



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 Programme at the
Ministry of Public Health

ANNUAL REPORT

2022-2023



REPORTING PERIOD
2022 - 2023

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 Lebanon’s national helpline for emotional support and suicide prevention operated by Embrace in collaboration with the National Mental Health Program of the Ministry of Public Health (MOPH). As part of its mission, aggregate data related to the Lifeline is captured, analyzed and disseminated on a monthly basis and annually for a yearly snapshot to continue to improve the services provided by the Lifeline and understand its communal impact.

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 quarterly basis.

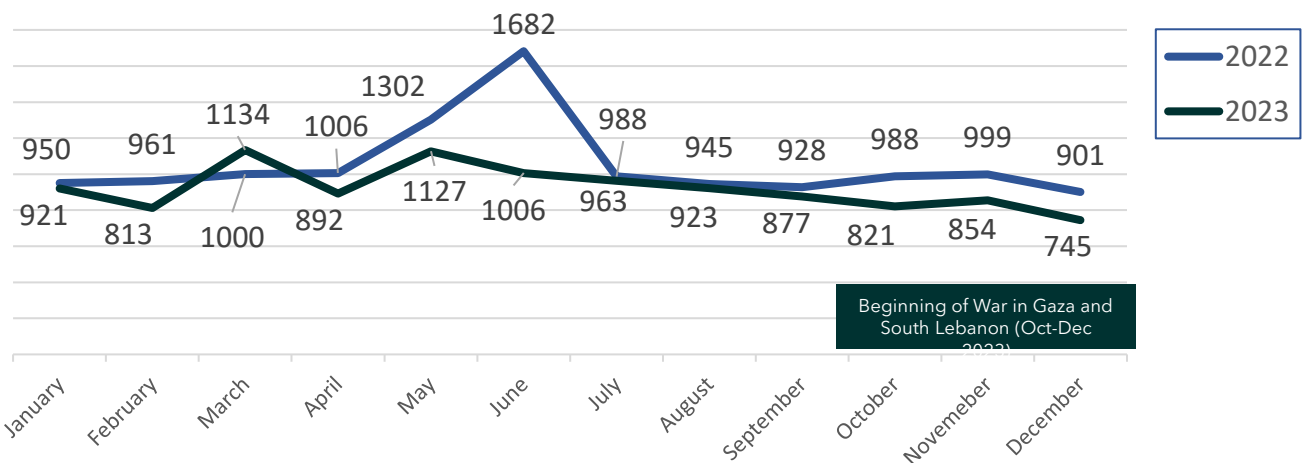
The numbers in this report are meant to offer a snapshot of the population that the Lifeline serves. Please note that while that this information is recorded as accurately as possible, not all information may always be available. Unless otherwise indicated, the frequencies and percentages reported in 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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RESULTS

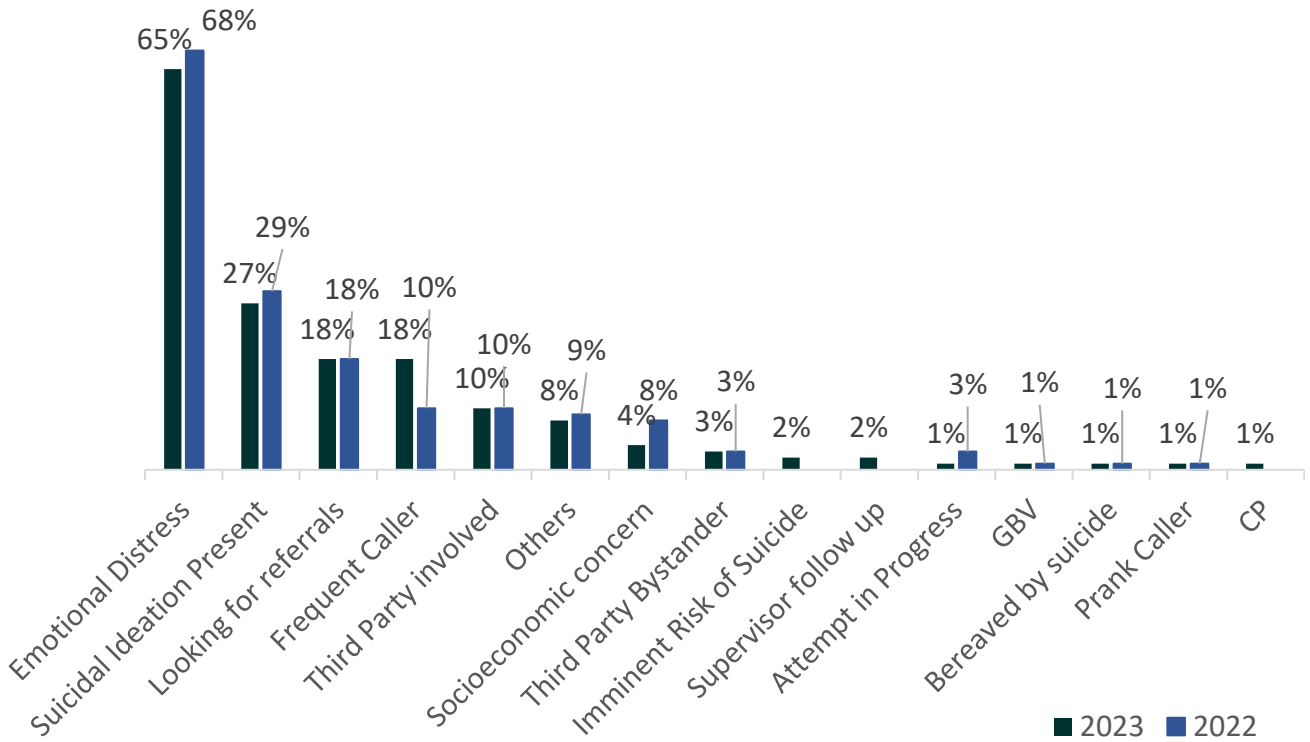
I. TOTAL REGISTERED CALLS

11,076 calls were registered in 2023. This represents a **1-fold decrease** from the previous year (12,481).





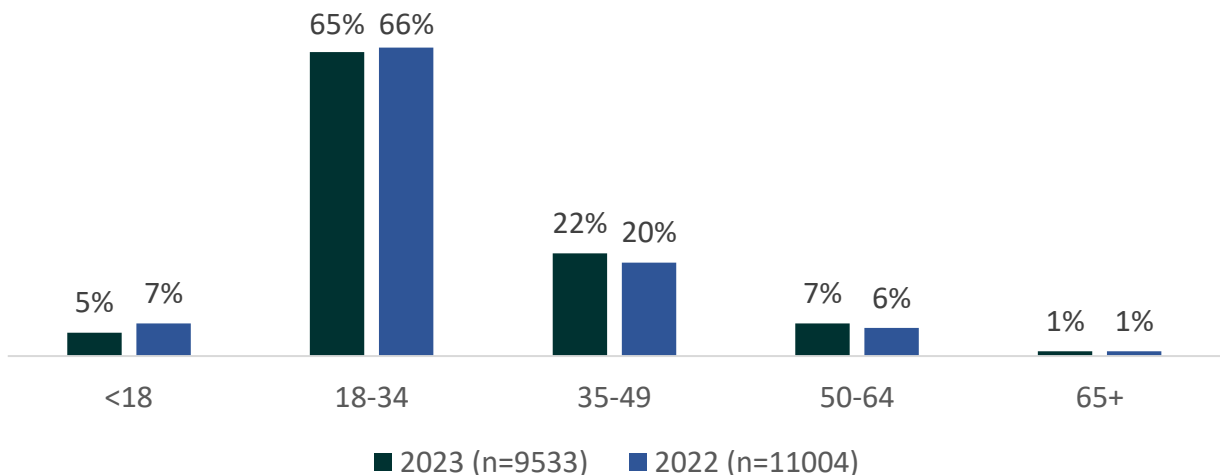
II. TYPE OF CALLS



*"CP," "Supervisor Follow up," "Imminent Risk of suicide," were introduced as options on the system during 2023.

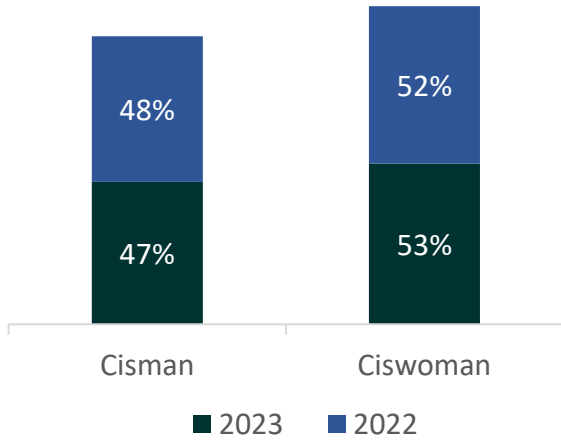
III. AGE OF CALLERS

The **mean age** of callers is higher in 2023 (30 years old) than in 2022 (29 years old). 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.





IV. GENDER OF CALLERS



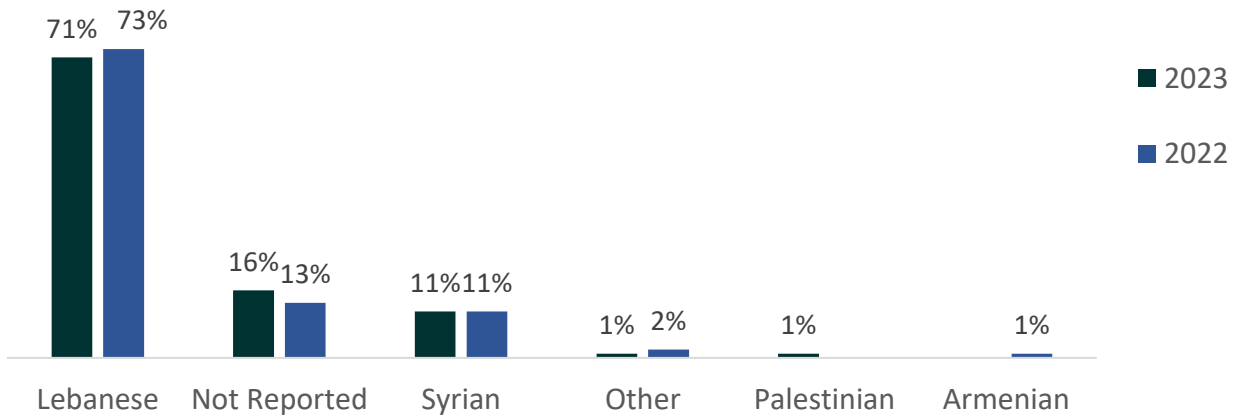
V. SEXUAL ORIENTATION OF CALLERS

10% of calls received by the Embrace Lifeline in 2023 came from callers who self-identified as LGBTQAI+ individuals versus 9% in 2022.

No Data on sexual orientation was available for the remaining 90% and 91% of calls for 2023 and 2022 respectively.

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

VI. NATIONALITY OF CALLERS



*Armenia, Australia, Bangladesh, Canada, Central African Republic, Colombia, Czechia, Egypt, Ethiopia, France, Iran, Iraq, Italy, Jordan, Kenya, Kuwait, Lao People's Democratic Republic, Malaysia, Morocco, Netherlands, Philippines, Romania, Russian Federation, Saudi Arabia, Sri Lanka, Sudan, Tunisia, Turkey, Yemen.

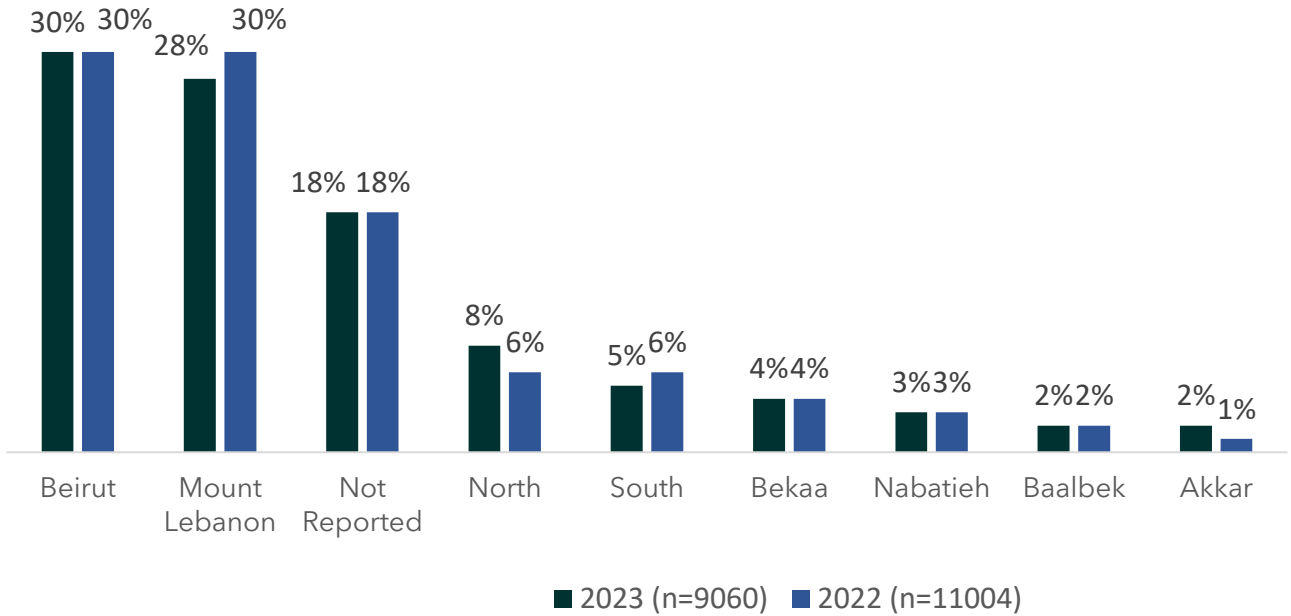
VII. COUNTRIES FROM WHICH CALLS CAME FROM



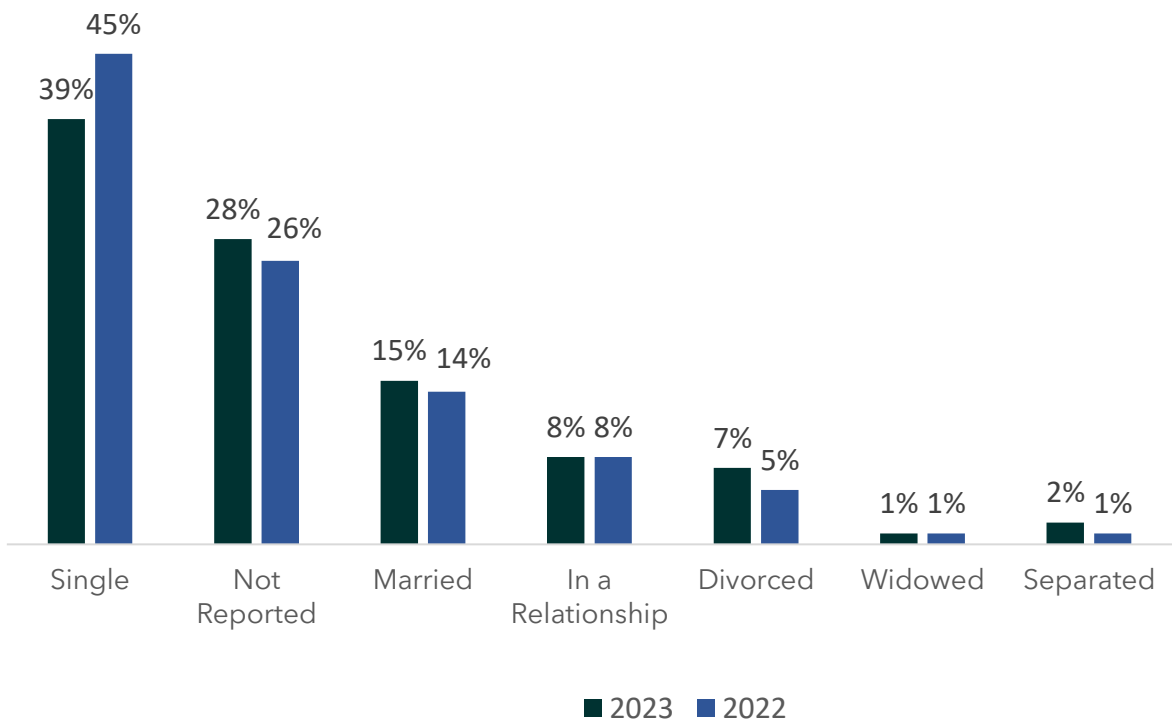


VIII. REGION OF CALLERS

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



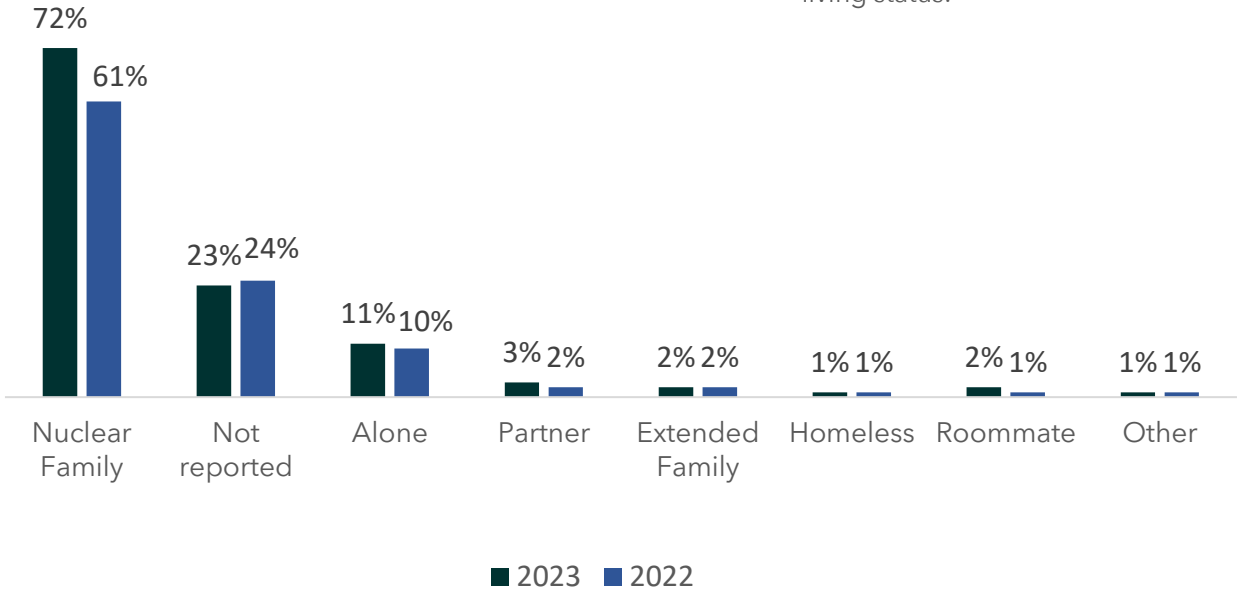
IX. MARITAL STATUS OF CALLERS



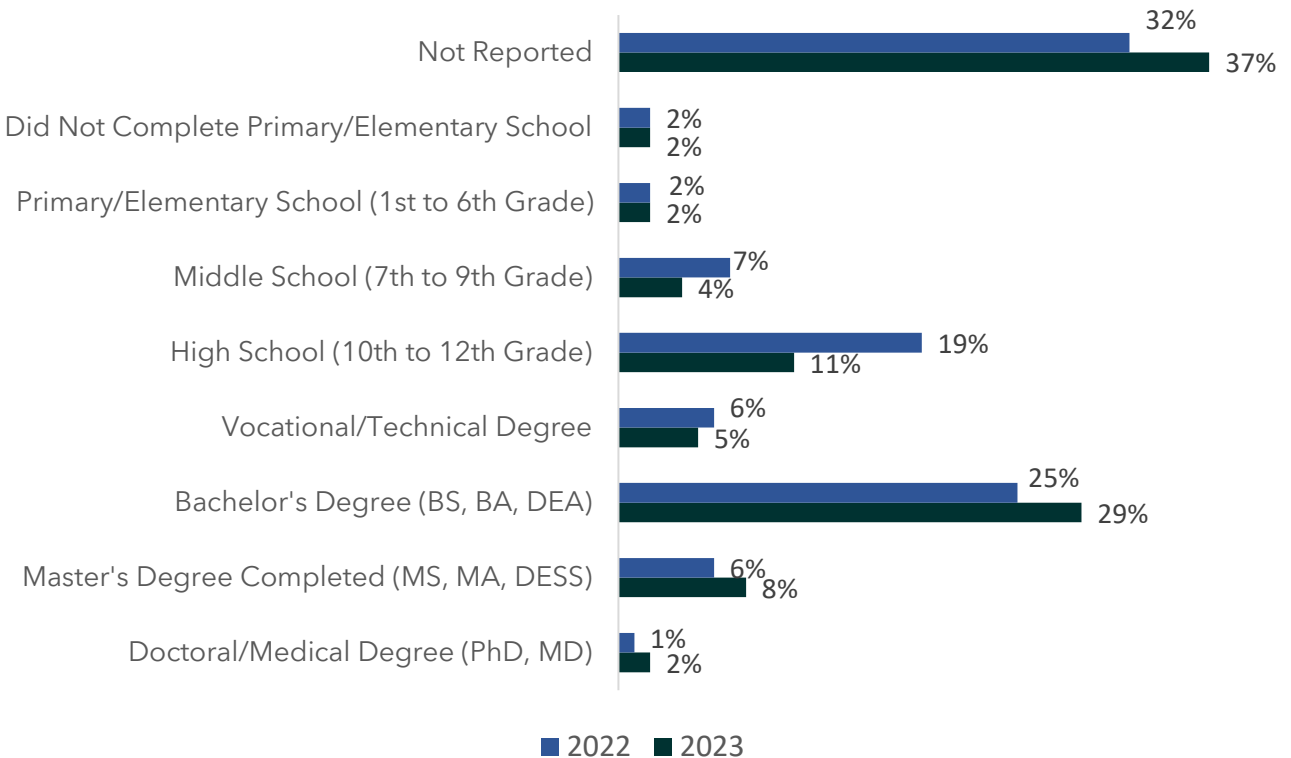


X. ACCOMMODATION ARRANGEMENT OF CALLERS

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

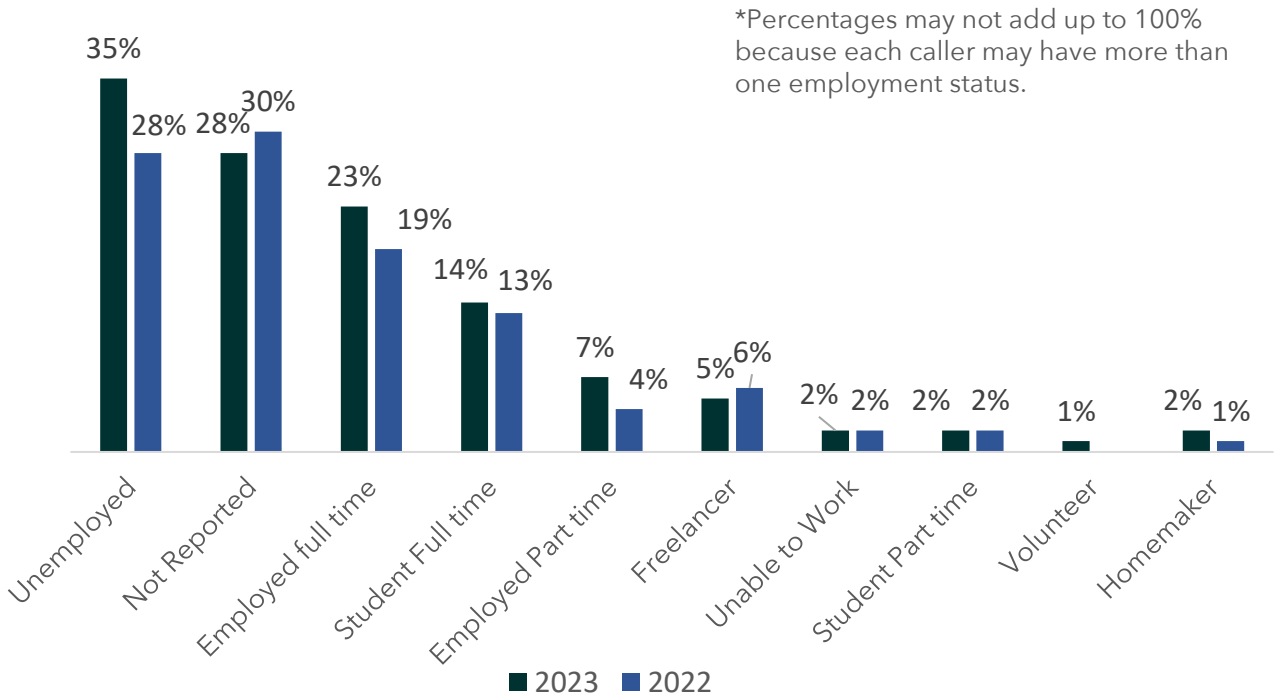


XI. HIGHEST LEVEL OF EDUCATION OF CALLERS

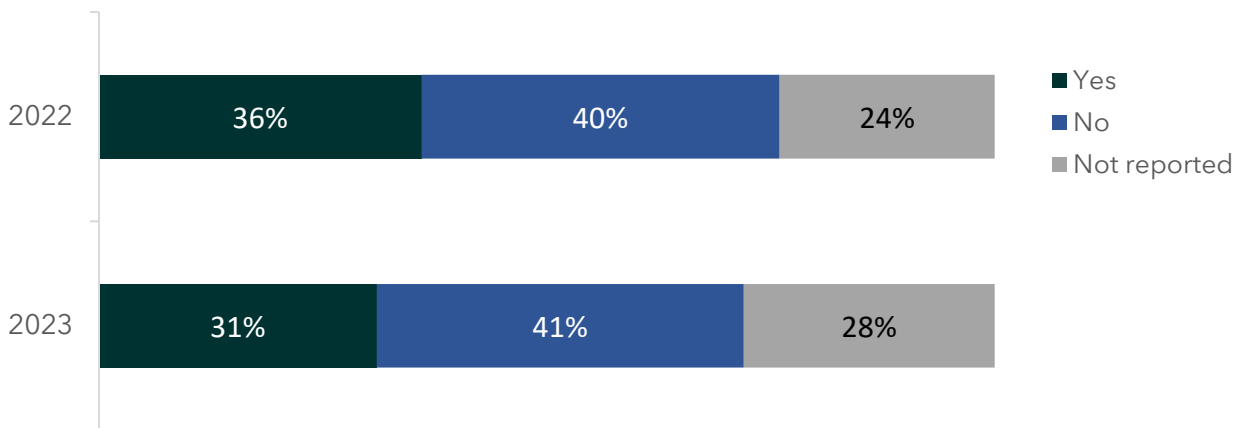




XII. EMPLOYMENT STATUS OF CALLERS



XIII. CALLERS CURRENTLY SEEKING MENTAL HEALTH SERVICES



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

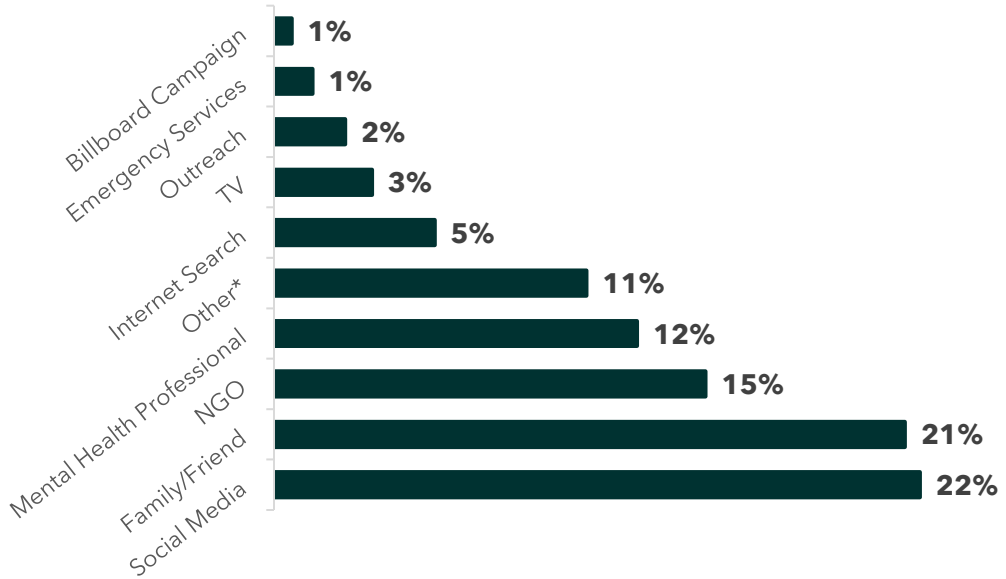
90% of calls in 2023 with available data (n=3136) are from individuals who reported a **decrease in the level of distress** from the beginning of the call to the end. This is consistent with 2022, where **90%** of calls with available data (n= 4244) were from individuals who reported a decrease in their level of distress by end of call.



XV. HOW CALLERS HEARD ABOUT THE LIFELINE

n = 3396

In 2023, A total of **3396 callers** informed us of how they first learned about the National Lifeline. The below chart summarizes their responses.

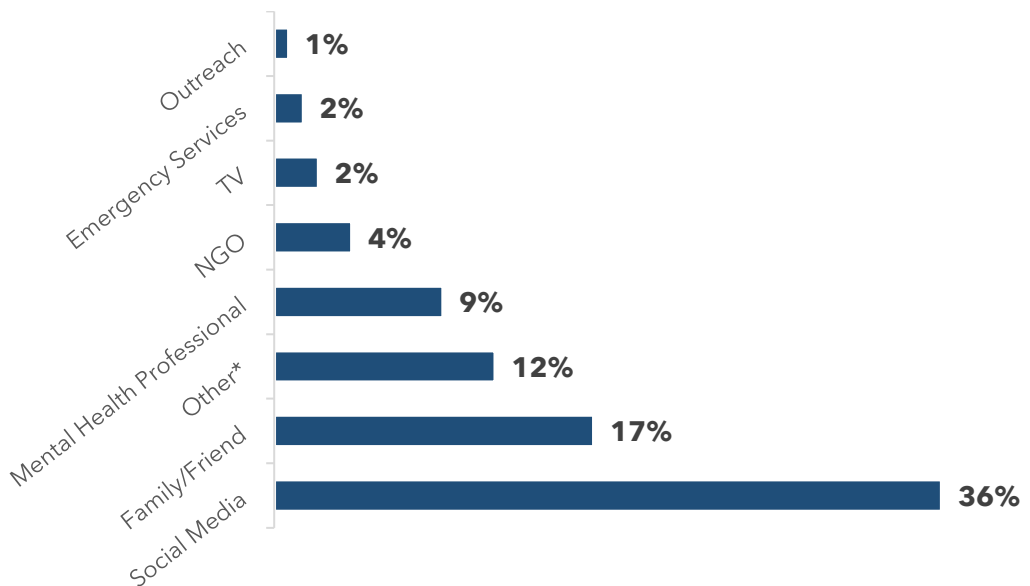


*Chat GPT, Called by mistake, Clinics, Conference, Doctor, Embrace, Ex-operator, Google, Hospital, Magazine, MoPH, Municipality, PHCC, Previous Caller, Protests, School, SMS, Tiktok, UN, University.

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

n = 4102

In 2022, a total of **4102 callers** informed us of how they first learned about the National Lifeline. The below chart summarizes their responses.



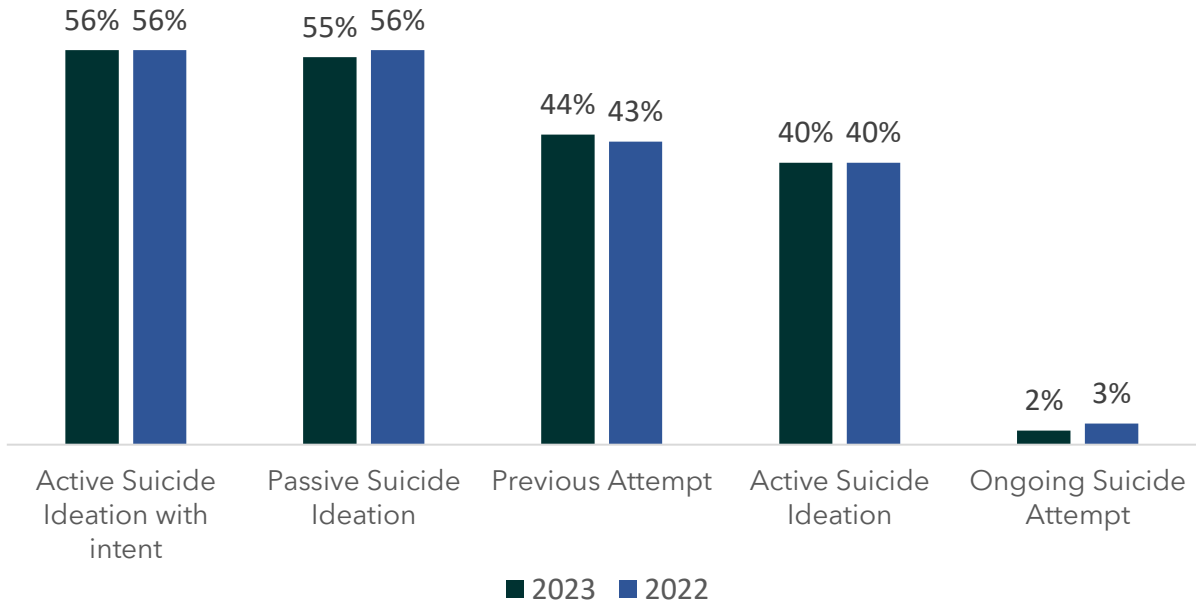
*Anghami, Brochure, Lifeline Bus, Church, Clinics, Embassy, Ex-operator, Google, Hospital, Called by mistake, MoPH, Pharmacy, PHCC, Doctor, Previous Caller, School, Step-by-Step, Tiktok, UN, University.

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



XVI. CALL SUICIDALITY CHARACTERISTICS

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



XVII. ORIENTATION TO SERVICES

In **28% of calls** in 2023 with available data (n=10,771) operators provided the caller with an orientation to other services.

This is consistent with 2022 where 28% of calls with available data (n= 11,847) ended with the provision of an orientation to other services.

XVIII. QUALITY ASSURANCE CALLS

In **2023, 590** quality assurance calls were conducted with the Lifeline callers who granted their permission to be contacted again by Embrace to assess the quality of the call with an average satisfaction rate of **4.53**.



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The National Lifeline is supported by

In partnership
with



unicef  | for every child

LHF Lebanon Humanitarian Fund



LFF Lebanon Financing Facility

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