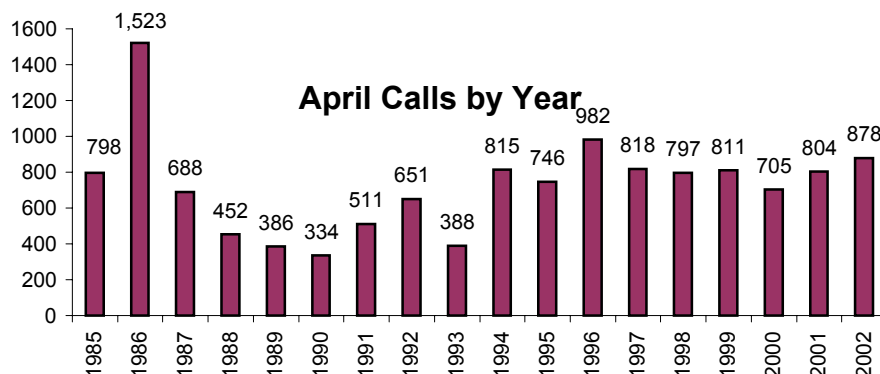


### April 2002 Monthly Report

<b>Total calls:</b>	878	<b>Average calls/day:</b>	29
<b>Last month:</b>	805	<b>Average length of call:</b>	8
<b>Year-to-date:</b>	3384	<b>Male:</b>	40%
<b>1985-to-date:</b>	146,799	<b>Female:</b>	60%

### Nature of Calls

	<u>#</u>	<u>%</u>
<b>Abuse</b>	9	1%
<b>Agricultural</b>	109	12%
<b>Basic needs</b>	35	4%
<b>Educational need</b>	8	1%
<b>Emotional stress</b>	288	33%
<i>Moderate</i>	238	83%
<i>Severe</i>	36	13%
<i>Suicidal</i>	14	5%
<b>Employment</b>	24	3%
<b>Family</b>	117	13%
<b>Farm On</b>	47	5%
<b>Financial</b>	121	14%
<i>Bankruptcy/forecl. - ag</i>	3	2%
<i>Bankruptcy/forecl. - non-ag</i>	7	6%
<i>Consumer debt</i>	34	28%
<i>Farm operation</i>	25	21%
<i>Lender disagreement</i>	1	1%
<i>Other</i>	51	42%
<b>Info. on hotline</b>	23	3%
<b>Legal</b>	328	37%
<b>Medical</b>	49	6%
<b>Relationships</b>	84	10%



---

### April 2002 Monthly Report Narrative

---

#### CALLS AND CONCERNS

During the month of April, 878 calls were received at the Iowa Concern Hotline. We received 73 more calls than last month. For the month of April, this number is the second largest number since 1996 when there was 982 calls. Please refer to the chart for more information about previous years.

Approximately 21% of the calls this month came from farm families. This figure is a jump from last month which was 12%. Those farm families who are calling are dealing with much emotional and financial stress. Many have been involved in downsizing their operation and trying to meet loan obligations. Some have had farm sales. Others are trying to make decisions about job and career changes and family structures. We have been able to refer people for needed mental health help during these times of stress and have talked to many who are getting some type of counseling.

We continue to hear about financial problems with farm families and also non-farm consumers. Credit card debt is a frequent concern. Farm families who call are using their credit cards for emergency needs (food for both animals & people, repairs on equipment, and vehicles). These families usually have a much higher credit limit on their credit card accounts.

Stress was evident in about 33% of the calls this month. We again saw another increase in the more severe and suicidal level of stress this month. Family conflicts, financial concerns, divorces, and job loss were the basis for many of the concerns this month. We continued to refer people for counseling through the Rural Mental Health Grant and have even heard some good comments about the counseling they have received.

Iowa Concern continues to operate 24 hours a day through the toll-free number 1-800-447-1985. Please call us if you would like magnets, stress cards, or additional marketing materials.