



Lebanese Republic
Ministry of Public Health
National Mental Health Programme



embrace

THE LIFELINE

LEBANON'S NATIONAL EMOTIONAL SUPPORT
AND SUICIDE PREVENTION HELPLINE
in collaboration with the National Mental Health Program
at the Ministry of Public Health

**ANNUAL LIFELINE
INDICATORS REPORT 2021**

REPORTING PERIOD
Jan 2021-Dec 2021



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

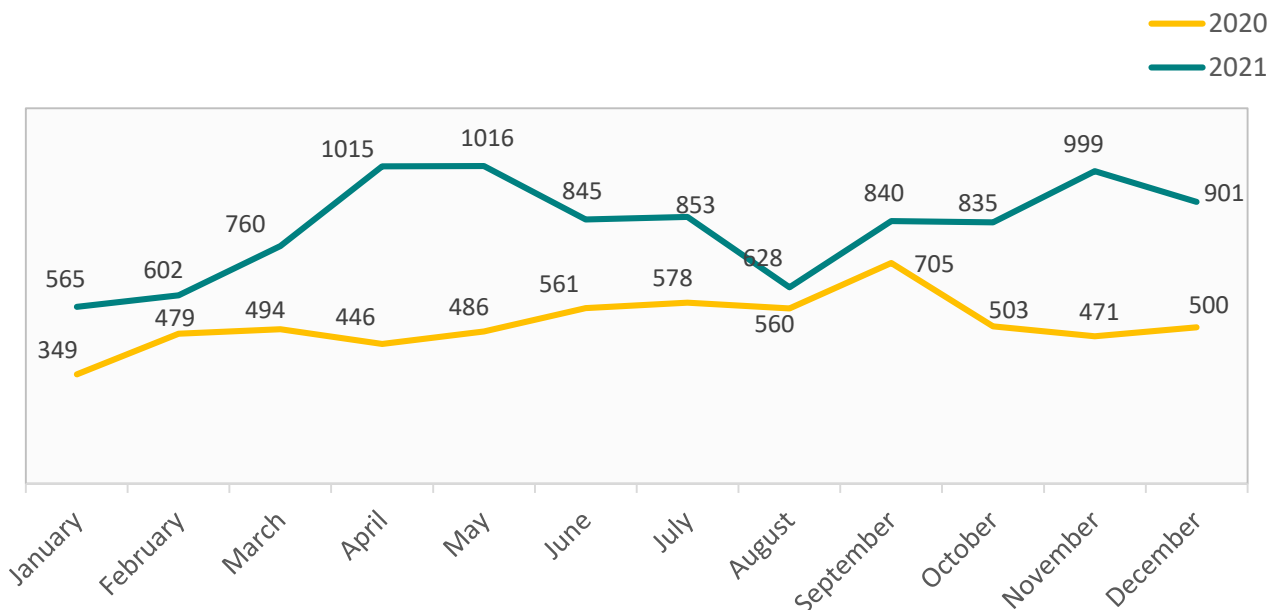
The Lifeline's trained operators capture anonymous data through a secure computerized system. The non-identifiable data is then analyzed and reported on a monthly basis.

The numbers in this report are meant to offer a snapshot of the population that the Lifeline serves. 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 represent 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.

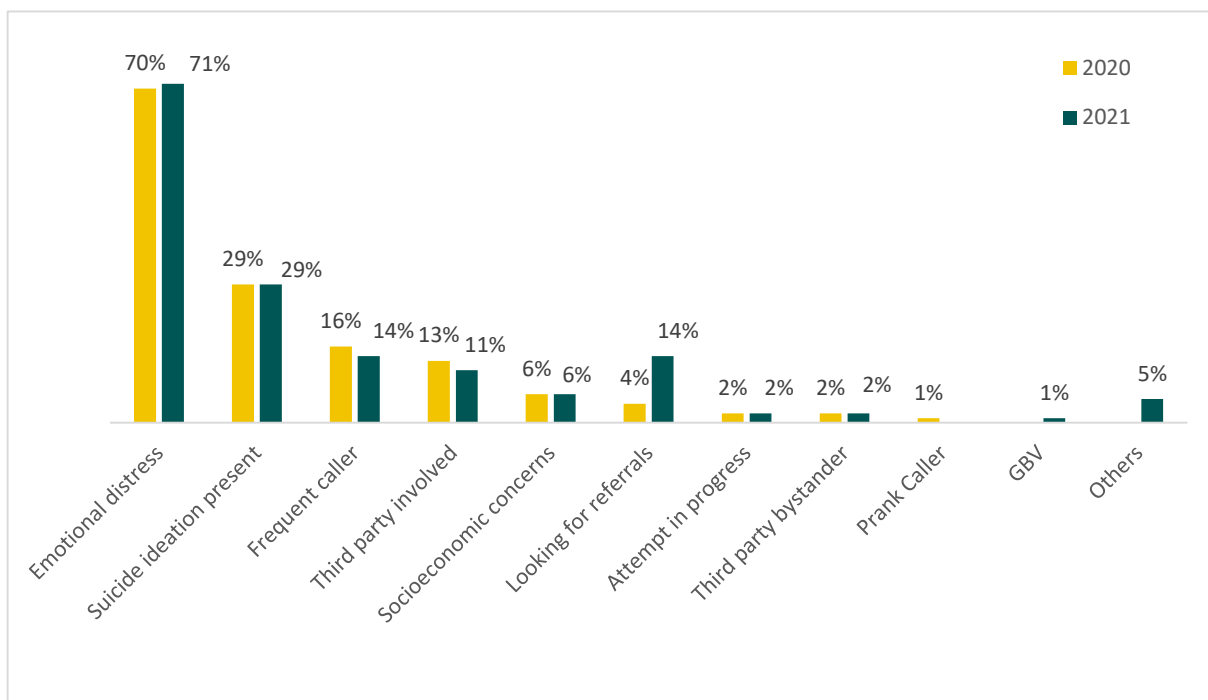
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www.embracelebanon.org

I. TOTAL REGISTERED CALLS

9859 calls were registered in 2021. This represents an almost **1.6-fold increase** from the previous year (6132).



II. TYPE OF CALLS

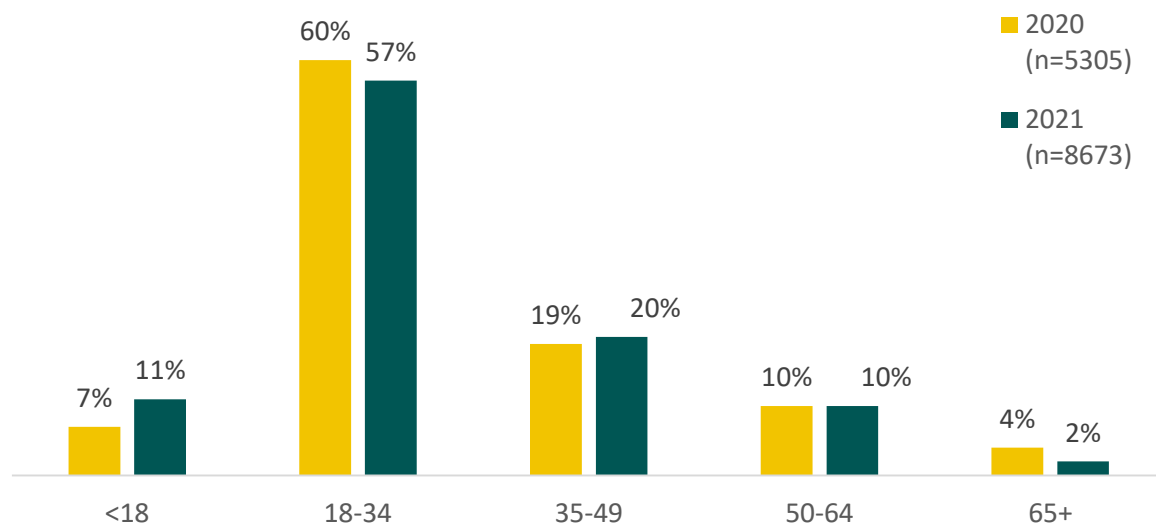


*Note :

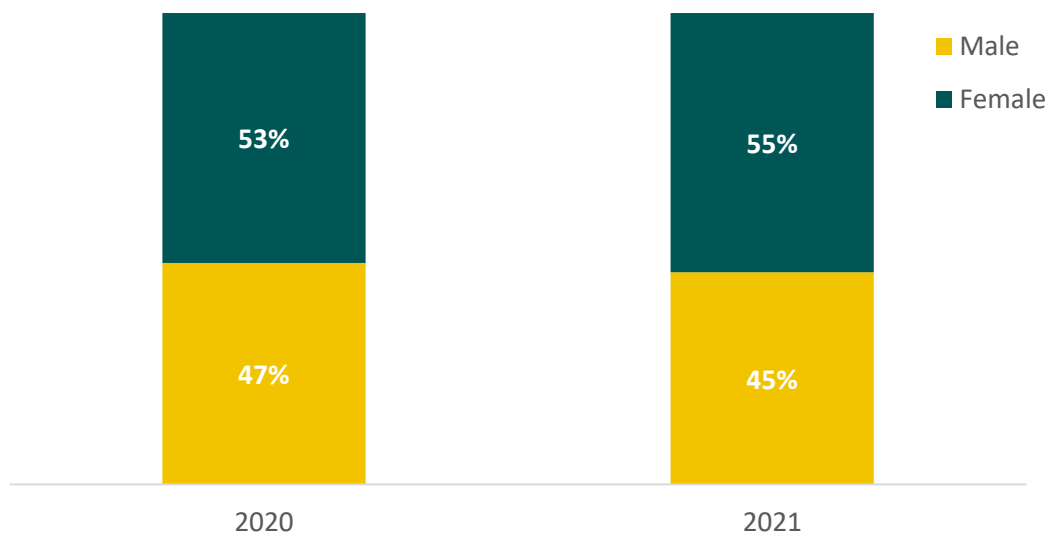
"Socio-economic Concerns" was introduced as options in the system during March 2020.

III. AGE OF CALLERS

The **mean age** of callers is relatively similar between 2020 and 2021 (32 and 31 years old respectively). Across both years, the majority of registered calls were from individuals between the ages of 18 and 34, followed by those between 35 and 49.



III. SEX OF CALLERS



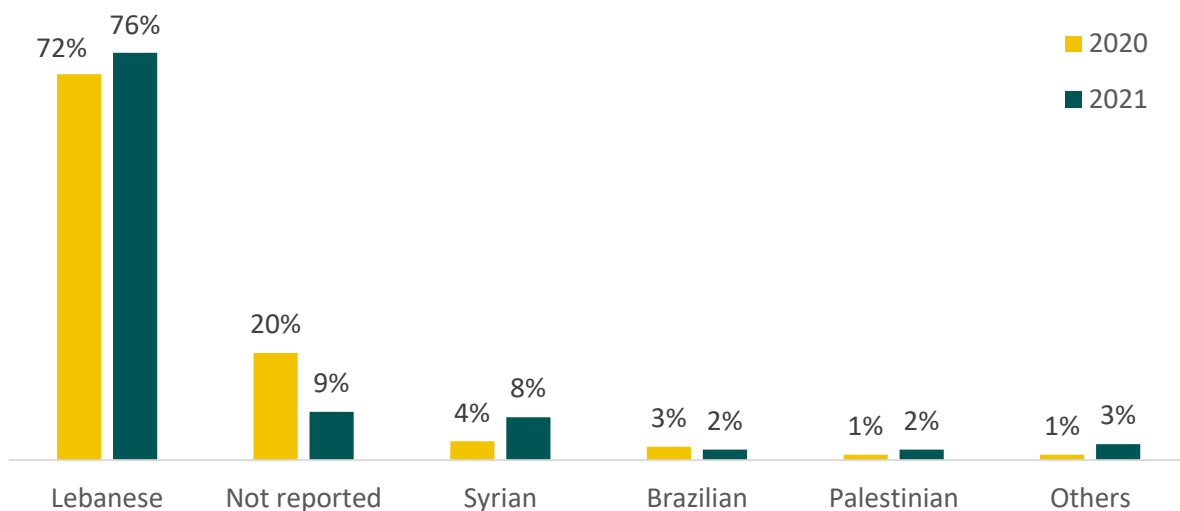
IV. SEXUAL ORIENTATION OF CALLERS

16% of calls received by the National Lifeline in 2021 came from callers who self-identified as LGBTQAI+ individuals versus 13% in 2020.

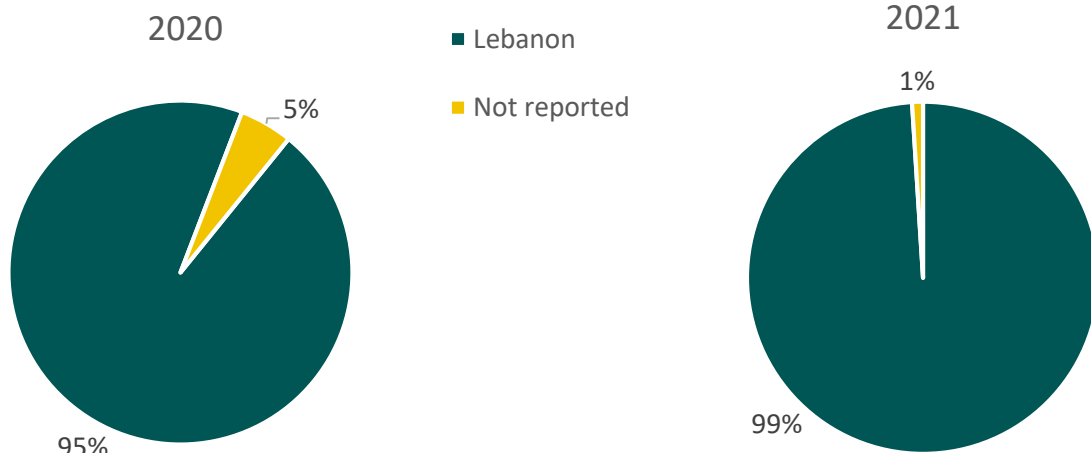
No Data on sexual orientation was available for the remaining 84% and 87% of calls for 2021 and 2020 respectively.

*Note that operators are instructed to endorse the “No Data” option when the caller does not explicitly acknowledge identifying with the LGBTQ+ community.

V. NATIONALITY OF CALLERS

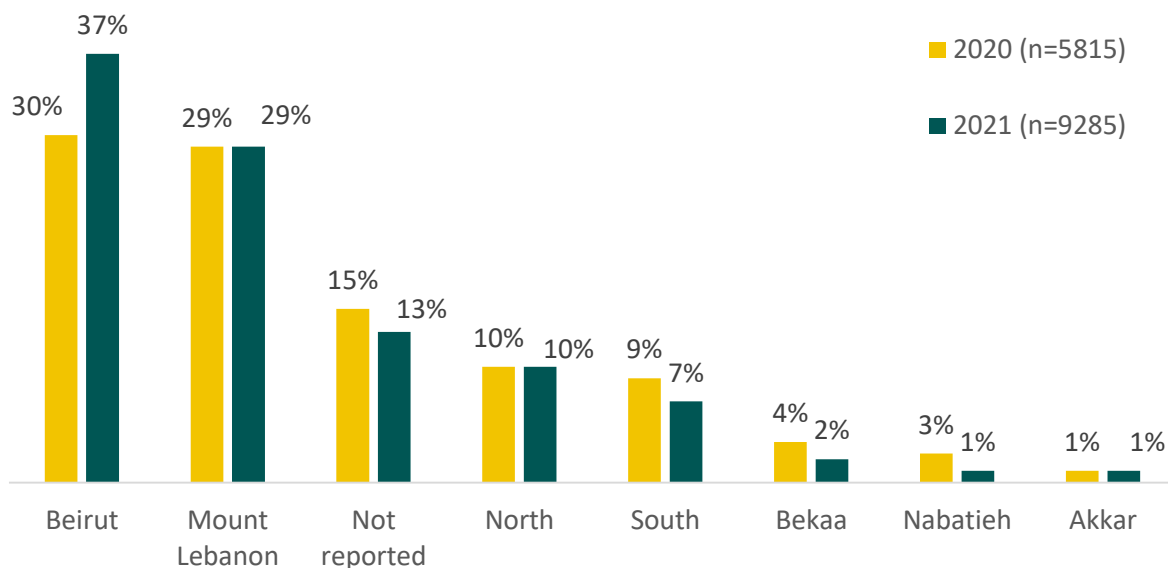


VI. COUNTRY OF CALLERS

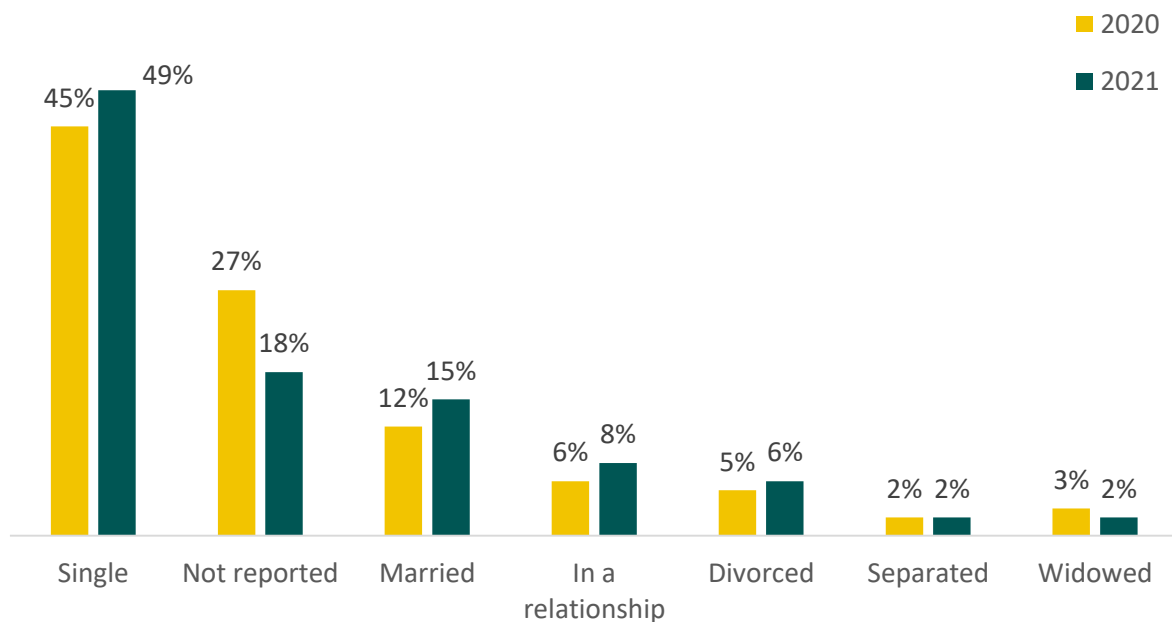


VII. REGION OF CALLERS

*Note that region of callers is only applicable for those callers whose country of residence is specified as Lebanon.

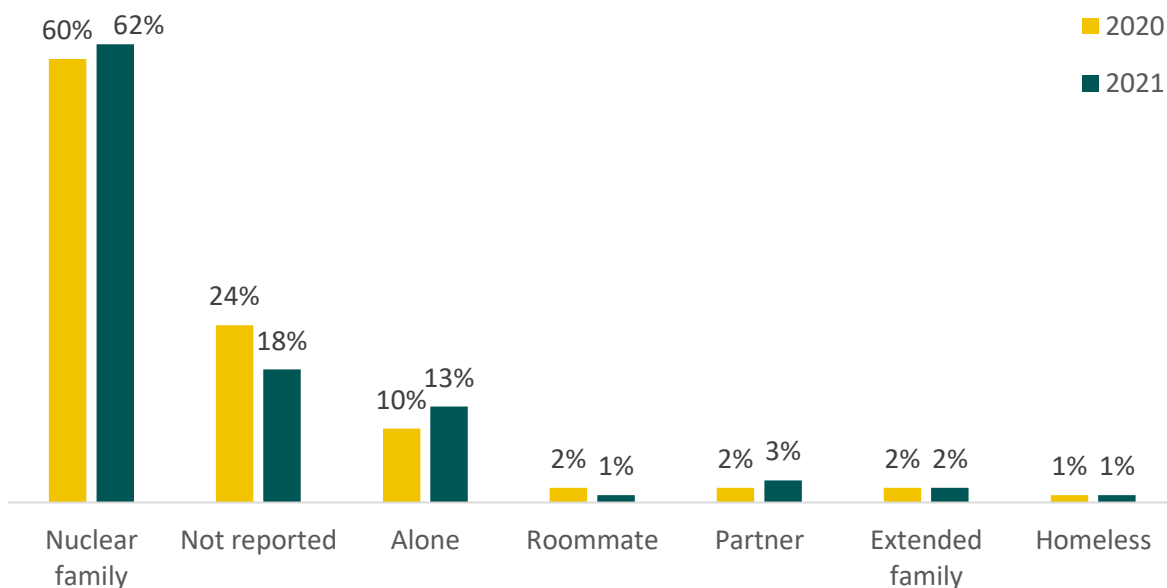


VIII. MARITAL STATUS OF CALLERS

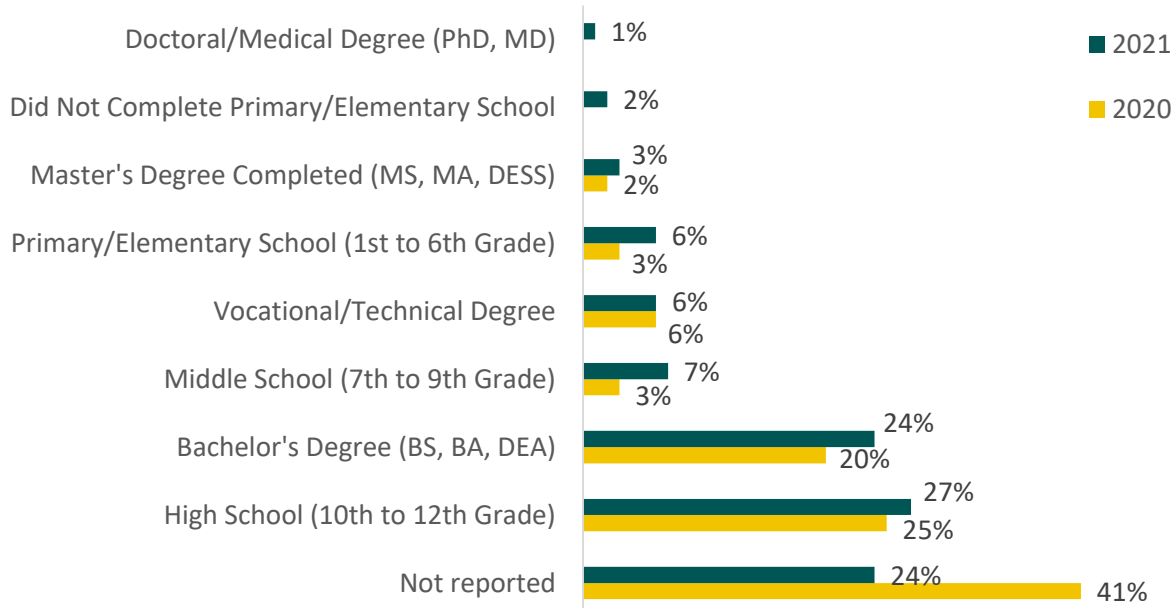


IX. CALLERS LIVING WITH

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

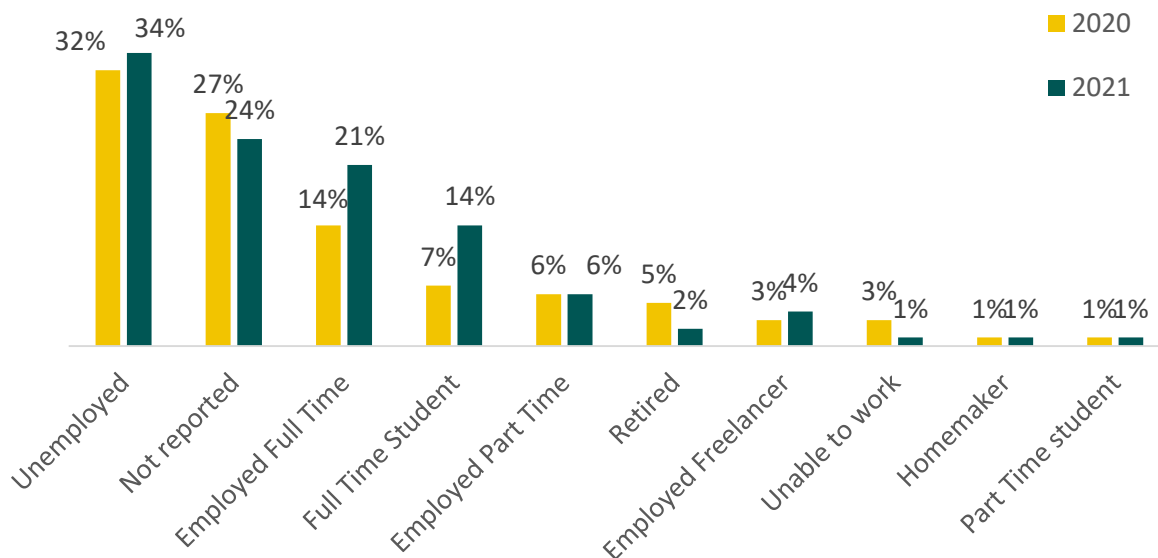


X. HIGHEST LEVEL OF EDUCATION OF CALLERS



XI. EMPLOYMENT OF CALLERS

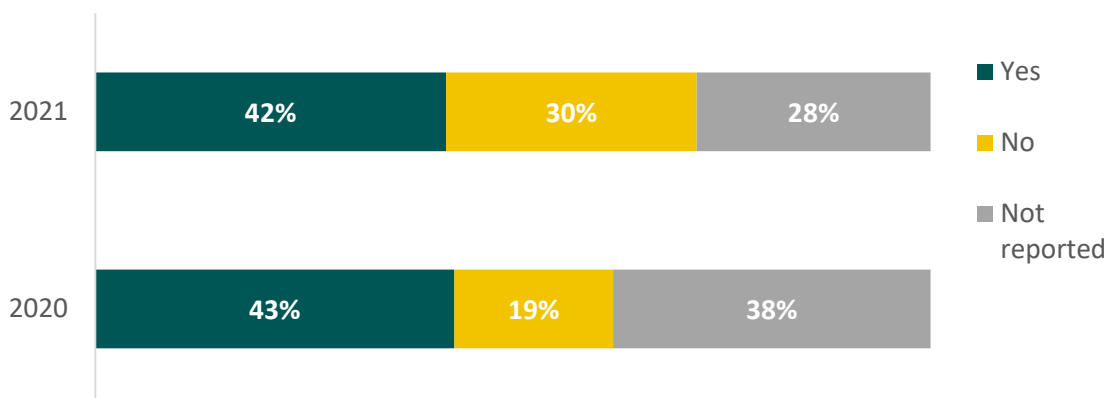
*Percentages may not add up to 100% because each caller may have more than one employment status.



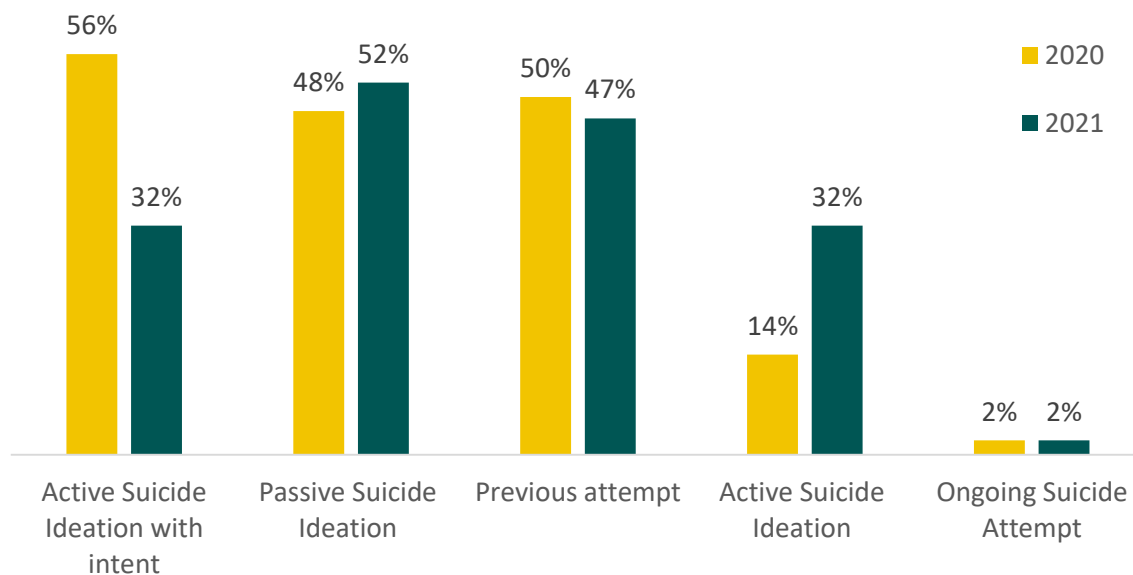
XII. CHANGE IN LEVEL OF DISTRESS FROM BEGINNING TO END OF CALL

91% of calls in 2021 with available data (n=1375) are from individuals who reported a **decrease in the level of distress** from the beginning of the call to the end. This is consistent with 2019, where **94%** of calls with available data (n= 2182) were from individuals who reported a decrease in their level of distress by end of call.

XIII. CALLERS CURRENTLY SEEKING MENTAL HEALTH SERVICES



XIV. CALL SUICIDALITY CHARACTERISTICS



*Note that the above percentages reflect suicidality characteristics among calls **with available data**.

XV. ORIENTATION TO SERVICES

In **23%** of calls in 2021 with available data (n=9102) operators provided the caller with an orientation to other services. This is comparable to 2020 where **24%** of calls with available data (n= 4925) ended with the provision of an orientation to other services.