



Lebanese Republic  
Ministry of Public Health  
National Mental Health Programme



embrace

# 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**

**REPORTING PERIOD**

**FEBRUARY 2021**



## INTRODUCTION

Embrace Lifeline is the national helpline in Lebanon for emotional support and suicide prevention. Aggregate data related to the Lifeline is captured, analyzed and disseminated on a monthly basis and annually for a yearly snapshot. 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 analyzed and reported on a monthly basis.

The numbers in this report are meant to offer a snapshot of the population that the Embrace Lifeline serves. Please note that while that this information is recorded as accurately as possible, not all information may always be available. Unless otherwise indicated, the frequencies and percentages reported in this document represents the percentage of observations in a given category out of the total non-missing information. 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 (2021). Caller characteristics for February 2021.

[www.embracelebanon.org](http://www.embracelebanon.org)



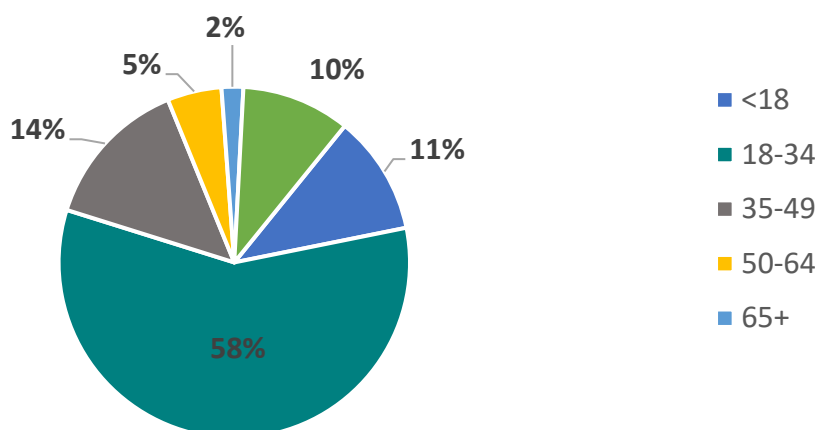
FEBRUARY 2021

TOTAL NUMBER OF CALLS WITH CAPTURED DATA

602

I. AGE OF CALLER (n=544)

MEAN AGE: 29.2



II. SEX OF CALLERS



48%



51%



1%



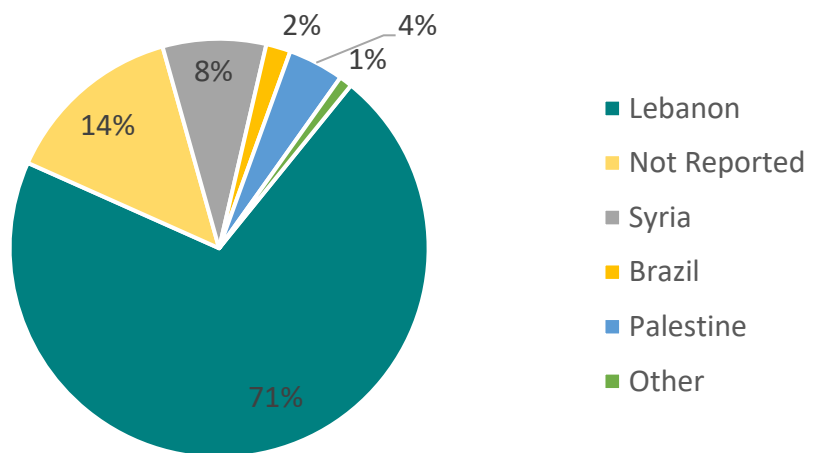
1%



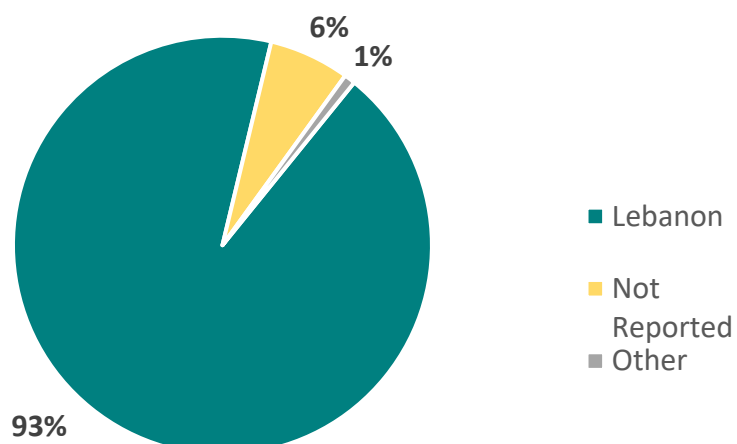
### III. SEXUAL ORIENTATION OF CALLERS

**14%** of calls received by the Embrace Lifeline came from self-identifying LGBTQI+ individuals.

### IV. NATIONALITY OF CALLERS

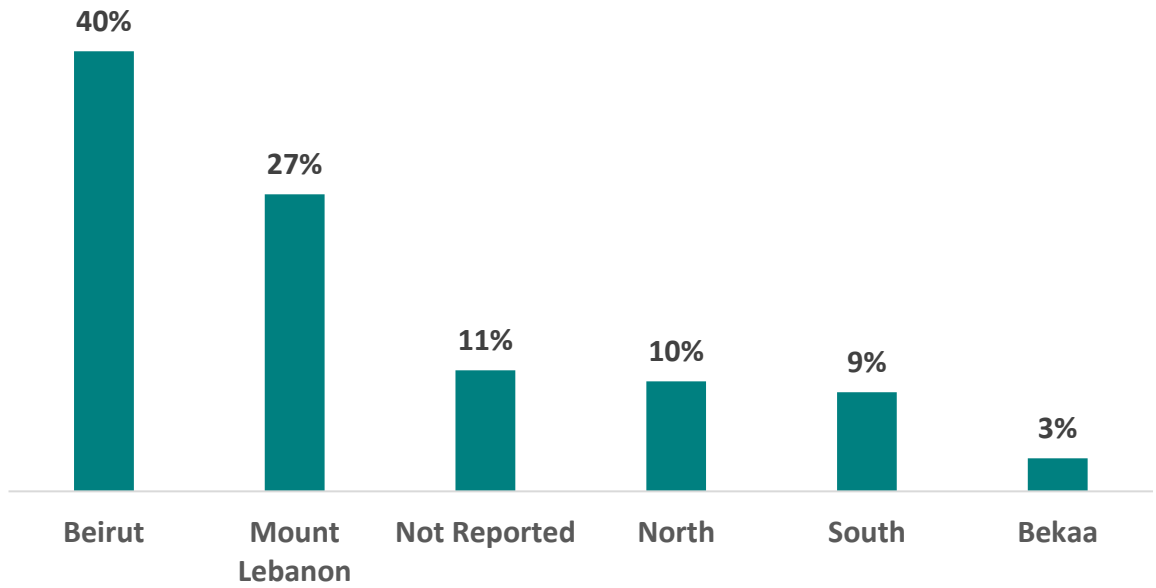


### V. COUNTRY OF CALLERS

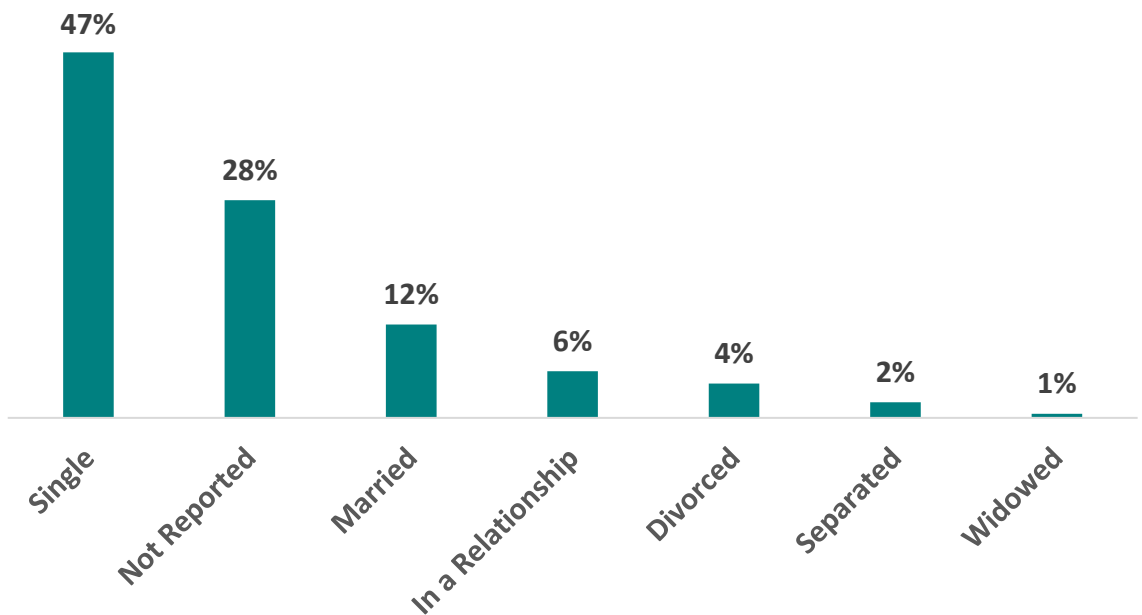




## VI. REGION OF RESIDENCE AMONG CALLERS FROM LEBANON

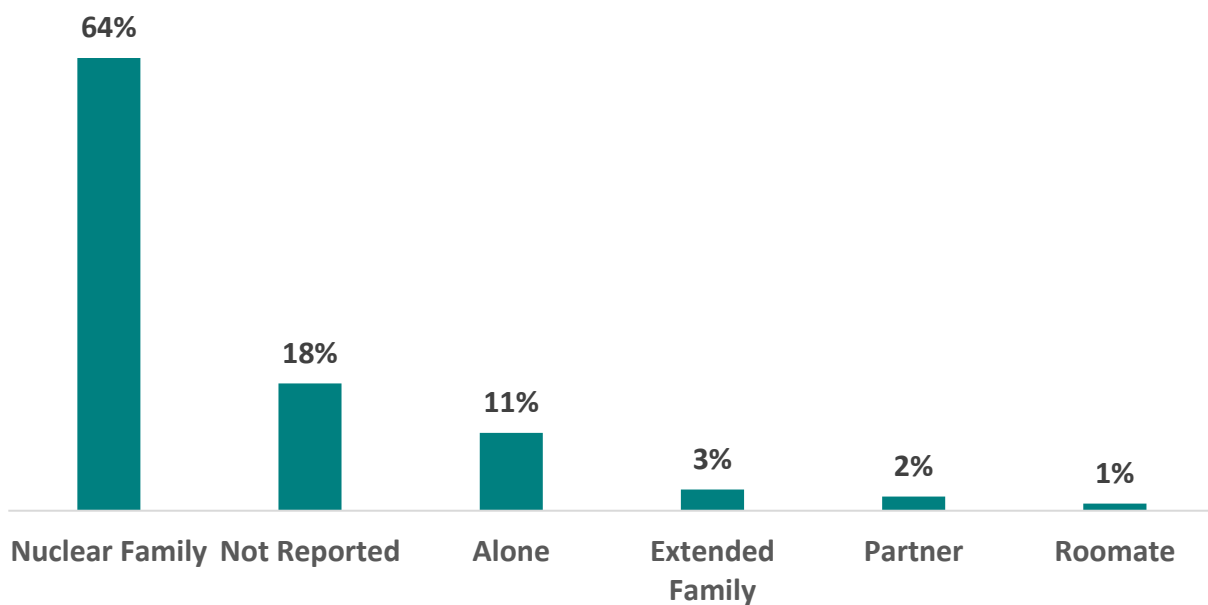


## VII. MARITAL STATUS OF CALLERS

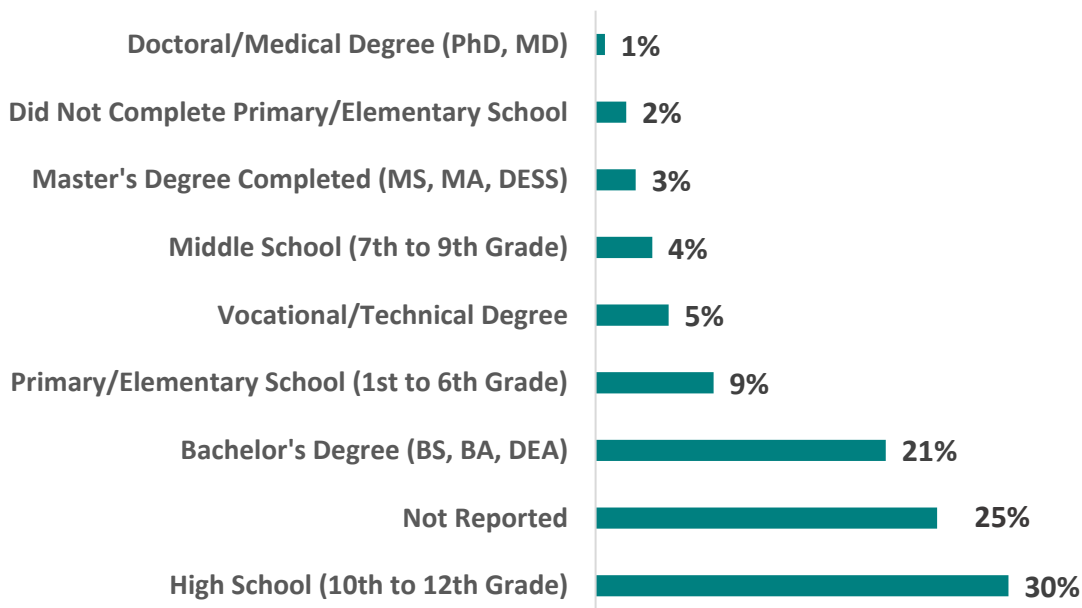


### VIII. CALLER LIVING WITH

\*Percentages may not add up to 100% because each caller may endorse more than one living status. For example, a caller may be living with *both* their nuclear and extended family members.

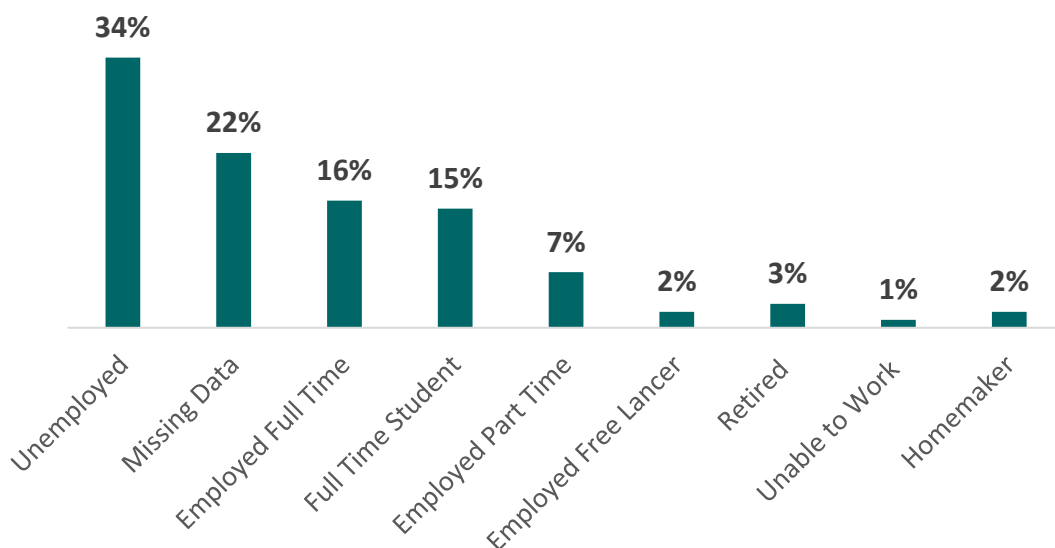


### IX. HIGHEST LEVEL OF EDUCATION OF CALLERS



## X. EMPLOYMENT OF CALLERS

\*Percentages may not add up to 100% because each caller may have more than one status. For example, a caller can be both a full-time student and employed part-time.



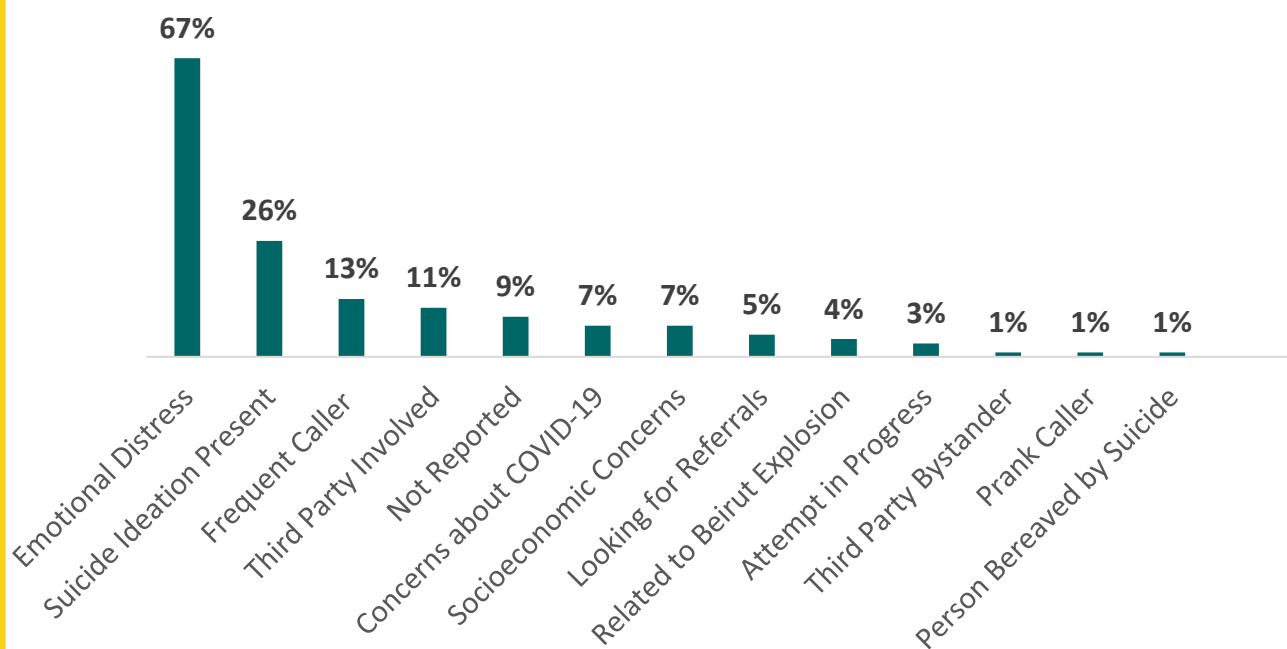
## XI. CHANGE IN LEVEL OF DISTRESS FROM BEGINNING TO END OF CALL

**91%** of calls with available data for this indicator (n=239) reported are from individuals who reported a **decrease in the level of distress** from the beginning of the call to the end. The remaining **9%** of calls were from individuals whose level of distress did not change from the beginning to the end of the call.

## XII. CALLERS CURRENTLY SEEKING MENTAL HEALTH SERVICES

**64%** of calls with available data for this indicator (n=387) were from individuals who reported currently receiving mental health services.

### XIII. TYPE OF CALL



\*This indicator is assessed by the operator based on their conversation with the caller. Percentages may not add up to 100% because the caller can express more than one type of concern (e.g., a caller could express *both* socioeconomic concerns and emotional distress).

### XIV. SUICIDE ATTEMPT ONGOING

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