



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 Program at the Ministry of Public Health

### LIFELINE QUARTERLY REPORT

January- March 2024

REPORTING PERIOD  
**January- March 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.

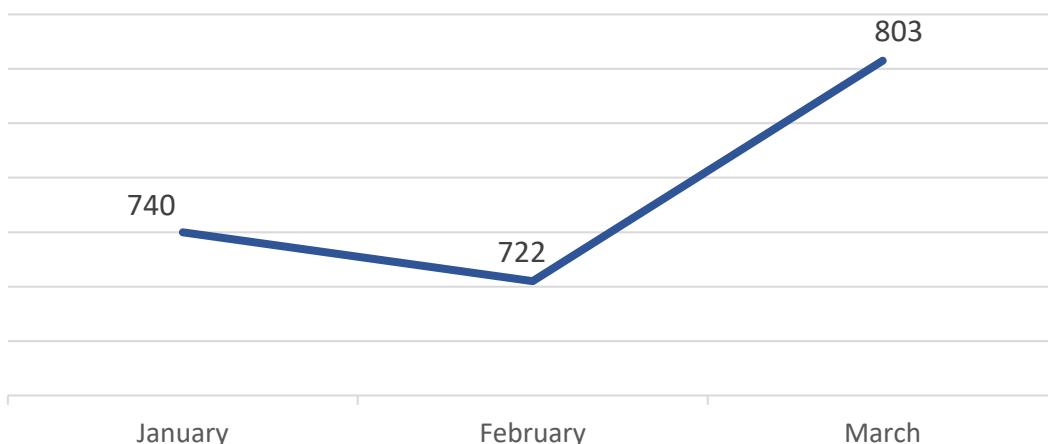
The numbers in this report are meant to offer a snapshot of the population that the National Lifeline serves. Please note that while that this information is recorded as accurately as possible, not all information may always be available. Unless otherwise indicated, the frequencies and percentages reported 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 1 2024.  
[www.embracelebanon.org](http://www.embracelebanon.org)



## TOTAL NUMBER OF CALLS WITH CAPTURED DATA: 2265

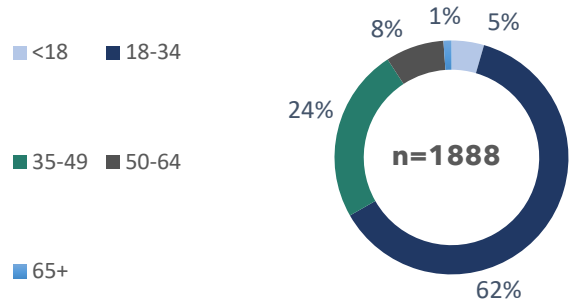
The below charts represents the total number of calls per month for this quarter.



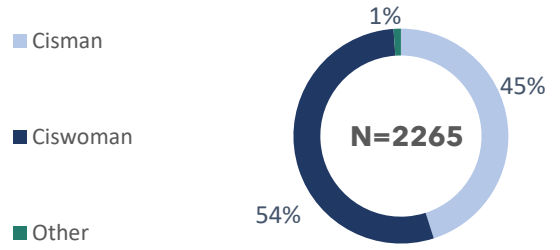


## I. AGE OF CALLERS

The mean age of callers within the reporting period was found to be 31.

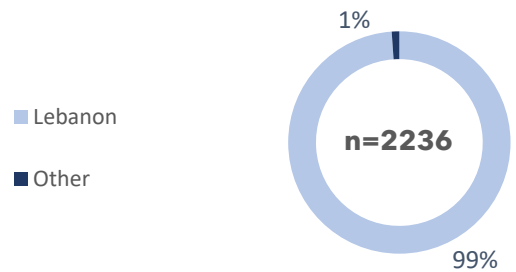


## II. GENDER OF CALLERS



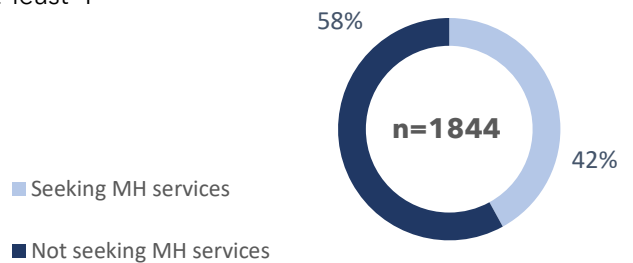
## III. COUNTRY OF CALLERS

\*Angola, Egypt, France, Palestine, Qatar, Switzerland, United States of America



## IV. CALLERS CURRENTLY SEEKING MENTAL HEALTH SERVICES

**42%** of calls with available data for this indicator (n=1844) are from individuals who reported currently receiving at least 1 mental health service.

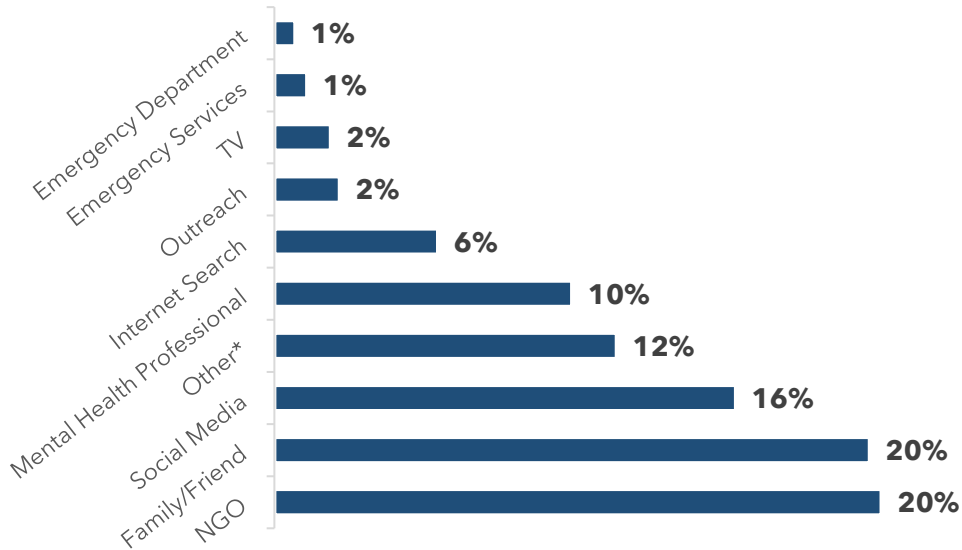




## V. HOW CALLERS HEARD ABOUT THE LIFELINE

n = 721

A total of **721 callers** informed us of how they first learned about the National Lifeline. The below chart summarizes their responses.



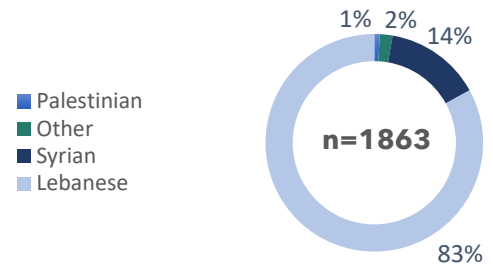
\*Chat GPT, Church, Doctor/Nurse, Embrace Clinics, Embrace Training/Awareness Sessions, Film Festival, Google, Health care center, Instagram, Libanpost, Life Coach, Mobile Clinic, Netflix, Newspaper, Previous caller, Previous Employee, Step-by-Step, Teacher, Tiktok, and UN.

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

## VI. SEXUAL ORIENTATION OF CALLERS

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

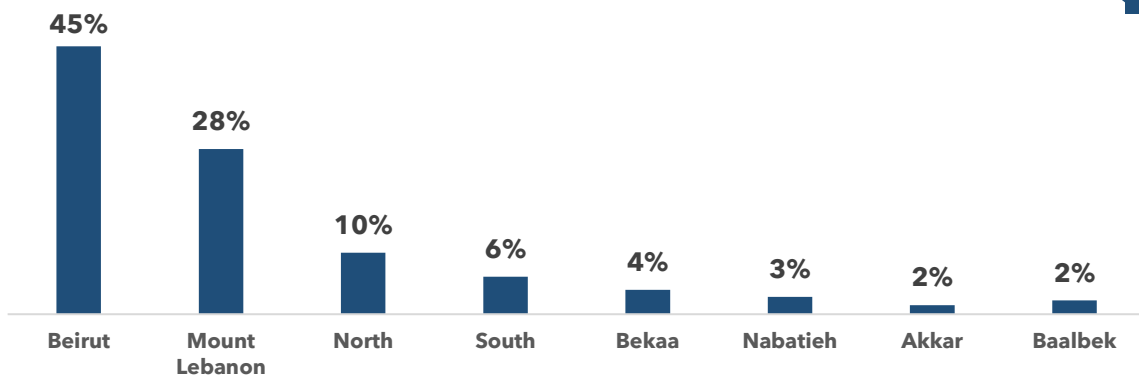
## VII. NATIONALITY OF CALLERS



\*Armenia, Cameroon, Egypt, Ethiopia, Iraq, Jordan, Kuwait, Saudi Arabia, South Africa, Sri Lanka, Sudan, the United States of America, and Yemen.

## VIII. REGION OF RESIDENCE AMONG CALLERS FROM LEBANON

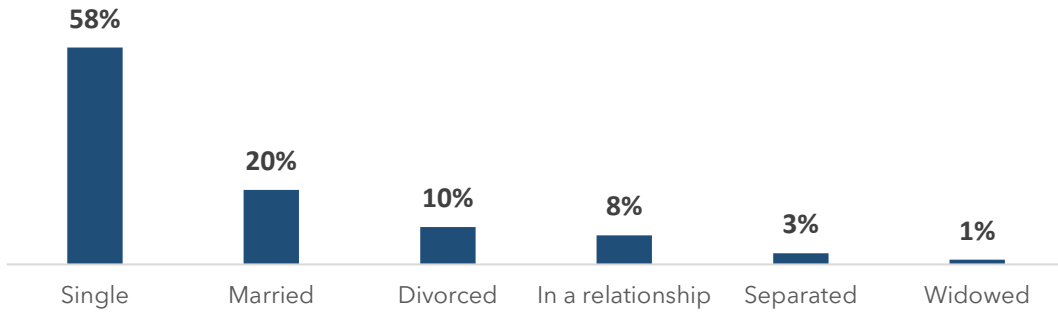
n = 202





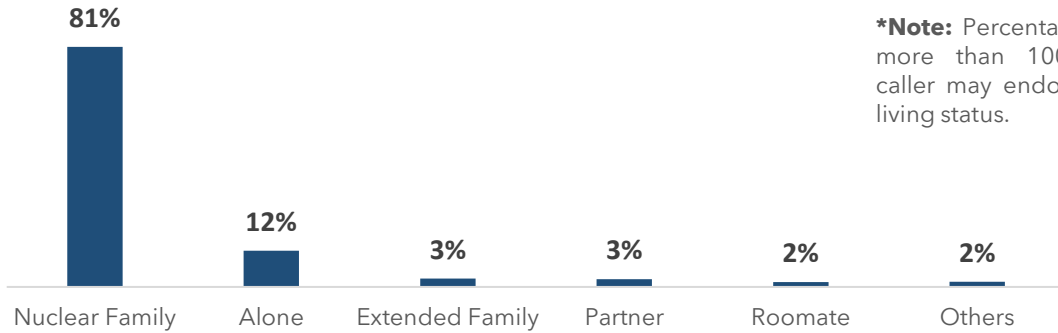
### IX. MARITAL STATUS OF CALLERS

n = 1587



### X. CALLER LIVING WITH

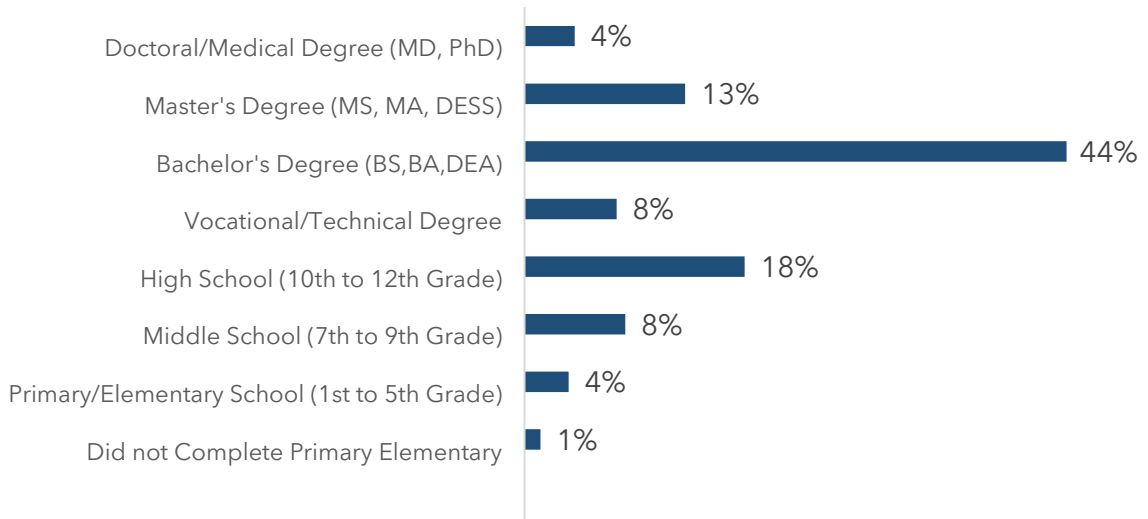
Nn= 1726



**\*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

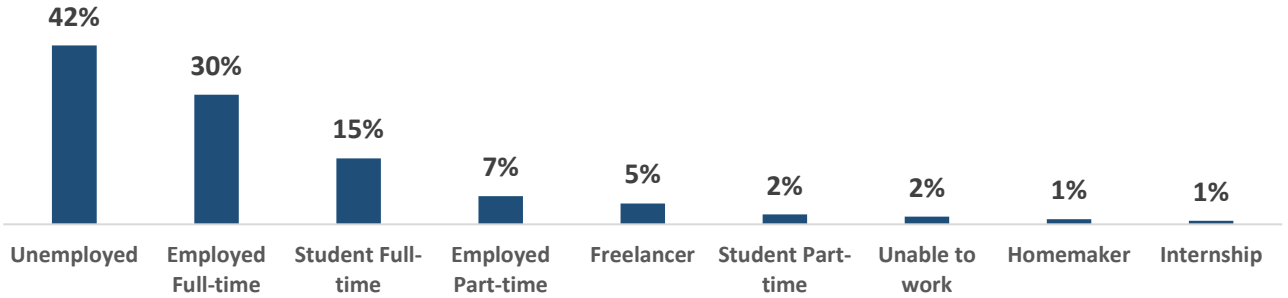
n = 1370





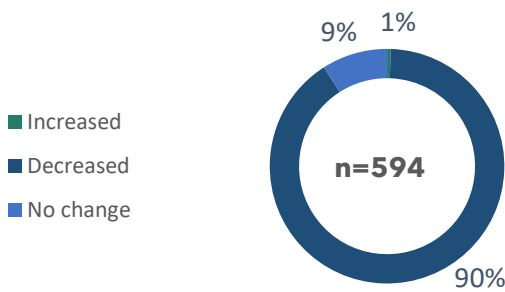
## XII. EMPLOYMENT OF CALLERS

n = 1594



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

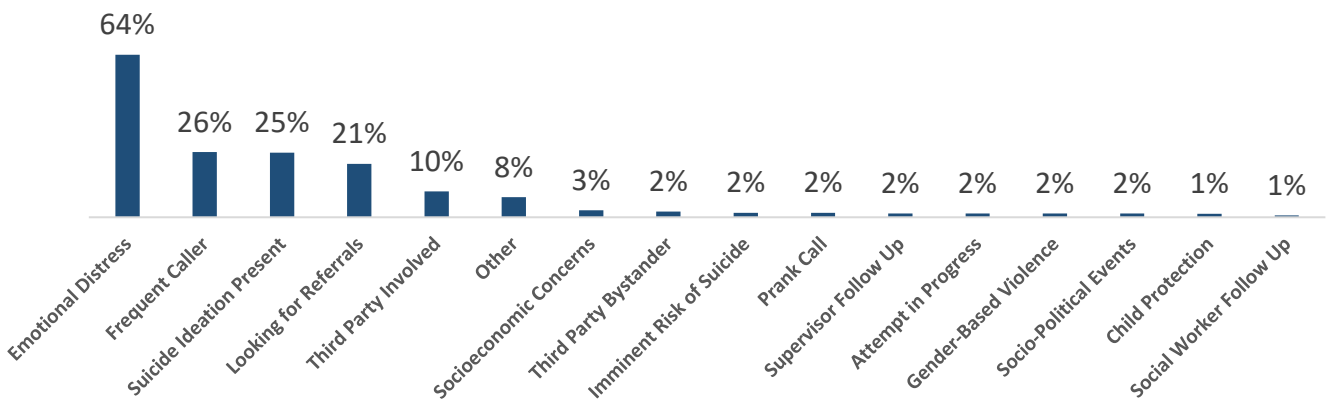
## XIII. CHANGE IN LEVEL OF DISTRESS FROM BEGINNING TO END OF CALL



In **90%** of calls with available data for this indicator (n=594), 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. **1%** 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 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).

## XV. SUICIDE ATTEMPT ONGOING

**2%** of calls were from individuals who had a suicide attempt that was ongoing during the call.



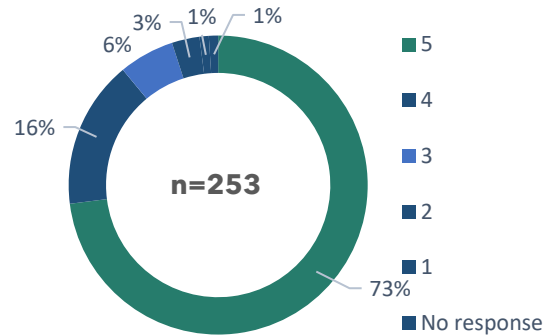
## QUALITY ASSURANCE CALLS CONDUCTED

332

### I. LEVEL OF SATISFACTION

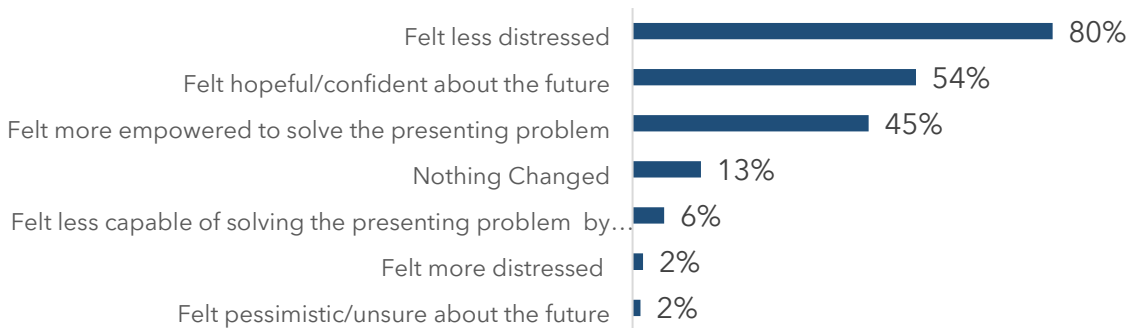
**332** Quality assurance calls were conducted between January to March 2024.

**253** responded and agreed to participate. Beneficiaries were asked to rate their level of satisfaction with the services received during their initial call on a scale of 1 to 5 with higher numbers indicating greater satisfaction. Across all **253** callers, the average satisfaction rating was **4.6**.



### II. CALL OUTCOME

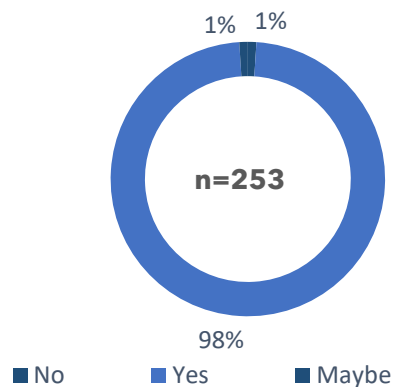
The below figure outlines caller-reported outcomes of their initial call to the Lifeline (n=249).



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

### III. LIFELINE RECOMMENDATION

**99%** of callers (n=244) reported that they would recommend the Lifeline to others in need of assistance.

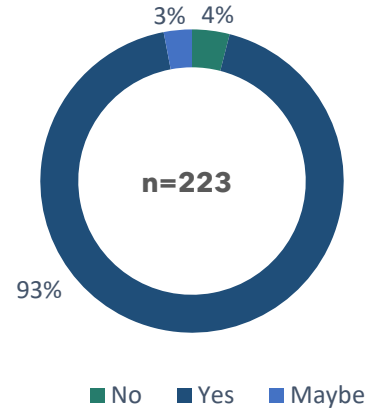






#### IV. CALL BACK

**93%** of callers with available data\* (n=223) reported that they would call the Lifeline again if they were experiencing emotional distress or thinking about suicide

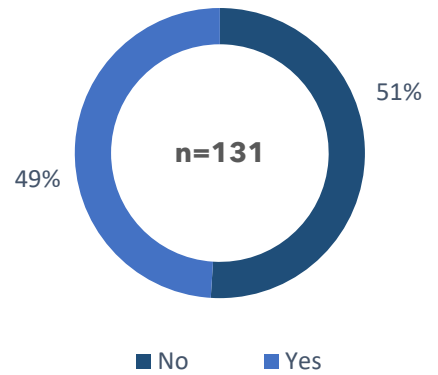


#### V. HELPFULNESS OF THE ORIENTATION TO OTHER SERVICES

**179** of the 253 callers were provided with referrals during their initial call to the Lifeline. Of them, **131** provided insight about the service.

**51%** reported that the service was helpful.

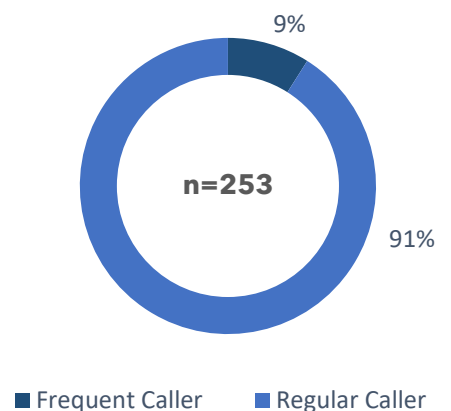
**49%** did not find it helpful for logistical reasons related to the NGOs not accepting the case, or related to the called (transportation services, have not called yet).



#### VI. FREQUENT CALLERS' FEEDBACK

**9% (24 out of 253)** callers were **frequent callers** and were asked slightly different questions than the regular callers including if :

- In this specific call there was anything done that helped their distress that had not been used before or vice versa
- Their calls to the national lifeline are helping them acquire any skills that they can use daily





## 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

JANUARY	120	FEBRUARY	86	MARCH	80
<b>TOTAL NUMBER OF CONSULTATIONS</b>					<b>286</b>
<b>1<sup>st</sup> CONSULT*</b>	<b>45</b>	<b>REFERRAL**</b>	<b>33</b>	<b>FOLLOW UP***</b>	<b>208</b>
<b>TOTAL NUMBER OF CALLERS REFERRED TO LIFELINE SOCIAL WORKER</b>					<b>44</b>
<b>TOTAL NUMBER OF CALLERS ENGAGED WITH</b>					<b>66</b>
<b>TOTAL NUMBER OF ACTIVE CASES</b>		<b>26</b>	<b>TOTAL NUMBER OF CLOSED CASES</b>		<b>41</b>
<b>AVERAGE TIME TO CLOSE A CASE (IN DAYS)</b>					<b>47</b>

**Note:** One caller had two separate cases open during this period.

**Total Number of Active Cases:** Refers to the number of callers who are still being followed up by the Mental Health Social Worker

**\*1<sup>st</sup> Consults:** Refers to the number of cases contacted by the Mental Health Social Worker for the 1<sup>st</sup> consultation after being referred from the Lifeline.

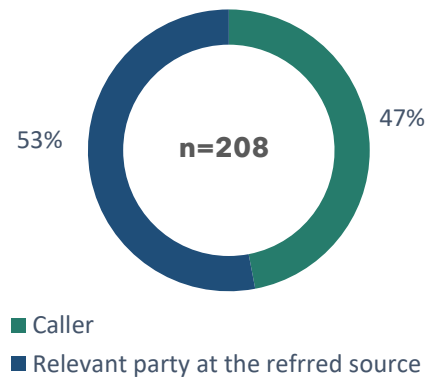
**\*\*Referral:** Refers to the Social Worker's first contact with the organization the caller is to be referred to.

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

### I. ZOOM IN ON FOLLOW-UP CASES

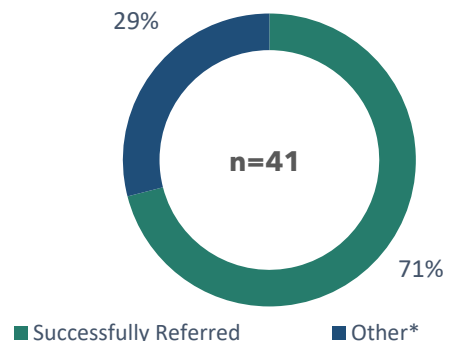
*Follow Up Consultations can be carried out with the callers directly or with the relevant party at a referred resource.*

**53%** of follow up consultations were conducted with the **relevant party at the referred resource** (e.g., a case manager at a rehab facility) and **47%** were with the **callers directly**.



### II. ZOOM IN ON CLOSED CASES

**71%** of cases were successfully referred and **29%** were beneficiaries that were unreachable/done all that is possible/referred to another source.





### III. ZOOM IN ON NEW CASES

n = 48

#### A. URGENCY LEVEL



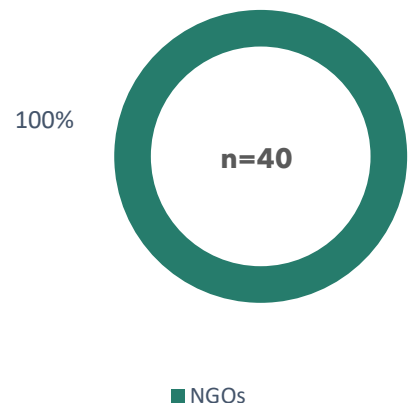
**Low** : Cases that are assessed to be safe. They need additional support or preventive measures because there is a potential for the person to be at risk in the future if the services are not provided.

**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

#### B. REFERRALS TYPES

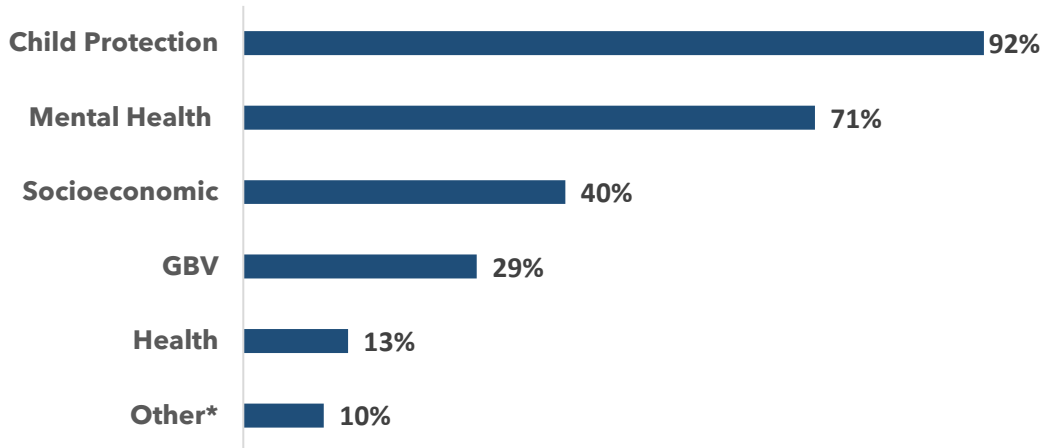
**100%** of callers were referred to NGOs (n=40). The social worker collaborated with several NGOs in order to successfully refer the beneficiaries.





### C. REASON FOR REFERRAL

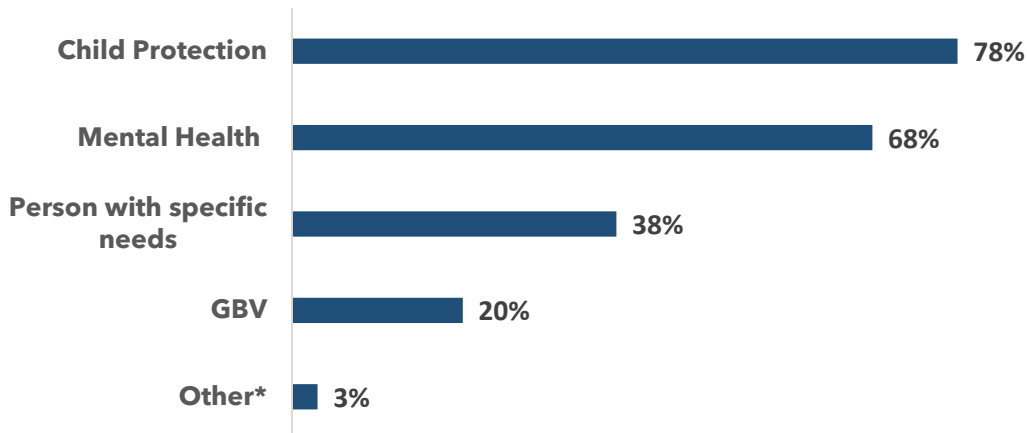
n = 48



**Note** that percentages for the bar charts may add up to more than 100% because the callers may be referred for several reasons.\*Other: General protection, disability, education, livelihood.

### D. REFERRALS PROVIDED

n = 40



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

\*Other: Legal.

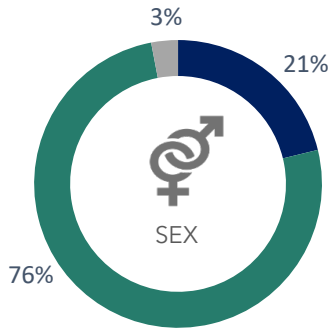
Abbreviations: GBV= Gender Based violence.

# CALLER DEMOGRAPHICS

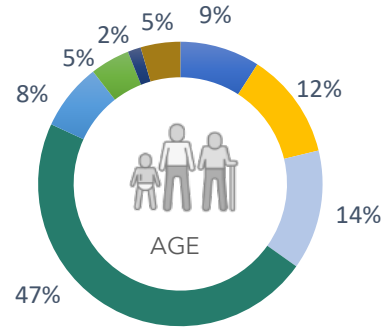
TOTAL NUMBER OF CALLERS ENGAGED WITH

66

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.

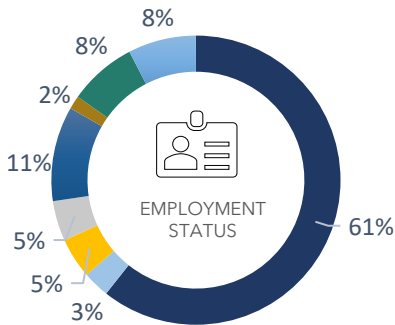


Male Female Not reported

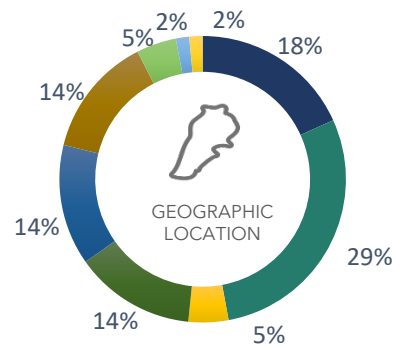


Less than 18 18-24 25-34 35-44  
45-54 55-64 65+ Not reported

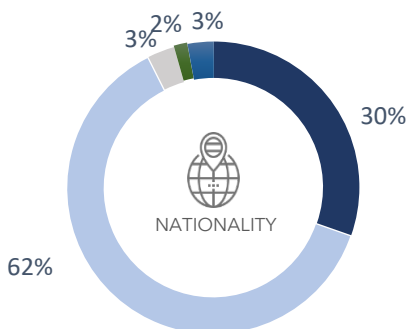
The mean age of beneficiaries assisted was 35 years.



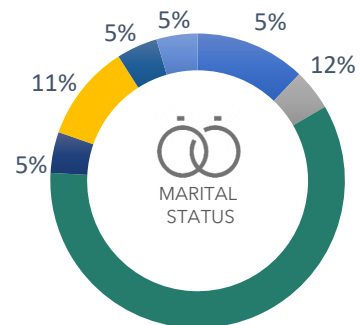
Unemployed Employed Part-time  
Employed Full-time Not reported  
Student Full-time Other  
Freelancer Unable to work



Beirut Mount Lebanon Baalbeck-Hermel  
Bekaa South Lebanon North Lebanon  
Nabatieh Not reported Akkar



Lebanese Syrian Not Reported Palestinian Other



Divorced In a relationship Married  
Separated Single Widowed  
Not reported

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



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LHF Lebanon  
Humanitarian  
Fund



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