Lebanese Republic
Ministry of Public Health
National Mental Health Programme

1564
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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
2023-2024

REPORTING PERIOD
2023 - 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 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.
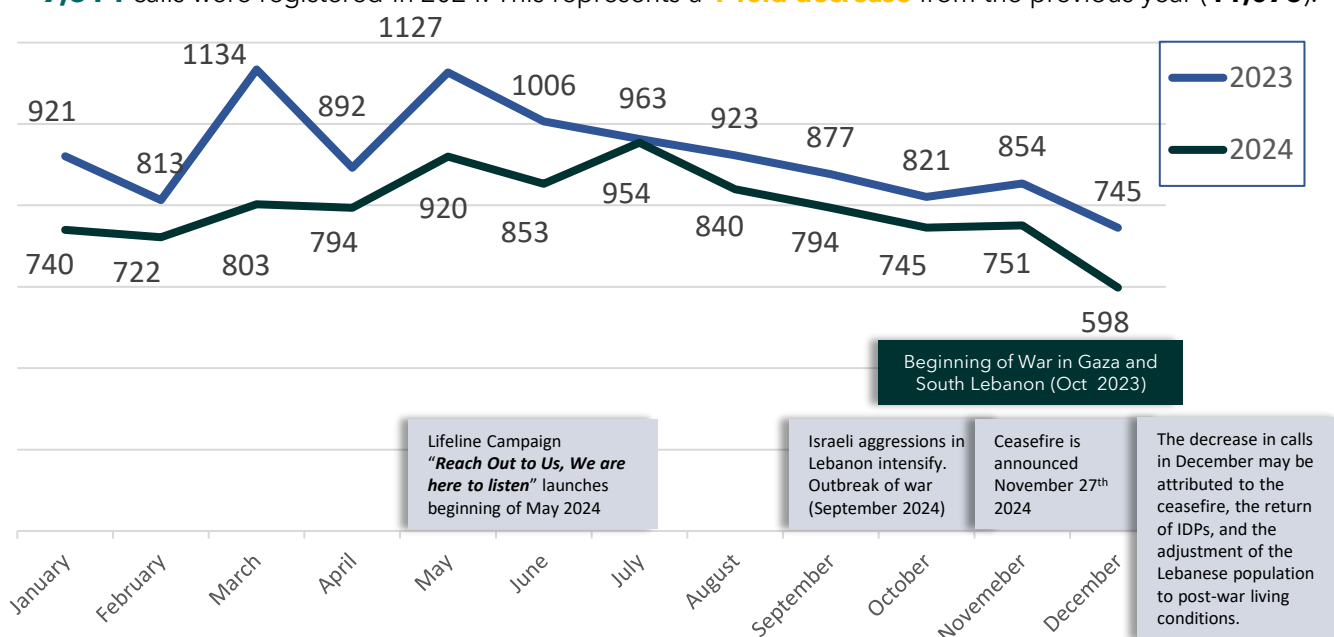
The numbers in this report are meant to offer a snapshot of the population that the Lifeline serves. Please note that while that this information is recorded as accurately as possible, not all information may always be available. Unless otherwise indicated, the frequencies and percentages reported in 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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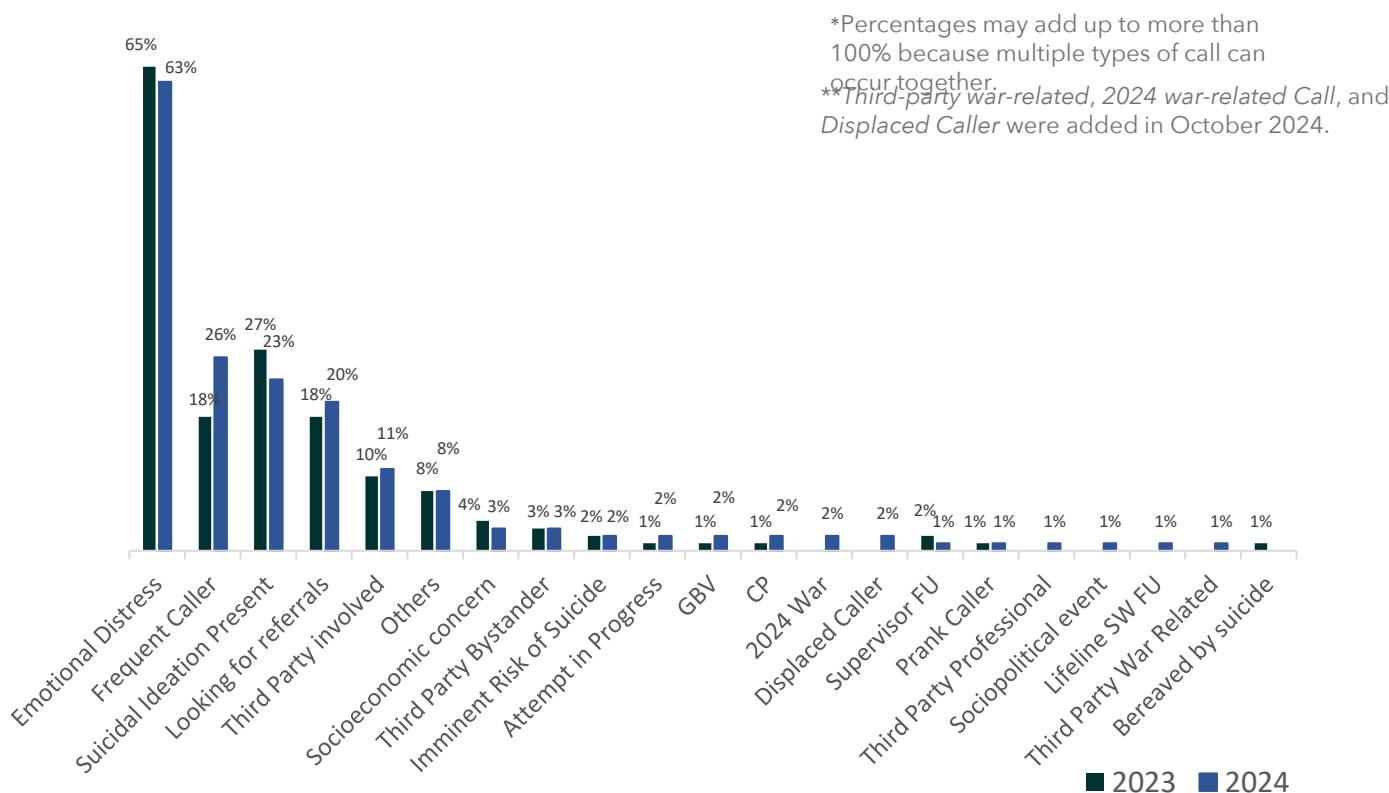
RESULTS

I. TOTAL REGISTERED CALLS

9,514 calls were registered in 2024. This represents a **1-fold decrease** from the previous year (**11,076**).

2023 values: 921, 813, 1134, 892, 1127, 1006, 963, 923, 877, 821, 854, 745

2024 values: 740, 722, 803, 794, 920, 853, 954, 840, 794, 745, 751, 598

Beginning of War in Gaza and South Lebanon (Oct 2023)

Lifeline Campaign "*Reach Out to Us, We are here to listen*" launches beginning of May 2024

Israeli aggressions in Lebanon intensify. Outbreak of war (September 2024)

Ceasefire is announced November 27th 2024

The decrease in calls in December may be attributed to the ceasefire, the return of IDPs, and the adjustment of the Lebanese population to post-war living conditions.

II. TYPE OF CALLS

Chart data (2023 / 2024):
- Emotional Distress: 65% / 63%
- Frequent Caller: 18% / 26%
- Suicidal Ideation Present: 27% / 23%
- Looking for referrals: 18% / 20%
- Third Party involved: 10% / 11%
- Others: 8% / 8%
- Socioeconomic concern: 4% / 3%
- Third Party Bystander: 3% / 3%
- Imminent Risk of Suicide: 2% / 2%
- Attempt in Progress: 1% / 2%
- GBV: 1% / 2%
- CP: 1% / 2%
- 2024 War: 2%
- Displaced Caller: 2%
- Supervisor FU: 2% / 1%
- Prank Caller: 1% / 1%
- Third Party Professional: 1%
- Sociopolitical event: 1%
- Lifeline SW FU: 1%
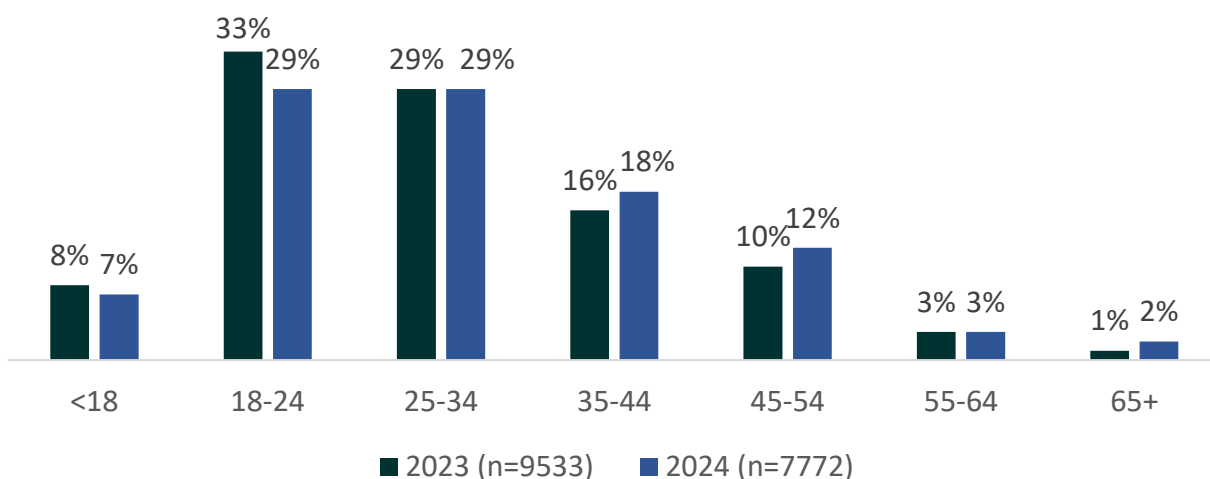- Third Party War Related: 1%
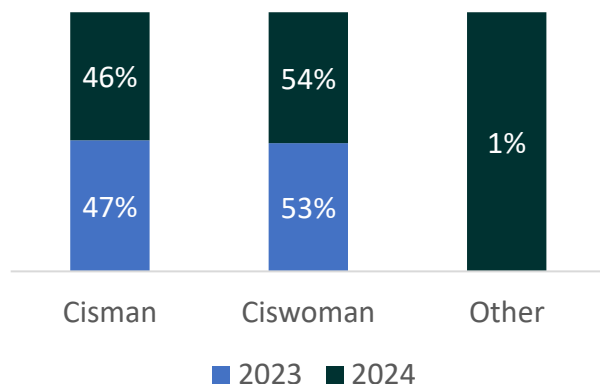- Bereaved by suicide: 1%

Legend: ■ 2023 ■ 2024

III. AGE OF CALLERS

The **mean age** of callers is higher in 2024 (31.6 years old) than in 2023 (30 years old). Across both years, the majority of registered calls were from individuals between the ages of 18 and 24, followed by those between 25 and 34.

Chart data (2023 / 2024):
- <18: 8% / 7%
- 18-24: 33% / 29%
- 25-34: 29% / 29%
- 35-44: 16% / 18%
- 45-54: 10% / 12%
- 55-64: 3% / 3%
- 65+: 1% / 2%

Legend: ■ 2023 (n=9533) ■ 2024 (n=7772)

IV. GENDER OF CALLERS

	Cisman	Ciswoman	Other
2023	47%	53%	
2024	46%	54%	1%

■ 2023 ■ 2024

***Other:** Transman, Transwoman, Non-binary.

V. SEXUAL ORIENTATION OF CALLERS

7% of calls received by the Embrace Lifeline in 2024 came from callers who self-identified as LGBTQAI+ individuals versus 10% in 2023.

No Data on sexual orientation was available for the remaining 93% and 90% of calls for 2024 and 2023 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

	Lebanese	Not Reported	Syrian	Other*
2023	71%	16%	11%	2%
2024	67%	19%	12%	2%

■ 2023 ■ 2024
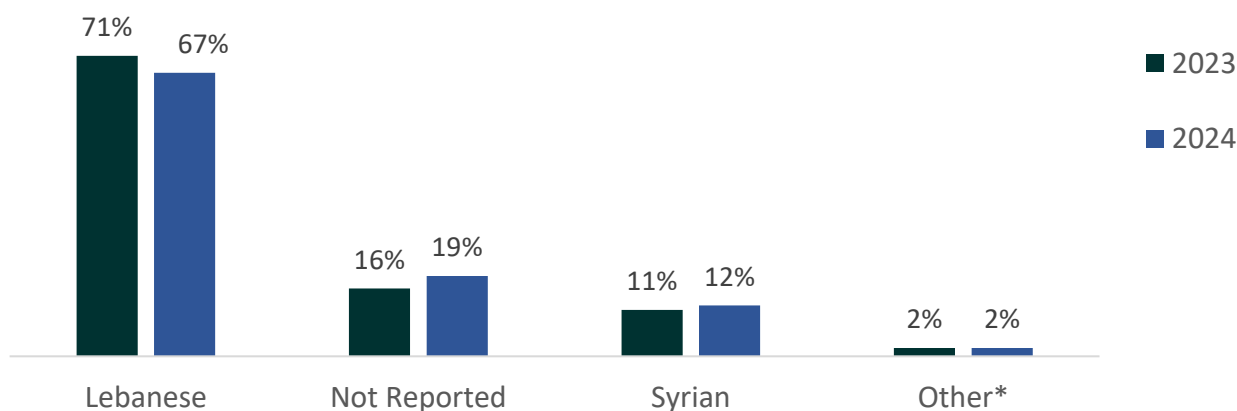
*Armenia, Australia, Bangladesh, Cameroon, Canada, Central African Republic, Colombia, Croatia, Czechia, Egypt, Ethiopia, France, Iran, Iraq, Italy, Japan, Jordan, Kenya, Kuwait, Lao People's Democratic Republic, Malaysia, Morocco, Netherlands, Oman, Palestine, Philippines, Romania, Russian Federation, Saudi Arabia, South Africa, Sri Lanka, Sudan, Tunisia, Turkey, United States of America, Yemen.

VI. COUNTRIES FROM WHICH CALLS CAME FROM

2024

98% 1% 1%
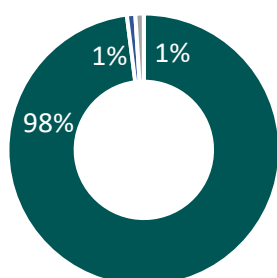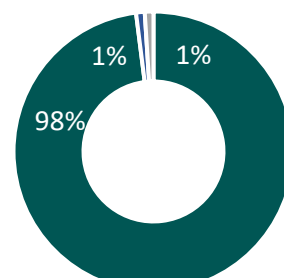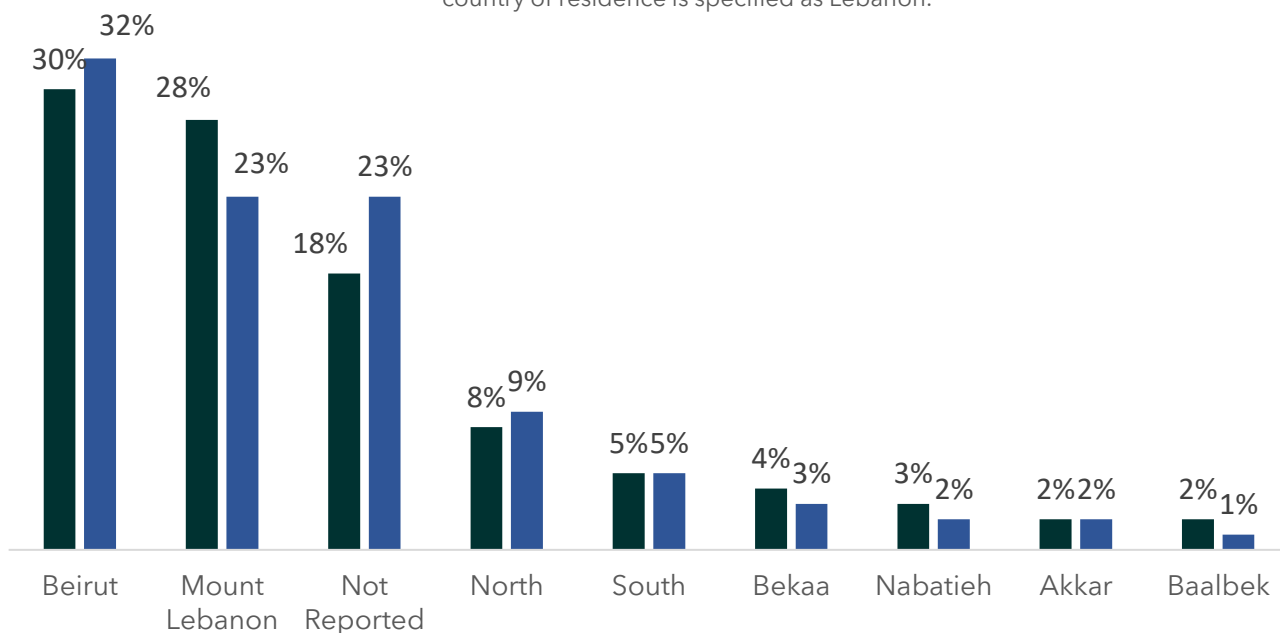
■ Lebanon
■ Not reported
■ Other*

*Australia, Belgium, Canada, Egypt, France, Georgia, Germany, Ghana, Hungary, Iraq, Japan, Jordan, Netherlands, Nigeria, Oman, Qatar, Romania, Saudi Arabia, Switzerland, Syrian Arab Republic, Turkey, United Arab Emirates, United States of America
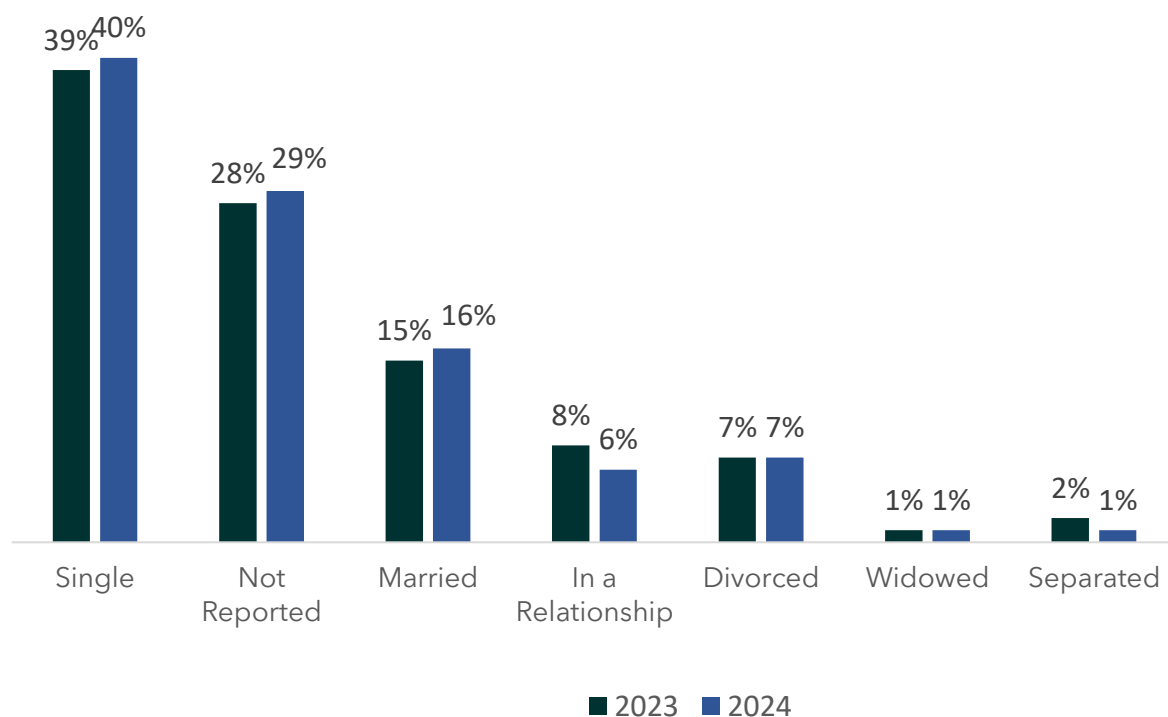
2023

98% 1% 1%

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VII. REGION OF CALLERS

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

Region of Callers bar chart:
- Beirut: 30% (2023), 32% (2024)
- Mount Lebanon: 28% (2023), 23% (2024)
- Not Reported: 18% (2023), 23% (2024)
- North: 8% (2023), 9% (2024)
- South: 5% (2023), 5% (2024)
- Bekaa: 4% (2023), 3% (2024)
- Nabatieh: 3% (2023), 2% (2024)
- Akkar: 2% (2023), 2% (2024)
- Baalbek: 2% (2023), 1% (2024)

VIII. MARITAL STATUS OF CALLERS

Marital Status of Callers bar chart:
- Single: 39% (2023), 40% (2024)
- Not Reported: 28% (2023), 29% (2024)
- Married: 15% (2023), 16% (2024)
- In a Relationship: 8% (2023), 6% (2024)
- Divorced: 7% (2023), 7% (2024)
- Widowed: 1% (2023), 1% (2024)
- Separated: 2% (2023), 1% (2024)

■ 2023 ■ 2024

IX. ACCOMMODATION ARRANGEMENT OF CALLERS

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

Nuclear Family 72% (2023), 60% (2024)
Not reported 23% (2023), 24% (2024)
Alone 11% (2023), 10% (2024)
Partner 3% (2023), 2% (2024)
Extended Family 2% (2023), 3% (2024)
Homeless 1% (2024)
Roommate 2% (2023), 1% (2024)
Other* 1% (2023), 2% (2024)
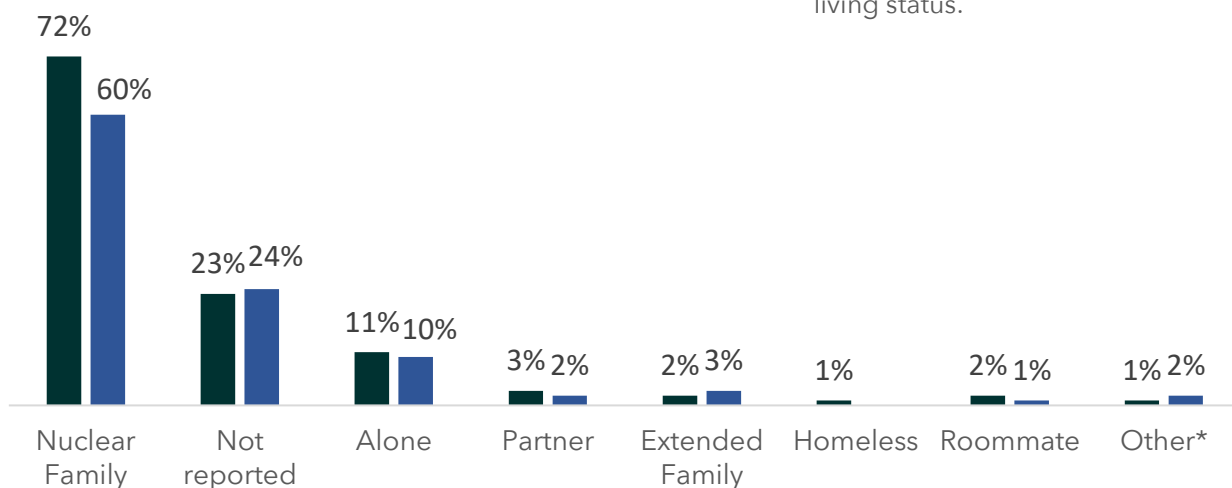
*__Other:__ displaced, living in a shelter.

■ 2023 ■ 2024

X. HIGHEST LEVEL OF EDUCATION OF CALLERS

Not Reported 39% (2024), 37% (2023)
Did Not Complete Primary/Elementary School 1% (2024), 2% (2023)
Primary/Elementary School (1st to 6th Grade) 2% (2024), 2% (2023)
Middle School (7th to 9th Grade) 5% (2024), 4% (2023)
High School (10th to 12th Grade) 12% (2024), 11% (2023)
Vocational/Technical Degree 4% (2024), 5% (2023)
Bachelor's Degree (BS, BA, DEA) 26% (2024), 29% (2023)
Master's Degree Completed (MS, MA, DESS) 8% (2024), 8% (2023)
Doctoral/Medical Degree (PhD, MD) 3% (2024), 2% (2023)
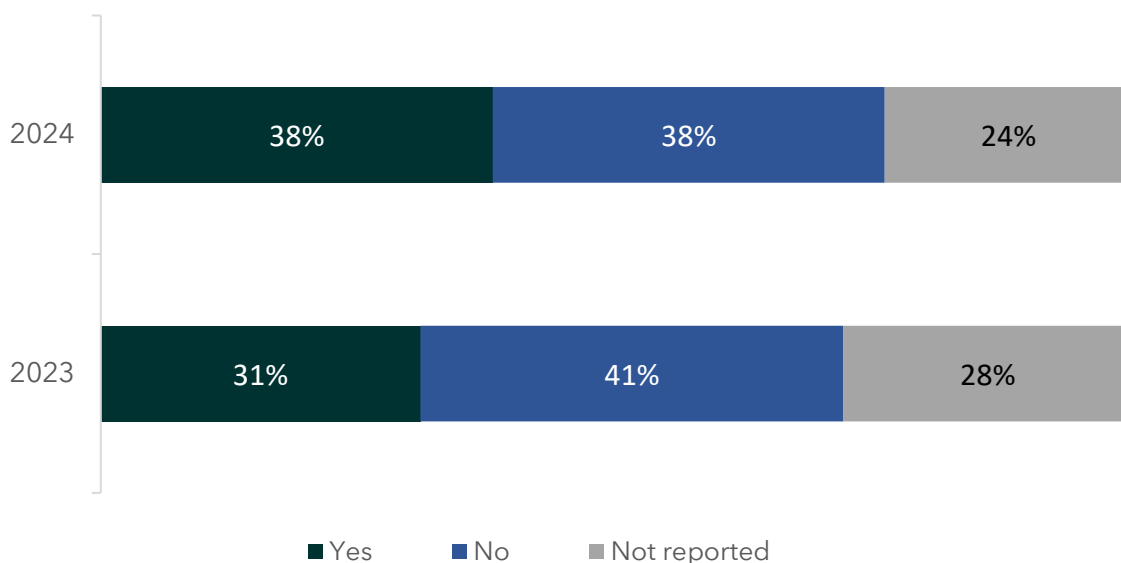
■ 2024 ■ 2023

XI. EMPLOYMENT STATUS OF CALLERS

*Percentages may or may not add up to 100% because each caller may have more than one employment status and missing data is not reported.

■ 2023 (n=9301) ■ 2024 (n=7039)

Employment Status	2023	2024
Unemployed	35%	42%
Employed full time	23%	30%
Student Full time	14%	14%
Employed Part time	7%	6%
Freelancer	5%	8%
Unable to Work	2%	3%
Student Part time	2%	1%
Volunteer	1%	
Homemaker	2%	2%
		1%
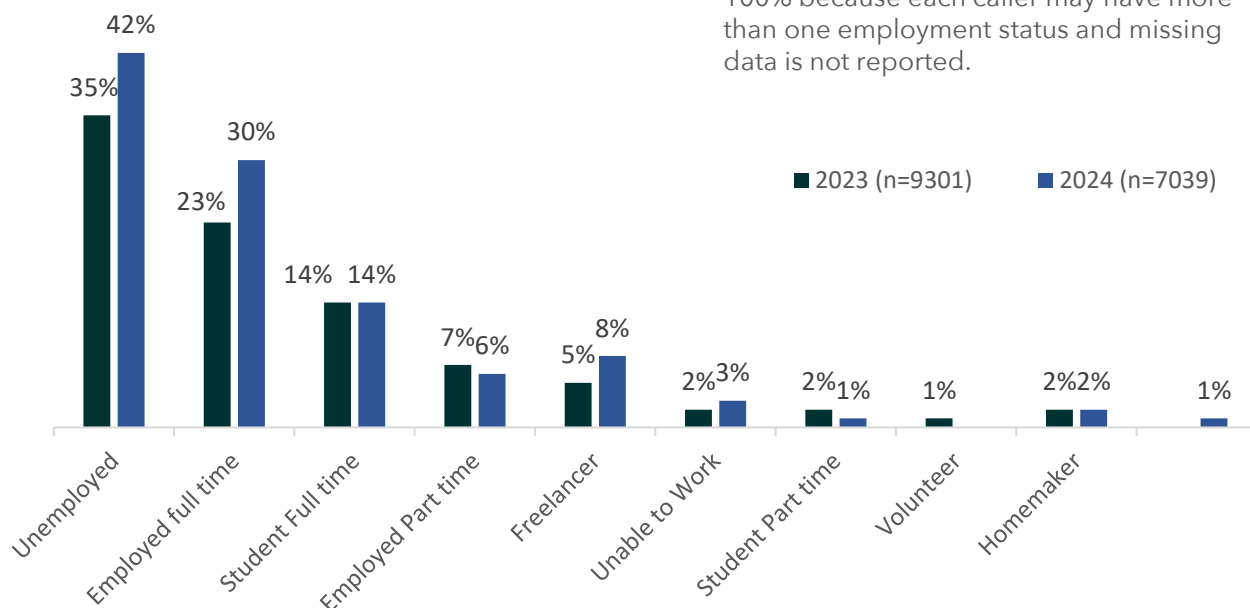
XII. CALLERS CURRENTLY SEEKING MENTAL HEALTH SERVICES

Year	Yes	No	Not reported
2024	38%	38%	24%
2023	31%	41%	28%

■ Yes ■ No ■ Not reported

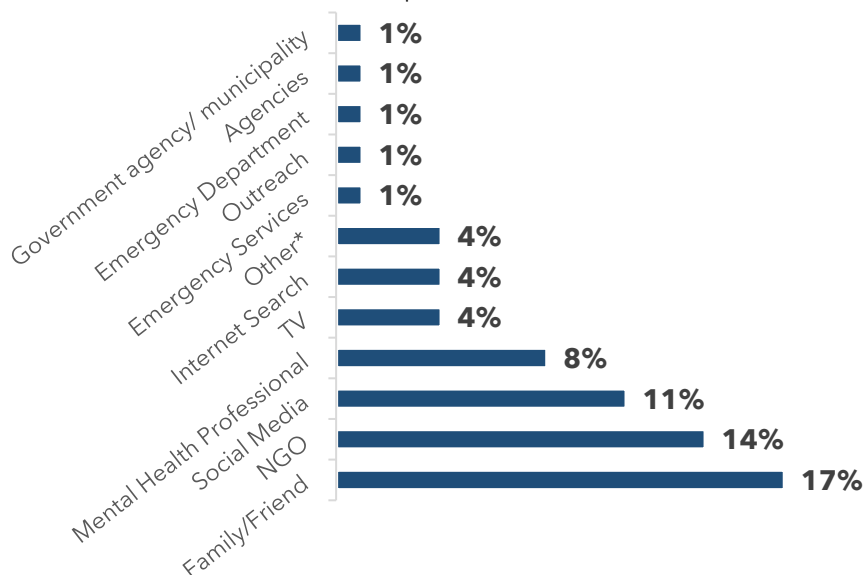# XIII. CHANGE IN LEVEL OF DISTRESS FROM BEGINNING TO END OF CALL

91% of calls in 2024 with available data (n=2503) 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 2023, where **90%** of calls with available data (n= 3136) were from individuals who reported a decrease in their level of distress by end of call.

XIV. HOW CALLERS HEARD ABOUT THE LIFELINE

In 2024, a total of **4126 callers** informed us of how they first learned about the National Lifeline. The below chart summarizes their responses.

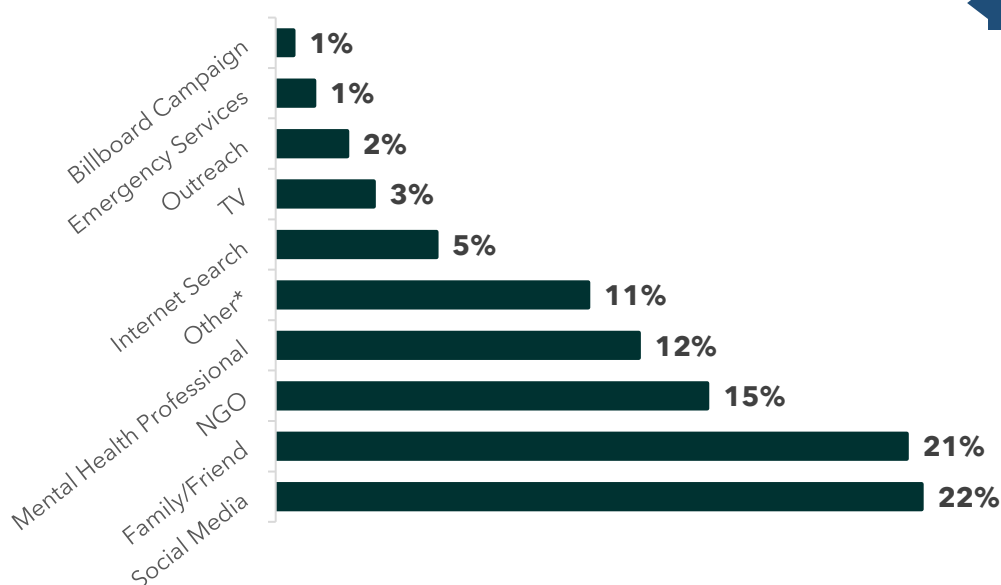| Category	Percentage
Government agency/ municipality	1%
Agencies	1%
Emergency Department	1%
Outreach	1%
Emergency Services	1%
Other*	4%
Internet Search	4%
TV	4%
Mental Health Professional	8%
Social Media	11%
NGO	14%
Family/Friend	17%

*ChatGPT, Called by Mistake, Doctor, Embrace, Ex-Operator, Google, Hospital, Magazine,, PHCC, Previous Caller, School, SMS, UN, University.
***Note:** Percentages may not add up to 100% because callers who responded with "none" are not reported.*
***Government agency/ municipality** was added in September.*

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

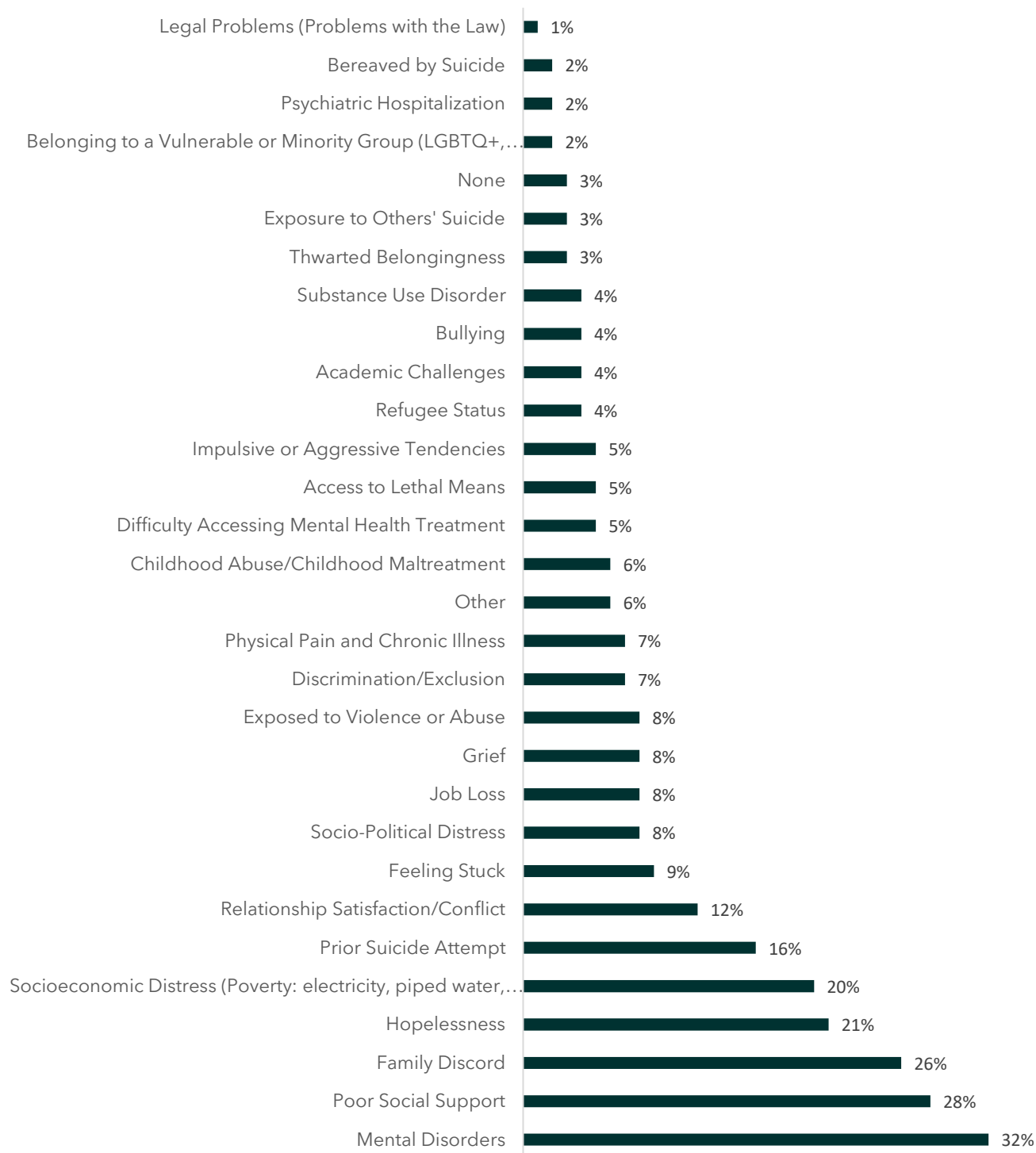| Category	Percentage
Billboard Campaign	1%
Emergency Services	1%
Outreach	2%
TV	3%
Internet Search	5%
Other*	11%
Mental Health Professional	12%
NGO	15%
Family/Friend	21%
Social Media	22%

*Chat GPT, Called by mistake, Clinics, Conference, Doctor, Embrace, Ex-operator, Google, Hospital, Magazine, MoPH, Municipality, PHCC, Previous Caller, Protests, School, SMS, UN, University.
***Note:** Percentages may not add up to 100% because callers who responded with "none" are not reported.*

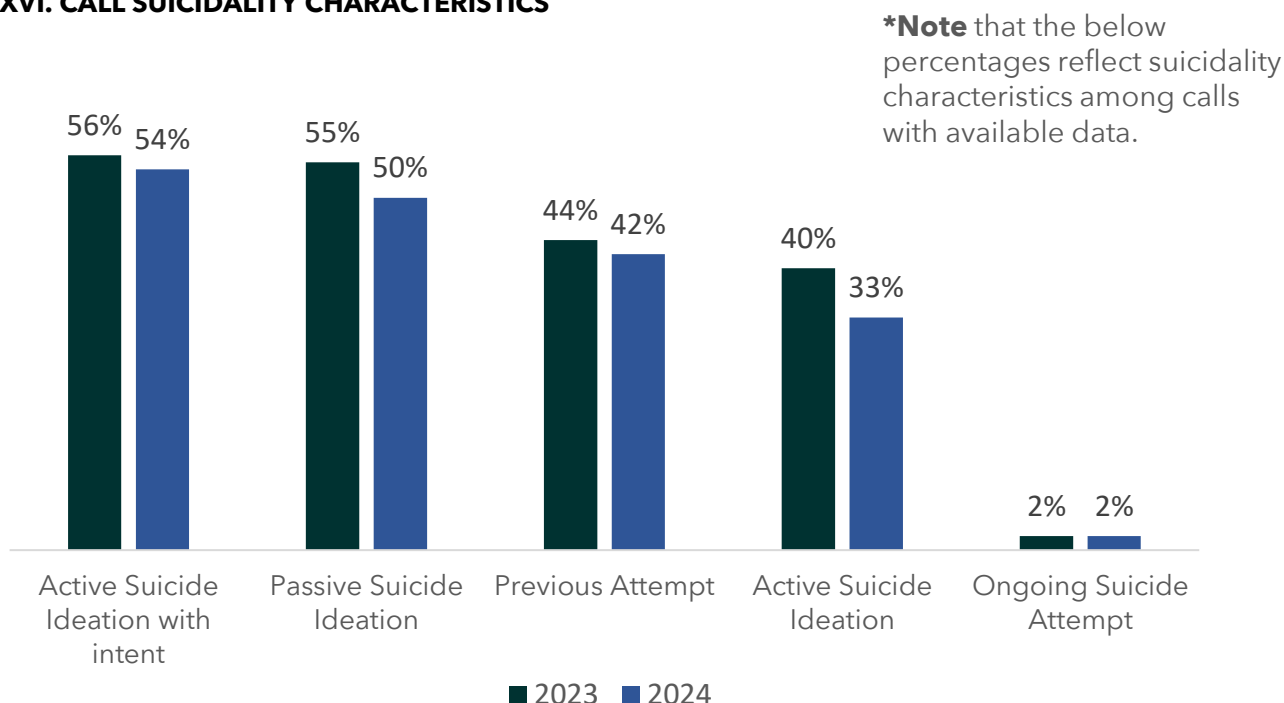| Risk Factor	Percentage
Legal Problems (Problems with the Law)	1%
Bereaved by Suicide	2%
Psychiatric Hospitalization	2%
Belonging to a Vulnerable or Minority Group (LGBTQ+,…	2%
None	3%
Exposure to Others' Suicide	3%
Thwarted Belongingness	3%
Substance Use Disorder	4%
Bullying	4%
Academic Challenges	4%
Refugee Status	4%
Impulsive or Aggressive Tendencies	5%
Access to Lethal Means	5%
Difficulty Accessing Mental Health Treatment	5%
Childhood Abuse/Childhood Maltreatment	6%
Other	6%
Physical Pain and Chronic Illness	7%
Discrimination/Exclusion	7%
Exposed to Violence or Abuse	8%
Grief	8%
Job Loss	8%
Socio-Political Distress	8%
Feeling Stuck	9%
Relationship Satisfaction/Conflict	12%
Prior Suicide Attempt	16%
Socioeconomic Distress (Poverty: electricity, piped water,…	20%
Hopelessness	21%
Family Discord	26%
Poor Social Support	28%
Mental Disorders	32%

*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.
 Belonging to a Vulnerable or Minority Group, *Difficulty Accessing Mental Health Treatment*, *Feeling Stuck*, and *Refugee Status* were added in July 2024.

XVI. CALL SUICIDALITY CHARACTERISTICS

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

	Active Suicide Ideation with intent	Passive Suicide Ideation	Previous Attempt	Active Suicide Ideation	Ongoing Suicide Attempt
2023	56%	55%	44%	40%	2%
2024	54%	50%	42%	33%	2%

■ 2023 ■ 2024

XVII. ORIENTATION TO SERVICES

In **33% of calls** in 2024, operators provided the caller with an orientation to other services. This is a notable increase from 2023 when **28%** of calls ended with the provision of an orientation to other services.

XVIII. DISPATCHING THE NATIONAL MENTAL HEALTH EMERGENCY TEAM

The National Mobile Mental Health Emergency Response Team was dispatched for **53** times during the year of 2024, responding to **42 beneficiaries** experiencing a mental health or suicide emergency in Beirut and Tripoli governorates as opposed to **49** dispatches and **34** beneficiaries in 2023.

XIX. QUALITY ASSURANCE CALLS

In 2024, 1,045 quality assurance calls were conducted (noting that the quality assurance process was halted during the war from the end of September till December) 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**.
In 2023, 590 quality assurance calls were with a consistent average satisfaction rate of **4.53**.

The National Lifeline is supported by