



Lebanese Republic  
Ministry of Public Health  
National Mental Health Programme



# EMBRACE 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  
EMBRACE LIFELINE  
INDICATORS**

**REPORTING PERIOD  
November 2021**



## 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.

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[www.embracelebanon.org](http://www.embracelebanon.org)



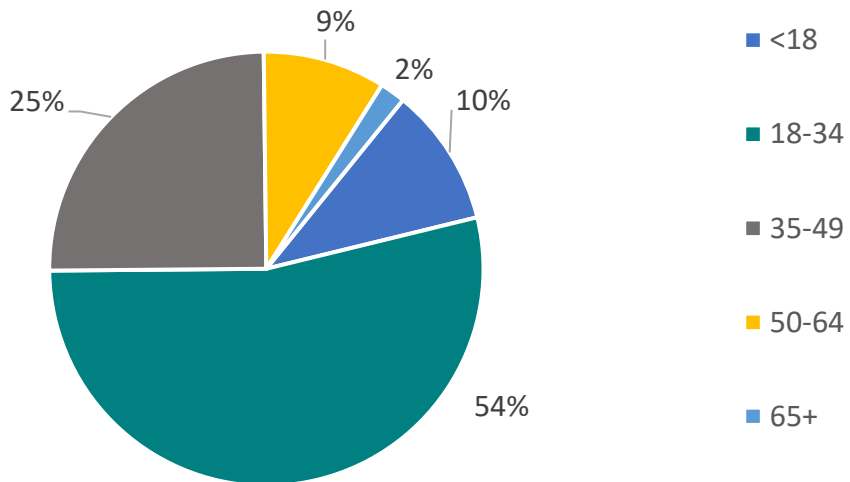
## November 2021

### TOTAL NUMBER OF CALLS WITH CAPTURED DATA

# 999

#### I. AGE OF CALLER (n=794)

MEAN AGE: 31



#### II. SEX OF CALLERS



**59%**

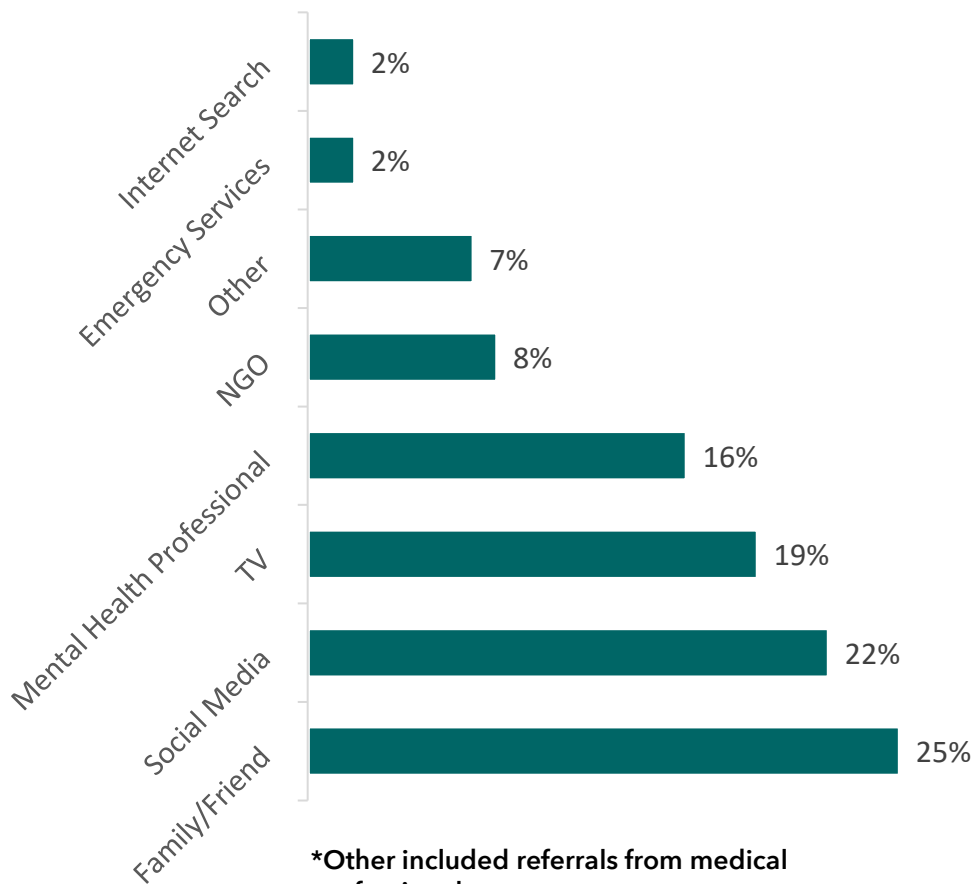


**41%**

### III. HOW CALLERS HEARD ABOUT THE LIFELINE

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

In November of 2021, n = 318 callers informed us of how they first learned about the National Lifeline. The below chart summarizes their responses.

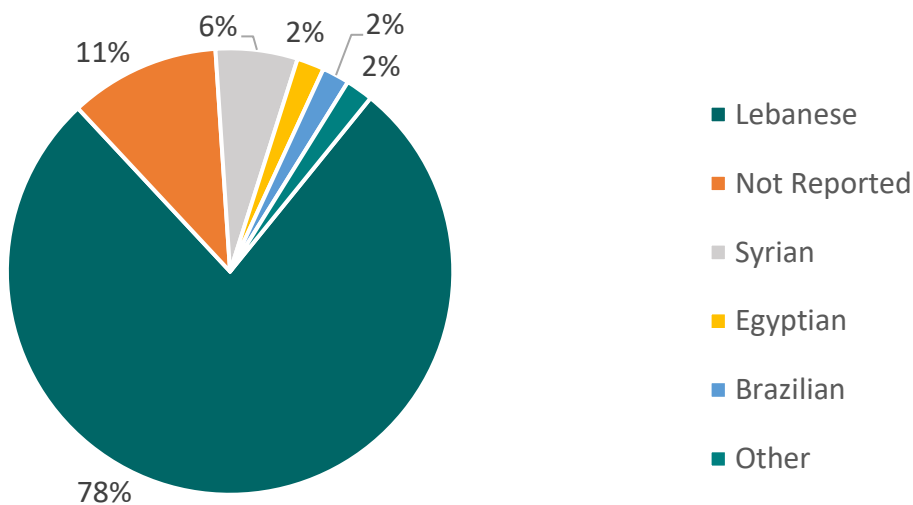


### IV. SEXUAL ORIENTATION OF CALLERS

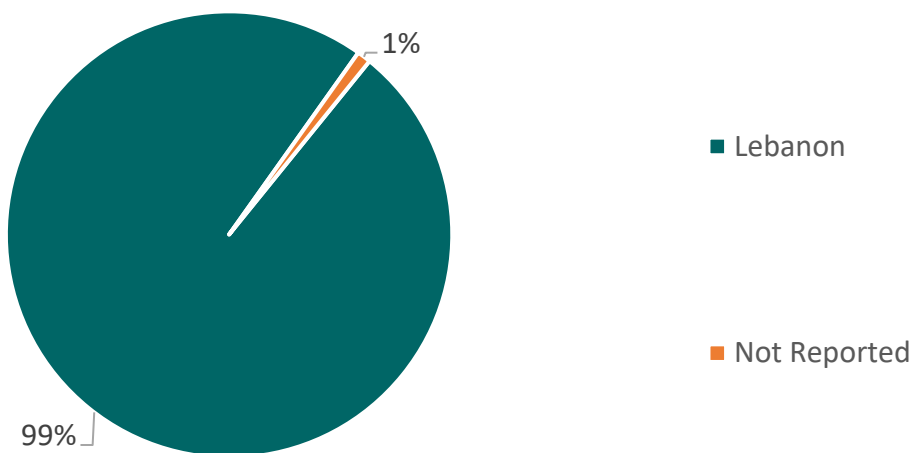
9% of calls received by the Embrace Lifeline come from self-identifying LGBTQI+ individuals.



## V. NATIONALITY OF CALLERS

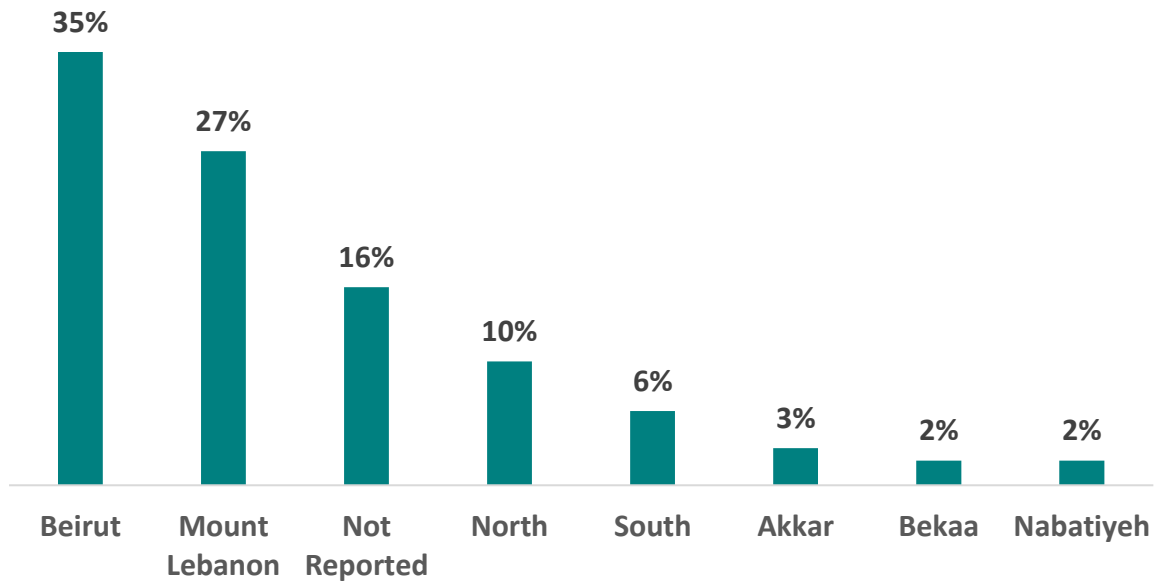


## VI. COUNTRY OF CALLERS

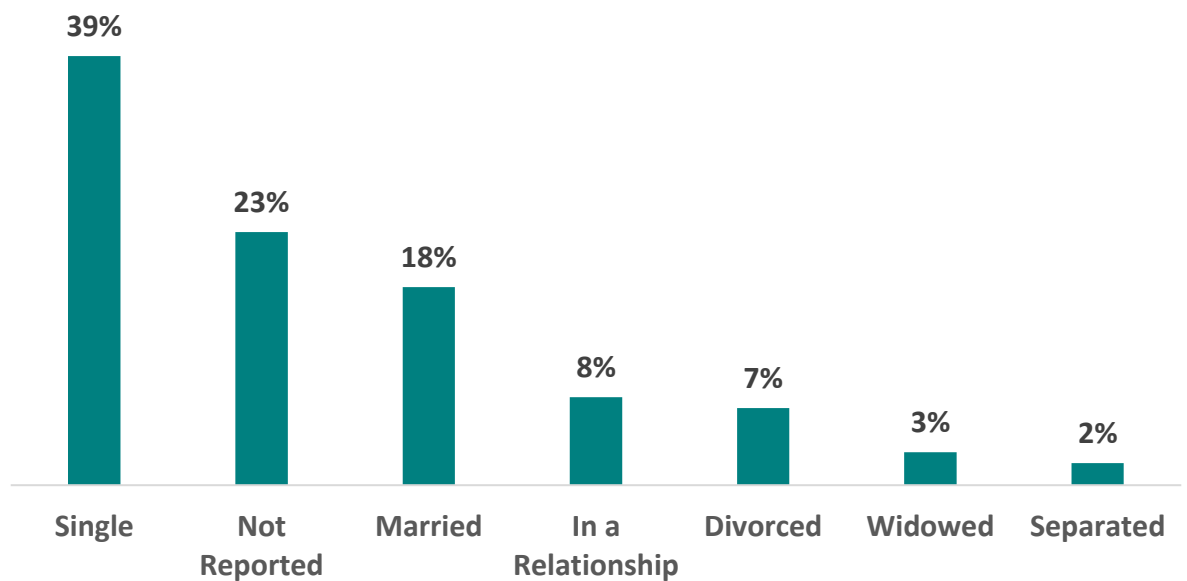




## VII. REGION OF RESIDENCE AMONG CALLERS FROM LEBANON

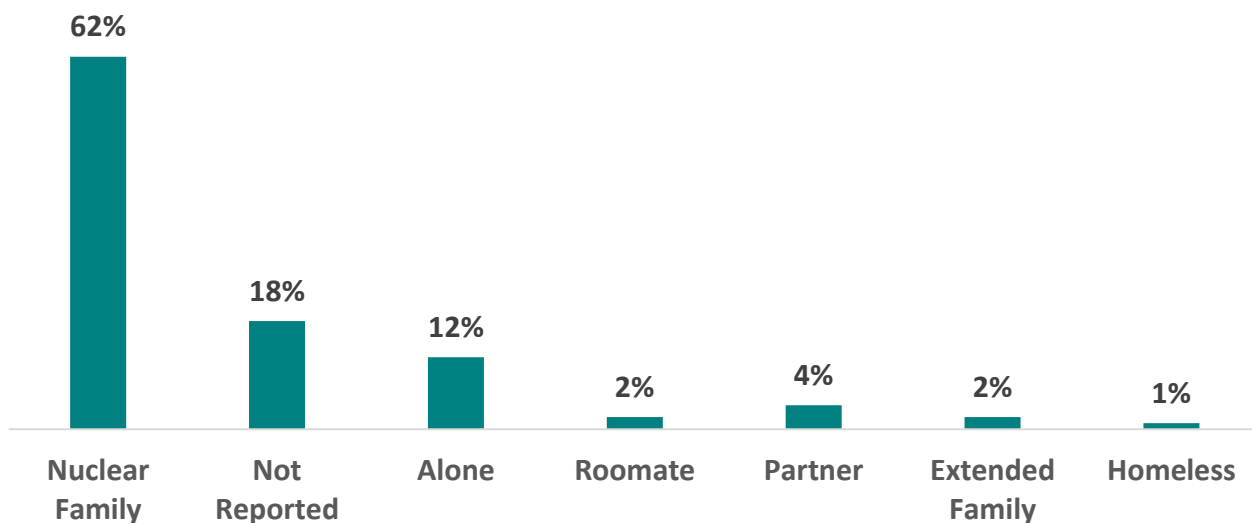


## VIII. MARITAL STATUS OF CALLERS

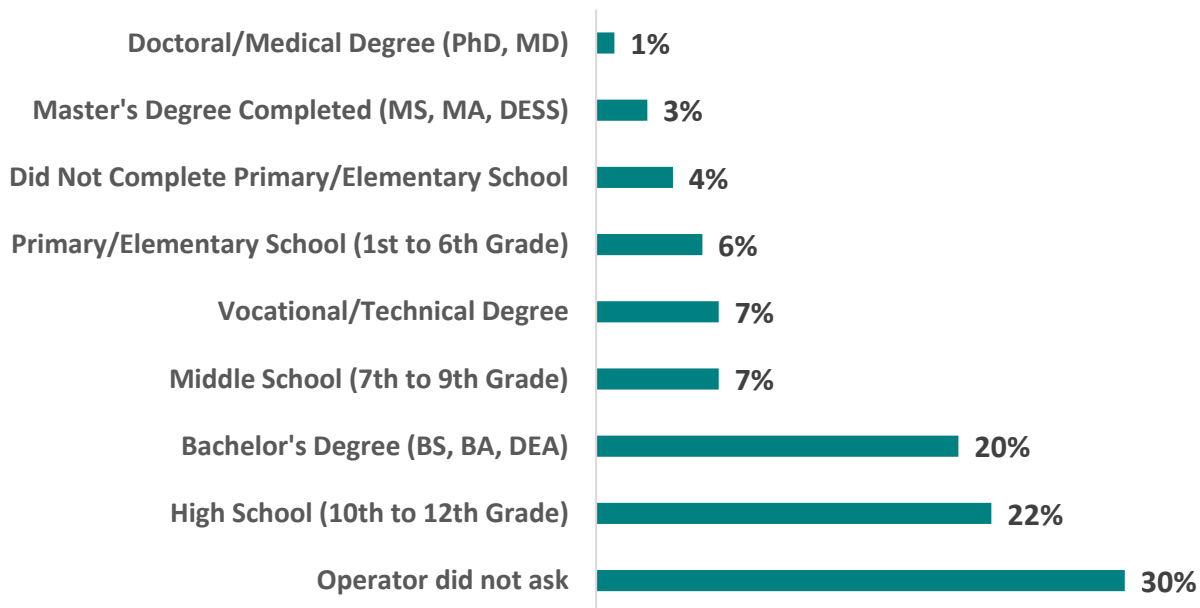


### IX. CALLER LIVING WITH

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

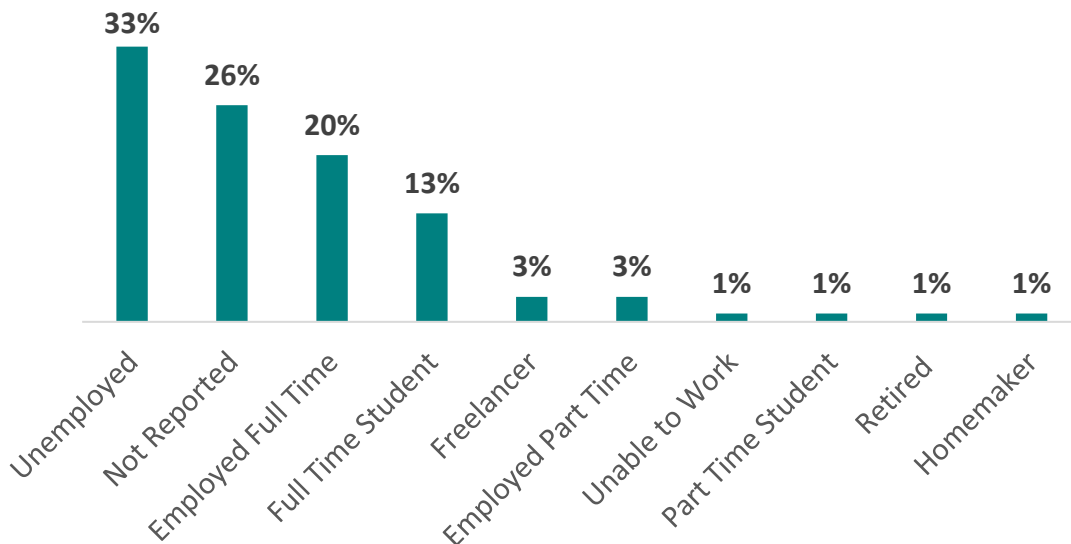


### X. HIGHEST LEVEL OF EDUCATION OF CALLERS

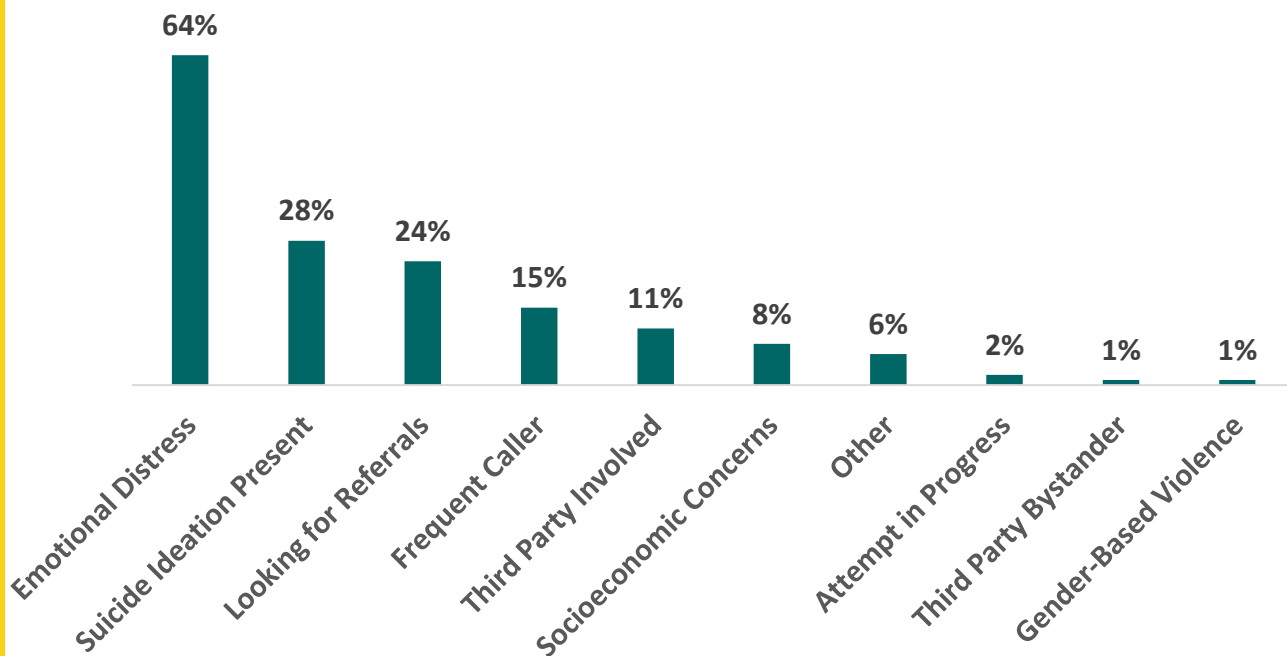


## XI. EMPLOYMENT OF CALLERS

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



## XII. TYPE OF CALL



\*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).



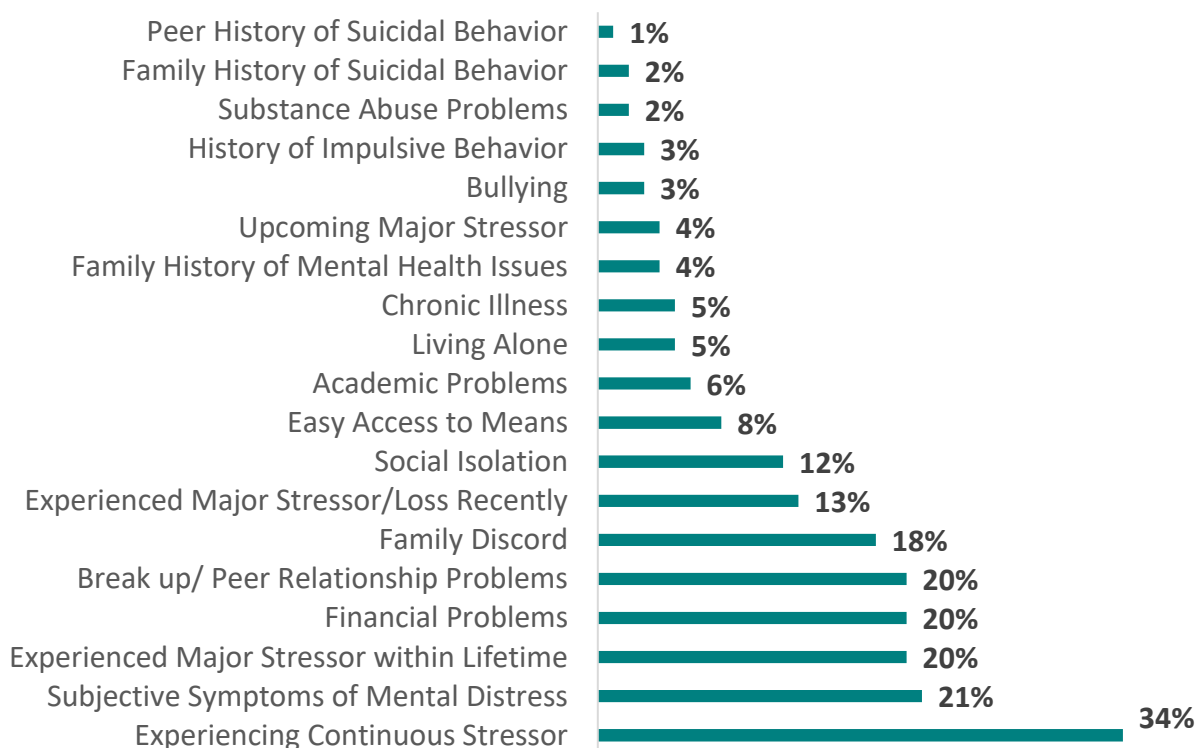
### XIII. CHANGE IN LEVEL OF DISTRESS FROM BEGINNING TO END OF CALL

**91%** of calls with available data for this indicator (n=429) reported a decrease in the level of distress from the beginning of the call to the end of the call. **8%** of calls were from individuals whose level of distress did not change from the beginning to the end of the call.

### XIV. CALLERS CURRENTLY SEEKING MENTAL HEALTH SERVICES

**51%** of calls with available data for this indicator (n=795) are from individuals who reported currently receiving *at least 1* mental health service.

### XV. CALLER RISK FACTORS



\*This indicator is assessed by the operator based on their conversation with the caller. Percentages may not add up to 100% because multiple risk factors can occur together (e.g., a caller could be *both* living alone and reporting experiences of bullying..)