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

MAY 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.

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

<table>
<thead>
<tr>
<th>DATE</th>
<th>MAY 2020</th>
<th>TOTAL NUMBER OF CALLS</th>
<th>486</th>
</tr>
</thead>
</table>

I. AGE OF CALLERS

<table>
<thead>
<tr>
<th>MEAN AGE:</th>
</tr>
</thead>
<tbody>
<tr>
<td>32</td>
</tr>
</tbody>
</table>

![Age Distribution Chart]

II. GENDER OF CALLERS

<table>
<thead>
<tr>
<th>MALE</th>
<th>47%</th>
</tr>
</thead>
<tbody>
<tr>
<td>FEMALE</td>
<td>52%</td>
</tr>
</tbody>
</table>

III. NATIONALITY OF CALLERS

<table>
<thead>
<tr>
<th>LEBANESE</th>
<th>74%</th>
</tr>
</thead>
</table>

![Nationality Distribution Chart]
IV. REGION OF CALLERS

- Mount Lebanon: 30%
- Beirut: 16%
- North: 12%
- South: 5%
- Bekaa: 5%
- Nabatieh: 2%
- Missing Data: 2%

V. EMPLOYMENT OF CALLERS

- Unemployed: 37%
- Employed Full Time: 16%
- Employed Part Time: 12%
- Employed Freelancer: 5%
- Retired: 5%
- Unable to Work: 2%
- Part Time Student: 2%
- Full Time Student: 2%

*Percentages do not add up to 100% because each caller may have more than one status.*
<table>
<thead>
<tr>
<th>VI.</th>
<th>CALLERS REPORTING DECREASE IN LEVEL OF DISTRESS FROM BEGINNING TO END OF CALL</th>
<th>N=198</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>92% of callers reported a decrease in the level of distress from the beginning of the call to the end. Thirteen 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 or (3) third party callers.</td>
<td></td>
</tr>
</tbody>
</table>