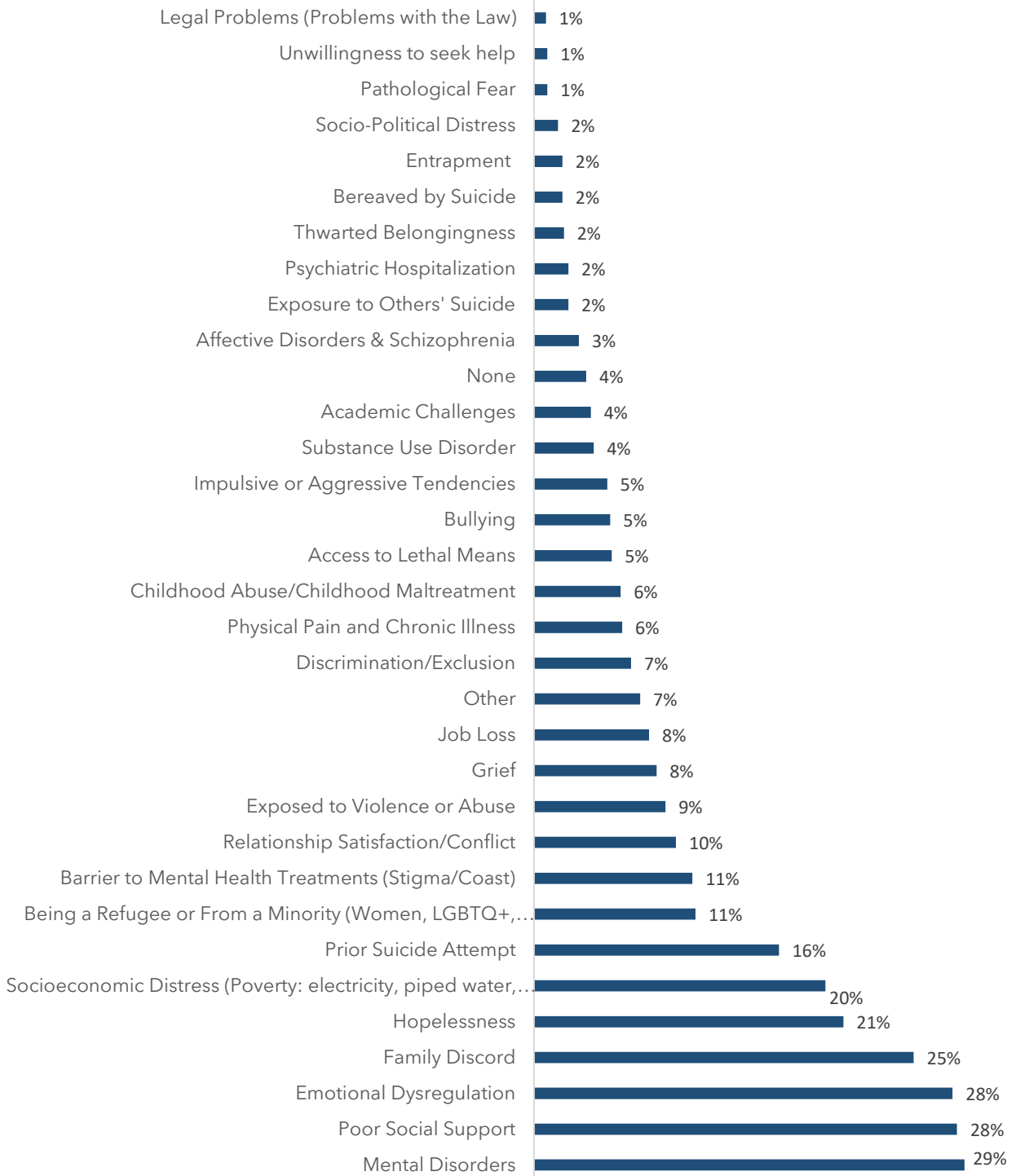


Out of **350** calls in which the caller reported the number of suicide attempts in the past, **42%** reported having attempted once, **18%** attempted twice, **30%** attempted 3 to 10 times, and **10%** attempted more than 11 times.



XXI. RISK FACTORS

n = 1960



*Note: This indicator is assessed by the operator based on their conversation with the caller. Percentages may add up to more than 100% because multiple risk factors can occur together.

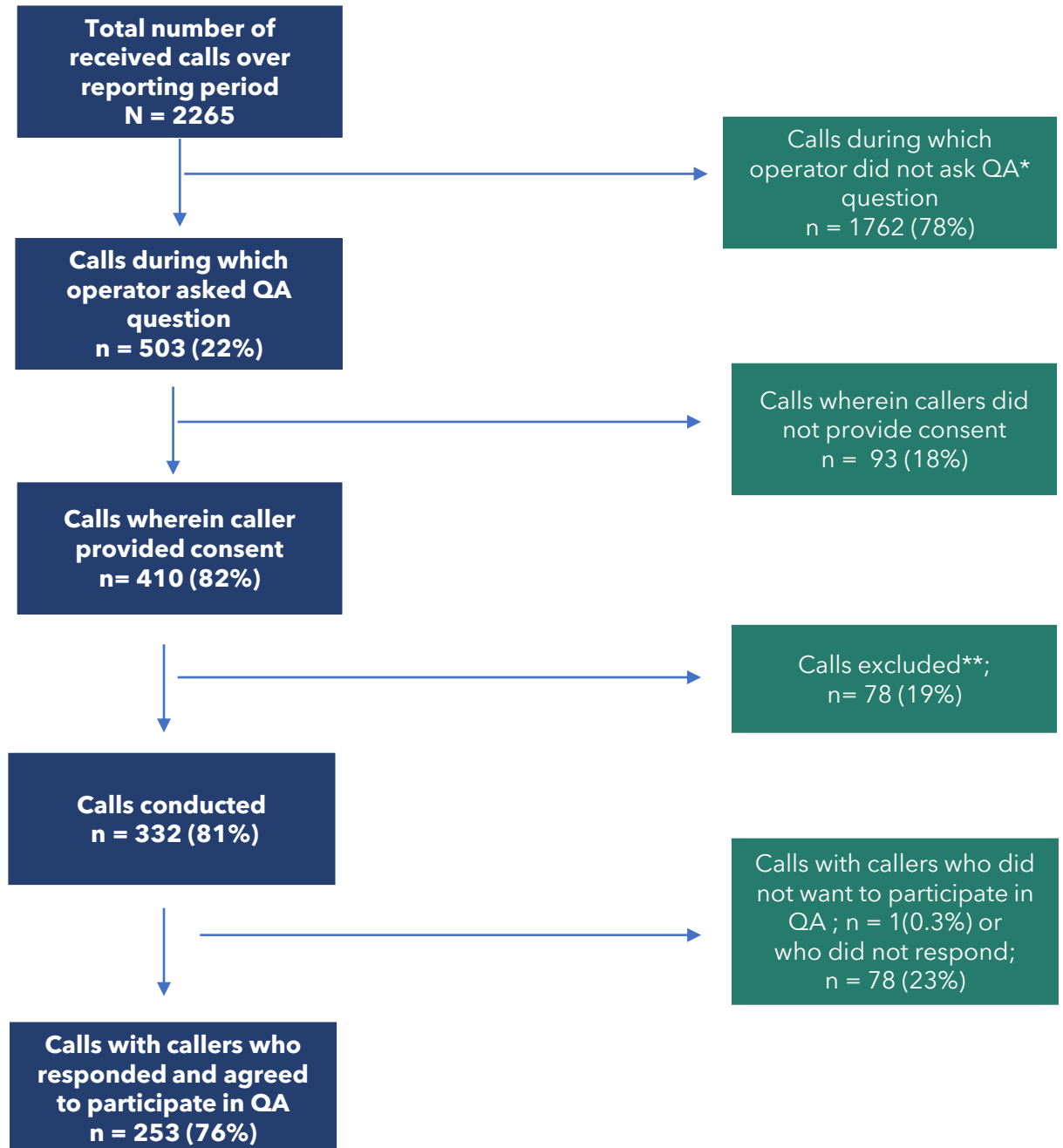
**Entrapment, None, Pathological Distress, Relationship Satisfaction/Conflict, Socio-Political Distress, Thwarted Belongingness, and Unwillingness to seek help were added mid January 2024 to the list of Risk Factors available to operators.



QUALITY ASSURANCE CALLS CONDUCTED

332

I. PROCESS FLOWCHART



**Excluded represents those who were not called as they were younger than 18 years-old, missing age, wrong number, or frequent callers (to be called once per month)



QUALITY ASSURANCE CALLS CONDUCTED

332

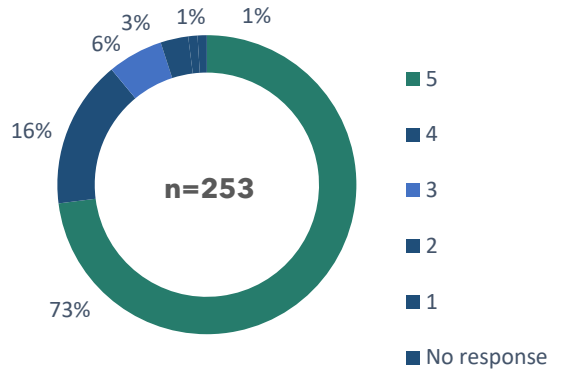
II. LEVEL OF SATISFACTION

332 Quality assurance calls were conducted between January to March 2024.

253 responded and agreed to participate.

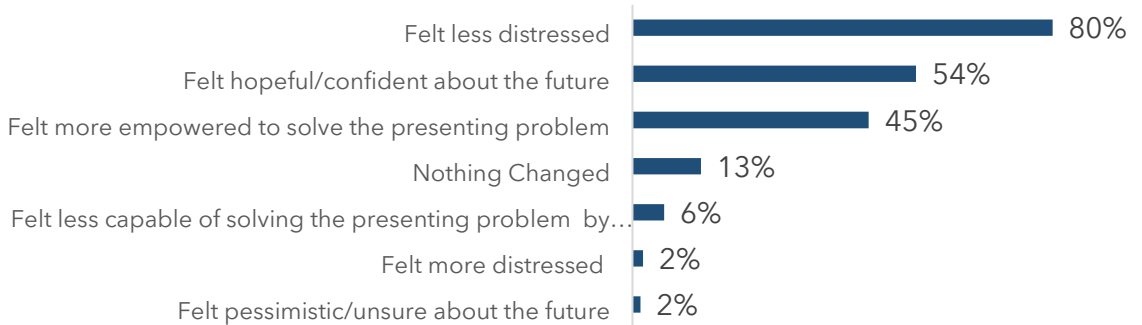
Beneficiaries were asked to rate their level of satisfaction with the services received during their call on a scale of 1 to 5 with higher numbers indicating greater satisfaction.

Across all 253 callers, the average satisfaction rating was 4.6.



III. CALL OUTCOME

The below figure outlines caller-reported outcomes to the QA question: "At the time of your call, 2 weeks ago, exactly what changed after the call?" (**n=249**).

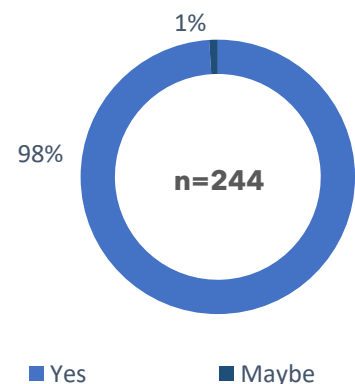


*Note: Percentages may add up to more than 100% because callers may experience multiple call outcomes.

IV. LIFELINE RECOMMENDATION

99% of callers (**n=244**) reported that they would recommend the Lifeline to others in need of assistance.

“ One caller said he would not recommend the lifeline to others as he felt worse after the call and “maybe my case needed someone more professional”.





V. CALL BACK

93% of callers with available data* (**n=223**) reported that they would call the Lifeline again if they were experiencing emotional distress or thinking about suicide

3% of callers said that they would maybe call again and 3 of them cited the reason being (**n=6**):

”**حكيت كل شي عندي**”

“ Because I did not benefit

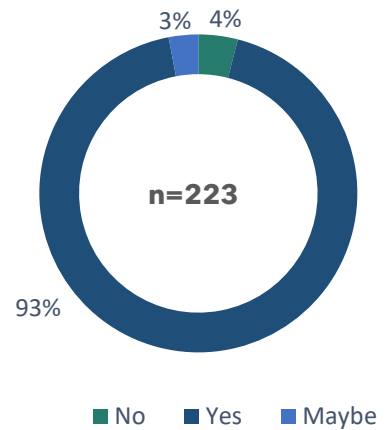
“ I’m not sure I will get proper help

4% of callers said that they would not call again and said (**n=8**):

”**يلي عم يحكي معي متطوعين بس لازم يكون عندن خبرة أكثر،
بتجه عند الله مش عند البشر**”

”**مشغولة بابني، ما فيني فكر بحالي**”

“ I started therapy



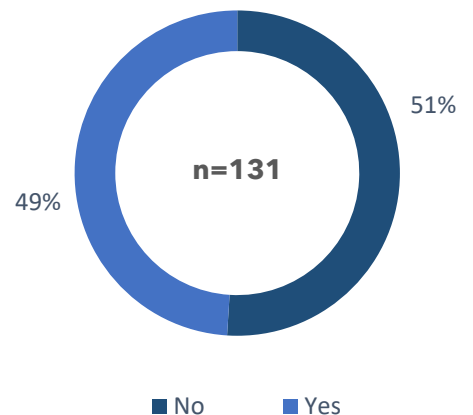
Note: Frequent callers are not asked this question according to protocol.

VI. HELPFULNESS OF THE ORIENTATION TO OTHER SERVICES

179 of the 253 callers were provided with referrals during their initial call to the Lifeline. Of them, **131** provided insight about the service.

51% reported that the service was helpful.

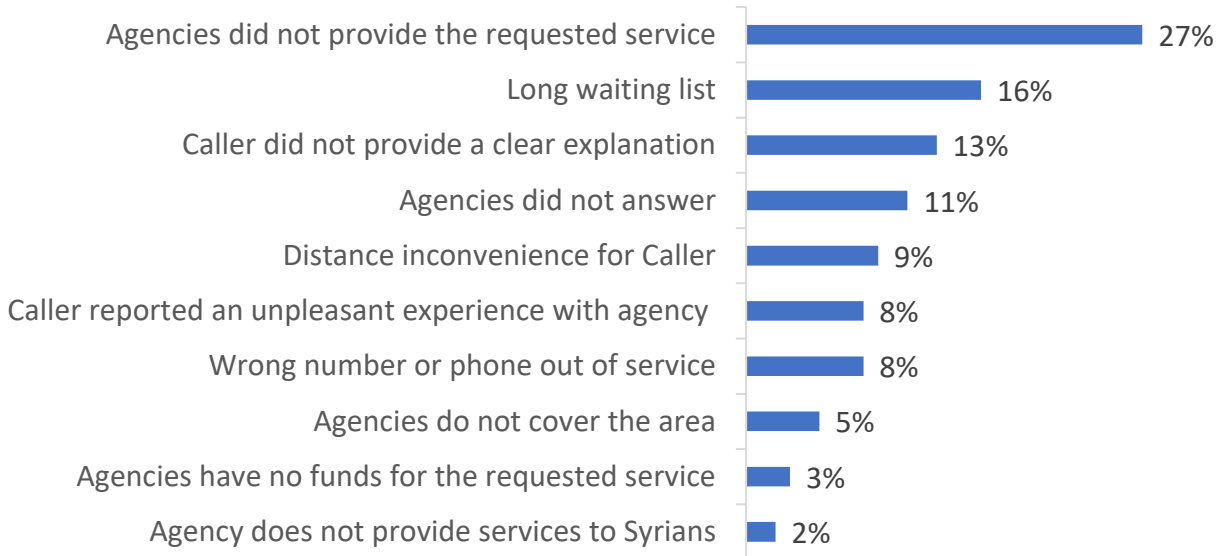
49% did not find it helpful for logistical reasons related to the NGOs not accepting the case, or related to the called (transportation services, have not called yet).





VII. REFERRAL SERVICES FEEDBACK

49% (64 out of **n=131**) of the callers found the referral service **not helpful** due to the following (one caller may note more than one reason):





VIII. POSITIVE FEEDBACK FROM ALL CALLERS REGARDING THE SERVICE

8% (20 out of **n=253**) of the callers volunteered positive feedback about the Lifeline service as a whole. Their statements include:

I felt stronger which is a feeling I've had ever since I started with Embrace.

You guys are the best thing in this country because lots of people deal with emotional distress and they don't talk about it

الدنيا لسي بخير وانتو بدكن تظمنوا

ما كان الموضوع جدي بس بعدين لما صرت إرتاح بهودي الإتصالات ندمت إنو دقيت بطريقة غير جدية ولقيت حالي كثير عم استفيد

امبريس عيلتي ورفيقي وامي. بكفي أنا عندي امبريس كصديق. حتى مرة كنت بلندن اتصلت بالخدمة عندي ما حبيتها فاتصلت فيكن من لندن. خدمتكن ما في مثلها. حتى بنتي مرة قالتلي عندها أفكار سودة قتلها احكي امبريس لأن هني أحسن من ابوكي

انشالله تكونوا تظلكن قادرين عم تعطوا هل راحة للعالم

كذا مرة مفكر بالانتحار وبتراجع من بعد الإتصال

بكون عندي أفكار انتحارية بس احكي بتروح وكمان بخف الضيق

I wanted to call for something else and then I accidentally got this number and I felt way better after.

Your organization is the best. You have a really good team and you respond at any time and truly chapeau bas. Hopefully in the future I can repay you back by volunteering.

أنا كثير مبسوطه إنو وصلني خبر إنو انتو موجودين، كرمال لبنان كثير بحاجة لهيك شيء. انتو ناس عم تحسنوا بهل مجتمعات

أنا بتشكركن كثير يا حبيبات قلبي

صرت كثير منيحة بفضلكن، عم فكر أعمل صفحة على فيسبوك لخلي العالم تجي لعندكن. انتو غيرتولي شخصيتي.



SOCIAL WORK

The Lifeline social worker aims to orient and manage the cases of callers who call the **National Lifeline (1564)** and are in imminent suicide risk with supportive community resources when persons are in life threatening situations and are in need of resourcing. This is done through orientations to organizations providing mental health or other livelihood or protection services and case management services. The Lifeline social worker coordinates with other members of the Lifeline team including operators, lifeline supervisors and lifeline manager.

NUMBER OF CONSULTATIONS PER MONTH

JANUARY	120	FEBRUARY	86	MARCH	80
TOTAL NUMBER OF CONSULTATIONS					286
1 st CONSULT*	45	REFERRAL**	33	FOLLOW UP***	208
TOTAL NUMBER OF CALLERS REFERRED TO LIFELINE SOCIAL WORKER					44
TOTAL NUMBER OF CALLERS ENGAGED WITH					66
TOTAL NUMBER OF ACTIVE CASES		27	TOTAL NUMBER OF CLOSED CASES		40
AVERAGE TIME TO CLOSE A CASE (IN DAYS)					47

Note: One caller had two separate cases open during this period.

Total Number of Active Cases: Refers to the number of 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.

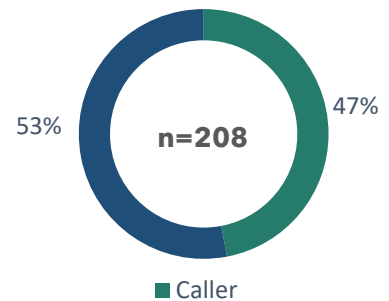
****Referral:** Refers to the Social Worker's first contact with the organization the caller is to be referred to.

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

I. ZOOM IN ON FOLLOW-UP CASES

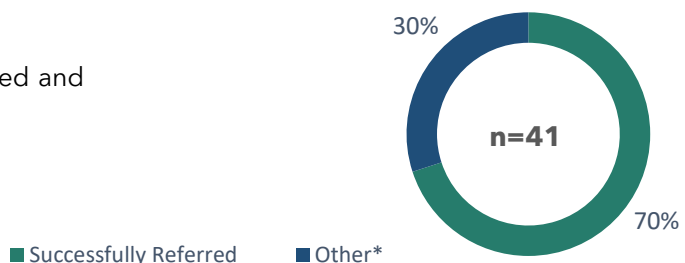
Follow Up Consultations can be carried out with the callers directly or with the relevant party at a referred resource.

53% of follow up consultations were conducted with the **relevant party at the referred resource** (e.g., a case manager at a rehab facility) and **47%** were with the **callers directly**.



II. ZOOM IN ON CLOSED CASES

70% of cases were successfully referred and **30%** were beneficiaries who were unreachable/done all that is possible/referred to another source.





III. ZOOM IN ON NEW CASES

1. URGENCY LEVEL

n = 48



Low : Cases that are assessed to be safe. They need additional support or preventive measures because there is a potential for the person to be at risk in the future if the services are not provided.

Moderate : Cases who are not under imminent risk of harm or injury to self or others but are likely to suffer from harm if no proper intervention is planned

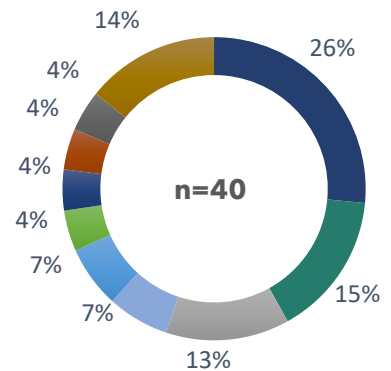
High: Cases who are assessed under imminent risk. They are likely to be harmed or injured or to be a threat to self or others if they do not receive services within 48 hours

2. REFERRALS TYPES

100% of callers were referred to NGOs (**n=35**). The social worker collaborated with several NGOs in order to successfully refer the beneficiaries. Below is a chart that details the most frequent collaborations (**n=40**) noting that beneficiaries can be referred to more than one organization.

Other NGOs collaborated with include:

- UNRWA
- Relief International
- AFEL
- AND (Akkar network development)
- Save the Children
- SIDC

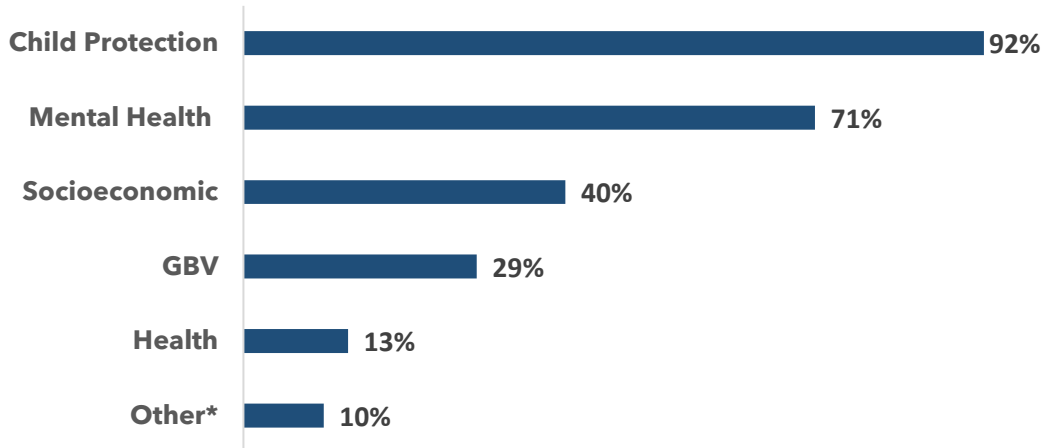


■ Intersos ■ IMC ■ Caritas ■ DRC ■ Restart ■ Makhzoumi ■ TDH ■ IRC ■ Himaya ■ Other



3. REASON FOR REFERRAL

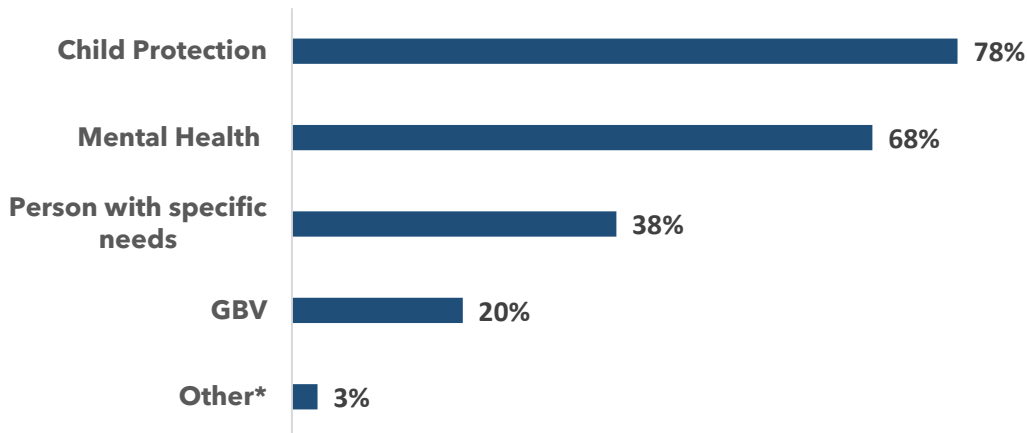
n = 48



Note that percentages for the bar charts may add up to more than 100% because the callers may be referred for several reasons.*Other: General protection, disability, education, livelihood.

4. REFERRALS PROVIDED

n = 40



Note that percentages for the bar charts may add up to more than 100% because the callers may be referred for several reasons.

*Other: Legal.

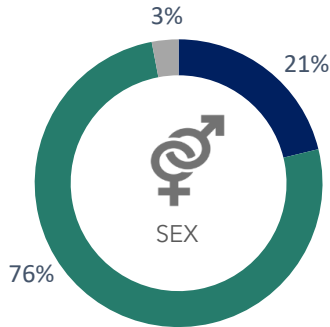
Abbreviations: GBV= Gender Based violence.

IV. CALLER DEMOGRAPHICS

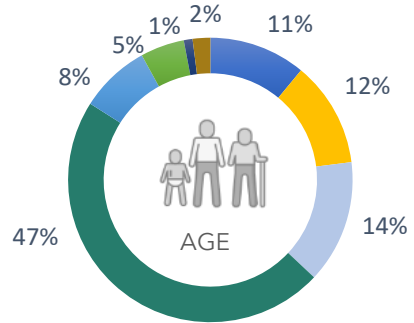
TOTAL NUMBER OF CALLERS ENGAGED WITH

66

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

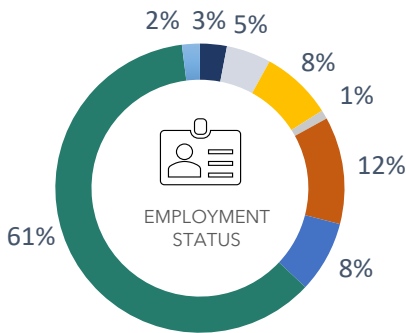


Male Female Not reported

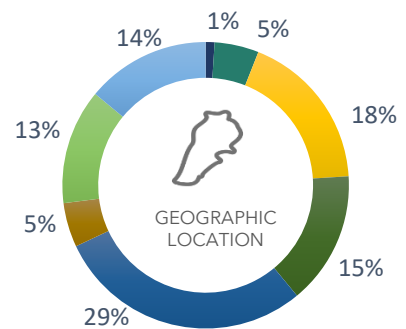


<18 18-24 25-34 35-44
45-54 55-64 65+ Not reported

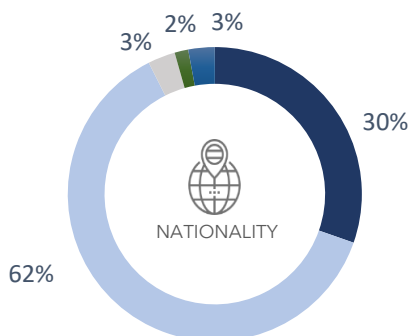
The mean age of beneficiaries assisted was 35 years.



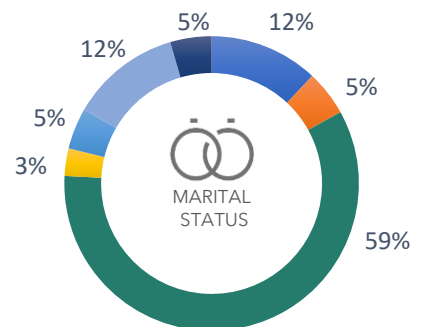
Employed (Part-time) Employed(Full-time)
Freelancer Other
Student(Full-time) Unable to work
Unemployed Not reported



Akkar Baalbeck-Hermel Beirut
Bekaa Mount Lebanon Nabatieh
North Lebanon South Lebanon



Lebanese Syrian Not Reported Palestinian Other



Divorced In a relationship Married
Not reported Separated Single
Widowed

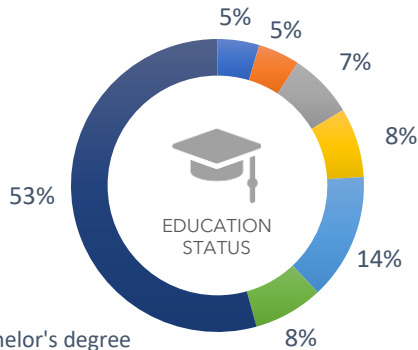
*Note that not reported data is from callers who were unreachable.

IV. CALLER DEMOGRAPHICS (CONTINUED)

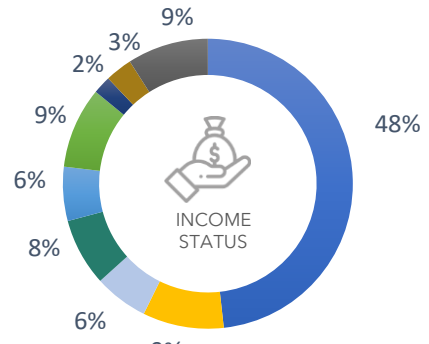
TOTAL NUMBER OF CALLERS ENGAGED WITH

66

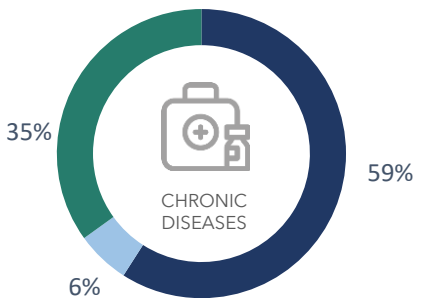
The below charts present the demographics of **all** beneficiaries the social worker engaged with. This includes new cases and follow ups on other cases active from previous months.



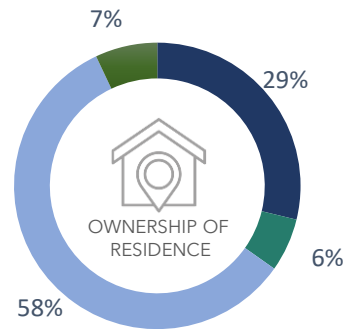
- Bachelor's degree
- Vocational Degree
- Did not Complete Primary/Elementary School
- High school degree
- Primary/elementary school
- Middle School



- Not reported
- Unspecified
- 100-149\$
- None
- Less than 50\$
- 150-199\$
- Not Applicable
- 50-99\$
- 200-500\$

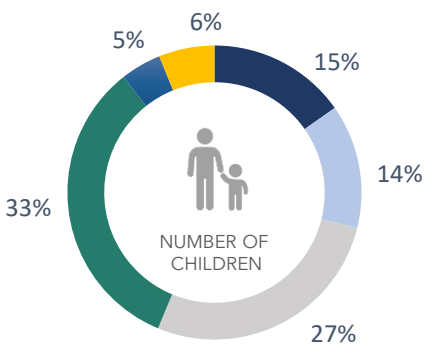


- Yes
- No
- Not reported

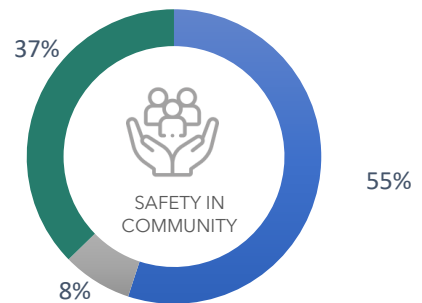


- Not reported
- Owns
- Rents
- Other*

Other*: Homeless, living with someone else, government house, room at work



- 0
- 1
- 2-4
- 5-7
- 8-9
- Not reported



- No
- Yes
- Not reported

*Note that not reported data is from callers who were unreachable.



V. TESTIMONIALS OF SOCIAL WORK BENEFICIARIES

Below are some testimonials from callers referred to the Lifeline social worker:

انتو بتحسسوني اني انسان مش حيوان

انتو وفتوني على اجريي وكنتو أول ناس ساعدتوني. ياريتك قدامي لتشوفي الفرحة بعيوني. بدعي كثير لهل جامعية والكل يلي فيها إنتي ورفاتك يلي بعرفهن و يلي ما بعرفهن. انتو إلكن الفضل الأكبر وانتو الخير للبشر. وطلعتوني كمان من أفكار الإنتحار. كنت عم فكر اقتل حالي وتذكرت كلامك يلي كثير مآثر فيي.

أنا بس إحككي كأن عم احكي مع حالي لأن بتفهمي شو ما بقول و حتى بتحسي فيي لهيك وثقت فيك

إنت بتحكيني إنو أنا بني آدم عايش، ما ناقسني شيء، بيطلع من أمري شيء



Lebanese Republic
Ministry of Public Health
National Mental Health Programme



The National Lifeline is supported by

In partnership
with



Government of the Netherlands



UNITED STATES of AMERICA