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

REPORT DATE: SEPTEMBER 2019

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.

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DATE | SEPTEMBER 2019 | TOTAL NUMBER OF CALLS WITH CAPTURED DATA | 219
TOTAL NUMBERS OF CALLS INCOMING | NA

I. **AGE OF CALLERS**

The majority 49% of calls were from people between 20-29 years old, followed by 22% between 10-19 years old, followed by 15% between 30-39 years old, 7% between 40-49 years old, and the remaining at 7% or below (50-59 years old and 60-69 years old).

II. **SEX OF CALLERS**

Female 59%
EMBRACE – MOPH/NMHP MONTHLY INDICATORS

III. NATIONALITY OF CALLERS

<table>
<thead>
<tr>
<th>Country</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>LEBANESE</td>
<td>97%</td>
</tr>
</tbody>
</table>

IV. COUNTRY OF CALLERS

<table>
<thead>
<tr>
<th>Country</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>LEBANON</td>
<td>100%</td>
</tr>
</tbody>
</table>

VI. REGION OF CALLERS

<table>
<thead>
<tr>
<th>Region</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>BEIRUT</td>
<td>38%</td>
</tr>
</tbody>
</table>

- Mount Lebanon: 13%
- Beirut: 27%
- North: 17%
- South: 5%
- Bekaa: 38%
VII. MARITAL STATUS OF CALLERS

- Single: 73%
- Married: 4%
- Divorced: 6%
- In a Relationship: 1%
- Separated: 1%
- Widowed: 1%

VIII. CALLER LIVING WITH

- Nuclear Family: 89%
- Alone: 2%
- Partner: 1%
- Other: 1%

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IX. HIGHEST LEVEL OF EDUCATION OF CALLERS

- Bachelor’s Degree: 57%
- High School: 31%
- Master’s Degree Completed: 11%
- Other: 1%

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

X. EMPLOYMENT OF CALLERS

- Unemployed: 19%
- Employed Full Time: 35%
- Employed Part Time: 10%
- Student: 35%
- Unable to Work: 1%

Each taken with N=369

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### XI. Callers Currently Receiving Mental Health Services

| n= 104/219 |

48% of calls are from individuals who reported currently receiving mental health services.

### XII. Callers with Passive Suicidal Ideation

| n= 164/219 |

53% of calls are from individuals who reported having passive suicidal ideations.

### XIII. Callers with Active Suicidal Ideation

| n= 159/219 |

33% of calls are from individuals who had active suicidal ideations when placing the call.

### XIV. Callers with Active Suicidal Ideation with Intent

| n= 47/219 |

32% of calls are from individuals who had active suicidal ideations WITH intent when placing the call.

### XV. Callers with Previous Suicide Attempt

| n= 93/219 |

53% of calls are from individuals who had a previous suicide attempt.

### XVI. Number of Suicide Attempts in the Past

| n= 17/219 |
XVII. **SUICIDE ATTEMPT ONGOING**  

2% of calls are from individuals who had a suicide attempt that was ongoing during the call.

XVIII. **TYPE OF CALL**  

<table>
<thead>
<tr>
<th>Type of call</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Emotional Distress</td>
<td>63%</td>
</tr>
<tr>
<td>Suicide Ideation</td>
<td>26%</td>
</tr>
<tr>
<td>Present</td>
<td>20%</td>
</tr>
<tr>
<td>Frequent Caller</td>
<td>16%</td>
</tr>
<tr>
<td>3rd Party Caller</td>
<td>12%</td>
</tr>
<tr>
<td>Looking for Referrals</td>
<td>2%</td>
</tr>
</tbody>
</table>

*Percentages do not add up to 100% because each caller may express more than one concern.*
**VIII. CALLERS REPORTING DECREASE IN LEVEL OF DISTRESS FROM BEGINNING TO END OF CALL**

<table>
<thead>
<tr>
<th></th>
<th>CALLERS REPORTING DECREASE IN LEVEL OF DISTRESS FROM BEGINNING TO END OF CALL</th>
<th>N=24/219</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>99% of callers reported a <strong>decrease in the level of distress</strong> 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>
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</tbody>
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