



Lebanese Republic
Ministry of Public Health
National Mental Health Programme



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

July- September 2024

REPORTING PERIOD
July- September 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.

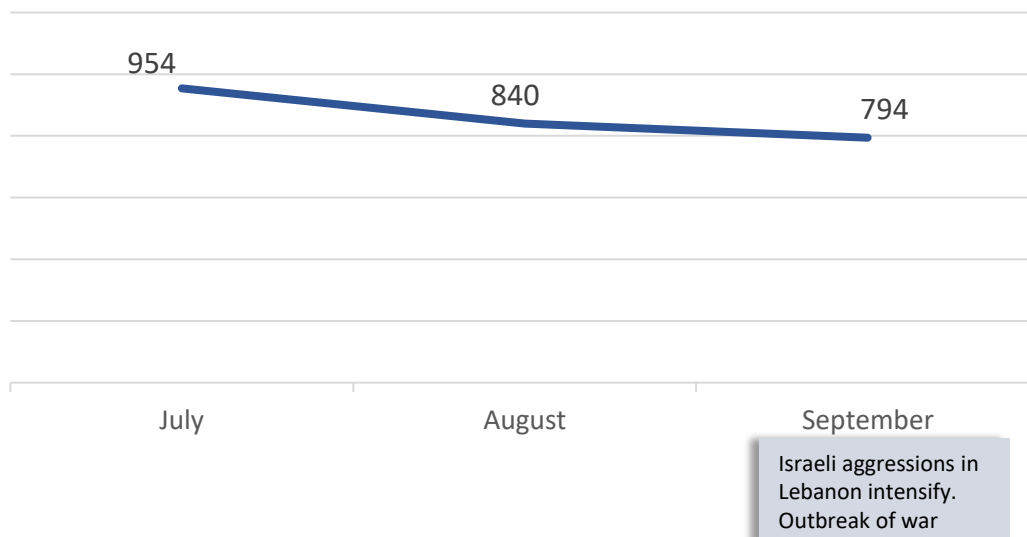
The numbers in this report are meant to offer a snapshot of the population that the National Lifeline serves. Please note that while that this information is recorded as accurately as possible, not all information may always be available. Unless otherwise indicated, the frequencies and percentages reported 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 3 2024.
www.embracelebanon.org

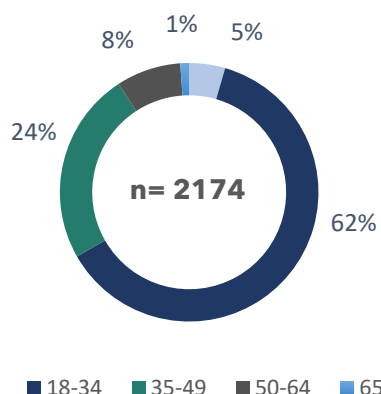


TOTAL NUMBER OF CALLS WITH CAPTURED DATA: 2588

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

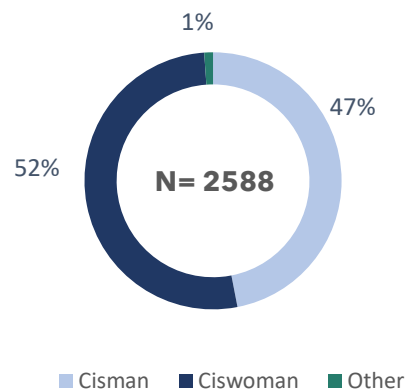


I. AGE OF CALLERS

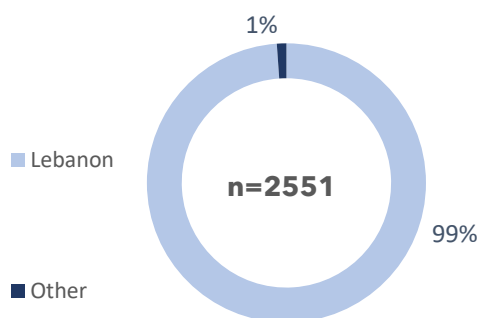


The mean age of callers in this quarter was 32 years old. The age categorizations are illustrated in the adjacent chart.

II. GENDER OF CALLERS

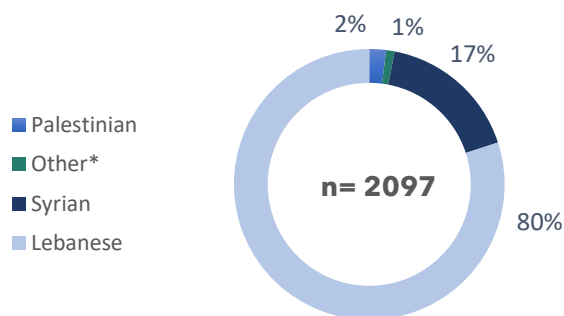


III. COUNTRY OF CALLERS



*Canada, France, Germany, Ghana, Jordan, Qatar, Saudi Arabia, Syrian Arab Republic,, United Arab Emirates, United States of America.

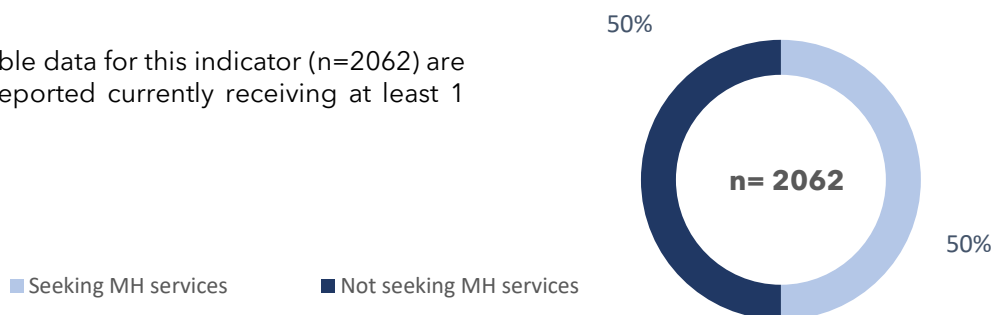
IV. NATIONALITY OF CALLERS



*Egypt, Ethiopia, Jordan, Kenya, Saudi Arabia

V. CALLERS CURRENTLY SEEKING MENTAL HEALTH SERVICES

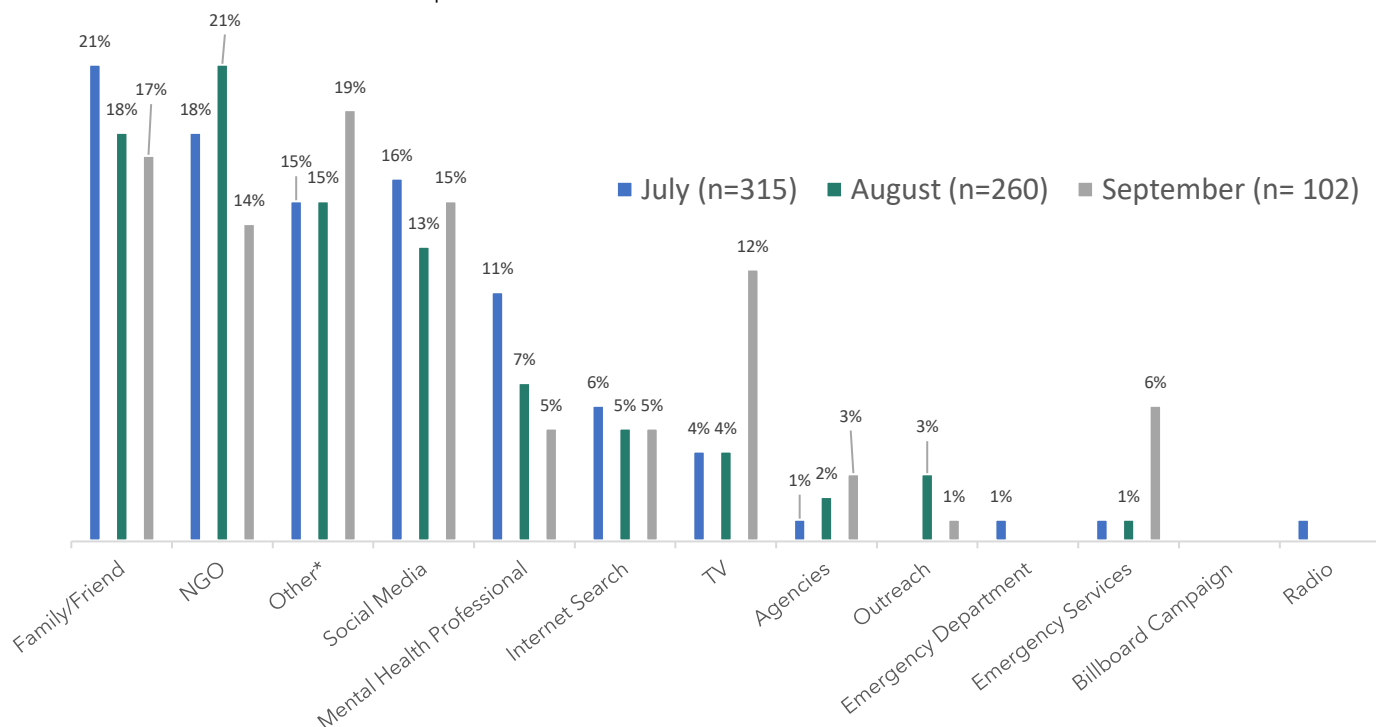
50% of calls with available data for this indicator (n=2062) are from individuals who reported currently receiving at least 1 mental health service.



VI. HOW CALLERS HEARD ABOUT THE LIFELINE

n = 677

A total of 677 **callers** informed us of how they first learned about the National Lifeline. The below chart summarizes their responses.



*Boss, Called by mistake, Doctor, Embrace clinics, Embrace mobile clinic, Ex staff, Magazine for army, Mental health professional, Newspaper, Previous/frequent caller, Therapist, UNRWA, UNICEF, United Nations

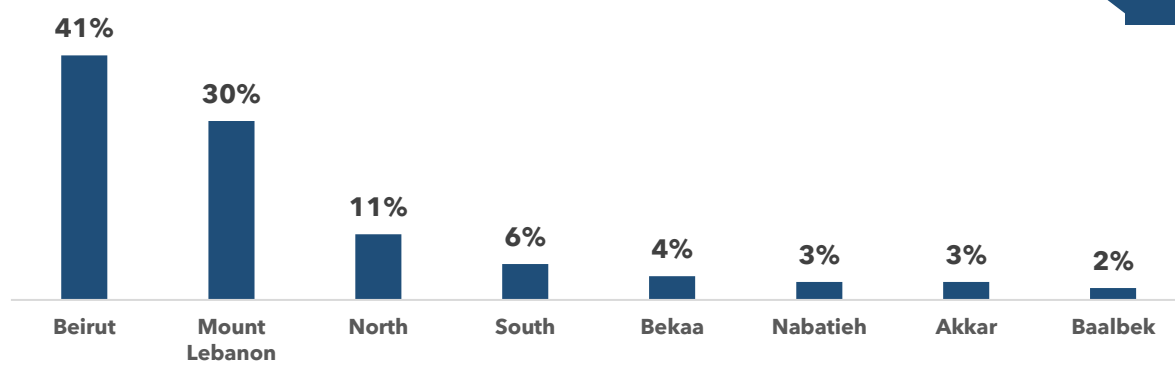
***Note:** Percentages may not add up to 100% because callers who responded with "none" are not reported.

VII. SEXUAL ORIENTATION OF CALLERS

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

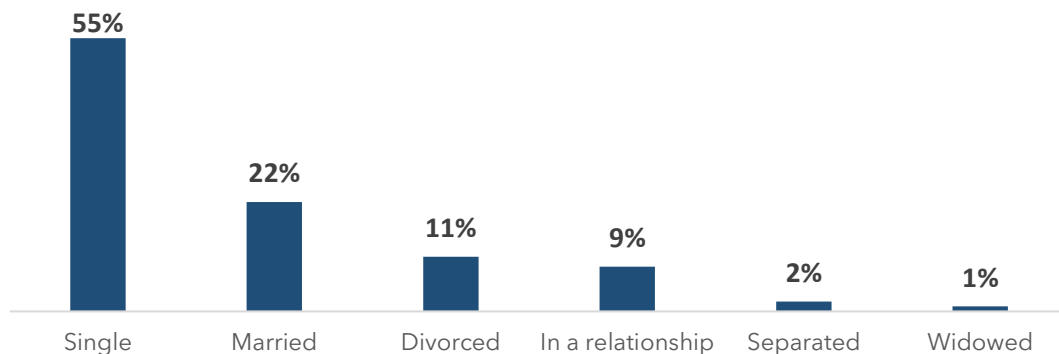
VIII. REGION OF RESIDENCE AMONG CALLERS FROM LEBANON

n = 2005



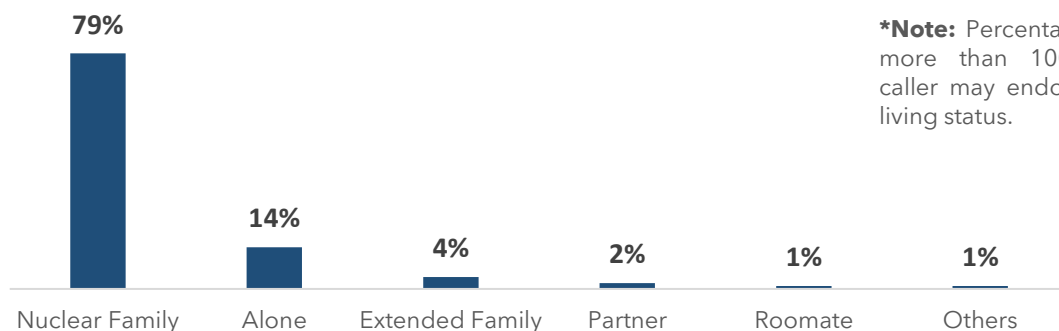
IX. MARITAL STATUS OF CALLERS

n = 1907



X. CALLER LIVING WITH

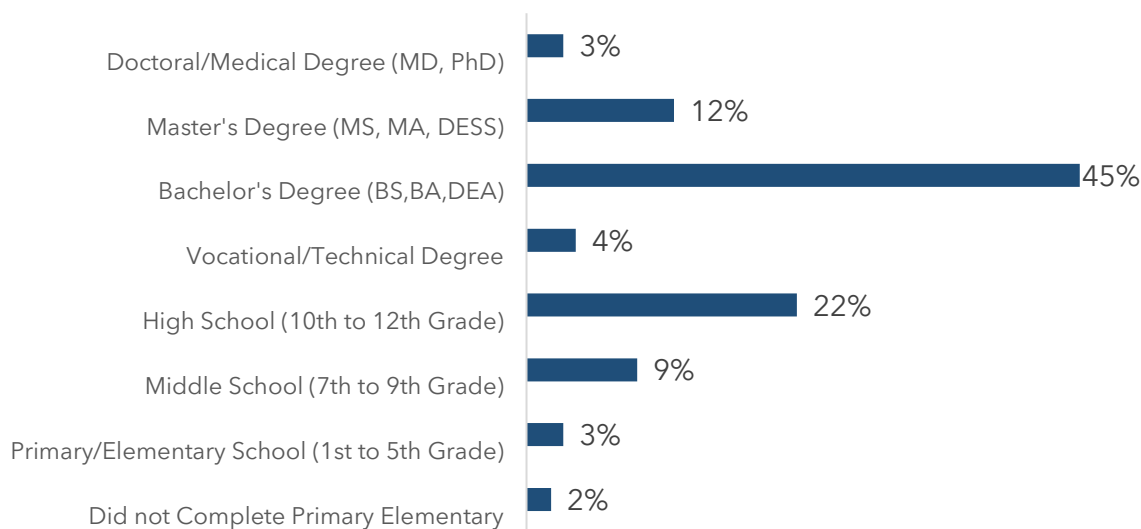
n = 1631



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

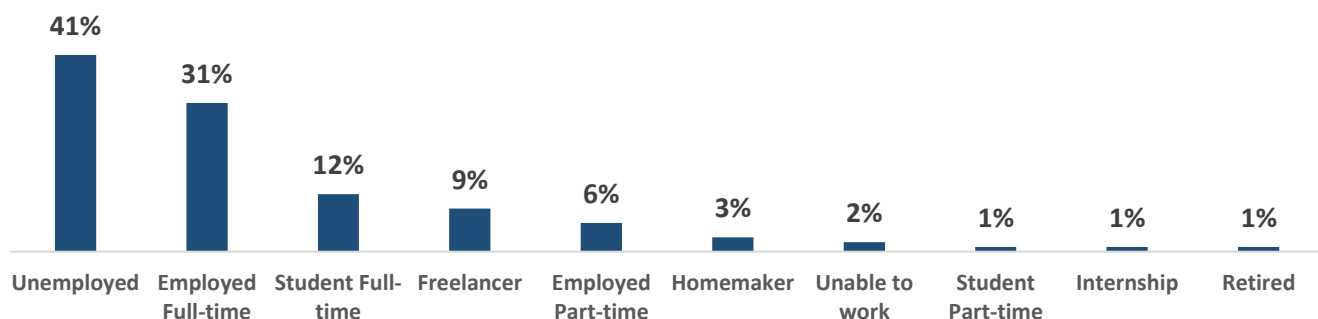
XI. HIGHEST LEVEL OF EDUCATION OF CALLERS

n = 1536



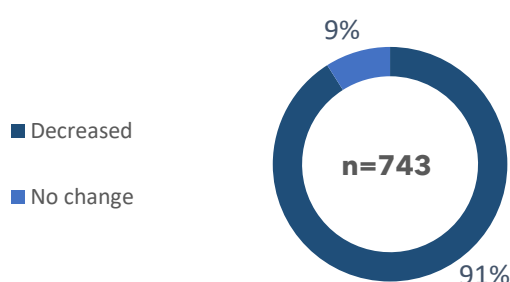
XII. EMPLOYMENT OF CALLERS

n = 2070



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

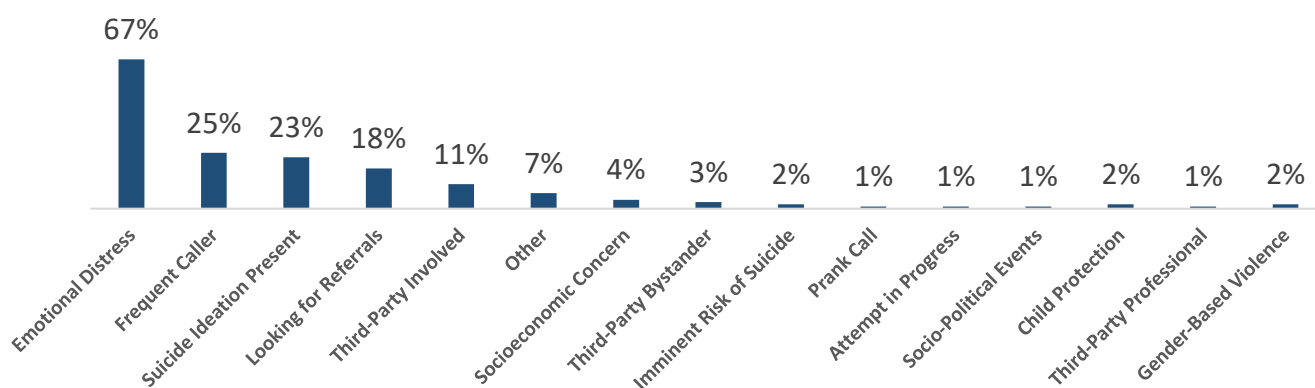
XIII. CHANGE IN LEVEL OF DISTRESS FROM BEGINNING TO END OF CALL



In **91%** of calls with available data for this indicator (n=676), 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. **0%** 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.*

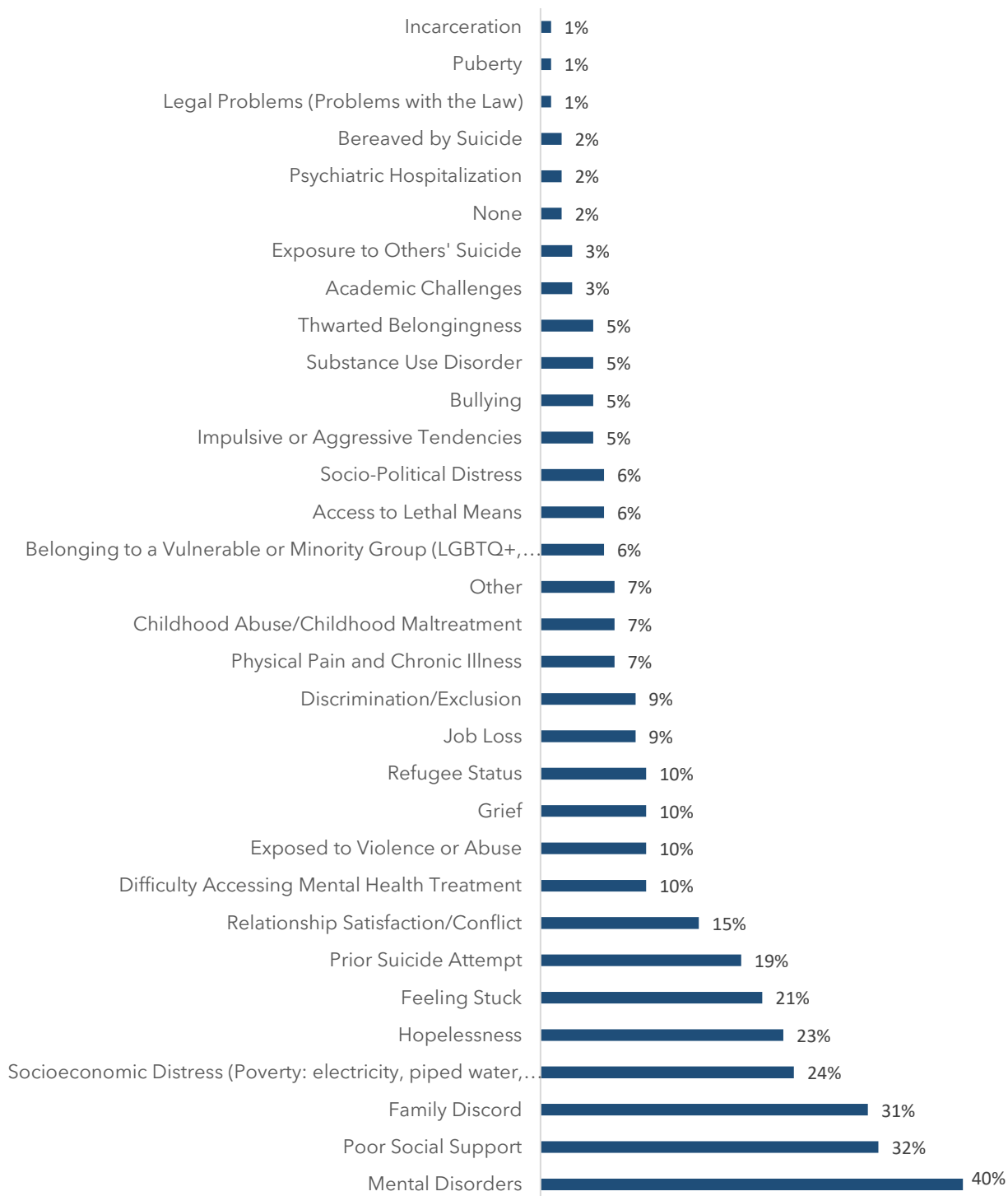
XIV. TYPE OF CALL



**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. RISK FACTORS

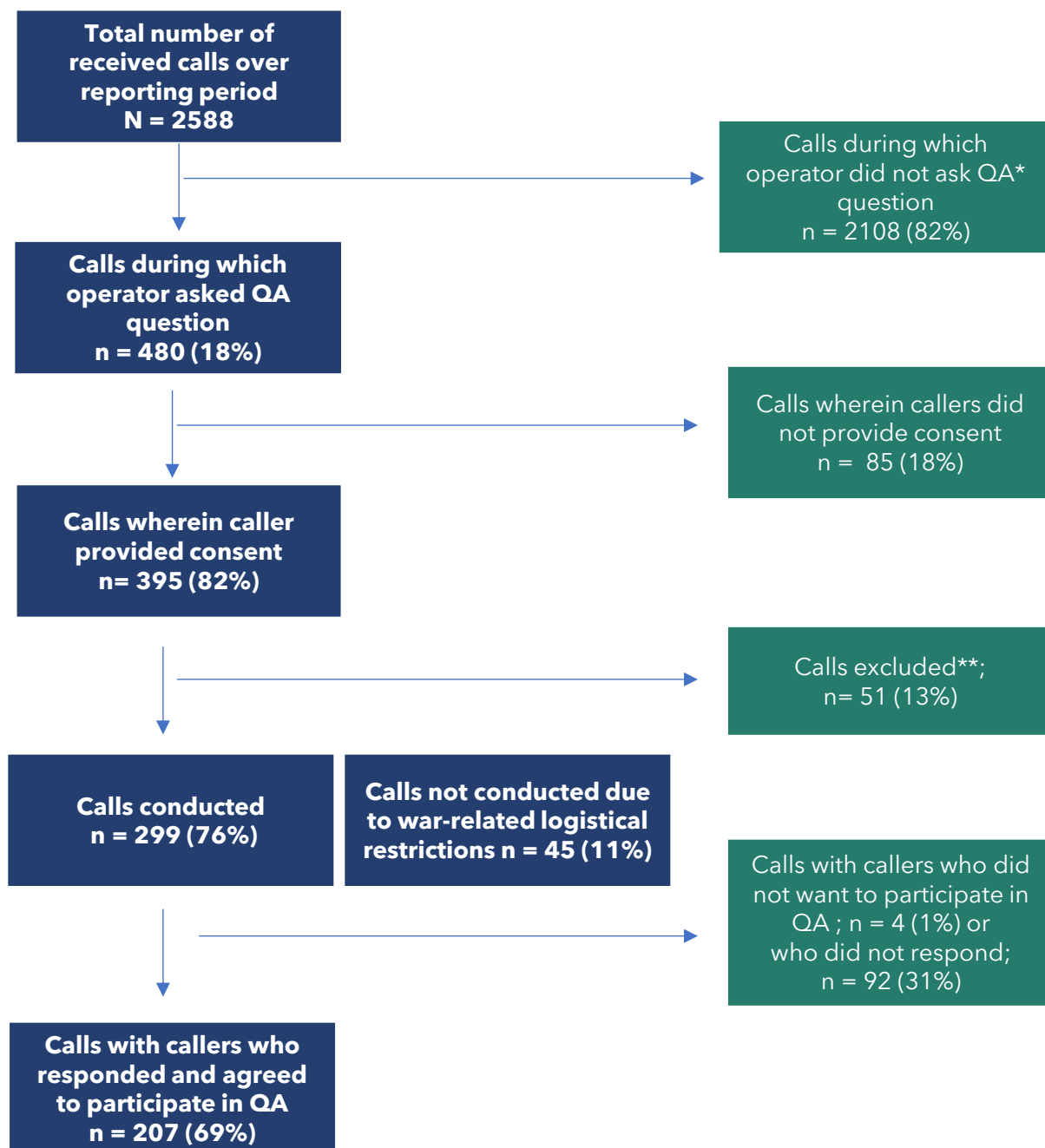
n = 1865



*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.


QUALITY ASSURANCE CALLS CONDUCTED
299

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

299

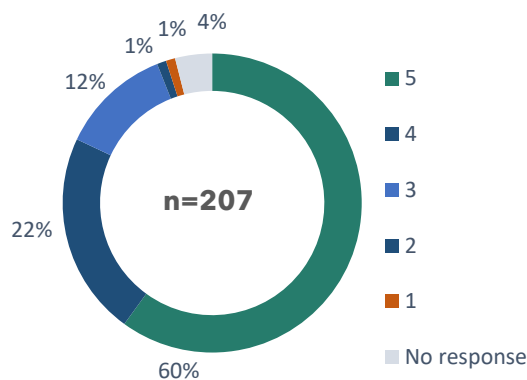
II. LEVEL OF SATISFACTION

299 Quality assurance calls were conducted between July to September 2024.

207 responded and agreed to participate.

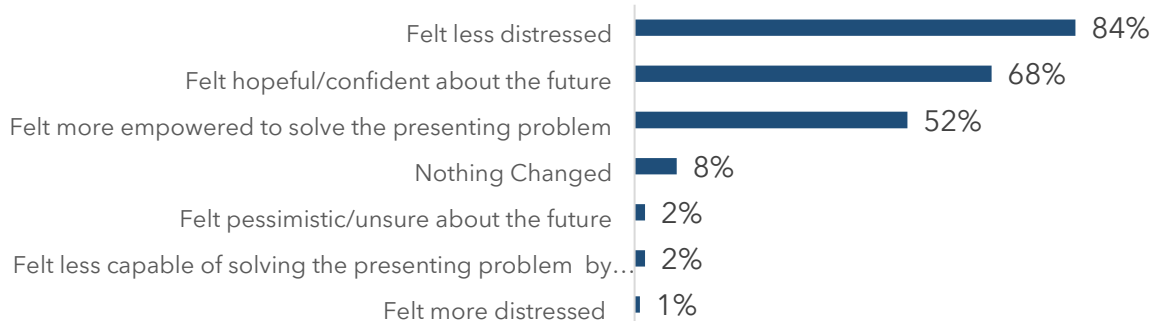
Beneficiaries were asked to rate their level of satisfaction with the services received during their call on a scale of 1 to 5 with higher numbers indicating greater satisfaction.

Across all 207 callers who responded to this question, the average satisfaction rating was 4.5.



III. CALL OUTCOME

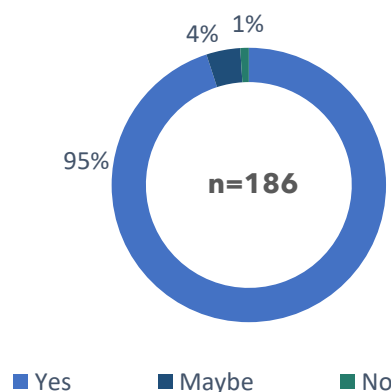
The below figure outlines caller-reported outcomes to the QA question: "At the time of your call, 2 weeks ago, exactly what changed after the call?" (**n=207**).



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

IV. LIFELINE RECOMMENDATION

95% of callers (**n=186**) reported that they would recommend the Lifeline to others in need of assistance.

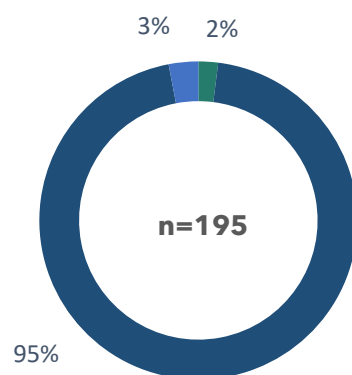


V. CALL BACK

95% of callers with available data* (**n=195**) 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 (**n=6**) and 3 of them cited the reason being :

2% of callers said that they would not call again and said (**n=4**)



■ No
 ■ Yes
 ■ Maybe

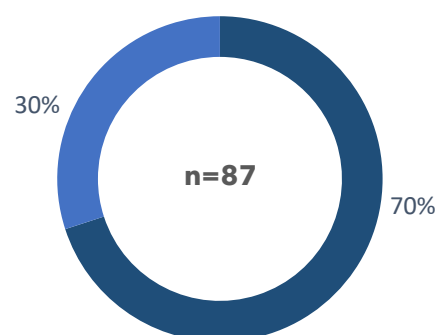
Note: Frequent callers are not asked this question according to protocol.

VI. HELPFULNESS OF THE ORIENTATION TO OTHER SERVICES

137 of the 207 callers were provided with referrals during their initial call to the Lifeline. Of them, **87** provided insight about the service.

30% reported that the service was helpful.

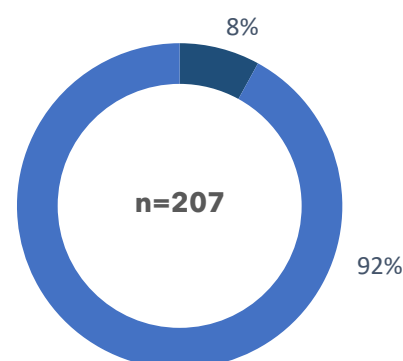
70% did not find it helpful for logistical reasons related to the NGOs not accepting the case, or related to the called (transportation services, have not called yet).



■ No
 ■ Yes

VII. FREQUENT CALLERS' FEEDBACK

8% (17 out of 207) callers who responded to the Quality Assurance calls were **frequent callers**.



■ Frequent Caller
 ■ Regular Caller

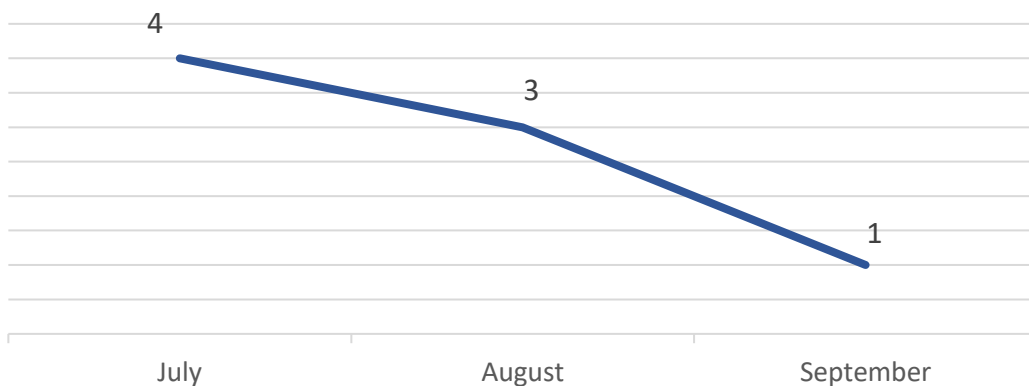


MOBILE CRISIS TEAM

The **National Mental Health Emergency Response Mechanism (NMHERM)** aims to ensure access to timely quality care for persons experiencing a mental health emergency while respecting human rights in compliance with applicable laws and best practices. The operations of the NMHERM are localized in the city of Beirut, and in Tripoli region (including the city of Tripoli, Minyeh-Donniyeh and Zgharta). The NMHERM consists of a project coordinator and a trained team, referred to as **Mobile Crisis Team (MCT)**. The MCT is dispatched to the location of a person going through a mental health emergency to support them on-site.

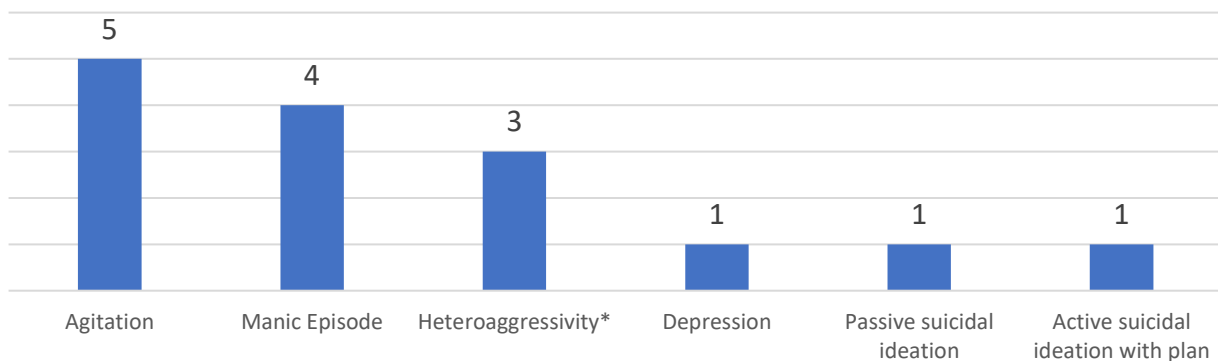
The mental health emergency can be one of the following: an unmitigated suicide attempt ; an ongoing suicide attempt; an acute psychosis, presenting with aggressive behavior towards oneself or others, that may require hospitalization or an acute mania, presenting danger to oneself or others.

The below chart represents the total number of dispatches per month for this quarter.



I. REASONS FOR DISPATCH

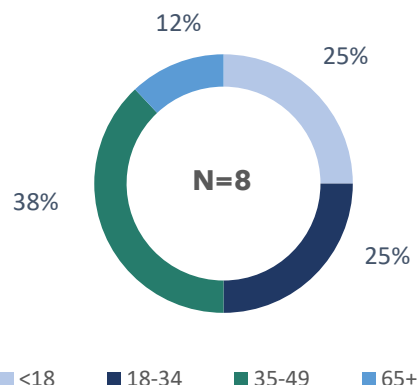
The below graph shows the count for each reason for dispatch noting that multiple reasons can occur simultaneously.



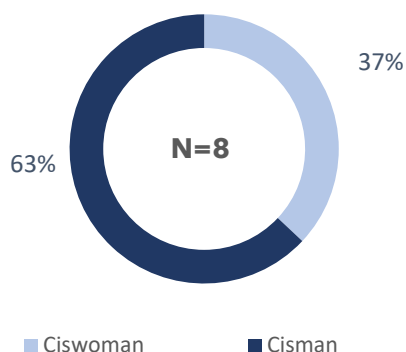
*Heteroaggressivity: aggressive or violent behavior directed toward other people

II. AGE OF MCT BENEFICIARIES

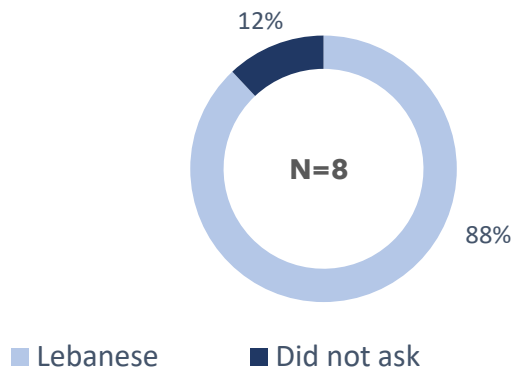
The mean age of beneficiaries this quarter was 35 years-old. The age categorizations are illustrated in the adjacent chart.



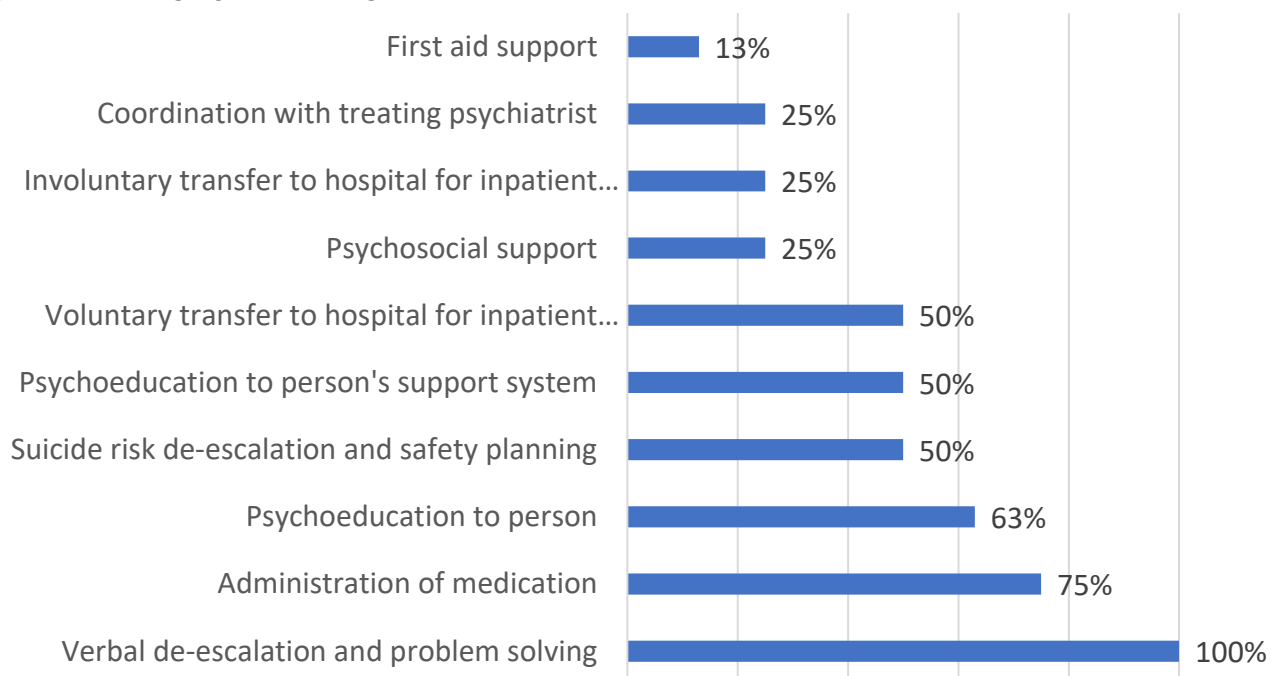
III. GENDER OF MCT BENEFICIARIES



IV. NATIONALITY OF MCT BENEFICIARIES



V. INTERVENTIONS BY THE MCT



Note: Percentage may add up to more than 100% as multiple interventions can be employed simultaneously.



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

JULY	141	AUGUST	117	SEPTEMBER	102
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TOTAL NUMBER OF CONSULTATIONS	360
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1 st CONSULT*	32	REFERRAL**	33	FOLLOW UP***	295
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TOTAL NUMBER OF CALLERS REFERRED TO LIFELINE SOCIAL WORKER	40
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TOTAL NUMBER OF CALLERS REACHED OUT TO	73
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TOTAL NUMBER OF ACTIVE CASES	18	TOTAL NUMBER OF CLOSED CASES	55
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TOTAL NUMBER OF PENDING CASES	15
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AVERAGE TIME TO CLOSE A CASE (IN DAYS)	44
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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.

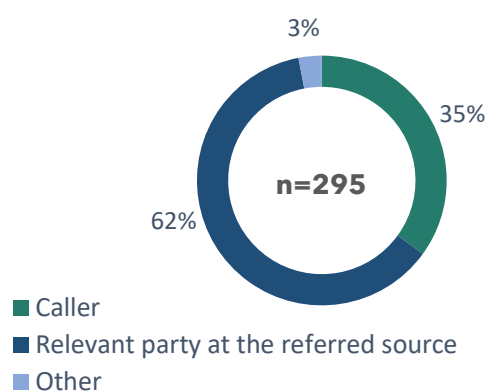
****Referral:** Refers to the Social Worker's first contact with the organization the caller is to be referred to.

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

I. ZOOM IN ON FOLLOW-UP CASES

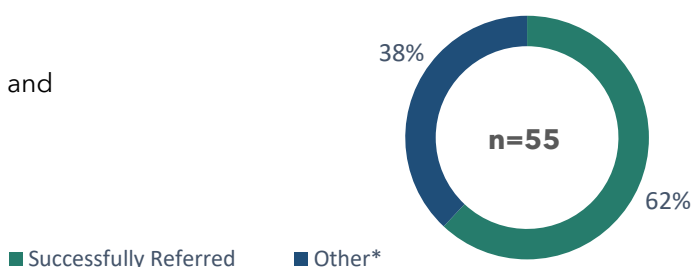
Follow Up Consultations can be carried out with the callers directly or with the relevant party at a referred resource.

62% of follow up consultations were conducted with the **relevant party at the referred resource** (e.g., a case manager at a rehab facility) and **35%** were with the **callers directly**. 3% were with others (callers' family members, insurance company, etc.).



II. ZOOM IN ON CLOSED CASES

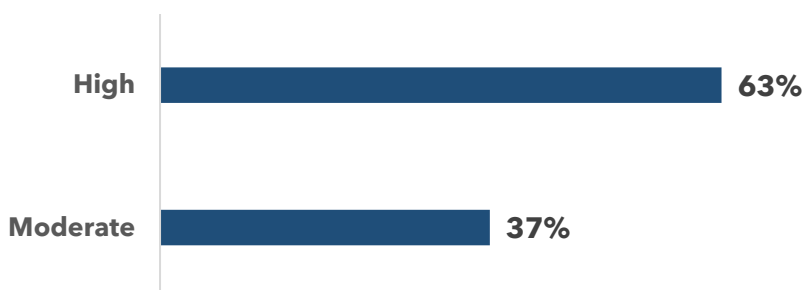
62% of cases were successfully referred and **38%** were beneficiaries who were unreachable/done all that is possible/referred to another source.



III. ZOOM IN ON NEW CASES

1. URGENCY LEVEL

n = 40



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.

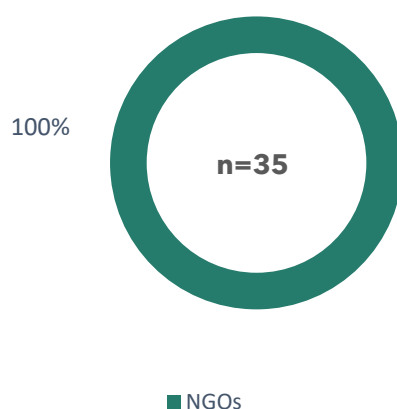
Moderate : Cases who are not under imminent risk of harm or injury to self or others but are likely to suffer from harm if no proper intervention is planned

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

IV. ZOOM IN ON REFERRALS

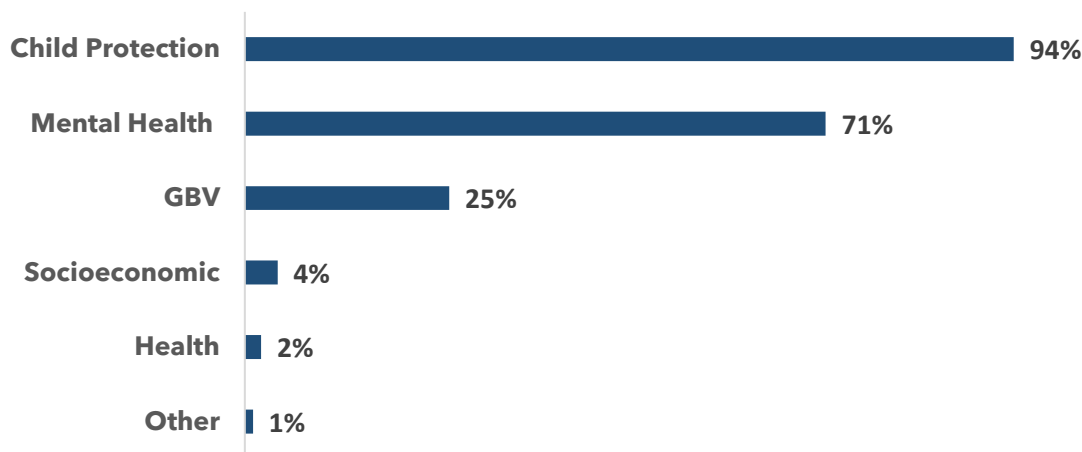
1. REFERRALS TYPES

100% of callers who were successfully referred were referred to NGOs (n=34). The social worker collaborated with several NGOs in order to successfully refer the beneficiaries.



2. REASON FOR REFERRAL

n = 83

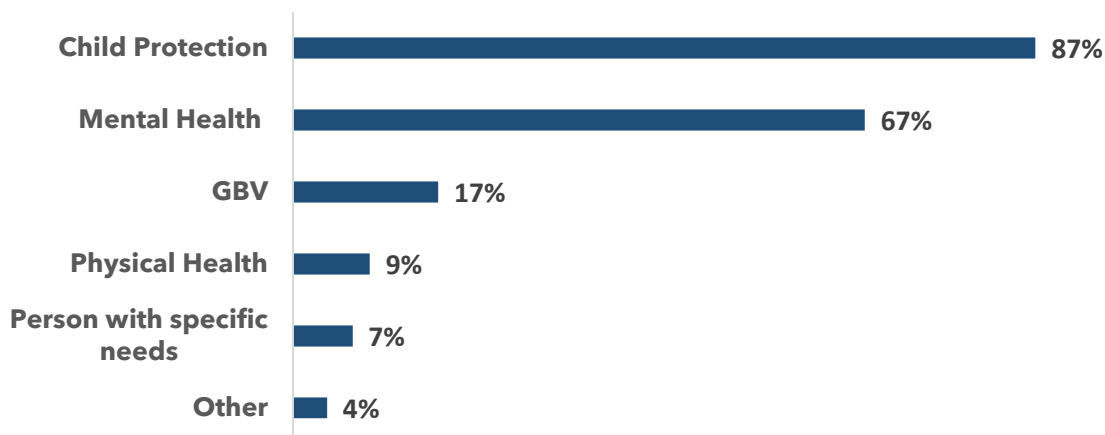


Note that percentages for the bar charts may add up to more than 100% because the callers may be referred for several reasons.

Other: Livelihood

3. REFERRALS PROVIDED

n = 54



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

Other: Education, LGBTQ+

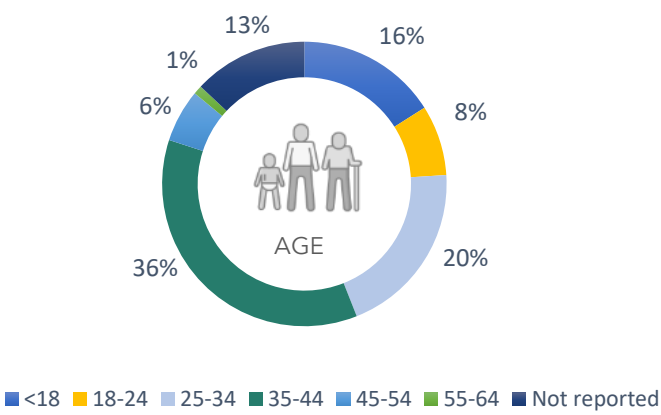
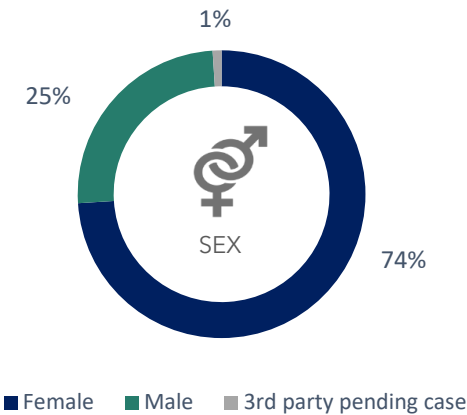
Abbreviations: GBV= Gender Based violence.

V. CALLER DEMOGRAPHICS

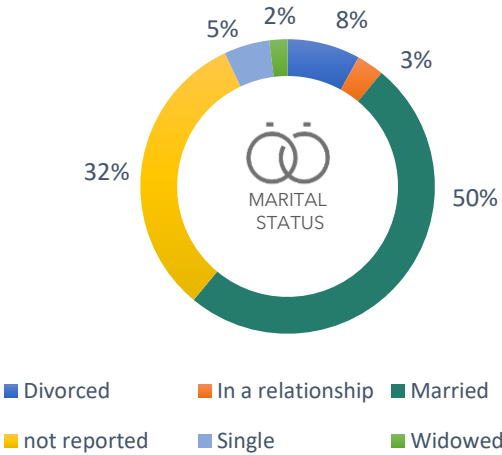
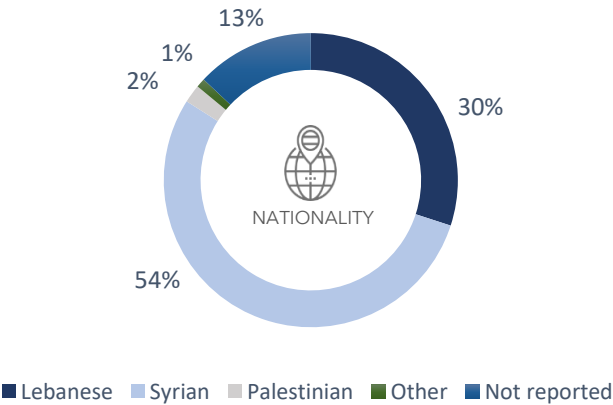
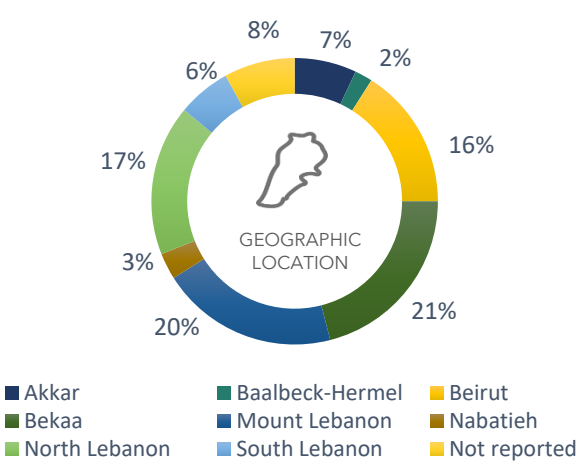
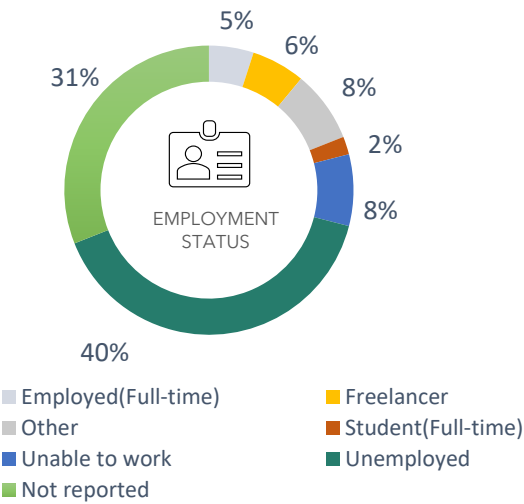
TOTAL NUMBER OF BENEFICIARIES INCLUDING PENDING 87

The below charts present the demographics of **all** beneficiaries the social worker engaged with/ received as a referral.

This includes pending cases, new cases, and follow-ups on other cases active from previous months.



The mean age of beneficiaries assisted was 32 years.

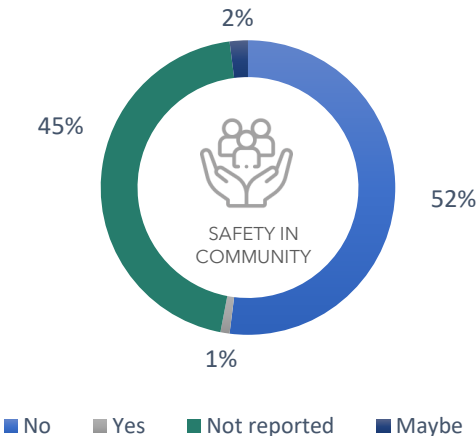
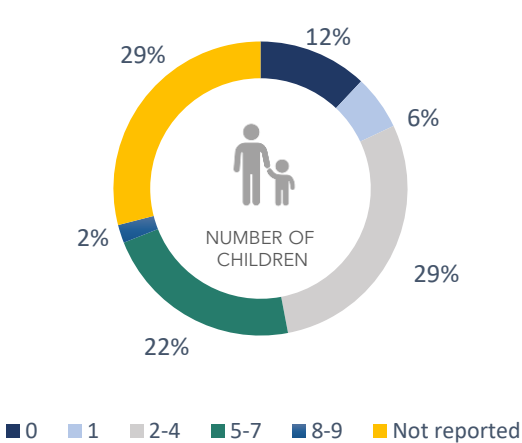
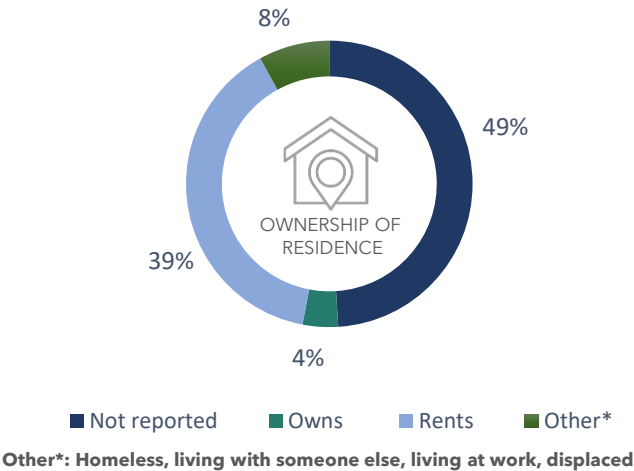
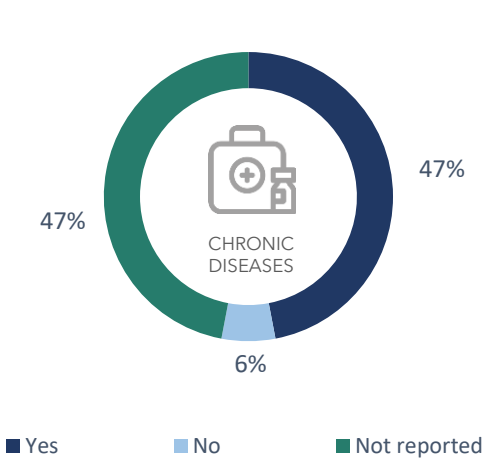
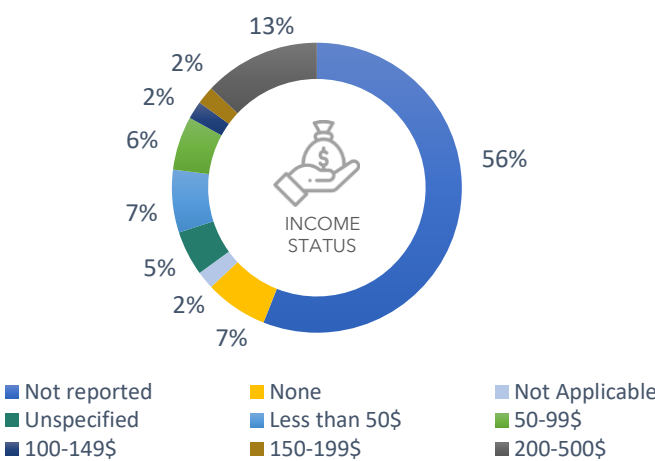
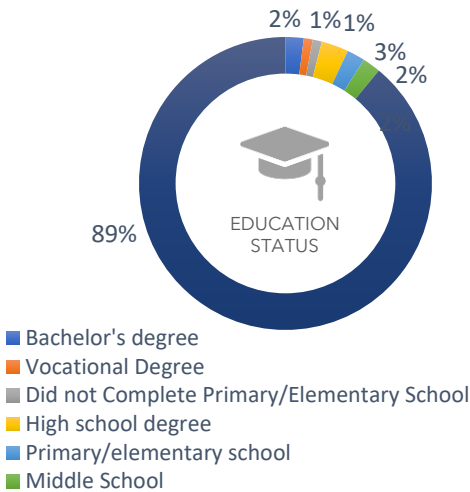


*Note that not reported data is from callers who were unreachable.

V. CALLER DEMOGRAPHICS (CONTINUED)

TOTAL NUMBER OF BENEFICIARIES INCLUDING PENDING 87

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.



*Note that not reported data is from callers who were unreachable/ social worker did not ask



Lebanese Republic
Ministry of Public Health
National Mental Health Programme



embrace

The National Lifeline is supported by

LHF Lebanon
Humanitarian
Fund

INTERSONS



Funded by
the European Union