

Teen Line - 1-800-443-8336
August 1999 Monthly Report
<http://www.extension.iastate.edu/Pages/cahotlines/teenline/>
Iowa State University Extension/Iowa Department of Public Health

How many people called?

Teen Line received 216 calls for the month of August. This is an increase of 38 calls from the previous month. The annual total (fiscal year) of calls from October 1998 – August 1999 is 2,571.

Who called?

The average caller was 19 years old, male (34% female, 53% male), and remained on the line for 10 minutes. Seven percent of the calls were made by adults. A total of 31% of the callers were using our service for the second time or more. Of the 50% of callers who revealed the location in which they were calling from, 6% were in the 712 area code, 34% in the 515 area, 11% in the 319 area, and 47% were from out of state.

Topics of discussion:

The greatest number of calls were categorized as relationship concerns (25%). Of these 54 calls, 35% revolved around family issues, 45% were concerned about boy and/or girl relationships, and another 12% were relating to peer and friend situations.

The remaining calls were categorized as follows: abuse (13 or 6%), birth control (3 or 1%), brochure request (4 or 2%), educational (5 or 2%), gangs (1 or 0%), hang-ups (36 or 17%), health (20 or 9%), information about hotline (9 or 4%), legal (4 or 2%), lonely or just needed to talk (42 or 19%), other (29 or 13%), prank (5 or 2%), pregnancy (7 or 3%), runaway (3 or 1%), sexuality (6 or 3%), suicide (3 or 1%), and wrong numbers (13 or 6%).

What was the outcome of the calls?

Of the 216 calls, 114 (53%) required a listening ear and counseling that the Teen Line staff provided. In addition, 15 callers (7%) had a specific question that staff was able to answer. To supplement the information given by staff, 18 referrals (8%) were made. Five calls resulted in the mailing of 110 Teen Line brochures, 4 You Are Not Alone workbooks, and 1 video. Staff was unable to help the 43 callers (20%) that hung-up or made a prank call.

To whom were the callers referred?

Of the referrals that were made, 6% were to the caller's parents, 12% to a family planning center, 24% on for medical services, 6% to another hotline, and another 6% to school personnel. Add to that, 12% who were referred to a counselor other than their school counselor, 3% to another adult, 3% to law enforcement, and another 2% to whom it was recommended they call legal services.

What is available for marketing?

Brochures and posters are available displaying the Teen Line number. To obtain these you may order the through the Iowa State Extension Distribution Center at 515-294-5247 or contact the Teen Line during office hours from 8 a.m. through 5 p.m.

If anyone would like additional statistics on the Teen Line, feel free to contact us at 1-800-443-8336. Current and previous reports are available for download at <http://www.exnet.iastate.edu/Pages/cahotlines/teenline/>.

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Time Period of Report: Aug. 1999 **Number of Calls:** 216 **Average Call Length:** 10 min.

Client Information:

Male: 53% **Female:** 34% **Avg. Age:** 19 **Adult Callers:** 7% **Repeat Callers:** 31%
Area Code (50% revealed): 319: 11% 515: 34% 712: 6% **Out of State:** 47%

Call Topic:

13 or 6% Abuse...
 3 or 19% *Physical*
 4 or 25% *Substance*
 6 or 38% *Verbal/Emotional*
 3 or 19% *Sexual*
3 or 1% Birth Control
4 or 2% Brochure Request...
5 or 2% Educational
1 or 0% Gangs
36 or 17% Hang-Up
20 or 9% Health...
 0 or 0% *AIDS*
 3 or 16% *Dieting/Nutrition*
 1 or 5% *Eating Disorders*
 0 or 0% *Puberty*
 4 or 21% *STD's*
 11 or 58% *Other*
9 or 4% Information about hotline
4 or 2% Legal
42 or 19% Lonely/Just to talk
5 or 2% Prank
7 or 3% Pregnancy...
54 or 25% Relationships...
 29 or 45% *Boy/Girl*
 23 or 35% *Family*
 8 or 12% *Peer/Friends*
 5 or 8% *Other*
3 or 1% Runaway
6 or 3% Sexuality
3 or 1% Suicide
13 or 6% Wrong Number
1 or 0% "You are not alone"
29 or 13% Other

Outcome:

5 or 2% Brochure/Video Order Sent
114 or 53% Counseling
43 or 20% Hang-Up/Prank/NA
12 or 6% Needs to call us back
18 or 8% Referral...
15 or 7% Supplied wanted information
17 or 8% Unable to assist caller
7 or 3% Other

...Referrals:

4 or 12% Counselor (not school)
0 or 0% Dept. of Public Health
4 or 12% Family Planning Center
1 or 3% Law Enforcement
4 or 2% Legal Services
8 or 24% Medical Services
1 or 3% Other Adult
2 or 6% Other Hotline
2 or 6% Parents
0 or 0% Runaway Services
2 or 6% School Personnel
7 or 21% Other

...# Teen Line brochures requested: _____

"You are not alone" series...

Workbooks requested: 4
 Videos requested: 1
 Physicians' manuals requested: 1

Teen Line Calls August 1998 - August 1999

