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 provided 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.

To cite this report: Embrace Lifeline: Lebanon’s National Helpline (2020). Embrace Lifeline Service Characteristics for the Month 20xx. www.embracelebanon.org
EMBRACE LIFELINE JANUARY 2020 MONTHLY REPORT

<table>
<thead>
<tr>
<th>DATE</th>
<th>JANUARY 2020</th>
<th>TOTAL NUMBER OF CALLS</th>
<th>349</th>
</tr>
</thead>
</table>

**I. AGE OF CALLERS**

- MEAN AGE: 32

**II. GENDER OF CALLERS**

- MALE: 50%
- FEMALE: 50%

**III. NATIONALITY OF CALLERS**

- LEBANESE: 87%

- Lebanese
- Syrian
- Palestine
- Missing Data
IV. REGION OF CALLERS

- Mount Lebanon: 33%
- Beirut: 23%
- Bekaa: 6%
- Mount Lebanon: 11%
- Nabatieh: 2%
- North: 17%
- South: 8%
- Missing Data: 4%

V. EMPLOYMENT OF CALLERS

- Employed free lancer: 34%
- Employed Full Time: 15%
- Employed Part Time: 4%
- Employed Part Time, Part Time Student: 3%
- Full time Student: 5%
- Retired, Unable to Work: 11%
- Unemployed: 20%
- Missing Data: 8%
<table>
<thead>
<tr>
<th>VI.</th>
<th>CALLERS REPORTING DECREASE IN LEVEL OF DISTRESS FROM BEGINNING TO END OF CALL</th>
<th>N=51</th>
</tr>
</thead>
</table>

93% of callers reported a **decrease in the level of distress** from the beginning of the call to the end. Five calls are from individuals whose level of distress remained the same from the beginning to the end of the call due to severe distress.