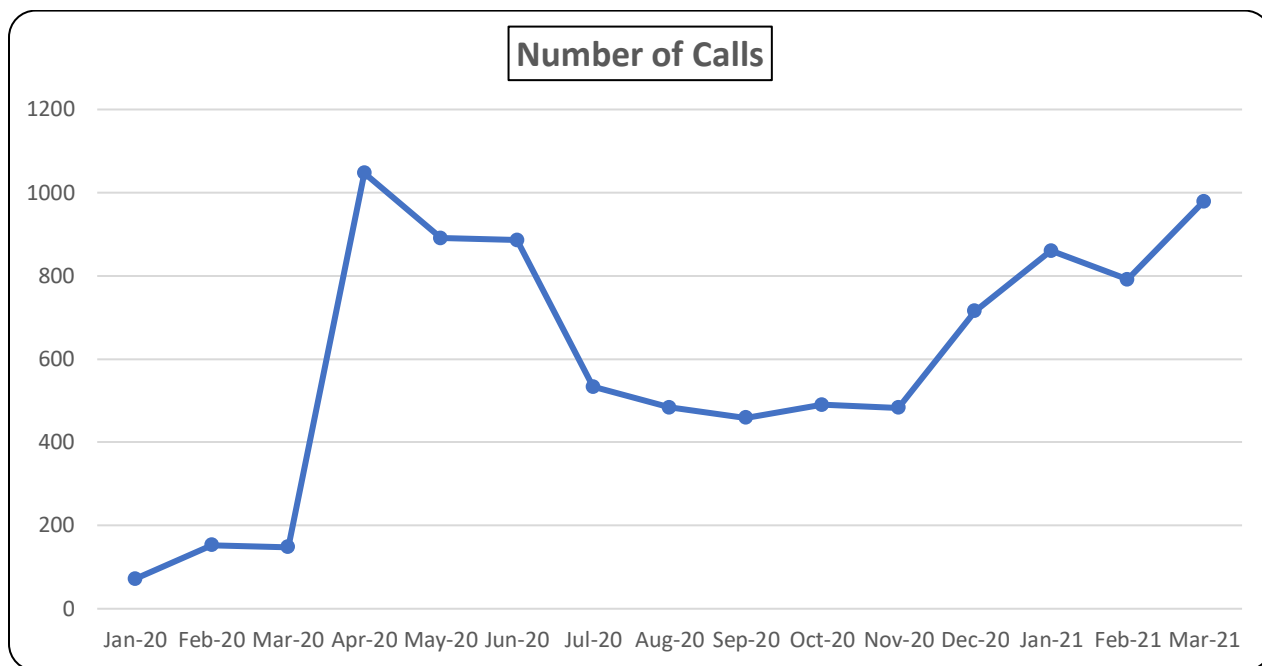
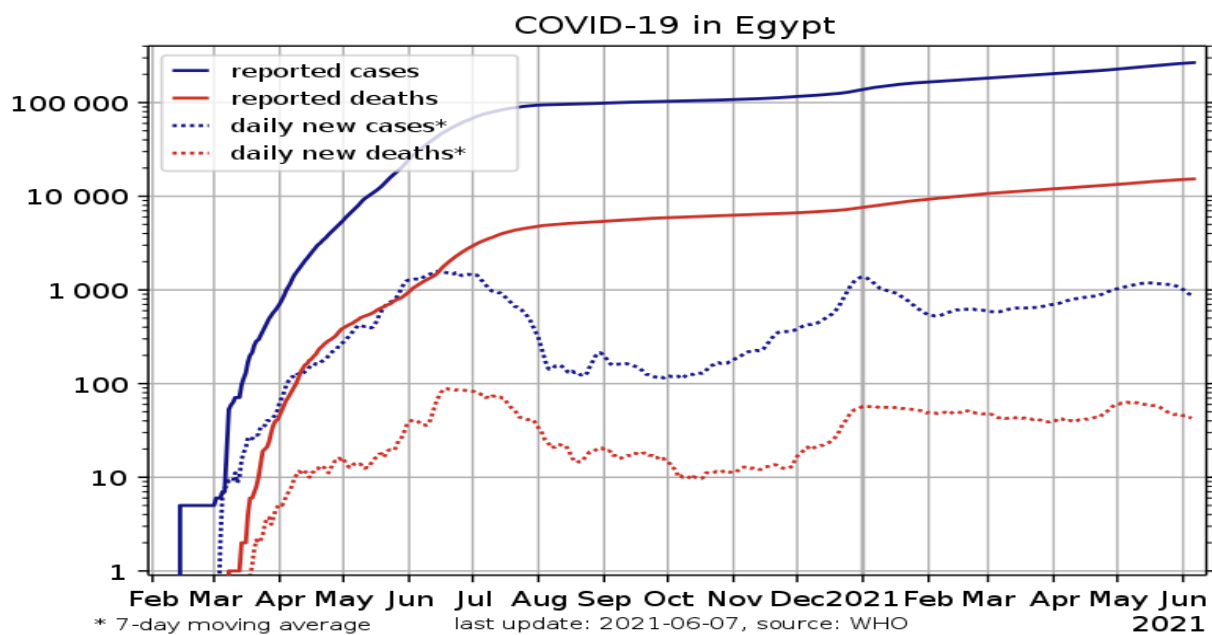


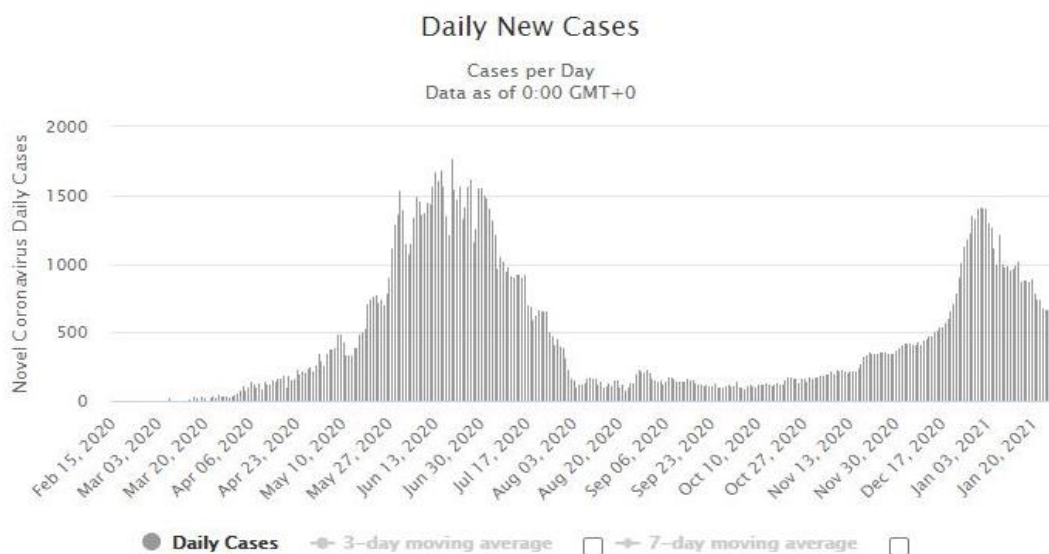


Graph (1): Number of calls received by the hotline overtime (January 2020 - March 2021)

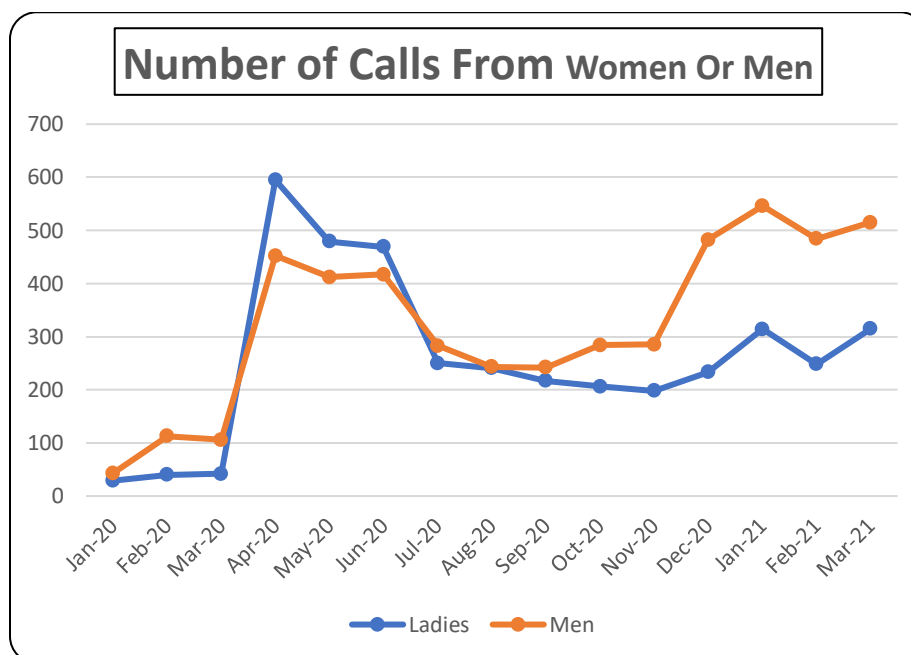


Graph (2): Incidence of COVID-19 cases in Egypt overtime (February 2020 - June 2021)

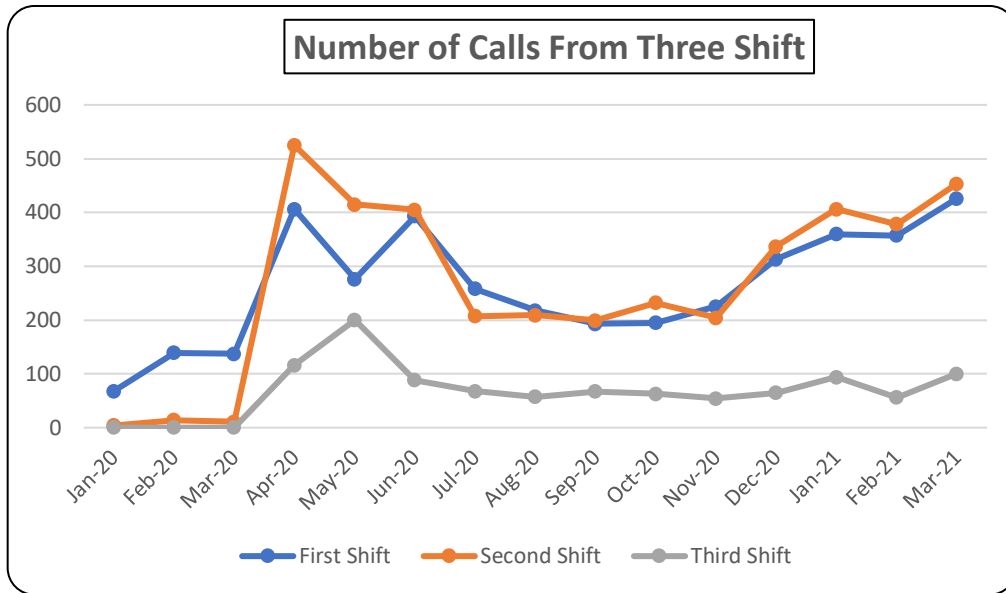
Daily New Cases in Egypt



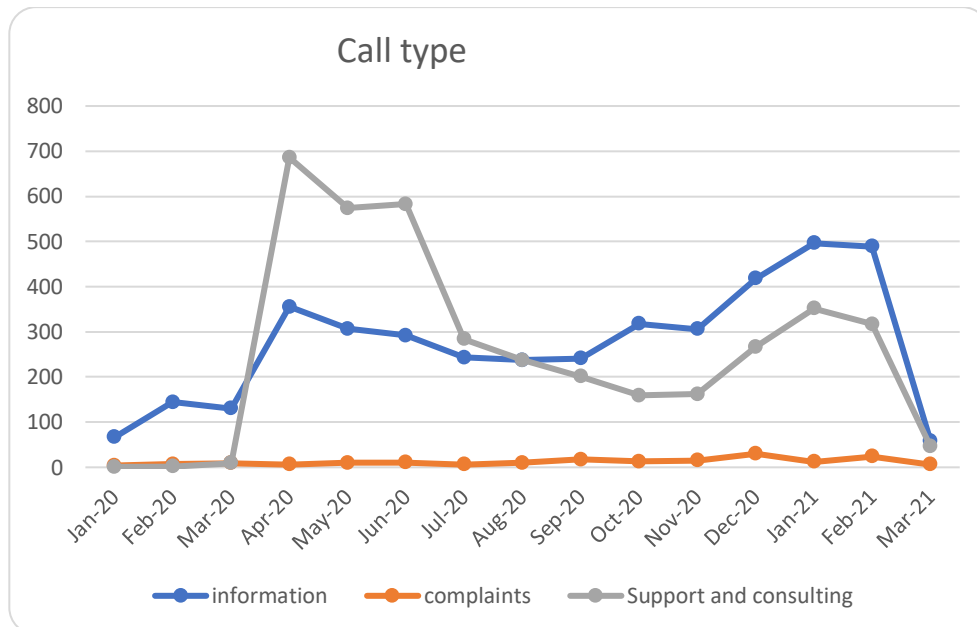
Graph (3): Incidence of COVID-19 new cases in Egypt overtime (February 2020 - January 2021)



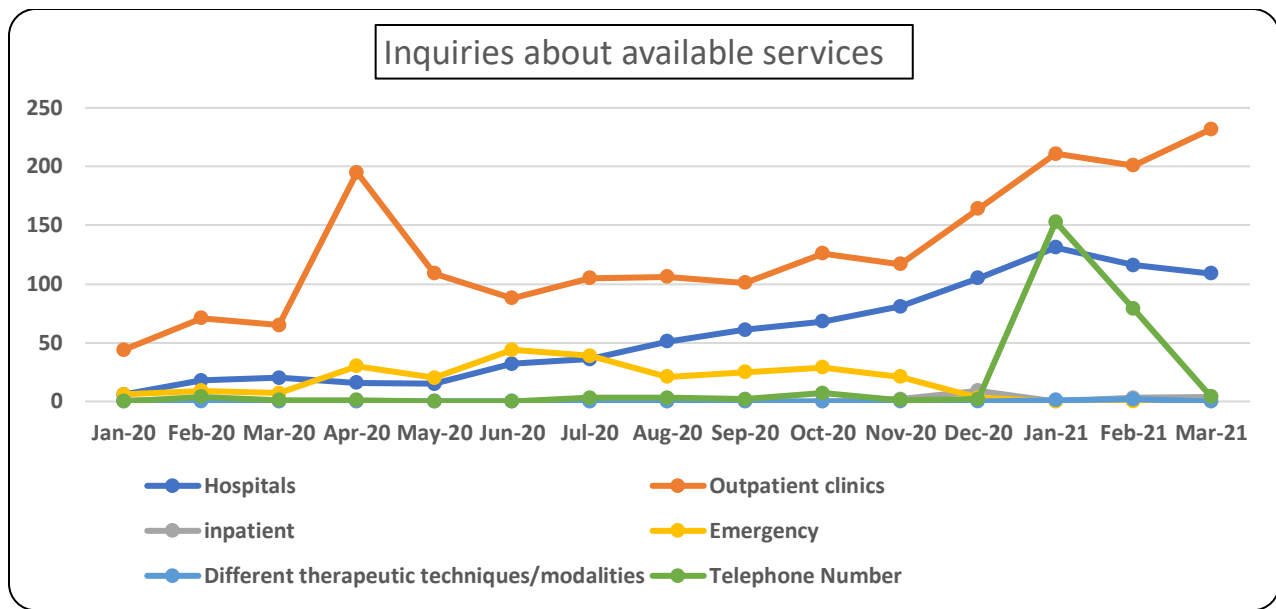
Graph (4): Gender distribution of the received calls by the hotline overtime (January 2020 - March 2021)



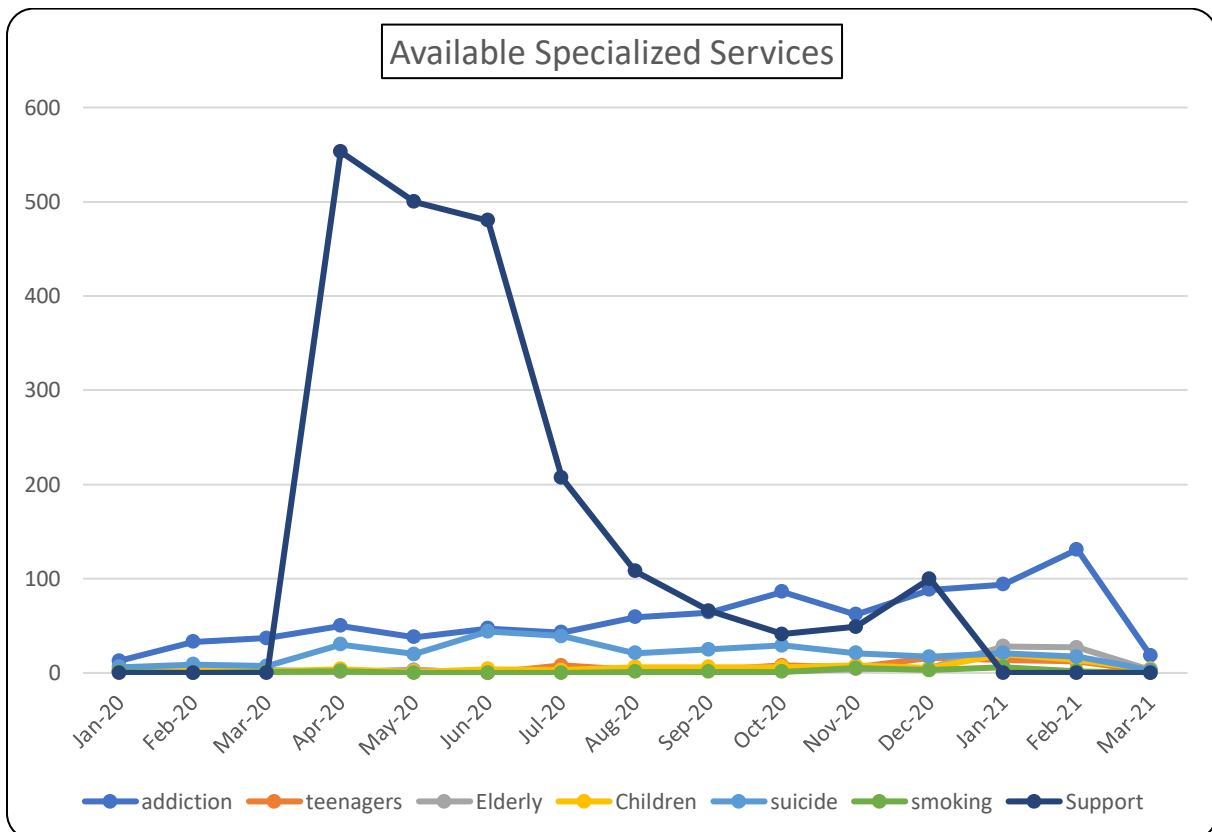
Graph (5): Number of the received calls by the hotline in different working periods overtime (January 2020 - March 2021)



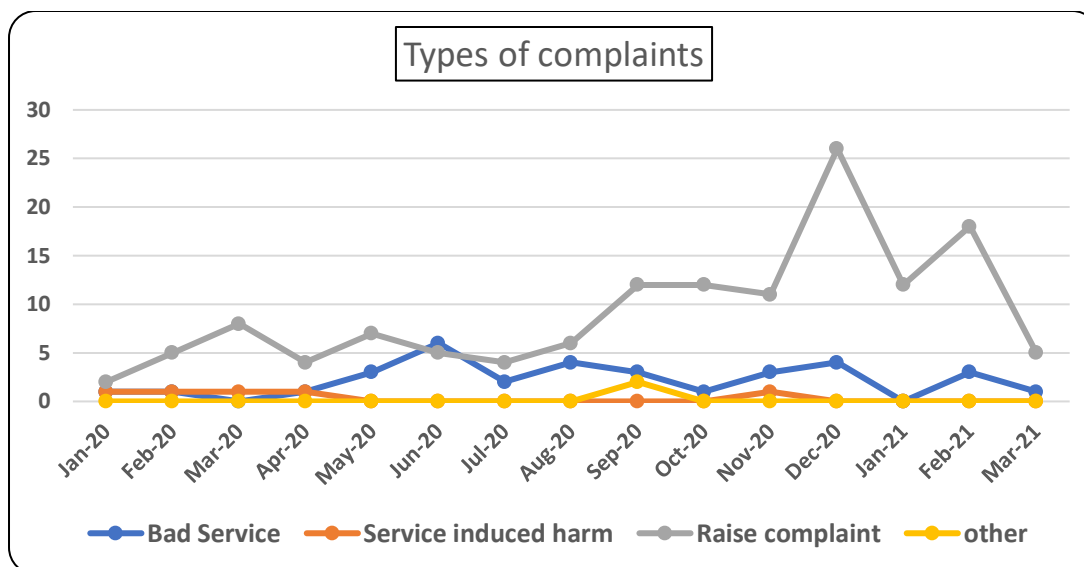
Graph (6): Number of the received calls by the hotline overtime (January 2020 – March 2021) according to the type of service needed (inquiries- complaints-consultation)



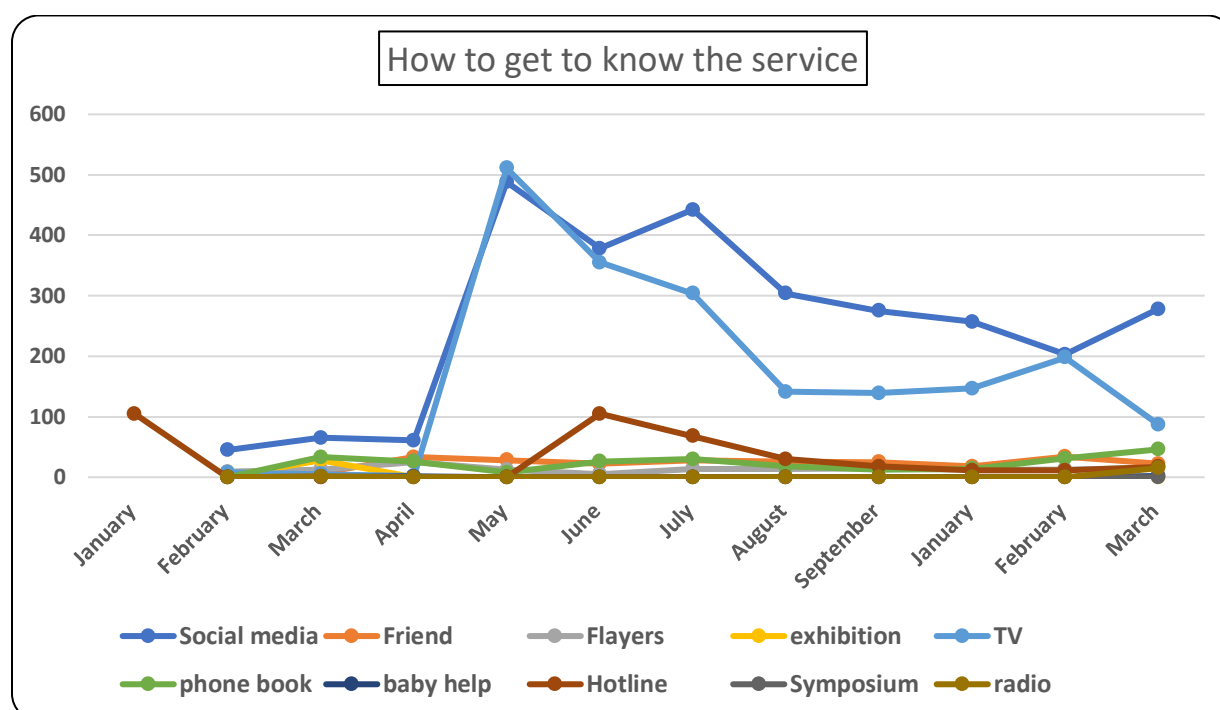
Graph (7): Description of inquiries received by the hotline overtime (January 2020 - March 2021)



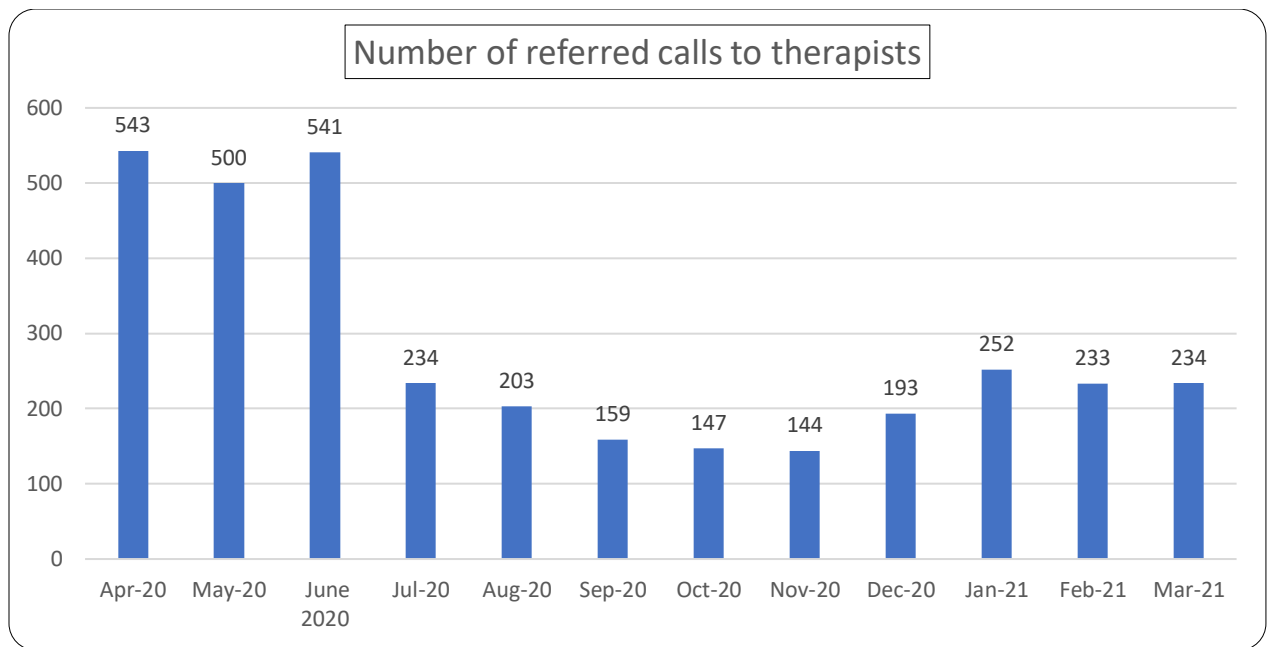
Graph (8): Description of services received by the hotline overtime (January 2020 - March 2021)



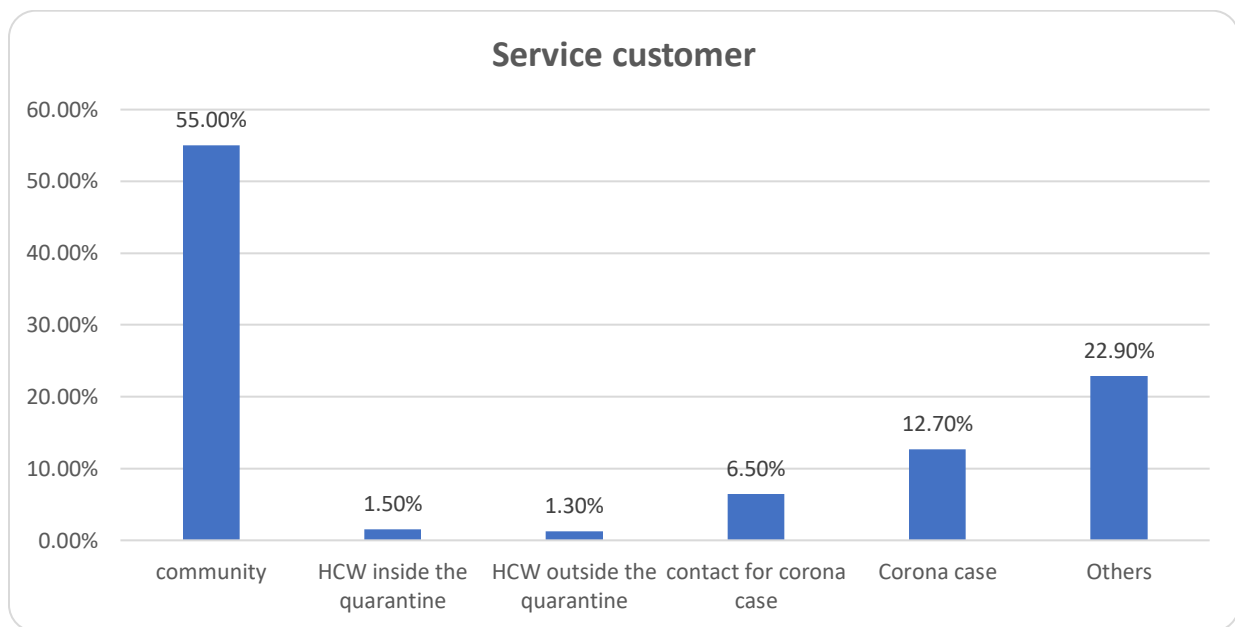
Graph (9): Description of type of complaints for the services provided by the GSMHAT received by the hotline overtime (January 2020 - March 2021)



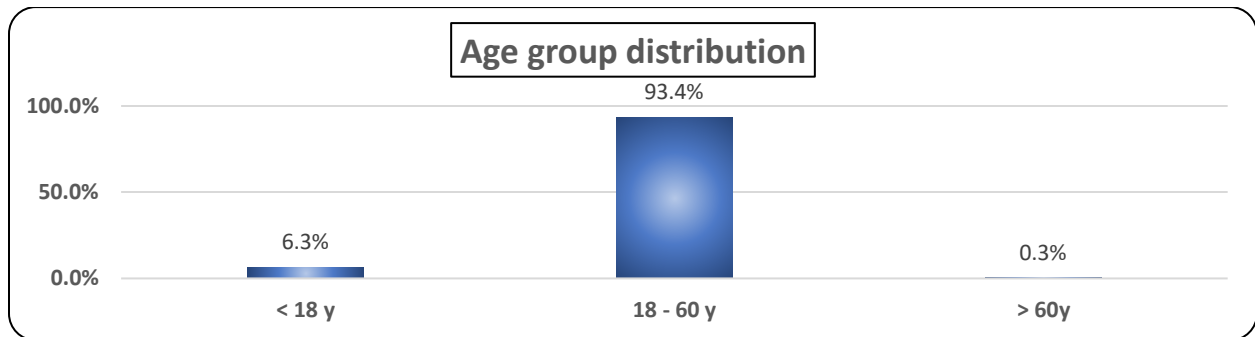
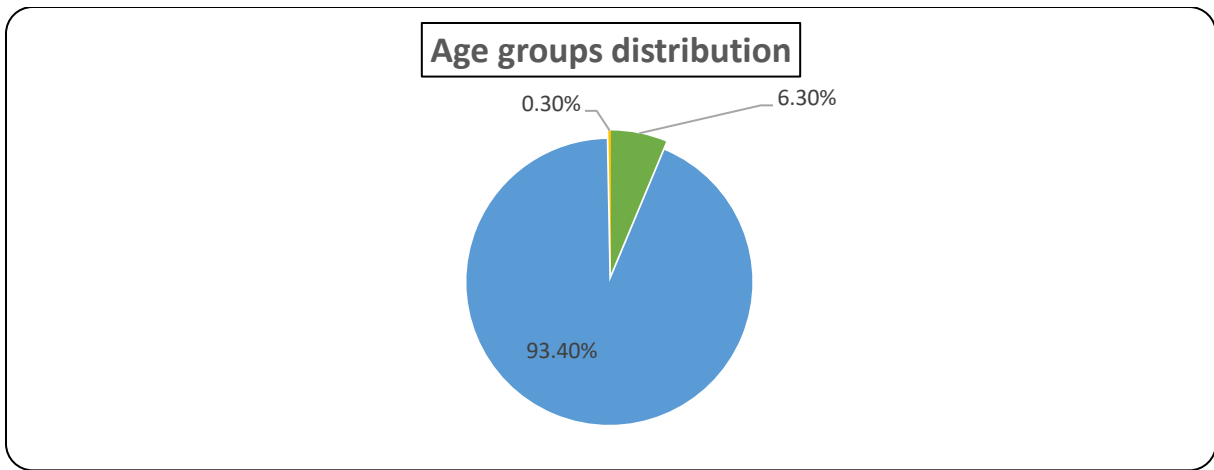
Graph (10): Description of type of referral to the hotline service overtime (January 2020 - March 2021)



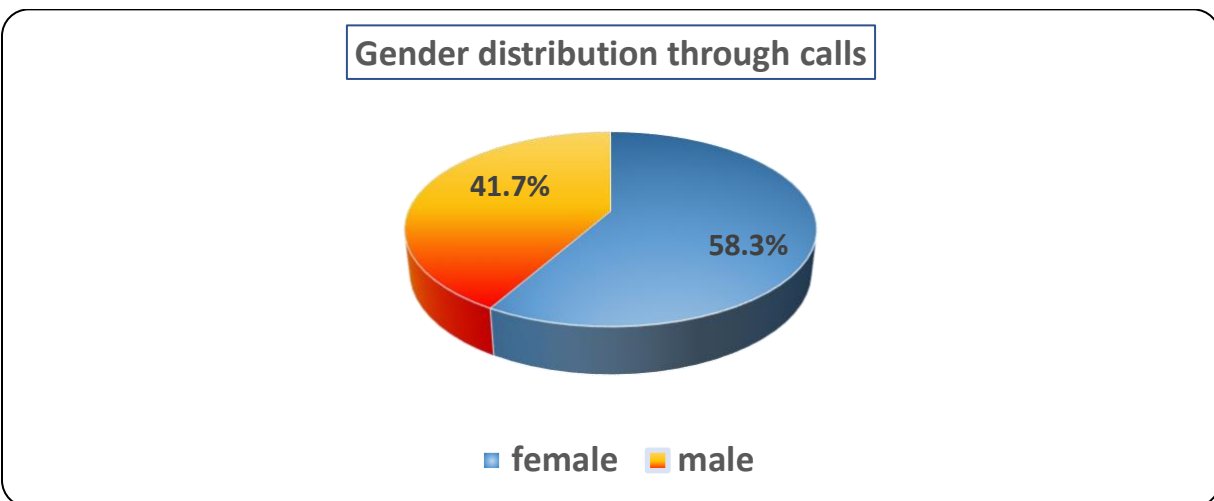
Graph (11): Number of referred calls to therapists' overtime (April 2020 - April 2021)



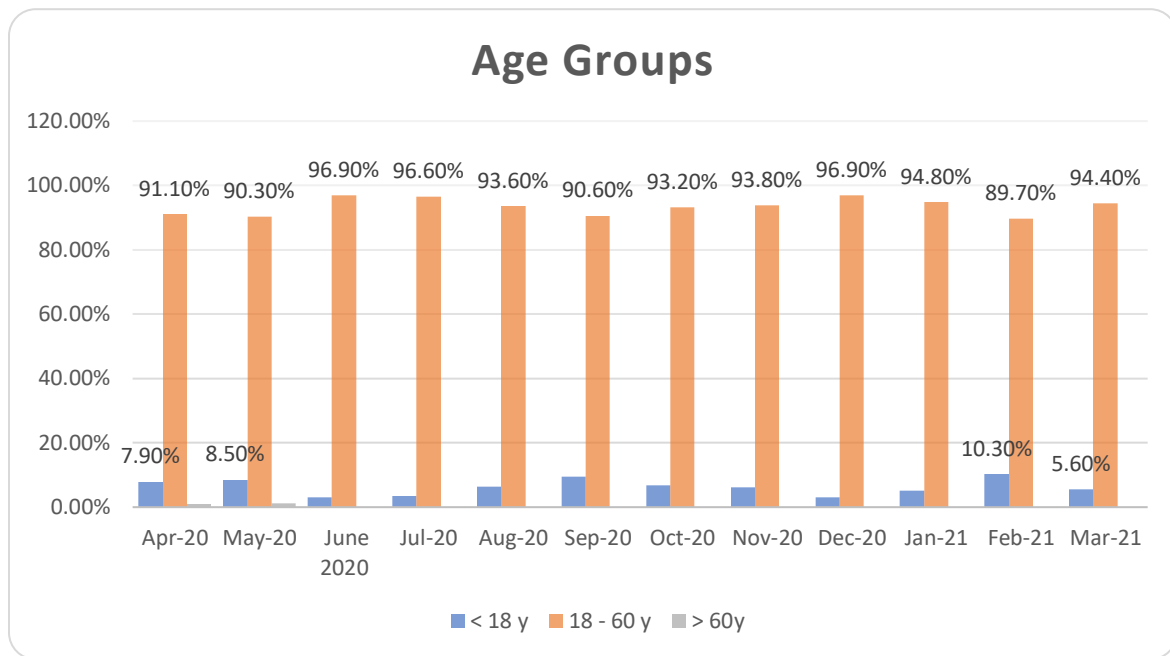
Graph (12): service customer type (referred calls)



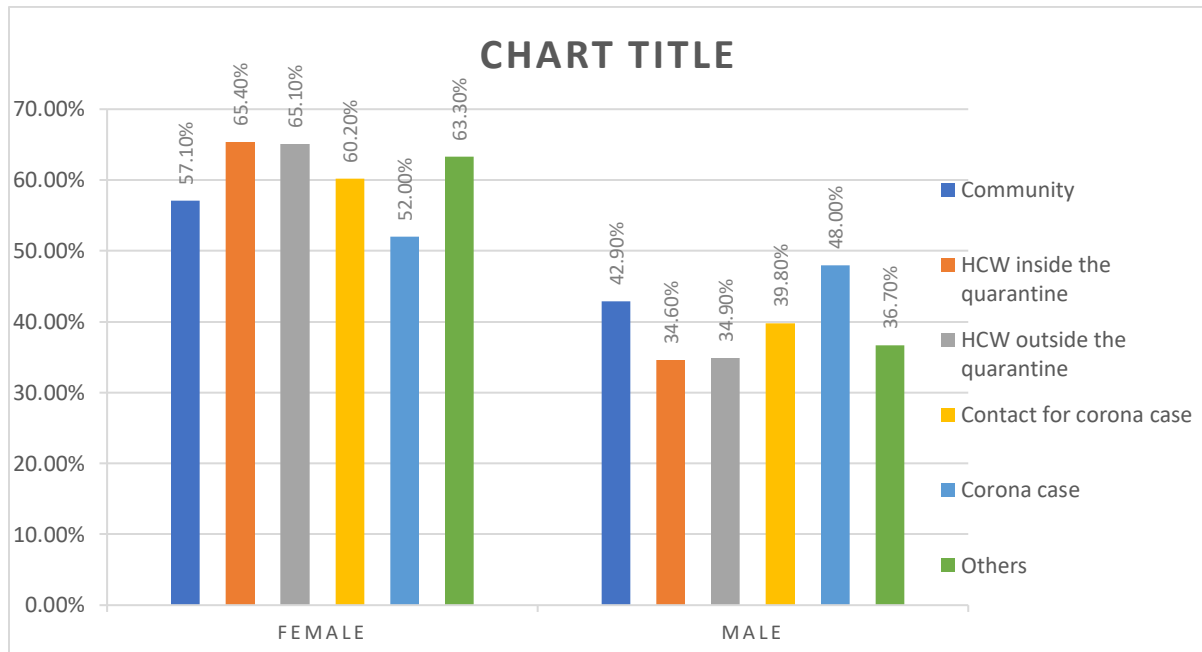
Graph (13): Age groups distribution for the referred calls



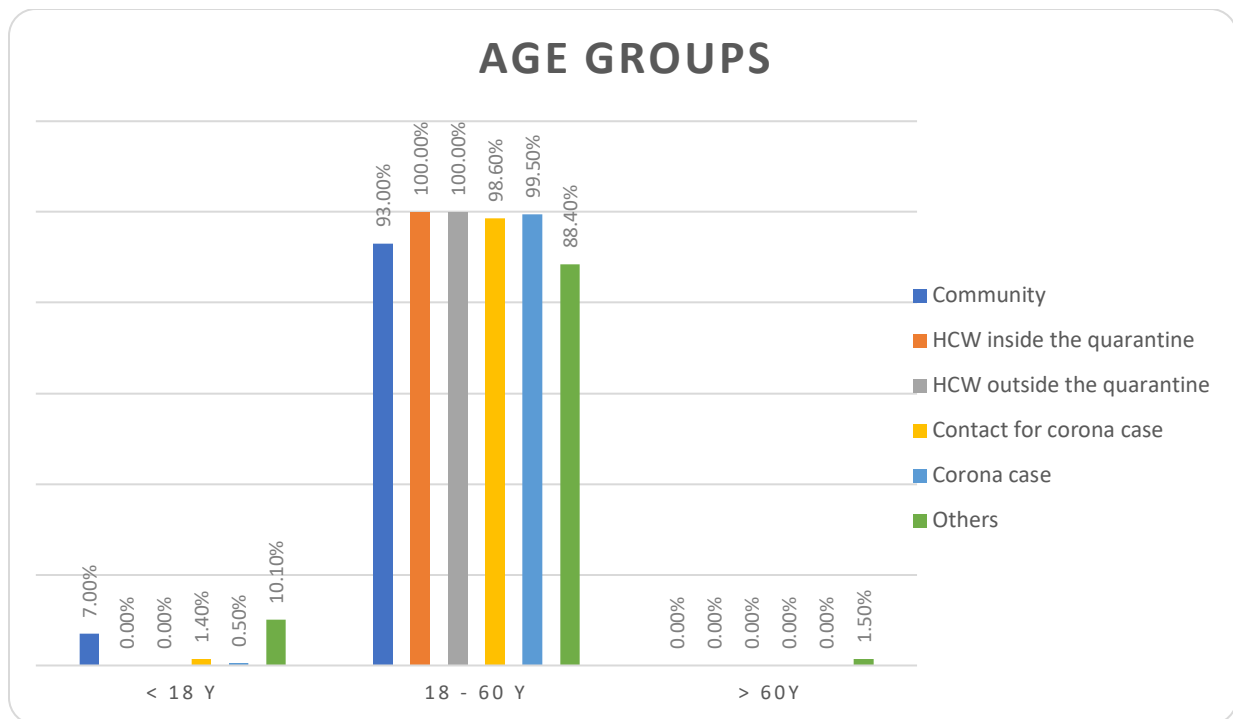
Graph (14): Gender distribution through referred calls



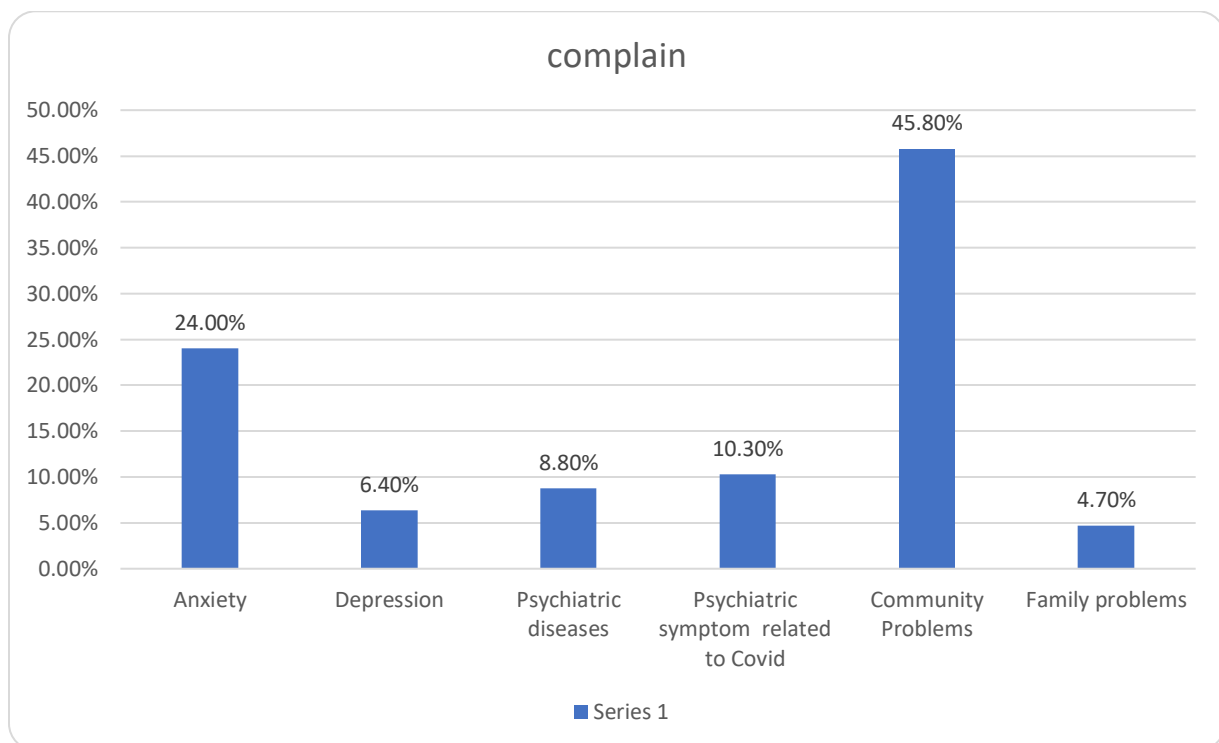
Graph (15): Number of referred calls to therapists' overtime according to the age distribution



Graph (16): Number of referred calls to therapists according to the customer gender

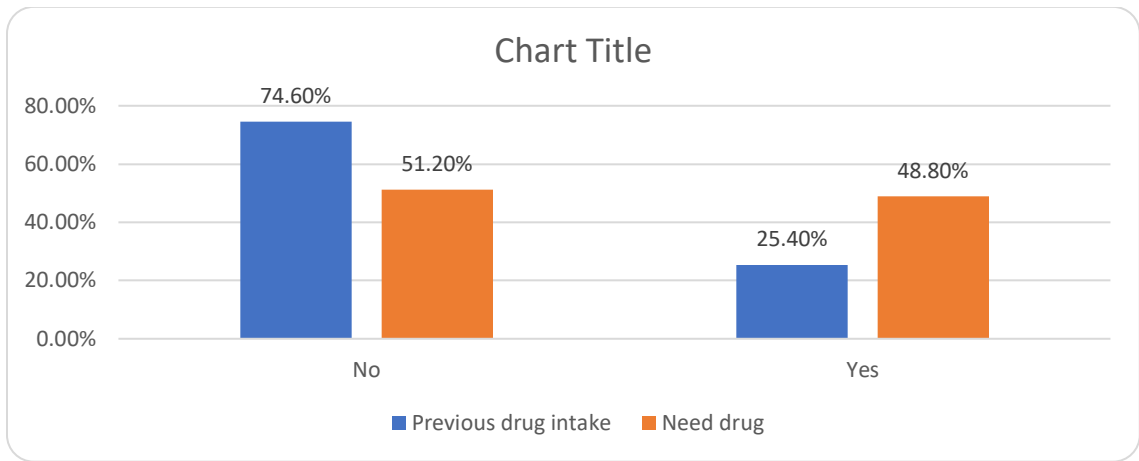


Graph (17): Number of referred calls to therapists' overtime according to the customer type and the age distribution

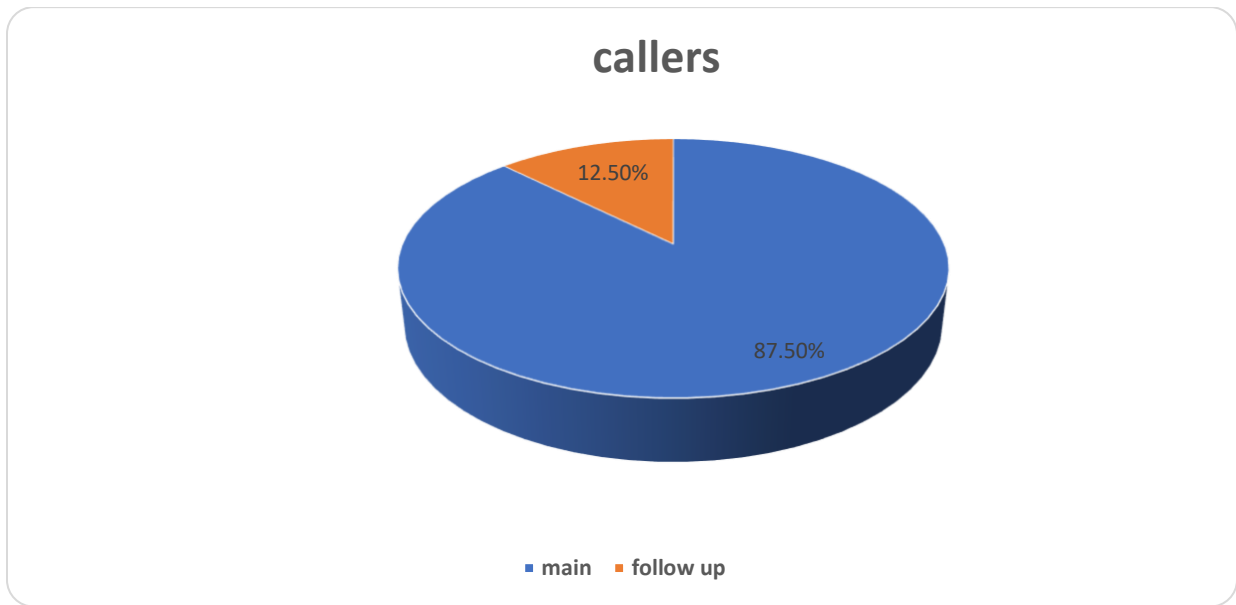


Graph (18): Distribution of calls according to the complaints

It appears in the available data that the most common complaint in the hotline service is the societal problems, followed by anxiety. (Chart 18)

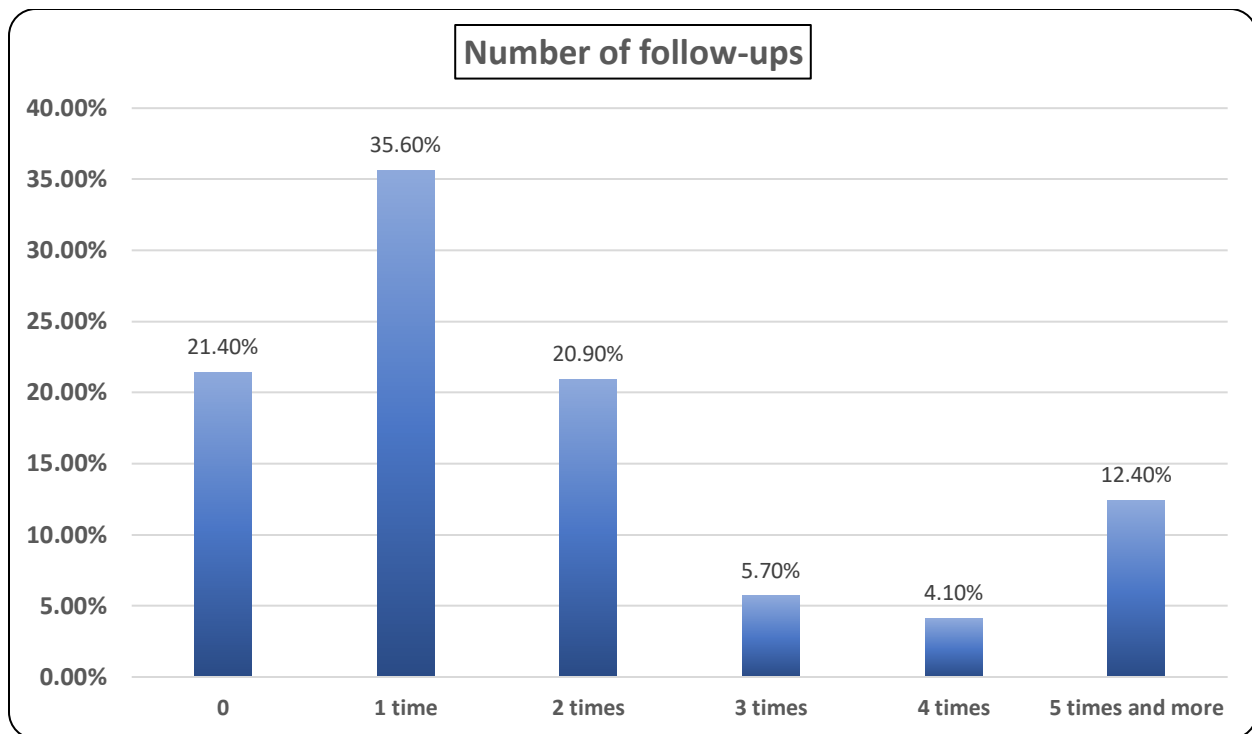


Graph (19): Number of referred calls with previous drug intake

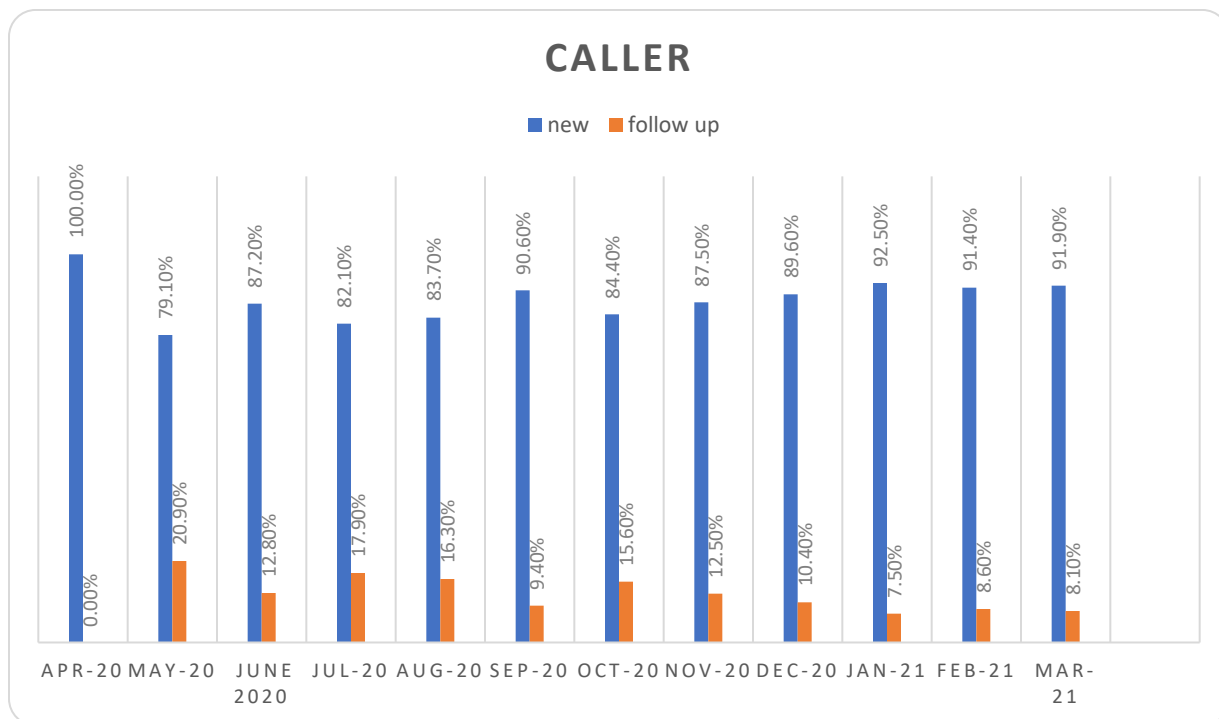


Graph (20): Description of referred calls according to repetition

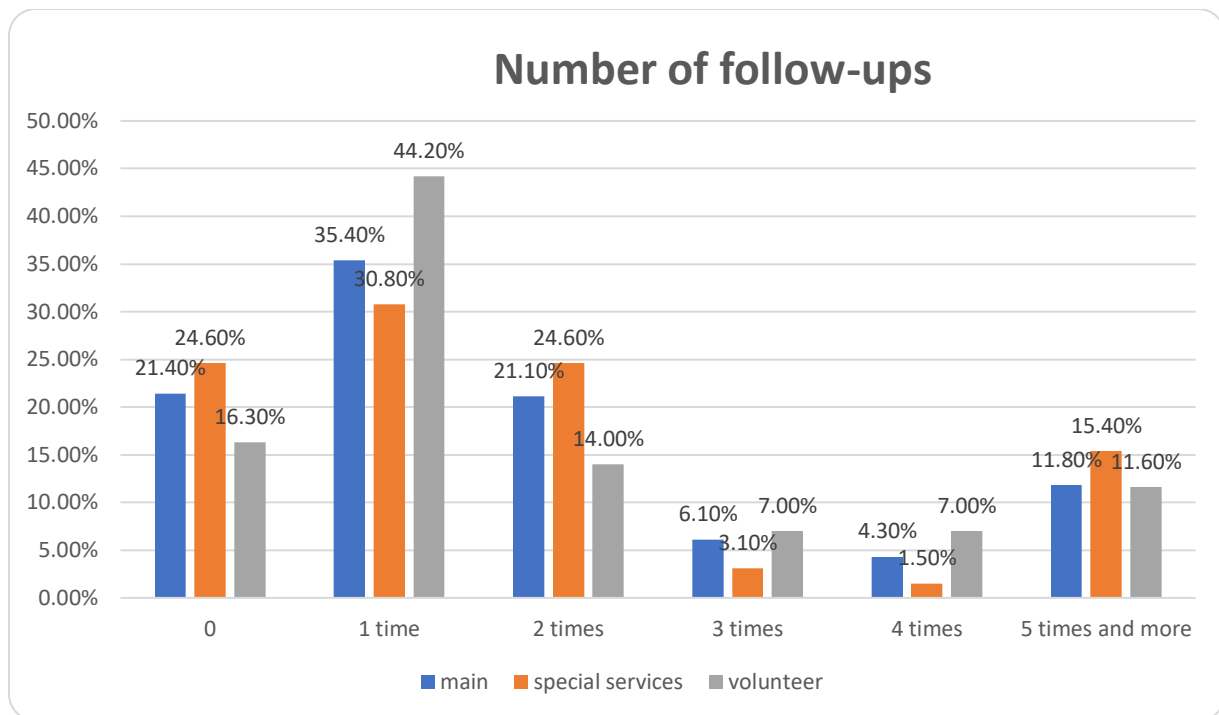
Noticed from the referred calls, 87% were new customers and 12% follow up calls revealed the intense training of the therapists providing the service satisfying the need of the callers and also the decreased need of the follow ups. (Graph 20)



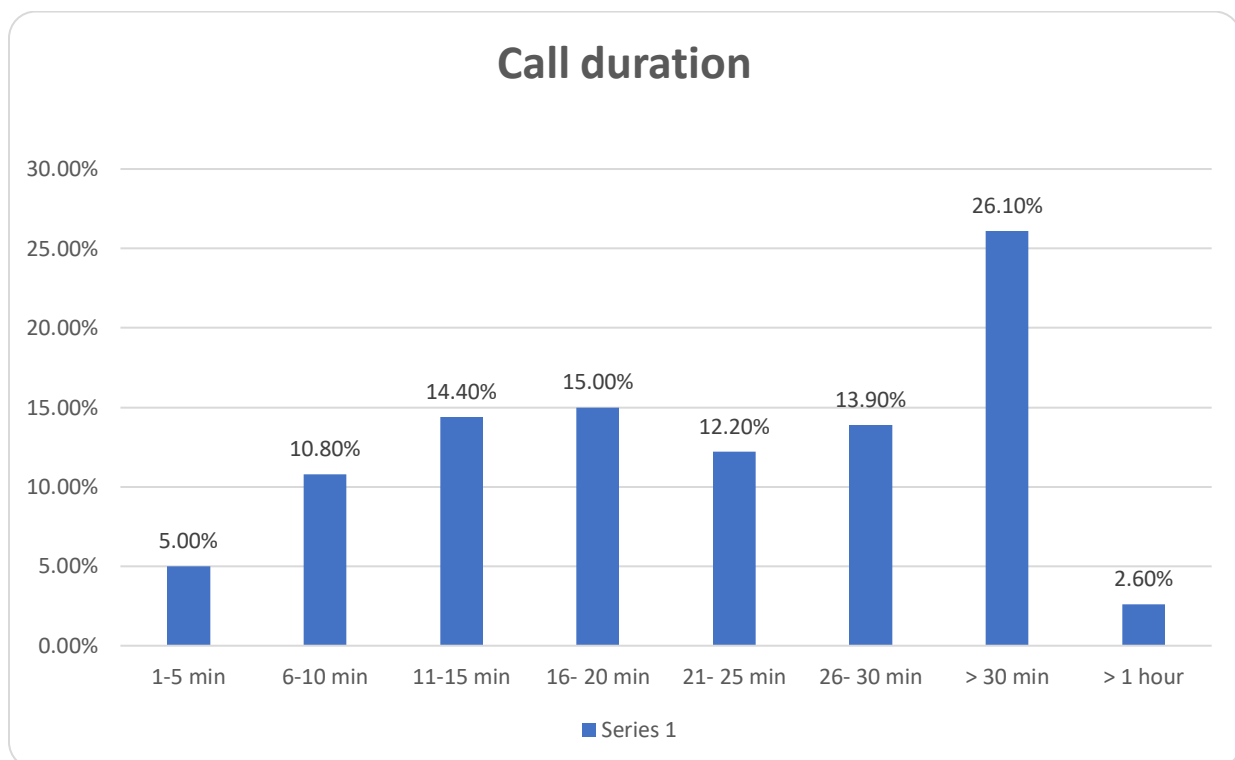
Graph (21): Number of follow ups of the referred calls



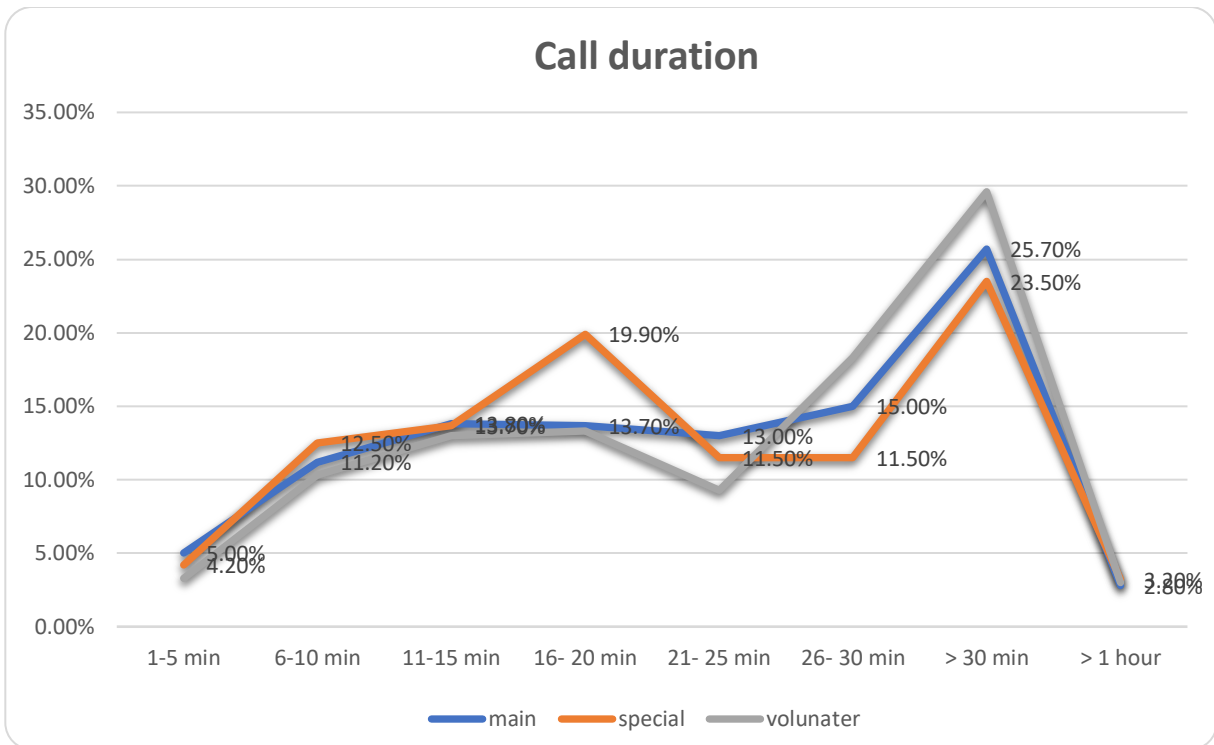
Graph (22): Description of referred calls according to repetition overtime from April 2020 to March 2021



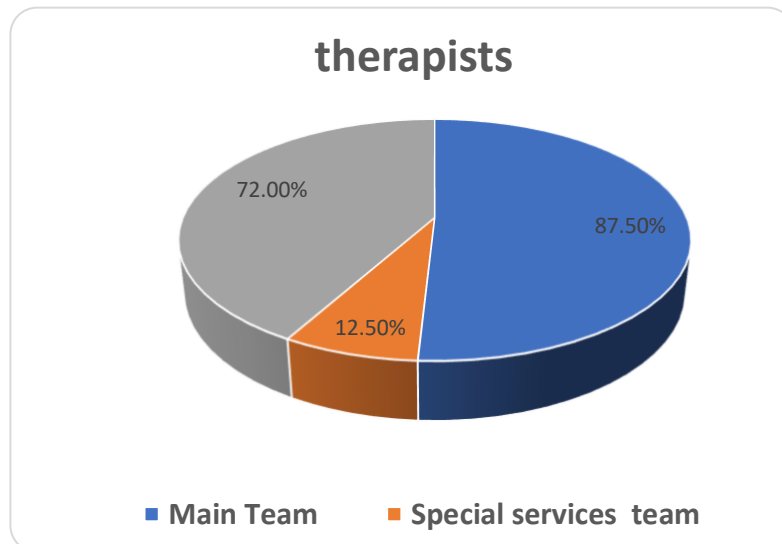
Graph (23): Number of follow-ups according to the different therapists' group (main-special services-volunteers)



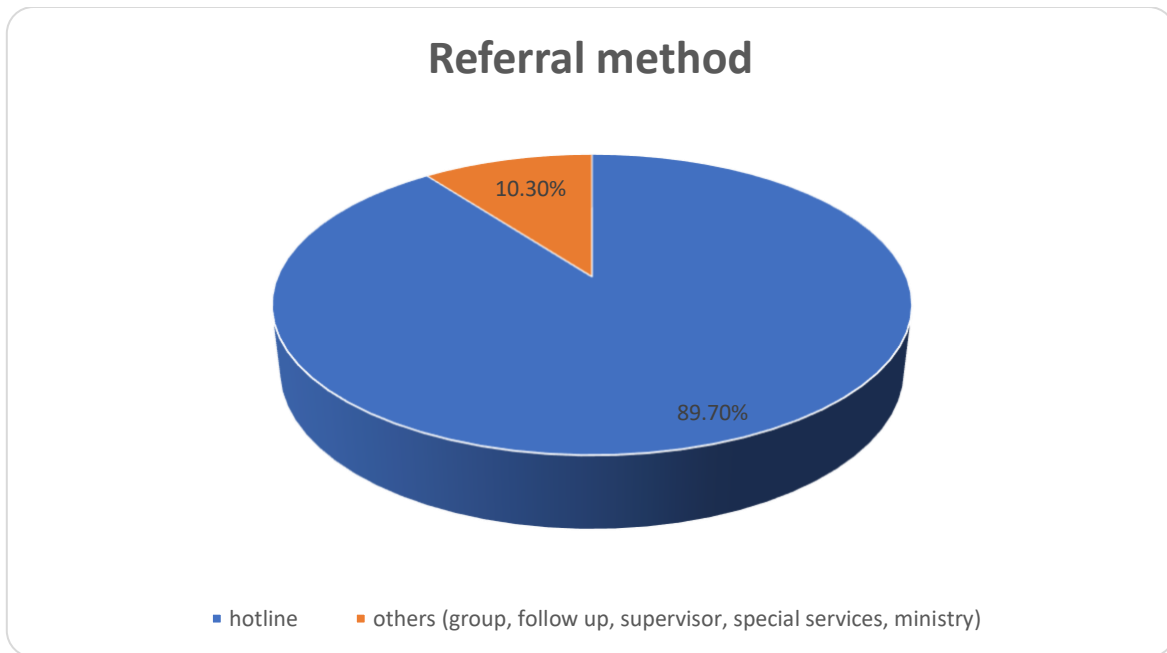
Graph (24): Distribution of referred calls' duration



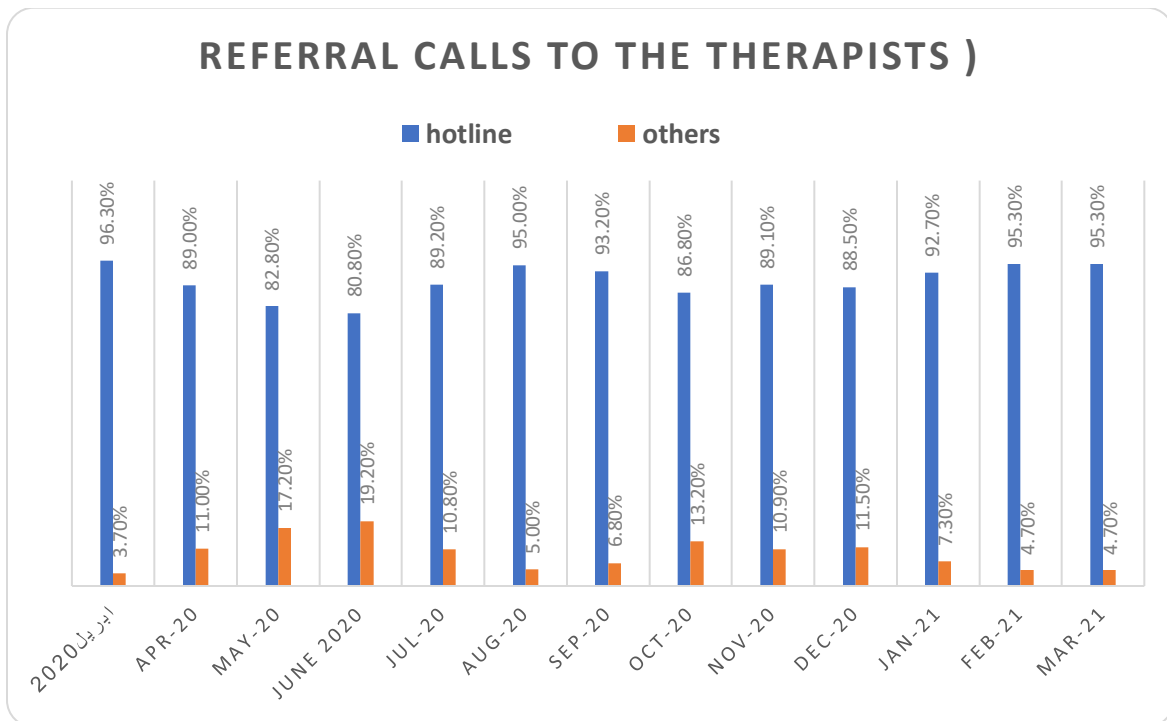
Graph (25): Distribution of referred calls' duration and the different therapists' groups (main-special services-volunteers)



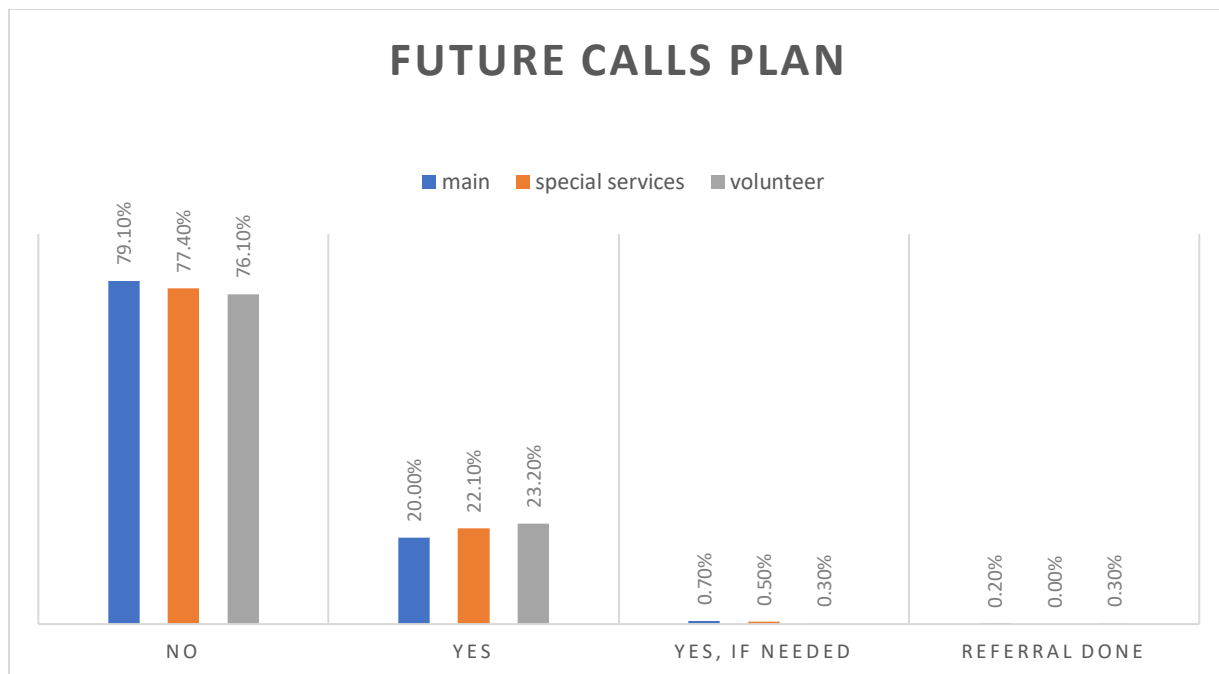
Graph (26): Distribution of different therapists' groups (main-special services-volunteers)



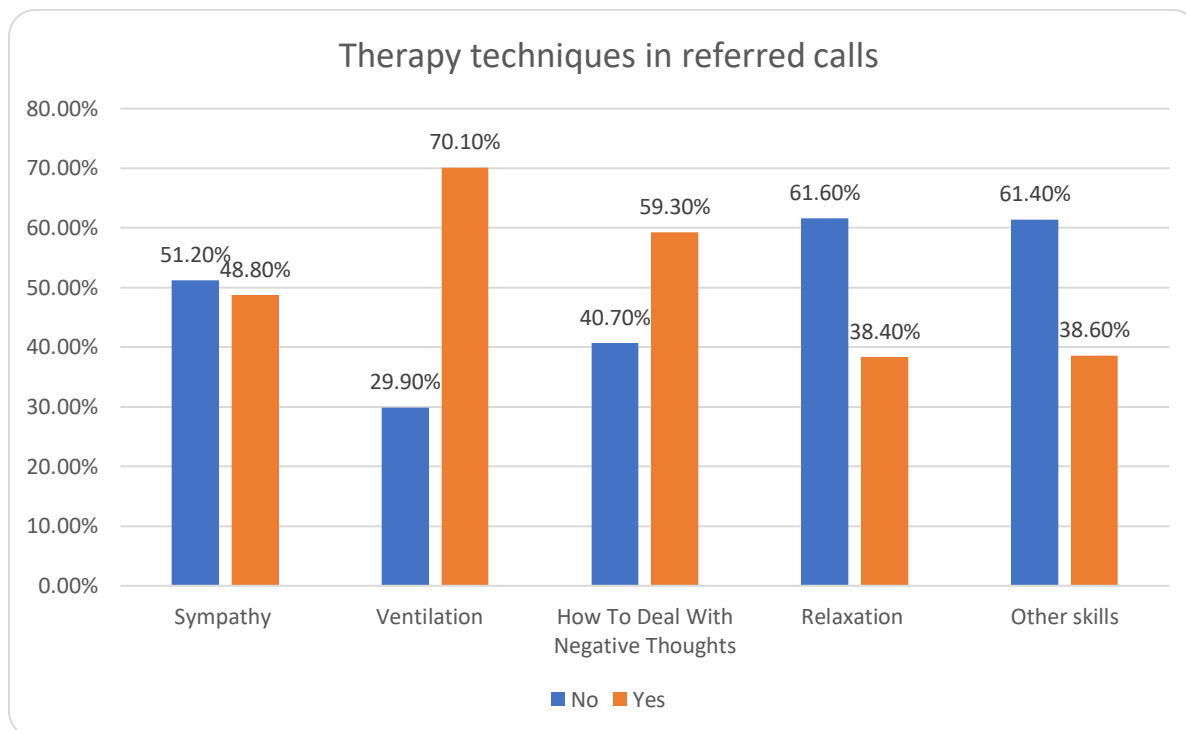
Graph (27): Number of Referral method to the therapists for the referred calls



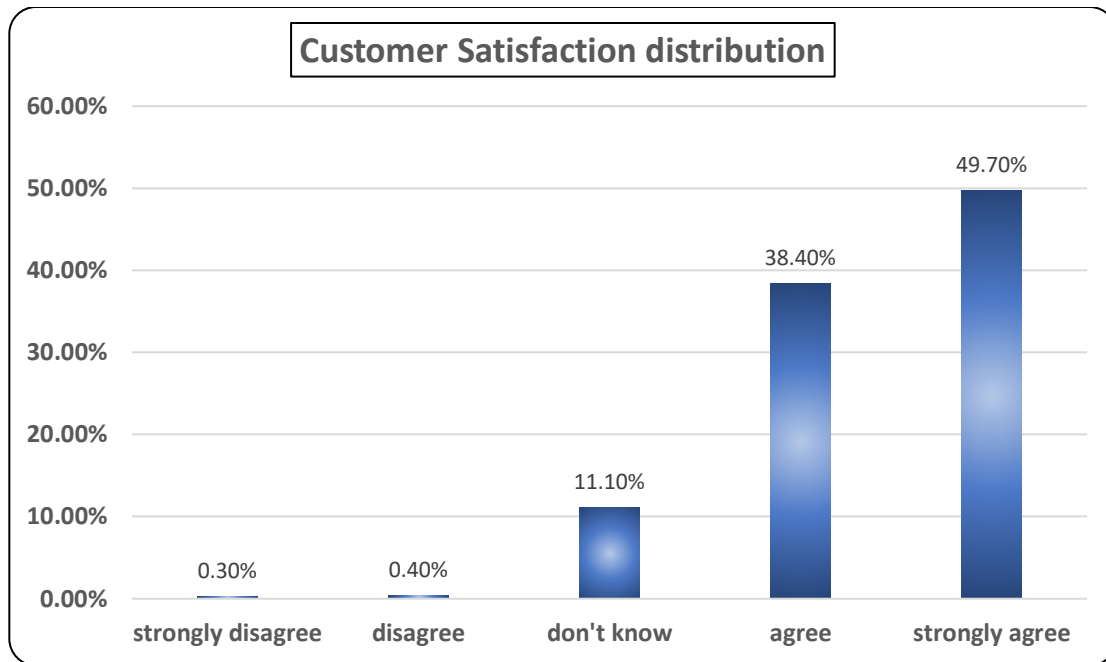
Graph (28): Distribution of Referral method for the referred calls overtime from April 2020 to March 2021



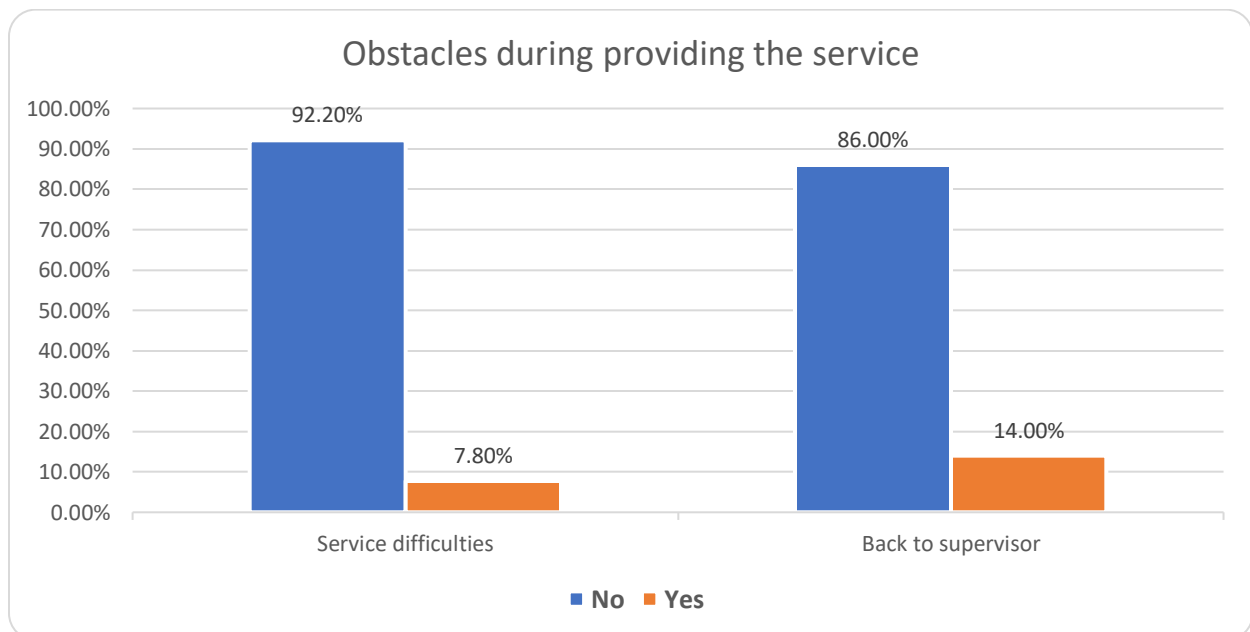
Graph (29): Distribution of future calls plan and the different therapists' group (main-special services-volunteers)



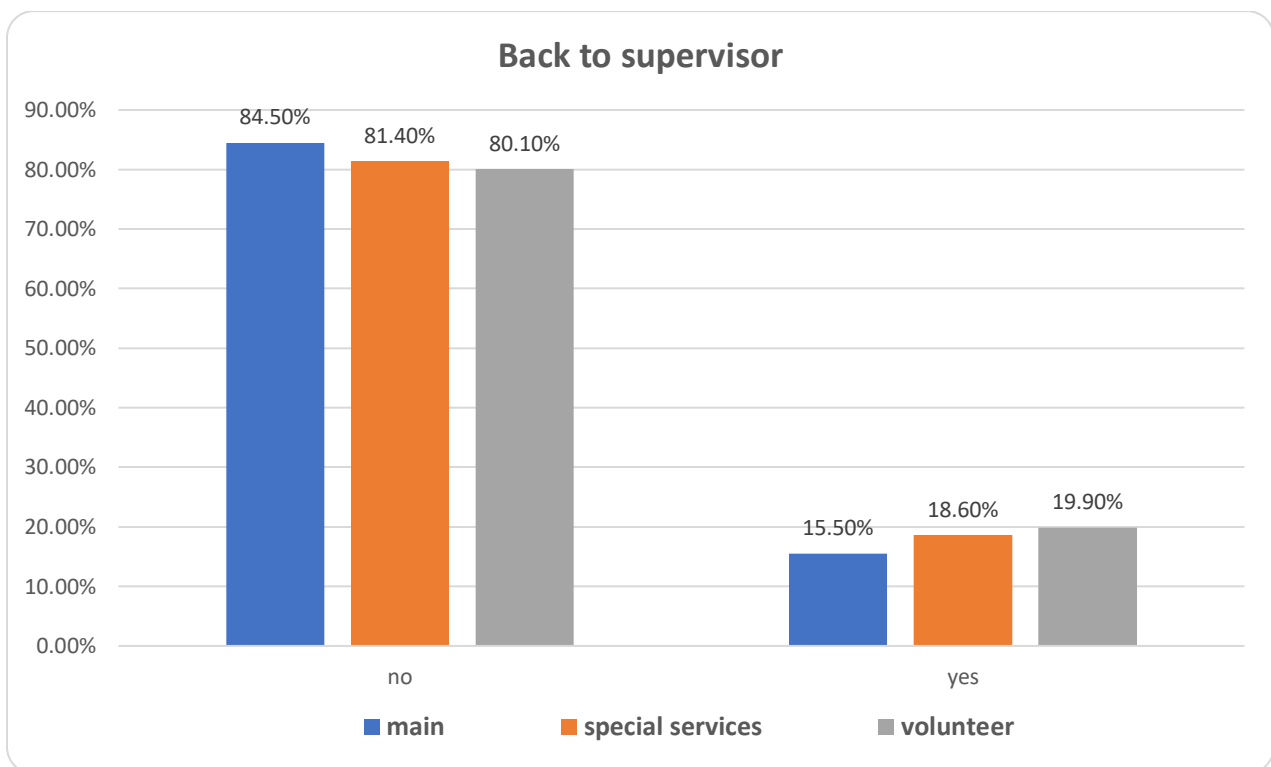
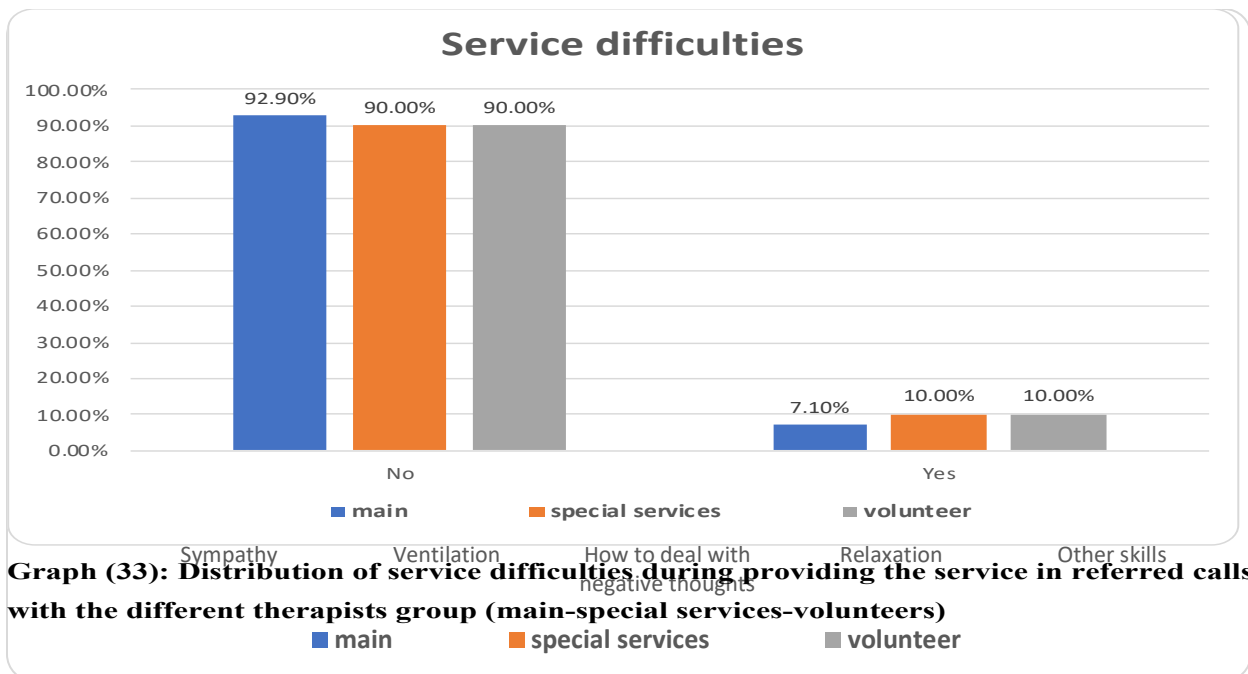
Graph (30): Frequency of calls and therapy techniques used in referred calls

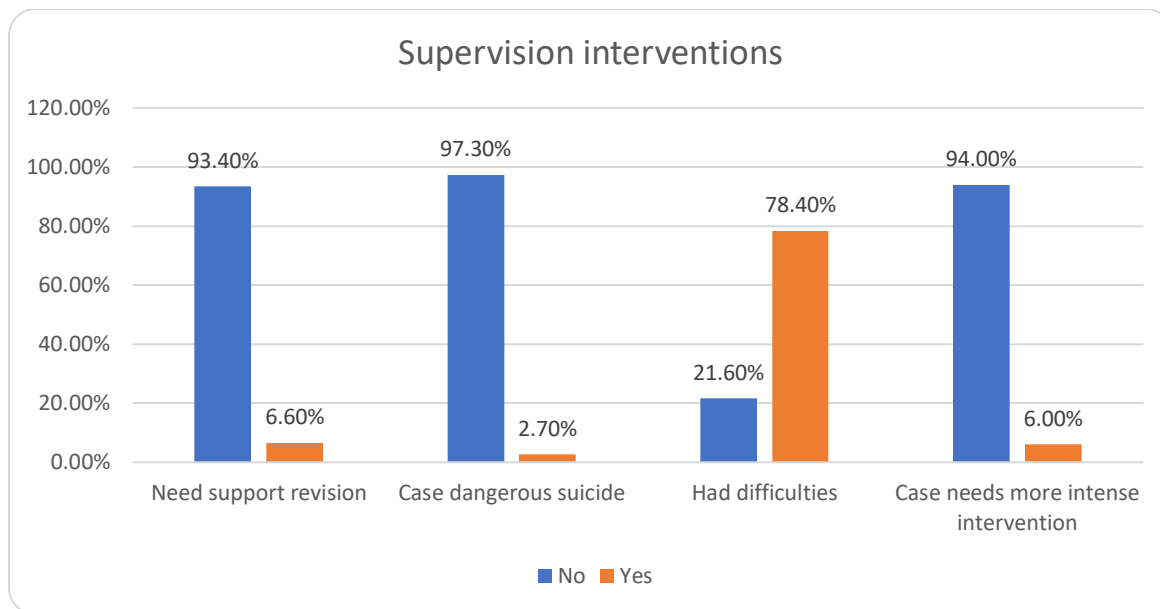


Graph (31): Distribution of therapy techniques used in referred calls and the different therapists' group (main-special services-volunteers)

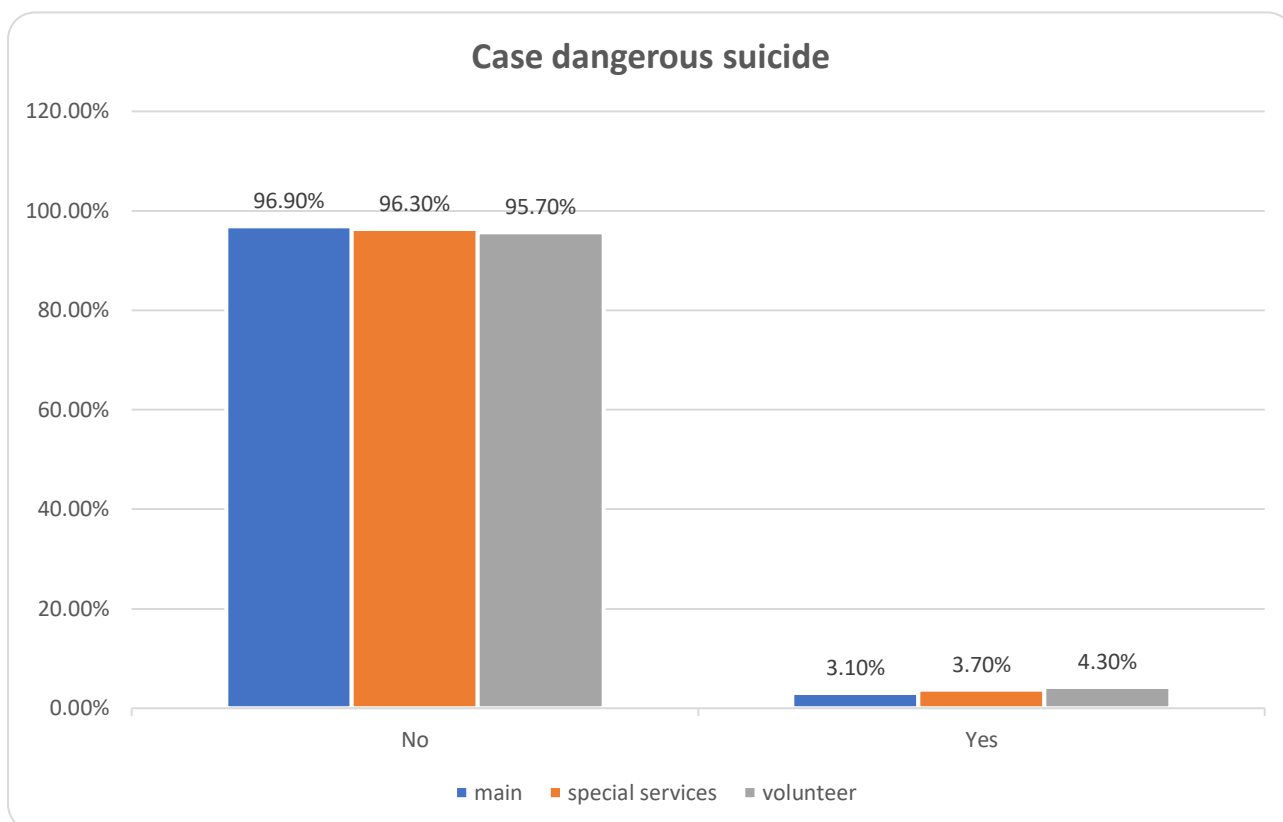


Graph (32): Obstacles during providing the service

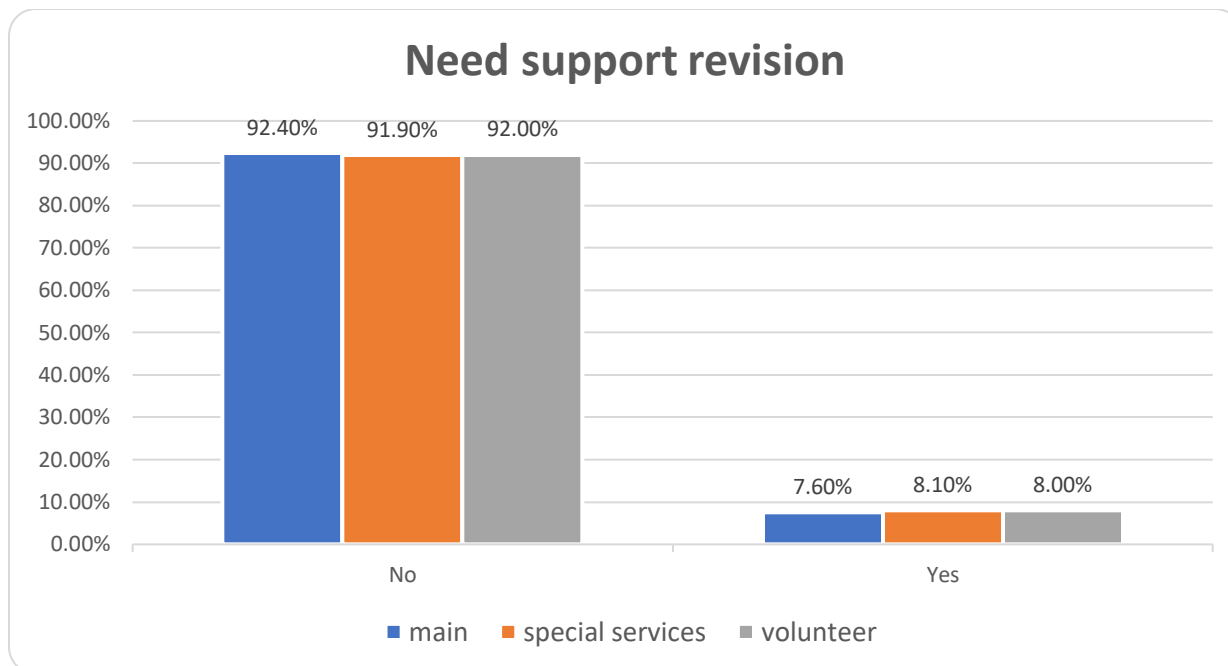




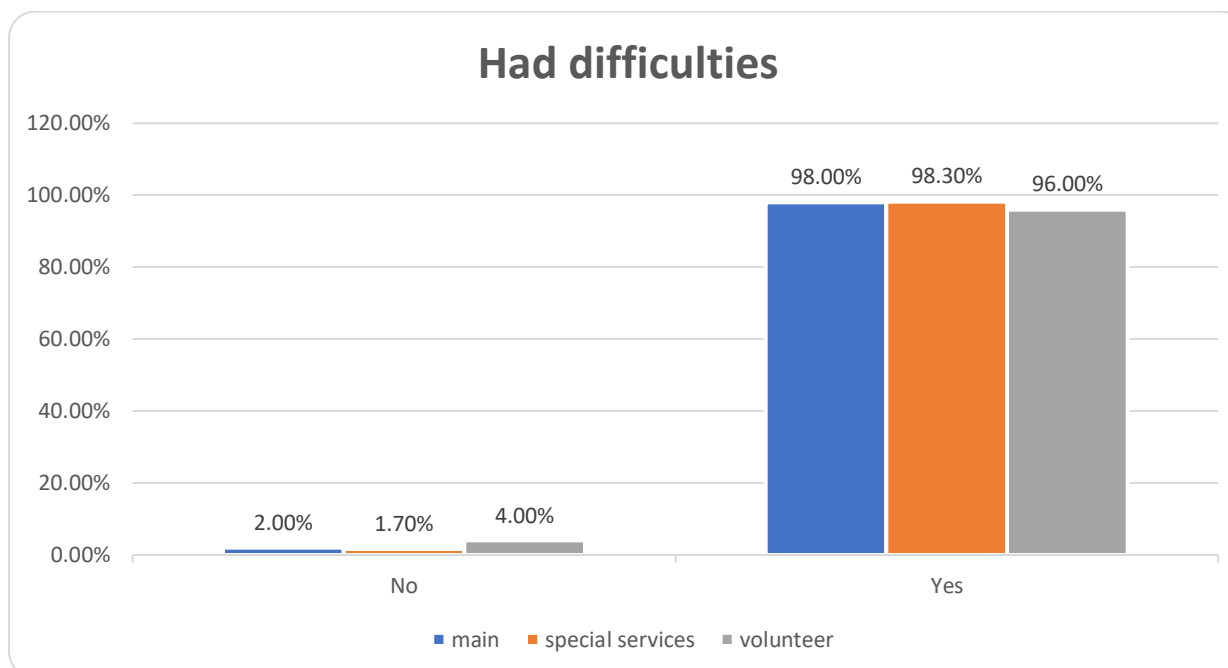
Graph (35): Distribution for each supervision intervention



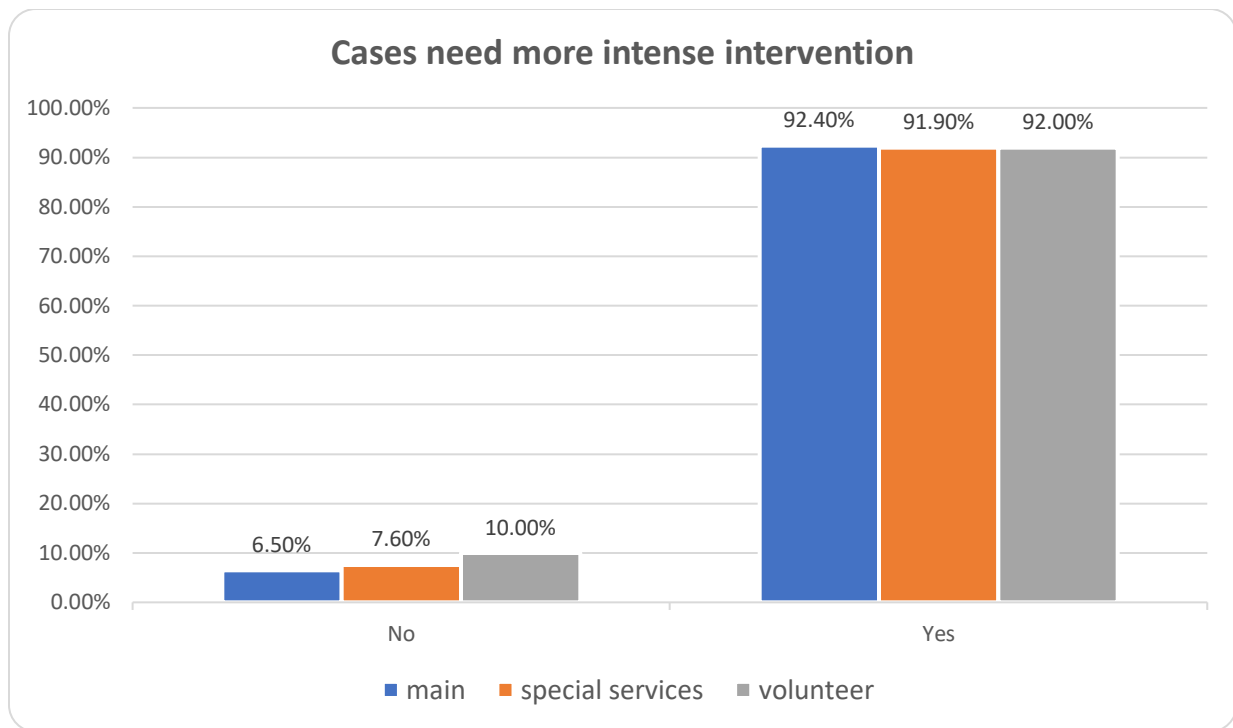
Graph (36): Distribution of supervision intervention for case dangerousness with the different therapists' group (main-special services-volunteers)



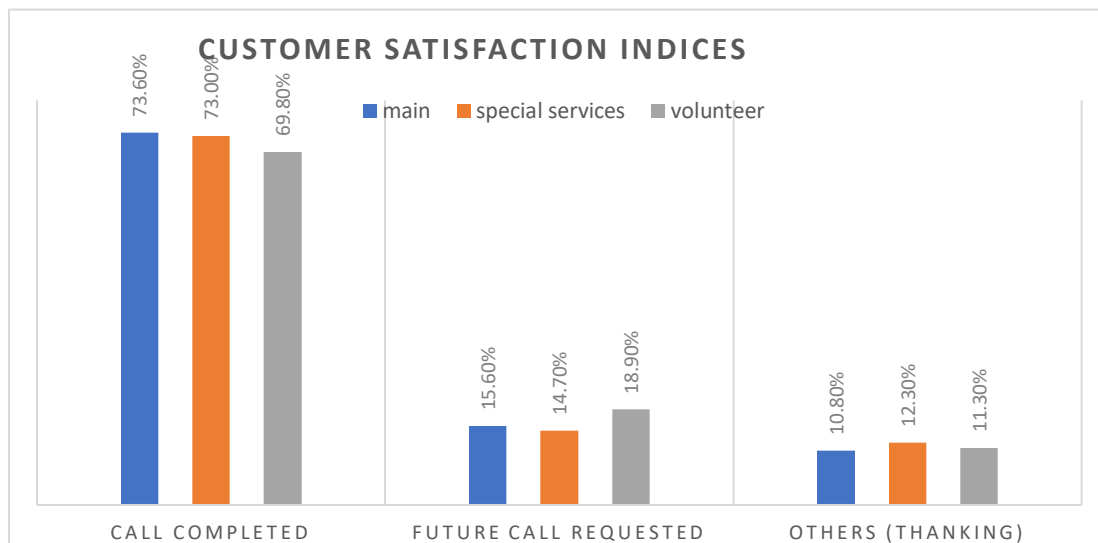
Graph (37): Distribution of supervision intervention for therapists who need support revision with the different therapists' group (main-special services-volunteers)



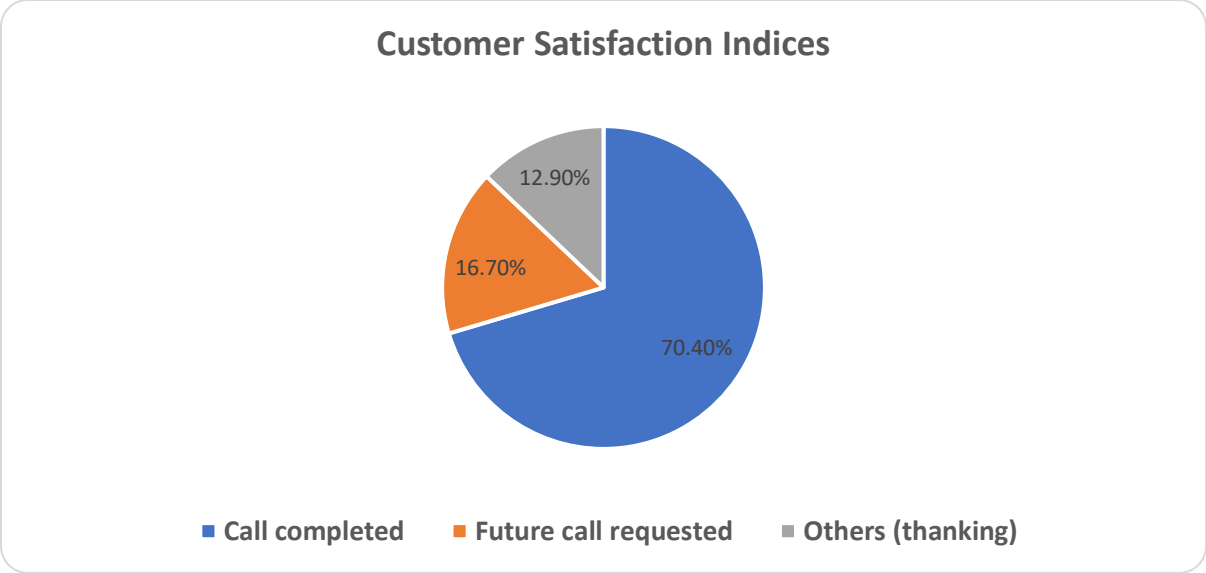
Graph (38): Distribution of supervision intervention for having difficulties with the callers with the different therapists' group (main-special services-volunteers)



Graph (39): Distribution of supervision intervention for cases needing more intense intervention with the different therapists' group (main-special services-volunteers)



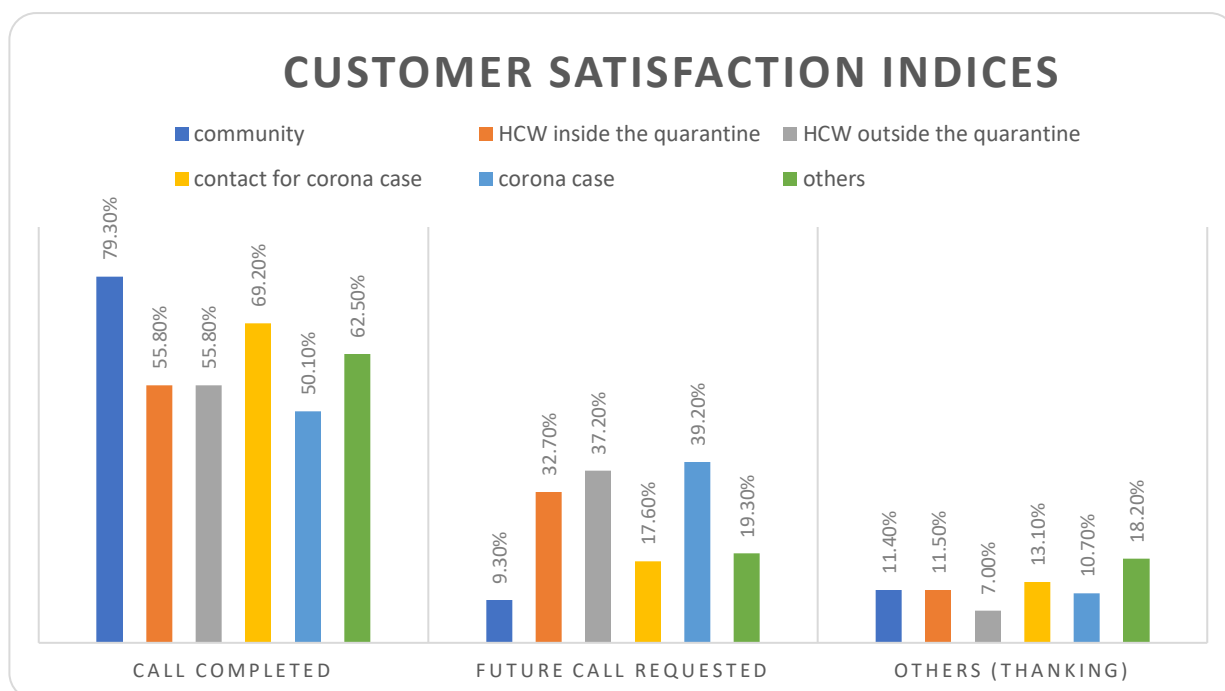
Graph (40): Customer Satisfaction distribution



Graph (41): Customer Satisfaction Indices



Graph (42): Distribution for customer satisfaction with the different therapists' group (main-special services-volunteers)



Graph (43): Customer Satisfaction Indices in relation to the callers' type