

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

JULY 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

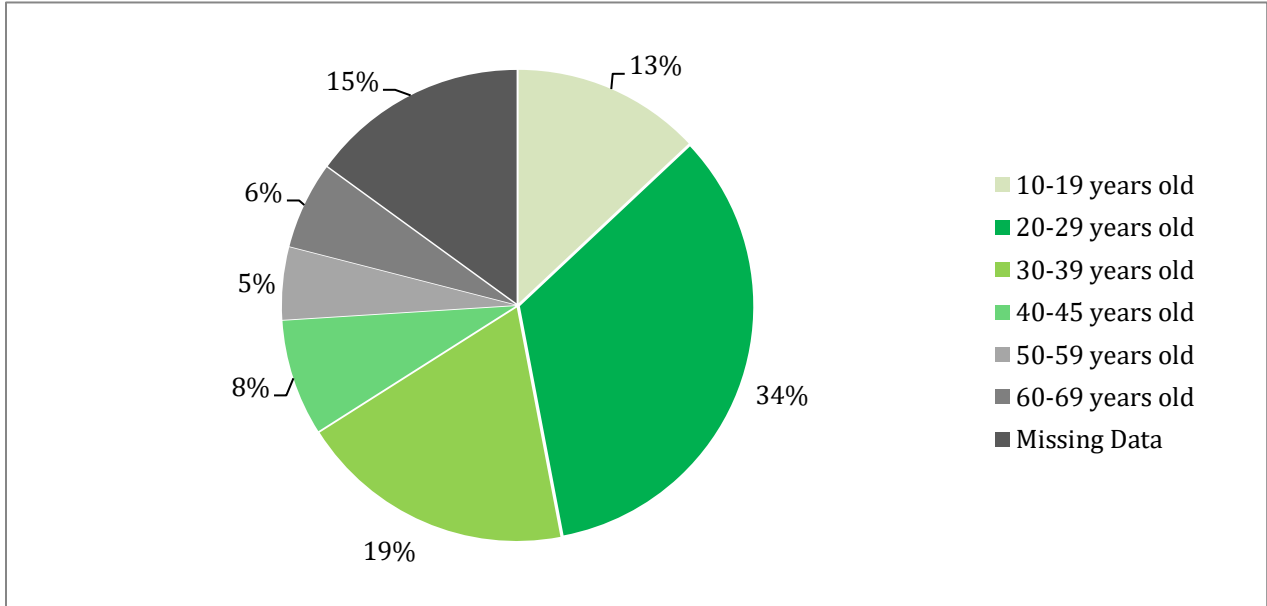
الجمهورية اللبنانية
وزارة الصحة العامة
البرنامج الوطني للصحة النفسية



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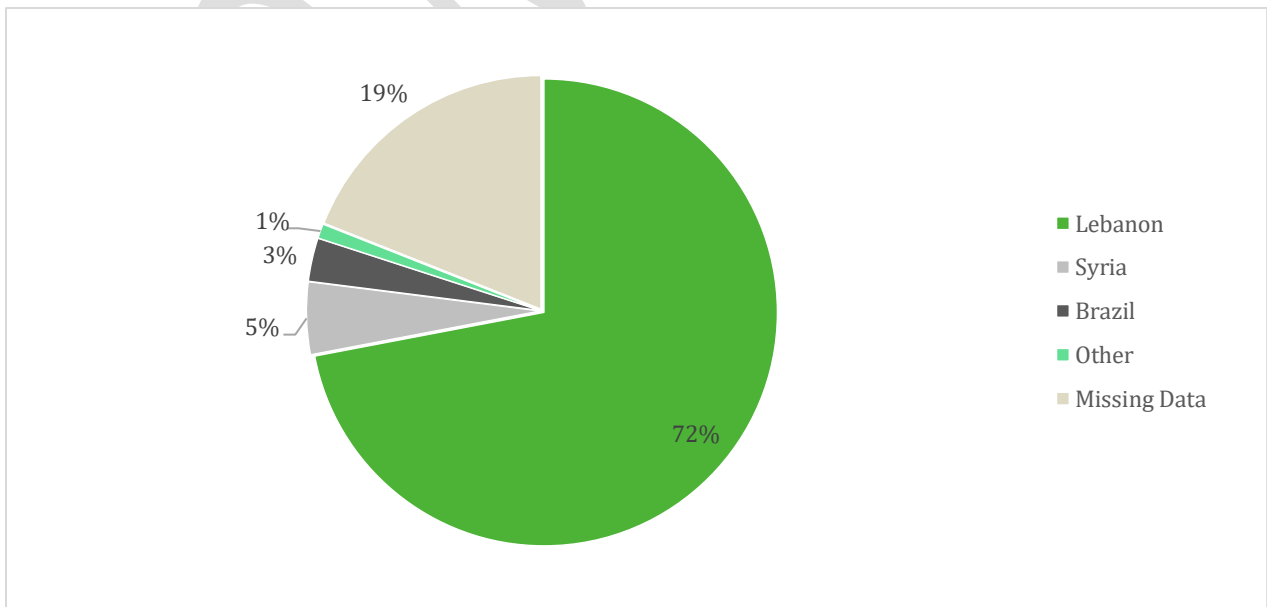
DATE	JULY 2020	TOTAL NUMBER OF CALLS WITH CAPTURED DATA	578
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I.	AGE OF CALLERS	MEAN AGE:	32
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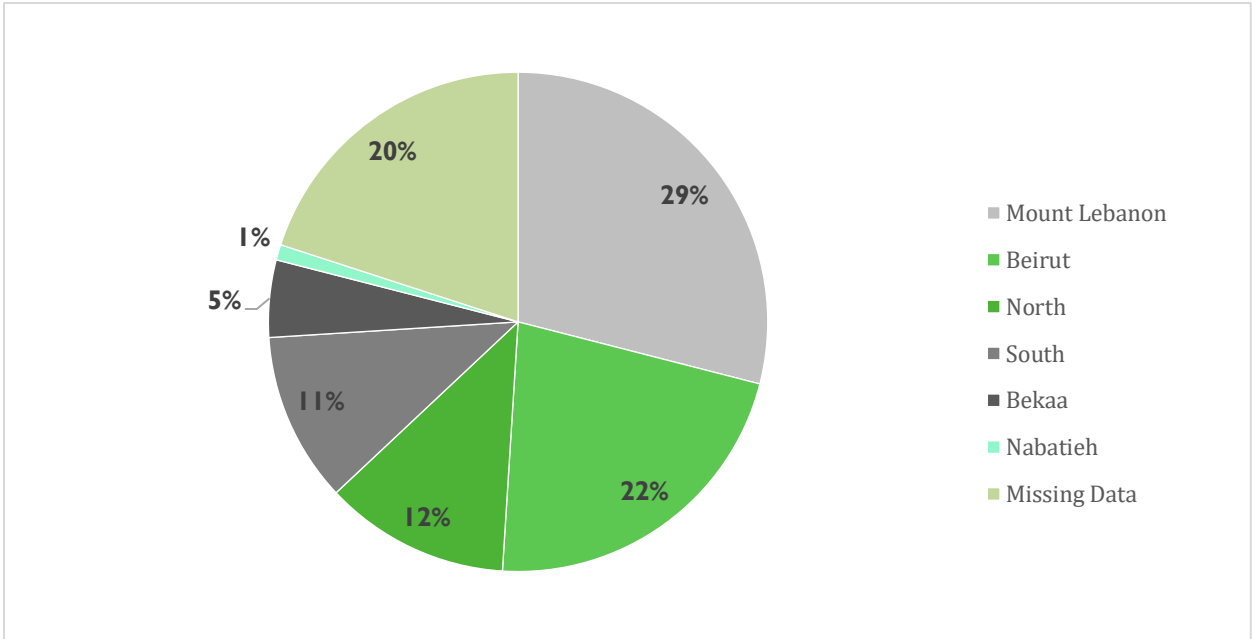
II.	SEX OF CALLERS	MALE	44%
		FEMALE	56%

III.	NATIONALITY OF CALLERS
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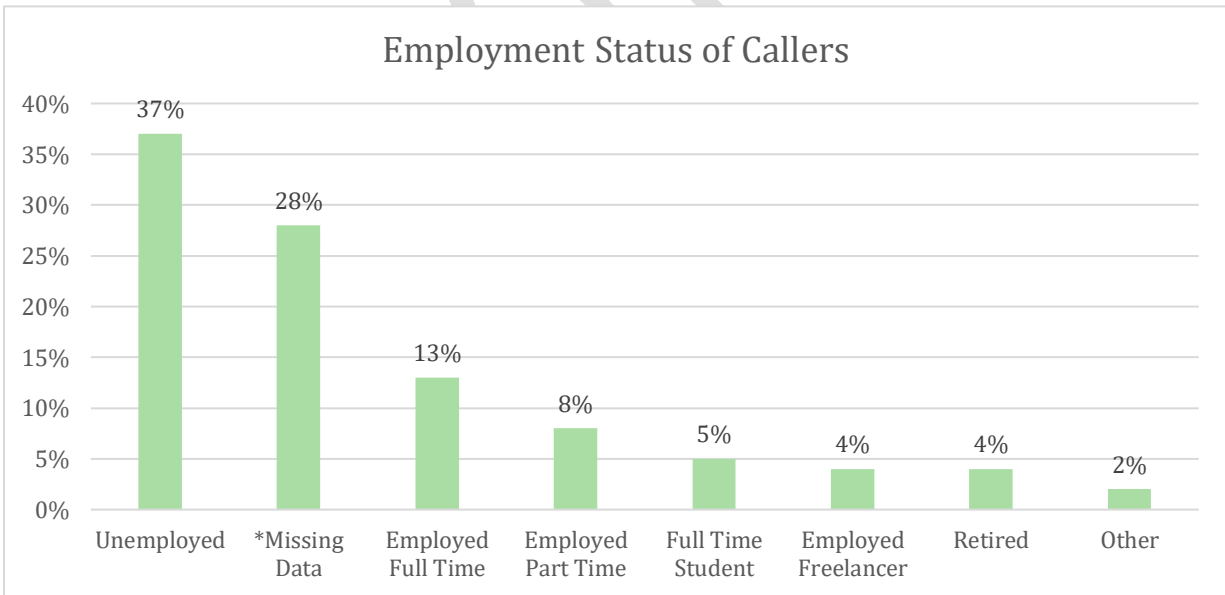
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IV. REGION OF CALLERS



V. EMPLOYMENT OF CALLERS

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



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VI.	CALLERS REPORTING DECREASE IN LEVEL OF DISTRESS FROM BEGINNING TO END OF CALL
<p>97% of callers with available data reported a decrease in the level of distress from the beginning of the call to the end. Five calls were from individuals whose level of distress did not decrease from the beginning to the end of the call.</p>	

VII.	CALLERS REPORTING CONCERNS REGARDING COVID-19
<p>6% of calls with available data are from individuals who reported having concerns regarding COVID-19. Concerns include the virus itself, quarantine, and other related stressors.</p>	