

Teen Line - 1-800-443-8336
February 2000 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 185 calls for the month of February. This is a decrease of fifteen calls from the previous month. The annual total (fiscal year) of calls from October 1999 – February 2000 is 957.

Who called?

The average caller was 18 years old, female (44% female, 40% male), and remained on the line for 7 minutes. Fourteen percent of the calls were made by adults. Twenty-one percent of the callers were using our service for the second time or more. Of the 63% of callers who revealed the location in which they were calling from, 14% were in the 712 area code, 37% in the 515 area, 17% in the 319 area, and 33% were from out of state.

Topics of discussion:

The greatest number of calls were categorized as relationship concerns (25%). Of these 46 calls, 38% revolved around family issues, 28% were concerned about boy and/or girl relationships, and another 28% were relating to peer and friend situations.

The remaining calls were categorized as follows: abuse (9 or 5%), birth control (4 or 2%), brochure request (13 or 7%), educational (2 or 1%), employment (2 or 1%), hang-ups (27 or 15%), health (22 or 12%), information about hotline (12 or 6%), legal (4 or 2%), lonely or just needed to talk (20 or 11%), other (29 or 16%), prank (7 or 4%), pregnancy (8 or 4%), sexuality (19 or 10%), suicide (4 or 2%), and wrong number (8 or 4%).

One call this month was from a fifteen-year old female who was concerned that her friend might have an eating disorder and wanted to know what she could do help. A Teen Line counselor talked with her about some of the symptoms and warning signs of anorexia and Bulimia and gave suggestions on how to approach her friend about her concerns—what to say and what to avoid saying. The Teen Line counselor also suggested talking to an adult about concerns if attempts to talk to her friend don't go well.

What was the outcome of the calls?

Of the 185 calls, 64 (35%) required a listening ear and counseling that the Teen Line staff provided. In addition, 16 callers (9%) had a specific question that staff was able to answer. To supplement the information given by staff, forty-one referrals (22%) were made. Thirteen calls resulted in the mailing of 700 Teen Line brochures and 70 You Are Not Alone workbooks. Staff was unable to help the 37 callers (20%) that hung-up or made a prank call.

To whom were the callers referred?

Of the referrals that were made, 9% to the Department of Public Health, 9% to a family planning center, 23% to a medical service, 18% to another hotline, and another 5% to school personnel. Add to that, 13% who were referred to a counselor other than their school counselor, 4% to another adult, 4% to their parent(s) and another 7% 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.extension.iastate.edu/Pages/cahotlines/teenline/>.

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Time Period of Report: Feb. 2000 **Number of Calls:** 185 **Average Call Length:** 7 min.

Client Information:

Male: 40% **Female:** 44% **Avg. Age:** 18 **Adult Callers:** 14% **Repeat Callers:** 21%
Area Code (63% revealed): 319: 17% 515: 37% 712: 14% **Out of State:** 33%

Call Topic:

<u>9 or 5%</u>	Abuse...
<u>2 or 20%</u>	<i>Physical</i>
<u>5 or 50%</u>	<i>Substance</i>
<u>1 or 10%</u>	<i>Verbal/Emotional</i>
<u>2 or 20%</u>	<i>Sexual</i>
<u>4 or 2%</u>	Birth Control
<u>13 or 7%</u>	Brochure Request...
<u>2 or 1%</u>	Educational
<u>2 or 1%</u>	Employment
<u>0 or 0%</u>	Gangs
<u>27 or 15%</u>	Hang-Up
<u>22 or 12%</u>	Health...
<u>0 or 0%</u>	<i>AIDS</i>
<u>3 or 13%</u>	<i>Dieting/Nutrition</i>
<u>3 or 13%</u>	<i>Eating Disorders</i>
<u>1 or 4%</u>	<i>Puberty</i>
<u>2 or 9%</u>	<i>STD's</i>
<u>14 or 61%</u>	<i>Other</i>
<u>12 or 6%</u>	Information about hotline
<u>4 or 2%</u>	Legal
<u>20 or 11%</u>	Lonely/Just to talk
<u>7 or 4%</u>	Prank
<u>8 or 4%</u>	Pregnancy...
<u>46 or 25%</u>	Relationships...
<u>14 or 28%</u>	<i>Boy/Girl</i>
<u>19 or 38%</u>	<i>Family</i>
<u>14 or 28%</u>	<i>Peer/Friends</i>
<u>3 or 6%</u>	<i>Other</i>
<u>0 or 0%</u>	Runaway
<u>19 or 10%</u>	Sexuality
<u>4 or 2%</u>	Suicide
<u>8 or 4%</u>	Wrong Number
<u>5 or 2%</u>	"You are not alone"
<u>10 or 5%</u>	Other

Outcome:

<u>13 or 7%</u>	Brochure/Video Order Sent
<u>64 or 35%</u>	Counseling
<u>37 or 20%</u>	Hang-Up/Prank/NA
<u>3 or 2%</u>	Needs to call us back
<u>41 or 22%</u>	Referral...
<u>16 or 9%</u>	Supplied wanted information
<u>11 or 6%</u>	Unable to assist caller
<u>5 or 2%</u>	Other

...Referrals:

<u>7 or 13%</u>	Counselor (not school)
<u>2 or 4%</u>	Dept. of Public Health
<u>5 or 9%</u>	Family Planning Center
<u>4 or 7%</u>	Legal Services
<u>7 or 13%</u>	Medical Services
<u>2 or 4%</u>	Other Adult
<u>18 or 33%</u>	Other Hotline
<u>2 or 4%</u>	Parents
<u>8 or 15%</u>	Other

...# Teen Line brochures requested: 700

"You are not alone" series...

Workbooks requested:	<u>70</u>
Videos requested:	<u>0</u>
Physicians' manuals requested:	<u>0</u>

Teen Line Calls

February 1999 - February 2000

