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
May 2021
Embrace Lifeline is the national helpline in Lebanon for emotional support and suicide prevention. 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.

Embrace 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 Embrace 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
I. AGE OF CALLER \( n=893 \)

Mean Age: 32.24

II. SEX OF CALLERS

- Male: 39%
- Female: 55%
- Intersex: 1%
- Missing: 5%
III. SEXUAL ORIENTATION OF CALLERS

23% of calls received by the Embrace Lifeline come from self-identifying LGBTQI+ individuals.

IV. NATIONALITY OF CALLERS

V. COUNTRY OF CALLERS
VI. REGION OF RESIDENCE AMONG CALLERS FROM LEBANON

- Beirut: 40%
- Mount Lebanon: 29%
- South: 10%
- North: 10%
- Not Reported: 8%
- Bekaa: 2%
- Nabatiyeh: 1%

VII. MARITAL STATUS OF CALLERS

- Single: 47%
- Not Reported: 25%
- Married: 9%
- Divorced: 7%
- In a Relationship: 6%
- Widowed: 4%
- Separated: 2%
VIII. CALLER LIVING WITH

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

<table>
<thead>
<tr>
<th>Living Status</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Nuclear Family</td>
<td>57%</td>
</tr>
<tr>
<td>Not Reported</td>
<td>19%</td>
</tr>
<tr>
<td>Alone</td>
<td>15%</td>
</tr>
<tr>
<td>Partner</td>
<td>3%</td>
</tr>
<tr>
<td>Extended Family</td>
<td>3%</td>
</tr>
<tr>
<td>Roomate</td>
<td>3%</td>
</tr>
</tbody>
</table>

IX. HIGHEST LEVEL OF EDUCATION OF CALLERS

<table>
<thead>
<tr>
<th>Education Level</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Not Reported</td>
<td>30%</td>
</tr>
<tr>
<td>High School (10th to 12th Grade)</td>
<td>22%</td>
</tr>
<tr>
<td>Bachelor’s Degree (BS, BA, DEA)</td>
<td>22%</td>
</tr>
<tr>
<td>Vocational/Technical Degree</td>
<td>9%</td>
</tr>
<tr>
<td>Primary/Elementary School (1st to 6th Grade)</td>
<td>6%</td>
</tr>
<tr>
<td>Middle School (7th to 9th Grade)</td>
<td>6%</td>
</tr>
<tr>
<td>Master’s Degree Completed (MS, MA, DESS)</td>
<td>2%</td>
</tr>
<tr>
<td>Did Not Complete Primary/Elementary School</td>
<td>2%</td>
</tr>
<tr>
<td>Doctoral/Medical Degree (PhD, MD)</td>
<td>1%</td>
</tr>
</tbody>
</table>
X. EMPLOYMENT OF CALLERS

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

<table>
<thead>
<tr>
<th>Employment Status</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Unemployed</td>
<td>36%</td>
</tr>
<tr>
<td>Missing Data</td>
<td>24%</td>
</tr>
<tr>
<td>Employed Full Time</td>
<td>17%</td>
</tr>
<tr>
<td>Full Time Student</td>
<td>12%</td>
</tr>
<tr>
<td>Employed Part Time</td>
<td>6%</td>
</tr>
<tr>
<td>Retired</td>
<td>3%</td>
</tr>
<tr>
<td>Freelancer</td>
<td>2%</td>
</tr>
</tbody>
</table>

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

91% of calls with available data for this indicator (n=395) reported are from individuals who reported a decrease in the level of distress from the beginning of the call to the end. 9% of calls were from individuals whose level of distress did not change from the beginning to the end of the call.

XII. CALLERS CURRENTLY SEEKING MENTAL HEALTH SERVICES

69% of calls with available data for this indicator (n=709) are from individuals who reported currently receiving mental health services.
XIII. TYPE OF CALL

- Emotional Distress: 71%
- Suicide ideation present: 28%
- Frequent Caller: 12%
- Third Party Involved: 9%
- Not Reported: 9%
- Socioeconomic Concerns: 4%
- Concerns about COVID-19: 2%
- Third Party Bystander: 2%
- Looking for Referrals: 1%
- Related to Beirut Explosion: 1%

*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).

XIV. SUICIDE ATTEMPT ONGOING

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

- Subjective Reporting of Mental Distress: 17%
- Experienced Major Stressor/Loss Recently: 16%
- Family Discord: 15%
- Financial Problems: 10%
- Social Isolation: 10%
- Family History of Suicide Attempt: 10%
- Upcoming Major Stressor: 8%
- Living Alone: 7%
- Easy Access to Means: 6%
- Peer Relationship Problems: 6%
- Peer History of Suicide Attempt: 5%
- Academic Problems: 4%
- Chronic Illness: 4%
- Family History of Mental Health Issues: 4%
- Break up/ Relationship Problems: 3%
- History of Impulsive Behavior: 2%
- Upcoming Major Stressor: 1%
- Family History of Suicide Attempt: 1%
- Peer History of Suicide Attempt: 1%
- Substance Abuse Problems: 1%
- Easy Access to Means: 1%

*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.)