

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

Month	No. of Calls	Women	Men	1st Shift	2nd Shift	3rd Shift	Information about mental health service	Complaints	Support and consulting
January 2020	72	29	43	68	4	0	67	4	1
February 2020	153	40	113	139	14	0	144	7	2
March 2020	148	42	106	137	11	0	130	9	9
April 2020	1047	595	452	406	525	116	355	6	686
May 2020	891	479	412	276	415	200	307	10	574
June 2020	886	469	417	393	405	88	292	11	583
July 2020	533	250	283	258	207	68	243	6	284
August 2020	484	241	243	218	209	57	237	10	237
September 2020	459	217	242	193	199	67	241	17	201
October 2020	490	206	284	195	232	63	318	13	159
November 2020	483	198	285	225	204	54	306	15	162
December 2020	715	233	482	313	337	65	418	30	267
January 2021	860	314	546	360	406	94	496	12	352
February 2021	791	248	484	357	378	56	401	21	310
March 2021	979	315	515	426	453	100	489	24	317
Sum	8991	3876	4907	3964	3999	1028	4444	195	4144

Table (2): Description of inquiries received by the hotline overtime (January 2020 - March 2021)

Month	Inquiries received by the hotline overtime							
	Hospitals	Outpatient clinics	Inpatient	Emergency	Different therapeutic techniques/ modalities	Phone Number	Other	Sum
January 2020	6	44	1	6	0	0	10	67
February 2020	18	71	1	9	0	4	41	144
March 2020	20	65	0	7	0	1	37	130
April 2020	16	195	0	30	0	1	113	355
May 2020	15	109	0	20	0	0	163	307
June 2020	32	88	0	44	0	0	128	292
July 2020	36	105	0	39	0	3	60	243
August 2020	51	106	0	21	0	3	56	237
September 2020	61	101	0	25	0	2	52	241
October 2020	68	126	0	29	0	7	88	318
November 2020	81	117	2	21	0	1	84	306
December 2020	105	164	9	3	0	2	135	418
January 2021	131	211	0	0	1	153	0	496
February 2021	116	201	3	0	2	79	0	401
March 2021	109	232	4	0	0	4	140	489
Sum	770	1729	17	254	3	273	967	4013

Table (3): Description of services inquiries received by the hotline overtime (January 2020 - March 2021)

Month	Addiction	Teenagers	Elderly	Children	Suicide	Smoking	Support	Sum
January 2020	13	2	2	1	6	1	0	25
February 2020	33	4	0	5	9	0	0	51
March 2020	37	2	3	2	7	1	0	52
April 2020	50	1	1	4	30	2	553	641
May 2020	38	3	3	1	20	0	500	565
June 2020	47	0	0	4	44	0	480	575
July 2020	43	8	3	3	39	0	207	303
August 2020	59	3	3	6	21	1	108	201
September 2020	64	3	2	6	25	1	66	167
October 2020	86	8	2	6	29	1	41	173
November 2020	62	6	4	8	21	5	49	155
December 2020	88	16	5	5	17	3	100	234
January 2021	94	14	28	20	21	6	0	89
February 2021	131	12	27	14	17	2	0	59
March 2021	18	2	3	4	3	0	0	5
Sum	863	84	86	89	309	23	2104	3295

Table (4): Description of type of complaints for the services provided by the GSMHAT received by the hotline overtime (January 2020 - March 2021)

Month	Bad Service	Service induced harm	Raise complaint	other	Sum
January 2020	1	1	2	0	4
February 2020	1	1	5	0	7
March 2020	0	1	8	0	9
April 2020	1	1	4	0	6
May 2020	3	0	7	0	10
June 2020	6	0	5	0	11
July 2020	2	0	4	0	6
August 2020	4	0	6	0	10
September 2020	3	0	12	2	17
October 2020	1	0	12	0	13
November 2020	3	1	11	0	15
December 2020	4	0	26	0	30
January 2021	0	0	12	0	12
February 2021	3	0	18	0	21
March 2021	4	0	20	0	24
Sum	33	5	125	2	177

Table (5): Description of type of referral to the hotline service overtime (January 2020 - March 2021)

Month	Social media	Friend	Flayers	exhibition	TV	phone book	baby help	Hotline 105	Symposium	radio	sum
January	45	8	9	2	8	0	0	0	0	0	72
February	65	7	13	28	5	33	0	0	1	1	153
March	61	33	25	0	2	26	1	0	0	0	148
April	488	28	12	0	511	8	0	0	0	0	1047
May	378	22	5	0	355	26	0	105	0	0	891
June	442	28	14	0	304	30	0	68	0	0	886
July	304	26	14	0	141	18	0	30	0	0	533
August	275	25	15	0	139	12	0	18	0	0	484
September	257	18	12	0	147	14	0	11	0	0	459
January	203	34	13	0	198	31	0	11	0	0	490
February	278	22	16	0	87	46	2	17	0	15	483
March	381	64	24	0	109	76	0	47	0	14	715
Sum	3177	315	172	30	2006	320	3	307	1	30	6361

Table (6): Number of referred calls to therapists' overtime (April 2020–March 2021)

		N	%
Number of calls	April 2020	543	16.1%
	May 2020	500	14.8%
	June 2020	541	16.0%
	July 2020	234	6.9%
	August 2020	203	6.0%
	September 2020	159	4.7%
	October 2020	147	4.4%
	November 2020	144	4.3%
	December 2020	193	5.7%
	January 2021	252	7.4%
	February 2021	233	6.9%
	March 2021	234	6.9%

Table (7): service customer type (referred calls)

		N	%
Service customer	Community	1862	55.0%
	HCW inside the quarantine	52	1.5%
	HCW outside the quarantine	43	1.3%
	contact for corona case	221	6.5%
	Corona case	431	12.7%
	Others	774	22.9%

Table (8): Age groups distribution for the referred calls

Age groups distribution		N	%
Age groups	< 18 y	211	6.3%
	18 - 60 y	3132	93.4%
	> 60y	11	0.3%

Table (9): Gender distribution of the referred calls

		N	%
Sex	Female	1973	58.3%
	Male	1410	41.7%

Table (10): Number of referred calls to therapists' overtime according to the age distribution

Month and year							P
	< 18 y		18 - 60 y		> 60y		
	N	Row %	N	Row %	N	Row %	
April 2020	42	7.9%	482	91.1%	5	0.9%	.000*
May 2020	41	8.5%	438	90.3%	6	1.2%	
June 2020	17	3.1%	524	96.9%	0	0.0%	
July 2020	8	3.4%	226	96.6%	0	0.0%	
August 2020	13	6.4%	190	93.6%	0	0.0%	
September 2020	15	9.4%	144	90.6%	0	0.0%	
October 2020	10	6.8%	137	93.2%	0	0.0%	
November 2020	9	6.2%	135	93.8%	0	0.0%	
December 2020	6	3.1%	187	96.9%	0	0.0%	
January 2021	13	5.2%	239	94.8%	0	0.0%	
February 2021	24	10.3%	209	89.7%	0	0.0%	
March 2021	13	5.6%	221	94.4%	0	0.0%	

Table (11): Number of referred calls to therapists according to the customer type, the age distribution and gender distribution

		Therapists												P
		Community		HCW inside the quarantine		HCW outside the quarantine		Contact for corona case		Corona case		Others		
		N	%	N	%	N	%	N	%	N	%	N	%	
Sex	Female	1064	57.1%	34	65.4%	28	65.1%	133	60.2%	224	52.0%	490	63.3%	.002*
	Male	798	42.9%	18	34.6%	15	34.9%	88	39.8%	207	48.0%	284	36.7%	
Age groups	< 18 y	130	7.0%	0	0.0%	0	0.0%	3	1.4%	2	0.5%	76	10.1%	.000*
	18-60 y	1732	93.0%	51	100.0%	43	100.0%	216	98.6%	425	99.5%	665	88.4%	
	> 60y	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	11	1.5%	

Table (12): distribution of calls according to the complaints

		N	%
complain	Anxiety	172	24.0%
	Depression	46	6.4%
	Psychiatric diseases	63	8.8%
	Psychiatric symptom related to Covid-19	74	10.3%
	Community Problems	329	45.8%
	Family problems	34	4.7%

Table (13): Number of referred calls with previous drug intake

		N	%
Previous drug intake	No	2523	74.6%
	Yes	860	25.4%
Need drug	No	1733	51.2%
	Yes	1650	48.8%

Table (14): Description of referred calls according to repetition

		N	%
Callers	New	2206	87.5%
	follow up	316	12.5%

Table (15): Number of follow ups of the referred calls

		N	%
Number of follow-ups	0	83	21.4%
	1 time	138	35.6%
	2 times	81	20.9%
	3 times	22	5.7%
	4 times	16	4.1%
	5 times and more	48	12.4%

Table (16): Description of referred calls according to repetition overtime from April 2020 to March 2021

Month and year	Therapist				P
	new		follow up		
	N	Row %	N	Row %	
April 2020	543	100.0%	0	0.0%	.000*
May 2020	144	79.1%	38	20.9%	
June 2020	472	87.2%	69	12.8%	
July 2020	192	82.1%	42	17.9%	
August 2020	170	83.7%	33	16.3%	
September 2020	144	90.6%	15	9.4%	
October 2020	124	84.4%	23	15.6%	
November 2020	126	87.5%	18	12.5%	
December 2020	173	89.6%	20	10.4%	
January 2021	233	92.5%	19	7.5%	
February 2021	213	91.4%	20	8.6%	
March 2021	215	91.9%	19	8.1%	

Table (17): Number of follow-ups according to the different therapists' group (main-special services-volunteers)

		Therapists						P
		main		special services		volunteer		
		N	%	N	%	N	%	
Number of follow-ups	0	60	21.4%	16	24.6%	7	16.3%	.688
	1 time	99	35.4%	20	30.8%	19	44.2%	
	2 times	59	21.1%	16	24.6%	6	14.0%	
	3 times	17	6.1%	2	3.1%	3	7.0%	
	4 times	12	4.3%	1	1.5%	3	7.0%	
	5 times and more	33	11.8%	10	15.4%	5	11.6%	

Table (18): Distribution of referred calls' duration

		N	%
Call duration	1-5 min	168	5.0%
	6-10 min	367	10.8%
	11-15 min	483	14.4%
	16- 20 min	509	15.0%
	21- 25 min	413	12.2%
	26- 30 min	471	13.9%
	> 30 min	883	26.1%
	> 1 hour	89	2.6%

Table (19): Distribution of referred calls' duration and the different therapists' group (main-special services-volunteers)

		Therapists						P
		main		special services		volunteer		
		N	%	N	%	N	%	
Call duration	1-5 min	91	5.0%	17	4.2%	10	3.3%	.189
	6-10 min	204	11.2%	51	12.5%	31	10.3%	
	11-15 min	250	13.8%	56	13.7%	39	13.0%	
	16- 20 min	249	13.7%	81	19.9%	40	13.3%	
	21- 25 min	236	13.0%	47	11.5%	28	9.3%	
	26- 30 min	273	15.0%	47	11.5%	55	18.3%	
	> 30 min	468	25.7%	96	23.5%	89	29.6%	
	> 1 hour	51	2.8%	13	3.2%	9	3.0%	

Table (20): Distribution of different therapists' groups (main-special services-volunteers)

		N	%
Therapists	Main Team	2206	87.5%
	Special services Team	316	12.5%
	Volunteer Team	1822	72.0%

Table (21): Number of Referral calls to the therapists

		N	%
Referral method to the Therapists	hotline	3033	89.7%
	others (group, follow up, supervisor, special services, ministry)	350	10.3%

Table (22): Distribution of Referral method for the referred calls overtime from April 2020 to March 2021

Month and year	Referral calls to the therapists				P
	Hotline		Others (Group, follow up, supervisor, special services, ministry)		
			N	Row %	
April 2020	523	96.3%	20	3.7%	.000*
May 2020	445	89.0%	55	11.0%	
June 2020	448	82.8%	93	17.2%	
July 2020	189	80.8%	45	19.2%	
August 2020	181	89.2%	22	10.8%	
September 2020	151	95.0%	8	5.0%	
October 2020	137	93.2%	10	6.8%	
November 2020	125	86.8%	19	13.2%	
December 2020	172	89.1%	21	10.9%	
January 2021	223	88.5%	29	11.5%	
February 2021	216	92.7%	17	7.3%	
March 2021	223	95.3%	11	4.7%	

Table (23): Distribution of future calls plan and the different therapist's group (main-special services-volunteers)

		Therapists						P
		main		special services		volunteer		
		N	%	N	%	N	%	
Future calls plan	No	1498	79.1%	329	77.4%	236	76.1%	.631
	Yes	378	20.0%	94	22.1%	72	23.2%	
	Yes, if needed	14	0.7%	2	0.5%	1	0.3%	

	Referral done	4	0.2%	0	0.0%	1	0.3%	
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Table (24): Therapy techniques used in the referred calls to the therapists

Skills during calls		N	%
Sympathy	No	1733	51.2%
	Yes	1650	48.8%
Ventilation	No	1012	29.9%
	Yes	2371	70.1%
How to Deal with Negative Thoughts	No	1377	40.7%
	Yes	2006	59.3%
Relaxation	No	2085	61.6%
	Yes	1298	38.4%
Other skills	No	2076	61.4%
	Yes	1307	38.6%

Table (25): Distribution of therapy techniques used in referred calls with the different therapists' group (main-special services-volunteers)

Skills during calls		Therapists						P
		main		special services		volunteer		
		N	%	N	%	N	%	
Sympathy	No	413	22.7%	85	20.8%	78	25.9%	.321
	Yes	1409	77.3%	323	79.2%	223	74.1%	
Ventilation	No	615	33.8%	164	40.2%	104	34.6%	.658
	Yes	1207	66.2%	244	59.8%	197	65.4%	
How to deal with negative thoughts	No	1028	56.4%	246	60.3%	180	59.8%	.354
	Yes	794	43.6%	162	39.7%	121	40.2%	
Relaxation	No	1122	61.6%	250	61.3%	168	55.8%	.105
	Yes	700	38.4%	158	38.7%	133	44.2%	
Other skills	No	1475	81.0%	316	77.5%	245	81.4%	.260
	Yes	347	19.0%	92	22.5%	56	18.6%	

Table (27): Distribution of obstacles during providing the service in referred calls with the different therapists group (main-special services-volunteers)

Supervision		Therapists						P
		main		special services		volunteer		
		N	%	N	%	N	%	
Service difficulties	No	1692	92.9%	367	90.0%	271	90.0%	.072
	Yes	130	7.1%	41	10.0%	30	10.0%	
Back to supervisor	No	1540	84.5%	332	81.4%	241	80.1%	.091
	Yes	282	15.5%	76	18.6%	60	19.9%	

Table (28): Distribution for each supervision intervention

Supervision		N	%
Need support revision	No	3161	93.4%
	Yes	222	6.6%
Case dangerous suicide	No	3292	97.3%
	Yes	91	2.7%
Had difficulties	No	731	21.6%
	Yes	2652	78.4%
Case needs more intense intervention	No	3181	94.0%
	Yes	202	6.0%

Table (29): Distribution for each supervision intervention with the different therapists' group (main-special services-volunteers)

Supervision		Therapists						P
		main		special services		volunteer		
N	%	N	%	N	%			
Need support revision	No	1683	92.4%	375	91.9%	277	92.0%	.386
	Yes	139	7.6%	33	8.1%	24	8.0%	
Case dangerous, suicidal attempt	No	1765	96.9%	393	96.3%	288	95.7%	.983
	Yes	57	3.1%	15	3.7%	13	4.3%	
Had difficulties	No	36	2.0%	7	1.7%	12	4.0%	.220
	Yes	1786	98.0%	401	98.3%	289	96.0%	
Cases need more intense intervention	No	1704	93.5%	377	92.4%	271	90.0%	.495
	No	118	6.5%	31	7.6%	30	10.0%	
	Yes	1683	92.4%	375	91.9%	277	92.0%	

Table (30): Customer Satisfaction distribution

Customer satisfaction		N	%
Customer satisfaction	Strongly disagree	10	0.3%
	Disagree	14	0.4%
	Don't know	377	11.1%
	Agree	1299	38.4%
	Strongly agree	1683	49.7%

Table (26): Obstacles during providing the service

Supervision		N	%
Service difficulties	No	3118	92.2%
	Yes	265	7.8%
Back to supervisor	No	2911	86.0%
	Yes	472	14.0%

Table (31): Customer Satisfaction Indices

		N	%
Customer satisfaction indices	Call completed	2382	70.4%
	Future call requested	564	16.7%
	Others (thanking)	437	12.9%

Table (32): Distribution for customer satisfaction with the different therapists' group (main-special services-volunteers)

		Therapists						p
		main		special services		volunteer		
		N	%	N	%	N	%	
Customer satisfaction	strongly disagree	5	0.3%	1	0.2%	1	0.3%	.248
	disagree	4	0.2%	4	1.0%	1	0.3%	
	don't know	204	11.2%	51	12.5%	27	9.0%	
	agree	690	37.9%	162	39.7%	111	36.9%	
	strongly agree	919	50.4%	190	46.6%	161	53.5%	
Customer satisfaction indices	call completed	1341	73.6%	298	73.0%	210	69.8%	.634
	future call requested	285	15.6%	60	14.7%	57	18.9%	
	others (thanking)	196	10.8%	50	12.3%	34	11.3%	

Table (33): Customer Satisfaction Indices in relation to the callers' type

		Therapists												P
		Community		HCW inside the quarantine		HCW outside the quarantine		contact for corona case		corona case		others		
		N	%	N	%	N	%	N	%	N	%	N	%	
Customer satisfaction indices	call completed	147 6	79.3 %	2 9	55.8 %	2 4	55.8 %	15 3	69.2 %	21 6	50.1 %	48 4	62.5 %	.000 *
	future call requested	174	9.3%	1 7	32.7 %	1 6	37.2 %	39	17.6 %	16 9	39.2 %	14 9	19.3 %	
	others (thanking)	212	11.4 %	6	11.5 %	3	7.0%	29	13.1 %	46	10.7 %	14 1	18.2 %	