

## 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

APRIL 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 captures, analyses, and disseminates aggregate data related to the Embrace Helpline. The data is meant to offer a snapshot of the characteristics of callers to the helpline.

#### **Methodology**

Embrace Lifeline's trained operators capture anonymous data through a secure computerized system. The non-identifiable data is then analysed and reported on a monthly basis. While we strive to capture all data from all calls received, some data remain missing. However, 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

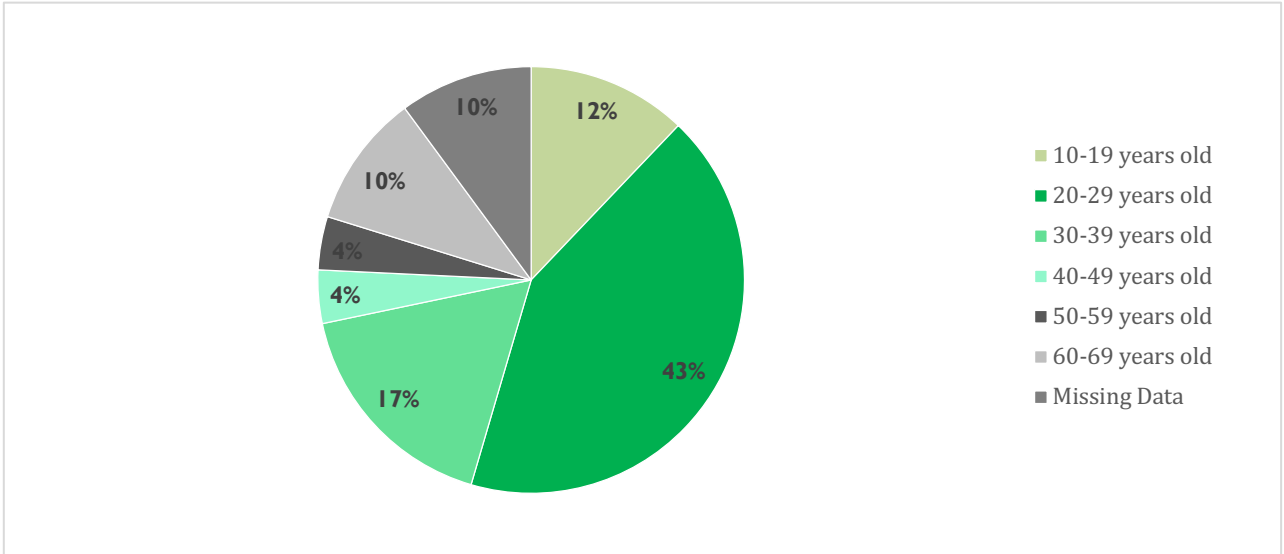
الجمهورية اللبنانية  
وزارة الصحة العامة  
البرنامج الوطني للصحة النفسية



## EMBRACE LIFELINE APRIL 2020 MONTHLY REPORT

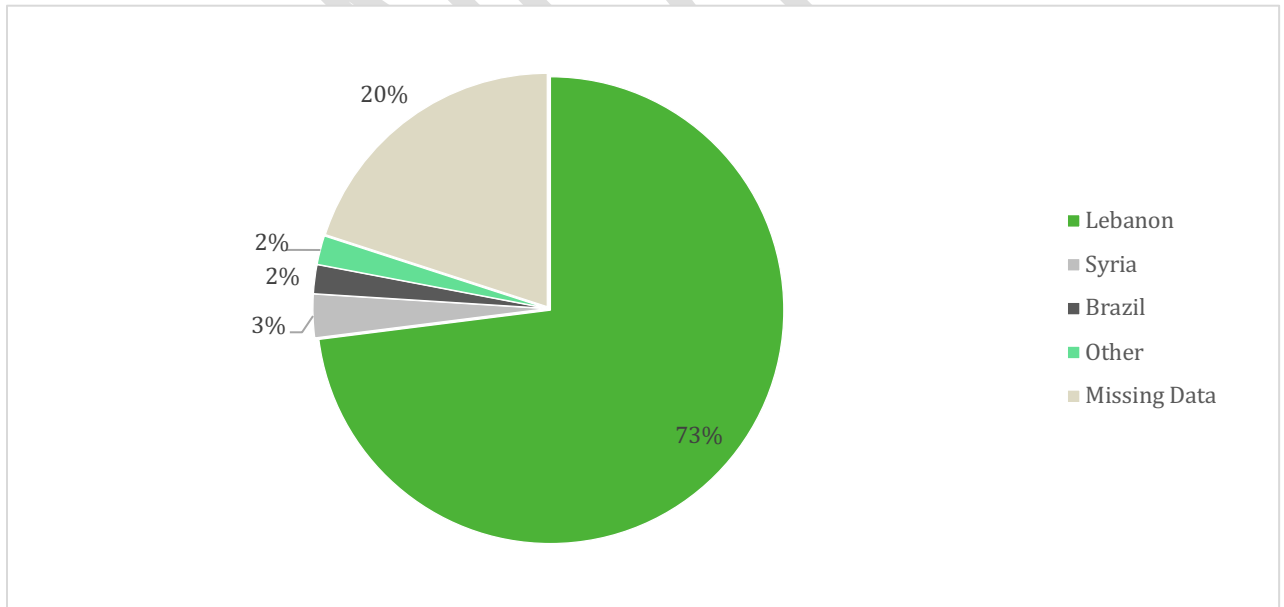
<b>DATE</b>	<b>APRIL 2020</b>	TOTAL NUMBER OF CALLS	446
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<b>I.</b>	<b>AGE OF CALLERS</b>	MEAN AGE:	32
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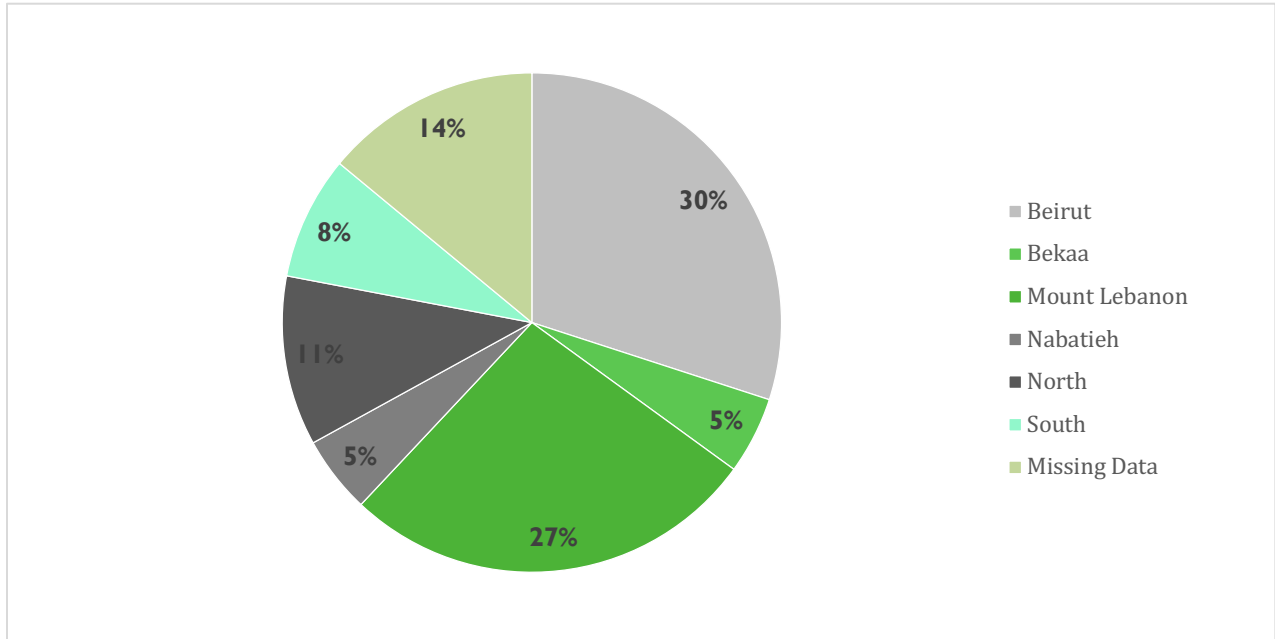
<b>II.</b>	<b>GENDER OF CALLERS</b>	MALE	54%
		FEMALE	46%

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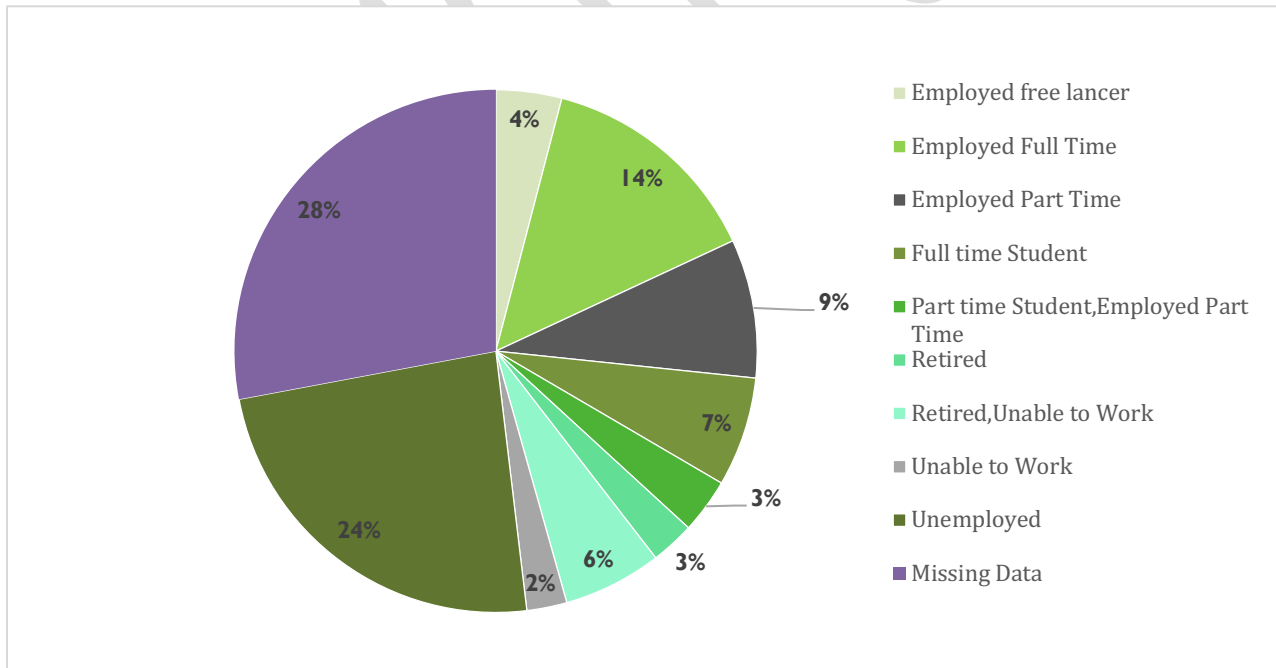


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<b>IV.</b>	<b>REGION OF CALLERS</b>	BEIRUT	30%
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<b>V.</b>	<b>EMPLOYMENT OF CALLERS</b>	MISSING DATA	28%
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EMBRACE LIFELINE APRIL 2020 MONTHLY REPORT

VI.	<b>CALLERS REPORTING DECREASE IN LEVEL OF DISTRESS FROM BEGINNING TO END OF CALL</b>	N=200
<b>96%</b> of callers reported a <b>decrease in the level of distress</b> from the beginning of the call to the end. Eight calls were from individuals whose level of distress did not decrease from the beginning to the end of the call due to (1) high levels of distress or (2) looking for referrals with no intervention.		

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