

## 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

FEBRUARY 2020

#### *Introduction*

Embrace 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), Embrace Lifeline keeps track of its services both for quality assurance purposes and to report on the impact, quality, and frequency of use of its services. The below numbers are meant to offer a snapshot of the population that the Embrace Lifeline serves, taking into consideration that this information is recorded as accurately as possible while not all information may be available at all times. The metrics in this document can be considered representative of calls received during the reported time-period.

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embrace



Lebanese Republic  
Ministry of Public Health  
National Mental Health Programme

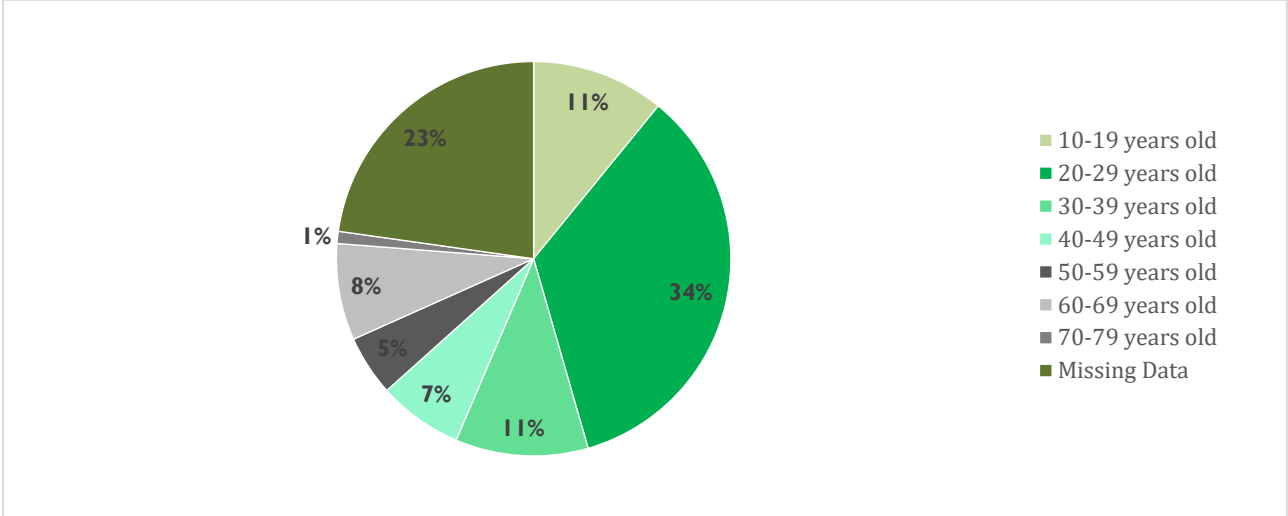
الجمهورية اللبنانية  
وزارة الصحة العامة  
البرنامج الوطني للصحة النفسية



## EMBRACE LIFELINE FEBRUARY 2020 MONTHLY REPORT

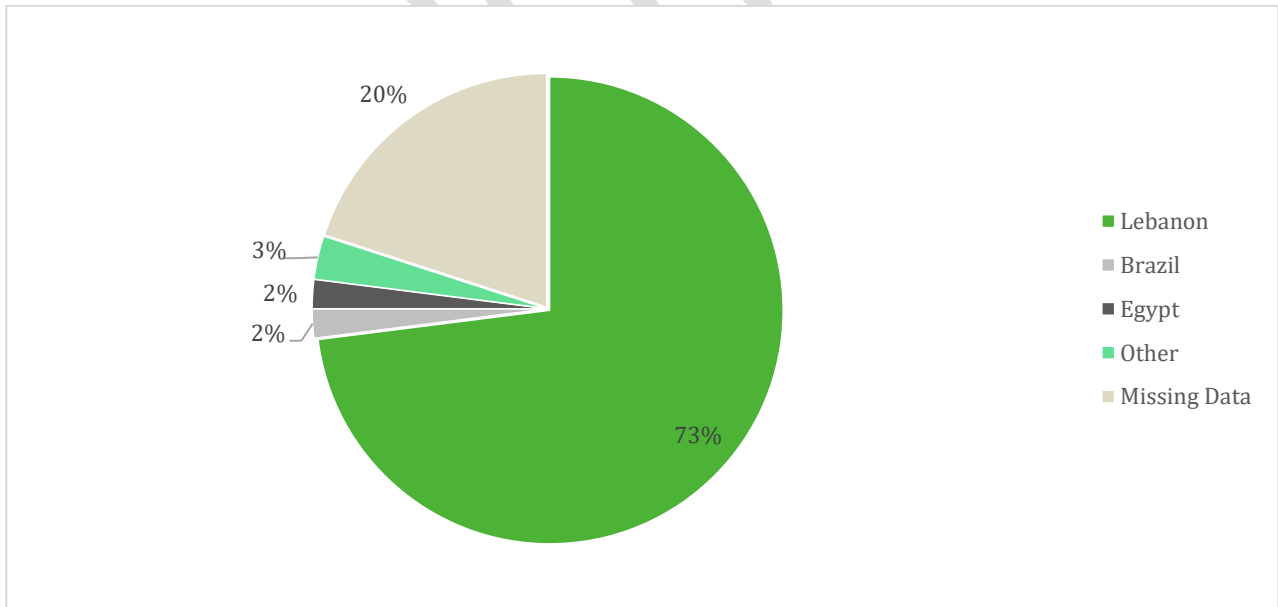
<b>DATE</b>	<b>FEBRUARY 2020</b>	<b>TOTAL NUMBER OF CALLS</b>	<b>479</b>
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<b>I.</b>	<b>AGE OF CALLERS</b>	<b>MEAN AGE:</b>	<b>32</b>
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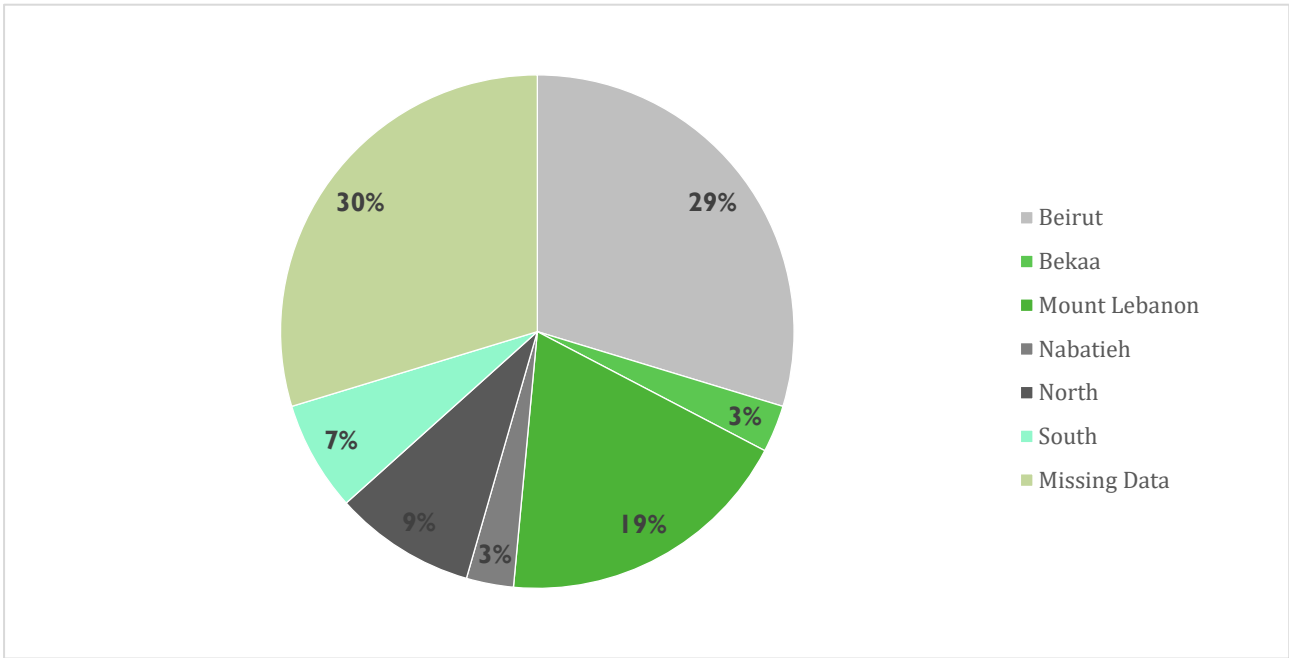
<b>II.</b>	<b>GENDER OF CALLERS</b>	<b>MALE</b>	<b>38%</b>
		<b>FEMALE</b>	<b>62%</b>

<b>III.</b>	<b>NATIONALITY OF CALLERS</b>	<b>LEBANESE</b>	<b>73%</b>
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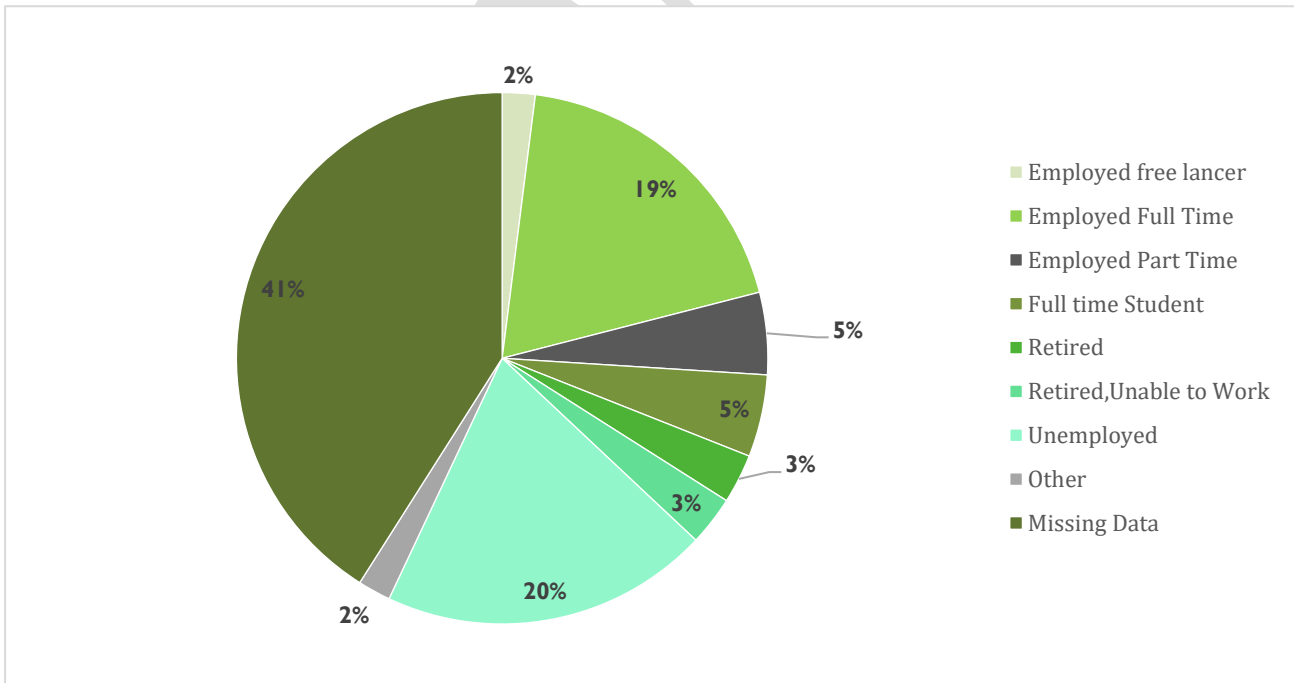


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<b>IV.</b>	<b>REGION OF CALLERS</b>	MISSING DATA	30%
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<b>V.</b>	<b>EMPLOYMENT OF CALLERS</b>	MISSING DATA	41%
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VI.	<b>CALLERS REPORTING DECREASE IN LEVEL OF DISTRESS FROM BEGINNING TO END OF CALL</b>	N=116
<p><b>91%</b> of callers reported a <b>decrease in the level of distress</b> from the beginning of the call to the end. Nine calls are from a individuals whose level of distress remained the same from the beginning to the end of the call due to severe distress.</p>		

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