



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

**MONTHLY LIFELINE
INDICATORS**

REPORTING PERIOD
August 2023

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 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



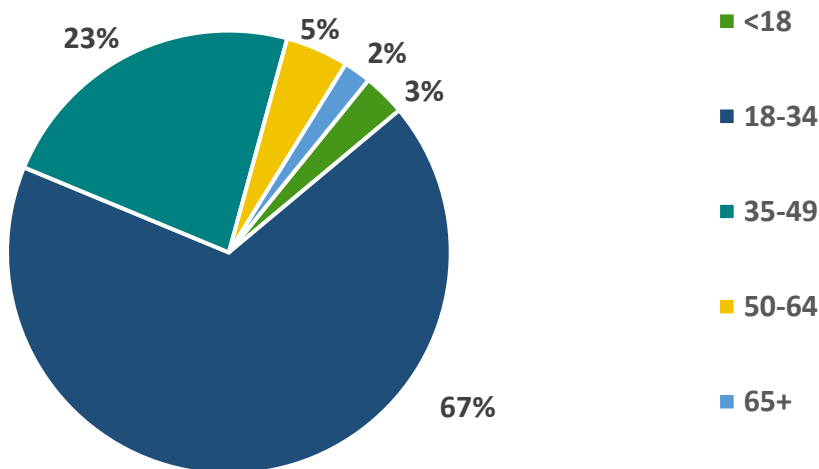
August 2023

TOTAL NUMBER OF CALLS WITH CAPTURED DATA

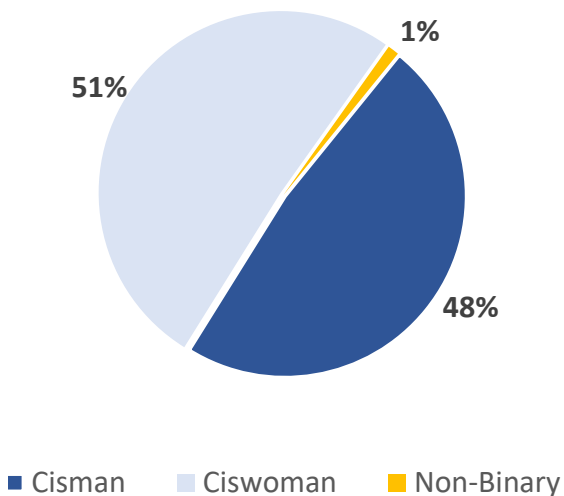
923

I. AGE OF CALLERS (n= 809)

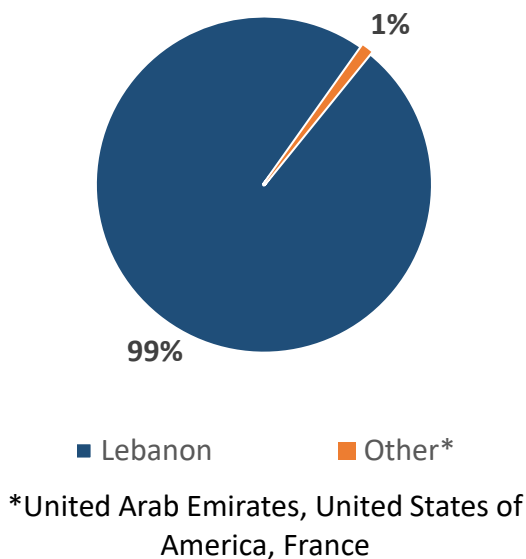
MEAN AGE: 30



II. GENDER OF CALLERS



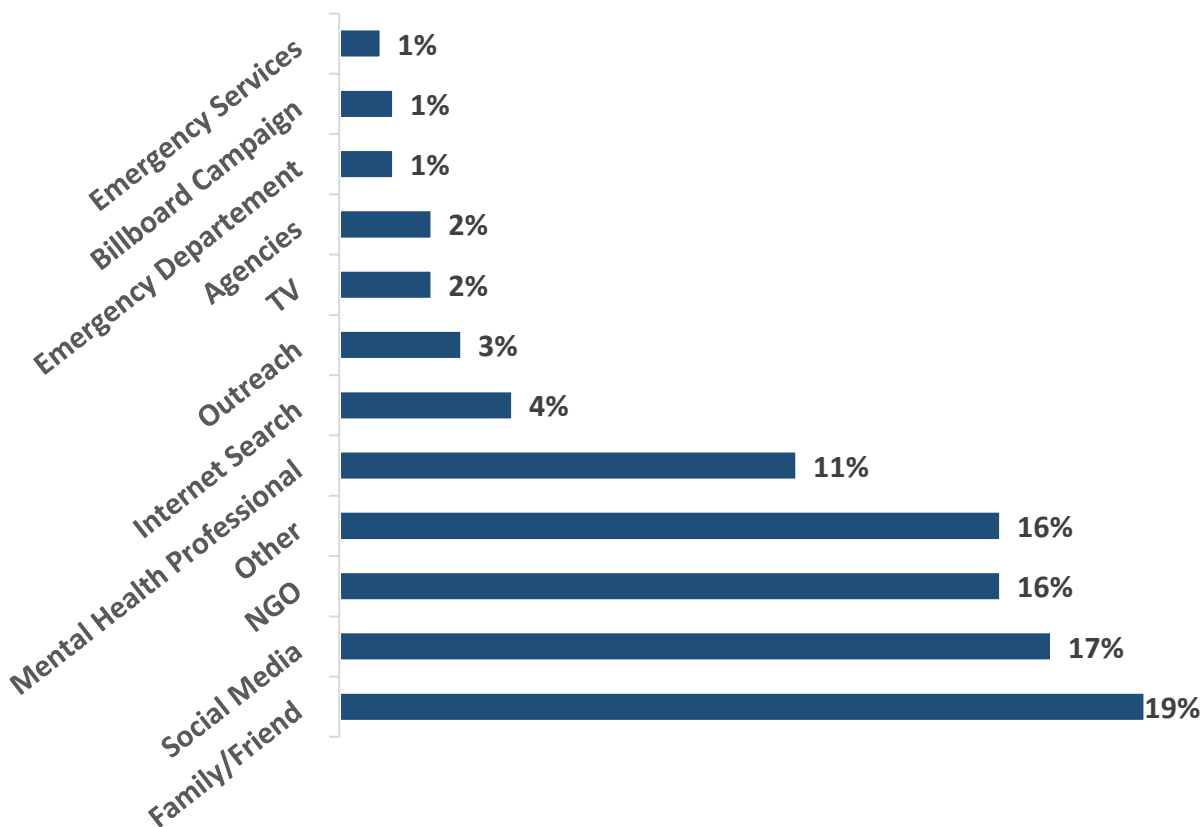
III. COUNTRY OF CALLERS (n=912)



IV. HOW CALLERS HEARD ABOUT THE LIFELINE

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

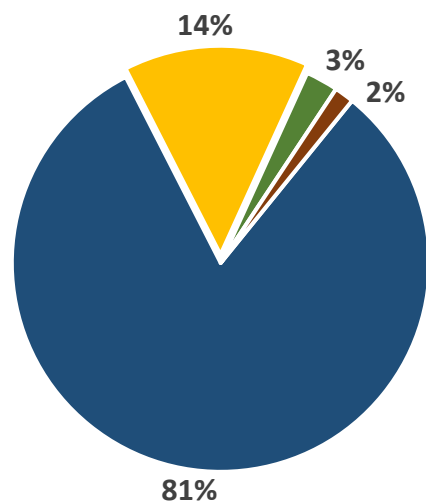
A total of **315 callers** informed us of how they first learned about the National Lifeline. The below chart summarizes their responses.



V. SEXUAL ORIENTATION OF CALLERS

12% of calls received by the Embrace Lifeline come from self-identifying LGBTQI+ individuals.

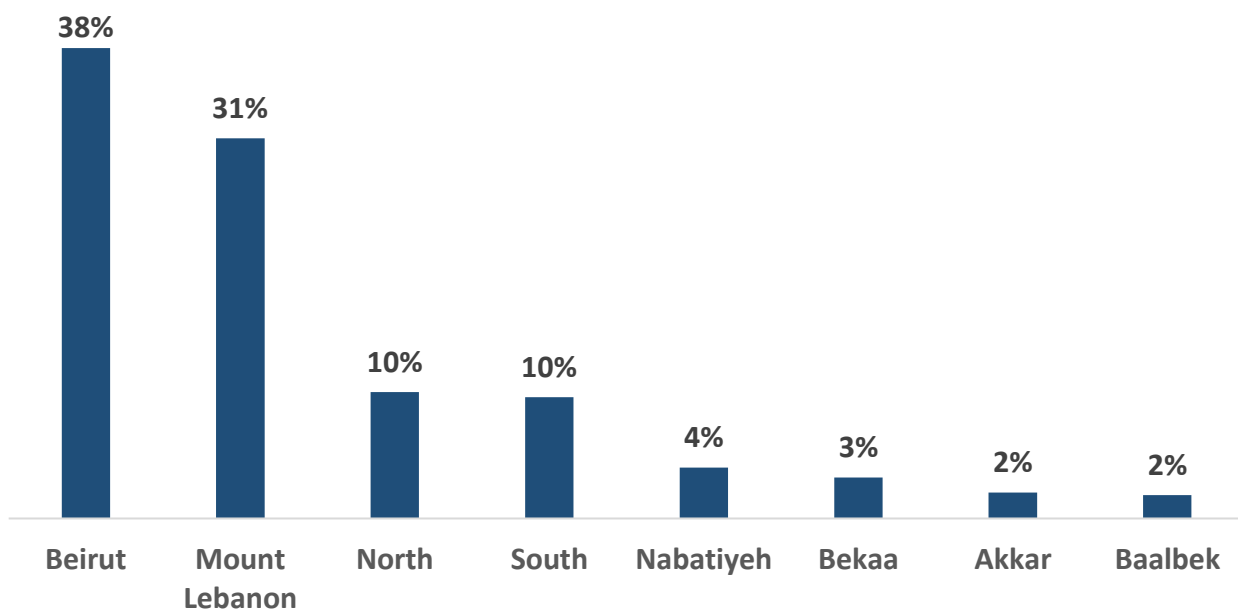
VI. NATIONALITY OF CALLERS (n=800)



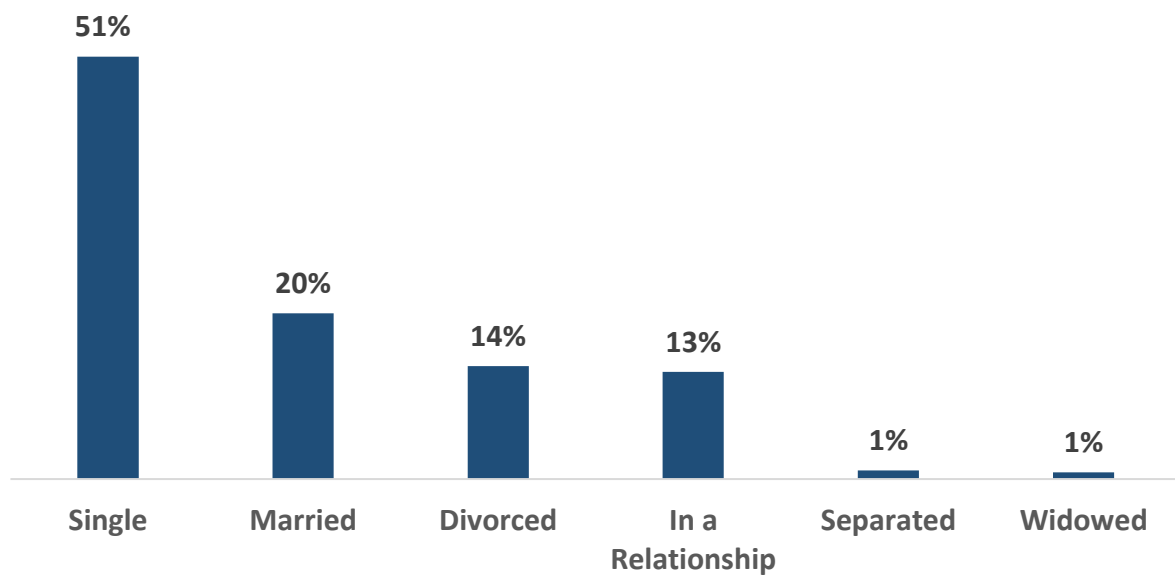
■ Lebanese ■ Syrian ■ Palestinian ■ Others*

*Bangladeshi, Egyptian, Iraqi, Jordanian, Kuwaiti, Filipino, Sudanese, Tunisian.

VII. REGION OF RESIDENCE AMONG CALLERS FROM LEBANON (n=756)

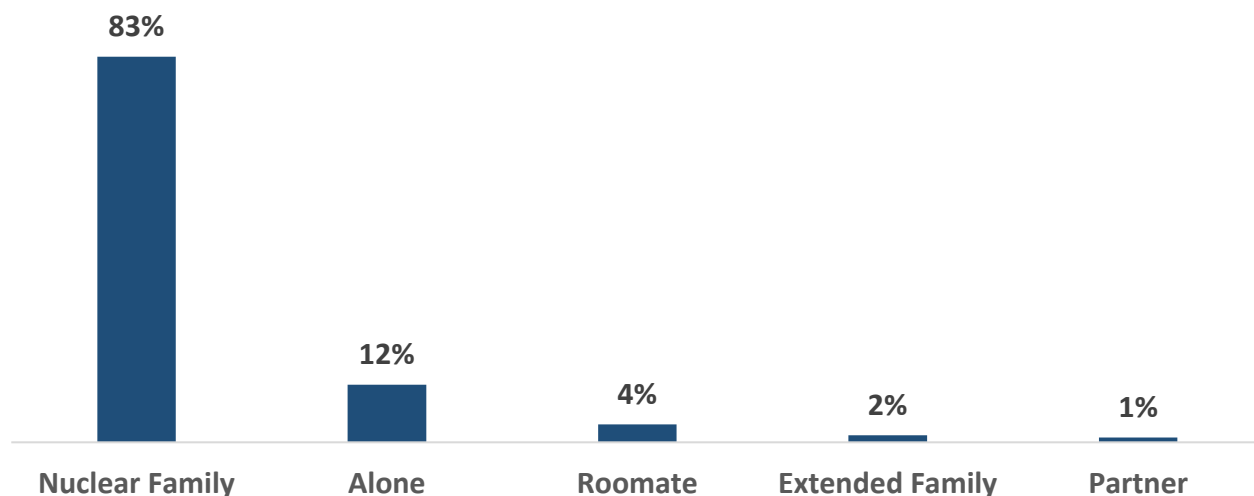


VIII. MARITAL STATUS OF CALLERS (n=670)

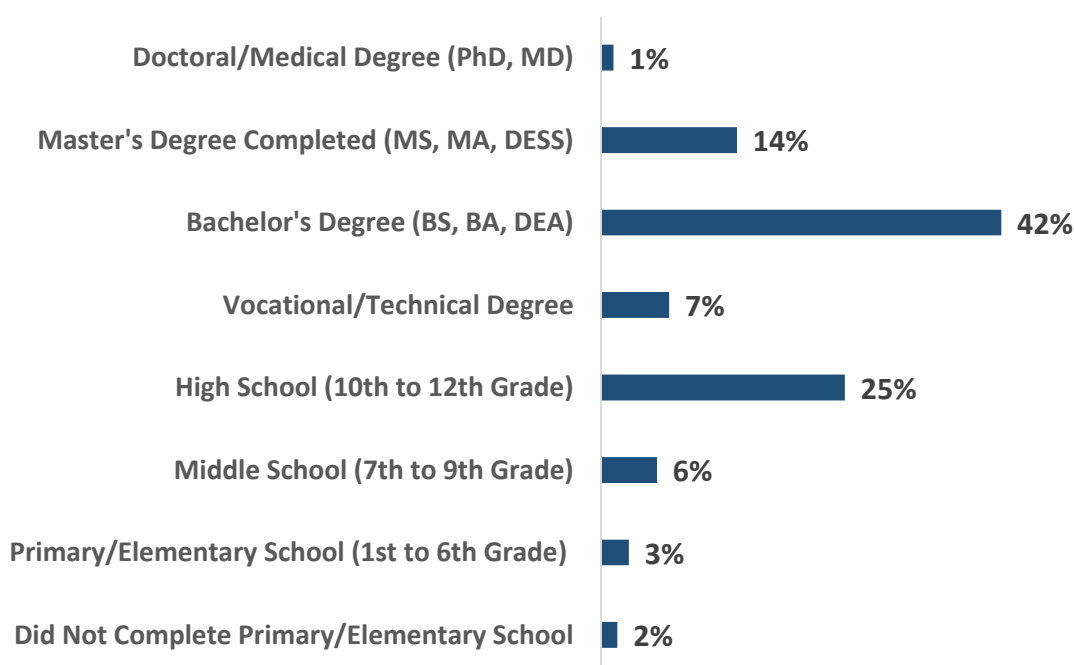


IX. CALLER LIVING WITH (n=681)

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

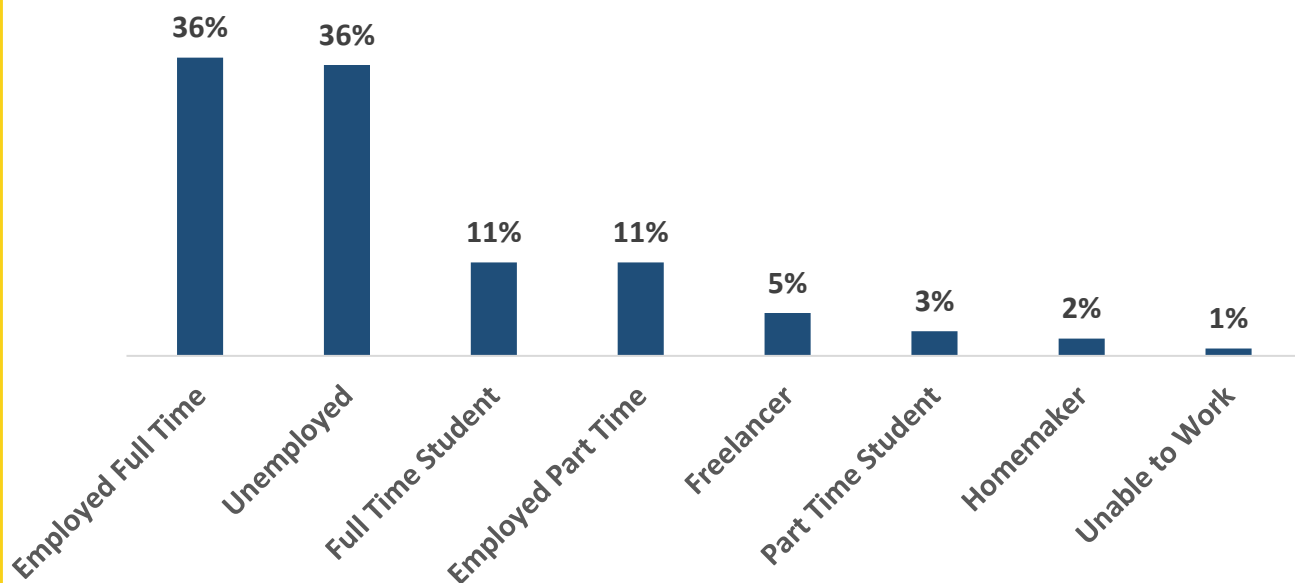


X. HIGHEST LEVEL OF EDUCATION OF CALLERS (n=580)



XI. EMPLOYMENT OF CALLERS (n=660)

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



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



87% of calls with available data for this indicator (n=238) reported a **decrease in the level of distress** from the beginning of the call to the end of the call. **13%** of calls were from individuals whose **level of distress did not change** from the beginning to the end of the call.

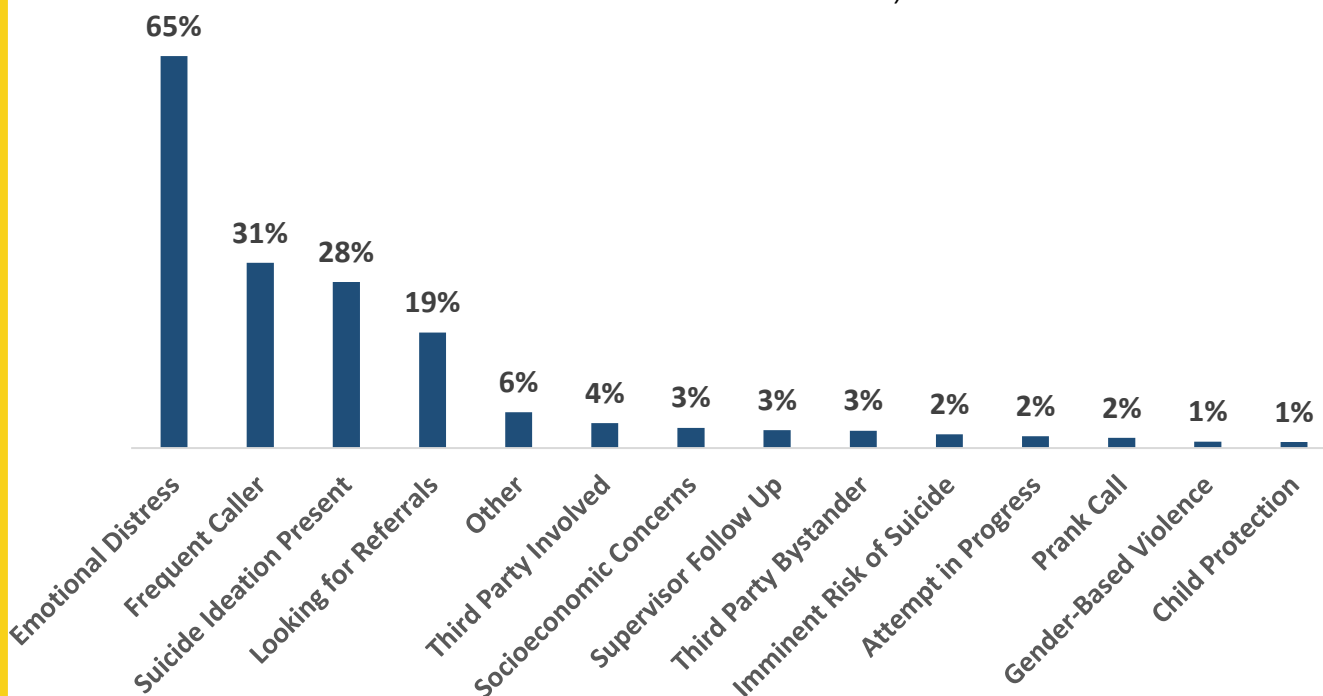
**Note: In some callers, the level of distress may continue to be high even after seeking support from an emotional support service such as the National Lifeline, as the intensity of their distress may be linked to stressors, they are facing that may remain unresolved. The Lifeline will orient callers to available resources and services depending on their needs. When received, such services would decrease their psychological distress.*

XIII. CALLERS CURRENTLY SEEKING MENTAL HEALTH SERVICES

44% of calls with available data for this indicator (n=677) are from individuals who reported currently receiving *at least 1* mental health service.

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.

XXII. ASSOCIATION BETWEEN THE CALLERS' CHARACTERISTICS AND TYPES OF CALL

To note that the below is a bivariate analysis. The founded associations can be confirmed using a multivariable analysis by taking the effects of third variables into consideration.

To identify predictors associated with the most frequent types of call such as the “**Emotional Distress (ED)**”, the “**Frequent Callers (FC)**” and the “**Suicidal Ideation (SI)**” respectively & the **callers' characteristics**, a bivariate analysis was conducted.

There were **significant associations** between:

- *Having an ED type of call and marital status. ED callers were more mostly married or separated compared to non-ED callers.*
- *Having a FC type of call and gender, marital status, governorate, education, employment status and seeking MH services. FC were mostly cismen, married or widowed, divorced, separated individuals, living in Beirut or the North-Akkar areas. They were also more likely to hold a university degree, be employed full-time, and less likely to be part-time students. Furthermore, they do seek MH services more than non-FC.*
- *Having a SI type of call and marital status and seeking MH services. Callers with a SI type of call were most likely single or separated. They also do seek MH services more than non-SI.*

	Yes	No	P-value	Yes	No	P-value	Yes	No	P-value
Age	30.6±11.8	29.8±11.4	0.3	29.9±9.9	30.6±12.5	0.4	29.5±10.3	30.6±12.1	0.2
Gender			0.06			<0.001			0.8
Cisman	292 (48.2)	149 (47.0)		185 (64.9)	256 (40.1)		127 (49.6)	314 (47.1)	
Ciswoman	309 (51.0)	159 (50.2)		100 (35.1)	368 (57.7)		125 (48.8)	343 (51.4)	
Non-Binary	5 (0.8)	9 (2.8)		0 (0.0)	14 (2.2)		4 (1.6)	10(1.5)	
Marital Status			<0.001			<0.001			0.005
Single	211 (47.1)	132 (59.5)		104 (44.1)	239 (55.1)		103 (54.8)	240 (49.8)	
Married	109 (24.3)	26 (11.7)		51 (21.6)	84 (19.4)		22 (11.7)	113 (23.4)	
Widowed/Divorced/ Separated	84 (18.8)	21 (9.5)		58 (24.6)	47 (10.8)		37 (19.7)	68 (14.1)	
In a Relationship	44 (9.8)	43 (19.4)		23 (9.7)	64 (14.7)		26 (13.8)	61 (12.7)	
Governorate			0.6			<0.001			0.9
Beirut	199 (39.3)	88 (35.2)		141 (50.9)	146 (30.5)		82 (38.5)	205 (37.8)	
Mount Lebanon	158 (31.2)	74 (29.6)		78 (28.2)	154 (32.2)		62 (29.1)	170 (31.3)	
South-Nabatieh	65 (12.8)	40 (16.0)		16 (5.8)	89 (18.6)		31 (14.6)	74 (13.6)	
North-Akkar	58 (11.5)	35 (14.0)		41 (14.8)	52 (10.9)		27 (12.7)	66 (12.2)	
Bekaa-Baalbek	26 (5.1)	13 (5.2)		1 (0.4)	38 (7.9)		11 (5.2)	28 (5.2)	
Education			0.9			0.001			0.8
Below University	160 (42.8)	89 (43.2)		65 (33.7)	184 (47.5)		73 (42.2)	176 (43.2)	
University Level	214 (57.2)	117 (56.8)		128 (66.3)	203 (52.5)		100 (57.8)	231 (56.8)	
Employment									
Unemployed	166 (37.4)	68 (31.5)	0.1	73 (32.7)	161 (36.8)	0.3	59 (34.1)	175 (35.9)	0.7
Employed Full Time	156 (35.1)	84 (38.9)	0.3	102 (45.7)	138 (31.6)	<0.001	69 (39.9)	171 (35.1)	0.3
Student Full Time	47 (10.6)	28 (13.0)	0.4	14 (6.3)	61 (14.0)	0.003	23 (13.3)	52 (10.7)	0.4
Freelancer	23 (5.2)	11 (5.1)	0.9	8 (3.6)	26 (5.9)	0.2	12 (6.9)	22 (4.5)	0.2
Employed Part Time	47 (10.6)	28 (13.0)	0.4	26 (11.7)	49 (11.2)	0.9	13 (7.5)	62 (12.7)	0.06
Student Part Time	10 (2.3)	10 (4.6)	0.1	2 (0.9)	18 (4.1)	0.02	3 (1.7)	17 (3.5)	0.2
Homemaker	12 (2.7)	2 (0.9)	0.2	3 (1.3)	11 (2.5)	0.4	1(0.6)	13 (2.7)	0.1
Currently Seeking MH Service									
	191 (42.7)	105 (45.7)	0.5	130 (54.4)	166 (37.9)	<0.001	97 (51.3)	199 (40.8)	0.01

All values are expressed as n(%), except for age which is expressed as Mean ± SD; SD, Standard deviation; MH, Mental Health.